

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

IN RE: PROPOSED AMENDMENT OF RULES 25-6.044, F.A.C.,
RELIABILITY AND CONTINUITY OF SERVICE; 25-6.0455, F.A.C.,
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT;
AND PROPOSED NEW RULE 25-6.0456, F.A.C.,
DISTRIBUTION RELIABILITY AND SERVICE QUALITY STANDARDS

NOTICE OF PROPOSED RULE DEVELOPMENT

TO

ALL INTERESTED PERSONS

ISSUED: August 16, 2001

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated the development of amendments to Rules 25-6.044 and 25-6.0455, Florida Administrative Code, regarding provisions relating to reliability and continuity of service and annual distribution service reliability report, and proposed new Rule 25-6.0456, regarding distribution reliability and service quality standards.

The attached Notice of Proposed Rule Development will appear in the August 24, 2001, edition of the Florida Administrative Weekly. A rule development workshop will be held at the following time and place:

Florida Public Service Commission
10:00 a.m., September 26, 2001
Betty Easley Conference Center
Room 234, 4075 Esplanade Way
Tallahassee, Florida 32399-0850

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).

DOCUMENT NUMBER-DATE

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By Direction of the Florida Public Service Commission, this
16th day of August, 2001.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By: Kay Flynn
Kay Flynn, Chief
Bureau of Records and Hearing
Services

(S E A L)

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NOTICE OF PROPOSED RULE DEVELOPMENT
FLORIDA PUBLIC SERVICE COMMISSION
UNDOCKETED

| RULE TITLE: | RULE NO.: |
|---|-----------|
| Continuity of Service | 25-6.044 |
| Annual Distribution Service Reliability Report | 25-6.0455 |
| Distribution Reliability and Service Quality Standards | 25-6.0456 |

PURPOSE AND EFFECT: To provide better definitions of terms used to assess distribution reliability and continuity of electric service, to require additional information for assessment, provide for setting of standards for each utility, and to require refunds to customers who receive substantially less than average service.

SUBJECT AREA TO BE ADDRESSED: Electric service distribution reliability measurement and reporting rules.

SPECIFIC AUTHORITY: 366.05(1), F.S.

LAW IMPLEMENTED: 366.03, 366.04(2)(c) & (f), 366.04(5), 366.05, 366.05(7), F.S.

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE TIME, DATE, AND PLACE SHOWN BELOW:

TIME AND DATE: 10:00 a.m. - September 26, 2001

PLACE: Betty Easley Conference Center, Room 234, 4075 Esplanade Way, Tallahassee, Florida

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT AND A COPY OF THE PRELIMINARY DRAFT, IF AVAILABLE, IS: Jim Breman, Division of Safety and Electric Reliability, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0862, (850) 413-6664.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS:

25-6.044 Continuity of Service.

(1) Definitions applicable to this part:

(a) "Area of Service." A geographic area where a utility provides electric service. An Area of Service can be the entire system, a district, or a region into which the system is divided, or the area served by a substation, or the area served by individual circuits. ~~"Service Interruption". An unplanned interruption of electric service greater than or equal to one minute due to a malfunction on the distribution system or a distribution-related outage caused by events on the utility's side of customer meters which is triggered by load management~~

~~restoration. The term does not include interruptions due to momentary circuit breaker operations, hurricanes, tornados, ice on lines, planned load management, or electrical disturbances on the generation or transmission system.~~

(b) "Average Duration of Outage Events (L-Bar)." The sum of each Outage Event Duration for all Outage Events occurring during a given time period, divided by the Number of Outage Events over the same time period within a specific Area of Service. "Customer Interruption Duration" (L). ~~The time interval, in minutes, between the time when a utility first becomes aware of a service interruption and the time of restoration of service to a customer affected by that service interruption.~~

(c) "Baseline Period." A period of not less than three consecutive years during which detailed records are maintained for each measure and each index of distribution reliability and service quality. "System Interruption Time". ~~The total customer minutes of service interruption experienced on a utility's system during a given time period, determined by summing the total minutes of Customer Interruption Duration for all interruptions during that time period. The total minutes of Customer Interruption Duration for an individual interruption is calculated by summing the Customer Interruption Duration for each customer affected by that individual interruption (estimated if actual data is not available).~~

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

(e) "Customer Average Interruption Duration Index (CAIDI)." The average Service Interruption Duration within a specified Area of Service over a given period of time. It is determined by dividing the sum of Customer Minutes of Interruption by the sum of Service Interruptions for the respective Area of Service. ~~"Average length of a Service Interruption (\bar{L})." The time interval, in minutes, between the time when the utility first becomes aware of a service interruption and restoration of service to the last customer affected by that service interruption, summed for all service interruptions occurring during a given time period, and divided by the Number of Service Interruptions in the same time period.~~

(f) "Customers Experiencing More Than Two Interruptions (CEM2)." The number of Points of Service that sustain more than two

Service Interruptions for a specified Area of Service over a given period of time.

