



Customer Satisfaction and Assessment of Performance

Data from January 1, 2020 through December 31, 2020

The Customer Satisfaction and Assessment of Performance is comprised of three survey platforms (Customer Inquiry Survey, Market Participant Survey, and CEO Strategic Outreach Survey).

Customer Satisfaction and Assessment of Performance

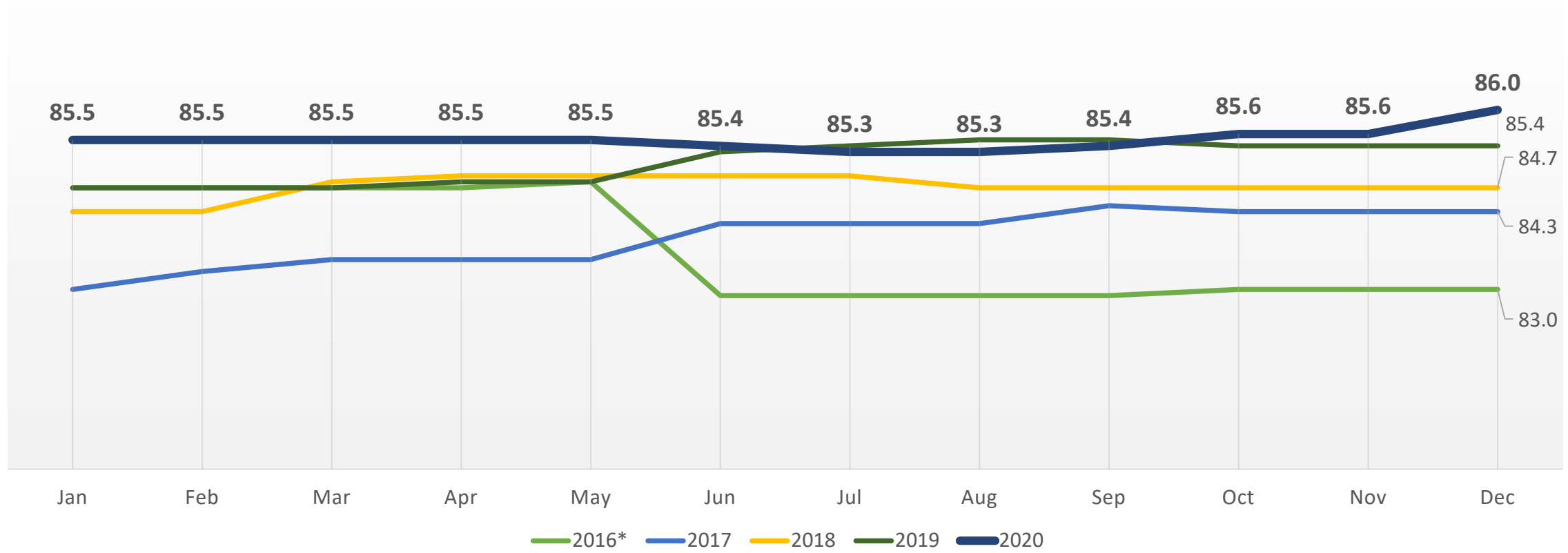
Final 2020



The enhanced "Customer Satisfaction and Assessment of Performance" program independently measures two important aspects to the NYISO: customer satisfaction and realizing our mission through our performance.

