

NORTH AMERICAN ELECTRIC RELIABILITY CORPORATION

ATTACHMENT 5

TO

THREE-YEAR ERO PERFORMANCE ASSESSMENT

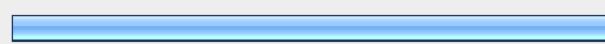



STAKEHOLDER SURVEY RESULTS

JULY 1, 2009




Electric Reliability Organization and Regional Entity Performance Assessment

1. Entity Name:		Response Count
		142
	<i>answered question</i>	142
	<i>skipped question</i>	0

These 142 surveys represent responses from 250 register entities and/or industry stakeholders. All non-responsive or duplicate surveys have been removed from this analysis.

2. Entity Type:		Response Percent	Response Count
Registered Entity in NERC Compliance Registry		90.1%	128
Trade Association or Organized Interest Group		3.5%	5
Regulator: State, Provincial, Federal, or Other		2.1%	3
Other Reliability Stakeholder or Public		4.2%	6
	<i>answered question</i>		142
	<i>skipped question</i>		0

3. Entity Compliance Registry Code: (Type NA if not applicable)		Response Count
		128
	<i>answered question</i>	128
	<i>skipped question</i>	14

4. Primary Country:			
		Response Percent	Response Count
U.S.		95.1%	135
Canada		4.2%	6
Mexico		0.7%	1
		<i>answered question</i>	142
		<i>skipped question</i>	0

Reliability Standards

5. Has developed reliability standards that clearly indicate which bulk power system owners, operators, and users must comply.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	0.0% (0)	25.0% (31)	40.3% (50)	14.5% (18)	17.7% (22)	2.4% (3)	124	
FRCC	85.4% (41)	8.3% (4)	0.0% (0)	6.3% (3)	0.0% (0)	0.0% (0)	48	
MRO	68.5% (37)	11.1% (6)	13.0% (7)	7.4% (4)	0.0% (0)	0.0% (0)	54	
NPCC	66.7% (34)	13.7% (7)	5.9% (3)	7.8% (4)	5.9% (3)	0.0% (0)	51	
RFC	57.6% (34)	11.9% (7)	10.2% (6)	11.9% (7)	8.5% (5)	0.0% (0)	59	
SERC	67.3% (37)	18.2% (10)	9.1% (5)	5.5% (3)	0.0% (0)	0.0% (0)	55	
SPP	59.0% (36)	23.0% (14)	3.3% (2)	9.8% (6)	1.6% (1)	3.3% (2)	61	
TRE	77.1% (37)	10.4% (5)	2.1% (1)	4.2% (2)	4.2% (2)	2.1% (1)	48	
WECC	33.8% (26)	16.9% (13)	22.1% (17)	15.6% (12)	6.5% (5)	5.2% (4)	77	
				Comments and recommendations:			61	
				<i>answered question</i>			133	
				<i>skipped question</i>			9	

6. Has developed reliability standards that provide a clear indication of the level of performance required and the measures used to evaluate performance.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	0.0% (0)	13.9% (17)	25.4% (31)	23.8% (29)	31.1% (38)	5.7% (7)	122
FRCC	84.4% (38)	2.2% (1)	0.0% (0)	8.9% (4)	2.2% (1)	2.2% (1)	45
MRO	66.0% (33)	4.0% (2)	10.0% (5)	14.0% (7)	4.0% (2)	2.0% (1)	50
NPCC	67.3% (33)	10.2% (5)	6.1% (3)	10.2% (5)	2.0% (1)	4.1% (2)	49
RFC	60.7% (34)	7.1% (4)	7.1% (4)	17.9% (10)	5.4% (3)	1.8% (1)	56
SERC	69.2% (36)	9.6% (5)	7.7% (4)	7.7% (4)	3.8% (2)	1.9% (1)	52
SPP	55.9% (33)	16.9% (10)	6.8% (4)	15.3% (9)	1.7% (1)	3.4% (2)	59
TRE	76.1% (35)	8.7% (4)	4.3% (2)	8.7% (4)	0.0% (0)	2.2% (1)	46
WECC	34.7% (26)	9.3% (7)	17.3% (13)	16.0% (12)	14.7% (11)	8.0% (6)	75
					Comments and recommendations:		56
					<i>answered question</i>		131
					<i>skipped question</i>		11

7. Requirements of reliability standards have a sound basis in engineering and operations.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	1.7% (2)	20.7% (25)	38.0% (46)	28.1% (34)	7.4% (9)	4.1% (5)	121
FRCC	88.6% (39)	2.3% (1)	2.3% (1)	6.8% (3)	0.0% (0)	0.0% (0)	44
MRO	68.6% (35)	7.8% (4)	13.7% (7)	9.8% (5)	0.0% (0)	0.0% (0)	51
NPCC	68.1% (32)	14.9% (7)	10.6% (5)	6.4% (3)	0.0% (0)	0.0% (0)	47
RFC	60.4% (32)	9.4% (5)	11.3% (6)	11.3% (6)	7.5% (4)	0.0% (0)	53
SERC	69.2% (36)	11.5% (6)	9.6% (5)	7.7% (4)	1.9% (1)	0.0% (0)	52
SPP	56.9% (33)	20.7% (12)	10.3% (6)	10.3% (6)	0.0% (0)	1.7% (1)	58
TRE	77.8% (35)	11.1% (5)	2.2% (1)	8.9% (4)	0.0% (0)	0.0% (0)	45
WECC	34.7% (26)	12.0% (9)	18.7% (14)	26.7% (20)	4.0% (3)	4.0% (3)	75
					Comments and recommendations:		46
					<i>answered question</i>		131
					<i>skipped question</i>		11

8. Standards development process to date has resulted in timely development and modification of standards.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	4.9% (6)	18.0% (22)	24.6% (30)	26.2% (32)	18.9% (23)	7.4% (9)	122
FRCC	87.0% (40)	2.2% (1)	2.2% (1)	8.7% (4)	0.0% (0)	0.0% (0)	46
MRO	67.3% (35)	5.8% (3)	3.8% (2)	9.6% (5)	7.7% (4)	5.8% (3)	52
NPCC	69.4% (34)	8.2% (4)	6.1% (3)	10.2% (5)	4.1% (2)	2.0% (1)	49
RFC	59.3% (32)	3.7% (2)	13.0% (7)	14.8% (8)	7.4% (4)	1.9% (1)	54
SERC	69.2% (36)	11.5% (6)	7.7% (4)	9.6% (5)	1.9% (1)	0.0% (0)	52
SPP	55.2% (32)	10.3% (6)	13.8% (8)	13.8% (8)	3.4% (2)	3.4% (2)	58
TRE	75.6% (34)	4.4% (2)	4.4% (2)	8.9% (4)	6.7% (3)	0.0% (0)	45
WECC	36.0% (27)	6.7% (5)	10.7% (8)	30.7% (23)	14.7% (11)	1.3% (1)	75
				Comments and recommendations:			50
				<i>answered question</i>			132
				<i>skipped question</i>			10

9. Standards development process has been open and inclusive and provides adequate opportunities for interested stakeholders to provide comments.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	4.1% (5)	49.6% (61)	26.0% (32)	9.8% (12)	7.3% (9)	3.3% (4)	123
FRCC	86.0% (37)	9.3% (4)	0.0% (0)	2.3% (1)	2.3% (1)	0.0% (0)	43
MRO	66.0% (33)	18.0% (9)	8.0% (4)	4.0% (2)	4.0% (2)	0.0% (0)	50
NPCC	68.1% (32)	23.4% (11)	4.3% (2)	2.1% (1)	2.1% (1)	0.0% (0)	47
RFC	57.1% (32)	21.4% (12)	8.9% (5)	7.1% (4)	3.6% (2)	1.8% (1)	56
SERC	66.0% (33)	22.0% (11)	4.0% (2)	6.0% (3)	2.0% (1)	0.0% (0)	50
SPP	52.6% (30)	35.1% (20)	8.8% (5)	1.8% (1)	0.0% (0)	1.8% (1)	57
TRE	75.0% (33)	18.2% (8)	4.5% (2)	2.3% (1)	0.0% (0)	0.0% (0)	44
WECC	39.0% (30)	33.8% (26)	7.8% (6)	11.7% (9)	5.2% (4)	2.6% (2)	77
						Comments and recommendations:	40
						<i>answered question</i>	132
						<i>skipped question</i>	10

10. NERC's three-year reliability standards work plans have provided appropriate statements of the work scope and priorities necessary to develop new reliability standards and modifications to standards that are most needed.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	12.3% (15)	18.9% (23)	25.4% (31)	36.9% (45)	6.6% (8)	0.0% (0)	122
FRCC	93.2% (41)	2.3% (1)	0.0% (0)	4.5% (2)	0.0% (0)	0.0% (0)	44
MRO	76.0% (38)	8.0% (4)	4.0% (2)	10.0% (5)	2.0% (1)	0.0% (0)	50
NPCC	76.6% (36)	4.3% (2)	8.5% (4)	10.6% (5)	0.0% (0)	0.0% (0)	47
RFC	73.6% (39)	1.9% (1)	11.3% (6)	11.3% (6)	1.9% (1)	0.0% (0)	53
SERC	78.0% (39)	4.0% (2)	10.0% (5)	6.0% (3)	2.0% (1)	0.0% (0)	50
SPP	67.9% (38)	12.5% (7)	5.4% (3)	12.5% (7)	0.0% (0)	1.8% (1)	56
TRE	82.2% (37)	4.4% (2)	4.4% (2)	8.9% (4)	0.0% (0)	0.0% (0)	45
WECC	54.8% (40)	8.2% (6)	6.8% (5)	28.8% (21)	1.4% (1)	0.0% (0)	73
				Comments and recommendations:			29
					<i>answered question</i>		131
					<i>skipped question</i>		11

