

CAISO CORPORATE SURVEY SCORES

Surveys Conducted November and December 2007

		2006 % AGREE	2007 % AGREE
	Stakeholder Engagement / Policy Resolution / Legal		
1	CAISO provides adequate opportunity for stakeholder input on proposed market design initiatives (e.g., stakeholder meetings, written comments, conference calls, etc.).	79%	78%
2	CAISO incorporates stakeholder input into its policy decisions.	33%	62%
3	Stakeholder positions are accurately presented by ISO staff to the Board of Governors.	53%	61%
4	CAISO provides an adequate opportunity for me to communicate my views to the Board.	59%	67%
5	The frequency of the ISO's publication of conformed versions of the tariff is consistent with my needs.	97%	93%
6	CAISO posts to its website monthly status reports about the FERC refund cases. These documents provide information that is useful to my business.	88%	77%
7	CAISO in-house attorneys are professional & courteous.	96%	96%
8	CAISO outside counsel (counsel whom are not ISO employees) are professional & courteous.	94%	100%
9	CAISO has provided MRTU training that has been effective in helping your company to become prepared to do business under MRTU.	80%	90%
10	CAISO's Readiness Assessments have been effective in helping your company to become prepared for MRTU.	75%	73%
11	CAISO's market simulations have been effective in helping your company to understand how to operate within the new software systems.	65%	64%
12	CAISO's MRTU communications have helped you remain aware of key issues, events, and milestones.	83%	88%
13	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%	89%
14	CAISO Account Manager understands your business and your issues and works with your staff and ISO personnel to reach resolution.	93%	89%
15	CAISO Account Manager consistently sets and meets expectations with you.	73%	82%
16	CAISO Account Manager knows the policies and procedures of the ISO and applies that knowledge to solve your business problems.	85%	81%
17	Overall, the service provided by the ISO is valuable to my firm.	n/a	83%
18	The service quality delivered by the ISO has improved over the last year.	n/a	83%
19	The service level delivered by the California ISO is better than that provided by other ISOs/RTOs.	n/a	31%
	Executive Level Interactions		
1	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%	80%
2	CAISO Account Manager understands your business and your issues and works with your staff and ISO personnel to reach resolution.	93%	85%
3	CAISO Account Manager consistently sets and meets expectations with you.	73%	75%
4	CAISO Account Manager knows the policies and procedures of the ISO and applies that knowledge to solve your business problems.	85%	74%
5	The ISO provides an effective forum to discuss policies, procedures, and market issues.	64%	81%
6	The ISO informs you how your feedback was used in its decision-making process.	55%	61%
7	You are satisfied that the ISO is adequately sharing your perspective with the Board.	33%	65%
8	The ISO is consistent in applying its policies and procedures.	65%	82%
9	The ISO considers clients' needs when making operating decisions.	64%	72%
10	The ISO clearly explains system constraints that affect operating decisions.	58%	71%
11	The ISO fairly and efficiently resolves disputes with clients.	46%	87%
12	The ISO publishes market performance and other reports that are useful to your business.	84%	95%
13	The ISO is effective in promoting state and federal policy to support new infrastructure development.	70%	86%
14	You find value in engaging the ISO on infrastructure planning.	87%	78%
15	The multiple charge lines in the CAISO GMC help you to manage your costs.	46%	50%
16	ISO costs are appropriate for the services you receive.	43%	59%
17	CAISO's MRTU training has been effective in helping your company to become prepared to do business under MRTU.	80%	95%
18	CAISO's MRTU Readiness Assessments are effective in helping your company to become prepared for MRTU.	75%	71%
19	CAISO market simulations have been effective in helping your company to understand and operate within the new software systems.	65%	69%
20	CAISO communications are helping your company to create a strategy for preparing for MRTU.	83%	79%
21	Overall, the service provided by the CAISO is valuable to my firm.	n/a	83%
22	The service quality delivered by the CAISO has improved over the last year.	n/a	79%
23	The service level provided by the California ISO is better than that provided by other ISOs and RTOs.	n/a	40%

