



Orange & Rockland
 a ConEdison, Inc. company
 (845) 577-3692

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Orange Rockland Utilities, Inc.
 390 West Route 59
 Spring Valley NY 10977-5300
 www.oru.com

January 29, 2004

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 SECRETARY'S BUREAU

Pennsylvania Public Utility Commission
 Attention: Secretary James J. McNulty
 P.O. Box 3265
 Harrisburg, PA 17105-3265

DOCUMENT

Re: February 1, 2004 Quarterly Report for Pike County Light and Power
 PUC Docket No. L-00030161; Rulemaking Re Amending Electric Service
 Reliability Regulations At 52 Pa. Code Chapter 57

Dear Secretary McNulty:

Pike County Light & Power Company ("Pike") hereby submits six copies of its February 1, 2004 quarterly report as set forth in the Pennsylvania Public Utility Commission's ("Commission, PUC") Docket No. L-00030161 proposed Rulemaking Re Amending Electric Service Reliability Regulations At 52 Pa. Code Chapter 57 ("Order"), and as per your letter dated September 8, 2003, clarifying the quarterly reporting requirement timeframes as set forth in Annex A at Section 57.195(d) of the Order.

As such, Pike's quarterly reporting requirements, as set forth in Section 57.195(e) (1) (2) and (5) of the Order, are attached.

Please contact me if you have any questions regarding this report or require any additional information.

Very truly yours,

Angelo M. Regan, P.E.
 Chief Distribution Engineer
 Pike County Light and Power
 (Orange and Rockland Utilities, Inc.)

cc: Office of Consumer Advocate
 Office of Small Business Advocate

Attachments

2

SECRETARY'S BUREAU

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**Pike County Light and Power Company
(Orange and Rockland Utilities, Inc.)**

Fourth Quarter Report

2003

Pike County Light and Power Company
Fourth Quarter Report

2003

Major Events

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There were two major events for the 4th quarter of 2003.

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<u>Date</u>	<u>Circuit</u>	<u>Cause</u>	<u>Customers Affected</u>	<u>Cust Min of Interr</u>
11/05/2003	L 7-6-34	Equip Failure	2,828	107,464
11/13/2003	Various	Storm # 5	1,727	393,892

**Pike County Light and Power Company
Fourth Quarter Report**

2003

Interruption Data

Year	Mth	Customers Served Month	Customers Served Y-T-D	Customers Served Rolling 12	Interr Month	Interr Y-T-D	Interr Rolling 12	Customers Affected Month	Customers Affected Y-T-D	Customers Affected Rolling 12	Cust Min Interr Month	Cust Min Interr Y-T-D	Cust Min Interr Rolling 12
2003	1	4,277	4,277	4,257	1	1	69	11	11	4,464	10,989	10,989	1,007,085
2003	2	4,282	4,280	4,260	6	7	72	95	106	4,091	8,432	19,421	977,740
2003	3	4,292	4,284	4,264	2	9	68	14	120	3,724	4,637	24,058	954,817
2003	4	4,296	4,287	4,269	1	10	64	13	133	3,450	1,599	25,657	917,853
2003	5	4,299	4,289	4,273	5	15	67	65	198	3,415	9,535	35,192	918,653
2003	6	4,335	4,297	4,280	6	21	55	614	812	3,171	126,546	161,738	883,066
2003	7	4,335	4,302	4,287	10	31	59	270	1,082	2,899	39,328	201,066	815,279
2003	8	4,348	4,308	4,295	5	36	60	150	1,232	2,649	32,730	233,796	617,108
2003	9	4,349	4,313	4,302	7	43	58	373	1,605	2,665	54,920	288,716	481,530
2003	10	4,354	4,317	4,309	8	51	63	368	1,973	2,834	83,679	372,395	539,983
2003	11	4,352	4,320	4,316	4	55	59	274	2,247	2,595	42,210	414,605	513,190
2003	12	4,342	4,322	4,322	1	56	56	3	2,250	2,250	240	414,845	414,845

**Pike County Light and Power Company
Fourth Quarter Report**

2003

Performance Ratios

Year	Month	Frequency Month (SAIFI)	Frequency Y-T-D (SAIFI)	Frequency Rolling 12 (SAIFI)	Restoration Month (CAIDI)	Restoration Y-T-D (CAIDI)	Restoration Rolling 12 (CAIDI)	Duration Month (SAIDI)	Duration Y-T-D (SAIDI)	Duration Rolling 12 (SAIDI)
2003	1	0.00	0.00	1.05	999	999	226	3	3	237
2003	2	0.02	0.02	0.96	89	183	239	2	5	230
2003	3	0.00	0.03	0.87	331	200	256	1	6	224
2003	4	0.00	0.03	0.81	123	193	266	0	6	215
2003	5	0.02	0.05	0.80	147	178	269	2	8	215
2003	6	0.14	0.19	0.74	206	199	278	29	38	206
2003	7	0.06	0.25	0.68	146	186	281	9	47	190
2003	8	0.03	0.29	0.62	218	190	233	8	54	144
2003	9	0.09	0.37	0.62	147	180	181	13	67	112
2003	10	0.08	0.46	0.66	227	189	191	19	86	125
2003	11	0.06	0.52	0.60	154	185	198	10	96	119
2003	12	0.00	0.52	0.52	80	184	184	0	96	96

**Pike County Light and Power Company
Fourth Quarter Report**

2003

Fourth Quarter Cause Analysis

Cause	Interr Qtr	Interr Qtr (%)	Interr Y-T-D	Interr Y-T-D (%)	Cust Aff Qtr	Cust Aff Qtr (%)	Cust Aff Y-T-D	Cust Aff Y-T-D (%)	Cust Min Qtr	Cust Min Qtr (%)	Cust Min Y-T-D	Cust Min Y-T-D (%)
Animal Contact	1	7.7%	2	3.6%	3	0.5%	4	0.2%	240	0.2%	396	0.1%
Tree Contact	6	46.2%	29	51.8%	350	54.3%	1,560	69.3%	67,571	53.6%	281,880	67.9%
Overload	0	0.0%	1	1.8%	0	0.0%	4	0.2%	0	0.0%	956	0.2%
Work Error	0	0.0%	1	1.8%	0	0.0%	1	0.0%	0	0.0%	48	0.0%
Equipment Failure	4	30.8%	8	14.3%	116	18.0%	202	9.0%	32,120	25.5%	43,316	10.4%
Non-Company Accidents	0	0.0%	7	12.5%	0	0.0%	102	4.5%	0	0.0%	31,100	7.5%
Pre-Arranged	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Cust Equipment	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Lightning	0	0.0%	3	5.4%	0	0.0%	147	6.5%	0	0.0%	26,523	6.4%
Unknown/Other	2	15.4%	5	8.9%	176	27.3%	230	10.2%	26,198	20.8%	30,626	7.4%
All Causes	13	100.0%	56	100.0%	645	100.0%	2,250	100.0%	126,129	100.0%	414,845	100.0%

Note: Hurricane Isabel went through our entire service territory on September 19-20.
High winds created tree problems, but did not meet the 10% customers affected criteria to satisfy as a major event

There is a Distribution Tree Trimming Program in place based upon a three-year cycle as fully explained in the *Service Reliability Filing for 2002 System Performance*.



411 Seventh Avenue
Pittsburgh, PA 15219

ORIGINAL

January 30, 2004

Mr. James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, Pennsylvania 17105-3265

DOCUMENT

Dear Mr. McNulty:

Enclosed for filing please find an original and six (6) copies of Duquesne Light Company's reliability report for the quarter ended December 31, 2003 submitted in compliance with the Commission's Secretarial letter dated September 8, 2003 and in response to the Proposed Rulemaking at L-00030161.

This filing is made without admission against or prejudice to any factual or legal position which Duquesne Light may assert in the referenced Proposed Rulemaking or any other proceeding.

If you have any questions regarding the information provided, please contact me at (412) 393-6334.

Sincerely,

Nancy J. D. Krajovic
Manager, Regulatory Affairs

Enclosures

- c: Ms. K. O. Moury - Bureau of CEEP
- Mr. I. A. Popowsky - Office of Consumer Advocate
- Ms. W. R. Lloyd - Office of Small Business Advocate

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**DUQUESNE LIGHT COMPANY
QUARTERLY RELIABILITY REPORT
Fourth Quarter, 2003**

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JAN 30 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

Jeffrey L. Coward - General Manager, Asset Management
(412) 393-8944, jcoward@duqlight.com

Nancy J. Krajovic - Manager, Regulatory Affairs
(412) 393-6334, nkrajovic@duqlight.com

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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

There were no major events during the fourth quarter of 2003.

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(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				
Year	SAIDI	SAIFI	CAIDI	MAIFI
2000	109	1.26	87	*
2001	79	1.02	78	*
2002	121	1.32	92	*
Benchmark	126	1.17	108	
12 Month Standard	182	1.40	130	
2003 4Q (Rolling 12 mo)	110	1.30	85	*

* Sufficient information to calculate MAIFI is unavailable at this time.

(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. (Continued)

Data used in calculating the indices

Total KVA interrupted for the period:	9,981,201 KVA
Total KVA-minutes interrupted:	1,112,237,215 KVA-Minutes
System connected load as of 12/31/03:	6,311,039 KVA
Impact of June 8, 2003 Major Event:	1,061,482 KVA (16.8% of system load) 251,032,283 KVA-minutes
Impact of July 7, 2003 Major Event:	711,507 KVA (11.3% of system load) 165,535,703 KVA-Minutes

Formulas used in calculating the indices

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

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

CAIDI = SAIDI/SAIFI

(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.

Circuit	Connected KVA	KVA Minutes Interrupted	KVA Interrupted	Circuit SAIDI	Circuit SAIFI	Circuit CAIDI
Midland-Cooks Ferry	22869 34,326	47,904,333	241,055	1,396	7.02	199
Raccoon	23620 38,191	12,841,890	121,092	336	3.17	106
Raccoon	23622 37,650	13,353,745	133,326	355	3.54	100
Sewickley	23630 32,967	35,603,175	239,198	1,080	7.26	149
Ambridge	23635 30,062	2,973,357	39,958	99	1.33	74
Phillips	23660 28,195	9,221,419	113,904	327	4.04	81
Montour	23670 32,500	19,612,548	150,733	603	4.64	130
Montour	23674 33,230	39,515,914	164,770	1,189	4.96	240
Montour	23675 34,180	5,157,692	106,061	151	3.10	49
Woodville	23683 42,680	14,528,542	84,819	340	1.99	171
North	23704 30,200	9,510,774	99,610	315	3.30	95
Pine Creek	23710 29,338	3,309,888	86,932	113	2.96	38
Pine Creek	23715 31,490	11,767,028	59,426	374	1.89	198
Wilmerding	23760 39,320	5,050,369	89,871	128	2.29	56
Valley	23783 37,442	5,398,570	68,334	144	1.83	79
Elwyn	23805 23,977	23,058,937	353,379	962	14.74	65
Arsenal	23840 42,005	5,582,551	99,588	133	2.37	56
Mount Nebo	23870 28,855	16,946,480	189,228	587	6.56	90
Rankin	23880 46,813	1,641,855	68,420	35	1.46	24
Plum	23902 21,885	6,974,213	82,012	319	3.75	85
Logans Ferry	23920 38,743	30,369,311	377,179	784	9.74	81

Circuit performance is based on an annual statistical evaluation performed by a SGS Statistical Services. Scores are assigned to each circuit based on time-weighted, multi-year outage data. The composite scores include analysis of outage duration, outage frequency, mean time between failures, and customers served by each circuit.

Additionally, throughout the year, Duquesne Light's Asset Management group monitors the number of operations of automatic devices (circuit breakers, sectionalizers, reclosers, and fuses) to identify smaller pockets experiencing frequent outages. This analysis goes beyond the overall circuit level, and is a proactive method of addressing small areas before they begin to affect circuit or system performance indices. This information is used throughout the year to plan and prioritize additional reliability projects. Projects identified by this method are rolled into the work plan on an ongoing, dynamic basis.

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

Circuit	Remedial Actions Planned or Taken
Midland-Cooks Ferry	22869Vegetation Management completed in 2002.
Raccoon	23620Circuit D23662 is being designed to reduce exposure and connected KVA on this circuit. Overloaded step-down transformers have been addressed as well as adding capacitors to the circuit. Vegetation Management tentatively set for 2004.
Raccoon	23622Included in the 2003 circuit ownership program to investigate equipment on the circuit and make appropriate repairs. Reviewing proposed load transfer to D23621. Relieved overloaded step-down transformers.
Sewickley	23630Vegetation Management completed in 2003. Installed new sectionalizer to segment load. Piloted lateral line fusing project on this circuit and eliminated instantaneous breaker trips to reduce momentaries, allow faster problem resolution and reduce circuit exposure to vegetation issues.
Ambridge	23635Vegetation Management completed in 2003.
Montour	23670New circuit Findlay D23613 is being installed to reduce exposure and connected KVA on this circuit. The instantaneous breaker trip was eliminated in January 2004. An infrared survey was performed in July, 2003 and all identified problems needing corrective maintenance were completed.
Montour	23674Part of 2003 circuit ownership program to investigate equipment on the circuit and make appropriate repairs.
Montour	23675New circuit Findlay D23613 is being installed to reduce exposure and connected KVA on this circuit. Relieved overloaded step-down transformers on this circuit.
Woodville	23683Vegetation Management completed in 2002. Scheduled for lateral line fusing project to eliminate instantaneous breaker trips and reduce momentaries, which will allow faster problem resolution and reduce circuit exposure to vegetation issues.
North	23704Vegetation Management completed in 2003. New Wildwood substation is being planned near this circuit, which will allow reduced exposure and connected KVA on this circuit.
Pine Creek	23710New circuit Pine Creek D23718 is planned to reduce exposure and connected KVA on this circuit.
Pine Creek	23715New Wildwood substation is being planned near this circuit, which will allow reduced exposure and connected KVA on this circuit. Vegetation Management tentatively set for 2004.
Wilmerding	23760New Port Perry substation is being built near this circuit, which will provide new circuit Port Perry D23970 to greatly reduce this circuit's exposure and connected KVA.
Valley	23783Vegetation Management completed in 2002. Scheduled for lateral line fusing project to eliminate instantaneous breaker trips and reduce momentaries, which will allow faster problem resolution and reduce circuit exposure to vegetation issues.
Elwyn	23805Vegetation Management completed in 2002. Two new South Hills circuits (D23856, D23857) were energized in 2003 to reduce exposure and connected KVA on this circuit.
Arsenal	23840Extended circuit Arsenal D23844 to reduce exposure and connected KVA from this circuit. Vegetation Management tentatively set for 2004.
Mount Nebo	23870Repaired sectionalizer that had misoperated. Vegetation Management completed in 2003. New circuit Mount Nebo D23871 is planned to reduce exposure and connected KVA on this circuit.
Rankin	23880New Homestead substation is being built near this circuit, which will provide new circuits to greatly reduce this circuit's exposure and connected load.
Plum	23902Part of the 2003 circuit ownership program to investigate equipment on the circuit and make appropriate repairs. Evergreen D23954 was energized in December 2002, which greatly reduces exposure and connected KVA. Lateral fusing was completed in late 2003 and elimination of instantaneous breaker trips is scheduled for 2004.
Logans Ferry	23920Vegetation Management completed in 2002. Future distribution circuits out of Logans Ferry Substation for the Oakmont elimination and proposed California Substation will greatly reduce exposure and connected KVA.

(e)(4) (continued)

In addition to the specific circuit items mentioned above, a program to ensure that the distribution system is ready to withstand the heat and storm season was developed for implementation during the first quarter of 2003. This program's focal points included ensuring that automatic switching devices are in good working order; addressing small groups of customers experiencing repeated outages; and the development of a long-term plan for addressing underground cable failures.

As a direct result of this program, we have performed nearly 1200 preventive and corrective maintenance projects on automatic sectionalizers and reclosers, completed outage-related projects in nine neighborhoods served by stepdown transformers, and scheduled and completed three major underground maintenance projects.

(e)(5) A breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages 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.

October 1, 2003 through December 31, 2003

Cause	No of Outages	Outage Percentage	KVA Total	KVA Percentage	KVA-Minute Total	KVA-Minute Percentage
Tree (Falling Limb or Tree)	91	13.9%	83,769	4.6%	11,097,929	6.9%
Tree Growth and Contact	41	6.3%	93,783	5.2%	10,927,233	6.8%
Storms	185	28.2%	619,824	34.1%	64,233,691	40.1%
Equipment Failures	210	32.0%	792,958	43.6%	52,522,103	32.8%
Unknown	30	4.6%	39,552	2.2%	2,367,619	1.5%
Vehicles	39	5.9%	71,124	3.9%	7,621,418	4.8%
Loss of Supply	2	0.3%	18,922	1.0%	6,563,072	4.1%
Overload	34	5.2%	51,101	2.8%	2,359,993	1.5%
Animal Contact	5	0.8%	4,305	0.2%	437,574	0.3%
Maintenance	2	0.3%	75	0.0%	1,528	0.0%
Fire	1	0.2%	25	0.0%	3,625	0.0%
Overhead Contact	4	0.6%	552	0.0%	93,945	0.1%
Human Error	2	0.3%	31,064	1.7%	1,336,267	0.8%
Safety & Testing	0	0.0%	0	0.0%	0	0.0%
Vandalism	0	0.0%	0	0.0%	0	0.0%
Customer Req/Eqpt	7	1.1%	808	0.0%	75,801	0.0%
Miscellaneous	3	0.5%	9,062	0.5%	656,840	0.4%
Total	656	100.0%	1,816,922	100.0%	160,298,637	100.0%

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

Fourth Quarter 2003
Actual: \$9,185,617
Budget: \$7,125,000

December 2003 YTD
Actual: \$29,074,483
Budget: \$28,500,000

(e)(7) Quarterly and year-to-date information on budgeted versus actual transmission and distribution operation and maintenance expenditures.

Fourth Quarter 2003
Actual: \$25,111,876
Budget: \$22,015,216

December 2003 YTD
Actual: \$90,232,807
Budget: \$89,650,048

(e)(8) Quarterly and year-to-date information on budgeted versus actual transmission and distribution capital expenditures.

Fourth Quarter 2003
Actual: \$19,880,978
Budget: \$17,784,264

December 2003 YTD
Actual: \$71,708,995
Budget: \$71,775,055

(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).

Telecommunication	33
Substation	55
Underground	66
Overhead	206
Engineering	58
Service Center Tech	15
Traveling Operator/Troubleshooter	55
Metering	47
Subtotal:	535
Admin/Supervisory/Management	515

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

Fourth Quarter 2003

Actual: \$6,957,878
Budget: \$4,859,244

December 2003 YTD

Actual: \$21,686,382
Budget: \$21,032,000

Note: Data regarding contractor hours is not currently available.

(e)(11) Monthly call-out acceptance rate for transmission and distribution maintenance workers.

October 2003	44%	(88 accepts, 111 refusals)
November 2003	53%	(118 accepts, 103 refusals)
December 2003	44%	(163 accepts, 206 refusals)



An Exelon Company

PECO Energy Company
2301 Market Street
P.O. Box 8699
Philadelphia, PA 19101-8699

Telephone 215.841.4000
www.exeloncorp.com

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JAN 30 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

February 2, 2004

Via Federal Express
Mr. James McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Second Floor
Harrisburg, Pennsylvania 17120

DOCUMENT

Re: PECO Energy 2003 Quarterly Reliability Report for the Period Ending December 31, 2003 filed with the Pennsylvania Public Utility Commission. Submitted Pursuant to September 8, 2003 Secretarial Letter.

Dear Secretary McNulty:

In accordance with the September 8, 2003 Secretarial Letter issued at PUC Docket L-00030161, attached please find an original and six copies of PECO Energy's quarterly reliability report. It is PECO Energy's position that the September 8th Secretarial Letter effectively modifies the existing regulation (52 Pa. Code 57.195(d)) relating to reliability reporting requirements, but that such regulations may only be modified through a formal rulemaking proceeding. Nonetheless, pending finalization of the Proposed Rulemaking in the above-captioned docket, PECO Energy has made a good-faith effort to comply with the directive of the September 8th letter and attached this report.

PECO Energy has filed comments to the Proposed Rulemaking Order, which was published on October 4, 2003, concerning the proper scope of reported reliability data. In providing this report, PECO Energy does not waive its right to challenge the directive of the September 8th Secretarial Letter. Because portions of the report contain sensitive and proprietary information, PECO Energy is filing two versions of the report, one public and one proprietary. PECO Energy requests that the proprietary report, which has been separated and clearly marked with a "Confidential and Proprietary" header on each page, be kept confidential pursuant to the provision of 52 PA. Code 5.423. If you have any further questions, please do not hesitate to contact me at 215-841-5316.

Sincerely,

Brian D. Crowe

Cc: Office of Consumer Advocate
Office of Small Business Advocate

enclosure

PECO Energy
2003 Quarterly Reliability Report for the Period Ending December 31, 2003
filed with the Pennsylvania Public Utility Commission
 Submitted per September 8, 2003 Secretarial Letter

1. Major Events:

PECO Energy experienced one major event during the 4th quarter, when a wind storm caused extensive electric service outages through high winds and the resultant downed and broken trees.

Start time of event: 3:33 a.m. on November 13th

End time of event: 11:59 p.m. on November 15th

The end time is the time of occurrence of the last outage event that was considered to be part of the major event. Restoration continued after the occurrence of this outage.

Sustained customer interruptions: 172,100

Momentary customer interruptions: 61,272

Total 233,372

Modified procedures: A critique of this event has been completed. The determination of procedure modifications is in progress.

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2. Rolling 12-Month System Reliability Indices for the Quarter:

01/01/03 to 12/31/03

PECO Customers	Sustained Customer Interruptions	Sustained Customer Hours	Momentary Customer Interruptions	Sustained Customer Minutes	SAIFI	CAIDI	SAIDI	MAIFI
1,602,490	1,600,471	2,755,000	1,595,298	165,300,000	1.00	103	103	1.00

The number of customers shown is as of 12/31/03, the end of the analysis period.

3. Worst Circuits Program:

PECO Energy has a program to address problems on the 5% of its circuits that are considered the worst from a reliability perspective. Out of 2,210 circuits, 110 would require analysis and, if necessary, problem mitigation to meet the 5% mark. PECO Energy rounds this number up to 120 circuits per year, or 10 circuits per month.

In an attempt to be more responsive to customers' concerns about reliability, PECO Energy instituted a pilot worst circuits program in 2003 under which the 10 worst circuits are identified each month and problem resolution is expedited. By the end of the year, 120 circuits will have been identified, with repairs following as quickly as practicable. This pilot program was selected over the one followed in 2002, under which 120 circuits were identified at the beginning of the year and repairs were scheduled throughout the year to levelize the workload. The 2003 pilot program is designed to significantly reduce the time to resolve reliability issues.

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The measures used to rank circuits are:

1. contribution to system SAIFI,
2. frequency of interruptions to customers on the circuit (circuit SAIFI), and
3. number of customers experiencing at least 4 interruptions in six months.

Contribution to system SAIFI is measured by the customer interruptions that result from problems on a circuit in 12 months, including customer interruptions on other circuits for which the circuit under review is the supply.

Circuit SAIFI is measured as the SAIFI of the circuit under review, counting interruptions due to events occurring on the circuit directly and interruptions that result from a loss of service from the supply circuit.

The number of customers experiencing at least 4 interruptions in the prior six months is captured in the month in which the customers meet this criterion.

In preparation for its 2004 program, PECO Energy added three measures to its circuit ranking criteria:

1. contribution to system SAIDI
2. circuit SAIDI
3. percent of customers on a circuit experiencing at least 4 interruptions.

Contribution to system SAIDI is measured by the customer interruption hours that result from problems on a circuit in 12 months, including customer interruption hours on other circuits for which the circuit under review is the supply.

Circuit SAIDI is measured as the SAIDI of the circuit under review, counting interruptions due to events occurring on the circuit directly and interruptions that result from a loss of service from the supply circuit.

The period of analysis for customers and percent of customers experiencing at least 4 interruptions was changed to one year.

PECO Energy's worst circuits remediation plan was on track until the arrival of Hurricane Isabel, which caused delays in the program. A recovery plan for the worst circuits program initiated after the hurricane restoration effort put the program back on track by the end of October. Major storms beginning on October 14th and November 13th caused delays in the program late in the year. PECO Energy finished the year slightly behind schedule on the program.

4. Outage Causes:

4th Quarter

Cause	Customer Interruptions	% of Customer Interruptions	Customer Minutes
Animal Contact	9,976	2.7%	934,444
Equipment Failure	70,261	19.1%	8,954,465
Other	128,584	34.9%	12,889,988
Trees	159,291	43.3%	23,088,797

5. Inspections and Maintenance:

Under its formal, comprehensive, predictive and preventive maintenance program, PECO Energy gives every piece of equipment proper maintenance to ensure safe, reliable operation. Vegetation in the proximity of the system is pruned and controlled via a well-funded, well-managed program that protects the electric facilities while respecting the beauty and environmental importance of the vegetation. PECO Energy is constantly searching for new ways to apply emerging technologies to the essential task of performing the best maintenance at the right time.

PECO Energy completed more reliability-related preventive maintenance tasks than planned through the 4th quarter of 2003.

Contact Persons:

Richard M. Cornforth
Manager, T&D Reliability
(215) 841-5843
richard.cornforth@peco-energy.com

Brian D. Crowe
Director, Rates & Regulatory Affairs
(215) 841-5316
brian.crowe@peco-energy.com

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FEB 02 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

February 2, 2004

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA17120

Re: Joint 4th Quarter 2003 Reliability Report – Pennsylvania Power Company,
Metropolitan Edison Company and Pennsylvania Electric Company
Docket No. L-00030161

DOCUMENT

Dear Mr. McNulty,

Enclosed for filing on behalf of Pennsylvania Power Company, Metropolitan Edison Company and Pennsylvania Electric Company (collectively, "Companies") are an original and nine (9) copies of their Joint 4th Quarter 2003 Reliability Report. This Joint Report is being provided pursuant to the Secretarial Letter dated September 8, 2003. Please note that this filing is without prejudice and subject to the Companies' Original and Reply Comments previously submitted in response to the Commission's Tentative Reliability Order and the Companies prospective comments in the Commission's pending Reliability Rulemaking proceeding.

