March 30, 2018

VIA ELECTRONIC DELIVERY

Honorable Kathleen H. Burgess  
Secretary  
State of New York  
Public Service Commission  
Three Empire State Plaza  
Albany, New York 12223-1350


Dear Secretary Burgess:

New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation hereby submit for filing their Annual Electric Reliability Report and Power Quality Report pursuant to the New York State Public Service Commission’s Order in the above referenced proceeding.

If you have any questions concerning this filing, please contact Steve Church at (607) 762-7071.

Respectfully submitted,

Joseph J. Syta

Attachment

cc: Christian Bonvin, Chief of Electric Distribution
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DEFINITIONS

CAIDI (Customer Average Interruption Duration Index) – the average time needed to restore service to the average customer per sustained interruption. It is the sum of customer interruption durations divided by the total number of customer interruptions.

\[
\text{CAIDI} = \frac{\text{Sum total of customer hours of interruption}}{\text{Sum total of customers Interrupted}}
\]

Customer Hours of Interruption - the duration of an interruption (hours) multiplied by the number of customers affected (interrupted) for a given interruption.

Customer - actively metered electric customer.

Distortion (Harmonics) - non-fundamental frequency components of a distorted 60 Hz power wave. Harmonic frequencies are integral multiples of the 60 Hz fundamental frequency. The odd-multiple harmonics are usually most troublesome. Harmonics are usually produced by the customer's equipment.

DLI – Distribution line inspection

Failed Division - any division that did not meet the PSC level of CAIDI and/or SAIFI as established in PSC case 02-E-1240.

Flicker (Voltage) - a variation of input voltage sufficient in duration to allow visual observation of a change in electric light source intensity.

Interruption - loss of electric service for more than five minutes to one or more customers.

Major Storm - a weather event that causes at least 10% of the metered customers in an operating area to be without service and/or that result in any metered customers to be without service for 24 hours or more.

Momentary Interruption - a loss of electric service to one or more customers with a duration lasting less than five minutes.

Outage Duration - measured from time reported until service is restored (in minutes).

Overvoltage - a steady state (0.5 seconds or longer) voltage delivered to the customer's service in excess of the ANSI upper service voltage limit (126 volts on a 120 volt service).

Power Quality – The characteristics of electric power received by the customer, with the exception of interruptions.

RI/TVI - radio or TV interference; see Electrical Noise.

Reliability - the degree to which electric service is supplied without interruption.
SAIFI (System Average Interruption Frequency Index) – is the average frequency of sustained interruptions per customer over a predefined area. It is the total number of customer interruptions divided by the total number of customers served.

\[ \text{SAIFI} = \frac{\text{Number of Customers Interrupted}}{\text{Number of Customers Served}} \]

Sag (Voltage) - a momentary drop in voltage (more than 5% below the nominal voltage) for a time duration of 0.015 to 0.5 seconds. Voltage sags can be caused by faults or switching on the utility transmission and distribution system or by switching of customer loads that have large initial inrush/starting currents (e.g. motors, transformers, large DC power supplies).

Stray Voltage - a voltage usually less than 10 volts between two points that can be contacted simultaneously by a human or an animal.

Swell (Voltage) - a momentary rise in voltage (more than 5% above nominal) for a time duration of 0.015 to 0.5 seconds. This rise is caused by a fault on one phase of the system. The voltage rise is not experienced on the faulted phase.

TLI – Transmission line inspection

Transient - a sub-cycle voltage wave in an electric circuit, which is evidenced by a sharp, brief disturbance of the input-power voltage waveform. The duration is less than half-cycle of the normal voltage waveform and often less than one millisecond. (Switching transients may be caused by the utility breakers, capacitors, etc., or by the customer on/off equipment switching, load cycling, etc.).

Undervoltage - a steady state (0.5 seconds or longer) voltage delivered to the customer’s service below the lower service voltage limit (114 volts on a 120 volts system).

PSC Interruption Classes

1. Major Storm
2. Tree Contacts
3. Overloads
4. Operating or Working Errors
5. Apparatus or Equipment Failures
6. Accidents or Events Not Under the Utility’s Control
7. Prearranged
8. Customer’s Equipment Failure
9. Lightning
10. Unknown or Unclassified
Section 1. Assessment of Reliability Performance - Corporate

Corporate Overview

The New York State Electric and Gas Corporation (NYSEG) electric franchise territory covers 18,359 square miles in New York State. NYSEG serves a population of approximately 2,200,000 people in 42 counties, with an average of 884,136 electric customers as of December 2017. NYSEG serves a primarily rural area comprised of 149 small cities and villages with 4,513 circuit miles of transmission lines, 35,081 circuit miles of primary distribution lines, served from 430 substations.

NYSEG’s electric service territory covers approximately 40% of New York State. NYSEG's Corporate Office is located in Kirkwood, New York. The Company is organized with 13 distinct operating divisions spread across the state – Auburn, Binghamton, Brewster, Elmira, Geneva, Hornell, Ithaca, Lancaster, Liberty, Lockport, Mechanicville, Oneonta and Plattsburgh. For reliability reporting purposes, the Lockport Division is combined with Lancaster.

The following table shows the Corporate five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th>CORPORATE PERFORMANCE WITHOUT MAJOR STORMS</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI</td>
<td>1.93</td>
<td>1.97</td>
<td>1.97</td>
<td>2.02</td>
<td>2.06</td>
</tr>
<tr>
<td>SAIFI</td>
<td>1.09</td>
<td>1.03</td>
<td>1.15</td>
<td>1.19</td>
<td>1.18</td>
</tr>
<tr>
<td>Interruptions</td>
<td>10,022</td>
<td>9,925</td>
<td>10,628</td>
<td>10,375</td>
<td>10,456</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>1,814,642</td>
<td>1,738,959</td>
<td>1,992,937</td>
<td>2,108,878</td>
<td>2,144,082</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>940,750</td>
<td>884,683</td>
<td>1,012,506</td>
<td>1,042,453</td>
<td>1,039,026</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>859,531</td>
<td>861,672</td>
<td>877,062</td>
<td>878,777</td>
<td>884,136</td>
</tr>
</tbody>
</table>

NYSEG met the CAIDI and SAIFI targets in 2017.
The target levels for 2017 were – CAIDI (2.08) and SAIFI (1.20)
### CAIDI by PSC cause codes

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE</th>
<th>CODE DESCRIPTION</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td></td>
<td>3.76</td>
<td>6.39</td>
<td>3.97</td>
<td>5.63</td>
<td>7.51</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td></td>
<td>2.39</td>
<td>2.37</td>
<td>2.34</td>
<td>2.27</td>
<td>2.62</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td></td>
<td>1.81</td>
<td>2.83</td>
<td>2.57</td>
<td>2.37</td>
<td>1.50</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td></td>
<td>1.09</td>
<td>1.09</td>
<td>1.64</td>
<td>2.06</td>
<td>1.50</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td></td>
<td>1.73</td>
<td>1.66</td>
<td>1.64</td>
<td>1.84</td>
<td>0.43</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td></td>
<td>1.85</td>
<td>1.68</td>
<td>1.72</td>
<td>1.85</td>
<td>1.78</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td></td>
<td>0.43</td>
<td>0.92</td>
<td>0.86</td>
<td>0.55</td>
<td>0.60</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td></td>
<td>1.27</td>
<td>0.86</td>
<td>1.37</td>
<td>1.92</td>
<td>0.40</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td></td>
<td>2.06</td>
<td>2.25</td>
<td>2.52</td>
<td>2.11</td>
<td>2.38</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td></td>
<td>1.75</td>
<td>1.76</td>
<td>1.61</td>
<td>1.92</td>
<td>1.32</td>
</tr>
</tbody>
</table>

### SAIFI by PSC cause codes

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE</th>
<th>CODE DESCRIPTION</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td></td>
<td>0.31</td>
<td>0.30</td>
<td>0.11</td>
<td>0.38</td>
<td>0.64</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td></td>
<td>0.37</td>
<td>0.34</td>
<td>0.38</td>
<td>0.39</td>
<td>0.44</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td></td>
<td>0.03</td>
<td>0.01</td>
<td>0.00</td>
<td>0.01</td>
<td>0.01</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td></td>
<td>0.02</td>
<td>0.04</td>
<td>0.03</td>
<td>0.11</td>
<td>0.02</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td></td>
<td>0.26</td>
<td>0.22</td>
<td>0.32</td>
<td>0.27</td>
<td>0.30</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td></td>
<td>0.18</td>
<td>0.18</td>
<td>0.16</td>
<td>0.21</td>
<td>0.19</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td></td>
<td>0.06</td>
<td>0.01</td>
<td>0.02</td>
<td>0.02</td>
<td>0.05</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td></td>
<td>0.01</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td></td>
<td>0.12</td>
<td>0.16</td>
<td>0.13</td>
<td>0.12</td>
<td>0.10</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td></td>
<td>0.05</td>
<td>0.07</td>
<td>0.11</td>
<td>0.06</td>
<td>0.07</td>
</tr>
<tr>
<td>Storm Event #</td>
<td>Event Start</td>
<td>Event Stop</td>
<td>Division</td>
<td>Start Date</td>
<td>End Date</td>
<td>Ints</td>
<td>CatAff</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
<td>------------</td>
<td>----------</td>
<td>------------</td>
<td>----------</td>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>1</td>
<td>1/10/2017</td>
<td>1/13/2017</td>
<td>Auburn</td>
<td>1/10/2017</td>
<td>1/11/2017</td>
<td>30</td>
<td>4,149</td>
</tr>
<tr>
<td>2</td>
<td>1/23/2017</td>
<td>1/25/2017</td>
<td>Binghamton</td>
<td>1/23/2017</td>
<td>1/25/2017</td>
<td>155</td>
<td>37,253</td>
</tr>
<tr>
<td>3</td>
<td>2/13/2017</td>
<td>2/14/2017</td>
<td>Brewster</td>
<td>2/13/2017</td>
<td>2/14/2017</td>
<td>106</td>
<td>10,473</td>
</tr>
<tr>
<td>7</td>
<td>3/14/2017</td>
<td>3/15/2017</td>
<td>Liberty</td>
<td>3/14/2017</td>
<td>3/15/2017</td>
<td>27</td>
<td>5,736</td>
</tr>
<tr>
<td>8</td>
<td>4/1/2017</td>
<td>4/2/2017</td>
<td>Plattsburgh</td>
<td>4/1/2017</td>
<td>4/2/2017</td>
<td>58</td>
<td>2,771</td>
</tr>
<tr>
<td>10</td>
<td>5/2/2017</td>
<td>5/3/2017</td>
<td>Liberty</td>
<td>5/2/2017</td>
<td>5/3/2017</td>
<td>12</td>
<td>193</td>
</tr>
<tr>
<td>12</td>
<td>5/18/2017</td>
<td>5/19/2017</td>
<td>Elmira</td>
<td>5/18/2017</td>
<td>5/19/2017</td>
<td>21</td>
<td>407</td>
</tr>
<tr>
<td>13</td>
<td>6/19/2017</td>
<td>6/20/2017</td>
<td>Brewster</td>
<td>6/19/2017</td>
<td>6/20/2017</td>
<td>52</td>
<td>11,107</td>
</tr>
<tr>
<td>14</td>
<td>6/30/2017</td>
<td>7/2/2017</td>
<td>Brewster</td>
<td>6/30/2017</td>
<td>7/2/2017</td>
<td>71</td>
<td>13,004</td>
</tr>
<tr>
<td>15</td>
<td>7/20/2017</td>
<td>7/21/2017</td>
<td>Elmira</td>
<td>7/20/2017</td>
<td>7/21/2017</td>
<td>48</td>
<td>5,536</td>
</tr>
<tr>
<td>16</td>
<td>8/3/2017</td>
<td>8/6/2017</td>
<td>Auburn</td>
<td>8/4/2017</td>
<td>8/5/2017</td>
<td>15</td>
<td>1,054</td>
</tr>
<tr>
<td>18</td>
<td>10/15/2017</td>
<td>10/16/2017</td>
<td>Geneva</td>
<td>10/15/2017</td>
<td>10/16/2017</td>
<td>36</td>
<td>3,212</td>
</tr>
<tr>
<td>19</td>
<td>10/29/2017</td>
<td>10/31/2017</td>
<td>Brewster</td>
<td>10/29/2017</td>
<td>11/1/2017</td>
<td>270</td>
<td>43,380</td>
</tr>
<tr>
<td>20</td>
<td>11/19/2017</td>
<td>11/20/2017</td>
<td>Liberty</td>
<td>11/19/2017</td>
<td>11/20/2017</td>
<td>52</td>
<td>6,337</td>
</tr>
</tbody>
</table>
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Corporate corrective actions due to not meeting reliability indices and/or due to adverse trends in specific categories –

NYSEG continued to provide high levels of electric service reliability to its customers in 2017. Both the CAIDI and SAIFI yearend measures met the corporate target levels. Analysis of the above PSC interruption class CAIDI and SAIFI five year tables do not indicate a need to file corrective actions at this time.

As noted in previous reports, certain anomalies adversely affect the Companies reliability performance and ability to meet the CAIDI and SAIFI measures. These events can be classified into two main categories –

- Weather impacts
- Uncontrollable events

**Adverse Weather**

Weather Impacts – Multiple large impacting weather events have significant negative impacts on the reliability indices. Mechanisms are in place to allow the exclusion of the reliability impacts due to the most severe events but not for those “shoulder” or minor storm events.

NYSEG has developed a process to identify and track minor storms days by Division. This information will be used to study the relationship between the hardening of the electric delivery system and how that affects major storm events and minor storm events.
The table below lists the minor storm events from 2017 –

<table>
<thead>
<tr>
<th>Division</th>
<th>Date</th>
<th>Interruptions</th>
<th>Customers Affected</th>
<th>Customer Hours</th>
<th>Percent Customers Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plattsburgh</td>
<td>1/10/2017</td>
<td>4</td>
<td>2,273</td>
<td>2,704</td>
<td>5.5%</td>
</tr>
<tr>
<td>Plattsburgh</td>
<td>1/24/2017</td>
<td>9</td>
<td>3,957</td>
<td>7,839</td>
<td>9.6%</td>
</tr>
<tr>
<td>Auburn</td>
<td>3/2/2017</td>
<td>14</td>
<td>1,595</td>
<td>9,964</td>
<td>4.4%</td>
</tr>
<tr>
<td>Binghamton</td>
<td>4/4/2017</td>
<td>12</td>
<td>4,602</td>
<td>3,655</td>
<td>4.1%</td>
</tr>
<tr>
<td>Geneva</td>
<td>5/18/2017</td>
<td>15</td>
<td>2,502</td>
<td>12,712</td>
<td>4.2%</td>
</tr>
<tr>
<td>Liberty</td>
<td>3/8/2017</td>
<td>13</td>
<td>2,108</td>
<td>4,506</td>
<td>4.1%</td>
</tr>
<tr>
<td>Liberty</td>
<td>4/16/2017</td>
<td>10</td>
<td>2,111</td>
<td>4,482</td>
<td>4.1%</td>
</tr>
<tr>
<td>Mechanicville</td>
<td>2/24/2017</td>
<td>5</td>
<td>2,285</td>
<td>3,961</td>
<td>4.6%</td>
</tr>
<tr>
<td>Oneonta</td>
<td>3/8/2017</td>
<td>19</td>
<td>5,522</td>
<td>8,922</td>
<td>6.0%</td>
</tr>
<tr>
<td>Plattsburgh</td>
<td>3/8/2017</td>
<td>15</td>
<td>3,448</td>
<td>2,741</td>
<td>8.4%</td>
</tr>
<tr>
<td>Plattsburgh</td>
<td>3/22/2017</td>
<td>6</td>
<td>1,803</td>
<td>1,149</td>
<td>4.4%</td>
</tr>
<tr>
<td>Binghamton</td>
<td>7/1/2017</td>
<td>16</td>
<td>6,011</td>
<td>15,111</td>
<td>5.4%</td>
</tr>
<tr>
<td>Brewster</td>
<td>6/13/2017</td>
<td>33</td>
<td>7,394</td>
<td>15,157</td>
<td>8.6%</td>
</tr>
<tr>
<td>Brewster</td>
<td>7/8/2017</td>
<td>9</td>
<td>3,517</td>
<td>22,567</td>
<td>4.1%</td>
</tr>
<tr>
<td>Brewster</td>
<td>7/13/2017</td>
<td>41</td>
<td>5,288</td>
<td>12,331</td>
<td>6.1%</td>
</tr>
<tr>
<td>Ithaca</td>
<td>6/15/2017</td>
<td>9</td>
<td>3,058</td>
<td>2,626</td>
<td>5.0%</td>
</tr>
<tr>
<td>Ithaca</td>
<td>7/17/2017</td>
<td>7</td>
<td>2,743</td>
<td>9,402</td>
<td>4.5%</td>
</tr>
<tr>
<td>Ithaca</td>
<td>7/20/2017</td>
<td>11</td>
<td>4,079</td>
<td>6,511</td>
<td>6.7%</td>
</tr>
<tr>
<td>Mechanicville</td>
<td>7/1/2017</td>
<td>10</td>
<td>2,200</td>
<td>3,688</td>
<td>4.5%</td>
</tr>
<tr>
<td>Plattsburgh</td>
<td>6/24/2017</td>
<td>5</td>
<td>3,408</td>
<td>8,237</td>
<td>8.3%</td>
</tr>
<tr>
<td>Brewster</td>
<td>8/12/2017</td>
<td>9</td>
<td>4,602</td>
<td>16,371</td>
<td>5.3%</td>
</tr>
<tr>
<td>Ithaca</td>
<td>8/22/2017</td>
<td>34</td>
<td>5,127</td>
<td>20,140</td>
<td>8.4%</td>
</tr>
<tr>
<td>Brewster</td>
<td>10/24/2017</td>
<td>41</td>
<td>4,861</td>
<td>9,999</td>
<td>5.6%</td>
</tr>
<tr>
<td>Brewster</td>
<td>11/10/2017</td>
<td>15</td>
<td>4,861</td>
<td>11,207</td>
<td>5.6%</td>
</tr>
<tr>
<td>Geneva</td>
<td>10/23/2017</td>
<td>4</td>
<td>2,671</td>
<td>4,524</td>
<td>4.5%</td>
</tr>
<tr>
<td>Ithaca</td>
<td>10/15/2017</td>
<td>5</td>
<td>3,831</td>
<td>4,856</td>
<td>6.3%</td>
</tr>
<tr>
<td>Oneonta</td>
<td>12/5/2017</td>
<td>29</td>
<td>5,919</td>
<td>18,290</td>
<td>6.4%</td>
</tr>
<tr>
<td>Plattsburgh</td>
<td>12/5/2017</td>
<td>12</td>
<td>5,050</td>
<td>14,276</td>
<td>12.2%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td><strong>412</strong></td>
<td><strong>106,826</strong></td>
<td><strong>257,928</strong></td>
<td></td>
</tr>
</tbody>
</table>

The information above is presented for reliability trending and comparison purposes only.
Uncontrollable Events

NYSEG experienced a number of large uncontrollable, non-weather related events in 2017. The largest of these events are listed in the table below.

<table>
<thead>
<tr>
<th>Division</th>
<th>Event Start Date</th>
<th>Customers Impacted</th>
<th>Customer Hours</th>
<th>Cause Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plattsburgh</td>
<td>1/26/2017</td>
<td>1,860</td>
<td>7,905</td>
<td>Loss of Foreign Supply</td>
</tr>
<tr>
<td>Liberty</td>
<td>2/22/2017</td>
<td>7,950</td>
<td>3,727</td>
<td>Loss of Foreign Supply</td>
</tr>
<tr>
<td>Mechanicville</td>
<td>3/1/2017</td>
<td>3,676</td>
<td>3,007</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Lancaster</td>
<td>4/29/2017</td>
<td>3,999</td>
<td>8,998</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Elmira</td>
<td>5/4/2017</td>
<td>1,864</td>
<td>3,700</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Lancaster</td>
<td>5/5/2017</td>
<td>4,921</td>
<td>2,814</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Lancaster</td>
<td>5/21/2017</td>
<td>2,246</td>
<td>1,309</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Auburn</td>
<td>6/25/2017</td>
<td>2,444</td>
<td>5,052</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Auburn</td>
<td>6/26/2017</td>
<td>2,258</td>
<td>6,812</td>
<td>Loss of Foreign Supply</td>
</tr>
<tr>
<td>Plattsburgh</td>
<td>6/28/2017</td>
<td>1,955</td>
<td>684</td>
<td>Loss of Foreign Supply</td>
</tr>
<tr>
<td>Hornell</td>
<td>7/8/2017</td>
<td>1,211</td>
<td>1,332</td>
<td>Foreign Object - Balloons</td>
</tr>
<tr>
<td>Auburn</td>
<td>7/29/2017</td>
<td>1,067</td>
<td>1,441</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Liberty</td>
<td>9/24/2017</td>
<td>1,464</td>
<td>900</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Brewster</td>
<td>10/14/2017</td>
<td>2,204</td>
<td>3,722</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Brewster</td>
<td>10/14/2017</td>
<td>2,109</td>
<td>2,433</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Plattsburgh</td>
<td>10/28/2017</td>
<td>1,896</td>
<td>4,488</td>
<td>Loss of Foreign Supply</td>
</tr>
<tr>
<td>Lancaster</td>
<td>11/14/2017</td>
<td>3,784</td>
<td>2,103</td>
<td>Foreign Object</td>
</tr>
<tr>
<td>Ithaca</td>
<td>11/17/2017</td>
<td>1,426</td>
<td>1,878</td>
<td>Loss of Supply - Foreign Utility</td>
</tr>
<tr>
<td>Mechanicville</td>
<td>12/24/2017</td>
<td>1,844</td>
<td>3,425</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Elmira</td>
<td>12/26/2017</td>
<td>1,989</td>
<td>1,739</td>
<td>Motor Vehicle Accident</td>
</tr>
</tbody>
</table>

**totals:** 52,167 67,469

NYSEG is reviewing and monitoring all uncontrollable interruptions to identify any emerging trends due to motor vehicle accidents, vandalism and/or foreign objects.

NYSEG will continue to identify and track events of this nature in future years for potential exclusion from reliability metrics’ calculations as allowed per the process noted in the current Rate Plan.
Major Transmission and Distribution Capital Investments in 2017 –

2017 Major Capital Project Investments

<table>
<thead>
<tr>
<th>Project Title</th>
<th>2016 Act</th>
<th>2017 Act</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afton Sub - Add new 34.5kV Circuit</td>
<td>$8,766</td>
<td>$45,942</td>
<td>$54,708</td>
</tr>
<tr>
<td>Amawalk Distribution Circuit Addition</td>
<td>$162,291</td>
<td>$7,657</td>
<td>$169,949</td>
</tr>
<tr>
<td>Auburn Transmission Project</td>
<td>$32,708,656</td>
<td>$59,713,013</td>
<td>$92,421,669</td>
</tr>
<tr>
<td>Circuit 512 (Vestal-Goudey)-Upgrade</td>
<td>$1,606,897</td>
<td>$5,128,818</td>
<td>$6,735,715</td>
</tr>
<tr>
<td>Coopers Corners New 3rd 345/115 kV Trans</td>
<td>$131,080</td>
<td>$53,425</td>
<td>$184,505</td>
</tr>
<tr>
<td>Dryden Rd and Linden Ave replace OH with UG</td>
<td>$1,234,490</td>
<td>$547,009</td>
<td>$1,781,499</td>
</tr>
<tr>
<td>Eelpot, Add 2nd 115-34.5kV Transformer</td>
<td>$5,766,066</td>
<td>$215,610</td>
<td>$5,981,676</td>
</tr>
<tr>
<td>Flat Street Substation New Transformer</td>
<td>$1,609,825</td>
<td>$1,058,259</td>
<td>$2,668,084</td>
</tr>
<tr>
<td>Gardenville Substation Rebuild</td>
<td>$281,782</td>
<td>$513,991</td>
<td>$795,773</td>
</tr>
<tr>
<td>Glenwood - Replace Transformers</td>
<td>$1,589,785</td>
<td>$2,202,871</td>
<td>$3,792,656</td>
</tr>
<tr>
<td>Harris Lake Diesel Generator Rpl (DS-C)</td>
<td>$3,777,667</td>
<td>$4,515,672</td>
<td>$8,293,340</td>
</tr>
<tr>
<td>Klinekill-Valkin-Construct New 115kV TL</td>
<td>$2,018,985</td>
<td>$5,340,978</td>
<td>$7,359,963</td>
</tr>
<tr>
<td>Line 601 Raylnski Tap - 35kv Line Relocation</td>
<td>$1,970,381</td>
<td>$605,862</td>
<td>$2,576,243</td>
</tr>
<tr>
<td>Line 807 Conversion to 115kV</td>
<td>$1,845,198</td>
<td>$2,903,847</td>
<td>$4,749,045</td>
</tr>
<tr>
<td>Line 813 structure replacement in Brewster</td>
<td>$469,690</td>
<td>$1,418,879</td>
<td>$1,888,569</td>
</tr>
<tr>
<td>Line 871-872 46kV Transmission Line Rbld</td>
<td>$667,496</td>
<td>$1,238,271</td>
<td>$1,905,767</td>
</tr>
<tr>
<td>Line 879 Rebuild to Rainbow Falls</td>
<td>$268,174</td>
<td>$372,535</td>
<td>$640,709</td>
</tr>
<tr>
<td>Losson Rd 402 Circuit and 403 Circuits</td>
<td>$47,786</td>
<td>$27,448</td>
<td>$75,234</td>
</tr>
<tr>
<td>Metcar 1 phase to 3 phase conversion</td>
<td>$348,363</td>
<td>$289,204</td>
<td>$637,567</td>
</tr>
<tr>
<td>Meyer Substation New Transformer</td>
<td>$331,941</td>
<td>$797,605</td>
<td>$1,129,546</td>
</tr>
<tr>
<td>MTA - Install Three New Circuits</td>
<td>$197,898</td>
<td>$262,510</td>
<td>$460,408</td>
</tr>
<tr>
<td>Old Fallsburg New 2nd LTC Transformer</td>
<td>$14,607</td>
<td>$47,848</td>
<td>$62,455</td>
</tr>
<tr>
<td>RTU Installation Project</td>
<td>$30,826</td>
<td>$73,964</td>
<td>$104,790</td>
</tr>
<tr>
<td>Sackett Lake Replace Transformer</td>
<td>$130,004</td>
<td>$58,464</td>
<td>$188,468</td>
</tr>
<tr>
<td>Silver Creek Sub New Transformer</td>
<td>$2,136,832</td>
<td>$3,072,874</td>
<td>$5,209,706</td>
</tr>
<tr>
<td>South Perry New Sub &amp; Trans Line Upgrade</td>
<td>$5,239,034</td>
<td>$8,134,650</td>
<td>$13,373,684</td>
</tr>
<tr>
<td>Stephentown Substation New Transformer</td>
<td>$1,840,207</td>
<td>$1,215,421</td>
<td>$3,055,628</td>
</tr>
<tr>
<td>Stillwater Transformer</td>
<td>$167,143</td>
<td>$187,151</td>
<td>$354,294</td>
</tr>
<tr>
<td>Substations - Flo Breaker Replace</td>
<td>$2,869,747</td>
<td>$481,932</td>
<td>$3,351,679</td>
</tr>
<tr>
<td>Vestal Line 510 &amp; 512 TIL Replacement</td>
<td>$570,423</td>
<td>$137,544</td>
<td>$707,966</td>
</tr>
<tr>
<td>Binghamton Area Cap Banks</td>
<td>$2,485,814</td>
<td>$1,608,381</td>
<td>$4,094,195</td>
</tr>
<tr>
<td>Willet Substation New Transformer</td>
<td>$523,178</td>
<td>$481,471</td>
<td>$1,004,649</td>
</tr>
<tr>
<td>Windham Substation 115kV Capacitor Addition</td>
<td>$14,090</td>
<td>$54,338</td>
<td>$68,429</td>
</tr>
</tbody>
</table>

Reliability indices for individual regions and overall company will reflect the impacts of these projects.
### Specific Distribution Reliability Projects/Investments in 2017 –

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pole Replacement on Hillcrest Rd. in the Town of Aurora on Line 523</td>
<td>Replace 24 substandard poles, 1 transformer, and 118 circuit feet of open 3 wire service with (6) 35 class poles, (1) 40 class 4 pole, (14) 45 class 3 poles, (1) 50kVA transformer and 115 circuit feet of #2 &amp; 1.0 primary, (5) 35 foot sole owned poles and anchors. Remove 1627 feet of #2 &amp; 1.0 primary, (5) 40 foot sole poles.</td>
<td>$137,964</td>
</tr>
<tr>
<td>Wilson Road Lockport L-1422, Chestnut Ridge 190 circuit</td>
<td>Remove an existing 5 pole line out of a hard to access heavily wooded area and build a new line adjacent to Wilson Road. These poles are 60 years old and need to be replaced. This project will provide better access and reliability. Install 1613 feet of 1/0 bare primary, (5) 45 foot sole owned poles and anchors. Remove 1627 feet of #2 &amp; 1.0 primary, (5) 40 foot sole poles.</td>
<td>$39,024</td>
</tr>
<tr>
<td>Pole and Transformer replacement on NY5 Route 43 in Mechanicville</td>
<td>Reliability improvements on Cobb Hill Tap Circuit 609 along NY5 Route 43, North Greenbush. Replace a total of 3 poles: the 45 foot will be replaced with a 50 foot double-dead-ended vertical, the 35 foot will be replaced with a 45 foot, and the 40 foot will be replaced with a 50 foot. These 4.8 kV primary poles are all joint owned and on Line 56. Also replace (1) 10kVA transformer and (1) 25kVA transformer.</td>
<td>$47,682</td>
</tr>
<tr>
<td>Re-establish circuit Dick 391 feeder in the Town of Cheektowaga</td>
<td>The Dick Road 392 circuit supplies the town of Cheektowaga and will be split in the field. A double-circuit will need to be created on these poles to bring the 391 circuit to Dick Rd to tie in and replace a portion of the Dick 392 at line 435 Pole 61 (tie in to take place with phase 2 and phase 3 work).</td>
<td>$31,094</td>
</tr>
<tr>
<td>Replace poles on 3 phase main line on the Skyley 702 circuit</td>
<td>Replace 6 poles on our 3 phase line on Bristil Avenue in Dusaso. The poles are 70+ years old and are in need of replacement.</td>
<td>$20,988</td>
</tr>
<tr>
<td>Replace services in the Town of Homelisville</td>
<td>Replace multiple feet of current poly open wire service with triplex services at various locations on multiple circuits in the Town of Homelisville.</td>
<td>$13,063</td>
</tr>
<tr>
<td>Replace defective pole on Langer Rd 433 circuit</td>
<td>Replace defective 40 foot pole found in West Seneca on Line 2366.</td>
<td>$12,292</td>
</tr>
<tr>
<td>Replace a defective pole at 42 Abbot in the Village of Depew, Line: 2441</td>
<td>Replace defective 40 foot pole with a new 40 foot pole and replace 25kVA transformer with a 50kVA transformer.</td>
<td>$11,407</td>
</tr>
<tr>
<td>Replace defective pole on Blossom 517 circuit</td>
<td>Replace defective 45 foot joint owned pole found in West Seneca on Line 644.</td>
<td>$7,977</td>
</tr>
<tr>
<td>Replace defective pole on Lake Ave 484 circuit</td>
<td>Replace defective 40 foot pole found in West Seneca on Line 2837.</td>
<td>$7,726</td>
</tr>
<tr>
<td>Replace poles and various work on Zimmerman Rd in the Town of Boston.</td>
<td>Relocate rotated pole line from back lot to roadside. (2) 45 foot sole owned poles and 595 circuit feet of 4.8kV primary will be installed on this job. (1) 10kVA will be replaced on L: 1637.</td>
<td>$6,400</td>
</tr>
<tr>
<td>Installation of a duplex for a sectionalizer on the West Vansburg 355 circuit on transmission pole T-191</td>
<td>Install 307 foot of wire, duplex-1-4 AL SO,1-4 ACSR trailing to pole 878 across from 1207 Route 20A in the town of Sheldon, on Line 577, pole 879. From pole 878 install 157 foot of wire, duplex-1-4 AL SO,1-4 ACSR trailing to pole 877A. From pole 877A install 160 foot of wire, duplex-1-4 AL SO,1-4 ACSR trailing to pole 877A. From Pole T-191 install 44 foot of service, overhead, 2W,4AC,BN DUPX,4-2MW2 SETS trailing to pole 877A 2 and connect zero length of service.</td>
<td>$5,865</td>
</tr>
<tr>
<td>Replace rotted pole 174 on Poinciana Parkway in the Town of Cheektowaga.</td>
<td>Replace rotted 35 foot joint owned pole and 2 open 3 wire services with a 40 foot joint owned pole and a 2 triplex services. This will improve reliability on the Dick Rd 396 circuit.</td>
<td>$5,732</td>
</tr>
<tr>
<td>Replace pole on Betty Brook Road in the Town of Kortright. Circuit Axtell Rd 510</td>
<td>Replace 45 foot pole and 2 cutouts on Line 547 Pole 14</td>
<td>$4,811</td>
</tr>
<tr>
<td>Replace defective pole on Dick Rd 537 circuit</td>
<td>Replace a 40 foot joint owned pole (F19) found defective on Line 1974 in the town of Cheektowaga. Perform additional work to facilities along this circuit.</td>
<td>$4,598</td>
</tr>
<tr>
<td>Replace poles on Hanford Rd., in the town of Hanover.</td>
<td>Replace 1 - 1947 Pole, 915 feet of 1947 conductor. Install 3 poles and 4 transformers</td>
<td>$2,850</td>
</tr>
<tr>
<td>Step Bank to be installed on a H-frame on Strokker Rd on circuit Cemetery Rd 492</td>
<td>This job is written to install (3) 50kVA step bank (12.48kV to 4.8kV delta) on Strokker Rd L-3028, P-15. This work is being done to provide load relief for Roll Rd. #504.</td>
<td>$2,099</td>
</tr>
</tbody>
</table>

Reliability indices for individual regions and overall company will reflect the impacts of these projects.
Specific distribution reliability projects/investments to be taken based on the results from the annual distribution facility inspection reports provided in each year –

Equipment inspection is one method for identifying work necessary to maintain reliability. The Company performs a visual inspection of its overhead distribution system based on a 5-year cycle. Each discrepancy found during the distribution system inspection is identified and prioritized during the inspection. Each discrepancy is classified as a Level I, Level II, Level III, or Level IV condition. The Operations Department plans, schedules, and performs corrective actions. Discrepancies are resolved (repaired or replaced) based upon these inspection results. The results of this inspection program are explained in the annual Stray Voltage Test and Inspection report that is submitted each February.

