

# ACERCA – Committee on Quality

Panama Conference  
Procedures in the Event of Non-  
Compliance

Ted Boyer, Chair, Utah Public Service  
Commission

# Before the Event

- ◆ Approved service standards program
  - Customer guarantees/penalties
  - Performance types-underlying/major events
- ◆ Annual Review
  - Statistics-frequency/duration
  - Causes
  - Worst performing circuits


## ◆ Annual maintenance compliance

### – Preventative

- ◆ Corrective
- ◆ Transportation/distribution
- ◆ Substations
- ◆ Annual budget
- ◆ Completion tracking
- ◆ Vegetation management


- ◆ Capital spending budget
  - How to enforce?
  - Tracking
  - Metrics (effectiveness)
- ◆ Rulemaking
- ◆ Other methods
  - Merger/acquisition/certification conditions

# After the Event or Reliability Failure

- ◆ Complaint process
  - ◆ Guaranty payments
  - ◆ Conditions of continued operation
  - ◆ Rate cases
  - ◆ Task force creation
  - ◆ Investigative dockets
  - ◆ Service quality rules
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- A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, partially overlapping the background.

# Case Study

## The 75-year Storm

- ◆ December 25, 2003-first outages
  - ◆ December 26-emergency teams activated
  - ◆ Operations and tree crews marshalled
  - ◆ Automated data and telecommunications systems overwhelmed
  - ◆ Called in volunteer employees
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- A stylized, dark teal silhouette of a mountain range is positioned in the bottom right corner of the slide, partially overlapping the text area.

- ◆ Commission orders detailed storm inquiry
- ◆ Division of Public Utilities investigates
- ◆ Third party independent investigations
- ◆ Analysis of results

## ◆ PSC actions

- Ordered tracking of completion of recommendations
- Approved larger guaranty payments
- Ordered increased spending
- Ordered increased vegetation management
- Created Quality Service Task Force



## ◆ Results

- SAIDI: average duration reduced from 3 minutes to 1.8 minutes
- SAIFI: frequency reduced by 60%
- Tree trimming reduced from 9-year cycle to 3-year cycle
- Inspection and maintenance spending increased from \$28 million to \$59 million
- Improved worst performing circuits by 20%
- 85% Of outages restored within 3 hours

Description	2008				2007			
	Events	Failures	% Success	Paid	Events	Failures	% Success	Paid
Restoring Supply	1,294,137	0	100.0%	\$0	1,427,184	5	99.9%	\$250
Appointments	8,932	25	99.7%	\$1,250	9,614	29	99.7%	\$1,450
Switching on Power	9,722	19	99.8%	\$950	11,135	22	99.8%	\$1,100
Estimates	2,341	19	99.2%	\$950	2,377	16	99.3%	\$800
Respond to Billing Inquiries	4,597	8	99.8%	\$400	8,411	17	99.8%	\$850
Respond to Meter Problems	1,073	2	99.8%	\$100	1,218	5	99.6%	\$250
Notification of Planned Interruptions	88,544	96	99.9%	\$4,800	63,357	53	99.9%	\$2,650

- **Reduce CPI for Worst Performing Circuits by 20%**
- On a routine basis, the Company reviews circuits for performance. One of the measures that it uses is called circuit performance indicator (CPI), which is a blended weighting of key reliability metrics covering a three-year time-frame. The higher the number, the poorer the blended performance the circuit is delivering. As part of the Company's Performance Standards Program, it annually selects a set of Worst Performing Circuits for targeted improvement. The improvements are to be completed within two years of selection. Within five years of selection, the average performance of the five-selection set must improve by at least 20% (as measured by comparing current performance against baseline performance).

◆ **WORST PERFORMING CIRCUITS STATUS BASELINE Performance**

**12/31/07 Circuit Performance Indicator 2005 (CPI05) Program Year 9:**

(CY2008) Cottonwood 14IN DEVELOPMENT 312 Holladay 12IN

DEVELOPMENT 138 Mountain Dell 11IN DEVELOPMENT 930 Eden 12IN

DEVELOPMENT 456 West Ogden 14IN DEVELOPMENT 707 TARGET SCORE =

**407509** Program Year 8: (CY2007) Brian Head 11COMPLETE 412565 McClelland

12IN PROGRESS 220380 Union 16IN PROGRESS 128143 Enoch

12COMPLETE 186196 Quail Creek 12COMPLETE 1094952 TARGET SCORE =

**326408447** Program Year 7: (CY2006) Tooele 12COMPLETE 228204 Box Elder

12COMPLETE 319249 Oakley 11COMPLETE 367326 Brighton

12COMPLETE 608984 Timber Lakes 11COMPLETE 309370 TARGET SCORE =

**293366427** Program Year 6: (CY2005) Cudahy 11COMPLETE 908192 Garden City

12COMPLETE 521449 Black Mountain 11 COMPLETE 406664 Uinta

13COMPLETE 367165 West Roy 14 COMPLETE 354259 TARGET SCORE = **409GOAL**

**MET 511346**

- ◆ **Supply Restoration**
- ◆ **Restore Service to 80% of Customers within 3 Hours (across 3 years)**
- ◆ **UTAH RESTORATIONS WITHIN 3 HOURS**
- ◆ **Cumulative 3-Year Program-to-date**  
86%
- ◆ **Cumulative January 1 – December 31, 2007**  
86% : January February March April  
May June 83% 90% 91% 84% 92% 88%
- ◆ **July August September October November December**  
82% 88% 84% 88% 90% 81%

## ◆ **COMMITMENT: Customer complaints**

- ◆ Answer calls within 30 seconds: Goal 80%; Actual 83%
- ◆ Respond to commission complaints within 3 days: Goal 95%; Actual 100%
- ◆ Respond to commission complaints regarding service disconnects within 4 hours: Goal 95%; Actual 100%
- ◆ Resolve commission complaints within 30 days: Goal 100%; Actual 100%