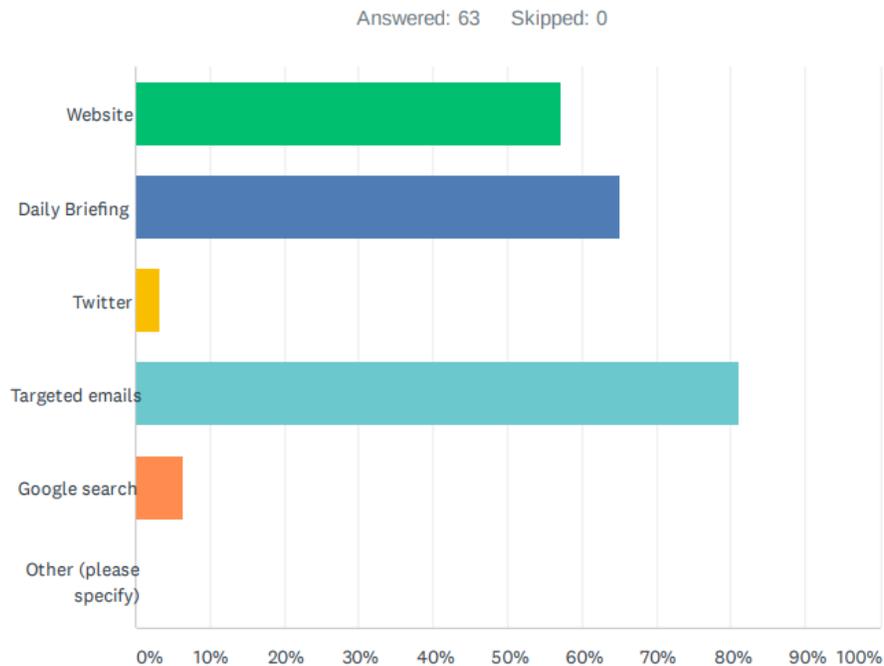


## 2020 California ISO Stakeholder Process Communications Survey Results and Responses

The California ISO conducted a survey specific to the effectiveness of ISO stakeholder process communications related to the development of policy. The survey was conducted in November 2020 in which we received valuable customer input and feedback that will help us to continually improve our stakeholder process. We appreciate the time and effort of stakeholders who participated in the survey.

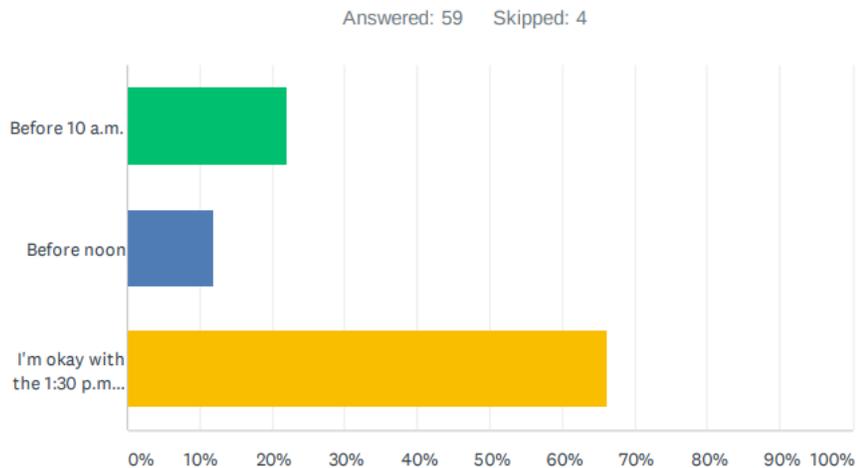
Below are the results to each survey question and a response to comments received.

### Q1 Which method of communication below do you prefer to receive current information about ISO stakeholder initiatives? (Check all that apply)



**External Response:** The responses show that customers utilize the California ISO website and the Daily Briefing to receive their information, however, many rely predominantly on targeted emails. The emails are sent as friendly reminders by Customer Service and Stakeholder Affairs to targeted participants and include highlights from the Daily Briefing. These targeted emails are provided as a courtesy to elevate certain information. In most cases the targeted emails do not contain everything in the Daily Briefing, and at times the targeted emails may not be sent. In order to ensure all information is seen, we encourage stakeholders to subscribe to the Daily Briefing. For immediate notification of posted documents and other information, stakeholders are encouraged to follow us on Twitter at <https://twitter.com/ISONotice>.

