Duquesne Light
Our Energy...Your Power

Vernon J. Edwards
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November 1, 2013

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120-0200

Re: Duquesne Light Company
Third Quarter 2013 Electric Reliability Report

Dear Secretary Chiavetta:

Please find enclosed for filing the Third Quarter 2013 Electric Reliability Report of Duquesne Light Company ("Duquesne Light" or the "Company"), in accordance with the Commission's Order at L-00030161, entered March 20, 2006. Duquesne is submitting both a public version [all information except subsection (e)(10)] and a confidential version. The confidential version includes all of the information required by 52 Pa. Code § 57.195, is marked "confidential and proprietary" and is enclosed in a sealed envelope.

Duquesne respectfully requests the "confidential and proprietary" version not be made available to the public.

If you have any questions regarding the information provided, please contact me.

Sincerely,

Vernon J. Edwards
Manager, Regulatory Affairs

Enclosures
cc: (Public Version):
Bureau of Technical Utility Services
Office of Consumer Advocate
Office of Small Business Advocate

Duquesne Light
Our Energy...Your Power

Duquesne Light Company

3rd Quarter 2013

Electric Reliability Report

to the

Pennsylvania Public Utility Commission

November 1, 2013

DUQUESNE LIGHT COMPANY
Third Quarter 2013 – Electric Reliability Report

Filed November 1, 2013

57.195 Reporting Requirements

(d)(2) The name, title, telephone number and e-mail address of the persons who have knowledge of the matters, and can respond to inquiries.

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Vernon J. Edwards – Manager, Regulatory Affairs
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(e)(1) A description of each major event that occurred during the preceding quarter, including the time and duration of the event, the number of customers affected, the cause of the event and any modified procedures adopted in order to avoid or minimize the impact of similar events in the future.

One PUC Major Event Exclusion – July 10, 2013.

Thunderstorms, heavy rains and winds gusting to 51 mph moved through our service areas in Allegheny and Beaver counties, causing significant damage to poles, conductors, transformers and other equipment. This event caused service interruptions to approximately 60,388 customers from a total of 589,900 customers, beginning July 10, 2013 at 0500 hours, with full customer restoration on July 13, 2013 at 1600 hours. There were no procedures significantly modified due to this being a result of a storm.

(e)(2) **Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) for the electric distribution company's service territory for the preceding quarter. The report shall include the data used in calculating the indices, namely the average number of customers served, the number of sustained customer interruptions, the number of customers affected, and the customer minutes of interruption. If MAIFI values are provided, the report shall also include the number of customer momentary interruptions.**

RELIABILITY BENCHMARKS AND STANDARDS

Duquesne Light Company

System Performance Measures with Major Events Excluded

Entire System				
	SAIDI	**SAIFI**	**CAIDI**	**MAIFI**
Benchmark	126	1.17	108	*
12 Month Standard	182	1.40	130	*
2013 3Q (Rolling 12 mo)	**75**	**0.61**	**122**	*

* Sufficient information to calculate MAIFI is unavailable.

Formulas used in calculating the indices

$$\text{SAIFI} = \frac{\text{(Total KVA interrupted) - (KVA impact of major events)}}{\text{System Connected KVA}}$$

$$\text{SAIDI} = \frac{\text{(Total KVA-minutes interrupted) - (KVA-minute impact of major events)}}{\text{System Connected KVA}}$$

CAIDI = SAIDI/SAIFI

Data used in calculating the indices

Total KVA Interrupted for the Period (Excluding July 10, 2013 Major Event)	4,377,452	KVA
Total KVA-Minutes Interrupted: (Excluding July 10, 2013 Major Event)	536,003,129	KVA-Minutes
System Connected Load as of 9/30/13:	7,107,650	KVA
July 10, 2013 Major Event:	724,661 (10% of System Load) 178,805,024	KVA KVA-Minutes

(e)(3) **Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) and other pertinent information such as customers served, number of interruptions, customer minutes interrupted, number of lockouts, and so forth, for the worst performing 5% of the circuits in the system. An explanation of how the electric distribution company defines its worst performing circuits shall be included.**

Circuits are evaluated based on a rolling twelve-month count of lockouts of protective devices (circuit breakers, sectionalizers and line reclosers). Circuits that experience four or more lockouts for a device in each quarterly rolling twelve-month period are identified and reported. Customer surveys show a significant drop in satisfaction when customers experience four or more interruptions in a year, and that threshold was therefore used as a basis for this evaluation method.

