

IESO 2020 Performance Measures & Targets (page 1)

Measure	2020 Target
Business Transformation	Overall employee assessment of IESO's "openness to change" value results in a minimum rating of 57% on a scale of 1-100%.
Business Transformation	Overall employee engagement score improves by 2% over the 2018 engagement survey result of 75%.
Competitive Mechanisms	The IESO runs at least one capacity auction and achieves (in relation to the 2019 demand response auction): • 10% increase in offered capacity (measured in MWs) into the auction • At least two new types of capacity resources, other than demand response, offer into the auction

IESO 2020 Performance Measures & Targets (page 2)

Measure	2020 Target
Competitive Mechanisms	Market Renewal Program (MRP) energy work stream cost performance index (CPI) and schedule performance index (SPI) accumulated averages are each above 0.9.
Competitive Mechanisms	• 100% of the 2019-2020 Interim Conservation Framework (ICF) energy savings target of 1.4 TWh has been achieved based on submitted applications. • 100% of the 2019-2020 ICF demand savings target of 189 MW has been achieved based on submitted applications. • The 2019-2020 ICF has a positive cost-benefit ratio and is contracted within a Levelized Cost* of 3.0 cents/kWh.

IESO 2020 Performance Measures & Targets (page 3)

Measure	2020 Target
Competitive Mechanisms	The IESO develops six key, foundational elements of a competitive transmission procurement process: eligibility principles, design standards, Indigenous principles, transaction principles, cost recovery, and roles and accountabilities. Additionally, the IESO identifies all required Market Rule changes, that once implemented in future periods, will place the IESO in a position to undertake a competitive procurement when the need for one is identified.
Competitive Mechanisms	Complete the evaluation of potential impacts (from a cost-benefit perspective, including an assessment of required IESO resources) of options for the integration of distributed energy resources into the IESO markets.

IESO 2020 Performance Measures & Targets (page 4)

Measure	2020 Target
Electricity System Reliability	Zero violations of NERC high risk factor reliability requirements within the IESO's control.
Electricity System Resiliency	Cybersecurity leadership and improved system resiliency is demonstrated for the areas below: • 5% increase in sector situational awareness coverage of the Ontario power system is achieved vs. 2019 levels • The IESO security operations centre has a well-documented process to effectively manage and respond to cyber threats or attacks and minimize the impact on business operations.

IESO 2020 Performance Measures & Targets (page 5)

Measure	2020 Target
Data Reliability & Usability	Data Excellence program advances with completion of: • An enterprise-wide data governance framework • Procurement of critical data governance tools • Implementation of three high value use cases (promoting improvements on external reporting, forecasting modelling and data warehousing architecture)
Leadership	• 80% of stakeholders indicate that their experience with IESO's engagement process meets or exceeds their expectations. • All 2020 action plans deliver milestones aligned with the focus areas resulting from the 2019 survey.

IESO 2020 Performance Measures & Targets (page 6)

Measure	2020 Target
Spending	2020 priorities are achieved within +/- 5% of the IESO's approved budget and year-over-year funding increases are limited to 1%.
Spending	15% of the IESO's capital budget is spent on projects that drive business transformation.
Financial Management	2019 priorities are achieved within +/- 5% of the IESO's approved budget and year-over-year funding increases are in line with the Consumer Price Index (CPI) – approximately 2%