

PERATOR PROGRESS ON 2004 CORPORATE GOALS AND OBJECTIVES – As of 9/1/2004

RELIABILITY GATEWAY GOAL

 Maintain service to NYCA load.
 No interruption of load because of improper implementation of NYISO operating procedures by the NYISO.



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

MARKET GATEWAY GOAL

2. Successfully post DAM schedules/forward contracts.



DAM schedules/forward contracts are posted >=99.7% of the time during 2004

Scriedules/forward contracts.	Target	unle during 2004					
		Goal Values					
			Threshold	Target	Superior	Weight	"Payout"
Goal Description		YTD Data	Payout-50%	Payout–100%	Payout–150%	(%)	Trend
Comprehensive Electric System							
Planning	Achieved	Submitted	7/1/04	6/1/04	5/15/04	6.67	10.00
a. Complete Phase I Study		5/15 &					
b. Complete FERC filing of Phase II	Achieved	8/20	12/1/04	11/1/04	10/1/04	6.67	10.00
4. Comply with NERC/NAERO Operating	(O	8/8 months	10 of 12	12 of 12			
Standards	Target	Aug –	months	months		2.67	2.67
a. CPS-2:	(0)	96.64 8/8 months	10 of 12	11 of 12	12 of 12	10.67	16.00
b. Disturbance Control Standards (DCS):	(O Target	8/8 months	months	months	months	10.67	16.00
5.a. Achieve timely posting of DAM	On	244/244	360/366	363/366	366/366		
schedules and forward contracts.	(O Target	postings	postings	postings	postings	6.67	10.00
Post by 11 a.m.: b.i) MIS availability >= 9x.x% as planned	Target	-		11 of 12			
based on current availability metrics	Missed	August – 100.00%	10 of 12 months	months	12 of 12 months	3.33	0.00
ii) During the year, an individual	Missed	100.00 /6	1110111115	1110111115	1110111115	3.33	0.00
occurrence of unplanned (i.e., <48		5					
hours' notice) service interruption	\mathbf{V}		3 occurrences	2 occurrences	1 occurrence	3.33	0.00
will not be greater than 4 hours;	Missed	(all before	of 1-4 hours	of 1-4 hours	of 1-4 hours		
there won't be more than:	Missed	` July)	each	each			
6. Improve the certainty and accuracy of	On	Through					
Real-Time prices:	(O Target	August –					
a. Hours reserved:	larget	8.16%	<= 12%	<= 10%	<= 8%	6.67	6.67
h lataraka armatak	X	4.400/	1 0 00/	0.50/	- 0.40/	0.07	0.00
b. Intervals corrected: 7. Improve the billing and true-up process:	Missed	1.48% 7/8	<= 0.6%	<= 0.5%	<= 0.4%	6.67	0.00
a. Posting of all invoices within 5	On	months	10 of 12	11 of 12	12 of 12	4.44	4.44
business-days of the month	(O Target	(12/03 –	months	months	months	4.44	4.44
according to invoice schedule	Target	11/04)	Finalize a	Implement	Finalize test		
according to involce contents	On	1 170 17	formal meter	•	schedule &		
b. Metering improvements	(0		quality and	with Meter	replacement	4.44	2.22
	Target	(as of 9/1)	tracking	Authority	with meter		
c. Turnaround of Billing Defects (from	(O Target	31 issues/	program	agreement	authorities		
NYISO notification)	Target	36 B-Ds	40 B-Ds	35 B-Ds	30 B-Ds	4.44	2.22
8. Improve Customer Satisfaction with	On	July survey:					
NYISO services as determined via	(0	6.732;	Score of	Score of	Score of	40.00	40.00
surveying three times annually	Target	Weighted YTD: 6.738	>= 6.525	>= 6.653	>= 6.781	13.33	13.33
(average baseline score: 6.397) 9. Project Execution (weighted 20%)	On						
(Min–10 projects; <10 – pro-rata)	Target On	9 projects qualified – 0	3 misses	2 misses	<=1 miss	5.00	7.50
a. 1) Project Schedule	Target	qualified – 0 miss (sch); 0		2 1113303	, 1111133	0.00	7.50
2) Project Costs	(O	miss (scn), u	3 misses	2 misses	<=1 miss	5.00	7.50
, .,	Target On	11133 (6031)					
b. SMD 2.0 Deployment	(11/16	10/12*		10.00	5.00

Total 116.44 Points Still Possible

Total Trending To-Date

100.00 97.56

^{*} internal schedule driving to 11/1 deployment