



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

RELIABILITY IN CONTEXT

ANDREW MELNYKOVYCH

MAY 5, 2015



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

The context

Customer expectation is that electricity will ALWAYS be available – the lights WILL come on when you flip the switch – outages should be infrequent and brief, and they generally are



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

Routine outages

- Equipment failures
- Vehicle accidents
- Animals
- Vegetation



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

Major outages

Storm events

- High winds
- Ice
- Heavy snow

Most damage is usually due to trees and limbs falling across lines



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

The challenges

Minimizing routine outages

Minimizing damage during major storms

Minimizing restoration time following major outages



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

The Ky PSC response

Emphasis on vegetation management

Customer communication

Comprehensive review following 2008-
2009 storms



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

Vegetation management

Right-of-way clearance

PSC inspections

Addressed in rate cases as needed



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

Customer communication

Safety

Outage information

Restoration process and schedule

Manage expectations



USAID
FROM THE AMERICAN PEOPLE



National
Association of
Regulatory
Utility
Commissioners

Major storm review

After 2008 wind storm and 2009 ice storm

Comprehensive information gathering from utilities, local officials, customers and others

64 findings and recommendations