11. Comments and recommendations for improvement (specifically number recommendations, i.e. Recommendation 1):

	Response Count
	51
<i>answered question</i>	51
<i>skipped question</i>	91

Compliance

12. Based on your experience, NERC/Regional Entity's compliance monitoring and enforcement program comprehensively covers all requirements of reliability standards applicable to your operations and does not leave gaps in the monitoring of compliance with these requirements.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	5.9% (7)	34.7% (41)	30.5% (36)	22.0% (26)	4.2% (5)	2.5% (3)	118	
FRCC	83.7% (36)	4.7% (2)	4.7% (2)	7.0% (3)	0.0% (0)	0.0% (0)	43	
MRO	65.3% (32)	16.3% (8)	10.2% (5)	6.1% (3)	2.0% (1)	0.0% (0)	49	
NPCC	63.0% (29)	17.4% (8)	8.7% (4)	10.9% (5)	0.0% (0)	0.0% (0)	46	
RFC	53.8% (28)	15.4% (8)	11.5% (6)	19.2% (10)	0.0% (0)	0.0% (0)	52	
SERC	58.0% (29)	28.0% (14)	8.0% (4)	6.0% (3)	0.0% (0)	0.0% (0)	50	
SPP	43.9% (25)	29.8% (17)	10.5% (6)	10.5% (6)	1.8% (1)	3.5% (2)	57	
TRE	72.1% (31)	11.6% (5)	4.7% (2)	9.3% (4)	0.0% (0)	2.3% (1)	43	
WECC	36.1% (26)	19.4% (14)	19.4% (14)	20.8% (15)	1.4% (1)	2.8% (2)	72	
						Comments and recommendations:	31	
						<i>answered question</i>	128	
						<i>skipped question</i>	14	

13. Provides clear readily available and accessible information on what level of performance is necessary to comply with requirements of applicable reliability standards and what documentation and other evidence is needed to demonstrate compliance.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	1.7% (2)	14.7% (17)	17.2% (20)	21.6% (25)	37.9% (44)	6.9% (8)	116
FRCC	83.7% (36)	2.3% (1)	0.0% (0)	2.3% (1)	9.3% (4)	2.3% (1)	43
MRO	62.7% (32)	3.9% (2)	5.9% (3)	7.8% (4)	17.6% (9)	2.0% (1)	51
NPCC	61.7% (29)	6.4% (3)	8.5% (4)	10.6% (5)	10.6% (5)	2.1% (1)	47
RFC	52.7% (29)	5.5% (3)	7.3% (4)	12.7% (7)	18.2% (10)	3.6% (2)	55
SERC	56.0% (28)	10.0% (5)	6.0% (3)	14.0% (7)	12.0% (6)	2.0% (1)	50
SPP	43.9% (25)	24.6% (14)	8.8% (5)	10.5% (6)	8.8% (5)	3.5% (2)	57
TRE	72.1% (31)	7.0% (3)	4.7% (2)	7.0% (3)	7.0% (3)	2.3% (1)	43
WECC	31.5% (23)	8.2% (6)	6.8% (5)	13.7% (10)	31.5% (23)	8.2% (6)	73
					Comments and recommendations:		61
					<i>answered question</i>		125
					<i>skipped question</i>		17

14. Provides reasonable notice of compliance audits, including information that will be required during the audit process.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	22.8% (26)	36.8% (42)	21.9% (25)	10.5% (12)	6.1% (7)	1.8% (2)	114
FRCC	85.7% (36)	4.8% (2)	4.8% (2)	2.4% (1)	2.4% (1)	0.0% (0)	42
MRO	70.8% (34)	14.6% (7)	10.4% (5)	4.2% (2)	0.0% (0)	0.0% (0)	48
NPCC	70.2% (33)	19.1% (9)	4.3% (2)	4.3% (2)	2.1% (1)	0.0% (0)	47
RFC	54.5% (30)	14.5% (8)	14.5% (8)	12.7% (7)	1.8% (1)	1.8% (1)	55
SERC	66.0% (33)	22.0% (11)	8.0% (4)	2.0% (1)	2.0% (1)	0.0% (0)	50
SPP	48.2% (27)	33.9% (19)	7.1% (4)	7.1% (4)	1.8% (1)	1.8% (1)	56
TRE	74.4% (32)	16.3% (7)	4.7% (2)	4.7% (2)	0.0% (0)	0.0% (0)	43
WECC	40.0% (28)	25.7% (18)	20.0% (14)	8.6% (6)	4.3% (3)	1.4% (1)	70
					Comments and recommendations:		39
					<i>answered question</i>		127
					<i>skipped question</i>		15

15. Staff conducts the audit in a professional, thorough, and efficient manner.							
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	42.5% (48)	31.0% (35)	13.3% (15)	13.3% (15)	0.0% (0)	0.0% (0)	113
FRCC	90.7% (39)	4.7% (2)	2.3% (1)	2.3% (1)	0.0% (0)	0.0% (0)	43
MRO	74.0% (37)	16.0% (8)	8.0% (4)	2.0% (1)	0.0% (0)	0.0% (0)	50
NPCC	78.7% (37)	21.3% (10)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	47
RFC	61.4% (35)	17.5% (10)	10.5% (6)	7.0% (4)	3.5% (2)	0.0% (0)	57
SERC	69.2% (36)	23.1% (12)	5.8% (3)	0.0% (0)	1.9% (1)	0.0% (0)	52
SPP	64.9% (37)	24.6% (14)	5.3% (3)	3.5% (2)	0.0% (0)	1.8% (1)	57
TRE	79.1% (34)	16.3% (7)	4.7% (2)	0.0% (0)	0.0% (0)	0.0% (0)	43
WECC	65.3% (47)	20.8% (15)	8.3% (6)	5.6% (4)	0.0% (0)	0.0% (0)	72
						Comments and recommendations:	46
						<i>answered question</i>	126
						<i>skipped question</i>	16

16. Provides timely feedback and reports to responsible entities, including prompt identification of possible violations of reliability standards.							
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	45.9% (51)	20.7% (23)	9.0% (10)	12.6% (14)	10.8% (12)	0.9% (1)	111
FRCC	88.1% (37)	4.8% (2)	2.4% (1)	4.8% (2)	0.0% (0)	0.0% (0)	42
MRO	70.6% (36)	13.7% (7)	7.8% (4)	3.9% (2)	3.9% (2)	0.0% (0)	51
NPCC	73.9% (34)	21.7% (10)	0.0% (0)	4.3% (2)	0.0% (0)	0.0% (0)	46
RFC	61.1% (33)	18.5% (10)	1.9% (1)	13.0% (7)	3.7% (2)	1.9% (1)	54
SERC	67.3% (35)	21.2% (11)	3.8% (2)	7.7% (4)	0.0% (0)	0.0% (0)	52
SPP	61.4% (35)	26.3% (15)	3.5% (2)	5.3% (3)	1.8% (1)	1.8% (1)	57
TRE	79.1% (34)	16.3% (7)	2.3% (1)	2.3% (1)	0.0% (0)	0.0% (0)	43
WECC	43.7% (31)	12.7% (9)	4.2% (3)	11.3% (8)	11.3% (8)	16.9% (12)	71
						Comments and recommendations:	42
						<i>answered question</i>	126
						<i>skipped question</i>	16

17. Processes violations to a final state in a timely manner.								
		NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
	NERC	50.0% (57)	9.6% (11)	4.4% (5)	17.5% (20)	9.6% (11)	8.8% (10)	114
	FRCC	93.0% (40)	2.3% (1)	0.0% (0)	0.0% (0)	2.3% (1)	2.3% (1)	43
	MRO	78.4% (40)	7.8% (4)	0.0% (0)	9.8% (5)	0.0% (0)	3.9% (2)	51
	NPCC	84.4% (38)	11.1% (5)	0.0% (0)	2.2% (1)	0.0% (0)	2.2% (1)	45
	RFC	71.4% (40)	5.4% (3)	1.8% (1)	14.3% (8)	1.8% (1)	5.4% (3)	56
	SERC	71.7% (38)	17.0% (9)	1.9% (1)	5.7% (3)	1.9% (1)	1.9% (1)	53
	SPP	75.0% (42)	8.9% (5)	1.8% (1)	7.1% (4)	3.6% (2)	3.6% (2)	56
	TRE	88.1% (37)	7.1% (3)	2.4% (1)	0.0% (0)	0.0% (0)	2.4% (1)	42
	WECC	56.2% (41)	4.1% (3)	2.7% (2)	16.4% (12)	4.1% (3)	16.4% (12)	73
					Comments and recommendations:			44
						<i>answered question</i>		126
						<i>skipped question</i>		16

18. Is effective in encouraging registered entities to conduct internal self-assessments of compliance and to self-report possible violations in a timely manner.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	6.4% (7)	41.8% (46)	31.8% (35)	10.9% (12)	9.1% (10)	0.0% (0)	110
FRCC	79.1% (34)	9.3% (4)	4.7% (2)	4.7% (2)	2.3% (1)	0.0% (0)	43
MRO	60.8% (31)	17.6% (9)	9.8% (5)	7.8% (4)	3.9% (2)	0.0% (0)	51
NPCC	63.0% (29)	19.6% (9)	13.0% (6)	4.3% (2)	0.0% (0)	0.0% (0)	46
RFC	50.9% (28)	21.8% (12)	9.1% (5)	14.5% (8)	1.8% (1)	1.8% (1)	55
SERC	55.8% (29)	30.8% (16)	7.7% (4)	5.8% (3)	0.0% (0)	0.0% (0)	52
SPP	45.6% (26)	36.8% (21)	10.5% (6)	3.5% (2)	1.8% (1)	1.8% (1)	57
TRE	65.1% (28)	20.9% (9)	7.0% (3)	4.7% (2)	2.3% (1)	0.0% (0)	43
WECC	34.2% (25)	30.1% (22)	20.5% (15)	11.0% (8)	2.7% (2)	1.4% (1)	73
					Comments and recommendations:		31
					<i>answered question</i>		126
					<i>skipped question</i>		16