A copy of this Joint Report is being submitted electronically to the Office of Consumer Advocate and the Office of Small Business Advocate.

Sincerely,



Eric J. Dickson
Operations Manager

● ORIGINAL ●

RECEIVED

FEB 02 2004

Pennsylvania Power Company, Pennsylvania Electric Company and Metropolitan Edison Company
4th Quarter Report 2003
Reliability Regulations at 52 Pa. Code Chapter 57
Docket No. L-00030161

PENNSYLVANIA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCKETED
MAR 02 2004

The following Joint Report is filed on behalf of Pennsylvania Power Company ("Penn Power"), Pennsylvania Electric Company ("Penelec") and Metropolitan Edison Company ("Met-Ed") for the fourth quarter of 2003.

1) Rolling 12-Month System Reliability Performance Indices

For the purposes of this Joint Report, all reliability reporting is based upon the Pennsylvania Public Commission's definitions for "momentary outages" and "major events" (outage data excluded as a result of significant events).

The major storm criteria are determined by having 10% of Met-Ed, Penn Power and Penelec's customers out of service for 5 minutes or longer. *It should be noted that the MAIFI numbers and the process for collecting this data are still in the development stage. The 12-month rolling Reliability Performance Indices through December 2003 are as follows:*

	Penn Power *	Penelec **	Met-Ed
SAIFI	1.49	1.27	1.24
CAIDI	128	118	109
SAIDI	190	150	136
Customers Served	155,900	585,100	516,500

* Several weather events during August had a negative impact on the reliability indices for Penn Power.

** Although not a major storm, on January 1, 2003 a 4 day ice storm affected over 36,000 customers causing a negative impact on SAIFI, CAIDI and SAIDI.

2) Rolling 12-Month Circuit Reliability Performance

The rolling 12-month and year to date ("YTD") number of circuits (as a percent of the total number of circuits) meeting the Circuit Reliability Index ("CRI") criteria of 130 or less through December 2003 are as follows:

	Circuits with CRI of 130 or Less	Circuits with CRI of 130 or Less YTD
Penn Power	73%	73%
Penelec	69%	69%
Met-Ed	66%	66%

DOCUMENT

3) Fourth Quarter Major Event Information

	Customers Affected	Major Event	Description
Penn Power		No major events	
Penelec			
	164,000	11/12 @ 20:55 hrs through 11/16 @ 23:59 hrs	High winds
Met-Ed			
	77,000	10/15 @ 0600 hrs through 10/17 @ 0300 hrs	High winds
	67,052	11/13 @ 0200 hrs through 11/15 @ 2359 hrs	High winds

4) Rolling 12-Month Reliability Indices for the Worst 5% of the System Circuits:

Each of the Companies' worst performing circuits is listed with remedial action planned/taken in Attachment A to this Joint Report.

5) Inspection and Maintenance Goals:

Quarterly Reliability Report Fourth Quarter 2003						
Program/Project	Penn Power		Penelec		Met-Ed	
Forestry (a)	Transmission	Distribution	Transmission	Distribution	Transmission	Distribution
Scheduled (Annual)	350 Acres	1200 Miles	5837 Acres	4772 Miles	1714 Acres	4967 Miles
Completed	350 Acres	1200 Miles	7358 Acres	4581 Miles	1619 Acres	3690 Miles (b)
Transmission (e)						
Aerial Patrols (2/yr)	Spring & fall patrol 100% complete		Spring & fall patrol 100% complete		Spring & fall patrol 100% complete	
Groundline Inspections	Completed		None scheduled (c)		None scheduled (c)	
Expenditures (f)	YTD Budget	YTD Actual	YTD Budget	YTD Actual	YTD Budget	YTD Actual
Capital	\$85,000	\$32,000	\$5,342,000	\$1,778,000	\$3,142,000	\$2,703,000
O&M	\$0	\$199,000	\$10,286,000	\$7,493,000	\$7,636,000	\$6,570,000
Substation (e)						
General Inspections	928		5,628		2,128	
Transformers (d)	23		469		232	
Breakers (d)	160		465		446	
Relay Schemes (d)	348		449		880	

Program/Project	Penn Power		Penelec		Met-Ed	
	YTD Budget	YTD Actual	YTD Budget	YTD Actual	YTD Budget	YTD Actual
Expenditures (f)						
Capital	\$1,311,000	\$1,955,000	\$7,332,000	\$6,084,000	\$7,608,000	\$4,594,000
O&M	\$600,000	\$2,158,000	\$5,660,000	\$7,044,000	\$484,000	\$4,845,000
Distribution (e)						
Recloser Inspection (Qtrly)	1st Qtr.	100%	1st Qtr.	100%	1st Qtr.	98%
	2nd Qtr.	100%	2nd Qtr.	100%	2nd Qtr.	99%
	3rd Qtr.	100%	3rd Qtr.	100%	3rd Qtr.	100%
	4th Qtr.	100%	4th Qtr.	99%	4th Qtr.	100%
Capacitor Inspection (Annual)	97%		100%		100%	
Radio-Controlled Switches	Not Applicable		671		14	
Expenditures (f)	YTD Budget	YTD Actual	YTD Budget	YTD Actual	YTD Budget	YTD Actual
Capital	\$13,980,000	\$12,134,000	\$40,717,000	\$33,492,000	\$44,751,000	\$31,717,000
O&M	\$12,341,000	\$17,136,000	\$57,120,000	\$61,269,000	\$43,389,000	\$47,809,000

- a) FirstEnergy's vegetation management program was implemented in 2002 in both Penelec and Met-Ed to ultimately achieve a 4-year distribution and a 5-year transmission cycle. During 2002, Independent Tree Company, a significant contractor employed by Met-Ed, went bankrupt affecting the company's scheduled work in 2002. The circuits not completed in 2002 were completed in 2003. Met-Ed and Penelec still anticipate achieving the 4 and 5 year clearance cycles by year-end 2004.
- b) Completed work has been negatively impacted by the reduced availability of tree contracting personnel (see note a) above). We are working with our contractors to develop action plans to assure timely completion of scheduled work.
- c) There were no transmission groundline inspections scheduled for 2003 for Penelec and Met-Ed in order to transition from a 10-year schedule formerly employed by GPU to the FirstEnergy practice of a 15-year schedule.
- d) The completed substation maintenance of major equipment is reported as completed work only. We are in the process of transitioning from the former GPU maintenance cycles and practices to those of FirstEnergy.
- e) Maintenance units are shown as actual work completed only. Planned maintenance activities are still being refined in SAP to reflect changes in the FirstEnergy Preferred Practices and also as necessary due to the implementation of the new version of SAP to enhance maintenance tracking.
- f) FirstEnergy implemented SAP in 2003 and eliminated the use of an Oracle Database at Penn Power and an older version of SAP at Penelec and Met-Ed. The 3rd Quarter Report expenditures were generated by queries run against a combination of the new SAP and the previous databases. The 3rd Quarter Report expenditure information contained unsubstantiated data that has since been reconciled.

6) Staffing Levels – T&D Operation and Maintenance (Line & Substation – Physical Workers):

	Staffing
Penn Power	91
Penelec	397
Met-Ed	264

7) Contractor Expenses - 4th Quarter:

	Contractor Expense*
Penn Power	\$188,000
Penelec	\$8,657,900
Met-Ed	\$2,392,000

* Includes charges for vegetation management, emergency work, including labor, hotels, meals, etc. which are billed on a lump sum basis and for which hourly information is not readily available.

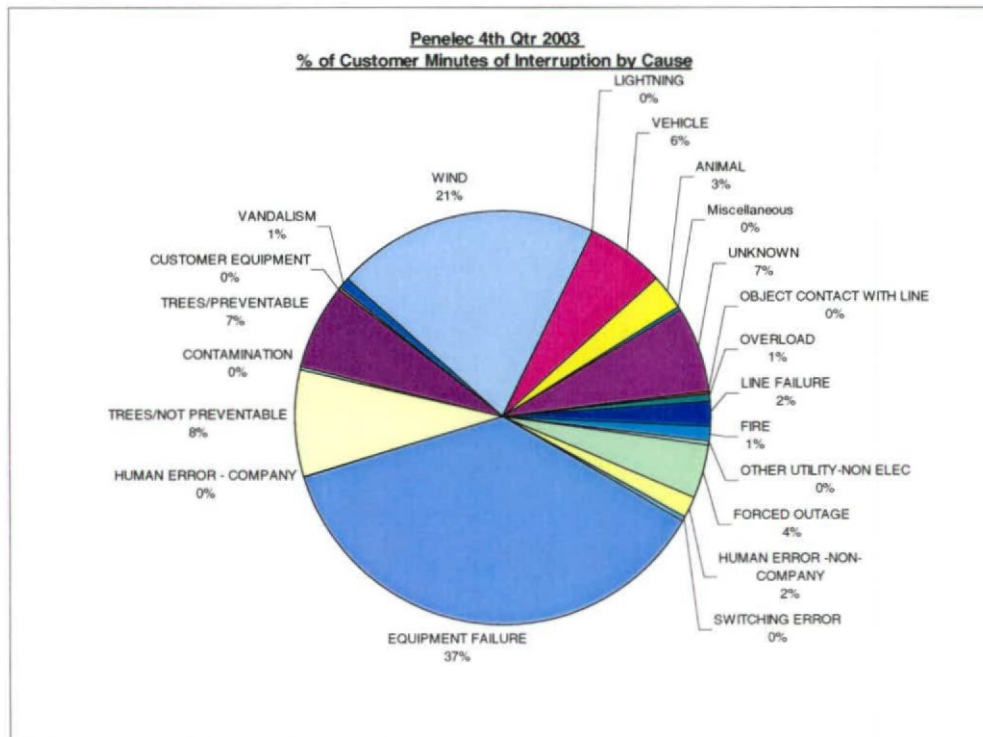
8) Call-out Acceptance Rate:

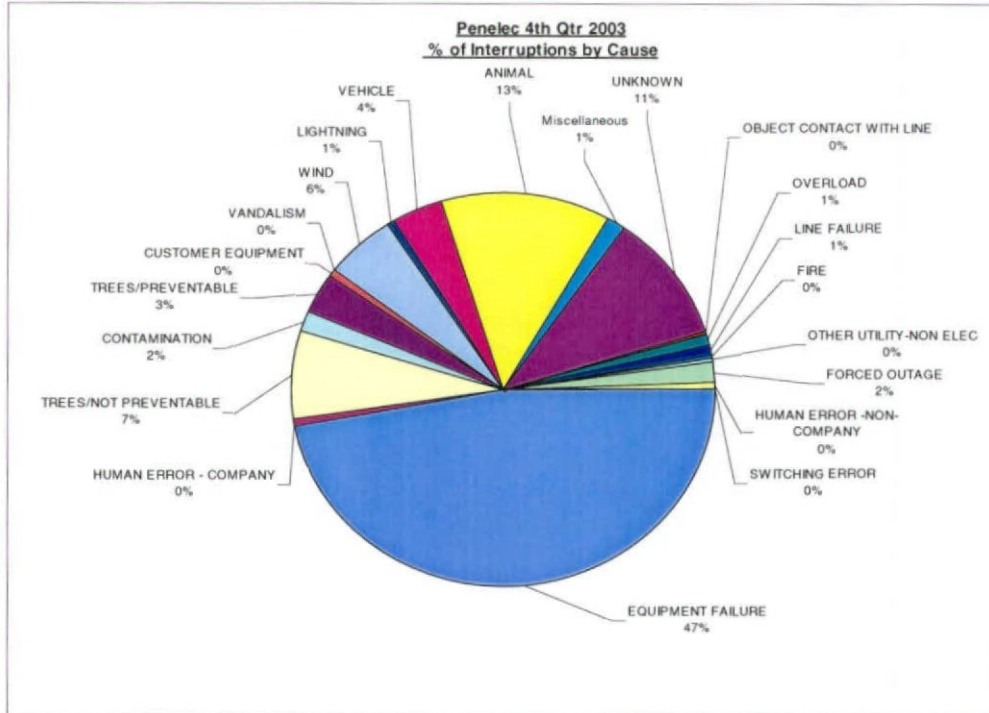
	Call-out Acceptance Rate – YTD - December
Penn Power	72%
Penelec	60%
Met-Ed	48%

Call-out rate is defined as the number of positive responses to total calls.

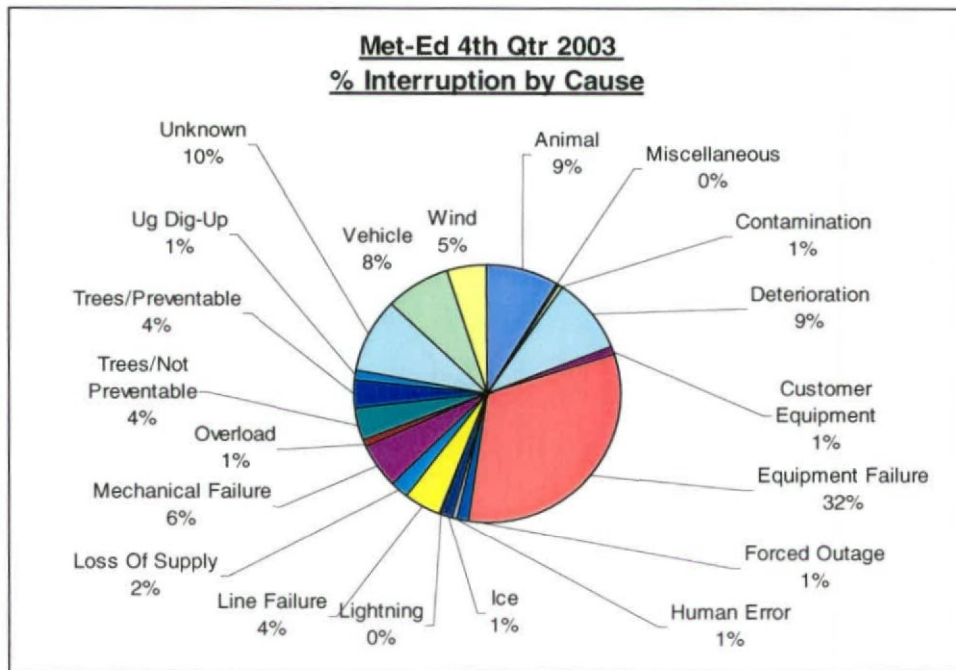
9) Outages by Cause:

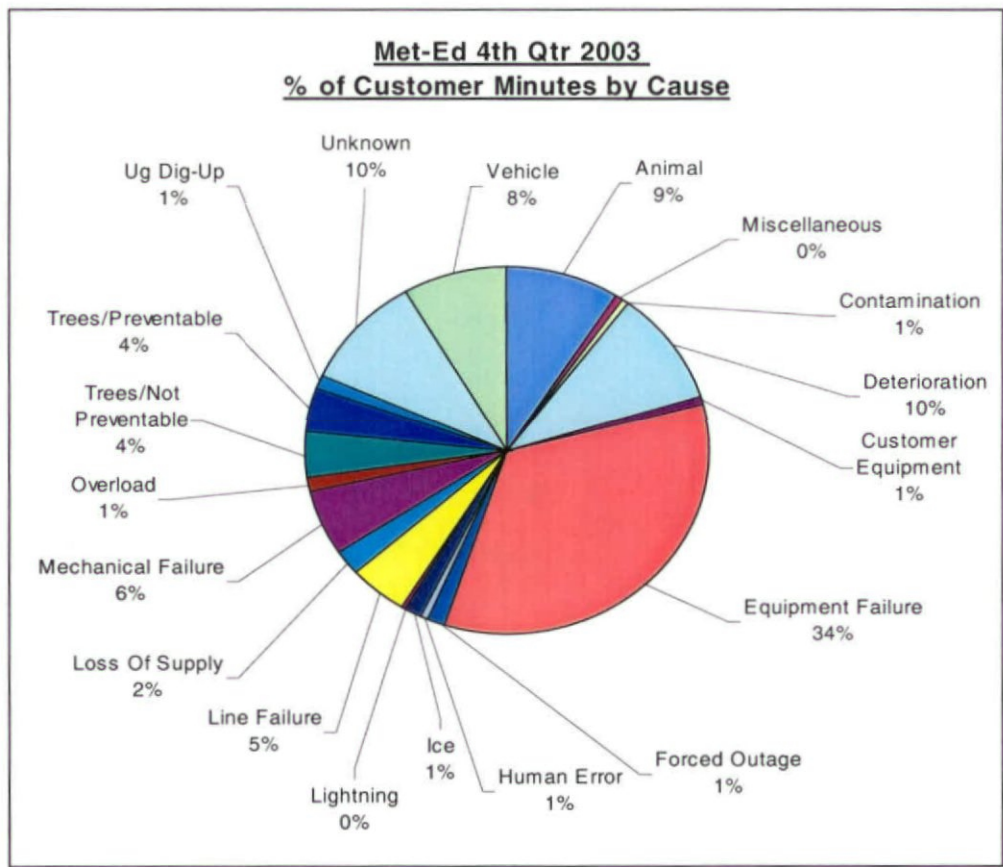
Penelec: The high percentage of equipment failure outage causes and the associated customer minutes are a result of reporting an excessive number of blown fuses as failed equipment when a specific cause was not found. This practice artificially inflated the equipment failure category for the 4th quarter. Retraining of dispatching and field personnel has been initiated to assure the appropriate cause codes are utilized going forward.



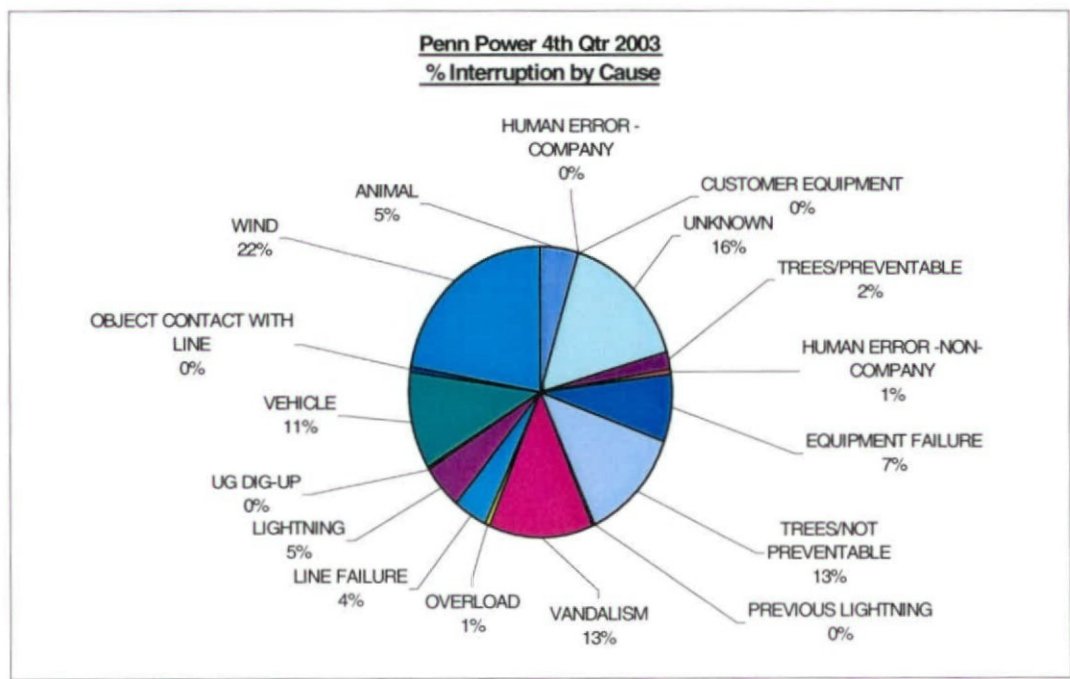


Met-Ed: The high percentage of equipment failure outage causes and the associated customer minutes are a result of reporting an excessive number of blown fuses as failed equipment when a specific cause was not found. This practice artificially inflated the equipment failure category for the 4th quarter. Retraining of dispatching and field personnel has been initiated to assure the appropriate cause codes are utilized going forward.

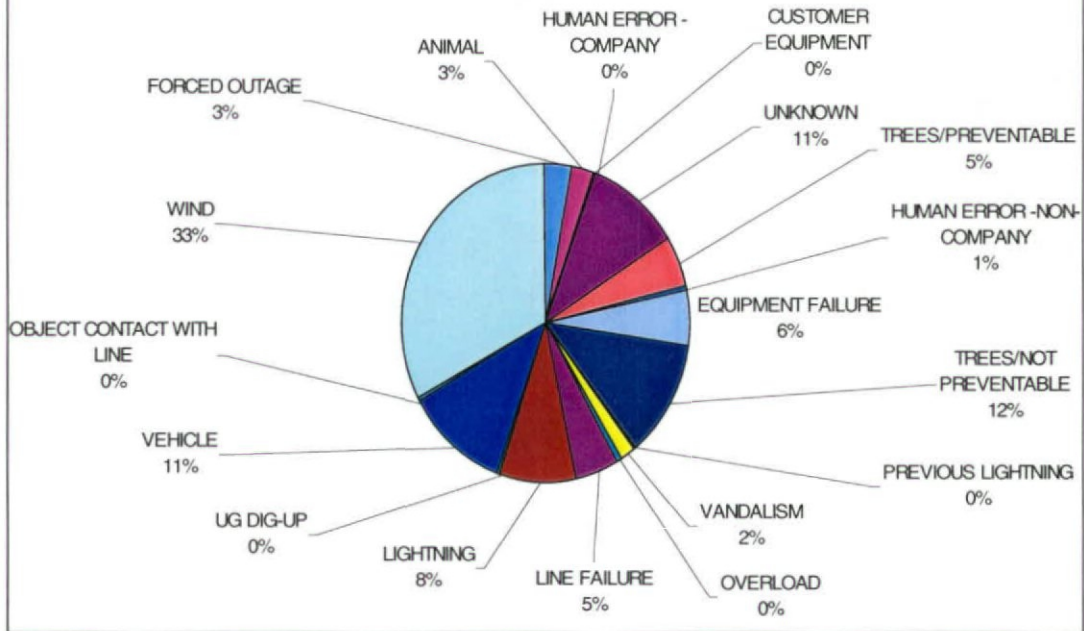




Penn Power:



Penn Power 4th Qtr 2003
% of Customer Minutes of Interruption by Cause



**Penelec
5% Worst Circuits
4th Quarter 2003**

Substation	Circuit	Remedial Action Taken
LAKE CITY	00428-34	Outage data was reviewed. This outage was caused by the failure of a padmount transformer serving a single customer. Padmount transformer was replaced, no further action required.
CHURCH	00427-34	Outage data was reviewed. 92% of customer minutes caused by one outage due to wind. 67% of outage causes on this circuit were attributed to equipment/electrical failure. This circuit is scheduled for field inspection in 2004. The follow-up work to field inspection will be scheduled in 2004-5. Coordination study scheduled for 2004.
MANSFIELD	00556-63	Outage data was reviewed. This outage was caused by the failure of a transformer fuse. No problem was found, and fuse was replaced. No further action required.
CANTON	00607-63	Outage data was reviewed. Non preventable trees on primary. Trees were trimmed, service restored. No further action required.
KNOX	00323-51	This circuit was inspected in 2003, and correction of problems found is scheduled for 2004. Coordination study scheduled for 2004.
WELLSBORO	00324-63	Outage data for this circuit was reviewed. This circuit was field inspected in 2003, with improvements scheduled for 2004.
SOUTH TROY SUB	00560-63	Outage data was reviewed. This circuit was field inspected in 2003, with improvement work scheduled in 2004. An engineering fuse coordination study is scheduled to be done in 2004.
MORRIS RUN	00720-63	Outage data was reviewed. Two of the five outages were Non preventable trees. No further action required.
ANSONIA	00740-63	The field inspection of this circuit was completed in 2003. Fusing, pole replacement and guy repair work scheduled for the 1st quarter of 2004. Tree trimming to be performed where needed.
CANTON	00608-63	Outage data was reviewed. A broken phase wire was repaired. Circuit main line was inspected in 2003 and improvement work will be scheduled in 2004.
ANSONIA	00739-63	The field inspection of this circuit was completed in 2003. Fusing work is scheduled for 1st quarter of 2004. Forestry work to be performed as needed.
W AND K SUB	00747-63	Outage data for this circuit was reviewed. This circuit was field inspected in 2003 with improvement work scheduled in 2004.
BENTON A F SUB	00775-62	Outage data for this circuit was reviewed. A field circuit inspection is scheduled for 2004 with remedial work scheduled for 2004-5. This circuit was tree trimmed in 2003.
MORRIS RUN	00703-63	Outage data was reviewed. Four of the seven outages were non preventable trees. Of the remaining three, two were loss of supply due to failed substation equipment that was corrected and a burned jumper. No further action required.

**Penelec
5% Worst Circuits
4th Quarter 2003**

Attachment A

CANTON	00609-63	Outage data was reviewed. The longest of the three outages was due to trees on the primary. Trees were trimmed, service restored. The second and third outages were due to a broken cutout and a fuse which were replaced. Circuit is scheduled to be trimmed in 2005. No further action required.
COLUMBIA CROSSROADS	00763-63	There are an even distribution and variety of problems on this circuit. This circuit is scheduled to be inspected in 2004, follow up work will be scheduled in 2004-5. This circuit was trimmed in May 2003.
GROVER	00527-63	This Circuit has a high number of varied outages and was inspected and trimmed in 2003. The follow up work will be scheduled in 2004.
BLOSSBURG	00652-63	This circuit was inspected in 2003, with attention on trees and primary condition (splices), follow up work scheduled for 2004. Dominant outages were caused by loss of supply and electrical failures. This circuit was trimmed in the 4th quarter of 2003.
COVINGTON	00727-63	The field inspection of this circuit was completed in 2003. Fusing, pole repair, guying and ground repair work scheduled for 1st quarter of 2004. Tree trimming to be performed where needed.
MILDRED	00771-62	This circuit was inspected in 2003 with follow up work and coordination of protective devices scheduled for 2004. This circuit was trimmed in June 2003.
BLOSSBURG	00310-63	This circuit was field inspected and trimmed in 2003, with follow up work scheduled for 2004.
MORRIS RUN	00701-63	Outage data was reviewed. The four largest customer minute outages of the nine occurred during a storm, two by non preventable trees. This circuit was trimmed in 2002. This circuit was field inspected in 2003, with follow up work scheduled for 2004.
GOLD	00714-63	The field inspection of this circuit was completed in 2003. Fusing, guy and spacer cable repair work scheduled for 1st quarter of 2004.
DIXONVILLE EAST	00120-13	Outage data for this circuit was reviewed. This circuit was field inspection in 2003 and follow up work scheduled for 2004. Tree trimming is scheduled to be done in 2004.
GOLD	00715-63	The field inspection of this circuit was completed in 2003, and follow up work scheduled for 2004. Fusing work scheduled for 1st quarter of 2004. Forestry work to be performed as needed.
ROSEVILLE	00691-63	Outage data was reviewed. 28% of outage causes were due to electrical failure, equipment failure and corrosion, and 28% were due to lightning and non preventable trees. This circuit was field inspected in 2003 and follow up work scheduled for 2004. Tree trimming is scheduled for 2004.
HARRISON VALLEY	00738-63	Outage data was reviewed. The second largest customer minute outage was a tree non preventable. The largest outage and two others were due to loss of supply. The circuit tree trim was completed on 8/03 and the circuit will be scheduled for field patrolled in 2004, and all remedial work scheduled for 2004-5.

