

State of Florida



ORIGINAL

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

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-M-E-M-O-R-A-N-D-U-M- COMMISSION CLERK

DATE: March 11, 2004

TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director

FROM: Timothy J. Devlin, Director, Division of Economic Regulation *TJD*

RE: Annual Distribution Service Reliability Reports

Please add the following Distribution Reliability Reports for Calendar Year 2003 to Case Management, Docket Number 040000. The data in these reports are comparable with those in Document Number 02197-03 in Docket Number 03000, which contained the reports for 2002. If you have any questions, please let me know. Thank you.

UTILITY	DATA YEAR	YEAR FILED	DOCUMENT NUMBER
PEF	2003	2004	03001 & 03227
FPL	2003	2004	None
FPUC	2003	2004	None
GULF	2003	2004	None
TECO	2003	2004	03006

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FPSC-COMMISSION CLERK



February 25, 2004

Tim Devlin
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0868

04 FEB 27 AM 10:28
DIVISION OF
ECONOMIC REGULATION

Dear Mr. Devlin:

Attached is the 2003 Annual Distribution Service Reliability Report for Florida Public Utilities Company. This report is submitted in accordance with Section 25-6.0455 of the Florida Public Service Commission Rules and Regulations.

This report combines the information from our Northwest Florida (Marianna) and Northeast Florida (Fernandina Beach) Divisions. Should you have any questions concerning this information, please contact me by phone at (850)526-6811 or by email at mcutshaw@fpuc.com.

Sincerely,

P. Mark Cutshaw
Director, Northwest Florida

cc: Chuck Stein
Mario Lacaci
Don Myers
Jorge Puentes

04 FEB 27 AM 9:54
DIVISION OF
ECONOMIC REGULATION



Primary Causes of Outage Events

Utility Name Florida Public Utilities Co. Year 2003

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	153	71.93	44.88
2. Animal	124	43.91	53.19
3. Lightning	100	64.63	49.85
4. Unknown	82	50.17	66.41
5. Corrosion	56	156.57	114.64
6. Transformer Failure	37	142.46	188.86
7. Other Weather	31	82.00	70.56
8. Cut-Out Failure	13	69.85	68.91
9. Vehicle	9	72.73	48.71
10. Dig - In	6	92.33	104.65
All Other Causes	30	87.06	37.52
System Totals	643	75.44	62.12

3 Percent Feeder List

Utility Name Florida Public Utility Company Year 2003

Primary Circuit Id. No.	Sub- station Origin	Location	Number of Customers						Outage Events	Avg Durati on	CAIDI	Listed Last Year?	No. of Years in the	Correctiv e Action Completion
			Resident	Commertia	Industr	Other	Tota							
9882	Blountstow n	Blount./ Bristol	804	32	0	0	836	3	42.89	43.27	No	0	4/30/04	
210	J L Terry	Fernandina	640	960	0	0	1600	2	60.00	30.00	No	0	None	

Service Reliability Indices

Utility Name FLORIDA PUBLIC UTILITIES CO.

Year 2003

District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
N.W. Florida	86.13	54.84	1.58	N/A	N/A
N.E. Florida	76.93	71.68	1.07	N/A	N/A
System Averages	81.21	62.12	1.31	N/A	N/A

ANNUAL DISTRIBUTION RELIABILITY REPORT 2002
Attachment 1 CALCULATIONS

	<u>Northeast Division</u>	<u>Northwest Division</u>	<u>FPUC</u>
SAIDI = System Average Interruption Duration Index			
= $\frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Served (C)}}$	$\frac{1,111,582}{14,448} = 76.93$	$\frac{1,085,028}{12,598} = 86.13$	$\frac{2,196,610}{27,406} = 81.21$
CAIDI = Customer Average Interruption Duration Index			
= $\frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Interruptions (CI)}}$	$\frac{1,111,582}{15,508} = 71.68$	$\frac{1,085,028}{19,855} = 54.84$	$\frac{2,196,610}{35,363} = 62.12$
SAIFI = System Average Interruption Frequency Index			
= $\frac{\text{Total number of Customers Interruptions (CI)}}{\text{Total number of Customers Served (C)}}$	$\frac{15,508}{14,448} = 1.07$	$\frac{19,885}{12,598} = 1.58$	$\frac{35,363}{27,046} = 1.31$
L-BAR			
= $\frac{\text{Total Minutes of Interruption}}{\text{Total Number of Outages}}$	$\frac{24,980}{235} = 106.30$	$\frac{23,531}{408} = 57.67$	$\frac{48,511}{643} = 75.44$



March 1, 2004

2003 & REVISED 2002

Mr. Joseph D. Jenkins, Assistant Director
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Mr. Jenkins,

Enclosed are the original and five copies of Florida Power & Light Company's (FPL) Annual Distribution Reliability Report for Calendar Year 2003. We are making this filing pursuant to Rule 25-6.0455 F.A.C., and consistent with our previous agreements.

Also enclosed is FPL's re-filing of its 2002 Annual Distribution Reliability Report. The re-filing is based on the changes to which FPL committed in response to the audit that the FPSC Staff conducted on our reliability indices in 2003.

If you have any questions, please do not hesitate to call me at (850) 521-3900.

Sincerely,

A handwritten signature in black ink, appearing to read 'William H. Feaster', written over a horizontal line.

William H. Feaster
Manager, Regulatory Affairs



ANNUAL DISTRIBUTION RELIABILITY REPORT 2003

March 2004

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 ELECTRIC DELIVERY DEPARTMENT

SAIDI = System Average Interruption Duration Index

$$= \frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Served (C)}} = \frac{279,674,086}{4,101,421} = 68.2$$

CAIDI = Customer Average Interruption Duration Index

$$= \frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Interruptions (CI)}} = \frac{279,674,086}{5,539,358} = 50.5$$

SAIFI = System Average Interruption Frequency Index

$$= \frac{\text{Total number of Customers Interruptions (CI)}}{\text{Total number of Customers Served (C)}} = \frac{5,539,358}{4,101,421} = 1.35$$

MAIFle = Momentary Average Interruption Event

$$= \frac{\text{Sum of All Customer Momentary Interruption Events (CME)}}{\text{Total number of Customers Served (C)}} = \frac{45,827,814}{4,101,421} = 11.2$$

L BAR = Minutes of Interruption
Total Number of Outages

$$= \frac{14,672,365}{96,255} = 152$$

Service Reliability Indices Data					
Utility Name	FPL	Year	2003		
District or Service Area	Customer Served (C)	CMI	CI	CME	# Cust >5
Brevard	259,357	17,162,780	342,542	3,971,741	4,481
Central Florida	230,764	22,964,405	436,202	2,521,576	15,832
Gulf Coast	357,399	28,668,531	581,664	3,780,572	19,804
Manasota	336,408	19,679,342	357,883	2,792,649	4,830
North Florida	115,386	13,550,375	218,954	955,903	8,918
Toledo Blade	145,814	8,954,947	145,598	1,819,997	2,827
Treasure Coast	229,436	23,004,974	436,037	4,670,281	16,693
Boca Raton	337,025	22,141,954	461,162	2,715,254	9,321
Central	228,043	10,645,854	214,034	1,776,747	1,763
Gulfstream	304,203	16,445,283	391,920	3,327,571	6,409
North Dade	215,306	13,629,758	236,939	2,038,530	6,784
Pompano	293,716	15,764,876	348,801	2,396,302	8,092
South Dade	272,793	18,497,081	354,003	3,506,947	8,832
West Palm	314,635	19,770,097	373,552	4,435,505	7,506
Wingate	249,639	17,004,958	385,437	2,082,285	7,673
West Dade	211,497	11,788,871	254,630	3,035,954	4,277
System Averages	4,101,421	279,674,086	5,539,358	45,827,814	134,042

