



# Customer Satisfaction and Assessment of Performance

*Data from January 1, 2021 through December 31, 2021*

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

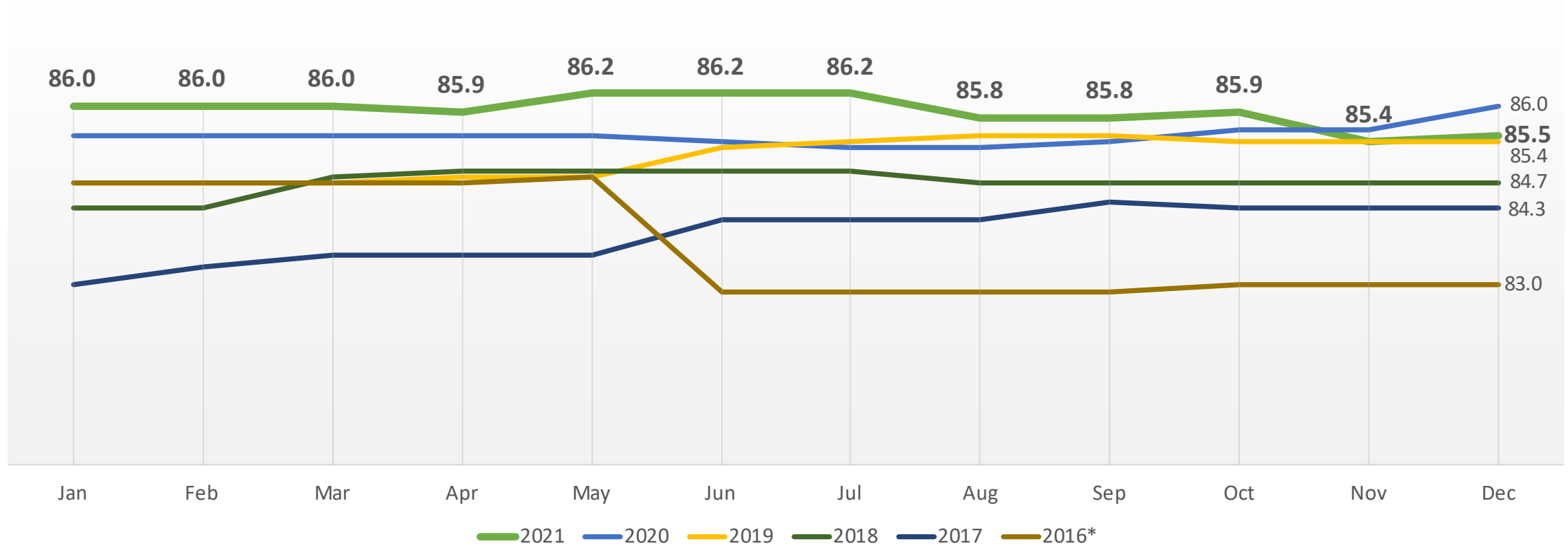
# Customer Satisfaction and Assessment of Performance Final 2021



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.

