

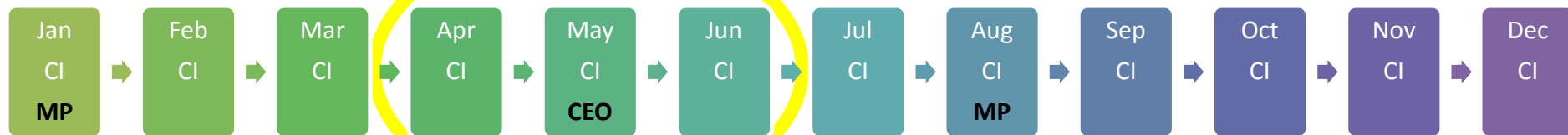


# **New York Independent System Operator**

## ***Customer Satisfaction and Assessment of Performance***


**Dr. Don Levy**  
**July 27, 2016**

# Enhanced Satisfaction & Assessment of Performance Program




# Customer Inquiry Survey

At close of each ticket, each customer is offered opportunity to provide feedback on level of service based on timeliness and accuracy



Results are factored in to the satisfaction component of score



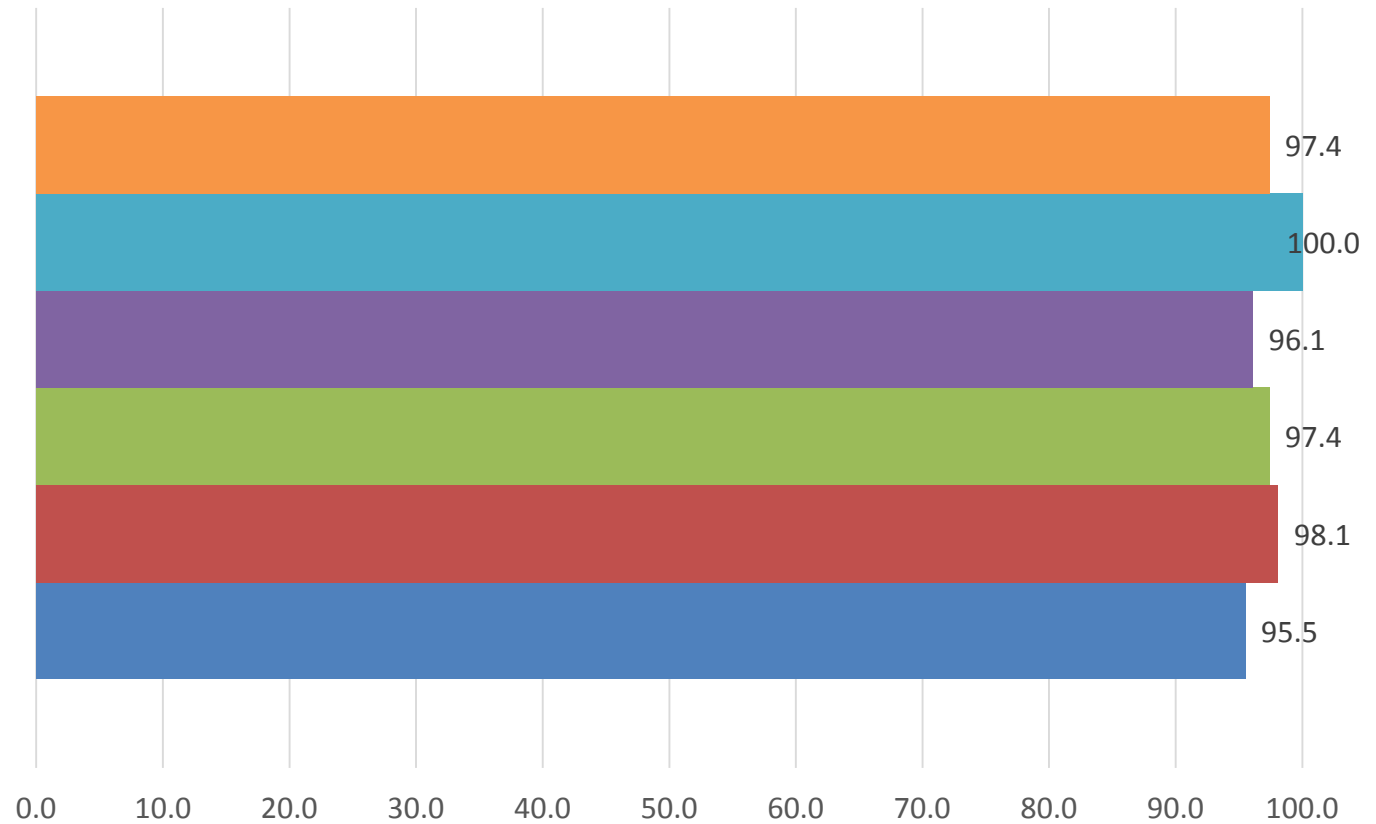
# Customer Inquiry Survey

## Satisfaction

Customer Inquiry Satisfaction Scores by Sector January-June 2016

Overall Customer  
Inquiry Satisfaction  
Score  
97.4

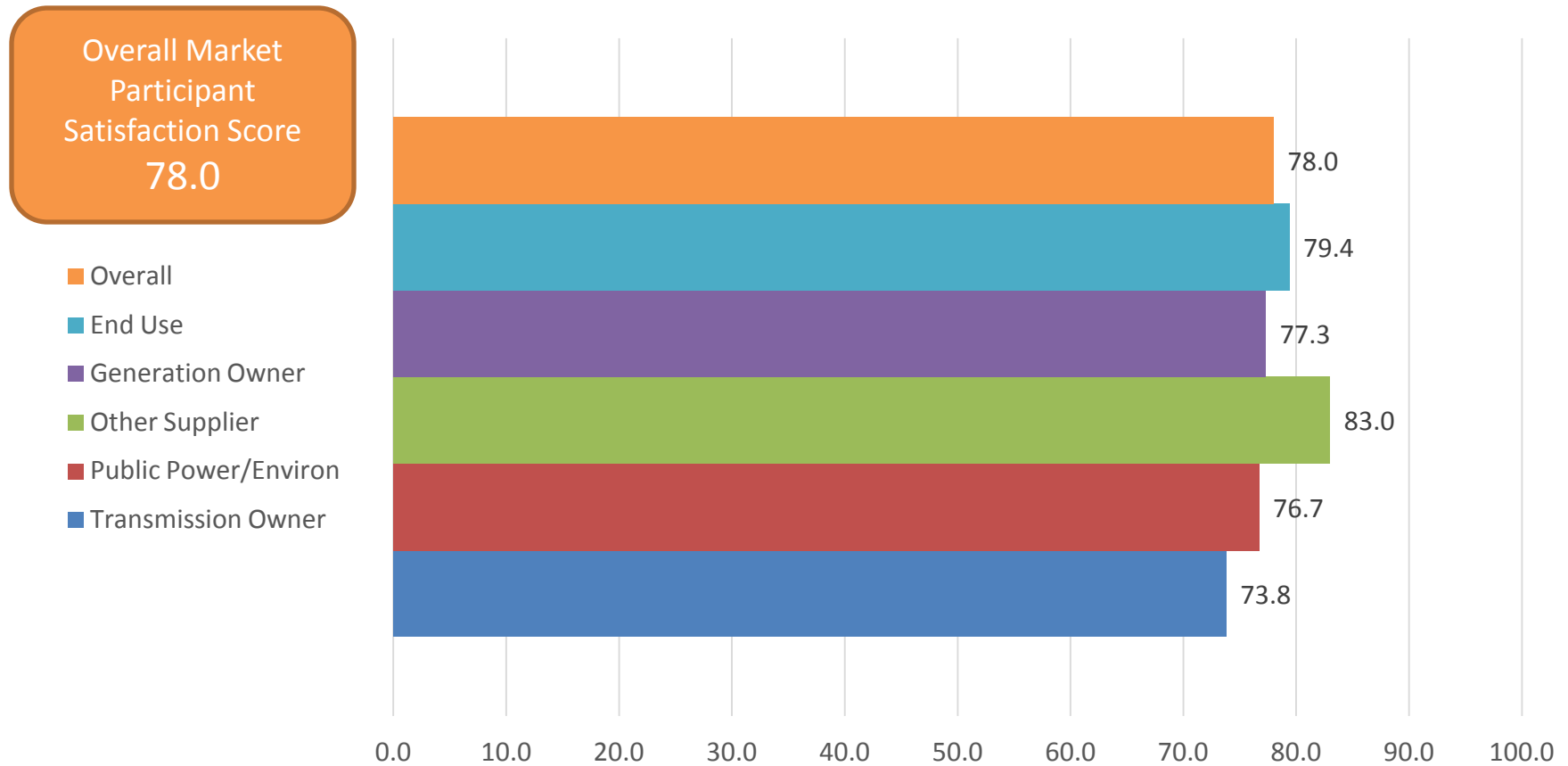
- Overall
- End Use
- Generation Owner
- Other Supplier
- Public Power/Environ
- Transmission Owner



