

REQUEST TO ESTABLISH DOCKET  
(PLEASE TYPE)

Date 10/9/01

Docket No. 011351-EI

1. Division Name/Staff Name Appeals/C. Moore *cm*

2. OPR J. Bremen (SER) *JB*

3. OCR C. Moore (APP), D. Lee (SER), S. Matlock (SER), B. McNulty (SER), E. Draper (ECR), D. Wheeler (ECR),

C. Groom (PAI), C. Hewitt (ECR)

4. Suggested Docket Title Proposed Revisions to Rule 25-6.044, F.A.C., Continuity of Service, Rule 25-6.0455, F.A.C., Annual Distribution Service Reliability Report, and <sup>proposed</sup> new Rule 25-6.0456, F.A.C., Distribution Reliability and Service Quality Standards.

5. Suggested Docket Mailing List (attach separate sheet if necessary)
- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
  - B. Provide COMPLETE name and address for all others. (Match representatives to clients.)
    - 1. Parties and their representatives (if any)

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2. Interested Persons and their representatives (if any)

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6. Check one:

Documentation is attached.

Documentation will be provided with the recommendation.

DOCUMENT NUMBER-DATE

**12870 OCT-95**

1           25-6.044   Continuity of Service.

2           (1)   Definitions applicable to this part:

3           (a)   "Area of Service."   A geographic area where a utility  
4 provides electric service.  An Area of Service can be the entire  
5 system, a district, or a region into which the system is divided,  
6 or the area served by a substation, or the area served by  
7 individual circuits.   ~~"Service Interruption".  An unplanned~~  
8 ~~interruption of electric service greater than or equal to one~~  
9 ~~minute due to a malfunction on the distribution system or a~~  
10 ~~distribution-related outage caused by events on the utility's~~  
11 ~~side of customer meters which is triggered by load management~~  
12 ~~restoration.  The term does not include interruptions due to~~  
13 ~~momentary circuit breaker operations, hurricanes, tornados, ice~~  
14 ~~on lines, planned load management, or electrical disturbances on~~  
15 ~~the generation or transmission system.~~

16          (b)   "Average Duration of Outage Events (L-Bar)."   The sum of  
17 each Outage Event Duration for all Outage Events occurring during  
18 a given time period, divided by the Number of Outage Events over  
19 the same time period within a specific Area of Service.

20          ~~"Customer Interruption Duration" (L).  The time interval, in~~  
21 ~~minutes, between the time when a utility first becomes aware of a~~  
22 ~~service interruption and the time of restoration of service to a~~  
23 ~~customer affected by that service interruption.~~

24          (c)   "Baseline Period."   A period of not less than three  
25 consecutive years during which detailed records are maintained

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1 for each measure and each index of distribution reliability and  
2 service quality. ~~"System Interruption Time". The total customer~~  
3 ~~minutes of service interruption experienced on a utility's system~~  
4 ~~during a given time period, determined by summing the total~~  
5 ~~minutes of Customer Interruption Duration for all interruptions~~  
6 ~~during that time period. The total minutes of Customer~~  
7 ~~Interruption Duration for an individual interruption is~~  
8 ~~calculated by summing the Customer Interruption Duration for each~~  
9 ~~customer affected by that individual interruption (estimated if~~  
10 ~~actual data is not available).~~

11 (d) "Benchmark Value." A Commission-approved value for each  
12 measure and each index of distribution reliability and service  
13 quality. The Benchmark Value for each measure or index, unless  
14 adjusted by the Commission, will be the simple average of the  
15 respective annual values over the established Baseline Period for  
16 the respective measure or index of distribution reliability and  
17 service quality. ~~"Number of Service Interruptions (N)." The sum~~  
18 ~~of service interruptions for the entire distribution system, or~~  
19 ~~whichever portion of the distribution system which is being~~  
20 ~~reviewed.~~

21 (e) "Customer Average Interruption Duration Index (CAIDI)."  
22 The average Service Interruption Duration within a specified Area  
23 of Service over a given period of time. It is determined by  
24 dividing the sum of Customer Minutes of Interruption by the sum  
25 of Service Interruptions for the respective Area of Service.