19. NERC "Sanctions Guidelines" are understandable and in conjunction with the Violation Risk Factors and Violation Severity Levels for individual Standards, clearly communicate the likely range of financial penalty that will be imposed for violations of specific requirements of reliability standards.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	10.3% (12)	18.1% (21)	16.4% (19)	20.7% (24)	25.0% (29)	9.5% (11)	116
FRCC	88.1% (37)	7.1% (3)	0.0% (0)	4.8% (2)	0.0% (0)	0.0% (0)	42
MRO	72.9% (35)	8.3% (4)	6.3% (3)	4.2% (2)	6.3% (3)	2.1% (1)	48
NPCC	73.3% (33)	6.7% (3)	11.1% (5)	6.7% (3)	0.0% (0)	2.2% (1)	45
RFC	70.6% (36)	5.9% (3)	2.0% (1)	11.8% (6)	3.9% (2)	5.9% (3)	51
SERC	72.0% (36)	8.0% (4)	6.0% (3)	8.0% (4)	4.0% (2)	2.0% (1)	50
SPP	60.4% (32)	15.1% (8)	3.8% (2)	9.4% (5)	7.5% (4)	3.8% (2)	53
TRE	76.2% (32)	11.9% (5)	2.4% (1)	4.8% (2)	2.4% (1)	2.4% (1)	42
WECC	49.3% (34)	14.5% (10)	8.7% (6)	17.4% (12)	5.8% (4)	4.3% (3)	69
					Comments and recommendations:		42
					<i>answered question</i>		126
					<i>skipped question</i>		16

20. Penalties and sanctions bear a reasonable relation to the seriousness of the violation and the potential consequences to the reliability of the bulk power system, and consider the entity's timely remedial efforts (or lack thereof) and the quality of the entity's overall compliance efforts.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	26.5% (30)	10.6% (12)	15.9% (18)	23.0% (26)	16.8% (19)	7.1% (8)	113
FRCC	88.1% (37)	4.8% (2)	0.0% (0)	2.4% (1)	4.8% (2)	0.0% (0)	42
MRO	72.9% (35)	8.3% (4)	4.2% (2)	6.3% (3)	4.2% (2)	4.2% (2)	48
NPCC	72.7% (32)	4.5% (2)	6.8% (3)	9.1% (4)	4.5% (2)	2.3% (1)	44
RFC	69.2% (36)	3.8% (2)	5.8% (3)	15.4% (8)	1.9% (1)	3.8% (2)	52
SERC	72.0% (36)	4.0% (2)	12.0% (6)	6.0% (3)	4.0% (2)	2.0% (1)	50
SPP	69.8% (37)	9.4% (5)	5.7% (3)	9.4% (5)	5.7% (3)	0.0% (0)	53
TRE	78.6% (33)	7.1% (3)	7.1% (3)	4.8% (2)	2.4% (1)	0.0% (0)	42
WECC	53.5% (38)	11.3% (8)	5.6% (4)	19.7% (14)	7.0% (5)	2.8% (2)	71
				Comments and recommendations:			45
				<i>answered question</i>			123
				<i>skipped question</i>			19

21. Is effective in ensuring that a responsible entity that has violated a reliability standard develops and timely executes a mitigation plan that will (i) remedy the cause of the violation and (ii) prevent similar recurrences.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	37.5% (42)	18.8% (21)	17.9% (20)	18.8% (21)	6.3% (7)	0.9% (1)	112
FRCC	87.8% (36)	9.8% (4)	0.0% (0)	2.4% (1)	0.0% (0)	0.0% (0)	41
MRO	71.4% (35)	12.2% (6)	10.2% (5)	4.1% (2)	0.0% (0)	2.0% (1)	49
NPCC	77.3% (34)	11.4% (5)	6.8% (3)	0.0% (0)	2.3% (1)	2.3% (1)	44
RFC	63.0% (34)	14.8% (8)	3.7% (2)	11.1% (6)	5.6% (3)	1.9% (1)	54
SERC	73.5% (36)	20.4% (10)	2.0% (1)	2.0% (1)	0.0% (0)	2.0% (1)	49
SPP	73.6% (39)	17.0% (9)	1.9% (1)	3.8% (2)	1.9% (1)	1.9% (1)	53
TRE	85.7% (36)	14.3% (6)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	42
WECC	52.2% (36)	17.4% (12)	14.5% (10)	8.7% (6)	2.9% (2)	4.3% (3)	69
						Comments and recommendations:	31
						<i>answered question</i>	125
						<i>skipped question</i>	17

22. Utilizes electronic tools and forms that provide for clear, effective, and efficient submittal and handling of compliance information.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	25.0% (27)	25.9% (28)	21.3% (23)	18.5% (20)	7.4% (8)	1.9% (2)	108
FRCC	81.4% (35)	7.0% (3)	2.3% (1)	7.0% (3)	2.3% (1)	0.0% (0)	43
MRO	62.7% (32)	13.7% (7)	13.7% (7)	7.8% (4)	2.0% (1)	0.0% (0)	51
NPCC	65.2% (30)	15.2% (7)	13.0% (6)	4.3% (2)	2.2% (1)	0.0% (0)	46
RFC	50.0% (28)	14.3% (8)	16.1% (9)	14.3% (8)	5.4% (3)	0.0% (0)	56
SERC	53.8% (28)	23.1% (12)	15.4% (8)	3.8% (2)	1.9% (1)	1.9% (1)	52
SPP	43.9% (25)	24.6% (14)	14.0% (8)	10.5% (6)	5.3% (3)	1.8% (1)	57
TRE	67.4% (29)	9.3% (4)	14.0% (6)	7.0% (3)	2.3% (1)	0.0% (0)	43
WECC	34.7% (25)	20.8% (15)	20.8% (15)	13.9% (10)	6.9% (5)	2.8% (2)	72
						Comments and recommendations:	44
						<i>answered question</i>	125
						<i>skipped question</i>	17

23. Provides clear options to owners, operators and users of the bulk power system to dispute alleged violations of reliability standards, proposed penalties and sanctions, proposed components of mitigation plans, and remedial action directives.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	31.0% (35)	23.0% (26)	15.9% (18)	22.1% (25)	7.1% (8)	0.9% (1)	113
FRCC	85.7% (36)	4.8% (2)	2.4% (1)	7.1% (3)	0.0% (0)	0.0% (0)	42
MRO	70.0% (35)	12.0% (6)	10.0% (5)	4.0% (2)	4.0% (2)	0.0% (0)	50
NPCC	77.8% (35)	11.1% (5)	2.2% (1)	6.7% (3)	2.2% (1)	0.0% (0)	45
RFC	63.0% (34)	14.8% (8)	7.4% (4)	11.1% (6)	1.9% (1)	1.9% (1)	54
SERC	70.6% (36)	15.7% (8)	5.9% (3)	5.9% (3)	2.0% (1)	0.0% (0)	51
SPP	68.5% (37)	16.7% (9)	0.0% (0)	9.3% (5)	1.9% (1)	3.7% (2)	54
TRE	81.0% (34)	9.5% (4)	2.4% (1)	4.8% (2)	0.0% (0)	2.4% (1)	42
WECC	48.6% (34)	18.6% (13)	11.4% (8)	18.6% (13)	1.4% (1)	1.4% (1)	70
						Comments and recommendations:	34
						<i>answered question</i>	125
						<i>skipped question</i>	17

24. Conduct of compliance inquiries and investigations by staff is professional, thorough, and efficient.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	39.8% (45)	21.2% (24)	13.3% (15)	15.9% (18)	8.0% (9)	1.8% (2)	113
FRCC	90.5% (38)	4.8% (2)	4.8% (2)	0.0% (0)	0.0% (0)	0.0% (0)	42
MRO	72.0% (36)	10.0% (5)	12.0% (6)	2.0% (1)	2.0% (1)	2.0% (1)	50
NPCC	80.0% (36)	15.6% (7)	2.2% (1)	0.0% (0)	2.2% (1)	0.0% (0)	45
RFC	65.5% (36)	14.5% (8)	5.5% (3)	10.9% (6)	3.6% (2)	0.0% (0)	55
SERC	72.5% (37)	15.7% (8)	7.8% (4)	2.0% (1)	2.0% (1)	0.0% (0)	51
SPP	60.7% (34)	26.8% (15)	3.6% (2)	5.4% (3)	1.8% (1)	1.8% (1)	56
TRE	76.2% (32)	14.3% (6)	7.1% (3)	2.4% (1)	0.0% (0)	0.0% (0)	42
WECC	57.1% (40)	18.6% (13)	11.4% (8)	8.6% (6)	4.3% (3)	0.0% (0)	70
						Comments and recommendations:	30
						<i>answered question</i>	126
						<i>skipped question</i>	16

25. Comments and recommendations:	
	Response Count
	31
<i>answered question</i>	31
<i>skipped question</i>	111

Organization Registration

26. Has established clear and adequate criteria to determine which owners, operators, and users of the bulk power system perform certain reliability functions and should therefore be registered as responsible for complying with reliability standards applicable to those reliability functions.							
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	5.2% (6)	20.7% (24)	26.7% (31)	13.8% (16)	23.3% (27)	10.3% (12)	116
FRCC	89.2% (33)	2.7% (1)	0.0% (0)	2.7% (1)	5.4% (2)	0.0% (0)	37
MRO	76.2% (32)	7.1% (3)	9.5% (4)	2.4% (1)	4.8% (2)	0.0% (0)	42
NPCC	76.9% (30)	2.6% (1)	7.7% (3)	5.1% (2)	5.1% (2)	2.6% (1)	39
RFC	68.8% (33)	4.2% (2)	6.3% (3)	8.3% (4)	10.4% (5)	2.1% (1)	48
SERC	63.0% (29)	10.9% (5)	15.2% (7)	6.5% (3)	2.2% (1)	2.2% (1)	46
SPP	62.2% (28)	13.3% (6)	8.9% (4)	2.2% (1)	8.9% (4)	4.4% (2)	45
TRE	78.9% (30)	2.6% (1)	5.3% (2)	5.3% (2)	2.6% (1)	5.3% (2)	38
WECC	44.8% (26)	10.3% (6)	19.0% (11)	3.4% (2)	10.3% (6)	12.1% (7)	58
						Comments and recommendations:	49
						<i>answered question</i>	123
						<i>skipped question</i>	19