Service Reliability Indices					
Utility Name	FPL	Year	2003		
District or					
Service Area	SAIDI	CAIDI	SAIFI	MAIFle	CEMI5
(a)	(b)	(c)	(d)	(e)	(f)
Brevard	66.2	50.1	1.32	15.3	1.7%
Central Florida	99.5	52.6	1.89	10.9	6.9%
Gulf Coast	80.2	49.3	1.63	10.6	5.5%
Manasota	58.5	55.0	1.06	8.3	1.4%
North Florida	117.4	61.9	1.90	8.3	7.7%
Toledo Blade	61.4	61.5	1.00	12.5	1.9%
Treasure Coast	100.3	52.8	1.90	20.4	7.3%
Boca Raton	65.7	48.0	1.37	8.1	2.8%
Central	46.7	49.7	0.94	7.8	0.8%
Gulfstream	54.1	42.0	1.29	10.9	2.1%
North Dade	63.3	57.5	1.10	9.5	3.2%
Pompano	53.7	45.2	1.19	8.2	2.8%
South Dade	67.8	52.3	1.30	12.9	3.2%
West Palm	62.8	52.9	1.19	14.1	2.4%
Wingate	68.1	44.1	1.54	8.3	3.1%
West Dade	55.7	46.3	1.20	14.4	2.0%
System Averages	68.2	50.5	1.35	11.2	3.3%

Primary Causes of Outage Events			
Utility Name	FPL	Year	2003
	Number	Average	Average
	of Outage	Duration	Restoration
Cause	Events(N)	(L-Bar)	Time
(a)	(b)	(c)	(d)
Lightning	5074	233	66.8
Other Weather	9083	106	46.4
Vegetation	19307	155	71.3
Animal	11445	74	54.9
Vehicle	1791	194	41.8
Dig-in	767	207	47.8
Unknown	37175	172	42.9
Other*			
1. Other	11613	154	51.4
2. Corrosion	0	0	0.0
3. Saltspray	0	0	0.0
System Total	96255	152	50.5



**REVISED FILING
ANNUAL DISTRIBUTION RELIABILITY REPORT 2002
March, 2004**

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 ELECTRICITY REGULATION
 SERVICE

Florida Power & Light

SAIDI = System Average Interruption Duration Index

$$= \frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Served (C)}} = \frac{273,363,678}{4,006,197} = 68.2$$

CAIDI = Customer Average Interruption Duration Index

$$= \frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Interruptions (CI)}} = \frac{273,363,678}{5,174,057} = 52.8$$

SAIFI = System Average Interruption Frequency Index

$$= \frac{\text{Total number of Customers Interruptions (CI)}}{\text{Total number of Customers Served (C)}} = \frac{5,174,057}{4,006,197} = 1.29$$

MAIFle = Momentary Average Interruption Event

$$= \frac{\text{Sum of All Customer Momentary Interruption Events (CME)}}{\text{Total number of Customers Served (C)}} = \frac{42,873,651}{4,006,197} = 10.7$$

**L BAR = Minutes of Interruption
Total Number of Outages**

$$= \frac{14,140,029}{94,559} = 150$$

Service Reliability Indices Data					
Utility Name	FPL	Year 2002			
District or Service Area	Customer Served (C)	CMI	CI	CME	# Cust >5
Brevard	251,973	17,161,531	356,349	3,863,766	14,062
Central Florida	223,787	18,298,009	339,559	2,491,438	5,519
Gulf Coast	342,679	29,598,556	527,128	3,716,808	21,284
Manasota	330,072	22,894,531	351,049	2,686,047	5,790
North Florida	111,720	9,958,850	162,773	807,487	5,476
Toledo Blade	141,285	10,754,597	215,944	1,875,630	4,677
Treasure Coast	219,945	22,153,038	423,302	3,631,392	16,723
Boca Raton	317,286	21,276,092	438,104	2,871,711	7,890
Central	224,891	13,408,197	273,404	1,755,137	6,524
Gulfstream	298,737	17,025,529	342,889	3,021,022	3,213
North Dade	211,500	12,743,247	225,839	2,032,441	2,928
Pompano	291,116	12,786,286	275,004	2,214,093	3,010
South Dade	267,763	16,796,392	303,779	2,989,808	7,672
West Palm	316,623	18,797,085	343,098	3,943,637	4,898
Wingate	248,234	16,702,263	358,855	2,915,006	5,999
West Dade	208,586	13,009,475	236,981	2,058,228	1,722
System Averages	4,006,197	273,363,678	5,174,057	42,873,651	117,387

Service Reliability Indices					
Utility Name	FPL	Year	2002		
District or					
Service Area	SAIDI	CAIDI	SAIFI	MAIFLe	CEMI5
(a)	(b)	(c)	(d)	(e)	(f)
Brevard	68.1	48.2	1.41	15.3	5.6%
Central Florida	81.8	53.9	1.52	11.1	2.5%
Gulf Coast	86.4	56.2	1.54	10.8	6.2%
Manasota	69.4	65.2	1.06	8.1	1.8%
North Florida	89.1	61.2	1.46	7.2	4.9%
Toledo Blade	76.1	49.8	1.53	13.3	3.3%
Treasure Coast	100.7	52.3	1.92	16.5	7.6%
Boca Raton	67.1	48.6	1.38	9.1	2.5%
Central	59.6	49.0	1.22	7.8	2.9%
Gulfstream	57.0	49.7	1.15	10.1	1.1%
North Dade	60.3	56.4	1.07	9.6	1.4%
Pompano	43.9	46.5	0.94	7.6	1.0%
South Dade	62.7	55.3	1.13	11.2	2.9%
West Palm	59.4	54.8	1.08	12.5	1.5%
Wingate	67.3	46.5	1.45	11.7	2.4%
West Dade	62.4	54.9	1.14	9.9	0.8%
System Averages	68.2	52.8	1.29	10.7	2.9%

Utility Name	Primary Causes of Outage Events		
	FPL	Year	2002
	Number of Outage Events(N)	Average Duration (L-Bar)	Average Restoration Time (CAIDI)
Cause (a)	(b)	(c)	(d)
Lightning	4625	227	60.6
Other Weather	8281	108	68.8
Vegetation	16906	149	68.0
Animal	10490	74	54.5
Vehicle	1645	191	41.1
Dig-in	807	225	54.3
Unknown	28374	166	51.8
Other*			
1. Other	21120	156	41.2
2. Corrosion	1667	182	65.0
3. Saltspray	644	147	56.5
System Total	94559	150	52.8