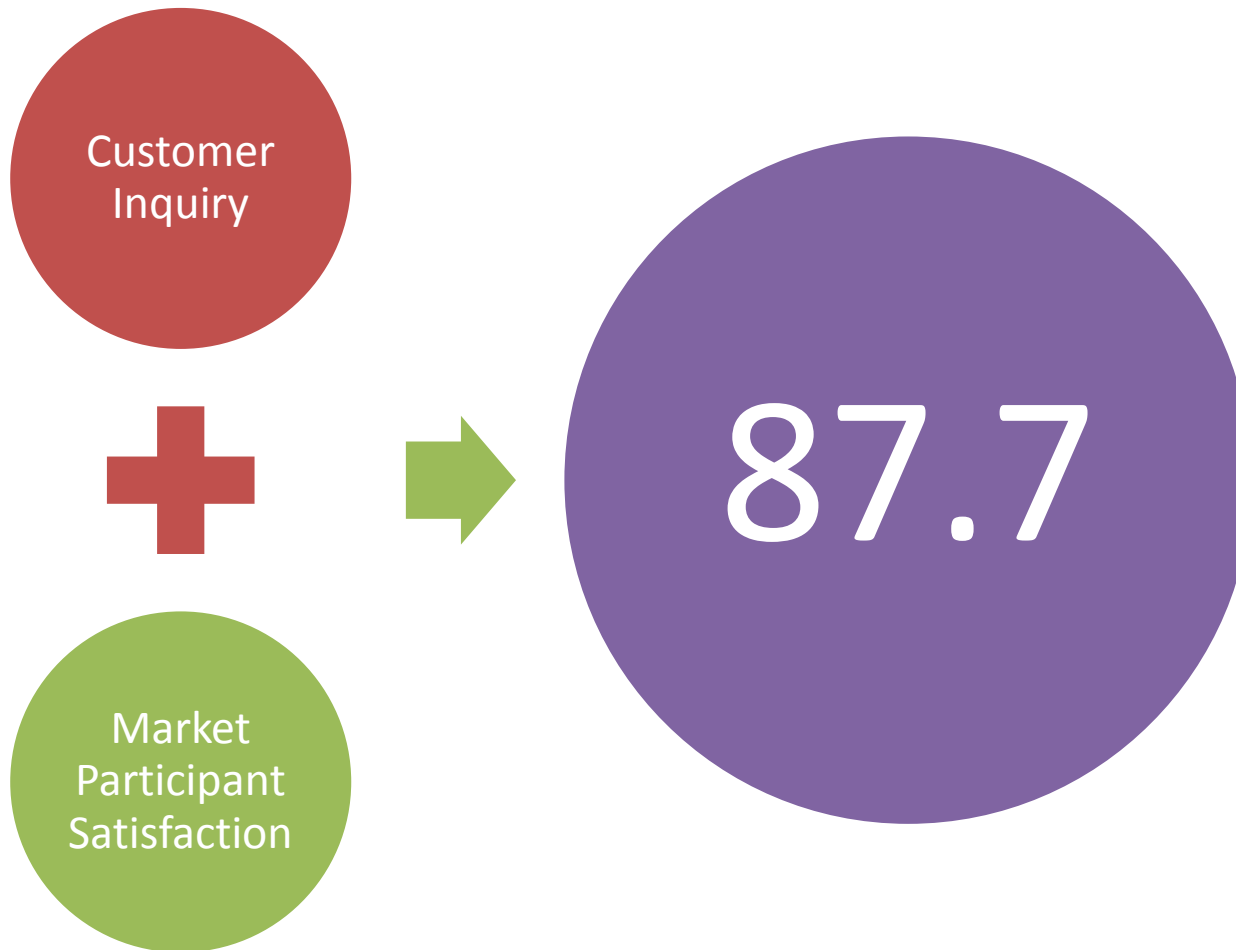
# Market Participant Survey

## Satisfaction

### January Market Participant Survey Satisfaction Score by Sector



# Satisfaction Score



# CEO Strategic Outreach Survey

