

Portland General Electric Company

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Study Performance Metrics - Non-Affiliates		2008			
		Q1 01/01-03/31	Q2 04/01-06/30	Q3 07/1-09/30	Q4 10/01-12/31
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	3	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	1	0	0	0
d	Average time (days) from request submittal to delivery of system impact study agreement	13	0	0	0
e	Number of new system impact study agreements executed	3	0	0	0
(2) System impact study processing time					
a	Number of system impact studies completed	2	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	60	N/A	N/A	N/A
d	Average cost of system impact studies completed during the period	6,000	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(3) Service requests withdrawn from system impact study queue					
a	Number of requests withdrawn from the system impact study queue	2	2	0	0
b	Number of system impact studies withdrawn more than 60 days after receipt of executed system impact study agreement	2	0	0	0
c	Average time (days) from receipt of executed system impact study agreement to date when request was withdrawn from the system impact study queue	N/A	N/A	N/A	N/A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

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