Penelec
5% Worst Circuits
4th Quarter 2003

Attachment A

TOWER 51	00230-11	This circuit had 8 interruptions, one of which was a loss of supply due to the Tower 51 Substation outage. This circuit was trimmed in 2000 and was field inspected in 2003, follow up work scheduled for 2004.
CURWENSVILLE SUB	00146-21	Outage data was reviewed and was evenly dispersed. This circuit is scheduled for field inspection in 2004 and the follow up work is scheduled for 2004-5.
BLOSSBURG	00555-63	Outage data was reviewed. The largest customer minute of the five outages was a non preventable tree taking primary down. The second largest was a customer problem. A engineering/coordination study and field inspection will be preformed on this circuit in 2004 and the follow up work scheduled for 2004-5.
KNOX	00325-51	Outage data for this circuit was reviewed. Field inspection completed in 2003. Fusing, cross arm replacement and guy repair work scheduled for 1st quarter of 2004.
DUSHORE	00669-62	Outage data was reviewed, found an even distribution and variety of problems on this circuit. This circuit was inspected in 2003, and the follow up work scheduled for 2004
LAPORTE	00772-62	Outage data for this circuit was reviewed. 32% of the outage causes were from corrosion, electrical failure and equipment failure and 32% were from non preventable trees. This circuit was scheduled to be field inspected and trimmed in 2004, and follow up work scheduled for 2004-5.
N MESHOPPEN TRAN	00534-65	The field inspection of this circuit was completed in 2003. Fusing, pole and conductor repair, insulator replacement work scheduled for the 1st quarter of 2004. Tree trimming to be performed where needed. Three miles of line will be rebuilt from Middletown to LeRaysville.
MCVEYTOWN	00112-81	Outage data was reviewed and found an even distribution and variety of problems on this circuit. This circuit was inspected in 2003, and correction of the problems found scheduled for 2004. Tree trimming scheduled for 2004.
EAST HICKORY	00200-41	Outage data for this circuit was reviewed. This circuit was field inspected in 2003, and correction of problems found are scheduled for 2004. This circuit will be fuse coordinated in 2004 with follow up work completed in 2004-5.
DUBOIS	00137-23	Field inspection completed in 2003, and coordination, fusing, and cross arm replacement work scheduled for 1st quarter of 2004. Tree trimming scheduled for 2004.
EAST SAYRE	00518-61	Outage data was reviewed. 88.5% of customer minutes caused by one outage due to wire down/tree on line. The circuit is scheduled to be trimmed in 2004. This circuit was inspected in 2003, with follow up work to be scheduled in 2004. Coordination study scheduled for 2004.
TIONESTA	00344-51	Outage data for this circuit was reviewed. This circuit was field inspected in 2003, with follow up work to be scheduled in 2004.
GALETON	00643-63	Outage data for this circuit was reviewed. A field circuit inspection is scheduled for 2004 with follow up work scheduled for 2004-5. This circuit was tree trimmed in June 2003.

**Penelec
5% Worst Circuits
4th Quarter 2003**

Attachment A

AVERY	00791-65	Circuit was field inspected in 2003, all remedial work, conductor retention, ground and guying repair work, is scheduled for 1st quarter of 2004. Coordination study and follow up work scheduled for 2004.
GALETON	00646-63	The outage data for this circuit was reviewed and a field inspection was scheduled for 2004, with follow up work to be scheduled in 2004-5. This circuit was trimmed in July of 2003.
HARRISON VALLEY	00636-63	Circuit outage data was reviewed. Three of the 4 top customer minute outages was due to loss of supply and the 4th being equipment failure. This circuit is scheduled to be trimmed and field inspected in 2004. Follow up work to inspection to be scheduled in 2004-5.
LAKE COMO	00788-65	Outage data for this circuit was reviewed. This circuit was field inspected in 2003, with follow up work to be scheduled in 2004.
HONEY GROVE	00134-83	The major outage was the loss of the high side fuses at Honey Grove Sub due to equipment failure, the second major outage was a non preventable tree on the primary, other outages consisted of distribution transformer problems and several animal on distribution transformers. This circuit was inspected in 2003, with follow up work to be scheduled in 2004. Coordination study and follow up work completed in June, 2003. This circuit is to be trimmed in 2004.
TWO MILE	00127-42	The major outages were associated with corrosion/deterioration. This circuit was inspected in 2003, with follow up work to be scheduled in 2004. Coordination study and resulting field changes completed in June, 2003. Circuit to be trimmed in 2004.
TOWER HILL	00581-63	Outage data for this circuit was reviewed. This circuit was field inspected in 2003 with follow up work to be scheduled in 2004. Coordination study scheduled for 2004.
MANSFIELD	00559-63	56 % of causes of outages on this circuit were attributed to corrosion/deterioration and equipment failure. This circuit was field inspected in 2003 and the follow up work will be scheduled in 2004. Also a 13 Mi section from Charleston School to Morris, will be rehabed in 2004. The circuit is scheduled to be trimmed in 2004.
SEWARD	00075-11	Outage data was reviewed and found an even distribution and variety of problems on this circuit. 40% of outage causes were corrosion/deterioration, electrical failure, and equipment failure. This circuit is scheduled for field inspection and to be trimmed in 2004. The follow up work to inspection is to be scheduled in 2004-5.
WARREN SOUTH	00220-41	46% of outage causes were combined corrosion/deterioration, electrical failure, equip. failure, and mechanical failure. Field inspection and fuse coordination was completed in 2003. Follow up work to inspection to be scheduled in 2004. Tree trimming scheduled for Sept. 2004.
GALETON	00644-63	Outage data was reviewed. The largest customer minute outage of the ten was due to a non preventable tree, this outage accounted for 41% of customer minutes. This circuit is scheduled for field inspection in 2004, with follow up work to be scheduled in 2004-5. This circuit was trimmed in July 2003.

Penelec
5% Worst Circuits
4th Quarter 2003

Attachment A

DUSHORE	00528-62	Outage data for this circuit was reviewed. Seven of the top twelve customer minute outages were due to a storm. Five of the seven were non preventable trees. Tree trimming for this circuit is scheduled in 2004. No other action is required at this time.
NATL FORGE SW STA	00577-41	This circuit was inspected in 2003, and follow up work to inspection scheduled for 2004. The circuit was trimmed in March 2003, and fuse coordination was field completed in June.
ROCKTON MOUNTAIN	00138-21	Outage data for this circuit was reviewed. This circuit was field inspected in 2003, with follow up work to be scheduled in 2004.
QUEHANNA	00654-22	Outage data was reviewed. The largest customer outage of the eight was due to a storm accounting for 56 % of customer minutes. This circuit is scheduled for field inspection in 2004, with follow up work to be scheduled in 2004-5.
MCKEAN	00412-34	50% of outages caused by corrosion/deterioation, electrical failure, and equip. failure. Field inspection and fuse cordination were completed in 2003. The follow up work to inspection will be scheduled in 2004. Tree trimming scheduled for 2005.
HYDRACON	00030-71	Outage data for this circuit was reviewed. This circuit was scheduled to be field inspected in 2004, with follow up work to be scheduled in 2004-5.
SEWARD	00078-11	Outage data for this circuit was reviewed. This circuit is scheduled for field inspection in 2004 with follow up work to be scheduled in 2004-5. Tree trimming is scheduled for this circuit in 2004.

**Met-Ed
5% Worst Circuits
4th Quarter 2003**

Attachment A

Substation	Circuit	Remedial Actions Taken
GLENSIDE	00534-1	Circuit recently exceeded CRI threshold because of a circuit lockout that occurred while 525-1 line was tied to 534-1 line causing an abnormally high SAIFI. The temporary circuit configuration resulted in a much higher number of customers being affected versus the number of customers served during normal configuration. Circuit inspection scheduled for 2005. Actions to reduce momentary interruptions were completed in 2nd quarter 2003.
BIRDSBORO	00756-1	Circuit had a detailed engineering review and a field patrol performed in 2003. All remedial work identified during the detailed study and patrol is scheduled to be completed 1st quarter, 2004. Tree trimming was completed in the 3rd quarter of 2003. Actions to reduce momentary interruptions were completed in early 2003.
BIRCHWOOD SUB	00622-3	Circuit had a detailed engineering review and field patrol performed in 2003. All remedial work identified during the detailed study was completed by the end of 2003. Tree trimming was started in 2003, and is scheduled to be completed 1st quarter 2004. Load balancing is being studied, and all necessary field adjustments will be completed in 1st quarter 2004. A single phase regulator was replaced with a larger unit in 2003. Actions to reduce momentary interruptions were completed in early 2003. An additional main line study was recently completed to check for winter normal overloads. This study identified several remedial actions to be scheduled for the 1st quarter 2004, including changes to a recloser pickup settings and replacement of a single phase regulator.
NEW PARK SUB	00367-4	Circuit had a field patrol completed in 2003 with all remedial work scheduled to be completed during 2004. An engineering review will be completed in the first half of 2004. Tree trimming was completed in 2003.
MT BETHEL SUB	00090-3	Circuit had a field patrol completed in 2nd quarter 2003 and all remedial work was completed by the end of 2003. An engineering review will be completed in 1st quarter 2004. A targeted forestry patrol and follow-up trimming will be performed in 2004.
FIVE POINTS SUB	00612-3	Circuit exceeded the CRI threshold because a single customer was out of power for a long duration during a minor storm. Tree trimming scheduled for 2004.
GLADES	00580-4	Detailed engineering study performed in 2003 with all remedial work identified and scheduled for completion in the first half of 2004. Tree trimming completed in 2003. Actions to reduce momentary interruptions were completed in early 2003. Circuit inspection scheduled for 2004.
MT ROSE SUB	00563-4	Circuit exceeded the CRI threshold due to one long duration outage affecting 15 customers. This outage was caused by a tree falling on a line causing a conductor burn down. Tree trimming completed in 2003. Circuit inspection scheduled for 2004.

Met-Ed
5% Worst Circuits
4th Quarter 2003

NEWBERRY SUB	00576-4	Detailed engineering study performed in 2003 with all remedial work identified and scheduled for completion in the first half of 2004. Tree trimming completed in 2003. Actions to reduce momentary interruptions were completed in early 2003. Circuit inspection scheduled for 2004.
VIOLET HILL SUB	00527-4	Circuit inspection completed in 2003 with all remedial work prioritized and scheduled to be completed in 2004. Tree trimming scheduled for 2004. Actions to reduce momentary interruptions were completed in 4th quarter 2003.
COLLINS SUBSTATION	00761-2	Circuit had a detailed engineering review and field patrol performed in 2003. All remedial work identified during the detailed study and patrol is scheduled to be completed 1st quarter, 2004. A targeted forestry patrol was performed in the 2nd quarter of 2003. Actions to reduce momentary interruptions were completed in early 2003. Circuit inspection scheduled for 2004.
WINDSOR	00795-4	Circuit inspection started in 2003 and will be completed 1st quarter 2004 with all remedial work to be completed in the first half of 2004. Tree trimming scheduled for 2004. Actions to reduce momentary interruptions were completed in early 2003.
YORKANA SUBSTATION	00715-4	Detailed engineering study and circuit inspection performed in 2003 with all remedial work identified and scheduled for completion in the first half of 2004. Tree trimming scheduled for 2004. Actions to reduce momentary interruptions were completed in early 2003.
BIRCHWOOD SUB	00623-3	Circuit had field patrol completed during 1st quarter 2003. All remedial work identified during the detailed patrol was completed by the end of 2003. Tree trimming was completed during 2nd quarter 2002. A detailed engineering review was performed on the circuit during 4th quarter 2003 and all remedial work is scheduled to be completed 1st quarter 2004. Additional work includes protection/coordination recommendations, animal guard installations, load balancing and capacitor installations. The load balancing and capacitor installations have already been completed.
BUSHKILL FALLS	00698-3	Circuit had field patrol completed during 1st quarter 2003. All remedial work identified during the patrol was completed by the end of 2003. Tree trimming was completed in 2001. The next scheduled tree trimming will be done in 2005. Spot trimming has been recommended for 2004. A detailed engineering review was initiated 4th quarter 2003, and is to be completed 1st quarter 2004 with all remedial work to be completed in the first half of 2004. An additional main line study was recently completed to check for winter normal overloads. This study identified several remedial actions to be scheduled for the 1st quarter 2004, including changes to a recloser pickup settings and load balancing. Actions to reduce momentary interruptions were completed in 4th quarter 2003.
ROUND TOP	00584-4	Circuit inspection was completed in 2003 with all remedial work prioritized and schedule to be completed in 2004. Tree trimming is scheduled for 1st quarter 2004.

Met-Ed
5% Worst Circuits
4th Quarter 2003

Attachment A

RICHMOND SUBST	00104-3	Circuit inspection completed 2nd quarter 2003 with all remedial work completed in 4th quarter 2003. Tree trimming planned for 2004. Detailed engineering study planned 1st quarter 2004.
FRIEDENSBURG SUB	00770-1	Circuit inspection scheduled for 2004. Circuit recently exceeded CRI threshold due to a restoration attempt to tie through a recloser that became overloaded. Recloser was bypassed & left this way. A subsequent vehicle accident beyond the bypassed recloser caused a circuit lock out that adversely affected CRI. An engineering review discovered the bypassed recloser and a project was created to upgrade the recloser so that circuit ties can be made without overloading the recloser. Actions to reduce momentary interruptions were completed in early 2003.
SHAWNEE SUB	00860-3	Circuit had a field patrol performed in 2003 and a detailed engineering review was completed in the 4th quarter of 2003. All remedial work identified during the detailed study will be scheduled to be completed in the first half of 2004. Tree trimming is scheduled for 2005. Actions to reduce momentary interruptions were completed in early 2003.
LYONS SUB	00730-1	Circuit inspection completed 2nd quarter 2003 with all remedial work prioritized and scheduled for completion in 2004. There were only 3 disturbances on the circuit in 2003 with poor performance driven by one event in Dec, 2003 caused by trees resulting from icing in the area. Tree trimming scheduled for 2004. Actions to reduce momentary interruptions were completed in early 2003.
SHAWNEE SUB	00895-3	Circuit had a field patrol performed in 2003 and a detailed engineering review was completed in the 4th quarter of 2003. All remedial work identified during the detailed study will be scheduled for completion in the first half of 2004. Tree trimming is scheduled for 2004. Actions to reduce momentary interruptions were completed in early 2003.
CAMPBELLTOWN SUB	00634-2	Circuit inspection completed 2nd quarter 2003 with all remedial work prioritized and scheduled for 2004. Engineering study planned for January, 2004. Actions to reduce momentary interruptions were completed in early 2003.
CHURCHVILLE	00664-3	Circuit had a detailed engineering review and field patrol performed in 2003. All remedial work identified during the detailed study and patrol was completed in the 3rd quarter, 2004. Actions to reduce momentary interruptions were completed in early 2003. Tree trimming completed in 2002.
NISKY SUB	00176-3	Circuit had a field patrol completed in 2003. All remedial work identified during the patrol is scheduled to be completed 1st quarter, 2004. Tree trimming scheduled for 2004. Actions to reduce momentary interruptions were completed in early 2003.
HELLAM	00341-4	Circuit inspection completed in 2003 with all remedial work to be completed in the first half of 2004. Tree trimming completed in 2003.
GARDNERS	00750-4	Circuit patrol and tree trimming completed in 2003. Circuit scheduled for an engineering review in 2004.

Met-Ed
5% Worst Circuits
4th Quarter 2003

Attachment A

DILLSBURG SUBSTATION	00748-4	Detailed engineering study performed in 2003 with all remedial work identified and scheduled for completion in the first half of 2004. Tree trimming completed in 2003. Actions to reduce momentary interruptions were completed in early 2003.
GARDNERS	00754-4	Circuit patrol completed in 2003 with all remedial work to be completed in the first half of 2004. Tree trimming completed in 2003. Actions to reduce momentary interruptions were completed in early 2003. Engineering review scheduled for 2004.
GARDNERS	00760-4	Detailed engineering study performed in 2003 with all remedial work identified and scheduled for completion in the first half of 2004. Tree trimming completed in 2003. Actions to reduce momentary interruptions were completed in early 2003.
SOUTH LEBANON SUB	00780-2	Circuit patrol and engineering review performed in 2003 with all remedial work prioritized and scheduled for 2004. Actions to reduce momentary interruptions were completed in early 2003.
ORRTANNA	00764-4	Circuit inspection completed in 2003 with all remedial work prioritized and scheduled for 2004. Tree trimming completed in 2003. Actions to reduce momentary interruptions were completed in early 2003.
E TOPTON SUB	00733-1	Engineering review scheduled for 1st quarter 2004. Actions to reduce momentary interruptions were completed in 2nd quarter 2003.
CARSONIA SUB	00764-1	Circuit had a detailed engineering review, a main line field patrol and thermovision patrol performed in 2003. All remedial work identified during the detailed study and patrol is scheduled to be completed 1 st quarter, 2004. Tree trimming was completed in the 2 nd quarter of 2003. Actions to reduce momentary interruptions were completed in early 2003.
NEWBERRY SUB	00577-4	Detailed engineering study performed in 2003 with all remedial work identified and scheduled for completion in the first half of 2004. Tree trimming completed in 2003. Circuit inspection scheduled for 2004.
WINDSOR	00556-4	Circuit inspection completed in 2003 with all remedial work prioritized and scheduled for 2004. Tree trimming scheduled for 2004. Actions to reduce momentary interruptions were completed in 4th quarter 2003.
ANGELICA SUB	00129-1	Circuit had a field patrol performed in 2003. All remedial work identified during the patrol is scheduled to be completed 1 st quarter, 2004. An engineering review is planned for January 2004. Tree trimming completed in 2003. Circuit inspection scheduled for 2004.

Penn Power
5% Worst Circuits
4th Quarter 2003

Substation	Circuit	Remedial Action Taken
S. Jefferson St.	D-320	The poor performance of this circuit was due almost exclusively to one extended outage that occurred when lightning damaged a transformer during a storm, causing an upline fuse to blow. This outage was responsible for 90% of the customer minutes of outage time on this circuit. No remedial action is planned for this circuit.
Cedar St.	D-362	The performance of this circuit was adversely affected by a single outage caused by wind that occurred during a storm. This outage was responsible for 94% of the customer minutes of outage time on this circuit. No remedial action is planned for this circuit.
Locust St.	D-337	One outage affecting 8 customers, caused by wind, was responsible for 97% of the customer minutes of outage time on this circuit. Tree trimming on this circuit is scheduled for 2004.
Ingomar	W-629	Two outages that occurred during the same storm are the main reason for the poor performance of this circuit. One, caused by a non-preventable tree problem, was responsible for 66% of the customer minutes of outage time. The other outage was caused by wind, and was responsible for 25% of the customer minutes of outage. Damaged equipment was repaired or replaced as required. In the third quarter of 2003 a portion of this circuit was permanently transferred to a new substation constructed in the area. This transfer provided improved reliability to W-629 by reducing exposure and re-engineering and enhancing the protection scheme.
Ingomar	D-619	The poor performance of this circuit was due primarily to two outages. One outage caused by wind occurred during a storm and was responsible for 56% of the customer minutes of outage time. The other outage occurred when a primary wire came down as the result of an animal contact, and was responsible for 41% of the customer minute total. Distribution line improvement projects are planned and budgeted for portions of this circuit in both 2004 and 2005. The planned work is to upgrade and add phase conductors to address identified condition and voltage situations.
Stoneboro	W-131	One outage, due to a non-preventable tree problem which occurred during a storm, was responsible for 62% of the customer minutes of outage on this circuit. Additional customer minutes of outage were due to line failure (17%), lightning (5%), wind (4%), and unknown (8%). A major substation capacity addition project is budgeted for the Stoneboro substation in 2004. This project will include the construction of an additional distribution circuit exit and the rebuilding and relocation of the W-131 main feeder circuit out of a cross country, hard to maintain right-of-way to a more accessible route along a main highway. This rear-lot feeder has been the source of numerous sustained outages in the past. The new substation circuit exit will be used in part to relieve loading on the W-131 circuit. This action will reduce circuit exposure and provide for improved protection and reliability. Another part of the W-131 circuit is also scheduled to be rebuilt in 2004 to address identified condition problems.
Canal	W-101	Two vehicle accidents were responsible for 48% of the customer minutes of outage time on this circuit. Lightning was responsible for 13% of the total customer minutes, and a defective circuit breaker on the transmission line source to Canal substation caused another 11% of the outage time. A faulty hot-line clamp caused 6% of the outage time, wind caused 10%, and another 6% was due to unknown causes. The main feeders on this circuit will be reviewed for additional sectionalizing protective device installations in the first quarter of 2004. Identified additions or changes to the overall protection scheme will be addressed through the CRI improvement program.
Camp Reynolds	W-134	The poor performance of this circuit was due primarily to lightning (47% of the customer minutes of outage time) and non-preventable tree problems (11% of customer minutes). Another 21% of customer minutes of outage time was due to unknown causes. Work is planned to reconductor a section of a three phase distribution circuit tie between W-134 and an adjacent circuit from Sharon substation in 2004. This reconductoring will provide the means to transfer a major portion of the W-134 circuit during outages, which will reduce the restoration time and improve the overall reliability of the W-134 circuit. A longer range plan to add a distribution circuit to the Camp Reynolds substation to reduce the circuit miles on W-134, which will improve overall reliability on that circuit, is being evaluated.

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Allegheny Energy

LEGAL SERVICES

800 Cabin Hill Drive
Greensburg, PA 15601-1689
Phone: (724) 837-3000
FAX: (724) 838-6177

Writer's Direct Dial No.

724-838-6210

E-mail: jmunsch@alleghenyenergy.com

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February 2, 2004

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VIA FEDERAL EXPRESS

FEB 02 2004

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

L-00030161

Re: Quarterly Reliability Report of Allegheny Power

Dear Secretary McNulty:

Enclosed please find an original and six copies of the Quarterly Reliability Report of Allegheny Power. This report is filed by Federal Express and is deemed filed today, February 2, 2004. Copies have been served on the Office of Consumer Advocate and the Office of Small Business Advocate.

Very truly yours,

John L. Munsch
John L. Munsch
Attorney

cc: Thomas Sheets-PAPUC- Bureau of Audits

Allegheny Power Quarterly Report for Fourth Quarter 2003 Pennsylvania PUC 57.192 Proposed Reporting Requirements

This quarterly report is being submitted according to the proposed format contained in Docket No. L-00030161. The following report provides available information in the proposed format with the understanding that reporting requirements may change. Data contained in this report may change as final internally-audited results are reviewed for the annual reliability report.

1. Description of major events during the preceding quarter.
 - a. The following Major Events occurred during the fourth quarter of 2003. Note that these events are excluded based upon the current operating area definition.

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- b. Major events occurred on the following dates. A description of the events is attached as Appendix V in form of final 'Distribution System Outage Reports' reports as previously issued to the Commission.
 - i. **Northeast Region** - 11/12/2003 - 11/15/2003
 - ii. **Southeast Region** - 11/13/2003 - 11/14/2003

DOCKETED
MAR 02 2004

- c. Allegheny Power's Restore Service Process Management Team constantly monitors the process and conducts post-event meetings in an attempt to enhance the restoration process for future events.

FEB 02 2004
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

2. Rolling 12-month reliability index values (SAIDI, CAIDI, SAIFI, and, if available, MAIFI) for the electric distribution company's service territory for the preceding quarter.
 - a. The following table provides Pennsylvania's 12-month ending reliability statistics for month ending December 2003.
 - b. MAIFI statistics are not recorded nor readily available at Allegheny Power. As disclosed in prior filings, sufficient field equipment is not available to provide meaningful data for momentary interruptions.

Zone	Incidents	Interrupted Customers	Avg Cust Served	kVA	Calls	CMI	SAIDI	ASAI	CAIDI	SAIFI
Pennsylvania	19269	854757	682,272	8315337	152052	185,863,273	273	0.999482	217	1.25

3. Rolling 12-month reliability index values for worst performing 5% of the circuits in the system.
 - a. This report provides a listing of all Pennsylvania circuits ranking in the lowest five percent as ranked by the Distribution Circuit Interruption Index (DCII). The data is ranked by DCII and includes all of the standard indices. The report is attached as Appendix I.

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- b. Distribution Circuit Interruption Index is a composite index based on the SAIFI, CAIDI, SAIFI, and ASAI (see the description of the calculation of this index in Appendix IV).
4. Specific remedial efforts taken and planned for the 5% worst performing circuits.
- a. Allegheny's current process for addressing poor performing circuits and line segments is outlined in the Reliability Improvement Program (RIP). The details of which have been previously submitted to the Commission staff. In summary, the RIP program addresses all circuits experiencing two or more lockouts as well as any other protective device experiencing three or more lockouts/operations. Field personnel review outages on these circuits or line segments and corrective action is taken as necessary to address any immediate reliability concerns.
 - b. In addition to the above-mentioned process, poor performing circuits are ranked by DCII. Field personnel review these circuits quarterly. After the third quarter reporting is complete, action plans are developed for circuits requiring more comprehensive maintenance and these plans are incorporated in next year's budgets and work plans.
5. A breakdown and analysis of outage causes during the preceding quarter.
- a. A summary of outage causes by customers interrupted and by customer minutes interrupted follows.
 - b. Note that 72% of all customer interruptions are caused by non-equipment-related causes. Also note that 95% of customers interrupted by trees are a result of trees falling from outside of the right-of-way.
 - c. AP's definition of tree-related outages includes those cases where trees have fallen as a result of severe weather conditions.
 - d. 'Weather' definition includes weather-related outages involving lightning damage, severe snow/ice loading, extreme wind, flooding, etc. and **does not** include tree-related outages.

