

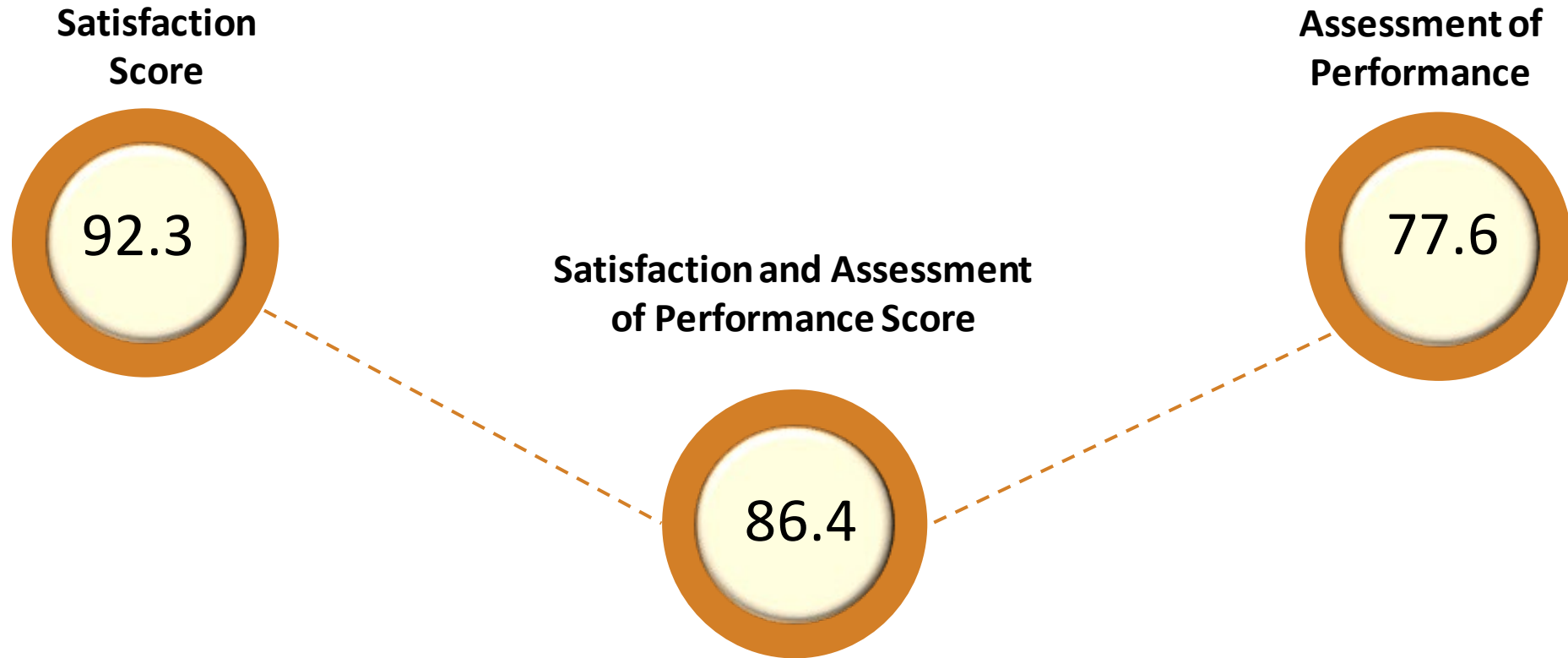


# Customer Satisfaction and Assessment of Performance

*Data from January 1, 2022 through December 31, 2022*

