

## Transmission Service Request Study Metrics

	7/1/2008	
	<b>2008 Quarter No. 2</b>	
	<u>Non Affiliates</u>	<u>Affiliates</u>
<b>Process Time: Initial Service Request to SISA Offer</b>		
No. of new SISA delivered to transmission customers	7	0
No. of new SISA delivered to customer more than 30 days after request submittal	0	0
Average no. of days from request submittal to change in request status	7	0
Average no. of days from request submittal to delivery of SISA	5	0
No. of new SISA executed	2	0
<b>Process Time: SIS Processing</b>		
No. of SIS completed	0	0
No. of SIS completed more than 60 days after receipt of executed SISA	0	0
Average no. of days from receipt of executed SISA to SIS given to customer	0	0
Average cost of SIS completed during quarter	0	0
Mean hrs. spent on SIS	0	0
No. of employees working on SIS	0	0
<b>Customer Caused Delays: SIS</b>		
Average no. of days SIS delayed by customer actions for SIS exceeding 60 days from executed SISA	0	0
<b>Withdrawn Requests: SIS</b>		
No. of requests withdrawn from queue during SIS	0	0
No. of requests withdrawn more than 60 days after receipt of executed SISA	0	0
Average no. of days from receipt of executed SISA to withdrawal request	0	0
<b>Process Time: SIS Completion to FSA Offer</b>		
No. of new FSA delivered to transmission customers	0	0
No. of new FSA delivered to customer more than 30 days after SIS completion	0	0
Average no. of days from SIS completion to delivery of FSA	0	0
No. of new FSA executed by transmission customers	0	0
<b>Process Time: FS Processing</b>		
No. of FS completed	0	0
No. of FS completed more than 60 days after receipt of executed FSA	0	0
Average no. of days from receipt of executed FSA to FS given to customer	0	0
Average cost of FS completed during quarter	0	0
Average cost of FS recommended upgrades during quarter	0	0
Mean hr. spent on FS	0	0
No. of employees working on FS	0	0
<b>Customer Caused Delays: FS</b>		
Average no. of days FS delayed by customer actions for FS exceeding 60 days from executed FSA	0	0
<b>Withdrawn Requests: FS</b>		
No. of requests withdrawn from queue during FS	0	0
No. of requests withdrawn more than 60 days after receipt of executed FSA	0	0
Average no. of days from receipt of executed FSA to withdrawal request	0	0