



Customer Satisfaction and Assessment of Performance

Data from January 1, 2018 through December 31, 2018

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

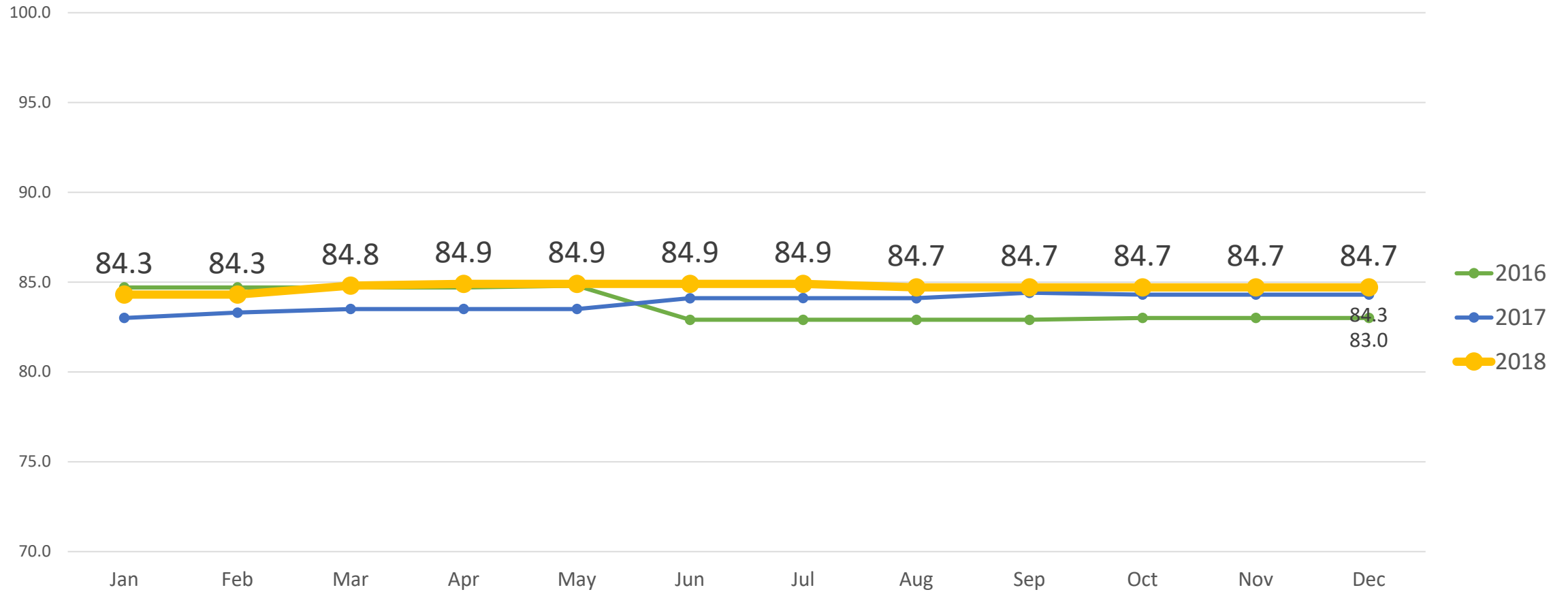
Customer Satisfaction and Assessment of Performance Final 2018