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1 ~~"Average length of a Service Interruption (L-Bar)." The time~~  
2 ~~interval, in minutes, between the time when the utility first~~  
3 ~~becomes aware of a service interruption and restoration of~~  
4 ~~service to the last customer affected by that service~~  
5 ~~interruption, summed for all service interruptions occurring~~  
6 ~~during a given time period, and divided by the Number of Service~~  
7 ~~Interruptions in the same time period.~~

8 (f) "Customers Experiencing More Than Two Interruptions  
9 (CEM2)." The number of Points of Service that sustain more than  
10 two Service Interruptions for a specified Area of Service over a  
11 given period of time.

12 (g) "Customer Minutes of Interruption (CMI)." The sum of  
13 each Service Interruption Duration for each point of service that  
14 sustains a Service Interruption within a specified Area of  
15 Service over a given period of time.

16 (h) "Momentary Average Interruption Frequency Index  
17 (MAIFIe)." The average number of Momentary Interruptions  
18 recorded on primary circuits for a specified Area of Service over  
19 a given period of time.

20 (i) "Momentary Interruption." The complete loss of voltage  
21 for less than one minute, but does not include phenomena caused  
22 by harmonics such as transients, sags, swells, flickers, and  
23 waveform distortions.

24 (j) "Number of Customers Served (C)." The sum of all  
25 Points of Service on the last day of a given time period within a

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1 specific Area of Service.

2 (k) "Number of Outage Events (N)." The sum of Outage  
3 Events for an Area of Service over a specified period of time.

4 (l) "Outage Event." An occurrence that results in one or  
5 more individual customer Service Interruptions.

6 (m) "Outage Event Duration (L)." The time interval, in  
7 minutes, between the time when a utility first becomes aware of  
8 an Outage Event and the time of restoration of service to the  
9 last restored point of service affected by that Outage Event.

10 (n) "Point of Service." The physical location where a  
11 utility's wires or apparatus connects to those of the customer.

12 (o) "Primary Circuit with More Than Two Outages." Any  
13 primary circuit that sustains more than two Outage Events over a  
14 given period of time that result in Service Interruptions to all  
15 points of service on that circuit.

16 (p) "Service Interruption." The complete loss of voltage  
17 of at least one minute to a customer's point of service.

18 (q) "Service Interruption Duration." The time interval, in  
19 minutes, between the time a utility first becomes aware of a  
20 Service Interruption and the time of restoration of service to  
21 that point of service.

22 (r) "System Average Interruption Duration Index (SAIDI)."  
23 The average minutes of Service Interruption Duration per customer  
24 served within a specified Area of Service over a given period of  
25 time. It is determined by dividing the total Customer Minutes of

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1 Interruption by the Number of Customers Served for the respective  
2 Area of Service.

3 (s) "System Average Interruption Frequency Index (SAIFI)."

4 The average number of Service Interruptions within a specified  
5 Area of Service over a given period of time. It is determined by  
6 dividing the sum of Service Interruptions by the Number of  
7 Customers Served for the respective Area of Service.

8 (2) Each utility shall keep a record of its system  
9 reliability and continuity of service data, responses to Service  
10 Interruption notification, and other data necessary for the  
11 reports filed under these rules. Outage Event records shall  
12 record each Outage Event as planned or unplanned and shall  
13 identify the point of origination (such as generation facility,  
14 transmission line, transmission substation equipment, or other  
15 distribution equipment. ~~The the cause (such as of each Service~~  
16 ~~Interruption, and shall categorize the cause as one or more of~~  
17 ~~the following: lightning, vegetation tree or limb contacting~~  
18 ~~line, animal, line downed by vehicle, dig-in, substation outage,~~  
19 ~~line transformer failure, salt spray on insulator, and~~  
20 ~~corrosion), the date and time of the Outage Event, and the number~~  
21 ~~of Service Interruptions shall also be recorded, other, or~~  
22 ~~unknown, and shall further identify whether the initiating event~~  
23 ~~occurred on overhead or underground distribution lines.~~

24 (3) Each utility shall make all reasonable efforts to  
25 prevent interruptions of service and when such interruptions

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1 occur shall attempt to restore service within the shortest time  
2 practicable consistent with safety.

