

Performance Metrics for OATT Schedule 21-CMP, Transmission Delivery Service Requests in Compliance with Order No. 890								
METRIC for Non Affiliates	2009				2010			
	Q1 n/a	Q2 05/14-06/30	Q3 07/1-09/30	Q4 10/01-12/31	Q1 01/01-03/31	Q2 04/01-06/30	Q3 07/1-09/30	Q4 10/01-12/31
System Impact Study								
(1) Service Request Process Time ¹								
a	Number of new system impact study agreements delivered to transmission customers		1					
b	Number of new system impact study agreements delivered to transmission customer more than 30 days after the transmission customer submitted its request		0					
c	Average time (days) from request submittal to change in request status		14					
d	Average time (days) from request submittal to delivery of system impact study agreement		14					
e	Number of new system impact study agreements executed		1					
(2) Study Process Time ²								
a	Number of system impact studies completed		0					
b	Number of system impact studies completed more than 60 days after receipt of executed system impact study agreement		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					
d	Average cost of system impact studies completed during the period		0					
(3) Service Requests Withdrawn ³								
a	Number of requests withdrawn from the system impact study queue		0					
b	Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement		0					
c	Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue		0					
(4) Average # Days Study Delayed beyond 60 Days ⁴								
			0					

Facilities Study								
(5) Offer for Facilities Study Process Time ⁵								
a	Number of new facilities study agreements delivered to transmission customers		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					
c	Average time (days) from completion of system impact study to delivery of facilities study agreement		0					
d	Number of new facilities study agreements executed		0					
(6) Study Process Time ⁶								
a	Number of facilities studies completed		0					
b	Number of facilities studies completed more than 60 days after receipt of executed facilities study agreement		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					
d	Average cost of facilities studies completed during the period		0					
e	Average cost of recommended upgrades for facilities studies completed during the period		0					
(7) Service Requests Withdrawn ⁷								
a	Number of requests withdrawn from the facilities study queue		0					
b	Number of facilities studies withdrawn more than 60 days after receipt of executed facilities study agreement		0					
c	Average time (days) from receipt of executed facilities study agreement to date when request was withdrawn from the facilities study queue		0					
(8) Average # Days Study Delayed beyond 60 Days ⁸								
			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

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System Impact Study									
(1) Service Request Process Time ¹									
a	Number of new system impact study agreements delivered to transmission customers		0						
b	Number of new system impact study agreements delivered to transmission customer more than 30 days after the transmission customer submitted its request		0						
c	Average time (days) from request submittal to change in request status		0						
d	Average time (days) from request submittal to delivery of system impact study agreement		0						
e	Number of new system impact study agreements executed		0						
(2) Study Process Time ²									
a	Number of system impact studies completed		0						
b	Number of system impact studies completed more than 60 days after receipt of executed system impact study agreement		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						
d	Average cost of system impact studies completed during the period		0						
(3) Service Requests Withdrawn ³									
a	Number of requests withdrawn from the system impact study queue		0						
b	Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement		0						
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Facilities Study									
(5) Offer for Facilities Study Process Time ⁵									
a	Number of new facilities study agreements delivered to transmission customers		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						
c	Average time (days) from completion of system impact study to delivery of facilities study agreement		0						
d	Number of new facilities study agreements executed		0						
(6) Study Process Time ⁶									
a	Number of facilities studies completed		0						
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d	Average cost of facilities studies completed during the period		0						
e	Average cost of recommended upgrades for facilities studies completed during the period		0						
(7) Service Requests Withdrawn ⁷									
a	Number of requests withdrawn from the facilities study queue		0						
b	Number of facilities studies withdrawn more than 60 days after receipt of executed facilities study agreement		0						
c	Average time (days) from receipt of executed facilities study agreement to date when request was withdrawn from the facilities study queue		0						
(8) Average # Days Study Delayed beyond 60 Days ⁸									
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