

From: Allen, Meredith  
Sent: 4/11/2014 8:34:00 AM  
To: 'mp6@cpuc.ca.gov' (mp6@cpuc.ca.gov)  
Cc: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);  
Bottorff, Thomas E (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TEB3);  
cft@cpuc.ca.gov (cft@cpuc.ca.gov)  
Bcc:  
Subject: Follow Up re Customers Experiencing Multiple Outages

Commissioner Picker,

Thank you for taking the time to meet with us yesterday. Attached is an electronic version of the map that we provided, which indicates by division the percentage of customers experiencing 5 or more outages in 2013. Also, below is a list of the measures that PG&E is taking to continue to reduce these percentages.

We are following up on the questions regarding best practices for a resilient distribution system, including leading utilities, literature and conferences.

Please let me know if you have questions or would like additional information on the map or the measures below.

Best regards,

Meredith

- Perform comprehensive circuit upgrades on circuits with the worst reliability performance; we completed 75 such targeted circuit upgrades in 2013
- Perform infrared inspections of transmission & distribution equipment to identify system issues (hot spots) before they fail and cause an outage

- Replace older and small diameter conductor that is most likely to fail; we plan to replace over 90 miles of conductor in 2014
- Deploy system automation tools help prevent sustained outages including FLISR, SCADA and reclosers (much of this work has been concentrated in the Central Valley given current CEMI5 results)
- Install fuses to reduce the scope of outages (number of customers impacted) when they do occur
- Perform analysis of equipment failures to identify trends and inform on-going condition based asset replacement programs
- Utilize a Electric System Outage Review Process which reviews outages on a daily basis, initiates remediation measures to resolve identified reliability deficiencies and holds meetings on a monthly basis to monitor progress