27. The registration process is an effective means of providing due notice to bulk power system owners, operators, and users that they are responsible for complying with mandatory reliability standards.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	5.2% (6)	39.7% (46)	25.0% (29)	15.5% (18)	11.2% (13)	3.4% (4)	116
FRCC	89.2% (33)	2.7% (1)	2.7% (1)	5.4% (2)	0.0% (0)	0.0% (0)	37
MRO	73.8% (31)	16.7% (7)	4.8% (2)	2.4% (1)	2.4% (1)	0.0% (0)	42
NPCC	78.9% (30)	5.3% (2)	13.2% (5)	2.6% (1)	0.0% (0)	0.0% (0)	38
RFC	63.8% (30)	12.8% (6)	8.5% (4)	10.6% (5)	2.1% (1)	2.1% (1)	47
SERC	60.0% (27)	20.0% (9)	13.3% (6)	4.4% (2)	2.2% (1)	0.0% (0)	45
SPP	57.8% (26)	31.1% (14)	2.2% (1)	2.2% (1)	6.7% (3)	0.0% (0)	45
TRE	69.4% (25)	13.9% (5)	8.3% (3)	2.8% (1)	5.6% (2)	0.0% (0)	36
WECC	43.1% (25)	19.0% (11)	10.3% (6)	15.5% (9)	8.6% (5)	3.4% (2)	58
						Comments and recommendations:	30
						<i>answered question</i>	123
						<i>skipped question</i>	19

28. The registration process is effective in addressing situations in which compliance responsibilities are shared among entities, such as through the use of the Joint Registration Procedure.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	23.1% (27)	18.8% (22)	12.8% (15)	22.2% (26)	17.9% (21)	5.1% (6)	117
FRCC	89.2% (33)	2.7% (1)	5.4% (2)	0.0% (0)	2.7% (1)	0.0% (0)	37
MRO	75.6% (31)	12.2% (5)	2.4% (1)	2.4% (1)	7.3% (3)	0.0% (0)	41
NPCC	86.8% (33)	2.6% (1)	7.9% (3)	0.0% (0)	2.6% (1)	0.0% (0)	38
RFC	68.9% (31)	6.7% (3)	11.1% (5)	6.7% (3)	6.7% (3)	0.0% (0)	45
SERC	72.7% (32)	11.4% (5)	6.8% (3)	4.5% (2)	4.5% (2)	0.0% (0)	44
SPP	72.3% (34)	10.6% (5)	2.1% (1)	8.5% (4)	6.4% (3)	0.0% (0)	47
TRE	81.1% (30)	5.4% (2)	5.4% (2)	0.0% (0)	8.1% (3)	0.0% (0)	37
WECC	56.5% (35)	8.1% (5)	9.7% (6)	11.3% (7)	11.3% (7)	3.2% (2)	62
						Comments and recommendations:	33
						<i>answered question</i>	123
						<i>skipped question</i>	19

29. The registration process is effective for registered entities performing functions across more than one region.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	54.3% (63)	15.5% (18)	8.6% (10)	14.7% (17)	4.3% (5)	2.6% (3)	116
FRCC	89.2% (33)	0.0% (0)	2.7% (1)	2.7% (1)	2.7% (1)	2.7% (1)	37
MRO	73.8% (31)	9.5% (4)	2.4% (1)	7.1% (3)	4.8% (2)	2.4% (1)	42
NPCC	82.1% (32)	2.6% (1)	7.7% (3)	2.6% (1)	2.6% (1)	2.6% (1)	39
RFC	68.9% (31)	8.9% (4)	11.1% (5)	6.7% (3)	2.2% (1)	2.2% (1)	45
SERC	72.7% (32)	11.4% (5)	6.8% (3)	4.5% (2)	2.3% (1)	2.3% (1)	44
SPP	75.0% (33)	6.8% (3)	6.8% (3)	4.5% (2)	4.5% (2)	2.3% (1)	44
TRE	75.7% (28)	5.4% (2)	10.8% (4)	2.7% (1)	2.7% (1)	2.7% (1)	37
WECC	82.0% (50)	1.6% (1)	3.3% (2)	6.6% (4)	4.9% (3)	1.6% (1)	61
						Comments and recommendations:	25
						<i>answered question</i>	124
						<i>skipped question</i>	18

30. The registration process is effective for addressing joint registration by entities with shared or delegated compliance responsibilities.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	35.4% (40)	13.3% (15)	9.7% (11)	18.6% (21)	19.5% (22)	3.5% (4)	113
FRCC	91.7% (33)	0.0% (0)	0.0% (0)	5.6% (2)	2.8% (1)	0.0% (0)	36
MRO	73.8% (31)	7.1% (3)	2.4% (1)	7.1% (3)	9.5% (4)	0.0% (0)	42
NPCC	86.8% (33)	0.0% (0)	2.6% (1)	5.3% (2)	5.3% (2)	0.0% (0)	38
RFC	73.9% (34)	4.3% (2)	4.3% (2)	10.9% (5)	4.3% (2)	2.2% (1)	46
SERC	80.0% (36)	6.7% (3)	0.0% (0)	6.7% (3)	6.7% (3)	0.0% (0)	45
SPP	81.8% (36)	6.8% (3)	0.0% (0)	9.1% (4)	2.3% (1)	0.0% (0)	44
TRE	86.1% (31)	2.8% (1)	0.0% (0)	5.6% (2)	2.8% (1)	2.8% (1)	36
WECC	66.7% (40)	3.3% (2)	3.3% (2)	15.0% (9)	8.3% (5)	3.3% (2)	60
						Comments and recommendations:	28
						<i>answered question</i>	122
						<i>skipped question</i>	20

31. Comments and recommendations:

	Response Count
	13
<i>answered question</i>	13
<i>skipped question</i>	129

Reliability Assessment

32. Is effective in performing accurate and independent assessments of the future reliability and adequacy of the bulk power system, and addressing in its reports substantive and timely issues that may impact future reliability.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	15.9% (18)	17.7% (20)	24.8% (28)	35.4% (40)	4.4% (5)	1.8% (2)	113	
FRCC	92.5% (37)	5.0% (2)	2.5% (1)	0.0% (0)	0.0% (0)	0.0% (0)	40	
MRO	77.8% (35)	6.7% (3)	8.9% (4)	6.7% (3)	0.0% (0)	0.0% (0)	45	
NPCC	78.6% (33)	14.3% (6)	2.4% (1)	4.8% (2)	0.0% (0)	0.0% (0)	42	
RFC	67.3% (33)	8.2% (4)	8.2% (4)	14.3% (7)	2.0% (1)	0.0% (0)	49	
SERC	71.7% (33)	13.0% (6)	2.2% (1)	13.0% (6)	0.0% (0)	0.0% (0)	46	
SPP	65.3% (32)	14.3% (7)	4.1% (2)	12.2% (6)	0.0% (0)	4.1% (2)	49	
TRE	82.9% (34)	7.3% (3)	2.4% (1)	4.9% (2)	0.0% (0)	2.4% (1)	41	
WECC	57.1% (36)	14.3% (9)	12.7% (8)	11.1% (7)	3.2% (2)	1.6% (1)	63	
Comments and recommendations:							30	
<i>answered question</i>							121	
<i>skipped question</i>							21	

33. NERC is effective in reviewing, analyzing and reporting on regional self-assessments of electric supply and bulk power transmission reliability, including reliability issues of specific regional concern (applies to NERC only).

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	23.9% (28)	19.7% (23)	16.2% (19)	29.1% (34)	10.3% (12)	0.9% (1)	117
Comments and recommendations:							18
<i>answered question</i>							117
<i>skipped question</i>							25

34. Communicates the essential messages of its reliability assessments to stakeholders, regulators and policy makers, and the public, so as to effectively advocate for actions that are necessary or appropriate to ensure future adequacy and reliability of the bulk power system.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	9.7% (11)	26.5% (30)	30.1% (34)	23.0% (26)	8.8% (10)	1.8% (2)	113
FRCC	86.8% (33)	5.3% (2)	2.6% (1)	2.6% (1)	2.6% (1)	0.0% (0)	38
MRO	72.1% (31)	9.3% (4)	9.3% (4)	4.7% (2)	4.7% (2)	0.0% (0)	43
NPCC	71.8% (28)	10.3% (4)	15.4% (6)	2.6% (1)	0.0% (0)	0.0% (0)	39
RFC	63.8% (30)	8.5% (4)	10.6% (5)	17.0% (8)	0.0% (0)	0.0% (0)	47
SERC	65.9% (29)	13.6% (6)	11.4% (5)	4.5% (2)	0.0% (0)	4.5% (2)	44
SPP	53.1% (26)	22.4% (11)	16.3% (8)	6.1% (3)	0.0% (0)	2.0% (1)	49
TRE	76.3% (29)	7.9% (3)	10.5% (4)	5.3% (2)	0.0% (0)	0.0% (0)	38
WECC	45.0% (27)	20.0% (12)	13.3% (8)	11.7% (7)	6.7% (4)	3.3% (2)	60
						Comments and recommendations:	21
						<i>answered question</i>	119
						<i>skipped question</i>	23

