

BPWG: 2020 PROPOSED CORPORATE GOALS – DRAFT

Note: No changes proposed to Gateway Goals

GATEWAY GOALS

1. Maintain Load	100% reduction	No interruption of load because of improper implementation of NYISO operating procedures by the NYISO
2. Reliability Standards Violations	Reduced by financial penalty amount or 10 – 20% reduction based on risk/severity level, 10% for NYSRC, up to a max 100% reduction. However, the penalty percentage will be reduced by half for self-identified issues.	The NYISO will maintain compliance with NERC Reliability Standards including Planning and Critical Infrastructure Protection Standards.
		The NYISO will maintain compliance with NYSRC rules.
3. Functionality	100% reduction	DAM schedules are posted 100% of the time
	100% reduction	MIS availability \geq 99.75%
4. Excellence in Execution	100% reduction	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).

QUALITY GOAL

5. Quality Goal – Work will be of a high quality as measured by the number and magnitude of quality defects.

Note: No changes proposed to Quality Goal structure.

Definition	Threshold Payout (50%)	Target Payout (100%)	Superior Payout (150%)	Target Weight %
<p>Higher Impact Defects:</p> <ul style="list-style-type: none"> Market Problems/Tariff Violations with a financial impact > \$1M (as measured up to five years prior to identification) Unplanned outages of critical systems > 8 hours due to operational or cyber security issues Receipt of a qualified SOC 1 Report <p>Lower Impact Defects:</p> <ul style="list-style-type: none"> Market Problems/Tariff Violations with a financial impact >\$100K (as measured up to five years prior to identification) Unplanned outages of critical systems > 1 hour and < 8 hours due to operational or cyber security issues Key Planning Deliverables Missed: Gold Book by 4/30, Reliability Needs Assessment by 11/30 DAM schedules posted in time for Real-Time but after 11AM Tariff deadline 	<p>Higher Impact Defects: No more than one occurrence</p> <p>AND</p> <p>Lower Impact Defects: 9 or fewer occurrences, excluding the market problems/ tariff violations that are self-identified</p>	<p>Higher Impact Defects: No occurrences</p> <p>AND</p> <p>Lower Impact Defects: 4 to 6 occurrences, excluding the market problems/ tariff violations that are self-identified</p>	<p>Higher Impact Defects: No occurrences</p> <p>AND</p> <p>Lower Impact Defects: 3 or fewer occurrences, excluding the market problems/ tariff violations that are self-identified</p>	25%

STRATEGIC GOALS

Goal Description	Threshold Payout (50%)	Target Payout (100%)	Superior Payout (150%)	Target Weight %
6. Project Initiatives a) Business Plan: Deliver Market Projects on schedule – 23 Major projects identified in Business Plan will be timely completed. b) Key Project Initiatives <ol style="list-style-type: none"> 1. Distributed Energy Resources Participation Model – Software Design 2. Energy Storage Resource Participation Model – Deployment 3. Expanding Capacity Eligibility – Development Complete 4. Ancillary Services Shortage Pricing – Market Design Complete 5. Hybrid Storage Model – Market Design Complete 6. Comprehensive Mitigation Review – Market Design Complete 7. Carbon Pricing – Functional Requirements 	No more than 4 missed projects	No more than 3 missed projects	No more than 2 missed projects	25%
	No more than 2 missed Key Projects	No more than 1 missed Key Project	No missed Key Projects	30%
7. Customer Focused Interconnection Process The NYISO will build upon the Class Year Redesign project by improving the clarity of the interconnection procedures and bolstering the reference documentation and guidelines available to assist developers in navigating the interconnection process.	The NYISO will update the Transmission Expansion and Interconnection Manual to describe new procedures resulting from the Class Year Redesign project and to clarify existing procedures, considering stakeholder feedback.	Extend Threshold objectives to include the creation of supplemental reference material for developers, including but not limited to a Frequently Asked Questions document.	Extend Target objectives to include the creation of a training module to be offered to developers and interested stakeholders to provide guidance on navigating the interconnection process.	5%
8. Customer Satisfaction and Performance Index The customer satisfaction and performance score is determined using three survey channels and measured as a single metric. The Customer Inquiry, Market Participant Survey and CEO/Executive Survey inform the achievement of this goal.	84.5%	86.0%	87%	5%
9. Cost Management NYISO will manage annual operating cost to a level below the approved annual Rate Schedule 1 Revenue Requirement (\$) while achieving the 2019 project commitments in the Business Plan	1.5% Below Budget	2.5% Below Budget	3.5% Below Budget	5%

<p>10. Organizational Effectiveness and Skills Assessment</p> <p>Having a skilled and diverse workforce and adequate bench strength and knowledge in critical positions is key to NYISO's organizational effectiveness. This goal will develop comprehensive training plans targeting identified technical, business and leadership skills gaps in knowledge, skills and abilities in all positions defined as critical to achieving the NYISO's mission.</p>	<p><u>Develop</u> comprehensive plans focused on closing identified skills gaps in 100% of the positions defined as critical, where there is either a lack of adequate bench strength or not enough depth of knowledge.</p>	<p><u>Implement</u> comprehensive plans focused on closing identified skills gaps in 50% of the positions defined as critical, where there is either a lack of adequate bench strength or not enough depth of knowledge.</p>	<p><u>Implement</u> comprehensive plans focused on closing identified skills gaps in 100% of the positions defined as critical, where there is either a lack of adequate bench strength or not enough depth of knowledge. Demonstrate that <u>implementation</u> of the plans has been <u>completed</u>.</p>	<p>5%</p>
<p>Total Achievable</p>	<p>50%</p>	<p>100%</p>	<p>150%</p>	