

# Customer Satisfaction and Assessment of Performance

A control room with multiple computer monitors and a large wall display showing a complex network diagram with red and green lines. The room is dimly lit, with the primary light source being the screens. A person is visible in the center, looking at the displays. The network diagram on the wall is dense and intricate, with many nodes and connecting lines.

*Data from January 1, 2023 through December 31, 2023*

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

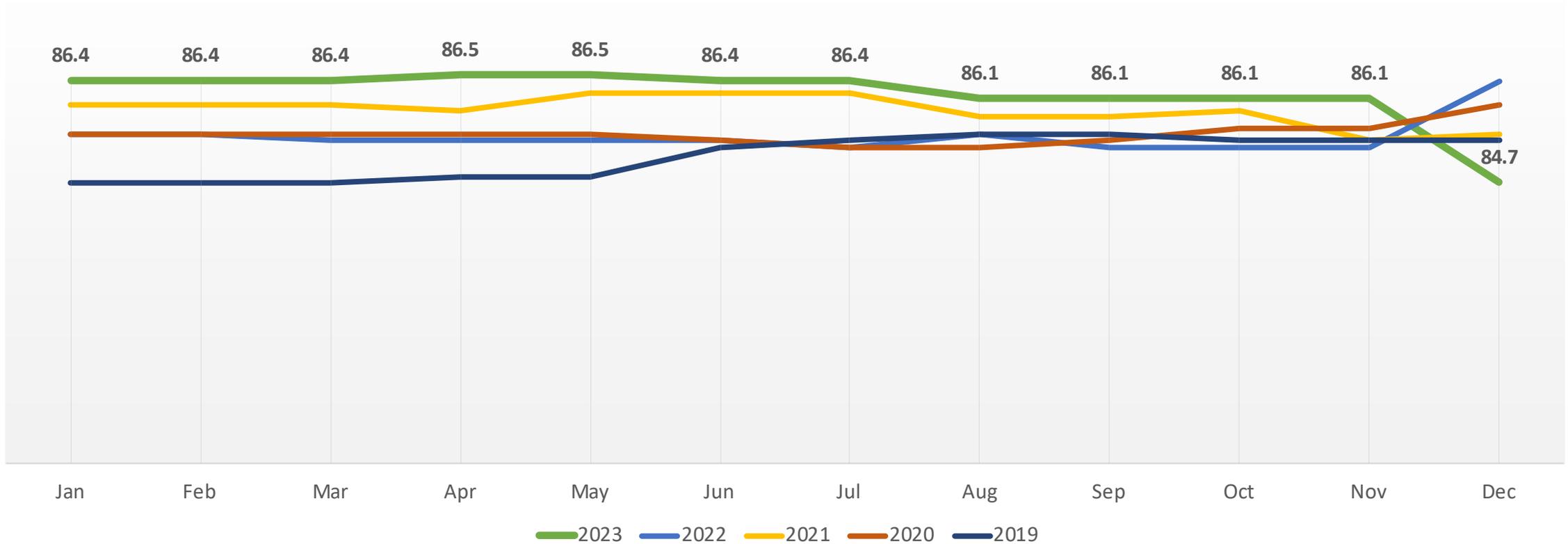
# Customer Satisfaction and Assessment of Performance Final 2023



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.

