

## **Business Practice**

### **Posting and Retention of Performance Metrics for Transmission Service Studies**

#### **1. General**

- 1.1 This Business Practice contains a description of how APS will post and retain study performance metrics, how APS will provide notice to FERC after two quarters of late studies, and how APS will post additional study metrics after two quarters of late studies.

#### **2. Posting of Performance Metrics**

- 2.1 No later than 15 calendar days after the start of each calendar quarter commencing with the Third Quarter of 2007, APS will post on its OASIS a table of performance metrics for processing system impact studies and facilities studies.
- 2.2 The performance metrics will include studies initiated or completed on or after July 13, 2007.
- 2.3 The performance metrics will remain available on OASIS for 3 calendar years.
- 2.4 The performance metrics will include the following, separately calculated for affiliates and non-affiliates:
  - 2.4.1 Process time from initial service request to offer of system impact study agreement pursuant to sections 17.4, 19.1, 32.1 and 40 of the APS OATT:
    - 2.4.1.1 Number of new system impact study agreements delivered to transmission customers,
    - 2.4.1.2 Number of new system impact study agreements delivered to the transmission customer more than 30 days after the transmission customer submitted its request,
    - 2.4.1.3 Average time (days) from request submittal to change in request status,
    - 2.4.1.4 Average time (days) from request submittal to delivery of system impact study agreement, and
    - 2.4.1.5 Number of new system impact study agreements executed;
  - 2.4.2 System impact study processing time pursuant to sections 19.3, 32.3 and 40 of the APS OATT:
    - 2.4.2.1 Number of system impact studies completed,

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- 2.4.2.2 Number of system impact studies completed more than 60 days after receipt of executed system impact study agreement,
- 2.4.2.3 Average time (days) from receipt of executed system impact study agreement to date when completed system impact study made available to the transmission customer, and
- 2.4.2.4 Average cost of system impact studies completed during the period;
- 2.4.3 Service requests withdrawn from system impact study queue:
  - 2.4.3.1 Number of requests withdrawn from the system impact study queue,
  - 2.4.3.2 Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement, and
  - 2.4.3.3 Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue;
- 2.4.4 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 (e.g., delays in providing needed data);
- 2.4.5 Process time from completed system impact study to offer of facilities study pursuant to sections 19.4, 32.4 and 40 of the APS OATT:
  - 2.4.5.1 Number of new facilities study agreements delivered to transmission customers,
  - 2.4.5.2 Number of new facilities study agreements delivered to transmission customers more than 30 days after the completion of the system impact study,
  - 2.4.5.3 Average time (days) from completion of system impact study to delivery of facilities study agreement, and
  - 2.4.5.4 Number of new facilities study agreements executed;
- 2.4.6 Facilities study processing time pursuant to sections 19.4, 32.4 and 40 of the APS OATT:
  - 2.4.6.1 Number of facilities studies completed,
  - 2.4.6.2 Number of facilities studies completed more than 60 days after receipt of executed facilities study agreement,
  - 2.4.6.3 Average time (days) from receipt of executed facilities study agreement to date when completed facilities study made available to the transmission customer,

- 2.4.6.4 Average cost of facilities studies completed during the period, and
- 2.4.6.5 Average cost of recommended upgrades for facilities studies completed during the period;
- 2.4.7 Service requests withdrawn from facilities study queue:
  - 2.4.7.1 Number of requests withdrawn from the facilities study queue,
  - 2.4.7.2 Number of facilities studies withdrawn more than 60 days after receipt of executed facilities study agreement, and
  - 2.4.7.3 Average time (days) from receipt of executed facilities study agreement to date when request was withdrawn from the facilities study queue; and
- 2.4.8 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 (e.g., delays in providing needed data).

### **3. Notification to Customers of Study Delays**

- 3.1 APS will notify customers in writing when it determines that a system impact study or facilities study cannot be completed within the 60-day due diligence period.
- 3.2 Such notifications will contain:
  - 3.2.1 The study request involved and a notice that the study is not expected to be completed within the 60-day due diligence period;
  - 3.2.2 An expected completion date;
  - 3.2.3 A description of the circumstances requiring additional time to complete the study work; and
  - 3.2.4 A statement and description if any delay was caused by the transmission customer

### **4. Notification Filings to FERC Regarding Performance Metrics**

- 4.1 APS will submit a notification filing to FERC if APS processes more than 20 percent of non-affiliate's studies outside the 60-day due diligence period for two consecutive quarters.
- 4.2 Such filing will be submitted within 30 days of the second consecutive quarter.
- 4.3 To calculate the percentages for this notification requirement, APS will aggregate all system impact studies and all facilities studies that it completes during the quarter for non-affiliates.

## **5. Posting of Additional Performance Metrics Following Notification Filing**

- 5.1 Approximately two months following the submission of a notification filing pursuant to Section 4 of this Business Practice, unless excused from posting additional performance metrics by FERC, APS will post on OASIS additional performance metrics.
- 5.2 The additional performance metrics will include:
  - 5.2.1 Average, across completed system impact studies, of the employee-hours expended per completed system impact study;
  - 5.2.2 Average, across completed facilities studies, of employee hours expended per completed facilities study;
  - 5.2.3 The number of employees devoted to processing system impact studies; and
  - 5.2.4 The number of employees devoted to processing facilities studies.
- 5.3 The additional performance metrics will not be segregated to separate affiliate and non-affiliate requests, nor will it be segregated to separate short-term and long-term service.

**These Business Practices describe general conditions and practices. There may be specific circumstances that require some variation from, or are not addressed by, these Business Practices.**