Duquesne Light
Our Energy...Your Power

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April 27, 2011

VIA OVERNIGHT MAIL DELIVERY
Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120-0200

Re: Duquesne Light Company
2011 First Quarter Reliability Report

Dear Secretary Chiavetta:

Enclosed for filing is the First Quarter Reliability Report of Duquesne Light Company in accordance with the Commission's Order at L-00030161 entered March 20, 2006. Duquesne is submitting both a public version [all information except subsection (e)(10)] and a confidential version. The confidential version includes all of the information required by 52 Pa. Code §57.195, is marked "confidential and proprietary" and is enclosed in a sealed envelope.

Duquesne respectfully requests the "confidential and proprietary" version not be made available to the public.

If you have any questions regarding the information provided, please contact me.

Sincerely,

Gary A. Jack

Enclosures
c: (Public Version):
Mr. W. Williams – Bureau of CEEP
Mr. D. Gill – Bureau of CEEP
Mr. B. J. Loper – Bureau of CEEP
Mr. I. A. Popowsky – Office of Consumer Advocate
Mr. W. R. Lloyd, Jr. – Office of Small Business Advocate

DUQUESNE LIGHT COMPANY
2011 First Quarter Reliability Report

Filed April 27, 2011

57.195 Reporting Requirements

(d)(2) **The name, title, telephone number and e-mail address of the persons who have knowledge of the matters, and can respond to inquiries.**

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Gary Jack - Manager, Governmental Affairs
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(e)(1) **A description of each major event that occurred during the preceding quarter, including the time and duration of the event, the number of customers affected, the cause of the event and any modified procedures adopted in order to avoid or minimize the impact of similar events in the future.**

There were no major events in the first quarter of 2011.

(e)(2) **Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) for the electric distribution company's service territory for the preceding quarter. The report shall include the data used in calculating the indices, namely the average number of customers served, the number of sustained customer interruptions, the number of customers affected, and the customer minutes of interruption. If MAIFI values are provided, the report shall also include the number of customer momentary interruptions.**

RELIABILITY BENCHMARKS AND STANDARDS

Duquesne Light Company

System Performance Measures with Major Events Excluded

Entire System				
	SAIDI	**SAIFI**	**CAIDI**	**MAIFI**
Benchmark	126	1.17	108	*
12 Month Standard	182	1.40	130	*
2011 1Q (Rolling 12 mo)	**90**	**1.10**	**82**	*

* Sufficient information to calculate MAIFI is unavailable.

Formulas used in calculating the indices

$$SAIFI = \frac{\text{(Total KVA interrupted) - (KVA impact of major events)}}{\text{System Connected KVA}}$$

$$SAIDI = \frac{\text{(Total KVA-minutes interrupted) - (KVA-minute impact of major events)}}{\text{System Connected KVA}}$$

$$CAIDI = SAIDI/SAIFI$$

Data used in calculating the indices

Total KVA Interrupted for the Period (Excluding 2 Major Events – 4/16/10 & 9/22/10):	7,738,954 KVA
Total KVA-Minutes Interrupted: (Excluding 2 Major Events – 4/16/10 & 9/22/10):	634,826,817 KVA-Minutes
System Connected Load as of 3/31/11:	7,026,907 KVA
April 16, 2010 Major Event:	837,830 KVA (12% of System Load) 291,711,930 KVA-Minutes
September 22, 2010 Major Event:	985,497 KVA (14% of System Load) 479,093,870 KVA-Minutes

(e)(3) **Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) and other pertinent information such as customers served, number of interruptions, customer minutes interrupted, number of lockouts, and so forth, for the worst performing 5% of the circuits in the system. An explanation of how the electric distribution company defines its worst performing circuits shall be included.**

Circuits are evaluated based on a rolling twelve-month count of lockouts of protective devices (circuit breakers, sectionalizers and line reclosers). Circuits that experience four or more lockouts for a device in each quarterly rolling twelve-month period are identified and reported. Customer surveys show a significant drop in satisfaction when customers experience four or more interruptions in a year, and that threshold was therefore used as a basis for this evaluation method.

The list is ranked first by the date of the most recent outage, with a secondary sort based on number of lockouts. This places a higher priority on circuits experiencing problems in the most recent quarter. Circuits that have not seen recent outages fall to a lower priority, but remain on the list for monitoring.

