

**ISO New England's Performance Metrics for Transmission Delivery Service  
Requests in Compliance with Order No. 890**

METRIC *	2011			
	Q1 1/1-3/31 Posted 04/04/11	Q2 4/1-6/30 Posted 7/07/11	Q3 7/1-9/30 Posted 10/7/11	Q4 10/1-12/31

**System Impact Study**

<b>(1) Service Request Process Time<sup>1</sup></b>					
a	New System Impact Study Agreements delivered to Transmission Customers	0	0	0	
b	New System Impact Study Agreements delivered to Transmission Customers more than 30 days after completed Application	0	0	0	
c	Average time (days) from completed Application submittal to change in request status	0	0	0	
d	Average time (days) from completed Application submittal to delivery of System Impact Study Agreement	0	0	0	
e	New System Impact Study Agreements executed	0	0	0	
<b>(2) Study Process Time<sup>2</sup></b>					
a	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 made available to the Transmission Customer	0	0	0	
d	Average cost of System Impact Studies completed during the period	0	0	0	
<b>(3) Service Requests Withdrawn<sup>3</sup></b>					
a	Requests withdrawn from the System Impact Study queue	0	0	0	
b	System Impact Studies withdrawn more than 60 days after receipt of executed System Impact Study Agreement	0	0	0	
c	Average time (days) from receipt of executed System Impact Study Agreement to date when request was withdrawn from the System Impact Study queue	0	0	0	
<b>(4) Average # Days Study Delayed beyond 60 Days<sup>4</sup></b>		0	0	0	

**Facilities Study**

<b>(5) Offer for Facilities Study Process Time<sup>5</sup></b>					
a	New Facilities Study Agreements delivered to Transmission Customers	0	0	0	
b	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	New Facilities Study Agreements executed	0	0	0	
<b>(6) Study Process Time<sup>6</sup></b>					
a	Facilities Studies completed	0	0	0	
b	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	0	0	0	
e	Average cost of recommended upgrades for Facilities Studies completed during the period	0	0	0	
<b>(7) Service Requests Withdrawn<sup>7</sup></b>					
a	Requests withdrawn from the Facilities Study queue	0	0	0	
b	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	0	0	0	
<b>(8) Average # Days Study Delayed beyond 60 Days<sup>8</sup></b>		0	0	0	

**FOOTNOTES**

- 1 Process time from initial service request to offer of System Impact Study Agreement pursuant to sections II.19.2, II.34.2 of ISO-NE OATT
- 2 System Impact Study processing time pursuant to sections II.19.3 and II.34.3 of ISO-NE OATT - 60-days after receipt of executed Agreement unless alternate date agreed upon per Order No. 890-A
- 3 Service requests withdrawn from System Impact Study queue
- 4 For all System Impact Studies completed more than 60 days after receipt of executed System Impact Study Agreement, average number of days study was delayed due to Transmission Customer's actions
- 5 Process time from completed System Impact Study to offer of Facilities Study pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT
- 6 Facilities Study processing time pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT - 60-days after receipt of executed Agreement unless alternate date agreed upon per Order No. 890-A
- 7 Service requests withdrawn from Facilities Study queue
- 8 For all Facilities Studies completed more than 60 days after receipt of executed Facilities Study Agreement, average number of days study was delayed due to Transmission Customer's actions

\* NOTE: ISO New England tracks and posts the Order 890 performance metrics associated with the following transmission service studies:

- 1 System Impact Study and Facilities Study, if required, for a request for:
  - (i) Regional Network Service, (ii) Through or Out Service, or (iii) Elective Transmission Upgrade for increasing inter-Control Area transfer capability;
- 2 Joint System Impact Study for a request for local service that may impact the PTF; and
- 3 Facilities Study for the PTF, if the joint System Impact Study indicates that additions or upgrades to the PTF are needed to accommodate the request for local service or to mitigate indirect impacts on MTF or OTF facilities.

