

# Performance Metrics for OATT Schedule 21-NU, Transmission Delivery Service Requests in Compliance with Order No. 890

Metric		2009			
		Q1 1/1-3/31	Q2 4/1-6/30	Q3 7/1-9/30	Q4 10/1-12/31
<b>SYSTEM IMPACT STUDY</b>					
<b>1</b>	<b>Service Request Process Time<sup>1</sup></b>				
a	Number of new system impact study agreements delivered to transmission customers	0	0	0	0
b	Number of new system impact study agreements delivered to the transmission customer more than 30 days after the transmission customer submitted its request	0	0	0	0
c	Average time (days) from request submittal to change in request status	0	0	0	0
d	Average time (days) from request submittal to delivery of system impact study agreement	0	0	0	0
e	Number of new system impact study agreements executed	0	0	0	0
<b>2</b>	<b>Study Process Time<sup>2</sup></b>				
a	Number of system impact studies completed	0	0	0	0
b	Number of system impact studies completed more than 60 days after receipt of executed system impact study agreement	0	0	0	0
c	Average time (days) from receipt of executed system impact study agreement to date when completed system impact study made available to the transmission customer	0	0	0	0
d	Average cost of system impact studies completed during the period	\$0	\$0	\$0	\$0
<b>3</b>	<b>Service Requests Withdrawn<sup>3</sup></b>				
a	Number of requests withdrawn from the system impact study queue	0	0	0	0
b	Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement	0	0	0	0
c	Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue	0	0	0	0
<b>4</b>	<b>Average Number of Days Study Delayed Past 60 Days<sup>4</sup></b>	0	0	0	0
<b>FACILITIES STUDY</b>					
<b>5</b>	<b>Offer For facilities Study Process Time<sup>5</sup></b>				
a	Number of new facilities study agreements delivered to transmission customers	0	0	0	0
b	Number of new facilities study agreements delivered to transmission customers more than 30 days after the completion of the system impact study	0	0	0	0
c	Average time (days) from completion of system impact study to delivery of facilities study agreement	0	0	0	0
d	Number of new facilities study agreements executed	0	0	0	0
<b>6</b>	<b>Study Process Time<sup>6</sup></b>				
a	Number of facilities studies completed	0	0	0	0
b	Number of facilities studies completed more than 60 days after receipt of executed facilities study agreement	0	0	0	0
c	Average time (days) from receipt of executed facilities study agreement to date when completed facilities study made available to the transmission customer	0	0	0	0
d	Average cost of facilities studies completed during the period	0	0	0	0
e	Average cost of recommended upgrades for facilities studies completed during the period	0	0	0	0
<b>7</b>	<b>Service Requests Withdrawn<sup>7</sup></b>				
a	Number of requests withdrawn from the facilities study queue	0	0	0	0
b	Number of facilities studies withdrawn more than 60 days after receipt of executed facilities study agreement	0	0	0	0
c	Average time (days) from receipt of executed facilities study agreement to date when request was withdrawn from the facilities study queue	0	0	0	0
<b>8</b>	<b>Average Number of Days Study Delayed Past 60 Days<sup>8</sup></b>	0	0	0	0

## FOOTNOTES

- 1 Process time from initial service request to offer of system impact study agreement.
- 2 System impact study processing time.
- 3 Service requests withdrawn from system impact study queue.
- 4 For all system impact studies completed more than 60 days after receipt of executed system impact study agreement average number of days study was delayed due to transmission customer's actions.
- 5 Process time from completed system impact study to offer of facilities study
- 6 Facilities study processing time
- 7 Service requests withdrawn from facilities study queue
- 8 For all facilities studies completed more than 60 days after receipt of executed facilities study agreement average number of days study was delayed due to transmission customer's actions