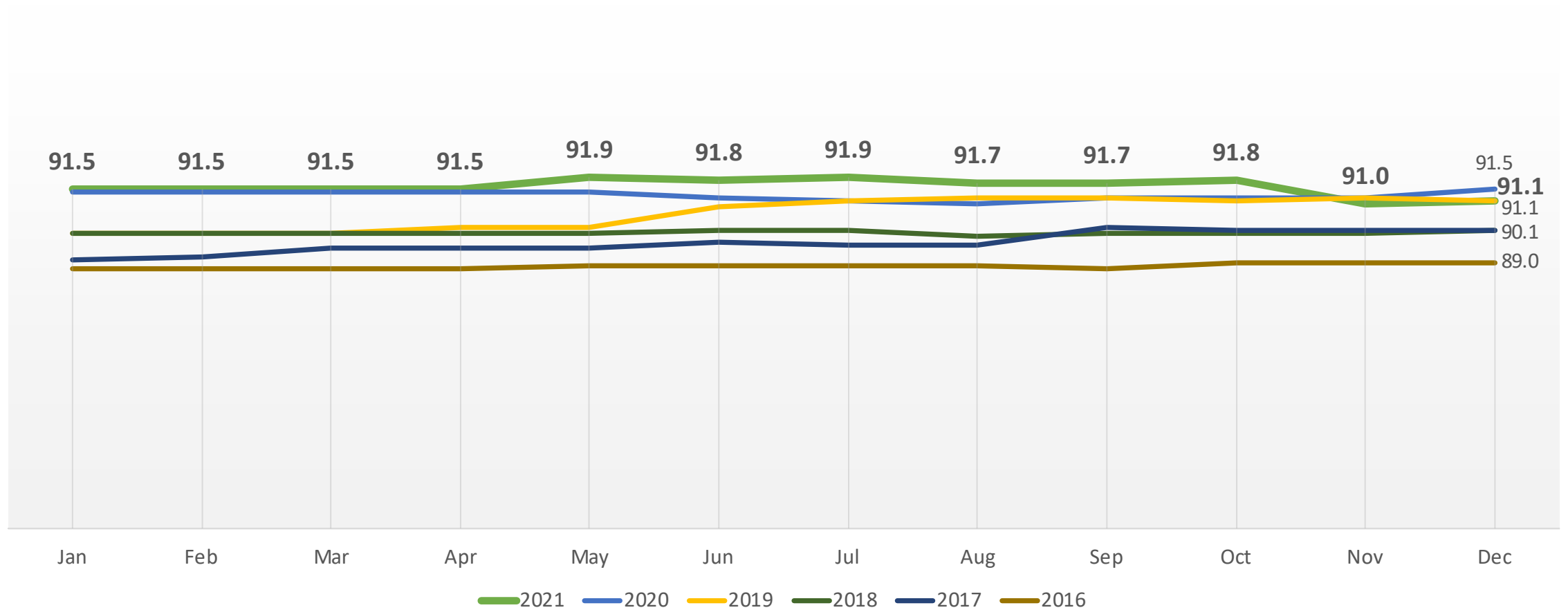
A unified score is achieved by combining 60% of the Satisfaction Score and 40% of the Assessment of Performance.

