

Customer Survey Result – 2007

Revenue Metering Standing Committee
April 3rd, 2008



2007 Customer Survey conducted by NAVIGATOR, a research-based strategy firm

- Interview guide and questionnaire designed with IESO staff
- Survey work conducted in two parts:
 - On-Line questionnaire and
 - One-on-One Interviews
- 81 surveys completed; 51 Interviews

- Strong reputation in the sector
- Improvements over last year's results
- IESO continues to be a leader in the sector

- **Streamlining administrative processes**
 - Projects such as On-line data submission, MP Enrolment and MPI Replacement all focus on delivering improvements to customers

Metering Group Action:

- **Review registration process**
 - Find area to improve efficiencies and remove administrative burden where possible.