

Vernon J. Edwards Manager, Regulatory Affairs 411 Seventh Avenue, 15th Floor Pittsburgh, PA 15219

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April 30, 2014

Ms. Rosemary Chiavetta, Secretary Pennsylvania Public Utility Commission P. O. Box 3265 Harrisburg, Pennsylvania 17105-3265

RECEIVED

APR 3 0 2014

PA PUBLIC UTILITY COMMISSION Re: **Duquesne Light Company** 1<sup>st</sup> Quarter 2014 Electric Reliability Report SECRETARY'S BUREAU

Dear Secretary Chiavetta:

Please find enclosed for filing the First Quarter of 2014 Annual Electric 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 contained in this filing, please contact me at 412-393-3662 or vedwards@duqlight.com.

Sincerely,

Vernon J. Edwards Manager, Regulatory Affairs

Enclosures

cc: (Public Version): Bureau of Technical Utility Services Office of Consumer Advocate Office of Small Business Advocate





APR 3 0 2014

PA PUBLIC UTILITY COMMISSION SECRETARY'S BUREAU

## Duquesne Light Company 1st Quarter 2014 Electric Reliability Report to the

Pennsylvania Public Utility Commission

April 30, 2014

#### DUQUESNE LIGHT COMPANY First Quarter 2014 – Electric Reliability Report

Filed April 30, 2014

#### 57.195 Reporting Requirements

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

Ken Kallis – Manager, Asset Management (412) 393-8613, kkallis@duqlight.com

Vernon J. Edwards – Manager, Regulatory Affairs (412) 393-3662, vedwards@duqlight.com

#### (e)(1) A description of each major event that occurred during the preceding guarter, 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.

No major events occurred in the first quarter of 2014.

(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 Sy	stem		
	SAIDI	SAIFI	CAIDI	MAIFI
Benchmark	126	1.17	108	*
12 Month Standard	182	1.40	130	*
2014 1Q (Rolling 12 mo)	74	0.61	121	*

\* Sufficient information to calculate MAIFI is unavailable.

#### Formulas used in calculating the indices

SAIFI =	(Total KVA interrupted) - (KVA impact of major events) System Connected KVA
SAIDI =	(Total KVA-minutes interrupted) - (KVA-minute impact of major events) System Connected KVA
CAIDI =	SAIDI/SAIFI

#### Data used in calculating the indices

Total KVA Interrupted for the Period (Excluding July 10, 2013 Major Event)	4,414,160	KVA
Total KVA-Minutes Interrupted: (Excluding July 10, 2013 Major Event)	534,485,411	KVA-Minutes
System Connected Load as of 3/31/14:	7,196,252	KVA
July 10, 2013 Major Event:	724,661 (10% of Syste 178,805,024 KV	KVA em Load) /A-Minutes

(e)(3) <u>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.</u>

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 number of lockouts, with a secondary sort based on the date of the most recent outage. This places a higher priority on circuits in each group experiencing problems more recently. Circuits that have not seen recent outages fall to a lower priority within the group, but remain on the list for monitoring.

Circuits that appear on the list for more than a year are targeted for remediation based on a review of outage records for root cause problems, 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.

At the end of each quarter all circuits are reviewed to verify that past remediation efforts are working and to look for new reliability issues that may be developing. Serious new reliability problems are addressed immediately without waiting additional periods to collect information.

This analysis method provides for timely review of circuit performance by in-house staff and it adapts to 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 Duquesne's 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. If there are less than 5% of the circuits that violate the four-lockout threshold, then circuits with three lockouts that had the highest KVA-Minutes of outage time during the evaluation period will be added to get the list to 5% of the total circuits in the system.

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

## (e)(4) <u>Specific remedial efforts taken and planned for the worst performing 5% of the circuits as identified in paragraph (3).</u>