# 2021 Satisfaction & Assessment of Performance Score

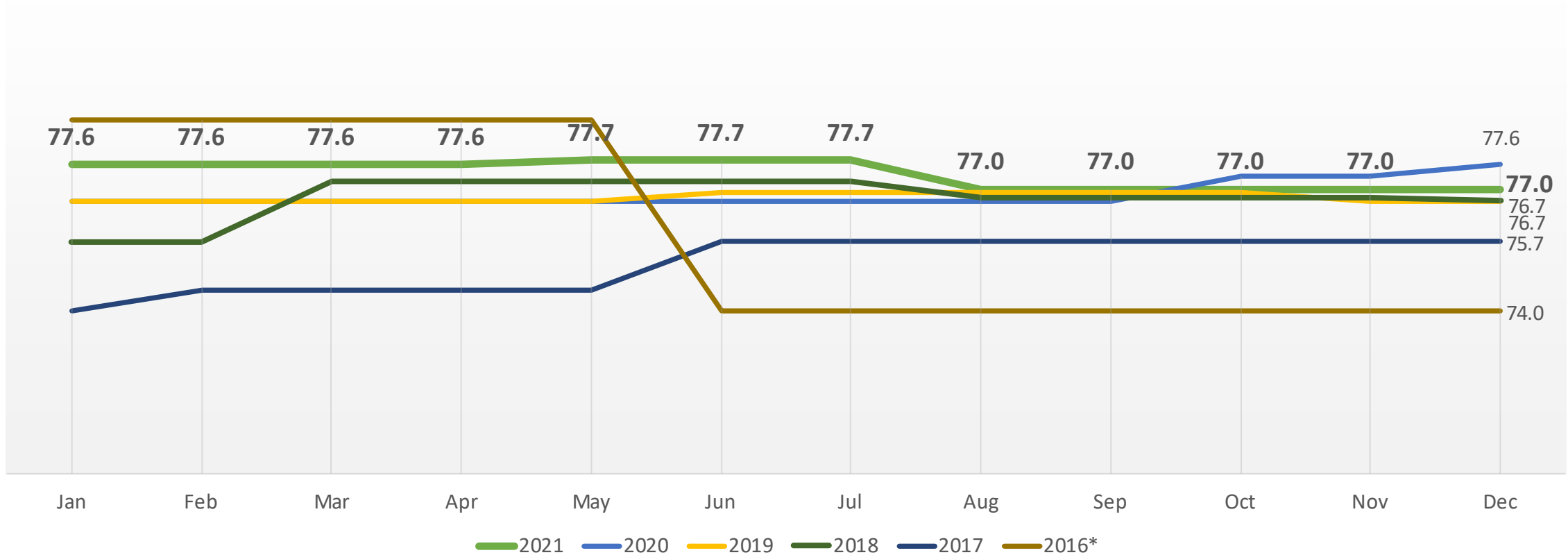


\*Score calculation changes for Performance Assessment

