

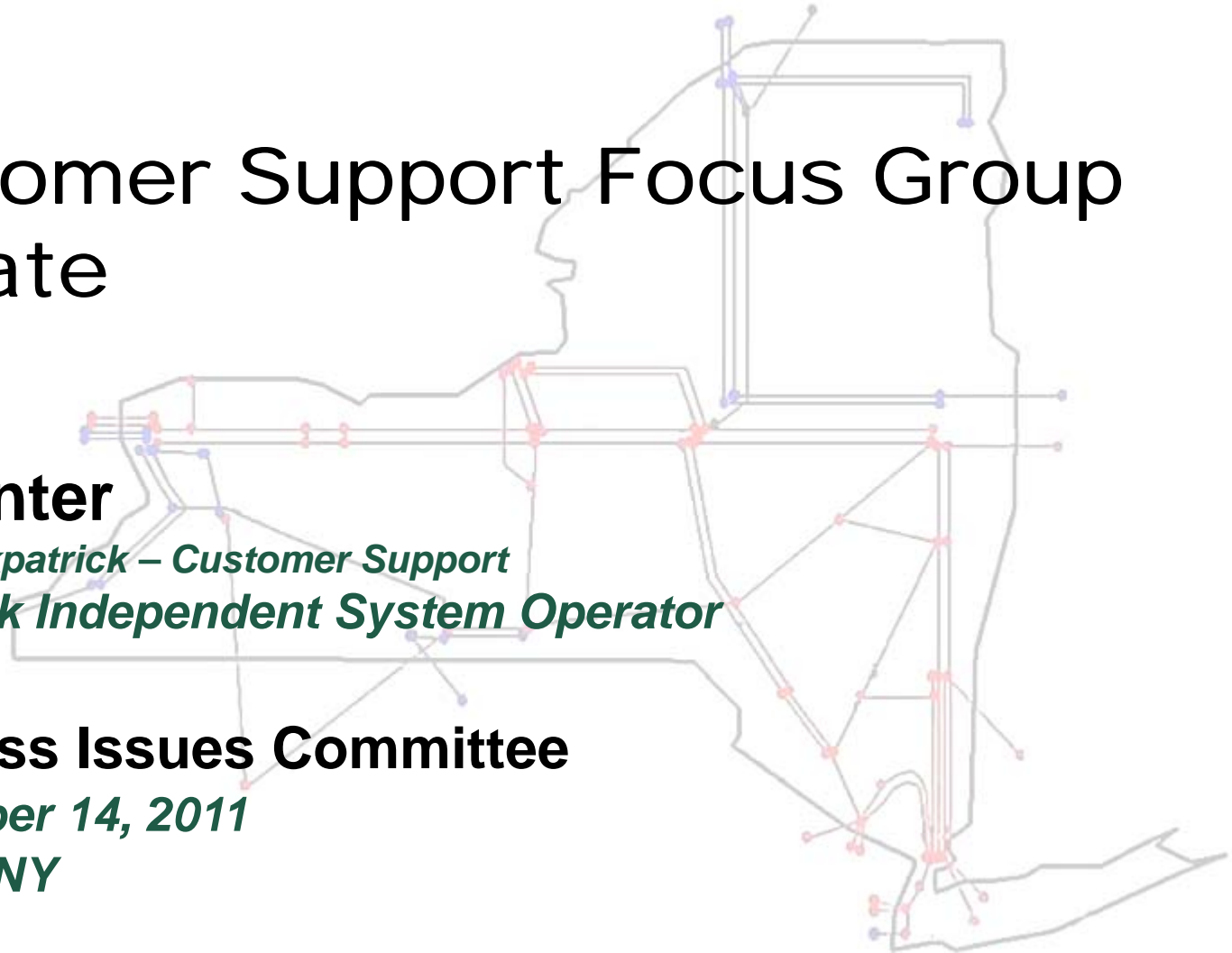
Customer Support Focus Group Update

Presenter

*Roger Kirkpatrick – Customer Support
New York Independent System Operator*

Business Issues Committee

*September 14, 2011
Albany, NY*



Overview

- ◆ As discussed at the April 2011 BIC meeting, the Customer Support Focus Group was reconvened to provide a forum for customers to share expectations/recommendations on NYISO internal processes.
- ◆ Focus group is on-going; members are encouraged to participate.