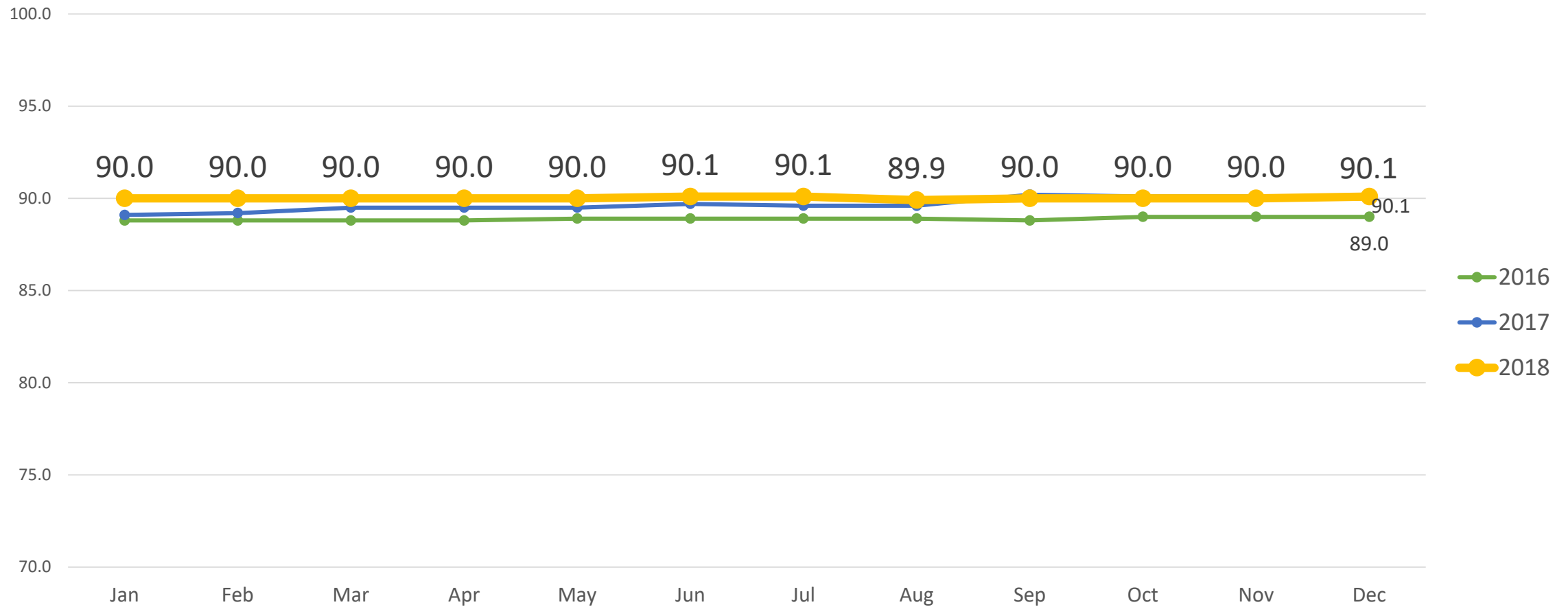
The enhanced "Customer Satisfaction and Assessment of Performance" program independently measures two important aspects to the NYISO: customer satisfaction and realizing our mission through our performance.

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

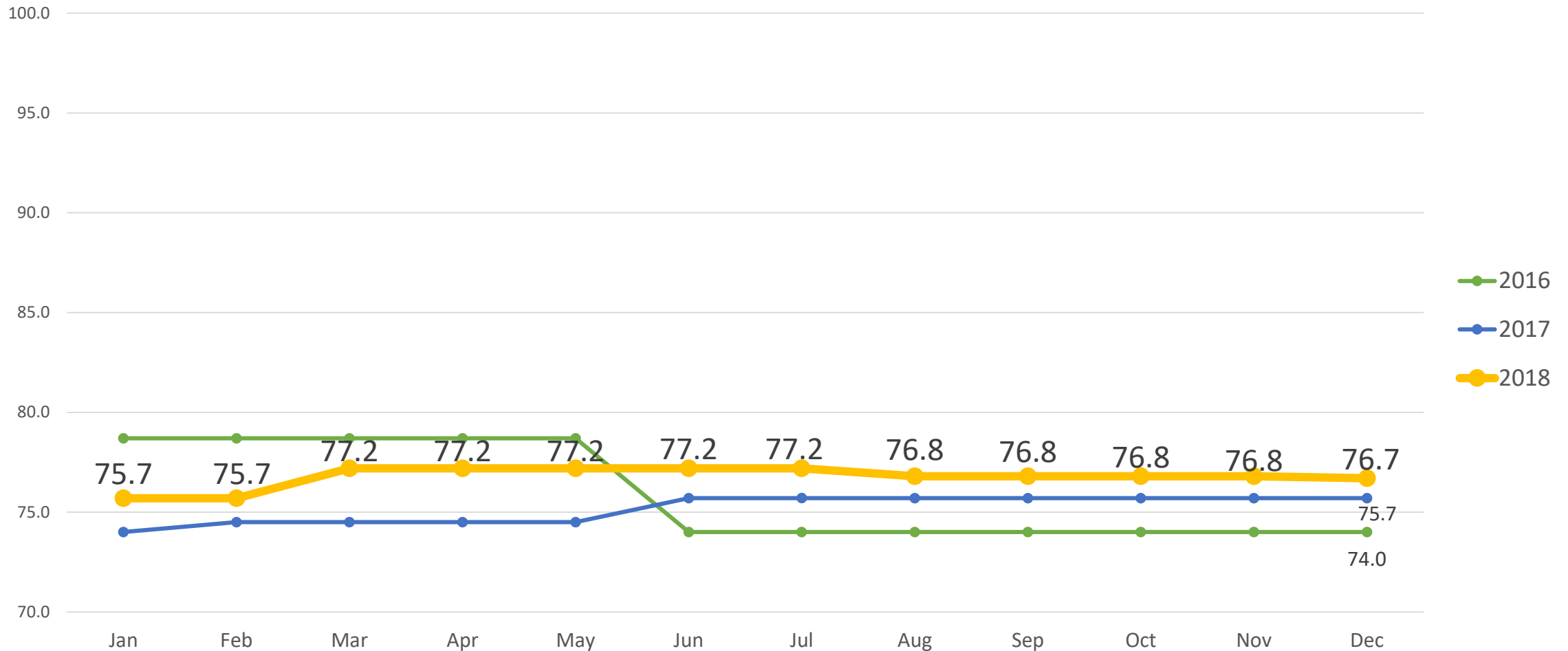
2018 Satisfaction & Assessment of Performance Score