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Infrastructure Planning and Development			
		2006 % AGREE	2007 % AGREE
1	CAISO Transmission Planning staff is ...		
2	Helpful in resolving your issues & concerns.	83%	82%
3	Timely	72%	64%
4	Courteous.	94%	100%
5	Knowledgeable.	89%	100%
6	CAISO offers ample opportunity for you to contribute your perspective on planning policies and procedures.	76%	73%
7	CAISO engages your company in effective forward planning on key resource and transmission issues.	63%	64%
8	CAISO is fair and consistent in applying transmission planning policies and procedures.	79%	70%
9	CAISO Transmission Maintenance staff is ...		
10	Helpful in resolving your issues & concerns.	100%	100%
11	Timely	100%	100%
12	Courteous.	100%	100%
13	Knowledgeable.	100%	100%
14	CAISO conducts effective forums to discuss Transmission Maintenance standards, policies, and procedures.	n/a	100%
15	CAISO Generation Interconnection staff is ...		
16	Helpful in resolving your issues & concerns.	89%	75%
17	Timely	78%	57%
18	Courteous.	100%	100%
19	Knowledgeable	100%	75%
20	CAISO conducts effective forums to discuss Generation Interconnection policies and procedures.	n/a	63%
21	CAISO handles interconnection requests in accordance with tariff requirements.	90%	100%
22	CAISO informs you how your feedback is incorporated into Planning and Infrastructure Development decisions.	64%	73%
23	Overall, the service provided by the CAISO is valuable to my firm.	n/a	85%
24	The service quality delivered by the CAISO has improved over the last year.	n/a	62%
25	The service level provided by the California ISO is better than that provided by other ISOs and RTOs.	n/a	0%
Settlements and Billing			
1	CAISO Settlements staff is ...		
2	Helpful in resolving your issues & concerns	90%	100%
3	Timely	95%	100%
4	Courteous	95%	100%
5	Knowledgeable	90%	100%
6	The ISO monthly settlements statements are accurate.	95%	100%
7	ISO monthly settlements statements are published in a timely manner.	70%	70%
8	The back-up information provided by CAISO helps you understand your settlement charges.	61%	70%
9	Your settlements disputes were resolved in a timely manner.	90%	75%
10	The ISO provided meaningful explanation of the final resolution of your disputes.	86%	75%
11	The performance of the Settlements Disputes System (SDS) meets your business needs.	86%	71%
12	Overall, the service provided by the CAISO is valuable to my firm.	n/a	92%
13	The service quality delivered by the CAISO has improved over the last year.	n/a	83%
14	The service level provided by the California ISO is better than that provided by other ISOs and RTOs.	n/a	100%
Market Operations			
1	CAISO Help Desk and Tech Support personnel are generally ...		
2	Helpful in resolving your issues & concerns	80%	86%
3	Timely	80%	71%
4	Courteous	100%	100%
5	Knowledgeable	80%	86%
6	I am aware of changes made to OMAR On-line in 2007.	n/a	100%
7	The 2007 enhancements to Omar On-line have made it more efficient to submit changed/late meter data.	n/a	100%
8	The Energy Communications Network is an effective interface between market participants and ISO systems.	89%	100%
9	CAISO provides timely information on the status of ISO systems.	90%	89%
10	Quality of systems and market instructions received by my firm.	96%	94%
11	I find value in the content of systems instructions received from CAISO.	80%	83%

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12	Overall, the training we received from CAISO is valuable.	84%	94%
13	Overall, the service provided by the CAISO is valuable to my firm.	n/a	95%
14	The service quality delivered by the CAISO has improved over the last year.	n/a	90%
15	The service level provided by the California ISO is better than that provided by other ISOs and RTOs.	n/a	20%
	Grid Operations		
1	CAISO Real-Time Dispatch Shift Supervisor is ...		
2	Helpful in resolving your issues & concerns	100%	100%
3	Timely	100%	100%
4	Courteous	100%	100%
5	Knowledgeable	89%	100%
6	CAISO Operations Real-Time Dispatch Generation Desk is... ..		
7	Helpful in resolving your issues & concerns	90%	83%
8	Timely	100%	83%
9	Courteous	100%	83%
10	Knowledgeable	89%	83%
11	CAISO Operations Real-Time Dispatch Transmission Desk is... ..		
12	Helpful in resolving your issues & concerns	75%	86%
13	Timely	88%	100%
14	Courteous	86%	100%
15	Knowledgeable	75%	100%
16	CAISO Operations Real-Time Dispatch Scheduling Desk is ...		
17	Helpful in resolving your issues & concerns	75%	86%
18	Timely	67%	71%
19	Courteous	100%	100%
20	Knowledgeable	67%	71%
21	CAISO Operations Real-Time Dispatch Market Desk is ...		
22	Helpful in resolving your issues & concerns	60%	75%
23	Timely	80%	75%
24	Courteous	100%	100%
25	Knowledgeable	80%	75%
26	CAISO Operations Pre-Scheduling Desk is ...		
27	Helpful in resolving your issues & concerns	91%	88%
28	Timely	100%	75%
29	Courteous	100%	100%
30	Knowledgeable	100%	88%
31	CAISO Operations After-the-Fact/Energy Accounting Desk is ...		
32	Helpful in resolving your issues & concerns	100%	100%
33	Timely	50%	100%
34	Courteous	100%	100%
35	Knowledgeable	100%	100%
36	CAISO Operations Outage Coordination Desk is ...		
37	Helpful in resolving your issues & concerns	90%	100%
38	Timely	100%	100%
39	Courteous	100%	100%
40	Knowledgeable	100%	100%
41	CAISO information is effectively presented on the CAISO website.	n/a	94%
42	CAISO outage management information is effectively presented on the CAISO website.	60%	69%
43	The Alerts Warnings and Emergencies (AWE) application provides important grid information in an efficient manner.	93%	92%
44	CAISO Market Notices provide timely information about systems outages and maintenance.	79%	93%
45	CAISO operating procedures are useful and readily understandable	80%	92%
46	The subject matter covered at the ISO summer workshop was useful in helping your company prepare for summer.	86%	100%
47	Overall, the service provided by the CAISO is valuable to my firm.	n/a	80%
48	The service quality delivered by the CAISO has improved over the last year.	n/a	93%
49	The service level provided by the California ISO is better than that provided by other ISOs and RTOs.	n/a	75%

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GMC and Budget			
		2006 %	2007 %
1	CAISO staff handling Budget and GMC issues are...	AGREE	AGREE
2	Helpful in resolving your issues & concerns.	100%	100%
3	Timely.	100%	100%
4	Courteous.	100%	100%
5	Knowledgeable.	100%	100%
6	The ISO provides sufficient information concerning its budget for the coming year.	100%	100%
7	You find value in participating in the Stakeholder Budget meetings held prior to the start of the ISO's budget process.	100%	100%
8	The ISO's communications regarding the Budget are timely.	n/a	100%
9	CAISO provides GMC-related information that was useful in your decision-making.	n/a	100%
10	CAISO's communications regarding changes in the GMC are timely.	83%	100%
11	Overall, the service provided by the CAISO is valuable to my firm.	n/a	86%
12	The service quality delivered by the CAISO has improved over the last year.	n/a	100%
13	The service level provided by the California ISO is better than that provided by other ISOs and RTOs.	n/a	100%