

## NYISO 2003 Incentive Goals

<b>Reliability Gateway Goal:</b>	<b>Market Gateway Goal:</b>		
Maintain reliable service to the NYCA by achieving no loss of load or deliberate load shedding >300 MW for > 15 minutes	Successfully post Day-ahead Market schedules and forward contracts by achieving daily posting 99% of the time		
<b>Individual Goals:</b>	<b>Threshold</b>	<b>Target</b>	<b>Superior</b>
3) Prepare accurate day ahead load forecasts based upon the most accurate weather predictions available: a) NYCA Peak Forecast MAPE b) Days with 5% or greater absolute forecast error	<=2.2% <=21	<=2.0% <=17	<=1.8% <=15
4) Comply with NERC/NAERO Operating Standards: CPS-1 100% CPS-2 90%	12 of 12 10 of 12	12 of 12 11 of 12	12 of 12 12 of 12
5) Market Availability a) Achieve Timely posting of DAM Schedules and forward contracts. Post by 11 AM:  b.1) MIS availability greater than or equal to 99% based on current availability metrics  b.2) During the year, an individual occurrence of unplanned service interruptions will not be greater than 4 hours; there won't be more than:	>=91%  10 of 12 months  3 occs of 1-4 hours	>=94%  11 of 12 months  2 occs of 1-4 hours	>=99%  12 of 12 months  1 occ of 1-4 hours
6) Improve the certainty and accuracy of real-time prices: a) Hours reserved: b) Intervals corrected:	<=12% <=0.6%	<=10% <=0.5%	<=8% <=0.4%
7) Improve the billing and true-up process:  a) DSS Strategic Projects (Data Warehouse) – Availability of Billing Codes b) Project A583 Billing System Improvements Phase II – Web Based Reconciliation Subproject only c) Turn-Around of Billing issues (business days)	90%  6/30/03  60 days	92%  4/30/03  55 days	95%  3/31/03  45 days
8) Provide timely resolution of customer inquiries, measured via a direct reply customer survey	90%	95%	99%
9) Improve Customer Satisfaction with NYISO services as determined via surveying three times annually	2%	4%	8%
10) Improve project management deliverables (weighted 20%) a) On-time completion of high profile, high priority project deliverables b) SMD2.0 Project Deliverables I) Completion of Factory Testing II) Start of Market Trials	Miss 3  11/14/03 12/31/03	Miss 2  10/09/03 11/25/03	Miss 1  9/15/03 11/01/03