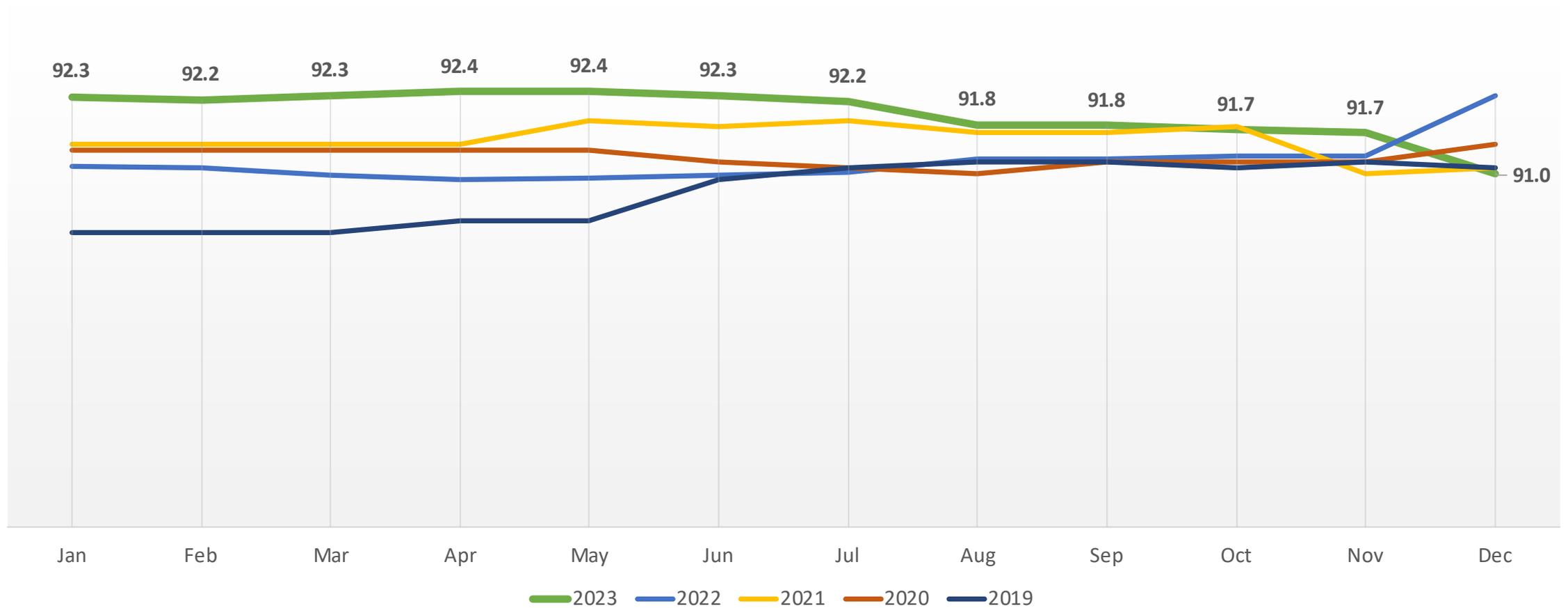
A unified score is achieved by combining 60% of the Satisfaction Score and 40% of the Assessment of Performance.

