

**DRAFT**

**NYISO Management Committee Meeting Minutes**

**August 30, 2017**

**10:00 a.m. – 1:00 p.m.**

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**1. Introductions, Meeting Objectives, and Chairman’s Report**

The chair of the Management Committee (MC), Ms. Patti Caletka (NYSEG/RGE), called the meeting to order at 10:00 a.m. by welcoming the members of the MC. She noted that there would not be a presentation for agenda item 6 because Dr. Don Levy was not able to attend the meeting. Members identified themselves and attendance was recorded. A quorum was determined. Ms. Caletka noted that Mr. Rich Dewey (NYISO) was filling in for Mr. Brad Jones (NYISO).

**2. Approval of the Draft June 13, 2017 Meeting Minutes**

The draft meeting minutes for June 13, 2017 were presented for approval.

**Motion 1**

The Management Committee (MC) approves the June 13, 2017 meeting minutes.

***The motion passed unanimously by show of hands***

**3. President/COO Report**

Mr. Brad Jones (NYISO) reported that on September 6 the NYISO and PSC will host a conference on integrating social cost of carbon into the competitive wholesale market. The conference will be held from 1:00 - 4:00 at the Empire Plaza, Albany, NY. He reminded all who planned to attend to RSVP through the NYISO website. The conference will be webcast as well.

Mr. Rick Gonzales (NYISO) reviewed the Market Performance highlights and Operations Performance Report (presentation include with meeting material). He noted that in addition to the last month’s new charts on zonal wind curtailments by zone and by transmission constraint, an additional chart on the daily wind production and capacity factor has been added to provide more transparency on the variability of wind production to stakeholders. Mr. Fromer (PSEG) asked whether information related to forecasted wind production could be added to the daily actual production charts. Mr. Gonzales indicated that the ISO would consider Mr. Fromer’s request in light of the other wind forecast performance metrics that are being reported.

Mr. Wes Yeomans (NYISO) reported that the scheduled return date for the Ramapo 3500 PAR is September 13.

**4. New York Solar Eclipse August 21, 2017 Projected & Actual Implications**

Mr. Wes Yeomans (NYISO) provided an update (presentation include with meeting material). He reported that the NYISO easily met operational reliability criteria throughout the partial eclipse. The predicted effects on behind the meter solar generation and net load were generally realized. The next significant eclipse will take place on April 8, 2024.

**5. Comprehensive Interconnection Process Improvements**

Mr. Thinkh Nguyen (NYISO) provided an overview (presentation included with meeting material). The objective is to improve the efficiency of the interconnection process while maintaining necessary reliability evaluations and ensuring the equitable treatment of developers. The set of proposed process improvements was reviewed.

Mr. Lorenzo Seirup (NYISO) reviewed the issues pertaining to buyer side mitigation and Mr. Greg Williams (NYISO) reviewed the issues pertaining to incremental TCCs for SDUs. Mr. Nguyen noted that, if approved, the plan is to file with FERC at the end of September as soon as possible after Board approval.

Mr. Howard Fromer (PSEG) commended the NYISO project team on the tremendous job of shepherding a hugely complex process through the stakeholder process. He noted that the presentation of the material should be a model for all NYISO presentations as it was put out in a very clear and detailed manner.

Ms. Anne Reynolds (ACE NY) echoed Mr. Fromer's comments, noting that that this new process will benefit all types of project developers, and it is especially appreciated in light of the States renewable energy goals. She thanked the NYISO team for the time spent on this.

Ms. Caletka also thanked the team and added that there are many other Stakeholders who agree.

**Motion 2:**

The Management Committee (MC) hereby approves revisions to the NYISO's Market Administration and Control Area Services Tariff and Open Access Transmission Tariff with regard to the Interconnection Process Improvements, as described in the presentation entitled, "Comprehensive Interconnection Process Improvements" made to the MC on August 30, 2017 and recommends that the NYISO Board of Directors authorize NYISO staff to file such revisions under Section 205 of the Federal Power Act.

***The motion passed unanimously by show of hands with abstentions***

**6. OATT Attachment L Tariff Revisions**

Mr. Greg Williams (NYISO) provided an overview (presentation included with meeting material). There was an updates to Section 18.1.1 (Table 1A) to incorporate an accepted revision to change the contract expiration date from Nov 1 2016 to January 31 2020.

**Motion 3:**

The Management Committee (MC) hereby: (i) approves a revision to Attachment L of the NYISO's Open Access Transmission Tariff (OATT), as more fully described in the presentation entitled "Revision to OATT Attachment L" made to the MC on August 30, 2017; and (ii) recommends that the NYISO Board of Directors authorize NYISO staff to file such revision under Section 205 of the Federal Power Act.

***The motion passed unanimously by show of hands***

**7. Customer Satisfaction and Assessment of Performance**

Ms. Caletka noted that Dr. Levy was unable to be at the MC to present. The presentation has been posted under MC meeting material; questions can be submitted to NYISO member relations ([memberrelations@nyiso.com](mailto:memberrelations@nyiso.com)).

**8. Customer Relationship Management Tool**

Mr. Chris Tamasi (NYISO) provided background and an overview on the Customer Relations Management (CRM) tool (presentation included with meeting material). The NYISO's Stakeholder and Member Services teams have conducted extensive research examining the people, processes and tools used by other organizations to build a comprehensive customer experience. Included in the suite of tools is:

- Bold Chat: Interactive online chat feature for direct access to Customer Support

- Salesforce: CRM tool that will provides advanced features for improved customer experience
- NYISO Member Community – a web based tool members can use to connect online to manage contact information, submit and manage ticket inquiries, check status, manage email list subscriptions, and provide automated online registration.

Mr. Howard Fromer noted that his company has been looking for a comprehensive list of all the distribution lists that the ISO currently maintains. He asked what the status on this was. Mr. Tamasi said he would follow up on Mr. Fromer's question.

**9. New Business**

MC members asked to have the customer satisfaction updates provided on a less frequent basis. The meeting was adjourned at 1:00 pm.