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WA-18

KPUD Charts Electric Outage History

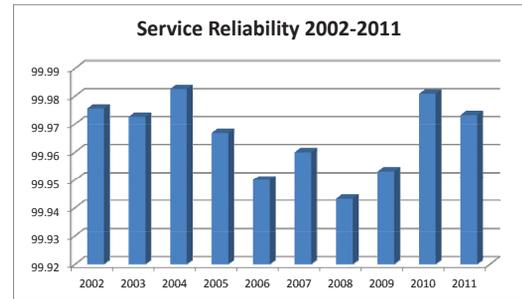
The January 2012 storm was one of the largest-scale storms that Klickitat PUD has ever experienced. Nearly every customer in Klickitat County experienced a power loss at one time between January 18-28.

To put this outage in perspective, when rates were raised last fall, the projected increase in revenue was expected to be \$2 million. This additional revenue was used up in 10 days as the outage cost the utility an estimated \$1.9 million.

Outages in 2011 were relatively mild compared to early 2012. KPUD's goal is to provide safe, reliable electric service to our consumers. With 24 substations, 204 miles of transmission line and 1,667 miles of distribution line, this can be a daunting task.

The Average System Availability Index (ASAI) is used as a standard to show the percentage of time power is available to a customer. The ASAI goal in 2011 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 2.75 hours.

We reached this goal in 2011, with an ASAI of 99.9732 percent. This means we kept the lights on 99.97 percent of the



time last year. There were 180 outages, not including planned or power supply outages, and the main cause of these outages was trees, compounded by weather, such as ice, snow and wind. A total of 28,765 customer outage hours were recorded in 2011, which averages 2.39 outage hours per customer.

We track outage statistics every month to measure our reliability and also to identify problematic areas that have multiple outages through the years. 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.

Planned power outages are an important safety measure that protects our crews. Due to storm damage, we currently have three areas on the list for planned outage repairs. They are: early April for the Bickleton area, and this summer for Glenwood and Trout Lake.

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

Ron Ihrig
Director of Operations/Generation