# 2023 Satisfaction & Assessment of Performance Score



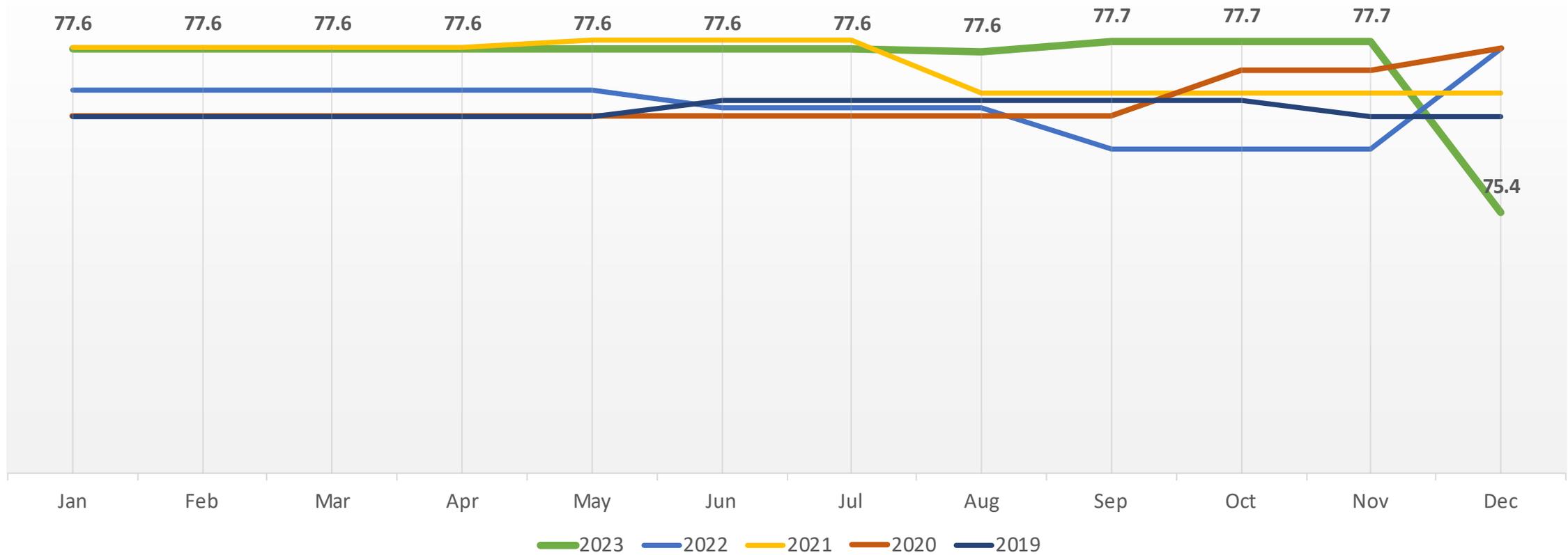
\*2018 final score was 84.7, the historic high through that year.

# 2023 Customer Satisfaction Score



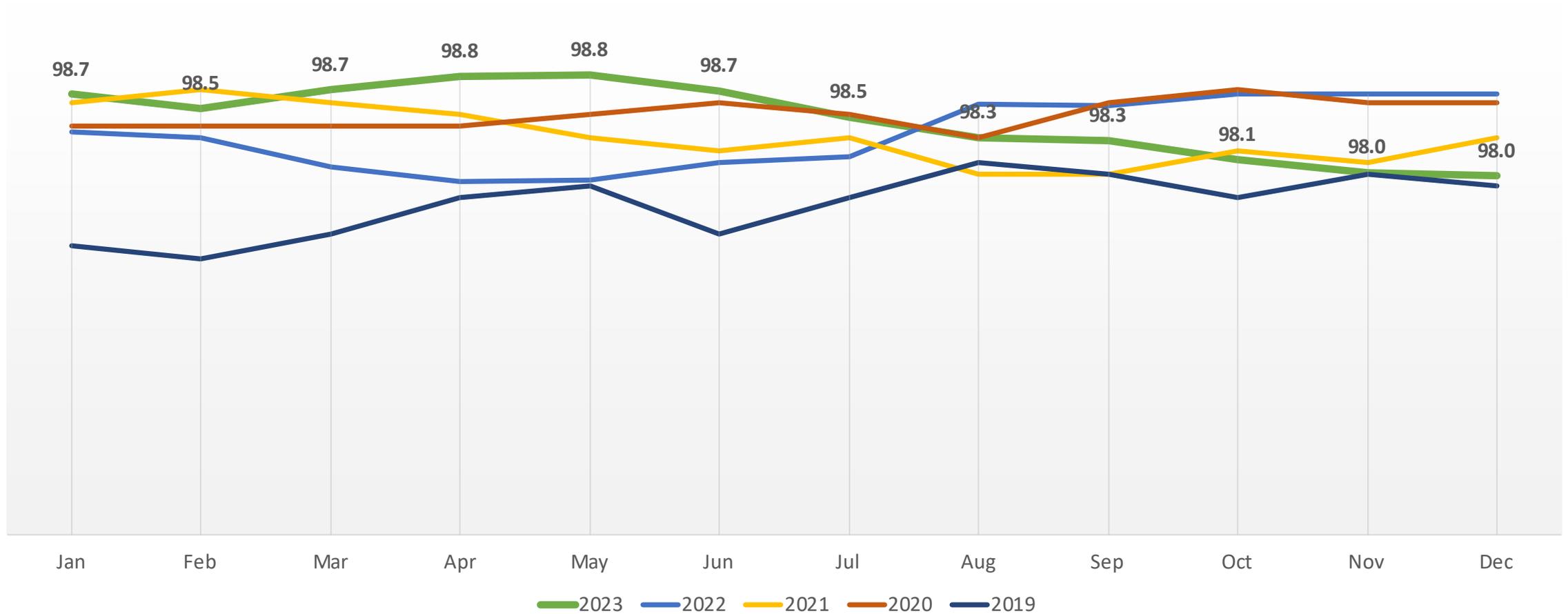
\*2018 final score was 90.1, the historic high along with 2017 through that year.