The list is ranked first by the number of lockouts, with a secondary sort based on the date of the most recent outage. This places a higher priority on circuits in each group experiencing problems more recently. Circuits that have not seen recent outages fall to a lower priority within the group, but remain on the list for monitoring.

Circuits that appear on the list for more than a year are targeted for remediation based on a review of outage records for root cause problems, field evaluations, and engineering analysis. Project scopes developed as a result of this analysis will be incorporated into the company's Work Plan for engineering, design and construction.

At the end of each quarter all circuits are reviewed to verify that past remediation efforts are working and to look for new reliability issues that may be developing. Serious new reliability problems are addressed immediately without waiting additional periods to collect information.

This analysis method provides for timely review of circuit performance by in-house staff and it adapts to the dynamic nature of Duquesne's distribution system. The threshold of four lockouts may produce a result greater or less than 5% of the total circuits in Duquesne's system. Reports will be issued on all circuits that violate the four-lockout threshold, even if the total is greater than 5% of the number of circuits on the system. If there are less than 5% of the circuits that violate the four-lockout threshold, then circuits with three lockouts that had the highest KVA-Minutes of outage time during the evaluation period will be added to get the list to 5% of the total circuits in the system.

See Attachment A for table of circuit reliability values and Service Centers associated with each circuit.

(e)(4) Specific remedial efforts taken and planned for the worst performing 5% of the circuits as identified in paragraph (3)

Third Quarter 2013 Rolling 12 Month Circuit Data

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
1	4279	Squaw Run	Edison	Five of the seven outages on the Squaw Run circuit were caused by breaker outages on the sub-transmission circuit (T23567) that runs through and feeds Squaw Run Substation. These were caused by high winds and storms. Asset Management has initiated a project to add a 23kV IntelliRupter on each side of Squaw Run Sub to provide automatic restoration of the Sub-transmission feeds from either side of the station. The first of these two IntelliRupters was already installed during the 2 QTR of 2013. The 2nd IntelliRupter will be installed during the 4th QTR of 2013. This will alleviate future outages to Squaw Run SS due to sub-transmission outages on either side of the substation.
2	4517	Sandy Creek	Penn Hills	Five of the six outages on the Sandy Creek circuit were caused by breaker outages on the sub-transmission circuit (T22171) that runs through and powers Sandy Creek Substation due to high winds and storms. Duquesne's Asset Management Department is investigating installation of remote controlled switches on the sub-transmission feeds at Sandy Creek substation to provide remote service restoring capability which will help prevent loss of supply outages to the substation. In the meantime, Duquesne plans to temporarily install an IntelliRupter on each of the sub-transmission feeds into the substation until appropriate remote controlled switches can be located and approved. This will prevent future outages to Sandy Creek SS due to sub-transmission outages on either side of the substation. This work is planned for the 1st QTR of 2014.
3	23690	B.I.	Preble	No new outages occurred on WA395 during the 2nd or 3rd QTRs of 2013. All previous outages were caused by tree related problems along a heavily wooded corridor that became unstable and prone to landslides which caused tree falls-ins. A developer has stabilized the hillside in order to build homes at the top. This circuit has recently been extended through this same corridor to relieve growing load in the West View area beyond. To maintain and improve the reliability of the circuit with its increased load, two new IntelliRupters were added and the entire circuit's protection was upgraded to an all-Pulse-Reclosing configuration which reduces fault current and limits the energy delivered to an actual fault.

