

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

METRIC		2016			
		Q1 01/01/ - 3/31	Q2 04/01 -06/30	Q3 07/1-09/30	Q4 10/01-12/31
<b>System Impact Study</b>					
<b>(1) Service Request Process Time <sup>1</sup></b>					
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			
<b>(2) Study Process Time <sup>2</sup></b>					
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			
<b>(3) Service Requests Withdrawn <sup>3</sup></b>					
a	Number of requests withdrawn from the system impact study queue	0			
b	Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement	0			
c	Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue	0			
<b>(4) Average # Days Study Delayed beyond 60 Days <sup>4</sup></b>		0			

<b>Facilities Study</b>					
<b>(5) Offer for Facilities Study Process Time <sup>5</sup></b>					
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			
<b>(6) Study Process Time <sup>6</sup></b>					
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			
<b>(7) Service Requests Withdrawn <sup>7</sup></b>					
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			
<b>(8) Average # Days Study Delayed beyond 60 Days <sup>8</sup></b>		0			

### FOOTNOTES

- 1 Process time from initial service request to offer of system impact study agreement pursuant to sections II.19.2, II.34.2 of ISO-NE OATT
- 2 System impact study processing time pursuant to sections II.19.3 and II.34.3 of ISO-NE OATT
- 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 pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT
- 6 Facilities study processing time pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT
- 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