# 2021 Customer Satisfaction Score

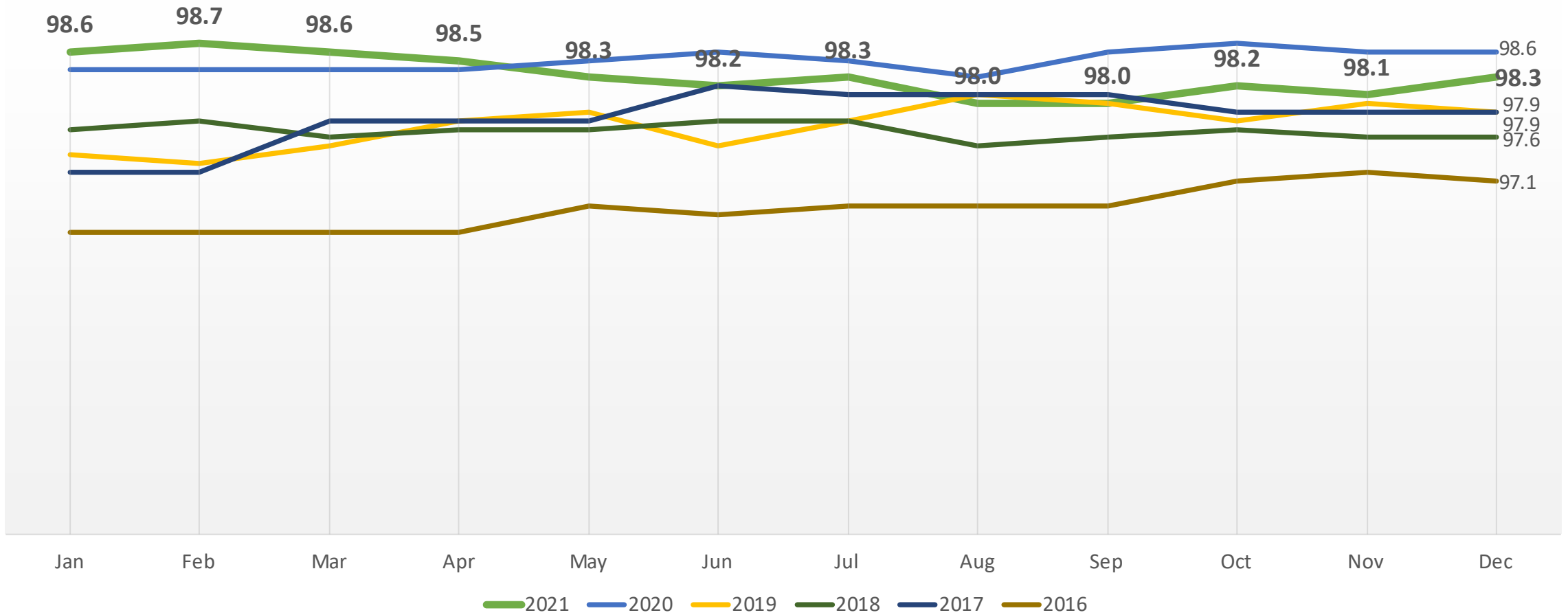


# 2021 Assessment of Performance

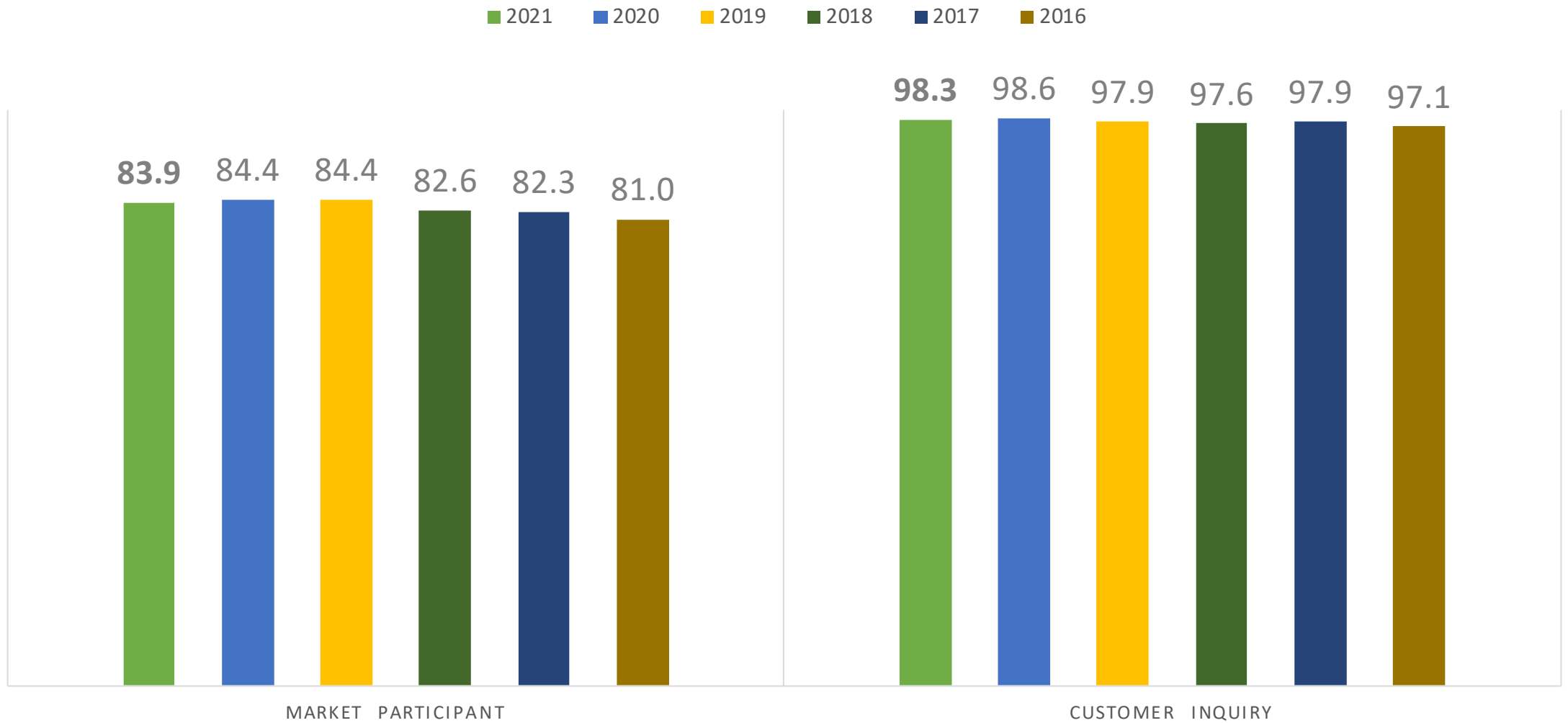


