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July 31, 2014

**RECEIVED**

JUL 31 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
P. O. Box 3265  
Harrisburg, Pennsylvania 17105-3265

Re: *Duquesne Light Company*  
2<sup>nd</sup> Quarter 2014 Electric Reliability Report

Dear Secretary Chiavetta:

Please find enclosed for filing the Second Quarter of 2014 Annual Electric Reliability Report of Duquesne Light Company in accordance with the Commission's Order at L-00030161, entered March 20, 2006. Duquesne is submitting both a public version [all information except subsection (e)(10)] and a confidential version. The confidential version includes all of the information required by 52 Pa. Code § 57.195, is marked "confidential and proprietary" and is enclosed in a sealed envelope.

Duquesne respectfully requests the "confidential and proprietary" version not be made available to the public.

If you have any questions regarding the information contained in this filing, please contact Megan E. Sullivan at 412-393-6091 or [mesullivan@duqlight.com](mailto:mesullivan@duqlight.com).

Sincerely,

Vernon J. Edwards  
Manager, Regulatory Affairs

Enclosures

cc: (Public Version):  
Bureau of Technical Utility Services  
Office of Consumer Advocate  
Office of Small Business Advocate



RECEIVED

JUL 31 2014

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

*Duquesne Light Company*  
*2nd Quarter 2014*  
*Electric Reliability Report*  
*to the*  
*Pennsylvania Public Utility Commission*

*July 31, 2014*

**DUQUESNE LIGHT COMPANY**  
**Second Quarter 2014 – Electric Reliability Report**

**Filed July 31, 2014**

**57.195 Reporting Requirements**

**(d)(2) The name, title, telephone number and e-mail address of the persons who have knowledge of the matters, and can respond to inquiries.**

Ken Kallis – Manager, Asset Management  
(412) 393-8613, kkallis@duqlight.com

Megan E. Sullivan – Senior Manager, Regulatory Affairs  
(412) 393-6091, mesullivan@duqlight.com

**(e)(1) A description of each major event that occurred during the preceding quarter, including the time and duration of the event, the number of customers affected, the cause of the event and any modified procedures adopted in order to avoid or minimize the impact of similar events in the future.**

No major events occurred in the second quarter of 2014.

- (e)(2) Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) for the electric distribution company's service territory for the preceding quarter. The report shall include the data used in calculating the indices, namely the average number of customers served, the number of sustained customer interruptions, the number of customers affected, and the customer minutes of interruption. If MAIFI values are provided, the report shall also include the number of customer momentary interruptions.

**RELIABILITY BENCHMARKS AND STANDARDS**

**Duquesne Light Company**

**System Performance Measures with Major Events Excluded**

Entire System				
	SAIDI	SAIFI	CAIDI	MAIFI
Benchmark	126	1.17	108	*
12 Month Standard	182	1.40	130	*
2014 2Q (Rolling 12 mo)	72	0.65	111	*

\* Sufficient information to calculate MAIFI is unavailable.

**Formulas used in calculating the indices**

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

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

$$\text{CAIDI} = \text{SAIDI/SAIFI}$$

**Data used in calculating the indices**

Total KVA Interrupted for the Period (Excluding July 10, 2013 Major Event)	4,668,464	KVA
Total KVA-Minutes Interrupted: (Excluding July 10, 2013 Major Event)	520,974,457	KVA-Minutes
System Connected Load as of 6/30/14:	7,196,462	KVA
July 10, 2013 Major Event:	724,661	KVA
	(10% of System Load)	
	178,805,024	KVA-Minutes

- (e)(3) **Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) and other pertinent information such as customers served, number of interruptions, customer minutes interrupted, number of lockouts, and so forth, for the worst performing 5% of the circuits in the system. An explanation of how the electric distribution company defines its worst performing circuits shall be included.**

Circuits are evaluated based on a rolling twelve-month count of lockouts of protective devices (circuit breakers, sectionalizers and line reclosers). Circuits that experience four or more lockouts for a device in each quarterly rolling twelve-month period are identified and reported. Customer surveys show a significant drop in satisfaction when customers experience four or more interruptions in a year, and that threshold was therefore used as a basis for this evaluation method.

The list is ranked first by the number of lockouts, with a secondary sort based on the date of the most recent outage. This places a higher priority on circuits in each group experiencing problems more recently. Circuits that have not seen recent outages fall to a lower priority within the group, but remain on the list for monitoring.

