

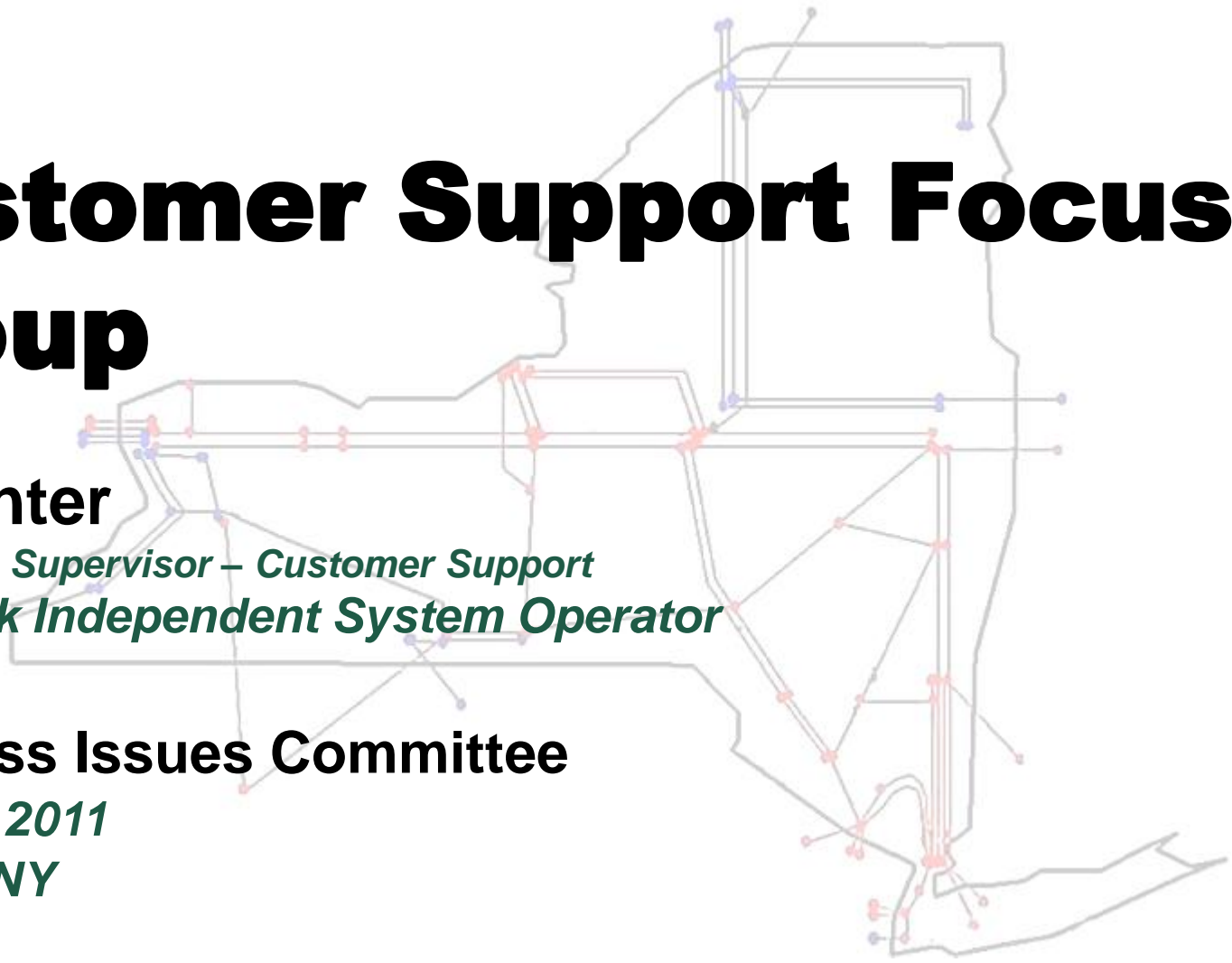
# Customer Support Focus Group

## Presenter

*Rick Roby, Supervisor – Customer Support  
New York Independent System Operator*

## Business Issues Committee

*April 13, 2011  
Albany, NY*



## Presentation Goals

- ◆ Reinstitute the Customer Support Focus Group.
  - *We need your participation.*
  - *Details at the end of the presentation.*
- ◆ Illustrate improvements made in Customer Support and how we will be communicating these to you, our Customers.
- ◆ Year to date metrics.

## **Improvements in Customer Relations**

- ◆ Effective November 1, 2010, NYISO Customer Relations transitioned to the Customer Representative managed accounts.
- ◆ Each Customer has a Customer Representative assigned.
- ◆ This was in response to the request of the customers.

