
PERFORMANCE METRICS AND PENALTIES – STUDY FOR TRANSMISSION SERVICE REQUESTS***In this Section:***[Overview](#)[Performance Metrics and Penalties](#)[Notification Filing](#)[Additional Performance Metrics](#)[Penalties for Late Studies](#)[Quarterly Performance Metrics](#)**1.0 OVERVIEW**

Pursuant to Sections 19.9 and 32.5 of BC Hydro’s [Open Access Transmission Tariff](#), there are penalties if BC Hydro fails to meet the study timelines for Transmission Service Requests (TSRs). This Business Practice outlines the process and criteria for BC Hydro to apply and distribute penalties if its performance routinely falls below the timelines for the study of TSRs in accordance with BC Hydro’s OATT.

BC Hydro also reports performance metrics, as applicable, consistent with NAESB business practice standards and the US Electric Code of Federal Regulations (eCFR) Title 18, Chapter 1, Subchapter B, Part 37.6(h).

2.0 PERFORMANCE METRICS AND PENALTIES

Pursuant to Sections 19.9 and 32.5 of the OATT, BC Hydro will be required to submit a notification filing with the British Columbia Utilities Commission (BCUC) if 20% of non-affiliates’ System Impact Study (SIS) and Facility Study (FS) are not completed within the study completion deadlines, for two (2) consecutive quarters. The percentage of studies not completed on time for non-affiliates during the quarter will be calculated by dividing the number of those studies which are not completed on time by the total number of completed studies.

BC Hydro and the Transmission Customer may agree to delay the start date of the Transmission Customer’s study. For example, when BC Hydro identifies another higher TSR in the queue that affects the base case of the study.

2.1 Notification Filing

BC Hydro will file a Notification Filing within 30 Calendar Days of the end of the second consecutive quarter during which 20% of non-affiliates’ SIS and FS are not completed within the study completion deadlines. BC Hydro will include in its Notification Filing an explanation, as applicable, of any extenuating circumstances that have prevented it from meeting the study completion deadlines. If the BCUC determines that delays in completing the studies are due to extenuating circumstances, BC Hydro will not post the additional performance metrics, discussed in section 2.2 below.

2.2 Additional Performance Metrics

Subject to a BCUC determination on the existence of any extenuating circumstances, following its Notification Filing with the BCUC, BC Hydro will post additional quarterly performance metrics on its website, starting with the calendar quarter following its Notification Filing (that is, the third (3rd) calendar quarter in sequence).

The additional performance metrics are:

1. the average number of employee-hours expended per completed SIS;
2. the average number of employee-hours expended per completed FS;
3. the number of employees dedicated to completing SIS; and
4. the number of employees dedicated to completing FS.

For the purpose of calculating the additional performance metrics, BC Hydro will include where applicable, the time spent by contractors on completed SIS and FS. BC Hydro will continue to post these additional performance metrics until the calendar quarter in which it completes at least 90% of non-affiliates' studies within the study completion deadlines. At this time, BC Hydro will reset its tracking of performance for the purpose of determining notification requirement.

2.3 Penalties for Late Studies

2.3.1 Penalty Assessment

Subject to BCUC determination that there were extenuating circumstances that excuse the performance that triggered the Notification Filing, penalties will be assessed against BC Hydro if 10% or more of non-affiliate studies (SIS and FS) are completed outside the study completion deadlines as set forth in sections 19.3, 19.4, 32.3 and 32.4 of the OATT or as agreed to with the Transmission Customer for each of the two consecutive quarters following the quarter that triggered the Notification Filing.

Penalties will be assessed on a quarterly basis, starting with the quarter following the Notification Filing and will continue until BC Hydro completes at least 90% of all non-affiliate studies (both SIS and FS) within the study completion deadlines.

If 10% or more studies are completed late in the third quarter (i.e. the quarter following the Notification Filing) and less than 10% of studies are completed late in the fourth quarter, no penalties will be assessed, and both notification and penalty requirements will be reset.

Example:

Jan – Mar	Greater than 20% of non-affiliate studies exceeded the OATT timelines
Apr – Jun	Greater than 20% of non-affiliate studies exceeded the OATT timelines
Jul 30	Notification Filing to the BCUC submitted by BC Hydro
Jul – Sept	Greater than 10% of non-affiliate studies exceeded the OATT timelines
Oct – Dec	Less than 10% of non-affiliate studies exceeded the OATT timelines

No penalty assessed. Notification and penalty requirement reset.

No penalty will be assessed if the BCUC determines that extenuating circumstances excuse the late completion of the requested studies. The penalty is equal to \$500 for each day BC Hydro takes to complete the study beyond the study completion deadlines.

2.3.2 Penalty Amount

Penalties will continue to be assessed based on the number of late days in the prior quarter until the percent of studies completed late in the current quarter is less than 10%, after which the tracking of notification and penalty requirements will be reset.

For example, if 10% or more of studies are completed late in the fifth quarter, the total amount of additional penalties will be based on the total number of days that studies were completed late in the fourth quarter.