\*Score calculation changes for Performance Assessment

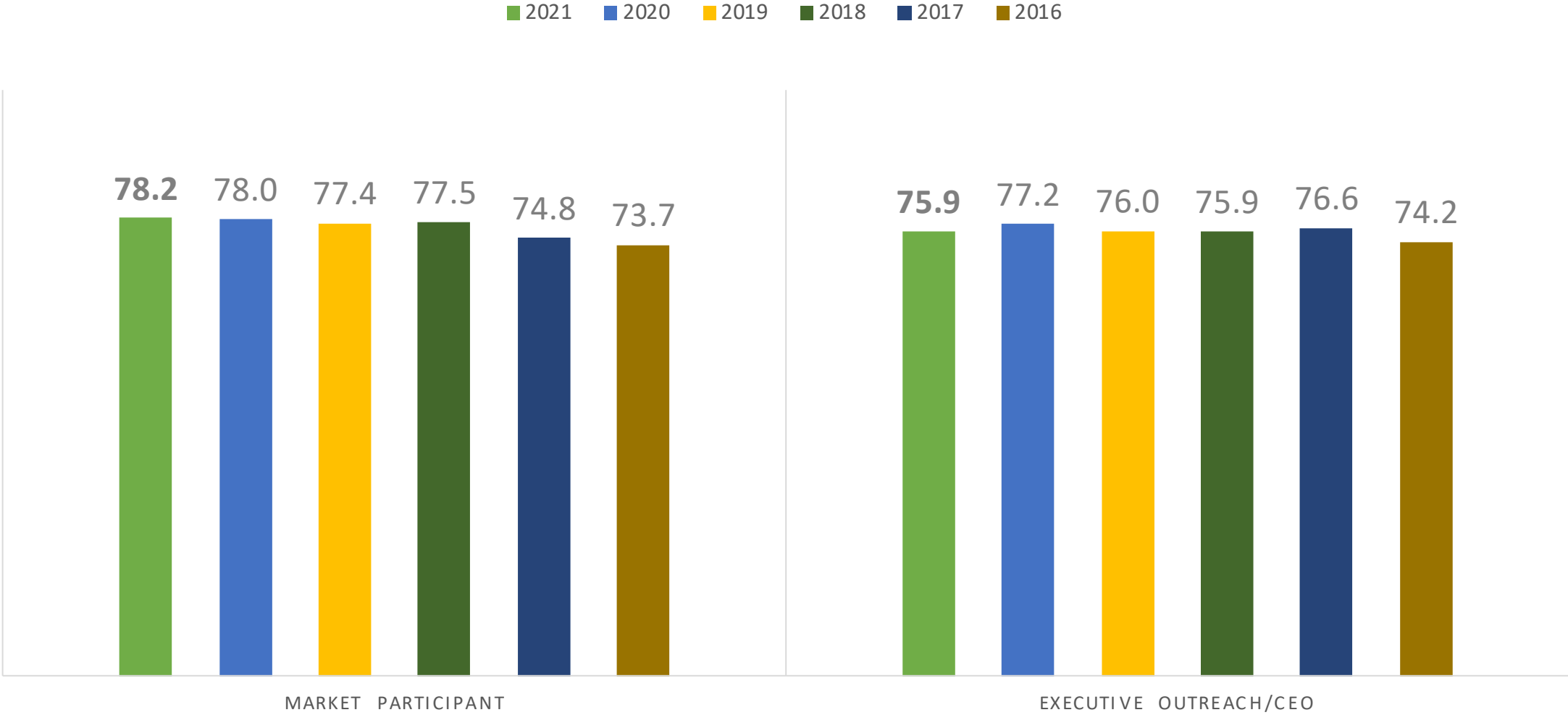
# 2021 Customer Inquiry Satisfaction Score



