

From: Cherry, Brian K
Sent: 1/29/2010 1:05:14 PM
To: 'Schumacher, Brian D.' (bds@cpuc.ca.gov); Lee, David K. (dkl@cpuc.ca.gov)
Cc: Hughes, John (Reg Rel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=J8HS)
Bcc:
Subject: FW: SFC - Fewer Outages from Big Storms

Brian S. - FYI.

From: Dasso, Kevin
Sent: Friday, January 29, 2010 12:55 PM
To: Cherry, Brian K
Cc: Johnson, Mark S
Subject: FW: SFC - Fewer Outages from Big Storms

Brian,

Per your note, attached is the information provided to the reporter. I only glanced at it but wanted to get it to you. The analysis was based on information as of last Friday some some customers were still out as of that time. Let me know what you need.

Kevin

From: Marshall, Jonathan
Sent: Friday, January 29, 2010 11:50 AM
To: Dasso, Kevin; Johnson, Mark S
Cc: Foley, Beth
Subject: RE: SFC - Fewer Outages from Big Storms

Kevin,

Here's what we sent the reporter:

David,

As I mentioned the other day, while working in our emergency center I was impressed by the speed and effectiveness of PG&E's response during last week's series of storms.

I checked the statistics and found that my impression was justified. There were two storms in the past few years of comparable magnitude in terms of sustained circuit outages. This January, PG&E managed to reduce the average duration of customer outages markedly. Here are the comparable statistics:

Storm period	Sustained Outages	CAIDI (minutes)
12/30/05-1/2/06	2,552	431

1/3/08-1/6/08	3,489	809
1/18/10-1/22/10	3,247	317

Our operations folks say this improvement was not a fluke—it flowed from significant new ways in which we are working smarter to improve winter storm reliability. These include:

- “hardening” our system through a reliability-based vegetation management program that targets problem circuits rather than mere compliance;
- tapline protection (circuit fusing) to isolate outages and minimize the number of customers affected by equipment failures;
- development of a new predictive storm outage model that helps us make sure we have the right people at the right place at the right time in order to speed response; and
- a new patrol strategy that makes more efficient use of crews to minimize repeat visits to repair damaged circuits.

In addition, we are making much more effective use of communications tools to keep customers updated as to their outage situation—e.g., notifying them proactively if they are likely to face an extended outage, when to expect service restoration and when service has been restored. Arming customers with this knowledge makes it much easier for them to cope with the inconvenience of storm-cased outages.

I’d be happy to talk more about each of these areas, or to put you in touch with one of our senior operations people to answer your questions.