Circuits that appear on the list for more than a year will be targeted for remediation based on a review of outage records for root cause identification, field evaluations, and engineering analysis. Project scopes developed as a result of this analysis will be incorporated into the company's Work Plan for engineering, design and construction.

This circuit analysis method provides timely review by in-house staff. It provides a true representation of the dynamic nature of Duquesne's distribution system. The threshold of four lockouts may produce a result greater or less than 5% of the total circuits in the system. Reports will be issued on all circuits that violate the four-lockout threshold, even if the total is greater than 5% of the number of circuits on the system.

See Attachment A for table of circuit reliability values and Service Centers associated with each circuit.

(e)(4) Specific remedial efforts taken and planned for the worst performing 5% of the circuits as identified in paragraph (3)

First Quarter Rolling 12 Months

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
1	4067	Schenley	Penn Hills	Equipment failures - specifically 2 cable failures are the cause of the outages associated with this circuit. Will inspect all cable within the area of the last two failures as both failures occurred between the station and Site 40332.
2	4253	Grant	Preble	All outages caused by cable failures in 2010. Cable repaired or replaced during outages. Long-term plan includes the conversion of this station to 23kV. No new outages in 2011.
3	4499	Irwin	Preble	*Various equipment, cable, substation breaker and transformer failures.* Infrared circuit and station completed on April 15, 2011. Items found through infrared will be completed by end of 2nd Quarter 2011.
4	23630	Sewickley	Raccoon	Outages related to falling trees. VM reviewed circuit and found no additional issues to remediate. Tree issues resolved when incident occurred.
5	23635	Ambridge	Raccoon	This circuit is scheduled to be relieved of load when the Edgeworth Project is completed, which will improve the reliability of this circuit. All outages occurred in 2010. No new lockouts since May 2010.
6	23733	Universal	Penn Hills	Various equipment failures. Infrared of portions of this circuit were completed on October 10, 2010 with no new corrective action needed. Infrared of circuit was completed and all items identified through infrared were completed by March 1, 2011. New new lockouts in 2011.
7	23783	Valley	Raccoon	Outages due to stepdown transformers. Stepdowns were replaced. Will review for overload by end of 4th quarter and plan remediation for 2011 if needed. A job was completed in 1st Quarter to install an additional phase beyond the stepdowns to relieve the imbalanced load. VM related outages occurred during storm events and were resolved at the time of the incident.
8	23871	Mt. Nebo	Raccoon	Outages related to falling trees. VM reviewed circuit and found no additional issues to remediate. Tree issues resolved when incident occurred.
9	23950	Wilkinsburg	Penn Hills	Various equipment failures. Infrared of circuit completed on August 19, 2010. Remediations of problems discovered through infrared were completed by December 31, 2010. No new action *required at this time. No new lockouts in 2011.*

(e)(5) A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, tree related, and so forth. Proposed solutions to identified service problems shall be reported.

April 1, 2010 through March 31, 2011 – Two PUC Major Event Exclusions

CAUSE	NO. OF OUTAGES	OUTAGE PERCENTAGE	KVA TOTAL	KVA PERCENTAGE	KVA-MINUTE TOTAL	KVA-MINUTE PERCENTAGE
Storms	416	13%	1,080,258	14%	127,716,359	20%
Trees (Contact)	84	3%	173,517	2%	19,137,985	3%
Trees (Falling)	592	18%	1,490,508	19%	153,712,451	24%
Equipment Failures	966	30%	2,854,769	37%	199,726,110	32%
Overloads	482	15%	452,503	6%	26,048,685	4%
Vehicles	156	5%	383,766	5%	56,607,409	9%
Other	518	16%	1,303,633	17%	51,877,818	8%
TOTALS	**3,214**	**100%**	**7,738,954**	**100%**	**634,826,817**	**100%**

(e)(6) Quarterly and year-to-date information on progress toward meeting transmission and distribution inspection and maintenance goals/ objectives.

