

ORDER NO. 13 466

ENTERED DEC 10 2013

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM 1003

In the Matter of

PACIFICORP, dba PACIFIC POWER,

Setting of Service Quality Measures (SQM)
Performance Levels for 2014.

ORDER

DISPOSITION: STAFF'S RECOMMENDATION ADOPTED

At its Public Meeting on December 10, 2013, the Public Utility Commission of Oregon adopted Staff's recommendation in this matter. The Staff Report with the recommendation is attached as Appendix A.

BY THE COMMISSION:



Becky L. Beier
Becky L. Beier
Commission Secretary

A party may request rehearing or reconsideration of this order under ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-001-0720. A copy of the request must also be served on each party to the proceedings as provided in OAR 860-001-0180(2). A party may appeal this order by filing a petition for review with the Court of Appeals in compliance with ORS 183.480 through 183.484.

ORDER NO.

13 466

ITEM NO. CAB

PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: December 10, 2013

REGULAR _____ CONSENT X EFFECTIVE DATE January 1, 2014

DATE: November 15, 2013

TO: Public Utility Commission

FROM: Paul Birkeland

THROUGH: Jason Eisdorfer and Lori Koho

SUBJECT: PACIFIC POWER: (Docket No. UM 1003) Sets Service Quality Measures performance threshold levels for 2014

STAFF RECOMMENDATION:

Staff and Pacific Power (Pacific) jointly recommend that the Commission set the Service Quality Measures (SQMs) performance threshold levels (as required in UM 918 by OPUC Order No. 11-159) for calendar year 2014 at the same levels used in 2013¹.

DISCUSSION:

Overview: Service Quality Measures have their origins as monitoring tools for evaluating the effectiveness of utility safety programs and reliability activities. Staff and Pacific worked to establish SQM's as part of the 1998 UE 94 proceeding ("Alternative Form of Regulation" Order No. 98-191). The SQM's were modified by stipulation in UM 918 -Pacific/ScottishPower Merger (Order No. 99-616). The stated purpose of the SQM's is "... to provide a mechanism to ensure service quality is maintained at current or improved levels ..."

There are eight separate measures included in Pacific's UM 918 SQMs:

1. C1 - At Fault Customer Complaints
2. R1 - Average Interruption Duration
3. R2 - Average Interruption Frequency
4. R3 - Average Momentary Interruption Frequency
5. R4 - Annual Service Restoration Index
6. X1 - Annual Review Vegetative Management
7. X2 - Annual Review Basic Inspection and Maintenance Programs

¹ It was mutually agreed upon by Pacific and Staff to use 2012 thresholds for 2013 reporting.

Docket UM 1003
November 15, 2013
Page 2

8. X3 - Annual Review Special Programs

Five of the above measures (C1, R1, R2, R3, and R4) have three performance levels each (*i.e.*, a goal and two penalty levels).² The performance levels are set by the Commission on an annual basis. The establishment of SQM performance levels for 2014 is the subject of this memo.

The remaining measures are X1, X2, and X3.³ The last three measures are program-monitoring tools for maintenance programs performed by Pacific. For these measures, Safety, Reliability and Security Staff monitor items such as annual accomplishments, budgets and expenditures, and staffing levels. Basic programs include vegetation management, inspection and repair programs for overhead and underground lines, electric supply stations, marinas, major equipment maintenance, standards, and the metering program.

SQM C1: The first measure that the Commission sets performance levels for is C1, or customer at-fault complaint frequency. This is expressed as the number of PUC customer complaints where Pacific has been determined to be at-fault, having violated a tariff, rule, or business practice standard. The C1 statistic is presented as the number of at-fault complaints per 1,000 customers.

The C1 performance levels should be comparable among energy utilities in Oregon (*i.e.*, the same for Pacific Power and Portland General Electric). For 2014, the performance levels recommended for Commission adoption are:

