

CITY OF GLENDALE
INTERDEPARTMENTAL COMMUNICATION

DATE: June 29, 2009

TO: Glenn O. Steiger, General Manager

FROM: Ramon Z. Abueg, Assistant General Manager - Electric

SUBJECT: Outage Report for June 2009

During this period, there were three major outage events:

1. June 10, 2009. At 7:58 a.m., the Scholl feeder #5 relayed after a squirrel came into contact with a pothead east of 1917 Academy Place affecting 1333 customers for 53 minutes.
2. June 21, 2009. At 3:26 p.m., the Tropico feeder #1 relayed after a mylar balloon came into contact with overhead wires at 503 East Maple Street affecting 548 customers for 6 minutes.
3. June 24, 2009. At 4:20 p.m., (portion of) Scholl feeder #8 service area suffered a power outage due to the failure of an underground cable at ~ 3250 Emerald Isle affecting 906 customers at varying durations.

Below is the current summary of the reliability indices for the current 12-month period to track our performance in making improvement to the reliability of our service:

1. The System Average Interruption Frequency Index or **SAIFI**, for the past 12 months was 0.64; indicating that there were approximately 52,909 affected customers. This is well below our goal of one outage per customer. The SAIFI for the month June 2009 is 0.034.

$$\text{SAIFI} = \frac{\text{Total Number of Customers Interrupted}}{\text{Total Number of Customers Served}}$$

2. The System Average Interruption Duration Index, or **SAIDI**, for the past 12 months was 33.6; indicating an average outage time of about thirty four (34) minutes per customer. This is below our goal of 40 minutes. The SAIDI for the month June 2009 is 2.4 minute per customer.

$$\text{SAIDI} = \frac{\text{Sum of Customer - Hours Interruption Duration}}{\text{Total Number of Customers Served}}$$

3. The Customer Average Interruption Duration Index, or **CAIDI**, for the past 12 months was 0.87; indicating that those customers who did experience an outage were without power at an average of fifty two (52) minutes per interruption. This is higher than our goal of 40 minutes. The CAIDI for the month June 2009 is 69.7 minutes per interruption.

$$\text{CAIDI} = \frac{\text{Total Number of Customer Hours Interrupted}}{\text{Total Number of Customers Interrupted}}$$