# 2023 Assessment of Performance



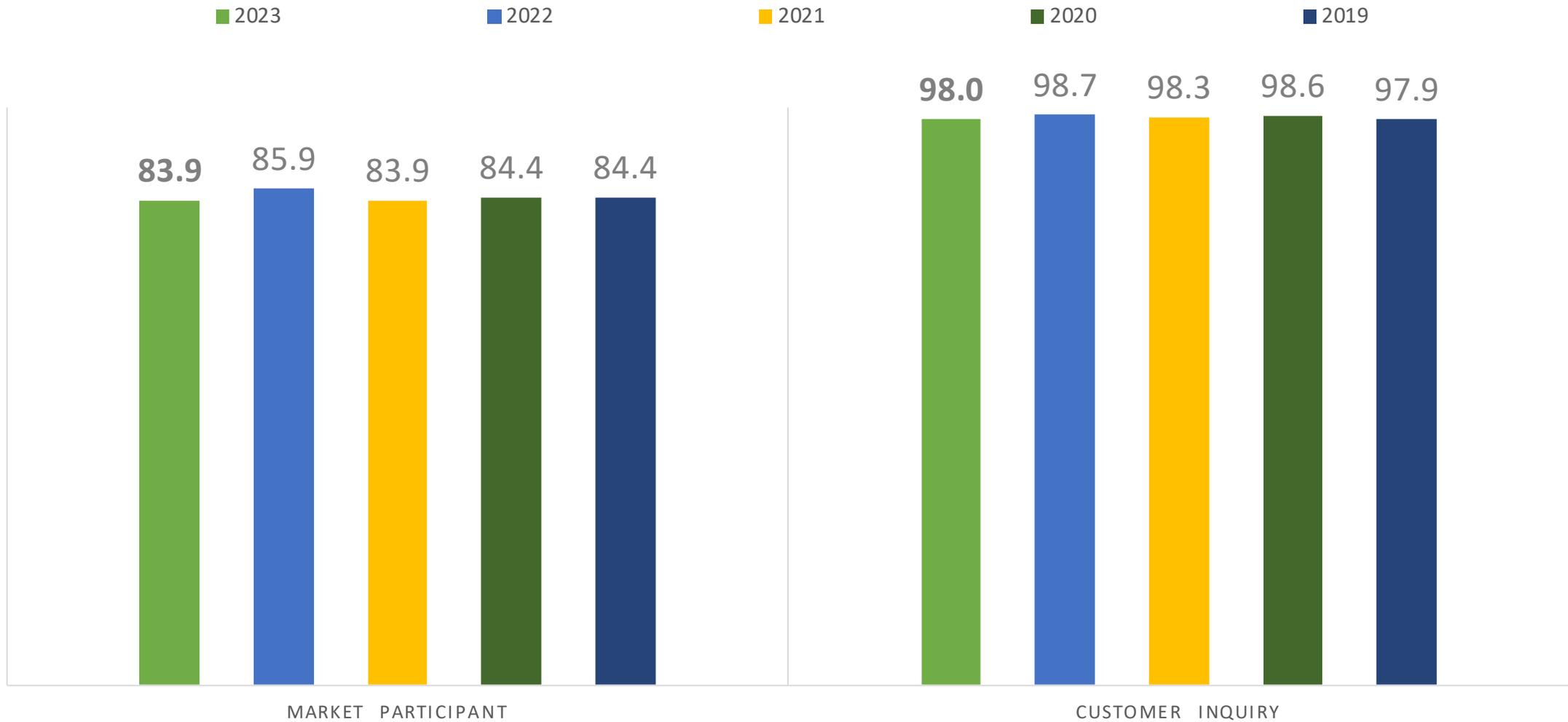
\*2018 final score was 76.7, the historic high through that year.