Outage Cause	Customers Interrupted 12 Month ending December 03		Customers Minutes Interrupted 12 Month ending December 03	
	Number	Percent	Number	Percent
Animals	35,022	4.1%	3,890,338	2.1%
Overhead Equipment Failure				
Overhead Line Equipment	22,386	2.6%	4,123,504	2.2%
Overhead Line Material	106,733	12.5%	16,011,582	8.6%
Overhead Wire	71,487	8.4%	11,227,583	6.0%
Underground Equipment				
Underground Line Material	2,749	0.3%	605,648	0.3%
Underground Line Equipment	1,194	0.1%	689,541	0.4%
Underground Cable	13,740	1.6%	3,847,044	2.1%
Service Equipment	145	0.0%	31,998	0.0%
Substation Equipment	22,064	2.6%	2,799,930	1.5%
Other	9,685	1.1%	1,693,535	0.9%
Public/Customer	116,551	13.6%	22,314,494	12.0%
Trees				
On Right of Way	9,235	1.1%	1,843,274	1.0%
Off Right of Way	228,740	26.8%	66,088,329	35.6%
Unknown	91,631	10.7%	11,281,660	6.1%
Weather	123,418	14.4%	39,414,813	21.2%
Total	854,780	100%	185,863,273	100%

6. Quarterly and year-to-date information on progress toward meeting transmission and distribution inspection and maintenance goals/objectives.
 - a. A report attached as Appendix II provides a listing of updates to the planned Ensure Reliable Service work for 2003. The information is subdivided by ERS Program/Progress.
7. Quarterly and year-to-date information on budgeted versus actual transmission and distribution operation and maintenance expenditures. (For first, second, and third quarter reports only).
8. Quarterly and year-to-date information on budgeted versus actual transmission and distribution capital expenditures. (For first, second, and third quarter reports only).
9. Dedicated staffing levels for transmission and distribution operation and maintenance at the end of the quarter, in total and by specific category.
 - a. Staffing levels for each quarter of 2003 follow:

Year	Number of Linemen	Number of Electricians
1 st qtr 2003	308	57
2 nd qtr 2003	310	58
3 rd qtr 2003	310	60
4 th qtr 2003	310	60

10. Quarterly and year-to-date information on contractor hours and dollars for transmission and distribution operation and maintenance.
- a. Contract dollars include capital work as available from AP financial reporting system. Note that much of AP's contracted work involves firm price contracts for which no man-hours are documented.

Quarter	Number of Linemen	Number of Electricians	Contract Dollars
1 st qtr	308	57	\$2,278,826
2 nd qtr	310	58	\$3,068,561
3 rd qtr	310	60	\$3,838,364
4 th qtr	310	60	\$2,948,735

11. Monthly call-out acceptance rate for transmission and distribution workers.
- a. Attached as Appendix III is a report indicating call out acceptance for the each service center in AP Pennsylvania service territory.
 - b. The monthly call-out acceptance rate does not include statistics for crewmembers who are assigned ready-response duties, where applicable.

Appendix I – Distribution Circuit Ranking

SCName	SSName	CktName	CustServed	DCII	SAIFI	SAIDI	CAIDI	ASAI	CMI	CustIntrup	CircuitLockouts	Incidents	Miles
Arnold	TUNNELTON	TUNNELTON_DIST	20	-245	7.29	5,315	251	0.98990	36,333	145	1	34	6
Washington	LAGONDA	CLUB FORTY	851	-157	0.59	4,821	387	0.99080	192,914	499	0	41	36
Arnold	KISKI VALLEY DISTRIB	LUCESCO	419	-119	3.09	2,947	952	0.99440	1,234,119	1,296	0	43	24
St Marys	ROULETTE	TOWN ROULETTE	468	-89	3.75	2,452	654	0.99530	1,147,544	1,754	2	16	20
St Marys	ROULETTE	BURTVILLE	293	-79	4.15	2,264	544	0.99570	661,599	1,217	2	41	25
Arnold	LOGANS FERRY NO. 2	LOGANS FERRY	239	-69	1.01	1,680	1,665	0.99680	401,330	241	1	3	3
Jeannette	WHITE VALLEY	BORLANDS RD	637	-44	4.09	1,677	410	0.99680	1,069,085	2,605	3	40	25
McDonald	NORTH FAYETTE	TYRE	952	-38	5.26	1,438	272	0.99730	1,359,615	5,000	1	119	54
McDonald	PARIS	PARIS	763	-37	6.47	1,233	191	0.99770	941,625	4,933	6	29	34
Jefferson	RUTAN	BRISTORIA	1151	-37	2.84	1,654	584	0.99690	1,908,849	3,270	0	109	190
Jeannette	HUNTINGDON	SCOTCH HILL	735	-37	1.87	1,606	858	0.99690	1,179,941	1,376	0	37	23
Washington	HOUSTON	MURDOCK	1418	-36	2.56	1,635	638	0.99690	2,313,436	3,625	0	62	14
Arnold	MATEER	DIME RD	1138	-31	3.91	1,475	376	0.99720	1,673,750	4,451	2	79	102
Boyce	PETERS	BEBOUT	1049	-30	1.70	1,904	417	0.99640	744,353	1,786	1	29	19
Washington	HOUSTON	MCGOVERN	1482	-28	2.20	1,501	682	0.99710	2,226,421	3,264	0	90	67
Jeannette	YOUNGWOOD	ARMBRUST	747	-27	4.35	1,366	315	0.99740	1,021,224	3,247	3	36	31
Kittanning	TROY HILL	IRON BRIDGE	632	-16	3.49	1,280	367	0.99760	810,638	2,208	2	22	38
Clarion	NEW BETHLEHEM	CLIMAX	1102	-15	4.76	1,099	231	0.99790	1,211,457	5,243	3	60	76
Boyce	CECIL	MURRAY HILL	1560	-14	3.51	1,247	356	0.99760	1,946,511	5,469	2	68	23
Charleroi	SMITHTON	HUTCHINSON	857	-12	6.45	773	120	0.99850	661,567	5,524	3	44	36
Charleroi	WESTRAVER	WEST NEWTON	1717	-8	2.77	1,206	434	0.99770	2,063,093	4,759	2	59	38
Pleasant Valley	DONEGAL	CHAMPION	1126	-4	5.60	780	138	0.99850	868,422	6,303	5	60	61
Washington	LAGONDA	HATHAWAY	1021	-4	3.07	1,119	365	0.99790	1,143,322	3,134	1	135	76
Butler	BUENA VISTA	CHICORA	1097	-2	4.42	940	213	0.99820	1,030,283	4,841	4	31	51
Washington	AVELLA	W MIDDLETOWN	1054	-2	1.71	1,103	644	0.99790	1,159,406	1,801	0	191	101
St Marys	KANE	PENNZOIL	329	0	3.47	1,025	295	0.99810	336,834	1,140	2	16	22
Arnold	KISKI VALLEY DISTRIB	WEINELS CROSSROADS	1111	0	3.03	1,062	352	0.99800	1,187,431	3,370	3	42	28
Jeannette	ROBBINS	BRADDOCKS TRAIL	1217	1	2.15	1,098	507	0.99790	1,324,196	2,610	2	24	26
Latrobe	BETHLEN	LAUREL VALLEY	1377	2	5.72	665	116	0.99870	915,274	7,877	3	139	45
Washington	PANCAKE	VANCE	349	6	2.93	973	332	0.99810	339,809	1,024	1	44	36
Butler	PARKER	PARKER	980	7	1.99	1,003	505	0.99810	981,326	1,945	1	29	36
Uniontown	MAXWELL	MAXWELL	220	8	3.39	907	268	0.99830	200,316	747	3	15	6
Washington	AMITY	AMITY	495	8	2.71	966	357	0.99820	478,307	1,340	1	40	57
St Marys	MARVINDALE	CLERMONT	798	8	2.28	993	434	0.99810	787,272	1,815	1	28	54
State College	WHITEHALL	PINE GROVE MILLS	655	9	4.92	676	138	0.99870	442,534	3,218	3	54	18
Jeannette	BYERLY CREST	BLUE DELL	1041	9	4.11	797	194	0.99850	830,956	4,279	3	61	17
Waynesboro	UPTON	HEISEY	557	9	4.25	771	185	0.99850	436,613	2,364	2	39	48
St Marys	LARCH STREET	POWER LARCH ST	1156	10	1.35	915	680	0.99830	1,059,384	1,557	1	29	42
Arnold	SALTSBURG	BELL TOWNSHIP	761	10	3.25	882	271	0.99830	670,208	2,476	1	44	41
Uniontown	LUZERNE	PIKE	1509	10	4.52	711	157	0.99860	1,073,368	6,825	3	47	37

Appendix II – Goals Progress

2003 Goals - Pennsylvania - Complete Planned ERS Work Results as of: December 31						
ERS Program/Project	Unit of Measurement	Target for 2003	Actual Completed YTD	% Completed	% of Total ERS Goal	% Earned of Total ERS Goal
Forestry ERS Goals						
Transmission Herbicide Application	# Transmission Lines	12	12	100.0%	3.1%	3.1%
Transmission Lines Trimming and Clearing	# Transmission Lines	52	52	100.0%	3.2%	3.2%
Subtransmission Herbicide Application	# of Subtransmission Lines	73	72	98.6%	3.1%	3.1%
Subtransmission Line Trimming and Clearing	# of Subtransmission Lines	100	99	99.0%	3.1%	3.1%
Distribution Line Trimming, Clearing & Herbicide Applic	# of Distribution Line Miles	7,577	7,278	96.1%	25.0%	24.0%
Subtotal - Forestry ERS Goals				97.2%	37.5%	36.4%
Transmission Lines ERS Goals						
Major ERS Projects	# Projects	10	10	100.0%	15.7%	15.7%
Transmission Comprehensive Patrol	# Transmission Lines	1	1	100.0%	0.8%	0.8%
Transmission General Patrol	# Transmission Lines	117	117	100.0%	0.7%	0.7%
Ground & Footer Inspections	# Transmission Lines	1	1	100.0%	0.3%	0.3%
Pole Inspection	# Transmission Lines	0	0	0.0%		0.0%
Pole Reinforcements	# Transmission Line Poles	0	0	0.0%		0.0%
Pole Replacements	# Poles	0	0	0.0%		0.0%
Critical Transmission Repairs	# Critical Items	3	3	100.0%	0.5%	0.5%
Priority Transmission Repairs	# Critical Items	9	7	77.8%	0.5%	0.4%
Non-Critical Transmission Repairs	# Non-Critical Items (Identified in 2001 & before)	18	18	100.0%	2.3%	2.3%
Transmission Tower Painting	# Towers	0	0	0.0%		0.0%
Subtotal - Transmission Lines ERS Goals				99.5%	20.9%	20.79%
Substation ERS Goals						
SS Work (Includes Capital, Planned, & Preventative)	Man-Hours	67,068	58,702	87.5%	11.4%	10.0%
SS Spraying	# Substations	620	543	87.5%	0.2%	0.2%
Controls Work (Includes Cap., Planned, & Preventative)	Man-Hours	12,218	11,421	93.5%	2.6%	2.3%
Subtotal - Substation ERS Goals				89.6%	14.1%	12.5%
OH Distribution Lines ERS Goals						
Subtransmission General Patrol	# Subtransmission Lines	333	333	100.0%	0.2%	0.2%
Individual ERS Budget Projects	Man-Hours	10,489	6,869	65.7%	3.0%	2.0%
Small Planning Projects	Man-Hours	28,950	25,667	88.7%	9.2%	8.2%
Steel Wire Replacement	Line Miles	0	0	0.0%		0.0%
Pole Inspection	# of Circuits	82	82	100.0%	3.3%	3.3%
Pole Reinforcement	# of Poles	301	301	100.0%	0.3%	0.3%
Danger Poles	# Danger Poles	158	158	99.7%	0.7%	0.7%
Reject Poles	# Reject Poles	279	281	100.7%	1.4%	1.4%
AIM Work	Points Completed	3,449	3,069	89.0%	0.3%	0.3%
RIP Program	Manhours	15,893	15,404	96.9%	3.3%	3.2%
UG Equipment Inspections	# Locations	6,858	6,824	99.5%	0.3%	0.3%
Recloser Inspections	# Reclosers	3,067	3,015	98.3%	0.6%	0.6%
Regulator Inspections	# Regulators	181	181	100.0%	0.3%	0.3%
Capacitors Inspections	# Capacitors	1,228	1,228	100.0%	0.3%	0.3%
Recloser Replacements	# Reclosers	182	182	100.0%	0.3%	0.3%
Structured Maintenance - Street Lights	# Street Lights	22,187	17,241	77.7%	3.0%	2.3%
Subtotal - Overhead Distribution Lines ERS Goals				89.1%	28.6%	23.6%
UGD Distribution Lines ERS Goals						
Pad Mount Transformer Painting	# Pad Mount Transformers	0	0	0.0%		0.0%
UGD Cable Replacement	Feet of conductor replaced	11,475	17,158	100.0%	0.4%	0.4%
Cable Injection	Feet of conductor injected	54,122	136,541	100.0%	0.6%	0.6%
Subtotal - Underground Distribution Lines ERS Goals				100.0%	1.0%	1.0%
% Planned ERS Work Completed YTD:						94.3%

2/2/2004

Appendix III – Callout Acceptance

Allegheny Power 2003

Pennsylvania Local 102

Linemen

Service Center	Jan, Feb, Mar			Apr, May, Jun			Jul, Aug, Sep			Oct, Nov, Dec			YTD		
	No. of Calls	No. Accepted	Average	No. of Calls	No. Accepted	Average	No. of Calls	No. Accepted	Average	No. of Calls	No. Accepted	Average	No. of Calls	No. Accepted	Average
Arnold	395	143	36%	753	157	21%	776	179	23%	581	133	23%	2506	612	24%
Boyce	407	136	33%	620	162	26%	722	140	19%	519	124	24%	2268	562	25%
Butler	378	161	43%	519	169	33%	655	177	27%	690	158	23%	2242	665	30%
Charleroi	504	165	33%	692	222	32%	737	177	24%	273	67	25%	2206	631	29%
Clarion	113	48	42%	108	38	35%	85	36	42%	173	38	22%	479	160	33%
Jeannette	838	166	20%	829	153	18%	1319	181	14%	1267	129	10%	4253	629	15%
Jefferson	367	80	21%	602	130	22%	576	117	20%	288	72	25%	1853	399	22%
Kittanning	93	38	41%	178	67	38%	217	81	37%	195	59	30%	683	245	36%
Latrobe	485	127	26%	606	141	23%	879	164	19%	767	180	23%	2737	612	22%
McConnellsburg	97	53	55%	125	60	48%	100	40	40%	142	45	32%	464	198	43%
McDonald	208	47	23%	267	40	15%	311	58	19%	244	40	16%	1030	185	18%
Pleasant Valley	260	61	23%	418	67	16%	312	71	23%	568	86	15%	1558	285	18%
St. Mary's	126	34	27%	149	43	29%	198	54	27%	169	48	28%	642	179	28%
State College	295	67	23%	599	91	15%	873	113	13%	620	79	13%	2367	350	15%
Uniontown	494	132	27%	521	153	29%	515	167	32%	570	137	24%	2100	589	28%
Washington	961	104	11%	881	139	16%	1000	113	11%	561	87	16%	3403	443	13%
Waynesboro	530	122	23%	862	175	20%	817	162	20%	1129	140	12%	3338	599	18%
Total AP Average	6572	1684	26%	8729	2007	23%	10092	2030	20%	8756	1622	19%	34149	7343	22%

Electricians

Service Center	Jan, Feb, Mar			Apr, May, Jun			Jul, Aug, Sep			Oct, Nov, Dec			YTD		
	No. of Calls	No. Accepted	Average	No. of Calls	No. Accepted	Average	No. of Calls	No. Accepted	Average	No. of Calls	No. Accepted	Average	No. of Calls	No. Accepted	Average
Arnold	47	27	57%	62	34	55%	63	37	59%	34	20	59%	206	118	57%
Boyce	16	11	69%	25	18	72%	40	22	55%	19	17	89%	100	68	68%
Butler	32	15	47%	47	18	38%	38	20	53%	21	10	48%	138	63	46%
Charleroi	55	23	42%	45	23	51%	39	18	46%	29	12	41%	168	76	45%
Jeannette	15	6	40%	30	10	33%	49	14	29%	66	16	24%	160	46	29%
Jefferson	30	16	53%	69	34	38%	102	34	33%	66	27	41%	267	111	39%
Kittanning	15	10	67%	12	8	67%	25	18	72%	20	15	75%	72	51	71%
Latrobe	37	10	27%	45	9	20%	50	17	34%	62	14	23%	194	50	26%
Pleasant Valley	53	13	25%	58	18	31%	30	7	23%	69	14	20%	210	52	25%
St. Mary's	10	8	80%	29	16	55%	20	12	60%	7	3	43%	66	39	59%
State College	23	12	52%	29	13	45%	54	20	37%	50	19	38%	156	64	41%
Washington	38	11	29%	35	13	37%	77	22	29%	17	8	47%	167	54	32%
Waynesboro	38	16	42%	48	20	42%	75	39	52%	26	9	35%	187	84	45%
Total AP Average	409	178	44%	554	234	42%	662	280	42%	486	184	38%	2111	875	41%

Total Combined AP Average	6961	1862	27%	9283	2241	24%	10754	2310	21%	9242	1806	20%	36260	8219	23%
----------------------------------	-------------	-------------	------------	-------------	-------------	------------	--------------	-------------	------------	-------------	-------------	------------	--------------	-------------	------------

Appendix IV – Sample DCII Calculation

AP calculates the DCII to provide a single index for ranking circuits. The DCII compares the SAIFI, SAIDI, CAIDI and ASAI for each circuit to the 5-year system averages of each index and combines them into a single index. An example of this calculation is shown below:

<u>Index</u>	<u>System Average</u>	<u>Sample Circuit</u> <u>Index</u>
SAIFI	0.66	2.32
SAIDI	181.95	258.8
CAIDI	275.71	176.23
ASAI	0.999654	0.999769

- 1) The SAIFI, SAIDI and CAIDI are compared to the system average indexes.

$$\begin{aligned} \text{Actual SAIFI / System Average SAIFI} &= 2.32 / 0.66 = 3.52 \\ \text{Actual SAIDI / System Average SAIDI} &= 258.8 / 181.95 = 1.42 \\ \text{Actual CAIDI / System Average CAIDI} &= 176.23 / 275.71 = 0.64 \end{aligned}$$

- 2) To permit the average to equal 70 percent this ratio is then inversely proportioned:

$$\begin{aligned} \text{SF} &= 1 - (0.3 \times (\text{Actual SAIFI} / \text{Average SAIFI})) = 1 - (0.3 \times 3.52) = -0.0560 \\ \text{SD} &= 1 - (0.3 \times (\text{Actual SAIDI} / \text{Average SAIDI})) = 1 - (0.3 \times 1.42) = 0.5740 \\ \text{CD} &= 1 - (0.3 \times (\text{Actual CAIDI} / \text{Average CAIDI})) = 1 - (0.3 \times 0.64) = 0.8080 \end{aligned}$$

- 3) The sum of the values is then divided by 3 to assign each index an equal weight in the calculation.

$$(\text{SF} + \text{SD} + \text{CD}) / 3 = (-0.0560 + 0.5740 + 0.8080) / 3 = 0.4420$$

- 4) The Actual ASAI is then multiplied directly to this value to get the interruption factor which when multiplied by 100 provides the DCII.

$$((\text{SF} + \text{SD} + \text{CD}) / 3) \times \text{ASAI} \times 100 = \text{DCII} = 0.4420 \times 0.999769 \times 100 = 44.19$$

Appendix V – Major Event Descriptions

Commission reports for the following major events are presented on the pages following this appendix:

1. **Northeast Region** – 11/12/2003 – 11/15/2003
2. **Southeast Region** - 11/13/2003 – 11/14/2003

These reports pertain to the single event affecting both regions.

DISTRIBUTION SYSTEM OUTAGE REPORT
FORM 30-220 REV. 4

REPORT TYPE <input type="checkbox"/> Formal <input checked="" type="checkbox"/> Courtesy*	STATE Pennsylvania
--	-----------------------

COMPANY Allegheny Power	ADDRESS 800 Cabin Hill Drive, Greensburg, PA 15601
PHONE NUMBER 724-838-6841	FAX NUMBER 724-838-6976

REPORTED BY	NAME John Shaner	TITLE Restoration Manager
	REPORT DATE 11-13-03	TIME 1500

INITIAL INTERRUPTION REPORT	DATE 11-13-03	TIME 0730	NO. OF CUSTOMERS AFFECTED 12,028	NO. OF CUSTOMERS RESTORED 8,532
	COUNTIES AFFECTED			
	<input checked="" type="checkbox"/> Allegheny <input checked="" type="checkbox"/> Armstrong <input checked="" type="checkbox"/> Bedford <input checked="" type="checkbox"/> Butler <input type="checkbox"/> Cameron <input checked="" type="checkbox"/> Centre <input type="checkbox"/> Clarion <input checked="" type="checkbox"/> Clinton <input checked="" type="checkbox"/> Elk <input checked="" type="checkbox"/> Fayette <input checked="" type="checkbox"/> Franklin <input type="checkbox"/> Fulton <input checked="" type="checkbox"/> Greene <input type="checkbox"/> Indiana <input type="checkbox"/> Jefferson <input type="checkbox"/> Lycoming <input type="checkbox"/> McKean <input type="checkbox"/> Potter <input type="checkbox"/> Somerset <input checked="" type="checkbox"/> Washington <input checked="" type="checkbox"/> Westmoreland			
	REMARKS The winds will continue to pick up speed through the morning. From late tonight through Friday, it will be extremely windy for all of Allegheny Power. By sunrise Thursday, sustained winds of 20-30 mph will occur with frequent gusts of 40-50 mph, and 50-60 mph. That will continue into Thursday night. For Friday the winds will still be sustained 15-30 mph with gusts of 40-50 mph and 50-60 mph over the highest terrain. The wind is finally expected to weaken overnight Friday into Saturday			
PROJECTED RESTORATION DATE 11-14-03			PROJECTED RESTORATION TIME 2300	

INFORMATION UPDATE	DATE 11-13-03	TIME 1500	NO. OF CUSTOMERS AFFECTED 14,150	NO. OF CUSTOMERS RESTORED 37,612
	REMARKS Expect Estimated Restoration date and time to change as day progresses. Outages continue to occur.			

FINAL RESTORATION	DATE	TIME	NO. OF CUSTOMERS AFFECTED	TOTAL CUSTOMERS RESTORED
	REMARKS			

**This report is prepared and sent as information for customer outages. At this time, this event does not meet the criteria for formal submission.*



November 20, 2003

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Reference: PUC Order 75PRMD9
Report of Outage
November 13 – 15, 2003

In the early hours on November 13, 2003, a strong cold front accompanied by showers and thunderstorms crossed the Allegheny Power territory. The thunderstorms had wind gusts of 50 – 60 mph. Then strong gusty winds of over 50 mph with sustained winds of 20-30 mph continued during the day Thursday. The winds did subside some on Friday with gusts dropping to around 40 mph.

During the event outages continued to occur during the first 24-hours in which we restored 91% of our total customers affected (60,773) in Pennsylvania and restored 90% across the entire Allegheny Power System.

Allegheny Power reviews and utilizes best practices from our own events in our five states and those of other utilities who are willing to share. We have a procedure to incorporate lessons learned from one event into the next, even if there is no time between events for formal communications and/or training. To accomplish this we document as much information as possible for a particular event, determine what worked well and what could be improved and then incorporate it in the next event through Incident Management (Command) System. Some of the areas we focused on from Hurricane Isabel were:

- Improved Damage Assessment – both electronically and physically.
- Reduce freelancing in the field by setting common objectives.
- Coordinate communications during events to better utilize resources.
- Continued developing roles and responsibilities of individuals – Incident Management System.
- Utilization of the most qualified personnel for specific tasks.
- Continued focus on customer information, such as estimated time of restoration.
- Communicate with local officials, 911/EMA, State EMA and State Commissions.

The implementation of an Incident Management System, both in Allegheny Power Greensburg's Operations Center and at specific field locations, allowed for a consistent set of objectives, direction, and resource effectiveness. It also allowed for real time resolution and/or corrective actions when necessary.

1. Reporting Utility: Allegheny Power (West Penn Power)
 800 Cabin Hill Drive
 Greensburg, PA 15601
2. Name and title of person making report: John L. Shaner, Restoration Manager
3. Telephone number: (724)-838-6103
4. Date and time telephonic reports were made to Commission:

November 13, 2003 @ 6:30 am	-	verbal communications
November 13, 2003 @ 7:30 am	-	by e-mail
November 13, 2003 @ 11:30 am	-	verbal communications
November 13, 2003 @ 2:30 pm	-	by e-mail
November 13, 2003 @ 7:30 pm	-	by e-mail and verbal
November 14, 2003 @ 8:30 am	-	by e-mail
November 14, 2003 @ 2:00 pm	-	verbal communications
November 15, 2003 @ 9:30 am	-	verbal communications
November 15, 2003 @ 2:30 pm	-	verbal communications

5. Interruption or outage - The approximate number of customers involved in a single incident: 2500 customers. Service was restored to a total of 60,773 customers in Pennsylvania. Allegheny Power, system-wide in 5 states, restored power to 139,589 customers. Summary by state follows:

State	Customers Restored
Maryland	25,820
Ohio	473
Pennsylvania	60,773
Virginia	20,791
West Virginia	31,732

The geographic areas affected in Pennsylvania were: Allegheny, Armstrong, Bedford, Butler, Cameron, Centre, Clarion, Clinton, Elk, Fayette, Franklin, Fulton, Greene, Indiana, Lycoming, McKean, Potter, Washington, and Westmoreland.

The reason for the interruption: Thunderstorms and sustained high winds for 24-hour period.

The first center opened on November 13, 2003 at 0:06 am.