**ISO New England's Performance Metrics for Transmission Delivery Service  
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METRIC *	2010				
	Q1 1/1-3/31 Posted 04/07/10	Q2 4/1-6/30 Posted 07/02/10	Q3 7/1-9/30 Posted 10/04/10	Q4 10/1-12/31 Posted 1/04/11	
<b>System Impact Study</b>					
<b>(1) Service Request Process Time<sup>1</sup></b>					
a	New System Impact Study Agreements delivered to Transmission Customers	0	0	0	0
b	New System Impact Study Agreements delivered to Transmission Customers more than 30 days after completed Application	0	0	0	0
c	Average time (days) from completed Application submittal to change in request status	0	0	0	0
d	Average time (days) from completed Application submittal to delivery of System Impact Study Agreement	0	0	0	0
e	New System Impact Study Agreements executed	0	0	0	0
<b>(2) Study Process Time<sup>2</sup></b>					
a	System Impact Studies completed	0	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 made available to the Transmission Customer	0	0	0	0
d	Average cost of System Impact Studies completed during the period	0	0	0	0
<b>(3) Service Requests Withdrawn<sup>3</sup></b>					
a	Requests withdrawn from the System Impact Study queue	1	0	0	0
b	System Impact Studies withdrawn 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 request was withdrawn from the System Impact Study queue	54	0	0	0
<b>(4) Average # Days Study Delayed beyond 60 Days<sup>4</sup></b>					
		0	0	0	0

<b>Facilities Study</b>					
<b>(5) Offer for Facilities Study Process Time<sup>5</sup></b>					
a	New Facilities Study Agreements delivered to Transmission Customers	0	0	0	0
b	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	New Facilities Study Agreements executed	0	0	0	0
<b>(6) Study Process Time<sup>6</sup></b>					
a	Facilities Studies completed	0	0	0	0
b	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	0	0	0	0
e	Average cost of recommended upgrades for Facilities Studies completed during the period	0	0	0	0
<b>(7) Service Requests Withdrawn<sup>7</sup></b>					
a	Requests withdrawn from the Facilities Study queue	0	0	0	0
b	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	0	0	0	0
<b>(8) Average # Days Study Delayed beyond 60 Days<sup>8</sup></b>					
		0	0	0	0

**FOOTNOTES**

- 1 Process time from initial service request to offer of System Impact Study Agreement pursuant to sections II.19.2, II.34.2 of ISO-NE OATT
  - 2 System Impact Study processing time pursuant to sections II.19.3 and II.34.3 of ISO-NE OATT - 60-days after receipt of executed Agreement unless alternate date agreed upon per Order No. 890-A
  - 3 Service requests withdrawn from System Impact Study queue
  - 4 For all System Impact Studies completed more than 60 days after receipt of executed System Impact Study Agreement, average number of days study was delayed due to Transmission Customer's actions
  - 5 Process time from completed System Impact Study to offer of Facilities Study pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT
  - 6 Facilities Study processing time pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT - 60-days after receipt of executed Agreement unless alternate date agreed upon per Order No. 890-A
  - 7 Service requests withdrawn from Facilities Study queue
  - 8 For all Facilities Studies completed more than 60 days after receipt of executed Facilities Study Agreement, average number of days study was delayed due to Transmission Customer's actions
- \* **NOTE: ISO New England tracks and posts the Order 890 performance metrics associated with the following transmission service studies:**
- 1 System Impact Study and Facilities Study, if required, for a request for:
    - (i) Regional Network Service, (ii) Through or Out Service, or (iii) Elective Transmission Upgrade for increasing inter-Control Area transfer capability;
  - 2 Joint System Impact Study for a request for local service that may impact the PTF; and
  - 3 Facilities Study for the PTF, if the joint System Impact Study indicates that additions or upgrades to the PTF are needed to accommodate the request for local service or to mitigate indirect impacts on MTF or OTF facilities.