Overview, cont.

Four Focus Group meetings conducted from
May – August

- *9 Market Participants from various sectors*

Areas focused on for this round of meetings
include:

- *Customer Relations*
- *NYISO Website*
- *Working Group and Committees*

Customer Relations Discussion Topics

- ◆ Help Desk Call Resolution Time
 - *Statistics*
- ◆ Redesign of Customer Survey (post ticket closure)
 - *Survey was revised to allow better feedback*
- ◆ Email Notifications (allowing more MP individuals informed of certain topics)
 - *CRD has followed up with MMU; their RLS software does not accommodate more than one contact. A suggestion was made to have the contact changed to a "group" contact so that multiple individuals can be included on the customer side of the email*
 - *CRD has also followed up with other groups, no action taken*

Customer Relations Discussion Topics

- ◆ **Hyperlink Manuals to Tariffs**
 - *On going, will be working on upcoming manuals*
 - *May be able to get more granular with new Tariff format*

- ◆ **NYISO Guide to Manuals, Guides and Technical Bulletins**
 - *A comprehensive, hyperlinked document to NYISO documentation*
 - *In final review*

Committee/WG Discussion Topics

- ◆ Customer contacts for governance members who are not customers
 - *List of contacts distributed to governance members*
- ◆ Request for action items
 - *As a result of Customer Focus Group discussion NYISO will be distributing action item lists to members*

Website Discussion Topics

◆ Search Engine

- *Feedback was provided from group on search engines for www.nyiso.com*

◆ Public Presentations

- *Section is now included on NYISO website (“Media Room”) for publications and presentations given at public events*

◆ Manuals - glossary

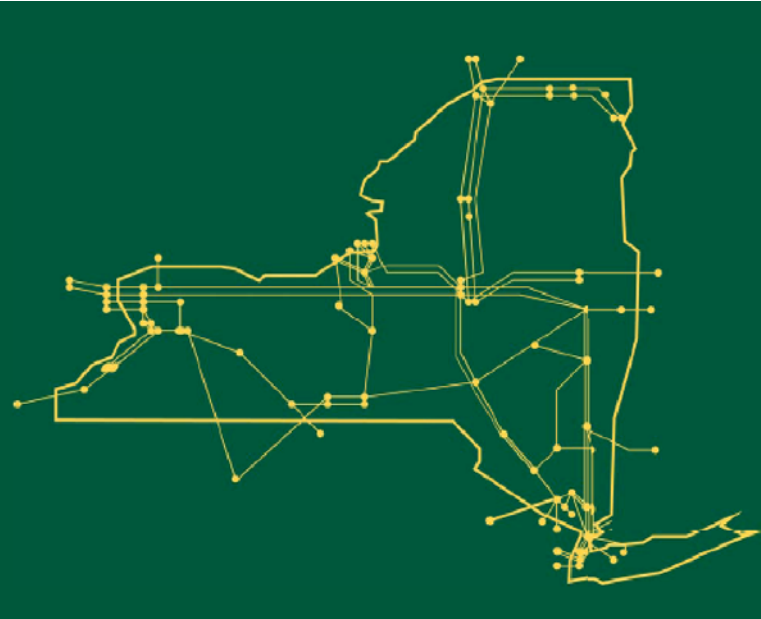
- *Customer Relations is working on adding hyperlinks to the next two manuals: Transmission and Dispatch and Day Ahead Schedule Manual as a starting point*
- *Search engine*

Next Steps

- ◆ NYISO is working on action items
- ◆ Expect the next focus group meeting in October or November
- ◆ We encourage additional participation and suggestions
 - *How can the NYISO improve customer interactions and your experience?*

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.



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