

Memorandum

To: The Human Resources and Governance Committee of the Board of Directors of the Independent Electricity System Operator

From: Terry Young
Vice President, Policy, Engagement and Innovation

Date: June 12, 2018

Re: IESO Engagement Workplan

The December 2017 Human Resources and Governance Committee meeting discussed the need for the IESO to develop an engagement strategy to outline a more focused, strategic view of our engagement approach in order to engage stakeholders in a targeted, purposeful manner. This memo outlines the actions taken since that meeting and next steps.

Actions To-date

Earlier this spring, the IESO held a series of focus groups with active participants, including generators, consumers, distributors and energy service providers, to better understand the needs of those we engage with and the relevance of engagement to both the IESO and the participants. The focus groups revealed the following themes, which are consistent with previous findings:

- Reducing stakeholder fatigue
- Increasing transparency of decision-making
- Increasing breadth of participation
- Having greater commitment to the engagement process by IESO staff
- Setting clearer expectations about opportunities for feedback

The IESO also created an inventory of its recent engagement initiatives to better understand the need, approach and our performance in engaging stakeholders in a consistent manner and in meeting the targeted participation objectives set for each engagement. This inventory identified opportunities for new sector participants, including storage providers, resource developers and

technology companies. It also confirmed the need to increase representation from low volume consumers and that generators, distributors and service providers (e.g. demand response aggregators) continue to be the most active in engagement initiatives.

Based on the cumulative feedback and research, the IESO presented a draft strategy in April to the Stakeholder Advisory Committee (SAC)¹ that defines the future focus of our engagement efforts recognizing IESO needs, the needs of stakeholders, customers and communities as well as their ability to participate in these efforts. The presentation focused on the intent of the IESO to engage beyond its traditional stakeholder base including First Nations and Métis, and Municipal representatives. SAC expressed support for the strategy and provided practical suggestions on how to effectively engage and enable a broad representation of views and sectors to contribute to IESO engagement initiatives.

The strategy also outlined deliverables and suggested success measures in three key areas: effectively managing the process; responding to stakeholders and communities; and commitment to evaluation and continuous improvement.

Next steps

The Customer, Stakeholder and Community Engagement team will operationalize the strategy presented to SAC through an engagement work plan that will guide engagement efforts throughout the organization to ensure consistency in our approach. Building on the engagement principles that were established in 2016, the work plan will specify activities that will define expectations of engagement, clearly stating the criteria that the IESO will apply to determine when and where input is required and how that input is considered. It will also seek to expand the engagement tactics used to assist in realizing broader participation in engagement initiatives. By the end of this year, the engagement process will be designated as a governing document with clear roles and responsibilities established and communicated.

I look forward to our discussion on June 12.

¹Attachment: Presentation to SAC on Draft Engagement Strategy