



Customer Satisfaction and Assessment of Performance

Data from January 1, 2019 to October 1, 2019

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

2019 Satisfaction & Assessment of Performance Program



Quarter 1 – January to March

- Customer Inquiry
- Market Participant Survey 1



Quarter 2 – April to June

- Customer Inquiry



Quarter 3 – July - September

- Customer Inquiry
- Executive Outreach/CEO Survey



Quarter 4 – October - December

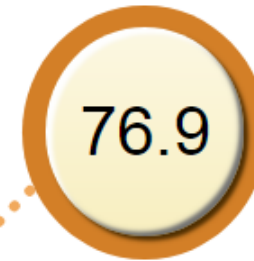
- Customer Inquiry
- Market Participant Survey 2

2019 Satisfaction & Assessment of Performance Score

Satisfaction Score



Assessment of Performance

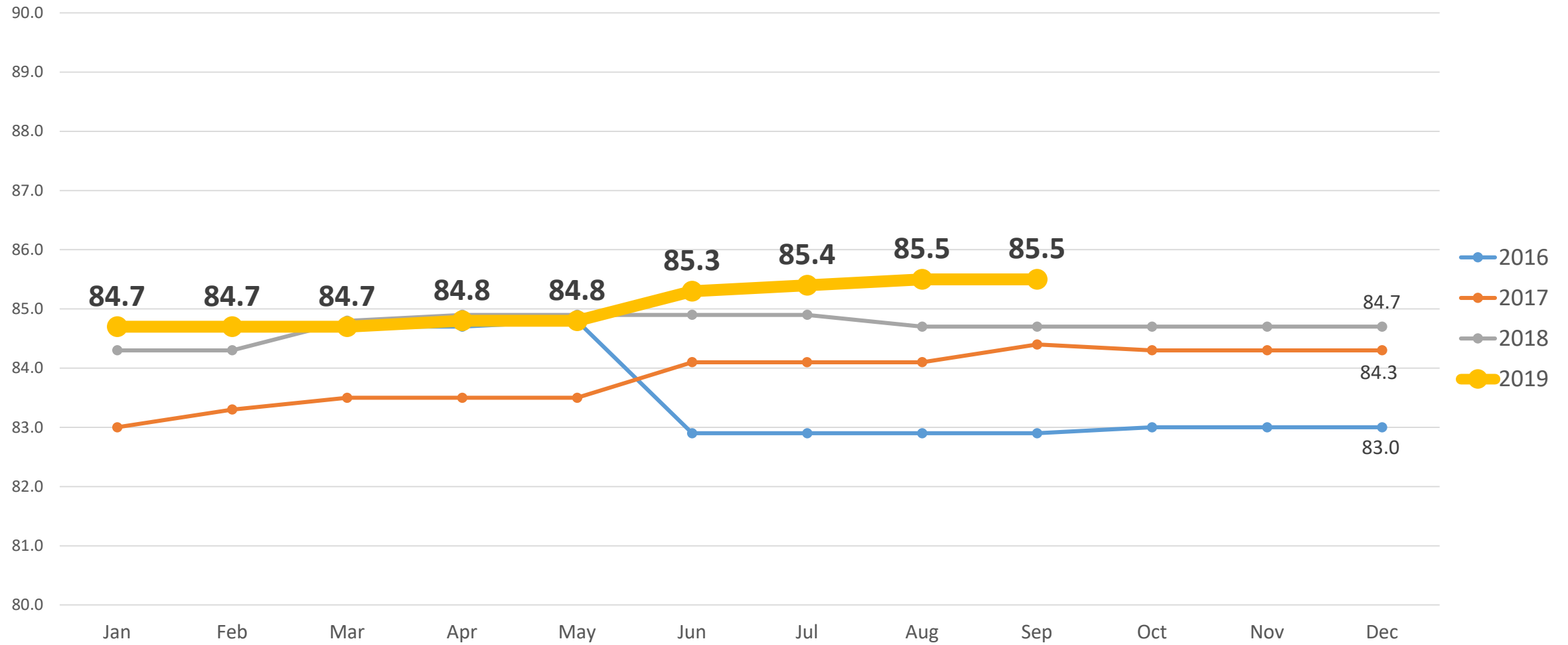


**Satisfaction and
Assessment of
Performance Score**

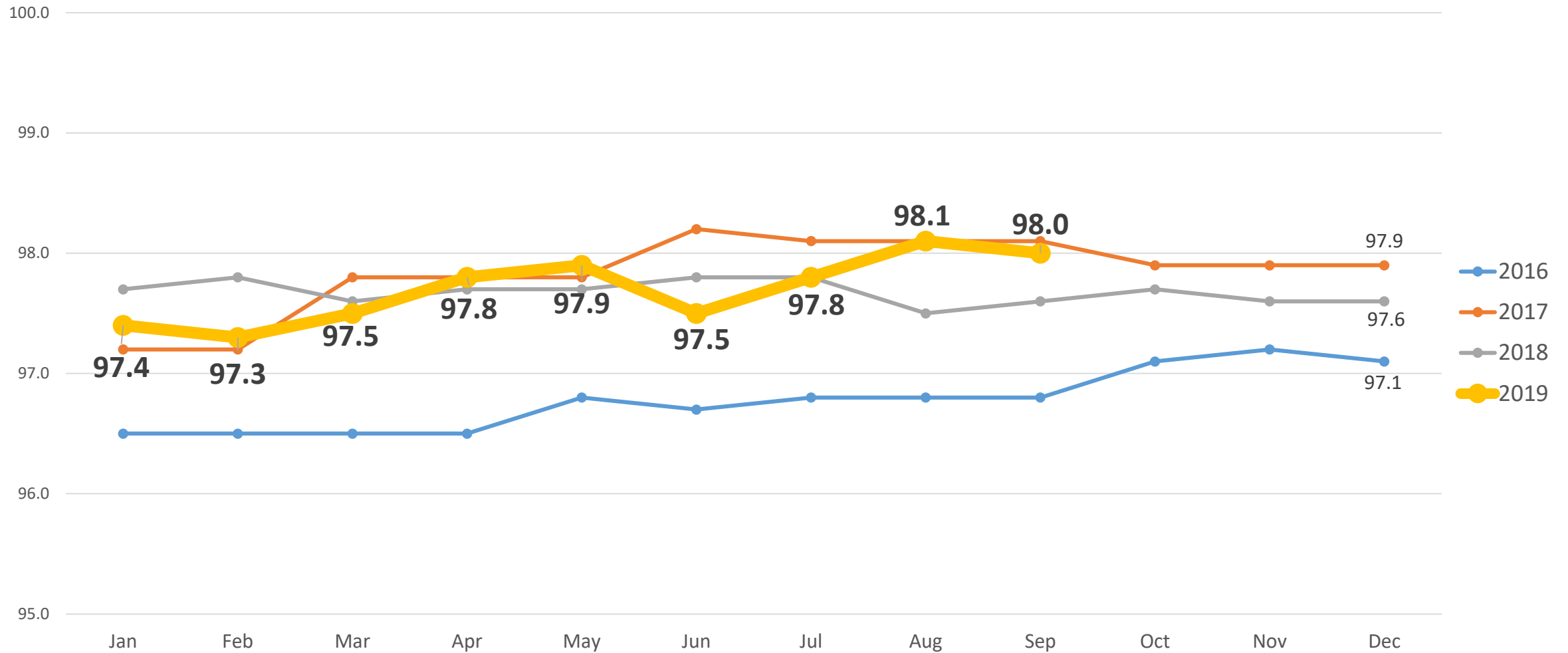


Calculated from a percentage of Satisfaction Score and from a percent of the Assessment of Performance