Capture feedback from customers' senior executives

Executive feedback on NYISO's performance as related to its mission

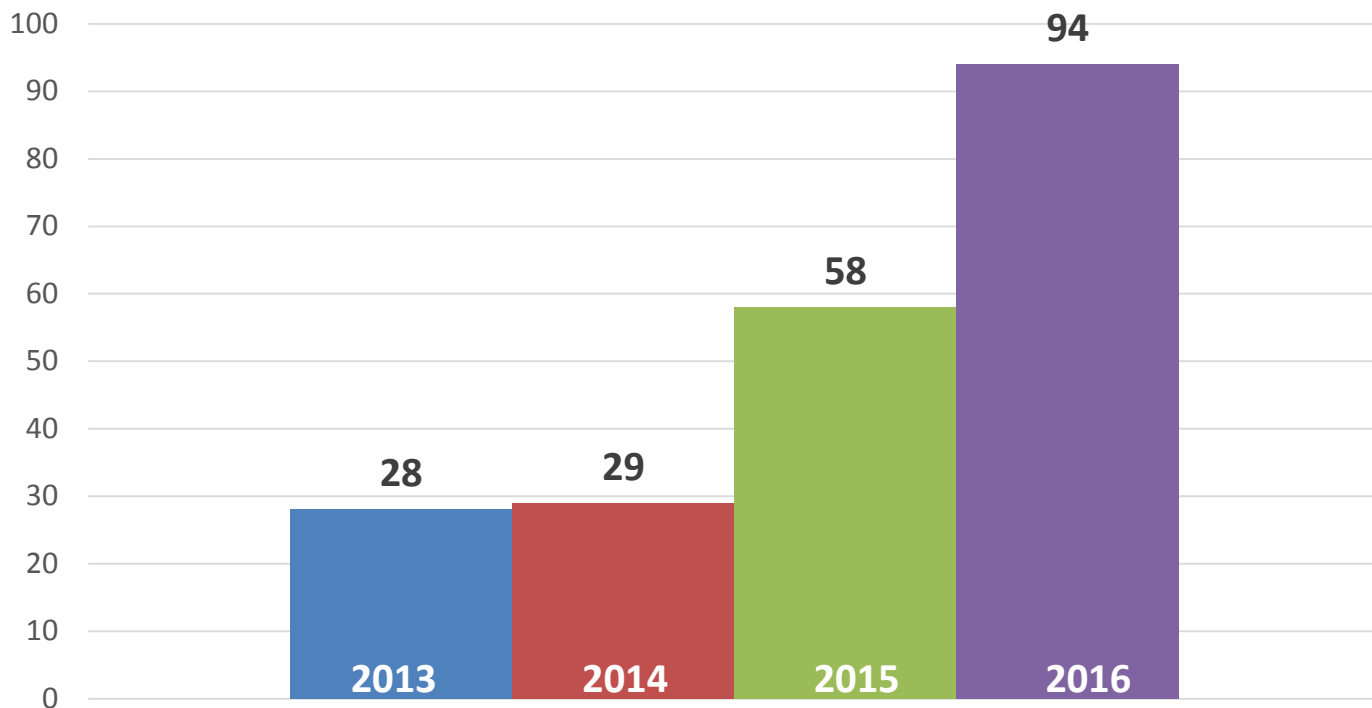
Results are factored into performance component