# 2023 Customer Inquiry Satisfaction Score



\*2018 final score was 97.6. The historic high in 2018 was 97.9 in 2017.

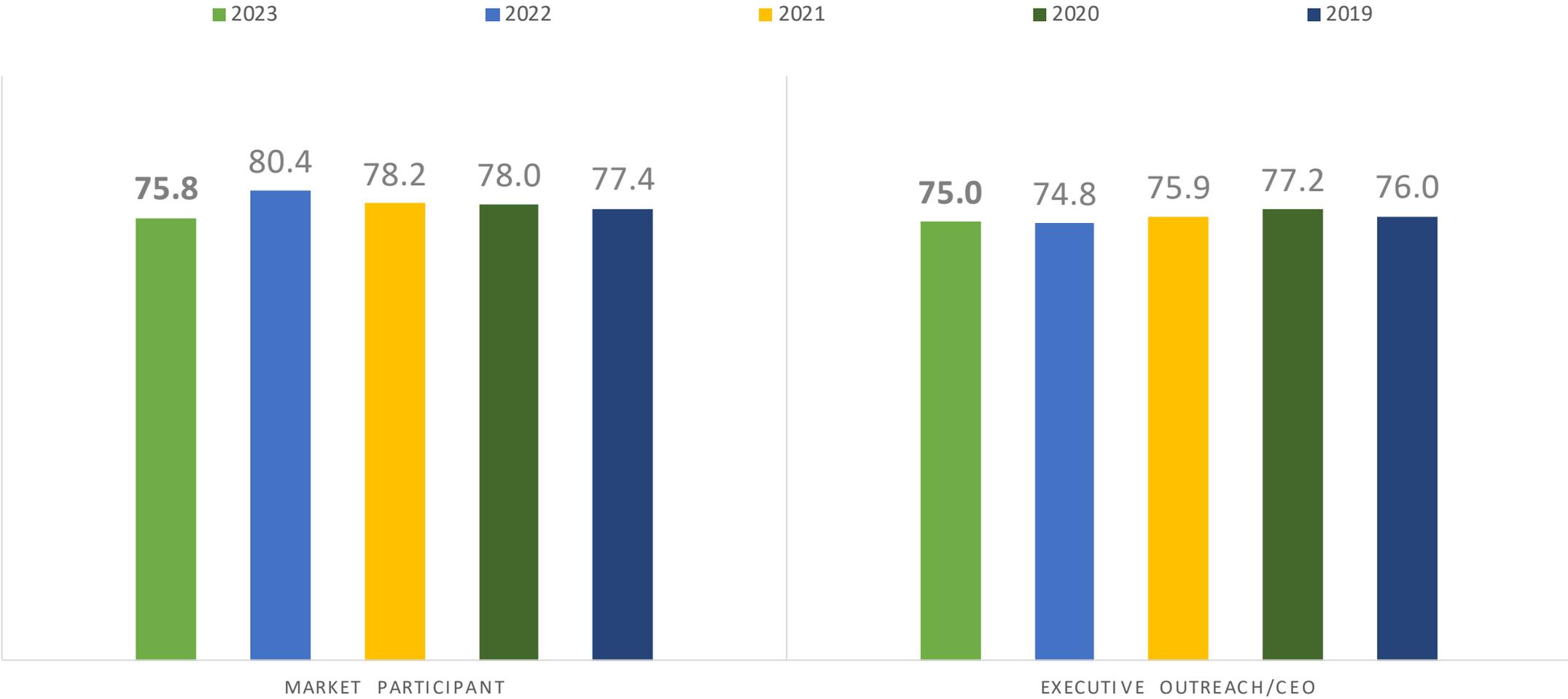
# 2023 Customer Satisfaction by Survey Channel