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

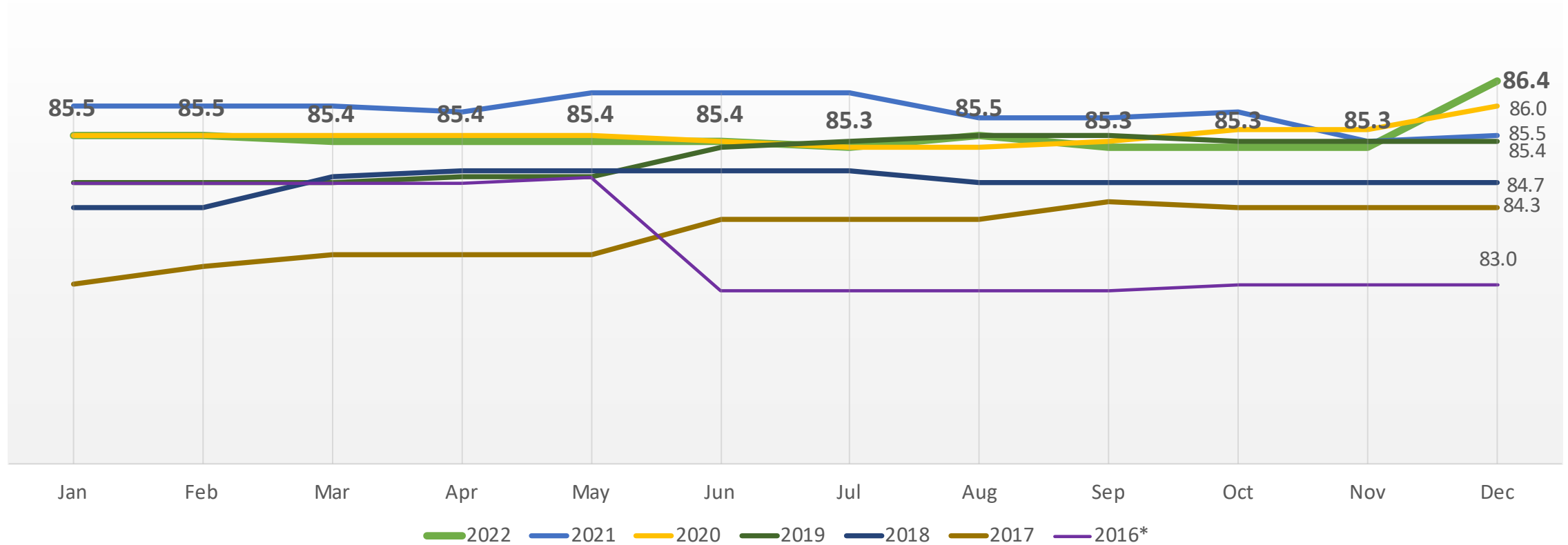
# Customer Satisfaction and Assessment of Performance Final 2022



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.

