



FREQUENTLY ASKED QUESTIONS

ISO New England External Affairs

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Overview & Governance

What is an “ISO”?

- ISO New England is a nonprofit company that serves as the regional transmission organization for New England. Visit our [Industry Standards, Structure, and Relationships](#) page to learn more about what an Independent System Operator is and how the Federal Energy Regulatory Commission (FERC) defines our authority, responsibilities, and the services we provide in New England.
- To learn more, see our webpages on ISO New England’s three critical roles:
 - [Grid operation](#)
 - [Market administration](#)
 - [Power system planning](#)

Who oversees ISO New England?

- Visit our [Board of Directors](#) page to learn about the independent group of leaders that helps guide the ISO in fulfilling its mission.
- Learn about oversight and decision-making at ISO New England on our [Corporate Governance](#) page.
- ISO’s [Mission, Vision, and Values](#) page defines our purpose as an organization.

How is ISO New England funded?

- To fund the services ISO-NE provides New England, we collect fees from the buyers and sellers in the region’s wholesale electricity markets and from the customers that use regional transmission services. Visit the [ISO’s Funding and Budgeting Process](#) webpage to learn more about budget development and review.

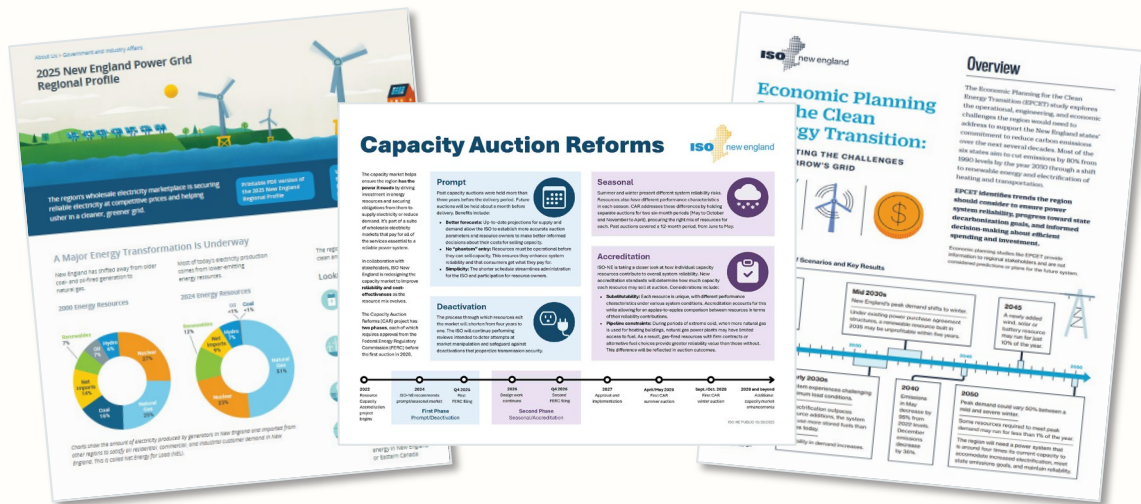
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Educational & Engagement Opportunities

Where can I find non-technical explanations about ongoing ISO-NE initiatives?

- Whether you're a member of the general public or involved in the industry, energy regulation, or legislation, [ISO Newswire](#) is your source for regular news about ISO New England and the wholesale electricity industry within the six-state region. Our news blog is regularly updated with timely stories, such as:
 - Updates on New England's power grid and wholesale electricity markets
 - In-depth features on major industry initiatives
 - ISO New England company news

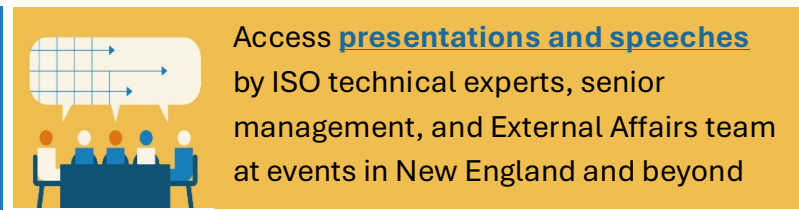
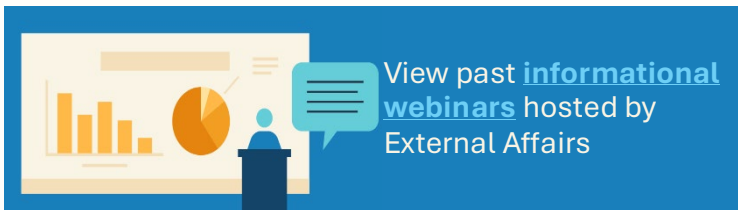
- Announcements for market participants, including market and software changes, deadline notices, and upcoming trainings and meetings
- Browse our compilation of [ISO Minute videos](#). ISO Minute is a video series featuring ISO New England employees speaking about their experiences working for the region's independent system operator and supporting the ongoing evolution of the electric system.
- ISO creates accessible and informative fact sheets on many key initiatives, including:
 - [Understanding Electricity Prices in New England](#) (2026)
 - [New England Power Grid Regional Profile](#) (2026)
 - [New England Power Grid State Profiles](#) (2026)
 - [Capacity Auction Reforms Key Project](#) (2025)
 - [Regional System Plan 2025 Overview](#) (2025)
 - [Economic Planning for the Clean Energy Transition: Illuminating the Challenges of Tomorrow's Grid](#) (2024)
 - [2050 Transmission Study](#) (2024)