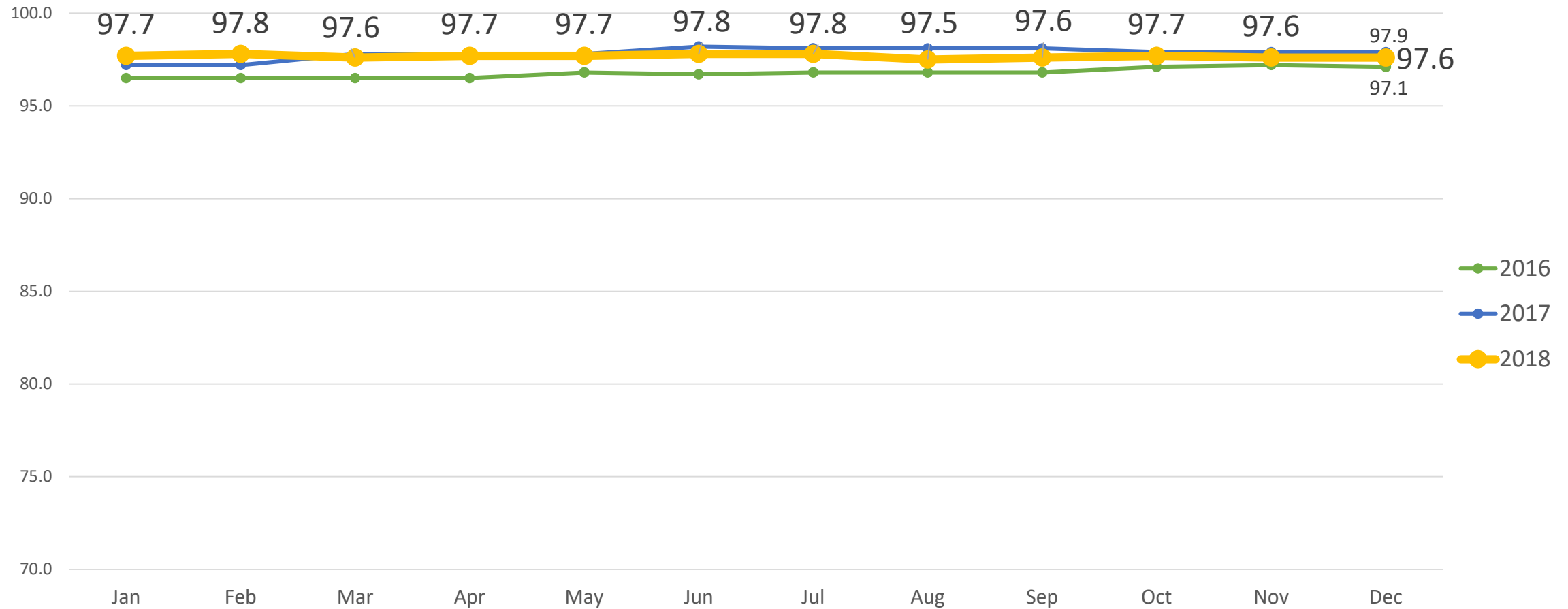
2018 Customer Satisfaction Score



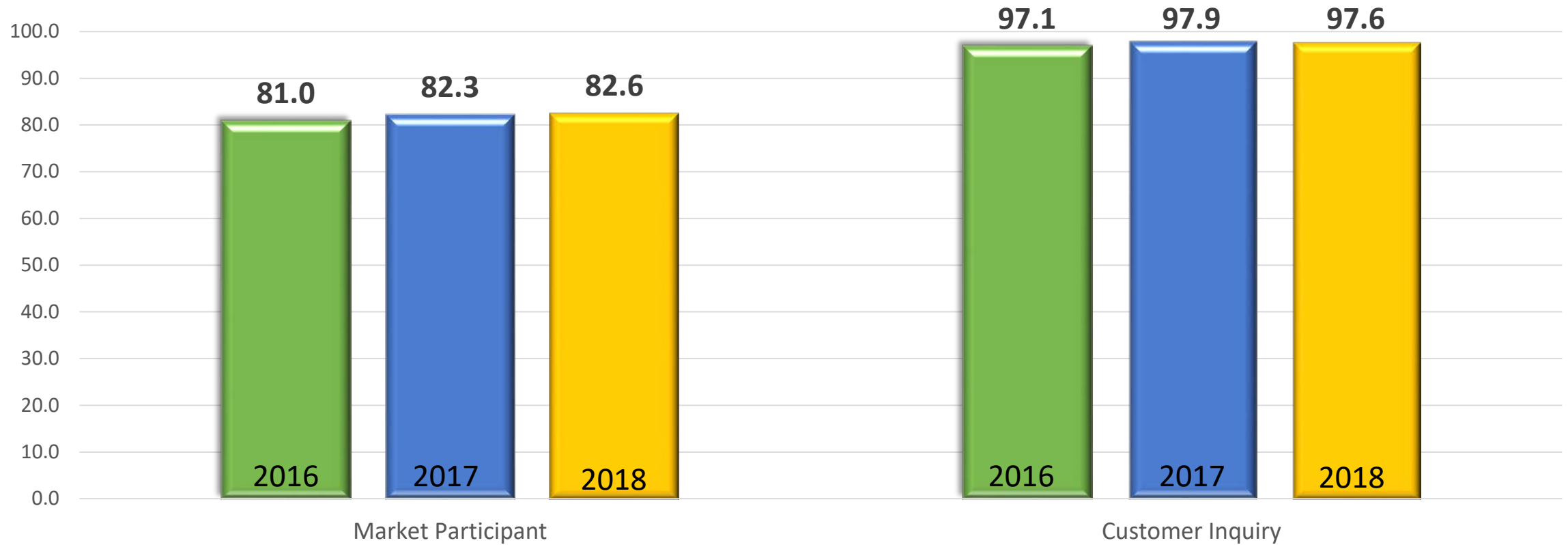
