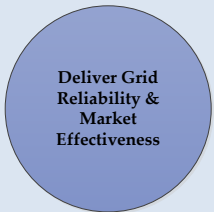




2014 Corporate Performance Measures

November 2013

 Grid reliability and market effectiveness are sustained through solutions to address challenges facing the sector.		
Performance Objective	Measure	Target
The IESO controlled grid provides reliable electricity service today and tomorrow	Energy demand	IESO day-ahead demand forecast error is within 2.2% mean average percent error.
	Transmission system operations	Zero events where Interconnected Reliability Operating Limits (IROLs) are exceeded by more than 30 minutes (as reported to NERC via ALR3-5 (NERC Reliability Metrics)).
The IESO's actions support reliable operation and oversight of the IESO controlled grid and markets	IESO Compliance	The IESO is fully compliant with NERC high violation risk factor (VRF) requirements that are within the IESO's control.
	Market Participant Compliance	Complete four audits and develop investigation service standards (i.e. complex or high-impact investigations, completed within X months of self-report/discovery of matter) in 2014 to be used in 2015 onwards.
The IESO acknowledges and executes action to advance the electricity marketplace	Market action	Complete multi-year Market Development Initiatives Plan by December 31, 2014.

 Effective leadership, collaborative relationships and superior customer service contributes to Ontario's electricity sector.		
Performance Objective	Measure	Target
Stakeholders have confidence and trust with the IESO's administration of the electricity market	Stakeholders satisfaction	Survey rating of 7.5 or higher in the annual customer survey for satisfaction with the IESO's administration of the market.
The IESO is a leader in the electricity sector and able to contribute to important policy decisions	Trusted to lead	Produce one additional IESO publication focused on markets and targeted to the broader stakeholder audience before end of 2014. Conduct stakeholder consultations that lead to clear strategies and positions on major issues.
IESO's technical expertise is acknowledged and respected	Evidence of leadership	An IESO led cyber security forum results in increased sector awareness, incident information sharing and best practice guides in 2014. The IESO will be prepared to issue in early 2015, an Ontario Energy Report tracking the progress and future requirements associated with the Long Term Energy Plan.

 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	Target
The IESO's change initiatives meet the needs of customers today and in the future	Execute refresh change	Refresh projects ranked through the project portfolio management (PPM) process are initiated according to risks and 80% are progressing according to their approved project plans and associated priority.
	Execute discretionary change	Discretionary projects ranked through the project portfolio management (PPM) process are initiated according to risks and 90% are progressing according to their approved project plans and associated priority.
	Change initiative benefits	Implementation of Renewable Integration Initiative achieves cost savings for Ontario's electricity sector in 2014.
The IESO's human resources are capable of meeting the needs of customers today and in the future	Staff development	Business unit leaders ensure staff development activities and training needs as identified through the Performance & Potential Matrix succession planning tool are progressing as planned throughout 2014.
	Staff Engagement	Corporate and business unit action plans to address areas identified as key drivers for employee engagement are developed by June 30, 2014 and two action plan initiatives from each plan are initiated by year end 2014.
IESO financial resources are used effectively and efficiently to meet the needs of customers today and in the future	Financial performance	Execute deliverables within approved budget of \$129.9M.
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	Smart Metering Entity processes 98% of transactions within service levels agreements, and addresses support, service requests, and issues in a timely manner. Execute deliverables and change initiatives within approved budget, plans and associated priority.