# CEO Strategic Outreach Survey

## Performance

CEO Strategic Outreach Survey Completions 2013 to 2016

Total Response Rate  
33%



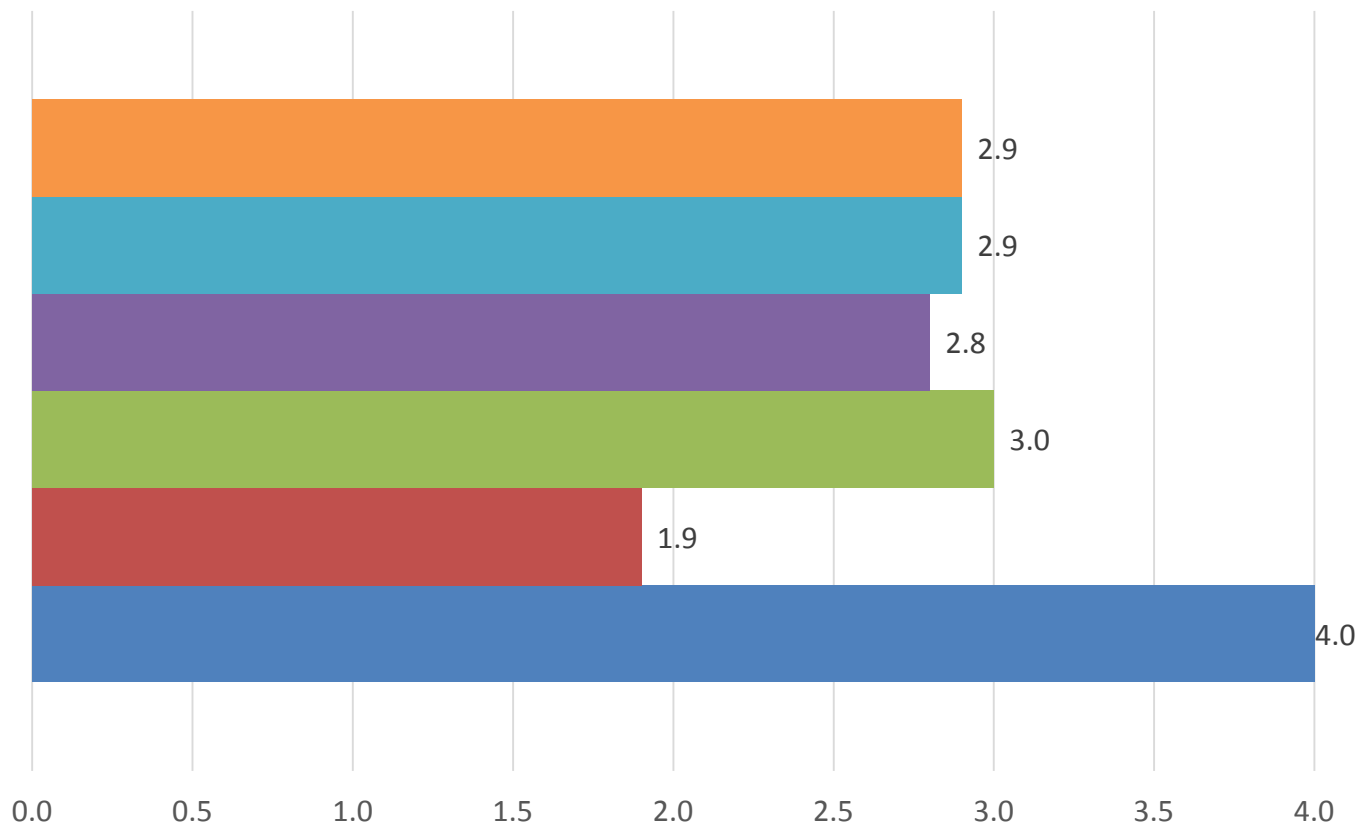
# CEO Strategic Outreach Survey

## Performance

CEO Assessment of Performance by Sector 2016 Survey

Overall CEO  
Assessment of  
Performance  
2.9

- Overall
- End Use
- Generation Owner
- Other Supplier
- Public Power/Environ
- Transmission Owner



# CEO Strategic Outreach Survey

## Performance

### Doing Well

- Reliably operating New York's bulk electricity grid
- Administering open and competitive markets

