



**Tucson Electric Power Co.**  
*Performance Metrics*  
**Transmission Service Requests and Studies**

A UniSource Energy Company

Effective: 7/13/07

Posted: 7/10/08

• Process time from initial service request to offer of SIS agreement pursuant to sections 17.5, 19.1 and 32.1 of the pro forma OATT
◦ Number of new SIS agreements delivered
◦ Number of new SIS agreements delivered more than 30 days after request submittal
◦ Average time (days) from request submittal to change in request status
◦ Average time (days) from request submittal to delivery of SIS agreement
◦ Number of new SIS agreements executed

3rd Qtr 2007	
Non-Affiliate	Affiliate
1	0
1	0
0	0
32	0
1	0

4th Qtr 2007	
Non-Affiliate	Affiliate
0	0
0	0
0	0
0	0
0	0

• SIS processing time pursuant to sections 19.3 and 32.3 of the pro forma OATT
◦ Number of SIS completed
◦ Number of SIS completed more than 60 days after executed SIS agreement
◦ Average time (days) from receipt of executed SIS agreement to completed SIS available to trans. Customer
◦ Average cost of SIS completed during the period

0	0
0	0
0	0
N/A	0

0	0
0	0
0	0
0	0

• Service requests withdrawn from SIS queue
◦ Number of requests withdrawn from the SIS queue
◦ Number of SIS withdrawn more than 60 days after receipt of executed SIS agreement
◦ Average time (days) from receipt of executed SIS agreement to date when request was withdrawn from SIS queue

0	0
0	0
0	0

0	0
0	0
0	0

• For all SIS completed more than 60 days after receipt of executed SIS agreement, average number of days study was delayed due to trans. customer's actions
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0	0
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0	0
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• Process time from completed SIS to offer of FS pursuant to sections 19.5 and 32.4 of the pro forma OATT
◦ Number of new FS agreements delivered to trans. Customers
◦ Number of new FS agreements delivered to trans. customers more than 30 days after completion of SIS
◦ Average time (days) from completion fo SIS to delivery of FS agreement
◦ Number of new FS agreements executed

0	0
0	0
0	0
0	0

0	0
0	0
0	0
0	0

• FS processing time pursuant to sections 19.5 and 32.4
◦ Number of FS completed
◦ Number of FS completed more than 60 days after receipt of executed FS agreement
◦ Average time (days) from receipt of executed FS agreement to date when completed FS made available to trans. Customer
◦ Average cost of FS completed during the period
◦ Average cost of recommended upgrades for FS completed during the period

0	0
0	0
0	0
0	0
0	0

0	0
0	0
0	0
0	0
0	0

• Service requests withdrawn from FS queue
◦ Number of requests withdrawn from the FS 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 when request was withdrawn from the FS queue

0	0
0	0
0	0

0	0
0	0
0	0

• For all FS completed more than 60 days after receipt of executed FS agreement, average number of days study was delayed due to trans. customer's actions
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0	0
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0	0
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