\*The 2018 MP final score was 82.6, the historic high through that year.

\*The 2018 CI final score was 97.6. The historic high through 2018 was 97.9 in 2017.

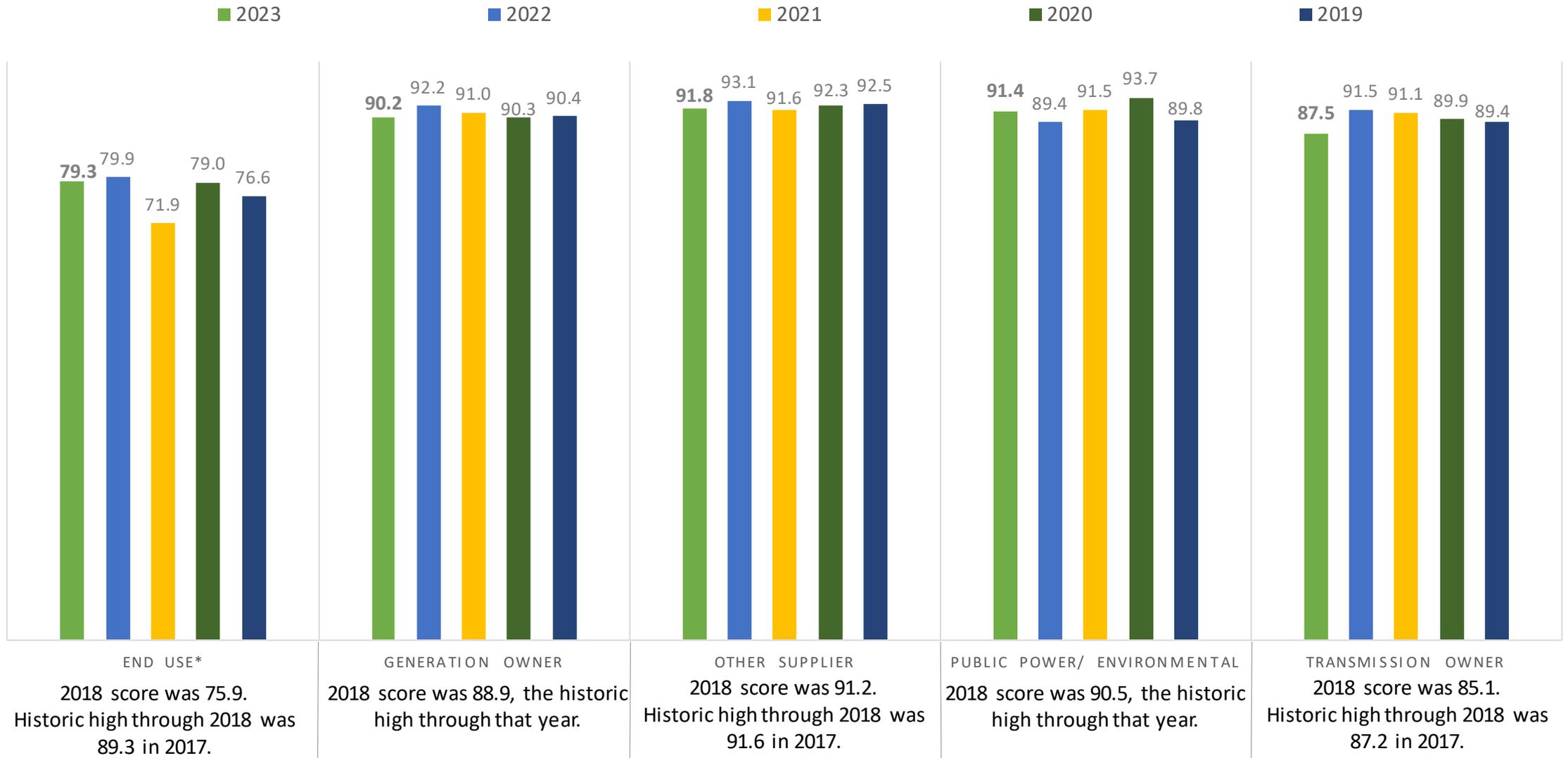
# 2023 Assessment of Performance by Survey Channel



