

Report to: Utah Public Service Commission

Electric Service Reliability - Major Event Report UT-10-1

Event Date(s):	November 20-22, 2010
Date Submitted:	December 10, 2010
Primary Affected Locations:	SLC Metro, Tooele, Jordan Valley, Park City
Exclude from Performance Reports:	Yes
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Event Description:

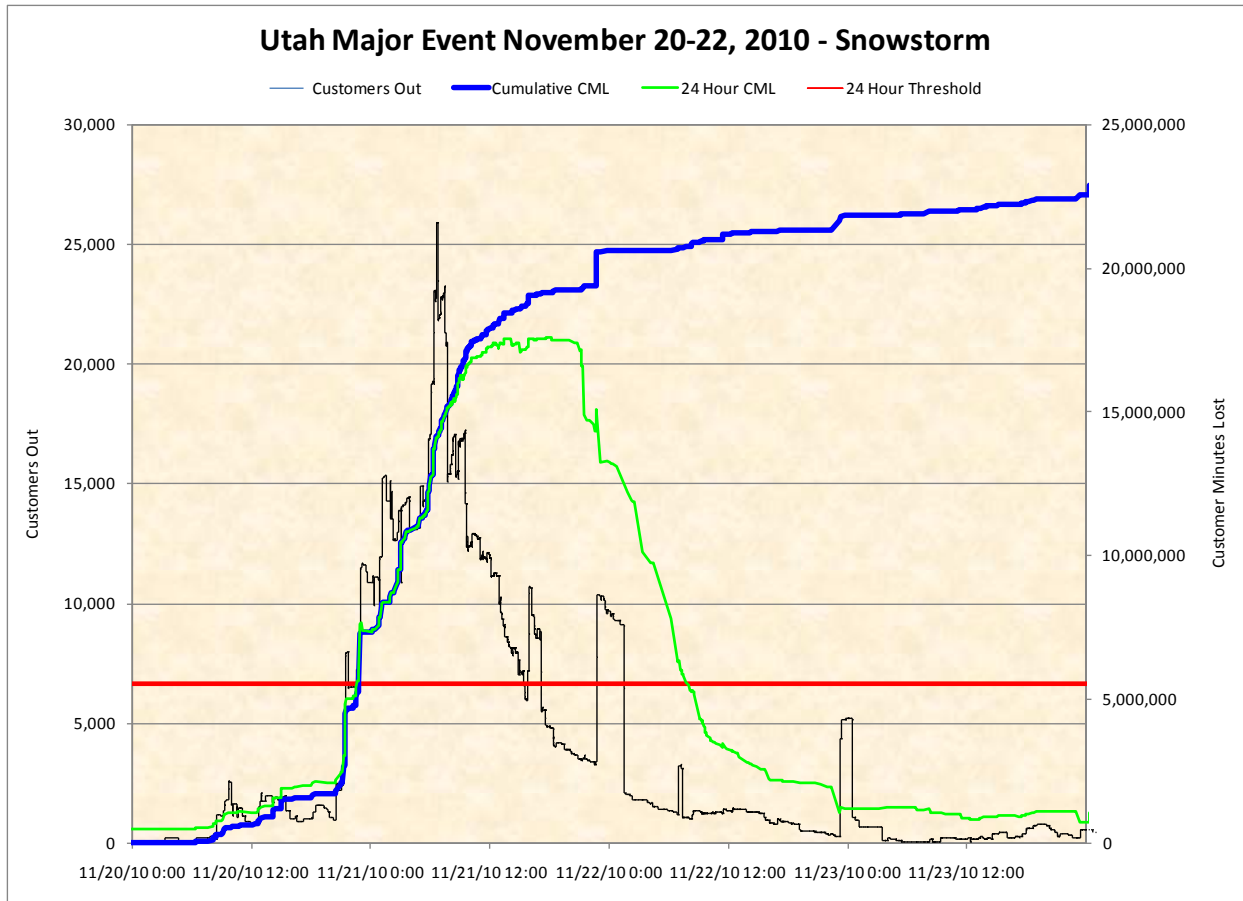
A series of severe winter storm fronts accompanied by high winds, extremely low temperatures and heavy snow caused extensive outages in central Utah, primarily the Salt Lake City and surrounding areas, on Saturday, November 20 through Monday, November 22, 2010. At the height of the event, approximately 21,000 Rocky Mountain Power customers were impacted. Sustained interruptions of service to customers were caused by heavy snow unloading off lines, trees or limbs across or through conductor, downed poles and lines, and damage to customer equipment.

In total throughout the state, sustained interruptions affected 132 substations and 251 circuits. (In the four primary operating areas noted above, sustained interruptions affected 75 substations, 191 circuits.) The longest interruption was on Olympus #13 circuit in the Metro operating area, affecting 22 customers for 3,932.5 minutes (65.5 hours), the final stage of a step-restored outage where crews replaced 7 crossarms and 4 spans of primary wire under delays due to road closure. The unweighted average stage duration of all sustained interruptions statewide was 781 minutes, the median duration was 637 minutes and the mode duration 92 minutes. Statewide for the 3 day period, 59% of affected customers were restored within 3 hours; 1,961 customers were off supply for more than 24 hours.

Total Customer Minutes Lost = 23,477,248
Total Sustained Incidents = 803
Total Sustained Customer Interruptions = 86,761

Restoration:

Transmission and distribution operations management issued an emergency work order to hold crews, to manage crew rest periods and to call in additional personnel for restoration work. The Wasatch Restoration Center (WRC), which handles all the interruptions in the Salt Lake Valley, requested assistance from other operating areas and from area contract crews; the borrowed additional resources were utilized until the bulk of the outages were restored and the volume of outages reduced to a level appropriately managed by WRC crews on Monday, November 22. Restoration efforts focused first on repairing trunk lines, then prioritizing and repairing tap lines. Multiple road closures and blizzard conditions hampered restoration efforts. In many instances, restoration could not be completed until after damage to customer equipment had been repaired by private electricians as there were a number of damaged meterbases and masts. During the event, Rocky Mountain Power's call center was augmented with round the clock assistance from Pacific Power's call center in Portland, Oregon.



Damage:

Facilities replacements included approximately 20,000 line feet of conductor, 11 distribution poles, 1 transmission pole, 5 transformers and 18 cross-arms.

Restoration Resources Utilized in Primary Locations:

Troubleman/assessors	27
Internal (local) crewmembers	87
External (contract) crewmembers	28
Vegetation crewmembers	30
Supervisors	19
Total Primary Area Personnel	191

Estimated Major Event Cost:

Expense \$225,000 Capital \$75,000 TOTAL \$300,000

SAIDI, SAIIFI, MAIFI Report: (Attached)

Major Event Threshold:

Rocky Mountain Power is requesting designation of this storm and its consequences to be classified as a “Major Event” for exclusion from network performance reporting. This major event exceeded the company’s current Utah threshold for customer minutes lost in a 24-hour period (pursuant filed Advice/Approval Letters 04-13/05-13 adopting IEEE P1366 major event methodology effective the company’s fiscal year 2006).