

# Memorandum

TO: THE STAKEHOLDER ADVISORY COMMITTEE  
of the Independent Electricity System Operator

FROM: Terry Young

DATE: October 19, 2009

RE: IESO 2009 Customer Satisfaction Survey

The IESO is in the process of finalizing its annual customer satisfaction survey. We undertake this survey to measure our effectiveness in providing products and services to you, as well as to hear from you on ways in which we can improve.

Our annual survey is again being conducted by Navigator Limited, a research and strategy firm based in Toronto that has worked with the IESO to develop the past three customer satisfaction surveys.

Similar to last year, this year's survey will consist of an on-line portion and a personalized, one-on-one telephone interview. This year's survey includes questions on the IESO's performance, stakeholder engagement practices, and asks for recommendations on how the IESO can serve its customers better.

A summary of the survey results will be posted on the IESO website. The results will be used as one of the measures to assess corporate performance and to identify areas to improve and enhance our operations.

The participation of stakeholders in the survey process is key to its value, and is very much appreciated.

Terry Young  
Vice President  
Corporate Relations