

# Portland General Electric Company

## Study Performance Metrics - Non-Affiliates

**2007**

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

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

a	Number of new system impact study agreements delivered to transmission customers		0	0	2
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
c	Average time (days) from request submittal to change in request status		0	0	1
d	Average time (days) from request submittal to delivery of system impact study agreement		0	0	29
e	Number of new system impact study agreements executed		0	0	2

**(2) System impact study processing time**

a	Number of system impact studies completed		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
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	60
d	Average cost of system impact studies completed during the period		N/A	N/A	4,840

**(3) Service requests withdrawn from system impact study queue**

a	Number of requests withdrawn from the system impact study queue		0	0	0
b	Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement		0	0	0
c	Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue		N/A	N/A	N/A

**(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
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
c	Average time (days) from completion of system impact study to delivery of facilities study agreement		0	0	0
d	Number of new facilities study agreements executed		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
b	Number of facilities studies completed more than 60 days after receipt of executed facilities study agreement		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
d	Average cost of facilities studies completed during the period		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

**(7) Service requests withdrawn from facilities study queue**

a	Number of requests withdrawn from the facilities study queue		0	0	0
b	Number of facilities studies withdrawn more than 60 days after receipt of executed facilities study agreement		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

**(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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