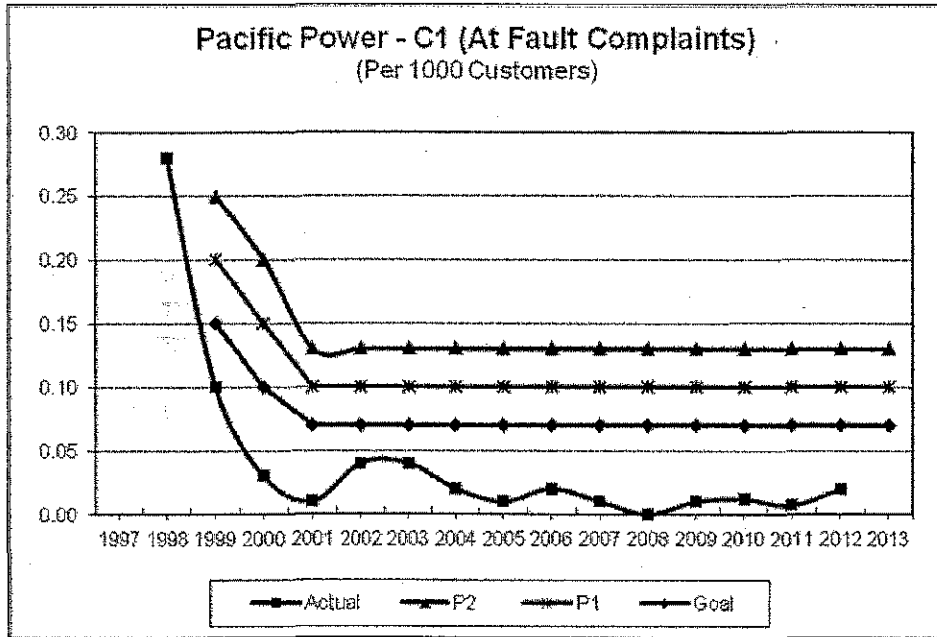
- Goal - less than 0.07 at-fault complaints per 1,000 customers
- Penalty 1 level (\$100,000) - 0.10 at-fault complaints per 1,000 customers
- Penalty 2 level (\$1,000,000) - 0.13 at-fault complaints per 1,000 customers

Actual Pacific performance is provided in the following graph:

² Note that, if determined by the Commission to be appropriate, a penalty would be imposed as a revenue requirement reduction that would be returned to customers.

³ This discussion is for informational purposes only; no Commission action is required for these measures.

Docket UM 1003
 November 15, 2013
 Page 3



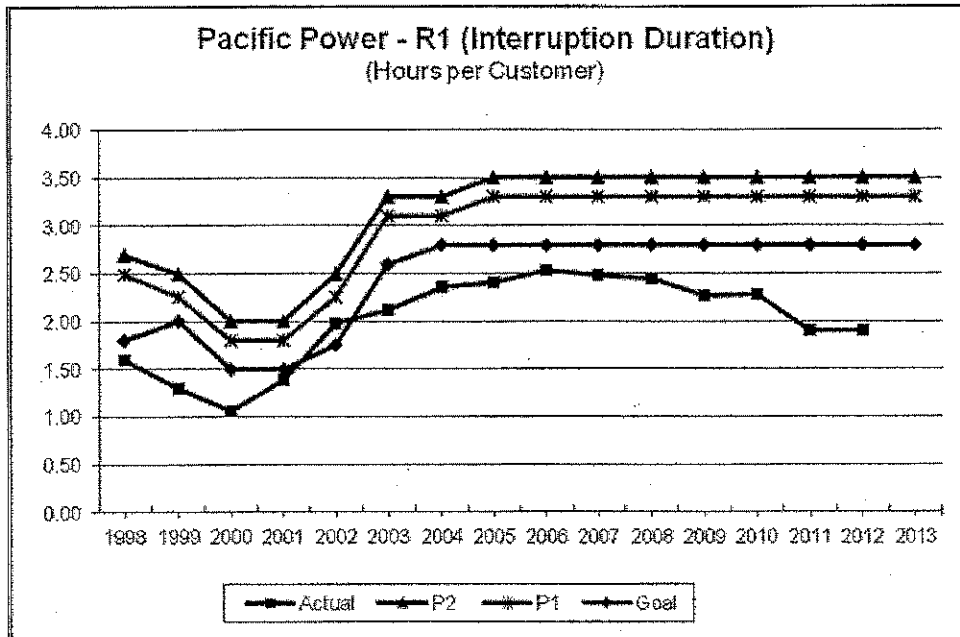
The next four measures relate to service reliability.

SQM R1: The R1 measure is a customer interruption duration (*i.e., annual time without power*) that utilizes a three-year weighted averaging formula. This is similar to the System Average Interruption Duration Index (SAIDI), calculated with the target year weighted at 50 percent, the previous year weighted at 30 percent, and the third year weighted at 20 percent. Certain "major events" can be excluded from these statistics when specific requirements have been met (see OAR 860-023-0080 through 0161). The performance levels recommended for Commission adoption for 2014 are:

- Goal - 2.80 hours
- Penalty 1 level (\$100,000) - 3.3 hours
- Penalty 2 level (\$1,000,000) - 3.5 hours

Actual Pacific performance for this measure is provided in the following graph:

Docket UM 1003
November 15, 2013
Page 4



Pacific's R1 thresholds have been adjusted several times in the past. Staff and the Company changed them several times in the late '90's and early 2000's, the last time was in 2005. Increased accuracy in outage reporting resulting from technological advancements, and adverse weather events caused Pacific's reported outage durations to rise. Establishment of the higher R1 thresholds has remedied this situation by setting a more reasonable standard.

