

IESO 2011 Corporate Performance Scorecard

A. Reliability (30%) - *“To sustain excellence in delivering reliable electricity service conditioned by costs and environmental performance.”*

A1	
Performance Objective	The IESO-controlled grid provides reliable electricity service.
Weight	10%
Measure A1.1	Ontario’s annual unsupplied energy is within acceptable limits.
Target(s)	Ontario's annual system unsupplied energy meets the published Ontario benchmark (15.75 system minutes) and the IESO agrees to a mitigation plan with relevant external parties designed to improve performance for any local area with unsupplied energy above threshold.

A2	
Performance Objective	The IESO’s actions support reliable operation of the IESO-controlled grid.
Weight	10%
Measure A2.1	Compliance by the IESO and market participants with applicable reliability standards, market rules and regulatory requirements.
Target(s)	<ul style="list-style-type: none"> • The IESO reports full compliance with NERC high violation risk factor (VRF) requirements that are within the IESO’s control and no violations of NPCC sanctionable criteria that are greater than Level 2 and that are within IESO’s control; • 90% of market participants who have high VRF requirements reported full compliance with their high VRF requirements and no NPCC sanctionable criteria greater than level 2; and • NPCC audits find the IESO compliant with all high VRF requirements included in the audited NERC standards.

A3	
Performance Objective	The IESO-controlled grid is equipped to provide reliable electricity service going forward.
Weight	10%
Measure A3.1	Plans are in place to ensure timely identification and resolution of potential operability issues.
Target(s)	<ul style="list-style-type: none"> • Energy modelling – By the end of 2011, energy adequacy will be addressed for 2012 and 2013, and a business case will be approved for an ongoing energy modelling capability. • Renewables integration – Key elements of the Renewable Integration Program (Variable Generation Forecasting, Real-Time Integration, Operations Planning, Control Room Monitoring) will proceed as per the defined schedule (currently under development). • In the event that IESO reliability assessments identify power system inadequacies (generation, transmission or load) which could adversely affect future reliability, explicit activities to influence remediation of these issues are developed and communicated to the responsible parties.

B. Customers and Stakeholders (25%) - "To continue to operate and adapt the IESO administered electricity markets to the benefit of all Ontarians."

B1	
Performance Objective	Suppliers and consumers are responsive to the price of electricity.
Weight	10%
Measure B1.1	Suppliers and consumers are increasingly exposed to prices and rates raising their awareness and ability to make appropriate decisions regarding their offers and consumption of electricity.
Target(s)	<ul style="list-style-type: none"> • The Global Adjustment (GA) education and outreach program is delivered to 75% of eligible large volume consumers within six months of the issuance of the GA allocation regulation. • The Enhanced Day Ahead Market (EDAC) is: <ul style="list-style-type: none"> ○ Delivered on time as per its project schedule; ○ Integrated into existing processes seamlessly; ○ Market participants express satisfaction with its market trials; and ○ EDAC achieves its stated objectives and operates as intended. • Time-of-use rollout: <ul style="list-style-type: none"> ○ The IESO proactively engages LDCs to move forward with their TOU plans; ○ Neither the IESO nor its services offer any barriers to LDC plans; and ○ The total number of consumers billed on TOU rates at the end of 2011 will be 4 million.

B2	
Performance Objective	Market Participants are satisfied with the IESO's administration of the electricity market.
Weight	5%
Measure B2.1	Customer satisfaction with the IESO's administration of the market.
Target(s)	In the annual survey, customers provide an average rating of 7.5 on their satisfaction with the IESO's administration of the market.

B3	
Performance Objective	The IESO administered market promotes the purposes of the Green Energy and Green Economy Act (GEGEA).
Weight	10%
Measure B3.1	IESO actions adapt to support the objectives of the GEGEA and the obligations prescribed within its regulations.
Target(s)	<ul style="list-style-type: none"> • Connection assessments related to renewable energy generation projects, shall be completed within 150 days; and • A dispatch priority policy is implemented by Q2 2011.

C. Operational Effectiveness (20%) - *“To provide excellent products and services in an efficient and effective manner that meets the needs of customers.”*

C1	
Performance Objective	The IESO’s infrastructure is capable of meeting the needs of customers in the future.
Weight	5%
Measure C1.1	IESO successfully undertakes and completes change initiatives.
Target(s)	<p>Achievements of projects are ranked through the project portfolio management (PPM) process:</p> <ul style="list-style-type: none"> • 100% of the approved regulatory projects are initiated and completed as proposed and meet, or are progressing according to project plan to meet, the regulatory requirement; • Refresh projects are initiated and completed according to the refresh life cycle requirements; and • The top 5 discretionary projects, including any existing “key capital projects”, are completed as per their approved business case.

C2	
Performance Objective	The IESO’s human resources are capable of meeting the needs of customers in the future.
Weight	5%
Measure C2.1	The training and development of the IESO’s human resources.
Target(s)	Management shall define and implement a corporate wide strategy for training and development, and will establish a methodology to track staff training and development within all business areas by the end of 2011.

C3	
Performance Objective	IESO resources are used effectively and efficiently to meet the needs of customers and achieve stakeholder satisfaction.
Weight	10%
Measure C3.1	Delivery on the business plan both capital and OM&A.
Target(s)	<ul style="list-style-type: none"> • The IESO operates at no operation deficit; and • Demonstration of improved efficiency while delivering and meeting all the obligations outlined in the business plan. • Business units will establish the current the cost of delivering identified overhead and commodity transactions and demonstrate a 3% reduction in total for the specified areas by the end of 2011. It is expected that in total the baseline work would cover over 50% of the IESO’s operational workload

D. Reputation and Relationships (25%) - *“To advance the IESO’s reputation and relationships to further engage the electricity sector and accomplish its mission.”*

D1	
Performance Objective	The IESO is perceived as a leader in the electricity sector.
Weight	5%
Measure D1.1	Reputation amongst customers and stakeholders.
Target(s)	<ul style="list-style-type: none"> • In the annual survey, the IESO is perceived as a leader amongst customers and stakeholders by over 50% of respondents. • Management maintains visibility of the IESO by speaking at 55 engagements or other forums.

D2	
Performance Objective	The IESO is able to influence important policy decisions that impact the IESO.
Weight	15%
Measure D2.1	Strategic engagement with government regulators and stakeholders to advance the IESO’s objectives.
Target(s)	<ul style="list-style-type: none"> • Operability profile of the supply mix. • The market road map will provide an actionable plan that is endorsed by stakeholders and presented to government in Q4, 2011.

D3	
Performance Objective	The IESO maintains its supportive role of government policy in operational, market, and environmental planning activities.
Weight	5%
Measure D3.1	IESO’s technical capability supports government policy in the planning activities.
Target(s)	<ul style="list-style-type: none"> • Services provided to the OPA and relevant transmitters including, support of the integrated power system plan (IPSP) operability. • Timely information products developed to meet reporting obligations and expectations; and • Support provided under section 92, leave to construct, of the OEB Act, 1998.