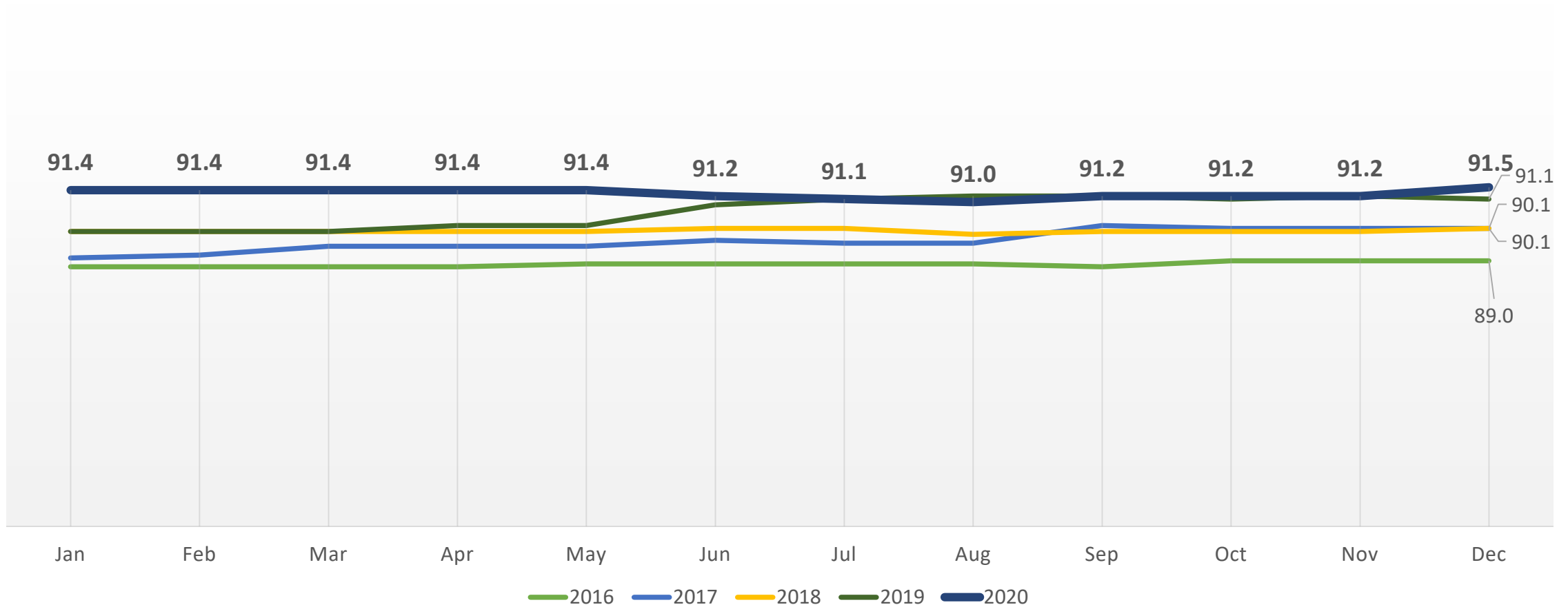
A unified score is achieved by combining 60% of the Satisfaction Score and 40% of the Assessment of Performance.