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
1	23705	North	Edison	No new breaker or WA441 outages occurred on this circuit during the first quarter of 2014. Previously in 2013, two different areas of this circuit had reliability issues. Each area experienced three outages. Three tree-related outages near North Substation locked out the station breaker and three additional outages further downstream locked out sectionalizer WA441 due to a falling tree, a storm and an insulator failure. The breaker and the sectionalizer outages did not affect the same customers. Permanent repairs were made after each outage and Vegetation Management found no additional tree related problems. We are continuing to monitor the performance of this circuit to verify that reliability has improved. During the first quarter of 2014, only a few small localized outages occurred on the entire circuit.
2	23681	Woodville	Preble	Three of the five outages on EA259 were caused by tree failures that occurred outside of the circuit's right-of-way and fell into the feeder conductors. Scheduled Vegetation Management maintenance was completed on this entire circuit in 2011 and Vegetation Management has rechecked the section of the feeder where these outages occurred and found no additional problems. A fourth outage on this circuit was due to storm damage which was permanently repaired. For the most recent outage, no trouble was found and operators restored the circuit by remotely closing EA259. Historically, this circuit has had good reliability and no underlying reliability issues need to be addressed at this time but, the Company will continue to monitor performance closely.
3	23716	Pine Creek	Edison	The most recent outage occurred in January of 2014 when this circuit was picking up additional load which caused the breaker to open and lockout. Operators quickly reconfigured the circuits using remote control and all customers were restored within a few minutes. A previous outage occurred in December of 2013 and was caused by a motor vehicle accident which broke a pole and locked out the Pine Creek breaker. Three other breaker outages earlier in 2013 were caused by unrelated problems. 1) A lockout for unknown reasons while the circuit was in non-reclosing for line crew work. 2) A tree fell across the feeder during a storm. 3) An insulator broke while a crew was replacing a jumper. No underlying reliability issues need to be addressed on this circuit at this time but the Company will continue to monitor performance closely.
4	23769	Bryn Mawr	McKeesport	Three of the four outages occurred in 2013 and were caused by storms that resulted in shorted conductors and burnt jumpers. Permanent repairs were made following each incident. The fourth outage occurred in 2014 when a large tree fell across the feeder breaking a crossarm and opening A-Phase conductor which caused a phase imbalance and a fault. Operators restored most of the circuit within two minutes using remote SCADA switching to transfer customers to other circuits. Permanent repairs were completed and all customers were restored in about an hour and a half. This circuit now uses all advanced circuit reclosers on the main feeder for circuit protection and is targeted for conversion to all pulse-reclosing operation later in 2014. This is expected to improve reliability and reduce damage that occurs during faults.

#### First Quarter 2014 Rolling 12 Month Circuit Data

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
5	23701	North	Edison	No additional Breaker outages occurred on this circuit during the fourth quarter of 2013 or the first quarter of 2014 but the Company is continuing to monitor performance. All four previous breaker outages occurred during the third quarter of 2013. Three of these outages were caused by storms and the fourth outage was caused by a fallen tree that also occurred during a storm. No underlying circuit problems were found on this circuit during the fourth quarter of 2013 inspection as demonstrated by its good fourth quarter of 2013 and first quarter of 2014 performances.
6	23640	Midland	Raccoon	No additional breaker outages occurred on the Midland circuit during the fourth quarter of 2013 or the first quarter of 2104. Two of the previous breaker outages were caused by storms. A third was caused by a fallen tree and the fourth occurred when primary burnt down. Permanent repairs were made after each of the four outages and Vegetation Management has investigated the location that involved a tree failure. No additional underlying reliability problems need addressed on the Midland circuit at this time. Work to convert this circuit to all-pulse-reclosing operation was complete during the fourth quarter of 2013. Also, during the second quarter of 2014, this circuit is scheduled for infrared inspection to identify any hot spots that could indicate poor electrical connections and future failures.
7	4517	Sandy Creek	Edison	No new breaker outages occurred at Sandy Creek after the third quarter of 2013. To prevent future sub-transmission circuit outages the Company has installed two advanced circuit reclosers on this sub-transmission circuit. These advanced circuit reclosers automatically isolate a fault. This work was completed in the first quarter of 2014 before storm season.
8	23950	Wilkinsburg	Penn Hills	No additional outages occurred on the Wilkinsburg Breaker during the first quarter of 2014. All four previous Breaker outages at Wilkinsburg occurred during June and July of 2013 with no prior history of any reliability problems. Permanent repairs were made following each outage and no additional action is required at this time, but the Company will continue to monitor its performance.
9	4279	Squaw Run	Edison	No new breaker outages occurred at Squaw Run since the third quarter of 2013. To prevent future outages, the Company has installed two new advanced circuit reclosers on this sub- transmission circuit. These advanced circuit reclosers will automatically isolate a fault. This work was completed during the fourth quarter of 2013.
10	4237	West End	Preble	Two outages locked out the West End Circuit Breaker in 2013, one in July due to a tree that fell across the conductors and a second in December due to unknown causes which only affected B-Phase customers. A third outage occurred in March of 2014 which also locked out the substation breaker when a tree fell across the feeder breaking a wooden pole. While the Company normally requires four lockouts to place a circuit on the Worst Performing Circuit List, this circuit only had three lockouts. We will continue to monitor circuit performance.