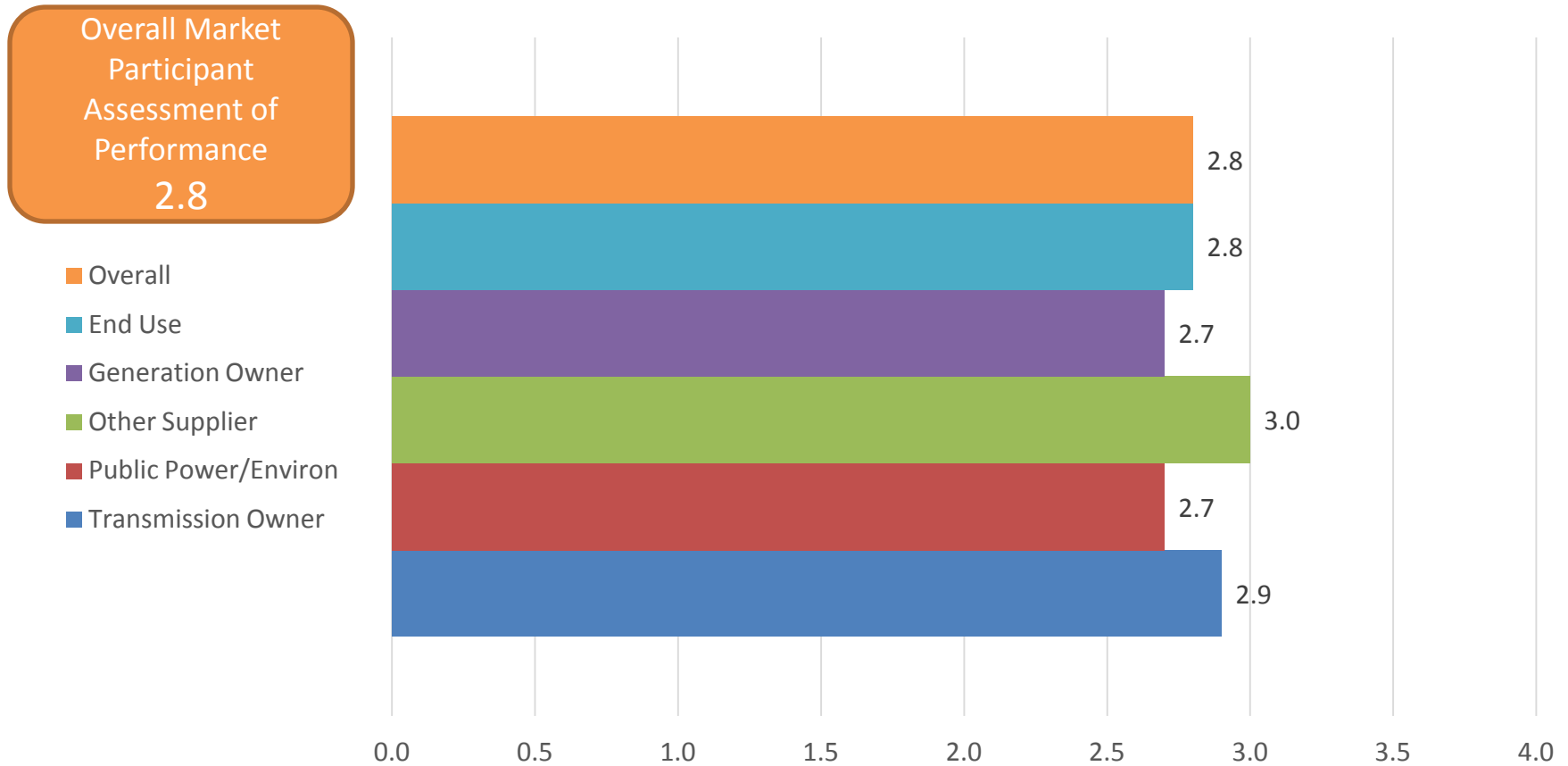
### Opportunity for Improvement

- Conducting comprehensive long-term planning for the state's electric power system
- Advancing the technological infrastructure of the electric system serving New York
- Providing factual information to policy makers, stakeholders, and investors