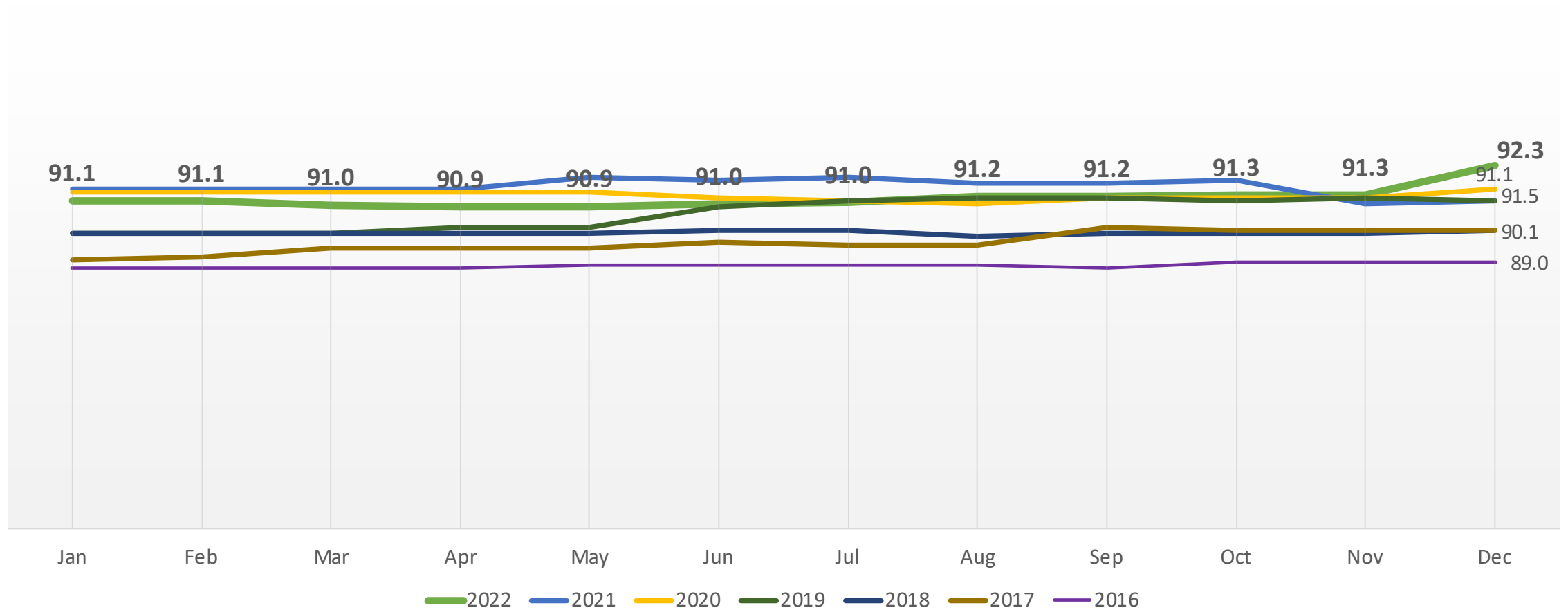
A unified score is achieved by combining 60% of the Satisfaction Score and 40% of the Assessment of Performance.