3 (4) When the service is necessarily interrupted or  
4 curtailed for ~~prolonged periods and for~~ the purpose of working on  
5 the system, it shall be done at a time which, when at all  
6 practicable, will result in ~~cause~~ the least inconvenience to  
7 customers and all such scheduled interruptions shall be preceded  
8 by reasonable ~~adequate~~ notice whenever practicable to affected  
9 customers. Each utility shall maintain a current copy of its  
10 noticing procedures with the Division of Safety and Electric  
11 Reliability.

12 (5) The provisions of this rule shall not apply to a  
13 curtailment or an interruption of service to customers receiving  
14 service under interruptible rate classifications when the  
15 curtailment or interruption of service occurs pursuant to the  
16 affected customer's service agreement.

17 **Specific Authority:** 366.05(1), F.S.

18 **Law Implemented:** 366.03, 366.04(2)(c), 366.04(5), 366.05, F.S.

19 **History:** New 7/29/69, formerly 25-6.44, amended 02/25/93.  
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1           25-6.0455   Annual Distribution Service Reliability Report.

2           (1) Each utility shall file a ~~written~~ Distribution Service  
3 Reliability Report with the Director of the Commission's Division  
4 of Safety and Electric Reliability and ~~Gas~~ on or before March 1st  
5 of each year, for ~~covering~~ the preceding calendar year. The  
6 report shall contain the following information:

7           (a) the utility's total number of Outage Events ~~service~~  
8 ~~interruptions~~ (N), categorized by cause ~~as specified in Rule 25-~~  
9 ~~6.044~~, and the Average Duration of Outage Events ~~average length~~  
10 ~~of service interruptions experienced~~ (L-Bar). The utility shall  
11 record these data and analyses on Form PSC/SER 45-1 (xx/200x),  
12 entitled "Outage Events" which may be obtained from the Division  
13 of Safety and Electric Reliability, 2540 Shumard Oak Boulevard,  
14 Tallahassee, Florida 32399-0850, 850/413-6700;.

15           (b) identification of the ~~three percent of the~~ utility's  
16 Primary Circuits (feeders) ~~feeders~~ with More Than Two Outages.  
17 ~~the highest number of feeder breaker interruptions.~~ For each  
18 primary circuit so ~~Each feeder shall be identified~~ the utility  
19 shall report the primary circuit identification by its number or  
20 name, substation origin, and general location, ~~as well as the~~  
21 ~~estimated number of affected~~ customers by in each service class  
22 ~~served by the feeder circuit,~~ Number of Outage Events ~~as well as~~  
23 ~~the number of service interruptions~~ (N), Average Duration of  
24 Outage Events and ~~average length of service interruption~~ (L-Bar),  
25 Average Service Restoration Time (CAIDI), the number of years the

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1 primary circuit sustained more than two Outage Events per year in  
2 any of the past five years, and the corrective action date of  
3 completion for the feeder. The utility shall record these data  
4 and analyses on Form PSC/SER 45-2 (xx/200x), entitled "Primary  
5 Circuits (Feeders) With More Than Two Outages" which may be  
6 obtained from the Division of Safety and Electric Reliability,  
7 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850,  
8 850/413-6700;

9 (c) the system reliability indices SAIDI, CAIDI, SAIFI,  
10 MAIFIe, and CEM2 for its system and for each district or service  
11 area into which its system may be divided. The utility shall  
12 record these data and analyses on Form PSC/SER 45-3 (xx/200x)  
13 entitled "System Reliability Indices" which may be obtained from  
14 the Division of Safety and Electric Reliability, 2540 Shumard Oak  
15 Boulevard, Tallahassee, Florida 32399-0850, 850/413-6700;

16 (d) the calculations and supporting documentation of each  
17 Distribution Reliability and Service Quality Standard pursuant to  
18 Rule 25-6.0456;

19 (e) the total number of customers to receive a credit and  
20 the total amount of all customer credits pursuant to Rule 25-  
21 6.0456(5); and

22 (f) for each Distribution Reliability and Service Quality  
23 Standard specified by Rule 25-6.0456 that the utility failed to  
24 meet or exceed, the reasons why it failed to meet the standard.  
25 An estimate of activities and costs necessary to achieve

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1 compliance with each Distribution Reliability and Service Quality  
2 Standard shall also be included.

