
For Immediate Release:

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NYISO Moves to Strengthen Consumer Representation *Announces Consumer Interest Liaison*

Rensselaer, N.Y. — As part of its continuing efforts to strengthen the representation of electricity consumers, the New York Independent System Operator (NYISO) today announced the newly created position of Consumer Interest Liaison. This liaison will work closely with the New York State Consumer Protection Board (CPB), the New York State Public Service Commission (PSC), other government agencies, end-use consumers and ratepayer advocates to drive the increased effectiveness of end-use consumer representation in the NYISO governance processes.

“This role will serve as a key point of contact for consumer interests and will be responsible for developing procedures and programs to promote mutual understanding of how developments in our competitive wholesale markets provide value to end-use customers,” said NYISO President and CEO Stephen Whitley. “The liaison also will provide us with an excellent channel for effectively communicating with consumer representatives on a broad range of issues.”

The consumer liaison will act as the primary spokesperson with state and local government consumer agencies and will coordinate the NYISO’s consumer-related initiatives. One of the key responsibilities will be the analysis of market developments and preparation of consumer-focused reports to state officials, including the governor, the attorney general, the state legislature and the PSC.

The NYISO’s unique system of shared governance includes stakeholder committees that represent a diverse array of electricity suppliers and consumers. Market design, operating protocols and the NYISO budget are developed through a collaborative process, which involves monthly meetings of the major committees as well as meetings of various sub-committees, task forces and working groups.

In addition to the creation of the Consumer Interest Liaison position, the NYISO Board of Directors is currently considering comments from consumer representatives and other market participants on additional steps that could be taken to strengthen transparency and enhance the representation of consumer interests in the NYISO’s shared governance process.

“The board has been considering a number of initiatives to enhance input from consumers and establish effective outreach efforts,” Whitley said. “The creation of the Consumer Interest Liaison is another step in the NYISO’s continuing effort to address the dynamic concerns of consumers, the marketplace and public policy makers.”

The New York State CPB’s representative at the NYISO and Director of Utility Intervention Tariq Niazi said, “The Consumer Protection Board welcomes the NYISO Board’s decision to establish the Consumer Interest Liaison role as an important first step in strengthening consumer representation at the NYISO. This action will help make the NYISO more responsive to the concerns of consumers. The CPB looks forward to working with the Consumer Interest Liaison and other consumer representatives to advance consumer interests in the NYISO’s shared governance process.”

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For more information, please contact:

David Flanagan (518) 356-7325 [office] / (518) 727-1569 [mobile] / dflanagan@nyiso.com

Ken Klapp (518) 356-6253 [office] / (518) 461-3564 [mobile] / kklapp@nyiso.com

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.