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# Replacement Settlement System (RSS): Lessons Learned

## **Presentation for the Strategic Advisory Committee**

Ernest Chui, VP Corporate Services and CFO

Jessica Savage, Program Delivery Executive, Market Renewal Program

# Purpose and Background

**Purpose:** Provide a summary of lessons learned from the implementation of RSS

**Background:**

- As communicated at the August 2, 2023 SAC meeting, the IESO committed to report back on opportunities to support continuous improvement of IESO project delivery follow the completion of the RSS lessons learned exercise
- Priority to incorporate relevant learnings for MRP implementation

# Key Learnings

- Commitment to delivery overshadowed customer impact considerations
  - Communication starts with listening
  - Temper optimistic assumptions with a healthy degree of realism, informed by previous experiences
- Continuous improvement opportunities for MRP are focused on testing, communications, and market participant readiness. These opportunities were validated with the MRP Implementation Working Group (IWG) in December 2023

# Responsive Actions for MRP

The following specific actions have been factored into MRP Implementation Plan:

- Add connectivity testing earlier so as not to take away time during market trials
- Engage participants in developing test plans to ensure their needs are met
- Perform thorough assessment of participant impacts to ensure comprehensive testing coverage
- Provide an opportunity for participants to retest, where possible
- Clearly communicate identified defects, resolutions and workarounds
- Provide more resourcing and support for participant-facing change management

## Next Steps

- Enhanced and intentional focus on the customer experience during project delivery
- Continued engagement with the MRP Implementation Working Group to support market participant readiness activities