ANSI/IEEE Standard 1366 was incorporated into the Oregon electric reliability rules (OAR 860-023-0080 to 860-023-0161) in 2011 and first reported on in 2012. Inclusion of this standard has resulted in better methodologies for assessing utility reliability performance and establishing appropriate SQM goals and penalty levels.

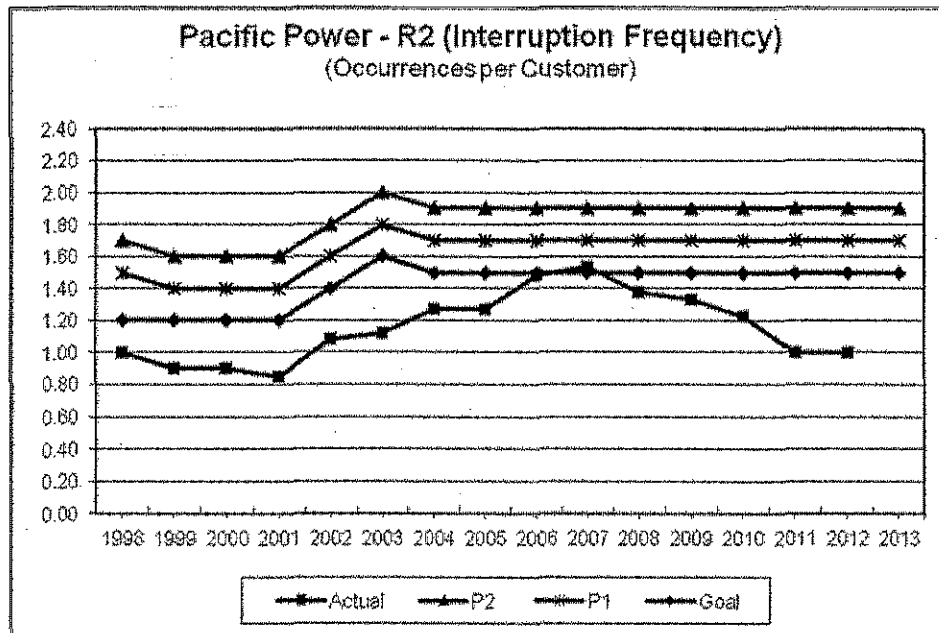
SQM R2: The R2 measure is an averaged customer interruption frequency (*i.e.*, annual number of times service is interrupted for five minutes or more) that, like R1, utilizes a weighted three-year formula. This is, in essence, a three-year weighted System Average Interruption Frequency Index (SAIFI). The 2014 performance levels recommended for Commission adoption are:

- Goal - 1.5 occurrences
- Penalty 1 level (\$100,000) - 1.7 occurrences

Docket UM 1003
November 15, 2013
Page 5

- Penalty 2 level (\$1,000,000) - 1.9 occurrences

Actual Pacific performance for R2 is provided in the following graph:

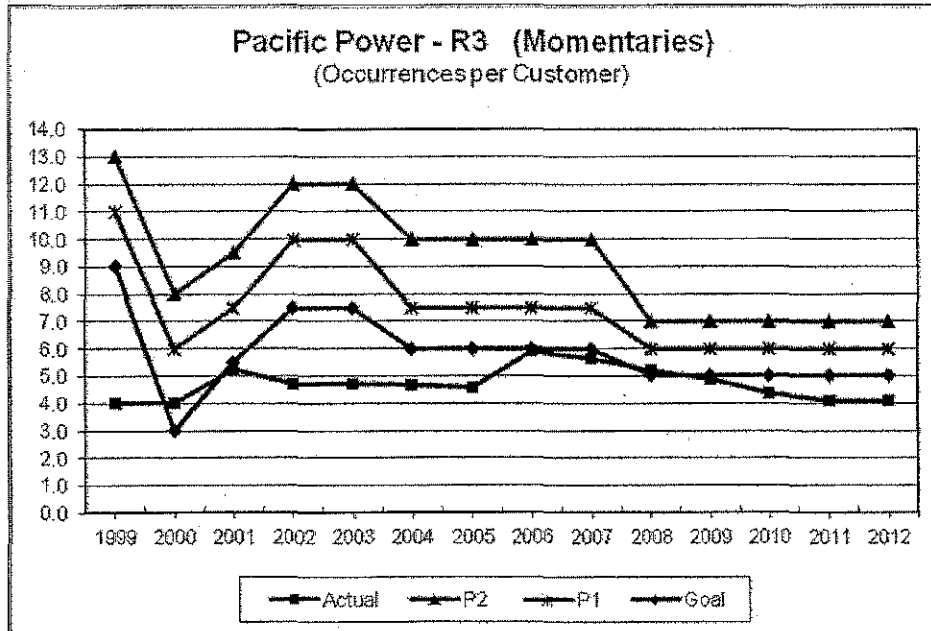


SQM R3: The R3 measure is a 3-year weighted average of a customer's momentary interruption event frequency (*i.e.*, *Momentary Average Interruption Event Frequency Index or MAIFI*) that has been phased in over the last few years. Momentary outages are primarily the quick blinks that occur on an electrical system when automatic switches perform their protective function in response to a fault on the line. Consistent with the performance levels set for 2008 through 2013, Staff and Pacific recommend that 2014 R3 levels be set at:

- Goal - 5.0 occurrences
- Penalty 1 level (\$100,000) - 6.0 occurrences
- Penalty 2 level (\$1,000,000) - 7.0 occurrences

Pacific's historical performance for R3 is reflected in the following graph:

Docket UM 1003
 November 15, 2013
 Page 6



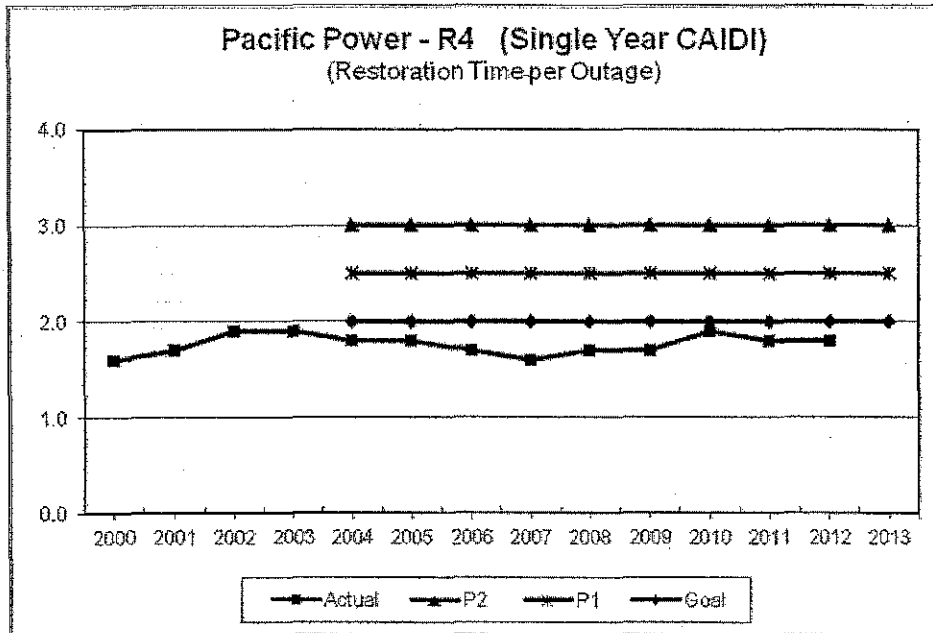
SQM R4: The R4 measure (Service Restoration Indicator) was changed by the Commission in 2004 from percent of customers restored with power within three hours to a standard utility industry index known as the Customer Average Interruption Duration Index (CAIDI). CAIDI represents the average time in hours required to restore service to the average customer per sustained interruption, exclusive of Major Events.

Consistent with the performance levels set for 2013, Staff and Pacific recommend that 2014 R4 levels be set at:

- Goal - 2.0 hours per outage
- Threshold Level 1 (\$100,000) - 2.5 hours per outage
- Penalty 2 level (\$1,000,000) - 3.0 hours per outage

Pacific's historical performance for R4 is reflected in the following graph:

Docket UM 1003
 November 15, 2013
 Page 7



In 2014, Staff and Pacific will continue working together to reevaluate and establish appropriate SQM performance levels to maintain and improve reliability and safety for Oregon customers.

PROPOSED COMMISSION MOTION:

The Pacific Power Service Quality Measure performance levels for the year 2014 should be set as follows:

1. For C1: Goal - 0.07 at-fault complaints per 1000 customers
 Penalty 1 - 0.10 at-fault complaints per 1000 customers
 Penalty 2 - 0.13 at-fault complaints per 1000 customers

2. For R1: Goal - 2.8 hours of service outage per customer
 Penalty 1 - 3.3 hours of service outage per customer
 Penalty 2 - 3.5 hours of service outage per customer

3. For R2: Goal - 1.5 sustained outage occurrences per customer
 Penalty 1 - 1.7 sustained outage occurrences per customer
 Penalty 2 - 1.9 sustained outage occurrences per customer

ORDER NO. 13 466

Docket UM 1003
November 15, 2013
Page 8

4. For R3: Goal - 6.0 momentary outages per customer
Penalty 1 - 7.5 momentary outages per customer
Penalty 2 - 10.0 momentary outages per customer

5. For R4: Goal - 2.0 hours per outage
Penalty 1 - 2.5 hours per outage
Penalty 2 - 3.0 hours per outage

PGE UM 1003 - 2014-SQM Performance Levels