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November 26, 2001

Ms. Blanca S. Bayo
Director of the Commission Clerk and
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Betty Easley Conference Center, Room 110
Tallahassee, Florida 32399-0850

HAND DELIVERY

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COMMISSION
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Re: Docket No. 011351-EI

Dear Ms. Bayo:

Enclosed for filing in the above-referenced docket on behalf of Gulf Power Company, Florida Power Corporation, Florida Public Utilities Company, Tampa Electric Company, and Florida Power & Light Company (the "IOUs") are an original and fifteen copies of this letter reflecting the IOUs' Joint Comments and proposed revisions to Rules 25-6.044 and 25-6.0455, Florida Administrative Code. Attached to these Joint Comments, in legislative format, are: (1) the currently existing Rules 25-6.044 and 25-6.0455 with the IOUs' proposed changes (Exhibit A); and (2) the most recent Staff proposal discussed at the September 26, 2001 staff workshop with the IOUs' proposed changes noted in bold type (Exhibit B).¹ The IOUs request that Staff convene a second workshop for the purpose of facilitating discussion regarding the IOUs' proposed rule amendments attached hereto.

As the Commission is aware, the Florida Reliability IOU Committee has been working with the Staff for approximately three years to provide the Commission with information necessary to enhance the understanding and analysis of various reliability issues, such as managing, tracking and reporting. This effort has been undertaken to assist the Commission with its initiative to improve reliability reporting requirements.

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November 26, 2001

In November 2000, at the Staff's request, the IOUs provided a "strawman" rule proposal. In August 2001, the Staff issued its proposed reliability rule changes. A workshop was held on September 26, 2001. The IOUs agreed to file comments on November 26, 2001.

As noted in our November 29, 2000 strawman proposal, all IOUs compare favorably to the 2000 SAIDI national average of 107. Florida Power and Florida Power & Light have shown extraordinary improvements in reliability since 1997. We believe that the collaborative efforts of the IOUs and the Commission Staff have fostered significant improvements in overall reliability and that many of the concepts and reporting requirements outlined in the Staff's proposed rules will serve to ensure a high level of reliability for Florida's IOU customers.

Based on our detailed comments at the September 26 workshop, the IOUs believe that our collaborative efforts with Staff have reached the point where we can essentially establish a bright line between the non-controversial portions of the rule proposal and the more controversial portions of the rule proposal which we believe will require further collaborative efforts, study and analysis. At this juncture, the IOUs believe it appropriate and important to take the non-controversial concepts and reporting requirements and codify them into rules post haste. That is what the IOUs have done through the proposed rule changes attached to this letter, changes which we believe still allow for the accomplishment of the goals identified by Staff in the formative stages of this process and in the initial deliberations with the IOU Reliability Committee. We view the attached proposed rule amendments to be a significant accomplishment and remain confident that the more controversial aspects of Staff's rule proposal can be resolved through continued collaborative efforts of the IOUs and Staff.

Essentially, our main concerns with Staff's proposal can be generally categorized into two areas: (1) certain information cannot be provided without extensive and costly enhancements to the IOUs' existing systems and processes; and (2) the establishment of benchmarks and standards (and/or penalties) should be not be included in the rule proposal at this time in order to allow for more input, analysis and discussion.

As previously mentioned, we believe that the proposed rule changes should not seek information that is not cost-effective for the IOUs to capture and report. Currently, all of the IOUs are not able to provide MAIFIE, CEM2, or identify each individual customer who has more than five interruptions. The IOUs estimate that modification of the necessary systems and processes to provide this data exceeds \$75 million for initial one-time costs and \$8 million for on-going annual costs. As a result, our current proposal eliminates or modifies these requirements.

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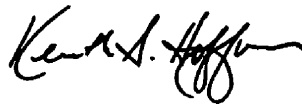
November 26, 2001

As we have repeatedly stated in our discussions with Staff over the last three years, as well as in our strawman proposal, monitoring and managing reliability is complex. We are fortunate that even with Florida's harsh environment, reliability is very good and fares exceedingly well when compared with utility performance in the Southeast and across the nation. As a result, there is no need and certainly no need to move expeditiously to create and codify benchmarks and standards. Any establishment of benchmarks and standards should be done very carefully, deliberately and cautiously, and only after expanded analysis and dialogue between and among the IOUs and the Staff. Understanding and consideration must be given to all causes and effects. Sufficient data analysis, customer insight and feedback, and costs and associated rate impacts are just part of what needs to be considered before proceeding to establish cost-effective benchmarks and standards. As a result, we have eliminated all of the references to benchmarks and standards (and penalties) in the proposed rule. However, consistent with our commitment and approach over the last few years, we look forward to working with Staff on these issues after the enhanced reporting requirements are determined and appropriately framed in amended rules.

