

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

METRIC	2008			
	Q1 01/1-03/31	Q2 05/14-06/30	Q3 07/1-09/30	Q4 10/01-12/31
<b>System Impact Study</b>				
Number of new system impact study agreements delivered to transmission customers	0	0		
Number of new system impact study agreements delivered to transmission customer more than 30 days after the transmission customer submitted its request	0	0		
Average time (days) from request submittal to change in request status	0	0		
Average time (days) from request submittal to delivery of system impact study agreement	0	0		
Number of new system impact study agreements executed	0	0		
Number of system impact studies completed	0	0		
Number of system impact studies completed more than 60 days after receipt of executed system impact study agreement	0	0		
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		
Average cost of system impact studies completed during the period	0	0		
Number of requests withdrawn from the system impact study queue	0	0		
Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement	0	0		
Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue	0	0		
<b>Facilities Study</b>				
Number of new facilities study agreements delivered to transmission customers	0	0		
Number of new facilities study agreements delivered to transmission customers more than 30 days after the completion of the system impact study	0	0		
Average time (days) from completion of system impact study to delivery of facilities study agreement	0	0		
Number of new facilities study agreements executed	0	0		
Number of facilities studies completed	0	0		
Number of facilities studies completed more than 60 days after receipt of executed facilities study agreement	0	0		
Average time (days) from receipt of executed facilities study agreement to date when completed facilities study made available to the transmission customer	0	0		
Average cost of facilities studies completed during the period	0	0		
Average cost of recommended upgrades for facilities studies completed during the period	0	0		
Number of requests withdrawn from the facilities study queue	0	0		
Number of facilities studies withdrawn more than 60 days after receipt of executed facilities study agreement	0	0		
Average time (days) from receipt of executed facilities study agreement to date when request was withdrawn from the facilities study queue	0	0		

### FOOTNOTES

- Process time from initial service request to offer of system impact study agreement.
- System impact study processing time
- Service requests withdrawn from system impact study queue
- 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
- Process time from completed system impact study to offer of facilities study
- Facilities study processing time
- Service requests withdrawn from facilities study queue
- 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