2018 Assessment of Performance



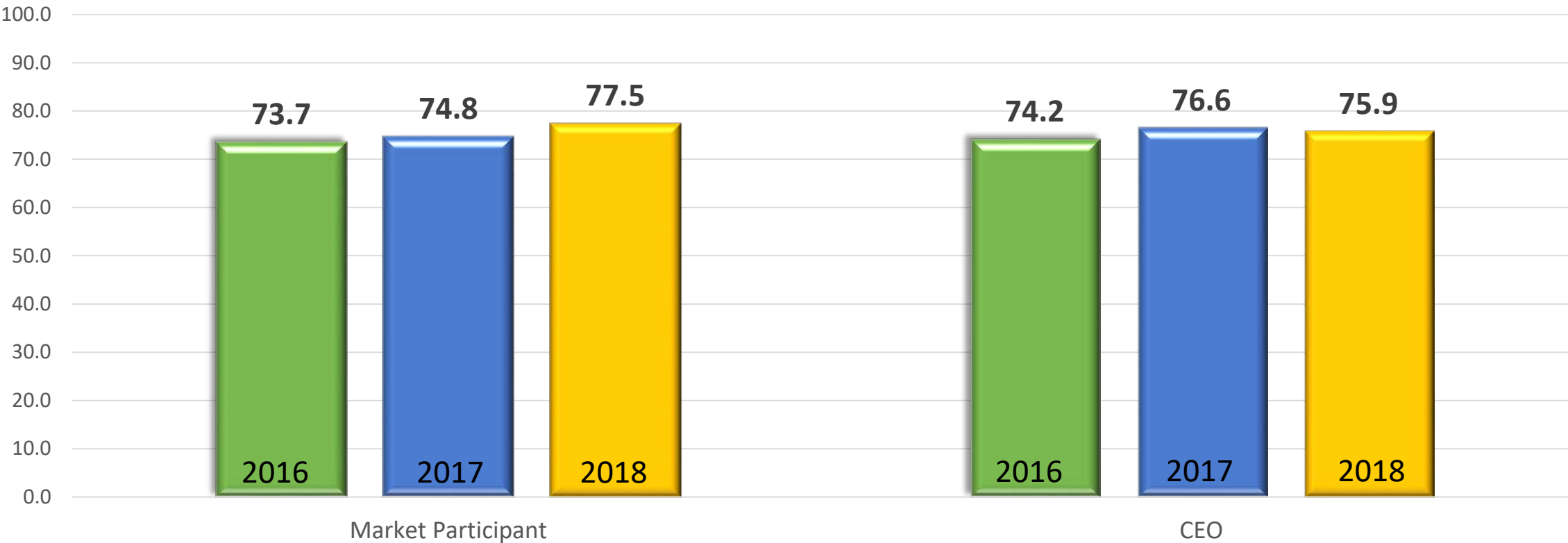
2018 Customer Inquiry