The time of total service restoration was on November 15, 2003 at 2:19 pm.

The number of company workers and others assigned specifically to repair work:

Company and other Repairmen	Support Personnel	Tree Trimmers	Total Workers
249	68	86	403

November 20, 2003

The above numbers exclude the Corporate Centers' staffing that supports a restoration of service event of this size. Those groups would include the Customer Call Center, Centralized Dispatching, Operations Center and Restore Service Process Team.

The date and time of the first information of a service interruption: November 13, 2003 at 0:06 am.

The date and time that the repair crews were assembled: November 13, 2003 at 0:45 am.

The date and time that the supervisor made the first call: November 13, 2003 at 0:06 am

The approximate time that the repair was started: November 13, 2003 at 1:15 am.

The actual time that service was restored to the last affected residential customer: November 15, 2003 at 2:19 pm.

During the restoration,

- o 14 poles were replaced;
- o 28 distribution transformers were replaced;
- o 229 spans of wire were replaced or repaired and
- o 247 services were repaired.

Appendix 1 – Pennsylvania Customer Outages, Restoration and Cases.

Appendix 2 – Allegheny Power System Customer Outages, Restoration and Cases.

Appendix 3 – Storm Preparations

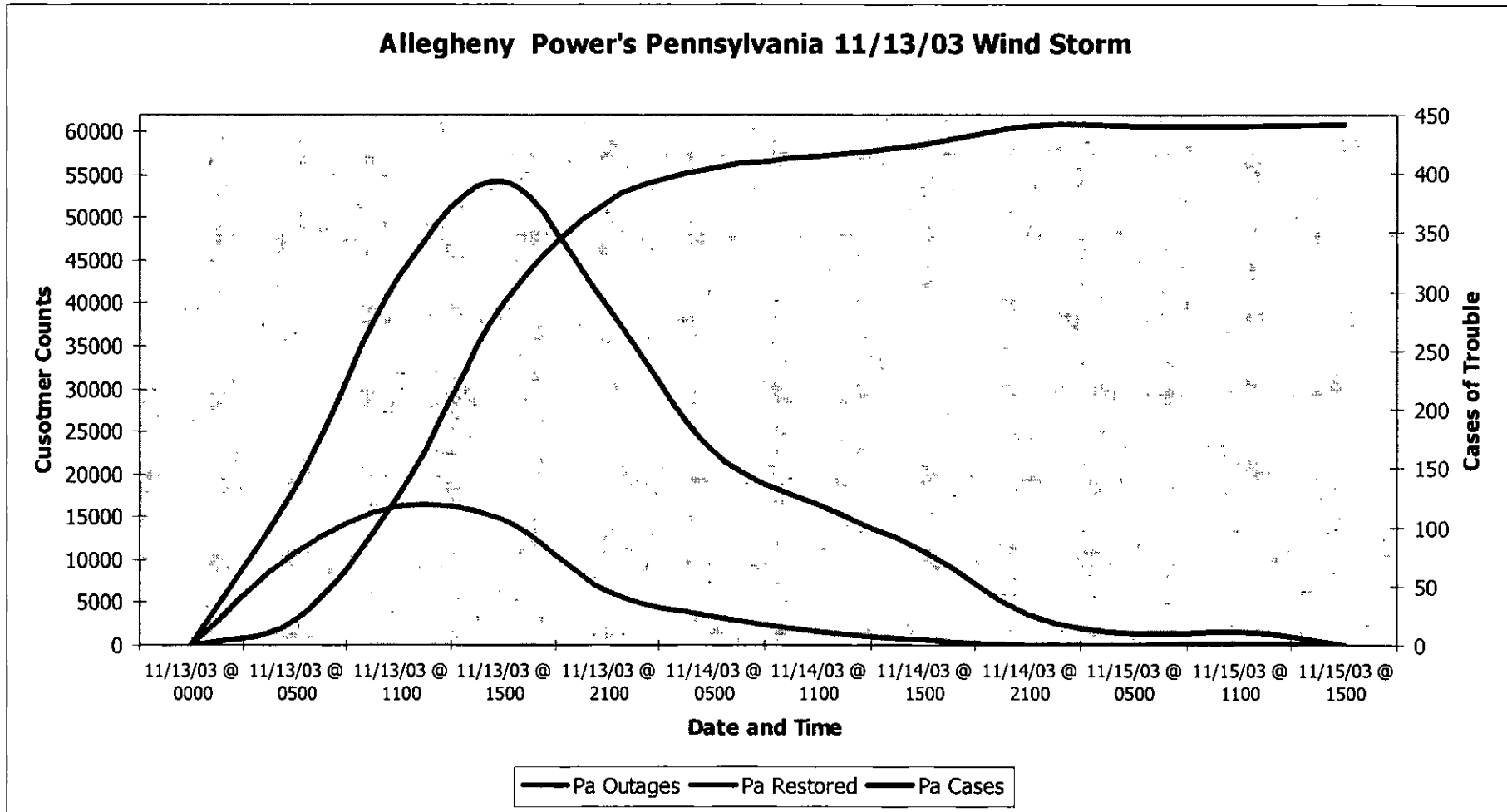
Appendix 4 – Weather Update

Very truly yours,

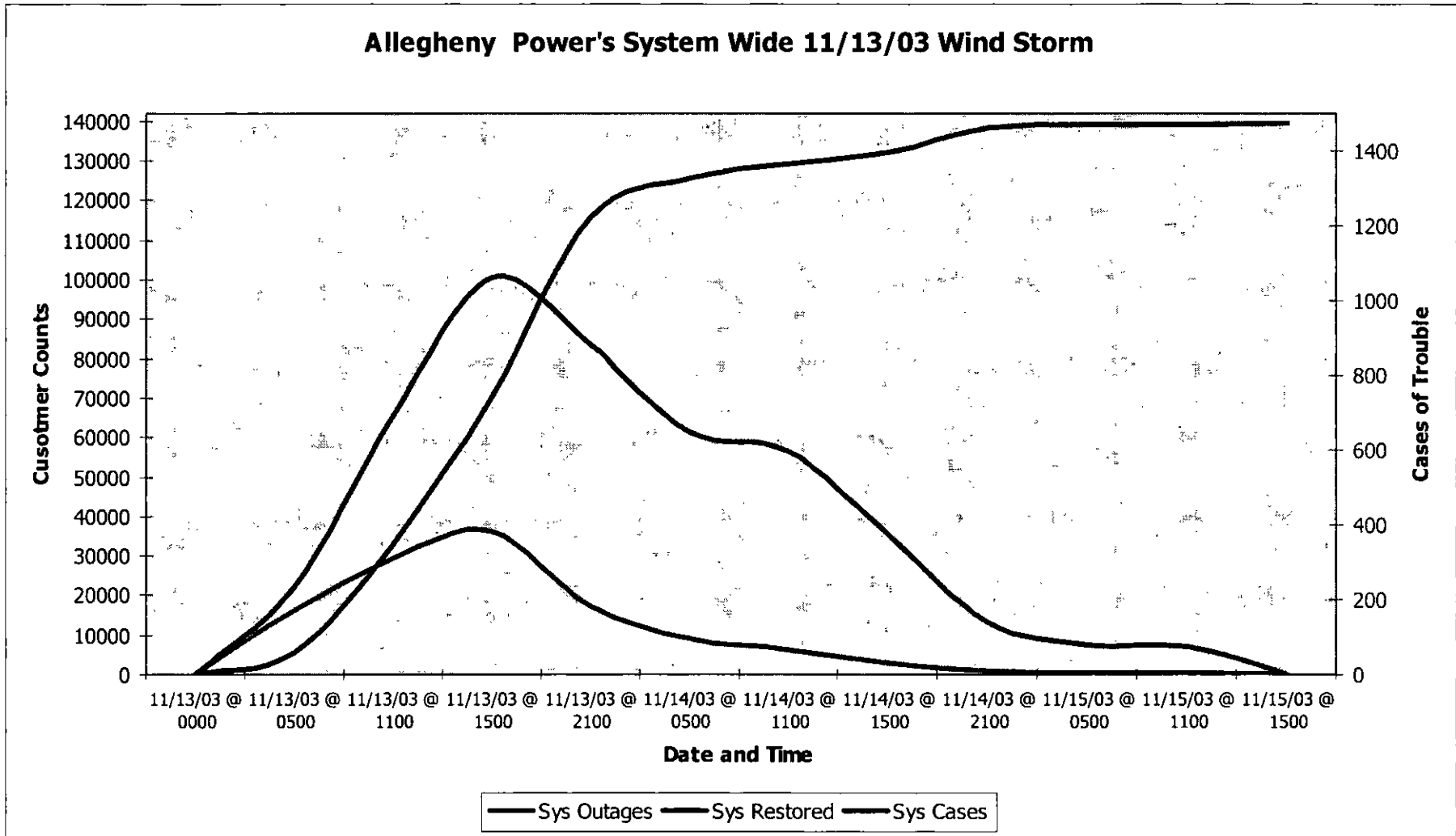
John L. Shaner
Restoration Manager

cc: James R. Haney
Ronald A. Magnuson
Rodney L. Phillips
M. Dennis Taylor

Appendix 1



Appendix 2



Appendix - 3

Examples of Storm Preparations for November 13, 2003 Wind Storm

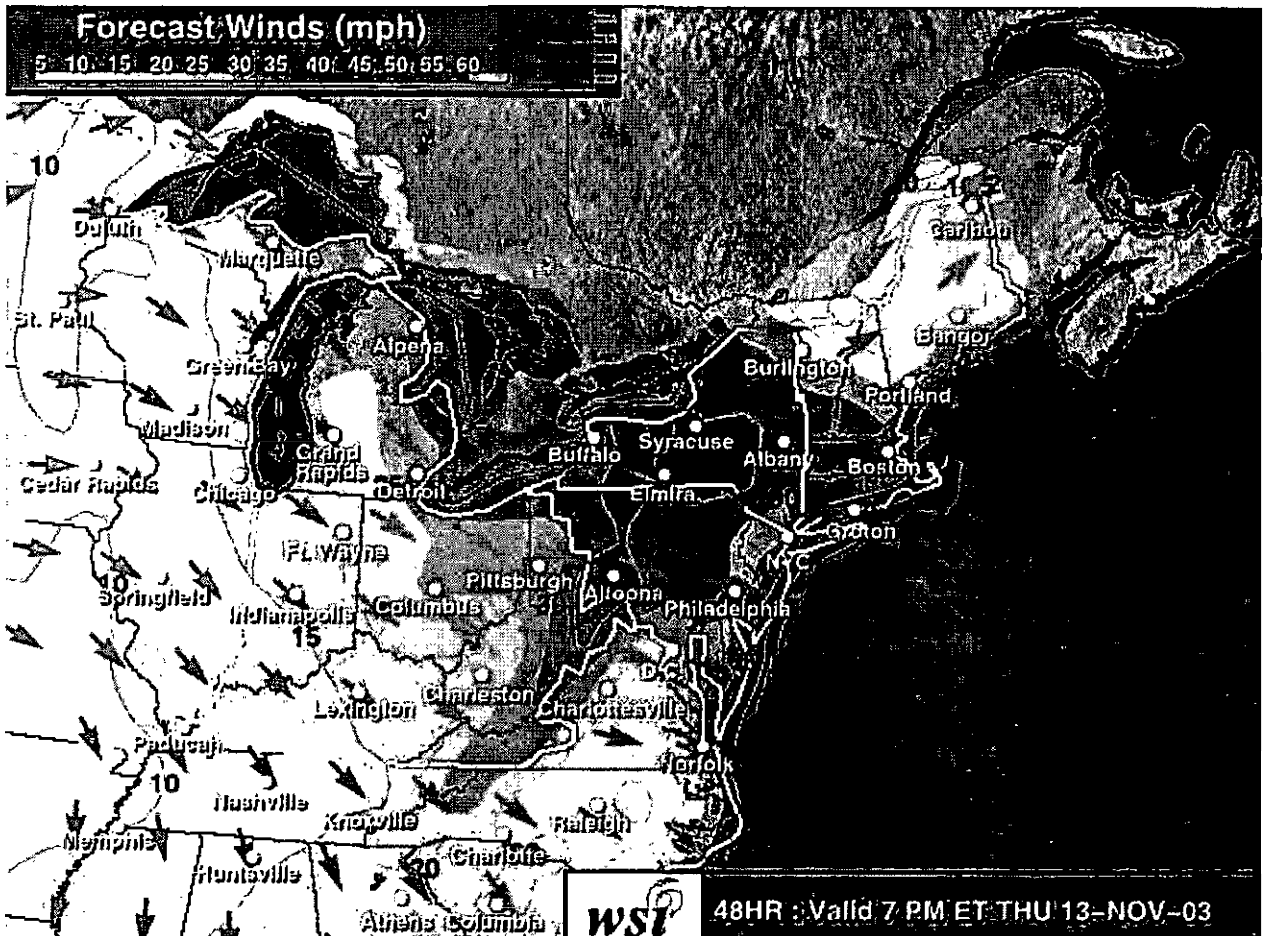
1. Prepare vehicles for response at end of day, fueling, material, etc.
2. Notify all Service Center personnel (Staff, Lines, Meter Reading, Substations, Forestry, Account Managers, etc.)
3. Assign roles and responsibilities to office individuals - lesson learned from Isabel
4. CSC notify ready response of pending event
5. Lines Services notified contractors to contact Operations Center prior to release on Thursday – requested by RS Process
6. Allegheny Power tree and line contractors will not be permitted to be released for other utilities preparations
7. DOT should not be an issue due to holiday
8. Monitor OMS and weather
9. **Priority** - Damage Assessment - both electronically and manually to help determine resources needed (staffing, OMS, Lines, Scouts, etc)
10. Review IS scheduled outages
11. Operations Center will cancel TSM backup to activated Service Centers
12. OMS review possible staffing for support
13. Forestry and Corporate Communications have POD in place for support
14. Conference calls scheduled for AP
15. AP will participate with other utilities in conference calls
16. Service Centers review inventory to assure basic items are stocked.
17. Designate personnel to communicate with local officials and County EMA. Dispatch will coordinate 911/EMS communications with Service Centers and Account Managers if necessary
18. Designate staff for internal and external communications (media)
19. Designate and assign role for Incident Management System
20. Cancelled pre-scheduled outages

Appendix 4 –Weather Information

Sent: Wednesday, November 12, 2003 6:03 AM
To: RS Storm Update - Electric; RS Storm Preparation
Subject: Weather Update for Wednesday and Thursday
Importance: High

The forecast for today and Thursday are still holding according to WSI. They will be issuing another weather update today. On Wednesday afternoon there is the chance that a line of strong thunderstorms will enter Zones 1,3,4 and 6 between 4pm and 7pm, exiting Zones 2 and 5 by 2am Thursday morning. Strong, potentially damaging, winds will follow the front and last from late Wednesday night into Friday. The strongest winds should occur during the day on Thursday, where wind gusts over 50mph will be possible. Over the higher terrain of Zones 2 and 5, wind gusts over 60mph will be possible. Wind forecasted for Thursday from WSI

- Zone 1: Northern West Virginia
- Zone 2: Western Maryland, Northern Virginia, and extreme Southern Pennsylvania
- Zone 3: Southwestern Pennsylvania
- Zone 4: Butler, Armstrong, and Southern Clarion Counties
- Zone 5: Northcentral Pennsylvania
- Zone 6: Southern West Virginia



**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

CERTIFICATE OF SERVICE

I certify that this 2nd day of February, 2004, I have served a true and correct copy of the Quarterly Reliability Report of Allegheny Power, by first-class mail, postage prepaid, upon the following:

VIA FIRST-CLASS MAIL

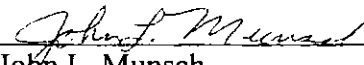
Office of Consumer Advocate
555 Walnut Street
Forum Place, 5th Floor
Harrisburg, PA 17101-1921

Office of Small Business Advocate
Suite 1102, 300 North 2nd Street
Harrisburg, PA 17101

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FEB 02 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU



John L. Munsch
Attorney for
ALLEGHENY POWER



PECO Energy Company
2301 Market Street
P.O. Box 8699
Philadelphia, PA 19101-8699

Telephone 215.841.4000
www.exeloncorp.com

An Exelon Company

February 2, 2004

Via Federal Express
Mr. James McNulty, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Second Floor
Harrisburg, Pennsylvania 17120

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

DOCUMENT
FOLDER
COPY

L-00030161

**Re: PECO Energy 2003 Quarterly Reliability Report for the Period
Ending December 31, 2003 filed with the Pennsylvania Public Utility
Commission. Submitted Pursuant to September 8, 2003 Secretarial
Letter.**

Dear Secretary McNulty:

In accordance with the September 8, 2003 Secretarial Letter issued at PUC Docket L-00030161, attached please find an original and six copies of PECO Energy's quarterly reliability report. It is PECO Energy's position that the September 8th Secretarial Letter effectively modifies the existing regulation (52 Pa. Code 57.195(d)) relating to reliability reporting requirements, but that such regulations may only be modified through a formal rulemaking proceeding. Nonetheless, pending finalization of the Proposed Rulemaking in the above-captioned docket, PECO Energy has made a good-faith effort to comply with the directive of the September 8th letter and attached this report.

PECO Energy has filed comments to the Proposed Rulemaking Order, which was published on October 4, 2003, concerning the proper scope of reported reliability data. In providing this report, PECO Energy does not waive its right to challenge the directive of the September 8th Secretarial Letter. Because portions of the report contain sensitive and proprietary information, PECO Energy is filing two versions of the report, one public and one proprietary. PECO Energy requests that the proprietary report, which has been separated and clearly marked with a "Confidential and Proprietary" header on each page, be kept confidential pursuant to the provision of 52 PA. Code 5.423. If you have any further questions, please do not hesitate to contact me at 215-841-5316.

Sincerely,

Brian D. Crowe

Cc: Office of Consumer Advocate
Office of Small Business Advocate

enclosure

PECO Energy
2003 Quarterly Reliability Report for the Period Ending December 31, 2003
filed with the Pennsylvania Public Utility Commission
 Submitted per September 8, 2003 Secretarial Letter

DOCKETED
 APR 28 2004

1. Major Events:

PECO Energy experienced one major event during the 4th quarter, when a wind storm caused extensive electric service outages through high winds and the resultant downed and broken trees.

Start time of event: 3:33 a.m. on November 13th

End time of event: 11:59 p.m. on November 15th

The end time is the time of occurrence of the last outage event that was considered to be part of the major event. Restoration continued after the occurrence of this outage.

Sustained customer interruptions: 172,100
 Momentary customer interruptions: 61,272
 Total 233,372

**DOCUMENT
 FOLDER**

Modified procedures: A critique of this event has been completed. The determination of procedure modifications is in progress.

2. Rolling 12-Month System Reliability Indices for the Quarter:

01/01/03 to 12/31/03

PECO Customers	Sustained Customer Interruptions	Sustained Customer Hours	Momentary Customer Interruptions	Sustained Customer Minutes	SAIFI	CAIDI	SAIDI	MAIFI
1,602,490	1,600,471	2,755,000	1,595,298	165,300,000	1.00	103	103	1.00

The number of customers shown is as of 12/31/03, the end of the analysis period.

3. Worst Circuits Program:

PECO Energy has a program to address problems on the 5% of its circuits that are considered the worst from a reliability perspective. Out of 2,210 circuits, 110 would require analysis and, if necessary, problem mitigation to meet the 5% mark. PECO Energy rounds this number up to 120 circuits per year, or 10 circuits per month.

In an attempt to be more responsive to customers' concerns about reliability, PECO Energy instituted a pilot worst circuits program in 2003 under which the 10 worst circuits are identified each month and problem resolution is expedited. By the end of the year, 120 circuits will have been identified, with repairs following as quickly as practicable. This pilot program was selected over the one followed in 2002, under which 120 circuits were identified at the beginning of the year and repairs were scheduled throughout the year to levelize the workload. The 2003 pilot program is designed to significantly reduce the time to resolve reliability issues.

The measures used to rank circuits are:

1. contribution to system SAIFI,
2. frequency of interruptions to customers on the circuit (circuit SAIFI), and
3. number of customers experiencing at least 4 interruptions in six months.

Contribution to system SAIFI is measured by the customer interruptions that result from problems on a circuit in 12 months, including customer interruptions on other circuits for which the circuit under review is the supply.

Circuit SAIFI is measured as the SAIFI of the circuit under review, counting interruptions due to events occurring on the circuit directly and interruptions that result from a loss of service from the supply circuit.

The number of customers experiencing at least 4 interruptions in the prior six months is captured in the month in which the customers meet this criterion.

In preparation for its 2004 program, PECO Energy added three measures to its circuit ranking criteria:

1. contribution to system SAIDI
2. circuit SAIDI
3. percent of customers on a circuit experiencing at least 4 interruptions.

Contribution to system SAIDI is measured by the customer interruption hours that result from problems on a circuit in 12 months, including customer interruption hours on other circuits for which the circuit under review is the supply.

Circuit SAIDI is measured as the SAIDI of the circuit under review, counting interruptions due to events occurring on the circuit directly and interruptions that result from a loss of service from the supply circuit.

The period of analysis for customers and percent of customers experiencing at least 4 interruptions was changed to one year.

PECO Energy's worst circuits remediation plan was on track until the arrival of Hurricane Isabel, which caused delays in the program. A recovery plan for the worst circuits program initiated after the hurricane restoration effort put the program back on track by the end of October. Major storms beginning on October 14th and November 13th caused delays in the program late in the year. PECO Energy finished the year slightly behind schedule on the program.

4. Outage Causes:

4th Quarter			
Cause	Customer Interruptions	% of Customer Interruptions	Customer Minutes
Animal Contact	9,976	2.7%	934,444
Equipment Failure	70,261	19.1%	8,954,465
Other	128,584	34.9%	12,889,988
Trees	159,291	43.3%	23,088,797

5. Inspections and Maintenance:

Under its formal, comprehensive, predictive and preventive maintenance program, PECO Energy gives every piece of equipment proper maintenance to ensure safe, reliable operation. Vegetation in the proximity of the system is pruned and controlled via a well-funded, well-managed program that protects the electric facilities while respecting the beauty and environmental importance of the vegetation. PECO Energy is constantly searching for new ways to apply emerging technologies to the essential task of performing the best maintenance at the right time.

PECO Energy completed more reliability-related preventive maintenance tasks than planned through the 4th quarter of 2003.

Contact Persons:

Richard M. Cornforth
Manager, T&D Reliability
(215) 841-5843
richard.cornforth@peco-energy.com

Brian D. Crowe
Director, Rates & Regulatory Affairs
(215) 841-5316
brian.crowe@peco-energy.com



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MAR 0 8 2004

February 27, 2004

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA17120

DOCUMENT
FOLDER

Re: Joint 4th Quarter 2003 Reliability Report – Pennsylvania Power Company,
Metropolitan Edison Company and Pennsylvania Electric Company
Docket No. L-00030161

Dear Mr. McNulty,

Enclosed for filing on behalf of the Pennsylvania Power Company, Metropolitan Edison Company and the Pennsylvania Electric Company is an original and nine (9) copies of its Revised Page 1 to the previously submitted Joint 4th Quarter 2003 Reliability Report filed with this Commission on February 2, 2004. This Revised Page 1 is being provided to correct performance indices. Once again, please note that this filing is without prejudice and subject to the Companies' Original and Reply Comments previously submitted in response to the Commission's Tentative Reliability Order and the Companies prospective comments in the Commission's pending Reliability Rulemaking proceeding.

A copy of this Revised Page 1 is being submitted electronically to the Office of Consumer Advocate and the Office of Small Business Advocate.

Sincerely,

Eric J. Dickson
Director, Energy Delivery Operations Services

Pennsylvania Power Company, Pennsylvania Electric Company
 and Metropolitan Edison Company
 4th Quarter Report 2003
 Reliability Regulations at 52 Pa. Code Chapter 57
 Docket No. L-00030161

The following Joint Report is filed on behalf of Pennsylvania Power Company ("Penn Power"), Pennsylvania Electric Company ("Penelec") and Metropolitan Edison Company ("Met-Ed") for the fourth quarter of 2003.

1) Rolling 12-Month System Reliability Performance Indices

For the purposes of this Joint Report, all reliability reporting is based upon the Pennsylvania Public Commission's definitions for "momentary outages" and "major events" (outage data excluded as a result of significant events).

The major storm criteria are determined by having 10% of Met-Ed, Penn Power and Penelec's customers out of service for 5 minutes or longer. *It should be noted that the MAIFI numbers and the process for collecting this data are still in the development stage. The 12-month rolling Reliability Performance Indices through December 2003 are as follows:*

	Penn Power *	Penelec **	Met-Ed
SAIFI	1.51	1.60	1.23
CAIDI	127	149	114
SAIDI	192	239	140
Customers Served	155,900	585,100	511,900

* Several weather events during August had a negative impact on the reliability indices for Penn Power.

** Although not a major storm, on January 1, 2003 a 4 day ice storm affected over 36,000 customers causing a negative impact on SAIFI, CAIDI and SAIDI.

2) Rolling 12-Month Circuit Reliability Performance

The rolling 12-month and year to date ("YTD") number of circuits (as a percent of the total number of circuits) meeting the Circuit Reliability Index ("CRI") criteria of 130 or less through December 2003 are as follows:

	Circuits with CRI of 130 or Less	Circuits with CRI of 130 or Less YTD
Penn Power	73%	73%
Penelec	69%	69%
Met-Ed	66%	66%



 APR 20 2004

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Orange & Rockland
 a Con Edison, Inc. company
 (845) 577-3692

Orange and Rockland Utilities, Inc.
 390 West Route 59
 Spring Valley NY 10977-5300
 www.oru.com

ORIGINAL

April 8, 2004

04 APR 12 AM 9:18
 SECRETARY'S BUREAU

Pennsylvania Public Utility Commission
 Attention: Secretary James J. McNulty
 P.O. Box 3265
 Harrisburg, PA 17105-3265

**DOCUMENT
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Re: First Quarter 2004 Quarterly Report for Pike County Light and Power
 PUC Docket No. L-00030161; Rulemaking Re Amending Electric Service
 Reliability Regulations At 52 Pa. Code Chapter 57

Dear Secretary McNulty:

Pike County Light & Power Company ("Pike") hereby submits six copies of its First Quarter 2004 quarterly report as set forth in the Pennsylvania Public Utility Commission's ("Commission, PUC") Docket No. L-00030161 proposed Rulemaking Re Amending Electric Service Reliability Regulations At 52 Pa. Code Chapter 57 ("Order"), and as per your letter dated September 8, 2003, clarifying the quarterly reporting requirement timeframes as set forth in Annex A at Section 57.195(d) of the Order.