## **Improvements in Customer Relations (cont.)**

- ◆ Each Customer can reach their Customer Representative via their extension, x6060, or email.
- ◆ The Customer Representative will be the focal point of any related issue with the NYISO and be available to discuss any resolutions.
- ◆ Extensions posted on the web at:

[http://www.nyiso.com/public/webdocs/services/customer\\_relations/customers/nyiso\\_approved\\_customers.pdf](http://www.nyiso.com/public/webdocs/services/customer_relations/customers/nyiso_approved_customers.pdf)

## **Improvements in Communications: Customer Corner Feature now in Connections**

- ◆ A New “Customer Corner” has been added to the “Connections” newsletter beginning with the first quarter 2011.
- ◆ In that “Customer Corner”, a survey link is embedded to allow the customers to say if the Customer Representative approach is working for them. Two questions.
- ◆ Link is:  
[http://www.nyiso.com/public/markets\\_operations/services/customer\\_support/survey/index.jsp](http://www.nyiso.com/public/markets_operations/services/customer_support/survey/index.jsp)

## **Customer Corner Feature now in Connections**

- ◆ **“Customer Corner” will include items such as:**
  - *Hot Tickets - a selection of tickets where the resolution could be shared to a specific document or FAQ, ensuring confidentiality is maintained. This may be helpful to new customers.*
  - *Ticket trends – year to date ticket information.*
  - *Upcoming training courses.*
  - *High priority needs of the NYISO.*

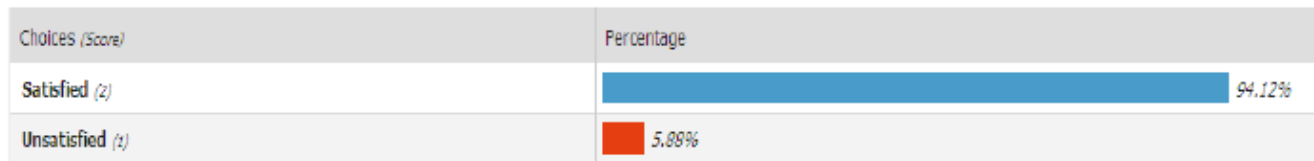
# Current Status of Inquiries Submitted to the NYISO

- ◆ **Current Cycle-time of General Inquiry Tickets for 2011:**
  - *Through the end of March 2011, the NYISO has closed 2050 tickets.*
  - *The average closed time on the tickets closed is 0.76 business days.*

# Current Status of Inquiries Submitted to the NYISO

- ◆ **Measurement of Completeness and Accuracy of ticket resolutions**
  - *Measurement is conducted in a survey embedded in the closing email of the ticket.*
  - *Uses 5 questions, which mimic questions used in the annual Customer Satisfaction Survey.*

Accuracy / Completeness of Inquiry Resolution





## **Customer Support Focus Group**

- ◆ Initially started in 2008 to address concerns related to the shortened settlement cycle.
- ◆ Focus group met (or teleconferenced) three times, with very good discussion on improvements to Customer Service.
- ◆ Improvements were made to some processes (CRITaR) and proposed for items such as Contact Management.

# Customer Support Focus Group

NYISO would like to reinstitute the focus group to:

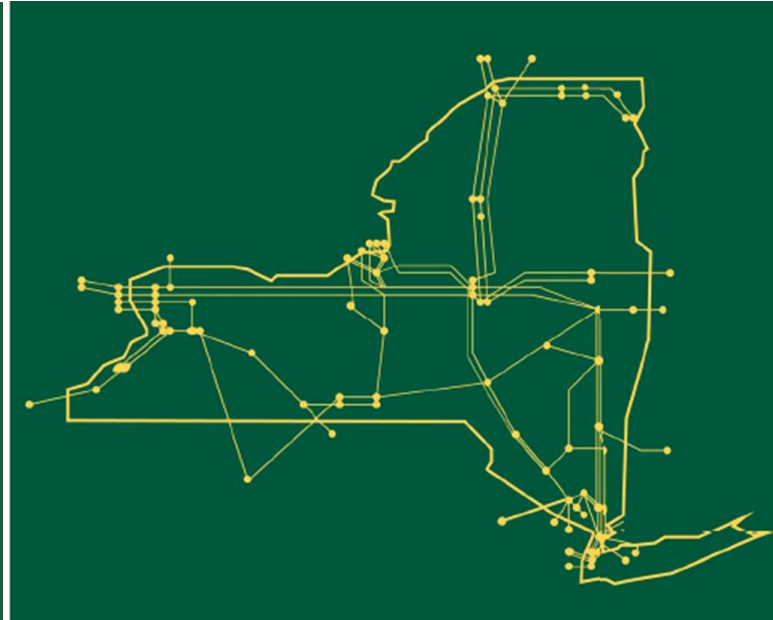
- Address topics before they become issues.
- Gain your (the Customer) input and buy-in into changes.
- Assist when appropriate, in supporting projects through the prioritization phase of budget

Anticipate that meetings will begin in May 2011.

- Monthly for the first three (3) months.
  - Quarterly thereafter.
  - Meeting can be in person meetings here at the NYISO, with a call-in for those who cannot make the meeting.
- ◆ We would like to have a core group of 12 Market Participants.
  - ◆ If you would like to be involved, please contact Leigh Bullock at [lbullock@nyiso.com](mailto:lbullock@nyiso.com).

# Questions?

The New York Independent System Operator (NYISO) is a not-for-profit corporation responsible for operating the state's bulk electricity grid, administering New York's competitive wholesale electricity markets, conducting comprehensive long-term planning for the state's electric power system, and advancing the technological infrastructure of the electric system serving the Empire State.



[www.nyiso.com](http://www.nyiso.com)