In summary, the IOUs believe that the modifications we have offered are reasonable, cost-effective, and still provide the Commission with substantially improved reliability performance monitoring tools. With this and other information the Commission currently has available to it, the Commission will be able to recognize issues and trends that would prove helpful in assuring continued high levels of reliability and quality of service.

We look forward to discussing these comments at the next workshop.

Sincerely,



Kenneth A. Hoffman

KAH/rl

Attachments

cc: Mary Anne Helton, Esq., with enclosures
Mr. Joe Jenkins, with enclosures
Mr. Jim Breman, with enclosures
Mr. Bill McNulty, with enclosures
Mr. Bill Feaster, with enclosures
Mr. Dave Bromley, with enclosures
Mr. Bob Valdez, with enclosures

FPL/bayo.reliability

1 25-6.044 Reliability Continuity of Service.

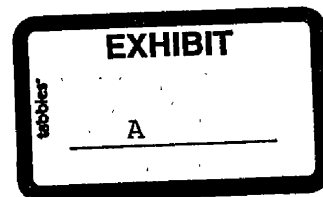
2 (1) Definitions applicable to this part:

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 a utility divides its
6 system. ~~"Service Interruption". An unplanned interruption of~~
7 ~~electric service greater than or equal to one minute due to a~~
8 ~~malfunction on the distribution system or a distribution-related~~
9 ~~outage caused by events on the utility's side of customer meters~~
10 ~~which is triggered by load management restoration. The term does~~
11 ~~not include interruptions due to momentary circuit breaker~~
12 ~~operations, hurricanes, tornados, ice on lines, planned load~~
13 ~~management, or electrical disturbances on the generation or~~
14 ~~transmission system.~~

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

19 ~~"System Interruption Time". The total customer minutes of~~
20 ~~service interruption experienced on a utility's system during a~~

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1 ~~given time period, determined by summing the total minutes of~~
2 ~~Customer Interruption Duration for all interruptions during that~~
3 ~~time period. The total minutes of Customer Interruption Duration~~
4 ~~for an individual interruption is calculated by summing the~~
5 ~~Customer Interruption Duration for each customer affected by that~~
6 ~~individual interruption (estimated if actual data is not~~
7 ~~available).~~

8 ~~"Number of Service Interruptions (N)." The sum of service~~
9 ~~interruptions for the entire distribution system, or whichever~~
10 ~~portion of the distribution system which is being reviewed.~~

11 ~~(eb) CAIDI "Customer Average Interruption Duration Index~~
12 ~~(CAIDI)." The average time required to restore service to the~~
13 ~~average customer Service Interruption Duration within a specified~~
14 ~~Area of Service over a given period of time. It is determined by~~
15 ~~dividing the sum of Customer Minutes of Interruption by the total~~
16 ~~of Service Interruptions for the respective Area of Service.~~

17 ~~"Average length of a Service Interruption (L-Bar)." The time~~
18 ~~interval, in minutes, between the time when the utility first~~
19 ~~becomes aware of a service interruption and restoration of~~
20 ~~service to the last customer affected by that service~~

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1 ~~interruption, summed for all service interruptions occurring~~
2 ~~during a given time period, and divided by the Number of Service~~
3 ~~Interruptions in the same time period.~~

4 (fc) CEM5 "Customers Experiencing More Than Five
5 Interruptions." The number of Customers that sustain more than
6 five Service Interruptions for a specified Area of Service over a
7 given period of time.

8 (gd) "Customer Minutes of Interruption (CMI)." The time
9 interval, in minutes, between the time when a utility first
10 becomes aware of a service interruption and the time of
11 restoration of service to a customer affected by that service
12 interruption.

13 (ie) "Momentary Interruption." The complete loss of
14 voltage for less than one minute. This does not include any power
15 quality issues (harmonics, sags, swells, flickers, and impulses).

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

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

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

3 (pi) "Service Interruption." The complete loss of
4 voltage of at least one minute to one or more a customers.

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

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

15 (sl) SAIFI "System Average Interruption Frequency Index."
16 The average number of Service Interruptions per customer within
17 a specified Area of Service over a given period of time. It is
18 determined by dividing the sum of Service Interruptions by the
19 Total Number of Customers Served for the respective Area of
20 Service.

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1 (m) Planned Service Interruption - An interruption initiated
2 by the utility to perform necessary scheduled activities, such
3 as, maintenance, infrastructure improvements, new construction
4 due to customer growth. Customers are typically notified in
5 advance of these outages.