Stray voltage testing and Distribution Line Inspection/Transmission Line Inspection (DLI/TLI) work is mandated by New York State Public Service Commission Order - Case 04-M-0159. NYSEG perform inspections on (20%) of their owned assets annually (100% every 5 years). This equates to about 197,000 inspections for NYSEG. NYSEG also performs stray voltage testing on these same (20%) assets and also (100%) of their streetlights, traffic signal equipment and underground manholes and handholes.
Section 2. Assessment of Reliability Performance – Divisions

Auburn Division

The following table shows the Auburn five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CAIDI (goal - 1.75)</strong></td>
<td>1.64</td>
<td>2.67</td>
<td>2.57</td>
<td>2.22</td>
<td>1.71</td>
</tr>
<tr>
<td><strong>SAIFI (goal - 1.00)</strong></td>
<td>1.31</td>
<td>0.44</td>
<td>0.51</td>
<td>1.17</td>
<td>1.37</td>
</tr>
<tr>
<td>Interruptions</td>
<td>419</td>
<td>312</td>
<td>350</td>
<td>345</td>
<td>386</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>78,250</td>
<td>43,259</td>
<td>48,413</td>
<td>94,550</td>
<td>85,294</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>47,655</td>
<td>16,198</td>
<td>18,802</td>
<td>42,657</td>
<td>49,820</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>36,507</td>
<td>36,527</td>
<td>36,585</td>
<td>36,471</td>
<td>36,449</td>
</tr>
</tbody>
</table>

Auburn met the CAIDI target but exceeded the SAIFI target in 2017.
### Auburn Performance: CAIDI & SAIFI by PSC cause codes –

#### AUBURN DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>6.56</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>2.77</td>
<td>4.51</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>3.49</td>
<td>4.96</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
<td>0.95</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>2.38</td>
<td>2.58</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.54</td>
<td>1.34</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.29</td>
<td>1.48</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>2.19</td>
<td>3.08</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>1.86</td>
<td>1.70</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>2.76</td>
<td>1.53</td>
</tr>
</tbody>
</table>

#### AUBURN DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>SAIFI</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.03</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.21</td>
<td>0.14</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
<td>0.02</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.44</td>
<td>0.09</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.40</td>
<td>0.08</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.11</td>
<td>0.01</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.14</td>
<td>0.09</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.01</td>
<td>0.00</td>
</tr>
</tbody>
</table>
Auburn Failed Division Review – exceeded 2017 SAIFI target

Interruption Breakdown by PSC Cause Code

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>84</td>
<td>3,063</td>
<td>6.1%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>60</td>
<td>4,374</td>
<td>8.8%</td>
</tr>
<tr>
<td>Overloads</td>
<td>9</td>
<td>32</td>
<td>0.1%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>57</td>
<td>18,797</td>
<td>37.7%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>100</td>
<td>13,982</td>
<td>28.1%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>11</td>
<td>6,144</td>
<td>12.3%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>48</td>
<td>2,998</td>
<td>6.0%</td>
</tr>
<tr>
<td>Unknown</td>
<td>16</td>
<td>429</td>
<td>0.9%</td>
</tr>
<tr>
<td>TOTALS</td>
<td>386</td>
<td>49,820</td>
<td>100%</td>
</tr>
</tbody>
</table>

Summary for 2017–

The Auburn Division in 2017 met its CAIDI target but exceeded its SAIFI target. The major contributing cause of this failure was tree contacts, accidents or non-utility incidents, and equipment failures.

After careful analysis, the 2018 planned efforts to improve reliability performance per causes are the following:

- **Trees** – A complete circuit trim will be done on 6 entire circuits for a total of 162 miles to include additional trimming and hot spot trimming during storm roles for any additional trimming needed at that time within company acquired ROW. Any outages that have occurred outside of said company ROW NYSEG does not have trimming rights, but will continue to try to work with said landowners for additional trimming as needed with permission.

- **Accidents/Non-Utility** – All accidents and/or nonutility outages in the Auburn Division are responded to and corrected. Auburn will continue timely responses and corrective actions as needed. NYSEG will continue to look at car/pole accidents and try to isolate and pick up as many customers as possible during review and obtain feedback from line personnel of additional protection that can be installed in area to alleviate customer counts.

- **Equipment Failures** – Install animal guards where possible, additional trimming as noted above, circuit patrols to find and fix any bad insulators or hot spots along with our DLI pole replacement program. Additional circuit to be installed out of the Stryker Sub. Will continue to evaluate any tie points that can potentially pick up additional customers or create loop feeds.
The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Marietta 511
- State St 710
- Stryker Ave 702

The 2018 Action Plans for these circuits are –

Marietta 511 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>7</td>
<td>24.1%</td>
<td>195</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>8</td>
<td>27.6%</td>
<td>1,166</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>6.9%</td>
<td>72</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>7</td>
<td>24.1%</td>
<td>5,886</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>3</td>
<td>10.3%</td>
<td>35</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>6.9%</td>
<td>83</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>29</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>7,437</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -

- Completed 1.5 miles of reconductor of the 508 circuit in Skaneateles to allow a third feed to be utilized in certain contingencies. Work closely with National Grid to re-coordinate relay settings and worked with them to find and fix issues on their transmission line which ultimately affects this circuit.
- Complete red circuit patrol – find and fix.
- Infrared inspection of the circuit.
- Post storm circuit sweeps – find and fix.
- Complete the construction of a 34.5kV loop in the Town of Spafford to create an alternate loop feed.
- Preliminary engineering for an additional 34.5kV feed to the Otisco and Marietta Substations.
- Complete the rebuild of the 508 circuit and Bishop Hill recloser.
- Continue to respond to accident/non-utility issues in a timely manner and replace and/or relocate poles if design will allow and/or install reflective tape where feasible.
- Evaluate and do hot spot trimming where necessary. Work with customers during outages to possibly obtain additional trimming rights if needed for tree issues outside of ROW.
Based on the data in the table above, the following plan has been created -

- Complete aluminum and steel insulator replacement program. (Northline contractors).
- Complete red circuit patrol and post storm circuit sweeps – find and fix.
- Infrared inspection and complete circuit trim of the State 709/711/712 circuits.
- Equipment failures - review DLI data and identify highest potential areas for corrections.
- Continue to respond to accident/non-utility issues in a timely manner and replace and/or relocate poles if design will allow and/or install reflective tape where feasible.

Based on the data in the table above, the following plan has been created -

- Complete aluminum and steel insulator replacement programs. (Northline contractors).
- Infrared inspection and complete circuit trim of the Stryker Ave 702– circuits.
- Equipment failures - review DLI data and identify highest potential areas for corrections.
- Continue to respond to accident/non-utility issues in a timely manner and replace and/or relocate poles if design will allow and/or install reflective tape where feasible.
Update for 2016 –

In 2016, the Auburn Division exceeded both its SAIFI and CAIDI targets. The major contributing causes of these failures were tree contacts and accidents or non-utility incidents.

Corrective Actions undertaken in 2017 to improve the Auburn Division’s reliability performance and to address the failure of SAIFI and CAIDI include:

- Wood Pole Inspect and Treat by Alamon
- C-Trussing of wood poles by Alamon
- Completed all DLI pole replacements of reject poles and also any defective cross arms, insulators, transformers, etc.
- Infrared inspections completed by Power Construction Group.
- Red circuit patrols were completed – Find and Fix.
- Recloser communication kits installed on line reclosers by comms group.
- Completed the additional circuit at State Street (711 circuit) which reduced the circuit mile exposure of the State Street 710 circuit.
- Completed full circuit trim on the following circuits for a total of approximately 356 miles:
  - Stryker 702
  - Jordan 714
  - Wright 520
  - Swift 316
  - Bruton 521
  - Aurora 707
  - Scipio 606
  - Port Byron 611

Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include—

- Follow up with circuit patrols from storms
- Wood Pole Maintenance done for the Pole Inspection/Treatment and Reinforcement program for C-Truss installations on transmission and distribution poles. Many of which were treated or C-Trussed and many completed in 2017 and to be continued into 2018 of those slated.
- Preliminary engineering being done for additional circuit at the Stryker Substation. Work orders have been engineered on the distribution portion, Substation and Transmission orders to be engineered in 2018.

Jobs planned for 2018 or beyond:

- Additional circuit at Stryker Substation to reduce customer counts on the Stryker 702 circuit (as noted above) along with full circuit trim of 702.
- Aluminum and steel insulator replacement program done by Northline for the Stryker 702 circuit.
- Silver Street Rd line rebuild. Relocating 18 poles from off road to roadside for accessibility and reliability purposes.
- DLI pole replacements for all red circuits and others.
- Continue to pursue an alternate 34.5 KV source to the Otisco and Marietta Substations. (Marietta 511)
- Complete the rebuild of the Bishop Hill recloser including installing a communication package. (508/511 Transmission).
• Complete circuit trim planned out for the Marietta 511 in 2020. Last complete circuit trim on this circuit was completed in 2015.

• Additional circuits planned to be trimmed out in 2018 include:
  o State 709 and 712 (old State 710 circuit)
  o Wright Ave 705 and 706
  o Scipio 605
  o Moravia/Auburn 704

• Preliminary engineering for an additional 34.5kV feed to Otisco and Marietta Substations.

• The substation and transmission work orders for the additional circuit at the Stryker Substation will be engineered in 2018 and be slated for completion possibly in 2018 to 2019.
Binghamton Division

The following table shows the Binghamton five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th>BINGHAMTON PERFORMANCE WITHOUT MAJOR STORMS</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.00)</td>
<td>1.71</td>
<td>1.98</td>
<td>1.82</td>
<td>1.61</td>
<td>2.14</td>
</tr>
<tr>
<td>SAIFI (goal - 1.00)</td>
<td>1.01</td>
<td>0.85</td>
<td>0.83</td>
<td>0.93</td>
<td>0.89</td>
</tr>
<tr>
<td>Interruptions</td>
<td>983</td>
<td>1,005</td>
<td>923</td>
<td>991</td>
<td>1,079</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>188,708</td>
<td>185,608</td>
<td>171,535</td>
<td>167,490</td>
<td>213,952</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>110,338</td>
<td>93,772</td>
<td>93,993</td>
<td>104,272</td>
<td>99,874</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>109,603</td>
<td>109,896</td>
<td>113,010</td>
<td>111,688</td>
<td>112,509</td>
</tr>
</tbody>
</table>

Binghamton met the SAIFI target but exceeded the CAIDI target in 2017.
## Binghamton Performance: CAIDI & SAIFI by PSC cause codes –

### BINGHAMTON DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI 2013</th>
<th>CAIDI 2014</th>
<th>CAIDI 2015</th>
<th>CAIDI 2016</th>
<th>CAIDI 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.00</td>
<td>0.00</td>
<td>5.83</td>
<td>4.73</td>
<td>8.65</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>2.36</td>
<td>2.84</td>
<td>2.35</td>
<td>1.99</td>
<td>3.04</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>1.59</td>
<td>1.71</td>
<td>1.85</td>
<td>1.53</td>
<td>2.72</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.25</td>
<td>0.59</td>
<td>0.27</td>
<td>0.86</td>
<td>0.31</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.38</td>
<td>1.68</td>
<td>1.64</td>
<td>1.16</td>
<td>1.83</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.67</td>
<td>1.68</td>
<td>2.29</td>
<td>1.85</td>
<td>1.62</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.86</td>
<td>2.11</td>
<td>0.66</td>
<td>0.87</td>
<td>0.19</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.57</td>
<td>2.12</td>
<td>2.02</td>
<td>1.95</td>
<td>0.16</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>1.80</td>
<td>1.86</td>
<td>2.06</td>
<td>1.56</td>
<td>2.72</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.32</td>
<td>1.64</td>
<td>1.90</td>
<td>0.98</td>
<td>2.13</td>
</tr>
</tbody>
</table>

### BINGHAMTON DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>SAIFI 2013</th>
<th>SAIFI 2014</th>
<th>SAIFI 2015</th>
<th>SAIFI 2016</th>
<th>SAIFI 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
<td>0.20</td>
<td>0.67</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.30</td>
<td>0.26</td>
<td>0.19</td>
<td>0.37</td>
<td>0.37</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.03</td>
<td>0.08</td>
<td>0.07</td>
<td>0.00</td>
<td>0.11</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.20</td>
<td>0.19</td>
<td>0.30</td>
<td>0.27</td>
<td>0.20</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.13</td>
<td>0.06</td>
<td>0.14</td>
<td>0.10</td>
<td>0.07</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.03</td>
<td>0.01</td>
<td>0.02</td>
<td>0.00</td>
<td>0.02</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.03</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.19</td>
<td>0.21</td>
<td>0.07</td>
<td>0.13</td>
<td>0.07</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.09</td>
<td>0.04</td>
<td>0.03</td>
<td>0.05</td>
<td>0.04</td>
</tr>
</tbody>
</table>
Summary for 2017 -

The Binghamton Division in 2017 met its SAIFI target but exceeded its CAIDI target. The major contributing cause of this failure was tree contacts, equipment failures, and accident or non-utility incidents.

After careful analysis, the 2018 planned efforts to improve reliability performance per causes are the following:

- Tree – Planned circuit trim to include 8 circuits for a total number of 448 circuit miles. Hotspot trimming on an as needed basis.
- Equipment Failures – Review equipment to see if animal guards can be installed.
- Accidents/Non-Utility–Continue to respond to all accidents/non-utility within a timely manner and will look to relocate poles and/or install reflective tape when feasible.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Canal St Tap 513
- Center Village 248
- Endicott Clark St 629
- Fuller Hollow 617
- Genegantslet Corners 422
- Langdon 610
- Willet 423
- Windsor 757

The 2018 Action Plans for these circuits are –
### Canal St Tap 513 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>7.1%</td>
<td>228</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>8</td>
<td>28.6%</td>
<td>56</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>7.1%</td>
<td>961</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>17.9%</td>
<td>706</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>3.6%</td>
<td>14</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>8</td>
<td>28.6%</td>
<td>1,920</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>7.1%</td>
<td>102</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>28</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>3,987</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created-

- Perform detailed line inspection of Zone 1 – from breaker to first protection device.
- Review high customer count sections to reduce the number of affected customer when an outage does take place.
- Post storm circuit sweeps – find and fix.
- Replace 14 DLI poles and 16 DLI cross arms.
- Entire circuit is being trimmed as routine maintenance work.

### Center Village 248 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>12</td>
<td>38.7%</td>
<td>300</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>9</td>
<td>29.0%</td>
<td>2,420</td>
</tr>
<tr>
<td>Overloads</td>
<td>2</td>
<td>6.5%</td>
<td>2</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>12.9%</td>
<td>98</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>6.5%</td>
<td>4</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>3.2%</td>
<td>994</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>3.2%</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>31</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>3,819</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created-

- Perform detailed line inspection of Zone 1 – from breaker to first protection device.
- Review high customer count sections to reduce the number of affected customer when an outage does take place.
- Install motor ops to replace manual group operated switch to allow for automated restoration of approximately 2/3 of the total customers.
- Post Storm circuit sweeps – find and fix.
- Replace 2 DLI poles and 1 DLI cross arm.
- Additional hot spotting work will be undertaken beyond the first protective device to the second, primarily on the 3 phase out toward Coventry.

**Endicott Clark St 629 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>16.7%</td>
<td>2,745 90.5%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>83.3%</td>
<td>288 9.5%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>6</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>3,033 100.0%</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created:
- Perform detailed line inspection of Zone 1 – from breaker to first protection device.
- Review high customer count sections to reduce the number of affected customer when an outage does take place.
- Post storm circuit sweeps – find and fix.
- Replace 3 DLI poles.

**Fuller Hollow 617 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>15.4%</td>
<td>341 10.2%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>7</td>
<td>53.8%</td>
<td>2,982 89.0%</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>7.7%</td>
<td>2 0.1%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>7.7%</td>
<td>15 0.4%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>7.7%</td>
<td>1 0.0%</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>7.7%</td>
<td>10 0.3%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>13</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>3,351 100.0%</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created:
- Perform detailed line inspection of Zone 1 – from breaker to first protection device.
- Review high customer count sections to reduce the number of affected customer when an outage does take place.
- Post storm circuit sweeps – find and fix.
- Replace 3 DLI poles and 2 DLI cross arms.
**Genegantslet Corners 422 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>7</td>
<td>246</td>
<td>6.3%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>9</td>
<td>1,921</td>
<td>49.1%</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>3</td>
<td>0.1%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>2</td>
<td>3</td>
<td>0.1%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>153</td>
<td>3.9%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>6</td>
<td>78</td>
<td>2.0%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>1,507</td>
<td>38.5%</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>30</strong></td>
<td><strong>3,911</strong></td>
<td><strong>6,315</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created:
- Perform detailed line inspection of Zone 1 – from breaker to first protection device.
- Review high customer count sections to reduce the number of affected customer when an outage does take place.
- Post storm circuit sweeps – find and fix.
- Planned tree trimming for entire circuit (~ 94.9 miles) as routine maintenance work.

**Langdon 610 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>53</td>
<td>1.8%</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>2</td>
<td>0.1%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>3</td>
<td>0.1%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>1,494</td>
<td>50.0%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>1,435</td>
<td>48.0%</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>10</strong></td>
<td><strong>2,987</strong></td>
<td><strong>2,390</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created:
- Perform detailed line inspection of Zone 1 – from breaker to first protection device.
- Review high customer count sections to reduce the number of affected customer when an outage does take place.
- Install motor ops to replace manual group operated switch to allow for automated restoration of approximately 2/3rd of the total customers.
- Post storm circuit sweeps – find and fix.
Willet 423 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>8</td>
<td>19.5%</td>
<td>95</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>24</td>
<td>58.5%</td>
<td>3,500</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>2.4%</td>
<td>2</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>12.2%</td>
<td>1,153</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>2.4%</td>
<td>986</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>4.9%</td>
<td>3</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>41</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>5,739</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created-

- Perform detailed line inspection of Zone 1 – from breaker to first protection device
- Review high customer count sections to reduce the number of affected customer when an outage does take place
- Post storm circuit sweeps – find and fix.
- Replace 17 DLI poles and 8 DLI cross arms.

Windsor 757 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>8</td>
<td>38.1%</td>
<td>1,077</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>14.3%</td>
<td>901</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>1</td>
<td>4.8%</td>
<td>7</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>9.5%</td>
<td>12</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>1</td>
<td>4.8%</td>
<td>2</td>
</tr>
<tr>
<td>Lightning</td>
<td>5</td>
<td>23.8%</td>
<td>1,128</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>4.8%</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>21</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>3,128</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created-

- Perform detailed line inspection of Zone 1 – from breaker to first protection device
- Review high customer count sections to reduce the number of affected customer when an outage does take place
- Post storm circuit sweeps – find and fix.
- Replace 5 DLI poles and 3 DLI cross arms.

Update for 2016 –

In 2016, the Binghamton Division met both its CAIDI and SAIFI PSC targets.
Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include –

- 2017 substation breaker (transmission & distribution) replacement project at the following substations:
  - Center Village
  - North Endicott
  - Flemington
  - Goudey
- Installed 2 switches on Genegantslet Corners 422 to isolate issues on line and to reduce customer count during outages.
- Miscellaneous substation battery upgrade installations.

Jobs planned for 2018 or beyond:

- Substation capital breaker replacement projects at the following:
  - Clark Street (CLARK ST-63142)
  - Conklin (CONKLIN-26322)
  - Harpur (HARPUR-67012)
  - Harpur (HARPUR-67112)
  - Nowlan Road (NOWLAN ROAD-43042)
  - West Union (W.UNION-66132)
- Continue miscellaneous battery upgrade installations.
- Glenwood substation upgrade project.
- Substation capacitor bank installation projects.
- Tree trimming planned for the following circuits:
  - Candor 529
  - West Union 661
  - Chenango Bridge 428
  - Genegantslet Corners 422
  - Windsor 758
  - Kattelville 426
  - North Endicott 361
  - Hoadley Hill 430
- Perform circuit inspections on 28 distribution circuits and 11 transmission circuits.
- Install 2 reclosers on Genegantslet Corners 422 once new standards are approved to complete loop scheme. This will allow back feed to pick up customers during outages.
**Brewster Division**

The following table shows the Brewster five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th>BREWSTER PERFORMANCE WITHOUT MAJOR STORMS</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CAIDI (goal - 2.25)</strong></td>
<td>1.44</td>
<td>1.54</td>
<td>1.93</td>
<td>1.92</td>
<td>1.86</td>
</tr>
<tr>
<td><strong>SAIFI (goal - 1.70)</strong></td>
<td>1.64</td>
<td>1.64</td>
<td>1.45</td>
<td>2.39</td>
<td>1.80</td>
</tr>
<tr>
<td>Interruptions</td>
<td>1,130</td>
<td>1,244</td>
<td>1,303</td>
<td>1,427</td>
<td>1,291</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>200,551</td>
<td>213,135</td>
<td>240,657</td>
<td>394,118</td>
<td>289,337</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>138,793</td>
<td>138,642</td>
<td>124,415</td>
<td>205,405</td>
<td>155,886</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>84,609</td>
<td>84,684</td>
<td>85,868</td>
<td>86,053</td>
<td>86,379</td>
</tr>
</tbody>
</table>

Brewster met the CAIDI target but exceeded the SAIFI target in 2017.
### Brewster Performance: CAIDI & SAIFI by PSC cause codes – Brewster Division

#### CAIDI

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>3.62</td>
<td>5.98</td>
<td>6.06</td>
<td>4.22</td>
<td>8.00</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>1.71</td>
<td>1.73</td>
<td>2.28</td>
<td>1.77</td>
<td>2.22</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.67</td>
<td>2.49</td>
<td>2.44</td>
<td>2.15</td>
<td>2.59</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.37</td>
<td>0.82</td>
<td>0.47</td>
<td>2.17</td>
<td>0.55</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.95</td>
<td>1.04</td>
<td>1.49</td>
<td>1.62</td>
<td>1.11</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.68</td>
<td>1.48</td>
<td>1.62</td>
<td>1.89</td>
<td>1.76</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>1.62</td>
<td>0.40</td>
<td>2.70</td>
<td>1.32</td>
<td>0.67</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>1.63</td>
<td>1.77</td>
<td>3.62</td>
<td>2.94</td>
<td>0.47</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>1.41</td>
<td>1.89</td>
<td>1.63</td>
<td>1.87</td>
<td>2.00</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.78</td>
<td>0.96</td>
<td>1.42</td>
<td>1.99</td>
<td>1.17</td>
</tr>
</tbody>
</table>

#### SAIFI

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.40</td>
<td>0.74</td>
<td>0.09</td>
<td>1.38</td>
<td>1.40</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.69</td>
<td>0.86</td>
<td>0.76</td>
<td>0.98</td>
<td>0.95</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.08</td>
<td>0.00</td>
<td>0.01</td>
<td>0.01</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.05</td>
<td>0.07</td>
<td>0.02</td>
<td>0.78</td>
<td>0.02</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.34</td>
<td>0.18</td>
<td>0.20</td>
<td>0.16</td>
<td>0.29</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.24</td>
<td>0.27</td>
<td>0.20</td>
<td>0.26</td>
<td>0.33</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.01</td>
<td>0.00</td>
<td>0.02</td>
<td>0.01</td>
<td>0.01</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.11</td>
<td>0.15</td>
<td>0.09</td>
<td>0.10</td>
<td>0.09</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.12</td>
<td>0.10</td>
<td>0.16</td>
<td>0.09</td>
<td>0.10</td>
</tr>
</tbody>
</table>
Brewster Failed Division Review – exceeded 2017 SAIFI target

Interruption Breakdown by PSC Cause Code

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>148</td>
<td>8,880</td>
<td>18,390</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>485</td>
<td>73,419</td>
<td>164,200</td>
</tr>
<tr>
<td>Overloads</td>
<td>15</td>
<td>363</td>
<td>941</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>3</td>
<td>1,184</td>
<td>652</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>153</td>
<td>25,220</td>
<td>28,042</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>298</td>
<td>28,465</td>
<td>50,111</td>
</tr>
<tr>
<td>Prearranged</td>
<td>12</td>
<td>1,137</td>
<td>759</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>5</td>
<td>758</td>
<td>356</td>
</tr>
<tr>
<td>Lightning</td>
<td>48</td>
<td>8,016</td>
<td>16,039</td>
</tr>
<tr>
<td>Unknown</td>
<td>124</td>
<td>8,444</td>
<td>9,848</td>
</tr>
<tr>
<td>TOTALS</td>
<td>1,291</td>
<td>155,886</td>
<td>289,338</td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Brewster Division in 2017 met its CAIDI target but exceeded its SAIFI target. The major contributing cause of this failure was tree contacts and accidents or non-utility incidents.

After careful analysis, the 2018 planned efforts to improve reliability performance per cause is the following –

- Trees – Complete full circuit trim on the following circuits:
  - Amenia 153
  - Bedford Hills 462
  - Crafts 424
  - Cross River 469/470
  - Goldens Bridge 417/420/421
  - Kent 176/526
  - Peach Lake 249
  - Putnam Lake 486
  - Sylvan Lake 481
  - Teakettle Spout 489
  - Union Valley 431/432/433
  - West Patterson 475

- Accidents/Non-Utility – Relocate poles further off road and/or install reflective tape where feasible.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Adams Corners 411
- Crafts 423
- Golden Bridge 414
- Sylvan Lake 478
The 2018 Action Plans for these circuits are –

**Adams Corners 411** –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>3</td>
<td>11.1%</td>
<td>99</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>10</td>
<td>37.0%</td>
<td>1,931</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>3.7%</td>
<td>8</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>14.8%</td>
<td>2,040</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>18.5%</td>
<td>570</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>3.7%</td>
<td>1,929</td>
</tr>
<tr>
<td>Unknown</td>
<td>3</td>
<td>11.1%</td>
<td>83</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>27</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>6,660</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created-

- Survey circuits for vegetation hotspots in Zone 1.
- Inspection of aluminum bell and side post insulators.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Replace and/or repair 11 poles.
- Replace 2 transformers.
- Replace 4 anchors.
- Replace 3 spans of conductor.

**Crafts 423** –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>5</td>
<td>13.5%</td>
<td>1,677</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>6</td>
<td>16.2%</td>
<td>1,860</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>5.4%</td>
<td>3,455</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>14</td>
<td>37.8%</td>
<td>486</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>2.7%</td>
<td>1</td>
</tr>
<tr>
<td>Unknown</td>
<td>9</td>
<td>24.3%</td>
<td>412</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>37</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>7,891</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created-

- Survey circuits for vegetation hotspots in Zone 1.
- Inspection of aluminum bell and side post insulators.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Replace and/or Repair 19 poles.
- Replace 6 transformers.
- Replace 2 anchors.
- Replace spans of conductor.
- Replace 4 cutouts.
- Replace 9 cross arms.

**Golden Bridge 414**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>9</td>
<td>19.6%</td>
<td>899</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>16</td>
<td>34.8%</td>
<td>3,014</td>
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<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>11</td>
<td>23.9%</td>
<td>2,736</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>7</td>
<td>15.2%</td>
<td>1,220</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>1</td>
<td>2.2%</td>
<td>1</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>4.3%</td>
<td>98</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>46</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>7,968</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created –
- Survey circuits for vegetation hotspots in Zone 1.
- Inspection of aluminum bells and side post insulators.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Replace and/or Repair 25 poles.
- Replace 6 transformers.
- Replace 2 spans of conductor.
- Replace 2 cutouts.
- Replace 6 cross arms.

**Sylvan Lake 478**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>3.0%</td>
<td>27</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>20</td>
<td>60.6%</td>
<td>2,978</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>12.1%</td>
<td>350</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>12.1%</td>
<td>350</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>3.0%</td>
<td>2,441</td>
</tr>
<tr>
<td>Unknown</td>
<td>3</td>
<td>9.1%</td>
<td>1,235</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>33</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>7,049</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created –
• Survey circuits for vegetation hotspots in Zone 1.
• Inspection of aluminum bell and side post insulators.
• Repair any line equipment categorized as a type 1 or a type 2 deficiency.
• Replace and/or repair 2 poles.
• Replace 2 transformers.
• Replace 2 cutouts.
• Replace 5 cross arms.

Update for 2016–
In 2016, the Brewster Division met its CAIDI target but exceeded its SAIFI target. The major contributing cause of this failure was trees and accidents or non-utility incidents.

Corrective Actions undertaken in 2017 to improve the Brewster Division’s reliability performance and to address the failure of SAIFI include:

Performed full circuit trim on the following circuits:
• Chu Separate Rd
• Chu Pleasant Ridge Rd
• Chu White Pond Rd
• Chu Long Mountain Rd
• Dover Plains 494
• Pawling 509
• Crafts 423
• Putnam Lake 485
• Cantitoe 282
• Tilly Foster 437, 438, 441, and 442
• Crafts 422
• Croton Falls 446
• Pound Ridge 456

Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include—
• Replaced 396 poles
• Replaced 38 transformers
• Replaced 22 cross arms
• Replaced 17 anchors
• Replaced 12 capacitor banks
• Wood St – 807 Line to Katonah – Upgrade from 46kV to 115kV
• Replaced 13kV oil breakers to vacuum breakers on the Putnam Lake 485 circuit.
• Croton Falls – 517 Installation of a new 13 kV breaker
• Croton Falls – Replacement switch of C1-52
• Katonah – Relay replacement
• Sylvan Lake - Replacement switch of 99015

Jobs planned for 2018 or beyond:
• Convert Dingle Ridge 277/278 from 4.8kV Delta to 13.2 WYE distribution systems
• Convert Amenia 153/154 from 4.8kV Delta to 13.2 WYE distribution systems
The following are planned for substation improvements:
   o Pawling – 115kV Cap Bank Installation
   o Dover – 46kV Cap Bank Installation
   o Croton Falls - Oil Breaker Replacement of all 13kV (vacuum), 46kV (SF6) and one 115kV (SF6)
   o Sylvan Lake - Oil Breaker Replacement of all 13kV to SF6
   o Carmel – 992 115 kV Oil Breaker Replacement of SF6
   o Carmel – Finish the 807 Project – Upgrade from 46kV to 115kV
   o Ten Mile River – New breaker installation for MTA

The following are planned for automation improvements:
   o Automate 31 reclosers
   o Install 36 reclosers
   o Install and automate 16 capacitor banks
   o Automate 22 regulators

The following are planned for underground in the listed respective years:

2018:
   Teakettle Spout 490-
      o Replace 2 switch gears
      o Replace 11 junction cabinets
   Croton Falls 514 –
      o Replace 1 mile of URD primary
   Goldens Bridge 420 –
      o Install recloser/SCADA Switch on the main 3 phase overhead wires near intersection of Route 100 and Route 202

2019:
   Goldens Bridge 420
      o Replace 4 junction cabinets
      o Replace 1 mile of URD primary cable
   Croton Falls 514
      o Replace .6 miles of URD primary

2020:
   Teakettle Spout 490- 
      o Replace 15 single phase transformers
      o Inject .75 Miles of 3 phase URD primary to extend life
   Croton Falls 514
      o Replace 18 single phase transformers
      o Replace 7 junction cabinets

2021:
   Croton Falls 516
      o Replace 8 single phase transformers
      o Replace 7 junction cabinets
      o Replace 1 mile of URD primary

2022:
   Goldens Bridge 420
      o Replace 7 single phase transformers
      o Replace .5 miles of URD primary cable
Elmira Division

The following table shows the Elmira five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.50)</td>
<td>2.20</td>
<td>2.39</td>
<td>2.47</td>
<td>2.46</td>
<td>2.46</td>
</tr>
<tr>
<td>SAIFI (goal - 1.00)</td>
<td>1.23</td>
<td>1.19</td>
<td>1.23</td>
<td>0.92</td>
<td>1.33</td>
</tr>
<tr>
<td>Interruptions</td>
<td>823</td>
<td>912</td>
<td>977</td>
<td>924</td>
<td>906</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>185,523</td>
<td>197,566</td>
<td>215,799</td>
<td>160,193</td>
<td>232,233</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>84,153</td>
<td>82,605</td>
<td>87,367</td>
<td>65,206</td>
<td>94,492</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>68,499</td>
<td>69,358</td>
<td>71,105</td>
<td>71,028</td>
<td>71,242</td>
</tr>
</tbody>
</table>

Elmira met the CAIDI target but exceeded the SAIFI target in 2017.
### Elmira Performance: CAIDI & SAIFI by PSC cause codes –

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>4.80</td>
<td>4.83</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>2.59</td>
<td>3.41</td>
<td>2.76</td>
<td>2.65</td>
<td>2.96</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>2.57</td>
<td>2.88</td>
<td>1.71</td>
<td>2.59</td>
<td>1.11</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.31</td>
<td>0.00</td>
<td>3.33</td>
<td>0.77</td>
<td>2.34</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>2.09</td>
<td>1.29</td>
<td>1.68</td>
<td>2.07</td>
<td>3.27</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.82</td>
<td>1.87</td>
<td>1.45</td>
<td>2.37</td>
<td>1.60</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>1.14</td>
<td>0.84</td>
<td>0.72</td>
<td>1.15</td>
<td>0.95</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>1.85</td>
<td>1.82</td>
<td>3.55</td>
<td>2.88</td>
<td>1.21</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>2.60</td>
<td>2.45</td>
<td>3.40</td>
<td>2.77</td>
<td>2.89</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>2.61</td>
<td>2.90</td>
<td>2.44</td>
<td>2.34</td>
<td>1.98</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>SAIFI</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.30</td>
<td>0.38</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.39</td>
<td>0.34</td>
<td>0.39</td>
<td>0.36</td>
<td>0.49</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
<td>0.02</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.01</td>
<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
<td>0.01</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.22</td>
<td>0.21</td>
<td>0.18</td>
<td>0.13</td>
<td>0.24</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.34</td>
<td>0.20</td>
<td>0.20</td>
<td>0.14</td>
<td>0.21</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.03</td>
<td>0.06</td>
<td>0.01</td>
<td>0.04</td>
<td>0.16</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.14</td>
<td>0.25</td>
<td>0.28</td>
<td>0.18</td>
<td>0.11</td>
<td></td>
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<td>10</td>
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<td>0.05</td>
<td>0.12</td>
<td>0.14</td>
<td>0.07</td>
<td>0.09</td>
<td></td>
</tr>
</tbody>
</table>
Elmira Failed Division Review – exceeded 2017 SAIFI target

Interruption Breakdown by PSC Cause Code

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>124</td>
<td>5,332</td>
<td>10,146</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>308</td>
<td>29,776</td>
<td>93,696</td>
</tr>
<tr>
<td>Overloads</td>
<td>6</td>
<td>1,639</td>
<td>1,825</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>407</td>
<td>954</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>97</td>
<td>17,376</td>
<td>56,861</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>177</td>
<td>14,815</td>
<td>23,760</td>
</tr>
<tr>
<td>Prearranged</td>
<td>22</td>
<td>11,291</td>
<td>10,760</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>6</td>
<td>33</td>
<td>40</td>
</tr>
<tr>
<td>Lightning</td>
<td>91</td>
<td>7,440</td>
<td>21,527</td>
</tr>
<tr>
<td>Unknown</td>
<td>74</td>
<td>6,383</td>
<td>12,665</td>
</tr>
<tr>
<td>TOTALS</td>
<td>906</td>
<td>94,492</td>
<td>232,234</td>
</tr>
</tbody>
</table>

Summary for 2017–

The Elmira Division in 2017 met its CAIDI target but exceeded its SAIFI target. The major contributing cause of this failure was tree contacts, accidents or non-utility incidents, and equipment failures.

