

Performance Metrics for OATT Schedule 21-Vermont Electric Power Company, Inc., Transmission Delivery Service Requests in Compliance

METRIC	2008			
	Q1 n/a	Q2 05/14-06/30	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			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(3) Service Requests Withdrawn ³				
a	Number of requests withdrawn from the system impact study queue			0
b	Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement			0
c	Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue			0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				

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				

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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