35. Comments and recommendations:

	Response Count
	14
<i>answered question</i>	14
<i>skipped question</i>	128

Performance Analysis and Metrics

36. Has developed and is publishing and disseminating information on performance metrics and benchmarks that are useful to observing and understanding trends in the reliability of the bulk power system and in the reliability performance of users, owners and operators, and in highlighting areas for improvement.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	14.9% (17)	18.4% (21)	15.8% (18)	25.4% (29)	21.1% (24)	4.4% (5)	114	
FRCC	89.5% (34)	2.6% (1)	0.0% (0)	7.9% (3)	0.0% (0)	0.0% (0)	38	
MRO	79.1% (34)	9.3% (4)	0.0% (0)	4.7% (2)	7.0% (3)	0.0% (0)	43	
NPCC	80.5% (33)	7.3% (3)	2.4% (1)	9.8% (4)	0.0% (0)	0.0% (0)	41	
RFC	70.8% (34)	8.3% (4)	0.0% (0)	12.5% (6)	6.3% (3)	2.1% (1)	48	
SERC	73.3% (33)	11.1% (5)	4.4% (2)	4.4% (2)	6.7% (3)	0.0% (0)	45	
SPP	60.0% (30)	16.0% (8)	4.0% (2)	10.0% (5)	8.0% (4)	2.0% (1)	50	
TRE	79.5% (31)	10.3% (4)	2.6% (1)	5.1% (2)	2.6% (1)	0.0% (0)	39	
WECC	49.2% (31)	15.9% (10)	7.9% (5)	12.7% (8)	11.1% (7)	3.2% (2)	63	
						Comments and recommendations:	31	
						<i>answered question</i>	119	
						<i>skipped question</i>	23	

Training, Education and Personnel Certification

37. Has developed and implemented training and education programs on the requirements of reliability standards and the actions and documentation needed to demonstrate compliance and other topics to facilitate compliance and promote reliability of the bulk power system.							
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	11.6% (13)	17.0% (19)	24.1% (27)	20.5% (23)	20.5% (23)	6.3% (7)	112
FRCC	78.9% (30)	2.6% (1)	2.6% (1)	5.3% (2)	10.5% (4)	0.0% (0)	38
MRO	60.0% (27)	6.7% (3)	6.7% (3)	11.1% (5)	13.3% (6)	2.2% (1)	45
NPCC	65.0% (26)	7.5% (3)	17.5% (7)	2.5% (1)	5.0% (2)	2.5% (1)	40
RFC	52.0% (26)	6.0% (3)	10.0% (5)	12.0% (6)	16.0% (8)	4.0% (2)	50
SERC	53.2% (25)	17.0% (8)	19.1% (9)	4.3% (2)	4.3% (2)	2.1% (1)	47
SPP	45.3% (24)	30.2% (16)	13.2% (7)	5.7% (3)	3.8% (2)	1.9% (1)	53
TRE	71.1% (27)	10.5% (4)	7.9% (3)	5.3% (2)	5.3% (2)	0.0% (0)	38
WECC	33.3% (22)	13.6% (9)	25.8% (17)	18.2% (12)	9.1% (6)	0.0% (0)	66
					Comments and recommendations:		43
					<i>answered question</i>		122
					<i>skipped question</i>		20

38. Has established and implemented an effective program for issuing certification credentials to, and maintenance of the certification credentials by, operating personnel of owners, operators and users of the bulk power system (applies to NERC only, unless Region has a personnel certification program).

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	33.9% (38)	28.6% (32)	15.2% (17)	16.1% (18)	6.3% (7)	0.0% (0)	112
FRCC	94.1% (32)	2.9% (1)	0.0% (0)	0.0% (0)	2.9% (1)	0.0% (0)	34
MRO	91.9% (34)	8.1% (3)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	37
NPCC	97.1% (34)	2.9% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	35
RFC	88.6% (39)	4.5% (2)	2.3% (1)	4.5% (2)	0.0% (0)	0.0% (0)	44
SERC	86.8% (33)	13.2% (5)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	38
SPP	78.0% (32)	17.1% (7)	2.4% (1)	2.4% (1)	0.0% (0)	0.0% (0)	41
TRE	91.4% (32)	5.7% (2)	2.9% (1)	0.0% (0)	0.0% (0)	0.0% (0)	35
WECC	79.2% (38)	10.4% (5)	0.0% (0)	8.3% (4)	2.1% (1)	0.0% (0)	48
				Comments and recommendations:			22
					<i>answered question</i>		117
					<i>skipped question</i>		25

39. Has established and implemented a program to promote quality and improvements in continuing education and training programs offered by owners, operators and users of the bulk power system to their operating personnel, including developing and maintaining a process to approve continuing education and training providers by establishing requirements for, and conducting periodic audits of, such providers and activities.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	25.9% (29)	26.8% (30)	17.0% (19)	22.3% (25)	7.1% (8)	0.9% (1)	112
FRCC	86.1% (31)	5.6% (2)	0.0% (0)	5.6% (2)	2.8% (1)	0.0% (0)	36
MRO	76.9% (30)	7.7% (3)	2.6% (1)	2.6% (1)	10.3% (4)	0.0% (0)	39
NPCC	83.8% (31)	5.4% (2)	2.7% (1)	2.7% (1)	5.4% (2)	0.0% (0)	37
RFC	73.3% (33)	6.7% (3)	6.7% (3)	8.9% (4)	2.2% (1)	2.2% (1)	45
SERC	73.2% (30)	14.6% (6)	4.9% (2)	4.9% (2)	2.4% (1)	0.0% (0)	41
SPP	59.6% (28)	25.5% (12)	6.4% (3)	4.3% (2)	2.1% (1)	2.1% (1)	47
TRE	80.6% (29)	8.3% (3)	5.6% (2)	2.8% (1)	2.8% (1)	0.0% (0)	36
WECC	58.2% (32)	12.7% (7)	7.3% (4)	16.4% (9)	5.5% (3)	0.0% (0)	55
						Comments and recommendations:	25
						<i>answered question</i>	118
						<i>skipped question</i>	24

40. Comments and recommendations:

	Response Count
	9
<i>answered question</i>	9
<i>skipped question</i>	133

Event Analysis

41. Develops and disseminates timely and useful information on system events that occur on the bulk power system, including information on root causes and lessons learned that is helpful to owners, operators and users in taking steps to prevent recurrence.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	12.6% (14)	20.7% (23)	23.4% (26)	24.3% (27)	14.4% (16)	4.5% (5)	111	
FRCC	81.6% (31)	5.3% (2)	10.5% (4)	2.6% (1)	0.0% (0)	0.0% (0)	38	
MRO	70.7% (29)	4.9% (2)	9.8% (4)	12.2% (5)	0.0% (0)	2.4% (1)	41	
NPCC	74.4% (29)	5.1% (2)	15.4% (6)	2.6% (1)	0.0% (0)	2.6% (1)	39	
RFC	64.6% (31)	4.2% (2)	12.5% (6)	10.4% (5)	8.3% (4)	0.0% (0)	48	
SERC	67.4% (29)	9.3% (4)	16.3% (7)	4.7% (2)	2.3% (1)	0.0% (0)	43	
SPP	63.3% (31)	10.2% (5)	12.2% (6)	12.2% (6)	2.0% (1)	0.0% (0)	49	
TRE	69.2% (27)	10.3% (4)	12.8% (5)	5.1% (2)	2.6% (1)	0.0% (0)	39	
WECC	47.5% (29)	19.7% (12)	19.7% (12)	8.2% (5)	4.9% (3)	0.0% (0)	61	
						Comments and recommendations:	30	
						<i>answered question</i>	119	
						<i>skipped question</i>	23	

42. Develops and disseminates timely and useful alerts on risks and uncertainties potentially affecting reliable operation of the bulk power system, that are helpful to owners, operators and users in taking steps to preserve or improve reliability.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	6.1% (7)	25.2% (29)	27.0% (31)	28.7% (33)	7.8% (9)	5.2% (6)	115
FRCC	83.8% (31)	2.7% (1)	5.4% (2)	2.7% (1)	5.4% (2)	0.0% (0)	37
MRO	78.0% (32)	4.9% (2)	7.3% (3)	7.3% (3)	2.4% (1)	0.0% (0)	41
NPCC	74.4% (29)	2.6% (1)	12.8% (5)	7.7% (3)	2.6% (1)	0.0% (0)	39
RFC	70.2% (33)	2.1% (1)	10.6% (5)	10.6% (5)	6.4% (3)	0.0% (0)	47
SERC	69.8% (30)	7.0% (3)	11.6% (5)	7.0% (3)	4.7% (2)	0.0% (0)	43
SPP	63.3% (31)	16.3% (8)	8.2% (4)	8.2% (4)	4.1% (2)	0.0% (0)	49
TRE	71.1% (27)	10.5% (4)	7.9% (3)	5.3% (2)	5.3% (2)	0.0% (0)	38
WECC	45.0% (27)	18.3% (11)	16.7% (10)	15.0% (9)	5.0% (3)	0.0% (0)	60
						Comments and recommendations:	44
						<i>answered question</i>	121
						<i>skipped question</i>	21

43. Provides an effective means of tracking recommendations to ensure completion as needed to ensure reliability of the bulk power system.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	30.0% (33)	17.3% (19)	15.5% (17)	29.1% (32)	6.4% (7)	1.8% (2)	110
FRCC	91.9% (34)	5.4% (2)	0.0% (0)	2.7% (1)	0.0% (0)	0.0% (0)	37
MRO	80.5% (33)	4.9% (2)	7.3% (3)	2.4% (1)	4.9% (2)	0.0% (0)	41
NPCC	75.0% (30)	2.5% (1)	12.5% (5)	7.5% (3)	2.5% (1)	0.0% (0)	40
RFC	76.6% (36)	2.1% (1)	4.3% (2)	14.9% (7)	2.1% (1)	0.0% (0)	47
SERC	79.1% (34)	4.7% (2)	4.7% (2)	7.0% (3)	4.7% (2)	0.0% (0)	43
SPP	68.0% (34)	14.0% (7)	12.0% (6)	6.0% (3)	0.0% (0)	0.0% (0)	50
TRE	76.9% (30)	7.7% (3)	5.1% (2)	7.7% (3)	2.6% (1)	0.0% (0)	39
WECC	52.5% (32)	8.2% (5)	19.7% (12)	18.0% (11)	1.6% (1)	0.0% (0)	61
				Comments and recommendations:			20
						<i>answered question</i>	118
						<i>skipped question</i>	24