6 (n) Emergency Service Interruption - An unplanned, however,
7 necessary interruption that is initiated by the utility and/or at
8 the request of a governmental agency for customer restoration
9 efforts and/or utility personnel or public safety concerns.
10 Customers are not typically notified in advance of these outages.

11 (2) Each utility shall keep a record of its system
12 reliability and continuity of service data, customers' Service
13 Interruption notifications, and other data necessary for the
14 reports filed under these rules. Outage Event records shall
15 record each Outage Event as planned, emergency, or unplanned and
16 shall identify the point of origination (such as generation
17 facility, transmission line, transmission substation equipment,
18 or other distribution equipment. The the cause (such as of each
19 Service Interruption, and shall categorize the cause as one or
20 more of the following: lightning, other weather, vegetation tree

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1 ~~or limb contacting line, animal, line downed by vehicle, dig-in,~~
2 ~~unknown (list 3 highest causes of unknown) substation outage, line~~
3 ~~transformer failure, salt spray on insulator, and corrosion), the~~
4 date and time of the Outage Event, and the number of Service
5 Interruptions for the Outage Event shall also be recorded,
6 ~~other, or unknown, and shall further identify whether the~~
7 ~~initiating event occurred on overhead or underground distribution~~
8 ~~lines.~~

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

13 (4) When the service is necessarily interrupted or
14 ~~curtailed for prolonged periods and for the purpose of working on~~
15 ~~the system,~~ it shall be done at a time which, when at all
16 practicable, will result in~~cause~~ the least inconvenience to
17 customers and all such scheduled interruptions shall be preceded
18 by reasonable~~adequate~~ notice whenever practicable to affected
19 customers. Each utility shall maintain a current copy of its
20 noticing procedures with the Division of Safety and Electric

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1 Reliability.

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

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

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

9 **History:** New 7/29/69, formerly 25-6.44, amended 02/25/93.
10

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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, ~~forecovering~~ 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 length of service interruptions~~
10 ~~experienced (L-Bar).~~ The utility shall record these data and
11 analyses on Form PSC/SER 45-1 (xx/200x), entitled "Outage
12 Events" which may be obtained from the Division of Safety and
13 Electric Reliability, 2540 Shumard Oak Boulevard, Tallahassee,
14 Florida 32399-0850, 850/413-6700; -

15 (b) identification of the three percent of the utility's
16 Primary Circuits (feeders) ~~feeders~~ with the highest number of
17 feeder breaker interruptions. For each primary circuit so ~~Each~~
18 ~~feeder shall be identified~~ the utility shall report the primary
19 circuit identification by its number or name, substation origin,
20 and general location, as well as the estimated number of affected

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1 customers ~~by in each~~ service class served ~~by the feeder circuit,~~
2 Number of Outage Events as well as the number of service
3 interruptions--(N) and average length of service interruption (L-
4 Bar), Average Service Restoration Time (CAIDI), whether it was on
5 last year's list, the number of years the primary circuit
6 sustained more than two Outage Events per year in any of the past
7 five years, and the corrective actions and date of completion for
8 the feeder. The utility shall record these data and analyses on
9 Form PSC/SER 45-2 (xx/200x), entitled " 3% Feeders List " which
10 may be obtained from the Division of Safety and Electric
11 Reliability, 2540 Shumard Oak Boulevard, Tallahassee, Florida
12 32399-0850, 850/413-6700;

13 (c) the reliability indices SAIDI, CAIDI, and SAIFI for its
14 system and for each district or region into which its system is
15 divided and the system % of CEM5. The utility shall record these
16 data and analyses on Form PSC/SER 45-3 (xx/200x) entitled
17 "System Reliability Indices" which may be obtained from the
18 Division of Safety and Electric Reliability, 2540 Shumard Oak
19 Boulevard, Tallahassee, Florida 32399-0850, 850/413-6700;

20 (d) the calculations of each Distribution Reliability and

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1 Indice;

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

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1 | 366.05(7), F.S.

2 | History: New 02/25/93

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Outage Events

Utility Name _____

Year _____

Cause (a)	Number of Outage Events (b)
Lightning	
Other Weather	
Vegetation	
Animal	
Vehicle	
Dig-In	
Unknown	
1	
2	
3	
System Total	

3% Feeders List

Utility Name _____

Year _____

Primary Circuit Id. No. or Name	Number of Customers								Customer Average Interruption Duration Index "CAIDI"	On Last Year's List? Y or N	No. of Years in the Last 5	If (k) is Yes or > 2, Corrective Actions and Completion Date
	Substation Origin	Location	Residential	Commercial	Industrial	Other	Total	Outage Events "N"				
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)

Service Reliability Indices

Utility Name _____

Year _____

District or Region (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)
System			

System % of CEM5	
-------------------------	--

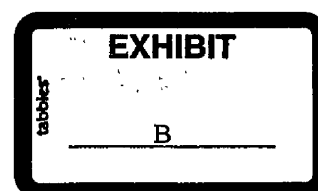
1 25-6.044 Reliability Continuity of Service.

