2024 year-end review of performance against IESO Performance measures and targets

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Performance Measures for 2024

Measure	2024 Target	2024 Actual
1. Market Renewal Program delivery - Percentage of key milestones complete according to implementation plan	80%	95%
2. Resource Adequacy - plans in place to ensure that resource adequacy reliability standards are met for the next 5 years	100%	100%
3. Resource Adequacy - Supply offers (MW) in open and competitive mechanisms exceed the target capacity (MW)	20%	174%
4. Enabling Resources Program (planning phase) delivery - Percentage complete of program plan	55%	75%

Performance Measures for 2024 (continued)

Measure	2024 Target	2024 Actual
5. Employee pulse survey results for specific annual engagement areas of focus	Positive Trend	69% (-1 from 2023)
6. Effectiveness of stakeholder engagement actions through positive survey results	76%	82%
7. Data Loss Prevention (DLP) technology implementation (percentage of completion)	33%	33%
8. Phishing Metrics Trend (pass rate)	≥96%	98.4%
9. Percentage of completion for development of Market Assessment Compliance Division (MACD) plan to enable enduring risk mitigation arising from cyber threats to the IESO Administered-Markets and the IESO Controlled Grid	90%	100%

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IESO 2024 Performance Results Legend

Performance Level	Performance Level Description
Exceeded	Result was above target
Achieved	Result met target
Did Not Achieve	Result was below target

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