REVIEWED
By ua01963 at 3:47 pm, Jan 15, 2010

A UniSource Energy Company

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

Effective: *7/13/07*
Posted: *4/15/09*
Update: *7/14/09*

	1st Qtr 2009		2nd Qtr 2009		3rd Qtr 2009		4th Qtr 2009	
	Non-Affiliate	Affiliate	Non-Affiliate	Affiliate	Non-Affiliate	Affiliate	Non-Affiliate	Affiliate
• 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	1	0	0	0	0	0	0	0
◦ Number of new SIS agreements delivered more than 30 days after request submittal	1	0	0	0	0	0	0	0
◦ Average time (days) from request submittal to change in request status	10	0	0	0	0	0	0	0
◦ Average time (days) from request submittal to delivery of SIS agreement	117	0	0	0	0	0	0	0
◦ Number of new SIS agreements executed	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	0	0	0	0	0	0	0	0
◦ Number of SIS completed more than 60 days after executed SIS agreement	0	0	0	0	0	0	0	0
◦ Average time (days) from receipt of executed SIS agreement to completed SIS available to trans. Customer	0	0	0	0	0	0	0	0
◦ Average cost of SIS completed during the period	0	0	0	0	0	0	0	0
• Service requests withdrawn from SIS queue								
◦ Number of requests withdrawn from the SIS queue	0	0	0	0	0	0	0	0
◦ Number of SIS withdrawn more than 60 days after receipt of executed SIS agreement	0	0	0	0	0	0	0	0
◦ Average time (days) from receipt of executed SIS agreement to date when request was withdrawn from SIS queue	0	0	0	0	0	0	0	0
• 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	0	0	0	0	0	0
• Process time from completed SIS to offfer of FS pursuant to sections 19.5 and 32.4 of the pro forma OATT								
◦ Number of new FS agreements delivered to trans. Customers	0	0	0	0	0	0	0	0
◦ Number of new FS agreements delivered to trans. customers more than 30 days after completion of SIS	0	0	0	0	0	0	0	0
◦ Average time (days) from completion fo SIS to delivery of FS agreement	0	0	0	0	0	0	0	0
◦ Number of new FS agreements executed	0	0	0	0	0	0	0	0
• FS processing time pursuant to sections 19.5 and 32.4								
◦ Number of FS completed	0	0	0	0	0	0	0	0
◦ Number of FS completed more than 60 days after receipt of executed FS agreement	0	0	0	0	0	0	0	0
◦ Average time (days) from receipt of executed FS agreement to date when completed FS made available to trans. Customer	0	0	0	0	0	0	0	0
◦ Average cost of FS completed during the period	0	0	0	0	0	0	0	0
◦ Average cost of recommended upgrades for FS completed during the period	0	0	0	0	0	0	0	0
• Service requests withdrawn from FS queue								
◦ Number of requests withdrawn from the FS queue	0	0	0	0	0	0	0	0
◦ Number of FS withdrawn more than 60 days after receipt of executed FS agreement	0	0	0	0	0	0	0	0
◦ 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
• 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	0	0	0	0	0	0