

## Residential, Julie Girvan

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TO: IESO

FROM: Julie Girvan - Residential Consumer Representative, Stakeholder Advisory Committee

RE: IESO Business Planning/Strategic Planning

DATE: June 28, 2011

Residential electricity consumers have been facing bill increases several years and that trend is going to continue. Bills will continue to rise. The IESO, like all other entities providing services to electricity consumers should be demonstrating that it is managing its processes in the best interests of consumers and ensuring it is doing so in a cost-effective manner, while recognizing reliability must be sufficiently maintained.

With respect to the strategic initiatives the IESO must ensure that it is doing all it can to facilitate "Renewables Integration" in a cost-effective manner. This is an important initiative for the IESO given the way in which the supply mix in Ontario will be changing. The IESO will need to work closely with the OPA and the Ministry of Energy in order to address any significant challenges that might be met

Regarding the "Market Roadmap" residential consumers are not represented on the committee given the technical nature of the work, but it is important for the group to ensure the committee focuses on providing consumers with electricity in a reliable, efficient and effective way. The interests of consumers should not be lost in the development of a market roadmap.

With respect to the fact that the IESO will be expanding its strategic objectives to include an "increased focus on the consumer" we are supportive. How this will be done is not clear and should be subject to some form of consultation process that involves consumer representation.

Overall the IESO should continue to demonstrate it is undertaking initiatives that will improve the electricity market and ensure those improvements are in the best interests of the Ontario electricity consumers.