

Corporate Performance Scorecard

Results to the end of Q3-2013



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 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. • Guidelines on how the quality of market participant and IESO internal compliance programs will be evaluated by Market Assessment and Compliance Division (MACD), as required under the market rules, and will be stakeholdered and issued by the end of 2013. • 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)	• The Renewables Integration Initiative (RII) will be completed within budget by the end of Q3 2013. • The 18 Month Outlook assessments will be expanded to include an assessment of energy adequacy performed with the new energy modeling tool, starting with the Q4 2013 report.
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)	• The MDM/R operates reliably and IESO responds to LDC support and service requests in a timely manner. The MDM/R processes 98% of meter reads and billing requests within service levels so that time of use information can be passed on to the 4.5 million customers. • The IESO will continue to work with the Ontario Power Authority to ensure that real-time dispatch needs are factored into the design and deployment of demand response programs. • The redesigned corporate web site is completed by the end of 2013 and includes enhanced access to market information, including data and documents. • The Electricity Market Forum recommendation to perform a review of HOEP will be complete with a final report by the end of 2013. • The Electricity Market Forum recommendation to perform a review of Global Adjustment will be complete with a final report by the end of 2013.
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 or higher 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 enables incorporation of the investments being made as a result 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)	The IESO supports initiatives that enable the adaptation of the electricity market to reflect changes in the sector. • Electricity Market Forum (EMF) recommendation #11: Commence the review of the two schedule price setting system with the review to be completed by the end of 2013. Recommendations will follow after consultation with market participants. • EMF recommendation #12: Review the viability and net benefit of improving Ontario's intertie alignment with neighbouring jurisdictions through more frequent scheduling on the inter ties with a final report (which includes recommendations) to be complete by the end of Q3 2013. • Building on the work of the EMF reviews, a stakeholder engagement will be initiated for the development of a market evolution Plan in Q4 of 2013.
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 authorized , or are progressing according to project plan to meet, and meet the regulatory requirement; • Refresh projects are initiated and completed according to risks and are progressing according to approved project plan; 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: ☐ 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)	• Each business unit updates business unit specific training and development action plans consistent with the corporate training strategy no later than April 30, 2013 and succession plan demonstrates adequate number of viable candidates going forward. • Business units implement action plans by year end, 2013.
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 both capital and OM&A.
Target(s)	The IESO operates within the approved total cost envelope \$127.8 million.
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	10%
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 55% of respondents. • Engage customers and stakeholders in dialogue on IESO priorities through at least 110 customer meetings and speaking engagements with IESO executives. • A demand side management (DSM) task force with IESO senior representation is created by the end of Q1 2013. The IESO supports the task force to issue recommendations for price responsive load base using the power of emerging smart grid technologies by the end of 2013. • The IESO issues or sponsors in 2013 a RFP for an analysis of DSM and/or energy storage options. The analysis's results will be used to start preparing one or more project proposals in the areas of DSM and/or energy storage that are ready for the IESO's Project Prioritization and Initiation after Q4 2013.
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.
Tracking Status	On track: ☒ On watch: ☐ At risk: ☐ No data available: ☐

Tracking Status Definitions:

- **On track** – the measure is expected to be achieved by year end
- **On watch** – the measure is currently not on track but expected to be achieved by year-end
- **At risk** – the measure is not expected to be met by year end
- **No data available** – data is not available to measure any progress at this time