

Portland General Electric Company

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Study Performance Metrics - Affiliates

2008

Q1	Q2	Q3	Q4
01/01-03/31	04/01-06/30	07/1-09/30	10/01-12/31

System Impact Study

(1) Process time from initial service request to offer of system impact study agreement.

	Q1	Q2	Q3	Q4
a Number of new system impact study agreements delivered to transmission customers	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
c Average time (days) from request submittal to change in request status	0	0	0	0
d Average time (days) from request submittal to delivery of system impact study agreement	0	0	0	0
e Number of new system impact study agreements executed	0	0	0	0

(2) System impact study processing time

a Number of system impact studies completed	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
c Average time (days) from receipt of executed system impact study agreement to date when completed system impact study is made available to the transmission customer	N/A	N/A	N/A	N/A
d Average cost of system impact studies completed during the period	N/A	N/A	N/A	N/A

(3) Service requests withdrawn from system impact study queue

a Number of requests withdrawn from the system impact study queue	0	0	0	0
b Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement	0	0	0	0
c Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue	N/A	N/A	N/A	N/A

(4) Average # days study delayed beyond 60 Days due to transmission customer's actions

N/A	N/A	N/A	N/A
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Facilities Study

(5) Process time from completed system impact study to offer of facilities study

a Number of new facilities study agreements delivered to transmission customers	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
c Average time (days) from completion of system impact study to delivery of facilities study agreement	0	0	0	0
d Number of new facilities study agreements executed	0	0	0	0

(6) Process time from completed system impact study to offer of facilities study

a Number of facilities studies completed	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
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
d Average cost of facilities studies completed during the period	N/A	N/A	N/A	N/A
e Average cost of recommended upgrades for facilities studies completed during the period	N/A	N/A	N/A	N/A

(7) Service requests withdrawn from facilities study queue

a Number of requests withdrawn from the facilities study queue	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
c Average time (days) from receipt of executed facilities study agreement to date when request was withdrawn from the facilities study queue	N/A	N/A	N/A	N/A

(8) Average # days study delayed beyond 60 Days due to transmission customer's actions

N/A	N/A	N/A	N/A
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