After careful analysis, the 2018 planned efforts to improve reliability performance per causes are the following –

- Tree – Patrol worst performing circuits and trim where needed. Complete maintenance trimming of circuits.
- Accidents/Non-Utility – Relocate poles and/or install reflective tape where feasible.
- Equipment Failures – Review DLI data and identify highest potential areas for corrections.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Bulkhead 321
- Montour Falls 512
- North Urbana 535
- Ridge Rd 501
- South Addison 346
The 2018 Action Plans for these circuits are –

**Bulkhead 321** –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>10</td>
<td>24.4%</td>
<td>218</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>9</td>
<td>22.0%</td>
<td>2,319</td>
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<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>12.2%</td>
<td>6</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>12.2%</td>
<td>282</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
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</tr>
<tr>
<td>Lightning</td>
<td>6</td>
<td>14.6%</td>
<td>1,837</td>
</tr>
<tr>
<td>Unknown</td>
<td>6</td>
<td>14.6%</td>
<td>160</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>41</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>4,822</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created –

- Evaluate for additional tree trimming and/or sections for hot spot trimming

**Montour Falls 512** –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>6</td>
<td>19.4%</td>
<td>59</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>10</td>
<td>32.3%</td>
<td>1,359</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>16.1%</td>
<td>1,043</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>6</td>
<td>19.4%</td>
<td>1,626</td>
</tr>
<tr>
<td>Prearranged</td>
<td>2</td>
<td>6.5%</td>
<td>81</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>3.2%</td>
<td>36</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>3.2%</td>
<td>51</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>31</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>4,255</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created –

- Relocate poles and/or install reflective tape where feasible.
- Complete maintenance trimming on the entire circuit.
North Urbana 535—

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>19.0%</td>
<td>40</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>9</td>
<td>42.9%</td>
<td>2,055</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>4.8%</td>
<td>1</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>9.5%</td>
<td>1,524</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>9.5%</td>
<td>1,007</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>9.5%</td>
<td>13</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>4.8%</td>
<td>51</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>21</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>4,691</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created –

- Review DLI data and identify highest potential areas for corrections.
- Complete maintenance trimming on the entire circuit.

Ridge Rd 501 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>20</td>
<td>40.0%</td>
<td>303</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>12</td>
<td>24.0%</td>
<td>746</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>8</td>
<td>16.0%</td>
<td>88</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>2.0%</td>
<td>1,352</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>8</td>
<td>16.0%</td>
<td>2,499</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>2.0%</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>50</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>4,989</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created –

- Plan capital and maintenance work to minimize customer outages.
- Patrol circuit for lightning protection. Replace defective arresters if found. Add additional arresters to improve lightning protection.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
South Addison 346 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>6.5%</td>
<td>18</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>14</td>
<td>45.2%</td>
<td>3,352</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>6.5%</td>
<td>2</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>6</td>
<td>19.4%</td>
<td>1,345</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>5</td>
<td>16.1%</td>
<td>1,440</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>6.5%</td>
<td>44</td>
</tr>
<tr>
<td>TOTALS</td>
<td>31</td>
<td>100.0%</td>
<td>6,201</td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created –
- Patrol circuit for lightning protection. Replace defective arresters if found.
- Add additional arresters to improve lightning protection.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

Update for 2016 –

In 2016, the Elmira Division met both its CAIDI and SAIFI PSC targets.

Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include—
- Distribution Line Inspection (DLI) Program
- Wood Pole Inspection and Treat (WPIT) Program

Jobs planned for 2018 or beyond:
- Continue replacing defective poles identified for replacement as part of the WPIT program.
- Complete full maintenance tree trimming on the following circuits:
  - Montour Falls 511
  - Montour Falls 512
  - Fulton St 223
  - Whiskey Creek 345
  - North Urbana 535
Geneva Division

The following table shows the Geneva five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.00)</td>
<td>1.83</td>
<td>2.16</td>
<td>1.90</td>
<td>2.09</td>
<td>2.20</td>
</tr>
<tr>
<td>SAIFI (goal - 1.20)</td>
<td>0.94</td>
<td>1.05</td>
<td>1.17</td>
<td>1.02</td>
<td>1.13</td>
</tr>
<tr>
<td>Interruptions</td>
<td>729</td>
<td>744</td>
<td>696</td>
<td>660</td>
<td>618</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>95,542</td>
<td>129,333</td>
<td>130,808</td>
<td>128,694</td>
<td>147,668</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>52,262</td>
<td>59,907</td>
<td>68,711</td>
<td>60,144</td>
<td>67,100</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>55,718</td>
<td>56,812</td>
<td>58,648</td>
<td>58,844</td>
<td>59,202</td>
</tr>
</tbody>
</table>

Geneva met the SAIFI target but exceeded the CAIDI target in 2017.
### Geneva Division: CAIDI & SAIFI by PSC Cause Codes –

#### CAIDI Table

<table>
<thead>
<tr>
<th>PSC Code</th>
<th>Cause Description</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>2.14</td>
<td>1.70</td>
<td>0.00</td>
<td>0.00</td>
<td>4.83</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>2.23</td>
<td>2.87</td>
<td>2.50</td>
<td>2.32</td>
<td>3.01</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>1.82</td>
<td>2.71</td>
<td>3.41</td>
<td>5.50</td>
<td>3.01</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.78</td>
<td>2.09</td>
<td>0.25</td>
<td>1.61</td>
<td>0.60</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.72</td>
<td>1.80</td>
<td>2.23</td>
<td>1.12</td>
<td>2.18</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.50</td>
<td>1.57</td>
<td>1.38</td>
<td>2.18</td>
<td>1.60</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>1.09</td>
<td>1.43</td>
<td>0.59</td>
<td>1.14</td>
<td>1.79</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>1.00</td>
<td>2.16</td>
<td>4.75</td>
<td>2.00</td>
<td>1.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>1.77</td>
<td>2.14</td>
<td>2.15</td>
<td>2.53</td>
<td>1.93</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.58</td>
<td>1.88</td>
<td>0.54</td>
<td>2.52</td>
<td>1.26</td>
</tr>
</tbody>
</table>

#### SAIFI Table

<table>
<thead>
<tr>
<th>PSC Code</th>
<th>Cause Description</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.30</td>
<td>0.10</td>
<td>0.00</td>
<td>0.00</td>
<td>0.24</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.32</td>
<td>0.31</td>
<td>0.29</td>
<td>0.36</td>
<td>0.30</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.03</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
<td>0.00</td>
<td>0.04</td>
<td>0.07</td>
<td>0.01</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.10</td>
<td>0.22</td>
<td>0.18</td>
<td>0.17</td>
<td>0.37</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.27</td>
<td>0.21</td>
<td>0.24</td>
<td>0.22</td>
<td>0.12</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.02</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.17</td>
<td>0.27</td>
<td>0.31</td>
<td>0.15</td>
<td>0.23</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.03</td>
<td>0.04</td>
<td>0.10</td>
<td>0.03</td>
<td>0.10</td>
</tr>
</tbody>
</table>
Geneva Failed Division Review – exceeded 2017 CAIDI target

Interruption Breakdown by PSC Cause

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>105</td>
<td>6,692</td>
<td>19,344</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>123</td>
<td>11,240</td>
<td>34,648</td>
</tr>
<tr>
<td>Overloads</td>
<td>21</td>
<td>105</td>
<td>316</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>353</td>
<td>212</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>44</td>
<td>21,671</td>
<td>47,285</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>142</td>
<td>7,219</td>
<td>11,562</td>
</tr>
<tr>
<td>Prearranged</td>
<td>3</td>
<td>87</td>
<td>156</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>3</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Lightning</td>
<td>122</td>
<td>13,765</td>
<td>26,599</td>
</tr>
<tr>
<td>Unknown</td>
<td>54</td>
<td>5,961</td>
<td>7,539</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>618</strong></td>
<td><strong>67,100</strong></td>
<td><strong>147,668</strong></td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Geneva Division in 2017 met its SAIFI target but exceeded its CAIDI target. The major contributing causes of this failure were tree contacts, accidents or non-utility incidents, and lightning.

After careful analysis, the 2018 planned efforts to improve reliability performance per cause is the following –

- Trees – Do full circuit trim to include 3 phase and 1 phase on 7 circuits for a total of 193 circuit miles. Evaluate for additional trimming and/or spot trimming if necessary throughout the year during storms, etc.
- Accidents/Non-Utility – Continue to respond to these in a timely manner and relocate poles if possible and/or install reflective tape.
- Lightning – Review and patrol targeted circuits for additional lightning arrester protection and replace any defective arresters if found.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Flat St 597
- Greenidge 596
- Hyatt Rd 569
- Sleight Rd 546

The 2018 Action Plans for these circuits are –
Based on the data in the table above, the following plan has been created:

- Flat Street substation rebuild
- Complete the DLI and TLI circuit pole inspections scheduled to be done on 19 distribution circuits along with multiple transmission lines to include:
  - 589
  - 542
  - 543
  - 574
  - 588 line and identify any potential issues.
- Post storm circuit sweeps and do any additional trimming required during that time within ROW.
- Review areas where additional lightning arrester protection can be installed.
- Replace as many poles, cross arms and any other deficiencies reported as possible from the DLI pole inspections turned in utilizing local crews and/or contractors as needed.

Based on the data provided in the table above, the following plan has been created:
• Step transformer upgrade from a 167KVA to a 333KVA step on line D102, Pole 1.
• Fuse coordination to go hand in hand with step transformer upgrade
• Find and fix any Level 1 problems immediately that are turned in to replace poles, arms insulators, etc.
• Replace any additional poles, arms insulators and any needed maintenance as possible throughout the year utilizing internal and contract crews.
• Post storm sweeps.
• Patrol for additional lightning protection and replace any defective arresters as found.
• Additional hot spot trimming performed when needed in areas or during storm sweeps within our ROW rights.

Hyatt Rd 569 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>14</td>
<td>63</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>3,163</td>
<td>5,209</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>148</td>
<td>67</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>79</td>
<td>261</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>10</td>
<td>1,625</td>
<td>1,453</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>75</td>
<td>239</td>
</tr>
<tr>
<td>TOTALS</td>
<td>27</td>
<td>5,114</td>
<td>7,303</td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created-
• Install recloser on Route 318 to lesson impacts of customer outage time.
• Review equipment failures for possible animal guard protection.
• Patrol circuit for additional lightning arrester protection and replace any damaged arresters when found.
• Perform DLI pole, arm and any maintenance replacements needed as possible throughout the year.
• Find and fix and Level 1 issues that are turned in as soon as possible.
• Review thruway and outlet mall service to try to rebuild due to salt spray and decay to reduce and/or alleviate any future outages due to this issue.
Based on the data provided in the table above, the following plan has been created-

- Patrol circuit for additional lightning arrester protection and replace defective arresters as needed.
- Respond to accidents and replace/relocate poles as much as possible and/or install reflective tape at pole.
- Evaluate for additional hot spot trimming and/or sections.

Update for 2016 –

In 2016, the Geneva Division met its SAIFI target but exceeded its CAIDI target. The major contributing causes of this failure were tree contacts and accidents or non-utility incidences.

Corrective Actions undertaken in 2017 to improve the Geneva Division’s reliability performance and to address the failure of CAIDI include:

- Performed full circuit trim on three phase and single phase for the following circuits:
  - Rushville Tap
  - Blodgett 589
  - VanBuren 605
  - Waterloo 201
  - Waterloo 202
- Completed multiple pole replacements turned in during the DLI pole inspection program along with all Level 1 deficiencies reported.
- Inspected, treated and C-Trussed several poles within criteria.
- Responded to accidents and non-utility incidents as needed and repaired on site to restore in a timely fashion. Relocated poles if possible.
- Performed hot spot trimming on the following circuits:
  - Clyde 202
  - Waterloo 203
  - Milo 201
  - Bankert Rd 600
  - Flat St 599
Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include —

- Distribution Line Inspection Program (DLI)
- Wood Pole Inspection and Treat (WPIT) Program
- Infrared Inspections (Hot Spots)
- Installed Comm’s packages on the Flat 597 for SCADA visibility. (10 locations)
- Battery replacements at the following substations:
  - Lehigh
  - Guardian Glass
  - Goulds
- Glass replacement at the following substations:
  - Obrien Road
  - Phelps
- Transformer retro fill at the Phelps Substation
- Breaker Replacement at the following:
  - Dundee
  - St. Johns 34.5
  - Border City Ground Bank
- Single and three phase circuit trim
- Distribution recloser control replacement program

Jobs planned for 2018 or beyond:

- Target Level 1 issue with 500 customer count or more and make priority one to correct and/or repair.
- Utilize contract crews to replace selected transmission poles on the 593 transmission line and also replace insulators along the 977 and 979 transmission line.
- Inspect, treat, and C-Truss any potential candidates identified during inspections.
- Infrared inspections to be done and tracked for 15 circuits.
- Flat Street Substation – continue to rebuild in 2018 and beyond.
Hornell Division

The following table shows the Hornell five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.00)</td>
<td>2.06</td>
<td>2.15</td>
<td>2.21</td>
<td>2.65</td>
<td>2.91</td>
</tr>
<tr>
<td>SAIFI (goal - 1.00)</td>
<td>1.35</td>
<td>0.97</td>
<td>1.03</td>
<td>1.07</td>
<td>0.99</td>
</tr>
<tr>
<td>Interruptions</td>
<td>576</td>
<td>573</td>
<td>579</td>
<td>599</td>
<td>576</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>101,490</td>
<td>76,719</td>
<td>85,060</td>
<td>105,862</td>
<td>107,583</td>
</tr>
<tr>
<td>Customers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interrupted</td>
<td>49,346</td>
<td>35,632</td>
<td>38,439</td>
<td>39,897</td>
<td>36,948</td>
</tr>
<tr>
<td>Customers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Connected</td>
<td>36,488</td>
<td>36,647</td>
<td>37,201</td>
<td>37,224</td>
<td>37,324</td>
</tr>
</tbody>
</table>

Hornell met the SAIFI target but exceeded the CAIDI target in 2017.
## Hornell Performance: CAIDI & SAIFI by PSC cause codes –

### Hornell Division

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2013</td>
</tr>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>10.00</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>2.53</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>2.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>2.14</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>2.03</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>2.79</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.31</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>1.75</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>2.31</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>2.52</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>SAIFI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2013</td>
</tr>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.34</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.06</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.17</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.28</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.17</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.19</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
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<tr>
<td>9</td>
<td>Lightning</td>
<td>0.14</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.01</td>
</tr>
</tbody>
</table>
Hornell Failed Division Review – exceeded 2017 CAIDI target

Interruption Breakdown by PSC Cause

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>98</td>
<td>2,519</td>
<td>7,637</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>155</td>
<td>6,259</td>
<td>16,292</td>
</tr>
<tr>
<td>Overloads</td>
<td>12</td>
<td>96</td>
<td>127</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>778</td>
<td>869</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>114</td>
<td>16,179</td>
<td>56,243</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>106</td>
<td>5,949</td>
<td>13,191</td>
</tr>
<tr>
<td>Prearranged</td>
<td>9</td>
<td>1,780</td>
<td>1,948</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>7</td>
<td>9</td>
<td>20</td>
</tr>
<tr>
<td>Lightning</td>
<td>47</td>
<td>2,278</td>
<td>8,641</td>
</tr>
<tr>
<td>Unknown</td>
<td>27</td>
<td>1,101</td>
<td>2,614</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>576</strong></td>
<td><strong>36,948</strong></td>
<td><strong>107,582</strong></td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Hornell Division in 2017 met its SAIFI target but exceeded its CAIDI target. The major contributing causes of this failure were tree contacts, equipment failures, and accidents or non-utility incidents.

After careful analysis, the 2018 planned efforts to improve reliability performance per cause are the following:

- Trees – Patrol worst performing circuits and trim where needed. Complete maintenance trimming on the following circuits:
  - Gainesville 594
  - Meyer 243
  - Meyer 351
  - Coffee Hill 351
  - Jasper 539
  - Bennett 541
- Equipment Failures – Review DLI data and identify highest potential areas for corrections.
- Accidents/Non-Utility – Relocate poles and/or install reflective tape where feasible.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Bennett 541
- Meyer 350
- Naples 566
- Warsaw 381
The 2018 Action Plans for these circuits are –

**Bennett 541**–

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>14</td>
<td>548</td>
<td>1,770 23.1%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>774</td>
<td>1,614 21.1%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>75</td>
<td>218 2.8%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Lightning</td>
<td>6</td>
<td>590</td>
<td>4,057 52.9%</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>29</strong></td>
<td><strong>1,990</strong></td>
<td><strong>7,666</strong> 100.0%</td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created-
- Patrol circuit for lightning protection. Replace defective arresters if found.
- Add additional arresters to improve lightning protection.
- Complete maintenance trimming on the entire circuit.

**Meyer 350**–

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>23</td>
<td>50 0.6%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>47</td>
<td>139 1.6%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>27</td>
<td>159 1.8%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>13</td>
<td>2,580</td>
<td>7,439 86.7%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>4</td>
<td>5</td>
<td>18 0.2%</td>
</tr>
<tr>
<td>Unknown</td>
<td>4</td>
<td>242</td>
<td>774 9.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>30</strong></td>
<td><strong>2,924</strong></td>
<td><strong>8,578</strong> 100.0%</td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created-
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
Naples 566–

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>6</td>
<td>1,361</td>
<td>4,374</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>5</td>
<td>1,866</td>
<td>3,603</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>411</td>
<td>1,716</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>3</td>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>19</strong></td>
<td><strong>3,644</strong></td>
<td><strong>9,716</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created:
- Review DLI data and identify highest potential areas for corrections.

Warsaw 381–

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>29</td>
<td>32</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>5</td>
<td>469</td>
<td>815</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>1,302</td>
<td>1,868</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>541</td>
<td>828</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>16</strong></td>
<td><strong>2,347</strong></td>
<td><strong>3,554</strong></td>
</tr>
</tbody>
</table>

Based on the data provided in the table above, the following plan has been created:
- Review DLI data and identify highest potential areas for corrections.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

Update for 2016 –

In 2016, the Hornell Division exceeded both its CAIDI and SAIFI targets. The major contributing causes of these failures were tree contacts and accidents or non-utility incidents. There was a higher than normal occurrence of minor storms in year 2016.
Corrective actions undertaken in 2017 to improve the Hornell Division’s reliability performance and to address the 2016 failure of CAIDI and SAIFI include –

- Bennett 541
  - Completed infrared scans.
  - Corrected DLI deficiencies as required.

- Meyer 350
  - Corrected DLI deficiencies as required.
  - Replaced 7 rotten poles and reconducted 3752’ of primary.
  - Implemented fuse coordination.
  - Installed animal guards on arresters.

- Naples 566
  - Completed infrared scans.
  - Tree trimmed entire circuit.
  - Corrected DLI deficiencies as required.
  - Replaced/upgraded (1) 3 phase 34.5kV capacitor bank.

- Palmiter Rd 373
  - Completed infrared scans.
  - Corrected DLI deficiencies as required.
  - Tree trimmed entire circuit.

- Atlanta 568
  - Tree trimmed entire circuit.

- Woodhull 228
  - Balanced phase loading.

- Leicester
  - Replaced/upgraded transmission switch with new SCADA controlled switch.
  - Replaced distribution station breaker.

- South Perry
  - Replaced three station breakers.

Additional capital and O&M projects completed in 2017 include—

- Distribution Line Inspection (DLI) Program
- Wood Pole Inspection and Treat (WPIT) Program

Jobs planned for 2018 or beyond:

- Replace defective poles identified as part of the WPIT program.
- Complete full maintenance trimming on circuits.
- Install Tollgrade Sensors on the Bennett 541 and Meyer 350 circuits.
- Balance phase loading on the Meyer 351 and Meyer 352 circuits.
- Replace distribution breaker on Warsaw 380.
- Install new SCADA controlled switch on Bennett 541.
- Complete maintenance trimming on the following circuits:
  - Gainesville 594
  - Meyer 243
  - Meyer 351
  - Coffee Hill 351
  - Jasper 539
  - Bennett 541
Ithaca Division

The following table shows the Ithaca five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.25)</td>
<td>1.76</td>
<td>1.66</td>
<td>1.62</td>
<td>1.94</td>
<td>2.30</td>
</tr>
<tr>
<td>SAIFI (goal - 1.20)</td>
<td>0.76</td>
<td>1.04</td>
<td>0.94</td>
<td>0.84</td>
<td>1.25</td>
</tr>
<tr>
<td>Interruptions</td>
<td>533</td>
<td>618</td>
<td>591</td>
<td>563</td>
<td>678</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>78,814</td>
<td>102,443</td>
<td>91,024</td>
<td>98,589</td>
<td>176,037</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>44,844</td>
<td>61,689</td>
<td>56,192</td>
<td>50,925</td>
<td>76,395</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>58,859</td>
<td>59,550</td>
<td>59,488</td>
<td>60,340</td>
<td>60,934</td>
</tr>
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</table>

Ithaca exceeded both the CAIDI and SAIFI targets in 2017.
<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>2.00</td>
<td>12.11</td>
<td>4.52</td>
<td>9.65</td>
<td>4.37</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>1.83</td>
<td>1.98</td>
<td>1.83</td>
<td>2.27</td>
<td>2.76</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>2.30</td>
<td>3.16</td>
<td>1.32</td>
<td>3.16</td>
<td>1.90</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
<td>0.00</td>
<td>0.18</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.61</td>
<td>1.22</td>
<td>0.97</td>
<td>1.38</td>
<td>2.17</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.75</td>
<td>1.56</td>
<td>2.40</td>
<td>2.53</td>
<td>1.50</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.56</td>
<td>0.30</td>
<td>2.44</td>
<td>0.00</td>
<td>1.63</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.98</td>
<td>0.67</td>
<td>1.15</td>
<td>1.96</td>
<td>2.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>3.02</td>
<td>1.97</td>
<td>2.41</td>
<td>1.76</td>
<td>2.11</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>3.62</td>
<td>0.88</td>
<td>1.72</td>
<td>1.50</td>
<td>1.20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.48</td>
<td>0.36</td>
<td>0.08</td>
<td>0.06</td>
<td>0.12</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.42</td>
<td>0.37</td>
<td>0.42</td>
<td>0.33</td>
<td>0.53</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.01</td>
<td>0.01</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
<td>0.00</td>
<td>0.02</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.17</td>
<td>0.20</td>
<td>0.25</td>
<td>0.23</td>
<td>0.35</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.09</td>
<td>0.07</td>
<td>0.15</td>
<td>0.09</td>
<td>0.10</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.04</td>
<td>0.06</td>
<td>0.00</td>
<td>0.00</td>
<td>0.05</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.04</td>
<td>0.06</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.03</td>
<td>0.27</td>
<td>0.03</td>
<td>0.17</td>
<td>0.18</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
<td>0.02</td>
<td>0.04</td>
</tr>
</tbody>
</table>
Ithaca Failed Division Review – exceeded 2017 CAIDI and SAIFI targets

Interruption Breakdown by PSC Cause

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>292</td>
<td>25,674</td>
<td>64,931</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>125</td>
<td>6,726</td>
<td>24,507</td>
</tr>
<tr>
<td>Overloads</td>
<td>25</td>
<td>203</td>
<td>385</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>53</td>
<td>21,365</td>
<td>46,338</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>97</td>
<td>5,945</td>
<td>8,894</td>
</tr>
<tr>
<td>Prearranged</td>
<td>8</td>
<td>2,807</td>
<td>4,565</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>11</td>
<td>13</td>
<td>26</td>
</tr>
<tr>
<td>Lightning</td>
<td>59</td>
<td>10,999</td>
<td>23,206</td>
</tr>
<tr>
<td>Unknown</td>
<td>8</td>
<td>2,663</td>
<td>3,185</td>
</tr>
<tr>
<td>TOTALS</td>
<td>678</td>
<td>76,395</td>
<td>176,037</td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Ithaca Division in 2017 exceeded its CAIDI and SAIFI targets. The major contributing causes of these failures were tree contacts, accidents or non-utility incidents, lightning, and equipment failures.

After careful analysis, the 2018 planned efforts to improve reliability performance per cause are the following:
- Tree – Planned circuit trim to include 6 circuits for a total number of 303.6 circuit miles. Hotspot trimming on an as needed basis.
- Accidents/Non-Utility – Continue to respond to all accidents/non-utility within a timely manner and look to relocate poles and/or install reflective tape when feasible.
- Lightning – Work with line to review circuits for areas where lightning arresters can be installed for additional protection.
- Equipment Failures – Review equipment to see if animal guards can be installed.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –
- Brooktondale 531
- East Ithaca 404
- East Ithaca 406
- Peruville Tap 522
The 2018 Action Plans for these circuits are –

**Brooktondale 531 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>15</td>
<td>792</td>
<td>932</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>40</td>
<td>184</td>
</tr>
<tr>
<td>Overloads</td>
<td>5</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>1,420</td>
<td>909</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>37</td>
<td>67</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>3</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>1,887</td>
<td>2,581</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>34</td>
<td>4,188</td>
<td>4,696</td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created-
- Perform detailed line inspection of Zone 1 – from breaker to first protection device.
- Review high customer count sections to reduce the number of affected customers when an outage does take place.
- The entire circuit will be trimmed as part of routine maintenance.
- Post storm circuit sweeps – find and fix.
- Replace 10 DLI poles and 7 DLI cross arms.
- Replace 2 sectionalizing switches to help on customer count when outages occur (pending programming).
- Replace a sectionalizer on Valley Rd.

**East Ithaca 404 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>2,950</td>
<td>2,585</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>1</td>
<td>2,714</td>
<td>6,060</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>22</td>
<td>26</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>263</td>
<td>1,245</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>8</td>
<td>5,950</td>
<td>9,918</td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created-
- Perform detailed line inspection of Zone 1 – from breaker to first protection device.
- Review high customer count sections to reduce the number of affected customers when an outage does take place.
• We will hot spot trim out to the first protective device and any hazardous trees beyond.
• Post storm circuit sweeps – find and fix.
• Install new animal guards.

East Ithaca 406–

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>18.2%</td>
<td>491</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>9.1%</td>
<td>506</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>1</td>
<td>9.1%</td>
<td>2,594</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>3</td>
<td>27.3%</td>
<td>41</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>36.4%</td>
<td>825</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>TOTALS</td>
<td>11</td>
<td>100.0%</td>
<td>4,457</td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created–
• Perform detailed line inspection of Zone 1 – from breaker to first protection device.
• Review high customer count sections to reduce the number of affected customer when an outage does take place.
• Hot spot trimmed last year. Finish any hot spot trim out to the first protective device and any hazardous trees beyond.
• Post storm circuit sweeps – find and fix.
• Replace 7 DLI poles.
• Install new animal guards.

Peruville Tap 522 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>8</td>
<td>28.6%</td>
<td>121</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>4</td>
<td>14.3%</td>
<td>614</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>3.6%</td>
<td>114</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>14.3%</td>
<td>1,808</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>3</td>
<td>10.7%</td>
<td>105</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>8</td>
<td>28.6%</td>
<td>1,460</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>TOTALS</td>
<td>28</td>
<td>100.0%</td>
<td>4,222</td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created–
• Perform detailed line inspection of Zone 1 – from breaker to first protection device.
• Review high customer count sections to reduce the number of affected customers when an outage does take place.
• Hot spot trim out to the first protective device.
• Post storm circuit sweeps – find and fix.
• Replace 24 DLI poles and 12 DLI cross arms.
• Install new relay and relay settings at the Etna Substation.
• Install new relay settings at the Peruville Tap.

Update for 2016 –

In 2016, the Ithaca Division met both its CAIDI and SAIFI targets.

Additional capital and O&M projects completed in 2017 include—

• A total of 5,198 poles were inspected on the following circuits:
  o Cornell Farm 524
  o Cayuga Rock Salt 123
  o Fourth St 785
  o Cayuga Heights 604
  o County Hospital 736
  o Fourth St 783
  o East Ithaca 406
  o Harford Mills 749
  o Valois 719
  o West Hill 609
• A total of 694 fumes were treated on those same circuits.
• A total of 174 C-truss candidates also on those same circuits.
• 5 new distribution breakers and relays installed at Fourth Street Sub.
• 5 new distribution breakers and relays installed at Cayuga Heights Sub.
• 2 new distribution breakers and relays installed at Etna Sub.
• 1 new breaker and relay installed at Harford Mills Sub.

Jobs planned for 2018

• East Ithaca 404/405 load transfer
• Perform circuit inspections on 15 distribution circuits and 21 transmission circuits.
• Replacement of all oil circuit breakers at Etna Substation- (7) are 115kV and (5) are 34.5kV.
• Replacement of all 4 distribution breakers and relays at South Hill sub.
• Replacement of 115kV breakers 981 and 998 at Coddington sub.
• South Hill substation 34.5kV glass replacement.
**Lancaster Division**

The following table shows the Lancaster five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 1.75)</td>
<td>1.64</td>
<td>1.74</td>
<td>1.83</td>
<td>1.87</td>
<td>1.63</td>
</tr>
<tr>
<td>SAIFI (goal - 1.20)</td>
<td>0.91</td>
<td>0.89</td>
<td>1.29</td>
<td>1.09</td>
<td>0.91</td>
</tr>
<tr>
<td>Interruptions</td>
<td>1,313</td>
<td>1,233</td>
<td>1,494</td>
<td>1,249</td>
<td>1,254</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>268,035</td>
<td>278,139</td>
<td>427,435</td>
<td>373,630</td>
<td>272,796</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>163,638</td>
<td>159,976</td>
<td>233,880</td>
<td>199,358</td>
<td>167,740</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>179,278</td>
<td>180,014</td>
<td>181,903</td>
<td>182,825</td>
<td>184,014</td>
</tr>
</tbody>
</table>

Lancaster met both the SAIFI and CAIDI targets in 2017.
## Lancaster Performance: CAIDI & SAIFI by PSC cause codes –

### LANCASTER DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>4.96</td>
<td>3.82</td>
<td>2.30</td>
<td>3.99</td>
<td>8.21</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>1.95</td>
<td>1.83</td>
<td>2.07</td>
<td>2.31</td>
<td>2.26</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>1.76</td>
<td>3.13</td>
<td>4.82</td>
<td>2.45</td>
<td>2.06</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>2.01</td>
<td>1.50</td>
<td>2.78</td>
<td>1.86</td>
<td>0.27</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.79</td>
<td>1.66</td>
<td>1.56</td>
<td>2.08</td>
<td>1.51</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.48</td>
<td>1.61</td>
<td>1.57</td>
<td>1.53</td>
<td>1.44</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.20</td>
<td>1.31</td>
<td>0.50</td>
<td>0.18</td>
<td>0.29</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>1.55</td>
<td>1.81</td>
<td>2.16</td>
<td>2.14</td>
<td>0.51</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>1.17</td>
<td>1.88</td>
<td>2.98</td>
<td>2.30</td>
<td>2.61</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.76</td>
<td>2.13</td>
<td>1.42</td>
<td>1.54</td>
<td>0.65</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.48</td>
<td>0.15</td>
<td>0.13</td>
<td>0.08</td>
<td>0.94</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.18</td>
<td>0.18</td>
<td>0.25</td>
<td>0.18</td>
<td>0.27</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.05</td>
<td>0.01</td>
<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
<td>0.08</td>
<td>0.08</td>
<td>0.11</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.38</td>
<td>0.27</td>
<td>0.46</td>
<td>0.30</td>
<td>0.22</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.15</td>
<td>0.19</td>
<td>0.12</td>
<td>0.24</td>
<td>0.17</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.04</td>
<td>0.01</td>
<td>0.03</td>
<td>0.06</td>
<td>0.07</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.08</td>
<td>0.10</td>
<td>0.12</td>
<td>0.11</td>
<td>0.08</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.03</td>
<td>0.06</td>
<td>0.23</td>
<td>0.08</td>
<td>0.10</td>
</tr>
</tbody>
</table>
The Lancaster Division in 2017 has met both its CAIDI and SAIFI targets.

The major contributing causes of the outages in 2017 were tree contacts, equipment failures, and accidents or non-utility incidents. After careful analysis, the 2018 planned efforts to improve reliability performance per cause are the following:

- **Tree** – Do complete 3 phase and 1 phase trimming on 10 circuits.
- **Equipment Failures** – Continue DLI Inspection program with 5 year rotation addressing all the Level 1 items on a timely basis.
- **Accidents/Non-Utility** – Update outdated sectionalizing devices and install more automated sectionalizing devices.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Armor 371
- Davis 531
- Erie St 515
- Langer Rd 432
- Langer Rd 433
- Roll Rd 529
- Roll Rd 545
- Chestnut Ridge 191 (Lockport)
- Park Ave 120 (Lockport)
The 2018 Action Plans for these circuits are –

Armor 371 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>53</td>
<td>112</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>1</td>
<td>2,587</td>
<td>5,389</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>2,694</td>
<td>1,345</td>
</tr>
<tr>
<td><strong>TOTALES</strong></td>
<td><strong>4</strong></td>
<td><strong>5,334</strong></td>
<td><strong>6,846</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created –

- Full circuit patrol and infrared scan.
- Install 6 automated sectionalizing devices.

Davis 531 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>246</td>
<td>342</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>11</td>
<td>2,656</td>
<td>4,959</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>2,246</td>
<td>1,309</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>526</td>
<td>992</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALES</strong></td>
<td><strong>17</strong></td>
<td><strong>5,675</strong></td>
<td><strong>7,603</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created –

- Full circuit patrol and infrared scan.
- Full tree trimming on 3 phase and 1 phase services.
- Install recloser on distribution circuit on Powers Road, Line 866 / Pole T177.
- Install sectionalizing equipment on transmission Line 531 near Alpine Tap.
- Install 6 automated sectionalizing devices on the distribution.
- Reduce customer count with transferring 12kV customers.
Erie St 515 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>5</td>
<td>17.9%</td>
<td>367</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>10.7%</td>
<td>697</td>
</tr>
<tr>
<td>Overloads</td>
<td>2</td>
<td>7.1%</td>
<td>42</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>14</td>
<td>50.0%</td>
<td>4,168</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>3.6%</td>
<td>3</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>3.6%</td>
<td>38</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>7.1%</td>
<td>5,704</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>28</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>11,019</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created –
- Full circuit patrol and infrared scan.
- Replace group-op switch on Line 217 / Pole 164 with SCADA device.
- Replace group-op switch on Line 217 / Pole 189 with SCADA device.
- Automate 4 existing SCADA devices.