## Q2 If you are a subscriber of the Daily Briefing, what time of day would you prefer to receive the publication?



**External Response:** Based on this feedback we will continue to distribute the Daily Briefing at 1:30 pm. We received a comment that when there are updates provided later in the afternoon, it is not clear what was updated. Going forward we will make it clear on what is updated and new from the original Daily Briefing.

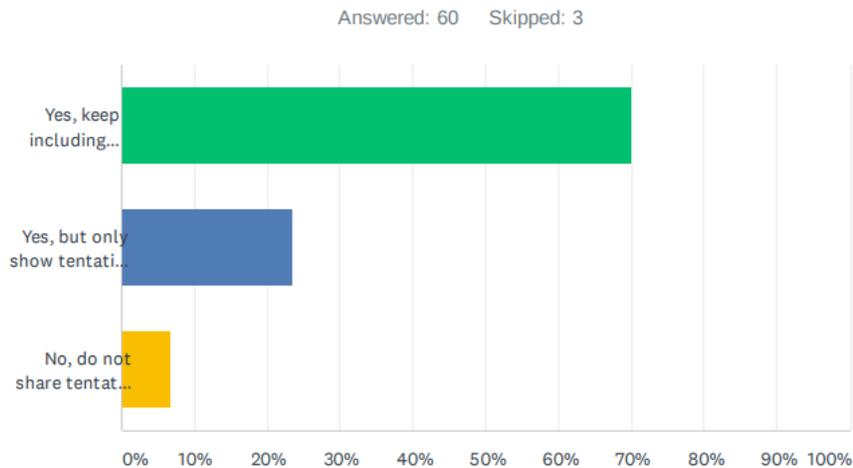
## Q3 In addition to the daily notices including initiative-related announcements, the Daily Briefing includes calendar reminders, regulatory activities, and recent updates to the ISO website. Is there additional information that you would like to have included in the publication?

**Summary of stakeholder feedback and ISO responses:** Written responses were provided which generally indicated that the information provided in the Daily Briefing was sufficient. There were some responses that requested for reminders to be provided, such as full network model cut-off dates. This is a good suggestion, and after consideration it was determined that having the cut-off dates on the ISO calendar would be more effective. However, some due dates, such as invoices, would clutter the calendar as there are too many dates. In addition, an email is sent to a Settlements distribution list that provides reminders of invoicing due dates. Please reach out to your ISO Client Representative to be added to the list. You can also gather information for the Settlements Twitter handle at <https://twitter.com/isosettlements>.

Another helpful suggestion was for new calendar dates for initiatives (comment deadlines, etc.) to be included in the Daily Briefing under the heading “On the Web”. Currently, all known dates are included in the Daily Briefing notices and if a date is moved, it is at a minimum included on the ISO calendar, but often times included in targeted emails to those participating in the policy initiative. Going forward, an announcement will be provided under “Calendar Updates”. Suggestions were provided requesting an

announcement of when meeting recordings and comments templates are posted. This will also be included under “Calendar Updates”.

**Q4 We currently include confirmed dates that have been noticed through the Daily Briefing, on both the calendar and initiative landing page. We also include tentative (unconfirmed) dates, up to 3 months in advance. Is it useful for the ISO to provide these tentative dates and, if so, how far in advance would you like to be notified?**



**External Response:** Based on these responses the ISO will continue to provide tentative dates. A calendar date is considered “confirmed” when a notice is included in the Daily Briefing, at that time, the tentative tag is removed from the calendar. Stakeholders requested more advanced notice of meeting dates than one week, including web conferences. Our standard is one week notice to announce web conferences, but we will provide further advanced notice when possible.

**Q5 Please provide suggestions for improvements to the existing and/or additional forms of communication that would help inform you about ISO stakeholder initiatives and activities.**

**Summary of stakeholder feedback and ISO responses:** Responses received were in-line with the suggestions provided in the previous questions. One suggestion not included previously was for the ISO to record transmission planning process meetings. Given the expectation that documentation from these meetings will be referred to in subsequent regulatory proceedings, our experience has been that it is best to address written questions through written comments, and enable more informal dialogue at the meetings themselves. Minutes are not generated from these meetings, however, written responses are provided to all submitted comments.



Thank you for your feedback on the existing communications and providing suggestions for other ways the ISO can help keep you informed about stakeholder initiative activities.