3 Percent Feeder List

Utility name Primary Circuit Id. No. or Name (a)	FPL Substation Origin (b)	Year 2002 Location (c)	Number of Customers					Outage Events(N) (i)	Average Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
801941	DEAUVILLE	6873 Harding Ave, Miami Beach	1376	211	0	0	1587	9	9	9.1	No	0	6/30/2003
504965	GOLDEN GATE	4002 15 Ave, Naples	3440	153	60	0	3653	8	227	44.1	No	0	6/1/2003
806937	BIRD	6125 SW 40 St, Dade Co	981	163	1	0	1145	8	95	15.4	No	0	6/1/2003
208862	WINDOVER	Brevard County	2664	481	16	0	3161	8	40	13.6	No	0	6/1/2003
408863	ABERDEEN	7520 Jog Rd, Boca Raton	3117	170	20	0	3307	8	39	23.2	No	0	6/30/2003
201032	EAU GALLIE	1860 Guava Ave, Melbourne	2242	198	4	0	2444	8	31	5.8	No	1	6/1/2003
809662	COURT	12590 SW 136 St, S Dade Co	1489	570	9	0	2068	7	111	51.8	No	0	6/1/2003
404738	HILLSBORO	842 SW 19 St, Boca Raton	748	84	15	0	847	7	85	34.2	No	0	6/30/2003
401633	OKEECHOBEE	112 SE 4th Ave, Okeechobee	2100	311	8	0	2419	7	83	37.6	No	0	6/30/2003
400663	WABASSO	8250 68th Ave., Wabasso	3546	608	15	0	4169	7	66	23.2	No	0	6/1/2003
701433	PORT SUB	SE 14 Ave & Eller Dr, Port Everglades	344	348	3	0	695	6	197	36.4	No	0	6/1/2003
506663	LIVINGSTON	1 mi N/O Golden Gate Pkwy, Livingston Rd	2900	357	49	0	3306	6	166	32.2	No	0	6/30/2003
408763	SABAL	350 NW Enterprise Dr,	1330	294	13	0	1637	6	105	33.6	No	0	6/1/2003
809668	COURT	12592 SW 136 St, S Dade Co	2059	350	4	0	2413	6	101	34	No	0	6/30/2003
800231	MIAMI BEACH	East End MacArthur Cswy, Miami Beach	2629	309	5	0	2943	6	95	31.3	No	1	6/1/2003
700332	PINEHURST	2101 SW 9 Ave, Ft Lauderdale	398	351	6	0	755	6	91	24.6	No	1	6/30/2003
503964	ESTERO	4750 Broadway West, Estero	3537	218	15	0	3770	6	75	47.3	No	0	1/2/2002
408035	CALDWELL	1st Ave & NW 24 St, Boca Raton	1078	433	7	0	1518	6	48	13.3	No	0	6/1/2003
101033	HOLLY HILL	403 Walker St, Holly Hill	804	154	2	0	960	6	44	5.7	No	0	2/1/2003
208164	HIELD	1725 Substation Rd., Malabar	2141	123	8	0	2272	6	14	13	No	0	6/30/2003
104834	TAYLOR	5055 Spruce Creek Rd, Port Orange	2536	137	16	0	2689	5	376	80.8	No	0	6/1/2003
700463	OAKLAND PARK	NE 38 St & 5 Ave, Ft Lauderdale	1585	594	6	0	2185	5	184	23.4	No	0	6/30/2003
801735	BAND AVE	1680 SW 62 Ave, Miami	906	55	2	0	963	5	158	77.2	No	1	5/3/2002
805732	GALLOWAY	8850 SW 68 St, S Dade Co	660	57	5	0	722	5	151	48.8	Yes	2	6/1/2003
806436	HAINLIN	SW 147 Ave & 216 St, S Dade Co	279	176	21	0	476	5	148	38.5	Yes	1	11/1/2002
706964	CHAPEL	6610 SW 196 Ave, Pembroke Pines	2439	178	14	0	2631	5	137	38.3	Yes	1	6/1/2003
402834	LANTANA	1301 Hypoluxo Rd, Lantana	2397	166	2	0	2565	5	136	22.9	No	0	6/30/2003
405932	BUTTS	21400 Powerline Rd, Boca Raton	832	91	5	0	928	5	131	16.1	No	0	6/30/2003
404239	BOCA TEECA	601 W. Clintmoore Rd, Boca Raton	2075	94	5	0	2174	5	112	30.9	Yes	1	6/1/2003
702731	MCARTHUR	2000 NW 51 Ave, Lauderhill	1408	154	4	0	1566	5	109	22	No	0	6/1/2003
400832	PAHOKEE	660 S State market Rd, Pahokee	276	95	29	0	400	5	107	62.2	No	0	6/30/2003
407163	CRANE	4000 SW Sandy Tr, Martin County	3616	238	6	0	3860	5	104	23.6	Yes	3	6/1/2003
701833	ROCK ISLAND	2900 NW 31 Ave, Ft Lauderdale	1532	592	5	0	2129	5	100	14.2	No	0	6/1/2003
808436	SNAKE CREEK	3875 NW 203 St, N Dade Co	2231	52	0	0	2283	5	93	35.7	Yes	2	6/1/2003
502561	PALMA SOLA	7100 1st Ave, Bradenton	2606	143	36	0	2785	5	78	59.3	No	0	6/1/2003
503565	ALLIGATOR	1.5 Mi E/O SR 951 on Davis Blvd	5419	327	49	0	5795	5	75	18.6	No	0	6/1/2003
700636	VERENA	1401 NE 13 Ave, Ft Lauderdale	1980	129	5	0	2114	5	60	45.1	No	0	6/1/2003
701638	PLANTATION	4900 W Broward blvd, Ft Lauderdale	1611	146	5	0	1762	5	59	26	No	0	6/30/2003
800835	RAILWAY	523 NW 11 St, Miami	957	203	0	0	1160	5	53	28.4	No	0	6/30/2003
407663	LOXAHATCHEE	15879 Long Valley LA, Loxahatchee	2923	350	5	0	3278	5	46	19.4	No	0	6/30/2003
701432	PORT SUB	SE 14 Ave & Eller Dr, Port Everglades	0	12	1	0	13	5	42	25.5	No	0	6/30/2003
703432	RESERVATION	5400 Stirling Rd & N 64 Ave, Hollywood	1852	63	2	0	1917	5	41	23.4	No	0	6/30/2003
805235	NATOMA	2475 SW 16 Ct, Miami	899	81	3	0	963	5	35	23.7	No	1	6/30/2003
704566	MALLARD	8300 Block Southgate Blvd, Margate	6313	222	4	0	6539	5	32	18.4	No	0	6/1/2003
503562	ALLIGATOR	1.5 Mi E/O SR 951 on Davis Blvd	3549	629	19	0	4197	5	24	16.7	No	0	6/30/2003
100138	DAYTONA BEACH	132 N Segrave Ave., Daytona Beach	360	116	3	0	479	5	17	10.4	No	1	6/1/2003
704061	MOTOROLA	7641 W Sunrise Blvd, Sunrise	2135	271	3	0	2409	4	616	38.6	No	0	6/30/2003
802436	SOUTH MIAMI	5801 SW 68 St, Miami	793	185	1	0	979	4	304	42.2	No	2	6/30/2003
402032	CLEVVISTON	USSC Main Canal Rd, Clewiston	1229	163	16	0	1408	4	179	64.8	No	0	10/23/2002
504961	GOLDEN GATE	4001 15 Ave, Naples	2482	251	26	0	2759	4	178	50.5	No	2	6/30/2003
700234	HOLLYWOOD	709 N 21 Ave, Hollywood	1497	309	3	0	1809	4	178	37.4	No	1	6/1/2003
408661	HOMELAND	1113 Windsor Lake Rd, West Palm Beach	2387	422	23	0	2832	4	171	31.6	Yes	1	6/30/2003
806337	ULETA	16150 Miami Gardens Dr, N Miami Beach	1163	240	0	0	1403	4	168	31.4	No	0	6/1/2001
406161	TURNPIKE	2300 Bayshore Blvd, Port St Lucie	2812	157	0	0	2969	4	162	23.6	No	0	6/1/2003
705764	TRACE	17800N Saddle Club Rd, Ft Lauderdale	2751	190	4	0	2945	4	162	40.4	No	0	6/1/2003
701536	DANIA	SE 5 Ave & 3 St, Dania	3022	172	2	0	3196	4	159	38.3	No	1	6/1/2003
503564	ALLIGATOR	1.5 Mi E/O SR 951 on Davis Blvd	3581	304	35	0	3920	4	147	50.9	No	0	3/15/2002
800851	RAILWAY	524 NW 11 St, Miami	294	100	1	0	395	4	141	59.7	No	0	6/1/2003
804133	GARDEN	3802 NW 179 St, N Dade Co	1364	119	0	0	1483	4	141	40.5	No	1	6/30/2003
810561	JASMINE	8805 SW Krome Ave, S Dade Co	3775	171	5	0	3951	4	135	18.7	No	1	6/1/2003
708266	VALENCIA	13000 SW 20 St, Davie	2024	143	8	0	2175	4	128	53.4	No	0	6/30/2003
502163	BONITA SPRINGS	9491 Bonita Beach Rd, Bonita Springs	2636	457	30	0	3123	4	127	27.7	No	0	3/22/2002
401634	OKEECHOBEE	112 SE 4th Ave, Okeechobee	1367	360	2	0	1729	4	124	29.1	No	0	3/1/2002
503762	HARBOR	22505 Hancock Ave, Punta Gorda	2107	316	3	0	2426	4	107	29.7	No	1	2/1/2003
207362	WYOMING	2525 Quarry Ave	1768	74	2	0	1844	4	105	38.8	No	0	TBD
804131	GARDEN	3801 NW 179 St, N Dade Co	1142	133	2	0	1277	4	101	23.5	No	1	6/1/2003
400737	BOCA RATON	310 W Palmetto Park Rd, Boca Raton	2126	103	10	0	2239	4	96	22	No	1	6/1/2003
800433	COCONUT GROVE	2998 SW 37th Ave, Miami	1492	270	5	0	1767	4	94	29.5	No	1	6/30/2003
704665	SPRINGTREE	NW 88 Ave & 44 St, Lauderhill	3439	232	0	0	3671	4	92	24.6	No	0	6/30/2003
706166	HOLLYBROOK	10501 Washington St, Pembroke Pines	878	275	0	0	1153	4	86	34.6	No	0	2/7/2003
105831	ELKTON	4525 St. Ambrose Church Rd	619	123	15	0	757	4	85	29.4	No	1	6/30/2003
407561	GLENDALE	9597 20th St, Vero Beach	2448	357	14	0	2819	4	85	13.7	No	1	2/28/2002
201632	PALM BAY	2197 NE Franklin DR, Palm Bay	2057	89	1	0	2147	4	82	28	No	0	10/10/2002
809663	COURT	12591 SW 136 St, S Dade Co	2656	369	3	0	3028	4	81	30.9	No	0	6/30/2003
301462	YULEE	Jacksonville	1489	195	13	0	1697	4	79	28.1	No	1	12/30/2002
705562	SOUTHSIDE	200 SW 7 St, Ft Lauderdale	1953	112	13	0	2078	4	78	47.6	No	0	6/1/2003
501764	IONA	1750 San Carlos Blvd, Ft Myers	6129	443	10	0	6582	4	75	32.3	No	0	8/7/2002
702740	MCARTHUR	2001 NW 51 Ave, Lauderhill	1986	70	3	0	2059	4	75	35	No	0	1/30/2003
406863	KIMBERLY	11000 W Yamato Rd, W Boca Raton	2016	53	5	0	2074	4	68	38.3	No	0	6/30/2003
500663	CORTEZ	4402 44 Ave West, Bradenton	4768	324	11	0	5103	4	68	49.2	No	0	6/1/2003
201134	PATRICK	Patrick Air Force Base	1087	26	20	0	1133	4	31	5.8	Yes	1	6/30/2003