# 2022 Satisfaction & Assessment of Performance Score

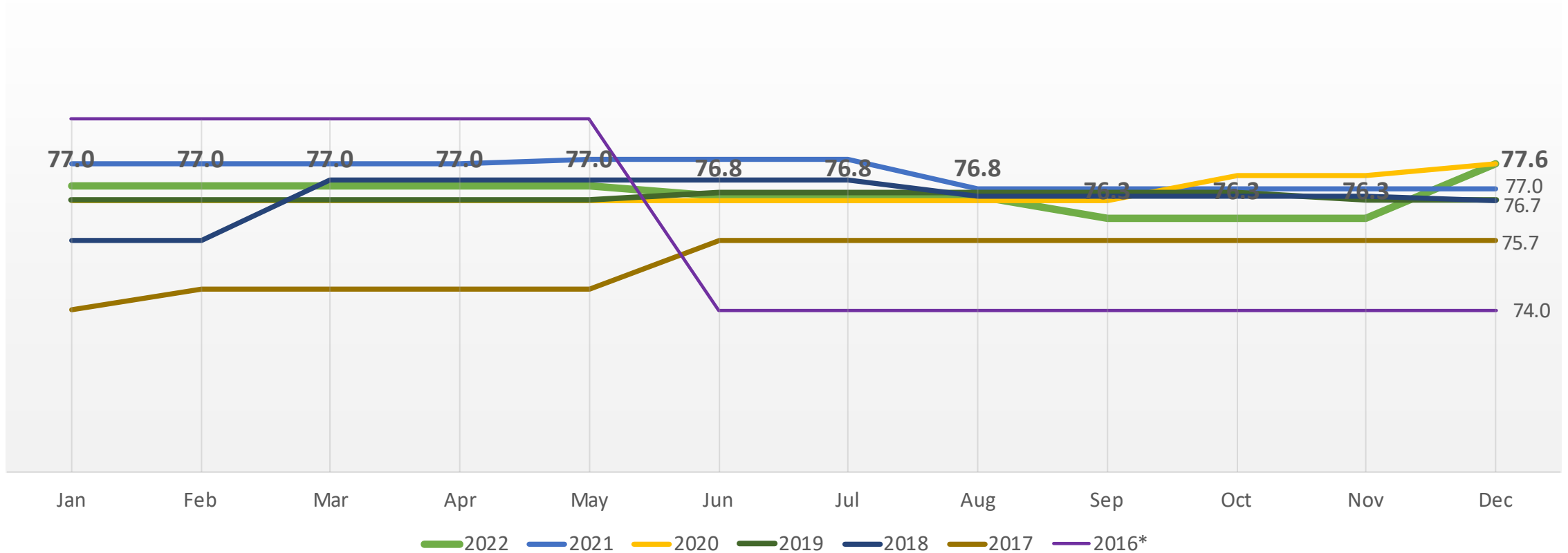


\*Score calculation changes for Performance Assessment

