

Memorandum

To: The Stakeholder Advisory Committee of the IESO
From: Terry Young
Date: March 2, 2011
Re: IESO 2010 Customer Satisfaction Survey Results

Navigator Ltd. has completed the 2010 Customer Satisfaction Survey, with 110 IESO customers completing the questionnaire. This is the largest set of data recorded since the inception of the survey. The report on the survey results will be posted on the IESO website at <http://www.ieso.ca/imoweb/corp/corppperformance.asp>.

The IESO continues to be highly regarded and to be considered a leader in the Ontario electricity sector. Customers expressed their faith in the IESO as a source of credible advice, quality information, and professional, accurate service.

Customers responding in 2010 expressed more satisfaction in Stakeholder Engagement, which was flagged as an area for improvement by past results. This was the most improved area, with gains made over 2009 in all Stakeholder Engagement areas tested. There was, however, some decline in the perceived timeliness and quality of service delivery, an area identified for improvement.

Overall, the 2010 survey results demonstrate that the IESO is seen as a valued and trusted part of the electricity community and is viewed as an effective operator, excelling particularly in two areas highly valued by customers: reliability and managing the electricity market.

Many thanks to our customers who took the time to participate in the survey and provide us with these valuable responses. Their support in our ongoing efforts to engage customers, receive feedback and to improve the IESO is appreciated.

Terry Young