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Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
11	23867	Wildwood	Edison	Reliability issues beyond the reclosers as reported in 2013 have been resolved and no additional outages have occurred since July of 2013. The Company has continued to monitor this part of the Wildwood circuit and verified that reliability has improved and no additional action is required at this time. However, three outages have now occurred on WA404, which affects a different part of the circuit and different customers. Two of the WA404 outages occurred in 2013 (one due to a storm and one due to a car hitting a pole) and a third outage occurred in January of 2014 due to an insulator failure. Permanent repairs were made after each of these outages on WA404 and no underlying problems were found.
12	22869	Midland- Cooks Ferry	Raccoon	During the third and fourth quarters of 2013, this circuit had reliability issues beyond single phase reclosers. Outages on these reclosers only affected a small number of customers near the end of the circuit. The problems causing these lockouts were resolved in late 2013 and reliability has improved. The Company made important reliability-targeted improvements to this circuit in late 2012 and in 2013 and we are currently working on installation of four new advanced circuit reclosers which will provide auto fault-clearing functionality. This will eliminate Loss-of-Supply outages to the distribution portion of the circuit in the future when problems occur on the sub-transmission portion. This work is scheduled to be completed early second quarter of 2014 before the start of storm season. Also in 2013, the distribution portion of this circuit was configured for all 3-phase pulse-reclosing operation. This reduces fault current and limits energy delivered to the actual fault during reclosing which minimizes damage to the circuit resulting in faster restoration and better reliability.
13	23630	Sewickley	Raccoon	Three outages locked out WA601 on this circuit in 2013, one in May due to unknown causes, one in October due to a tree that fell across the primary feeder and one in November due to a storm. Permanent repairs were made after each outage. While four lockouts are normally required to place a circuit on the Worst Performing Circuit List, this circuit has only had three lockouts. We will continue to monitor circuit performance.
14	23691	B.I.	Preble	Three outages locked out EA265 on this circuit in 2013, one in May due to damage caused by a falling tree, one in July due to a storm and one in August due to a tree that fell across the primary feeder. Permanent repairs were made after each outage. While four lockouts are normally required to place a circuit on the Worst Performing Circuit List, this circuit has only had three lockouts. We will continue to monitor circuit performance.
15	23862	Wilson	McKeesport	No new outages occurred on EA663 during the first quarter of 2014 but the Company is continuing to monitor this circuit closely because of reliability issues during 2013. Generally, Wilson Circuit D23862 has had good reliability, but during 2013 a number of storms hit this area especially hard causing three outages on EA663. Plans to upgrade firmware in the automated devices on this circuit were completed during the first quarter of 2014 and D23862 is now configured for all-pulse-reclosing circuit operation. This will reduce circuit damage that occurs during faults.

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
16	4135	Eastwood	Penn Hills	No new breaker outages have occurred at Eastwood since the second quarter of 2013. To prevent future sub-transmission circuit outages from causing a substation outage at Eastwood, the Company has
17	4136	Eastwood	Penn Hills	installed two advanced circuit reclosers on this sub-transmission circuit. These advanced circuit reclosers will automatically isolate a fault. This work was completed during December of 2013.
18	4154	Long	Penn Hills	No new breaker outages occurred during the first quarter of 2014 on sub-transmission circuit that runs through and powers Long Substation. To prevent future substation outages, the Company has
19	4155	Long	Penn Hills	circuit. These advanced circuit reclosers on this sub-transmission fault. The new advanced circuit reclosers will automatically isolate a fault. The new advanced circuit reclosers were successfully installed during the first quarter of 2014 before storm season.
20	4138	Robinson	Penn Hills	No new breaker outages have occurred since the second quarter of 2013. To prevent future sub-transmission circuit outages from causing a substation outage, the Company has installed two advanced circuit
21	4139	Robinson	Penn Hills	reclosers on this sub-transmission circuit. These advanced circuit reclosers allow Duquesne Light Operators to now quickly isolate a fault. The new advanced circuit reclosers were successfully installed during the first quarter of 2014.

(e)(5) <u>A rolling 12-month breakdown and analysis of outage causes during the</u> 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.

CAUSE	NO. OF OUTAGES	OUTAGE PERCENTAGE	KVA TOTAL	KVA PERCENTAGE	KVA-MINUTE TOTAL	KVA-MINUTE PERCENTAGE
Storms	556	20%	703,973	16%	132,361,566	25%
Trees (Contact)	31	1%	24,615	1%	2,366,571	1%
Trees (Falling)	700	25%	1,379,751	31%	177,985,361	33%
Equipment Failures	735	26%	1,128,184	26%	131,362,766	25%
Overloads	188	7%	163,223	4%	15,757,721	3%
Vehicles	133	5%	284,238	6%	31,877,984	6%
Other	459	16%	730,176	16%	42,773,442	7%
TOTALS	2,802	100%	4,414,160	_100%	534,485,411	100%