# 2022 Customer Satisfaction Score

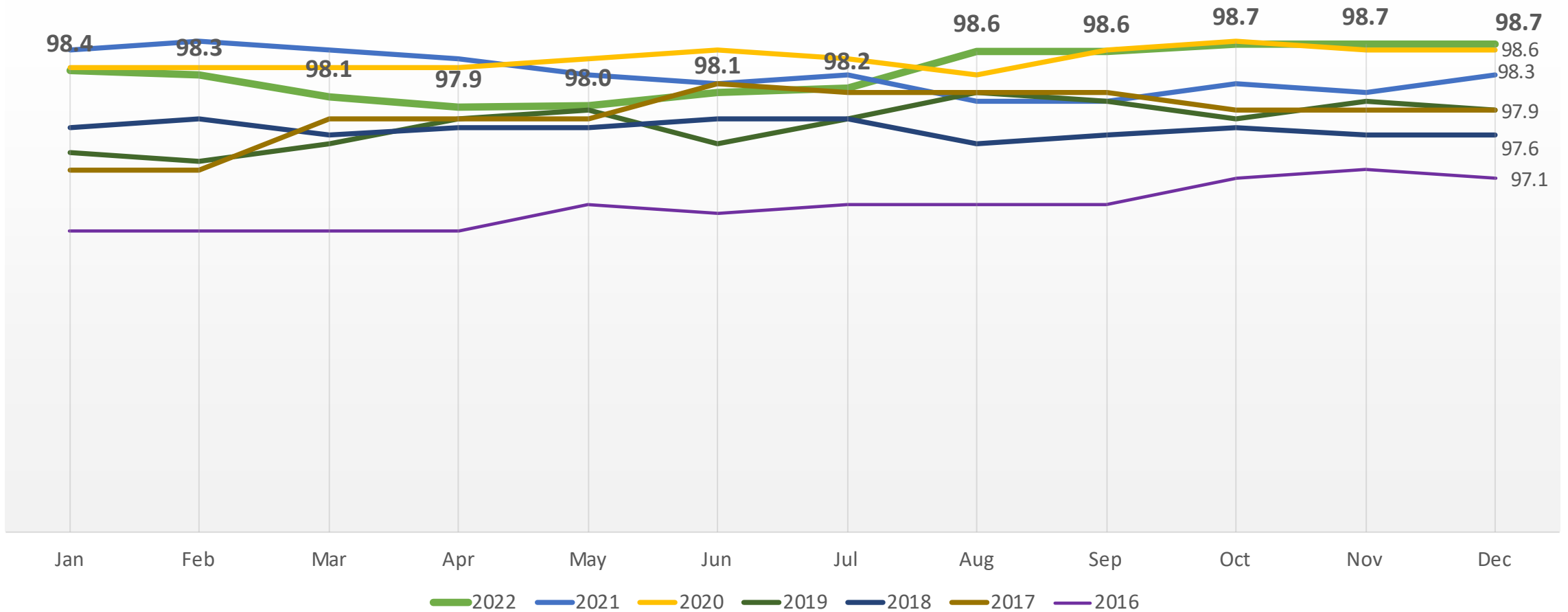


# 2022 Assessment of Performance

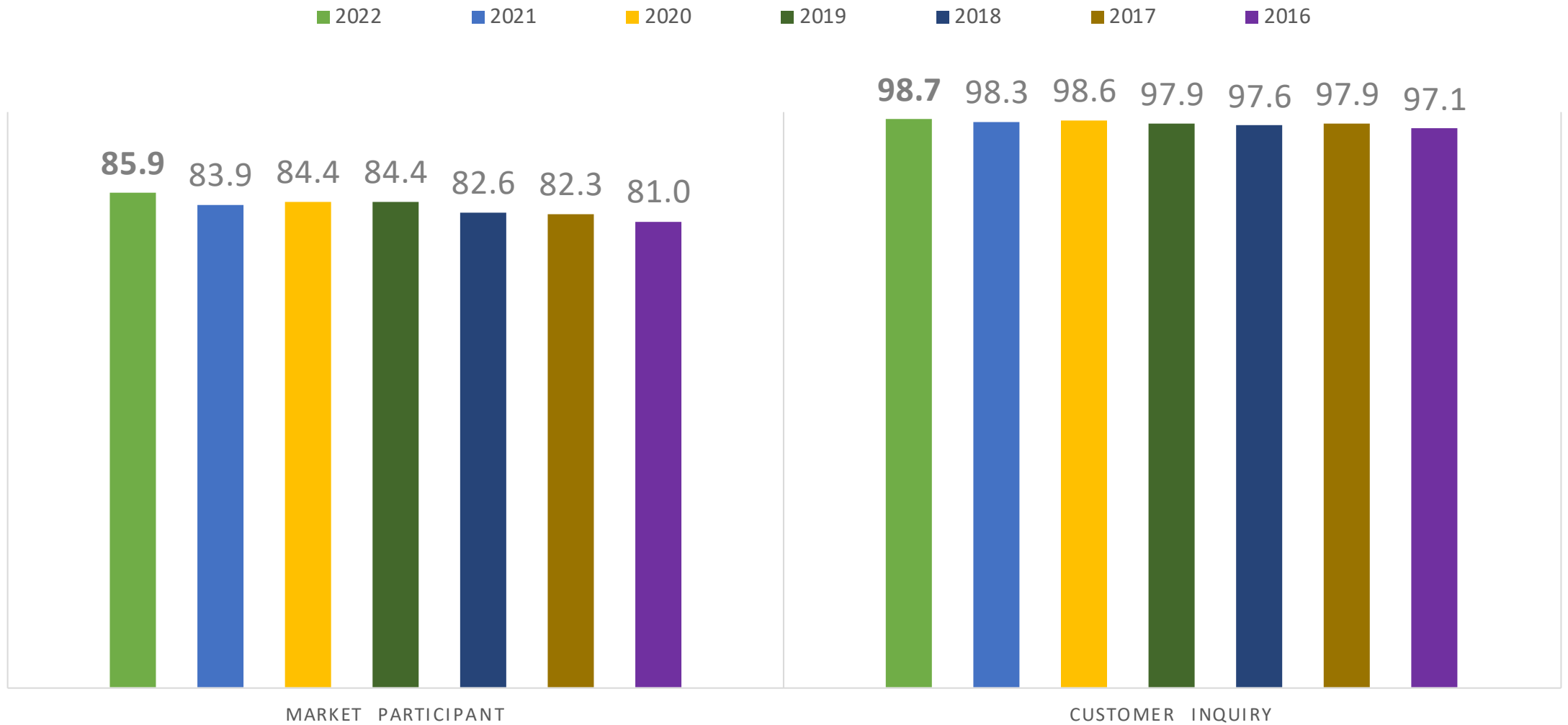