Satisfaction Score



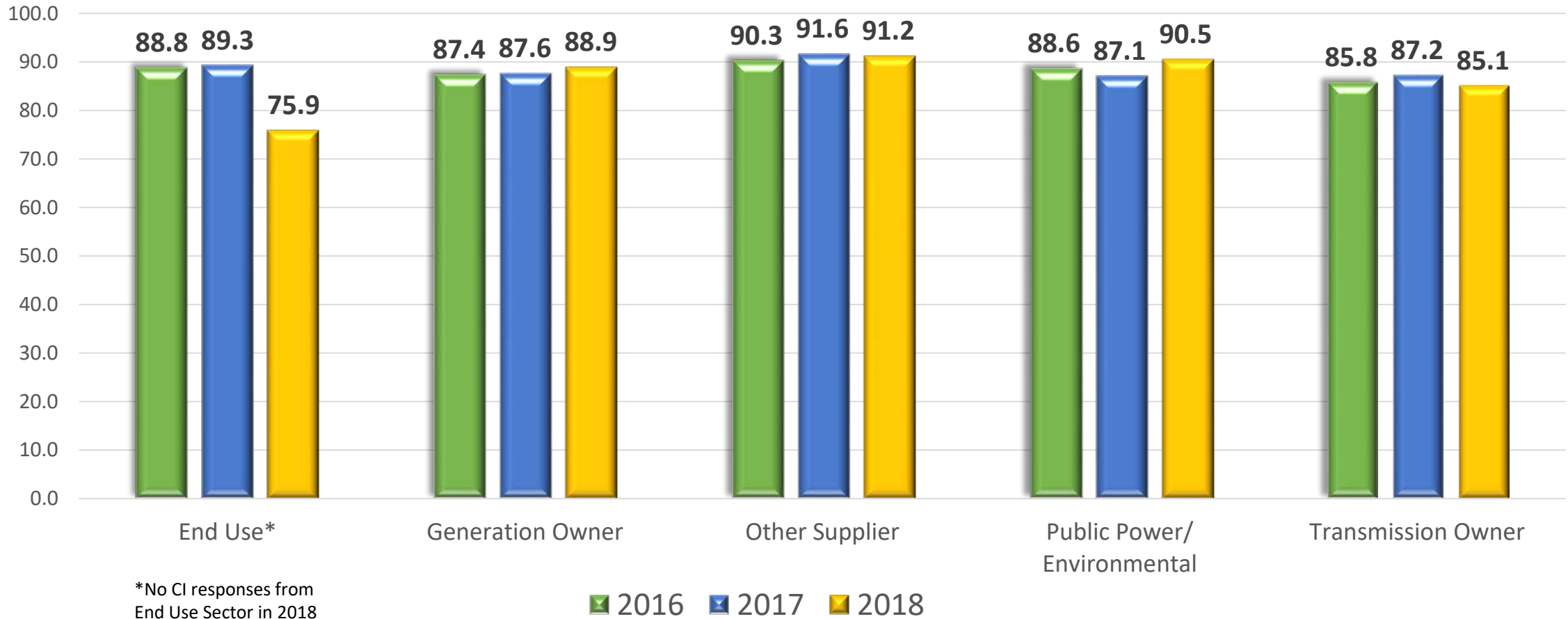
2018 Customer Satisfaction by Survey Channel



