



Pennsylvania Public Utility Commission
Summer Reliability Forum

David W. McDonald
President, West Penn Power

June 7, 2012



Reliability Overview

- CAIDI was 25% better than the Commission's Standard
- SAIDI was 17% better than the Commission's Standard
- Several non-excludable storm events had a direct impact on SAIFI:

Event Date	Event Description	Customers Affected	SAIFI Impact
February 18, 2011	High winds	10,311	0.01
March 23, 2011	Tornado	37,238	0.05
April 16, 2011	Strong winds and lightning	58,568	0.08
May 23, 2011	High winds and rain	20,435	0.03
May 26, 2011	High winds and lightning	45,416	0.06
July 11, 2011	Thunderstorms	24,503	0.03
July 22, 2011	Thunderstorms	24,990	0.04
October 29, 2011	Heavy, wet snow	45,040	0.06

Summer Readiness

- **Reviewed status of mobile substations and other spare materials**
- **Inspected all line capacitor banks to ensure 98% availability by June 1**
- **Aerial patrols of transmission lines were completed in April**
- **Employees with storm roles receive appropriate refresher training**

2011 Lessons Learned Implementations

Enhance Communication Efforts

 Conducted several meetings with communities and first responders

 Enhanced Emergency Communications Plan

Consider Social Media Presence

 Implementation of West Penn Power Twitter Account

Create more user-friendly, mobile version of our website

 New outage map implemented on April 2

 Optimized for viewing on mobile devices