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 a utility divides its
6 the system is divided, or the area served by a substation, or the
7 area served by individual circuits. "Service Interruption". An
8 unplanned interruption of electric service greater than or equal
9 to one minute due to a malfunction on the distribution system or
10 a 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
17 of each Outage Event Duration for all Outage Events occurring
18 during a given time period, divided by the Number of Outage
19 Events over the same time period within a specific Area of
20 Service. "Customer Interruption Duration" (L). The time

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1 interval, in minutes, between the time when a utility first
2 becomes aware of a service interruption and the time of
3 restoration of service to a customer affected by that service
4 interruption.

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

17 ~~(d) "Benchmark Value." A Commission-approved value for~~
18 ~~each measure and each index of distribution reliability and~~
19 ~~service quality. The Benchmark Value for each measure or index,~~
20 ~~unless adjusted by the Commission, will be the simple average of~~

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1 ~~the respective annual values over the established Baseline Period~~
2 ~~for the respective measure or index of distribution reliability~~
3 ~~and service quality. "Number of Service Interruptions (N)." The~~
4 ~~sum of service interruptions for the entire distribution system,~~
5 ~~or whichever portion of the distribution system which is being~~
6 ~~reviewed.~~

7 (eb) CAIDI "Customer Average Interruption Duration Index
8 (CAIDI)." The average time required to restore service to the
9 average customer Service Interruption Duration within a specified
10 Area of Service over a given period of time. It is determined by
11 dividing the sum of Customer Minutes of Interruption by the total
12 sum of Service Interruptions for the respective Area of Service.

13 ~~"Average length of a Service Interruption (L-Bar)." The time~~
14 ~~interval, in minutes, between the time when the utility first~~
15 ~~becomes aware of a service interruption and restoration of~~
16 ~~service to the last customer affected by that service~~
17 ~~interruption, summed for all service interruptions occurring~~
18 ~~during a given time period, and divided by the Number of Service~~
19 ~~Interruptions in the same time period.~~

20 (fc) CEM5 "Customers Experiencing More Than Five Two

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1 Interruptions (CEM2).'' The number of Customers Points of
2 Service that sustain more than five two Service Interruptions for
3 a specified Area of Service over a given period of time.

4 (gd) ''Customer Minutes of Interruption (CMI).'' The time
5 interval, in minutes, between the time when a utility first
6 becomes aware of a service interruption and the time of
7 restoration of service to a customer affected by that service
8 interruption. sum of each Service Interruption Duration for each
9 point of service that sustains a Service Interruption within a
10 specified Area of Service over a given period of time.

11 (h) ''Momentary Average Interruption Frequency Index
12 (MAIFIE).'' The average number of Momentary Interruptions
13 recorded on primary circuits for a specified Area of Service over
14 a given period of time.

15 (ie) ''Momentary Interruption.'' The complete loss of
16 voltage for less than one minute., but This does not include any
17 power quality issues phenomena caused by (harmonics such as
18 transients, sags, swells, flickers, and impulses) waveform
19 distortions.

20 (jf) ''Number of Customers Served (C).'' The sum of all

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1 Customers Points of Service on the last day of a given time
2 period within a specific Area of Service.

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

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

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

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

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

17 (pi) "Service Interruption." The complete loss of voltage
18 of at least one minute to one or more a customers's point of
19 service.

20 (qj) "Service Interruption Duration." The time interval,

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1 in minutes, between the time a utility first becomes aware of a
2 Service Interruption and the time of restoration of service to
3 that point of service.

4 ~~(k)~~ SAIDI ``System Average Interruption Duration Index
5 (SAIDI).'' The average minutes of Service Interruption Duration
6 per customer served within a specified Area of Service over a
7 given period of time. It is determined by dividing the total
8 Customer Minutes of Interruption by the Total Number of Customers
9 Served for the respective Area of Service.

10 ~~(l)~~ SAIFI ``System Average Interruption Frequency Index
11 (SAIFI).'' The average number of Service Interruptions per
12 customer within a specified Area of Service over a given period
13 of time. It is determined by dividing the sum of Service
14 Interruptions by the Total Number of Customers Served for the
15 respective Area of Service.