2020 Satisfaction & Assessment of Performance Score

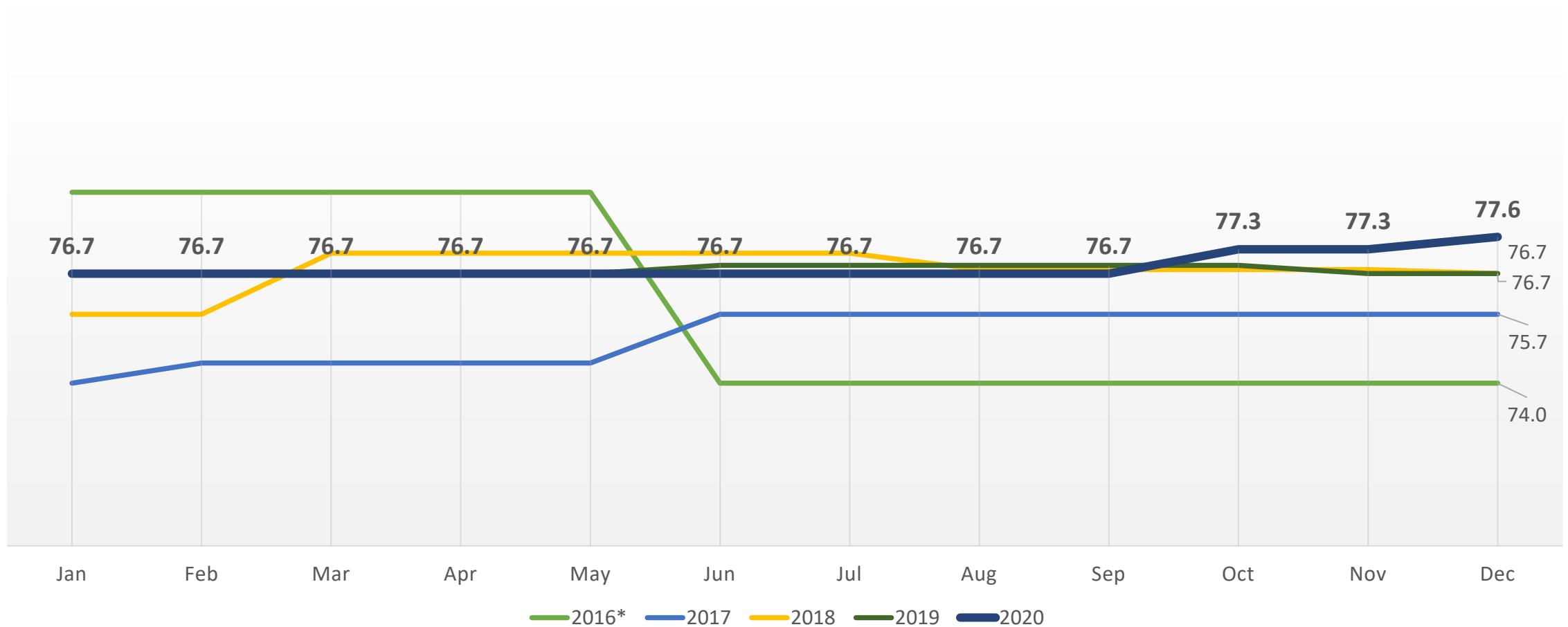


*Score calculation changes for Performance Assessment