2019 Satisfaction & Assessment of Performance Score

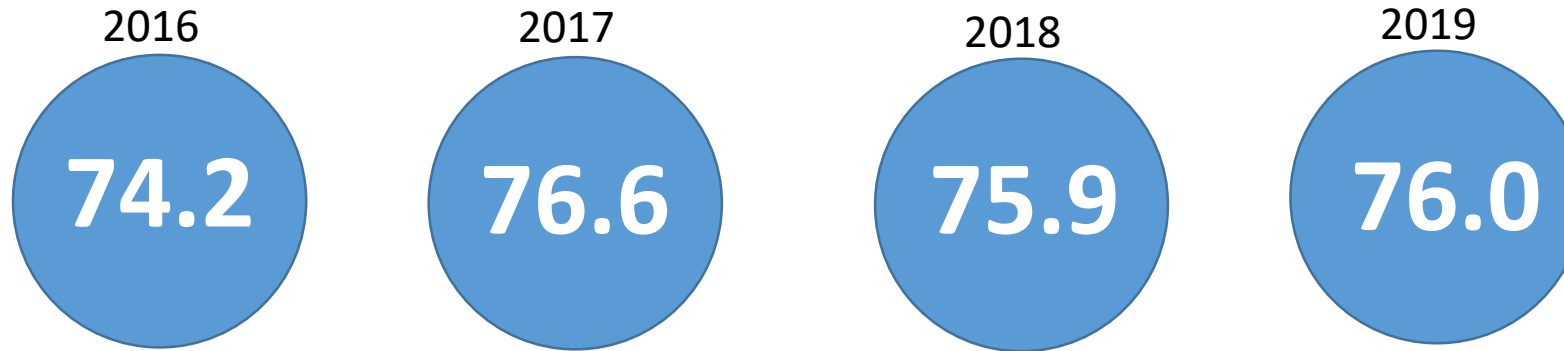


2019 Customer Inquiry Satisfaction Score



2019 Executive Outreach Survey

Executive Outreach Overall Score

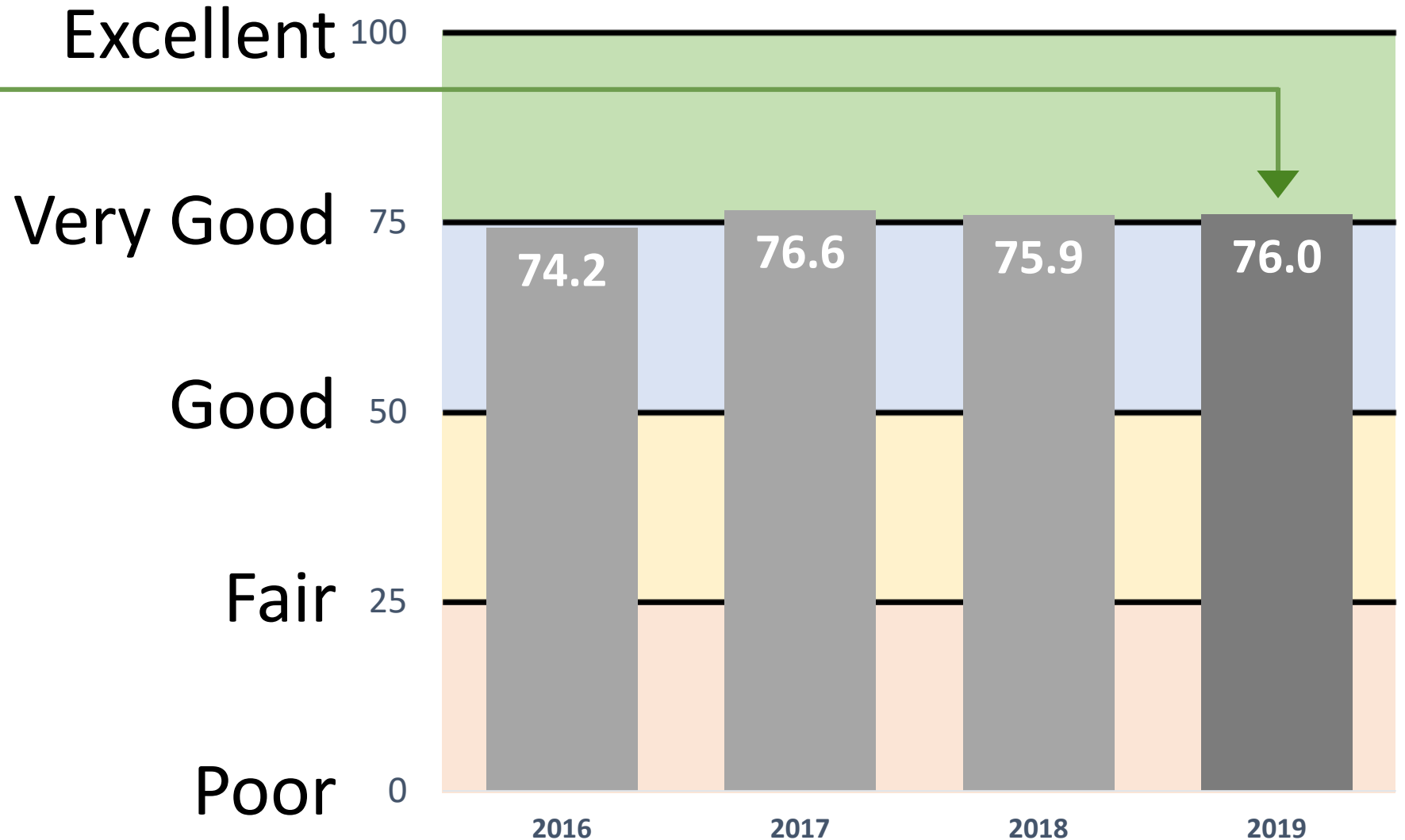


Sector	Score 2016	Score 2017	Score 2018	Score 2019	Sample	Completes	Response Rate
End Use	73.1	68.5	82.0	90.1	16	8	50%
Generation Owner	70.3	67.1	69.2	63.2	64	7	11%
Other Supplier	75.8	81.5	77.7	76.7	294	32	11%
Public Power/Environ	48.3	67.7	85.8	68.0	13	5	38%
Transmission Owner	100.0	75.0	68.8	72.5	4	1	25%
Overall	74.2	76.6	75.9	76.0	391	53	14%

2019 Executive Outreach Survey

2019 SCORE

If 100% of respondents answered “very good,” the score would be 75. Executives rated NYISO as between “very good” and “excellent” in 2019.

