2018 IESO Corporate Performance Management (CPM) Results

Connecting Today.
Powering Tomorrow.

January 1 to December 31, 2018

Legend	
	Met expectations
	Did not meet expectations

CPM Measure	2018 CPM Target	Result
1) Reliable electricity service is sustained in a changing environment.	100% compliance to NERC high violation risk factor (VRF) standard requirements is achieved. Compliance to the High VRF standard includes all the following 14 categories: • Resource and Demand Balancing • Communications • Critical Infrastructure Protection • Emergency Preparedness and Operations • Facilities Design, Connections, and Maintenance • Interchange Scheduling and Coordination • Interconnection Reliability Operations and Coordination • Modeling, Data, and Analysis • Nuclear • Personnel Performance, Training, and Qualifications • Protection and Control • Transmission Operations • Transmission Planning • Voltage and Reactive	
2) The IESO is a recognized cybersecurity leader in the energy sector.	By the end of 2018: • A cybersecurity maturity level of 3.5/5, as defined by recognized industry standards, achieves an increase of approximately 25% over the 2016 baseline; and • Implement all requirements of the OEB's information sharing program and support LDCs compliance with OEB's Cybersecurity Framework (such as self-certification reports).	
3) Conservation and energy efficiency programs are available to all customers in Ontario to support the achievement of the 2020 Conservation First Framework (CFF) targets.	By the end of 2018: • 66% (5.7 TWh) of the combined 2015-2020 energy savings target of 8.7 TWh for Conservation First Framework (CFF) and Industrial Accelerator Program is contracted in a cost-effective manner within 4 cents/kWh.	
4) The electricity market evolves to enable the province to have the appropriate sources of electricity at a more competitive market price.	High-level designs are complete and published for stakeholder review (but not formally approved) for the Market Renewal Program (MRP) projects including: • Single schedule market – end of Q3 2018 • Day ahead market – end of Q4 2018 • Enhanced real-time unit commitment – end of Q4 2018 • Incremental capacity auction – end of Q2 2019	

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5) Enhance the value of the smart meter data by enabling various third parties to leverage the consumption data in the meter data management repository (MDM/R) in a privacy compliant manner.	By the end of 2018, the Smart Metering Entity will have established the processes and policies to enable MDM/R data products to be available publicly or by third-party request, as per the process approved by the OEB and in compliance with the Information and Privacy Commissioner's (IPC) requirements.	
6) Execution of government policy by the IESO towards the achievement of long term planning and reliability goals.	By the end of 2018: • 100% of the 10 key initiatives from the 2017 Long-Term Energy Plan are progressing on time and budget, as evidenced by meeting associated milestones and timelines in 2018. Key initiatives and timelines include: o First Nation and Metis Energy Support Programs – Q1 2018 o First Nation and Metis Conservation Programs – Q1 2018 o Renewable Distributed Generation Demonstration Projects – Q4 2018 o Energy Storage – Q3 2018 o Power-to-Gas Pilot Projects – Q4 2018 o Bulk System Planning Process (develop high level issues/straw case proposal for discussion with stakeholders) – Q4 2018 o Regional Planning Process (complete review of the existing process and complete a jurisdictional scan) – Q4 2018 o Transmission Assets End-of-Life – Q4 2018 o Transmission Procurement Process (develop high level issues/straw case proposal for discussion with stakeholders) – Q4 2018 o Customer Reliability (complete need assessment for changes to IESO reliability standards) – Q3 2018	
7) The Ontario energy sector is innovative with the IESO's active support to enable reliable, efficient and clean technologies and foster a competitive and inclusive network for emerging resources.	By the end of 2018, an Innovation Roadmap is developed and approved, informed by engaging a broad range of industry partners and stakeholders to support an environment that enables sector transformation. The Roadmap will encompass an IESO-wide innovation work plan that is endorsed by the IESO board in Q4 2018.	
8) Stakeholders and communities are confident with the engagement process for making informed decisions.	A 2% improvement in satisfaction with the stakeholder engagement process is achieved from the 2017 customer satisfaction survey baseline of 67% that also establishes the new benchmark to measure progress in future years.	
9) The IESO holds its revenue requirement at approved budget levels.	2018 priorities are achieved within the IESO's approved budget of $190.8 million.	
10) Employees are engaged towards achievement of the IESO's business priorities.	By the end of 2018, a 4-point increase in employee engagement is achieved from the baseline of 71% set in 2016.	