

Presentation to Management Committee

2000 Customer Satisfaction Survey



April 18, 2001

Jonathan Mayo
Manager – Customer Technical Services

Survey Scope

- Objective – To determine how we might better serve our customers
- One representative response from each ISO Customer (entity which signed ISO Tariff)
- Results will be used in establishing 2001 ISO corporate goal for customer satisfaction

Methodology

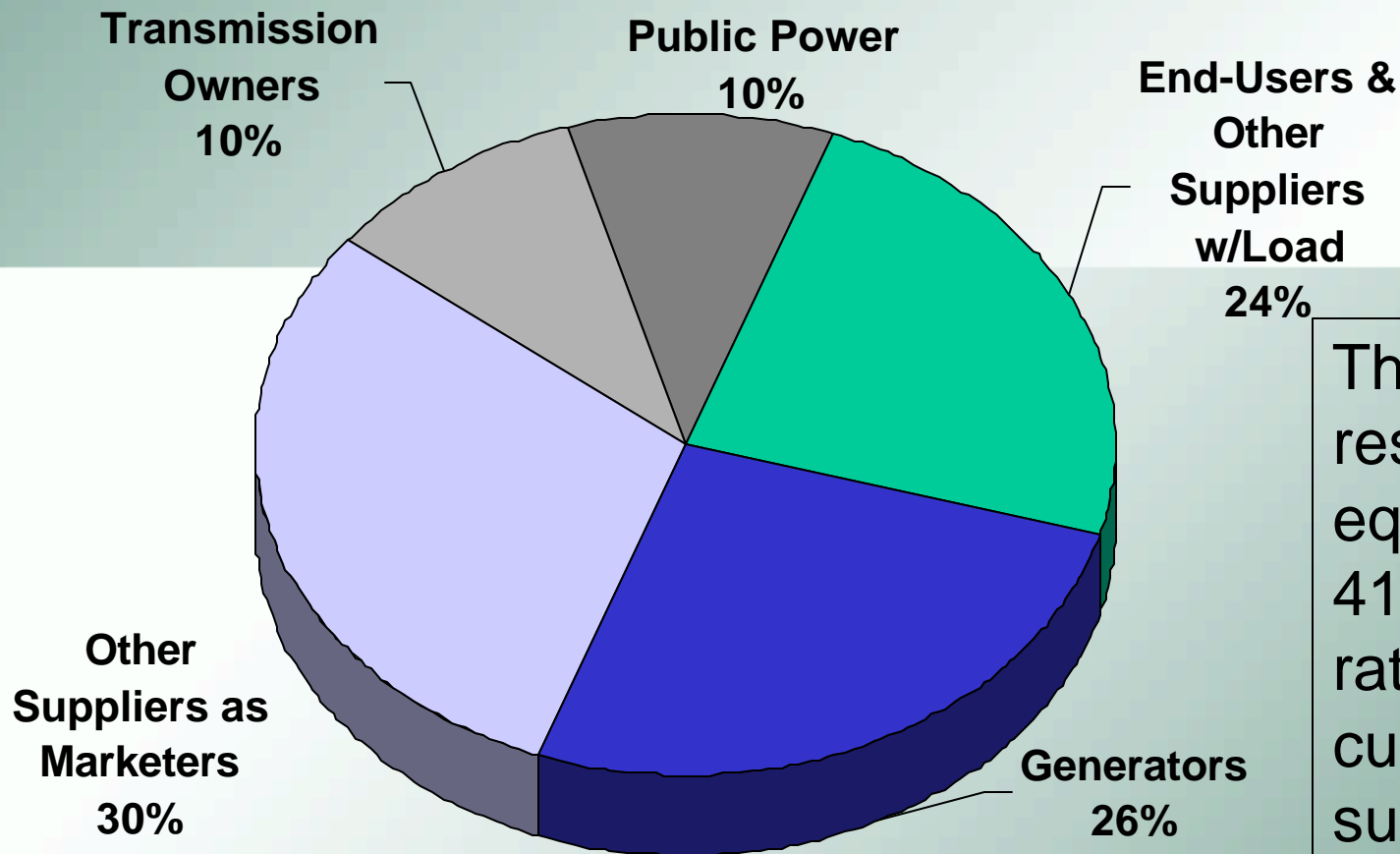
- The survey was conducted over the Internet
- Survey consisted of 50 questions - narrative and numeric
- Topics addressed include the NYISO web sites, training courses, billing, customer representatives, and communications

Methodology

Scoring of Numeric

- Numeric questions were scaled from 1 to 5 and grouped by topic.
- The scale from 1 to 5 captured responses from “Not Satisfied” to “Extremely Satisfied”, “Never” to “Always”, or “Poor” to “Outstanding” depending on the question type.
- Total average was calculated by averaging each topic’s average.

