2015 Corporate Performance Measures

As a public sector organization that continuously endeavours to achieve higher levels of performance, the IESO recognizes the need to develop and sustain a performance management program that creates value for the public. Central to this program are effective corporate performance measures (CPMs) that define key, strategic areas of the business to drive organizational performance as well as to gauge and report on its progress. The IESO utilizes a public value approach to performance management in which the ultimate value to be achieved for Ontarians is Clean, Reliable and Market Effective electricity.

Performance Objective	Measure	Target
Conservation efforts demonstrate more efficient use of energy and fosters innovation within Ontario's electricity system	Energy Savings	The IESO is on track to achieve the Ministry of Energy's 8.7 TWh of energy savings target by 2020; including 1.7 TWh from direct connect customers
Reliability needs are well planned and co-ordinated to meet Ontario's energy requirements in real-time while also planning and securing energy for the future	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; consistent with NERC reliability standards.
	Resource Development	Bruce Power and Quebec agreements have commercial terms that are agreed upon by Q2 2015 and are executed by year-end
The effectiveness of Ontario's electricity market is enhanced through initiatives that adapt the market to the benefit of all Ontarians	Market Development	Key market initiatives are completed in 2015 including: • Deliver GCG and CMSC ramp down • Detailed capacity auction design • Export of generation capacity from un-contracted and unregulated Ontario generating resources • Demand Response pilot and auctions
	Market Information	The rules required for third parties to be able to access MDM/R data are developed and stakeholdered by year-end
Stakeholders and customers have confidence in supporting the IESO's	Trusted to Lead	IESO engages stakeholders and communities to support active participation in programs as defined by stakeholder engagement plans and is reflected through positive customer

Performance Objective	Measure	Target
lead in the administration and execution electricity sector programs		satisfaction survey results and feedback that establishes the baseline for future customer outreach and engagement efforts
The IESO contributes on, and executes within, Ontario's electricity policy framework to demonstrate that it is trusted to execute and lead the development of Ontario's electricity sector	Trusted to Execute	Group 1 priority regional plans are completed by end of April, 2015 and remaining Group 1 plans as well as Group 2 plans are progressing according to their regulated timelines
Change initiatives meet the needs of customers today and in the future	Execute Change	Refresh and discretionary 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
	Merger Integration	Complete 80% of the Tier 1 integration projects by December 31, 2015.
The IESO's actions support effective governance of the organization and its programs	Reliability Compliance	The IESO is 100% compliant and with NERC high violation risk factor (VRF) requirements that are within the IESO's control
	Regulatory Standards	NERC CIP 5 compliance plan is on track for completion by April 2016
The IESO's human resources are capable of meeting the needs of customers today and in the future and is the employer of choice in and beyond the sector	Staff Engagement	Culture assessment completed and unification plan in place by end of year
Operational 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 $184.9M and headcount of 695
	Operational Synergy	Synergy targets of $5M in ongoing savings are achieved for the new IESO and reduction of combined fee