

**Study Performance Metric
First Quarter 2009**

**Initial Request to Executed System Impact Study Agreements
pursuant to sections 17.5, 19.1, and 32.1 of the pro-forma OATT**

	Number of New SIS Agreements	Number of agreements issued after 30 day submission	Average time (days) from submittal to change in status	Average time (days) from submittal to delivery of SIS agreement	Number of New SIS agreements executed
Affiliate Request	0	0	0	0	0
Non-Affiliate Request	3	0	0	4	3

**System Impact Study processing time
pursuant to sections 19.3 and 32.3 of the pro-forma OATT**

	Number of SIS complete	Number of SIS complete after more than 60 days after execution of SIS agreement	Average number of days study was delayed due to customer action for late	Average time (days) from execution of agreement to issuing complete study	Average cost of system impact studies completed during period
Affiliate Request	0	0	0	0	\$0.00
Non-Affiliate Request	2	0	0	60	\$2,332.60

Service requests withdrawn from system impact study queue

	Number of SIS request withdrawn from queue	Number of SIS withdrawn more than 60 days after receipt of executed SIS agreement	Average time (days) from receipt of executed SIS agreement to date withdrawn
Affiliate Request	0	0	0
Non-Affiliate Request	1	1	75

**Facilities Study request process time
pursuant to sections 19.4 and 32.4 of the pro-forma OATT**

	Number of New Facilities Study Agreements	Number of new facilities agreements issued after 30 day submission of completed SIS	Average time (days) from completion of system impact study to delivery of facilities study agreement	Number of New facilities study agreements executed
Affiliate Request	0	0	0	0
Non-Affiliate Request	0	0	0	0

**Facilities Study processing time
pursuant to sections 19.4 and 32.4 of the pro-forma OATT**

	Number of facilities studies complete	Number of facilities studies complete after more than 60 days after execution of FS agreement	Average number of days study was delayed due to customer action for late	Average time (days) from execution of agreement to issuing complete study	Average cost of facilities studies completed during period	Average cost of recommended upgrades
Affiliate Request	0	0	0	0	\$0.00	\$0
Non-Affiliate Request	0	0	0	0	0	0

Service requests withdrawn from facilities study queue

	Number of facilities study request withdrawn from queue	Number of FS withdrawn more than 60 days after receipt of executed FS agreement	Average time (days) from receipt of executed FS agreement to date withdrawn
Affiliate Request	0	0	0
Non-Affiliate Request	0	0	0

NOTE: For purposes of this Study Metric and other reporting requirement for the OASIS as specified in the OATT, Cleco Power Transmission will treat Cleco Power Energy Operations (NERC acronym CPWR) as an affiliate. Cleco Power Energy Operations is the retail side of Cleco Power and is responsible for serving Cleco Native Load customers. Cleco Power Wholesale Merchant Services (CPWM) is currently the only Transmission Customer which is also an Affiliate as defined by the Standards of Conduct.