

**EMC's performance against targets**

	FY2005-2006		FY2006-2007	
<i>Measure</i> \ <i>Year</i>	Approved target %	Actual performance %	Approved target %	Actual performance %
<b>Quantitative Measure:</b>				
System availability	99.75	99.96	99.85	<b>99.96</b>
Pricing accuracy	99.60	100.00	99.70	<b>100.00</b>
Settlement accuracy	99.90	99.99	99.90	<b>99.99</b>
<b>Qualitative Measure (Satisfaction rating):</b>				
Customer responsiveness	75.00	80.80	80.00	<b>100.00</b>
Market assessment	75.00	94.12	80.00	<b>100.00</b>
Rule changes	80.00	73.90	80.00	<b>50.00</b>