# 2021 Customer Satisfaction by Survey Channel



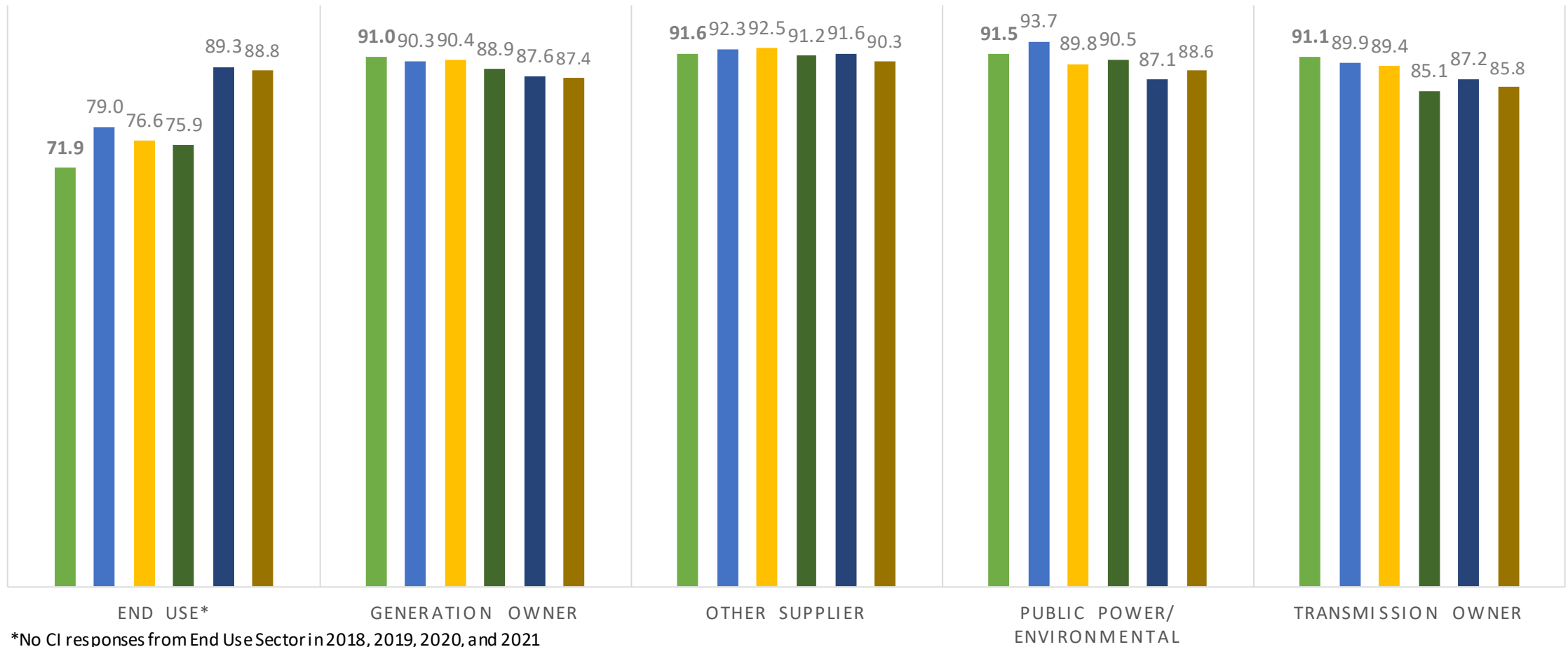
# 2021 Assessment of Performance by Survey Channel