- Communities in New England can also access important state and regional energy facts in Spanish, including:
 - [Perfil Estatal de la Red Eléctrica de Nueva Inglaterra, 2025–2026](#)
 - [Perfil de la Red de Transmisión Eléctrica de Nueva Inglaterra, 2025–2026](#)
 - [Entendiendo los precios de la electricidad en Nueva Inglaterra](#)
 - [Resumen del Plan del Sistema Regional 2025](#)
 - [Nueva Inglaterra La Red Evolucion Resúmen del Estudio Económico de 2024](#)
 - [ISO Minute: Conoce a Rubén Flores-Marzán el primer asesor de política pública en asuntos ambientales y comunitarios de ISO Nueva Inglaterra](#)

What opportunities are there for the public to engage with the ISO?

- ISO New England's [Board of Directors](#) hosts an annual public meeting each fall and [accepts written public comments](#) at any time. [Visit our Corporate Governance page](#) to learn about oversight, decision-making, and stakeholder relationships at ISO New England.
- The [Consumer Liaison Group](#) is a forum for sharing information between the ISO and electricity consumers in New England, with in-person and virtual attendance options. Meetings are generally attended by consumers and consumer representatives (including state consumer and ratepayer advocates), state business and industry associations, chambers of commerce, individual businesses, trade groups, nonprofit organizations, and other end users. To learn more about the CLG, read [this fact sheet](#). [Share feedback](#) or ideas with the CLG Coordinating Committee and ISO staff who support the CLG meetings.
- ISO New England's External Affairs team hosts [events for non-technical audiences](#), such as office hours, webinars, and "Intro to ISO" events. [View past webinars](#).
- Attend a stakeholder discussion such as [Planning Advisory Committee](#), an open stakeholder forum that provides input to ISO New England on the regional system planning process, or the [Environmental Advisory Group](#), an open stakeholder forum that provides an opportunity to learn about and provide input on environmental matters related to the region's power system.



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Affordability & Consumer Cost Impacts

How do wholesale costs influence my bill?

- Visit our [Wholesale vs. Retail Electricity Costs](#) webpage and [Understanding Electricity Prices in New England](#) explainer to learn about how wholesale costs are reflected in consumers' electricity bills.
- For more background on how ISO New England directs the production and flow of power across the region's high-voltage transmission network, see [How Electricity Flows: From Wholesale to Retail](#)
- ISO New England runs competitive energy markets where wholesale electricity is bought and sold. The goal of these



markets is to provide the region with reliable wholesale electricity at competitive prices. The markets accomplish this goal with two core mechanisms: economic dispatch and uniform clearing price. Visit our [How Resources Are Selected and Prices Are Set in the Wholesale Energy Markets](#) webpage and [Who decides where New England's electricity comes from?](#) explainer to learn more.

What are regional transmission costs?

- The ISO's responsibilities as Regional Transmission Organization include deciding who pays for regulated (not merchant) transmission projects. In collaboration with regional transmission owners and NEPOOL stakeholders, the ISO makes a determination of whether the project costs should be regionalized and/or localized. To learn more about the ISO's responsibilities and process for deciding whether the region will share the costs for new transmission, see the [Transmission Cost Allocation](#) page.

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Operations

Where should I start to begin to understand ISO operations?

- Overseeing the day-to-day operation of New England's power grid is one of three critical roles ISO New England performs in the region. To learn more about how we balance electricity supply and demand every minute of the day and dispatch the power system, visit our [What We Do: Operate the Power System](#) page.
- View facts and stats on the region's sources of electricity at our [Key Grid and Resource Mix Stats](#) page. A similar page, [Key Grid and Electricity Use Stats](#), provides data on trends in New England's electricity use.
- Explainer articles and data visualizations on [ISO-NE's Newswire](#) help explain different aspects of the region's bulk electric system and how to read the real-time data available on *ISO Express*, such as the system load graph, resource mix, external interfaces and more.

What does “reliability” mean to the ISO?

