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WA-18

# Chief Operating Officer's Message

Compared to the storm of January 2014—which is still fresh in our minds—outages in 2013 were extremely mild.

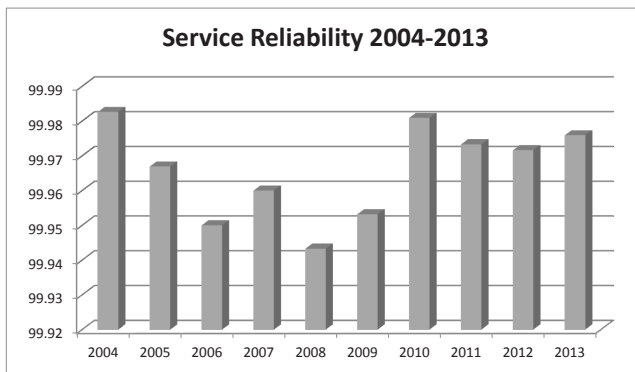
KPUD's goal is to provide safe, reliable electric service to our consumers. With 24 substations, 203 miles of transmission line and 1,667 miles of distribution line, this can be daunting.

The average system availability index is used as a standard to show the percent of time power is available to a customer. The ASAI goal in 2013 was 99.9696 percent. Since KPUD serves approximately 12,000 customers, this means our goal was for every customer to be out of power for no more than 2.7 hours from January through December.

We reached this goal in 2013, with an ASAI of 99.9758 percent. This means we kept the lights on 99.97 percent of the time last year. There were 190 outages, a drop from 2012, not including planned or power supply outages (caused by Bonneville Power Administration or Pacific Power and Light). The main cause of outages was trees, compounded with weather such as ice, snow and wind. A total of 26,102 customer outage hours were recorded in 2013, which averages to 2.18 outage hours per customer.

Due to the heavy frost and freezing rain storm, January 2014 totaled more than 49,000 customer outage hours. Outages affected customers in Snowden, Appleton, Roosevelt, Bickleton, East Goldendale, Harms Road, Centerville,

**Service Reliability 2004-2013**



the Goodnoe Hills, Maryhill and Wishram. The average was 4.08 outage hours per customer.

We track these outage statistics month to month and year to year, not only to measure our reliability to you, the consumer, but because it also helps us identify problem areas where we have multiple outages. Whether it is the substation, feeder or a specific piece of underground or overhead line, this information becomes crucial when making maintenance and new construction plans.

Occasionally it is necessary for us to plan a power outage to complete this maintenance and construction. Planned power outages are important safety measures that protect our crews and improve reliability.

We have a few projects on the list for planned outage repairs. This summer there will be one outage for the Lyle, Appleton and Timber Valley areas, and one for the Dallesport/Murdock area.

We look forward to continuing to serve you in the most electrically safe and reliable way possible.

**Ron Ihrig, Chief Operating Officer**