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
4	22869	Midland-Cooks Ferry	Raccoon	Only one C-phase outage occurred during the 3rd QTR on the R100-131571 single-phase Recloser caused by a storm which affected a small number of customers only. Past reliability issues on this circuit generally affected the main feeder. These outages have been greatly reduced over the last 4 Quarters providing significant reliability improvement for the customers. The distribution portion of this circuit now uses all IntelliRupters for 3-phase protection and are configured for all Pulse-Reclosing operation. This reduces fault current and limits energy delivered to the actual fault during reclose fault testing which minimizes damage to the circuit resulting in faster restoration and better reliability.
5	23701	North	Edison	All 4 Breaker outages on this circuit occurred in 2013 during the third quarter with no prior history of any reliability issues. Three of the outages occurred during storms and a 4th outage restored with no problem ever found. Since all the outages occurred near the substation, the circuit feeder near the substation will be inspected during the 4th QTR to identify and correct any potential problems.
6	4852	Conway	Raccoon	All 4 outages on the Conway Breaker occurred in 2013 with no prior history of any reliability issues. Two of the outages were caused by storms and two were tree related. Permanent repairs were made after each outage and Vegetation Management will inspect this circuit during the 4th QTR to identify any additional Vegetation Management issues that need to be addressed.
7	23716	Pine Creek	Edison	Each of the 4 Breaker outages on the Pine Creek circuit were caused by unrelated problems (a vehicle accident, a broken insulator, a major storm and no trouble found) No underlying reliability issues need to be addressed on the circuit at this time but we will continue to monitor performance closely.

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
8	23640	Midland	Raccoon	Two of the Breaker outages were caused by storms. A third was caused by a tree fall in and the fourth occurred when primary burnt down for an undetermined reason. Permanent repairs were made after each of the four outages and Vegetation Management has investigated the location that involved a tree failure. Pulse-Reclosers have been installed on this circuit and it will be converted to All-Pulse-Reclosing operation during the 4th Quarter of 2013.
9	23862	Wilson	McKees-port	Generally, Wilson Ckt D23862 has had good reliability, but during the last 4 QTRs a number of storms hit the area especially hard causing the four outages on EA663. During the 4th QTR of 2013, Duquesne's Asset Management Department plans to upgrade firmware in the automated devices on this circuit and convert it to an All-Pulse-Reclosing circuit configuration. The circuit will be walked to look for anything that might cause future outages.
10	23867	Wildwood	Edison	All 4 outages occurred in 2013 on a small section of the circuit fed by 4kV stepdown transformers through R100 single-phase Reclosers. The outages were caused by unrelated events (failed insulator, a tree fall-in and a storm). No cause was found for the 4th outage. At this time, no additional action is required on this circuit but we will continue to monitor its performance.
11	23950	Wilkinsburg	Penn Hills	All 4 Breaker outages at Wilkinsburg occurred in June and July of 2013 with no prior history of any reliability problems. The first outage was a bus differential caused by animal contact. The 2nd was a major storm. The 3rd outage was caused by a tree fall in, and the 4th was a failure of the D23950 Breaker itself. Permanent repairs were made following each outage and no additional action is required at this time.
12	4423	Spring Garden	Preble	No new outages occurred on the Spring Garden Breaker during the 3rd QTR of 2013. Overall, this circuit has had a history of good reliability and the recent outages were the result of unrelated and unusual conditions.