March 1, 2004

Ms. Blanca Bayo, Director
Division of Commission Clerk
& Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

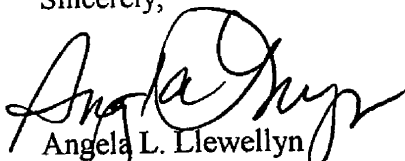
Re: Florida Administrative Code, Rule 25-6.0455, Annual Distribution Service
Reliability Report

Dear Ms. Bayo:

Pursuant to Florida Administrative Code Rule 25.6-0455, enclosed for filing are the original and fifteen (15) copies of Tampa Electric Company's Distribution Service Reliability Report for 2003.

If you have any questions, please call me at (813) 228-1752.

Sincerely,


Angela L. Llewellyn
Administrator
Regulatory Affairs

Enclosure

cc: J. D. Beasley (w/enclosure)

TAMPA ELECTRIC COMPANY
P. O. BOX 111 TAMPA, FL 33601-0111

AN EQUAL OPPORTUNITY COMPANY
[HTTP://WWW.TAMPAELECTRIC.COM](http://www.tampaelectric.com)

DOCUMENT NUMBER-DATE

03006 MAR-1 3
HILLSBOROUGH COUNTY (813) 223-0800
OUTSIDE HILLSBOROUGH COUNTY 1 (888) 223-0800
FPSC-COMMISSION CLERK

(813) 228-4111

CUSTOMER SERVICE:



2003 DISTRIBUTION SERVICE
RELIABILITY REPORT
TO THE
FLORIDA PUBLIC SERVICE COMMISSION
AS DESCRIBED IN RULE 25-6.0455

ANNUAL DISTRIBUTION RELIABILITY REPORT - 2003

Utility Name: Tampa Electric

SAIDI: System Average Interruption Duration Index		
= <u>Sum of All Customer Minutes Interrupted (CMI)</u>	<u>43,527,993</u>	70.87
Total number of Customers Served (C)	614,181	
 CAIDI: System Average Interruption Duration Index		
= <u>Sum of All Customer Minutes Interrupted (CMI)</u>	<u>43,527,993</u>	67.50
Total number of Customer Interruptions (CI)	644,862	
 SAIFI: System Average Interruption Frequency Index		
= <u>Total number of Customer Interruptions (CI)</u>	<u>644,862</u>	1.05
Total number of Customers Served (C)	614,181	
 MAIFle: Momentary Average Interruption Event		
= <u>Sum of All Customer Momentary Interruption Events (CME)</u>	<u>10,952,990</u>	17.83
Total number of Customers Served (C)	614,181	
 LBar:		
= <u>Minutes of Interruption</u>	<u>1,861,687</u>	151.74
Total number of Outages	12,269	

District	C	CMI	CI	CME	# Cust > 5
Central	168,119	10,012,967	135,074	2,384,171	6,411
Dade City	12,644	1,639,936	27,703	380,792	1,869
Eastern	95,517	5,924,385	109,171	1,613,292	943
Plant City	48,885	5,868,408	89,234	1,181,600	4,084
South Hillsborough	45,837	4,129,847	55,369	1,157,885	3,338
Western	181,164	11,917,145	156,217	3,141,462	949
Winter Haven	62,015	4,035,305	72,094	1,093,788	961
System Totals	614,181	43,527,993	644,862	10,952,990	18,555

**THREE PERCENT
HIGHEST INTERRUPTED
DISTRIBUTION CIRCUITS**

3 Percent Feeder List

Utility Name: Tampa Electric

Year: 2003

Primary Circuit Id. No. or Name (a)	Substation Origin (b)	Location (c)	Number of Customers					Outage Events "N" (l)	Avg. Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (f)	Years in the Last 5 (m)	Action Completion Date (n)
			Residential (d)	Commerical (e)	Industrial (f)	Other (g)	Total (h)						
CB_13390	Kirkland	Plant City	1,516	205	13		1,734	10	42.10	43.58	No	0	Replaced Damaged Arresters 9/10/03; Tree Trim completed 2/04
CB_13331	Dade City	Dade City	908	151	16		1,075	7	32.71	32.83	No	1	Replaced Damaged Arresters 10/29/03
CB_13786	Pinecrest	Plant City	686	80	10		776	6	44.50	44.53	No	0	Replaced Damaged Arresters 10/9/03; Currently Tree Trimming, Approximately 40% complete
CB_13183	11th Avenue	Central	233	149	49		431	5	39.20	39.08	No	0	Replaced Damaged Arresters 1/15/04; Hot Spot Tree Trim 2/04
CB_13198	Gray Street	Western	800	128	16		944	5	29.40	29.43	No	0	Tree trim all completed 1/04 except for 1 Palm tree
CB_13919	Lake Ruby	Winter Haven	90	4	1		95	5	29.60	29.28	No	0	
CB_13546	Maritime	Central	297	76	52		425	4	46.25	46.12	No	1	Hot Spot Tree Trim '03
CB_13817	Ruskin	South Hillsborough	967	134	11		1,112	4	40.25	39.10	No	0	Replaced Damaged Arresters 10/27/03
CB_13687	Pearson Road	Eastern	1,347	46	6		1,399	4	38.75	34.28	No	1	Replaced Damaged Arresters 11/18/03; Currently Hot Spot Tree Trim
CB_13003	Ruskin	South Hillsborough	597	149	25		771	4	38.50	33.79	Yes	2	Replaced Damaged Arresters 10/27/03; Hot Spot Tree Trim 11/03
CB_13927	Lake Gum	Winter Haven	1,473	115	16		1,604	4	33.75	33.07	Yes	1	Replaced Damaged Arresters 1/7/04; Tree trim completed 10/03
CB_13493	Jackson Road	Western	607	44	13		664	4	26.50	26.50	No	0	
CB_13091	Plymouth	Central	1,223	163	29		1,415	4	25.25	25.36	No	0	
CB_13910	Peach Avenue	Eastern	1,336	60	7		1,403	4	20.00	20.32	Yes	3	Replaced Damaged Arresters 9/17/03; Tree trim completed 6/03; Hot Spot Tree Trim 10/03
CB_13710	Buckhorn	Eastern	1,879	82	6		1,967	4	8.25	6.85	No	0	Hot Spot Tree Trim 1/03 - 2/03
CB_13094	Plymouth	Central	659	150	42		851	3	76.00	75.81	No	0	
CB_13624	Wayne Road	Western	993	110	8		1,111	3	67.67	67.62	No	0	Replaced Damaged Arresters 10/30/03
CB_13815	Blanton	Dade City	464	62	2		528	3	60.33	59.72	No	1	
CB_13305	Sun City	South Hillsborough	492	100	13		605	3	54.00	55.40	No	0	Replaced Damaged Arresters 10/23/03; Currently Tree Trimming
CB_13290	Lake Silver	Winter Haven	964	82	14		1,060	3	55.00	54.83	No	1	Hot Spot Tree Trim 1/3/04
CB_13328	Dade City	Dade City	428	122	31		581	3	50.33	50.67	Yes	1	Replaced Damaged Arresters 10/28/03

Form PSC/ECR 102-2, Docket No. 011351-EI, Rule 25-6.0455(b)

Notes:

L-Bar and CAIDI are based on the entire circuit.

L-Bar and CAIDI are expressed in minutes

DISTRIBUTION INTERRUPTIONS
BY
CATEGORY

Primary Causes of Outage Events			
Utility Name: Tampa Electric			Year: 2003
Cause (a)	Number of Outages Events (N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Lightning	2,476	209.97	111.67
2. Animals	2,190	79.24	52.14
3. Vegetation	1,996	163.66	62.82
4. Unknown	1,473	121.84	45.19
5. Electrical	1,098	155.08	76.97
6. Other Weather	1,005	160.08	66.56
7. Bad Connection	829	159.00	99.35
8. Vehicle	345	163.72	54.60
9. Defective Equipment	317	182.34	101.76
10. Down Wire	265	176.92	51.64
All Remaining Causes	275	138.13	37.71
System Totals	12,269	151.74	67.50

Form PSC/ECR 102-1, Docket No. 011351-EI, Rule 25-6.0455(a)

Notes:

L-Bar and CAIDI are expressed in minutes.