\*The 2018 MP final score was 77.5, the historic high through that year.

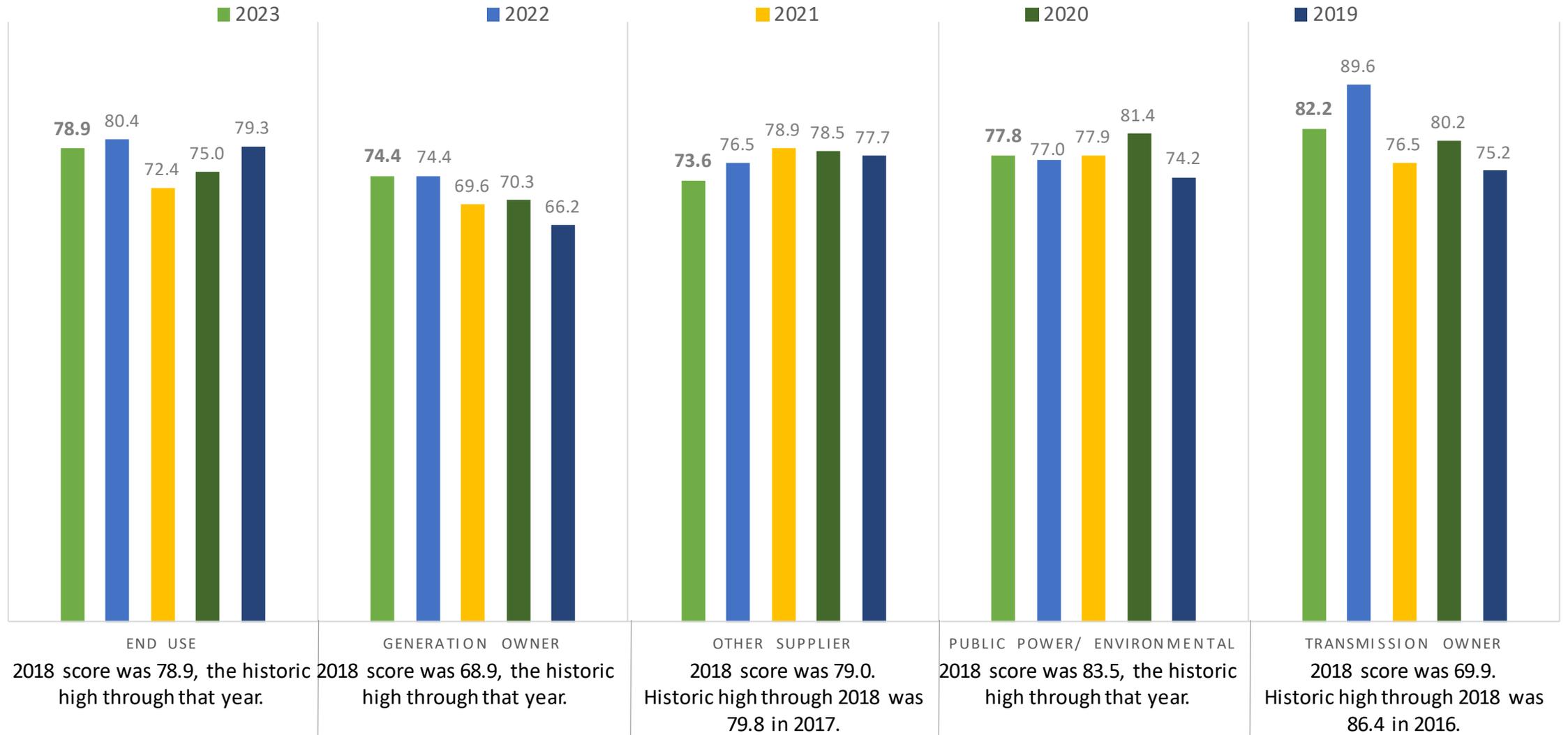
\*The 2018 CEO final score was 75.9. The historic high through 2018 was 76.6 in 2017.

