

Performance Metrics for OATT Schedule 21- NSTAR, Transmission Delivery Service Requests in Compliance with Order No. 890 Non-Affiliate													
METRIC	2016				2017				2018				
	Q1 01/1 - 3/31	Q2 04/1-6/30	Q3 07/1-09/30	Q4 10/01-12/31	Q1 01/1 - 3/31	Q2 04/1-6/30	Q3 07/1-09/30	Q4 10/01-12/31	Q1 01/1 - 3/31	Q2 04/1-6/30	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	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	
c	Average time (days) from request submittal to change in request status	0	0	0	0	0	0	0	0	0	0	0	
d	Average time (days) from request submittal to delivery of system impact study agreement	0	0	0	0	0	0	0	0	0	0	0	
e	Number of new system impact study agreements executed	0	0	0	0	0	0	0	0	0	0	0	
(2) Study Process Time ²													
a	Number of system impact studies completed	0	0	0	0	0	0	0	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	0	0	0	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	0	0	0	0	0	0	0	
d	Average cost of system impact studies completed during the period	0	0	0	0	0	0	0	0	0	0	0	
(3) Service Requests Withdrawn ³													
a	Number of requests withdrawn from the system impact study queue	0	0	0	0	0	0	0	0	0	0	0	
b	Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement	0	0	0	0	0	0	0	0	0	0	0	
c	Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	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	0	0	0	0	0	0	0	
c	Average time (days) from completion of system impact study to delivery of facilities study agreement	0	0	0	0	0	0	0	0	0	0	0	
d	Number of new facilities study agreements executed	0	0	0	0	0	0	0	0	0	0	0	
(6) Study Process Time ⁶													
a	Number of facilities studies completed	0	0	0	0	0	0	0	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	0	0	0	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	0	0	0	0	0	0	0	
d	Average cost of facilities studies completed during the period	0	0	0	0	0	0	0	0	0	0	0	
e	Average cost of recommended upgrades for facilities studies completed during the period	0	0	0	0	0	0	0	0	0	0	0	
(7) Service Requests Withdrawn ⁷													
a	Number of requests withdrawn from the facilities study queue	0	0	0	0	0	0	0	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	0	0	0	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	0	0	0	0	0	0	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

Performance Metrics for OATT Schedule 21- NSTAR, Transmission Delivery Service Requests in Compliance with Order No. 890 Affiliate												
METRIC	2016				2017				2018			
	Q1 01/1 - 3/31	Q2 04/1-6/30	Q3 07/1-09/30	Q4 10/01-12/31	Q1 01/1 - 3/31	Q2 04/1-6/30	Q3 07/1-09/30	Q4 10/01-12/31	Q1 01/1 - 3/31	Q2 04/1-6/30	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	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0
c	Average time (days) from request submittal to change in request status	0	0	0	0	0	0	0	0	0	0	0
d	Average time (days) from request submittal to delivery of system impact study agreement	0	0	0	0	0	0	0	0	0	0	0
e	Number of new system impact study agreements executed	0	0	0	0	0	0	0	0	0	0	0
(2) Study Process Time ²												
a	Number of system impact studies completed	0	0	0	0	0	0	0	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	0	0	0	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	0	0	0	0	0	0	0
d	Average cost of system impact studies completed during the period	0	0	0	0	0	0	0	0	0	0	0
(3) Service Requests Withdrawn ³												
a	Number of requests withdrawn from the system impact study queue	0	0	0	0	0	0	0	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	0	0	0	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	0	0	0	0	0	0	0
(4) Average # Days Study Delayed beyond 60 Days ⁴												
		0	0	0	0	0	0	0	0	0	0	0

Facilities Study												
METRIC	2016				2017				2018			
	Q1 01/1 - 3/31	Q2 04/1-6/30	Q3 07/1-09/30	Q4 10/01-12/31	Q1 01/1 - 3/31	Q2 04/1-6/30	Q3 07/1-09/30	Q4 10/01-12/31	Q1 01/1 - 3/31	Q2 04/1-6/30	Q3 07/1-09/30	Q4 10/01-12/31
(5) Offer for Facilities Study Process Time ⁵												
a	Number of new facilities study agreements delivered to transmission customers	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0
c	Average time (days) from completion of system impact study to delivery of facilities study agreement	0	0	0	0	0	0	0	0	0	0	0
d	Number of new facilities study agreements executed	0	0	0	0	0	0	0	0	0	0	0
(6) Study Process Time ⁶												
a	Number of facilities studies completed	0	0	0	0	0	0	0	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	0	0	0	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	0	0	0	0	0	0	0
d	Average cost of facilities studies completed during the period	0	0	0	0	0	0	0	0	0	0	0
e	Average cost of recommended upgrades for facilities studies completed during the period	0	0	0	0	0	0	0	0	0	0	0
(7) Service Requests Withdrawn ⁷												
a	Number of requests withdrawn from the facilities study queue	0	0	0	0	0	0	0	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	0	0	0	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	0	0	0	0	0	0	0
(8) Average # Days Study Delayed beyond 60 Days ⁸												
		0	0	0	0	0	0	0	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
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- 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
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- 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