SERVICE RELIABILITY INDICES

Service Reliability Indices					
Utility Name: Tampa Electric				Year: 2003	
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
Central	59.56	74.13	0.80344	14.36	3.81%
Dade City	129.70	59.20	2.19100	30.36	14.78%
Eastern	62.02	54.27	1.14295	16.99	0.99%
Plant City	120.05	65.76	1.82539	24.12	8.35%
South Hillsborough	90.10	74.59	1.20795	25.48	7.28%
Western	65.78	76.29	0.86230	17.42	0.52%
Winter Haven	65.07	55.97	1.16253	17.72	1.55%
System	70.87	67.50	1.04995	17.95	3.02%

Form PSC/ECR 102-3, Docket No. 011351-EI, Rule 25-6.0455(c)

Notes:
SAIDI and CAIDI are expressed in minutes



Progress Energy

JAMES A. MCGEE
ASSOCIATE GENERAL COUNSEL
PROGRESS ENERGY SERVICE COMPANY, LLC

February 27, 2004

Mr. Tim Devlin, Director
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

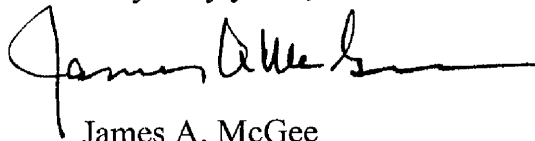
Re: Distribution Service Reliability Report for 2003

Dear Mr. Devlin:

In accordance with Commission Rule 25-6.0455, F.A.C., I have enclosed five copies of the subject report by Progress Energy Florida. The "Three Percent Feeder List" on the fourth page of the report does not provide a customer class breakdown. The computer report required to generate this information has been delayed, and I will submit a revised fourth page containing the breakdown on or before next Friday.

Please feel free to contact me or Jason Handley (407-942-9239) if you or your staff should have any questions about the report.

Very truly yours,



James A. McGee

JAM/scc

Enclosures

cc: Mr. Jason Handley

04 FEB 20 PM 4: 01
DIVISION OF ECONOMIC REGULATION

Progress Energy Florida

ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT FOR 2003

SAIDI = System Average Interruption Duration Index

$$\frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Served (C)}} = \frac{129,394,239}{1,508,637} = 85.8 \text{ (SAIDI)}$$

CAIDI = Customer Average Interruption Duration Index

$$\frac{\text{Sum of All Customer Minutes Interrupted (CMI)}}{\text{Total number of Customers Interruptions (CI)}} = \frac{129,394,239}{1,909,982} = 67.7 \text{ (CAIDI)}$$

SAIFI = System Average Interruption Frequency Index

$$\frac{\text{Total number of Customers Interruptions (CI)}}{\text{Total number of Customers Served (C)}} = \frac{1,909,982}{1,508,637} = 1.27 \text{ (SAIFI)}$$

MAIFIe = Momentary Average Interruption Event

$$\frac{\text{Sum of All Customer Momentary Interruption Events (CME)}}{\text{Total number of Customers Served (C)}} = \frac{25,682,211}{1,508,637} = 17.0 \text{ (MAIFIe)}$$

L BAR = Minutes of Interruption
Total Number of Outages

$$\frac{4,627,498}{41,873} = 110.5 \text{ (LBAR)}$$

Service Reliability Indices Data						
Progress Energy Florida						Year - 2003
District or Service Area	# Customers Served (C)	# Interruptions (N)	Customer Minutes of Interruption (CMI)	Customers Interrupted (CI)	Customer Momentary Interruption Events (CME)	# Customers Interrupted >5
North Coastal	211,999	7,250	22,107,954	291,743	3,690,600	6,277
South Coastal	530,387	12,060	35,236,664	598,799	9,528,703	3,600
North Central Florida	421,595	13,722	45,303,134	658,286	6,474,795	10,809
South Central Florida	344,656	8,841	26,746,487	361,154	5,988,113	3,086
System Total	1,508,637	41,873	129,394,239	1,909,982	25,682,211	23,772

Service Reliability Indices

Progress Energy Florida

Year - 2003

District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFie (e)	CEMIS (f)
North Coastal	104.3	75.8	1.38	17.4	2.96%
South Coastal	66.4	58.8	1.13	18.0	0.68%
North Central Florida	107.5	68.8	1.56	15.4	2.56%
South Central Florida	77.6	74.1	1.05	17.4	0.90%
System	85.8	67.7	1.27	17.0	1.58%

Primary Causes of Outage Events

Progress Energy Florida

Year - 2003

CAUSE (a)	Number of Outage Events (N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
STORM	6,472	104	88.2
TREE-PREVENTABLE	5,380	112	73.2
ANIMAL	5,044	60	57.3
UNKNOWN	4,964	73	63.0
UG SECONDARY/SERV	3,522	139	160.5
DEFECTIVE EQUIP.	3,382	169	65.2
CONNECTR FAILURE	2,923	92	80.1
TREE-NONPREVENT	2,757	125	71.0
UG PRIMARY CABLE	2,578	173	79.9
LIGHTNING	1,103	157	70.9
All Other Causes	3,748	107	44.9
System Totals	41,873	111	67.7

Progress Energy Florida

**Three Percent Feeder List
(feeders with highest number of breaker events)**

Year 2003

Primary Circuit ID (a)	Substation on Origin (b)	Location (c)	Number of Customers					Breaker Outage Events "N" (i)	Avg Duration on "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the last 5 (1998 - 2002) (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
K1286	Lake Marion	Lake Wales					1,813	6	100.1	73.0	No	0	6/30/2004
A15	High Springs	Monticello					1,649	5	76.2	48.1	No	1	12/31/2004
A196	Archer	Monticello					884	5	128.5	91.5	No	1	6/30/2004
C4207	Anclote	Tarpon Springs					2,899	5	99.8	35.7	No	1	12/31/2004
M33	Zellwood	Apopka					245	5	94.1	62.3	No	0	3/31/2004
A195	Archer	Monticello					1	4	102.3	102.3	No	0	12/31/2004
A204	Zuber	Ocala					1,516	4	100.4	70.7	Yes	3	12/31/2004
A36	Reddick	Ocala					1,045	4	142.5	81.9	Yes	2	12/31/2004
C5013	Alderman	Tarpon Springs					1,569	4	120.9	29.4	No	0	12/31/2004
C655	Bayview	Clearwater					1,309	4	88.2	17.2	No	1	6/30/2004
M421	Lake Emma	Longwood					154	4	102.6	47.1	No	0	12/31/2004
M472	Piedmont	Apopka					1,437	4	133.5	70.3	No	0	12/31/2004
W0925	Winter Park	Longwood					1,872	4	95.5	17.3	No	0	6/30/2004
C4202	Anclote	Tarpon Springs					1,599	3	118.9	69.0	No	0	12/31/2004
A309	Orange Blossom	Ocala					2,861	3	95.0	68.0	No	0	12/31/2004
W0629	Holopaw	Conway					1,003	3	137.4	97.6	No	1	12/31/2004
W0395	Pinecastle	Conway					1,968	3	106.6	59.9	No	0	12/31/2004
C17	Clearwater	Clearwater					2,720	3	107.7	54.6	No	0	12/31/2004
W0902	Barberville	Deland					1,511	3	130.1	61.1	No	0	12/31/2004
M445	Bayridge	Apopka					1,749	3	80.8	62.7	No	0	12/31/2004
C5008	Alderman	Tarpon Springs					1,912	3	128.0	53.9	No	0	12/31/2004
M107	Wekiva	Apopka					1,545	3	224.8	77.3	No	0	12/31/2004
X46	16th Street	St. Petersburg					1,565	3	106.3	72.2	No	1	12/31/2004
W0803	Deland	Deland					2,107	3	96.6	41.3	No	0	12/31/2004
J682	Ulmerton	Walsingham					2,659	3	129.0	41.2	No	0	12/31/2004
W1105	Deland East	Deland					960	3	148.9	90.8	No	0	12/31/2004
X56	Kenneth City	Walsingham					2442	3	122.2	35.4	No	0	12/31/2004
M143	Longwood	Longwood					1,329	3	106.0	56.0	No	0	6/30/2004
J2902	Taylor Avenue	Walsingham					2,371	3	89.1	44.4	No	0	12/31/2004
M34	Zellwood	Apopka					1,443	3	113.3	45.1	No	0	12/31/2004
A202	Zuber	Ocala					1,270	3	112.9	50.1	No	0	12/31/2004
W0804	Deland	Deland					1,769	3	93.0	41.8	No	0	12/31/2004
W0408	Conway	Conway					1,439	3	120.2	38.5	No	0	12/31/2004
M572	Altamonte	Longwood					1,359	3	98.1	49.9	No	0	6/30/2004
J227	Oakhurst	Walsingham					1,421	3	81.3	41.9	No	0	12/31/2004