April 1, 2013 through March 31, 2014 – One PUC Major Event Exclusion

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

2014 Transmission and Distribution Goa	Is and Objectives					
Program Project	Unit of Measurement	Target for 2014 1Q	Actual for 2014 1Q	Percent Complete	Targets for Year 2014	Actual YTD for 2014
Communications Goals				[		
Communication Battery Maintenance	Batteries	24	26	108%	96	26
Overhead Distribution Goals						
Recloser Inspections	Circuits	33	48	145%	133	48
Pole Inspections	Poles	0	0	N/A	17,690	0
OH Line Inspections	Circuits	33	48	145%	133	48
OH Transformer Inspections	Circuits	33	48	145%	133	48
Padmount & Below Grade Insp	Circuits	18	35	194%	83	35
Overhead Transmission Goals						
Helicopter Inspections	Number of Structures	0	0	N/A	500	ō
Ground Inspections	Number of Structures	0	0		350	0
Substations Goals						
Circuit Breaker Maintenance	Breakers	195	195	100%	715	195
Station Transformer Maintenance	Transformers	6	2		67	2
Station Battery Maintenance	Batteries	245	245	100%	980	245
Station Relay Maintenance	Relays	225	38	17%	710	38
Station Inspections	Siles	525	522	99%	2,100	522
Underground Distribution Goals						
Manhole Inspections	Manholes	375	292	78%	700	292
Major Network Insp (Prot Relay)	Ntwk Protectors	27		111%	92	30
Minor Network Visual Inspection (Transformer/Protector/Vault)	Niwk Transformers	165	244	148%	573	244
Underground Transmission Goals						
Pressurization and Cathodic						
Protection Plant Inspection	Work Packages	13	13	100%	52	13
Vegetation Management Goals			<u>-</u>			
Overhead Line Clearance	Circuit Overhead Miles	285	159	56%	1,300	159
	Total Units	2,202	1,945	88%	26,407	1,945

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

#### For the Three Months Ended March 31, 2014 (Quarter-to-date) Favorable/ (Unfavorable)

Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
7,752,072	2,607,400	3,388,578	12,632,870	6,435,124	13,049,217	45,865,261
14,339,126	2,827,589	3,314,867	15,762,629	8,387,817	12,549,339	57,181,367
6,587,054	220,189	(73,711)	3,129 <u>,75</u> 9	1,952,693	(499,878)	11,316,106
	Customer Care 7,752,072 14,339,126 6,587,054	Customer CareExternal Affairs7,752,0722,607,40014,339,1262,827,5896,587,054220,189	Customer CareExternal AffairsHuman Resources7,752,0722,607,4003,388,57814,339,1262,827,5893,314,8676,587,054220,189(73,711)	Customer Care     External Affairs     Human Resources     Operations/ Operation       7,752,072     2,607,400     3,388,578     12,632,870       14,339,126     2,827,589     3,314,867     15,762,629       6,587,054     220,189     (73,711)     3,129,759	Operations/       Customer Care     External Affairs     Human Resources     Operation       7,752,072     2,607,400     3,388,578     12,632,870     6,435,124       14,339,126     2,827,589     3,314,867     15,762,629     8,387,817       6,587,054     220,189     (73,711)     3,129,759     1,952,693	Operations/ Customer Care     External Affairs     Human Resources     Operation Services     General Technology       7,752,072     2,607,400     3,388,578     12,632,870     6,435,124     13,049,217       14,339,126     2,827,589     3,314,867     15,762,629     8,387,817     12,549,339       6,587,054     220,189     (73,711)     3,129,759     1,952,693     (499,878)

Includes Finance, Office of General Counsel and Senior Management Costs

O&M underspend for the three months ended March 31, 2014 is attributable to open positions primarily within the customer care, operations and technology functions, favorable bad debt expense due to budget assumptions in the 1<sup>st</sup> quarter and favorable outside services expenses primarily related to the timing of spend.

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

For the Three Months Ended March 31, 2014 (Quarter-to-date) Favorable/ (Unfavorable)

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	531,348	77	2,253,397	26,811,307	15,904,209	10,827,552	56,327,890
Total Budget	844,740	0	2,849,181	34,201,202	16,501,914	7,265,915	61,662,952
Variance	313,392	(77)	595,784	7,389,895	597,705	(3,561,637)	5,335,062

Includes Finance, Office of General Counsel and Senior Management Costs

Capital underspend for the three months ended March 31, 2014 is attributable to lower storm restoration spend than budgeted and the timing of various projects.