# 2023 Customer Satisfaction by Sector



\*No CI responses from End Use Sector in 2018, 2019, 2020, 2021 and 2023

# 2023 Assessment of Performance by Sector



# 2023 Response Totals – Customer Inquiry and Executive Outreach

## Customer Inquiry

390 Completed  
Surveys

13% Response  
rate

## Executive Outreach/CEO

70 Completed  
Surveys

15% Response  
rate

# 2023 Response Totals – Market Participant Surveys

## Market Participant Representative (MPR)

133 Completed Surveys (10%) – MP1

127 Completed Surveys (9%) – MP2

## Market Participant (MP)

191 Completed Surveys (39%) – MP1

189 Completed Surveys (36%) – MP2

Total Completed MPR Surveys by Year



MP Survey Response Rates by Year

2016		2017		2018		2019		2020		2021		2022		2023	
MP1	MP2														
48%	42%	47%	35%	38%	32%	29%	31%	29%	25%	34%	28%	50%	50%	39%	36%

# Market Participant Feedback

## Areas with Opportunities for Improvement

- **Satisfaction:**
  - Consideration of individuals' input
  - Explanation of policies and procedures
  - Responsiveness to needs
- **Performance:**
  - Providing factual information
  - Reliably operating New York's bulk electricity grid
  - Overall service to public



## Areas of Greatest Strength

- **Satisfaction:**
  - Professionalism of NYISO's personnel
  - Fair handling of all interactions
- **Performance:**
  - Administering open and competitive markets
  - Conducting comprehensive long-term planning for the state's electric power system

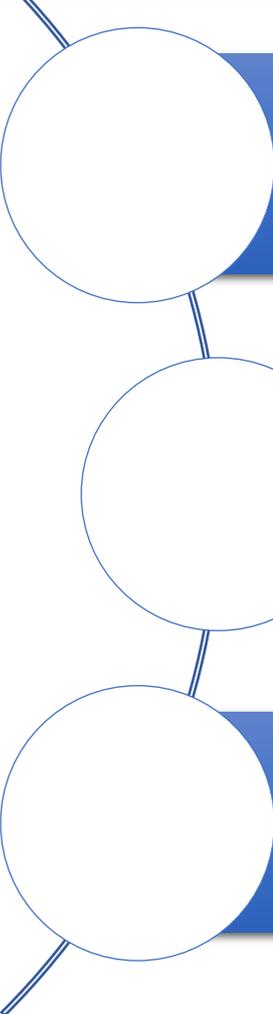


# Takeaways & Insights

Removal of the historically high 2022 MP2 and the addition of lackluster 2023 MP2 results combined with a small drop in Customer Inquiry numbers led to declines ranging from small to meaningful in both Satisfaction and Performance.

Compared to a six-year historic analysis, most scores saw minimal change. Opportunity areas outlined previously showed declines or were areas of concern across multiple channels.

# Conclusions



**Conduct internal discovery, analysis, and reflection**

**Coordinated organization-wide effort from the top down**

**Continued efforts to conduct qualitative discovery**

# Questions?

