

# Stakeholder Engagement Plan SE-49

## Review of IESO Stakeholder Engagement Principles and Process



**Revision 3 - March 6, 2008: Section V: Schedule of Activities updated.**

### **I. Introduction**

The IESO is commencing a review of its existing stakeholder engagement principles and process as part of its ongoing commitment to effective and open dialogue with its stakeholders.

This plan has been developed to ensure common understanding of the background, objectives and approach for this review.

### **II. Background**

Stakeholder engagement has always been an integral part of the IESO decision making process. Under the *Electricity Act, 1998* the IESO is required to establish one or more processes by which stakeholders may provide advice and recommendations for consideration by the IESO (The Electricity Act Section 13.2).

After an independent review and IESO Board approval, in September 2005, the IESO refined and elaborated stakeholder engagement by establishing the Stakeholder Advisory Committee and developing the stakeholder engagement process. This process is described in a document entitled Stakeholder Engagement Process, which is available at [http://www.ieso.ca/imoweb/pubs/consult/Stakeholder\\_Engagement\\_Process.pdf](http://www.ieso.ca/imoweb/pubs/consult/Stakeholder_Engagement_Process.pdf)

In the two years since the introduction of the current principles and process, the IESO initiated almost 50 stakeholder engagements resulting in significant stakeholder input on a wide range of initiatives. Significant experience has been gained by both stakeholders and the IESO during this time. Many stakeholders have commented on the step change improvement in process. And in the 2006 customer survey, while many market participants were complimentary of the IESO's stakeholder engagement activities, there were also suggestions for improvement.

Given the importance of stakeholder input in decision making, the IESO believes it is important to periodically review the established stakeholder engagement principles and process in order to identify opportunities for improvement.

### **III. Stakeholders**

This review will be of interest to all stakeholder sectors.

#### **IV. Stakeholder Engagement Goals and Objectives**

The main objective of this review is to determine if the current principles, process and practices can be improved or enhanced to further the effectiveness of the IESO's stakeholder activities in obtaining substantive input and advice to facilitate timely decision making.

#### **V. Stakeholder Engagement Approach and Methods**

Documents that outline these principles and process are available on the IESO website as follows:

- Stakeholder Engagement Process  
[http://www.ieso.ca/imoweb/pubs/consult/Stakeholder\\_Engagement\\_Process.pdf](http://www.ieso.ca/imoweb/pubs/consult/Stakeholder_Engagement_Process.pdf)
- Stakeholder Engagement Principles <http://www.ieso.ca/imoweb/pubs/consult/se/Stakeholder-Engagement-Principles.pdf>

A comprehensive list of active and completed stakeholder engagement consultations is available at <http://www.ieso.ca/imoweb/consult/activeComplete.asp> and <http://www.ieso.ca/imoweb/consult/completed.asp>.

The IESO plans to engage the services of an independent consultant to assist with this review.

Any comments regarding this plan and review can be communicated via e-mail to the IESO at [stakeholder.engagement@ieso.ca](mailto:stakeholder.engagement@ieso.ca). All stakeholder input, including dissenting views, will be posted on the IESO website

The stakeholder plan will be subject to review and update as the process evolves and stakeholder comments are incorporated, and as revisions are warranted.

#### **VI. General Approach**

This review will involve an independent consultant, whose findings and recommendations will be reported directly to the IESO Board of Directors.

##### Phase 1: Review of past stakeholder engagement activities, principles and process

In this phase the consultant will review documentation related to previous activities and conduct interviews with relevant parties where necessary. The consultant will review several engagements that represent a range of issues covered with varying levels of complexity.

This aspect of the review will be supplemented by the consultant's assessment of the IESO's stakeholder engagement principles, process and practices as they compare to those employed at other organizations within and outside the electricity sector. Feedback from stakeholders and the consultant's assessment

will be consolidated into a report to be presented to IESO management and the Board of Directors. This report will be made publicly available.

Phase 2: IESO management response to consultant's findings

IESO management will respond to the consultant's findings and recommendations. The response will include the specific changes it proposes to implement. This response will be made publicly available.

Phase 3: Stakeholder feedback on consultant's findings and management's response

Stakeholders will have an opportunity to provide feedback on the consultant's findings and IESO management's response. This feedback will be provided to the IESO Board and made publicly available.

Phase 4: Consideration by the IESO Board of Directors

The IESO Board approved the current stakeholder principles and process and relies on the advice and recommendations developed through the associated stakeholder engagement plans. Accordingly, the Board will be fully informed of the findings of the review, regardless of whether any specific Board decisions are required in light of those findings.

## VII. Decision Making Steps and Schedule of Activities

The timing for this review will depend in part on the feedback received from stakeholders, but the intent is to have the independent consultant report his/her findings and recommendations directly to the IESO Board of Directors in February

Stakeholder Engagement Schedule	
Activity	Target Date
1. Posting and communication of the stakeholder plan.	August 16, 2007
2. Due date for stakeholder feedback on the plan.	August 28, 2007
3. Launch of the web survey for stakeholders to complete.	Late November 2007
4. Post materials for the Stakeholder Advisory Committee meeting.	January 22, 2008
5. Presentation to Stakeholder Advisory Committee for input.	February 6, 2008
6. Post the Stakeholder Advisory Committee advice to the Board	February 11, 2008
7. Presentation to the IESO Board of Directors of the findings and recommendations.	February 14, 2008
8. Post IESO Action Items for implementation of recommendations and the Final Report.	March 6, 2008