2012 Corporate Performance Scorecard Quarterly Report (Q3)

ieso
Power to Ontario. On Demand.

A. Reliability (30%) - *"To sustain excellence in delivering reliable electricity service conditioned by costs and environmental performance."*

A1	
Performance Objective	The IESO-controlled grid provides reliable electricity service.
Weight	10%
Measure A1.1	Ontario's annual unsupplied energy is within acceptable limits.
Target(s)	Ontario's annual system unsupplied energy meets the published Ontario benchmark (15.75 system minutes) and the IESO agrees to a mitigation plan with relevant external parties designed to improve performance for any local area with unsupplied energy above threshold.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

A2	
Performance Objective	The IESO's actions support reliable operation of the IESO-controlled grid.
Weight	10%
Measure A2.1	Compliance by the IESO and market participants with applicable reliability standards, market rules and regulatory requirements.
Target(s)	• The IESO is fully compliant with NERC high violation risk factor (VRF) requirements that are within the IESO's control. • MACD has initiated five audits of market participants and issued the draft findings for four of them by June 30, 2012. • Market Manual on the Ontario Reliability Compliance program is issued by Q1 2012. • By Q3 2012, market participants will receive enhanced communication regarding their compliance requirement. • NPCC audits find the IESO compliant with all High VRF requirements included in the audited NERC standards.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

A3	
Performance Objective	The IESO-controlled grid is equipped to provide reliable electricity service going forward.
Weight	10%
Measure A3.1	Plans are in place to ensure timely identification and resolution of potential operability issues.
Target(s)	• Energy adequacy will be addressed for 2013 and 2014. • The Ontario system dataset required for the Energy Modeling project will be complete and the Ontario system model will have been configured, benchmarked for accuracy and available for use in reliability assessments. • Renewables Integration Initiative (RII) – the RII projects are progressing according to the authorized project plan. • In the event that IESO reliability assessments identify power system inadequacies (generation, transmission or load) which could adversely affect future reliability, explicit activities to influence

	remediation of these issues are developed and communicated to the responsible parties.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

B. Customers and Stakeholders (25%) - *"To continue to operate and adapt the IESO administered electricity markets to the benefit of all Ontarians."*

B1	
Performance Objective	Suppliers and consumers are responsive to the price of electricity.
Weight	10%
Measure B1.1	Suppliers and consumers are increasingly exposed to prices and rates raising their awareness and ability to make appropriate decisions regarding their offers and consumption of electricity.
Target(s)	• Interim wind dispatch is implemented. (Initiative cancelled) • The IESO and MDM/R do not present barriers to the remaining LDCs registering with the MDM/R and enrolling their meters as soon as they are able to do so. The IESO has done everything possible (commercially reasonable efforts) in supporting these LDCs in meeting the timelines mandated for them by the OEB. The MDM/R operations do not cause any billing delays. • Residential TOU roll out completed. • Recommendations resulting from stakeholder engagement activities related to increased consumer engagement and the publication of IESO information and data are developed and issued in 2012.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

B2	
Performance Objective	Market Participants are satisfied with the IESO's administration of the electricity market.
Weight	5%
Measure B2.1	Customer satisfaction with the IESO's administration of the market.
Target(s)	In the annual survey, customers provide an average rating of 7.5 on their satisfaction with the IESO's administration of the market.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

B3	
Performance Objective	The IESO administered market promotes the purposes of the Green Energy and Green Economy Act (GEGEA).
Weight	10%
Measure B3.1	IESO actions support the objectives of the GEGEA and the obligations prescribed within its regulations.
Target(s)	• Connection assessments related to renewable energy generation projects, shall be completed within 150 days. • New facilities are registered and operating in the IESO controlled grid without administrative delays or errors caused by the IESO.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

C. Operational Effectiveness (20%) - *"To provide excellent products and services in an efficient and effective manner that meets the needs of customers."*

C1	
Performance Objective	The IESO's infrastructure is capable of meeting the needs of customers in the future.
Weight	5%
Measure C1.1	IESO successfully undertakes and completes change initiatives.
Target(s)	Achievements of projects ranked through the project portfolio management (PPM) process: • 100% of the approved regulatory projects are initiated and completed as proposed and meet, or are progressing according to project plan to meet, the regulatory requirement; • Refresh projects are initiated and completed according to the refresh life cycle requirements and are progressing according to project plan to meet the lifecycle requirements; and • The discretionary projects have made demonstrated and tangible progress according to their authorized project plan. All completed projects are on time, within budget and achieve the stated business objectives.
Tracking Status	**On track:** ☒ **On watch:** ☒ **(Refresh Projects)** **At risk:** ☐ **No data available:** ☐

C2	
Performance Objective	The IESO's human resources are capable of meeting the needs of customers in the future.
Weight	5%
Measure C2.1	The training and development of the IESO's human resources.
Target(s)	• A corporate training and development framework is developed and launched by March 2012. • Each Business units, in consultation with HR, have developed business unit specific training and development action plans consistent with the corporate training strategy no later than June 30, 2012. • Business Units have fully implemented the 2012 identified actions.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

C3	
Performance Objective	IESO resources are used effectively and efficiently to meet the needs of customers and achieve stakeholder satisfaction.
Weight	10%
Measure C3.1	Delivery on the business plan.
Target(s)	• The IESO operates within the approved total cost envelope of $131.9 million, excluding any operating costs associated with the results of Market Forum.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

D. Reputation and Relationships (25%) - *"To advance the IESO's reputation and relationships to further engage the electricity sector and accomplish its mission."*

D1	
Performance Objective	The IESO is perceived as a leader in the electricity sector.
Weight	5%
Measure D1.1	Reputation amongst customers and stakeholders.
Target(s)	• In the annual survey, the IESO is perceived as a leader amongst customers and stakeholders by over 50% of respondents. • Management maintains visibility of the IESO by speaking at 55 engagements or other forums.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

D2	
Performance Objective	The IESO is able to influence important policy decisions that impact the IESO.
Weight	15%
Measure D2.1	Strategic engagement with government, regulators and stakeholders to advance the IESO's objectives.
Target(s)	• The future supply mix enables for efficient operations. • Advanced specified recommendations from the Electricity Market Forum.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐

D3	
Performance Objective	The IESO maintains its supportive role of government policy in operational, market, and environmental activities.
Weight	5%
Measure D3.1	IESO's technical capability enables the execution of government policy.
Target(s)	• Services provided to the OPA and relevant transmitters including, support of the integrated power system plan (IPSP) operability are completed on agreed timelines. • All Feasibility assessments are completed according to agreed timelines. • Timely information products developed to meet reporting obligations and expectations.
Tracking Status	**On track:** ☒ **On watch:** ☐ **At risk:** ☐ **No data available:** ☐