



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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July 10, 2019

Mark L. Johnson
Executive Director and Secretary
Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

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Re: Pacific Power & Light Company Electric Service Reliability Report, Docket UE-190331

Dear Mr. Johnson:

On May 1, 2019, Pacific Power submitted its annual Electric Service Reliability Report in accordance with WAC 480-100-393, 480-100-398, and the Service Quality Reporting Plan submitted in Docket UE-011443 and modified in Docket UE-110634. The report covered the 12-month period, ending December 31, 2018.

Customer Service Standards¹

The Company's customer service guarantee performance continues to look good. Across all of the customer service guarantees, Pacific Power missed the established target on 10 of 102,388 total events. Pacific Power met their goal 99.99 percent of the time.

Guarantee	Description	Events	Failures	Paid
CG1	Restoring service within 24 hours	94,184	0	-
CG2	Keeping service appointments	1,794	3	\$150
CG3	Switching on service within 24 hours of an application for service	2,423	0	-
CG4	Provide an estimate for new service within 15 working days	262	5	\$250
CG5	Responding to billing inquiries within 15 days	336	0	-
CG6	Respond to meter problems within 10 working days	170	0	-
CG7	Provide two day notice for planned interruptions	3,219	2	\$100

¹ Pacific Power began reporting customer service metrics in docket UE-042131, the program was extended through the MidAmerican acquisition in docket UE-051090, through 2011. The company continues to report customer service standards.

Electric System Reliability

Pacific Power reported meeting the established System Average Interruption Frequency Index (SAIFI) and System Average Interruption Duration Index (SAIDI) baselines.²

	SAIDI (Minutes)	SAIFI (Events)
Total Performance	176	1.129
SAIDI-based Major Events Excluded	64	0.131
SAIFI-based Major Events Excluded	6	0.288
Baseline	150	0.975
Reported Major Events Excluded	106	0.71

Reliability Improvements

Pacific Power's reporting plan, requires the company to annually identify five areas of concern. The plan states that these areas will usually be underperforming circuits. The company sets a goal to improve performance by 20 percent within five years.³ The company reports meeting reliability improvement goals for the five identified areas reported meeting the reliability targets for program years 2013 through 2018. The company has not yet met the 20 percent improvement for the five areas identified for program year 2019. The company has until 2023 to meet the target.

SAIFI Metric

In Docket UE-151958, Staff investigated reliability benchmarking using econometric models. In the Staff memo to the Commission on January 10, 2019, Staff suggested continued monitoring of Pacific Power's investments that improve SAIFI metrics. The current SAIFI metrics are lower than otherwise expected which could indicate a misalignment between investment spending and reliability objectives. Staff will work with the company to continue to monitor the trend in SAIFI, recognizing that a general rate case may be the most appropriate venue to discuss actual investment spending. Additionally, Staff looks forward to working with Pacific Power to identify improvements to their report through the ongoing inquiry in reliability reporting in docket UE-190027.

Conclusion

Commission staff reviewed the compliance filing and believe Pacific Power is in compliance with the reliability reporting plan as modified in docket UE-110634.

² Baseline set pursuant to the Eight Supplemental Order in Docket UE-981627 and WAC 480-100-393

³ Updated reporting plan in docket UE-110634, page 9

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If you have any questions, please contact Andrew Roberts at (360) 664-1101, andrew.roberts@utc.wa.gov or Jason Ball at (360) 664-1279, jason.ball@utc.wa.gov.

Sincerely,

Andrew Roberts
Regulatory Analyst, Consumer Protection

Jason Ball
Deputy Assistant Director, Energy Economics & Reliability (E2R)