Circuits that appear on the list for more than a year are targeted for remediation based on a review of outage records for root cause problems, field evaluations, and engineering analysis. Project scopes developed as a result of this analysis will be incorporated into the company's Work Plan for engineering, design and construction.

At the end of each quarter all circuits are reviewed to verify that past remediation efforts are working and to look for new reliability issues that may be developing. Serious new reliability problems are addressed immediately without waiting additional periods to collect information.

This analysis method provides for timely review of circuit performance by in-house staff and it adapts to the dynamic nature of Duquesne's distribution system. The threshold of four lockouts may produce a result greater or less than 5% of the total circuits in Duquesne's system. Reports will be issued on all circuits that violate the four-lockout threshold, even if the total is greater than 5% of the number of circuits on the system. If there are less than 5% of the circuits that violate the four-lockout threshold, then circuits with three lockouts that had the highest KVA-Minutes of outage time during the evaluation period will be added to get the list to 5% of the total circuits in the system.

See Attachment A for table of circuit reliability values and Service Centers associated with each circuit.

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

**Second Quarter 2014 Rolling 12 Month Circuit Data**

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
1	4237	West End	Preble	Three outages occurred in June of 2014 on this West End circuit. The first was due to a landslide which caused a tree to fall across all three phases of the feeder locking out the substation breaker. The second outage occurred when a motor vehicle accident locked out the substation breaker, and the third outage occurred when primary phase conductors were found wrapped together. Three earlier outages occurred, two of which were due to tree fall-ins and the other due to unknown causes. This West End circuit is part of Vegetation Management's 2014 scheduled maintenance program which was completed on June 25, 2014. A supervisor will review the entire circuit during the third quarter of 2014 to identify any potential issues.
2	23716	Pine Creek	Edison	There were two outages in June of 2014. One occurred when operators tied over a portion of another Pine Creek circuit that had a pole failure which caused D23716's breaker to lock out. The second outage was caused by a tree that fell across the feeder. Prior to this, a circuit overload, a vehicle accident and an insulator failure caused three earlier outages going back to 2013. The Company plans to convert this circuit and a portion of an adjoining circuit to all pulse-reclosing operation during the third quarter of 2014. This is expected to improve fault protection, reduce breaker lockouts and improve overall reliability on this circuit.
3	4622	Ardmore	Penn Hills	The Ardmore circuit experienced five outages over the past year. Two were caused by breaker lockouts due to substation trouble and the other three were caused by loss of supply during sub-transmission circuit outages. The Company's Asset Management Department is evaluating different redesigns or rebuild options for Ardmore Substation to enhance its reliability. The Company anticipates this evaluation to be completed by year end 2014. The Company is also adding auto fault-clearing functionality to the sub-transmission circuit feeding Ardmore to prevent future loss of supply outages. This is also anticipated to be completed by the end of 2014.
4	4852	Conway	Raccoon	The Conway circuit had a total of five outages during the last 12 months, three of which occurred second quarter of 2014. The most recent outage was due to a storm when all three primary phases of the feeder wrapped together and locked out the substation breaker. The other two outages this quarter occurred when a cable failure on the sub-transmission circuit caused a Loss of Supply outage to Conway and when a tree fell into a feeder breaking off the top of a pole which locked out the station breaker. The last two outages occurred in 2013, one due to a cross arm failure and the other due to a tree fall-in. The Company started to monitor this circuit last year after the first two outages occurred. No underlying reliability issues were found and the circuit's reliability improved during the fourth quarter of 2013 and the first quarter of 2014. A supervisor will review this entire circuit again during the third quarter of 2014 and attempt to identify and repair any additional problems that could result in future outages. Also, this circuit is part of Vegetation Management's scheduled 2014 maintenance project which will be completed by the end of the 4 <sup>th</sup> quarter.