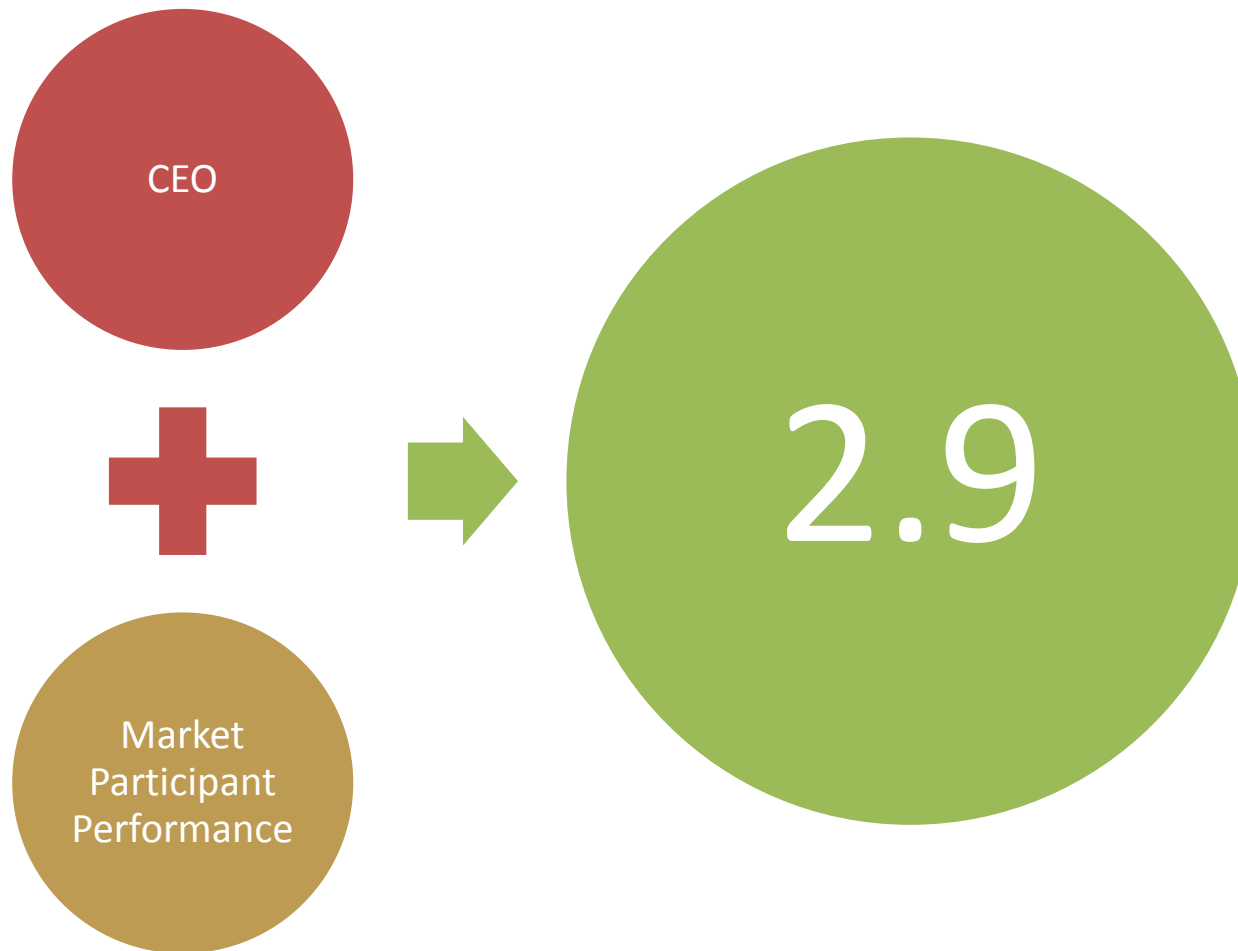
# Market Participant Survey

## Performance

### January Market Participant Survey Performance Score by Sector



# Assessment of Performance



# Response Rates

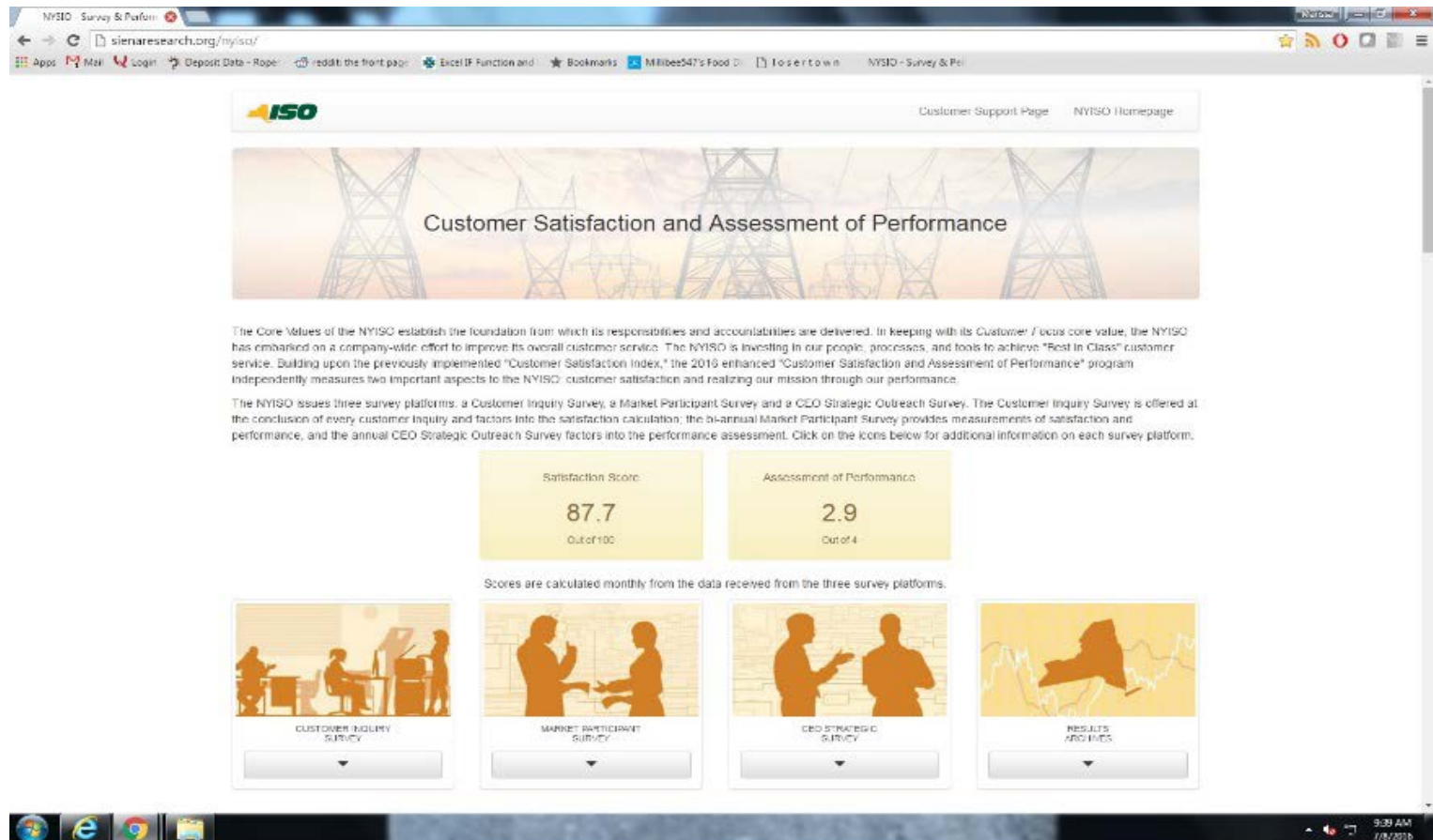
Customer  
Inquiry: 38%

Market  
Participant:  
30%

CEO: 33%

# Website

## Customer Satisfaction and Assessment of Performance



The screenshot displays the NYISO website's "Customer Satisfaction and Assessment of Performance" page. The browser address bar shows the URL [sienaresearch.org/nyiso/](http://sienaresearch.org/nyiso/). The page features the NYISO logo and navigation links for "Customer Support Page" and "NYISO Homepage". A large banner image of power lines is at the top, with the title "Customer Satisfaction and Assessment of Performance" centered over it.

The main content area includes two paragraphs of text. The first paragraph states that the NYISO's Core Values establish its responsibilities and accountabilities, and that the organization is investing in its people, processes, and tools to achieve "Best in Class" customer service. The second paragraph explains that the NYISO issues three survey platforms: a Customer Inquiry Survey, a Market Participant Survey, and a CEO Strategic Outreach Survey. It notes that the Customer Inquiry Survey is offered at the conclusion of every customer inquiry and factors into the satisfaction calculation, the bi-annual Market Participant Survey provides measurements of satisfaction and performance, and the annual CEO Strategic Outreach Survey factors into the performance assessment. It also includes a call to action to click on icons for more information.

Below the text are two performance metrics displayed in yellow boxes:

- Satisfaction Score:** 87.7 Out of 100
- Assessment of Performance:** 2.9 Out of 4

A note below these metrics states: "Scores are calculated monthly from the data received from the three survey platforms." Below this note are four icons with corresponding survey names and dropdown arrows:

- CUSTOMER INQUIRY SURVEY
- MARKET PARTICIPANT SURVEY
- CEO STRATEGIC SURVEY
- RESULTS ARCHIVES

The bottom of the screenshot shows a Windows taskbar with icons for Internet Explorer, Google Chrome, and File Explorer, along with a system tray showing the time as 9:30 AM on 1/17/2013.

# August MP Survey

Next opportunity to complete the MP Survey begins in August – online and by phone – please share you feedback!



# Questions