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
13	4135	Eastwood	Penn Hills	No new outages occurred during the 3rd QTR of 2013. All 4 previous outages on the two Eastwood 4kV circuits were caused by breaker outages on the sub-transmission circuits (T22174 & T22178) that power Eastwood Substation. Duquesne's Asset Management Department has completed its review and has selected to install IntelliRupter devices on the sub-transmission feeds at Eastwood substation to provide remote service restoring capability which will help prevent loss of supply outages to the substation. Work is planned for 1st QTR of 2014 to temporarily install an IntelliRupter on each of the sub-transmission feeds into the substation until appropriate remote controlled switches can be installed, which will prevent future outages to Eastwood 4kV Circuits due to sub-transmission outages on either side of the substation.
14	4136	Eastwood	Penn Hills	
15	4138	Robinson	Penn Hills	No new outages occurred during the 3rd QTR of 2013. All 4 previous outages on the two Robinson 4kV circuits were caused by breaker outages on the sub-transmission circuits (T22174 & T22178) that power Robinson Substation causing a loss of supply to the substation and both circuits. Duquesne's Asset Management Department has completed its review and has selected to install remote controlled switches on the sub-transmission feeds at Robinson substation to provide remote service restoring capability which will help prevent loss of supply outages to the substation. In the meantime, Duquesne will temporarily install an IntelliRupter on each of the sub-transmission feeds into the substation until appropriate remote controlled switches can be located and approved. This will prevent future outages to Robinson 4kV Circuits due to sub-transmission outages on either side of the substation. This work is planned for the 1st QTR of 2014.
16	4139	Robinson	Penn Hills	
17	4154	Long	Penn Hills	All 4 previous outages on the two Long 4kV circuits were caused by breaker outages on the sub-transmission circuit (T22174) that runs through and powers Long Substation causing a loss of supply to the substation and both circuits. Duquesne's Asset Management Department has completed its review and has selected to install remote controlled switches on the sub-transmission feeds at Long substation to provide remote service restoring capability which will help prevent loss of supply outages to the substation. Work is planned for the 1st QTR of 2014 to temporarily install an IntelliRupter on each of the sub-transmission feeders until the remote controlled switches can be located and approved. This will enable operators to remotely isolate sub-transmission problems to one side of Long SS only and prevent future loss of supply outages on the Long 4kV Circuits.
18	4155	Long	Penn Hills	
19	4718	Sheffield	Raccoon	No new outages occurred on the Sheffield R100 4kV Recloser during the 3rd QTR. All previous outage problems have been corrected and VM issues resolved. We are continuing to monitor the circuit to verify that no additional problems exist.

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
20	23750	Dravosburg	McKees-port	No new outages occurred on EA14 during the 3rd QTR of 2013 and reliability has improved. We are continuing to monitor the circuit to verify that that no additional problems exist.
21	23713	Pine Creek	Edison	No new outages occurred during the 3rd QTR of 2013 and no underlying reliability issues need to be addressed at this time. We are continuing to monitor reliability closely because of previous reliability issues.

(e)(5) A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, tree related, and so forth. Proposed solutions to identified service problems shall be reported.

Proposed solutions to identified service problems are listed in Section (e)(4) above.

October 1, 2012 through September 30, 2013 – One PUC Major Event Exclusion

CAUSE	NO. OF OUTAGES	OUTAGE PERCENTAGE	KVA TOTAL	KVA PERCENTAGE	KVA-MINUTE TOTAL	KVA-MINUTE PERCENTAGE
Storms	501	19%	603,617	14%	117,564,452	22%
Trees (Contact)	36	1%	30,377	1%	2,602,470	1%
Trees (Falling)	685	25%	1,352,255	31%	176,925,517	33%
Equipment Failures	688	26%	1,136,107	26%	134,236,154	25%
Overloads	181	7%	151,516	3%	15,565,844	3%
Vehicles	143	5%	358,284	8%	44,338,052	8%
Other	458	17%	745,296	17%	44,770,640	8%
TOTALS	2,692	100%	4,377,452	100%	536,003,129	100%

(e)(6) Quarterly and year-to-date information on progress toward meeting transmission and distribution inspection and maintenance goals/ objectives.

2013 Transmission and Distribution Goals and Objectives Program Project	Unit of Measurement	Target for 2013 3Q	Actual for 2013 3Q	Percent Complete	Targets for Year 2013	Actual YTD for 2013
Communications Goals						
Communication Battery Maintenance	Batteries	24	24	100%	96	72
Overhead Distribution Goals						
Recloser Inspections	Circuits	33	56	170%	133	134
Pole Inspections	Poles	6,633	8,491	128%	17,689	14,232
OH Line Inspections	Circuits	33	56	170%	133	134
OH Transformer Inspections	Circuits	33	56	170%	133	134
Padmount & Submersible Tfmr Insp	Circuits	21	1	5%	83	54
Overhead Transmission Goals						
Tower Helicopter Inspections	Number of Towers	0	500	N/A	500	500
Tower Ground Detail Inspections	Number of Towers	125	109	87%	300	109
Substations Goals						
Breaker Maintenance	Breakers	225	225	100%	855	637
Transformer Maintenance	Transformers	7	2	29%	71	71
Station Battery Maintenance	Batteries	240	239	100%	960	723
Station Relay Maintenance	Relays	400	384	96%	1,578	1,354
Station Inspections	Sites	516	516	100%	2,064	1,548
Underground Distribution Goals						
Manhole Inspections	Manholes	70	83	119%	720	698
Network Vault Inspections	Ntwk Vault Sites	75	41	55%	270	270
Network Protector Inspections	Ntwk Protectors	150	71	47%	586	489
Network Transformer Inspections	Ntwk Tfmrs	150	71	47%	586	489
Underground Transmission Goals						
Pressurization and Cathodic Protection Plant Inspection	Work Packages	14	26	186%	52	52
Vegetation Management Goals						
Overhead Line Clearance	Circuit Overhead Miles	340	259	76%	1,300	825
	Total Units	**9,089**	**11,210**	**123%**	**28,109**	**22,525**