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METRIC *	2009			
	Q1	Q2	Q3	Q4
	1/1-3/31 Posted 04/15/09	4/1-6/30 Posted 07/10/09	7/1-9/30 Posted 10/7/09	10/1-12/31 Posted 1/12/10

**System Impact Study**

<b>(1) Service Request Process Time<sup>1</sup></b>					
a	New System Impact Study Agreements delivered to Transmission Customers	1	0	0	1
b	New System Impact Study Agreements delivered to Transmission Customers more than 30 days after completed Application	0	0	0	1
c	Average time (days) from completed Application submittal to change in request status	0	0	0	0
d	Average time (days) from completed Application submittal to delivery of System Impact Study Agreement	29	0	0	34
e	New System Impact Study Agreements executed	1	0	0	1
<b>(2) Study Process Time<sup>2</sup></b>					
a	System Impact Studies completed	1	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 made available to the Transmission Customer	46	0	0	0
d	Average cost of System Impact Studies completed during the period	\$25,360	0	0	0
<b>(3) Service Requests Withdrawn<sup>3</sup></b>					
a	Requests withdrawn from the System Impact Study queue	1	0	0	1
b	System Impact Studies withdrawn more than 60 days after receipt of executed System Impact Study Agreement	1	0	0	1
c	Average time (days) from receipt of executed System Impact Study Agreement to date when request was withdrawn from the System Impact Study queue	122***	0	0	374***
<b>(4) Average # Days Study Delayed beyond 60 Days<sup>4</sup></b>					
		0	0	0	0

**Facilities Study**

<b>(5) Offer for Facilities Study Process Time<sup>5</sup></b>					
a	New Facilities Study Agreements delivered to Transmission Customers	0	1	0	0
b	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	29	0	0
d	New Facilities Study Agreements executed	0	1	0	0
<b>(6) Study Process Time<sup>6</sup></b>					
a	Facilities Studies completed	0	0	1	0
b	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	60	0
d	Average cost of Facilities Studies completed during the period	0	0	4,479	0
e	Average cost of recommended upgrades for Facilities Studies completed during the period	0	0	136,500	0
<b>(7) Service Requests Withdrawn<sup>7</sup></b>					
a	Requests withdrawn from the Facilities Study queue	0	0	0	0
b	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	0	0	0	0
<b>(8) Average # Days Study Delayed beyond 60 Days<sup>8</sup></b>					
		0	0	0	0

**FOOTNOTES**

- 1 Process time from initial service request to offer of System Impact Study Agreement pursuant to sections II.19.2, II.34.2 of ISO-NE OATT
- 2 System Impact Study processing time pursuant to sections II.19.3 and II.34.3 of ISO-NE OATT - 60-days after receipt of executed Agreement unless alternate date agreed upon per Order No. 890-A
- 3 Service requests withdrawn from System Impact Study queue
- 4 For all System Impact Studies completed more than 60 days after receipt of executed System Impact Study Agreement, average number of days study was delayed due to Transmission Customer's actions
- 5 Process time from completed System Impact Study to offer of Facilities Study pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT
- 6 Facilities Study processing time pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT - 60-days after receipt of executed Agreement unless alternate date agreed upon per Order No. 890-A
- 7 Service requests withdrawn from Facilities Study queue
- 8 For all Facilities Studies completed more than 60 days after receipt of executed Facilities Study Agreement, average number of days study was delayed due to Transmission Customer's actions

\* NOTE: ISO New England tracks and posts the Order 890 performance metrics associated with the following transmission service studies:

- 1 System Impact Study and Facilities Study, if required, for a request for:
  - (i) Regional Network Service, (ii) Through or Out Service, or (iii) Elective Transmission Upgrade for increasing inter-Control Area transfer capability;
- 2 Joint System Impact Study for a request for local service that may impact the PTF; and
- 3 Facilities Study for the PTF, if the joint System Impact Study indicates that additions or upgrades to the PTF are needed to accommodate the request for local service or to mitigate indirect impacts on MTF or OTF facilities.