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

10	Electronic Technician	Telecom
10	Sr. Electronic Tech	
2	Apprentice Splicer/Trouble Tec	
3	Telecom Splicer/Trouble	
25	Total	
20	Electrical Equipment Tech	Substation
27	Protection & Control Tech	
8	Sr. Elec, Equipment Tech	
4	Rigger Specialist	
1	Rigger Crew Leader	
0	Shop Mechanic 2 Rigger	
4	Yard Group Leader	
64	Total	
9	Apprentice UG Splicer	Underground
8	UG Inspector	
18	Journey UG Splicer	
7	Sr. UG Splicer	
2	UG Cable Tester/Installer	
2	Sr. UG Mechanic	
11	Network Operator	
57	Total	
55	Apprentice T&D	Overhead
1	Equipment Attendant	
5	Equipment Material Handler	
2	Field Inspector	
82	Journey Lineworker	
12	Restricted HS Lineworker	
2	Service Crew Leader	
53	Sr. Lineworker	
9	Distribution Tech	
221		
6	Total	Street Light Changers
2	Total	Mobile Worker

#### (e)(9) (Continued)

General Clerk - Grad13General Technician0GIS Technician5Head File Record Clerk1Survey Instrument3Right of Way Agent A4Sr. Technician10T&D Mobile Worker7Technician A2Technician B5Technician C7Technician B5Technician C7Test Technician, Mobile6Total63Service Center Technician7Technician 17Technician 17Technician 17Technician 17Technician 17Total63Service Center Technician7Technician 17Total8Traveling Operator/TroubleshooterSenior Operator1Troubleshooter 1/C4Troubleshooter19Total55Load DispatcherTotalTotal51Load DispatcherTotalTotal23Meter Technician4Customer Service Rep78Customer Service Rep73Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/Mgmt <th>Engineering</th> <th>Drafter</th> <th>0</th>	Engineering	Drafter	0
General Technician 0 GIS Technician 5 Head File Record Clerk 1 Survey Instrument 3 Right of Way Agent A Sr. Technician 10 T&D Mobile Worker 7 Technician A 2 Technician B 5 Technician B 5 Technician C 7 Test Technician C 7 Test Technician 7 Technician 7 7 Technician 7 7 Technician 7 7 Technician 1 7 Total 8 7 Traveling Operator/Troubleshooter 3 1 Traveling Operator/Troubleshooter 3 1 Traveling Operator/Troubleshooter 1/C 4 Troubleshooter 1/C 4 Tro		General Clerk - Grad	13
GIS Technician 55 Head File Record Clerk 11 Survey Instrument 33 Right of Way Agent A 4 Sr. Technician 100 T&D Mobile Worker 77 Technician A 22 Technician B 55 Technician C 77 Test Technician C 77 Test Technician C 76 Total 63 Service Center Technician Sr. Technician 77 Technician 1 Total 88 Traveling Operator/Troubleshooter Senior Operator 31 Traveling Operator/Troubleshooter Senior Operator 31 Traveling Operator/Troubleshooter 10 Troubleshooter 11 Troubleshooter 11 Troubleshooter 11 Troubleshooter 11 Troubleshooter 11 Troubleshooter 12 Load Dispatcher Total 13 Meter Technician Meter Technician 4 Sr. Meter Technician 23 Total 27 Meter Reader Total 11 Customer Service Representatives Autodialing Operator 8 Customer Service Rep 78 Customer Service Rep 73 Word Processing Clerk 2 Word Processing Clerk 2 Meter Technicory/Mgmt Total 399		General Technician	0
Head File Record Clerk   1     Survey Instrument   3     Right of Way Agent A   4     Sr. Technician   10     T&D Mobile Worker   7     Technician A   2     Technician B   5     Technician Mobile   66     Total   63     Service Center Technician   7     Technician   1     Troubleshooter   19     Total   13     Meter Technician		GIS Technician	5
Survey Instrument 3 Right of Way Agent A 4 Sr. Technician 10 T&D Mobile Worker 7 Technician A 2 Technician B 5 Technician B 5 Technician C 7 Test Technician C 7 Test Technician Mobile 6 Total 63 Service Center Technician 7 Technician 1 Total 63 Service Center Technician 7 Technician 1 Total 8 Traveling Operator/Troubleshooter 9 Total 55 Load Dispatcher Total 13 Meter Technician 4 Sr. Meter Technician 4 Sr. Meter Technician 23 Meter Technician 23 Total 27 Meter Reader Total 11 Customer Service Rep 78 Customer Service Rep 78 Customer Service Rep 7 Customer Service Rep 7 Customer Service Rep 7 2 Word Processing Clerk 2 Sr. Customer Service 5 Total 125 Admin/Supervisory/Mgmt Total 399 TOTAL 1076		Head File Record Clerk	1
Right of Way Agent A4Sr. Technician10T&D Mobile Worker7Technician A2Technician B5Technician C7Test Technician, Mobile6Total63Service Center TechnicianService Center TechnicianService Center TechnicianService Center TechnicianTotal63Traveling Operator/TroubleshooterSenior OperatorTraveling Operator/TroubleshooterSenior OperatorTatalTatalTotal <t< td=""><td></td><td>Survey Instrument</td><td>3</td></t<>		Survey Instrument	3