(e)(7) Quarterly and year-to-date information on budgeted versus actual transmission and distribution operation and maintenance expenditures in total and detailed by the EDC's own functional account code or FERC account code as available.

For the Three Months Ended September 30, 2013 (Quarter-to-date)
Favorable/ (Unfavorable)

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	15,983,649	1,738,491	3,588,916	15,993,688	6,689,650	11,933,815	55,928,209
Total Budget	15,926,650	2,919,018	3,811,808	15,926,292	5,863,531	10,899,738	55,347,037
Variance	(56,999)	1,180,527	222,892	(67,396)	(826,119)	(1,034,077)	(581,172)

*Includes Finance, Office of General Counsel and Senior Management Costs

O&M overspend for the three months ended September 30, 2013 is due costs associated with the implementation of new customer care and billing system and the timing of other expenditures. These unfavorable variances are partially offset by the timing of certain transmission maintenance and vegetation management projects.

For the Six Months Ended September 30, 2013 (Year-to-date)
Favorable/ (Unfavorable)

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	39,515,352	7,312,643	10,572,226	44,486,476	18,072,340	38,251,685	158,210,722
Total Budget	42,652,872	8,658,148	10,669,360	47,762,643	17,708,376	33,859,973	161,311,372
Variance	3,137,520	1,345,505	97,134	3,276,167	(363,964)	(4,391,712)	3,100,650

*Includes Finance, Office of General Counsel and Senior Management Costs

The year to date O&M underspend is due to the timing of expenditures. These favorable budget variances are partially offset by costs associated with the implementation of a new customer care and billing system.

(e)(8) Quarterly and year-to-date information on budgeted versus actual transmission and distribution capital expenditures in total and detailed by the EDC's own functional account code or FERC account code as available.

For the Three Months Ended September 30, 2013 (Quarter-to-date)
Favorable/ (Unfavorable)

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	1,098,513	2,608	2,643,427	36,258,653	13,106,525	8,723,608	61,833,334
Total Budget	1,311,512	0	3,056,380	51,574,564	7,157,407	6,947,362	70,047,225
Variance	212,999	(2,608)	412,953	15,315,911	(5,949,118)	(1,776,246)	8,213,891

*Includes Finance, Office of General Counsel and Senior Management Costs

For the Six Months Ended September 30, 2013 (Year-to-date)
Favorable/ (Unfavorable)

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	2,194,995	4,141	7,518,540	102,611,091	31,207,340	28,500,826	172,036,933
Total Budget	2,133,866	0	8,377,807	147,043,356	27,987,559	21,209,232	206,751,820
Variance	(61,129)	(4,141)	859,267	44,432,265	(3,219,781)	(7,291,594)	34,714,887

*Includes Finance, Office of General Counsel and Senior Management Costs

The year to date Capital underspend is due to the timing of spend related to a municipal road project, as well as, lower than historical costs associated with customer work, the timing of facilities upgrades, and the timing associated with several system improvement projects.

Duquesne Light Company's Transmission and Distribution Operating and Maintenance (e)(7) and Transmission and Distribution Capital (e)(8) Budgets and Expenditures consist of the following work elements:

- Restoration of Service costs includes expenses to restore service to customers during storm-related events, and restoration from outages caused by system and component equipment failures.

- Customer Commitment costs includes expenses to satisfy residential, commercial, industrial and governmental initiated work requests.