44. Comments and recommendations:

	Response Count
	12
<i>answered question</i>	12
<i>skipped question</i>	130

Critical Infrastructure Protection

45. Has been effective as a leader and facilitator of the industry's efforts to identify and protect bulk power system critical infrastructure, including by identifying and publicizing threats to critical infrastructure.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	7.8% (9)	22.4% (26)	31.9% (37)	26.7% (31)	9.5% (11)	1.7% (2)	116	
FRCC	89.5% (34)	2.6% (1)	0.0% (0)	5.3% (2)	2.6% (1)	0.0% (0)	38	
MRO	81.0% (34)	7.1% (3)	2.4% (1)	4.8% (2)	4.8% (2)	0.0% (0)	42	
NPCC	80.0% (32)	7.5% (3)	5.0% (2)	5.0% (2)	2.5% (1)	0.0% (0)	40	
RFC	75.0% (36)	6.3% (3)	6.3% (3)	12.5% (6)	0.0% (0)	0.0% (0)	48	
SERC	75.0% (33)	13.6% (6)	6.8% (3)	2.3% (1)	2.3% (1)	0.0% (0)	44	
SPP	63.3% (31)	20.4% (10)	10.2% (5)	6.1% (3)	0.0% (0)	0.0% (0)	49	
TRE	81.6% (31)	7.9% (3)	2.6% (1)	7.9% (3)	0.0% (0)	0.0% (0)	38	
WECC	46.8% (29)	11.3% (7)	22.6% (14)	14.5% (9)	3.2% (2)	1.6% (1)	62	
						Comments and recommendations:	28	
						<i>answered question</i>	120	
						<i>skipped question</i>	22	

46. Provides cyber security alerts that are effective for notifying bulk power system owners, operators, and users of vulnerabilities and actions to address those vulnerabilities.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	7.8% (9)	31.0% (36)	26.7% (31)	19.0% (22)	11.2% (13)	4.3% (5)	116
FRCC	86.8% (33)	5.3% (2)	2.6% (1)	2.6% (1)	2.6% (1)	0.0% (0)	38
MRO	78.6% (33)	7.1% (3)	2.4% (1)	9.5% (4)	2.4% (1)	0.0% (0)	42
NPCC	75.6% (31)	9.8% (4)	7.3% (3)	2.4% (1)	4.9% (2)	0.0% (0)	41
RFC	70.8% (34)	8.3% (4)	6.3% (3)	12.5% (6)	2.1% (1)	0.0% (0)	48
SERC	72.7% (32)	11.4% (5)	6.8% (3)	6.8% (3)	2.3% (1)	0.0% (0)	44
SPP	63.3% (31)	20.4% (10)	8.2% (4)	6.1% (3)	2.0% (1)	0.0% (0)	49
TRE	73.7% (28)	10.5% (4)	5.3% (2)	5.3% (2)	5.3% (2)	0.0% (0)	38
WECC	53.3% (32)	11.7% (7)	16.7% (10)	15.0% (9)	3.3% (2)	0.0% (0)	60
						Comments and recommendations:	39
						<i>answered question</i>	120
						<i>skipped question</i>	22

47. Provides useful guidance and information on how to comply with requirements of the CIP reliability standards.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	11.5% (13)	15.0% (17)	15.0% (17)	30.1% (34)	24.8% (28)	3.5% (4)	113
FRCC	89.5% (34)	2.6% (1)	0.0% (0)	5.3% (2)	2.6% (1)	0.0% (0)	38
MRO	78.6% (33)	4.8% (2)	0.0% (0)	11.9% (5)	2.4% (1)	2.4% (1)	42
NPCC	73.2% (30)	4.9% (2)	9.8% (4)	9.8% (4)	2.4% (1)	0.0% (0)	41
RFC	68.8% (33)	2.1% (1)	4.2% (2)	14.6% (7)	8.3% (4)	2.1% (1)	48
SERC	70.5% (31)	4.5% (2)	13.6% (6)	9.1% (4)	2.3% (1)	0.0% (0)	44
SPP	57.1% (28)	20.4% (10)	8.2% (4)	12.2% (6)	2.0% (1)	0.0% (0)	49
TRE	75.7% (28)	5.4% (2)	8.1% (3)	10.8% (4)	0.0% (0)	0.0% (0)	37
WECC	41.5% (27)	20.0% (13)	15.4% (10)	13.8% (9)	9.2% (6)	0.0% (0)	65
				Comments and recommendations:			39
					<i>answered question</i>		119
					<i>skipped question</i>		23

48. Comments and recommendations:

	Response Count
	14
<i>answered question</i>	14
<i>skipped question</i>	128

Situation Awareness

49. Provides useful information on system conditions in a timely manner to owners, operators and users and other interested entities during both normal and off-normal or emergency conditions.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	34.0% (36)	13.2% (14)	16.0% (17)	27.4% (29)	5.7% (6)	3.8% (4)	106	
FRCC	91.9% (34)	5.4% (2)	2.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)	37	
MRO	77.5% (31)	5.0% (2)	10.0% (4)	0.0% (0)	5.0% (2)	2.5% (1)	40	
NPCC	82.5% (33)	2.5% (1)	12.5% (5)	2.5% (1)	0.0% (0)	0.0% (0)	40	
RFC	78.7% (37)	2.1% (1)	6.4% (3)	10.6% (5)	2.1% (1)	0.0% (0)	47	
SERC	83.7% (36)	4.7% (2)	4.7% (2)	4.7% (2)	2.3% (1)	0.0% (0)	43	
SPP	64.0% (32)	14.0% (7)	12.0% (6)	8.0% (4)	0.0% (0)	2.0% (1)	50	
TRE	83.8% (31)	8.1% (3)	2.7% (1)	2.7% (1)	2.7% (1)	0.0% (0)	37	
WECC	50.0% (31)	9.7% (6)	19.4% (12)	19.4% (12)	1.6% (1)	0.0% (0)	62	
						Comments and recommendations:	27	
						<i>answered question</i>	114	
						<i>skipped question</i>	28	

Stakeholder Communications and Public Relations

50. Provides a public and/or non-public website that is useful in meeting stakeholder needs and provides easy access to information.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	2.6% (3)	27.8% (32)	34.8% (40)	24.3% (28)	8.7% (10)	1.7% (2)	115	
FRCC	81.6% (31)	5.3% (2)	7.9% (3)	5.3% (2)	0.0% (0)	0.0% (0)	38	
MRO	64.4% (29)	6.7% (3)	17.8% (8)	8.9% (4)	0.0% (0)	2.2% (1)	45	
NPCC	63.4% (26)	9.8% (4)	19.5% (8)	7.3% (3)	0.0% (0)	0.0% (0)	41	
RFC	51.0% (25)	8.2% (4)	24.5% (12)	14.3% (7)	2.0% (1)	0.0% (0)	49	
SERC	55.6% (25)	15.6% (7)	22.2% (10)	4.4% (2)	2.2% (1)	0.0% (0)	45	
SPP	46.2% (24)	26.9% (14)	9.6% (5)	9.6% (5)	7.7% (4)	0.0% (0)	52	
TRE	65.8% (25)	10.5% (4)	7.9% (3)	7.9% (3)	7.9% (3)	0.0% (0)	38	
WECC	29.2% (19)	23.1% (15)	23.1% (15)	16.9% (11)	6.2% (4)	1.5% (1)	65	
					Comments and recommendations:		38	
					<i>answered question</i>		119	
					<i>skipped question</i>		23	

51. Provides newsletters, conferences, and other stakeholder communications that are effective in providing stakeholders with useful and timely information regarding reliability and ERO/RE activities.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	8.0% (9)	33.0% (37)	33.0% (37)	21.4% (24)	4.5% (5)	0.0% (0)	112
FRCC	84.2% (32)	5.3% (2)	5.3% (2)	5.3% (2)	0.0% (0)	0.0% (0)	38
MRO	64.4% (29)	15.6% (7)	8.9% (4)	6.7% (3)	4.4% (2)	0.0% (0)	45
NPCC	68.3% (28)	12.2% (5)	14.6% (6)	4.9% (2)	0.0% (0)	0.0% (0)	41
RFC	51.0% (25)	12.2% (6)	26.5% (13)	10.2% (5)	0.0% (0)	0.0% (0)	49
SERC	55.6% (25)	22.2% (10)	15.6% (7)	6.7% (3)	0.0% (0)	0.0% (0)	45
SPP	46.2% (24)	32.7% (17)	15.4% (8)	5.8% (3)	0.0% (0)	0.0% (0)	52
TRE	66.7% (26)	15.4% (6)	10.3% (4)	7.7% (3)	0.0% (0)	0.0% (0)	39
WECC	35.4% (23)	30.8% (20)	21.5% (14)	9.2% (6)	3.1% (2)	0.0% (0)	65
						Comments and recommendations:	24
						<i>answered question</i>	118
						<i>skipped question</i>	24

52. Provides effective outreach to all jurisdictional stakeholders, including smaller entities with limited ability to travel to meetings and conferences.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	18.2% (20)	19.1% (21)	22.7% (25)	23.6% (26)	14.5% (16)	1.8% (2)	110
FRCC	86.5% (32)	5.4% (2)	5.4% (2)	2.7% (1)	0.0% (0)	0.0% (0)	37
MRO	74.4% (32)	7.0% (3)	7.0% (3)	9.3% (4)	2.3% (1)	0.0% (0)	43
NPCC	75.0% (30)	12.5% (5)	5.0% (2)	7.5% (3)	0.0% (0)	0.0% (0)	40
RFCC	63.8% (30)	12.8% (6)	12.8% (6)	8.5% (4)	2.1% (1)	0.0% (0)	47
SERC	66.7% (30)	15.6% (7)	11.1% (5)	6.7% (3)	0.0% (0)	0.0% (0)	45
SPP	53.1% (26)	20.4% (10)	12.2% (6)	4.1% (2)	10.2% (5)	0.0% (0)	49
TRE	76.3% (29)	13.2% (5)	5.3% (2)	2.6% (1)	2.6% (1)	0.0% (0)	38
WECC	35.9% (23)	18.8% (12)	18.8% (12)	14.1% (9)	12.5% (8)	0.0% (0)	64
				Comments and recommendations:			27
					<i>answered question</i>		119
					<i>skipped question</i>		23

