

2016 IESO 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 help drive organizational performance as well as to gauge and report on progress.

Performance Objective	2016 Measure	2016 Target
Sustain reliable performance in real time while integrating new resources, participants and technologies	Reliable electricity service is provided by the IESO-controlled grid	The IESO is able to self-certify, consistent with North American Electricity Reliability Corporation (NERC) requirements (including audit requirements), its compliance with all ~450 NERC high VRF reliability standards. Examples include Interconnection Reliability Operating Limits, system operating limits, voltage and reactive control and load shedding plans
Lead the promotion and implementation of a culture of conservation in Ontario	Working with LDCs and others, the IESO is on track to achieve the Ministry of Energy's 8.7 TWh of energy savings target by 2020	- Ontario's conservation portfolio is delivered within 4¢/kWh while achieving energy savings from LDCs (800 GWh) and direct-connect customer programs (524 GWh) - IESO-supported and funded pilots and programs are implemented to support cost-effective achievement of local distribution company (LDC) energy-saving targets - LDCs and gas utilities collaborate to maximize efficiencies and reduce costs
Secure cost-efficient renewable supply resources through transparent, consistent and efficient processes, either through posted standard contracts, rules and prices or benchmarked to world-class competitive proposal standards	The IESO is on track to meet the government's directive of 10,700 MW of wind, solar and bio-energy (in-service) by 2021 and 9,300 MW of hydroelectric (in-service) by 2025	- Up to 900 MW of renewable supply resources are procured in 2016, as directed. This includes: - Up to 242 MW of renewable projects, plus any unallocated capacity from the 2015 micro Feed-In-Tariff (FIT) procurement target, are procured through the FIT 4 procurement process - Up to 50 MW of renewable projects are procured through the 2016 microFIT procurement or is allocated to the FIT 5 procurement process - Up to 565 MW of renewable projects are procured through the competitive Large Renewable Procurement process (300 MW of wind, 140 MW of solar, 50 MW of bioenergy and 75 MW of waterpower) - Results of procurement initiatives are posted publically following process conclusion - Written opinions are received from independent monitors (i.e., FIT Independent Evaluation Monitor, LRP I RFQ/RFP Fairness Commissioner) validating that the processes were executed with consistency and integrity
Enhance the electricity market	A Demand Response (DR) auction	DR capacity secured through the December 2015 auction for the 2016 summer commitment period is in place

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through initiatives that enable market effectiveness and efficiencies	is implemented that increases DR capacity at competitive market prices while facilitating larger numbers and types of participation	and available for dispatch as at May 1, 2016 • The processes and tools needed to integrate DR into the IESO-administered markets continue to be assessed, and are evolved and implemented as required • Together with stakeholders, a near-term roadmap to grow, develop and integrate DR cost effectively is established
Respect and value Ontario's stakeholders	Input from stakeholders, communities and others across the electricity sector is solicited and responded to after establishing principles and processes to do so	• Stakeholder satisfaction with IESO principles and processes is indicated through survey results to remain consistent or exceed the baseline set in 2015
Effectively plan for the future electricity needs of the province	Regional plans are completed in accordance with regulatory timelines, and key recommendations in provincial and regional plans are initiated and progressing as required.	• Regional plans are completed in accordance with required regulatory timelines • For the eight Integrated Regional Resource Plans (includes one interim plan), the timelines established in 2015 for progress in 2016 on 30 key recommendations are met • Progress and work with remote communities on six priority bulk transmission projects from provincial plan(s) (the 2013 Long Term Energy Plan) are tracked, along with associated milestones with timelines in 2016 (Note: timelines may be amended based on periodic updates to planning assumptions)
Enhance corporate resilience through change initiatives and meet present and future customer needs	Priority projects are completed on time and budget and meet their business objectives	• At least 80 percent of the 10 priority capital projects are completed or are progressing on time and budget, and meet those business objectives that can be measured in 2016
Deliver public value in a cost-effective manner	Business plan deliverables are executed within approved budget and headcount	• Execution of deliverables is consistent with the approved 2016 business plan, while meeting synergy targets and a reduced combined fee