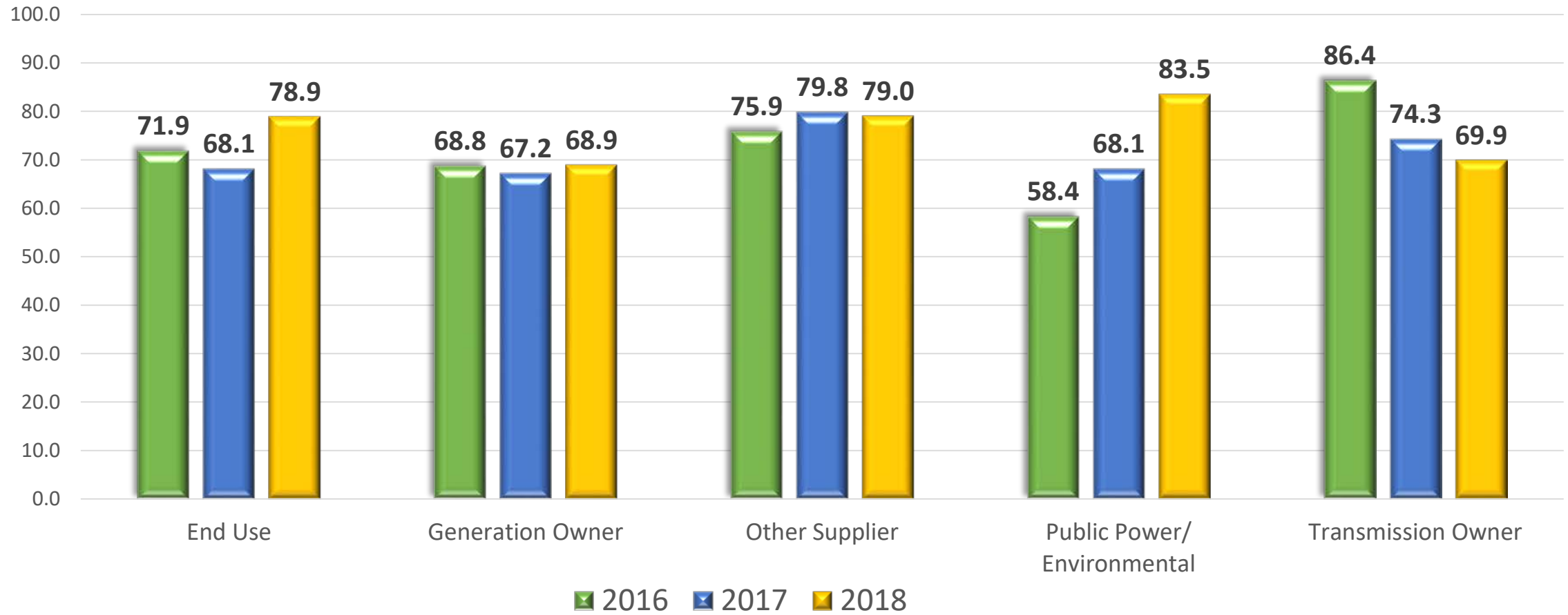
2018 Assessment of Performance by Survey Channel