2020 Customer Satisfaction Score

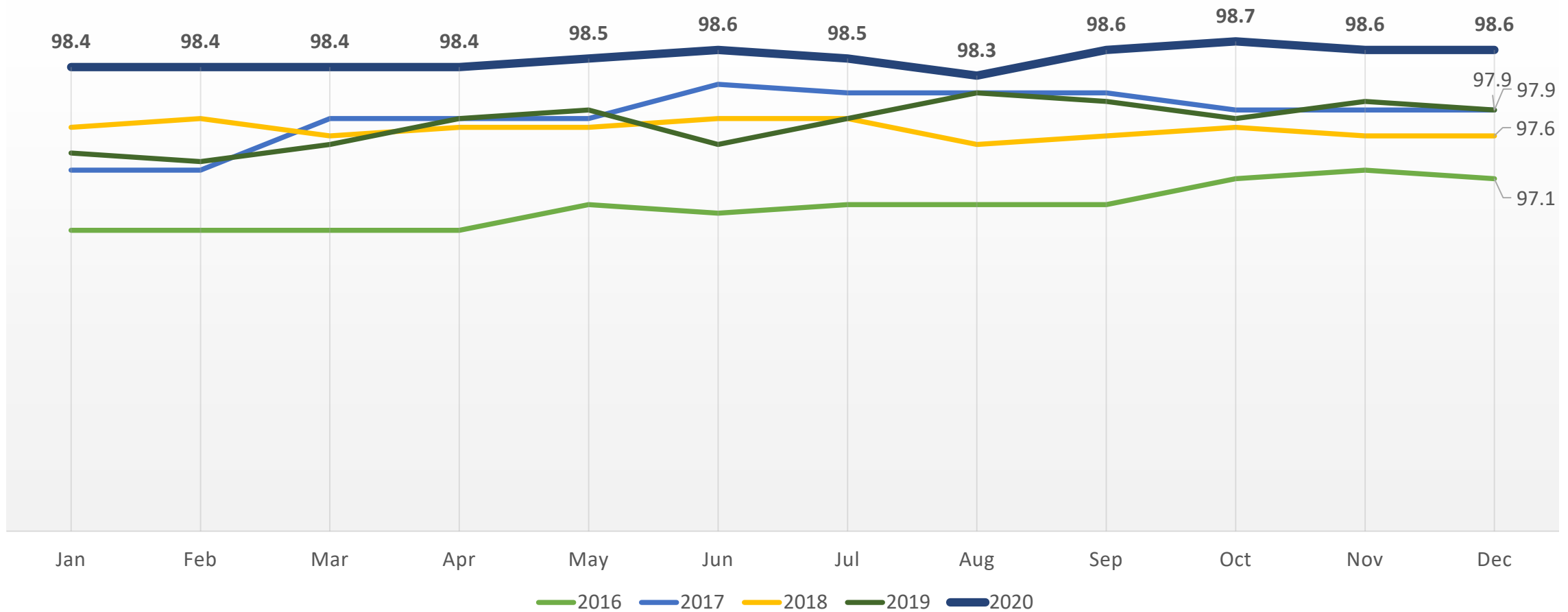


2020 Assessment of Performance

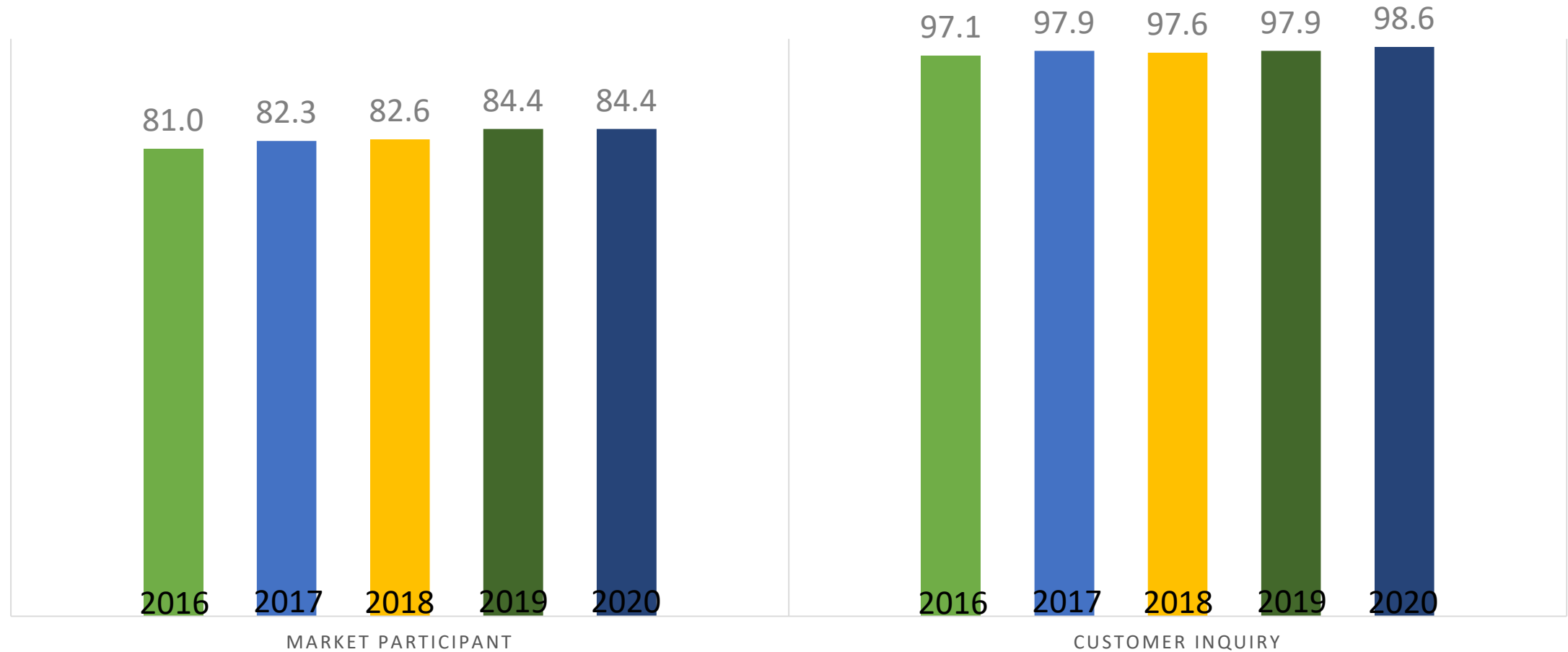