Langer Rd 432 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>3</td>
<td>23.1%</td>
<td>244</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>15.4%</td>
<td>1,037</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>7.7%</td>
<td>1,907</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>30.8%</td>
<td>235</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>7.7%</td>
<td>1,908</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>15.4%</td>
<td>212</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>13</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>5,543</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created –
- Full circuit patrol and infrared scan.
- Install 5 automated sectionalizing devices on the distribution side.
- New circuit breaker in the substation.
### Langer Rd 433 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>10.0%</td>
<td>17</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>10.0%</td>
<td>3,043</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>30.0%</td>
<td>4</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>3</td>
<td>30.0%</td>
<td>71</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>10.0%</td>
<td>2,033</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>10.0%</td>
<td>260</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>10</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>10,662</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created –
- Full circuit patrol and infrared scan.
- Install 5 automated sectionalizing devices on the distribution.
- New circuit breaker in the substation.

### Roll Rd 529 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>13.3%</td>
<td>90</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>4</td>
<td>26.7%</td>
<td>2,821</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>26.7%</td>
<td>49</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>26.7%</td>
<td>2,903</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>6.7%</td>
<td>1</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>15</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>8,457</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created –
- Full circuit patrol and infrared scan.
- Install a recloser halfway out on the circuit located on Shimerville Rd.
- Replace a yellow tagged group-op with a SCADA switch on Line 352 / Pole 53.
- Install a SCADA device with circuit breaker on Roll Rd 524, Line 352 / Pole 24.
- Upgrade facilities on the Goodrich Highway project.
Roll Rd 545 –

Based on the information above, the following plan has been created –
- Full circuit patrol and infrared scan.
- Reduce the customer count below 2,500 customers.
- Update circuit maps for Linemen’s use during outages.

Chestnut Ridge 191 (Lockport) –

Based on the information above, the following plan has been created –
- Full circuit patrol and infrared scan.
- Install 4 automated sectionalizing devices on the distribution.
Based on the information above, the following plan has been created –

- Full circuit patrol and infrared scan.
- Reconductor the circuit from 4/0CU to 477AL on Park Ave and Prospect St.
- Install 4 automated sectionalizing devices on the distribution.

Update for 2016-

In 2016, the Lancaster Division met its SAIFI target but exceeded its CAIDI target. The major contributing causes of this failure were tree contacts, equipment failures, and accidents or non-utility incidents.

Corrective Actions undertaken in 2017 to improve the Lancaster Division’s reliability performance and to address the 2016 failure of CAIDI include –

- Patrolled and infrared worst performing circuits.
- Full 3 phase and 1 phase tree trimming took place on the following circuits:
  - Java 280
  - Java 281
  - Big Tree 523
  - Jamison 518
  - Dick Rd 390
  - Rein Rd 270
  - Holland 321
- Reduced customer count from 3,050 to 2,550 customers on the Locust St 150 circuit.
- Reduced customer count from 3,496 to 1,523 customers on the Erie St 515 circuit.
- Installed 20 SCADA switches for sectionalizing on the following circuits:
  - Erie St 515
  - Locust St 150
  - Locust St 151
  - Cemetery 490
  - Springbrook 495
Additional capital and O&M initiatives tracked in 2017 to enhance reliability include—

- DLI pole replacements for customer counts greater than 500.
- Voltage conversion pre-work from Delta to WYE on Silver Creek 178, 179, and 180 circuits.

Jobs planned for 2018 or beyond:

- New Circuit Created – Dick Rd 391 (Split customers with Dick Rd 392)
- Reduce Customer counts below 2,500 customers on the following circuits:
  - Roll Road 545
  - Cemetery 492
  - Lake 482
  - Losson Rd 403
  - Dick Rd 537

- Work Order 801000120561 created for Abbott Rd voltage conversion which will convert approximately 440 customers to a 12.47kV and swap circuits to Lake 484 from Lake 482.
- Work Order 801000158915 created to perform a load swap of 342 customers from Davis 531 to Davis 382.
- Silver Creek Substation Replacement
- All Silver Creek distribution circuits to become 12kV WYE.
- 500 line relocation in the Town of Persia (both transmission and distribution).
- Improve voltage/load reduction on Java Sub (280/281).
- Improve interconnection with the West Varysburg 355 circuit.
- Tollgrade sensors to be installed on the Wehrle Circuits, Rein Rd Circuits, and Tyler Circuits.
- Primary voltage monitoring being installed on the Wende Rd 443 circuit.
- Order spare submersible transformers for Lockport 12kV delta network.
- 2019 – Establish SCADA monitoring on the Losson Rd sub.
- 2019 – Establish SCADA communication with devices on the 552 transmission line.
- 2020 – Establish a fourth circuit for the Cemetery Sub.
- 2020 – Establish emergency switching procedures for the Losson Rd circuit.
Liberty Division

The following table shows the Liberty five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.50)</td>
<td>2.16</td>
<td>2.55</td>
<td>2.07</td>
<td>2.42</td>
<td>1.79</td>
</tr>
<tr>
<td>SAIFI (goal - 1.70)</td>
<td>1.07</td>
<td>0.90</td>
<td>1.95</td>
<td>0.95</td>
<td>1.43</td>
</tr>
<tr>
<td>Interruptions</td>
<td>796</td>
<td>714</td>
<td>915</td>
<td>762</td>
<td>759</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>117,704</td>
<td>117,480</td>
<td>209,081</td>
<td>120,598</td>
<td>135,645</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>54,610</td>
<td>45,985</td>
<td>100,964</td>
<td>49,912</td>
<td>75,804</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>51,106</td>
<td>51,279</td>
<td>51,863</td>
<td>52,532</td>
<td>53,113</td>
</tr>
</tbody>
</table>

Liberty met both the CAIDI and SAIFI targets in 2017.
<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
<th>SAIFI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.00</td>
<td>3.91</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>2.92</td>
<td>2.26</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>4.06</td>
<td>3.10</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.75</td>
<td>0.48</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.21</td>
<td>2.74</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>2.05</td>
<td>3.05</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.39</td>
<td>1.61</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>4.71</td>
<td>1.63</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>2.26</td>
<td>2.95</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.98</td>
<td>2.36</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
<th>SAIFI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.00</td>
<td>0.64</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.47</td>
<td>0.32</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.03</td>
<td>0.01</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
<td>0.02</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.18</td>
<td>0.18</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.09</td>
<td>0.18</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.14</td>
<td>0.01</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.09</td>
<td>0.11</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.07</td>
<td>0.07</td>
</tr>
</tbody>
</table>
Liberty Division Review –

Interruption Breakdown by PSC Cause

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>20</td>
<td>510</td>
<td>1,828</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>370</td>
<td>20,039</td>
<td>61,463</td>
</tr>
<tr>
<td>Overloads</td>
<td>14</td>
<td>3,542</td>
<td>4,880</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>2</td>
<td>63</td>
<td>45</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>95</td>
<td>19,069</td>
<td>22,688</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>90</td>
<td>15,203</td>
<td>21,293</td>
</tr>
<tr>
<td>Prearranged</td>
<td>11</td>
<td>6,635</td>
<td>1,693</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>8</td>
<td>27</td>
<td>78</td>
</tr>
<tr>
<td>Lightning</td>
<td>41</td>
<td>5,194</td>
<td>10,859</td>
</tr>
<tr>
<td>Unknown</td>
<td>108</td>
<td>5,522</td>
<td>10,818</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>759</strong></td>
<td><strong>75,804</strong></td>
<td><strong>135,645</strong></td>
</tr>
</tbody>
</table>

Summary for 2017 –
The Liberty Division in 2017 met both its CAIDI and SAIFI targets.

The major contributing causes of 2017 outages were tree contacts, unknown interruptions, equipment failures, and accidents or non-utility incidents. After careful analysis, the 2018 planned efforts to improve reliability performance per causes are the following:

- **Tree** – Look for areas where additional lightning arrester protection can be installed.
  - Perform full circuit trim on 3 phase and 1 phase for the following circuits:
    - White Lake 290
    - Walden 705
    - Swan Lake 158
    - Grossingers 210 & 211
    - Roscoe 286 & 287

- **Unknown** – Schedule infrared inspections for any circuits that have identified unknown causes for outages.

- **Equipment Failures** – Relocation of distribution lines from remote locations to roadside and build tie lines where applicable. This will improve reliability, reduce response times and outage durations. Also will work with Substations to control improvements.

- **Accidents/Non-Utility** – Assign first responders to outage calls. Relocate poles and/or install reflective tape where feasible.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Callicoon 285
- Maplewood 229
- Walden 358
- Walden 359
The 2018 Action Plans for these circuits are –

**Callicoon 285**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>584</td>
<td>2,100</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>15</td>
<td>925</td>
<td>2,252</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>1,644</td>
<td>2,486</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>43</td>
<td>212</td>
</tr>
<tr>
<td>Unknown</td>
<td>5</td>
<td>377</td>
<td>739</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>29</strong></td>
<td><strong>3,574</strong></td>
<td><strong>7,792</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created –

- 100% patrol of entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review potential recloser relocations to improve reliability.
- Scheduled 2019 for trimming.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage occurs.

**Maplewood 229**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>26</td>
<td>73</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>6</td>
<td>15</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>2,971</td>
<td>4,790</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>29</td>
<td>160</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>1,697</td>
<td>2,797</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>12</strong></td>
<td><strong>4,730</strong></td>
<td><strong>7,836</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created –
100% patrol of entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review potential recloser settings to improve reliability.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage occurs.

Walden 358

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>14</td>
<td>373</td>
<td>984</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>1,201</td>
<td>1,543</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>10</td>
<td>2,702</td>
<td>7,422</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>5</td>
<td>1,274</td>
<td>3,488</td>
</tr>
<tr>
<td>Unknown</td>
<td>6</td>
<td>123</td>
<td>305</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>39</strong></td>
<td><strong>5,674</strong></td>
<td><strong>13,744</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created –
- 100% patrol of entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review potential recloser relocations to improve reliability.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage does take place.
Based on the data in the table above, the following plan has been created –

- 100% patrol of entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review potential recloser relocations to improve reliability.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage does take place.

Update for 2016 –

In 2016, the Liberty Division met both its CAIDI and SAIFI targets.

Additional capital and O&M projects completed in 2017 include —

- 345kV current transformer replacements at Cooper Corners Substation.
- Two distribution circuits installed for local reliability at Rock Hill Substation.
- Miscellaneous substation battery replacement projects.
- Substation equipment upgrades/replacements at the following substations:
  - West Woodbourne
  - Ferndale
  - Luxton Lake
- CPV Valley Project – relay protection package associated with the lines.
- Line relocations, added reclosure, and load balancing on the Yulan 204 circuit to increase reliability.
- Installed an additional reclosure on the Callicoon 285 circuit to increase reliability.
- Full circuit trim took place on the White Lake 151.
Jobs planned for 2018 or beyond:

- 3 transmission breaker replacements projects.
- 9 distribution breaker replacements projects.
- Miscellaneous substation battery replacement projects.
- Coopers Corners Substation Upgrade Project to take place 2019-2020.
- Line relocation for circuit Callicoon 285 on Seminary Road.
Mechanicville Division

The following table shows the Mechanicville five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.00)</td>
<td>2.93</td>
<td>2.15</td>
<td>1.98</td>
<td>2.20</td>
<td>2.03</td>
</tr>
<tr>
<td>SAIFI (goal - 1.40)</td>
<td>1.17</td>
<td>1.34</td>
<td>1.43</td>
<td>0.82</td>
<td>0.99</td>
</tr>
<tr>
<td>Interruptions</td>
<td>723</td>
<td>714</td>
<td>847</td>
<td>722</td>
<td>760</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>158,738</td>
<td>127,852</td>
<td>137,662</td>
<td>88,831</td>
<td>99,695</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>54,161</td>
<td>59,481</td>
<td>69,429</td>
<td>40,343</td>
<td>49,087</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>46,472</td>
<td>44,334</td>
<td>48,637</td>
<td>49,015</td>
<td>49,579</td>
</tr>
</tbody>
</table>

Mechanicville met the SAIFI target but exceeded the CAIDI target in 2017.
Mechanicville Performance: CAIDI & SAIFI by PSC cause codes –

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI 2013</th>
<th>CAIDI 2014</th>
<th>CAIDI 2015</th>
<th>CAIDI 2016</th>
<th>CAIDI 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>4.03</td>
<td>4.68</td>
<td>4.74</td>
<td>7.92</td>
<td>5.54</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>3.17</td>
<td>2.79</td>
<td>2.11</td>
<td>2.50</td>
<td>2.83</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>3.58</td>
<td>2.78</td>
<td>1.89</td>
<td>2.26</td>
<td>2.04</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.78</td>
<td>1.66</td>
<td>0.00</td>
<td>0.00</td>
<td>1.22</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.86</td>
<td>1.75</td>
<td>1.76</td>
<td>2.00</td>
<td>1.52</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>4.28</td>
<td>1.80</td>
<td>1.94</td>
<td>1.84</td>
<td>1.67</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.82</td>
<td>0.97</td>
<td>1.16</td>
<td>1.13</td>
<td>1.27</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>2.17</td>
<td>2.55</td>
<td>3.00</td>
<td>2.92</td>
<td>2.69</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>3.01</td>
<td>2.79</td>
<td>2.14</td>
<td>1.86</td>
<td>1.74</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.85</td>
<td>1.99</td>
<td>2.16</td>
<td>2.51</td>
<td>1.91</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>SAIFI 2013</th>
<th>SAIFI 2014</th>
<th>SAIFI 2015</th>
<th>SAIFI 2016</th>
<th>SAIFI 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.81</td>
<td>0.78</td>
<td>0.04</td>
<td>0.80</td>
<td>0.79</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.27</td>
<td>0.32</td>
<td>0.59</td>
<td>0.28</td>
<td>0.34</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.04</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.01</td>
<td>0.02</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.27</td>
<td>0.35</td>
<td>0.33</td>
<td>0.23</td>
<td>0.32</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.29</td>
<td>0.43</td>
<td>0.23</td>
<td>0.11</td>
<td>0.21</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.03</td>
<td>0.02</td>
<td>0.03</td>
<td>0.00</td>
<td>0.01</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.13</td>
<td>0.18</td>
<td>0.17</td>
<td>0.09</td>
<td>0.10</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.13</td>
<td>0.02</td>
<td>0.06</td>
<td>0.11</td>
<td>0.01</td>
</tr>
</tbody>
</table>
Mechanicville Failed Division Review – exceeded 2017 CAIDI target

Interruption Breakdown by PSC Cause Code

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>117</td>
<td>4,539</td>
<td>10,339</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>308</td>
<td>12,448</td>
<td>37,654</td>
</tr>
<tr>
<td>Overloads</td>
<td>7</td>
<td>57</td>
<td>116</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>153</td>
<td>186</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>87</td>
<td>15,703</td>
<td>23,855</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>156</td>
<td>10,454</td>
<td>17,509</td>
</tr>
<tr>
<td>Prearranged</td>
<td>5</td>
<td>192</td>
<td>244</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>10</td>
<td>61</td>
<td>164</td>
</tr>
<tr>
<td>Lightning</td>
<td>48</td>
<td>4,792</td>
<td>8,317</td>
</tr>
<tr>
<td>Unknown</td>
<td>21</td>
<td>688</td>
<td>1,311</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>760</strong></td>
<td><strong>49,087</strong></td>
<td><strong>99,695</strong></td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Mechanicville Division in 2017 has met its SAIFI target but exceeded its CAIDI target. The major contributing causes of this failure were tree contact, accidents or non-utility incidents, and equipment failures.

After careful analysis, the 2018 planned efforts to improve reliability performance per cause are the following:

- **Tree** – Trimming distribution and transmission lines.
- **Accidents/Non-Utility** – Replacing distribution equipment such as reclosers, sectionalizers, regulators, poles and conductors identified based on age and condition.
- **Equipment Failures** – Relocations of backlot lines to the road.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Craryville 610
- Granville-Salem Tap 625
- Luther Forest 607
- Stephentown 622
The 2018 Action Plans for these circuits are –

Craryville 610

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>13</td>
<td>326</td>
<td>395</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>21</td>
<td>710</td>
<td>1,756</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>7</td>
<td>1,241</td>
<td>4,820</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>33</td>
<td>945</td>
<td>1,568</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>56</td>
<td>87</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>79</strong></td>
<td><strong>3,284</strong></td>
<td><strong>8,636</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created –

- Review lightning protection and take appropriate actions to improve reliability.
- Review and replace defective equipment problems at the time of occurrence.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Convert/rebuild ~2.0 miles from Overlook Rd to Mountain view Rd in the town of Copake from 12.5kV to 34.5kV.
- Complete circuit inspection work:
  - Replace 15 defective poles
  - Replace 14 lightning arresters
  - Replace 15 defective grounds

Granville-Salem Tap 625

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>7</td>
<td>269</td>
<td>561</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>60</td>
<td>242</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>1,125</td>
<td>1,131</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>35</td>
<td>84</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>937</td>
<td>1,999</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>16</strong></td>
<td><strong>2,426</strong></td>
<td><strong>4,017</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -
- Review lightning protection and take appropriate actions to improve reliability.
- Review and replace defective equipment problems at the time of occurrence.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Relocate 6 (3 phase 34.5kV) main line poles from backlot to roadside on County 64 in the Town of Salem.
- Covert ~12 backlot poles to roadside on County 28 in the Town of Granville.
- Complete circuit inspection work:
  - Replace 10 defective poles and 5 cross arms
  - Replace 15 lightning arresters
  - Replace 3 defective grounds

Luther Forest 607

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>3</td>
<td>13</td>
<td>0.3%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>4</td>
<td>363</td>
<td>8.5%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>3,777</td>
<td>88.9%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>3</td>
<td>95</td>
<td>2.2%</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>14</strong></td>
<td><strong>4,248</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created –
- Review lightning protection and take appropriate actions to improve reliability.
- Review and replace defective equipment problems at the time of occurrence.
- Install (3) 200A / 400KVA 19.9KV regulators to support voltage during normal and contingency situations.
- Install 4000’ of 3 phase 34.5kV primary OH line extension and eliminate a 3 phase delta 4.8kV back lot feed.
- Place RL switch at Farm to Mkt Rd in Town of Halfmoon in service.
- Place RL switch at Pruyn Hill Rd in Town of Halfmoon in service.
- Place RL switch at Smith Road in Town of Halfmoon in service.
- Install N-Series recloser 38kV, 800 Amps at Market Road.
- Install N-Series recloser 38kV, 800 Amps at Route 9 north of Kinns Road.
- Install N-Series recloser 38kV, 800 Amps at Cary Road near Rolling Hill.
- Install N-Series recloser 38kV, 800 Amps at Fellows Rd near Route 146.
Stephentown 622

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>25</td>
<td>64.1%</td>
<td>1,243</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>10.3%</td>
<td>344</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>3</td>
<td>7.7%</td>
<td>813</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>4</td>
<td>10.3%</td>
<td>23</td>
</tr>
<tr>
<td>Unknown</td>
<td>3</td>
<td>7.7%</td>
<td>2,106</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>39</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>4,529</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created –

- Review lightning protection and take appropriate actions to improve reliability.
- Review and replace defective equipment problems at the time of occurrence.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Replace conductor rubber ties with wire conductor ties.
- Complete circuit inspection work:
  - Replace 66 defective poles
  - Replace 5 defective lightning arresters
  - Repair 42 poles with defects (grounds, cutouts, insulators, and transformers)

Update for 2016-

In 2016, the Mechanicville Division met its SAIFI target and exceeded its CAIDI target. The major contributing cause of this failure was tree contacts and accidents or non-utility incidences.

Corrective Actions undertaken in 2017 to improve the Mechanicville Division’s reliability performance and to address the 2016 failure of CAIDI include:

- Distribution patrol and infrared inspection were completed and repairs made when deficiencies were identified.
- Defective insulators and equipment were replaced once opportunities became available.
- Poles were relocated to new locations outside of harm’s way if feasible and/or reflective tape was installed on poles to prevent future accidents.
- Installed 3 phase 34.5kV recloser and 3 phase 34.5kV regulators (on platform structure) at the Flake Road Tap 605 circuit.
• Replaced ~120 poles for third party make ready work in the following areas:
  o Hillsdale
  o Ghent
  o New Lebanon
  o Austerlitz
  o Chatham
  o Canaan
  o Copake

• Replaced 20 defective poles found during line patrols.
• Completed 30 DLI notifications. 15 of them included new poles on the Craryville 610 circuit.
• Changed 2 step transformers from 333 to 500kV on the Craryville 610 circuit.
• Installed a second bank and tie point increasing reliability in the Stephentown sub.
• Completed 15 DLI pole replacements on the Stephentown 610 circuit.
• Remove 100kVA transformer and installed 5 spans of 1/0 AAAC 1 phase, 7.2kV primary with (5) 25kVA transformers to improve reliability at Underwood Ave in the town of Mechanicville.
• Replaced (2) 25kVA transformers with (2) 50kVA transformers, and installed cutouts with 15 amp "K" fuses NYS Route 2 in the Town of Petersburg.
• Replaced overloaded 100kVA pole-mount step transformer (19.9kV to 4.8kV) with a 250kVA pole-mount step transformer on Dugway Rd in the town of Austerlitz along with fuse coordination updates as follows:
  o Replaced 2 fuses with (2) 30 amp "K" fuses on pole 5094-1, line 175
  o Replaced 2 fuses with (2) 30 amp "K" on pole 5115, line 175
  o Replaced 2 fuses with (2) 40 amp "K" fuses on pole 5119, line 175
  o Replaced 2 fuses with (2) 40 amp "K" fuses on pole 5120, line 108
  o Replaced 2 fuses with (2) 20 amp "K" fuses on pole 5126, line 108
  o Replaced 2 fuses with (2) 30 amp "K" fuses on pole 1807, line 175
  o Replaced 2 fuses with (2) 30 amp "K" fuses on pole 3150, line 175
  o Installed 2 new cutouts and (2) 40 amp "K" fuses on pole 3152, line 175
  o Installed 2 new cutouts and (2) 30 amp fuses on pole 1808, line 175

Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include—

• Substation relay testing 100% completed.
• Annual infrared inspection 100% completed.
• Bi-monthly substation inspections 100% completed.
• Annual binocular/comprehensive substation inspections 100% completed.
• Oil samples 100% completed on all oil filled equipment.
• Annual battery inspection and testing were 100% completed.
• Overhauled breakers on the following circuits:
  o New Salem 625
  o Wynantskill 141
  o Old Salem 176
• Replaced broken insulators at the West Lebanon Substation.
• Replaced broken bus insulator at Klinekill.
• Replaced all insulators and lightning arresters at Coons Crossing Substation.
• Replaced lightning arresters on Bank #1 at Stephentown.
• Replaced closing mechanism bearing on the 622 breaker at West Lebanon.
• Replaced Chatham 155 breaker.
• Replaced Granville 301 breaker with a recloser.
• Replaced 24 VDC battery system at Wynantskill.
• Replaced battery banks in Chatham Hilltop and Klinekill.
• Repaired air leak on Klinekill 631 breaker.
• Replaced wooden foundation under Bank #1 at Stephentown.
• Constructed an alternate feed on the 622 circuit out of Stephentown.
• Repaired nitrogen leak at Comstock.
• Repaired excessive nitrogen leak at Luther Forest.
• Supported warranty work on Bank #2 at Luther Forest.
• Replaced LTC filters on Craryville and Klinekill.
• Replaced fuses and capacitors at West Lebanon.
• Reinforced Coons Crossing Substation structure.
• Replaced bushing on transformer bank at Coons Crossing.
• Installed portable fans on overloaded transformer banks at:
  o Stillwater
  o West Sand Lake
  o Crooked Lake
• Placed into service Schneider/NuLec RL Switches.
• Grounded X0/H0 bushings at Wynantskill.
• Replaced C1-22 vacuum switch at Klinekill.
• Replaced C1-62A vacuum switch at West Lebanon.
• Replaced fiber optic cable on Bank #2 LTC at Stephentown.

Jobs planned for 2018 or beyond:
• Distribution line patrol and infrared inspections:
  o Repair 65 grounds
  o Repair 39 guy wires
  o Repair 55 insulators
  o Replace 135 lightning arresters
  o Replace 90 poles
  o Replace 10 cutouts
  o Replace 30 cross arms
  o Repair 44 cross arms
• Replace 30 defective transmission poles.
• Conversion upgrade from 1 phase 4.8kVA to 3 phase 12kVA on the Stillwater 215 circuit.
• Install (3) 200A / 34.5KV regulators to address low voltage / reliability concerns in the Town of Sand Lake.
- Replace defective 1,200AMP transmission group-op switch off of Pershing Ave in the Town of North Greenbush.
- Replace defective 1,200AMP transmission group-op switch off Cobb Hill Rd in the Town of Sand Lake.
- Replace 2078’ of single phase, 35kV primary with new 3 phase 35kV primary to support new subdivision on Farm to Market Rd in the Town of Halfmoon.
- Replace 8 defective backlot poles and add 1 mid-span pole on Dean Hill Road in the Town of Canaan to improve on reliability.
- Convert 3 phase 4.8kV main line feed across the Hudson River from Mechanicville to Schaghticoke to 3 phase 12.47kV.
- Improve reliability on Stephentown 136 by:
  - Reconductor existing 1/0AAAC phase conductor with 336AL (0.14 Miles).
  - Reconductor existing 2ACSR phase conductor with 336AL (1 Mile).
  - Install (3) 50kVAR switched Cap Bank.
  - Install new 100A regulators at L-209, P-9158
Oneonta Division

The following table shows the Oneonta five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.50)</td>
<td>2.87</td>
<td>2.27</td>
<td>2.15</td>
<td>2.16</td>
<td>2.70</td>
</tr>
<tr>
<td>SAIFI (goal - 1.00)</td>
<td>0.99</td>
<td>0.87</td>
<td>0.76</td>
<td>1.30</td>
<td>1.08</td>
</tr>
<tr>
<td>Intermittence</td>
<td>1,378</td>
<td>1,230</td>
<td>1,218</td>
<td>1,387</td>
<td>1,475</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>259,334</td>
<td>180,959</td>
<td>149,261</td>
<td>257,877</td>
<td>269,496</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>90,494</td>
<td>79,728</td>
<td>69,456</td>
<td>119,400</td>
<td>99,824</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>91,338</td>
<td>91,473</td>
<td>91,724</td>
<td>91,720</td>
<td>92,128</td>
</tr>
</tbody>
</table>

Oneonta exceeded both the CAIDI and SAIFI targets in 2017.
### ONEONTA DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>3.01</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>3.34</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>1.96</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>1.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>2.60</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>2.35</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.16</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>1.31</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>3.69</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>2.08</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>CAUSE CODE DESCRIPTION</th>
<th>SAIFI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.17</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.54</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.14</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.08</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.09</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.11</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.03</td>
</tr>
</tbody>
</table>
Oneonta Failed Division Review – exceeded 2017 CAIDI and SAIFI targets

Interruption Breakdown by PSC Cause

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>441</td>
<td>21,268</td>
<td>54,787</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>447</td>
<td>32,351</td>
<td>88,611</td>
</tr>
<tr>
<td>Overloads</td>
<td>22</td>
<td>51</td>
<td>102</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>186</td>
<td>21,241</td>
<td>56,262</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>169</td>
<td>8,624</td>
<td>33,483</td>
</tr>
<tr>
<td>Prearranged</td>
<td>10</td>
<td>2,859</td>
<td>2,366</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>9</td>
<td>35</td>
<td>28</td>
</tr>
<tr>
<td>Lightning</td>
<td>102</td>
<td>9,577</td>
<td>27,327</td>
</tr>
<tr>
<td>Unknown</td>
<td>88</td>
<td>3,817</td>
<td>6,528</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>1,475</strong></td>
<td><strong>99,824</strong></td>
<td><strong>269,495</strong></td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Oneonta Division in 2017 exceeded both its CAIDI and SAIFI targets. The major contributing causes of these failures were tree contacts, equipment failures, and accidents or non-utility incidents.

After careful analysis, the 2018 planned efforts to improve reliability performance per cause are the following:

- Tree – Look for areas where additional lightning arrester protection can be installed.
- Equipment Failures – Relocation of distribution lines from remote locations to roadside and build tie lines where applicable. This will improve reliability, reduce response times and outage durations. Also will work with Substations to control improvements.
- Accidents/Non-Utility – Assign first responders to outage calls. Relocate poles and/or install reflective tape where feasible.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Downsville 012
- East Norwich 515
- East Norwich 516
- Grand Gorge 247
- River Rd 104
- River Rd 105
- West Winfield 260
The 2018 Action Plans for these circuits are –

**Downsville 012 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>7</td>
<td>28.0%</td>
<td>193</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>15</td>
<td>60.0%</td>
<td>1,655</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>8.0%</td>
<td>2,370</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Prewarranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>4.0%</td>
<td>9</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>25</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>4,227</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created:
- Patrol entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review potential recloser relocations to improve reliability.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage occurs.

**East Norwich 515 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>6</td>
<td>22.2%</td>
<td>3,341</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>5</td>
<td>18.5%</td>
<td>138</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>14.8%</td>
<td>2,934</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>14.8%</td>
<td>2,872</td>
</tr>
<tr>
<td>Prewarranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>5</td>
<td>18.5%</td>
<td>299</td>
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<tr>
<td>Unknown</td>
<td>3</td>
<td>11.1%</td>
<td>24</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>27</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>9,608</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created:
- Install 4 reclosers to better sectionalize and improve reliability.
- Patrol entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage does occur.

East Norwich 516 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>9</td>
<td>2,154</td>
<td>3,999</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>11</td>
<td>321</td>
<td>1,489</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>302</td>
<td>379</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>6</td>
<td>58</td>
<td>138</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>3</td>
<td>1,803</td>
<td>2,679</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>29</td>
<td>78</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>35</td>
<td><strong>4,668</strong></td>
<td><strong>8,765</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -
- Patrol entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review potential recloser relocations to improve reliability.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage does occur.

Grand Gorge 247—

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>12</td>
<td>1,827</td>
<td>5,116</td>
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<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>13</td>
<td>37</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>6</td>
<td>916</td>
<td>1,756</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>882</td>
<td>620</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>59</td>
<td>106</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>25</td>
<td><strong>3,697</strong></td>
<td><strong>7,635</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -
- Patrol entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review potential recloser relocations to improve reliability.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage does occur.

River Rd 104 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>3</td>
<td>4</td>
<td>13</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>1,108</td>
<td>913</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>2,191</td>
<td>5,908</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>9</strong></td>
<td><strong>3,308</strong></td>
<td><strong>6,847</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created:
- Entire circuit was trimmed January 2018.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors larger jobs.
- Review potential recloser relocations to improve reliability.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage does take place.
Based on the data in the table above, the following plan has been created -

- Patrol entire circuit and make repairs of any deficiencies found.
- Review animal guard and lightning arresters.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review potential recloser relocations to improve reliability.
- Repair any line equipment categorized as a type 1 or a type 2 deficiency.
- Review high customer count sections to reduce the number of affected customers when an outage does occur.

### River Rd 105 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>16.7%</td>
<td>13</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>4</td>
<td>33.3%</td>
<td>1,096</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>25.0%</td>
<td>2,085</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>8.3%</td>
<td>1</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>16.7%</td>
<td>4</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>12</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>3,199</strong></td>
</tr>
</tbody>
</table>

### West Winfield 260 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>5</td>
<td>23.8%</td>
<td>110</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>14.3%</td>
<td>100</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>7</td>
<td>33.3%</td>
<td>2,021</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>1</td>
<td>4.8%</td>
<td>3</td>
</tr>
<tr>
<td>Lightning</td>
<td>4</td>
<td>19.0%</td>
<td>2,640</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>4.8%</td>
<td>6</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>21</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>4,880</strong></td>
</tr>
</tbody>
</table>
Review high customer count sections to reduce the number of affected customers when an outage does occur.

Update for 2016 –

In 2016, the Oneonta Division met its CAIDI target and exceeded its SAIFI target. The major contributing cause of this failure was tree contacts, equipment failures, and accidents or non-utility incidents.

Corrective Actions undertaken in 2017 to improve the Oneonta Division’s reliability performance and to address the 2016 failure of SAIFI include:

Completed 2017 DLI type 1 or type 2 deficiency poles on the 2016 WPC’s:
- Axtell Road 510
- Cooperstown 121
- Downsville 012
- East Norwich 515
- Hancock 216
- South Cooperstown 275
- Springfield Center 270
- Windham 240

Additional capital and O&M initiatives tracked in 2017 to enhance reliability include—
- Performed tree trimming on the following circuits:
  - Hancock 216 – 133.92 Miles
  - Pierce Ave 204 – 38.37 Miles
  - Windham 241 – 5.85 Miles
  - Windham 240 – 89.37 Miles
  - River Road 104 – 54.9 Miles
- Breakers were replaced on the Morris 012 & 214 circuits.
- Breakers were replaced on the Birdsall Street 160 & 161 circuits.
- Replaced a transmission breaker on the Pierce Ave 802 circuit.
- Distribution breaker overhauled and bushings changed on the West Davenport 012 circuit.
- Replaced (18) 345kV current transformers at the Frasier Substation.
- Replaced a 32 line CCVT also at the Frasier Substation.
- Replaced a 46kV ground bank at the Delhi Substation.
- Miscellaneous substation battery replacement projects were completed.