2011 Transmission and Distribution Goals and Objectives Program Project	Unit of Measurement	Target for 2011 1Q	Actual for 2011 1Q	Percent Complete	Targets for Year 2011	YTD Actuals Year 2011	Percent Complete
Communications Goals							
Communication Battery Maintenance	Batteries	24	25	104%	96	25	26%
Overhead Distribution Goals							
Sectionalizer and Reclosers	Devices	0	0	N/A	89	0	0%
Overhead Transmission Goals							
Tower Helicopter Inspections	Number of Towers	0	0	N/A	500	0	0%
Tower Ground Detail Inspections	Number of Towers	0	0	N/A	300	0	0%
Substations Goals							
Breaker Maintenance	Breakers	130	345	265%	806	345	43%
Transformer Maintenance	Transformers	0	4	N/A	68	4	6%
Station Battery Maintenance	Batteries	253	253	100%	1,012	253	25%
Station Relay Maintenance	Relays	290	264	91%	2,090	264	13%
Underground Distribution Goals							
Manhole Inspections	Manholes	300	647	216%	750	647	86%
Network Vault Inspections	Network Units	220	226	103%	550	226	41%
Network Protector Inspections	Protectors	120	252	210%	300	252	84%
Underground Transmission Goals							
Pressurization and Cathodic Protection Plant Inspection	Work Packages	13	18	138%	52	18	35%
Vegetation Management Goals							
Overhead Line Clearance	Circuit Overhead Miles	232	354	153%	1,410	354	25%
	Total Units	**1,582**	**2,388**	**151%**	**8,023**	**2,388**	**30%**

(e)(7) Quarterly and year-to-date information on budgeted versus actual transmission and distribution operation and maintenance expenditures in total and detailed by the EDC's own functional account code or FERC account code as available.

Operating and Maintenance	2011 Budget	1st Qtr. Actual	1st Qtr. Budget	YTD Actual	YTD Budget
Total	$187,809,179	$41,689,333	$44,524,087	$41,689,333	$44,524,087

(e)(8) **Quarterly and year-to-date information on budgeted versus actual transmission and distribution capital expenditures in total and detailed by the EDC's own functional account code or FERC account code as available.**

Capital	2011 Budget	1st Qtr. Actual	1st Qtr. Budget	YTD Actual	YTD Budget
Total	$251,960,148	$53,902,493	$68,972,705	$53,902,493	$68,972,705

Capital spending in the 1st Quarter 2011 is under budget due to construction on several projects starting later than planned.

The Duquesne Light Company's Transmission and Distribution Operating and Maintenance (e)(7) and Transmission and Distribution Capital (e)(8) Budgets and Expenditures consist of the following work elements:

- Restoration of Service costs includes expenses to restore service to customers during storm-related events, and restoration from outages caused by system and component equipment failures.
- Customer Commitment costs includes expenses to satisfy residential, commercial, industrial and governmental initiated work requests.
- System Maintenance costs include expenses for programmed preventive and corrective maintenance work.
- System Improvement costs include expenses incurred to provide load relief in growth areas identified through system assessment, as well as continued targeted replacement of systems and components based on maintenance findings and trended useful life.
- Utility costs required to enhance and maintain systems and processes necessary in support of the utility operations including metering systems, technology development to satisfy hardware and system application needs, transmission and distribution planning, all revenue cycle processes and all Operations support and Administrative and General expenses.

(e)(9) **Dedicated staffing levels for transmission and distribution operation and maintenance at the end of the quarter, in total and by specific category (e.g. linemen, technician, and electrician).**

Telecom	Electronic Technician	8
	Sr. Electronic Tech	12
	Telecom Splicer/Trouble	7
	Test Table Tech	0
	Total	**27**
Substation	Electrical Equipment Tech	24
	Protection & Control Tech	26
	Sr. Elec. Equipment Tech	10
	Total	**60**
Underground	Journey Apprentice	9
	Driver Helper	0
	UG Inspector	4
	Journey UG Splicer	15
	Sr. UG Splicer	3
	UG Cable Tester/Installer	10
	UG Mechanic	4
	Network Operator	8
	Total	**53**
Overhead	Apprentice T&D	56
	Rigger Specialist	3
	Equipment Attendant	1
	Equipment Material Handler	6
	Field Inspector	5
	Journey Lineworker	93
	Lineworker Helper	0
	Rigger Crew Leader	2
	Service Crew Leader	5
	Shop Mechanic 2 Rigger	2
	Yard Group Leader	5
	Sr. Lineworker	59
	Total	**237**
Street Light Changers	**Total**	**6**
Mobile Worker	**Total**	**1**