\*\* After initial SIS Agreement was issued additional negotiations of SIS Agreement and Exhibits were necessary at customers request.

\*\*\* Delays due to missing data required to commence study

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METRIC *	2008			
	Q1	Q2	Q3	Q4
	1/1-3/31 Posted 04/15/08	4/1-6/30 Posted 07/08/08	7/1-9/30 Posted 10/15/08	10/1-12/31 Posted 1/15/09

**System Impact Study**

<b>(1) Service Request Process Time<sup>1</sup></b>					
a	New System Impact Study Agreements delivered to Transmission Customers	0	0	2	0
b	New System Impact Study Agreements delivered to Transmission Customers more than 30 days after completed Application	0	0	1 **	0
c	Average time (days) from completed Application submittal to change in request status	0	0	0	0
d	Average time (days) from completed Application submittal to delivery of System Impact Study Agreement	0	0	42.5	0
e	New System Impact Study Agreements executed	0	0	0	2
<b>(2) Study Process Time<sup>2</sup></b>					
a	System Impact Studies completed	0	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 made available to the Transmission Customer	0	0	0	0
d	Average cost of System Impact Studies completed during the period	0	0	0	0
<b>(3) Service Requests Withdrawn<sup>3</sup></b>					
a	Requests withdrawn from the System Impact Study queue	0	0	0	0
b	System Impact Studies withdrawn 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 request was withdrawn from the System Impact Study queue	0	0	0	0
<b>(4) Average # Days Study Delayed beyond 60 Days<sup>4</sup></b>		0	0	0	0

**Facilities Study**

<b>(5) Offer for Facilities Study Process Time<sup>5</sup></b>					
a	New Facilities Study Agreements delivered to Transmission Customers	0	0	0	0
b	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	New Facilities Study Agreements executed	0	0	0	0
<b>(6) Study Process Time<sup>6</sup></b>					
a	Facilities Studies completed	0	0	0	0
b	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	0	0	0	0
e	Average cost of recommended upgrades for Facilities Studies completed during the period	0	0	0	0
<b>(7) Service Requests Withdrawn<sup>7</sup></b>					
a	Requests withdrawn from the Facilities Study queue	0	0	0	0
b	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	0	0	0	0
<b>(8) Average # Days Study Delayed beyond 60 Days<sup>8</sup></b>		0	0	0	0

**FOOTNOTES**

- 1 Process time from initial service request to offer of System Impact Study Agreement pursuant to sections II.19.2, II.34.2 of ISO-NE OATT
  - 2 System Impact Study processing time pursuant to sections II.19.3 and II.34.3 of ISO-NE OATT - 60-days after receipt of executed Agreement unless alternate date agreed upon per Order No. 890-A
  - 3 Service requests withdrawn from System Impact Study queue
  - 4 For all System Impact Studies completed more than 60 days after receipt of executed System Impact Study Agreement, average number of days study was delayed due to Transmission Customer's actions
  - 5 Process time from completed System Impact Study to offer of Facilities Study pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT
  - 6 Facilities Study processing time pursuant to sections II.19.4 and II.34.4 of ISO-NE OATT - 60-days after receipt of executed Agreement unless alternate date agreed upon per Order No. 890-A
  - 7 Service requests withdrawn from Facilities Study queue
  - 8 For all Facilities Studies completed more than 60 days after receipt of executed Facilities Study Agreement, average number of days study was delayed due to Transmission Customer's actions
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    - (i) Regional Network Service, (ii) Through or Out Service, or (iii) Elective Transmission Upgrade for increasing inter-Control Area transfer capability;
  - 2 Joint System Impact Study for a request for local service that may impact the PTF; and
  - 3 Facilities Study for the PTF, if the joint System Impact Study indicates that additions or upgrades to the PTF are needed to accommodate the request for local service or to mitigate indirect impacts on MTF or OTF facilities.

\*\* After initial SIS Agreement was issued additional negotiations of SIS Agreement and Exhibits were necessary at customers request.