*Score calculation changes for Performance Assessment

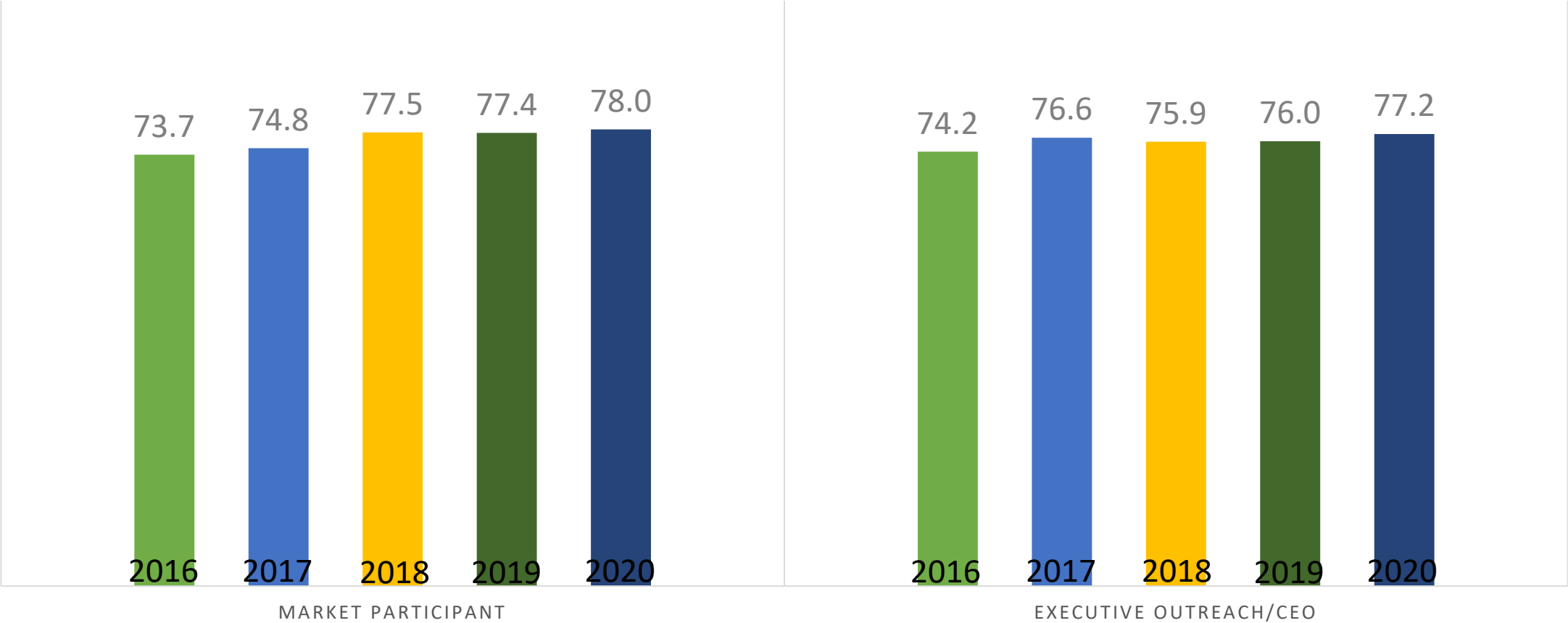
2020 Customer Inquiry Satisfaction Score