3 (2) A utility may exclude from the Annual Distribution  
4 Service Reliability Report, Outage Events directly caused by one  
5 or more of the following: planned maintenance, a storm named by  
6 the National Hurricane Center, a tornado recorded by the National  
7 Weather Service, ice on lines, a planned load management event,  
8 an electric generation disturbance, an electric transmission  
9 system disturbance, and an extreme weather or fire event causing  
10 a Level 1 activation of the county emergency operation center.

11 (3) On a case-by-case basis, a utility may submit a request  
12 to exclude an Outage Event from the Annual Distribution Service  
13 Reliability Report that is not specifically provided for in Rule  
14 25-6.0455(2). Such a request must be submitted to the Division  
15 of Safety and Electric Reliability within 30 days of the Outage  
16 Event for which an exclusion is being requested. A staff  
17 recommendation will be submitted to the Commission within 60 days  
18 from the date the request is filed.

19 **Specific Authority:** 366.05(1), F.S.

20 **Law Implemented:** 366.03, 366.04(2)(c)&(f), 366.04(5), 366.05,  
21 366.05(7), F.S.

22 **History:** New 02/25/93.  
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1           25-6.0456 Distribution Reliability and Service Quality

2           Standards.

3           (1) For purposes of this rule, distribution reliability and  
4 service quality in any given year shall be measured pursuant to  
5 Rules 25-6.0455(1)(a), 25-6.0455(1)(c), 25-6.046, 25-6.047 and  
6 the number of distribution service related customer complaints  
7 received by the Commission during the specified year.

8           (2) By December 31, 2002, the Commission shall establish a  
9 baseline period for each utility. The Commission may set a  
10 different baseline period for each utility. The Commission shall  
11 also set benchmark values for each utility. The Commission may  
12 subsequently change the established baseline period or adjust the  
13 set benchmark values for cause.

14           (3) Each utility shall make reasonable efforts to maintain  
15 its distribution system such that distribution reliability and  
16 service quality meets or exceeds the requirements specified  
17 below.

18           (a) The utility should not allow the simple averages of  
19 their respective annual values for each distribution reliability  
20 and service quality measure and index required by section (1) for  
21 any consecutive period equivalent to the number of years in the  
22 baseline period to exceed the benchmark values set pursuant to  
23 section (2) of this rule; and,

24           (b) The utility should not allow the annual distribution  
25 reliability and service quality measures and indices required by

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1 section (1) for any year to exceed 105 percent of the benchmark  
2 values set pursuant to section (2) of this rule.

3 (4) By the first working day of November of each year, each  
4 utility shall notify the Division of Safety and Electric  
5 Reliability whether the distribution reliability and service  
6 quality standards specified by this rule are projected to be  
7 achieved for that year.

8 (5) Each utility shall provide a credit to each customer  
9 that experiences more than five Service Interruptions during a  
10 calendar year. The customer credit shall be provided on or  
11 before March 1 of the year following the year in which the number  
12 of Service Interruptions exceeds five. The customer credit  
13 amount will be the average total monthly bill for that customer's  
14 rate class during the year in which the number of Service  
15 Interruptions exceeded five. The Service Interruptions counted  
16 towards this credit are limited to those Service Interruptions  
17 included in the Annual Distribution Service Reliability Report.

18 Specific Authority: 366.05(1), F.S.

19 Law Implemented: 366.03, 366.04(2)(c), 366.04(5),, 366.05, F.S.

20 History: New

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22 256044.ctm

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