Jobs planned for 2018 or beyond:
- Changing reclosures to distribution breakers on the East Norwich 515 & 516 circuits.
- Replacing distribution breakers on the Birdsall Street 022, 042, & 072 circuits.
- Complete miscellaneous substation battery replacement projects.
- Complete breaker replacements on the following circuits:
  - Colliers 012
  - 802 Line (Transmission Breaker)
  - Mount Upton 012
- Colliers substation ground bank replacement project.
Plattsburgh Division

The following table shows the Plattsburgh five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 1.75)</td>
<td>1.62</td>
<td>1.69</td>
<td>1.69</td>
<td>1.87</td>
<td>1.73</td>
</tr>
<tr>
<td>SAIFI (goal - 1.70)</td>
<td>1.23</td>
<td>1.24</td>
<td>1.24</td>
<td>1.58</td>
<td>1.60</td>
</tr>
<tr>
<td>Interruptions</td>
<td>619</td>
<td>626</td>
<td>735</td>
<td>746</td>
<td>674</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>81,953</td>
<td>86,466</td>
<td>86,202</td>
<td>121,446</td>
<td>114,346</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>50,456</td>
<td>51,068</td>
<td>50,858</td>
<td>64,934</td>
<td>66,056</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>41,054</td>
<td>41,098</td>
<td>41,030</td>
<td>41,037</td>
<td>41,400</td>
</tr>
</tbody>
</table>

Plattsburgh met both the CAIDI and SAIFI targets in 2017.
## Plattsburgh Performance: CAIDI & SAIFI by PSC cause codes –

### PLATTSBURGH DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>3.26</td>
<td>7.61</td>
<td>0.00</td>
<td>0.00</td>
<td>3.60</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>1.85</td>
<td>2.37</td>
<td>1.96</td>
<td>2.09</td>
<td>1.93</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.84</td>
<td>1.34</td>
<td>2.35</td>
<td>1.28</td>
<td>1.89</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.41</td>
<td>0.63</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.77</td>
<td>1.84</td>
<td>1.22</td>
<td>1.21</td>
<td>1.46</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.46</td>
<td>1.27</td>
<td>1.36</td>
<td>1.57</td>
<td>1.86</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.41</td>
<td>0.00</td>
<td>3.33</td>
<td>0.99</td>
<td>1.62</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>2.53</td>
<td>1.50</td>
<td>2.50</td>
<td>2.27</td>
<td>1.47</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>1.63</td>
<td>1.28</td>
<td>2.25</td>
<td>2.74</td>
<td>1.63</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.34</td>
<td>1.48</td>
<td>1.74</td>
<td>2.18</td>
<td>1.55</td>
</tr>
</tbody>
</table>

### PLATTSBURGH DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>1.22</td>
<td>0.94</td>
<td>0.00</td>
<td>0.00</td>
<td>0.29</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.37</td>
<td>0.31</td>
<td>0.39</td>
<td>0.65</td>
<td>0.59</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
<td>0.02</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.02</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.39</td>
<td>0.29</td>
<td>0.20</td>
<td>0.25</td>
<td>0.52</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.15</td>
<td>0.52</td>
<td>0.32</td>
<td>0.41</td>
<td>0.34</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.05</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.16</td>
<td>0.04</td>
<td>0.16</td>
<td>0.14</td>
<td>0.07</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.09</td>
<td>0.08</td>
<td>0.18</td>
<td>0.11</td>
<td>0.08</td>
</tr>
</tbody>
</table>
Plattsburgh Division Review –

Interruption Breakdown by PSC Cause Code

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>118</td>
<td>17.5%</td>
<td>7,315</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>168</td>
<td>24.9%</td>
<td>17,073</td>
</tr>
<tr>
<td>Overloads</td>
<td>15</td>
<td>2.3%</td>
<td>63</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>120</td>
<td>17.8%</td>
<td>21,500</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>129</td>
<td>19.1%</td>
<td>14,139</td>
</tr>
<tr>
<td>Prearranged</td>
<td>2</td>
<td>0.3%</td>
<td>108</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>10</td>
<td>1.5%</td>
<td>15</td>
</tr>
<tr>
<td>Lightning</td>
<td>33</td>
<td>4.9%</td>
<td>2,659</td>
</tr>
<tr>
<td>Unknown</td>
<td>79</td>
<td>11.7%</td>
<td>3,184</td>
</tr>
<tr>
<td>TOTALS</td>
<td>674</td>
<td>100%</td>
<td>66,056</td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Plattsburgh Division in 2017 met both its CAIDI and SAIFI targets.

The major contributing causes of the outages in 2017 were tree contacts, equipment failures, and accidents or non-utility incidents. After careful analysis, the 2018 planned efforts to improve reliability performance per causes are the following:

- Tree – Trimming distribution and transmission lines.
- Accidents/Non-Utility – Replacing distribution equipment such as reclosers, sectionalizers, regulators, poles and conductors identified based on age and condition.
- Equipment Failures – Relocations of backlot lines to the road.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 179] –

- Blue Mountain Lake 504
- Harris Lake 424
- Lyon Mountain 510

The 2018 Action Plans for these circuits are –
Blue Mountain Lake 504:

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>17</td>
<td>2,588</td>
<td>4,546</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>10</td>
<td>3,389</td>
<td>6,091</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>9</td>
<td>6,559</td>
<td>6,638</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>4,084</td>
<td>9,320</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>1</td>
<td>4</td>
<td>13</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>763</td>
<td>5,849</td>
</tr>
<tr>
<td>Unknown</td>
<td>3</td>
<td>1,265</td>
<td>3,816</td>
</tr>
<tr>
<td>TOTALS</td>
<td>47</td>
<td>18,653</td>
<td>36,277</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created:

- A majority of customer hours with interruptions were from a failed foreign supply feed from National Grid.
- Review and replace defective equipment problems at the time of occurrence.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Replace conductor rubber ties with wire conductor ties.

Harris Lake 424:

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>6</td>
<td>1,458</td>
<td>1,691</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>9</td>
<td>2,641</td>
<td>6,159</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>8</td>
<td>3,830</td>
<td>3,122</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>2,528</td>
<td>6,336</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>66</td>
<td>83</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>651</td>
<td>949</td>
</tr>
<tr>
<td>Unknown</td>
<td>4</td>
<td>668</td>
<td>1,493</td>
</tr>
<tr>
<td>TOTALS</td>
<td>34</td>
<td>11,842</td>
<td>19,832</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created:

- A majority of customer hours with interruptions were from a failed foreign supply feed from National Grid.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Review and replace defective equipment problems at the time of occurrence.
- Review lightning protection and take appropriate actions to improve reliability.
- Replace conductor rubber ties with wire conductor ties.
Lyon Mountain 510:

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>3</td>
<td>12.0%</td>
<td>1,061</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>12</td>
<td>48.0%</td>
<td>2,675</td>
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<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>6</td>
<td>24.0%</td>
<td>2,504</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>4.0%</td>
<td>40</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
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<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>3</td>
<td>12.0%</td>
<td>33</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>25</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>6,313</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created:

- Reduce outage duration by moving some customers from Lyon Mountain to the Chateaugay circuit to reduce patrol time.
- Review lightning protection and take appropriate actions to improve reliability.
- Perform hot spot trimming by line resources for smaller jobs or by tree contractors for larger jobs.
- Replace overloaded 250kVA step transformer with a new 500kVA step transformer and install 100a regulators.
- Replace 2 overloaded 167kVA step transformer with a new 333kVA step transformer and install new 100a regulators.
- Place capacitor banks in service.
- Replace conductor rubber ties with wire conductor ties.
- Replace 26 DLI poles.
- Replace 42 DLI cross arms.

Update for 2016 -

In 2016, the Plattsburgh Division met its SAIFI target but exceeded its CAIDI target. The major contributing cause of this failure was tree contacts and accidents or non-utility incidents.

Corrective Actions undertaken in 2017 to improve the Plattsburgh Division’s reliability performance and to address the 2016 failure of CAIDI include:

- Harris Lake generator source upgrade to the Harris Lake 424 and Blue Mountain 504 circuits to improve reliability during peak demand load and reduce customer hours with interruptions from foreign supply feed from National Grid.
- Replaced 106 distribution poles to support 3rd party application request for new attachments on Lyon Mountain 510.
- Relocated 13 poles to road side on Porter Road (Banker 438 substation).
- Extended ~1 mile of 3 phase on Clintonville 456 to improve low voltage issues.
- Replaced 65 transformers due to their age, condition and/or loading.
- Replaced 287 poles due to their age, size and/or condition.
- Reframed 152 poles due to their condition.
- Replaced 18 cutouts due to their condition and/or material.
- Replaced 29 lightning arresters due to their condition.

**Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include —**
- Annual infrared testing completed within Q1.
- Maintenance notifications 100% completed.
- Non-Bulk Relay testing completed 100% completed.
- NPCC Bulk Power Relay 100% completed.
- NPCC BES Bulk Relay 100% completed.
- Bi-Monthly Substation inspections 100% completed.
- Annual binocular substation inspection 100% completed.
- Bi-Annual oil samples on oil circuit breakers 100% completed.
- Required Doble testing 100% completed.
- Substation brush control 100% completed.
- Placed Harris Lake source upgrade in service.
- Repaired broken GOAB switches at X510T514.
- Fixed air leaks at:
  - 87812 Sciota Flatrock – New Pilot Valve
  - 87102 Kent Falls – Repaired leak on close control valve
  - 91202 Kent Falls – New compressor motor
  - 1B-32 Lyon Mountain – Replaced leaking air line
  - 88082 Rainbow Falls – Replaced defective air reservoir
- Fixed stone grade along fence at 4 substations.
- Added oil to every piece of oil filled equipment.
- Inspected & tested fire alarm systems in substation control houses.
- Inspected and repaired line & sub regulators. R&R 5 line regulators.
- Reclosures overhauled at Paleface.
- Breakers overhauled on the Banker 437 circuit.
- Breakers replaced on the following circuits:
  - Blue Mountain Lake 504
  - Hallock Hill 880 & 884
- Replaced batteries/chargers at:
  - South Junction
  - Republic Steel
  - Peru
  - Keeseville
  - Harris Lake
  - Jay
  - Banker Road
- Repaired hot spots at:
  - Cabot Substation
  - Beekmantown Substation
- Installed/replaced/repaired animal protection on all equipment which was taken out of service.
- Installed the high side and low side mobile hookups at Stickney Bridge to make it faster to put mobile sub in service.
- Cleaned and lubed mechanisms on the Mason Corners 450 & 451 circuits.
- Fixed security lighting at:
  - Kent Falls
  - Northend
  - Ashley Rd
  - Mason Corners
  - Jay
  - Hammond Lane
- Replaced relaying with new microprocessor relay at Hallock Hill 880.
- Installed new controller and replaced synchronizing circuit upgraded controls with software and new wiring on the Blue Mountain Lake circuit.
- VSSI migration, Verizon 4 wire data circuit upgrade.
- Recloser firmware upgrades.
- Replaced bad capacitors in LTC controllers at:
  - Chateaugay
  - Woodruff
  - Hammond Lane
  - Keeseville LTC’s
- Tom Miller – new mounting assembly for CTs.
- Replaced battery ground detectors at:
  - Sciota Flatrock
  - Northend
- Batter replacements for MOD’s & reclosers.
- Repaired antenna connection at Bucks Corners for SCADA control.
- Hammond Lane DC fusing – coordinated distribution panel fusing with breaker fusing and added DC monitor to breakers.
- Repaired sudden pressure board at Cadyville.
- New nitrogen alarm sensor at Sciota Flatrock.
- Newcomb S42416 replaced weak DC breaker.
- RTU level + loopback checked.

Jobs planned for 2018 or beyond:
- Create a tie point between Stickney 210 and Clintonville 456 to transfer customer load to improve reliability / system voltage.
- Relocate 13 poles (~6000) back lot lines to existing road side poles owned by Verizon on Clinton Mills Road on the Sciota-Flatrock 517 circuit.
- Relocate 8 poles to road side on Angelville Road on the Sciota-Flatrock 517 circuit.
- Relocate 2 poles to road side on Miner Farm Road on the Hyde 417 circuit.
- Relocate one span of back lot line on Atwood Road on the West Chazy 136 circuit.
- Relocate 11 poles on Brainard’s Forge Road on the Barton Brook 403 circuit.
- Relocate 32 poles on Route 190 Recore-Atwood on the West Chazy 136 circuit.
- Install 2 transmission switches to provide isolation to National Grid / Power Authority Willis Substation.
- Reconductor ~1.5 mile with 477 wire on Raywoods Rd to Stowers Rd and remove 32 poles on back lot lines on Barton Brook 404.
- Retire 12 poles from “Wade Tap” to abandon 46kv transmission line.
- Relocate 4 poles (2 are on the DLI list) and 1930’ of #8d CWLD wire to the road with 11 customers beyond the starting point to be affected on Pickets Corners Rd on the Dannemora 444 circuit.
- Replace 21 poles for a make ready project on State Route 374 on the Dannemora 444 circuit.
- Relocate 8 poles and 2260’ of #8d CWLD wire to the road and reconductoring with 50 customers beyond the starting point to be affected on High Falls 474 on the Porky Ryan Rd.
- Install (2) 328a regulators to correct modeled low voltage conditions from corporate distribution planning on Park Row on the Mill C 125 circuit.
- Install 100a regulator to correct modeled low voltage conditions from corporate distribution planning on Bart Merrill Rd on the Mill C 125 circuit.
- Rebuild 871/872 transmission line from High Falls 474 to Mill C 125.
### Section 3. Reliability Programs

**Historical O&M efforts and expenditures for each of the past five years –**

<table>
<thead>
<tr>
<th>Reliability Program Actuals</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017 *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oper Superv &amp; Eng</td>
<td>$ 3,081,988</td>
<td>$ 3,887,774</td>
<td>$ 514,936</td>
<td>$ 1,611,359</td>
<td>$ 1,975,783</td>
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<tr>
<td>Load Dispatching</td>
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<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
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<td>$ 7,019,322</td>
<td>$ 7,013,279</td>
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</table>

<table>
<thead>
<tr>
<th>Reliability Program Actuals</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017 *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maint Superv &amp; Eng</td>
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<td>$ -</td>
<td>$ 1,008</td>
<td>$ 9,634</td>
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</table>

* The annual audit of the corporate books and records is not yet complete, therefore the 2017 amounts shown on the above table(s) should be considered unaudited.

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Program Overviews and Summaries –

NYSEG is dedicated to preserving the integrity of the energy delivery system and minimizing the consequence of equipment failure through the development and implementation of comprehensive, reliability-centered, cost-effective, maintenance programs.

The Process & Technology Department play a key role in this program. Maintenance engineers plan, develop, implement, and monitor maintenance programs associated with the energy delivery system. One of the primary functions of these engineers is managing maintenance programs for individual components of the energy delivery system. Measurement of the effectiveness of preventative maintenance programs provides the necessary feedback to adjust maintenance activities. Establishing preventative maintenance intervals for energy delivery equipment based upon sound reliability centered maintenance philosophy results in the optimized use of available resources. The Company assesses the serviceability of energy delivery equipment on a continuous basis and applies equipment life extension practices where appropriate. Cost-benefit analyses are performed to evaluate repair versus replace options.

NYSEG establishes and updates maintenance practices and procedures consistent with equipment requirements and industry standards. The intent of this is to assure the safety of maintenance personnel and the general public and provide a means of quality assurance. The development of maintenance practices and procedures promotes the application of maintenance in a consistent and effective manner.

Company engineers perform equipment operating assessments through the use of on-line monitoring and on-site inspections. Acquisition and evaluation of operating data is performed to determine equipment status. Recommendations are then made regarding equipment utilization and overload conditions based upon operating safety and loss of life considerations. Technical support for field operations including on-site resolution of maintenance concerns is also provided. These engineers serve as subject matter experts for developing lesson plans for training and are called upon to perform root cause analysis associated with equipment failures.

NYSEG’s dedication to improved systems reliability is demonstrated by the development of a number of new maintenance programs in addition to the improvement of existing programs. The following pages contain maintenance program summaries for each highlighted maintenance program.
On January 5, 2005, in Case 04-M-0159, the Public Service Commission (PSC) adopted a set of statewide safety standards (Safety Order) that apply to the electric utilities subject to the Commission’s jurisdiction. The safety standards include inspections of utility electric facilities on a minimum of a five-year cycle. In accordance with the Safety Order, NYSEG has developed and implemented a program for inspection and repair of all electric transmission and distribution facilities. The Program is summarized as follows:

**Electric Safety Standards Inspection Program**

The objective of all inspections is to conduct a careful and critical examination of an electric facility by a qualified individual to determine the condition of the facility and the potential to cause or lead to safety hazards or adverse effects on reliability. NYSEG’s inspection program was designed to visually inspect every facility at least once over a period of five years as required by the Safety Order.

Inspections conducted during routine maintenance and other work not directly related to the inspection program count as an inspection visit, provided that the inspection is performed using the same safety and reliability criteria and to the same extent as would otherwise be required under the Electric Safety Standards.

**Categories or Facility Groups**

*Street Lighting*

The streetlight inspection program is a comprehensive external visual only inspection of metal streetlight poles, pole hand holes, pole bases, and fixtures. NYSEG inspects approximately 20% of their streetlights annually.

*Underground*

The underground inspection program provides an inspection of NYSEG manholes, handholes, vaults, sub-holes, padmount transformers, padmount switchgear and all equipment, devices and cables present within these structures. This includes inspection of structural integrity, drainage, electrical integrity of all equipment and cables (as permissible by visual inspection), and mechanical integrity of all equipment and cables (as permissible by visual inspection). Dangerous conditions and potential threats to electric system reliability are identified. NYSEG inspects approximately 20% of their underground assets annually.

*Overhead Distribution*

The overhead distribution inspection and maintenance program identifies and corrects electric overhead distribution circuit deficiencies on all poles, equipment, and devices present on all distribution structures including guy wires/anchors, crossarms, switches, conductors and other accessory equipment. NYSEG is required to visually inspect approximately 20% of all distribution assets annually.

NYSEG also conducts bi-monthly inspections of all substations. This effort is a comprehensive inspection of all equipment located within the facility by field personnel. Numerous inspections of substation equipment occur during the year as a result of ongoing maintenance work.

*Transmission*

The objective of all transmission inspections is to identify and correct circuit deficiencies on all transmission circuits and structures.
NYSEG is required to visually inspect approximately 20% of all transmission circuits annually within their respective division.

The transmission inspection program is divided into two categories based on voltage class:
- 115KV and above – Comprehensive Helicopter Inspection and Foot Patrol
- Below 115KV – Comprehensive Foot Patrol

The comprehensive helicopter inspection involves performing low level (pole top), slow speed (stop & hover), comprehensive inspection of transmission circuits to identify structure, conductor and equipment damage, defects and deficiencies. Helicopter maintenance capabilities are used where appropriate to perform maintenance functions.

Transmission inspections are accomplished through a comprehensive foot patrol, performed by an inspector competent in line inspection procedures. Inspections include a visual examination of all transmission towers, poles, guy wires, risers, overhead conductors, switches, and other aboveground equipment and facilities.

**Inspection Procedure**

The annual performance target for inspections includes all existing Maintenance Engineering and Operations inspection programs if the inspection and collected data satisfies the Electric Safety Standards.

The number of facilities to be inspected in each cyclic inspection program is determined by examining the total number of assets to be inspected by asset type (streetlight, distribution pole, transmission pole, underground structure...etc...) in each division and applying a 20% levelization factor to each to ensure equal amount of inspections are taking place annually throughout the company for the 5 year cycle. Once established, the plan will remain unchanged with only small modifications to include any added or removed assets that take place.

Electric facility inspections are performed by trained and qualified personnel. Inspection personnel comply with all appropriate safety procedures and practices specified by the Company (e.g. manhole entry, manhole rescue and work zone protection) when performing inspections.

**Repair Prioritization**

Inspection discrepancies have been classified into Level I, Level II and Level III and Level IV conditions based on the severity of each discrepancy as it relates to public safety and electric system reliability. Level I discrepancies are the most critical, requiring immediate attention. Level II, Level III, and Level IV conditions, as determined by the inspector, are addressed as specified by the following descriptions:

**Level I Condition**

A Level I is a condition of any electrical equipment, device or structure that poses a serious and immediate threat to either the safety of the public or the reliability of the electric transmission or distribution system. Such conditions shall be repaired as soon as possible
but not longer than one week. Critical safety hazards present at the time of the inspection shall be guarded until the hazard is mitigated.

**Level II Condition**
A Level II is a condition of any electrical equipment, device or structure that, if not corrected could develop into a Level I Condition. Such conditions shall be repaired within a one year period based on the evaluation of the inspector.

**Level III Condition**
A Level III is a condition of any electrical equipment, device or structure that has deficiencies, but those deficiencies do not pose any risk to public safety or the reliability of the electric transmission or distribution system. These conditions shall be repaired within a three a year period based on the evaluation of the inspector.

**Level IV Condition**
Level IV is a condition of any electrical equipment, device or structure that has deficiencies, but repairs are not needed at this time. This condition level is used to track atypical deficiencies that do not require repair within a five year period and will be reevaluated in the next cycle.

In addition to the equipment inspection and maintenance associated with the PSC Safety Order, NYSEG has implemented the following maintenance programs as system conditions warrant:

**Maintenance Program Information**

Dynamic O&M/Capital programs are implemented on an ongoing or as needed basis dependent upon reliability and safety requirements.

**Underground Manhole and Handhole Inspection Program**

Underground switches, transmission cables, distribution cables, secondary cables, cable splices, cable hangers, fuse devices, and transformers are visually inspected for physical condition. Manhole walls, roof and frame & cover are inspected for structural integrity. Equipment is repaired or replaced as appropriate. Manhole detail sheets are updated and duct location parameters are documented.

Program Benefits: A reduction in equipment failure related outages can be achieved through a comprehensive inspection program for underground equipment. Customer reliability is improved. Workers and public safety is improved.

Program Cycle: 5 Years

**Overhead Distribution Inspection Program**

The objective of this program is to perform proactive and predictive maintenance on NYSEG distribution assets. This program provides a comprehensive evaluation of distribution system structures, conductors and equipment. It focuses maintenance activities on correcting all damage, defects and deficiencies.
Program Benefits: The program enhances distribution circuit integrity and reliability. Enhanced safety is achieved by identifying deficiencies that can lead to equipment failures.

Program Cycle: 5 Years

Transmission/Distribution Switch Inspection and Maintenance Program

Lubricate, adjust, exercise and repair as needed on the transmission, sub-transmission and distribution system disconnect switches and isolation devices.

Program Benefits: Maintaining disconnect switches on the transmission, sub-transmission and distribution system improves system reliability and allows for flexible operation of the electric system as it was originally designed. Properly maintained disconnect devices provide for a safer environment for operating personnel.

Program Cycle: Replaced as needed with Capital

Distribution Switchgear Inspection and Maintenance Program

This program provides a comprehensive inspection of PME and PMH type padmount switchgear. It identifies maintenance actions necessary to correct any damage, defects and deficiencies of this equipment.

Program Benefits: Inspection of distribution switchgear provides a means of identifying potential equipment failures and therefore, improves reliability and customer satisfaction.

Program Cycle: 5 Years

Wood Pole Inspection and Maintenance Program

Inspection of wood transmission poles for decay, insect infestation and damage. Treatment with preservatives as required. Identification of danger poles for immediate replacement/reinforcement and reject poles for future replacement/reinforcement.

Program benefits: Wood pole inspection and maintenance program enhances the safety and reliability of the electric energy delivery system by identifying and eliminating defective wood poles before failure and before causing injury, damage, or unscheduled outages. The supplemental preservative extends the average life of poles approximately 30 years.

Program Cycle: As needed

Overhead Aluminum Base Bell Insulator Replacement Program

This program will replace 4-1/4” aluminum base bell 15kV Class insulators on NYSEG’s high priority overhead distribution circuits. Aluminum base insulators have a high defect rate due to inherent material issues/degradation. Existing insulators will be replaced using a new polymer style insulator.

Program Benefits: The program will replace overhead 4-1/4” aluminum base type insulators using a polymer insulator. Replacement is the only effective solution to eliminate future
failures. The replacement program will also minimize customer outages and will improve system reliability.

Program Cycle: Replaced as needed

Thermographic Inspection Program

A comprehensive scan of transmission circuits, subtransmission circuits, electric substations, customer transformers 500kva and above, high priority distribution circuits is conducted on an as needed basis, to identify heating conditions on energy delivery equipment.

Program Benefits: Thermography is a proactive maintenance tool to identify abnormal heating of energy delivery equipment to avert equipment failures resulting in customer outages.

Program Cycle: As needed.

Corona Detection Program

A comprehensive scan of transmission circuits, subtransmission circuits, electric substations, customer transformers 500kva and above, high priority distribution circuits is conducted on an as needed basis, to identify self-sustained localized ionization of gas surrounding an energized electrode condition on energy delivery equipment.

Program Benefits: Corona detection is a proactive maintenance tool to assure power system reliability by detecting defective components at early stages of degradation. This program easily locates RF interference and audio noise sources.

Program Cycle: As needed

Steel Pole and Tower Inspection and Maintenance Program

Inspect steel transmission poles and towers and perform repairs as needed. Tower foundations will be inspected for structural integrity and repairs will be conducted on a priority basis. Steel components will be examined for degradation and the necessary cleaning and painting will be conducted.

Program Benefits: The maintenance program for steel towers and poles will prevent major transmission outages by maintaining the structural integrity of the transmission system. The goal of this program is to completely eliminate outages attributed to the degradation of steel poles and towers and their associated foundations.

Program Cycle: As needed

Overhead Transmission Aerial Inspection and Maintenance Program

The objective of this program is to perform proactive and predictive maintenance on transmission assets. Helicopter inspection and maintenance capabilities will be used where appropriate to perform procedures.
Program Benefits: This program provides a comprehensive evaluation of transmission system structures, conductors and equipment. It focuses maintenance activities on correcting all damage, defects and deficiencies. Ultimately the program enhances transmission and subtransmission circuit integrity and reliability.

Program Cycle: 5 years for Transmission 115kV and above.

Electric Substation Battery Maintenance Program

The maintenance of substation batteries includes routine inspections, battery resistance testing and battery replacements where required. All substation batteries are inspected periodically. Discharge tests are performed on bulk power transmission stations as per NPCC intervals.

Program benefits: Substation batteries provide the necessary power required for system protection. A lack of proper battery maintenance can result in catastrophic failure. A comprehensive battery maintenance program ensures a reliable source of energy for system protection equipment.

Program Cycle: Annual

Network Maintenance Program

Perform the required maintenance on network transformers/switches and secondary protectors. Internal and external inspections are performed as well as vault inspection, cleaning, and painting.

Program benefits: A comprehensive network maintenance program ensures continuous uninterrupted service to a portion of NYSEG’s commercial and industrial customers.

Program Cycle: 5 Years

Distribution Pad Mount Transformer Maintenance Program

All single and 3-phase distribution transformers are inspected on a 5 year cycle to ensure customer safety and maintain system reliability. Distribution transformers for “High Priority” customers are inspected annually along with fluid sampling and analysis.

Program benefits: The increase in customer safety and reliability that this program provides supports the achievement of mandated performance metrics.

Program Cycle: 5 Years

Voltage Regulator Maintenance Program

Replace obsolete and defective station and pole top voltage regulators with new or reconditioned units system wide. Control calibration to be performed approximately every 2 years. Thermovision performed as needed on regulator installations.
Program benefits: Replacing obsolete regulators provides improved voltage regulation and assures appropriate fault duty. This in turn improves reliability and increases personnel safety. Control calibration improves power quality for the customer.

Program Cycle: 2 Years Inspections; replace as needed with Capital

**Distribution Line Clearance**

The objective of the distribution forestry program is to clear lines and rights-of-ways of vegetation in a cost effective, preventative manner and identify/correct unsafe conditions.

Program benefits: Improve customer service and reliability by reducing tree contact related outages. Circuit restoration labor costs are reduced as a result of this program. Safety related concerns are addressed.

Program Cycle: Varies

**Gas and Electric Transmission ROW Management Program**

Maintain the integrity of the gas and electric transmission right-of-way utilizing integrated vegetation management techniques. Eliminate tree contacts that occur from vegetation growth on the electric transmission right-of-way (ROW). Maintain the gas transmission ROW to facilitate access for inspections and maintenance.

Program benefits: Minimize preventable outages related to vegetation growth on the electric right-of-way and facilitate access to, and visibility of, the gas ROW for inspection and maintenance.

Program Cycle: Varies

**Electric Transmission Aerial Line Patrol**

The objective of this program is to fly the transmission and subtransmission system approximately two times per year to detect thermal, structural, and tree related problems. The gas transmission and distribution right-of-way (ROW) is patrolled each fall to identify safety and access concerns.

Program benefits: Reduce outages by identifying conditions that have the potential to interrupt electric energy delivery.

Program Cycle: 2 times per year

**Line Recloser/Sectionalizer Maintenance Program**

Reclosers are replaced with a new or reconditioned unit as required. Modifications to the original design are performed as required at this time. Recloser and sectionalizer controls are inspected and / or tested annually.

Program benefits: Rotating reconditioned/upgraded reclosers into the system ensures the proper system protection coordination. Reconditioning reclosers improves the dielectric
integrity of the associated insulation system. Relocation of the control box improves safety for the operator. This program increases the reliability of the energy delivery system.

Program Cycle: Replaced as needed on Capital

Substation Transformer Maintenance Program

Perform all aspects of transformer maintenance on substation transformers. This includes LTC internal maintenance and control calibration. LTC controls are upgraded as needed to microprocessor based controls. Transformer maintenance includes a full battery of testing (insulation/winding/accessories). Elimination of PCB contaminated transformer oil is also an objective of this program. Insulating fluid is tested and processed as needed (dehydration/degassing/refining).

Program benefits: A comprehensive transformer maintenance program is vital to maintaining the integrity of the Electric Energy Delivery System.

Program Cycle: Varies by voltage class, equipment type and testing criteria

Electric Substation Circuit Breaker Maintenance Program

Perform the required maintenance on all circuit breakers in Electric Substations. Various levels of maintenance are performed including on line external inspections, off line internal inspections, and oil sampling and testing for dielectric quality.

Program benefits: The maintenance program for circuit breakers ensures the mechanical and electrical integrity of a critical component of the energy delivery system. Circuit breaker functionality is critical to the protection of substation equipment and to the safety of operating personnel.

Program Cycle: Varies by voltage class, equipment type and testing criteria

Electrical System Protection Maintenance Program

Maintain the integrity of the electric energy delivery system protective relaying. Comply with NERC and NPCC testing requirements for transmission relays.

Program benefits: A comprehensive relay maintenance program ensures the proper equipment protection, ensures the integrity of the protection system, reduces the likelihood of mis-operations, and ensures personnel safety.

Program Cycle: Varies by voltage class, equipment type and testing criteria

Stray Voltage Testing Program

Provide a comprehensive approach and schedule to address the Commission’s objectives to test publicly accessible electric facilities capable of conducting electricity. These facilities include; streetlights, distribution poles, underground network and transmission.
Program benefits: This program identifies locations in the electric delivery system where potential shock conditions exist. Remediation of these conditions will ensure a safe and reliable network to the public and company personnel.

Program Cycle: Annually test 100% Streetlight/Traffic Signal and Underground network and 20% of Distribution, URD and Transmission assets (coinciding with annual inspection scope).

System Fault Indicators

The installation and periodic replacement of fault indicators are to support the restoration of customers during outages. New fault indicators are installed in locations that can assist crews in determining the location of faults. Installed indicators are tested or replaced as necessary based upon operability.

Program benefits: The use of fault indicators assists field crews with the restoration of lines during outages. A quicker location of faults significantly improves the overall restoration time of customers.

Program Cycle: As needed

Capacitor Maintenance and Repair Program

Periodic testing is conducted on pole mounted capacitors and switches. Replacement of defective capacitors, oil switches and control transformers is conducted as necessary.

Program benefits: Proper operation of switched capacitors maintains voltages within the mandated bandwidth. This reduces power quality issues and maintains customer satisfaction.

Program Cycle: As needed
Operations and Maintenance (O&M) actuals associated with reliability programs for each of previous five years –

<table>
<thead>
<tr>
<th>Reliability Program Actuals</th>
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<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017 *</th>
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<td>$3,887,774</td>
<td>$514,936</td>
<td>$1,611,359</td>
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* The annual audit of the corporate books and records is not yet complete, therefore the 2017 amounts shown on the above table(s) should be considered unaudited
Workforce Number by Job Title for Each of Previous 5 Years –

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<th>NYSEG Job Title</th>
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<th>2016</th>
<th>2017</th>
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<td>485</td>
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Contractor Crew Services Used for Each of Previous 5 Years –
NYSEG utilizes contractor crew services in a variety of areas to augment internal work forces. Specific contractor crew detail has not been captured for the past 5 years

Distribution Vegetation Line Clearance Budgets and Actual Expenditures for Each of Previous 5 Years –

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<th>Rate Plan Level</th>
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<td>$25,361,753</td>
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<th>Division</th>
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<th>15 kV</th>
<th>5 kV</th>
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<td>233.6</td>
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</tr>
<tr>
<td>Geneva</td>
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<td>101.0</td>
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<td><strong>708.9</strong></td>
<td><strong>1,746.6</strong></td>
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Section 4. Power Quality

New York State Electric & Gas Corporation (NYSEG) strives to provide to its customers electric service that is very reliable with a high degree of power quality. This section of the reliability report contains a description of NYSEG’s power quality program along with a presentation of the power quality data that was obtained through this program in 2017.

NYSEG’s power quality program is designed to address customer needs and requests dealing with a variety of power quality issues. NYSEG has a team of specialists that are capable of investigating and resolving power quality requests as needed. These team members are located throughout the state in various NYSEG operating Divisions.

The process that NYSEG utilizes to resolve a PQ request can vary greatly depending on the type of problem that the customer is contacting the company about. For example, flickering lights is a short intermittent event that can be caused by a number of things. A request of this type may be resolved over the phone or during a field check when voltage measurements are taken. Low voltage, high voltage and some of the other PQ issues are more complicated and may require field monitoring of the electric service along with data analysis to determine the cause of the problem and to develop potential system corrections. This type of detailed PQ investigation is especially important to commercial and industrial class customers that may operate very sensitive equipment. NYSEG always works with its customers to first determine the cause (whenever practical) and then find a solution that addresses the customers concerns and needs.