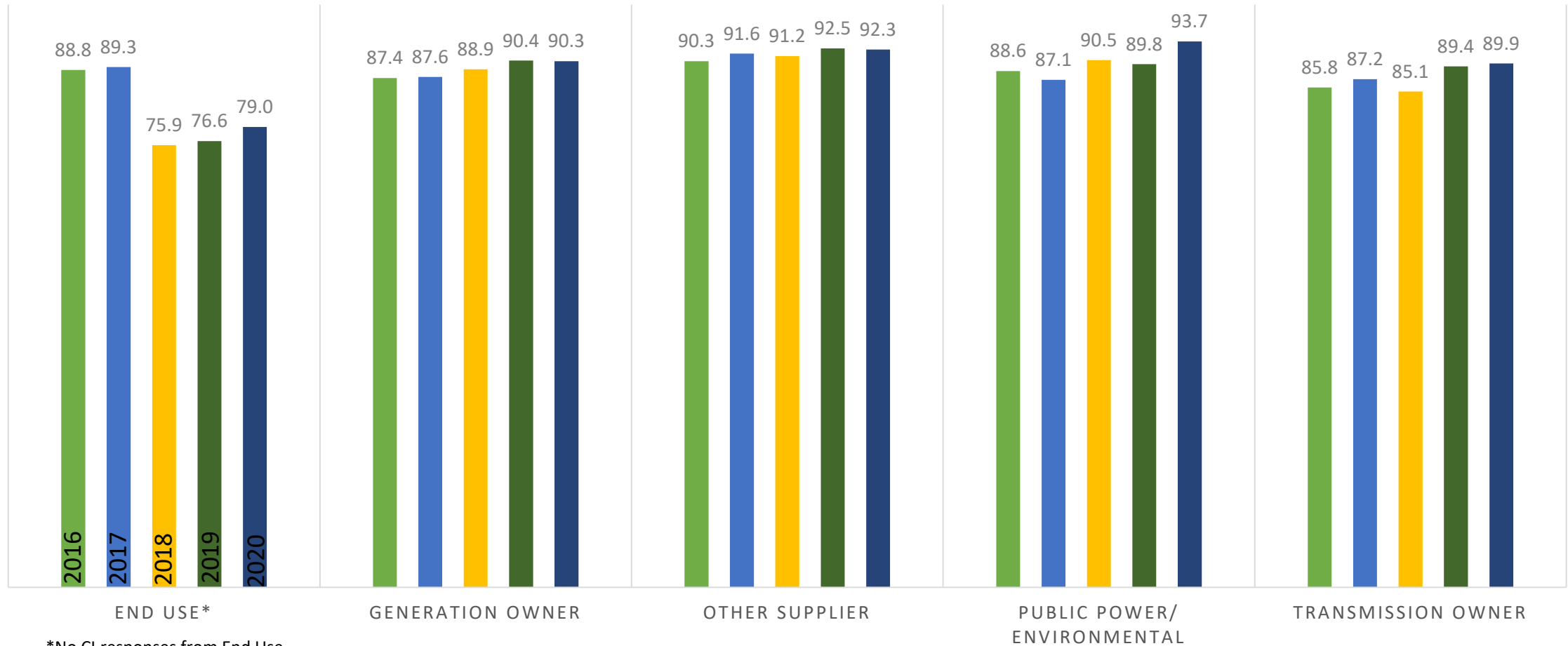
2020 Customer Satisfaction by Survey Channel