2018 Customer Satisfaction by Sector



2018 Assessment of Performance by Sector



2018 Response Totals – All Surveys

Customer Inquiry

709 Completed Surveys

26% Response rate

CEO/ Key Leader

69 Completed Surveys

19% Response rate

Market Participant

296 Completed Surveys (18%) – MP1

215 Completed Surveys (16%) – MP2

434 Overall Individual Respondents

Market Participant Feedback

Areas of Strength



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

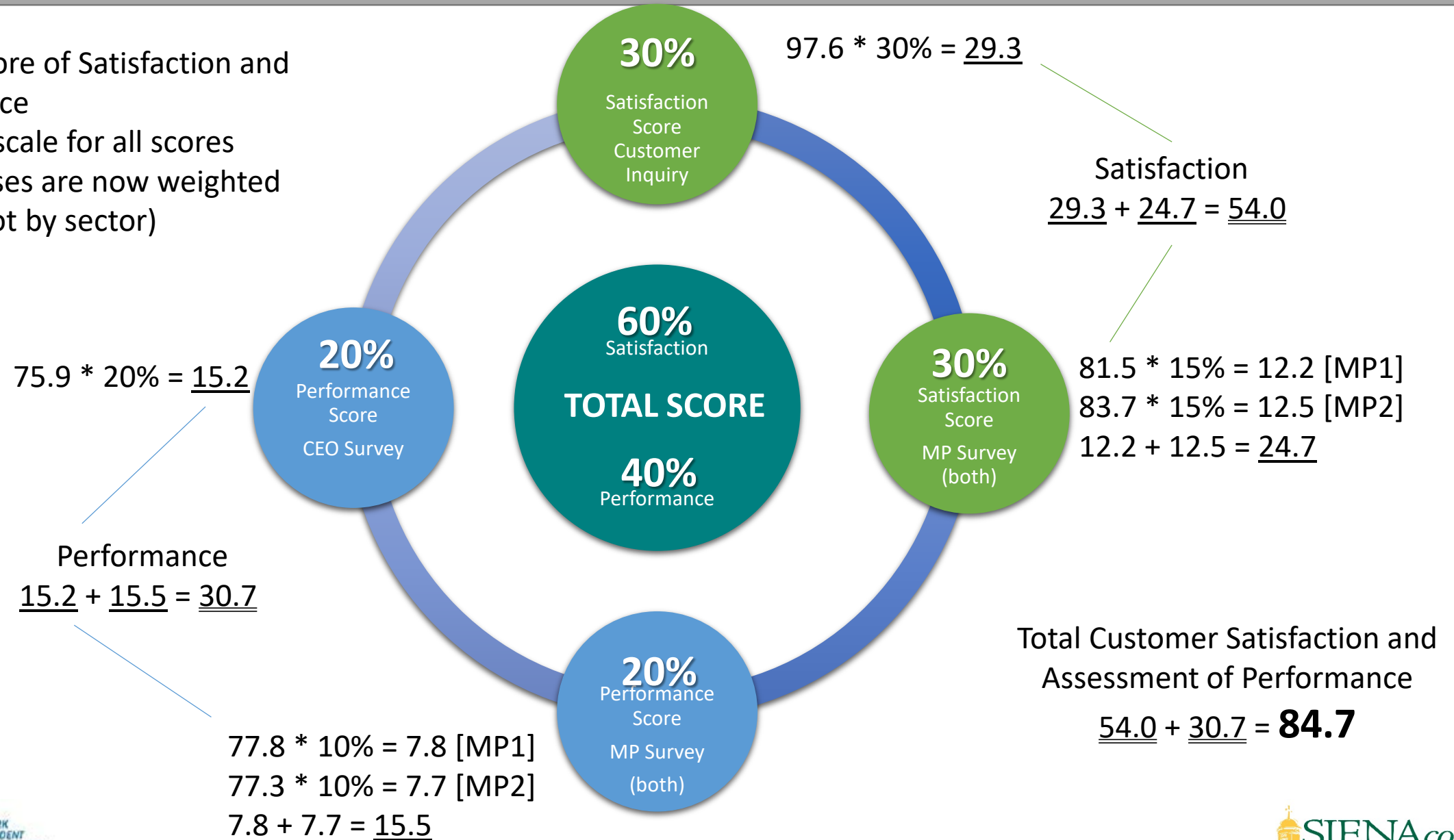
Opportunities for Improvement



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

2018 Customer Satisfaction and Assessment of Performance

- Unified Score of Satisfaction and Performance
- 100 point scale for all scores
- All responses are now weighted equally (not by sector)



Conclusions



Overall, respondents are satisfied with the NYISO

The NYISO personal interaction with customers has continually proven to be its strongest and most positive attribute

Opportunity exists for the NYISO to consider input from MPs and act upon results derived from surveys

Questions?

