



Pennsylvania Public Utility Commission  
Summer Reliability Forum

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# 2011 Reliability Overview

- **Performance was better than the Commission's Standard on all three reliability indices**
  - CAIDI was better than the Commission's Benchmark
- **In 2010, Met-Ed had 59 storm days and in 2011, Met-Ed had 75 storm days**
- **Four weather events played a large role in the performance of the Met-Ed system in 2012**

| Event              | Customers Affected | % of Customers Affected |
|--------------------|--------------------|-------------------------|
| February Ice Storm | 56,991             | 10%                     |
| Hurricane Irene    | 224,735            | 41%                     |
| Tropical Storm Lee | 56,278             | 10%                     |
| October Snow Storm | 277,112            | 51%                     |

# Summer Readiness

- **Reviewed status of mobile substations and other spare materials**
- **Inspected all line capacitor banks during the first quarter of 2012 to ensure 98% availability by June 1**
- **Aerial patrols of transmission lines were completed in February**
- **Employees with storm roles receive appropriate refresher training**

# 2011 Lessons Learned Implementations

## Enhance Communication Efforts

- Conducted several meetings with communities and first responders
- Enhanced Emergency Communications Plan
- Employees received Knowledge Center system training

## Consider Social Media Presence

- Implementation of Met-Ed Twitter Account

## Create more user-friendly, mobile version of our website

- New outage map implemented on April 2
- Optimized for viewing on mobile devices