2020 Assessment of Performance by Survey Channel

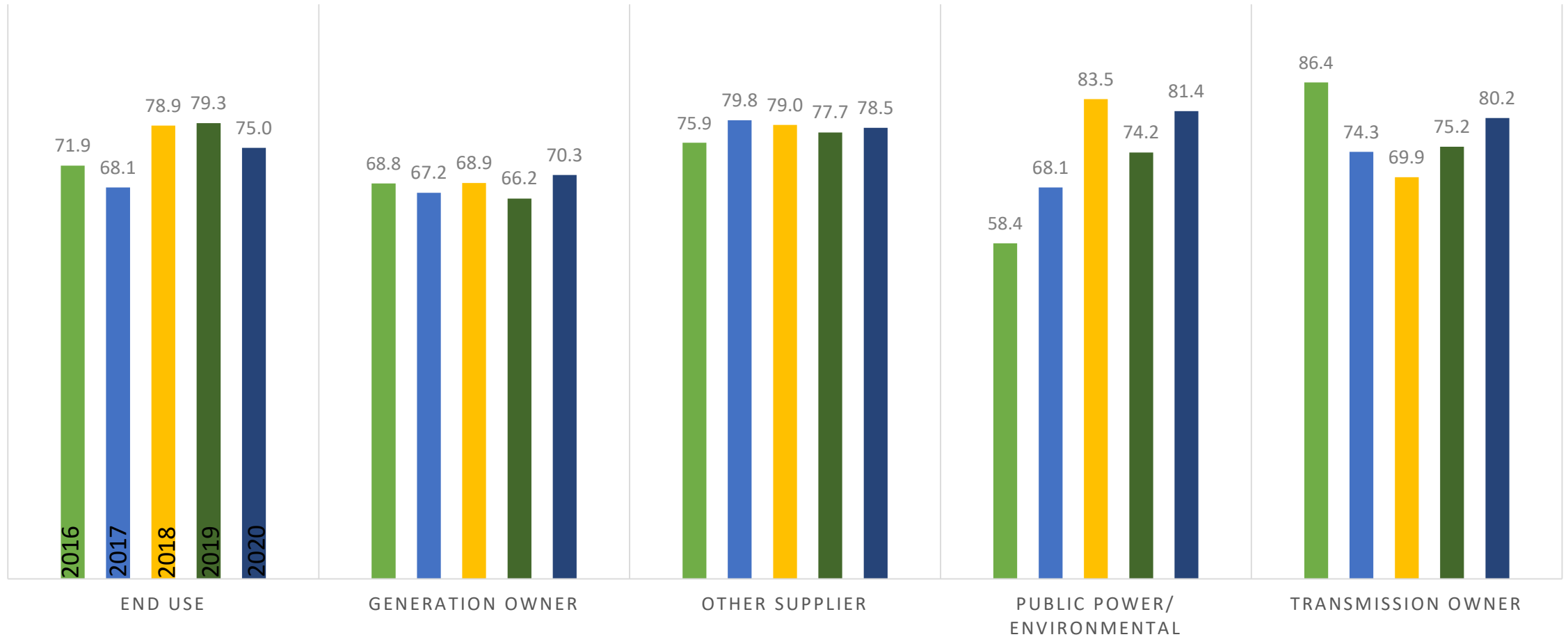


2020 Customer Satisfaction by Sector



*No CI responses from End Use Sector in 2018, 2019, and 2020

2020 Assessment of Performance by Sector



2020 Response Totals – All Surveys

Customer Inquiry

499 Completed Surveys

17% Response rate

Executive Outreach/CEO

47 Completed Surveys

10% Response rate

Market Participant

152 Completed Surveys (12%) – MP1

133 Completed Surveys (10%) – MP2

285 Overall Individual Respondents

Market Participant Feedback

Areas with Improvement



- **Satisfaction:**
 - Degree input has been considered
 - Interactions with NYISO and company
 - Overall relationship with NYISO
- **Performance:**
 - Comprehensive long-term planning
 - Providing factual information
 - Overall service to public interest and consumer

Areas with Decline



- **Satisfaction:**
 - Responsiveness
 - Professionalism
 - Transparency
 - **Performance:**
 - Reliably operating NYS bulk electricity grid
 - Administering open and competitive markets
 - Advancing technological infrastructure
- ← Area with most significant opportunity

Conclusions



Highest Satisfaction and Assessment of Performance Score since new platform began in 2016

Opportunity exists to explain importance of surveys to increase response rate and outreach

Positive feedback to COVID-19 response

Questions?

