

2006 Incentive Goals Discussion with the BS&PS

9/27/05

Draft for Discussion Purposes Only

Guiding Principles

- Focus Incentive Goals on areas of primary importance to the customer and to business
- Focus on incentivizing quality and accuracy

Billing & Settlements

- Improve settlement accuracy
- Complete final-bill closeouts
- Issue invoices within 5 business days

Market Operations and Reliability

- System Planning
 - Comprehensive plan BOD approval
 - Reliability Needs Assessment delivery
- Grid Operation
- Market Operation
- Price Certainty and Accuracy
 - BPCTF

Customer Focus

- Satisfaction Survey
- Departmental customer care goals
- Responsiveness to inquiries
 - Measure turnaround time and/or accuracy
- Combination of any/all of the above

Excellence in Execution/LSS

- Achievement of process improvement metrics for all completed LSS projects
 - Threshold: 9x% of all primary metrics achieved
 - Target: 100% of all primary metrics achieved
 - Superior: Exceeding target plus in any project, primary or secondary metric exceeded

System Availability

- Measure of availability of systems to customers