

# Memorandum

## IESO BUSINESS UPDATE

To: Stakeholder Advisory Committee

From: Kim Marshall – VP & CFO, Corporate Services

Date: March 11, 2016

Subject: **2015 Corporate Performance Results and 2016 CPMs**

Information Item

This update presents the year-end results of the 2015 corporate performance measures (CPMs) and the targets the IESO seeks to achieve by end of 2016 as well as next steps.

As a public sector organization that continuously endeavours to achieve higher levels of performance, the IESO recognizes the need to develop and sustain a performance management program that creates value for the public. Central to this program are effective corporate performance measures (CPMs) that define and measure strategic and key operational areas of the business to help drive organizational performance towards achieving its vision, mission and strategic priorities. CPMs provide a balanced view of the organization's expected performance outcomes as informed by the business plan while attempting to best reflect the range of SAC priorities. CPMs ensure effective corporate governance by monitoring and reporting on progress throughout the year.

### 2015 Results

As presented in the attached, the IESO has met the expectations set for 2015 and demonstrated positive progress in light of the unique challenges and opportunities that engaged the organization during its first year as a merged entity. Key highlights include strong rating results from the annual customer survey, execution of the Bruce Power Agreement, the success of the demand response auction, completion of group 1 priority regional plans, definition and communication of the IESO's new vision and mission and managing resources within budget.

## **2016 Corporate Performance Measures and Next Steps**

The IESO's 2016 CPMs that include feedback and observations of the SAC are attached.

Commencing this Spring, the IESO will begin work on the CPMs for 2017 as part of the 2017-2019 Business Plan and will again seek the input of the SAC to support the development of meaningful performance measures.

Enclosed:

2015 Year End CPM Results

2016 Corporate Performance Measures