

NYISO 2003 Incentive Goals Status as of 5/31

**Management Committee
June 18, 2003**

Agenda #6

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.

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

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%

$\leq 2.2\%$
difference
from actual

$\leq 2.0\%$
difference
from actual

$\leq 1.8\%$
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 >= 99% based on current availability metrics 5 of 5	10 of 12 months	11 of 12 months	12 of 12 months
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 1-4 hours	2 occs of 1-4 hours	1 occ of 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
 - b. Project 583 Billing System Improvements Phase II – Web Based Reconciliation subproject only
 - c. Turn-Around of Billing defects (in business days) **23 days**

90%	92%	95%
6/30/03	4/30/03	3/31/03
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. $\geq 90\%$ $\geq 95\%$ $\geq 99\%$
- 99.6%**

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
>=5.980	6.097	>=6.332

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
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b) SMD 2.0 Project Deliverables

I) Completion of Factory Testing

11/14/03	10/09/03	9/15/03
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12/31/03	11/25/03	11/01/03
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II) Start of Market Trials

Goal Input for 2004