\*Score calculation changes for Performance Assessment

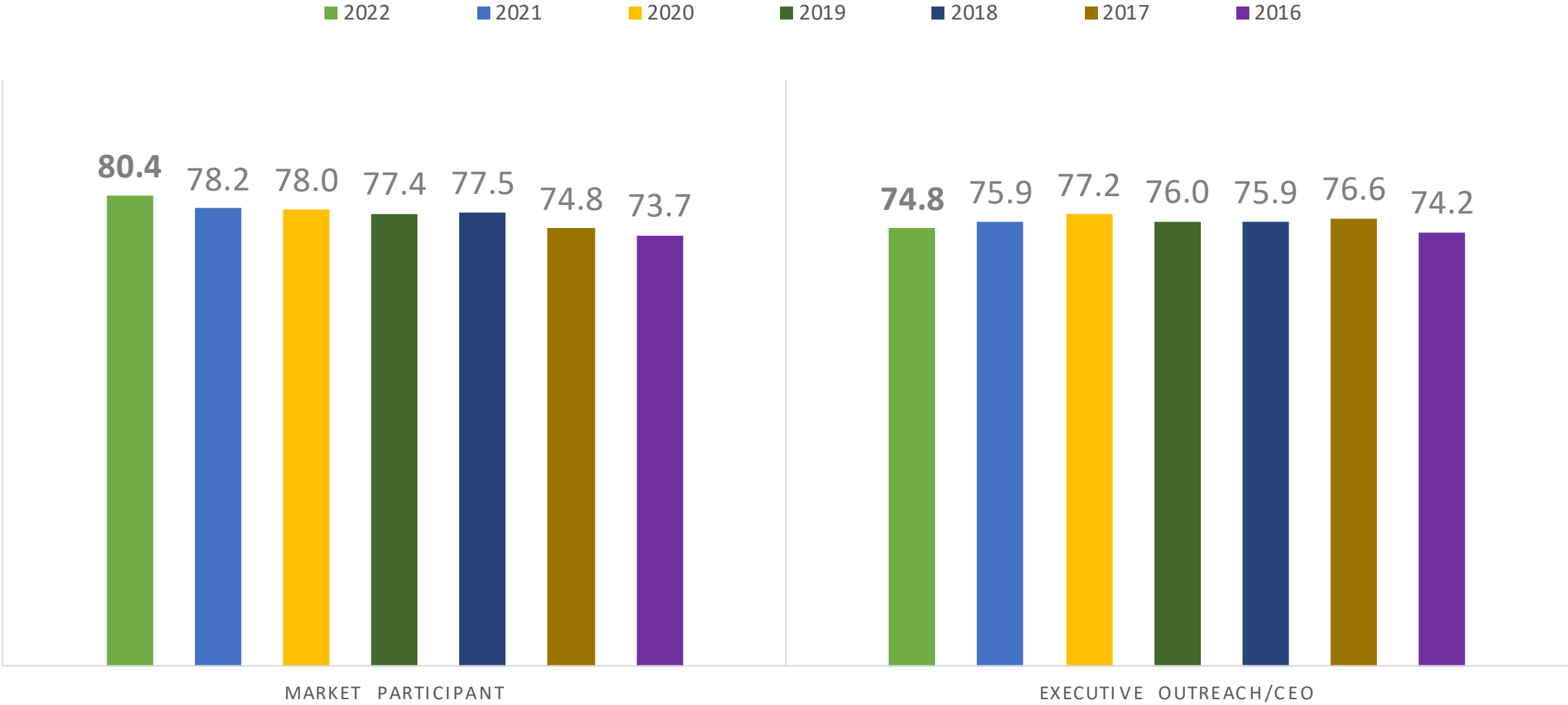
# 2022 Customer Inquiry Satisfaction Score



