

Conference Center Update

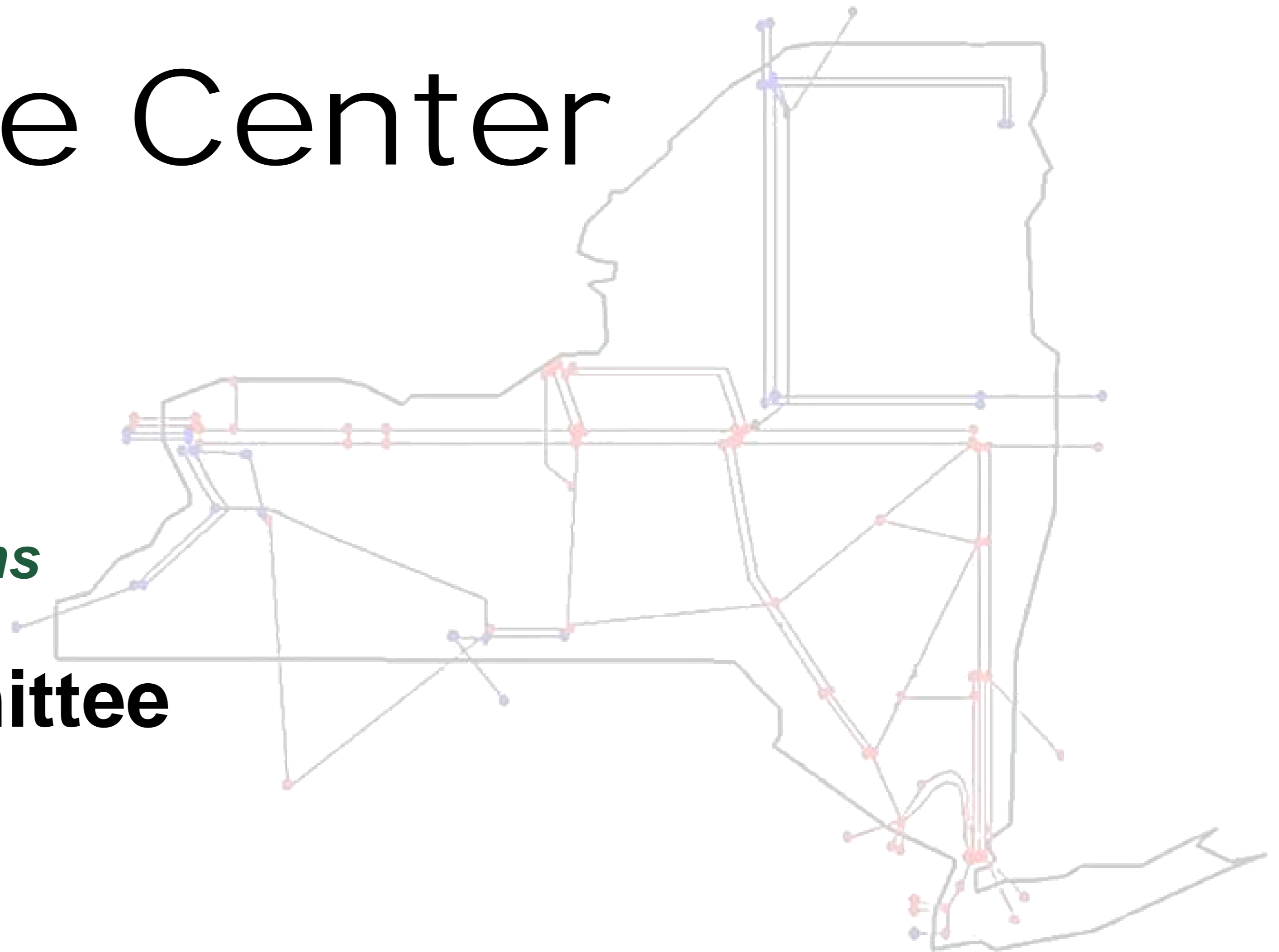
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How Did We Get Here?

Original equipment installed 2005

- *Equipment exceeded lifespan*
- *Reliability issues with equipment*

Stakeholder Feedback

- *Survey feedback*
- *Working Groups / Customer Focus Groups*

Benchmarking

- *Peer and non-peer organizations*

What We Did.....

Improved Technology

- *LCD monitors*
- *Zonal sound system and digital sound processor*

Improved Reliability

- *New AV control system with single point of control*
- *Dedicated support service 24 x 7*

Improved Quality

- *Electronic marquee*
- *Meeting consistency*

Improved Flexibility

- *Minimize offsite meetings*
- *Room configuration*

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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