53. Comments and recommendations:

	Response Count
	11
<i>answered question</i>	11
<i>skipped question</i>	131

Finance and Controls

54. Provides reasonable opportunity for members and other stakeholders to provide input in the annual budgeting process and takes member/stakeholder input into account in developing final budgets for submission to FERC.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	28.7% (31)	25.0% (27)	14.8% (16)	21.3% (23)	8.3% (9)	1.9% (2)	108	
FRCC	89.2% (33)	5.4% (2)	2.7% (1)	2.7% (1)	0.0% (0)	0.0% (0)	37	
MRO	75.0% (33)	11.4% (5)	4.5% (2)	4.5% (2)	2.3% (1)	2.3% (1)	44	
NPCC	81.6% (31)	10.5% (4)	2.6% (1)	5.3% (2)	0.0% (0)	0.0% (0)	38	
RFC	61.7% (29)	8.5% (4)	19.1% (9)	10.6% (5)	0.0% (0)	0.0% (0)	47	
SERC	76.7% (33)	9.3% (4)	9.3% (4)	4.7% (2)	0.0% (0)	0.0% (0)	43	
SPP	69.4% (34)	10.2% (5)	12.2% (6)	6.1% (3)	2.0% (1)	0.0% (0)	49	
TRE	81.1% (30)	8.1% (3)	8.1% (3)	2.7% (1)	0.0% (0)	0.0% (0)	37	
WECC	63.9% (39)	9.8% (6)	3.3% (2)	9.8% (6)	9.8% (6)	3.3% (2)	61	
						Comments and recommendations:	17	
						<i>answered question</i>	114	
						<i>skipped question</i>	28	

55. Operating costs are fairly allocated to bulk power system users.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	35.8% (38)	20.8% (22)	17.9% (19)	21.7% (23)	2.8% (3)	0.9% (1)	106
FRCC	83.8% (31)	10.8% (4)	2.7% (1)	2.7% (1)	0.0% (0)	0.0% (0)	37
MRO	79.1% (34)	7.0% (3)	4.7% (2)	9.3% (4)	0.0% (0)	0.0% (0)	43
NPCC	78.9% (30)	7.9% (3)	7.9% (3)	5.3% (2)	0.0% (0)	0.0% (0)	38
RFCC	70.2% (33)	6.4% (3)	10.6% (5)	12.8% (6)	0.0% (0)	0.0% (0)	47
SERC	78.6% (33)	9.5% (4)	9.5% (4)	2.4% (1)	0.0% (0)	0.0% (0)	42
SPP	60.4% (29)	16.7% (8)	14.6% (7)	6.3% (3)	0.0% (0)	2.1% (1)	48
TRE	78.4% (29)	10.8% (4)	8.1% (3)	2.7% (1)	0.0% (0)	0.0% (0)	37
WECC	58.1% (36)	14.5% (9)	9.7% (6)	11.3% (7)	6.5% (4)	0.0% (0)	62
						Comments and recommendations:	15
						<i>answered question</i>	116
						<i>skipped question</i>	26

56. Provides acceptable levels of financial information in its business plans and financial reporting.							
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	33.6% (36)	23.4% (25)	17.8% (19)	22.4% (24)	1.9% (2)	0.9% (1)	107
FRCC	88.9% (32)	8.3% (3)	2.8% (1)	0.0% (0)	0.0% (0)	0.0% (0)	36
MRO	81.0% (34)	4.8% (2)	4.8% (2)	7.1% (3)	2.4% (1)	0.0% (0)	42
NPCC	73.7% (28)	7.9% (3)	15.8% (6)	2.6% (1)	0.0% (0)	0.0% (0)	38
RFC	63.0% (29)	8.7% (4)	17.4% (8)	10.9% (5)	0.0% (0)	0.0% (0)	46
SERC	78.0% (32)	12.2% (5)	7.3% (3)	0.0% (0)	0.0% (0)	2.4% (1)	41
SPP	70.2% (33)	17.0% (8)	4.3% (2)	8.5% (4)	0.0% (0)	0.0% (0)	47
TRE	77.8% (28)	11.1% (4)	8.3% (3)	2.8% (1)	0.0% (0)	0.0% (0)	36
WECC	65.0% (39)	15.0% (9)	5.0% (3)	10.0% (6)	3.3% (2)	1.7% (1)	60
				Comments and recommendations:			11
					<i>answered question</i>		114
					<i>skipped question</i>		28

57. Comments and recommendations:

	Response Count
	11
<i>answered question</i>	11
<i>skipped question</i>	131

Information Technology

58. Information systems, services and facilities meet the needs of Registered Entities and other stakeholders.							
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	16.5% (18)	18.3% (20)	29.4% (32)	23.9% (26)	11.0% (12)	0.9% (1)	109
FRCC	89.2% (33)	5.4% (2)	2.7% (1)	2.7% (1)	0.0% (0)	0.0% (0)	37
MRO	68.2% (30)	9.1% (4)	11.4% (5)	6.8% (3)	4.5% (2)	0.0% (0)	44
NPCC	71.8% (28)	15.4% (6)	5.1% (2)	5.1% (2)	2.6% (1)	0.0% (0)	39
RFC	55.3% (26)	10.6% (5)	17.0% (8)	10.6% (5)	6.4% (3)	0.0% (0)	47
SERC	60.5% (26)	23.3% (10)	9.3% (4)	4.7% (2)	2.3% (1)	0.0% (0)	43
SPP	51.0% (25)	24.5% (12)	16.3% (8)	8.2% (4)	0.0% (0)	0.0% (0)	49
TRE	73.0% (27)	13.5% (5)	5.4% (2)	8.1% (3)	0.0% (0)	0.0% (0)	37
WECC	40.3% (25)	11.3% (7)	19.4% (12)	24.2% (15)	3.2% (2)	1.6% (1)	62
						Comments and recommendations:	26
						<i>answered question</i>	116
						<i>skipped question</i>	26

Overall Satisfaction

59. Staff is qualified, competent, well-prepared, and organized in the conduct of its statutory functions and in its communications with stakeholders.								
	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count	
NERC	6.4% (7)	32.7% (36)	29.1% (32)	26.4% (29)	4.5% (5)	0.9% (1)	110	
FRCC	82.1% (32)	7.7% (3)	5.1% (2)	5.1% (2)	0.0% (0)	0.0% (0)	39	
MRO	61.7% (29)	14.9% (7)	12.8% (6)	10.6% (5)	0.0% (0)	0.0% (0)	47	
NPCC	60.5% (26)	18.6% (8)	14.0% (6)	4.7% (2)	2.3% (1)	0.0% (0)	43	
RFC	51.0% (26)	19.6% (10)	17.6% (9)	9.8% (5)	2.0% (1)	0.0% (0)	51	
SERC	55.1% (27)	20.4% (10)	20.4% (10)	4.1% (2)	0.0% (0)	0.0% (0)	49	
SPP	43.4% (23)	34.0% (18)	18.9% (10)	3.8% (2)	0.0% (0)	0.0% (0)	53	
TRE	65.0% (26)	15.0% (6)	7.5% (3)	12.5% (5)	0.0% (0)	0.0% (0)	40	
WECC	32.3% (21)	20.0% (13)	20.0% (13)	16.9% (11)	9.2% (6)	1.5% (1)	65	
						Comments and recommendations:	36	
						<i>answered question</i>	118	
						<i>skipped question</i>	24	

60. Staff is timely and responsive in meeting the needs of reliability stakeholders and addressing issues affecting the reliability of the bulk power system.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	13.1% (14)	26.2% (28)	21.5% (23)	30.8% (33)	7.5% (8)	0.9% (1)	107
FRCC	84.2% (32)	7.9% (3)	2.6% (1)	5.3% (2)	0.0% (0)	0.0% (0)	38
MRO	62.2% (28)	15.6% (7)	11.1% (5)	8.9% (4)	2.2% (1)	0.0% (0)	45
NPCC	65.9% (27)	17.1% (7)	4.9% (2)	12.2% (5)	0.0% (0)	0.0% (0)	41
RFC	53.1% (26)	16.3% (8)	14.3% (7)	14.3% (7)	2.0% (1)	0.0% (0)	49
SERC	56.3% (27)	27.1% (13)	4.2% (2)	10.4% (5)	2.1% (1)	0.0% (0)	48
SPP	48.0% (24)	30.0% (15)	10.0% (5)	12.0% (6)	0.0% (0)	0.0% (0)	50
TRE	71.8% (28)	10.3% (4)	5.1% (2)	7.7% (3)	5.1% (2)	0.0% (0)	39
WECC	34.9% (22)	19.0% (12)	11.1% (7)	20.6% (13)	14.3% (9)	0.0% (0)	63
				Comments and recommendations:			30
					<i>answered question</i>		117
					<i>skipped question</i>		25