- System Maintenance costs include expenses for programmed preventive and corrective maintenance work.

- System Improvement costs include expenses incurred to provide load relief in growth areas identified through system assessment, as well as continued targeted replacement of systems and components based on maintenance findings and trended useful life.

- Utility costs required to enhance and maintain systems and processes necessary in support of the utility operations including metering systems, technology development to satisfy hardware and system application needs, transmission and distribution planning, all revenue cycle processes and all Operations support and Administrative and General expenses.

(e)(9) **Dedicated staffing levels for transmission and distribution operation and maintenance at the end of the quarter, in total and by specific category (e.g. linemen, technician, and electrician).**

Telecom	Electronic Technician	10
	Sr. Electronic Tech	10
	Telecom Splicer/Trouble	4
	Test Table Tech	0
	Total	**24**
Substation	Electrical Equipment Tech	20
	Protection & Control Tech	26
	Sr. Elec. Equipment Tech	9
	Total	**55**
Underground	Journey Apprentice	5
	Driver Helper	0
	UG Inspector	5
	Journey UG Splicer	17
	Sr. UG Splicer	7
	UG Cable Tester/Installer	6
	Sr. UG Mechanic	3
	Network Operator	9
	Total	**52**
Overhead	Apprentice T&D	53
	Rigger Specialist	5
	Equipment Attendant	1
	Equipment Material Handler	4
	Field Inspector	4
	Journey Lineworker	84
	Restricted HS Lineworker	15
	Rigger Crew Leader	1
	Service Crew Leader	3
	Shop Mechanic 2 Rigger	0
	Yard Group Leader	4
	Sr. Lineworker	54
	Distribution Tech	8
	Total	**236**
Street Light Changers	**Total**	**6**
Mobile Worker	**Total**	**3**

(e)(9) (Continued)

Engineering	Drafter	0
	General Clerk - Grad	13
	General Technician	0
	GIS Technician	5
	Head File Record Clerk	1
	Survey Instrument	3
	Right of Way Agent A	4
	Sr. Technician	10
	T&D Mobile Worker	7
	Technician A	2
	Technician B	6
	Technician C	7
	Test Technician, Mobile	6
	Total	**64**
Service Center Technician	Sr. Technician	6
	Technician	1
	Total	**7**
Traveling Operator/Troubleshooter	Senior Operator	28
	Traveling Operator	6
	Troubleshooter 1/C	7
	Troubleshooter	10
	Total	**51**
Load Dispatcher	**Total**	**12**
Meter Technician	Meter Technician	3
	Sr. Meter Technician	26
	Total	**29**
Meter Reader	**Total**	**13**
Customer Service Representatives	Autodialing Operator	9
	Customer Service Rep	115
	Word Processing Clerk	3
	Sr. Customer Service	5
	Telephone Switchboard	0
	Total	**132**
Admin/Supervisory/Mgmt	**Total**	**405**
	TOTAL	**1,089**

(e)(10) Quarterly and year-to-date information on contractor hours and dollars for transmission and distribution operation and maintenance.

(Confidential information redacted)

3rd Quarter 2013

Contractor Dollars:
Contractor Hours:

YTD 2013

Contractor Dollars:
Contractor Hours:

(e)(11) Monthly call-out acceptance rate for transmission and distribution maintenance workers presented in terms of both the percentage of accepted call-outs and the amount of time it takes the EDC to obtain the necessary personnel. A brief description of the EDC's call-out procedure should be included when appropriate.

Call-Out Acceptance Rate – 3rd Quarter 2013

Month	Accepts	Refusals	Total	Percentage
July	234	366	600	39%
August	71	149	220	32%
September	98	116	214	46%

Amount of Time it Takes to Obtain the Necessary Personnel – 3rd Quarter 2013

Month	Total Callout Events	Necessary Personnel Accepting	Average Minutes:Seconds per Callout Event	Average Minutes:Seconds per Individual called
July	74	236	5:36	1:23
August	37	71	6:29	1:23
September	34	98	3:15	1:18
3rd Quarter 2013				
2013 YTD	**462**	**1,313**	**4:20**	**1:20**