Sr. Technician 10 T&D Mobile Worker 7 Technician A 2 Technician B 5 Technician C 7 Test Technician, Mobile 66 Total 63 Service Center Technician Sr. Technician 7 Technician 1 Total 8 Traveling Operator/Troubleshooter Senior Operator 31 Traveling Operator/Troubleshooter Senior Operator 31 Traveling Operator/Troubleshooter 1/C 4 Troubleshooter 1/C 4 Troubleshooter 19 Total 55 Load Dispatcher Total 13 Meter Technician Meter Technician 4 Sr. Meter Technician 23 Meter Technician 127 Meter Reader Total 11 Customer Service Rep 78 Customer Service Rep 73 Customer Service Rep 73 Customer Service Rep 74 399		Right of Way Agent A	4
T&D Mobile Worker7Technician A2Technician B5Technician C7Test Technician, Mobile6Total63Service Center Technician7Technician7Traveling Operator/TroubleshooterSenior OperatorTraveling Operator/TroubleshooterSenior OperatorTraveling Operator/TroubleshooterSenior OperatorTraveling Operator/Troubleshooter11Troubleshooter19Troubleshooter19Total55Load DispatcherTotalTotal13Meter Technician4Sr. Meter Technician23Total27Meter ReaderTotalCustomer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service Rep76Total125Admin/Supervisory/MgmtTotalTOTAL1076		Sr. Technician	10
Technician A 2 Technician B 5 Technician C 7 Test Technician, Mobile 6 Total 63 Service Center Technician Sr. Technician 7 Technician 1 Total 8 Traveling Operator/Troubleshooter Senior Operator 31 Traveling Operator/Troubleshooter 9 Traveling Operator 1/C 4 Troubleshooter 1/C 4 Troubleshooter 19 Total 55 Load Dispatcher Total 13 Meter Technician Meter Technician 4 Sr. Meter Technician 23 Total 27 Meter Reader Total 11 Customer Service Representatives Autodialing Operator 8 Customer Service Rep 78 Customer Service Rep 78 Sr. Customer Service Rep 78 Customer Service Rep 732 Word Processing Clerk 2 Sr. Customer Service 5 Total 125 Admin/Supervisory/Mgmt Total 399		T&D Mobile Worker	7
Technician B Technician C Test Technician, Mobile 6 Total 5 5 5 5 5 5 5 5 5 5 5 5 5		Technician A	2
Technician C 7 Test Technician, Mobile 6 Total 63 Service Center Technician Sr. Technician 7 Technician 1 Total 8 Traveling Operator/Troubleshooter Senior Operator 31 Traveling Operator/Troubleshooter 17 Troubleshooter 1/C 4 Troubleshooter 1/C 4 Troubleshooter 19 Total 55 Load Dispatcher Total 13 Meter Technician Meter Technician 4 Sr. Meter Technician 23 Total 27 Meter Reader Total 11 Customer Service Representatives Autodialing Operator 8 Customer Service Rep 78 Customer Service Rep 73 Customer		Technician B	5
Test Technician, Mobile6Total63Service Center TechnicianSr. TechnicianTechnician7Technician1Total8Traveling Operator/TroubleshooterSenior OperatorTraveling Operator/TroubleshooterSenior OperatorTraveling Operator/Troubleshooter10Traveling Operator11Troubleshooter19Total55Load DispatcherTotalTotal13Meter TechnicianMeter TechnicianAdter ReaderTotalTotal23Customer Service RepresentativesAutodialing OperatorModer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotal399TOTAL1076		Technician C	7
Total63Service Center TechnicianSr. Technician7Technician11Total8Traveling Operator/TroubleshooterSenior Operator31Traveling Operator/TroubleshooterSenior Operator1Traveling Operator/Troubleshooter101Troubleshooter 1/C41Troubleshooter 1/C4Troubleshooter19Total55Load DispatcherTotalMeter Technician4Sr. Meter Technician23Total27Meter ReaderTotalCustomer Service RepresentativesAutodialing OperatorRepresentativesAutodialing OperatorSr. Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotalTOTAL1076		Test Technician, Mobile	6
Service Center TechnicianSr. Technician7Technician1Total8Traveling Operator/TroubleshooterSenior Operator31Traveling Operator/TroubleshooterSenior Operator1Traveling Operator/Troubleshooter11Troubleshooter 1/C41Troubleshooter 1/C4Troubleshooter 1/C4Troubleshooter 1/C13Load DispatcherTotal13Meter TechnicianMeter Technician4Sr. Meter Technician2323Total27Total21Meter ReaderTotal11Customer Service RepresentativesAutodialing Operator8Customer Service Rep PT3232Word Processing Clerk232Sr. Customer Service55Total125Admin/Supervisory/MgmtTotal399TOTAL10761076		Total	63
Technician1Total8Traveling Operator/TroubleshooterSenior Operator31Traveling Operator1Traveling Operator1Troubleshooter 1/C4Troubleshooter19Total55Load DispatcherTotalMeter TechnicianMeter TechnicianMeter Technician23Meter ReaderTotalTotal27Meter ReaderTotalTotal11Customer Service RepresentativesAutodialing OperatorBCustomer Service Rep 78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotal399TOTAL1076	Service Center Technician	Sr. Technician	7
