






# NYISO 2020 Corporate Incentive Achievement

GATEWAY GOALS						
Goal Description	Results			Final Payout		
1) <b>Maintain Load:</b> No interruption of load because of improper implementation of NYISO operating procedures by the NYISO.		No load shedding or interruptions of power (300 megawatts or greater for 15 minutes or longer)		--		
2) <b>Reliability Standards Violations:</b> The NYISO will maintain compliance with NERC Standards and NYSRC rules.		No formal notifications of non-compliance with NERC Standards or NYSRC Rules.		--		
3a) <b>Functionality:</b> Day-Ahead Market (DAM) schedules posted 100% of the time.		All DAM schedules were posted prior to 10:45 PM		--		
3b) <b>Functionality:</b> Maintain Market Information System (MIS) availability ≥99.75%.		MIS availability was 100%		--		
4) <b>Excellence in Execution:</b> The NYISO, through its actions, will not cause a Market Problem with a material, adverse impact on the market > \$100 million in a year (12-month period).		No market problems greater than \$100M occurred in 2020		--		
QUALITY GOAL						
Goal Description	Threshold (50%)	Target (100%)	Superior (150%)	Results	Weight (%)	Final Payout
<b>5) Quality Goal:</b> Work will be of a high quality as measured by the number and magnitude of quality defects. <u>High Impact Defects:</u> <ul style="list-style-type: none"> <li>Market Problem/ Tariff Violation ≥ \$1 Million (as measured up to five years prior to identification)</li> <li>Unplanned outages of critical systems &gt; 8 hours due to, for example, operational or cyber security issues</li> <li>Receipt of qualified SOC1 report</li> </ul> <u>Low Impact Defects:</u> <ul style="list-style-type: none"> <li>Market Problem/ Tariff Violation &gt; \$100K (as measured up to five years prior to identification)</li> <li>Unplanned outages of critical systems 1-8 hours due to, for example, operational or cyber security issues</li> <li>Key Planning deliverables missed: Gold book 4/30/20 and RNA by 11/30/20</li> <li>DAM schedules posted after 11:00 AM</li> </ul>	No more than one high impact defect	No high impact defects	No high impact defects	<b>One high impact defect</b>	25%	12.5%
	and	and	and	<b>and</b>		
	≤ 9 low impact defects, excluding self-identified Market Problems/ Tariff violations	≤ 6 low impact defects, excluding self-identified Market Problems/ Tariff violations	≤ 3 low impact defects, excluding self-identified Market Problems/ Tariff violations	<b>No low impact defects</b>		
STRATEGIC GOALS						
6a) <b>Project Initiatives / Business Plan:</b> 23 Major projects identified in Business Plan will be timely completed.	≤ 4 missed projects	≤ 3 missed projects	≤ 2 missed projects	<b>22 of 23 projects completed</b>	25%	37.5%
<b>6b) Project Initiatives / Key Project Initiatives:</b> <ul style="list-style-type: none"> <li>DER Participation Model – Software Design</li> <li>ESR Participation Model – Deployment</li> <li>Expanding Capacity Eligibility – Dev Complete</li> <li>Demand Curve Reset (DCR) – Study Complete</li> <li>Hybrid Storage Model – Market Design Complete</li> <li>Comp. Mitigation Review – Mkt Design Complete</li> <li>Carbon Pricing – Functional Requirements</li> <li>EMS/BMS Upgrade – Deployment by 3/31/20</li> </ul>	≤ 2 missed projects	≤ 1 missed projects	No missed projects	<b>8 of 8 projects completed</b>	30%	45%
7) <b>Customer Focused Interconnection Process:</b> Build upon Class Year Redesign project by improving clarity of interconnection procedures & bolstering reference documentation & guidelines.	Update Manual	Supplemental Reference Material	Create Training Module	<b>All updates completed</b>	5%	7.5%
8) <b>Customer Satisfaction &amp; Performance:</b> Score is determined using three (3) survey channels (customer inquiry, MP survey & CEO/Executive survey) and measured as single metric.	84.5%	86.0%	87.0%	<b>86.0% rating</b>	5%	5.0%
9) <b>Cost Management:</b> Manage annual operating cost to a level below the RS 1 Revenue Requirement (\$) while achieving the 2020 project commitments.	1.5% below budget	2.5% below budget	3.5% below budget	<b>4.0% below budget (\$6.5M)</b>	5%	7.5%
10) <b>Organizational Effectiveness and Skills Assessment:</b> Establish comprehensive plans to ensure a continued emphasis on establishing adequate bench strength and knowledge in critical positions, through a skilled and diverse workforce.	Develop Comprehensive Plans	50% Comprehensive Plan Implementation	100% Comprehensive Plan Implementation	<b>All plans have been implemented</b>	5%	7.5%
<b>Final Payout Percentage</b>					<b>122.5%</b>	