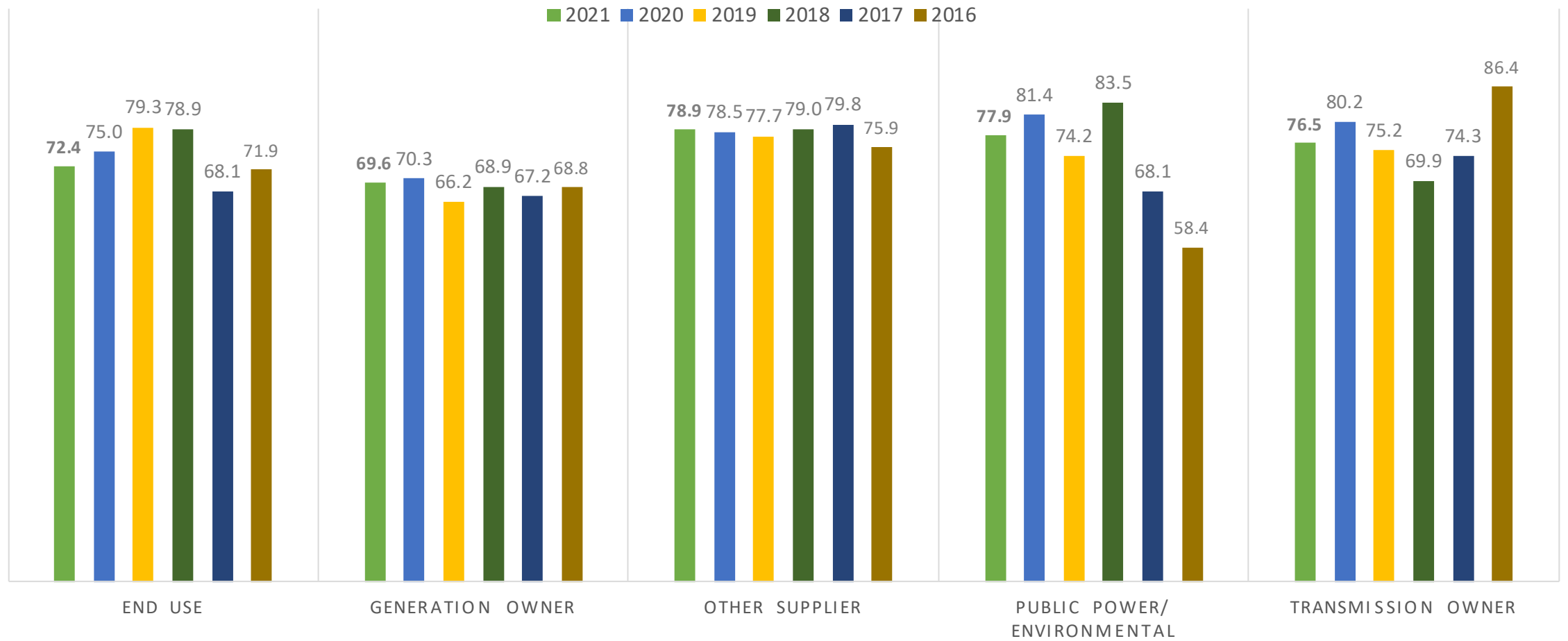


# 2021 Customer Satisfaction by Sector

■ 2021 ■ 2020 ■ 2019 ■ 2018 ■ 2017 ■ 2016



# 2021 Assessment of Performance by Sector



# 2021 Response Totals – Customer Inquiry and Executive Outreach

## Customer Inquiry

448 Completed Surveys

16% Response rate

## Executive Outreach/CEO

55 Completed Surveys

12% Response rate

# 2021 Response Totals – Market Participant Surveys

## Market Participant Representative (MPR)

172 Completed Surveys (14%) – MP1

168 Completed Surveys (14%) – MP2

Total Completed MPR Surveys by Year



## Market Participant (MP)

141 Completed Surveys (34%) – MP1

117 Completed Surveys (28%) – MP2

MP Survey Response Rates by Year

2016		2017		2018		2019		2020		2021	
MP1	MP2	MP1	MP2	MP1	MP2	MP1	MP2	MP1	MP2	MP1	MP2
48%	42%	47%	35%	38%	32%	29%	31%	29%	25%	34%	28%

# Market Participant Feedback

## Areas with Improvement



- **Satisfaction:**
  - Professionalism of NYISO's personnel
  - Fair handling of all interactions
  - Timeliness in communicating key market issues
- **Performance:**
  - Reliably operating New York's bulk electricity grid
  - Administering open and competitive markets

## Areas with Decline



- **Satisfaction:**
  - Transparent operations of the NYISO
  - Explanation of policies and procedures
  - Considerations of individuals' input
- **Performance:**
  - Conducting comprehensive long-term planning for the state's electric power system
  - Advancing the technological infrastructure of the electric system serving New York
  - Providing factual information to policy makers, stakeholders, and investors

# Conclusions



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

**Increased Response Rates**

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

# Questions?

