

**NYISO 2003 Incentive Goals Status  
as of 5/31**

# Gateway Goals

## RELIABILITY GATEWAY GOAL

1. Maintain service to NYCA load.  
No interruption of load because of improper implementation of NYISO 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 2002.

# Load Forecasting Goal

## Performance to Date and Trend

Goal Values		
Threshold	Target	Superior

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

a) NYCA Peak Forecast MAPE  
**1.63%**

**<=2.2%**  
difference  
from actual

**<=2.0%**  
difference  
from actual

**<=1.8%**  
difference  
from actual

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

**<= 21**

**<= 17**

**<= 15**

# Operating Standards Goal

## Performance to Date and Trend

Goal Values		
Threshold	Target	Superior

4. Comply with NERC/NAERO  
Operating Standards

CPS-1: **5 of 5**

12 of 12  
months

12 of 12  
months

**12 of 12  
months**

CPS-2: **5 of 5**

10 of 12  
months

11 of 12  
months

**12 of 12  
months**

# Market Availability Goal

## Performance to Date and Trend

Goal Values		
Threshold	Target	Superior

5a. Achieve timely posting of DAM schedules and forward contracts. Post by 11 am: **99%**

<91%

94%

**99%**

5b.1 MIS Availability  $\geq$  99% based on current availability metrics

10 of 12

11 of 12

**12 of 12**

months

months

**months**

**5 of 5**

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: **1 occ.**

3 occs of

2 occs of

**1 occ of**

1-4 hours

1-4 hours

**1-4 hours**

# Real-Time Price Certainty and Accuracy Goal

## Performance to Date and Trend

Goal Values		
Threshold	Target	Superior

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

a) Hours reserved: **16.67%**

<=12%

<=10%

<=8%

b) Intervals corrected: **6.04%**

<=0.6%

<=0.5%

<=0.4%

# Billing and True-up Goal

## Performance to Date and Trend

Goal Values		
Threshold	Target	Superior

7. Improve the billing and true-up process:

a. DSS Strategic Projects (Data Warehouse) –Availability of Billing Codes

**90%**

92%

95%

b. Project 583 Billing System Improvements Phase II – Web Based Reconciliation subproject only

**6/30/03**

4/30/03

3/31/03

c. Turn-Around of Billing defects (in business days) **23 days**

60 days

55 days

**45 days**

# Timely Resolution of Customer Inquiries Goal

## Performance to Date and Trend

Goal Values		
Threshold	Target	Superior

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

**99.6%**

>= 90%

>= 95%

>= 99%



# Improve Customer Satisfaction Goal

## Performance to Date and Trend

Goal Values		
Threshold	Target	Superior

9. Improve customer satisfaction with NYISO services as determined via surveying three times annually  
**6.178% after April survey**

Score of	Score of	Score of
>=6.332	>=5.980	<b>6.097</b>

# Project Management Goal

## Performance to Date and Trend

Goal Values		
Threshold	Target	Superior

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

a) On-time completion of high profile, high priority projects. **Not enough data**

Miss 3

Miss 2

Miss 1

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**

# **Goal Input for 2004**