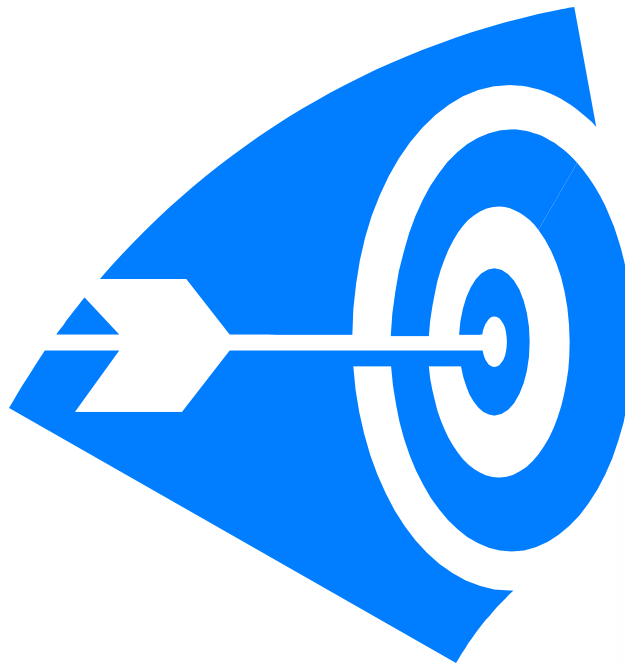


# NYISO 2003 Incentive Goals Achievement Levels and Payout



# Gateway Goals

## Both Met

### RELIABILITY GATEWAY GOAL

**1. Maintain service to NYCA load.**

No interruption of load because of improper implementation of operating procedures by the NYISO.

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No loss of load or deliberate load shedding triggering a NERC reportable event (>300MWs for >15 minutes).

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### MARKET GATEWAY GOAL

**2. Successfully post DAM schedules/ forward contracts.**

DAM schedules/forward contracts are posted 99% of the time during 2003.

# Load Forecasting Goal

## Part a - Target

## Part b - Threshold

Goal Values		
Threshold	Target	Superior

3. Prepare accurate Day-Ahead superzonal (non-weather-adjusted) load forecasts.

a) NYCA Peak Forecast MAPE  
**1.95%**

$\leq 2.2\%$   
difference  
from actual

**$\leq 2.0\%$**   
**difference**  
**from actual**

$\leq 1.8\%$   
difference  
from actual

b) Days with 5% or greater absolute forecast error  
**21 days**

**$\leq 21$**

$\leq 17$

$\leq 15$

# Operating Standards Goal

## Both parts Superior

Goal Values		
Threshold	Target	Superior

4. Comply with NERC/NAERO Operating Standards

CPS-1: <b>12 of 12</b>	12 of 12 months	12 of 12 months	<b>12 of 12 months</b>
CPS-2: <b>12 of 12</b>	10 of 12 months	11 of 12 months	<b>12 of 12 months</b>

# Market Availability Goal

## Part a – Superior

## Part b1 – Superior

## Part b2 - Threshold

Goal Values		
Threshold	Target	Superior

5a. Achieve timely posting of DAM schedules and forward contracts. Post by 11 am: <b>99.7%</b>	<91%	94%	<b>99%</b>
5b.1 MIS Availability >= 99% based on current availability metrics <b>12 of 12</b>	10 of 12 months	11 of 12 months	<b>12 of 12 months</b>
5b.2 During the year, an individual occurrence of unplanned service interruptions will not be greater than 4 hours. There will be no more than: <b>3 occurrences.</b>	<b>3 occs of 1-4 hours</b>	2 occs of 1-4 hours	1 occ of 1-4 hours

# Real-Time Price Certainty and Accuracy Goal

## Part a – Threshold

## Part b - missed

Goal Values		
Threshold	Target	Superior

6. Improve the certainty and accuracy of Real-Time prices:

a) Hours reserved: <b>11.74%</b>	<b>&lt;=12%</b>	<=10%	<=8%
b) Intervals corrected: <b>2.89%</b>	<=0.6%	<=0.5%	<=0.4%

# Billing and True-up Goal

**Part a – Superior**

**Part b – missed**

**Part c - Superior**

Goal Values		
Threshold	Target	Superior

7. Improve the billing and true-up process:

a. DSS Strategic Projects (Data Warehouse) –Availability of Billing Codes <b>98.5%</b>	90%	92%	<b>95%</b>
b. Project 583 Billing System Improvements Phase II – Web Based Reconciliation subproject only <b>8/12/03</b>	6/30/03	4/30/03	3/31/03
c. Turn-Around of Billing defects (in business days) <b>40 days</b>	60 days	55 days	<b>45 days</b>

# Timely Resolution of Customer Inquiries Goal Superior

Goal Values		
Threshold	Target	Superior

8. Provide timely resolution of Customer inquiries, measured via a direct-reply Customer survey.  
**99.7%**

>= 90%

>= 95%

**>= 99%**



# Improve Customer Satisfaction Goal Superior

Goal Values		
Threshold	Target	Superior

9. Improve customer satisfaction with NYISO services as determined via surveying three times annually  
**6.397%**

Score of	Score of	<b>Score of</b>
>=5.980	>=6.097	<b>&gt;=6.332</b>

# Project Execution Goal

**Part a – Superior**

**Part b1 – missed**

**Part b2 - Superior**

Goal Values		
Threshold	Target	Superior

10. Improve Project Management Deliverables (Goal weighted 20%)

a) On-time completion of high profile, high priority projects.

Miss 3

Miss 2

**Miss 1**

**Miss 0**

b) SMD 2.0 Project Deliverables

I) Completion of Factory Testing

11/14/03

10/09/03

9/15/03

II) Start of Market Trials

12/31/03

11/25/03

**11/01/03**

**10/31/03**

# Payout Calculation

✓ Load Forecasting Goal	8.57
✓ Operating Standards Goal	17.14
✓ Market Availability Goal	14.29
✓ Price Certainty and Accuracy Goal	2.86
✓ Billing and True-Up Goal	11.42
✓ Customer Inquiries Goal	17.14
✓ Customer Satisfaction Goal	17.14
✓ Project Management Goal	17.50
✓ TOTAL	106.07

# Incentive Goal Program Track Record

