

IESO 2014 Corporate Performance Results

For the period Jan. 1 – Oct. 30, 2014

Legend	
	Exceeded expectations
	Met challenges
	Challenges partially met

Deliver Grid Reliability & Market Effectiveness

Grid reliability and market effectiveness are sustained through solutions to address challenges facing the sector.

Performance Objective	Measure	Result
The IESO controlled grid provides reliable electricity service today and tomorrow.	• Energy demand	
	• Transmission system operations	
The IESO's actions support reliable operation and oversight of the IESO controlled grid and markets.	• IESO Compliance	
	• Market Participant Compliance	
The IESO acknowledges and executes action to advance the electricity marketplace.	• Market action	

Sector Leadership

Organizational value is achieved by fostering cost-effective change and operational capabilities to meet the needs of customers today and in the future.

Performance Objective	Measure	Result
Stakeholders have confidence and trust with the IESO's administration of the electricity market.	• Stakeholders satisfaction	
The IESO is a leader in the electricity sector and able to contribute to important policy decisions.	• Trusted to lead	
IESO's technical expertise is acknowledged and respected.	• Evidence of leadership	

Provide for Today & Tomorrow

Effective leadership, collaborative relationships and superior customer service contributes to Ontario's electricity sector.

Performance Objective	Measure	Result
The IESO's change initiatives meet the needs of customers today and in the future.	• Execute refresh change	
	• Execute discretionary change	
	• Change initiative benefits	
The IESO's human resources are capable of meeting the needs of customers today and in the future.	• Staff development	
	• Staff engagement	
IESO financial resources are used effectively and efficiently to meet the needs of customers today and in the future.	• Financial performance	
The Smart Metering Entity operates the Meter Data Management and Repository (MDM/R) to meet the needs of customers today and tomorrow.	• Smart Metering Entity performance	