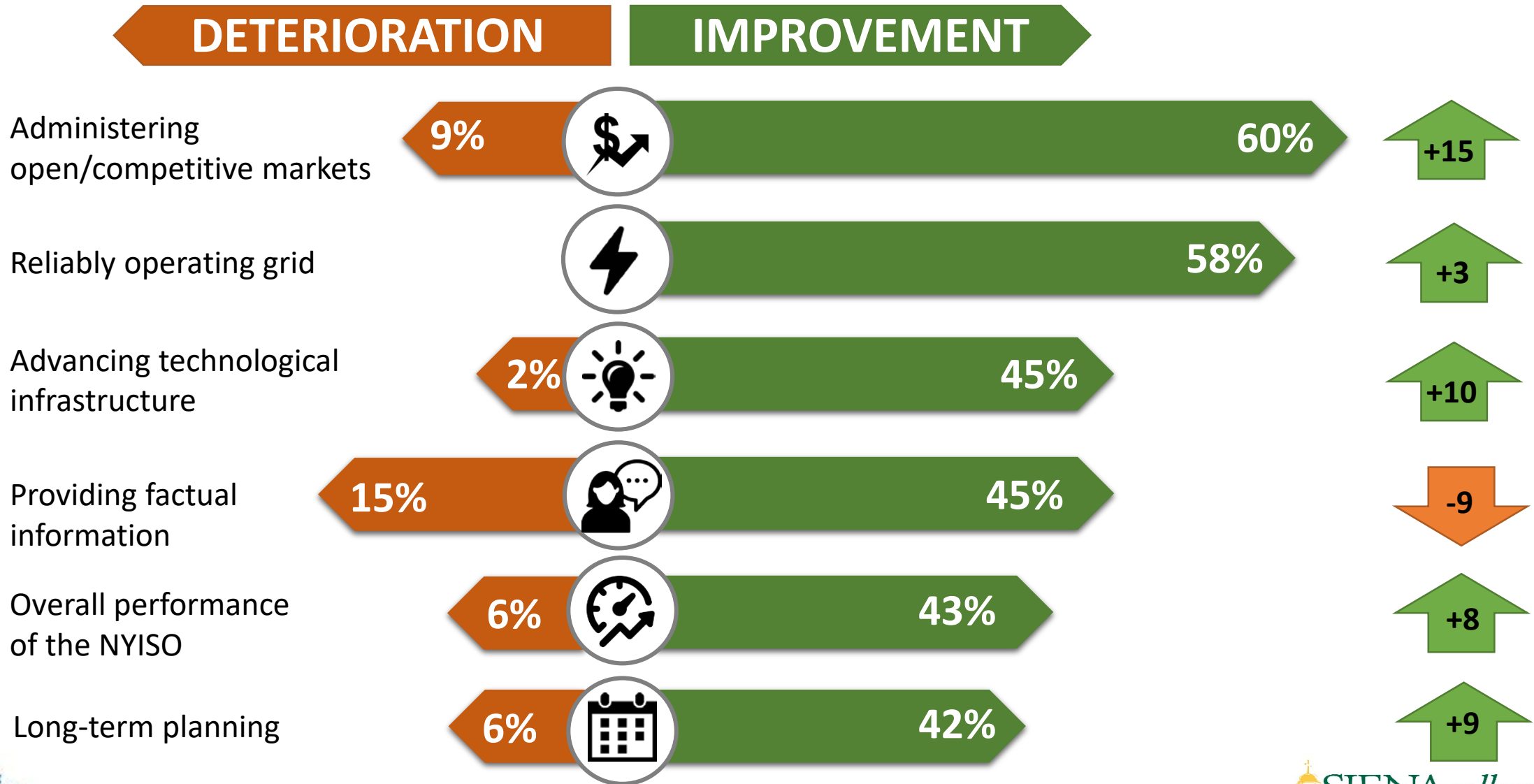


2019 Executive Outreach Survey

Market Participant Comparison

Question	CEOs	MPs	Difference
Reliably operating grid	90.7	86.2	+4.5
Administering open/competitive markets	78.8	77.1	+1.7
Long-term planning	76.0	75.0	+1.0
Advancing technological infrastructure	73.5	70.8	+2.7
Providing factual information	69.8	75.6	-5.8
Overall job/service NYISO is doing	74.5	78.9	-4.4

2019 Executive Outreach Survey



2019 Executive Outreach Survey

Areas of Strength



- Reliably operating New York's bulk electricity grid
- Administering both open and competitive wholesale electricity markets in New York

Opportunities for Improvement



- Conducting comprehensive long-term planning for state's electric power system
- Advancing the technological infrastructure
- Providing factual information to policy makers, stakeholders, and investors

Questions?

