

# Stakeholder Engagement Update

2019 Stakeholder Survey Results and New Stakeholder Engagement Framework

Stakeholder Advisory Committee

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February 11, 2020

# SAC Input

- Input from SAC is requested to inform:
  - Practical considerations for the implementation of the new engagement framework
  - Potential areas for improvement of stakeholder satisfaction

# 2019 STAKEHOLDER SATISFACTION RESULTS

# Survey Methodology

- Targeted participants from recent engagements
  - Stakeholder Advisory Committee, Technical Panel and individual engagements
  - Participants spanned seven customer groups; completions monitored to ensure proportional distribution across the groups
- 390 telephone surveys completed (36% response rate is consistent with past year)
- Research conducted by Northstar Research between June 3 – July 5
- Methodology provides a five per cent margin of error

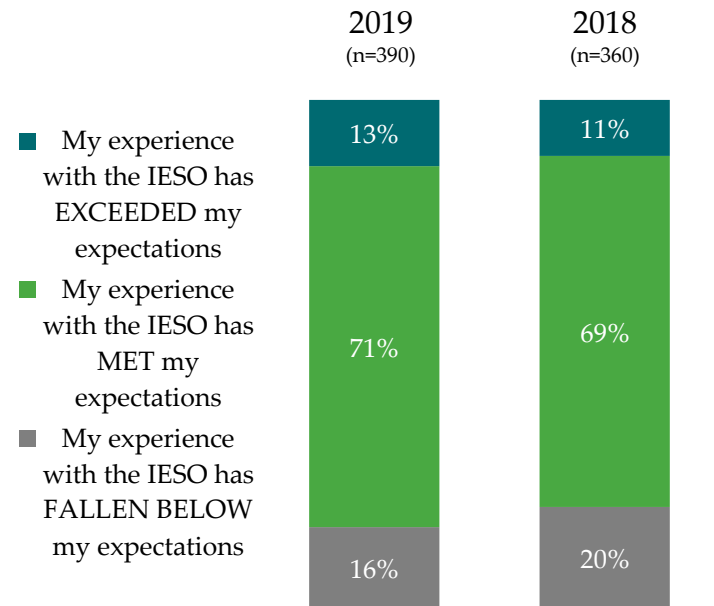
# Summary of 2019 Survey Results

- A new Corporate Performance Measure was adopted last year:

*At least 80 per cent of stakeholders indicate that their experience with IESO's engagement meets or exceeds their expectations*

## 2019 Results

The majority (84 %) of stakeholders report that their experience with IESO engagement has met or exceeded expectations\*, with both measures showing an increase from last year



\* Survey Question: Which of the following statements best reflects your experience with the IESO's engagement in 2019 overall?

# NEW IESO ENGAGEMENT FRAMEWORK

# Rationale for New Engagement Framework

- Stakeholder input is essential to the IESO's decision-making process and over the past few years the need for engagement has both increased and diversified
- IESO's issue specific approach to engagement has not sufficiently connected how the engagements fit together and how they fit into the broader reliability and affordability mandate
- Stakeholders have expressed concern about the amount of time they spend on various IESO engagements and the lack of predictability in meeting schedules
- To reduce stakeholder fatigue and connect the various engagements, a new streamlined approach will be implemented in Q2 2020

# New Engagement Framework

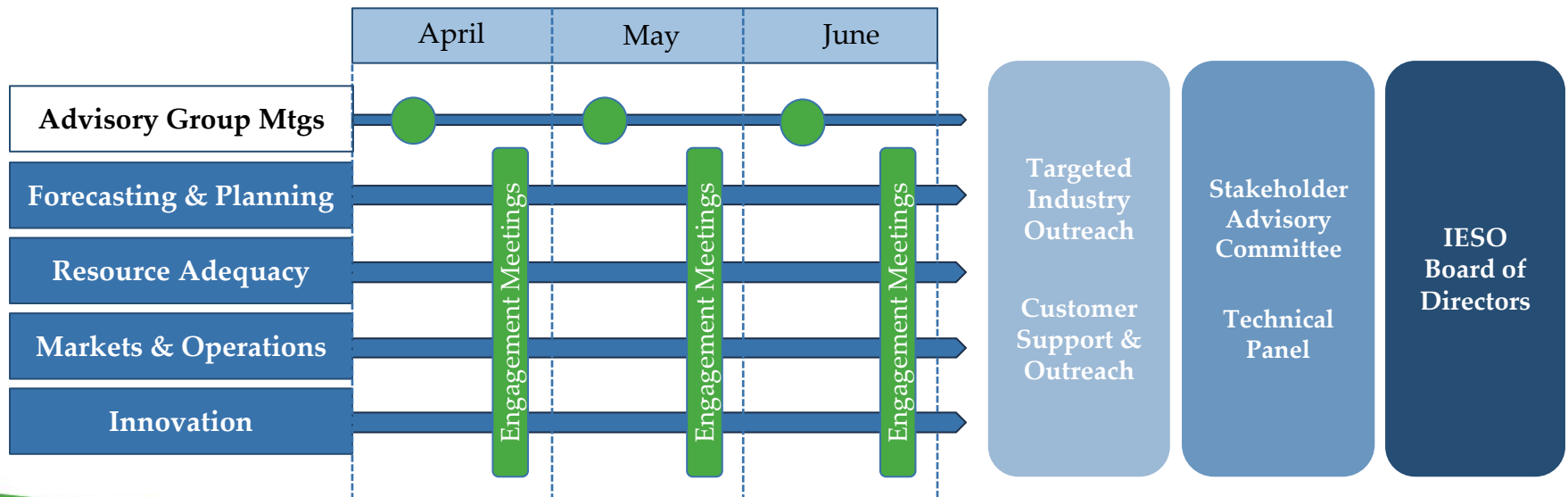
- The new framework revolves around a meeting schedule of monthly or bi-monthly designated engagement days
- These engagement days will include advisory group meetings\* and more specific detailed engagements:
  - **Advisory Group Day** – one day will be dedicated for any meetings of the Market Development Advisory Group, Demand Response Working Group or Energy Storage Advisory Group
  - **Stakeholder Engagement Days** – one to three days (as required) will be dedicated each month or bi-monthly for meetings across all of the IESO's engagements
- Each meeting will begin with an IESO Executive providing context on the various engagements under way, recapping progress on initiatives including how stakeholder input has been considered

\*SAC and Technical Panel will continue as per their existing schedule as they are timed with the IESO Board meeting schedule



# Designated Engagement Days

The monthly or bi-monthly engagement days will be organized so that related sessions are held on the same day in order to maximize relevance and stakeholder participation



# Goals of New Engagement Framework

- These changes are aimed at enhancing the IESO engagement process by:
  - Providing greater certainty on the timing of engagement meetings allowing for enhanced preparedness and participation from stakeholders
  - Supporting an understanding of linkages between initiatives
  - Addressing concerns about stakeholder fatigue with fewer overall engagement meetings
  - Supporting a foundation for more comprehensive and integrated updates for SAC and the IESO Board of Directors

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  - Potential areas for improvement of stakeholder satisfaction
  - Practical considerations for the implementation of the new engagement framework