As such, Pike's quarterly reporting requirements, as set forth in Section 57.195(e) (1) (2) and (5) of the Order, are attached.

Please contact me if you have any questions regarding this report or require any additional information.

Very truly yours,

Angelo M. Regan, P.E.
 Chief Distribution Engineer
 Pike County Light and Power
 (Orange and Rockland Utilities, Inc.)

cc: Office of Consumer Advocate
 Office of Small Business Advocate

Attachments

164

**Pike County Light and Power Company
(Orange and Rockland Utilities, Inc.)**

First Quarter Report

2004

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SECRETARY'S BUREAU
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**Pike County Light and Power Company
First Quarter Report**

2004

Major Events

There was one major event for the 1st quarter of 2004.

<u>Date</u>	<u>Circuit</u>	<u>Cause</u>	<u>Customers Affected</u>	<u>Cust Min of Interr</u>
01/28/2004	L 7-6-34	Non-Comp Acc	1,343	59,092

**Pike County Light and Power Company
First Quarter Report**

2004

Pre-Arranged Outages

There was one Pre-Arranged outage for the 1st quarter of 2004.

<u>Date</u>	<u>Circuit</u>	<u>Cause</u>	<u>Customers Affected</u>	<u>Cust Min of Interr</u>
01/29/2004	5-10-34	Pre-Arranged	394	24,822

**Pike County Light and Power Company
First Quarter Report**

2004

Interruption Data

Year	Mth	Customers Served Month	Customers Served Y-T-D	Customers Served Rolling 12	Interr Month	Interr Y-T-D	Interr Rolling 12	Customers Affected Month	Customers Affected Y-T-D	Customers Affected Rolling 12	Cust Min Interr Month	Cust Min Interr Y-T-D	Cust Min Interr Rolling 12
2004	1	4,348	4,348	4,328	2	2	57	39	39	2,278	8,290	8,290	412,146
2004	2	4,358	4,353	4,334	0	2	51	0	39	2,183	0	8,290	403,714
2004	3	4,352	4,352	4,339	0	2	49	0	39	2,169	0	8,290	399,077
2004	4												
2004	5												
2004	6												
2004	7												
2004	8												
2004	9												
2004	10												
2004	11												
2004	12												

**Pike County Light and Power Company
First Quarter Report**

2004

Performance Ratios

Year	Month	Frequency Month (SAIFI)	Frequency Y-T-D (SAIFI)	Frequency Rolling 12 (SAIFI)	Restoration Month (CAIDI)	Restoration Y-T-D (CAIDI)	Restoration Rolling 12 (CAIDI)	Duration Month (SAIDI)	Duration Y-T-D (SAIDI)	Duration Rolling 12 (SAIDI)
2004	1	0.01	0.01	0.53	213	213	181	2	2	95
2004	2	0.00	0.01	0.50	0	213	185	0	2	93
2004	3	0.00	0.01	0.50	0	213	184	0	2	92
2004	4									
2004	5									
2004	6									
2004	7									
2004	8									
2004	9									
2004	10									
2004	11									
2004	12									

**Pike County Light and Power Company
First Quarter Report**

2004

First Quarter Cause Analysis

Cause	Interr Qtr	Interr Qtr (%)	Interr Y-T-D	Interr Y-T-D (%)	Cust Aff Qtr	Cust Aff Qtr (%)	Cust Aff Y-T-D	Cust Aff Y-T-D (%)	Cust Min Qtr	Cust Min Qtr (%)	Cust Min Y-T-D	Cust Min Y-T-D (%)
Animal Contact	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Tree Contact	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Overload	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Work Error	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Equipment Failure	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Non-Company Accidents	1	50.0%	1	50.0%	20	51.3%	20	51.3%	6,960	84.0%	6,960	84.0%
Pre-Arranged	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Cust Equipment	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Lightning	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Unknown/Other	1	50.0%	1	50.0%	19	48.7%	19	48.7%	1,330	16.0%	1,330	16.0%
All Causes	2	100.0%	2	100.0%	39	100.0%	39	100.0%	8,290	100.0%	8,290	100.0%

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FirstEnergy

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SECRETARIAT BUREAU

April 16, 2004

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA17120

DOCUMENT
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Re: Joint 4th Quarter 2003 Reliability Report – Pennsylvania Power Company,
Metropolitan Edison Company and Pennsylvania Electric Company
Docket No. L-00030161

Dear Mr. McNulty,

Enclosed for filing on behalf of the Pennsylvania Power Company, Metropolitan Edison Company and the Pennsylvania Electric Company is an original and nine (9) copies of its Revised Pages 5 and 6 to the previously submitted Joint 4th Quarter 2003 Reliability Report filed with this Commission on February 2, 2004. The Revised Pages 5 and 6 are being provided to correct the Met-Ed outage cause charts. Once again, please note that this filing is without prejudice and subject to the Companies' Original and Reply Comments previously submitted in response to the Commission's Tentative Reliability Order and the Companies prospective comments in the Commission's pending Reliability Rulemaking proceeding.

A copy of Revised Pages 5 and 6 is being submitted electronically to the Office of Consumer Advocate and the Office of Small Business Advocate.

Sincerely,

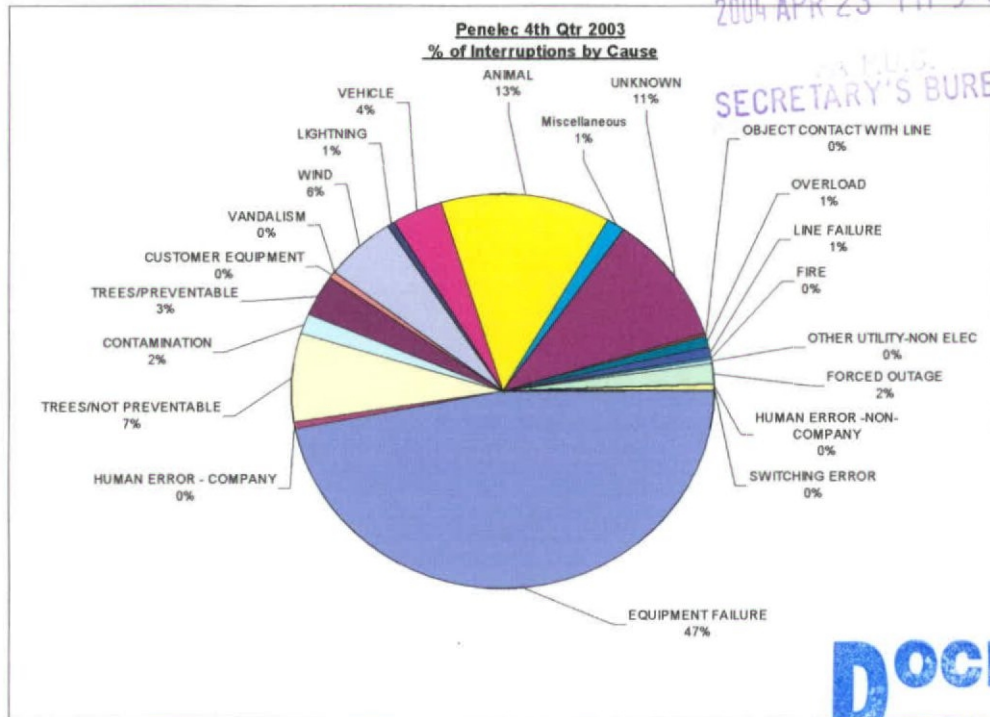
Eric J. Dickson / EDW

Eric J. Dickson
Director, Energy Delivery Operations Services

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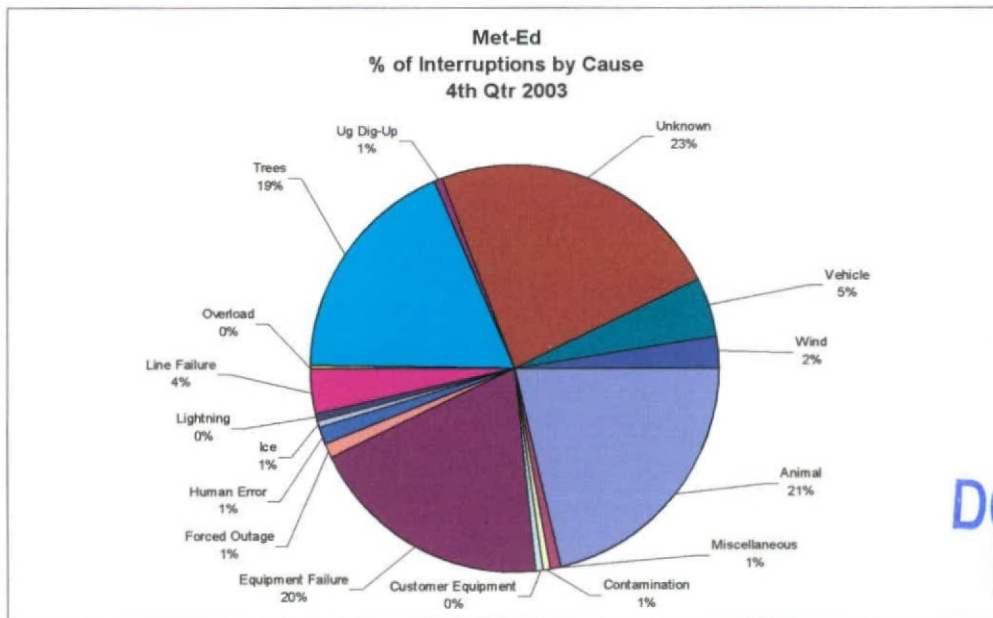
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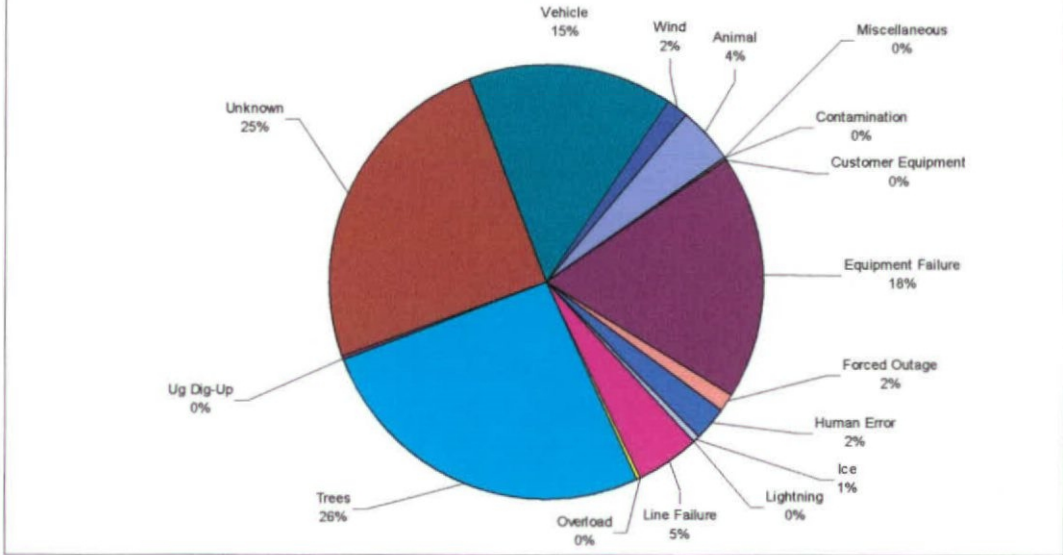
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MAY 17 2004

Met-Ed: The high percentage of equipment failure outage causes and the associated customer minutes are a result of reporting an excessive number of blown fuses as failed equipment when a specific cause was not found. This practice artificially inflated the equipment failure category for the 4th quarter. Retraining of dispatching and field personnel has been initiated to assure the appropriate cause codes are utilized going forward.



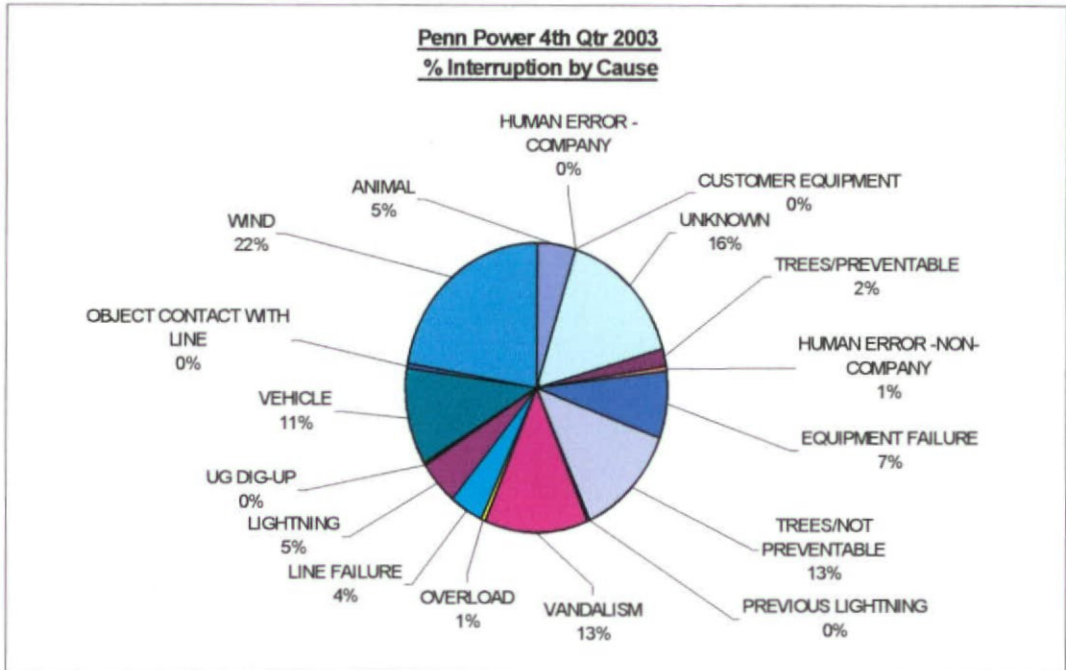
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**Met-Ed
% of Customer Minutes by Cause
4th Qtr 2003**



Penn Power

**Penn Power 4th Qtr 2003
% Interruption by Cause**





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a conEdison, inc. company

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Orange and Rockland Utilities, Inc.
390 West Route 59
Spring Valley NY 10977-5300
www.oru.com

ORIGINAL

April 20, 2004

Honorable James J. McNulty
Secretary
Pennsylvania Public Utility Commission
Room B-20 North Office Building
Harrisburg, PA 17120

DOCUMENT

**Re: Rulemaking Re: Amending Electric
Service Reliability Regulations
Docket No. L-00030161**

Dear Secretary McNulty:

In accordance with the Proposed Rulemaking entered on June 30, 2003 in the above-referenced proceeding and a March 17, 2004, letter from James J. McNulty extending the filing date, Pike County Light & Power Company hereby files an original and six copies of its Service Reliability Report for 2003 System Performance.

Any questions regarding this report should be addressed to me at the address listed above or I can be reached at (845) 577-3692.

Very truly yours,

Angelo M. Regan
Chief Distribution Engineer

AMR/dlp

Enclosures

cc: Office of Consumer Advocate
Office of Small Business Advocate

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**Pike County Light and Power Company
(Orange and Rockland Utilities, Inc.)**

Annual Electric Reliability Report

2003

DOCUMENT

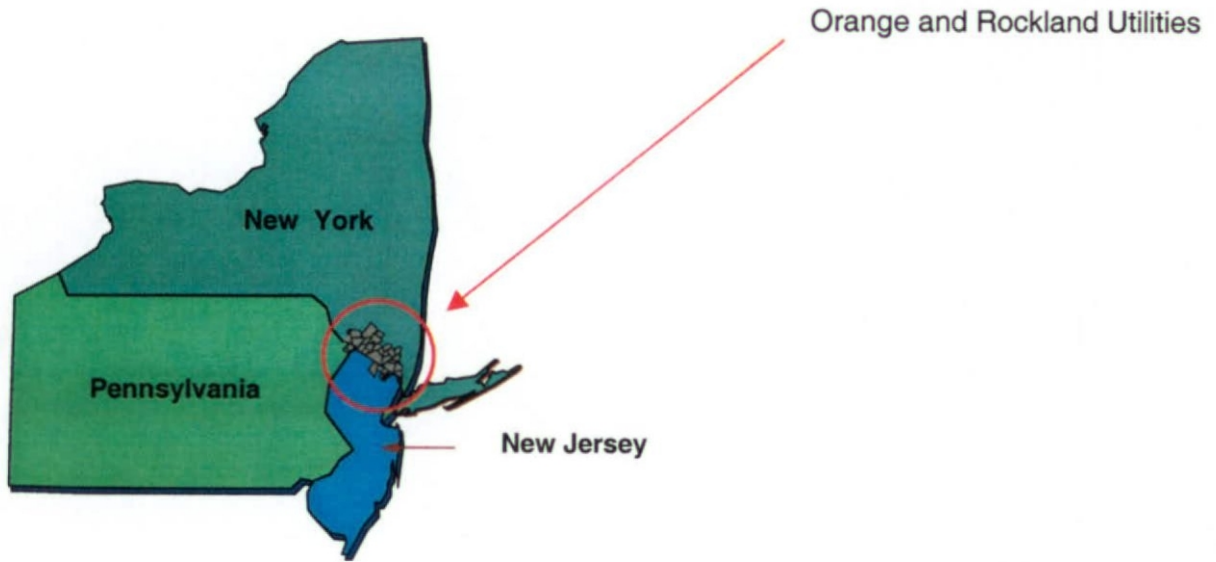
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April 30, 2004

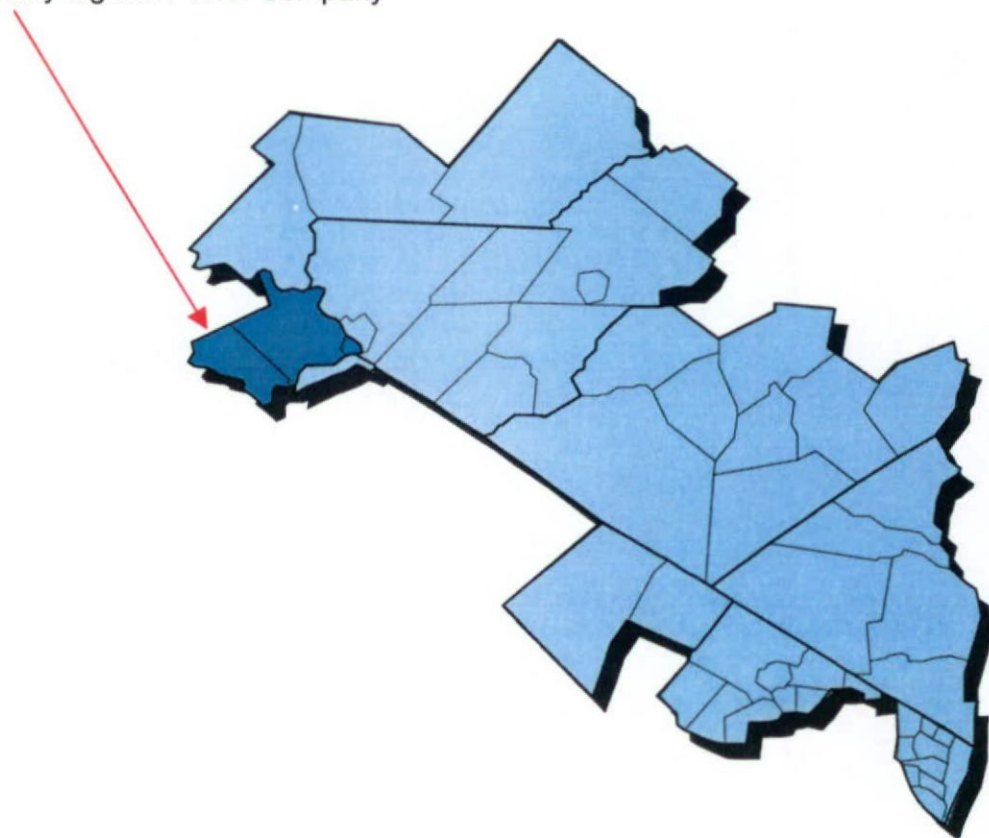
Table of Contents

	Page #
Geographic Territory	i
Customer Served	ii
Definitions	iii
Overall Current Assessment	1
Major Events	4
Reliability Indices	6
Causes of Interruptions	15
T/D Inspection and Maintenance Goals/Objectives	20
T/D Operation and Maintenance Expenses	22
T/D Capital Expenditures	24
T/D Inspection and Maintenance Goals/Objectives - Quantified	26
T/D Operation and Maintenance Expenses by FERC Account	34
T/D Capital Expenditures by FERC Account	36
T/D Inspection and Maintenance Programs – Significant Changes	38

Geographic Territory

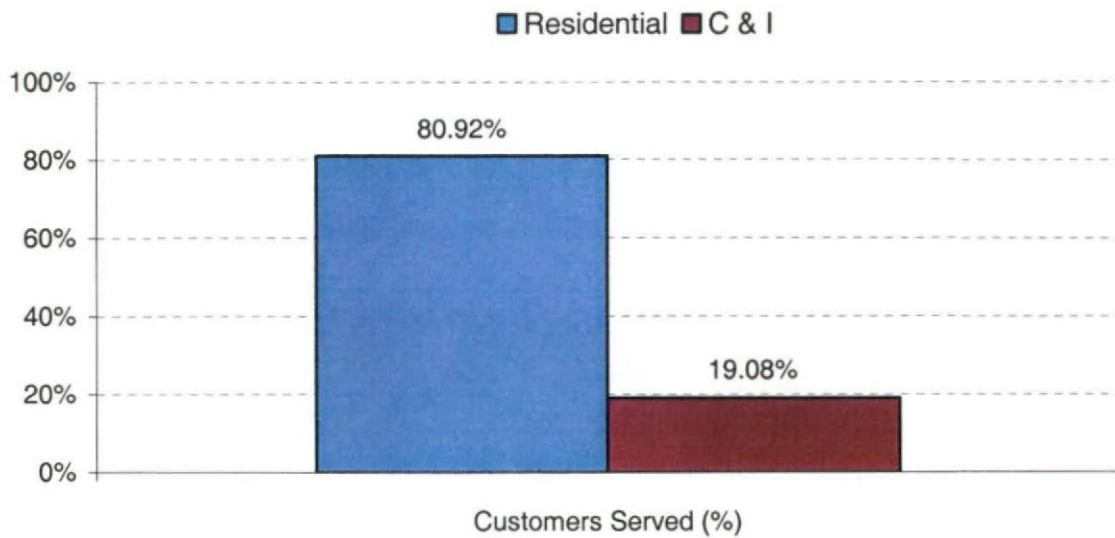
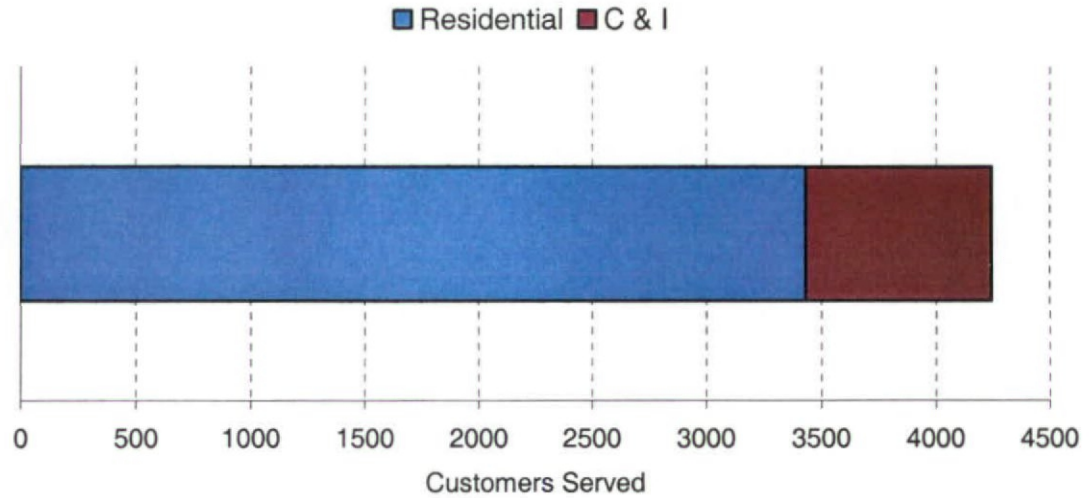


Pike County Light & Power Company



Customers Served

Shown below is the 2003 Customers Served for both Residential and C & I rate codes.



	Residential	(% State)	(% Comp)	C & I	(% State)	(% Comp)	All Customers	(% State)	(% Comp)
Pike County	3459	80.93%	1.24%	815	19.07%	0.29%	4274	100.00%	1.53%

Definitions

Customers Served	These customers include both residential and commercial / industrial customers within our electric franchise territory. Excluded from these are all Street lighting (Municipal Street Lighting, Traffic Lights, all Dusk to Dawn Lighting), and all Sales to other Utilities.
Interruption	An interruption is the loss of service for five (5) or more minutes to one or more customers.
Customers Affected	Represents the total number of customers affected as a result of an outage.
Hours of Interruption	Represents the total customer hours of interruption, which is calculated by multiplying the total customers affected during an interruption by the duration (hours/minutes) of the interruption. Hours of Interruption are subject to rounding differences.
O/H Distribution (O/H Dist)	Those interruptions which are caused by incidents occurring in the overhead distribution system.
U/G Distribution (U/G Dist)	Those interruptions which are caused by incidents occurring in the underground distribution system.
Transmission/Substation (Trans/Sub)	Those interruptions which are caused by incidents occurring in the Transmission system or in the Substation system.
Major Event	An interruption of electric service resulting from conditions beyond the control of the electric distribution company which affects at least 10% of the customers in an operating area during the course of the event for a duration of 5 minutes each or greater. A major event can also be an unscheduled interruption of electric service resulting from an action taken by an electric distribution company to maintain the adequacy and security of the electrical system, including emergency load control, emergency switching and energy conservation procedures, which affects at least one customer. A major event does not include scheduled outages in the normal course of business or an electric distribution company's actions to interrupt customers served under interruptible rate tariffs.