Total8Traveling Operator/TroubleshooterSenior Operator31Traveling Operator1Troubleshooter 1/C4Troubleshooter 1/C4Troubleshooter 1/C4Troubleshooter19Total55Load DispatcherTotalMeter TechnicianMeter TechnicianMeter Technician23Total27Meter ReaderTotalTotal27Meter ReaderTotalCustomer Service RepresentativesAutodialing OperatorCustomer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotal399TOTAL1076		Technician	1
Traveling Operator/TroubleshooterSenior Operator31Traveling Operator1Traveling Operator1Troubleshooter 1/C4Troubleshooter 1/C4Troubleshooter19Total55Load DispatcherTotalMeter TechnicianMeter TechnicianMeter Technician23Customer Service RepresentativesAutodialing OperatorModer Service RepresentativesAutodialing OperatorCustomer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotal399TOTAL1076		Total	8
Traveling Operator1Troubleshooter 1/C4Troubleshooter19Total55Load DispatcherTotalMeter Technician4Sr. Meter Technician23Total27Meter ReaderTotalMeter Service RepresentativesAutodialing OperatorCustomer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotalTOTAL1076	Traveling Operator/Troubleshooter	Senior Operator	31
Troubleshooter 1/C4Troubleshooter19Total55Load DispatcherTotalMeter TechnicianMeter TechnicianMeter Technician23Sr. Meter Technician23Total27Meter ReaderTotalMeter ReaderTotalCustomer Service RepresentativesAutodialing OperatorCustomer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotalTOTAL1076		Traveling Operator	1
Troubleshooter19Total55Load DispatcherTotalMeter TechnicianMeter TechnicianMeter Technician23Sr. Meter Technician23Total27Meter ReaderTotalMeter ReaderTotalCustomer Service RepresentativesAutodialing OperatorCustomer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotal399TOTAL1076		Troubleshooter 1/C	4
Total55Load DispatcherTotal13Meter TechnicianMeter Technician4Sr. Meter Technician23Total27Meter ReaderTotal11Customer Service RepresentativesAutodialing Operator8Customer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Total125Admin/Supervisory/MgmtTotal399TOTAL1076		Troubleshooter	19
Load DispatcherTotal13Meter TechnicianMeter Technician4Sr. Meter Technician23TotalTotal27Meter ReaderTotal11Customer Service RepresentativesAutodialing Operator8Customer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Total399TOTALT0761076		Total	55
Meter TechnicianMeter Technician4Sr. Meter Technician23Total27Total27Meter ReaderTotalCustomer Service RepresentativesAutodialing OperatorCustomer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotalTOTAL1076	Load Dispatcher	Total	13
Sr. Meter Technician23Total27Meter ReaderTotalCustomer Service RepresentativesAutodialing OperatorCustomer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotal399TOTAL1076	Meter Technician	Meter Technician	4
Total27Meter ReaderTotal11Customer Service RepresentativesAutodialing Operator8Customer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotalTOTAL1076		Sr. Meter Technician	23
Meter ReaderTotal11Customer Service RepresentativesAutodialing Operator8Customer Service Rep78Customer Service Rep PT32Word Processing Clerk2Sr. Customer Service5Total125Admin/Supervisory/MgmtTotalTOTAL1076		Total	27
Customer Service Representatives   Autodialing Operator   8     Customer Service Rep   78     Customer Service Rep PT   32     Word Processing Clerk   2     Sr. Customer Service   5     Total   125     Admin/Supervisory/Mgmt   Total   399     TOTAL   1076	Meter Reader	 Totai	11
Customer Service Rep   78     Customer Service Rep PT   32     Word Processing Clerk   2     Sr. Customer Service   5     Total   125     Admin/Supervisory/Mgmt   Total   399     TOTAL   1076	Customer Service Representatives	Autodialing Operator	8
Customer Service Rep PT   32     Word Processing Clerk   2     Sr. Customer Service   5     Total   125     Admin/Supervisory/Mgmt   Total   399     TOTAL   1076		Customer Service Rep	78
Word Processing Clerk 2   Sr. Customer Service 5   Total 125   Admin/Supervisory/Mgmt Total 399   TOTAL 1076		Customer Service Rep PT	32
Sr. Customer Service 5 Total 125 Admin/Supervisory/Mgmt Total 399 TOTAL 1076		Word Processing Clerk	2
Total 125 Admin/Supervisory/Mgmt Total 399 TOTAL 1076		Sr. Customer Service	5
Admin/Supervisory/Mgmt Total 399 TOTAL 1076			125
	Admin/Supervisory/Mgmt	Total	399
		TOTAL	1076