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
5	23661	Crescent	Raccoon	This Crescent circuit has experienced four breaker lockouts over the last 12 months. All four lockouts have been tree-related with two occurring in 2013 and two during the second quarter of 2014. Crescent Circuit D23661 is part of Vegetation Management's 2014 scheduled maintenance project which will be completed by the end of the fourth quarter. In addition, Vegetation Management will review the section of this circuit where recent problems have occurred. Any vegetation conditions requiring immediate attention will be addressed during the third quarter of 2014. This circuit was converted to all pulse-reclosing operation in 2013 and all of its 3-phase protection devices are automated to the Company's Distribution Operations Center. Because of this, customers beyond the first feeder section of this circuit have not experienced any reliability issues.
6	23701	North	Edison	A tree fall-in caused a breaker lockout on the North circuit during the second quarter of 2014. Previously there were no outages on this circuit since the third quarter of 2013. There was no prior history of any reliability issues before this. No underlying circuit problems appear to be affecting reliability on this North circuit at this time. The Company will continue to monitor performance.
7	22869	Midland-Cooks Ferry	Raccoon	This small portion of the Midland-Cooks Ferry Circuit experienced one lockout in the second quarter of 2014 when a storm blew a large tree across all three phases of the feeder. This section has also locked out three other times over the past 12 months. Two of the three earlier outages were caused by tree fall-ins and the third was due to a downstream tie device failure that caused a primary fault. Four new advanced circuit reclosers were installed early second quarter to add auto-fault clearing functionality to the sub-transmission portion of the circuit. This will reduce Loss-of-Supply outages to the distribution portion of this circuit which have caused numerous outages in the past.
8	4308	East End	Penn Hills	This circuit has had four breaker lockouts in the last 12 months. Two of them occurred during the second quarter, one due to a storm and another due to protective equipment mis-operation. Previous outages were due to cable failures on the circuit, one during the first quarter of 2014 and the other during the third quarter of 2013. The Company has completed installing a normally open tie at the far end of this circuit so that when breaker lockouts or other device outages occur in the future, the fault can be isolated within a relatively small area and customers can be picked-up from the other end. The Company expects this to reduce outage duration for customers on the circuit and improve their reliability. The circuit will continue to be monitored to verify that performance improves.
9	23950	Wilkinsburg	Penn Hills	Wilkinsburg substation has experienced four lockouts over the last 12 months with two during the second quarter of 2014. One was due to a lightning strike that burnt down 'B' phase primary conductor and locked out the breaker and the other due to a storm. The two previous outages occurred during the second and third quarter of 2013 due to a storm and a tree fall-in. The potential upgrade to be performed at Ardmore substation and work that has just been completed at Long, Eastwood and Sandy Creek Substations are expected to also improve reliability at Wilkinsburg as these substations are all interconnected through the sub-transmission network. Reliability on this circuit is expected to improve during the third quarter of 2014.

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
10	23681	Woodville	Preble	All four outages on this Woodville circuit occurred in 2014 within a relatively small area of the total circuit. Three of these were in the first quarter and one in the second quarter of 2014. All four of the outages were caused by trees falling into the feeder. The Company's Vegetation Management Department will review the sites where these four outages occurred, looking for any vegetation conditions that require immediate attention. Any such problems found will be corrected in the third quarter of 2014. During 2013, this Woodville circuit had no reliability issues.
11	23871	Mt. Nebo	Raccoon	One feeder device on the Mt. Nebo circuit has had four lockouts during the last 12 months, two in 2013 and two in 2014, affecting about 35% of the customers on this circuit. The most recent outage occurred in June when a tree fell across A-Phase primary pulling the conductor down and breaking a crossarm. The other outage in 2013 was during a storm when the device locked out and crews found three-phase primary down. In 2013 the same device locked out twice due to tree damage during a storm, once in October and then again in November. This circuit runs through heavily wooded and hilly areas that require close monitoring. In an effort to reduce tree-related outages, the Company's Vegetation Management Department has initiated the mitigation of identified hazard trees on this circuit which will be fully completed by the end of the third quarter of 2014. This is expected to improve reliability on the entire circuit.
12	23640	Midland	Raccoon	This Midland circuit has experienced three tree-related outages over the last twelve months which caused an advanced circuit recloser to lockout each time. The latest outage was in June when a tree fell into the feeder. An outage in April was also due to a tree fall-in locking out both the recloser and the substation Breaker. The third outage occurred in September of 2013 also due to a tree fall-in. During 2013, this circuit was part of Vegetation Management's Scheduled Vegetation Maintenance Program which was completed in the fourth quarter of 2013. In addition, the Vegetation Management department investigates the majority of all tree-related outages that occur on non-storm days and addresses any conditions requiring immediate attention. The Engineering Department also inspected the feeder on this circuit during the second quarter of 2014 to identify and correct any hot spots or other problems that might lead to future outages. It is anticipated that Midland circuit customers will see an improvement in reliability during the 3 <sup>rd</sup> Quarter of 2014.
13	23705	North	Edison	The Company has been closely monitoring the reliability of this North circuit during the last three quarters and it has been improving. Three substation Breaker outages occurred during the last four quarters, with only one in 2014. All three outages were tree-related. During the second quarter, the Company added All-Pulse Reclosing Operation to a portion of the circuit. Reliability is expected to continue improving.
14	23713	Pine Creek	Edison	This Pine Creek circuit has had three substation Breaker Lockouts over the last twelve months. The most recent outage was in January of 2014 when a tree fell across the primary feeder. The other two outages occurred in 2013, one in October due to an insulator failure causing the 'B' phase conductor to short and the other in July due to storms. This Pine Creek circuit is targeted to be converted to All Pulse-Reclosing Operation in late 2014 which should improve its reliability.