# 2022 Customer Satisfaction by Survey Channel

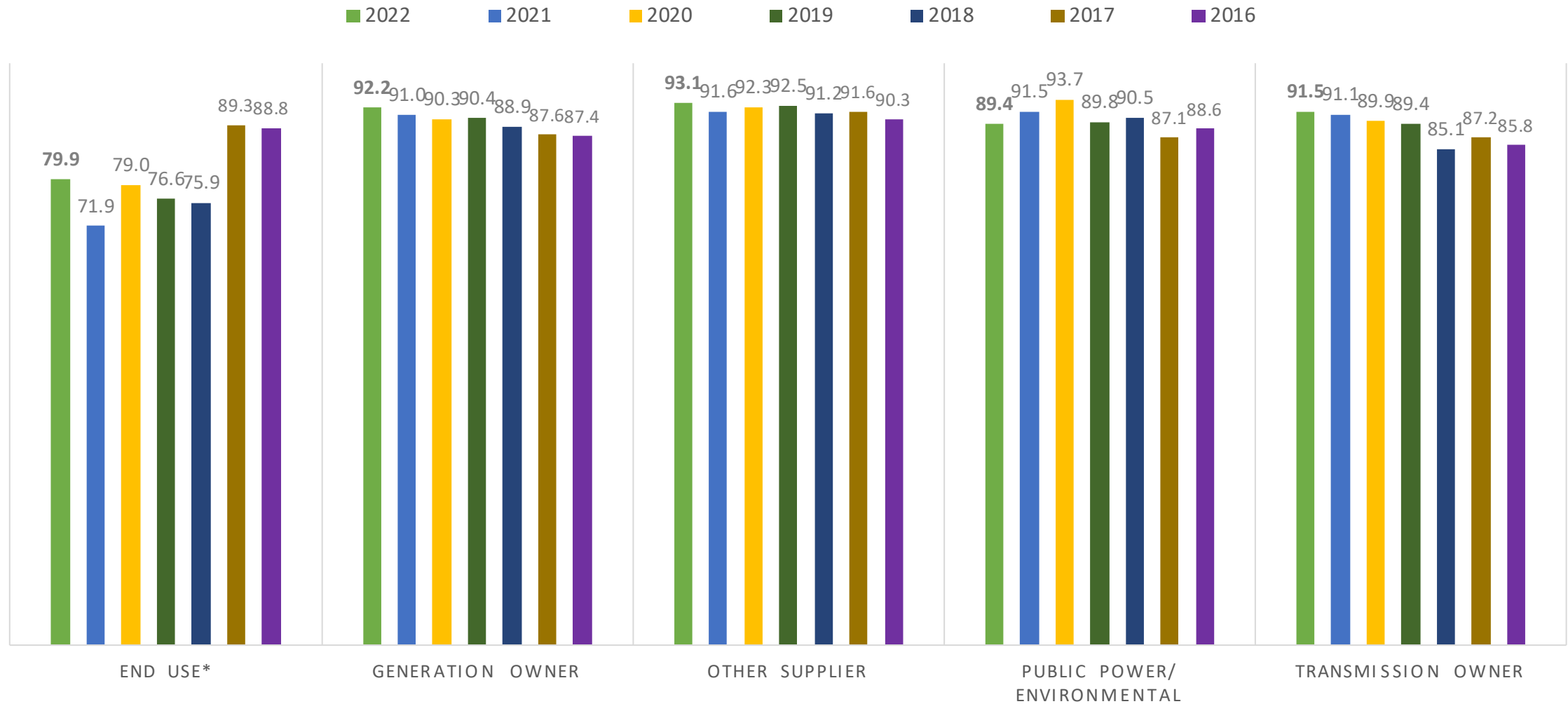


# 2022 Assessment of Performance by Survey Channel



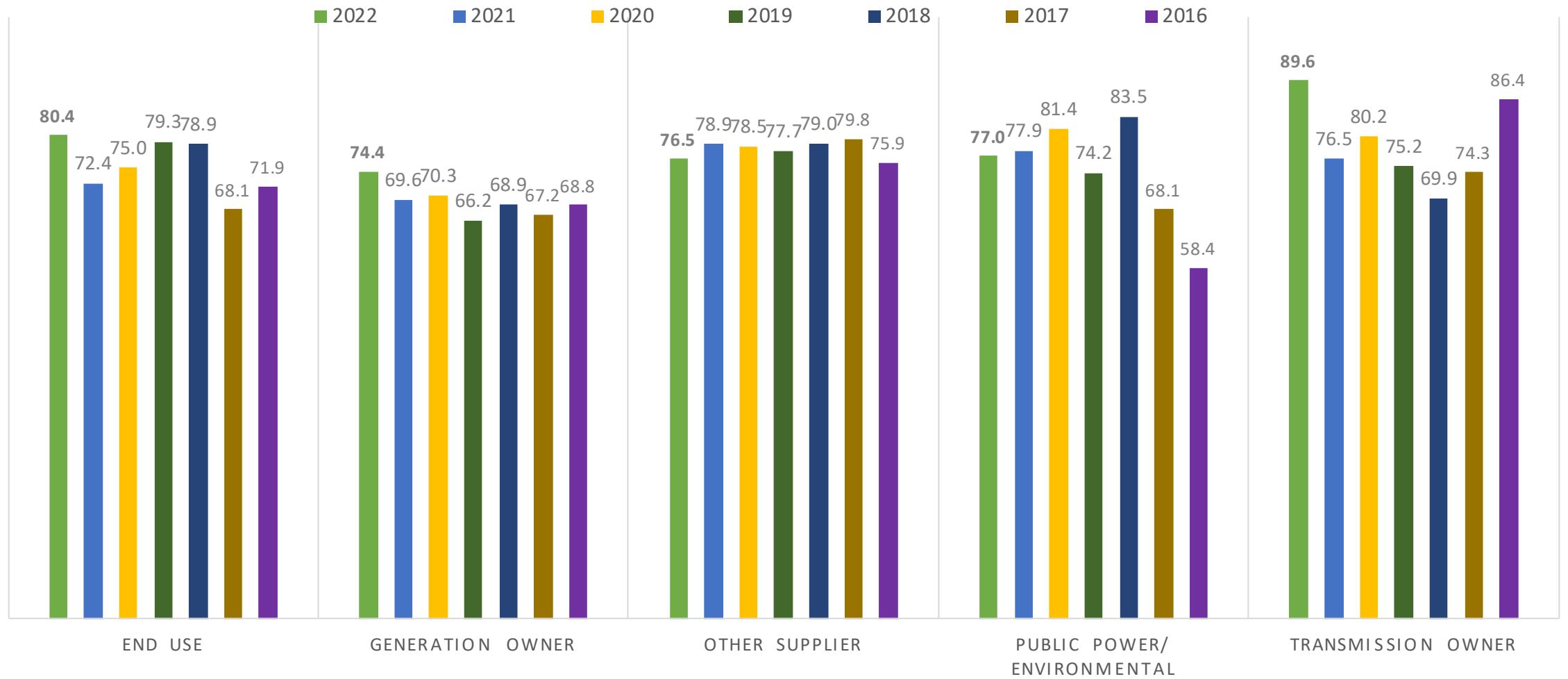


# 2022 Customer Satisfaction by Sector



\*No CI responses from End Use Sector in 2018, 2019, 2020, 2021 and 2022

# 2022 Assessment of Performance by Sector



# 2022 Response Totals – Customer Inquiry and Executive Outreach

## Customer Inquiry

407 Completed Surveys

15% Response rate

## Executive Outreach/CEO

52 Completed Surveys

13% Response rate

# 2022 Response Totals – Market Participant Surveys

## Market Participant Representative (MPR)

157 Completed Surveys (13%) – MP1

123 Completed Surveys (10%) – MP2

## Market Participant (MP)

248 Completed Surveys (50%) – MP1

202 Completed Surveys (50%) – MP2

Total Completed MPR Surveys by Year



MP Survey Response Rates by Year

2016		2017		2018		2019		2020		2021		2022	
MP1	MP2	MP1	MP2	MP1	MP2	MP1	MP2	MP1	MP2	MP1	MP2	MP1	MP2
48%	42%	47%	35%	38%	32%	29%	31%	29%	25%	34%	28%	50%	50%

# Market Participant Feedback

## Areas with Opportunities for Improvement

- **Satisfaction:**
  - Explanation of policies and procedures
  - Considerations of individuals' input
- **Performance:**
  - Advancing the technological infrastructure of the electric system serving New York
  - Administering open and competitive markets



## Areas of Greatest Strength

- **Satisfaction:**
  - Professionalism of NYISO's personnel
  - Fair handling of all interactions
- **Performance:**
  - Reliably operating New York's bulk electricity grid
  - Conducting comprehensive long-term planning for the state's electric power system



# Conclusions



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

**Increased representation of Market Participants**

**Continued efforts to conduct qualitative discovery**

# Questions?

