

Status Report: 2004 Incentive Goals

Schedule – as of 8/25/03

- August BS&PS – Status report to Subcommittee
- Late August – 1st draft to Senior Team
- Mid September – 2nd draft to Senior Team
- September BS&PS Meeting – Additional Discussion with Subcommittee
- Early October – Senior Team concurrence
- October Board Meeting – Draft to Board Committee
- October BS&PS – Discussion as required, status
- November/December Board Meetings – Guidance and approval
- November/December BS&PS meetings – discussion/status
- January Incentive Goals announced to Staff

Discussion Points

- Draft goals still work in progress
 - No coordinated NYISO position
 - Proposals and numbers still “soft” and subject to change
 - Presented to Subcommittee for status and discussion purposes only

Reliability and Market Gateway Goals

- Maintain both gateway goals
- Investigating BS&PS suggestions

Current Load Forecasting Goal

- Considering possibility of replacing this goal with a different goal that incentivizes progress on comprehensive planning process
- Otherwise, load forecast goal would be maintained in 03 form with performance standards gauged as more of year has passed

Operating Standards Goal

- Drop CPS-1
- Keep CPS-2
- Add Disturbance Control Standard parameters

Market Availability Goal

- Tighten performance standards on 11 AM posting
- Maintain MIS availability in two parts:
 - Overall availability
 - Unplanned outages
- Automate/outsource monitoring of MIS availability

Certainty and Accuracy of Real-Time Prices Goal

- Maintain as a goal that monitors hours reserved and intervals corrected
- Maintain tight measures of performance
- Measure on a monthly basis

Billing and True-Up Improvement Goal

- Three part goal
 - Posting of invoices in accordance with invoice schedule
 - Superior would be 0 misses, other levels being investigated
 - Metering improvements in agreement with metering authorities
 - Turn-around of billing issues (same form as this year) performance standards being investigated

NYISO Manual Update Goal

- Update of 21 NYISO manuals in accord with schedule being investigated

Customer Satisfaction Goal

- Same format as 3 internet surveys being conducted this year.
- Measuring improvement from new baseline established as a result of this year's surveys
- Levels of improvement of 2, 4 and 6 percent

Project Management/Execution Goal

- SMD milestones – to be determined
- Measurement of projects based on achievement of cost and schedule to within tbd percentages of estimate