16 (m) Planned Service Interruption - An interruption initiated
17 by the utility to perform necessary scheduled activities, such
18 as, maintenance, infrastructure improvements, new construction
19 due to customer growth. Customers are typically notified in
20 advance of these outages.

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1 (n) Emergency Service Interruption - An unplanned, however,
2 necessary interruption that is initiated by the utility and/or at
3 the request of a governmental agency for customer restoration
4 efforts and/or utility personnel or public safety concerns.
5 Customers are not typically notified in advance of these outages.

6 (2) Each utility shall keep a record of its system
7 reliability and continuity of service data, customers' responses
8 to Service Interruption notifications, and other data necessary
9 for the reports filed under these rules. Outage Event records
10 shall record each Outage Event as planned, emergency, or
11 unplanned and shall identify the point of origination (such as
12 generation facility, transmission line, transmission substation
13 equipment, or other distribution equipment. The the cause (such
14 as of each Service Interruption, and shall categorize the cause
15 as one or more of the following: lightning, other weather,
16 vegetation tree or limb contacting line, animal, line downed by
17 vehicle, dig-in, unknown, and other (list 3 highest causes of
18 other) substation outage, line transformer failure, salt spray on
19 insulator, and corrosion), the date and time of the Outage Event,
20 and the number of Service Interruptions for the Outage Event

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1 ~~shall also be recorded, other, or unknown, and shall further~~
2 ~~identify whether the initiating event occurred on overhead or~~
3 ~~underground distribution lines.~~

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

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

17 (5) The provisions of this rule shall not apply to a
18 curtailment or an interruption of service to customers receiving
19 service under interruptible rate classifications when the
20 curtailment or interruption of service occurs pursuant to the

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1 | affected customer's service agreement.

2 | Specific Authority: 366.05(1), F.S.

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

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

5 |

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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, ~~forecovering~~ 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
13 Division of Safety and Electric Reliability, 2540 Shumard Oak
14 Boulevard, 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

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1 estimated number of affected customers by in each service class
2 served by the feeder circuit, Number of Outage Events as well as
3 the number of service interruptions (N), ~~Average Duration of~~
4 ~~Outage Events~~ and average length of service interruption (L-Bar),
5 Average Service Restoration Time (CAIDI), whether it was on last
6 year's list, the number of years the primary circuit sustained
7 more than two Outage Events per year in any of the past five
8 years, and the corrective actions and date of completion for the
9 feeder. The utility shall record these data and analyses on Form
10 PSC/SER 45-2 (xx/200x), entitled ~~"Primary Circuits (Feeders)- 3%~~
11 ~~Feeders List With More Than Two Outages"~~ which may be obtained
12 from the Division of Safety and Electric Reliability, 2540
13 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, 850/413-
14 6700;

15 (c) the system reliability indices SAIDI, CAIDI, SAIFI,
16 MAIFI, and CEM2 for its system and for each district or region
17 service area into which its system is may be divided and the
18 system % of CEM5. The utility shall record these data and
19 analyses on Form PSC/SER 45-3 (xx/200x) entitled " System
20 Reliability Indices" which may be obtained from the Division of

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

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

6 (e) the total number of customers to receive a credit and
7 the total amount of all customer credits pursuant to Rule 25-
8 6.0456(5); and

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

15 (2) A utility may exclude from the Annual Distribution
16 Service Reliability Report, Outage Events directly caused by one
17 or more of the following: planned and emergency interruptions
18 maintenance, a storm named by the National Hurricane Center, a
19 tornado recorded by the National Weather Service, ice on lines, a
20 planned load management event, an electric generation

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1 disturbance, an electric transmission system or substation
2 disturbance, and an extreme weather or fire event causing a Level
3 1 activation of the county emergency operation center.

4 (3) On a case-by-case basis, a utility may submit a request
5 to exclude an Outage Event from the Annual Distribution Service
6 Reliability Report that is not specifically provided for in Rule
7 25-6.0455(2). Such a request must be submitted to the Division
8 of Safety and Electric Reliability within 30 days of the Outage
9 Event for which an exclusion is being requested. A staff
10 recommendation will be submitted to the Commission within 60 days
11 from the date the request is filed.

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

13 **Law Implemented:** 366.03, 366.04(2)(c)&(f), 366.04(5), 366.05,
14 366.05(7), F.S.

15 **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

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1 any consecutive period equivalent to the number of years in the
2 baseline period to exceed the benchmark values set pursuant to
3 section (2) of this rule; and,

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

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

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

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1 towards this credit are limited to those Service Interruptions
2 included in the Annual Distribution Service Reliability Report.

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

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

5 History: New

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