

2002 Corporate Performance Update: July 2002

These monthly updates provide an overview of the IMO's progress in achieving the goals set out for it by its Board of Directors. All monthly updates since market launch are available on the IMO Web site (www.theIMO.com) under "Corporate Information."

July Synopsis

The IMO's performance up to July 31 continued to exceed target standards on most measures. Currently, the projected Operations, Maintenance and Administration (OM&A) expected expenditures are \$3.5 million above budget. IMO management is continuing to investigate ways to reduce spending, recognizing that any reductions must be done in a prudent manner that does not impede the organization's ability to meet its other corporate objectives.

The Run-in Operational Performance Measures listed in this report will be adapted in consultation with market participants. Participants are encouraged to submit detailed comments to the IMO by September 6, 2002, preferably by e-mail addressed to: IMO.Consultation@theIMO.com, or by post, addressed to:

Owen Ash, Program Coordinator
Independent Electricity Market Operator
655 Bay Street, Suite 410
Toronto, Ontario
M5G 2K4

Corporate Performance Results

Objective: Effective Use of Funds

Target	Performance Expectation	Current Status
Operations, Maintenance and Administration (OM&A) spending compared to the budget amount approved by the IMO Board.	OM&A amount as approved by the Board of Directors.	Currently, the projected OM&A expenditures for 2002 are \$3.5M above budget. Senior Management continues to investigate possible ways to reduce spending while recognizing that actions of this nature must be done in a prudent manner that balances the successful attainment of other corporate objectives
Capital spending compared to the amount approved by the IMO Board.	Capital Amount plus any contingency amounts as approved by the IMO Board.	Capital Spending is tracking within approved budget.

Objective: Marketplace Implemented

Target	Performance Expectation	Current Status
Wholesale market implemented on schedule.	Wholesale market capable of opening on schedule approved by the IMO Board. (Assessment to be conditioned by the extent to which the Market Systems and processes operate effectively during a four month "run-in" period)	Market OPEN Operational Performance Measures for Run-In Period have been established and are being monitored--- details on following pages.

Objective: Market Participants' and Stakeholders' Needs Are Met

Target	Performance Expectation	Current Status
IMO's preparation and operation of the marketplace meets participants' and stakeholder needs.	Strategic objectives impacting Participant Preparations are met; and, ongoing operation of the marketplace meets participants' and stakeholders' needs.	Ongoing customer support has been provided to participants.

Objective: Operational Effectiveness

Target	Performance Expectation	Current Status
Control of tie line flows under normal and disturbance conditions meets or exceeds industry median.	NERC CPS1 & CPS2 median values exceeded DCS meets NERC median.	CPS1, CPS2 & DCS all above NERC standard. CPS 2 may not exceed NERC median for the year.
Electrical reliability maintained within the province.	Judgmental assessment of IMO actions to avert/address significant reliability events. Subject to peer review.	NPCC will perform peer review with final report to be issued fourth quarter.
Market Systems and Processes operate effectively.	To be assessed based on a suite of market operation performance measures to be established about 4 months after market opens.	

Run-In Operational Performance Measures for May 1 - July 31

These measures were developed for use during the first four months of marketplace operation, and will be reviewed following this market 'run-in' period. That review will include customer input and experience gained over the period, and may result in revisions.

Market System Performance	Measure	Criteria	Performance Standard	Performance To Date
Provide Sufficient Information For Effective and Successful Bids and Offers				
Implement Accurate Intertie Schedule	Accuracy	Average Daily	≥ 90%	97.40%
Manage Inappropriate Dispatch Instructions	Timeliness	288x/day	≥ 95%	99.99%
Publish SAA's and SSR's on time	Timeliness	As per schedule	≥ 95%	92.81%
Minimize Day Ahead Forecast Errors	Accuracy	Average Daily	≤ 3%	2.99%
Effective Outage Request Processing	Accuracy	Processed vs. Valid	≥ 95%	99.83%
Determine Operating Security Limits (OSL's) and Populate OSL Database	Timeliness	Average Daily	≥ 98%	99.82%
Effective processing of Transmission Rights Auction	Timeliness	As scheduled within market rules	One failure to complete a full auction during run-in period	100.00%
Dispatch instructions issued every five minutes (288 times/day)	Completeness	288x/day	≥ 95%	99.12%
Continuous Operation Of the Market	Frequency of Market Suspension	Number of Market Suspensions per Year	Will track during run-In period and target after four months	0
	Duration of Market Suspensions	Total Duration (hours) of Market Suspensions per year	Will track during run-in period and target after four months	0

Market System Performance	Measure	Criteria	Performance Standard	Performance To Date
Manage Meter Information				
Interrogate, validate and estimate revenue metered data	Timeliness	Average Daily	≥ 95%	99.4%
Issue Trouble Reports on the 1 st business day following the Trade day (Automated System)	Timeliness	Average Daily	≥ 85%	91.5%
Complete meter edits by the end of 1 st business day following the agreed resolution with the MSP	Timeliness	As per schedule	≥ 85%	91.1%
Settle The Market				
Issue Preliminary and Final Settlement Statements as per <i>IMO Settlement Statement Payments Calendar(SSPC)</i>	Timeliness	Average Daily	≥ 97%	100%
Notices of Disagreement issued as a result of IMO errors	Accuracy	As required	< 15%	19.1%
Invoice Market Participants				
Issue Invoices as per <i>IMO Settlement Statement Payments Calendar (SSPC)</i>	Timeliness	As required	≥ 95%	100%
Invoice Accuracy	Accuracy	Average Monthly	≥ 95%	100%
Market Facing Systems Availability				
MIS (Schedules, Prices & Dispatch, Contract Manager, Message Exchange, ICCP)	Availability	Average Daily as per respective schedule	≥ 95%	99.17%
MOS – MPI (MOS/MIM & Web) (Bids/Offer, Report retrieval, IOMS)	Availability	Average Daily	≥ 99%	99.63%
RMS (CRFA,Settlements/Meter Data/Invoices/MV-WEB)	Availability	Average Daily	≥ 92%	99.71%