Definitions

Causes of Interruption

Interruptions are classified by the cause of the interruption and include ten categories.

Animal Contact	Interruptions caused by an animal such as a squirrel, bird, snake, raccoon, etc.
Tree Contact	Interruptions caused by a tree or tree limb coming into contact with the electrical equipment.
Overload	Interruptions caused by an overloaded condition.
Work Error	Interruptions caused by the utility or utility contract personnel such as Company hired tree trimmers.
Equipment Failure	Interruptions caused by the breakdown or failure of company owned equipment.
Non-Company Accident	Interruptions resulting from events not under the control of the utility such as vehicle accidents, vandalism, fires, etc.
Pre-Arranged	Interruptions resulting from actions deliberately taken by the utility with advance notice to the customer(s) affected such as scheduled pre-arranged outages for voltage conversions, etc.
Customers Equipment	Interruptions to customers resulting from the failure of customer(s) equipment.
Lightning	Interruptions resulting from lightning.
Unknown/Other	Interruptions for which the cause is unknown or for which none of the other classifications is appropriate.

Definitions

PERFORMANCE RATIOS

Frequency (SAIFI)	Represents the number of times an average customer is affected by an outage. It is calculated by dividing the total customers affected by the customers served within a specific territory.
Restoration (CAIDI)	Represents the time in minutes (hours) it takes to restore electric service to an average customer that is affected by an outage. It is calculated by dividing the minutes (hours) of interruption by the customers affected. This ratio, however, can be misleading in that reductions can be achieved in both the minutes of interruption and in the customers affected which do show improvements in overall reliability, yet will still result in a higher restoration time.
Duration (SAIDI)	Represents the time in minutes (hours) that an average customer is without electric service over a specific period of time. It is calculated by dividing the customer hours/minutes of interruption over a specified period of time by the customers served over the same period of time. For that same defined period of time, this performance ratio can be calculated by the formula SAIFI * CAIDI.

Overall Current Assessment

Overall Current Assessment

This document constitutes Pike County Light and Power Company's (Pike, O&R, or the Company) Annual Electric Reliability Report for 2003. Overall, the Pike County service territory experienced a frequency (SAIFI) of 0.52 interruptions per customer served, a restoration time (CAIDI) of 184 minutes, and duration (SAIDI) of 96 customer minutes of interruption. The 2003 SAIFI performance for Pike bettered the Pennsylvania Public Utility Commission (PUC) existing 'standard' level of 0.58 by 10%. The 2003 CAIDI performance for Pike bettered the existing 'standard' level of 283 minutes by 35%, and the 2003 SAIDI performance for Pike bettered the existing 'standard' level of 112 minutes by 14%.

The PUC has proposed new standards of service reliability. The proposed frequency (SAIFI) and restoration (CAIDI) 'benchmarks' are the same as the existing 'benchmarks'. The proposed duration (SAIDI) 'benchmark' is obtained by multiplying the SAIFI 'benchmark' times the CAIDI 'benchmark'. The proposed 'standard', however, is based on 110% of the proposed reliability 'benchmarks'. The reporting requirements are based on rolling three-year averages using 5 years of data. The 2003 SAIFI performance for Pike was above the PUC proposed 'standard' of 0.43 by 21%. The 2003 CAIDI performance for Pike bettered the proposed CAIDI 'standard' of 196 minutes by 6%. The 2003 SAIDI performance for Pike was above the proposed SAIDI 'standard' level of 84 minutes by 14%.

Orange & Rockland Utilities' "Northern Division" serves Pike County Light and Power, as well as portions of Orange County and Sullivan County in New York State, and portions of Sussex County in New Jersey. Pike County is the westernmost portion of Orange & Rockland Utilities' "Northern Operating Division". This area is primarily fed from two 34.5 kV radial circuits that back up each other.

There were six major events affecting Pike County during the year 2003. These events included a building fire, a motor vehicle accident, and a storm condition with high winds. The remaining 3 major events included a broken pole caused by a falling tree, a failed pole top pin, and water accumulation in an underground switch pad. These six-incidents (15 interruptions) resulted in the loss of customers in Pike County and also met the PUC definition of a major event. As a result, they have been removed from the performance statistics. These major events are tabulated in Table 1.

The reliability indices for the total Pike County service territory are shown in Table 2. A five-year history and five-year average are tabulated according to the standard reporting requirements initiated by the PUC in 1999. As a reference, the existing 'benchmark' and 'standard' levels set by the PUC in 1999 for each of the indices are also listed. The newly proposed indices for Pike County and the three-year averages using the most recent 5 years of data are also listed. Figures 1, 2, and 3 graphically show SAIFI, CAIDI, and SAIDI respectively, from 1999 through 2003, with the established PUC 'benchmark' and 'standard' levels plotted for reference. The graph also shows the proposed reliability indices with the rolling three-year averages.

The graphs (Figures 1, 2, and 3) show frequency (SAIFI) has been fairly steady, meeting the established 'standard' in all years, until 2002. The 2003 Frequency improved substantially from 2002 and is better than the 5-year average. The 2003 Restoration of 184 minutes is at its best level in four years improving by 18% from 2002 and better than the five-year average. The 2003 Duration improved 59% from 2002 and was 28% better than the 5-year average.

Pike County Light & Power Company – Annual Electric Reliability Report – 2003

The 2003 frequency of 0.52 was above the proposed 'standard' of 0.43 by 21%. All three-rolling three-year averages are also above the proposed frequency 'standard'. The 2003 restoration of 184 minutes was better than the proposed restoration 'standard' of 196 minutes by 6%. All three-rolling three-year averages, however, are above the proposed 'standard'. The 2003 duration of 96 minutes was above the proposed duration 'standard' of 84 minutes by 14%. All three rolling three-year averages are, once again, above the proposed 'standard'. As such, Pike is clearly concerned with the adoption of the proposed standards. On October 8, 2003, Pike submitted comments for Docket No. M-00991220 and L-00030161, which suggest modifications for establishing new standard levels for SAIFI, CAIDI and SAIDI. Refer to these comments for a more detailed explanation on Pike's position and suggested modifications.

Table 3 shows the Pike County five-year interruption history and the effects of removing the pre-arranged outages and major events affecting 10% or more of the customers. As can be seen from this data, usually there is a significant effect on the number of customers affected and the customer minutes of interruption when removing major events. Figures 4, 5, and 6 show performance trends from 1999 through 2003, for the number of interruptions, customers affected, and customer minutes of interruption, respectively, with pre-arranged outages, partial power, and major events removed, as well as these same performance trends plotted against all events occurring in Pike County, to show the effect of removing the major events. Removing these major events and two pre-arranged outages from the statistics, as listed in Table 3, results in a frequency performance of 0.52, a restoration performance of 184 minutes, and a duration performance of 96 minutes.

Figure 7 shows a summary by cause, for the Pike County interruptions experienced in 2003, with pre-arranged outages and major events removed. The major cause is tree contact with 29 interruptions with 34% of these interruptions involving either a secondary or service condition. Six of the 29 interruptions occurred during Northern Operating Division storm conditions, affecting less than 10% of Pike County Light and Power customers and, as a result, are included in the tree statistics. The program targeted to improve this area is the four-year, cycle-based tree clearance program. A "cycle-buster" trimming program was also in effect to address key areas where recurring outages have occurred.

A graphical representation, by cause, is depicted in Figures 8, 9, and 10, which show the annual contribution to the number of interruptions, customers affected, and customer minutes of interruption, respectively, from 1999 through 2003. The Company's Service Reliability programs, discussed later in this report, are designed to target equipment and circuits that require performance upgrades.

The distribution inspection and maintenance goals/objectives and distribution and capital expenses, are listed starting on page 20. Presently, Pike County has no transmission lines or substations. There is a capital project in progress to build a new substation in Matamoros, which is scheduled for completion by December of 2004.

Major Events

Pike County Light & Power Company – Annual Electric Reliability Report – 2003

Major Events

Date	Cause	Time	Duration (minutes)	Customers Affected	Customer Minutes of Interr	Description
01/08/03	Tree Contact	13:19	31	1,402	43,462	Pole Broken
03/05/03	Cust Equipment	2:20	182	1,025	187,474	Building Fire
05/11/03	Equipment Failure	16:21	78	1,407	109,746	Pole Top Pin
05/24/03	Non-Comp Acc	3:05	147	2,710	387,799	Pole hit by vehicle
11/05/03	Equipment Failure	15:44	38	2,828	107,464	Water in Sw Pad
11/13/03	Storm (8 interruptions)	5:22	2,130	1,727	393,892	High Winds
Major Event Total				11,099	1,229,838	

Table 1

Reliability Indices

Reliability Indices

1999 – 2003

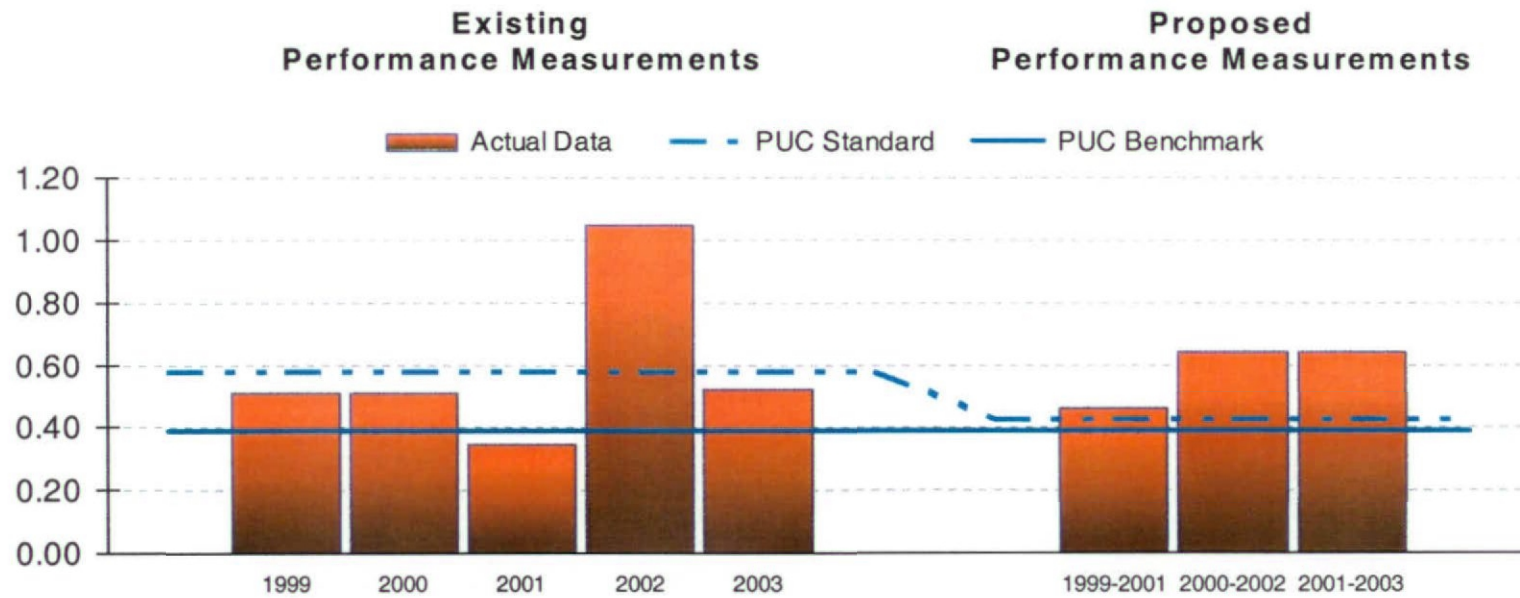
Existing Standards	Years	Frequency	Restoration	Duration
		SAIFI (Cust Aff/Cust Srvd)	CAIDI (Cust Min/Cust Aff)	SAIDI (Cust Min/Cust Srvd)
PUC - Existing Standard		0.58	283	112
PUC - Existing Benchmark		0.39	178	66
Actuals	1999	0.51	161	83
	2000	0.51	357	183
	2001	0.35	200	69
	2002	1.05	224	234
	2003	0.52	184	96
5 Year Average		0.59	225	133

Proposed Standards	Years	Frequency	Restoration	Duration
		SAIFI (Cust Aff/Cust Srvd)	CAIDI (Cust Min/Cust Aff)	SAIDI (Cust Min/Cust Srvd)
PUC - Proposed Standard		0.43	196	84
PUC - Proposed Benchmark		0.39	178	69
Rolling 3 year averages	1999-2001	0.46	244	111
	2000-2002	0.64	255	162
	2001-2003	0.64	209	133

Table 2

Reliability Indices

Frequency - SAIFI

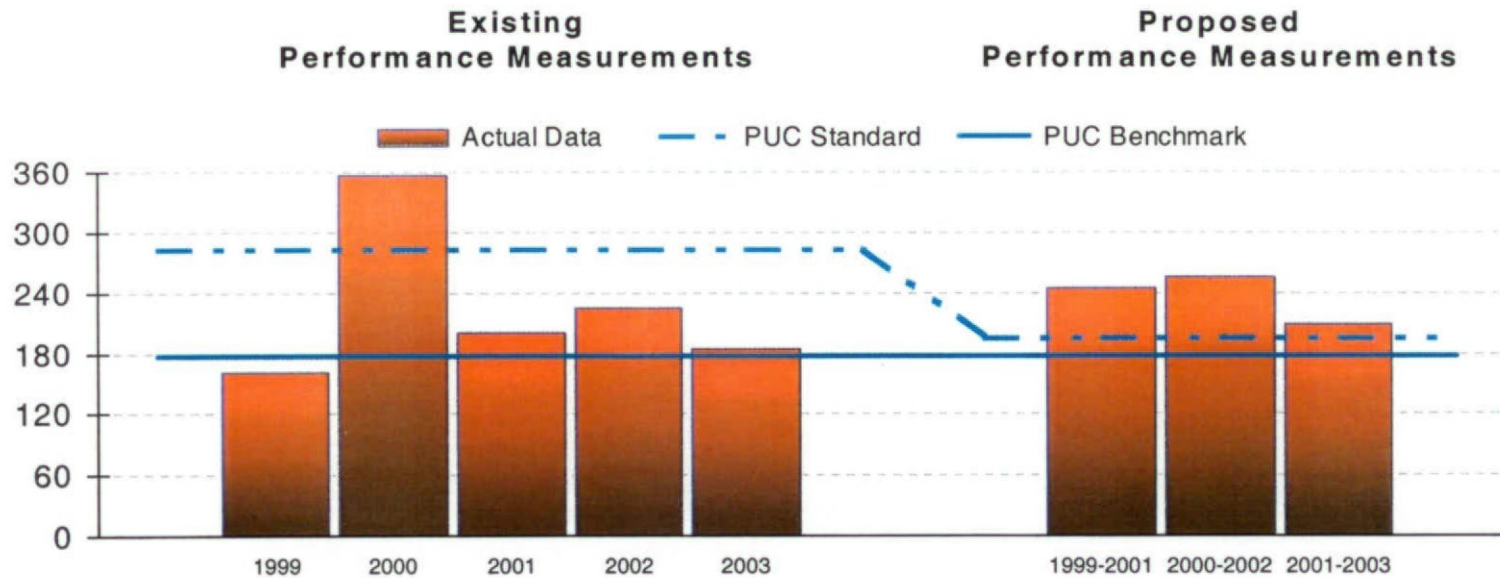


The data excludes Partial Powers, Pre-arranged Outages, and Major Events.

Figure 1

Reliability Indices

Restoration – CAIDI (Minutes)

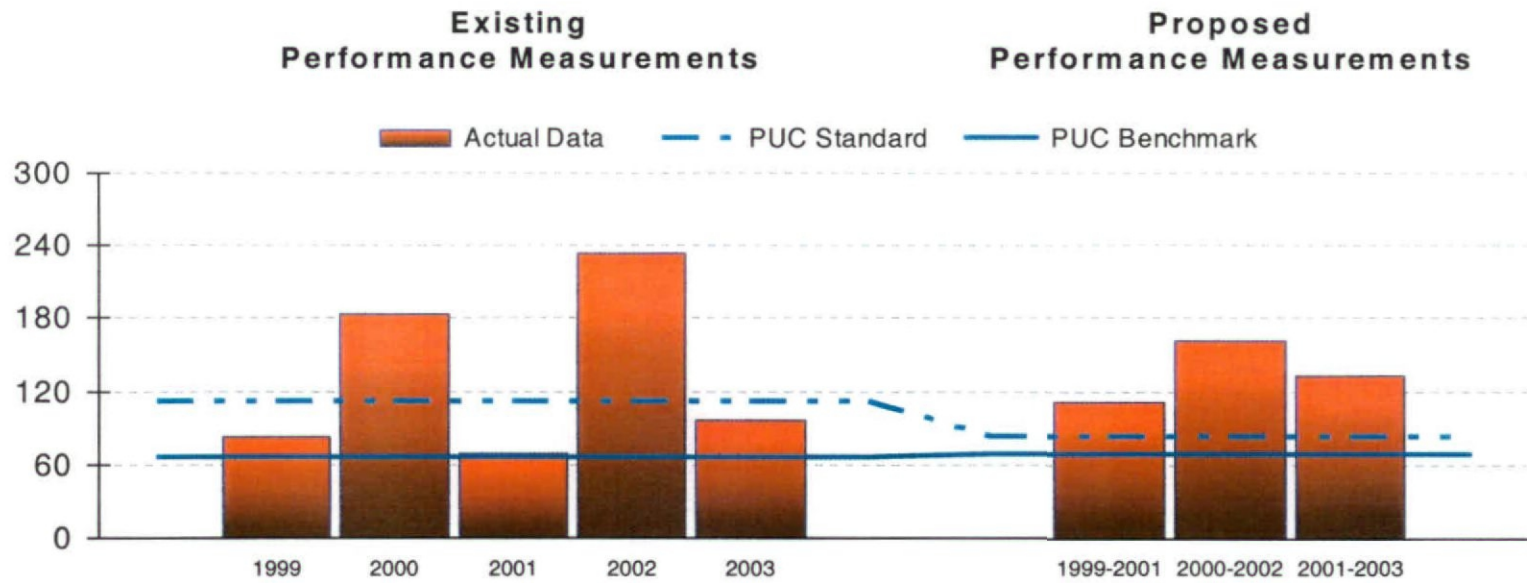


The data excludes Partial Powers, Pre-arranged Outages, and Major Events.

Figure 2

Reliability Indices

Duration – SAIDI (Minutes)



The data excludes Partial Powers, Pre-arranged Outages, and Major Events.

Figure 3

Pike County Light & Power Company – Annual Electric Reliability Report – 2003

Reliability Indices

**Effect of Pre-Arranged Outages
and
Major Events Affecting 10 % or more Customers**

Year	Avg Cust Served	Interruptions	Customers Affected	Cust Min of Interruption	Frequency SAIFI (Cust Aff/Cust Srvd)	Restoration CAIDI (Cust Min/Cust Aff)	Duration SAIDI (Cust Min/Cust Srvd)
<u>ALL EVENTS</u>							
1999	4,088	81	4,830	582,594	1.18	121	143
2000	4,118	48	10,738	1,506,246	2.61	140	366
2001	4,173	38	10,776	1,567,536	2.58	145	376
2002	4,255	81	17,392	2,006,166	4.09	115	471
2003	4,322	71	16,163	1,815,382	3.74	112	420
<u>PRE-ARRANGED OUTAGES AND MAJOR EVENTS (Affecting 10% or more Customers)</u>							
1999	4,088	24 29.63%	2,731 56.54%	243,986 41.88%			
2000	4,118	6 12.50%	8,632 80.39%	754,638 50.10%			
2001	4,173	6 15.79%	9,332 86.60%	1,278,106 81.54%			
2002	4,255	9 11.11%	12,934 74.37%	1,009,159 50.30%			
2003	4,322	15 21.13%	13,913 86.08%	1,400,538 77.15%			
<u>WITHOUT PRE-ARRANGED AND MAJOR EVENTS</u>							
1999	4,088	57	2,099	338,608	0.51	161	83
2000	4,118	42	2,106	751,608	0.51	357	183
2001	4,173	32	1,444	289,430	0.35	200	69
2002	4,255	72	4,458	997,007	1.05	224	234
2003	4,322	56	2,250	414,844	0.52	184	96

