










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 (>300MW for >15 minutes)
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MARKET GATEWAY GOAL

2. Successfully post DAM schedules/forward contracts.		--	DAM schedules/forward contracts are posted >=99.7% of the time during 2004
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Goal Values

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

Total 116.44 Points Still Possible

Total Trending To-Date

100.00 97.56

* internal schedule driving to 11/1 deployment