The following pages contain the data that was collected throughout 2017 regarding the PQ calls NYSEG received and the resulting investigations that were conducted.
### Momentary interruptions by Division by voltage level – 5 year history
(NYSEG does not calculate MAIFI due to the fact that all circuits do not have SCADA capabilities)

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<tr>
<th>Division</th>
<th>Voltage</th>
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<th>2015</th>
<th>2016</th>
<th>2017</th>
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*This data represents momentary interruption events as recorded by NYSEG's Energy Control System (SCADA System). These events are limited to momentary interruption events to those substations circuit breakers or switches monitored by the Energy Control System on distribution redail circuits.
Section 5. Circuit Performance

The following pages contain lists of circuits, by operating area, based on SAIFI and CAIDI performance for the calendar year.
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# CAIDI/SAIFI Circuit Report - Descending CAIDI Order

**January 1, 2017 to December 31, 2017**

## AUBURN

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# NEW YORK STATE ELECTRIC AND GAS CORPORATION

## CAIDI/SAIFI Circuit Report - Descending CAIDI Order

**January 1, 2017 to December 31, 2017**

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### NEW YORK STATE ELECTRIC AND GAS CORPORATION

**CAIDI/SAIFI Circuit Report - Descending CAIDI Order**

**January 1, 2017 to December 31, 2017**

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# NEW YORK STATE ELECTRIC AND GAS CORPORATION

## CAIDI/SAIFI Circuit Report - Descending CAIDI Order

**January 1, 2017 to December 31, 2017**

### LIBERTY

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# NEW YORK STATE ELECTRIC AND GAS CORPORATION

**CAIDI/SAIFI Circuit Report - Descending CAIDI Order**

**January 1, 2017 to December 31, 2017**

## ONEONTA

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## NEW YORK STATE ELECTRIC AND GAS CORPORATION
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#### January 1, 2017 to December 31, 2017

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# NEW YORK STATE ELECTRIC AND GAS CORPORATION

**CAIDI/SAIFI Circuit Report - Descending SAIFI Order**  
January 1, 2017 to December 31, 2017

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### NEW YORK STATE ELECTRIC AND GAS CORPORATION

**CAIDI/SAIFI Circuit Report - Descending SAIFI Order**

**January 1, 2017 to December 31, 2017**

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<td>1504508</td>
<td>ARIZONA AVE 408</td>
<td>2</td>
<td>99</td>
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<td>1.01</td>
<td>1.09</td>
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<td>3,871</td>
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<tr>
<td>1501502</td>
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<td>0.98</td>
<td>0.81</td>
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<tr>
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<td>0.77</td>
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<tr>
<td>1501801</td>
<td>CABOT MINE 413</td>
<td>23</td>
<td>908</td>
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<td>2.27</td>
<td>0.74</td>
</tr>
<tr>
<td>1505002</td>
<td>TOM MILLER RD 478</td>
<td>5</td>
<td>499</td>
<td>321</td>
<td>0.64</td>
<td>0.64</td>
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<tr>
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<td>14</td>
<td>554</td>
<td>1,264</td>
<td>2.28</td>
<td>0.63</td>
</tr>
<tr>
<td>1500817</td>
<td>HYDE 417</td>
<td>10</td>
<td>545</td>
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<td>1.85</td>
<td>0.63</td>
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<tr>
<td>1503047</td>
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<td>38</td>
<td>1,198</td>
<td>1,769</td>
<td>1.48</td>
<td>0.60</td>
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<tr>
<td>1503201</td>
<td>PERU 426</td>
<td>10</td>
<td>716</td>
<td>700</td>
<td>0.98</td>
<td>0.59</td>
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<tr>
<td>1501802</td>
<td>CABOT MINE 414</td>
<td>25</td>
<td>538</td>
<td>1,548</td>
<td>2.87</td>
<td>0.58</td>
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<tr>
<td>1501001</td>
<td>WEST CHAZY 136</td>
<td>5</td>
<td>617</td>
<td>994</td>
<td>1.61</td>
<td>0.55</td>
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<tr>
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<td>34</td>
<td>566</td>
<td>1,079</td>
<td>1.91</td>
<td>0.51</td>
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<td>1504507</td>
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<td>31</td>
<td>1.06</td>
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<td>1501401</td>
<td>BEEKMANTOWN 133</td>
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<td>0.39</td>
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<td>253</td>
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<td>519</td>
<td>0.97</td>
<td>0.32</td>
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<tr>
<td>1503202</td>
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<td>363</td>
<td>1.07</td>
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<td>255</td>
<td>2.59</td>
<td>0.18</td>
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<tr>
<td>1502244</td>
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<td>10</td>
<td>207</td>
<td>352</td>
<td>1.69</td>
<td>0.15</td>
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<tr>
<td>1501901</td>
<td>MILL C 125</td>
<td>3</td>
<td>13</td>
<td>19</td>
<td>1.55</td>
<td>0.01</td>
</tr>
</tbody>
</table>
Provide an analysis of the worst-performing circuits. The analysis must cover a minimum of 5% of the circuits and include a description of the methodology used to identify worst-performing circuits –

Part of NYSEG’s efforts to maintain a highly reliable electric distribution system is the Worst Performing Circuit Analysis. This program consists of a yearly evaluation of all of the distribution circuits and the development of reliability plans by the operating divisions to address key circuits that will best benefit from additional analysis and/or corrective work in the field.

Circuit Analysis Process

- During the third quarter of the year, each circuit is evaluated by its reliability performance over the twelve month period of July 1st through June 30th.
- The number of interruptions, customers interrupted (affected), and the customer hours of interruption are recorded for each NYSEG circuit minus any major storm interruptions.
- A weighted SAIFI factor is calculated based on a specific circuit’s impact to the overall company SAIFI.
- All of the circuits are then sorted highest to lowest based on their individual weighted SAIFI contributions to NYSEG’s overall reliability performance.
- The individual NYSEG Division worst performing circuits, representing 5% of the respective Division’s circuits based on their weighted SAIFI value, are then assigned to each Division for further analysis and for the development of Reliability Improvement Plans.

Developing Reliability Improvement Plans

- The results of the circuit analysis are provided to the operating divisions close to the end of each year.
- The operating divisions then further evaluate each of their higher-ranked circuits. They consider recent work that may have been done on the circuits and the feasibility of improving the circuit reliability with additional work on a cost/benefit basis.
- The goal of each of these reliability plans is to identify those circuits with performance that can best benefit from additional work and to balance the proposed work with the current budget and manpower availability.
Worst Performing Circuits 2017
Division

Circuit

Circuit Decription

Customers
Connected

Circuit
Voltage

Circuit
Miles

Circuit
CAIDI

Circuit
SAIFI

Weighted SAIFI

SAIFI
Rank

Auburn
Auburn

4401602
4400203

MARIETTA 511
STATE ST 710

957
2,620

34.5
12.5

64.96
64.90

2.60
0.88

7.77
1.85

0.0071
0.0046

9
28

Auburn

4402101

STRYKER AVE 702

2,699

12.5

57.56

2.82

1.39

0.0035

44

Binghamton

8109601

CANAL ST TAP 513

1,882

34.5

80.27

3.13

2.12

0.0038

41

Binghamton

8103002

CENTER VILLAGE 248

998

4.8

69.02

1.21

3.83

0.0036

43

Binghamton

8100903

ENDICOTT CLARK ST 629

2,750

12.5

19.58

0.55

1.10

0.0029

53

Binghamton

8105003

FULLER HOLLOW 617

1,612

12.5

28.62

1.68

2.08

0.0032

48

Binghamton

8102301

GENEGANTSLET CORNERS 422

1,488

34.5

102.42

1.61

2.63

0.0037

42

Binghamton

8102701

LANGDON 610

1,430

12.5

43.43

0.80

2.09

0.0028

54

Binghamton

8104401

WILLET 423

1,123

34.5

124.10

2.54

5.11

0.0054

16

Binghamton

8103801

WINDSOR 757

894

8.32

39.48

2.16

3.50

0.0030

52

Brewster

1105111

ADAMS CORNERS 411

1,955

13.2

35.01

1.45

3.41

0.0063

11

Brewster

1105723

CRAFTS 423

2,531

13.2

39.07

1.45

3.12

0.0075

8

Brewster

1106104

GOLDEN BRIDGE 414

1,187

13.2

31.81

1.68

6.71

0.0076

7

Brewster

1107078

SYLVAN LAKE 478

2,366

13.2

45.26

3.02

3.04

0.0068

10

Elmira

5201021

BULKHEAD 321

1,741

12.5

104.91

3.12

2.77

0.0046

29

Elmira

5202012

MONTOUR FALLS 512

1,298

34.5

84.25

1.74

3.28

0.0040

35

Elmira

5206335

NORTH URBANA 535

1,455

34.5

111.19

2.65

3.22

0.0044

31

Elmira

5201601

RIDGE RD 501

1,491

34.5

120.08

2.96

3.35

0.0047

25

Elmira

5204446

SOUTH ADDISON 346

1,307

12.5

59.16

3.98

4.74

0.0059

13

Geneva

4203897

FLAT ST 597

2,840

34.5

185.98

3.13

3.11

0.0084

6

Geneva
Geneva
Geneva

4203096
4207769
4207946

GREENIDGE 596
HYATT RD 569
SLEIGHT RD 546

2,016
1,606
1,612

34.5
34.5
34.5

136.87
117.33
110.47

2.36
1.43
1.54

2.43
3.18
3.46

0.0046
0.0049
0.0053

26
24
19

Hornell

5300641

BENNETT 541

1,295

34.5

125.69

3.85

1.54

0.0019

58

Hornell

5301350

MEYER 350

1,732

12.5

97.52

2.93

1.69

0.0028

55

Hornell

5301466

NAPLES 566

931

34.5

81.75

2.67

3.91

0.0035

46

Hornell

5302381

WARSAW 381

1,282

12.5

51.92

1.52

1.83

0.0022

57

Ithaca

4301101

BROOKTONDALE 531

1,886

34.5

93.47

1.12

2.22

0.0040

39

Ithaca

4300205

EAST ITHACA 404

2,743

12.5

15.55

1.67

2.17

0.0056

14

Ithaca

4300201

EAST ITHACA 406

2,594

12.5

9.16

2.17

1.72

0.0042

34

Ithaca

4303701

PERUVILLE TAP 522

1,361

34.5

93.32

1.94

3.10

0.0040

37

Lancaster

3102901

ARMOR 371

2,599

12.5

18.16

1.28

2.05

0.0051

23

Lancaster

3103004

DAVIS 531

2,245

34.5

49.72

1.34

2.53

0.0054

17

Lancaster

3100809

ERIE ST 515

2,829

34.5

36.64

2.78

3.90

0.0105

3

Lancaster

3103203

LANGER RD 432

1,909

12.5

19.25

1.76

2.90

0.0053

20

Lancaster

3103204

LANGER RD 433

2,038

12.5

18.71

1.96

2.66

0.0051

21

Lancaster

3105202

ROLL RD 529

2,805

34.5

47.99

1.44

2.09

0.0056

15

Lancaster

3105203

ROLL RD 545

4,910

34.5

65.00

4.02

1.10

0.0051

22

Liberty

2403885

CALLICOON 285

1,607

7.2

131.41

2.18

2.22

0.0034

47

Liberty

2402229

MAPLEWOOD 229

1,983

12.5

28.52

1.66

2.39

0.0045

30

Liberty

2403658

WALDEN 358

1,465

34.5

69.02

2.42

3.87

0.0054

18

Liberty

2403659

WALDEN 359

3,352

34.5

89.31

1.92

2.80

0.0089

5

Lockport

3200601

CHESTNUT RIDGE 191

1,339

12.5

21.35

1.56

1.44

0.0018

59

Lockport

3200301

PARK AVE 120

1,039

4.16

9.54

2.03

4.00

0.0039

40

Mechanicville

1204004

CRARYVILLE 610

2,111

34.5

124.76

2.63

1.56

0.0031

50

Mechanicville

1201401

GRANVILLE-SALEM TAP 625

931

34.5

87.82

1.66

2.61

0.0023

56

Mechanicville

1206301

LUTHER FOREST 607

3,833

34.5

42.22

0.85

1.10

0.0040

38

Mechanicville

1203207

STEPHENTOWN 622

1,868

34.5

151.63

3.15

2.42

0.0043

33

Oneonta

2307412

DOWNSVILLE 012

1,184

4.8

96.24

3.90

3.57

0.0040

36

Oneonta

2305515

EAST NORWICH 515

2,868

34.5

152.48

1.43

3.35

0.0091

4

Oneonta

2305516

EAST NORWICH 516

1,805

34.5

109.77

1.88

2.59

0.0044

32

Oneonta

2307647

GRAND GORGE 247

880

12.5

65.39

2.06

4.20

0.0035

45

Oneonta

2308104

RIVER RD 104

1,107

4.8

59.83

2.07

2.99

0.0031

49

Oneonta

2308105

RIVER RD 105

1,043

4.8

75.34

2.15

3.07

0.0030

51

Oneonta

2306960

WEST WINFIELD 260

1,316

12.5

112.70

1.58

3.71

0.0046

27

Plattsburgh

1501601

BLUE MTN LAKE 504

1,209

34.5

78.82

1.94

15.43

0.0177

1

Plattsburgh

1503401

HARRIS LAKE 424

626

12.5

36.30

1.67

18.92

0.0112

2

Plattsburgh

1500901

LYON MTN 510

1,346

34.5

97.89

1.25

4.69

0.0060

12

180


Section 6. Network Feeder Performance

Provide a listing of network feeders, by operating area, based on the number of open automatics for the calendar year.

The Binghamton secondary network is fed by six primary distribution feeders--the Noyes Island 271, 272, 273, 274, 275 and 276 circuits. The secondary network is designed to operate under contingencies for loss of two out of the six feeders. The Noyes Island Substation has two sets of 12/16/20 MVA transformer banks to cover contingencies for loss of one of the transformers.

The Auburn secondary network is fed by four primary distribution feeders--the Green Street 316, 322, 323, and 330 circuits. The secondary network is designed to operate under contingencies for loss of two out of the four feeders. The Green Street Substation has two set of 7.5/9.375 MVA transformer banks to cover contingencies in the event of a loss of one of the transformers.

Provide an analysis of the worst-performing feeders. The analysis must cover a minimum of 5% of the feeders and include a description of the methodology used to identify the worst performing feeders.

In 2017, there were no reported outages on any of the Green Street primary circuits.
ROCHESTER GAS & ELECTRIC
CORPORATION

2017 Annual Reliability Report
March 31, 2018

Submitted in compliance with:
Case 02-E-1240 – Standards on Reliability of Electric Service – Annual Report
As Amended in Electric Service Standards Annual Reliability Report Guidelines – 12/19/2008
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DEFINITIONS

CAIDI (Customer Average Interruption Duration Index) – the average time needed to restore service to the average customer per sustained interruption. It is the sum of customer interruption durations divided by the total number of customer interruptions.

\[ \text{CAIDI} = \frac{\text{Sum total of customer hours of interruption}}{\text{Sum total of customers Interrupted}} \]

Customer Hours of Interruption - the duration of an interruption (hours) multiplied by the number of customers affected (interrupted) for a given interruption.

Customer - actively metered electric customer.

Distortion (Harmonics) - non-fundamental frequency components of a distorted 60 Hz power wave. Harmonic frequencies are integral multiples of the 60 Hz fundamental frequency. The odd-multiple harmonics are usually most troublesome. Harmonics are usually produced by the customer's equipment.

DLI – Distribution Line Inspection

Failed Division - any division that did not meet the PSC level of CAIDI and/or SAIFI as established in PSC case 02-E-1240.

Flicker (Voltage) - a variation of input voltage sufficient in duration to allow visual observation of a change in electric light source intensity.

Interruption - loss of electric service for more than five minutes to one or more customers.

Major Storm - a weather event that causes at least 10% of the metered customers in an operating area to be without service and/or that results in any metered customers to be without service for 24 hours or more.

Momentary Interruption - a loss of electric service to one or more customers with a duration lasting less than five minutes.

Outage Duration - measured from time reported until service is restored (in minutes).

Overvoltage - a steady state (0.5 seconds or longer) voltage delivered to the customer’s service in excess of the ANSI upper service voltage limit (126 volts on a 120 volt service).

Power Quality – The characteristics of electric power received by the customer, with the exception of interruptions.

RI/TVI - radio or TV interference; see Electrical Noise.

Reliability - the degree to which electric service is supplied without interruption.
SAIFI (System Average Interruption Frequency Index) – is the average frequency of sustained interruptions per customer over a predefined area. It is the total number of customer interruptions divided by the total number of customers served.

\[
\text{SAIFI} = \frac{\text{Number of Customers Interrupted}}{\text{Number of Customers Served}}
\]

**Sag (Voltage)** - a momentary drop in voltage (more than 5% below the nominal voltage) for a time duration of 0.015 to 0.5 seconds. Voltage sags can be caused by faults or switching on the utility transmission and distribution system or by switching of customer loads that have large initial inrush/starting currents (e.g. motors, transformers, large DC power supplies).

**Stray Voltage** - a voltage usually less than 10 volts between two points that can be contacted simultaneously by a human or an animal.

**Swell (Voltage)** - a momentary rise in voltage (more than 5% above nominal) for a time duration of 0.015 to 0.5 seconds. This rise is caused by a fault on 1-phase of the system. The voltage rise is not experienced on the faulted phase.

**TLI – Transmission Line Inspection**

**Transient** - a sub-cycle voltage wave in an electric circuit, which is evidenced by a sharp, brief disturbance of the input-power voltage waveform. The duration is less than half-cycle of the normal voltage waveform and often less than one millisecond. (Switching transients may be caused by the utility breakers, capacitors, etc., or by the customer on/off equipment switching, load cycling, etc.).

**Undervoltage** - a steady state (0.5 seconds or longer) voltage delivered to the customer’s service below the lower service voltage limit (114 volts on a 120 volts system).

**PSC Interruption Classes**

1. Major Storm
2. Tree Contacts
3. Overloads
4. Operating or Working Errors
5. Apparatus or Equipment Failures
6. Accidents or Events Not Under the Utility’s Control
7. Prearranged
8. Customer’s Equipment Failure
9. Lightning
10. Unknown or Unclassified
Section 1. Assessment of Reliability Performance - Corporate

Corporate Overview

Rochester Gas and Electric Corporation (RG&E) serves a franchise area of approximately 2,700 square miles in West-Central New York comprising urban, suburban, and rural areas. RG&E supplies electric and natural gas to a population of nearly one million people. RG&E provides electric service to its customers utilizing 1,094 miles of transmission lines and 8,807 miles of distribution lines that are a server from 154 substations. Central to the franchise area is the City of Rochester that comprises a major load area, but the Company also serves the City of Canandaigua and prosperous agricultural areas along Lake Ontario and in the Genesee Valley. The Company has 374,586 yearly average electric customers as of December 2017.

RG&E’s Corporate Office is located in Rochester, New York. The Company is organized with 4 distinct operating divisions spread across its service territory – Canandaigua, Genesee Valley, Lakeshore and Rochester.

The following table shows the corporate five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th>CORPORATE PERFORMANCE WITHOUT MAJOR STORMS</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI</td>
<td>1.82</td>
<td>1.74</td>
<td>1.82</td>
<td>1.79</td>
<td>1.77</td>
</tr>
<tr>
<td>SAIFI</td>
<td>0.74</td>
<td>0.76</td>
<td>0.75</td>
<td>0.58</td>
<td>0.59</td>
</tr>
<tr>
<td>Interruptions</td>
<td>3,063</td>
<td>2,972</td>
<td>3,037</td>
<td>2,888</td>
<td>3,157</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>489,493</td>
<td>488,493</td>
<td>507,357</td>
<td>383,460</td>
<td>388,438</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>268,921</td>
<td>280,590</td>
<td>278,760</td>
<td>214,019</td>
<td>219,583</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>365,870</td>
<td>369,072</td>
<td>371,431</td>
<td>371,886</td>
<td>374,586</td>
</tr>
</tbody>
</table>

RG&E met the CAIDI and SAIFI targets in 2017.
The target levels for 2017 were – CAIDI (1.90) and SAIFI (0.90)
Corporate Performance: CAIDI & SAIFI by PSC cause codes –

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE</th>
<th>CODE DESCRIPTION</th>
<th>CAIDI 2013</th>
<th>CAIDI 2014</th>
<th>CAIDI 2015</th>
<th>CAIDI 2016</th>
<th>CAIDI 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td></td>
<td>6.67</td>
<td>7.42</td>
<td>4.29</td>
<td>3.51</td>
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</tr>
<tr>
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<td>2.20</td>
<td>2.11</td>
<td>2.02</td>
<td>2.05</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td></td>
<td>1.71</td>
<td>1.47</td>
<td>1.65</td>
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<tr>
<td>4</td>
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<td></td>
<td>1.59</td>
<td>0.81</td>
<td>0.73</td>
<td>1.12</td>
<td>0.73</td>
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<tr>
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<td>Equipment Failures</td>
<td></td>
<td>1.64</td>
<td>1.62</td>
<td>1.92</td>
<td>1.70</td>
<td>2.07</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td></td>
<td>1.51</td>
<td>1.18</td>
<td>1.29</td>
<td>1.55</td>
<td>1.46</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td></td>
<td>0.85</td>
<td>2.24</td>
<td>2.48</td>
<td>2.29</td>
<td>0.78</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
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<tr>
<td>9</td>
<td>Lightning</td>
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<td>2.26</td>
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<td>1.99</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
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<td>1.95</td>
<td>1.51</td>
<td>1.46</td>
<td>1.89</td>
<td>1.81</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE</th>
<th>CODE DESCRIPTION</th>
<th>SAIFI 2013</th>
<th>SAIFI 2014</th>
<th>SAIFI 2015</th>
<th>SAIFI 2016</th>
<th>SAIFI 2017</th>
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<td>1</td>
<td>Major Storms</td>
<td></td>
<td>0.17</td>
<td>0.09</td>
<td>0.11</td>
<td>0.12</td>
<td>0.74</td>
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<td>Tree Contacts</td>
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<td>0.24</td>
<td>0.21</td>
<td>0.20</td>
<td>0.16</td>
<td>0.20</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td></td>
<td>0.02</td>
<td>0.05</td>
<td>0.01</td>
<td>0.02</td>
<td>0.01</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td></td>
<td>0.18</td>
<td>0.22</td>
<td>0.22</td>
<td>0.20</td>
<td>0.15</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td></td>
<td>0.12</td>
<td>0.14</td>
<td>0.20</td>
<td>0.10</td>
<td>0.10</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td></td>
<td>0.06</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0.06</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td></td>
<td>0.07</td>
<td>0.09</td>
<td>0.04</td>
<td>0.05</td>
<td>0.05</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
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<td>0.04</td>
<td>0.02</td>
<td>0.04</td>
<td>0.02</td>
<td>0.01</td>
</tr>
</tbody>
</table>
### 2017 Major Storm Exclusions – Summary Table

<table>
<thead>
<tr>
<th>Storm Event #</th>
<th>Event Start</th>
<th>Event Stop</th>
<th>Division</th>
<th>Start Date</th>
<th>End Date</th>
<th>Ints</th>
<th>CstAff</th>
<th>CstHrs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>2/12/2017</td>
<td>2/13/2017</td>
<td>Genesee</td>
<td>2/12/2017</td>
<td>2/13/2017</td>
<td>18</td>
<td>3,912</td>
<td>21,359</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rochester</td>
<td>3/8/2017</td>
<td>3/16/2017</td>
<td>1,797</td>
<td>170,982</td>
<td>7,998,397</td>
</tr>
<tr>
<td>6</td>
<td>5/30/2017</td>
<td>5/30/2017</td>
<td>Lakeshore</td>
<td>5/30/2017</td>
<td>5/30/2017</td>
<td>4</td>
<td>4,530</td>
<td>4,324</td>
</tr>
<tr>
<td>7</td>
<td>7/20/2017</td>
<td>7/21/2017</td>
<td>Genesee</td>
<td>7/20/2017</td>
<td>7/21/2017</td>
<td>21</td>
<td>2,117</td>
<td>2,703</td>
</tr>
<tr>
<td>10</td>
<td>10/15/2017</td>
<td>10/17/2017</td>
<td>Lakeshore</td>
<td>10/15/2017</td>
<td>10/17/2017</td>
<td>57</td>
<td>8,954</td>
<td>94,077</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rochester</td>
<td>10/15/2017</td>
<td>10/18/2018</td>
<td>120</td>
<td>20,315</td>
<td>149,544</td>
</tr>
<tr>
<td>12</td>
<td>10/30/2017</td>
<td>10/31/2017</td>
<td>Lakeshore</td>
<td>10/30/2017</td>
<td>11/1/2017</td>
<td>50</td>
<td>4,750</td>
<td>25,095</td>
</tr>
</tbody>
</table>
Corporate corrective actions due to not meeting reliability indices and/or due to adverse trends in specific categories –

RG&E continued to provide high levels of electric service reliability to its customers in 2017. Both the CAIDI and SAIFI year end measures met the corporate target levels. Analysis of the above PSC interruption class CAIDI and SAIFI five year tables do not indicate a need to file corrective actions at this time.

As noted in previous reports, certain anomalies adversely affect the Companies reliability performance and ability to meet the CAIDI and SAIFI measures. These events can be classified into two main categories –

- Weather impacts
- Uncontrollable events

**Adverse Weather**

Weather Impacts – Multiple large impacting weather events have significant negative impacts on the reliability indices. Mechanisms are in place to allow the exclusion of the reliability impacts due to the most severe events but not for those “shoulder” or minor storm events.

RG&E has developed a process to identify and track minor storms days by Division. This information will be used to study the relationship between the hardening of the electric delivery system and how that affects major storm events and minor storm events.
The table below lists the minor storm events from 2017 –

<table>
<thead>
<tr>
<th>Division</th>
<th>Date</th>
<th>Interruptions</th>
<th>Customers Affected</th>
<th>Customer Hours</th>
<th>Percent Customers Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lakeshore</td>
<td>1/10/2017</td>
<td>8</td>
<td>1,477</td>
<td>6,295</td>
<td>5.6%</td>
</tr>
<tr>
<td>Canandaigua</td>
<td>5/6/2017</td>
<td>3</td>
<td>2,464</td>
<td>3,357</td>
<td>6.3%</td>
</tr>
<tr>
<td>Lakeshore</td>
<td>4/4/2017</td>
<td>3</td>
<td>2,862</td>
<td>7,786</td>
<td>10.7%</td>
</tr>
<tr>
<td>Canandaigua</td>
<td>5/6/2017</td>
<td>3</td>
<td>2,464</td>
<td>3,357</td>
<td>6.3%</td>
</tr>
<tr>
<td>Genesee</td>
<td>6/20/2017</td>
<td>4</td>
<td>996</td>
<td>1,759</td>
<td>5.4%</td>
</tr>
<tr>
<td>Lakeshore</td>
<td>6/26/2017</td>
<td>3</td>
<td>1,246</td>
<td>1,908</td>
<td>4.7%</td>
</tr>
<tr>
<td>Lakeshore</td>
<td>8/22/2017</td>
<td>7</td>
<td>2,256</td>
<td>3,404</td>
<td>8.5%</td>
</tr>
<tr>
<td>Canandaigua</td>
<td>10/30/2017</td>
<td>9</td>
<td>1,718</td>
<td>2,248</td>
<td>5.3%</td>
</tr>
<tr>
<td>Genesee</td>
<td>10/15/2017</td>
<td>6</td>
<td>740</td>
<td>1,958</td>
<td>4.1%</td>
</tr>
<tr>
<td>Genesee</td>
<td>12/25/2017</td>
<td>3</td>
<td>1,437</td>
<td>3,746</td>
<td>7.9%</td>
</tr>
<tr>
<td>Lakeshore</td>
<td>10/24/2017</td>
<td>4</td>
<td>1,783</td>
<td>3,019</td>
<td>6.7%</td>
</tr>
<tr>
<td>Lakeshore</td>
<td>11/5/2017</td>
<td>5</td>
<td>1,111</td>
<td>2,155</td>
<td>4.2%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td><strong>58</strong></td>
<td><strong>20,554</strong></td>
<td><strong>40,991</strong></td>
<td></td>
</tr>
</tbody>
</table>

The information above is presented for reliability trending and comparison purposes only.
Uncontrollable Events

RG&E experienced a number of large uncontrollable, non-weather related events in 2017. The largest of these events are listed in the table below.

<table>
<thead>
<tr>
<th>Division</th>
<th>Event Start Date</th>
<th>Customers Impacted</th>
<th>Customer Hours</th>
<th>Cause Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rochester</td>
<td>1/8/2017</td>
<td>1,607</td>
<td>3,266</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Rochester</td>
<td>6/8/2017</td>
<td>871</td>
<td>743</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Rochester</td>
<td>6/23/2017</td>
<td>1,792</td>
<td>3,262</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Rochester</td>
<td>9/4/2017</td>
<td>1,769</td>
<td>1,339</td>
<td>Motor Vehicle Accident</td>
</tr>
<tr>
<td>Rochester</td>
<td>10/27/2017</td>
<td>2,488</td>
<td>2,157</td>
<td>Foreign Object</td>
</tr>
<tr>
<td>Rochester</td>
<td>10/27/2017</td>
<td>1,006</td>
<td>1,855</td>
<td>Foreign Object</td>
</tr>
<tr>
<td>Rochester</td>
<td>10/29/2017</td>
<td>1,930</td>
<td>1,017</td>
<td>Motor Vehicle Accident</td>
</tr>
</tbody>
</table>

**totals:** 11,463 13,639

RG&E is reviewing and monitoring all uncontrollable interruptions to identify any emerging trends due to motor vehicle accidents, vandalism and/or foreign objects.

RG&E will continue to identify and track events of this nature in future years for potential exclusion from reliability metrics’ calculations as allowed per the process noted in the current Rate Plan.
### 2017 Major Capital Project Investments

<table>
<thead>
<tr>
<th>Project Title</th>
<th>2016 Act</th>
<th>2017 Act</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sta 23 115kV Substation</td>
<td>$19,921,281</td>
<td>$54,943,797</td>
<td>$74,865,077</td>
</tr>
<tr>
<td>GINNA Retirement Transmission Alternative (GRTA)</td>
<td>$92,463,134</td>
<td>$28,931,733</td>
<td>$121,394,868</td>
</tr>
<tr>
<td>Station 262 New 115kV /34.5kV Substation</td>
<td>$9,080,360</td>
<td>$16,312,302</td>
<td>$25,392,662</td>
</tr>
<tr>
<td>RARP Rochester Area Reliability Project</td>
<td>$11,783,072</td>
<td>$13,128,160</td>
<td>$24,911,232</td>
</tr>
<tr>
<td>Station 38 Total Refurbishment</td>
<td>$7,467,040</td>
<td>$6,758,736</td>
<td>$14,225,776</td>
</tr>
<tr>
<td>Breaker Program</td>
<td>$1,150,247</td>
<td>$3,971,605</td>
<td>$5,121,853</td>
</tr>
<tr>
<td>Station 5 Substation Modernization Prj</td>
<td>$1,454,511</td>
<td>$2,654,014</td>
<td>$4,108,524</td>
</tr>
<tr>
<td>SCADA/Automation RGE</td>
<td>$1,951,333</td>
<td>$2,318,143</td>
<td>$4,269,476</td>
</tr>
<tr>
<td>Battery Program</td>
<td>$146,247</td>
<td>$739,880</td>
<td>$886,127</td>
</tr>
<tr>
<td>Replace DC Pilot Wire System</td>
<td>$510,992</td>
<td>$665,716</td>
<td>$1,176,708</td>
</tr>
<tr>
<td>Highway Inner Loop Transformation Project Circuit 513 (L0663)</td>
<td>$608,867</td>
<td>$574,489</td>
<td>$1,183,356</td>
</tr>
<tr>
<td>Cable Replacement on Circuits 740 &amp; 759</td>
<td>$0</td>
<td>$381,662</td>
<td>$381,662</td>
</tr>
<tr>
<td>RTU Installation Project</td>
<td>$529,857</td>
<td>$242,719</td>
<td>$772,575</td>
</tr>
<tr>
<td>Line 902 Upgrade</td>
<td>$0</td>
<td>$195,077</td>
<td>$195,077</td>
</tr>
<tr>
<td>Station 178 Cap Bank - RTU &amp; Scada Work</td>
<td>$109,723</td>
<td>$38,561</td>
<td>$148,284</td>
</tr>
<tr>
<td>Station 80 CapBank Relays</td>
<td>$120,526</td>
<td>$33,820</td>
<td>$154,346</td>
</tr>
<tr>
<td>NYSDOT I390 Interchange relocation of UG and OH electric transmission and distribution facilities</td>
<td>$1,806,378</td>
<td>$33,191</td>
<td>$1,839,569</td>
</tr>
<tr>
<td>Station 56 - Additional 12kV Source</td>
<td>$2,743,671</td>
<td>$14,148</td>
<td>$2,757,819</td>
</tr>
<tr>
<td>Circuit 765 - Recloser Automated Program</td>
<td>$22,051</td>
<td>$12,913</td>
<td>$34,965</td>
</tr>
<tr>
<td>Station 65 - Replace Breaker Foundation</td>
<td>$8,252</td>
<td>$8,441</td>
<td>$16,694</td>
</tr>
</tbody>
</table>

Reliability indices for individual regions and overall company will reflect the impacts of these projects.
Specific Distribution Reliability Projects/Investments in 2017 -

Reliability indices for individual regions and overall company will reflect the impacts of these projects.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace 750 transformer that is PCB contaminated at the rear of 3340 Monroe Ave.</td>
<td>This job will replace underloaded transformer with 300kva, remove switch permanently, and convert from 34KV to 4KV feed. Circuits 739 &amp; 2152.</td>
<td>$24,367</td>
</tr>
<tr>
<td>Cable Replacement job at Fawn Meadow Farm</td>
<td>Replace 5671 feet of faulty primary cable via 4&quot; direct bore and install new 1/0 EPR 15k primary cable on Circuit 5230.</td>
<td>$12,559</td>
</tr>
<tr>
<td>Pole 47, New Tie Points for Circuits 5315 and 5305</td>
<td>Recloser install as tie point between new circuits 5315 and 5305 for Station 56 conversion of 4kV circuits 267, 268, and 402.</td>
<td>$11,011</td>
</tr>
<tr>
<td>0424RO5205 step bank upgrade</td>
<td>Upgrade 750KVA stepdown bank to 1500KVA. Existing transformers will then be removed and then use existing bank to install new transformers.</td>
<td>$10,596</td>
</tr>
<tr>
<td>Replace poles on Allentown Rd.</td>
<td>Replacing 3 poles on Circuit 8333GV7702</td>
<td>$8,572</td>
</tr>
<tr>
<td>Waverly Village Webster XLP Cable Replacement</td>
<td>This XLP cable in URD residential subdivisions has experienced multiple cable failure. Replacing these cable sections will reduce the number of cable faults, place the system back to its normal loop system and improve system reliability.</td>
<td>$8,201</td>
</tr>
<tr>
<td>Brewerton Rd Ogden XLP Cable Replacement</td>
<td>Replacing these cable sections will reduce the number of cable faults, place the system back to its normal loop system and improve system reliability.</td>
<td>$7,675</td>
</tr>
<tr>
<td>Wilder Rd P-1 and P-43, Circuit 0071RO5110</td>
<td>Install 2- 15kv reclosures on Pole 1 and Pole 43 located on Wilder Rd.</td>
<td>$6,021</td>
</tr>
<tr>
<td>Meadowbrook Dr WRL Subway for DPRP pole, circuit 0033RO0291</td>
<td>Meadowbrook Dr WRL Subway for DPRP pole replacement. This WO replaces subway from Pole M to Pole 049 on Elmgrove Rd, via 2 handholes and also replaces old primary cable with new 1/0 EPR 15k cable.</td>
<td>$5,905</td>
</tr>
<tr>
<td>Circuit 5102/5156/5157 in the Town of Chili XLP Cable Replacement</td>
<td>Replacing these cable sections will reduce the number of cable faults, place the system back to its normal loop system and improve system reliability.</td>
<td>$4,553</td>
</tr>
</tbody>
</table>
Specific distribution reliability projects/investments to be taken based on the results from the annual distribution facility inspection reports provided in each year –

Equipment inspection is one method for identifying work necessary to maintain reliability. The Company performs a visual inspection of its overhead distribution system based on a 5-year cycle. Each discrepancy found during the distribution system inspection is identified and prioritized during the inspection. Each discrepancy is classified as a Level I, Level II, Level III, or Level IV condition. The Operations Department plans, schedules, and performs corrective actions. Discrepancies are resolved (repaired or replaced) based upon these inspection results. The results of this inspection program are explained in the annual Stray Voltage Test and Inspection report that is submitted each February.