Table 3

Performance Trends

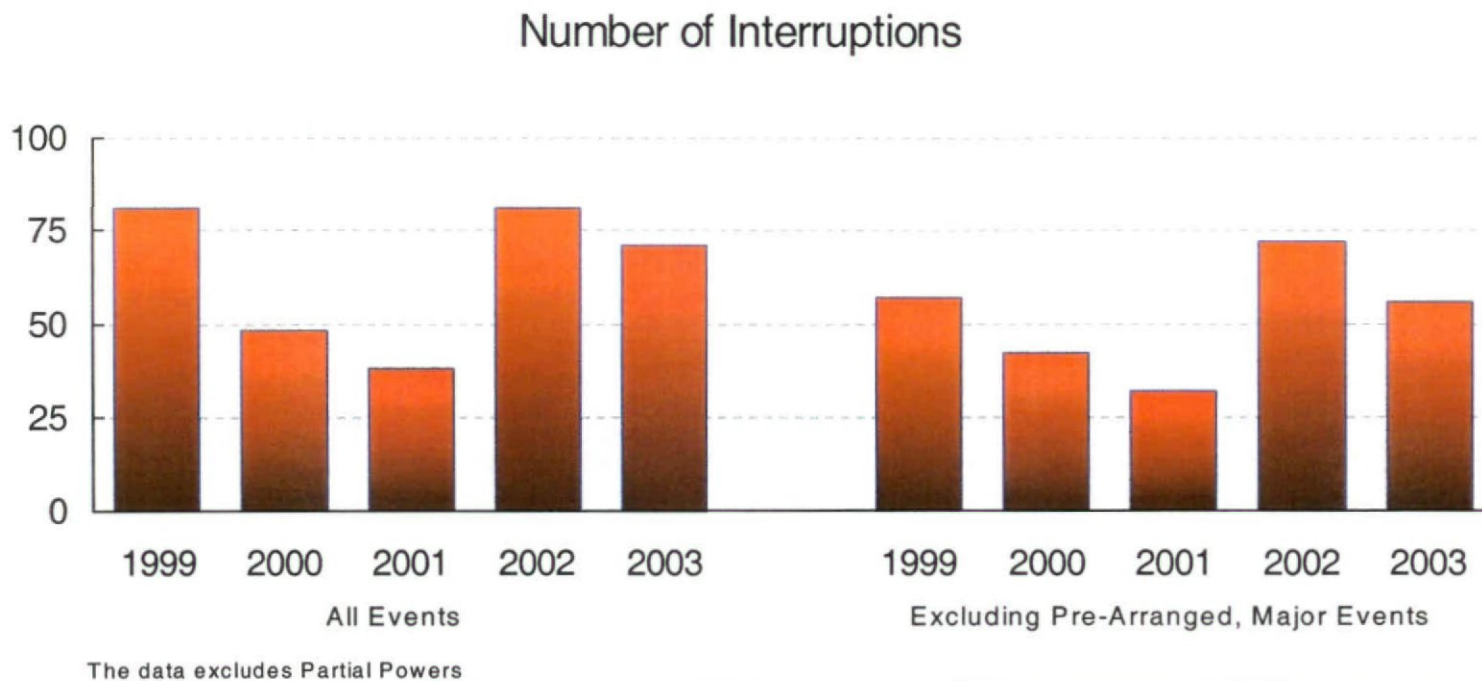


Figure 4

Performance Trends

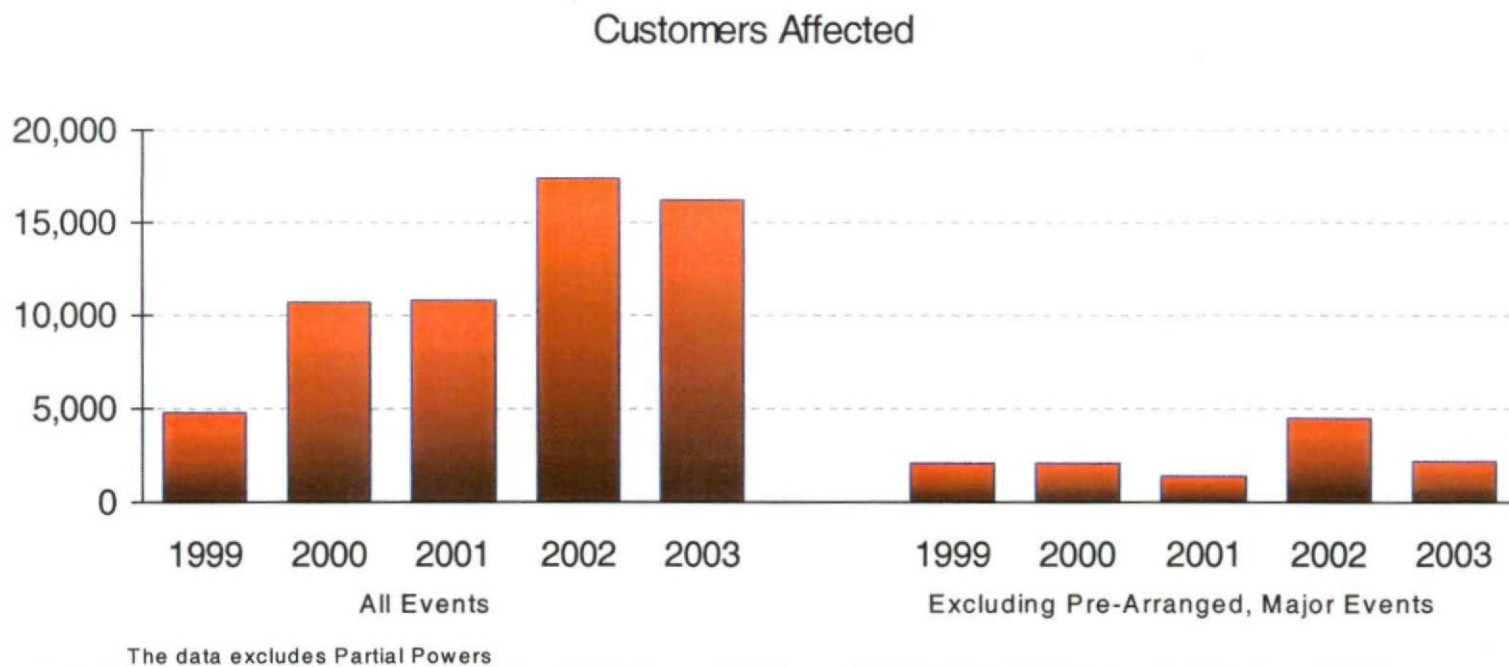


Figure 5

Performance Trends

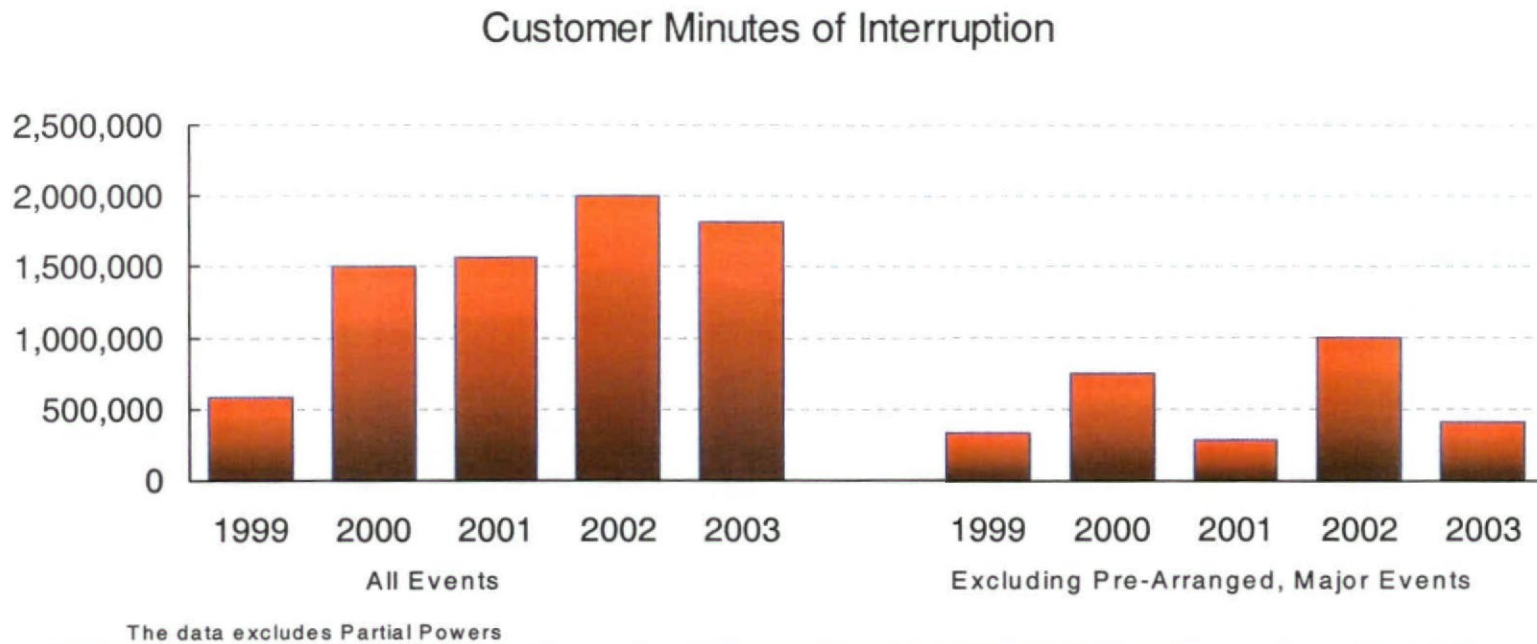


Figure 6

Causes of Interruptions

Causes of interruptions

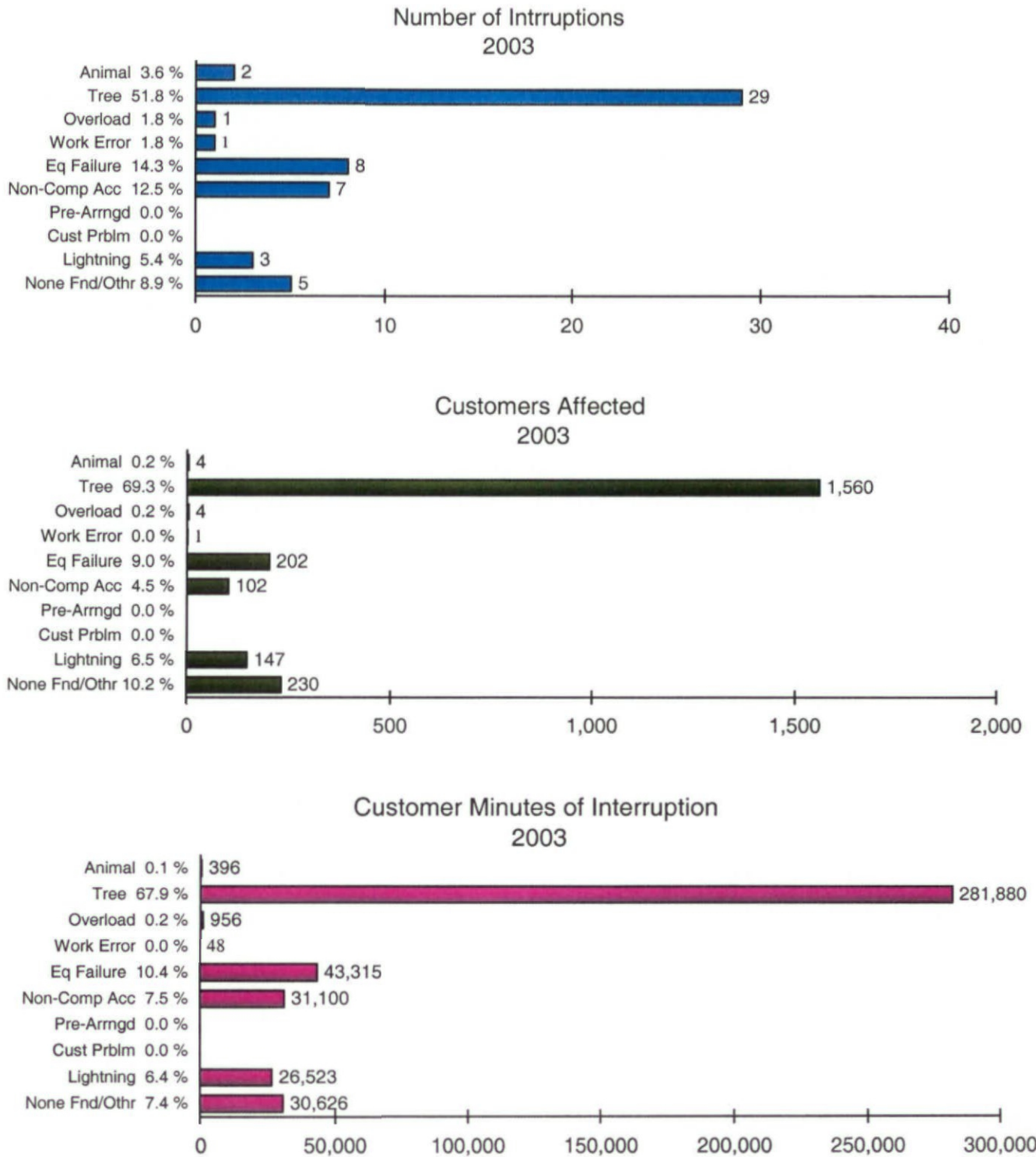
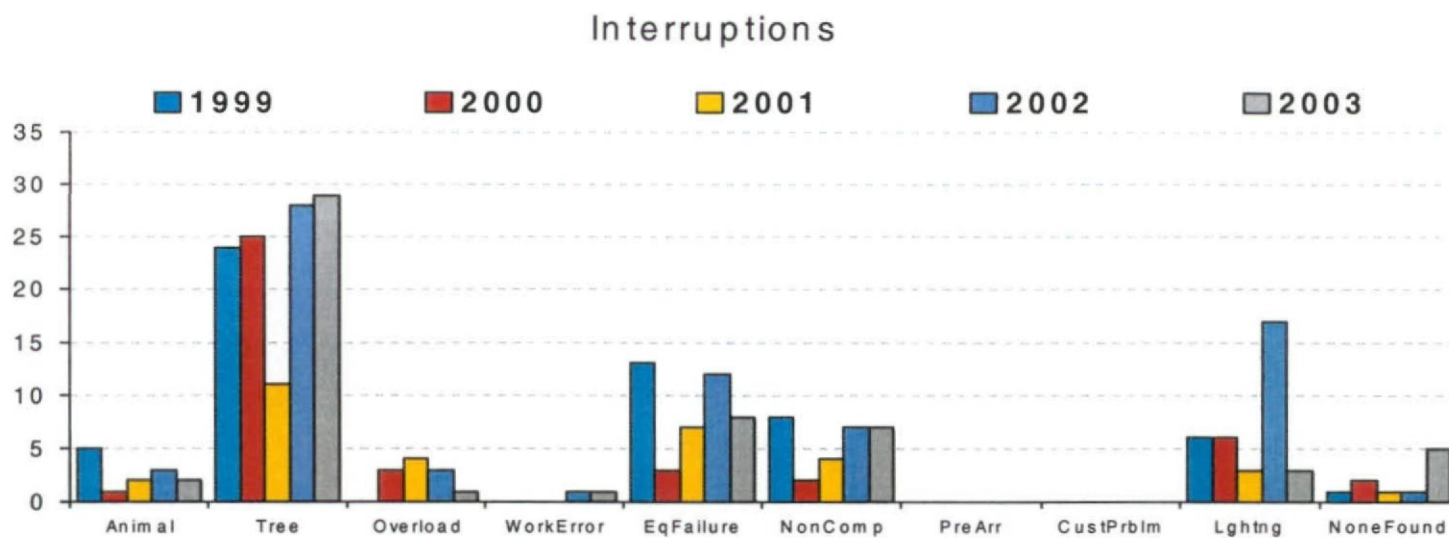


Figure 7

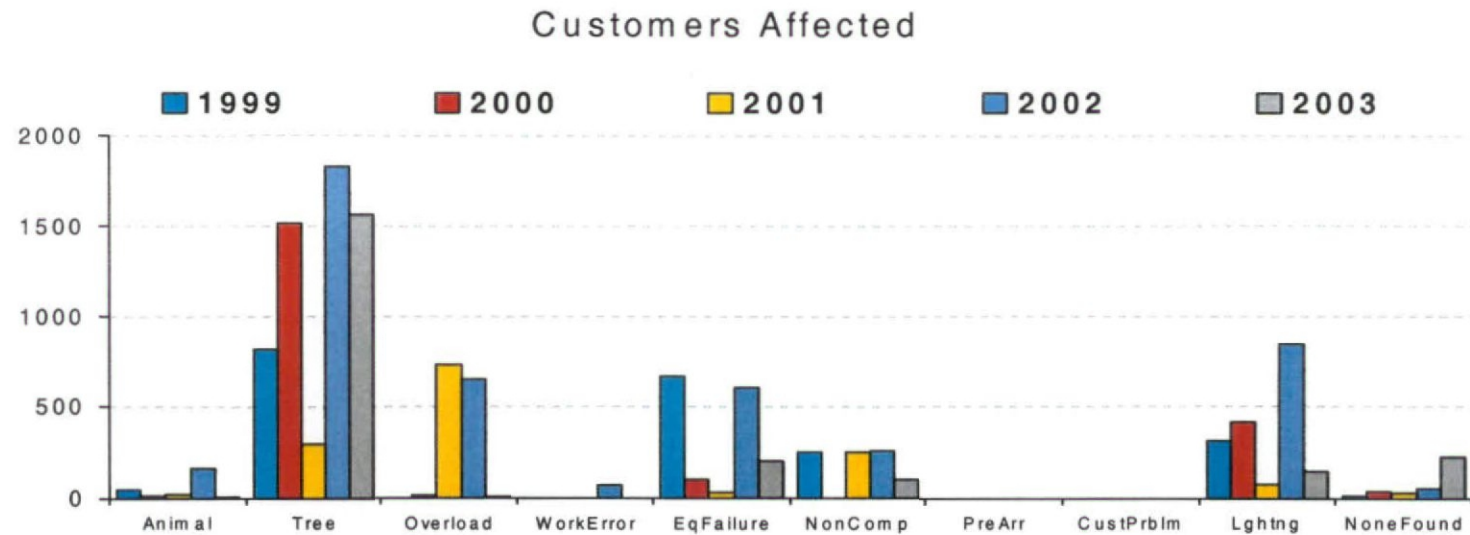
Causes of Interruptions



The data excludes Partial Powers, Pre-arranged Outages, and Major Events.

Figure 8

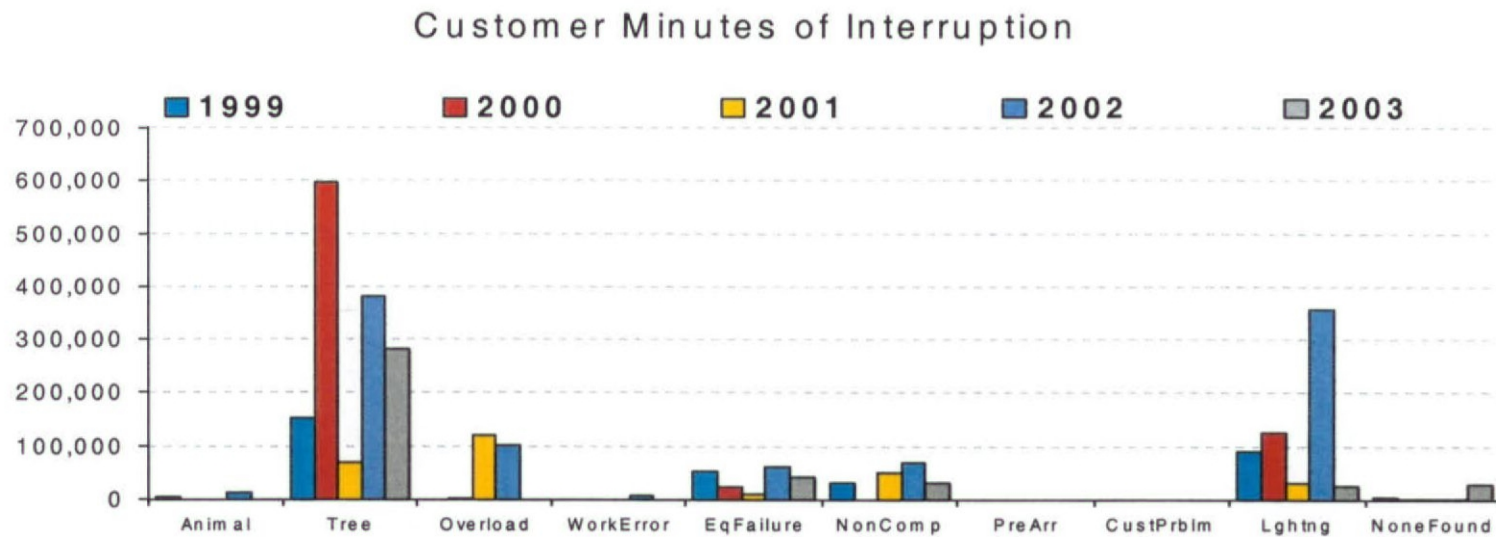
Causes of Interruptions



The data excludes Partial Powers, Pre-arranged Outages, and Major Events.

Figure 9

Causes of Interruptions



The data excludes Partial Powers, Pre-arranged Outages, and Major Events.

Figure 10

T/D
Inspection/Maintenance
Goals/Objectives

**T/D
Inspection/Maintenance
Goals/Objectives**

Goals/Objectives vs. Results

Distribution goals and objectives focused on completing all required preventive maintenance, distribution system improvement, and new construction requirements, while meeting established SAIDI, CAIDI, and SAIFI objectives. These goals were met. Pike has no transmission.

**T/D
Operation and Maintenance
Expenses**

Pike County Light & Power Company – Annual Electric Reliability Report – 2003

T/D
Operation and Maintenance
Expenses

O&M	Budget \$ 2003	Actual \$2003
Total Distribution	436.3	459.1
Total Transmission	-	-

**T/D
Capital Expenditures**

Pike County Light & Power Company – Annual Electric Reliability Report – 2003

T/D
Capital Expenditures

Capital	Budget \$ 2003	Actual \$ 2003
Electric Distribution Blankets - PA	210.6	248.0
Electric Meter Purchases - PA	46.8	13.8
Cummings Hill Road Conversion - Milford	139.4	210.3
Matamoras Substation	51.7	78.4
Total Distribution	448.5	550.5

**T/D
Inspection and Maintenance
Goals/Objectives
Quantified**

**T/D
Inspection and Maintenance
Goals/Objectives
Quantified**

Inspection and maintenance programs, designed with the intention to improve frequency of interruption and minimize the resultant increases in restoration (as frequency is improved), have been in effect for over 10 years. These programs are focused on field facilities and customer satisfaction, and are effective in minimizing the probability of an interruption while limiting the number of customers affected per interruption. The major programs are:

- Distribution Tree Trimming
- Distribution Line Maintenance
- Infrared Inspection Program
- Underground Cable Rehabilitation Program
- Underground Cable Rebuild Program
- Power Quality
- Mid-point Recloser / Sectionalizing Program

A description and summary of the above mentioned service reliability maintenance and circuit improvement programs are found on the following pages. Presently there are no transmission and substation facilities in Pike County Light & Power Company.

Title: **DISTRIBUTION TREE TRIMMING**

Subject: Delivery System Program Review
 Distribution Tree Trimming

Item Description:

Examination of the distribution tree-trimming programs and spot check distribution lines to validate that maintenance is adequate.

Program:

The distribution tree-trimming program is a vegetation clearance and control methodology based upon a four-year cycle. The circuits to be trimmed each year are selected based upon the actual circuit performance with respect to the tree caused outages and the normal cycle. A computer database, driven by the tree caused outage analysis system, is utilized to prioritize the circuits based on performance. In 2003, the first year of the fourth cycle was started. A recurring tree caused outage program remained in place to identify outage types and locations on a circuit. Two enhancements to the program continued to be implemented. First, a “cycle buster” trimming program was implemented which included a survey to identify potential outages on circuits not scheduled for trimming that year. Second, an outage study and database was utilized to identify the causes and types of tree related outages.

In 2003, all tree outage data continued to be categorized and analyzed for trends related to weather, storms, and clear day outages. This analysis will continue to provide more focused attention on the type of trimming required.

References:

The tree trimming records are maintained for each circuit trimmed, with completion dates and mileage trimmed. Audits are performed on the circuits as the trimming proceeds, to insure that the quality of work and line clearance specifications is being maintained. Audits are also performed on the contractors performing the work.

Title: DISTRIBUTION LINE MAINTENANCE

Subject: Delivery System Program Review
Distribution Line Maintenance

Item Description:

Examination of the distribution line maintenance programs (excluding tree trimming) and spot check lines to validate that maintenance is adequate.

Program:

The following details all of the distribution line maintenance programs performed by the Overhead and Underground Electric Operations Departments.

CAPACITOR MAINTENANCE PROGRAM

All switched capacitor banks are inspected in accordance with the Capacitor Maintenance procedure. Maintenance schedules have been set by the divisions and are tailored to best meet the divisions needs. All deficiencies found as a result of this program are repaired prior to the system peak.

REGULATOR MAINTENANCE PROGRAM

Regulator inspections and functional tests are performed annually in accordance with the Regulator Maintenance Procedure. All deficiencies are corrected prior to the system peak.

RECLOSER SECTIONALIZER MAINTENANCE PROGRAM

Recloser/Sectionalizer inspections and functional tests are performed in accordance with the Recloser/Sectionalizer Maintenance Procedure. A visual inspection and functional test of all line units is performed annually.

INFRARED THERMAL INSPECTION PROGRAM

This program is administered annually on all three-phase overhead facilities, and on a three-year cycle for all single-phase overhead facilities. All underground subdivisions operating at 34.5KV are inspected annually. Necessary repairs are prioritized by temperature rise and completed in accordance with the time frame established in the priority rating system.

UNDERGROUND CABLE REHABILITATION AND REBUILD PROGRAM

All underground system outage statistics are analyzed on an individual subdivision basis and a priority listing developed. From this listing it is determined if the cable is to be rehabilitated or rebuilt. Where multiple cable failures have occurred on the same cable section, cables are replaced with EPR insulated cable. Where a subdivision or section thereof shows a high frequency of failure, a decision is made to either rebuild or rehabilitate the cable. If cable rehabilitation is chosen, this is accomplished by injecting silicone fluid into the interstices of the cable, which impregnates the insulation and fills the voids. This process restores the dielectric properties of the deteriorated cable.

Developments that are serviced by underground facilities are selected for cable rehabilitation based upon the following criteria:

1. Is not a three-phase system with three-phase dependent loads.
2. The U/G facilities' incorporates a loop-feed scheme.
3. The cable is rated 15 kV.
4. The cable is either 175 mil. or 220 mil., HMWPE or XLPE insulated.

Since there may not be enough underground developments that fit the rehabilitation criteria and have experienced outages due to cable failure, the cable rehabilitation program is implemented as both a reactive and proactive measure to increase customer reliability. Developments that have experienced cable failure(s) are given higher priority list rankings.

Developments that are serviced by underground facilities are selected for cable replacement based upon their frequency of cable failures, and either do not fit the criteria for rehabilitation or have been unsuccessfully rehabilitated. Outage statistics are used as an initial guide in identifying underground developments that experience frequent outages. From this selection process, further outage analysis is required to isolate outages that occur only as a result cable failure. A priority list is then constructed, which ranks URD developments according to outage frequency, customers affected, and load.

References:

The scope of work job write-ups for all of the circuit inspection/service reliability maintenance projects are maintained on Orange and Rockland's work management system. The individual Operating Divisions, as well as the Electric Quality Assurance Group, maintain the overall records for the circuit inspection program, including the circuits that have been addressed and the project timing. These Departments, along with Power Delivery Technology, review the circuit statistics and performance to prioritize the circuits which need to be addressed or revisited as part of this program.

Each Operating Division keeps hard copy maintenance and performance records for the Capacitor, Regulator, and Recloser/Sectionalizer programs. The records kept are for this year's and last year's performance and maintenance. Any jobs to repair or replace this type of equipment are detailed and maintained on the work management system. The scope of work and completion records for all of the underground cable rehabilitation and rebuild projects is maintained on the work management system. The Underground Operating Department also maintains hard copy records of this program.

Power Quality

In 2003, Orange & Rockland continued its Power Quality Initiative to help C&I customers better understand and manage energy usage. A number of services were available to customers, including:

- Monitoring of customer facilities including equipment placement, data collection and interpretation. Expanded service to include monthly reporting was continued in 2003.
- Full site analysis yielding comprehensive protective measures and recommendations.

Additionally, Company engineers completed power quality training courses and seminars to provide better information and review of customer or system problems upon initial and immediate contact with the customer. This serves to provide quicker attention and improved customer service to those customers that may have these types of problems that need a more detailed investigation.

The Company continues to support the EPRI PQ Pager program at key customer sites throughout the service territory. Presently, sixteen customer sites have the monitors installed. The devices continuously monitor the customer's incoming voltage, and when a PQ event occurs, the unit will initiate up to four phone calls to different Company and customer-owned pagers. The instruments also record strip chart voltage information. The PQ Pagers are all automatically downloaded via modem on a daily basis, and the information is stored in a central computer. The data has been used to provide periodic comprehensive Power Quality reports to the customer. The rest of the data is stored and used to investigate customer inquiries and distribution system events. The devices improve customer relations, and at the same time, provide immediate information on the quality of service as seen by customers, at various locations of the Company's system.

Training and Seminars

In 2003, O&R sent a representative to the EPRI PQA 2003 conference. This is EPRI's annual meeting to discuss all aspects of Power Quality. The meeting consisted of tutorials, manufacturer plant tours, exhibits, presentations and technical sessions. Participation in this seminar demonstrates the Company's is interested in obtaining the most from its R&D investment in this area, allows the company to see its R&D dollars at work, and keeps the company abreast of any R&D opportunities available.

MIDPOINT RECLOSER/SECTIONALIZER PROGRAM

The mid-point sectionalizing program has been implemented since 1988. The program was initiated to reduce the number of customers affected by each interruption. In addition, microprocessor controls provide information to aid in analysis of events on the system. The mid-point reclosers reduce the number of customers affected by a mainline interruption, improves restoration time, and improves circuit reliability. The variables used to prioritize new installations include, number of customers per circuit, circuit length and potential exposure, and circuit performance history. To date, there are 147 devices installed on the O&R 13.2KV and 34.5KV distribution system, 2 of which are in Pike County.

**T/D
Operation and Maintenance
Expenses
by
FERC Account**

Pike County Light & Power Company – Annual Electric Reliability Report – 2003

T/D
Operation and Maintenance
Expenses
by
FERC Account

O&M	Budget \$ 2004
580000	29.5
581000	4.2
582000	20.3
583000	29.6
584000	(2.6)
586000	258.8
587000	10.9
588000	33.7
589000	1.7
593000	70.5
596000	4.4
597000	27.5
599000	84.0
Pike Total 2004 O&M Budget	572.5

**T/D
Capital Expenditures
by
FERC Account**

Pike County Light & Power Company – Annual Electric Reliability Report – 2003

**T/D
Capital Expenditures
by
FERC Account**

Capital	Budget \$ 2004
Matamoras Substation	1,075.1
PA Dist Load Research Metering Recorders	5.0
Matamoras Substation U/G Exits	131.6
Matamoras - PJ UG 13.2KV Tie	175.2
Electric Distribution Blankets - PA	101.4
New Business - PA	64.3
Matamoras - PJ Overhead Tie PA	239.6
Electric Distribution Blankets - PA	7.4
New Business - PA	27.9
2004 Electric Meter Purchases - PA	57.6
Pike Total 2004 Capital Budget	1,885.1

**T/D
Inspection and Maintenance
Programs
Significant Changes**

**T/D
Inspection and Maintenance
Programs
Significant Changes**

Inspection & Maintenance Changes

No underground cable rehabilitation or underground cable rebuild is planned for Pike this year as all cable performance has exceeded minimum criteria for these programs. The circuit inspection program will be replaced with the significant expenditure and system re-enforcement with the Matamoros Substation project.