

1. Maintain service to NYCA load.	No interruption of load because of improper implementation of NYISO operating procedures by the NYISO.			
2. Successfully post DAM schedules/forward contracts and maintain high level of MIS availability	DAM schedules/forward contracts are posted $\geq 99.73\%$ (1 miss) of the time during 2007 and MIS availability $\geq 99.75\%$			
Individual Goals	Threshold 50%	Target 100%	Superior 150%	Weight (%)
3. Excellence in Execution (No Mistakes Expectation)* The NYISO, through its actions, will not introduce an error into settlement outcomes resulting in necessary corrections greater than 0.1% of annual total market volume. Failure to achieve this expectation will result in a 15% reduction in NYISO wide incentive payout.				
4. Planning a) Comprehensive Electric System Planning Goal- delivery to the BOD b) 2007 RNA Assessment- delivery to ESPWG	Sept. Nov.	Aug. Oct.	July Sept.	7.5 7.5
5. Market/Price a) Hours w/o corrections > 97% b) Annual average time period for making price corrections (from reservation) will not exceed:	10 of 12 Months 2.5 Days	11 of 12 Months 2.0 Days	12 of 12 Months 1.5 Days	10 10
6. Implementation of Shortened Billing Cycle * Number of times we need to re-post an invoice for an additional 25- day or 30-day final closeout settlement review.	3	2	0	10
7. Customer Focus Goal Customer satisfaction as measured by annual survey	70%	75%	80%	10
8. Operations PS2 = 90 or full compliance with successor ERO Balancing Standard	11 of 12 months	12 of 12 months	--	10
9. Deployment Quality * Error Free implementation of major NYISO releases	No more than 3 total defects Over the 4-6 major releases	No more than 2 total defects Over the 4-6 major releases	No more than 1 total defect Over the 4-6 major releases	10
10. Customer Response * a) Tier 1 Performance: Clear 95% of Customer Inquiry b) Tier 2 Performance: Respond to 90% of supported Final Bill Challenges within 20 business days	3 Business Days 20 Days	2 Business Days 17 Days	1 Business Day 15 Days	5 5
11. Excellence in Execution (Lean Six Sigma) a) Number of NYISO employees successfully completing Lean Six Sigma training in 2007. b) Number of Six Sigma green belt projects completed in 2007 that have achieved Targeted Sigma Improvements.	60 30	70 40	90 50	7.5 7.5

* Goal achievement supported by Lean Six Sigma projects

