

Stakeholder Engagement Plan SE-12 Corporate Performance



I. Introduction

Background

Performance measurement helps the IESO monitor and assess how well it achieves the corporate goals approved by its Board of Directors. Our corporate measures help us track how well we operate the market and the power system, satisfy our customers and stakeholders, evolve the market as well as our effectiveness in using funds made available to us. The suggested performance measures for 2006 are consistent with the 2006-2008 Business Plan. The stakeholder engagement for the Business Plan is now complete and can be found at: http://www.ieso.ca/imoweb/consult/consult_ser-ibp.asp

IESO corporate performance is currently measured against 4 balanced scorecard perspectives:

- Perspective 1: Effective Use of Funds
- Perspective 2: Market Evolution
- Perspective 3: Customer and Stakeholder Satisfaction
- Perspective 4: Operational Effectiveness

Quarterly updates on the IESO's corporate performance are posted to inform market participants and the public of its progress in meeting performance targets.

Additional information on the performance measures can be found at <http://www.ieso.ca/imoweb/corp/corpPerformance.asp>

Situation

IESO is proposing modifications to some of the current corporate performance measures and would also like to remove 2 measures from the suite of 26 operational performance measures. We would also like stakeholders to indicate which operational performance measures are most important to them.

In the past, stakeholder consultation on performance measures was done through the Regulatory Affairs Standing Committee. With the recent adoption of the stakeholder engagement principles and processes by the IESO Board, all stakeholder engagement will now start with a Stakeholder Plan to determine the best method to get input from stakeholders with an interest in an issue.

II. Stakeholders

IESO performance measures are of interest to all stakeholder sectors with a focus on senior level persons from representative organizations.

III. Stakeholder Engagement Goals and Objectives

Goal

The goal of the stakeholder engagement program is to seek feedback from market participants and other interested stakeholders on the proposed changes to the Corporate Performance Measures for 2006, as well as the relative importance of the operational performance measures.

Objectives

1. To provide interested stakeholders the opportunity to review and provide feedback on proposed changes to the 2006 Corporate Performance Measures;
2. To seek input from interested stakeholders on specific changes to the Corporate Performance Measures for 2006 that would be most beneficial to them; and
3. To assess the level of importance of the current individual operational performance measures.

IV. Stakeholder Engagement Approach and Methods

The stakeholder engagement approach will be feedback—with request for stakeholder review and written feedback. The implementation of the stakeholder engagement process will be in accordance with the IESO's approved stakeholder engagement principles.

The stakeholder engagement method to be employed will be a web-based posting of the proposed changes with a request for written comments via e-mail. Web-based postings provide all interested stakeholders with an efficient low-cost method to be informed of the proposed changes to the performance measures with the opportunity to communicate their views via e-mail to the IESO (stakeholder.engagement@ieso.ca). All stakeholder views, including dissenting views, will be posted on the IESO website.

All feedback from stakeholders will be considered prior to submitting the IESO Management's recommendations to the Board for approval. This stakeholder plan provides all stakeholder sectors with the opportunity to communicate their views and positions directly to the IESO Executive/Board of Directors in advance of any final approvals.

The results of the consultation will be posted on the IESO website.

V. Decision Making Steps and Schedule of Activities

Stakeholder Engagement Schedule: Corporate Performance	
Activity	Target Date
1. Posting Stakeholder Engagement Plan	October 27 th
2. E-mail sent to stakeholders notifying them of the commencement of the stakeholder engagement process. A backgrounder will be provided explaining the Performance Measures.	October 28 th
3. Closing date for stakeholder written submissions on proposed 2006 Performance Measures.	November 14 th
4. Posting of stakeholder written submissions.	November 15 th
5. Posting of any changes to the Performance Measures based on stakeholder feedback, along with rationale for accepting or rejecting suggested changes. All feedback provided to IESO Human Resources and Governance Committee of the Board.	November 17 th
6. Recommendations of the Human Resources and Governance Committee provided to the IESO Board of Directors.	November 18 th
7. Posting of IESO Board decision.	December 5 th

This is a public consultation and information supplied will be posted on the IESO website including identification of the participant.