

# Memorandum

**To:** ISO Board of Governors  
**From:** Jim Detmers, Vice President, Operations  
**Date:** December 8, 2008  
**Re:** *Operations Report*

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*This memorandum does not require Board action.*

## EXECUTIVE SUMMARY

### *Operations Highlights*

The Operations section of the report will highlight notable events, system performance, and operation performance including performance standards, sanctions, and performance relative to ISO goals.

### *Market Services Highlights*

The Market Services section of the report will highlight market system availability and notable settlement activity. It is intended that additional information on market activity will be included in this section of the report over the next several months.

### *Operations Support Highlights*

The Operations Support section will highlight compliance activity including ancillary service no pay and payments rescinded for non-compliance. This section also includes settlement dispute activity.