Note: LBAR and CAIDI figures include all devices.



Progress Energy

JAMES A. MCGEE
ASSOCIATE GENERAL COUNSEL
PROGRESS ENERGY SERVICE COMPANY, LLC

REVISED 3% WORST FEEDER REPORT

March 5, 2004

Mr. Tim Devlin, Director
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED
FLORIDA PUBLIC SERVICE
COMMISSION
DIVISION OF
ECONOMIC REGULATION
04 MAR -5 PM 2:22

Re: Supplement to Distribution Service Reliability Report for 2003

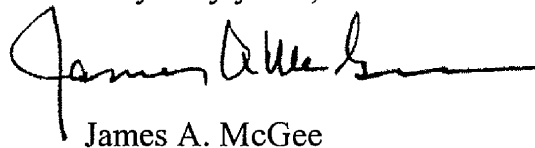
Dear Mr. Devlin:

In my February 27th transmittal letter to you, I noted that the "Three Percent Feeder List" in the subject report from Progress Energy included only total customers but not a customer class breakdown. The enclosed revised list provides this information.

Please note that the total number of customers has changed. The original total was from computer records for the month of December 2003, while the revised total is from the month of October 2003, the most recent month for which a customer class breakdown was available.

As before, please feel free to contact me or Jason Handley (407-942-9239) if you or your staff should have any questions about the report.

Very truly yours,



James A. McGee

JAM/scc

Enclosures

cc: Mr. Jason Handley

Progress Energy, Florida		Three Percent Feeder List (feeders with highest number of breaker events)						Year 2003					
Primary Circuit ID (a)	Substation on Origin (b)	Location (c)	Number of Customers					Breaker Outage Events "N" (i)	Avg Duration on "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the last 5 (1998 - 2002) (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
K1286	Lake Marion	Lake Wales	1,820	173		14	1,813	6	100.1	73.0	No	0	6/30/2004
A15	High Springs	Monticello	1,470	369	9	42	1,649	5	76.2	48.1	No	1	12/31/2004
A196	Archer	Monticello	772	168	3	91	884	5	128.5	91.5	No	1	6/30/2004
C4207	Anclote	Tarpon Springs	2,851	142		22	2,899	5	99.8	35.7	No	1	12/31/2004
M33	Zellwood	Apopka	176	79	11	22	245	5	94.1	62.3	No	0	3/31/2004
A195	Archer	Monticello			1	0	1	4	102.3	102.3	No	0	12/31/2004
A204	Zuber	Ocala	1,641	225	2	8	1,516	4	100.4	70.7	Yes	3	3/31/2004
A36	Reddick	Ocala	1,352	290		18	1,045	4	142.5	81.9	Yes	2	12/31/2004
C5013	Alderman	Tarpon Springs	1,460	154		18	1,569	4	120.9	29.4	No	0	12/31/2004
C655	Bayview	Clearwater	725	120	2	9	1,309	4	88.2	17.2	No	1	6/30/2004
M421	Lake Emma	Longwood	51	100		6	154	4	102.6	47.1	No	0	12/31/2004
M472	Piedmont	Apopka	1,449	125		10	1,437	4	133.5	70.3	No	0	12/31/2004
W0925	Winter Park	Longwood	1,758	175	1	25	1,872	4	95.5	17.3	No	0	6/30/2004
C4202	Andote	Tarpon Springs	1,608	29	3	8	1,599	3	118.9	69.0	No	0	12/31/2004
A309	Orange Blossom	Ocala	2,826	255		11	2,861	3	95.0	68.0	No	0	12/31/2004
W0629	Holopaw	Conway	928	250	5	24	1,003	3	137.4	97.6	No	1	12/31/2004
W0395	Pinecastle	Conway	1,465	166	2	19	1,968	3	106.6	59.9	No	0	12/31/2004
C17	Clearwater	Clearwater	2,608	193	2	34	2,720	3	107.7	54.6	No	0	12/31/2004
W0902	Barberville	Deland	1,207	462	1	40	1,511	3	130.1	61.1	No	0	12/31/2004
M445	Bayridge	Apopka	1,698	293	5	19	1,749	3	80.8	62.7	No	0	12/31/2004
C5008	Alderman	Tarpon Springs	1,756	189		5	1,912	3	128.0	53.9	No	0	12/31/2004
M107	Wekiva	Apopka	1,525	91		4	1,545	3	224.8	77.3	No	0	12/31/2004
X46	16th Street	St. Petersburg	1,489	196	3	43	1,565	3	106.3	72.2	No	1	12/31/2004
W0803	Deland	Deland	2,104	148		12	2,107	3	96.6	41.3	No	0	12/31/2004
J682	Ulmerton	Walsingham	2,377	516	43	18	2,659	3	129.0	41.2	No	0	12/31/2004
W1105	Deland East	Deland	983	22		25	960	3	148.9	90.8	No	0	12/31/2004
X56	Kenneth City	Walsingham	2,390	176		4	2442	3	122.2	35.4	No	0	12/31/2004
M143	Longwood	Longwood	862	482	8	23	1,329	3	106.0	56.0	No	0	6/30/2004
J2902	Taylor Avenue	Walsingham	2,272	128	2	28	2,371	3	89.1	44.4	No	0	12/31/2004
M34	Zellwood	Apopka	1,444	220		27	1,443	3	113.3	45.1	No	0	12/31/2004
A202	Zuber	Ocala	1,268	264	7	10	1,270	3	112.9	50.1	No	0	12/31/2004
W0804	Deland	Deland	1,694	178	2	11	1,769	3	93.0	41.8	No	0	12/31/2004
W0408	Conway	Conway	1,415	86		12	1,439	3	120.2	38.5	No	0	12/31/2004
M572	Altamonte	Longwood	1,151	243	10	20	1,359	3	98.1	49.9	No	0	6/30/2004
J227	Oakhurst	Walsingham	1,370	56		32	1,421	3	81.3	41.9	No	0	12/31/2004

Note: LBAR and CAIDI figures include all devices.