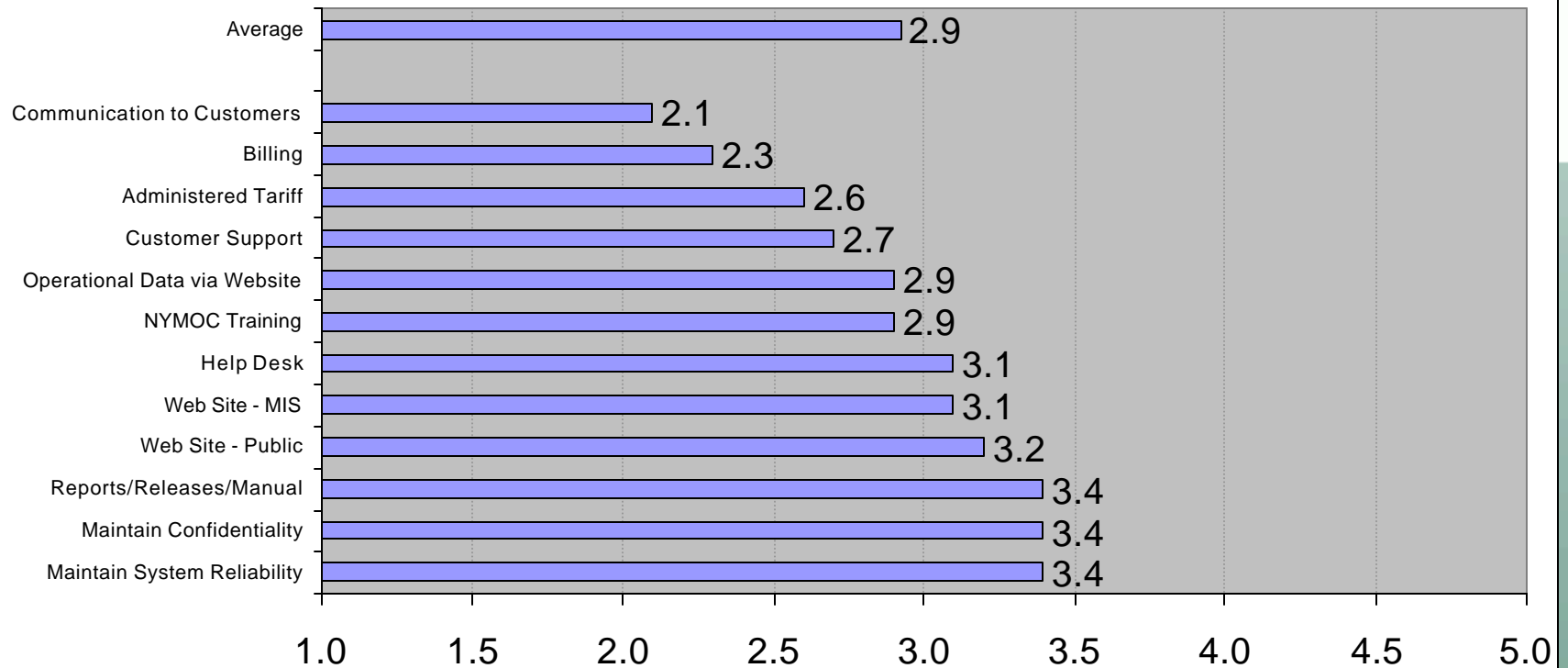
Survey Response Rate by Sector.



The 50 response total equates to 41% response rate of all customers surveyed

Results – By Topic

NYISO 2000 Benchmark Survey Responses



Results - General

- NYISO Customers like the reports, manuals, news releases, and other documents the NYISO produce, however, they were not satisfied with the amount of information provided, especially system operational data.
- Customers were not satisfied with the lateness of billing settlements or with their ability to reconcile their bill.
- Overall satisfaction with our communication to customers was low, mostly due to lack of timely responses to questions and timely reporting on NYISO activities.
- The Website received favorable ratings except for the search engine capability, which has just recently been upgraded.

Results – by Sector

- The Marketer's, as a sector, are the most satisfied with an overall average of 3.1. Only in the area of training do the marketers have the lowest rating. In fact, relative to the other sectors, they provided 9 of the highest ratings out of the 12 areas of questions.
- Transmission Owner's are the least satisfied with an overall average of 2.6. They are most dissatisfied with customer support, help desk functions, and overall communication to users.
- The sector averages for Public Power, Generators, and Loads are each 2.9 – the same as the overall average.

Results – by Sector

- The Public Power sector, relative to the other sectors, provided the highest rating for training and the lowest rating for billing.
- The Generators, relative to the other sectors, provided the highest rating for reports/manuals and the public website. They provided the lowest ratings for both system reliability and confidentiality.
- The Loads sector is defined as an end-use consumer or a marketer with load. This Load sector does not include any Public Power or Transmission Owner NY load. The ratings that this Load sector provided were between the ratings provided by the marketers and the transmission owners sector. This reflects the fact that this Load sector represents the interests of both marketers and loads.

NYISO 2000 Benchmark Survey Analyzed by Sector