Stray voltage testing and Distribution Line Inspection/Transmission Line Inspection (DLI/TLI) work is mandated by New York State Public Service Commission Order - Case 04-M-0159. Failure to fully comply exposes each company to a rate base penalty of (75) basis points. Recovery of costs for stray voltage testing and inspections are established under each Companies rate case agreement. RGE performs inspections on (20%) of their owned assets annually (100% every 5 years). This equates to about 61,000 inspections. RGE also performs stray voltage testing on these same (20%) assets and also (100%) of streetlights, traffic signal equipment and underground manholes and handholes.
Section 2. Assessment of Reliability Performance – Divisions

Canandaigua Division

The following table shows the Canandaigua five-year history of performance, excluding major storms.

<table>
<thead>
<tr>
<th>CANANDAIGUA PERFORMANCE WITHOUT MAJOR STORMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 1.50)</td>
</tr>
<tr>
<td>SAIFI (goal - 1.40)</td>
</tr>
<tr>
<td>Interruptions</td>
</tr>
<tr>
<td>Customer Hours</td>
</tr>
<tr>
<td>Customers Interrupted</td>
</tr>
<tr>
<td>Customers Connected</td>
</tr>
</tbody>
</table>

Canandaigua met the SAIFI target and exceeded the CAIDI target in 2017.
## Canandaigua Performance: CAIDI & SAIFI by PSC cause codes –

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI 2013</th>
<th>CAIDI 2014</th>
<th>CAIDI 2015</th>
<th>CAIDI 2016</th>
<th>CAIDI 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.00</td>
<td>4.05</td>
<td>2.12</td>
<td>2.20</td>
<td>2.18</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>1.74</td>
<td>1.76</td>
<td>1.86</td>
<td>1.95</td>
<td>1.88</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>2.50</td>
<td>0.33</td>
<td>0.78</td>
<td>5.91</td>
<td>1.67</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.58</td>
<td>0.41</td>
<td>0.00</td>
<td>0.50</td>
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<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.13</td>
<td>1.60</td>
<td>2.15</td>
<td>1.38</td>
<td>2.32</td>
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<td>1.73</td>
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<tr>
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<td>Prearranged</td>
<td>0.22</td>
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<tr>
<td>8</td>
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<td>1.14</td>
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<th>SAIFI 2015</th>
<th>SAIFI 2016</th>
<th>SAIFI 2017</th>
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<td>1</td>
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<td>0.33</td>
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<td>0.15</td>
<td>0.29</td>
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<tr>
<td>3</td>
<td>Overloads</td>
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<td>0.00</td>
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<tr>
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<td>Operational Errors</td>
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<td>0.05</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
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<td>Equipment Failures</td>
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<td>0.10</td>
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<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
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<td>0.15</td>
<td>0.09</td>
<td>0.10</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.09</td>
<td>0.01</td>
<td>0.01</td>
<td>0.00</td>
<td>0.06</td>
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<tr>
<td>8</td>
<td>Customer Equipment</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
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<td>Lightning</td>
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Canandaigua Failed Division Review – exceeded 2017 CAIDI target

**Interruption Breakdown by Cause Code**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>77</td>
<td>7,951</td>
<td>14,011</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>22</td>
<td>1,546</td>
<td>3,878</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
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<tr>
<td>Operational Errors</td>
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<td>184</td>
<td>71</td>
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<td>Equipment Failures</td>
<td>93</td>
<td>3,182</td>
<td>7,377</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>130</td>
<td>3,303</td>
<td>4,587</td>
</tr>
<tr>
<td>Prearranged</td>
<td>110</td>
<td>1,947</td>
<td>573</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>2</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Lightning</td>
<td>49</td>
<td>4,068</td>
<td>6,610</td>
</tr>
<tr>
<td>Unknown</td>
<td>26</td>
<td>864</td>
<td>2,056</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>512</strong></td>
<td><strong>23,050</strong></td>
<td><strong>39,177</strong></td>
</tr>
</tbody>
</table>

**Summary for 2017 –**

The Canandaigua Division in 2017 met its SAIFI target but exceeded its CAIDI target. The major contributing causes of this failure are attributed to accidents or non-utility incidents, prearranged interruptions, and tree contacts.

After careful analysis, the 2018 planned corrective efforts to improve reliability performance per cause are the following:

- **Accidents/Non-Utility** – Relocate poles and/or install reflective tape where feasible.
- **Prearranged** – Emphasis on designing projects that include minimal prearranged interruption.
- **Tree** – 225 miles of cycle tree trimming are planned.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 97] –

- Circuit 0127CF5230
- Circuit 0143CF5146
- Circuit 0145CF5143
The 2018 Action Plans for these circuits are –

Circuit 0127CF5230 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>13.3%</td>
<td>2,321</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
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<td>0</td>
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<tr>
<td>Overloads</td>
<td>1</td>
<td>6.7%</td>
<td>10</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>7</td>
<td>46.7%</td>
<td>294</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>6.7%</td>
<td>84</td>
</tr>
<tr>
<td>Prearranged</td>
<td>3</td>
<td>20.0%</td>
<td>25</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>6.7%</td>
<td>15</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>15</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>2,749</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -

- Add this circuit to vegetation management’s hot spot trimming plan for 2018.

Circuit 0143CF5146—

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>12.9%</td>
<td>11</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>6.5%</td>
<td>973</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>16.1%</td>
<td>8</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>11</td>
<td>35.5%</td>
<td>181</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>12.9%</td>
<td>11</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
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<tr>
<td>Lightning</td>
<td>2</td>
<td>6.5%</td>
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<tr>
<td>Unknown</td>
<td>3</td>
<td>9.7%</td>
<td>46</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>31</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>1,382</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -

- Add this circuit to vegetation management’s hot spot trimming plan for 2018.
- Evaluate circuit for poles that are deteriorated and beyond useful life.
- Install 5 SCADA controlled functional switches and associated communication equipment.
Circuit 0145CF5143—

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>314</td>
<td>16.6%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>5</td>
<td>0.3%</td>
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<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>6</td>
<td>46</td>
<td>139</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>18</td>
<td>1,120</td>
<td>1,563</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>5</td>
<td>292</td>
<td>348</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>111</td>
<td>210</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>37</strong></td>
<td><strong>1,890</strong></td>
<td><strong>2,589</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>314</td>
<td>16.6%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
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</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>6</td>
<td>46</td>
<td>139</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>18</td>
<td>1,120</td>
<td>1,563</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
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<tr>
<td>Lightning</td>
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<td>348</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>111</td>
<td>210</td>
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<tr>
<td><strong>TOTALS</strong></td>
<td><strong>37</strong></td>
<td><strong>1,890</strong></td>
<td><strong>2,589</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created:

- Install 3 SCADA controlled functional switches and associated communication equipment.
- Check down grounds and lighting arresters.
- 1.5 miles of hot spot trimming that covers 8 spans.

Update for 2016 –

In 2016, the Canandaigua Division met its SAIFI target and exceeded its CAIDI target. The major contributing causes of this failure were attributed to equipment failures and accidents or non-utility incident.

Corrective Actions undertaken in 2017 to improve the Canandaigua Division’s reliability performance and to address the 2016 failure of CAIDI include:

- Pole replacement program.
- 289 miles of cycle tree trimming was performed.

Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include —

- Continuation of the Wood and Pole Inspect and Treat replacement program.

Jobs planned for 2018 or beyond:

- Distribution Automation Project – Installing Automation devices at 16 strategic locations.
**Genesee Division**

The following table shows the Genesee five-year history of performance, excluding major storms.

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CAIDI (goal - 1.75)</strong></td>
<td>2.47</td>
<td>1.64</td>
<td>2.15</td>
<td>1.88</td>
<td>2.18</td>
</tr>
<tr>
<td><strong>SAIFI (goal - 1.40)</strong></td>
<td>1.09</td>
<td>1.18</td>
<td>1.14</td>
<td>1.23</td>
<td>1.03</td>
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<tr>
<td>** Interruptions**</td>
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<td>361</td>
<td>373</td>
<td>387</td>
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<td><strong>Customer Hours</strong></td>
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<td>44,549</td>
<td>41,825</td>
<td>41,174</td>
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</table>

Genesee met the SAIFI target but exceeded the CAIDI target in 2017.
## Genesee Performance: CAIDI & SAIFI by PSC cause codes

### CAIDI

<table>
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<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
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<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
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<td>1</td>
<td>Major Storms</td>
<td>3.88</td>
<td>2.07</td>
<td>3.64</td>
<td>7.60</td>
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<td>3.74</td>
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<td>0.13</td>
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<td>5</td>
<td>Equipment Failures</td>
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<td>1.95</td>
<td>0.96</td>
<td>1.28</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
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<td>2.22</td>
<td>2.15</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>1.02</td>
<td>0.29</td>
<td>0.88</td>
<td>0.89</td>
<td>1.27</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.67</td>
<td>2.00</td>
<td>2.00</td>
<td>4.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>2.43</td>
<td>1.56</td>
<td>1.72</td>
<td>2.54</td>
<td>2.14</td>
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<tr>
<td>10</td>
<td>Unknown</td>
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<td>1.44</td>
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<td>2.67</td>
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### SAIFI

<table>
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<th>PSC CAUSE CODE DESCRIPTION</th>
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<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.56</td>
<td>0.11</td>
<td>0.12</td>
<td>0.41</td>
<td>1.94</td>
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<td>0.42</td>
<td>0.44</td>
<td>0.55</td>
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<tr>
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<td>Overloads</td>
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<td>0.01</td>
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<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
<td>0.02</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
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<td>0.18</td>
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<tr>
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<td>Accidents/Non-Utility</td>
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<td>0.04</td>
<td>0.18</td>
<td>0.14</td>
<td>0.09</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.03</td>
<td>0.04</td>
<td>0.01</td>
<td>0.03</td>
<td>0.01</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.19</td>
<td>0.17</td>
<td>0.04</td>
<td>0.04</td>
<td>0.16</td>
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<tr>
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<td>0.03</td>
<td>0.03</td>
<td>0.09</td>
<td>0.09</td>
<td>0.04</td>
</tr>
</tbody>
</table>
Genesee Failed Division Review – exceeded 2017 CAIDI target

Interruption Breakdown by Cause Code

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>93</td>
<td>5,322</td>
<td>14,207</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>59</td>
<td>4,777</td>
<td>10,837</td>
</tr>
<tr>
<td>Overloads</td>
<td>5</td>
<td>27</td>
<td>101</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>2</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>63</td>
<td>3,265</td>
<td>4,165</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>54</td>
<td>1,650</td>
<td>3,552</td>
</tr>
<tr>
<td>Prearranged</td>
<td>54</td>
<td>245</td>
<td>310</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>2</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Lightning</td>
<td>30</td>
<td>2,974</td>
<td>6,350</td>
</tr>
<tr>
<td>Unknown</td>
<td>25</td>
<td>615</td>
<td>1,642</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>387</strong></td>
<td><strong>18,885</strong></td>
<td><strong>41,173</strong></td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Genesee Division in 2017 met its SAIFI target but exceeded its CAIDI target. The major contributing causes of this failure are attributed to tree contacts, equipment failures, prearranged interruptions, and accidents or non-utility incidents.

After careful analysis, the 2018 planned corrective efforts to improve reliability performance per cause are the following:

- Tree – Patrol worst performing circuits and trim where needed. Complete planned maintenance trimming of the following circuits:
  - 0174GV1245
  - 0171GV1237
  - 0169GV1214
  - 0167GV1209
  - 8376GV7706
  - 8301GV7704
- Equipment Failures – Review DLI data and identify highest potential areas for corrections.
- Prearranged – Plan capital and maintenance work to minimize customer outages.
- Accidents/Non-Utility – Relocate poles and/or install reflective tape where feasible.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 97] –

- Circuit 8327GV7701
- Circuit 8345GV7711
- Circuit 8376GV7706
The 2018 Action Plans for these circuits are—

**Circuit 8327GV7701 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>9</td>
<td>686</td>
<td>1,777</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>628</td>
<td>585</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>46</td>
<td>61</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>27</td>
<td>30</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>27</td>
<td>23</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>6</td>
<td>886</td>
<td>2,977</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>29</strong></td>
<td><strong>2,300</strong></td>
<td><strong>5,453</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -
- Patrol circuit for lightning protection. Replace defective arresters if found.
- Add additional arresters to improve lightning protection.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

**Circuit 8345GV7711 –**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>7</td>
<td>30</td>
<td>66</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>487</td>
<td>1,023</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>74</td>
<td>146</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>10</td>
<td>545</td>
<td>1,065</td>
</tr>
<tr>
<td>Prearranged</td>
<td>5</td>
<td>38</td>
<td>38</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>4</td>
<td>25</td>
<td>80</td>
</tr>
<tr>
<td>Unknown</td>
<td>6</td>
<td>137</td>
<td>233</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>39</strong></td>
<td><strong>1,336</strong></td>
<td><strong>2,651</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Relocate poles and/or install reflective tape where feasible.
Based on the data in the table above, the following plan has been created:

- Complete maintenance trimming on the entire circuit.
- Review DLI data and identify highest potential areas for corrections.

Update for 2016 –

In 2016, the Genesee Division met SAIFI target but exceeded the CAIDI target. The major contributing causes of this failure were attributed to trees and equipment failures.

Corrective Actions undertaken in 2017 to improve the Genesee Division’s reliability performance and to address the 2016 failure of CAIDI include –

- Replaced defective poles identified for replacement as part of the Wood Pole Inspection and Treat (WPIT) program.
- Replaced/upgraded all fault indicators on the following circuits:
  - 8327GV7701
  - 8332GV7703
  - 8301GV7704
  - 8373GV7705
  - 8377GV7708
  - 8345GV7711
  - 8316GV7712
- Completed full maintenance trimming on the following circuits:
  - 0173GV1223
  - 0175GV1244
  - 0184GV1202
  - 0247GV1204
  - 0160GV1228
  - 8332GV7703
  - 8373GV7705

Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include—

- Distribution Line Inspection (DLI) Program
- Wood Pole Inspection and Treat (WPIT) Program
Jobs planned for 2018 or beyond:

- Continue replacing defective poles identified for replacement as part of the WPIT program.
- Continue the replacement/upgrade of fault indicators on the Genesee Division’s 34.5kV distribution circuits.
- Replace outdated sectionalizers with SCADA controlled reclosers on the following circuits:
  - 8333GV7702
  - 8376GV7706
  - 8375GV7707
- Upgrade the station regulators and recloser on circuit 7709.
- Complete full maintenance tree trimming on the following circuits:
  - 0174GV1245
  - 0171GV1237
  - 0169GV1214
  - 0167GV1209
  - 8376GV7706
  - 8301GV7704
Lakeshore Division

The following table shows the Lakeshore five-year history of performance, excluding major storms:

<table>
<thead>
<tr>
<th>LAKESHORE PERFORMANCE WITHOUT MAJOR STORMS</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 1.50)</td>
<td>1.97</td>
<td>1.28</td>
<td>2.00</td>
<td>1.94</td>
<td>1.75</td>
</tr>
<tr>
<td>SAIFI (goal -1.40)</td>
<td>1.32</td>
<td>2.44</td>
<td>1.14</td>
<td>0.83</td>
<td>1.17</td>
</tr>
<tr>
<td>Interruptions</td>
<td>354</td>
<td>393</td>
<td>368</td>
<td>348</td>
<td>352</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>66,169</td>
<td>79,368</td>
<td>57,994</td>
<td>42,702</td>
<td>54,463</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>33,649</td>
<td>62,276</td>
<td>29,045</td>
<td>21,970</td>
<td>31,130</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>25,557</td>
<td>25,520</td>
<td>25,565</td>
<td>26,342</td>
<td>26,499</td>
</tr>
</tbody>
</table>

Lakeshore met the SAIFI target but exceeded the CAIDI target in 2017.
## Lakeshore Performance: CAIDI & SAIFI by PSC cause codes –

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2013</td>
</tr>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>12.13</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>2.00</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>3.14</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.19</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.92</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.64</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>1.00</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>1.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>2.30</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.96</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>SAIFI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2013</td>
</tr>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.63</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.30</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.00</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.27</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.33</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.00</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.34</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.08</td>
</tr>
</tbody>
</table>
Lakeshore Failed Division Review – exceeded 2017 CAIDI target

 Interruption Breakdown by Cause Code

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>48</td>
<td>13.6%</td>
<td>4,062 13.0%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>58</td>
<td>16.5%</td>
<td>9,004 28.9%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>0.3%</td>
<td>9 0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>77</td>
<td>21.8%</td>
<td>4,284 13.8%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>108</td>
<td>30.7%</td>
<td>4,511 14.6%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>14</td>
<td>4.0%</td>
<td>6,457 20.7%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>1</td>
<td>0.3%</td>
<td>1 0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>36</td>
<td>10.2%</td>
<td>2,484 8.0%</td>
</tr>
<tr>
<td>Unknown</td>
<td>9</td>
<td>2.6%</td>
<td>318 1.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>352</strong></td>
<td><strong>100%</strong></td>
<td><strong>31,130</strong> 100%</td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Lakeshore Division in 2017 has met its SAIFI target and exceeded its CAIDI target. The major contributing causes of this failure were accidents or non-utility incidents, tree contacts, and equipment failures.

After careful analysis, the 2018 planned corrective efforts to improve reliability performance per cause are the following:

- Accidents/Non-Utility – Relocate poles and/or install reflective tape where feasible.
- Tree – Patrol worst performing circuits and trim where needed. 223 miles of cycle trimming has been planned for 2018.
- Equipment Failures – Install recloser automation devices that will improve restoration times and prevent fault damage.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 97] –

- Circuit 0202LS5194
- Circuit 0217LS5154
- Circuit 0217LS5238
The 2018 Action Plans for these circuits are –

Circuit 0202LS5194 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4 19.0%</td>
<td>145 6.0%</td>
<td>144 1.9%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2 9.5%</td>
<td>578 24.1%</td>
<td>1,976 26.6%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>9 42.9%</td>
<td>1,626 67.8%</td>
<td>5,195 70.1%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5 23.8%</td>
<td>39 1.6%</td>
<td>92 1.2%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1 4.8%</td>
<td>9 0.4%</td>
<td>9 0.1%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Unknown</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>21 100.0%</strong></td>
<td><strong>2,397 100.0%</strong></td>
<td><strong>7,416 100.0%</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -

- Install a recloser automation device adjacent to Substation 202. This will prevent faulting of the 12kv side transformer and improve restoration times.
- Patrol circuit for proper lightning protection and missing grounding equipment.
- Evaluate circuit for additional tree trimming and sections for potential hot spot trimming.

Circuit 0217LS5154 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1 4.3%</td>
<td>645 21.3%</td>
<td>527 12.9%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2 8.7%</td>
<td>1,011 33.4%</td>
<td>1,300 31.9%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>9 39.1%</td>
<td>69 2.3%</td>
<td>53 1.3%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>6 26.1%</td>
<td>256 8.4%</td>
<td>535 13.1%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>4 17.4%</td>
<td>1,045 34.5%</td>
<td>1,648 40.5%</td>
</tr>
<tr>
<td>Unknown</td>
<td>1 4.3%</td>
<td>4 0.1%</td>
<td>10 0.2%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>23 100.0%</strong></td>
<td><strong>3,030 100.0%</strong></td>
<td><strong>4,073 100.0%</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -

- Distribution Automation Project – 3 proposed locations within this circuit.
- Patrol circuit for proper lightning protection and missing grounding equipment.
Circuit 0217LS5238 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>26.7%</td>
<td>40</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>20.0%</td>
<td>393</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>26.7%</td>
<td>1,216</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>26.7%</td>
<td>856</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>15</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>2,505</strong></td>
</tr>
</tbody>
</table>

Based on the data in the table above, the following plan has been created -

- Distribution Automation Project – 10 proposed locations within this circuit.
- Evaluate circuit for additional tree trimming and sections for potential hot spot trimming.

Update for 2016 –

In 2016, the Lakeshore Division met its SAIFI target but exceeded its CAIDI target. The major contributing causes of this failure were attributed to trees and accidents or non-utility incidents.

Corrective Actions undertaken in 2017 to improve the Lakeshore Division’s reliability performance and to address the 2016 failure of CAIDI include –

- 244 miles of Hot Spot tree trimming was performed.
- Completed circuit patrols, checked and repaired as needed.
- Checked down grounds and lighting arresters

Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include —

- Installation of (2) 34.5kV 3-phase reclosers on circuit 708 with automation.
- Installed circuit regular banks and capacitors.
- Distribution line inspection program.
- Hot spot tree trimming.

Jobs planned for 2018 or beyond:

- Distribution Automation Project — Installing reclosers at 16 strategic locations.
- Installing a recloser on circuit 708.
- Installing a recloser on circuit 804.
Rochester Division

The following table shows the Rochester five-year history of performance, excluding major storms

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAIDI (goal - 2.00)</td>
<td>1.77</td>
<td>1.93</td>
<td>1.76</td>
<td>1.79</td>
<td>1.73</td>
</tr>
<tr>
<td>SAIFI (goal - 0.80)</td>
<td>0.65</td>
<td>0.58</td>
<td>0.71</td>
<td>0.49</td>
<td>0.49</td>
</tr>
<tr>
<td>Interruptions</td>
<td>1,998</td>
<td>1,843</td>
<td>1,838</td>
<td>1,702</td>
<td>1,906</td>
</tr>
<tr>
<td>Customer Hours</td>
<td>335,768</td>
<td>327,406</td>
<td>362,057</td>
<td>260,706</td>
<td>253,624</td>
</tr>
<tr>
<td>Customers Interrupted</td>
<td>189,642</td>
<td>169,456</td>
<td>205,136</td>
<td>145,787</td>
<td>146,518</td>
</tr>
<tr>
<td>Customers Connected</td>
<td>289,920</td>
<td>291,991</td>
<td>290,319</td>
<td>295,221</td>
<td>297,193</td>
</tr>
</tbody>
</table>

Rochester met both the CAIDI and SAIFI targets in 2017.
Rochester Performance: CAIDI & SAIFI by PSC cause codes –

### ROCHESTER DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>CAIDI 2013</th>
<th>CAIDI 2014</th>
<th>CAIDI 2015</th>
<th>CAIDI 2016</th>
<th>CAIDI 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>5.08</td>
<td>8.77</td>
<td>5.58</td>
<td>2.72</td>
<td>39.89</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>2.24</td>
<td>2.33</td>
<td>1.94</td>
<td>1.86</td>
<td>2.04</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>1.66</td>
<td>1.45</td>
<td>1.84</td>
<td>0.87</td>
<td>0.65</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>1.95</td>
<td>0.82</td>
<td>0.72</td>
<td>1.12</td>
<td>0.75</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>1.59</td>
<td>1.72</td>
<td>1.93</td>
<td>1.92</td>
<td>2.02</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>1.27</td>
<td>1.42</td>
<td>1.25</td>
<td>1.42</td>
<td>1.35</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.93</td>
<td>2.43</td>
<td>2.58</td>
<td>2.39</td>
<td>1.12</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>3.33</td>
<td>2.45</td>
<td>1.13</td>
<td>1.00</td>
<td>1.83</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>2.51</td>
<td>2.53</td>
<td>3.03</td>
<td>2.49</td>
<td>1.94</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>1.78</td>
<td>1.47</td>
<td>1.49</td>
<td>1.99</td>
<td>1.38</td>
</tr>
</tbody>
</table>

### ROCHESTER DIVISION

<table>
<thead>
<tr>
<th>PSC CODE</th>
<th>PSC CAUSE CODE DESCRIPTION</th>
<th>SAIFI 2013</th>
<th>SAIFI 2014</th>
<th>SAIFI 2015</th>
<th>SAIFI 2016</th>
<th>SAIFI 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Major Storms</td>
<td>0.13</td>
<td>0.05</td>
<td>0.09</td>
<td>0.07</td>
<td>0.70</td>
</tr>
<tr>
<td>2</td>
<td>Tree Contacts</td>
<td>0.21</td>
<td>0.18</td>
<td>0.16</td>
<td>0.13</td>
<td>0.14</td>
</tr>
<tr>
<td>3</td>
<td>Overloads</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
<td>0.02</td>
<td>0.01</td>
</tr>
<tr>
<td>4</td>
<td>Operational Errors</td>
<td>0.02</td>
<td>0.05</td>
<td>0.02</td>
<td>0.03</td>
<td>0.01</td>
</tr>
<tr>
<td>5</td>
<td>Equipment Failures</td>
<td>0.19</td>
<td>0.20</td>
<td>0.24</td>
<td>0.18</td>
<td>0.15</td>
</tr>
<tr>
<td>6</td>
<td>Accidents/Non-Utility</td>
<td>0.09</td>
<td>0.04</td>
<td>0.19</td>
<td>0.08</td>
<td>0.10</td>
</tr>
<tr>
<td>7</td>
<td>Prearranged</td>
<td>0.07</td>
<td>0.03</td>
<td>0.02</td>
<td>0.02</td>
<td>0.05</td>
</tr>
<tr>
<td>8</td>
<td>Customer Equipment</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>Lightning</td>
<td>0.05</td>
<td>0.07</td>
<td>0.03</td>
<td>0.03</td>
<td>0.02</td>
</tr>
<tr>
<td>10</td>
<td>Unknown</td>
<td>0.03</td>
<td>0.02</td>
<td>0.03</td>
<td>0.01</td>
<td>0.01</td>
</tr>
</tbody>
</table>
Rochester Division Review –

Interruption Breakdown by Cause Code

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>365</td>
<td>22,876</td>
<td>46,711</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>87</td>
<td>19,182</td>
<td>39,163</td>
</tr>
<tr>
<td>Overloads</td>
<td>28</td>
<td>3,162</td>
<td>2,058</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>11</td>
<td>3,026</td>
<td>2,269</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>636</td>
<td>43,763</td>
<td>88,604</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>326</td>
<td>28,713</td>
<td>38,879</td>
</tr>
<tr>
<td>Prearranged</td>
<td>261</td>
<td>14,619</td>
<td>16,339</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>15</td>
<td>47</td>
<td>86</td>
</tr>
<tr>
<td>Lightning</td>
<td>67</td>
<td>7,442</td>
<td>14,424</td>
</tr>
<tr>
<td>Unknown</td>
<td>110</td>
<td>3,688</td>
<td>5,090</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>1,906</strong></td>
<td><strong>146,518</strong></td>
<td><strong>253,623</strong></td>
</tr>
</tbody>
</table>

Summary for 2017 –

The Rochester Division in 2017 has met both its CAIDI and SAIFI targets. The major contributing causes of outages in 2017 were equipment failures, tree contacts, accidents or non-utility incidents.

After careful analysis, the 2018 planned corrective efforts to improve reliability performance per causes are the following:

- Equipment Failures – Install recloser automation devices that will improve restoration times and prevent fault damage. We will also review Distribution Line Inspection data to identify highest potential areas for corrections.
- Tree – Patrol worst performing circuits and trim where needed. We will also evaluate additional Hot Spot trim location possibilities.
- Accidents/Non-Utility – Relocate poles and/or install reflective tape where feasible.

The following circuits have been identified as worst performing circuits in 2017 [see section 5 on page 97] –

- 0017RO0492
- 0022RO0425
- 0056RO5305
- 0064RO0480
- 0070RO5131
- 0070RO5132
- 0070RO5237
- 0071RO5109
- 0071RO5129
- 0072RO0440
- 0093RO5255
- 0102RO2537
- 0104RO5157
- 0106RO5166
- 0106RO5167
The 2018 Action Plans for these circuits are –

Circuit 0017RO0492 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>49</td>
<td>33</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>138</td>
<td>608</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>2,300</td>
<td>3,777</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTALS</td>
<td>7</td>
<td>2,487</td>
<td>4,418</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Patrol circuit for lightning protection.
Circuit 0022RO0425 –

**CAUSE DESCRIPTION** | **Interruptions** | **Customers Interrupted** | **Customer Hours of Interruption**
--- | --- | --- | ---
Tree In ROW | 2 | 22.2% | 45 | 2.8% | 29 | 1.1%
Tree Out ROW | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Overloads | 1 | 11.1% | 20 | 1.3% | 26 | 1.0%
Operational Errors | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Equipment Failures | 4 | 44.4% | 1,468 | 91.9% | 2,472 | 95.4%
Accidents/Non-Utility | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Prearranged | 1 | 11.1% | 20 | 1.3% | 23 | 0.9%
Customer Equipment | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Lightning | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Unknown | 1 | 11.1% | 45 | 2.8% | 40 | 1.5%
**TOTALS** | **9** | **100.0%** | **1,598** | **100.0%** | **2,590** | **100.0%**

Based on the information above, the following plan has been created -

- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

Circuit 0056RO5305 –

**CAUSE DESCRIPTION** | **Interruptions** | **Customers Interrupted** | **Customer Hours of Interruption**
--- | --- | --- | ---
Tree In ROW | 6 | 37.5% | 1,060 | 50.7% | 4,053 | 74.6%
Tree Out ROW | 1 | 6.3% | 29 | 1.4% | 38 | 0.7%
Overloads | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Operational Errors | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Equipment Failures | 2 | 12.5% | 831 | 39.8% | 990 | 18.2%
Accidents/Non-Utility | 5 | 31.3% | 69 | 3.3% | 63 | 1.2%
Prearranged | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Customer Equipment | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
Lightning | 2 | 12.5% | 101 | 4.8% | 292 | 5.4%
Unknown | 0 | 0.0% | 0 | 0.0% | 0 | 0.0%
**TOTALS** | **16** | **100.0%** | **2,090** | **100.0%** | **5,436** | **100.0%**

Based on the information above, the following plan has been created -

- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
Circuit 0064RO0480 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>33.3%</td>
<td>8</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>637</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>33.3%</td>
<td>740</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>2</td>
<td>33.3%</td>
<td>10</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>TOTALS</td>
<td>6</td>
<td>100.0%</td>
<td>1,395</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -
- Evaluate circuit for load shedding to other circuits.
- Evaluate for additional tree trimming and/or sections for hot spot trimming
- Patrol circuit for lightning protection.

Circuit 0070RO5131 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>14.3%</td>
<td>60</td>
</tr>
<tr>
<td>Overloads</td>
<td>2</td>
<td>28.6%</td>
<td>4,873</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>28.6%</td>
<td>108</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>2</td>
<td>28.6%</td>
<td>9</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>TOTALS</td>
<td>7</td>
<td>100.0%</td>
<td>5,050</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -
- This circuit feeds several older residential developments with aging underground cable, as well as an overhead 3 phase main line with high traffic exposure.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Patrol circuit for lightning protection.
Based on the information above, the following plan has been created -

- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Relocate poles and/or install reflective tape where feasible.

### Circuit 0070RO5132 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>16.7%</td>
<td>26</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>16.7%</td>
<td>1,396</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>33.3%</td>
<td>50</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>33.3%</td>
<td>5</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>6</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>1,477</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Patrol circuit for lightning protection and missing ground equipment.
- Infrared circuit for damaged equipment.

### Circuit 0070RO5237 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>9.1%</td>
<td>4</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>199</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>27.3%</td>
<td>212</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>3</td>
<td>27.3%</td>
<td>1,702</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>36.4%</td>
<td>22</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>11</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>2,139</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Patrol circuit for lightning protection and missing ground equipment.
- Infrared circuit for damaged equipment.
Based on the information above, the following plan has been created -

- Patrol circuit for lightning protection and missing grounding equipment.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

**Circuit 0071RO5109**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>7.1%</td>
<td>1</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>8</td>
<td>57.1%</td>
<td>796</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>14.3%</td>
<td>11</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>14.3%</td>
<td>559</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>7.1%</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>14</td>
<td>100.0%</td>
<td>1,368</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Install a recloser automation device on Hilton Parma Cor Road.
- Patrol circuit for lightning protection and missing grounding equipment.

**Circuit 0071RO5129**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>5.9%</td>
<td>491</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>11.8%</td>
<td>71</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>5.9%</td>
<td>49</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>29.4%</td>
<td>53</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>29.4%</td>
<td>559</td>
</tr>
<tr>
<td>Prearranged</td>
<td>2</td>
<td>11.8%</td>
<td>259</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>5.9%</td>
<td>2</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>17</td>
<td>100.0%</td>
<td>1,484</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Install a recloser automation device on Hilton Parma Cor Road.
- Patrol circuit for lightning protection and missing grounding equipment.
Circuit 0072RO0440 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>32</td>
<td>81</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>1,372</td>
<td>1,150</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTALS</td>
<td>5</td>
<td>1,404</td>
<td>1,231</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Patrol circuit for lightning protection and missing grounding equipment.

Circuit 0093RO5255 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>119</td>
<td>331</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>3</td>
<td>1,738</td>
<td>1,307</td>
</tr>
<tr>
<td>Overloads</td>
<td>2</td>
<td>36</td>
<td>63</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>1,312</td>
<td>964</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>53</td>
<td>60</td>
</tr>
<tr>
<td>Prearranged</td>
<td>3</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>242</td>
<td>242</td>
</tr>
<tr>
<td>TOTALS</td>
<td>21</td>
<td>3,520</td>
<td>2,987</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Evaluate circuit for possible load shedding.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
Circuit 0102RO2537 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>17</td>
<td>193</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>1,395</td>
<td>2,592</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Prearranged</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>5</strong></td>
<td><strong>1,412</strong></td>
<td><strong>2,785</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -
- Patrol circuit for lightning protection and missing grounding equipment.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Evaluate circuit for additional potential automation equipment updates.

Circuit 0104RO5157 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>20</td>
<td>61</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>1,504</td>
<td>3,401</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>274</td>
<td>55</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>84</td>
<td>145</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>16</td>
<td>33</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>2</td>
<td>142</td>
<td>206</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>14</td>
<td>26</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>16</strong></td>
<td><strong>2,071</strong></td>
<td><strong>3,944</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -
- Replace 8 poles and relevant equipment on the Chili Riga TI Rd and Stottle Rd through our Distribution Line Inspection program.
- Patrol circuit for lightning protection and missing grounding equipment.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
Based on the information above, the following plan has been created:

- This circuit is extremely long increasing its exposure to lightning incidents. It also feeds several older residential developments with aging backlots overhead lines that are difficult to access and maintain.
- Patrol circuit for lightning protection and missing grounding equipment.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

### Circuit 0106RO5166

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>11.1%</td>
<td>33</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>11.1%</td>
<td>100</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>7</td>
<td>38.9%</td>
<td>2,016</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>6</td>
<td>33.3%</td>
<td>488</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>5.6%</td>
<td>32</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>18</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>2,669</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created:

### Circuit 0106RO5167

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>10</td>
<td>41.7%</td>
<td>403</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>16.7%</td>
<td>1,679</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>20.8%</td>
<td>22</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>4.2%</td>
<td>2</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>4</td>
<td>16.7%</td>
<td>66</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>24</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>2,172</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created:

- Patrol circuit for lightning protection and missing grounding equipment.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
Circuit 0109RO5195 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>11</td>
<td>263</td>
<td>678</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>4</td>
<td>2,164</td>
<td>1,680</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>75</td>
<td>534</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>10</td>
<td>144</td>
<td>320</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>9</td>
<td>18</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>56</td>
<td>105</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>71</td>
<td>57</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>35</strong></td>
<td><strong>2,782</strong></td>
<td><strong>3,392</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -
- Evaluate for additional tree trimming and/or sections for hot spot trimming
- Infrared circuit for damaged equipment.
- Relocate poles and/or install reflective tape where feasible.

