

Survey Questions CAISO Stakeholder Survey - Fall/Winter 2006	Survey Respondents in Agreement	Initial Mapping to Improvement Initiatives
Your CAISO Account Manager keeps you and your staff informed of key issues that affect your business (i.e. initiatives deadlines upcoming issues and board matters).	86%	
Your CAISO Account Manager understands your business & your issues and works with your staff & ISO personnel to reach resolution.	93%	
Your CAISO Account Manager interacts with you as frequently as you desire.	79%	
Your CAISO Account Manager provides accurate responses to your inquiries.	93%	
Your CAISO Account Manager consistently sets & meets expectations with you.	73%	
Your CAISO Account Manager knows the policies & procedures of the ISO and applies that knowledge to solve your business problems.	85%	
Your CAISO Account Manager effectively communicates your issues back into the ISO.	73%	
The ISO provides an effective forum to discuss policies procedures and market issues.	64%	SH Engagement
The ISO informs you how your feedback was used in its decision-making process.	55%	SH Engagement
You are satisfied that the ISO is adequately sharing your perspective with the Board.	33%	SH Engagement
The ISO is consistent in applying its policies and procedures.	65%	SH Engagement
The ISO considers clients' needs when making operating decisions.	64%	Ops Transparency
The ISO clearly explains system constraints that affect operating decisions.	58%	Ops Transparency
The ISO fairly and efficiently resolves disputes with clients.	46%	Issues Resolution
The ISO publishes market performance and other reports that are useful to your business.	84%	
The ISO is effective in promoting state and federal policy to support new infrastructure development.	70%	SH Engagement
You find value in engaging the ISO on infrastructure planning.	87%	
The communications you receive from the ISO on MRTU help you create a compatible strategy for preparing for the new market.	67%	MRTU
You are satisfied with the support you are receiving from the ISO on MRTU readiness activities.	59%	MRTU
The multiple charge lines in the CAISO GMC help you to manage your costs.	46%	Info Accessibility
ISO costs are appropriate for the services you receive.	43%	All
CAISO Real-Time Dispatch Shift Supervisor is ...		
Helpful in resolving your issues & concerns	100%	
Timely	100%	
Courteous	100%	
Knowledgeable	89%	
CAISO Operations Real-Time Dispatch Generation Desk is ...		
Helpful in resolving your issues & concerns	90%	
Timely	100%	
Courteous	100%	
Knowledgeable	89%	
CAISO Operations Real-Time Dispatch Transmission Desk is ...		
Helpful in resolving your issues & concerns	75%	
Timely	88%	
Courteous	86%	
Knowledgeable	75%	
CAISO Operations Real-Time Dispatch Scheduling Desk is ...		
Helpful in resolving your issues & concerns	75%	
Timely	67%	
Courteous	100%	
Knowledgeable	67%	
CAISO Operations Real-Time Dispatch Market Desk is ...		
Helpful in resolving your issues & concerns	60%	
Timely	80%	
Courteous	100%	
Knowledgeable	80%	
CAISO Operations Pre-Scheduling Desk is ...		
Helpful in resolving your issues & concerns	91%	
Timely	100%	
Courteous	100%	
Knowledgeable	100%	
CAISO Operations After-the-fact Desk is ...		
Helpful in resolving your issues & concerns	100%	
Timely	50%	
Courteous	100%	
Knowledgeable	100%	

