

Message

From: Chuck Farmer [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AA83AD66EDF341B4A48C3F852B674355-CHUCK FARME]
Sent: 2017-07-07 4:51:27 PM
To: Terry Young [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=872fa3f6e61a48709b11458c0c3b6ca6-Terry Young]
CC: Nik Schruder [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=fdeb9248bb1744b2aeefb2febc782a99-Nik Schruder]; Katherine Sparkes [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=db35ab1eab764fb98adfcc8273e65e1d-Katherine S]; Alexandra Campbell [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=c1277e2d9ffd4c598e3819f291200a35-Alexandra C]
Subject: Biweekly Update, July 7th
Attachments: Customer Inquiries combined for June.xlsx

A lite update given that I am on vacation next week. See everyone when I return

Update from S&PA

Staffing:

- Review of staffing requirements in customer contact is underway in light of Tina Osborne's pending retirement
- Review of staffing requirements in Web and Creative Services underway with a goal of consolidating with the Communications group by year end
- Working with HR to revisit the grading for certain roles where the role has changed significantly, will probably involve posting roles for a competition
- Working with HR to explore some developmental rotations

Key Items:

LTEP & Implementation Plan

- Focus on updated modelling, bending the cost curve, increased imports from Quebec
- New items added to discussion include E-W Tie and NW Bulk system upgrades, LTEP may delay these projects and require additional assessments by IESO
- IESO working group meeting June 28 to focus on Implementation Plan considerations
- Potential for Quebec deal to delay the LTEP is heightened

Stakeholder Process

- Final draft submitted, awaiting direction on next steps

Internal Communications Strategy

- Preliminary discussion held with CEO, he will meet with the team and the Consultant on August 25th
- Internal Survey in development to focus on the channels for internal communications and the consistency/efficacy
 - Survey to be reviewed with Terry and then will be in field mid-July
- Target is draft strategy for the CEO review in early September, Board review in the Fall

CEO Round Table on Market Renewal

- Next meeting postponed to allow Peter Gregg to assume ownership
- S&PA will manage the next roundtable (and all subsequent), preparing a plan to develop an agenda, communicate with members and brief the CEO on his role

- In an earlier CEO meeting, he indicated his desire that the Executive Sponsor for Market Renewal lead most of the discussion

Data Project

- Cross-functional team members identified and communicated with, a kick off meeting will be scheduled with Terry providing the executive direction
 - Scoping and Governance being developed
 - Initial discussions with potential team members commenced
 - First task is to develop an RFP for a consultant to do a jurisdictional scan

Stakeholder Summit & Regional Forums:

- Stakeholder Summit – final report being developed with finances and survey feedback (total cost just under \$40,000)
- Regional Forum plan – initial plan reviewed, focussing on logistics to set dates and venues
- Draft agendas developed for review
- Alignment reached with Indigenous Relations, meetings will be integrated as much as possible, Indigenous Relations will manage any additional meetings with First Nations and Metis if they require them

Stakeholder Satisfaction Survey

- Survey is in field now, results will be presented at August Board meeting with VP and ELT review prior
- Separate survey for LACs is in development and results are also expected to be available at August Board meeting
- Recommend maintaining the results as separate at this time, LAC results may better inform the Community Engagement plans and Regional Planning Process reviews

Broader Update:

Internal Communications

- Redesign of the HUB past first round of PPMT and will have a project manager assigned
- Registration process for Peter's Listening Tour is underway, 148 registrations received on Day 1
- Hub highlights:
 - 16 total stories posted to the Hub, including five carousel items – have increased activity in this area
 - CEO townhall video posted

Media & Editorial Services

- Light media activity, one media call over past week, no resultant story
- Energy efficiency chapter ready for VP review

Upcoming Speaking Engagements

Creative and Web Services

- Project closure report being finalized
- Powering Tomorrow section of site now in development. Plan for VP review week of July 17
- Corporate collateral – developing standard set of IESO materials for use at trade shows and conferences. Materials to be augmented by event specific materials
- AODA training planned for this summer

Customer Outreach and Stakeholder Engagement

- Significant activity related to ICI, Fair Hydro plan, RT-GCG program changes, most recent activity report attached

Regional and Community Engagement

- Investigating an online engagement platform that may be ideal for community engagement, provider is Bang the Table, platform would integrate with our website
- Upcoming Toronto LAC meeting July 19, invitations are sent. If less than 50% accept given that it is Summer, we will postpone to September

Chuck Farmer | Director, Stakeholder & Public Affairs

Independent Electricity System Operator (IESO) | T: (416) 969-6414 | C: (416) 473-9479

1600-120 Adelaide Street West, Suite 1600, Toronto, ON, M5H 1T1

Email: chuck.farmer@ieso.ca | Web: www.ieso.ca | Twitter: [IESO_Tweets](https://twitter.com/IESO_Tweets) | LinkedIn: [IESO](https://www.linkedin.com/company/ieso)

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