



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

Effective: 7/13/07
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A UniSource Energy Company

• 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	

1st Qtr 2008	
Non-Affiliate	Affiliate
0	0
0	0
0	0
0	0
0	0

2nd Qtr 2008	
Non-Affiliate	Affiliate
0	0
0	0
0	0
0	0
0	0

3rd Qtr 2008	
Non-Affiliate	Affiliate
0	0
0	0
0	0
0	0
0	0

4th Qtr 2008	
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
0	0

0	0
0	0
0	0
0	0

0	0
0	0
0	0
0	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• Service requests withdrawn from SIS queue	
◦ Number of requests withdrawn from the SIS queue	
◦ Number of SIS withdrawn more than 60 days after receipt of executed SIS agreement	
◦ Average time (days) from receipt of executed SIS agreement to date when request was withdrawn from SIS queue	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

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	

0	0
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0	0
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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

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

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

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	

0	0
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0	0
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0	0
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0	0
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