3.12

Susan D. Ritenour
Secretary and Treasurer
and Regulatory Manager

One Energy Place
Pensacola, Florida 32520-0781

Tel 850.444.6231
Fax 850.444.6026
SDRITENO@southemco.com



February 27, 2004

Mr. Tim Devlin, Director
Division of Economic Regulation
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0868

Dear Mr. Devlin:

Attached is Gulf Power Company's Annual Distribution Service Reliability Report
as required by Rule 25-6.0455.

Sincerely,

Susan D. Ritenour

lw

Attachment

bc: Ed Battaglia
Linda Davis
Gary Livingston
Susan Ritenour



MAR 02 2004

Primary Causes of Outage Events			
Utility Name: Gulf Power Company Year 2003			
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Animal	3000	66.80	65.25
2. Lightning	1885	122.76	101.14
3. Unknown	1616	95.91	73.60
4. Deterioration	1594	133.91	115.00
5. Trees	1016	105.62	80.80
6. Vehicle	227	147.26	102.28
7. Overload	201	92.89	94.66
8. Vines	128	87.03	65.43
9. Wind/Rain	100	114.62	147.32
10. Other	85	100.47	83.25
All Other Causes	217	132.11	72.89
System Totals	10069	101.25	89.80

Service Reliability Indices					
Utility Name: Gulf Power Company			Year: 2003		
Notes: A system problem in December resulted in the loss of data used to calculate MAIFle for that month. In order to compensate for this, the average of two years of historical data for December was used.					
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEM15 (f)
Central	73.30	87.44	0.838	8.53	0.26%
Eastern	75.20	89.95	0.836	5.96	1.13%
Western	85.56	90.79	0.942	10.87	1.65%
System Averages	79.91	89.80	0.890	9.08	1.17%

PSC/ECR 102-3 (11/2002)

3 Percent Feeder List

Utility Name: Gulf Power Company Year: 2003

Primary Circuit Id. No. or Name (a)	Sub-station Origin (b)	Location (c)	Number of Customers						Outage Events "N" (i)	Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)							
5522	Boulah	Western	506	48	-	0	554	4	79.25	77.49	No	0	12/31/2004	
8322	Longpoint	Eastern	1134	83	-	0	1217	3	77.33	77.40	No	0	12/31/2004	
9212	Chipley	Eastern	1407	246	-	3	1656	3	46.67	46.75	No	1	12/31/2004	
7912	Glendale Road	Central	1256	171	-	0	1427	2	56.50	56.52	No	1	12/31/2004	
8932	Airport	Central	1234	154	-	1	1389	2	29.00	28.66	No	0	12/31/2004	
7802	Scenic Hills	Western	900	53	-	0	953	2	31.00	30.99	No	0	12/31/2004	
5652	Turner	Central	1359	116	-	2	1477	2	33.50	33.50	No	0	12/31/2004	
7272	Jay Road	Western	2129	407	-	0	2536	2	49.00	49.00	No	1	12/31/2004	

SC/ECR 102-2 (11/2002)

Primary Causes of Outage Events

Utility Name: Gulf Power Company Year 2003

This report includes the requested exclusions for a storm on 2/22/03 and plane crash on 3/8/03.

Cause (a)	Number of Outage Events (N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Animal	3000	66.80	65.25
2. Lightning	1827	122.43	99.28
3. Unknown	1616	95.91	73.60
4. Deterioration	1594	133.91	115.00
5. Trees	1006	105.55	80.74
6. Vehicle	227	147.26	102.28
7. Overload	201	92.89	94.66
8. Vines	128	87.03	65.43
9. Wind/Rain	95	108.80	97.07
10. Other	83	98.73	79.30
All Other Causes	217	132.11	72.89
System Totals	9994	100.97	88.14

Service Reliability Indices					
Utility Name: Gulf Power Company Year: 2003					
Notes: This report includes the requested exclusions for a storm on 2/22/03 and plane crash on 3/8/03. A system problem in December resulted in the loss of data used to calculate MAIFle for that month. In order to compensate for this, the average of two years of historical data for December was used.					
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
Central	67.29	82.31	0.818	8.53	0.16%
Eastern	74.39	89.58	0.830	5.96	1.07%
Western	83.57	90.13	0.927	10.87	1.64%
System Averages	77.18	88.14	0.876	9.08	1.12%

PSC/ECR 102-3 (11/2002)

ANNUAL DISTRIBUTION RELIABILITY REPORT 2003

This report includes the requested exclusions for a storm on 2/22/03 and plane crash on 3/8/03.
Gulf Power Company

	CENTRAL		EASTERN		WESTERN		SYSTEM	
SAIDI = System Average Interruption Duration Index								
<u>Total Number of Customer Minutes of Interruption (CMI)</u>	<u>6,773,571</u>		<u>7,104,833</u>		<u>16,520,080</u>		<u>30,398,484</u>	
<u>Total Number of Customers Served (C)</u>	<u>100,660</u>	67.29	<u>95,508</u>	74.39	<u>197,690</u>	83.57	<u>393,858</u>	77.18
CAIDI = Customer Average Interruption Duration Index								
<u>Total Number of Customer Minutes of Interruption (CMI)</u>	<u>6,773,571</u>		<u>7,104,833</u>		<u>16,520,080</u>		<u>30,398,484</u>	
<u>Total Number of Customer Interruptions (CI)</u>	<u>82,295</u>	82.31	<u>79,315</u>	89.58	<u>183,282</u>	90.13	<u>344,892</u>	88.14
SAIFI = System Average Interruption Frequency Index								
<u>Total Number of Customer Interruptions (CI)</u>	<u>82,295</u>		<u>79,315</u>		<u>183,282</u>		<u>344,892</u>	
<u>Total Number of Customers Served (C)</u>	<u>100,660</u>	0.818	<u>95,508</u>	0.830	<u>197,690</u>	0.927	<u>393,858</u>	0.876
MAIFI = Momentary Average Interruption Frequency Index								
<u>Total Number of Customer Momentary Interruption Events (CME)</u>	<u>858,421</u>		<u>569,652</u>		<u>2,148,750</u>		<u>3,576,823</u>	
<u>Total Number of Customers Served (C)</u>	<u>100,660</u>	8.53	<u>95,508</u>	5.96	<u>197,690</u>	10.87	<u>393,858</u>	9.08
CEMI5 = Customers Experiencing More Interruptions than 5								
<u>Number of Customers Experiencing More Interruptions than 5</u>	<u>162</u>		<u>1,022</u>		<u>3,245</u>		<u>4,429</u>	
<u>Total Number of Customers Served (C)</u>	<u>100,660</u>	0.16%	<u>95,508</u>	1.07%	<u>197,690</u>	1.64%	<u>393,858</u>	1.12%
L-Bar								
<u>Minutes of Interruption</u>							<u>1,009,132</u>	
<u>Total Number of Outages</u>							<u>9,994</u>	100.97

Note: A system problem in December resulted in the loss of data used to calculate MAIFI for that month. In order to compensate for this, the average of two years of historical data for December was used.