If a study is still pending at the end of a quarter for which penalties are assessed and the study has been in the study queue greater than the OATT timeline or that agreed to with the Transmission Customer, the penalty will be \$500 for each day the study has been in the study queue beyond the OATT timeline or that agreed to with the Transmission Customer.

Example:

Jan – Mar	Greater than 20% of non-affiliate studies exceeded the OATT timelines
Apr – Jun	Greater than 20% of non-affiliate studies exceeded the OATT timelines
Jul 30	Notification Filing to the BCUC submitted by BC Hydro
Jul – Sept	Greater than 10% of non-affiliate studies exceeded the OATT timelines
Oct – Dec	Greater than 10% of non-affiliate studies exceeded the OATT timelines
Jan	Penalty assessment of \$500 for each day BC Hydro took to complete the study beyond the OATT timeline in Jul to Sept

Jan – Mar	Greater than 10% of non-affiliate studies exceeded the OATT timelines
Apr	Penalty assessment of \$500 for each day BC Hydro took to complete the study beyond the OATT timeline in Oct to Dec
Apr – Jun	Less than 10% of non-affiliate studies exceeded the OATT timelines
Jul	Notification tracking reset

2.3.3 Penalty Distribution

BC Hydro will allocate penalties on a quarterly basis as a credit to study costs to those (non-affiliated) Transmission Customers affected by the late study. Allocation will be pro-rata to the non-affiliate studies that were either:

1. completed outside the study completion deadline; or
2. in the study queue greater than the OATT timeline unless agreed by the Transmission Customer, at the time that penalties were triggered.

BC Hydro will not recover penalties in its rates for transmission service.

3.0 QUARTERLY PERFORMANCE METRICS

BC Hydro will calculate and report the following performance metrics, as applicable, for Point-to-Point and Network Integration TSRs separately for affiliate and non-affiliate, consistent with NAESB Business practice standards and the US Electric Code of Federal Regulations (eCFR) Title 18, Chapter 1, Subchapter B, Part 37.6(h).

BC Hydro will post these quarterly performance metrics within 15 Calendar Days of the end of the quarter. BC Hydro will keep these quarterly performance metrics posted on its website for three (3) calendar years.

3.1 Processing time from Deemed Completed Application to offer of a SIS Agreement pursuant to Sections 17.5, 19.1 and 32.1 of the OATT.

- Average time (Calendar Days) from Deemed Completed Application to delivery of SIS Agreement.
- Number of new SIS Agreements delivered to Transmission Customers.
- Number and percentage of SIS Agreements delivered to the Transmission Customer greater than the OATT timeline.
- Number of SIS Agreements executed.

3.2 SIS processing time pursuant to Sections 19.3 and 32.3 of the OATT.

- Number of SIS completed.
- Number and percentage of SIS with completion time exceeding OATT timeline.

- Number of studies and average number of Calendar Days the studies that were delayed due to the Transmission Customer's actions (e.g. delays in providing needed data.)
- Average study completion time in Calendar Days. SIS completion time is measured from the time of receipt of the Transmission Customer's executed SIS agreement to the point the SIS report is posted and delivered to the Transmission Customer.
- Average cost of SIS completed during the period.

3.3 TSRs withdrawn from the SIS queue.

- Number of TSRs withdrawn from the SIS queue.
- Average time (Calendar Days) from receipt of an executed SIS Agreement to date when the TSRs was withdrawn from the SIS study queue.
- Number of SIS withdrawn more than 60 days after receipt of executed System Impact Study Agreement.

3.4 Processing time from completed SIS to offer of a Facilities Study (FS) Agreement pursuant to Sections 19.4 and 32.4 of the OATT.

- Number of FS Agreements delivered to Transmission Customers.
- Number and percentage of FS Agreements delivered to Transmission Customers greater than the OATT timeline.
- Average time (Calendar Days) from completion of SIS to delivery of FS Agreement.
- Number of FS Agreements executed.

3.5 FS processing time pursuant to Sections 19.4 and 32.4 of the OATT.

- Number of FS completed.
- Number and percentage of FS with study completion time exceeding OATT timeline.
- Number of studies that were delayed due to the Transmission Customer's actions (e.g. delays in providing needed data).
- Average FS completion time in Calendar Days. FS study completion time is measured from the point the Transmission Customer returns its executed FS Agreement to the point the FS report is posted and delivered to the Transmission Customer
- Average cost of FS completed during the period.
- Average cost of recommended upgrades for FS completed during the period.

3.6 Service requests withdrawn from the FS queue.

- Number of TSRs withdrawn more than 60 Calendar days after the execution of a FS Agreement.
- Average time (days) from receipt of executed FS Agreement to date when request was withdrawn from the TSR queue.

Document Change History

Issue	Reason for Issue	Date
3	Added performance metric reference to NAESB and the US Electric Code of Federal Regulations (eCFR)	June 23, 2023
2	Updated language and hyperlinks	October 12, 2022
1	Updated format. Previously Business Practice 19.	November 1, 2010

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