ATTACHMENT A

(e)(3) **Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) and other pertinent information such as customers served, number of interruptions, customer minutes interrupted, number of lockouts, and so forth, for the worst performing 5% of the circuits in the system.**

Circuit	Name	Service Center	Device	Lockouts	Circuit Connected KVA	Last Outage	Total Ckt KVA-Minutes	Total Ckt KVA Interrupted	SAIDI	SAIFI	CAIDI
4279	Squaw Run	Edison	BKR	7	3,767	07/10/13	3,163,813	18,481	840	4.91	171
4517	Sandy Creek	Penn Hills	BKR	6	6,195	09/09/13	7,330,215	45,595	1,183	7.36	161
23690	B.I.	Preble	WA395	5	22,182	03/27/13	3,925,407	43,106	177	1.94	91
22869	Midland-Cooks Fry	Raccoon	R100-131571	4	37,666	7/19/13	21,629,333	111,810	574	2.97	193
23701	North	Edison	BKR	4	16,740	09/12/13	7,348,846	34,516	439	2.06	213
4852	Conway	Raccoon	BKR	4	1,754	09/12/13	1,191,364	9,297	679	5.30	128
23716	Pine Creek	Edison	BKR	4	30,534	09/10/13	5,942,757	43,850	195	1.44	136
23640	Midland	Raccoon	BKR	5	27,835	08/18/13	8,188,331	66,079	294	2.37	124
23862	Wilson	McKeesport	EA663	4	33,843	07/17/13	12,964,318	58,988	383	1.74	220
23867	Wildwood	Edison	R100-134629	4	27,955	07/16/13	9,243,885	34,888	331	1.25	265
23950	Wilkinsburg	Penn Hills	BKR	4	16,022	07/16/13	8,268,536	109,494	516	6.83	76
4423	Spring Garden	Preble	BKR	4	3,482	06/28/13	2,951,176	20,063	848	5.76	147

Circuit	Name	Service Center	Device	Lockouts	Circuit Connected KVA	Last Outage	Total Ckt KVA-Minutes	Total Ckt KVA Interrupted	SAIDI	SAIFI	CAIDI
4135	Eastwood	Penn Hills	BKR	4	2,293	06/25/13	714,962	10,334	312	4.51	69
4136	Eastwood	Penn Hills	BKR	4	3,697	06/25/13	2,011,678	23,425	544	6.34	86
4138	Robinson	Penn Hills	BKR	4	1,062	06/25/13	213,462	3,186	201	3.00	67
4139	Robinson	Penn Hills	BKR	4	1,672	06/25/13	336,072	5,016	201	3.00	67
4154	Long	Penn Hills	BKR	4	4,257	07/16/13	4,785,441	17,046	1,124	4.00	281
4155	Long	Penn Hills	BKR	4	3,941	07/16/13	8,715,755	17,223	2,212	4.37	506
4718	Sheffield	Raccoon	R100-185330	4	5,198	04/24/13	377,706	8,310	73	1.60	45
23750	Dravosburg	McKeesport	EA14	3	34,751	05/07/13	2,731,626	24,742	79	0.71	110
23713	Pine Creek	Edison	WA1004	3	27,660	04/10/13	11,796,199	73,607	426	2.66	160

UPS CampusShip: View/Print Label

1. **Ensure there are no other shipping or tracking labels attached to your package.** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.

2. **Fold the printed sheet containing the label at the line so that the entire shipping label is visible. Place the label on a single side of the package and cover it completely with clear plastic shipping tape. Do not cover any seams or closures on the package with the label.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. **GETTING YOUR SHIPMENT TO UPS**
   UPS locations include the UPS Store®, UPS drop boxes, UPS customer centers, authorized retail outlets and UPS drivers.
   Schedule a same day or future day Pickup to have a UPS driver pickup all your CampusShip packages.
   Hand the package to any UPS driver in your area.
   Take your package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS Return Services(SM) (including via Ground) are also accepted at Drop Boxes. To find the location nearest you, please visit the Resources area of CampusShip and select UPS Locations.

   Customers with a Daily Pickup
   Your driver will pickup your shipment(s) as usual.

FOLD HERE