Rank	Circuit	Name	Service Center	Remedial Actions Planned or Taken
15	4264	Grant	Preble	This Grant circuit had excellent reliability during all of 2013 but experienced three substation Breaker Lockouts in the first quarter of 2014. The cause of the first outage in February could not be determined but the second outage occurred just four days later due to a cable failure. The third outage occurred in March and was also due to a cable failure in the same area. The portion of the circuit with the cable problem was permanently rerouted at that time and reliability has improved. No additional reliability problems are expected.
16	4639	Monroeville	Penn Hills	This Monroeville circuit had excellent reliability during all of 2013, but had three substation Breaker outages during the first and second quarters of 2014. The first outage occurred in March but no trouble was found and the circuit restored normally. However, the next day the cable feeder failed causing the second outage. The cable was repaired and the circuit was restored. The third outage occurred in June due to a failure on a sub-transmission circuit which caused the breaker to lockout again. No underlying reliability problems exist on this circuit but the Asset Management Department will continue to monitor its performance to ensure this continues.
17	4066	Schenley	Penn Hills	This Schenley circuit had excellent reliability during all of 2013 and during the first quarter of 2014, but experienced three substation Breaker lockouts in May of 2014. All three of the outages were the result of breaker mis-operations that were initially thought to be temporary faults. Since the last outage, the breaker problem was corrected and reliability has improved. No additional reliability problems are expected.
18	4154	Long	Penn Hills	Only one 11-minute outage occurred on the Long circuits during the second quarter of 2014 when a sub-transmission outage affected the area during a storm. Reliability has improved on these circuits since the Company installed two advanced circuit reclosers on the sub-transmission circuit feeding Long Substation, one on each side of the substation. These advanced circuit reclosers, which were installed during the first quarter of 2014, automatically isolate a fault on the sub-transmission circuit to one side of the substation and keep the Long circuits powered from the other side. During the first two quarters of 2014, the number of customer outages on the two Long circuits dropped by nearly 50% compared to the same two quarters in 2013. The Company's Asset Management Department will continue monitoring.
19	4155	Long	Penn Hills	
20	4517	Sandy Creek	Penn Hills	No new breaker outages occurred at Sandy Creek or on the sub-transmission circuit that runs through and powers Sandy Creek Substation since the third quarter of 2013. The Company installed two advanced circuit reclosers on this sub-transmission circuit, one on each side of the substation. These advanced circuit reclosers, which were installed during the first quarter of 2014, automatically isolate a fault on the sub-transmission circuit to just one side of the substation keeping Sandy Creek in power from the other side. Compared to the first two quarters of 2013, Sandy Creek customer outages this year have decreased by a factor of 10 and customer outage-minutes have decreased by a factor of 3.
21	23691	B.I.	Preble	Reliability on the Brunot Island circuit has improved since the first quarter of 2014 when the Company first began monitoring performance on one branch of this circuit. The number of lockouts on this part of the circuit has dropped from three to two for the last 12 month period covered in this quarter's report. These outages occurred in 2013, one in July due to a storm and the other in August due to a tree fall-in. No new outages have affected this portion of the circuit since then. There were also two outages on another branch of this circuit that occurred during the second quarter. This branch serves different customers from those listed above. Both were due to tree fall-ins on the circuit feeder. This circuit is part of Vegetation Management's scheduled 2014 maintenance project which will be completed by the end of the fourth quarter.