61. Staff effectively communicates a vision and expectations and provides effective leadership to achieve that vision.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	11.2% (12)	24.3% (26)	15.0% (16)	35.5% (38)	10.3% (11)	3.7% (4)	107
FRCC	87.2% (34)	5.1% (2)	2.6% (1)	5.1% (2)	0.0% (0)	0.0% (0)	39
MRO	69.6% (32)	10.9% (5)	6.5% (3)	6.5% (3)	4.3% (2)	2.2% (1)	46
NPCC	71.4% (30)	9.5% (4)	9.5% (4)	9.5% (4)	0.0% (0)	0.0% (0)	42
RFC	60.8% (31)	7.8% (4)	17.6% (9)	11.8% (6)	0.0% (0)	2.0% (1)	51
SERC	65.2% (30)	15.2% (7)	10.9% (5)	8.7% (4)	0.0% (0)	0.0% (0)	46
SPP	54.9% (28)	25.5% (13)	11.8% (6)	7.8% (4)	0.0% (0)	0.0% (0)	51
TRE	79.5% (31)	5.1% (2)	7.7% (3)	5.1% (2)	2.6% (1)	0.0% (0)	39
WECC	39.1% (25)	15.6% (10)	9.4% (6)	21.9% (14)	9.4% (6)	4.7% (3)	64
				Comments and recommendations:			19
					<i>answered question</i>		115
					<i>skipped question</i>		27

62. Organization is open and transparent in the conduct of its statutory functions.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	9.3% (10)	27.1% (29)	23.4% (25)	29.9% (32)	8.4% (9)	1.9% (2)	107
FRCC	86.5% (32)	2.7% (1)	0.0% (0)	5.4% (2)	5.4% (2)	0.0% (0)	37
MRO	66.7% (30)	11.1% (5)	8.9% (4)	6.7% (3)	6.7% (3)	0.0% (0)	45
NPCC	70.7% (29)	17.1% (7)	2.4% (1)	4.9% (2)	4.9% (2)	0.0% (0)	41
RFC	57.1% (28)	8.2% (4)	16.3% (8)	12.2% (6)	4.1% (2)	2.0% (1)	49
SERC	59.6% (28)	23.4% (11)	8.5% (4)	4.3% (2)	4.3% (2)	0.0% (0)	47
SPP	51.0% (26)	29.4% (15)	9.8% (5)	3.9% (2)	3.9% (2)	2.0% (1)	51
TRE	73.7% (28)	7.9% (3)	7.9% (3)	5.3% (2)	2.6% (1)	2.6% (1)	38
WECC	38.7% (24)	14.5% (9)	19.4% (12)	16.1% (10)	11.3% (7)	0.0% (0)	62
				Comments and recommendations:			23
				<i>answered question</i>			115
				<i>skipped question</i>			27

63. Organization and staff are sufficiently independent of owners, operators, and users to effectively perform statutory duties with objectivity and integrity.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	7.4% (8)	49.1% (53)	27.8% (30)	14.8% (16)	0.9% (1)	0.0% (0)	108
FRCC	81.6% (31)	10.5% (4)	2.6% (1)	5.3% (2)	0.0% (0)	0.0% (0)	38
MRO	60.9% (28)	21.7% (10)	13.0% (6)	4.3% (2)	0.0% (0)	0.0% (0)	46
NPCC	68.3% (28)	19.5% (8)	9.8% (4)	2.4% (1)	0.0% (0)	0.0% (0)	41
RFC	53.1% (26)	24.5% (12)	14.3% (7)	8.2% (4)	0.0% (0)	0.0% (0)	49
SERC	55.3% (26)	27.7% (13)	10.6% (5)	6.4% (3)	0.0% (0)	0.0% (0)	47
SPP	47.1% (24)	31.4% (16)	9.8% (5)	9.8% (5)	2.0% (1)	0.0% (0)	51
TRE	71.1% (27)	15.8% (6)	7.9% (3)	5.3% (2)	0.0% (0)	0.0% (0)	38
WECC	38.7% (24)	27.4% (17)	21.0% (13)	6.5% (4)	6.5% (4)	0.0% (0)	62
						Comments and recommendations:	19
						<i>answered question</i>	116
						<i>skipped question</i>	26

64. Organization provides reasonable notice and opportunity for public comment, due process, openness, transparency, and balance of interests in conducting its statutory functions.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	4.7% (5)	40.6% (43)	25.5% (27)	21.7% (23)	7.5% (8)	0.0% (0)	106
FRCC	86.5% (32)	2.7% (1)	5.4% (2)	2.7% (1)	2.7% (1)	0.0% (0)	37
MRO	66.7% (30)	8.9% (4)	15.6% (7)	4.4% (2)	4.4% (2)	0.0% (0)	45
NPCC	70.7% (29)	12.2% (5)	4.9% (2)	7.3% (3)	4.9% (2)	0.0% (0)	41
RFC	57.1% (28)	16.3% (8)	14.3% (7)	8.2% (4)	4.1% (2)	0.0% (0)	49
SERC	60.9% (28)	26.1% (12)	4.3% (2)	4.3% (2)	4.3% (2)	0.0% (0)	46
SPP	49.0% (25)	29.4% (15)	7.8% (4)	11.8% (6)	2.0% (1)	0.0% (0)	51
TRE	73.7% (28)	10.5% (4)	7.9% (3)	5.3% (2)	2.6% (1)	0.0% (0)	38
WECC	38.7% (24)	30.6% (19)	14.5% (9)	9.7% (6)	6.5% (4)	0.0% (0)	62
						Comments and recommendations:	23
						<i>answered question</i>	115
						<i>skipped question</i>	27

65. Organization has established rules that assure its independence of users, owners and operators of the bulk power system while assuring fair stakeholder representation in the selection of its directors and balanced decision-making in any NERC committee or subordinate organizational structure.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	16.5% (18)	39.4% (43)	17.4% (19)	22.9% (25)	3.7% (4)	0.0% (0)	109
FRCC	86.5% (32)	8.1% (3)	2.7% (1)	2.7% (1)	0.0% (0)	0.0% (0)	37
MRO	67.4% (29)	16.3% (7)	11.6% (5)	4.7% (2)	0.0% (0)	0.0% (0)	43
NPCC	70.0% (28)	17.5% (7)	2.5% (1)	10.0% (4)	0.0% (0)	0.0% (0)	40
RFC	56.3% (27)	18.8% (9)	12.5% (6)	10.4% (5)	0.0% (0)	2.1% (1)	48
SERC	60.0% (27)	26.7% (12)	4.4% (2)	6.7% (3)	2.2% (1)	0.0% (0)	45
SPP	52.0% (26)	28.0% (14)	10.0% (5)	10.0% (5)	0.0% (0)	0.0% (0)	50
TRE	75.7% (28)	13.5% (5)	5.4% (2)	5.4% (2)	0.0% (0)	0.0% (0)	37
WECC	50.8% (31)	19.7% (12)	14.8% (9)	9.8% (6)	3.3% (2)	1.6% (1)	61
						Comments and recommendations:	16
						<i>answered question</i>	116
						<i>skipped question</i>	26

66. Organization provides for fair and balanced stakeholder representation in applicable areas of decision-making.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	12.0% (13)	37.0% (40)	16.7% (18)	26.9% (29)	6.5% (7)	0.9% (1)	108
FRCC	88.9% (32)	5.6% (2)	0.0% (0)	5.6% (2)	0.0% (0)	0.0% (0)	36
MRO	67.4% (29)	14.0% (6)	7.0% (3)	9.3% (4)	2.3% (1)	0.0% (0)	43
NPCC	67.5% (27)	15.0% (6)	10.0% (4)	7.5% (3)	0.0% (0)	0.0% (0)	40
RFC	54.2% (26)	14.6% (7)	14.6% (7)	14.6% (7)	0.0% (0)	2.1% (1)	48
SERC	59.1% (26)	15.9% (7)	11.4% (5)	11.4% (5)	2.3% (1)	0.0% (0)	44
SPP	50.0% (25)	26.0% (13)	16.0% (8)	8.0% (4)	0.0% (0)	0.0% (0)	50
TRE	73.0% (27)	10.8% (4)	8.1% (3)	8.1% (3)	0.0% (0)	0.0% (0)	37
WECC	50.0% (31)	22.6% (14)	8.1% (5)	11.3% (7)	6.5% (4)	1.6% (1)	62
						Comments and recommendations:	22
						<i>answered question</i>	115
						<i>skipped question</i>	27

67. Organization is effective in using stakeholder resources in the conduct of its statutory functions.

	NA – Not applicable or have no opinion	1 – Fully agree	2	3 – Neutral	4	5 – Fully Disagree	Response Count
NERC	17.8% (19)	26.2% (28)	19.6% (21)	30.8% (33)	5.6% (6)	0.0% (0)	107
FRCC	88.9% (32)	2.8% (1)	5.6% (2)	2.8% (1)	0.0% (0)	0.0% (0)	36
MRO	70.5% (31)	11.4% (5)	9.1% (4)	9.1% (4)	0.0% (0)	0.0% (0)	44
NPCC	70.0% (28)	15.0% (6)	10.0% (4)	5.0% (2)	0.0% (0)	0.0% (0)	40
RFCC	58.3% (28)	8.3% (4)	16.7% (8)	16.7% (8)	0.0% (0)	0.0% (0)	48
SERC	63.6% (28)	18.2% (8)	9.1% (4)	6.8% (3)	2.3% (1)	0.0% (0)	44
SPP	57.1% (28)	22.4% (11)	12.2% (6)	8.2% (4)	0.0% (0)	0.0% (0)	49
TRE	73.0% (27)	8.1% (3)	10.8% (4)	8.1% (3)	0.0% (0)	0.0% (0)	37
WECC	51.6% (32)	17.7% (11)	9.7% (6)	14.5% (9)	6.5% (4)	0.0% (0)	62
				Comments and recommendations:			22
					<i>answered question</i>		114
					<i>skipped question</i>		28

68. Comments and recommendations:	
	Response Count
	11
<i>answered question</i>	11
<i>skipped question</i>	131

Principal Recommendations for Improvement

69. Since NERC was certified as the ERO in July 2006, the following are the major improvements seen in NERC and the applicable Regional Entity(ies):

	Response Count
	58
<i>answered question</i>	58
<i>skipped question</i>	84

70. The following are principal recommendations for continuing improvement (please number each distinct recommendation and indicate whether it applies to NERC or one or more Regional Entities):

	Response Count
	74
<i>answered question</i>	74
<i>skipped question</i>	68