



Power to Ontario. On Demand.

IESO SENIOR MANAGEMENT UPDATE

To: Stakeholder Advisory Committee

Date: August 26, 2009

Subject: Corporate Performance Objectives and Measures for 2010

Information Item

The IESO is developing a proposed set of corporate performance objectives and measures for 2010. The proposed objectives are appended to this memo and we seek your input and comment.

Our intent is to achieve a framework for objectives and measures that remain outcomes-oriented and relevant to external stakeholders, but are more directly linked to our strategic business objectives; we also desire to have a smaller number of measures. The proposed objectives are expected to establish an environment conducive to driving performance within the IESO organization and within these, specific measures and targets will be defined to bring clarity to the levels of achievement required.

Four “perspective” categories are proposed based on a review of the existing 2009 corporate performance measures, the Market Surveillance Panel metrics, and a number of suggested strategic indicators and the external business environment affecting the electricity sector today and in the future.

These four categories are:

- A. Reliability;
- B. Customers and Stakeholders;
- C. Governance and Operational Excellence; and
- D. Reputation.

These categories encompass the existing corporate performance measures balanced scorecard (customers and stakeholders, reliability, effective use of funds and people) and would constitute the perspectives for the IESO’s balanced scorecard for 2010.



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We would appreciate your comments and advice on the material provided and will allow for an opportunity to discuss at the upcoming SAC meeting on August 26, 2009. Alternatively, you can also choose to send us any written comments or advice to stakeholder.engagement@ieso.ca by Wednesday September 2, 2009.

Sincerely,

Bill Limbrick
Chief Information Officer &
Vice President, Organizational Development
Independent Electricity System Operator

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Appendix: IESO Corporate Performance Objectives for 2010

Perspective	High-Level Objective	Objectives
Reliability	<i>“To sustain excellence in delivering reliable electricity service conditioned by costs and environmental performance.”</i>	The IESO-controlled grid provides reliable electricity service.
		The IESO’s actions support reliable operation of the IESO-controlled grid.
		The IESO-controlled grid is equipped to provide reliable electricity service going forward.
Customers and Stakeholders	<i>“To continue to operate and adapt the IESO-administered electricity markets to the benefit of all Ontarians.”</i>	Suppliers and consumers are responsive to the price of electricity.
		Market Participants are satisfied with the IESO’s administration of the electricity market.
		The IESO administered market promotes the purposes of the Green Energy and Green Economy Act.
Operational Effectiveness	<i>“To provide excellent products and services in an efficient and effective manner that meets the needs of customers.”</i>	The IESO’s infrastructure is capable of meeting the needs of customers in the future.
		The IESO’s human resources are capable of meeting the needs of customers in the future.
		IESO resources are used effectively and efficiently to meet the needs of customers and achieve stakeholder satisfaction.
Reputation	<i>“To advance the IESO’s reputation and relationships to further engage the electricity sector and accomplish its mission.”</i>	The IESO is perceived as a leader in the electricity sector.
		IESO is able to influence important policy decisions that impact the IESO.
		The IESO maintains its supportive role of government policy initiatives in operational, market, and environmental planning activities.