

IESO Action Plan

Response to 2006 Customer Survey

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- Continue strong customer relationships and customer satisfaction with IESO products and services
- Ensure customers have a high degree of confidence in IESO reliability and system operations
- Address customer issues raised through the customer survey and throughout the year

1. Find ways to reduce the administrative burden on market participants
2. Reduce the number of emails sent by the IESO
 - introduced weekly email that bundles messages
 - plans to reduce emails about outages and notices
3. Meet with market participants across Ontario (and outside Toronto) on issues that affect them

Examples:

- four LDC Smart Meter sessions planned in April in London, Sudbury, Toronto, Kingston
- increase number of customer visits

4. Set standards, turn around times and expectations on customer facing projects and ensure these are communicated to customer
5. Enhance communications products/services

Examples:

- Provide targeted sector-specific activities and products e.g. LDC day, wind working group
- Further improvements to IESO website

6. Work with local distribution companies to ensure the IESO's role in smart metering is valuable to their business
7. Continue to manage IESO finances responsibly
8. Ensure market participants are informed about how their input has contributed to IESO decisions

- Actions are underway and will continue throughout 2007
- New initiatives tracked through 2007 research effort