

# NYISO 2004 Corporate Incentive Goals Achievement





#### **Teamwork Achieved the Goals!**

✓ All of the Incentive Goals required teamwork from across the NYISO to succeed as we did



### **Gateway Goals Both met**

#### **RELIABILITY GATEWAY GOAL**

Maintain service to NYCA load.
 No interruption of load because of improper implementation of NYISO operating procedures by

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

#### MARKET GATEWAY GOAL

the NYISO.

2. Successfully post DAM schedules/ forward contracts.

DAM schedules/forward contracts are posted 99.73% of the time



# **Comprehensive Electric System Planning Goal** *Superior*

	Goal Values	
Threshold	Target	Superior

- 3. Conduct Comprehensive Electric System Planning
- a) Complete Phase I Study

July 1 June 1

May 15

b) Complete FERC Filing of Phase II

Dec 1

Nov 1

Oct 1



### **Operating Standards Goal**

- a. Target
- b. Superior

	Goal Values	
Threshold	Target	Superior

4. Comply with NERC/NAERO Operating Standards

**CPS-2 (20%)** 

DCS: (80%)

(Disturbance Control Standard)

10 of 12 months
10 of 12 months

12 of 12 months 11 of 12 months

12 of 12 months



### **Market Availability Goal**

- a. Superior
- b. Missed
- c. Missed

	Goal Values	
Threshold	Target	Superior

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

6 misses 3 misses



5b.1 MIS Availability (measured monthly > = average availability of other ISOs/RTOs

2 misses 1 miss 0 misses

During the year, an individual occurrence of unplanned service interruptions will not be greater than 4 hours.

There will be no more than:

3 occs of 2 occs of 1 occ of 1-4 hours 1-4 hours



## Real-Time Price Certainty and Accuracy Goal

- a. Superior
- b. Missed

	Goal Values	
Threshold	Target	Superior

- 6. Improve the certainty and accuracy of Real-Time prices:
  - a) Hours reserved

Intervals corrected:



### **Billing and True-up Goal**

- a. Threshold
- b. Threshold
- c. Missed

	Goal Values	
Threshold	Target	Superior

- 7. Improve the billing and true-up process:
  - a. Posting of all invoices within 5 business days of the start of the month according to invoice schedule
  - b. Metering improvements





Turn-Around of Billing issues (in business days)

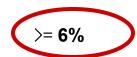


## **Improve Customer Satisfaction Goal**

#### Superior

	Goal Values	
Threshold	Target	Superior

8. Improve customer satisfaction with NYISO services as determined via surveying three times annually





### **Project Execution Goal**

- a. Superior
- b. Missed

	Goal Values	
Threshold	Target	Superior

- 9. Improve Project Management Deliverables (Goal weighted 20%)
  - a) On-time completion of high profile, high priority projects.

a1. Schedule

a2. Cost

Miss 3	Miss 2
Miss 3	Miss 2

Miss 1
Miss 1

SMD 2.0 Implementation

11/16/04 10/12/04



### **Payout Calculation**

✓ System Planning Goal	20.00
✓ Operating Standards Goal	18.67
✓ Market Availability Goal	10.00
✓ Price Certainty and Accuracy Goal	10.00
✓ Billing and True-Up Goal	4.44
<ul><li>✓ Billing and True-Up Goal</li><li>✓ Customer Satisfaction Goal</li></ul>	4.44 20.00
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### **Incentive Goal Program Track**

Record