- To be reliable in the short term, the power system must have enough power plants producing electricity, plants in reserve, and plants that provide services to keep system voltage and frequency stable. To be reliable over the longer term, these resources and the transmission lines that make up the power system must adapt to keep pace with changing consumer demand for electric energy, the retirement of legacy power plants, and the addition of new resources and technologies. Visit our [What Is Reliability?](#) page to learn more.

What type of emissions data does ISO New England track?

- View air emission facts and stats on ISO's [Key Grid and Air Emission Stats](#) page.

- ISO New England provides estimates annually, monthly, and in real time. Visit the Newswire [ISO Express chart estimates power system carbon emissions in real time](#) page to learn more about the data available.
- ISO New England's [Environmental Advisory Group](#) meets quarterly and annually publishes an analyses of New England electric power generation emissions (nitrogen oxides [NO_x], sulfur dioxide [SO₂], and carbon dioxide [CO₂]). Learn more at our [Environmental and Emissions Reports](#) page.



How are renewable resources, like solar and wind, dispatched?

- ISO New England runs competitive energy markets where wholesale electricity is bought and sold. The goal of these markets is to provide the region with reliable wholesale electricity at competitive prices. Visit ISO-NE's [How Resources Are Selected and Prices Are Set in the Wholesale Energy Markets](#) page and Newswire [Who decides where New England's electricity comes from?](#) explainer to learn more about how ISO-NE uses sophisticated software to identify the best way to continuously satisfy electricity demand at the lowest cost.
- An ISO-NE Newswire post, [Charts highlight contributions from small but growing resource types](#), examines trends in output from wind and solar, battery storage, demand response, and various combustible fuel. Learn more about these resources at the following webpages:
 - [Solar Power Impact](#)
 - [How ISO-NE tracks production from 'behind-the-meter' and other solar resources](#)
 - [Batteries as Energy Storage](#)
 - [Wind Power Integration](#)

How do demand-side resources participate in the regional markets?

- Demand response in ISO-NE's wholesale electricity markets compensates electricity customers for reducing consumption in response to dispatch instructions. Learn more [FAQ: Demand response and the New England power grid](#)

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Markets

How can I learn more about the regional energy markets?

- Designing, administering, and overseeing the region's competitive wholesale electricity markets is one of three critical roles ISO New England performs in the region. Learn more about wholesale markets at our [What We Do: Administer the Wholesale Electricity Market](#) page. View market history, drivers, and facts and stats on ISO's [Key Grid and Market Stats](#) page. Follow real-time market data on [ISO Express](#).

- [An Overview of New England's Wholesale Electricity Markets: A Market Primer](#) offers plain language explanations of the various markets and products that help keep the region's electricity flowing reliably. The primer was developed by the ISO's Internal Market Monitor (IMM). The IMM's mission includes protecting both consumers and market participants by identifying potential market design flaws and mitigating potential market power abuses. In addition to maintaining the primer, [the IMM each year publishes](#) four quarterly reports and an annual report that provide comprehensive performance analyses New England's wholesale electricity markets.
- ISO-NE's [Wholesale Markets Project Plan](#) provides details on major market-related initiatives for the continued development of the region's wholesale electricity markets. The report allows readers to follow the progress of market projects, including each project's estimated start of the stakeholder process, design status, and estimated earliest effective date. Published every summer and winter, the WMPP is a companion piece to the ISO's [Annual Work Plan](#), which is published in the spring and fall.



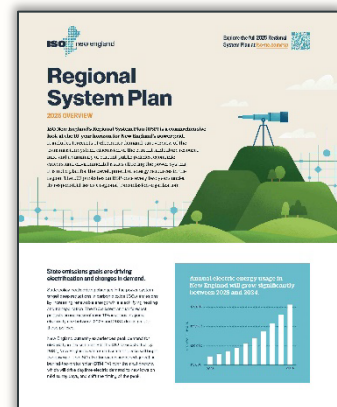
Review information related to **implemented** and **active key projects**, including committee presentations, regulatory filings and orders, and other related materials

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Transmission System

What does “plan the power system” mean?

- To the ISO, power system planning means the studies, analyses, and planning we do to make sure New England's electricity needs will be met by considering the evolution of the system over the next 10 years and beyond. Learn more at our [What We Do: Plan the Power System](#) page. View regional transmission investment facts and stats on ISO's [Key Grid and Transmission Stats](#) page.
- The Regional System Plan (RSP) is ISO-NE's comprehensive planning report on system needs and the resource and transmission facilities needed to maintain the reliability of New England's power system over a 10-year horizon, while also accounting for market efficiencies and economic and environmental considerations. The ISO publishes an RSP once every two years under its responsibilities as a regional transmission organization. To learn more, visit ISO's [Regional System Plan resource compilation](#) for explainers, a short video, link to the final report and materials, and more.



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