#### (e)(10) <u>Quarterly and year-to-date information on contractor hours and dollars for</u> <u>transmission and distribution operation and maintenance.</u>

(Confidential information highlighted)

#### 1st Quarter 2014

Contractor Dollars: Contractor Hours:

#### YTD 2014

Contractor Dollars: Contractor Hours:

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

Month	Accepts	Refusals	Total	Percentage					
January	180	230	410	39%					
February	168	201	369	32%					
March	173	220	393	46%					

#### Call-Out Acceptance Rate – 1<sup>st</sup> Quarter 2014

#### Amount of Time it Takes to Obtain the Necessary Personnel – 1<sup>st</sup> Quarter 2014

Month	Total Callout Events	Necessary Personnel Accepting	Average Minutes:Seconds per Callout Event	Average Minutes:Seconds per Individual called		
January	77	180	4:10	1:17		
February	73	168	4:33	1:21		
March	61	173	4:46	1:20		
1 <sup>st</sup> Quarter 2014	211	521	4:29	1:19		
2014 YTD	211	521	4:29	1:19		

#### 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	Circuit Connected KVA	Last Outage	Total Ckt KVA-Minutes	Total Ckt KVA Interrupted	SAIDI	SAIFI	CAIDI
23705	North	Edison	BKR + WA441	6	26,540	12/15/13	10,918,590	65,622	411	• 2.47	166
23681	Woodville	Preble	EA259	5	30,731	03/30/14	5,330,406	57,292	173	1.86	93
23716	Pine Creek	Edison	BKR	5	30,534	01/27/14	2,572,391	76,058	84	2.49	34
23769	Bryn Mawr	McKeesport	EA112	4	19,429	03/20/14	6,610,700	29,265	340	1.51	226
23701	North	Edison	BKR	4	16,740	09/12/13	7,072,368	37,983	422	2.27	186
23640	Midland	Raccoon	BKR	4	27,835	08/18/13	9,253,048	72,185	332	2.59	128
4517	Sandy Creek	Penn Hilis	BKR	4	5,556	07/19/13	3,548,952	27,785	639	5.00	128
23950	Wilkinsburg	Penn Hills	BKR	4	16,413	07/16/13	7,554,708	96,909	460	5.90	78
4279	Squaw Run	Edison	BKR	4	3,639	07/10/13	4,389,645	16,139	1,206	4.44	272
4237	West End	Preble	BKR	3	3,294	03/15/14	784,154	11,104	238	3.37	71
23867	Wildwood	Edison	WA404	3	27,955	01/06/14	7,956,438	40,822	285	1.46	195
22869	Midland- Cooks Ferry	Raccoon	SWA885	3	37,666	11/01/13	25,441,169	136,644	675	3.63	186

Circuit	Name	Service Center	Device	Lockouts	Circuit Connected KVA	Last Outage	Total Ckt KVA-Minutes	Total Ckt KVA Interrupted	SAIDI	SAIFI	CAIDI
23630	Sewickley	Raccoon	WA601	3	26,272	11/01/13	4,731,598	15,050	180	0.57	314
23691	B.I.	Preble	EA265	3	20,694	08/22/13	9,867,166	25,081	477	1.21	393
23862	Wilson	McKeesport	EA663	3	40,616	07/17/13	11,517,179	48,283	284	1.19	239
4136	Eastwood	Penn Hills	BKR	3	4,037	06/26/13	452,577	8,550	112	2.12	53
4135	Eastwood	Penn Hills	BKR	3	2,293	06/26/13	205,515	2,493	90	1.09	82
4154	Long	Penn Hills	BKR	2	3,690	07/16/13	8,565,388	9,079	2,321	2.46	943
4155	Long	Penn Hills	BKR	2	4,172	07/16/13	8,290,141	9,065	1,987	2.17	915
4138	Robinson	Penn Hills	BKR	1	1,187	06/25/13	121,068	1,062	102	0.89	114
4139	Robinson	Penn Hills	BKR	1	1,630	06/25/13	190,608	1,672	117	1.03	114