(e)(5) A rolling 12-month breakdown and analysis of outage causes during the preceding quarter, including the number and percentage of service outages, the number of customers interrupted, and customer interruption minutes categorized by outage cause such as equipment failure, animal contact, tree related, and so forth. Proposed solutions to identified service problems shall be reported.

July 1, 2013 through June 30, 2014 – One PUC Major Event Exclusion

CAUSE	NO. OF OUTAGES	OUTAGE PERCENTAGE	KVA TOTAL	KVA PERCENTAGE	KVA-MINUTE TOTAL	KVA-MINUTE PERCENTAGE
Storms	499	17%	709,979	15%	106,726,459	20%
Trees (Contact)	27	1%	23,735	1%	1,151,011	1%
Trees (Falling)	715	25%	1,216,766	26%	172,210,627	33%
Equipment Failures	801	28%	1,384,426	30%	153,460,542	29%
Overloads	180	6%	189,827	4%	15,233,873	3%
Vehicles	137	5%	301,096	6%	28,910,970	6%
Other	518	18%	842,635	18%	43,280,975	8%
<b>TOTALS</b>	<b>2,877</b>	<b>100%</b>	<b>4,668,464</b>	<b>100%</b>	<b>520,974,457</b>	<b>100%</b>

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

2014 Transmission and Distribution Goals and Objectives						
Program Project	Unit of Measurement	Target for 2014 2Q	Actual for 2014 2Q	Percent Complete	Targets for Year 2014	Actual YTD for 2014
<b>Communications Goals</b>						
Communication Battery Maintenance	Batteries	24	26	108%	96	52
<b>Overhead Distribution Goals</b>						
Recloser Inspections	Circuits	34	33	97%	133	81
Pole Inspections	Poles	6,635	3,261	49%	17,690	3,261
OH Line Inspections	Circuits	34	33	97%	133	81
OH Transformer Inspections	Circuits	34	33	97%	133	81
Padmount & Below Grade Inspections	Circuits	24	3	13%	83	38
<b>Overhead Transmission Goals</b>						
Helicopter Inspections	Number of Structures	500	570	114%	500	570
Ground Inspections	Number of Structures	350	162	46%	350	162
<b>Substations Goals</b>						
Circuit Breaker Maintenance	Breakers	195	106	54%	715	301
Station Transformer Maintenance	Transformers	39	54	138%	67	56
Station Battery Maintenance	Batteries	245	244	100%	980	489
Station Relay Maintenance	Relays	180	109	61%	710	147
Station Inspections	Sites	525	522	99%	2,100	1,044
<b>Underground Distribution Goals</b>						
Manhole Inspections	Manholes	275	221	80%	700	513
Major Network Inspections (Prot Relay)	Network Protectors	25	16	64%	92	46
Minor Network Visual Inspection (Transformer/Protector/Vault)	Network Transformers	165	167	101%	573	411
<b>Underground Transmission Goals</b>						
Pressurization and Cathodic Protection Plant Inspection	Work Packages	13	13	100%	52	26
<b>Vegetation Management Goals</b>						
Overhead Line Clearance	Circuit Overhead Miles	330	339	103%	1,300	498
<b>Total Units</b>		<b>9,627</b>	<b>5,912</b>	<b>61%</b>	<b>26,407</b>	<b>7,857</b>

**(e)(7) Quarterly and year-to-date information on budgeted versus actual transmission and distribution operation and maintenance expenditures in total and detailed by the EDC's own functional account code or FERC account code as available.**

**For the Three Months Ended June 30, 2014 (Quarter-to-date)  
Favorable/ (Unfavorable)**

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	11,821,260	2,592,348	2,930,147	13,903,652	7,026,469	11,817,864	50,091,868
Total Budget	10,016,860	3,122,907	3,123,335	17,394,923	8,956,667	11,140,037	53,754,729
Variance	(1,804,400)	530,559	193,188	3,491,271	1,930,198	(677,827)	3,662,861

\*Includes Finance, Office of General Counsel and Senior Management Costs

O&M underspend for the three months ended June 30, 2014 is attributable to open positions primarily within the customer care, operations and technology functions, favorable outside services expenses primarily related to the timing of spend and lower than budgeted spending on certain surcharge programs. These favorable variances are being partially offset by unfavorable bad debt expense realized within the three months ended June 30, 2014.