Circuit 0115RO5258 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>3</td>
<td>1,479</td>
<td>1,487</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>1</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>615</td>
<td>665</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>1,024</td>
<td>3,031</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>13</strong></td>
<td><strong>3,122</strong></td>
<td><strong>5,204</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -
- Replace pole 79A and relevant equipment on the West Bloomfield Rd through our Distribution Line Inspection program.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
- This circuit is extremely long, increasing its exposure to possible lightning strikes. Patrol circuit for lightning protection and missing grounding equipment.
Based on the information above, the following plan has been created -

- This circuit contains 8 miles of overhead rear lot line (2 miles of which is 3 phase main line) that has higher exposure to tree incidents.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Patrol circuit for lightning protection.

Based on the information above, the following plan has been created -

- Relocate poles and/or install reflective tape where feasible.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
Circuit 0124RO5127 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>3</td>
<td>233</td>
<td>222</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>108</td>
<td>158</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>8</td>
<td>1,314</td>
<td>976</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>396</td>
<td>574</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>37</td>
<td>574</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>17</strong></td>
<td><strong>2,088</strong></td>
<td><strong>1,952</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -
- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Evaluate circuit for potential automation equipment updates.

Circuit 0124RO5173 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>1,334</td>
<td>645</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>8</td>
<td>246</td>
<td>539</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>743</td>
<td>813</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>6</td>
<td>14</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>17</strong></td>
<td><strong>2,330</strong></td>
<td><strong>2,014</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -
- Installing a recloser automation device on Harris Road in Penfield.
- Evaluate circuit for additional potential automation equipment updates.
- Relocate poles and/or install reflective tape where feasible.
Based on the information above, the following plan has been created -

- Evaluate circuit for additional potential automation equipment updates.
- Relocate poles and/or install reflective tape where feasible.

**Circuit 0126RO5224**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>7.7%</td>
<td>57</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>7.7%</td>
<td>4</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>30.8%</td>
<td>1,618</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>4</td>
<td>30.8%</td>
<td>1,635</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>7.7%</td>
<td>14</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>7.7%</td>
<td>155</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>7.7%</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>13</td>
<td>100.0%</td>
<td>3,484</td>
</tr>
</tbody>
</table>

Based on the interruption customer hours:

- Customers Interrupted
  - Tree In ROW: 1.6%
  - Tree Out ROW: 0.0%
  - Overloads: 0.1%
  - Operational Errors: 0.0%
  - Equipment Failures: 46.4%
  - Accidents/Non-Utility: 46.9%
  - Prearranged: 0.0%
  - Customer Equipment: 0.0%
  - Lightning: 0.0%
  - Unknown: 0.0%

- Customer Hours of Interruption
  - Tree In ROW: 21.0%
  - Tree Out ROW: 0.0%
  - Overloads: 29.0%
  - Operational Errors: 0.0%
  - Equipment Failures: 5172.0%
  - Accidents/Non-Utility: 3294.0%
  - Prearranged: 0.0%
  - Customer Equipment: 0.0%
  - Lightning: 0.0%
  - Unknown: 0.0%

**Circuit 0126RO5225**

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>1,795</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>2</td>
<td>40.0%</td>
<td>888</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>40.0%</td>
<td>1,909</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>20.0%</td>
<td>1</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td>5</td>
<td>100.0%</td>
<td>4,593</td>
</tr>
</tbody>
</table>

Based on the interruption customer hours:

- Customers Interrupted
  - Tree In ROW: 39.1%
  - Tree Out ROW: 0.0%
  - Overloads: 0.0%
  - Operational Errors: 0.0%
  - Equipment Failures: 19.3%
  - Accidents/Non-Utility: 41.6%
  - Prearranged: 0.0%
  - Customer Equipment: 0.0%
  - Lightning: 0.0%
  - Unknown: 0.0%

- Customer Hours of Interruption
  - Tree In ROW: 3,066.0%
  - Tree Out ROW: 2,291.0%
  - Overloads: 3,302.0%
  - Operational Errors: 0.0%
  - Equipment Failures: 22.9%
  - Accidents/Non-Utility: 38.1%
  - Prearranged: 0.0%
  - Customer Equipment: 0.0%
  - Lightning: 0.0%
  - Unknown: 0.0%

Based on the information above, the following plan has been created -

- Evaluate circuit for additional potential automation equipment updates.
- Relocate poles and/or install reflective tape where feasible.
Based on the information above, the following plan has been created -

- Patrol circuit for lightning protection.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.

### Circuit 0230RO5162 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>13.3%</td>
<td>680 31.6%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>3.3%</td>
<td>915 42.5%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>10</td>
<td>33.3%</td>
<td>182 8.5%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>8</td>
<td>26.7%</td>
<td>295 13.7%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>2</td>
<td>6.7%</td>
<td>7 0.3%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>4</td>
<td>13.3%</td>
<td>48 2.2%</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>3.3%</td>
<td>26 1.2%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>30</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>2,153 100.0%</strong></td>
</tr>
</tbody>
</table>

### Circuit 0230RO5163 –

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>1</td>
<td>7.1%</td>
<td>1,155 43.2%</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>7.1%</td>
<td>44 1.6%</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>21.4%</td>
<td>144 5.4%</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>14.3%</td>
<td>9 0.3%</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>28.6%</td>
<td>19 0.7%</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Lightning</td>
<td>1</td>
<td>7.1%</td>
<td>1,155 43.2%</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>14.3%</td>
<td>145 5.4%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>14</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>2,671 100.0%</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Patrol circuit for lightning protection.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
Based on the information above, the following plan has been created -

- Patrol circuit for lightning protection.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

### Circuit 0418RO5199

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>5</td>
<td>429</td>
<td>464</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>1,013</td>
<td>777</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>1</td>
<td>20</td>
<td>137</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>8</td>
<td>29</td>
</tr>
<tr>
<td>Prearranged</td>
<td>1</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>9</strong></td>
<td><strong>1,474</strong></td>
<td><strong>1,410</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Patrol circuit for lightning protection.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

### Circuit 0419RO5120

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>3</td>
<td>51</td>
<td>278</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>3</td>
<td>59</td>
<td>80</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>5</td>
<td>3,440</td>
<td>3,002</td>
</tr>
<tr>
<td>Prearranged</td>
<td>5</td>
<td>279</td>
<td>633</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>16</strong></td>
<td><strong>3,829</strong></td>
<td><strong>3,993</strong></td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Evaluate for additional tree trimming and/or sections for hot spot trimming.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
Based on the information above, the following plan has been created -

- Evaluate circuit for additional potential automation equipment updates.
- Relocate poles and/or install reflective tape where feasible.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>2</td>
<td>15.4%</td>
<td>29</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>1</td>
<td>7.7%</td>
<td>2,285</td>
</tr>
<tr>
<td>Overloads</td>
<td>1</td>
<td>7.7%</td>
<td>11</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>4</td>
<td>30.8%</td>
<td>195</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>2</td>
<td>15.4%</td>
<td>17</td>
</tr>
<tr>
<td>Prearranged</td>
<td>2</td>
<td>15.4%</td>
<td>2</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>7.7%</td>
<td>8</td>
</tr>
<tr>
<td>TOTALS</td>
<td>13</td>
<td>100.0%</td>
<td>2,547</td>
</tr>
</tbody>
</table>

Based on the information above, the following plan has been created -

- Evaluate circuit for additional potential automation equipment updates.
- Relocate poles and/or install reflective tape where feasible.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

<table>
<thead>
<tr>
<th>CAUSE DESCRIPTION</th>
<th>Interruptions</th>
<th>Customers Interrupted</th>
<th>Customer Hours of Interruption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree In ROW</td>
<td>4</td>
<td>23.5%</td>
<td>708</td>
</tr>
<tr>
<td>Tree Out ROW</td>
<td>2</td>
<td>11.8%</td>
<td>138</td>
</tr>
<tr>
<td>Overloads</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Operational Errors</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Equipment Failures</td>
<td>5</td>
<td>29.4%</td>
<td>549</td>
</tr>
<tr>
<td>Accidents/Non-Utility</td>
<td>1</td>
<td>5.9%</td>
<td>24</td>
</tr>
<tr>
<td>Prearranged</td>
<td>4</td>
<td>23.5%</td>
<td>17</td>
</tr>
<tr>
<td>Customer Equipment</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Lightning</td>
<td>0</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>1</td>
<td>5.9%</td>
<td>1</td>
</tr>
<tr>
<td>TOTALS</td>
<td>17</td>
<td>100.0%</td>
<td>1,437</td>
</tr>
</tbody>
</table>
Based on the information above, the following plan has been created -

- Patrol circuit for lightning protection.
- Evaluate circuit for underground cables that are outdated and research potential cable cure possibilities.
- Evaluate for additional tree trimming and/or sections for hot spot trimming.

Update for 2016 –

In 2016, the Rochester Division has met both its CAIDI and SAIFI targets.

Additional Capital and O&M initiatives tracked in 2017 to enhance reliability include —

- 0017RO0492 – Replaced 2 substandard poles.
- 0056RO5305 – Replaced 1 substandard pole.
- 0064RO0480 – Replaced 11 substandard poles.
- 0070RO5131 – Replaced 8 substandard poles.
- 0070RO5132 – Replaced 2 substandard poles.
- 0070RO5237 – Replaced 9 substandard poles and 2 cutouts.
- 0071RO5109 – Replaced 14 substandard poles and 3 cutouts.
- 0071RO5129 – Replaced 26 substandard poles.
- 0072RO0440 – Replaced 3 substandard poles.
- 0093RO5255 – Replaced 10 substandard poles and 1 cutout.
- 0102RO2537 – Replaced 1 substandard pole and 1 cutout.
- 0104RO5157 – Replaced 38 substandard poles and 1 cutout.
- 0106RO5166 – Replaced 16 substandard poles and 2 cutouts.
- 0109RO5195 – Replaced 24 substandard poles.
- 0115RO5258 – Replaced 8 substandard poles and 3 cutouts.
- 0117RO5187 – Replaced 10 substandard poles.
- 0120RO5211 – Replaced 7 substandard poles and 4 cutouts.
- 0124RO5127 – Replaced 9 substandard poles and 1 cutout.
- 0124RO5173 – Replaced 2 substandard poles.
- 0126RO5224 – Replaced 5 substandard poles and 4 cutouts.
- 0126RO5225 – Replaced 3 substandard poles.
• 0230RO5162 – Replaced 10 substandard poles
• 0230RO5163 – Replaced 9 substandard poles and 2 cutouts.
• 0418RO5199 – Replaced 6 substandard poles.
• 0419RO5120 – Replaced 3 substandard poles and 3 cutouts.
• 0419RO5155 – Replaced 2 substandard poles.
• 0419RO5164 – Replaced 11 substandard poles
• 0419RO5246 – Replaced 3 substandard poles
• DLI Program continuation - Proactive inspection program to identify and repair distribution system deficiencies including damaged cross arms, transformers, conductors, ties, animal guards, and poles.
• Tree Trimming - We completed 435 miles of Hot Spot and 474 miles of cycle trimming.

Jobs planned for 2018 or beyond:
• Distribution line inspection program continuation – over 2,100 inspections planned.
• Station 419 Circuit Upgrade – Evaluating options of adding an additional circuit for reliability and capacity improvements.
• The 2018 Transmission pole inspection plan forecasts 1,474 poles for inspection, 875 to be treated, and 16 poles for C-Truss possibilities.
• Proposing an additional 12 recloser automation devices to the Rochester district circuits.
Section 3. Reliability Programs

**Historical O&M efforts expenditures for each of the past five years –**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Oper Superv &amp; Eng</td>
<td>$1,548,859</td>
<td>$1,867,742</td>
<td>$571,996</td>
<td>$549,829</td>
<td>$321,448</td>
</tr>
<tr>
<td>Load Dispatching</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
</tr>
<tr>
<td>Station Expenses</td>
<td>$2,234,544</td>
<td>$2,602,809</td>
<td>$4,150,295</td>
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Program Overviews and Summaries –

RG&E is dedicated to preserving the integrity of the energy delivery system and minimizing the consequence of equipment failure through the development and implementation of comprehensive, reliability-centered, cost-effective maintenance programs.

The Process & Technology Department play a key role in this program. Maintenance engineers plan, develop, implement, and monitor maintenance programs associated with the energy delivery system. One of the primary functions of these engineers is managing maintenance programs for individual components of the energy delivery system. Measurement of the effectiveness of preventative maintenance programs provides the necessary feedback to adjust maintenance activities. Establishing preventative maintenance intervals for energy delivery equipment based upon sound reliability centered maintenance philosophy results in the optimized use of available resources. The Company assesses the serviceability of energy delivery equipment on a continuous basis and applies equipment life extension practices where appropriate. Cost-benefit analyses are performed to evaluate repair versus replace options.

RG&E establishes and updates maintenance practices and procedures consistent with equipment requirements and industry standards. The intent of this is to assure the safety of maintenance personnel and the general public and provide a means of quality assurance. The development of maintenance practices and procedures promotes the application of maintenance in a consistent and effective manner.

Company engineers perform equipment operating assessments through the use of on-line monitoring and on-site inspections. Acquisition and evaluation of operating data is performed to determine equipment status. Recommendations are then made regarding equipment utilization and overload conditions based upon operating safety and loss of life considerations. Technical support for field operations including on-site resolution of maintenance concerns is also provided. These engineers serve as subject matter experts for developing lesson plans for training and are called upon to perform root cause analysis associated with equipment failures.

RG&E’s dedication to improved systems reliability is demonstrated by the development of a number of new maintenance programs in addition to the improvement of existing programs. The following pages contain maintenance program summaries for each highlighted maintenance program.

On January 5, 2005, in Case 04-M-0159, the Public Service Commission (PSC) adopted a set of statewide safety standards (Safety Order) that apply to the electric utilities subject to the Commission’s jurisdiction. The safety standards include inspections of utility electric facilities on a minimum of a five-year cycle. In accordance with the Safety Order, RG&E has developed and implemented a program for inspection and repair of all electric transmission and distribution facilities. The Program is summarized as follows:
Electric Safety Standards Inspection Program

The objective of all inspections is to conduct a careful and critical examination of an electric facility by a qualified individual to determine the condition of the facility and the potential to cause or lead to safety hazards or adverse effects on reliability. RG&E’s inspection program was designed to visually inspect every facility at least once over a period of five years as required by the Safety Order.

Inspections conducted during routine maintenance and other work not directly related to the inspection program count as an inspection visit, provided that the inspection is performed using the same safety and reliability criteria and to the same extent as would otherwise be required under the Electric Safety Standards.

Categories or Facility Groups

**Street Lighting**

The streetlight inspection program is a comprehensive external visual only inspection of metal streetlight poles, pole hand holes, pole bases, and fixtures. NYSEG inspects approximately 20% of their streetlights annually.

**Underground**

The underground inspection program provides an inspection of RGE manholes, handholes, vaults, sub-holes, padmount transformers, padmount switchgear and all equipment, devices and cables present within these structures. This includes inspection of structural integrity, drainage, electrical integrity of all equipment and cables (as permissible by visual inspection), and mechanical integrity of all equipment and cables (as permissible by visual inspection). Dangerous conditions and potential threats to electric system reliability are identified. RG&E inspects approximately 20% of their underground assets annually.

**Overhead Distribution**

The overhead distribution inspection and maintenance program identifies and corrects electric overhead distribution circuit deficiencies on all poles, equipment, and devices present on all distribution structures including guy wires/anchors, crossarms, switches, conductors and other accessory equipment. RG&E inspects approximately 20% of all their distribution assets annually.

RG&E also conducts bi-monthly inspections of all substations. This effort is a comprehensive inspection of all equipment located within the facility by field personnel. Numerous inspections of substation equipment occur during the year as a result of ongoing maintenance work.

**Transmission**

The objective of all transmission inspections is to identify and correct circuit deficiencies on all transmission circuits and structures.

RG&E is required to visually inspect approximately 20% of all transmission circuits annually within their respective division.
The transmission inspection program is divided into two categories based on voltage class:

- 115KV and above – Comprehensive Helicopter Inspection and Foot Patrol
- Below 115KV – Comprehensive Foot Patrol

The comprehensive helicopter inspection involves performing low level (pole top), slow speed (stop & hover), comprehensive inspection of transmission circuits to identify structure, conductor and equipment damage, defects and deficiencies. Helicopter maintenance capabilities are used where appropriate to perform maintenance functions.

Transmission inspections are accomplished through a comprehensive foot patrol, performed by an inspector competent in line inspection procedures. Inspections include a visual examination of all transmission towers, poles, guy wires, risers, overhead conductors, switches, and other aboveground equipment and facilities.

Inspection Procedure

The annual performance target for inspections includes all existing Maintenance Engineering and Operations inspection programs if the inspection and collected data satisfies the Electric Safety Standards.

The number of facilities to be inspected in each cyclic inspection program is determined by examining the total number of assets to be inspected by asset type (streetlight, distribution pole, transmission pole, underground structure, etc…) in each division and applying a 20% levelization factor to each to ensure equal amount of inspections are taking place annually throughout the company for the 5 year cycle. Once established, the plan will remain unchanged with only small modifications to include any added or removed assets that take place.

Electric facility inspections are performed by trained and qualified personnel. Inspection personnel comply with all appropriate safety procedures and practices specified by the Company (e.g. manhole entry, manhole rescue and work zone protection) when performing inspections.

Repair Prioritization

Inspection discrepancies have been classified into Level I, Level II and Level III and Level IV conditions based on the severity of each discrepancy as it relates to public safety and electric system reliability. Level I discrepancies are the most critical, requiring immediate attention. Level II, Level III, and Level IV conditions, as determined by the inspector, are addressed as specified by the following descriptions:

Level I Condition

A Level I is a condition of any electrical equipment, device or structure that poses a serious and immediate threat to either the safety of the public or the reliability of the electric transmission or distribution system. Such conditions shall be repaired as soon as possible but not longer than one week. Critical safety hazards present at the time of the inspection shall be guarded until the hazard is mitigated.
**Level II Condition**

A Level II is a condition of any electrical equipment, device or structure that, if not corrected could develop into a Level I Condition. Such conditions shall be repaired within a one year period based on the evaluation of the inspector.

**Level III Condition**

A Level III is a condition of any electrical equipment, device or structure that has deficiencies, but those deficiencies do not pose any risk to public safety or the reliability of the electric transmission or distribution system. These conditions shall be repaired within a three year period based on the evaluation of the inspector.

**Level IV Condition**

Level IV is a condition of any electrical equipment, device or structure that has deficiencies, but repairs are not needed at this time. This condition level is used to track atypical deficiencies that do not require repair within a five year period and will be revaluated in the next cycle. In addition to the equipment inspection and maintenance associated with the PSC Safety Order, RG&E has implemented the following maintenance programs as system conditions warrant:

**Maintenance Program Information**

Dynamic O&M/Capital programs are implemented on an ongoing or as needed basis dependent upon reliability and safety requirements.

**Underground Manhole and Handhole Inspection Program**

Underground switches, transmission cables, distribution cables, secondary cables, cable splices, cable hangers, fuse devices, and transformers are visually inspected for physical condition. Manhole walls, roof and frame & cover are inspected for structural integrity. Equipment is repaired or replaced as appropriate. Manhole detail sheets are updated and duct location parameters are documented.

Program Benefits: A reduction in equipment failure related outages can be achieved through a comprehensive inspection program for underground equipment. Customer reliability is improved. Workers and public safety is improved.

Program Cycle: 5 Years
Overhead Distribution Inspection Program

The objective of this program is to perform proactive and predictive maintenance on RG&E distribution assets. This program provides a comprehensive evaluation of distribution system structures, conductors and equipment. It focuses maintenance activities on correcting all damage, defects and deficiencies.

Program Benefits: The program enhances distribution circuit integrity and reliability. Enhanced safety is achieved by identifying deficiencies that can lead to equipment failures.

Program Cycle: 5 Years

Transmission/Distribution Switch Inspection and Maintenance Program

Lubricate, adjust, exercise and repair as needed on the transmission, sub-transmission and distribution system disconnect switches and isolation devices.

Program Benefits: Maintaining disconnect switches on the transmission, sub-transmission and distribution system improves system reliability and allows for flexible operation of the electric system as it was originally designed. Properly maintained disconnect devices provide for a safer environment for operating personnel.

Program Cycle: Replaced as needed with Capital

Distribution Switchgear Inspection and Maintenance Program

This program provides a comprehensive inspection of PME and PMH type padmount switchgear. It identifies maintenance actions necessary to correct any damage, defects and deficiencies of this equipment.

Program Benefits: Inspection of distribution switchgear provides a means of identifying potential equipment failures and therefore, improves reliability and customer satisfaction.

Program Cycle: 5 Years

Wood Pole Inspection and Maintenance Program

Inspection of wood transmission poles for decay, insect infestation and damage. Treatment with preservatives as required. Identification of danger poles for immediate replacement/reinforcement and reject poles for future replacement/reinforcement.

Program benefits: Wood pole inspection and maintenance program enhances the safety and reliability of the electric energy delivery system by identifying and eliminating defective wood poles before failure and before causing injury, damage, or unscheduled outages. The supplemental preservative extends the average life of poles approximately 30 years.

Program Cycle: As needed
Overhead Aluminum Base Bell Insulator Replacement Program

This program will replace 4-1/4” aluminum base bell 15kV Class insulators on RG&E’s high priority overhead distribution circuits. Aluminum base insulators have a high defect rate due to inherent material issues/degradation. Existing insulators will be replaced using a new polymer style insulator.

Program Benefits: The program will replace overhead 4-1/4” aluminum base type insulators using a polymer insulator. Replacement is the only effective solution to eliminate future failures. The replacement program will also minimize customer outages and will improve system reliability.

Program Cycle: Replaced as needed

Thermographic Inspection Program

A comprehensive scan of transmission circuits, subtransmission circuits, electric substations, customer transformers 500kva and above, high priority distribution circuits is conducted on an as needed basis, to identify heating conditions on energy delivery equipment.

Program Benefits: Thermography is a proactive maintenance tool to identify abnormal heating of energy delivery equipment to avert equipment failures resulting in customer outages.

Program Cycle: As needed

Corona Detection Program

A comprehensive scan of transmission circuits, subtransmission circuits, electric substations, customer transformers 500kva and above, high priority distribution circuits is conducted on an as needed basis, to identify self-sustained localized ionization of gas surrounding an energized electrode condition on energy delivery equipment.

Program Benefits: Corona detection is a proactive maintenance tool to assure power system reliability by detecting defective components at early stages of degradation. This program easily locates RF interference and audio noise sources.

Program Cycle: As needed

Steel Pole and Tower Inspection and Maintenance Program

Inspect steel transmission poles and towers and perform repairs as needed. Tower foundations will be inspected for structural integrity and repairs will be conducted on a priority basis. Steel components will be examined for degradation and the necessary cleaning and painting will be conducted.

Program Benefits: The maintenance program for steel towers and poles will prevent major transmission outages by maintaining the structural integrity of the transmission system. The goal of this program is to completely eliminate outages attributed to the degradation of steel poles and towers and their associated foundations.
Program Cycle: As needed

Overhead Transmission Aerial Inspection and Maintenance Program

The objective of this program is to perform proactive and predictive maintenance on transmission assets. Helicopter inspection and maintenance capabilities will be used where appropriate to perform procedures.

Program Benefits: This program provides a comprehensive evaluation of transmission system structures, conductors and equipment. It focuses maintenance activities on correcting all damage, defects and deficiencies. Ultimately the program enhances transmission and subtransmission circuit integrity and reliability.

Program Cycle: 5 years for Transmission 115kV and above.

Electric Substation Battery Maintenance Program

The maintenance of substation batteries includes routine inspections, battery resistance testing and battery replacements where required. All substation batteries are inspected periodically. Discharge tests are performed on bulk power transmission stations as per NPCC intervals.

Program benefits: Substation batteries provide the necessary power required for system protection. A lack of proper battery maintenance can result in catastrophic failure. A comprehensive battery maintenance program ensures a reliable source of energy for system protection equipment.

Program Cycle: Annual

Network Maintenance Program

Perform the required maintenance on network transformers/switches and secondary protectors. Internal and external inspections are performed as well as vault inspection, cleaning, and painting.

Program benefits: A comprehensive network maintenance program ensures continuous uninterrupted service to a portion of RG&E’s commercial and industrial customers.

Program Cycle: 5 Years

Distribution Pad Mount Transformer Maintenance Program

All single and 3-phase distribution transformers are inspected on a 5 year cycle to ensure customer safety and maintain system reliability. Distribution transformers for “High Priority” customers are inspected annually along with fluid sampling and analysis.

Program benefits: The increase in customer safety and reliability that this program provides supports the achievement of mandated performance metrics.

Program Cycle: 5 Years
Voltage Regulator Maintenance Program

Replace obsolete and defective station and pole top voltage regulators with new or reconditioned units system wide. Control calibration to be performed approximately every 2 years. Thermovision performed as needed on regulator installations.

Program benefits: Replacing obsolete regulators provides improved voltage regulation and assures appropriate fault duty. This in turn improves reliability and increases personnel safety. Control calibration improves power quality for the customer.

Program Cycle: 2 Years Inspections; replace as needed with Capital

Distribution Line Clearance

The objective of the distribution forestry program is to clear lines and rights-of-ways of vegetation in a cost effective, preventative manner and identify/correct unsafe conditions.

Program benefits: Improve customer service and reliability by reducing tree contact related outages. Circuit restoration labor costs are reduced as a result of this program. Safety related concerns are addressed.

Program Cycle: Varies

Gas and Electric Transmission ROW Management Program

Maintain the integrity of the gas and electric transmission right-of-way utilizing integrated vegetation management techniques. Eliminate tree contacts that occur from vegetation growth on the electric transmission right-of-way (ROW). Maintain the gas transmission ROW to facilitate access for inspections and maintenance.

Program benefits: Minimize preventable outages related to vegetation growth on the electric right-of-way and facilitate access to, and visibility of, the gas ROW for inspection and maintenance.

Program Cycle: Varies

Electric Transmission Aerial Line Patrol

The objective of this program is to fly the transmission and subtransmission system approximately two times per year to detect thermal, structural, and tree related problems. The gas transmission and distribution right-of-way (ROW) is patrolled each fall to identify safety and access concerns.

Program benefits: Reduce outages by identifying conditions that have the potential to interrupt electric energy delivery.

Program Cycle: 2 times per year
Line Recloser/Sectionalizer Maintenance Program

Reclosers are replaced with a new or reconditioned unit as required. Modifications to the original design are performed as required at this time. Recloser and sectionalizer controls are inspected and/or tested annually.

Program benefits: Rotating reconditioned/upgraded reclosers into the system ensures the proper system protection coordination. Reconditioning reclosers improves the dielectric integrity of the associated insulation system. Relocation of the control box improves safety for the operator. This program increases the reliability of the energy delivery system.

Program Cycle: Replaced as needed on Capital

Substation Transformer Maintenance Program

Perform all aspects of transformer maintenance on substation transformers. This includes LTC internal maintenance and control calibration. LTC controls are upgraded as needed to microprocessor based controls. Transformer maintenance includes a full battery of testing (insulation/winding/accessories). Elimination of PCB contaminated transformer oil is also an objective of this program. Insulating fluid is tested and processed as needed (dehydration/degassing/refining).

Program benefits: A comprehensive transformer maintenance program is vital to maintaining the integrity of the Electric Energy Delivery System.

Program Cycle: Varies by voltage class, equipment type and testing criteria

Electric Substation Circuit Breaker Maintenance Program

Perform the required maintenance on all circuit breakers in Electric Substations. Various levels of maintenance are performed including on line external inspections, off line internal inspections, and oil sampling and testing for dielectric quality.

Program benefits: The maintenance program for circuit breakers ensures the mechanical and electrical integrity of a critical component of the energy delivery system. Circuit breaker functionality is critical to the protection of substation equipment and to the safety of operating personnel.

Program Cycle: Varies by voltage class, equipment type and testing criteria

Electrical System Protection Maintenance Program

Maintain the integrity of the electric energy delivery system protective relaying. Comply with NERC and NPCC testing requirements for transmission relays.

Program benefits: A comprehensive relay maintenance program ensures the proper equipment protection, ensures the integrity of the protection system, reduces the likelihood of mis-operations, and ensures personnel safety.

Program Cycle: Varies by voltage class, equipment type and testing criteria
Stray Voltage Testing Program

Provide a comprehensive approach and schedule to address the Commission’s objectives to test publicly accessible electric facilities capable of conducting electricity. These facilities include; streetlights, distribution poles, underground network and transmission.

Program benefits: This program identifies locations in the electric delivery system where potential shock conditions exist. Remediation of these conditions will ensure a safe and reliable network to the public and company personnel.

Program Cycle: Annually test 100% Streetlight/Traffic Signal and Underground network and 20% of Distribution, URD and Transmission assets (coinciding with annual inspection scope).

System Fault Indicators

The Installation and periodic replacement of fault indicators are to support the restoration of customers during outages. New fault indicators are installed in locations that can assist crews in determining the location of faults. Installed indicators are tested or replaced as necessary based upon operability.

Program benefits: The use of fault indicators assists field crews with the restoration of lines during outages. A quicker location of faults significantly improves the overall restoration time of customers.

Program Cycle: As needed

Capacitor Maintenance and Repair Program

Periodic testing is conducted on pole mounted capacitors and switches. Replacement of defective capacitors, oil switches and control transformers is conducted as necessary.

Program benefits: Proper operation of switched capacitors maintains voltages within the mandated bandwidth. This reduces power quality issues and maintains customer satisfaction.

Program Cycle: As needed
Operations and Maintenance (O&M) actuals associated with reliability programs for each of previous five years –

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<th>2016</th>
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Contractor Crew Services Used for Each of Previous 5 Years –

RG&E utilizes contractor crew services in a variety of areas to augment internal work forces. Specific contractor crew detail has not been captured for the past 5 years.

Distribution Vegetation Line Clearance Budgets and Actual Expenditures for Each of Previous 5 Years –

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Section 4. Power Quality

Rochester Gas & Electric Corporation (RG&E) strives to provide to its customers electric service that is very reliable and with a high degree of power quality. This section of the reliability report contains a description of RG&E’s power quality program along with a presentation of the power quality data that was obtained through this program in 2017.

RG&E’s power quality program is designed to address customer needs and requests dealing with a variety of power quality issues. RG&E has a team of specialists that are capable of investigating and resolving power quality requests and investigations as needed. These team members are located throughout the state in various RG&E operating areas.

The process that RG&E goes through to resolve a PQ request can vary greatly depending on the type of PQ problem the customer is contacting the Company about. For an example, flickering lights are a short intermittent event that can be caused by a number of things. A request of this type may be resolved over the phone or during a field check when voltage measurements are taken. Low voltage, high voltage and some of the other types of PQ issues are more complicated and may require field monitoring of the electric service along with data analysis to determine the cause of the problem and to develop potential system corrections. This type of detailed PQ investigation is especially important to commercial and industrial class customers that may operate very sensitive equipment. RG&E always works with its customers to first determine the cause (whenever practical) and then find a solution that addresses the customers concerns and needs.

The following pages contain the data that was collected throughout 2017 regarding the PQ calls RG&E received and the resulting investigations that were conducted.
2017 Reported Power Quality Incidents by Problem Type and Party

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<th>Customer</th>
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<tr>
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</tr>
<tr>
<td>Harmonics</td>
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<td>6</td>
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<tr>
<td>Sag/Swell</td>
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<td>43</td>
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<td>0</td>
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<td>Noise</td>
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2017 Reported Power Quality Incidents by Division

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2017 Reported Power Quality Incidents by Problem Type

- Flicker, 55%
- Momentary, 10%
- Low Volt, 0%
- High Volt, 8%
- Harmonics, 0%
- Sag/Swell, 6%
- Transient, 0%
- Noise, 13%
Momentary interruptions by Division by voltage level – 5 year history
(RG&E does not calculate MAIFI due to the fact that all circuits do not have SCADA capabilities)

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*This data represents momentary interruption events as recorded by RGE's Energy Control System (SCADA System). These events are limited to momentary interruption events to those substations circuit breakers or switches monitored by the Energy Control System on distribution retail circuits.*
Section 5. Circuit Performance

The following pages contain lists of circuits, by operating area, based on SAIFI and CAIDI performance for the calendar year.
<table>
<thead>
<tr>
<th>Circuit</th>
<th>Interruptions</th>
<th>Customers Affected</th>
<th>Customer Hours Interrupted</th>
<th>CAIDI</th>
<th>SAIFI</th>
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### ROCHester GAS & ELECTRIC CORPORATION

**CAIDI/SAIFI Circuit Report - Descending CAIDI Order**

**January 1, 2017 to December 31, 2017**

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Provide an analysis of the worst-performing circuits. The analysis must cover a minimum of 5% of the circuits and include a description of the methodology used to identify worst-performing circuits –

Part of RG&E’s efforts to maintain a highly reliable electric distribution system is the Worst Performing Circuit Analysis. This program consists of a yearly evaluation of all of the distribution circuits and the development of reliability plans by the operating divisions to address key circuits that will best benefit from additional analysis and/or corrective work in the field.

Circuit Analysis Process

- During the third quarter of the year, each circuit is evaluated by its reliability performance over the twelve month period of July 1st through June 30th.
- The number of interruptions, customers interrupted (affected), and the customer hours of interruption are recorded for each RG&E circuit minus any major storm interruptions.
- A weighted SAIFI factor is calculated based on a specific circuit’s impact to the overall company SAIFI.
- All of the circuits are then sorted highest to lowest based on their individual weighted SAIFI contributions to RG&E’s overall reliability performance.
- The individual RG&E Division worst performing circuits, representing 5% of the respective Division’s circuits based on their weighted SAIFI value, are then assigned to each Division for further analysis and for the development of Reliability Improvement Plans.

Developing Reliability Improvement Plans

- The results of the circuit analysis are provided to the operating divisions close to the end of each year.
- The operating divisions then further evaluate each of their higher-ranked circuits. They consider recent work that may have been done on the circuits and the feasibility of improving the circuit reliability with additional work on a cost/benefit basis.
- The goal of each of these reliability plans is to identify those circuits with performance that can best benefit from additional work and to balance the proposed work with the current budget and manpower availability.
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Section 6. Network Feeder Performance

Provide a listing of network feeders, by operating area, based on the number of open automatics for the calendar year

The Rochester downtown network system is fed by (16) primary distribution feeders. Station 6 South Ave circuits 654, 675, 677 and 681. Station 26 Court Street Bridge circuits 570 and 571. Station 38 Swan St circuits 530, 531, 533, 534, 569, 580, 591, 598, 679 and 683.

Provide an analysis of the worst-performing feeders. The analysis must cover a minimum of 5% of the feeders and include a description of the methodology used to identify the worst performing feeders.