(e)(9) (Continued)

Engineering	Drafter	2
	General Clerk - Grad	10
	General Technician	0
	GIS Technician B	5
	Head File Record Clerk	1
	Survey Instrument	3
	Right of Way Agent A	4
	Sr. Technician	5
	T&D Mobile Worker	6
	Technician A	2
	Technician B	7
	Technician C	7
	Test Technician, Mobile	4
	Total	**56**
Service Center Technician	Sr. Technician	7
	Technician	11
	Total	**18**
Traveling Operator/Troubleshooter	Senior Operator	31
	Traveling Operator	9
	Traveling Operator 1/C	8
	Troubleshooter	6
	Total	**54**
Load Dispatcher	**Total**	**11**
Meter Technician	Meter Technician	18
	Sr. Meter Technician	18
	Total	**36**
Meter Reader	**Total**	**12**
Customer Service Representatives	Autodialing Operator	8
	Customer Service Rep	90
	Word Processing Clerk	2
	Sr. Customer Service	3
	Telephone Switchboard	0
	Total	**103**
Admin/Supervisory/Mgmt	**Total**	**386**
	TOTAL	**1,060**

(e)(11) **Monthly call-out acceptance rate for transmission and distribution maintenance workers presented in terms of both the percentage of accepted call-outs and the amount of time it takes the EDC to obtain the necessary personnel. A brief description of the EDC's call-out procedure should be included when appropriate.**

Call-Out Acceptance Rate – 1st Quarter 2011

Month	Accepts	Refusals	Total	Percentage
January	202	230	432	47%
February	212	281	493	43%
March	130	168	298	44%

Amount of Time it Takes to Obtain the Necessary Personnel – 1st Quarter 2011

Month	Total Callout Events	Necessary Personnel Accepting	Average Minutes per Calling Event		Average Minutes to Obtain Necessary Personnel	
January	86	202	10.3	888/86	4.4	888/202
February	97	212	44.6	4,324/97	20.4	4,324/212
March	48	130	8.3	396/48	3.0	396/130
1st Quarter 2011	**231**	**544**	**24.3**	**5,608/231**	**10.3**	**5,608/544**
YTD	**231**	**544**	**24.3**	**5,608/231**	**10.3**	**5,608/544**

The numerator in the above equations equals the total number of minutes all of the callouts took during the given month/quarter/year. The denominator in the above equations equals the total number of callout events or the total number of workers accepting during the given month/quarter/year.

As an example, during the month of January, on average, it took Duquesne Light, 4.4 minutes, per worker, to obtain 202 accepts during the 86 callouts. It took Duquesne Light, on average, 10.3 total minutes to obtain the necessary personnel for each of its 86 callouts.

ATTACHMENT A

(e)(3) **Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) and other pertinent information such as customers served, number of interruptions, customer minutes interrupted, number of lockouts, and so forth, for the worst performing 5% of the circuits in the system.**

Circuit	Name	Service Center	Device	Lockouts	Connected KVA	Last Outage	Total KVA-Minutes	Total KVA Interrupted	SAIDI	SAIFI	CAIDI
4067	Schenley	Penn Hills	Breaker	4	1,602	3/9/11	1,419,420	9,525	886	5.95	149
4253	Grant	Preble	Breaker	4	3,095	10/27/10	2,219,330	13,066	717	4.22	170
4499	Irwin	Preble	Breaker	5	3,163	1/1/11	2,843,971	15,815	899	5.00	180
23630	Sewickley	Raccoon	WA573	5	38,180	8/14/10	13,559,255	70,701	355	1.85	192
23635	Ambridge	Raccoon	Breaker	4	18,308	5/18/10	5,019,910	176,203	274	9.62	28
23733	Universal	Penn Hills	EA11	4	26,095	11/24/10	2,123,607	69,823	81	2.68	30
23783	Valley	Raccoon	Recloser	5	45,098	3/6/11	12,259,419	169,417	272	3.76	72
23871	Mt. Nebo	Raccoon	Breaker	4	17,687	1/12/11	7,274,745	71,213	411	4.03	102
23950	Wilkinsburg	Penn Hills	EA205/EA765	4	16,022	7/14/10	10,299,719	70,707	643	4.41	146