

**QUARTERLY POINT-to-POINT and NETWORK INTEGRATION TRANSMISSION SERVICE STUDY METRICS**

Pursuant to BC Hydro's *Performance Metrics And Penalties – Study For Transmission Service Requests Business Practice*, BC Hydro is posting the quarterly metrics for 1 July 2012 to 30 September 2012.

A. Point-to-Point Transmission Service Study Metrics – Non-Affiliates

**3.1 Processing Time from Deemed Completed Application to Tender of SIS Agreement**

Average time (CD) from Deemed Completed Application to delivery of SISA	No. of new SISA delivered to Customers	No. of SISA delivered to Customer > OATT Timeline	% of SISA delivered to Customer > OATT Timeline	No. of SISA executed by Customer
N/A	N/A	N/A	N/A	N/A

Pursuant to BCUC Order G-103-09 and G-110-08, Point-to-Point studies on the BC – AB path is suspended. Transmission requests on this path have been excluded in the metric calculations.

B. Point-to-Point Transmission Service Study Metrics - Affiliates

**3.1 Processing Time from Deemed Completed Application to Tender of SIS Agreement**

Average time (CD) from Deemed Completed Application to delivery of SISA	No. of new SISA delivered to Customers	No. of SISA delivered to Customer > OATT Timeline	% of SISA delivered to Customer > OATT Timeline	No. of SISA executed by Customer
29	5	0	0	0

Pursuant to BCUC Order G-103-09 and G-110-08, Point-to-Point studies on the BC – AB path is suspended. Transmission requests on this path have been excluded in the metric calculations.

C. Network Integration Transmission Service Study Metrics - Affiliates

**3.1 Processing Time from Deemed Completed Application to Tender of SIS Agreement**

Average time (calendar days) from Deemed Completed Application to delivery of SISA	No. of new SISA delivered to Customers	No. of SISA delivered to Customer > OATT Timeline	% of SISA delivered to Customer > OATT Timeline	No. of SISA executed by Customer
32	6	2	33	5

**A. Point-to-Point Transmission Service Study Metrics – Non-Affiliates**

**3.2 SIS Processing Time**

No. of SIS Completed	No. of SIS completed > OATT Timeline	% of SIS completed > OATT Timeline	No. of SIS completed > OATT Timeline due to Customer action	Average time (CD) studies completed > OATT Timeline due to customer action	Average time (CD) Study Completion. (Receipt of executed SISA to delivery of SIS)	Average cost (\$) of SIS
N/A	N/A	N/A	N/A	N/A	N/A	N/A

Pursuant to BCUC Order G-103-09 and G-110-08, Point-to-Point studies on the BC – AB path is suspended. Transmission requests on this path have been excluded in the metric calculations.

**B. Point-to-Point Transmission Service Study Metrics - Affiliates**

**3.2 SIS Processing Time**

No. of SIS Completed	No. of SIS completed > OATT Timeline	% of SIS completed > OATT Timeline	No. of SIS completed > OATT Timeline due to Customer action	Average time (CD) studies completed > OATT Timeline due to customer action	Average time (CD) Study Completion. (Receipt of executed SISA to delivery of SIS)	Average cost (\$) of SIS
N/A	N/A	N/A	N/A	N/A	N/A	N/A

Pursuant to BCUC Order G-103-09 and G-110-08, Point-to-Point studies on the BC – AB path is suspended. Transmission requests on this path have been excluded in the metric calculations.

**C. Network Integration Transmission Service Study Metrics - Affiliates**

**3.2 SIS Processing Time**

No. of SIS Completed	No. of SIS completed > OATT Timeline	% of SIS completed > OATT Timeline	No. of SIS completed > OATT Timeline due to Customer action	Average time (CD) studies completed > OATT Timeline due to customer action	Average time (CD) Study Completion. (Receipt of executed SISA to delivery of SIS)	Average cost (\$) of SIS
N/A	N/A	N/A	N/A	N/A	N/A	N/A

A. Point-to-Point Transmission Service Study Metrics – Non-Affiliates

3.3 Service Requests withdrawn from SIS Queue

No. of requests withdrawn from SIS study queue	Average time (CD) from receipt of executed SISA to request withdrawn	No. of SIS withdrawn more than 60 days after receipt of executed SISA
N/A	N/A	N/A

B. Point-to-Point Transmission Service Study Metrics – Affiliates

3.3 Service Requests withdrawn from SIS Queue

No. of requests withdrawn from SIS study queue	Average time (CD) from receipt of executed SISA to request withdrawn	No. of SIS withdrawn more than 60 days after receipt of executed SISA
N/A	N/A	N/A

C. Network Integration Transmission Service Study Metrics - Affiliates

3.3 Service Requests withdrawn from SIS Queue

No. of requests withdrawn from SIS study queue	Average time (CD) from receipt of executed SISA to request withdrawn	No. of SIS withdrawn more than 60 days after receipt of executed SISA
1	672	1