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

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

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

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

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

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

(m) "Outage Event Duration (L)." The time interval, in minutes, between the time when a utility first becomes aware of an Outage Event and the time of restoration of service to the last

restored point of service affected by that Outage Event.

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

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

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

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

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

(s) "System Average Interruption Frequency Index (SAIFI)." The average number of Service Interruptions within a specified Area of Service over a given period of time. It is determined by dividing the sum of Service Interruptions by the Number of Customers Served for the respective Area of Service.

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

(3) Each utility shall make all reasonable efforts to prevent interruptions of service and when such interruptions occur shall attempt to restore service within the shortest time practicable consistent with safety.

(4) When the service is necessarily interrupted or curtailed for ~~prolonged periods and for the purpose of working on the system,~~ it shall be done at a time which, when at all practicable, will result in ~~cause~~ the least inconvenience to customers and all such

scheduled interruptions shall be preceded by reasonable ~~adequate~~ notice whenever practicable to affected customers. Each utility shall maintain a current copy of its noticing procedures with the Division of Safety and Electric Reliability.

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

Specific Authority: 366.05(1), FS

Law Implemented: 366.03, 366.04(2)(c), 366.04(5), 366.05, FS

History--New 7/29/69, formerly 25-6.44, amended 02/25/93.

25-6.0455 Annual Distribution Service Reliability Report.

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

(a) the utility's total number of Outage Events ~~service interruptions~~ (N), categorized by cause ~~as specified in Rule 25-6.044~~, and the Average Duration of Outage Events ~~average length of service interruptions experienced~~ (L-Bar). The utility shall record these data and analyses on Form PSC/SER 45-1 (xx/200x), entitled "Outage Events" which may be obtained from the Division of Safety

and Electric Reliability, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, 850/413-6700;.

(b) identification of the three percent of the utility's Primary Circuits (feeders) feeders with More Than Two Outages. the highest number of feeder breaker interruptions. For each primary circuit so Each feeder shall be identified the utility shall report the primary circuit identification by its number or name, substation origin, and general location, as well as the estimated number of affected customers by in each service class served by the feeder circuit, Number of Outage Events as well as the number of service interruptions (N), Average Duration of Outage Events and average length of service interruption (L-Bar), Average Service Restoration Time (CAIDI), the number of years the primary circuit sustained more than two Outage Events per year in any of the past five years, and the corrective action date of completion for the feeder. The utility shall record these data and analyses on Form PSC/SER 45-2 (xx/200x), entitled "Primary Circuits (Feeders) With More Than Two Outages" which may be obtained from the Division of Safety and Electric Reliability, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, 850/413-6700;

(c) the system reliability indices SAIDI, CAIDI, SAIFI, MAIFIe, and CEM2 for its system and for each district or service area into which its system may be divided. The utility shall record these data and analyses on Form PSC/SER 45-3 (xx/200x) entitled

"System Reliability Indices" which may be obtained from the Division of Safety and Electric Reliability, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, 850/413-6700;

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

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

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

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

(3) On a case-by-case basis, a utility may submit a request to

exclude an Outage Event from the Annual Distribution Service Reliability Report that is not specifically provided for in Rule 25-6.0455(2). Such a request must be submitted to the Division of Safety and Electric Reliability within 30 days of the Outage Event for which an exclusion is being requested. A staff recommendation will be submitted to the Commission within 60 days from the date the request is filed.

Specific Authority: 366.05(1), FS

Law Implemented: 366.03, 366.04(2)(c)&(f), 366.04(5), 366.05, 366.05(7), FS

History--New 02/25/93.

25-6.0456 Distribution Reliability and Service Quality Standards.

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

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

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

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

(b) The utility should not allow the annual distribution reliability and service quality measures and indices required by section (1) for any year to exceed 105 percent of the benchmark values set pursuant to section (2) of this rule.

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

(5) Each utility shall provide a credit to each customer that experiences more than five Service Interruptions during a calendar year. The customer credit shall be provided on or before March 1 of the year following the year in which the number of Service Interruptions exceeds five. The customer credit amount will be the average total monthly bill for that customer's rate class during

the year in which the number of Service Interruptions exceeded five. The Service Interruptions counted towards this credit are limited to those Service Interruptions included in the Annual Distribution Service Reliability Report.

Specific Authority: 366.05(1), FS

Law Implemented: 366.03, 366.04(2)(c), 366.04(5),, 366.05, FS

History--New _____.