CAISO Operations Outage Coordination Desk is ...		
Helpful in resolving your issues & concerns	90%	
Timely	100%	
Courteous	100%	
Knowledgeable	100%	
The performance of the SLIC system meets your business needs.	67%	
CAISO outage management information is effectively presented on the CAISO website.	60%	
The Alerts Warnings and Emergencies (AWE) application provides important grid information in an efficient manner.	93%	
CAISO Market Notices provide timely information about systems outages and maintenance.	79%	
CAISO operating procedures are useful and readily understandable	80%	
The subject matter covered at the ISO summer workshop was useful in helping your company prepare for summer.	86%	
Your firm is satisfied with the ADS and SLIC training you receive from CAISO.	83%	
CAISO staff handling Credit Management issues are ...		
Helpful in resolving your issues & concerns.	100%	
Timely.	83%	
Courteous.	100%	
Knowledgeable.	100%	
The ISO clearly communicated to you the recent changes to its credit management policy.	67%	
CAISO's Credit Policy webpage on caiso.com is a useful resource for you.	83%	
The process for applying for unsecured credit was clear and understandable.	100%	
CAISO processed your application within a reasonable time.	100%	
CAISO provided adequate information regarding the results of your application process.	100%	
CAISO's request for additional financial security and supporting documentation was clear.	no response	
The process for resolving potential errors was clear.	no response	
The process for initiating formal disputes was clear.	no response	
ISO staff demonstrated a willingness to work with you to resolve differences.	no response	
You were able to easily locate the forms for Financial Security & standard templates on the ISO website.	100%	
Your requests to consider alternative language to the ISO's standard forms were handled in a timely and professional manner.	no response	
Requests to return or terminate security were handled in a timely and efficient manner.	no response	
CAISO staff handling Budget and GMC issues are...		
Helpful in resolving your issues & concerns.	100%	
Timely.	100%	
Courteous.	100%	
Knowledgeable.	100%	
The ISO provides sufficient information concerning its budget for the coming year.	100%	
You find value in participating in the Stakeholder Budget meetings held prior to the start of the ISO's budget process.	100%	
GMC Bill Impact Analysis was easy to understand and use.	100%	
GMC Bill Impact Analysis was useful in your decision making.	100%	
The ISO's communications regarding changes in the GMC are timely.	83%	
Information provided by the ISO regarding changes in the GMC is useful.	83%	
I would like to see a reduction in the number of charge types used in the GMC.	38%	
charges.	86%	
CAISO Help Desk and Tech Support personnel are generally ...		
Helpful in resolving your issues & concerns	80%	
Timely	80%	
Courteous	100%	
Knowledgeable	80%	
I am generally satisfied with the performance of the ADS system.	71%	System Functionality
I am generally satisfied with the performance of the SI workspace.	89%	
I am generally satisfied with the performance of the Current OASIS system.	86%	
I am generally satisfied with the performance of the OMAR.	80%	
The Energy Communications Network (ECN) is an effective interface between market participants and ISO systems.	89%	
CAISO.com provides timely information on the status of ISO systems.	90%	
I was satisfied with the Quality of instruction received	96%	
I was satisfied with the Content of instruction received	80%	
I was satisfied with the Over-all training received from CAISO	84%	
CAISO Settlements staff is ...		
Helpful in resolving your issues & concerns	90%	
Timely	95%	
Courteous	95%	
Knowledgeable	90%	
The ISO monthly settlements statements are accurate.	95%	
ISO monthly settlements statements are published in a timely manner.	70%	
The back-up information provided by CAISO helps you understand your settlement charges.	61%	Info Accessibility
The performance of the existing settlement system satisfies your business needs.	57%	MRTU
The current settlements system and daily settlements files provide you with useful information.	81%	
Your settlements disputes were resolved in a timely manner.	90%	
The ISO provided meaningful explanation of the final resolution of your disputes.	86%	
The performance of the Settlements Disputes System (SDS) meets your business needs.	86%	
CAISO allows enough time between posting documents and hosting meetings for you to develop your firm's position.	51%	SH Engagement
The advanced notice of CAISO stakeholder meetings helps you plan your participation.	92%	
CAISO takes the appropriate amount of time to resolve stakeholder issues related to proposed market design initiatives.	62%	SH Engagement
CAISO takes the appropriate amount of time to implement market design enhancements.	41%	SH Engagement
CAISO provides adequate opportunity for stakeholder input on proposed market design initiatives.	79%	
It is clear how CAISO incorporates your input into its policy decisions.	33%	SH Engagement

It is clear how the ISO makes final decisions on issues related to policy design.	44%	SH Engagement
Stakeholder positions are accurately presented by ISO staff to the Board of Governors.	53%	SH Engagement
CAISO provides an adequate opportunity for you to communicate your views to the Board.	59%	SH Engagement
The frequency of the ISO's publication of conformed versions of the tariff is consistent with your needs.	97%	
your business.	88%	
You can easily find the Legal and Regulatory documents you need on the CAISO website.	79%	
CAISO in-house attorneys are professional & courteous.	96%	
CAISO outside counsel (counsel whom are not ISO employees) are professional & courteous.	94%	
The ISO's BPM review sessions were conducted in a way that allowed you to adequately represent your perspective.	69%	SH Engagement
CAISO informed you how your BPM comments were or were not incorporated into final documents.	56%	SH Engagement
CAISO Transmission Planning staff is ...		
Helpful in resolving your issues & concerns.	83%	
Timely.	72%	
Courteous.	94%	
Knowledgeable.	89%	
CAISO Transmission Maintenance staff is ...		
Helpful in resolving your issues & concerns.	100%	
Timely.	100%	
Courteous.	100%	
Knowledgeable.	100%	
CAISO Transmission Generation Interconnection staff is ...		
Helpful in resolving your issues & concerns.	89%	
Timely.	78%	
Courteous.	100%	
Knowledgeable.	100%	
CAISO engages your company in effective forward planning on key resource and transmission issues.	63%	SH Engagement
CAISO offers ample opportunity for you to contribute your perspective on planning policies and procedures.	76%	
CAISO informs you how your feedback is incorporated into planning and infrastructure development decisions.	64%	
CAISO handles interconnection requests in accordance with tariff requirements.	90%	
CAISO is fair and consistent in applying transmission planning policies and procedures.	79%	
CAISO is effective at working with PTOs to resolve transmission line availability [ATC] issues.	75%	
The CAISO Grid Interconnection Manual (GIM) helps you understand the process for connecting to the grid.	89%	