

# **2006 Client Survey and 2007 Business Improvement Plans**

Presented to the CAISO Board of Governors

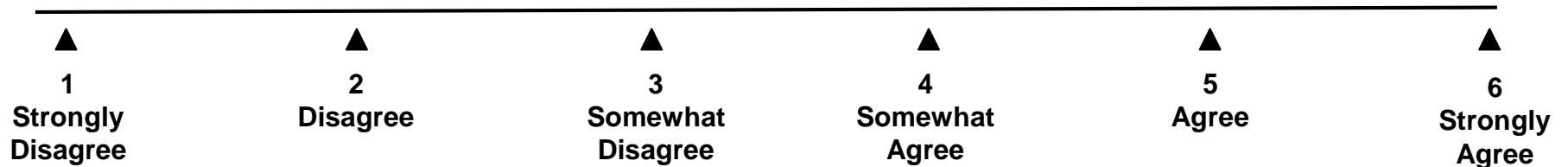
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# December 2006 Survey Design

Surveys combined Web-based and telephone interviews

No Neutral Option



**Good participation rate**

- Phone Interview: 79%
- E-mail: 36%



**Overall: 49% Participation**

**Rich anecdotal responses**

# A New Approach

## *Right Questions of the Right People*

### Seven Functional Surveys (Interviews and Web-based)

- Grid Operations
- Market Operations
- Settlements and Billing
- Stakeholder Engagement
- GMC and Budget
- Credit
- Transmission Planning

### Executive-Level Survey (Interviews)

### Customer Services Transactional Survey (Web-based)

- Twice in 2006, tested CAISO's day-to-day service
- Catalyzed improvements in targeted areas

# A Sampling of Positive Indicators

- Staff courtesy & knowledge
- Local transmission studies
- Timely information on systems status
- Account Managers
- Market performance reports
- Unsecured credit process
- GMC meetings and documents

# Quick Survey Results

Survey	# of Respondents	Questions Scoring Less than 60% Agreement
Grid Ops	39	0 out of 39
Market Ops	35	0 out of 13
Settlements	30	1 out of 13
Transmission	22	0 out of 19
Credit	6	0 out of 16
GMC/Budget	15	1 out of 12
SH Process	41	7 out of 16
Executive-level*	31	7 out of 21

*\* Exec-level questions, feedback, improvements and initiatives impact all other functional areas*

# Areas for Improvement

- Stakeholder process
- System functionality
- Customer access to information
- Timeliness of issue resolution
- Transparency of Ops decisions
- MRTU preparedness and communications

# Action Plans Under Development

Concerns About ...	Action Plans
<b>Stakeholder Process</b>	
<ul style="list-style-type: none"> <li>▪ Lack of consistency, transparency and feedback</li> </ul>	<ul style="list-style-type: none"> <li>▪ Assess and apply lessons learned</li> <li>▪ Develop templates for ISO and stakeholder materials</li> <li>▪ Engage Account Managers on high priority stakeholder consultations</li> </ul>
<ul style="list-style-type: none"> <li>▪ Inadequate stakeholder consultation and access to decision making</li> </ul>	<ul style="list-style-type: none"> <li>▪ Align stakeholder comments with Board deliberations</li> <li>▪ Five-Year Plan initiatives for ISO Advisory Committee and major meeting</li> </ul>
<b>System Functionality</b>	
<ul style="list-style-type: none"> <li>▪ Digital certificates -- procurement and number required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Implementing new certificate procurement and management system prior to 2/08.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Inadequate functionality in outage reporting</li> </ul>	<ul style="list-style-type: none"> <li>▪ Near term improvements underway</li> <li>▪ RFI to replace entire system within 30 days</li> </ul>

# Action Plans Under Development

Concerns About ...	Action Plans
<b>Customer Access to Information and Web Site Navigation</b>	<ul style="list-style-type: none"><li>▪ 2007 initiative for new stakeholder portal for web-based information access and tailored information</li></ul>
<b>Timeliness of Issue Resolution</b>	<ul style="list-style-type: none"><li>▪ Issue tracking tool developed in 2006</li><li>▪ 2007 initiative to implement company-wide</li><li>▪ 2007 metrics being developed related to timely response to customer issue</li></ul>
<b>Transparency in Ops Decisions</b>	<ul style="list-style-type: none"><li>▪ Significantly improved by MRTU</li></ul>
<b>MRTU Preparedness and Communications</b>	<ul style="list-style-type: none"><li>▪ Increased customer training</li><li>▪ MRTU training available on video</li></ul>