

**Performance Metrics for OATT Schedule 21-ES,
Transmission Delivery Service Requests in
Compliance with Order No. 890
Affiliate**

| METRIC | 2020 | | | | 2021 | | | | 2022 | | | | 2023 | | | |
|--------|-------------------|-----------------|------------------|-------------------|-------------------|-----------------|------------------|-------------------|-------------------|-----------------|------------------|-------------------|-------------------|-----------------|------------------|-------------------|
| | 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 | Q1 01/1 - 3/31 | Q2 04/1-6/30 | Q3 07/1-09/30 | Q4 10/01-12/31 |

System Impact Study

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|---|---|--|--|---|---|---|---|---|---|---|---|---|---|---|---|---|
| (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 | 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 | 0 |
| c | Average time (days) from request submittal to change in request status | | | | 0 | 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 | 0 |
| e | Number of new system impact study agreements executed | | | | 0 | 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 | 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 | 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 | 0 |
| d | Average cost of system impact studies completed during the period | | | | 0 | 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| (3) Service Requests Withdrawn ³ | | | | | | | | | | | | | | | | |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 | 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 | 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 | 0 |
| (4) Average # Days Study Delayed beyond 60 Days ⁴ | | | | | | | | | | | | | | | | |
| | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

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 | 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 | 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 | 0 |
| d | Number of new facilities study agreements executed | | | | 0 | 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 | 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 | 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 | 0 |
| d | Average cost of facilities studies completed during the period | | | | 0 | 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 | 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 | 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 | 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 | 0 |
| (8) Average # Days Study Delayed beyond 60 Days ⁸ | | | | | | | | | | | | | | | | |
| | | | | 0 | 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
- 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-ES,
Transmission Delivery Service Requests in
Compliance with Order No. 890
Non-Affiliate**

| METRIC | 2020 | | | | 2021 | | | | 2022 | | | | 2023 | | | |
|--------|-----------------|-----------------|-----------------|-------------------|-----------------|-----------------|-----------------|-------------------|-----------------|-----------------|-----------------|-------------------|-----------------|-----------------|-----------------|-------------------|
| | Q1 01/1-3/31 | Q2 04/1-6/30 | Q3 07/1-9/30 | Q4 10/01-12/31 | Q1 01/1-3/31 | Q2 04/1-6/30 | Q3 07/1-9/30 | Q4 10/01-12/31 | Q1 01/1-3/31 | Q2 04/1-6/30 | Q3 07/1-9/30 | Q4 10/01-12/31 | Q1 01/1-3/31 | Q2 04/1-6/30 | Q3 07/1-9/30 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 0 | 0 | 0 | 0 | 0 |

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 | 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 | 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 | 0 | 0 | 0 | 0 | 0 |
| d | Number of new facilities study agreements executed | 0 | 0 | 0 | 0 | 0 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | 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
- 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