**For the Six Months Ended June 30, 2014 (Year-to-date)  
Favorable/ (Unfavorable)**

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	19,573,332	5,199,748	6,318,725	26,536,522	13,461,593	24,867,209	95,957,129
Total Budget	24,355,986	5,950,496	6,438,202	33,157,552	17,344,484	23,689,376	110,936,096
Variance	4,782,654	750,748	119,477	6,621,030	3,882,891	(1,177,833)	14,978,967

\*Includes Finance, Office of General Counsel and Senior Management Costs

O&M underspend for the six months ended June 30, 2014 is attributable to open positions primarily within the customer care, operations and technology functions, favorable bad debt expense, favorable outside services expenses primarily related to the timing of spend and lower than budgeted year to date spend on certain surcharge programs.

**(e)(8) Quarterly and year-to-date information on budgeted versus actual transmission and distribution capital expenditures in total and detailed by the EDC's own functional account code or FERC account code as available.**

**For the Three Months Ended June 30, 2014 (Quarter-to-date)  
Favorable/ (Unfavorable)**

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	593,337	0	3,049,244	31,089,676	14,225,023	9,432,194	58,389,474
Total Budget	895,534	0	2,963,719	34,759,363	13,272,730	7,266,273	59,157,619
Variance	302,197	0	(85,525)	3,669,687	(952,293)	(2,165,921)	768,145

\*Includes Finance, Office of General Counsel and Senior Management Costs

Capital underspend for the three months ended June 30, 2014 is attributable to lower storm restoration spend than budgeted and the timing of various projects.

**For the Six Months Ended June 30, 2014 (Year-to-date)  
Favorable/ (Unfavorable)**

	Customer Care	External Affairs	Human Resources	Operations/ Operation Services	Technology	General Corporate*	Total
Total Actual	1,124,685	77	5,302,641	57,900,983	30,129,232	20,259,746	114,717,364
Total Budget	1,740,274	0	5,812,900	68,960,565	29,774,544	14,532,188	120,820,471
Variance	615,589	(77)	510,259	11,059,582	(354,688)	(5,727,558)	6,103,107

\*Includes Finance, Office of General Counsel and Senior Management Costs

Capital underspend for the six months ended June 30, is attributable to lower storm restoration spend than budgeted and the timing of various projects.

**(e)(9) Dedicated staffing levels for transmission and distribution operation and maintenance at the end of the quarter, in total and by specific category (e.g. linemen, technician, and electrician).**

<b>Telecom</b>	Electronic Technician	9
	Sr. Electronic Tech	11
	Apprentice Splicer/Trouble Tech	2
	Telecom Splicer/Trouble	3
	<b>Total</b>	<b>25</b>
<b>Substation</b>	Electrical Equipment Tech	19
	Protection & Control Tech	26
	Sr. Elec. Equipment Tech	9
	Rigger Specialist	4
	Rigger Crew Leader	1
	Shop Mechanic 2 Rigger	0
	Yard Group Leader	4
	<b>Total</b>	<b>63</b>
<b>Underground</b>	Apprentice UG Splicer	10
	UG Inspector	9
	Journey UG Splicer	18
	Sr. UG Splicer	7
	UG Cable Tester/Installer	1
	Sr. UG Mechanic	1
	Network Operator	12
	<b>Total</b>	<b>58</b>
<b>Overhead</b>	Apprentice T&D	63
	Equipment Attendant	1
	Equipment Material Handler	6
	Field Inspector	2
	Journey Lineworker	87
	Restricted HS Lineworker	2
	Service Crew Leader	3
	<i>Sr. Lineworker</i>	56
	Distribution Tech	9
	<b>Total</b>	<b>229</b>
<b>Street Light Changers</b>	<b>Total</b>	<b>6</b>
<b>Mobile Worker</b>	<b>Total</b>	<b>2</b>

(e)(9) (Continued)

<b>Engineering</b>	Drafter	0
	General Clerk - Grad	13
	General Technician	0
	GIS Technician	5
	Head File Record Clerk	1
	Survey Instrument	3
	Right of Way Agent A	4
	Sr. Technician	10
	T&D Mobile Worker	8
	Technician A	2
	Technician B	5
	Technician C	7
	Test Technician, Mobile	5
<b>Total</b>	<b>63</b>	
<b>Service Center Technician</b>	Sr. Technician	7
	Technician	1
	<b>Total</b>	<b>8</b>
<b>Traveling Operator/Troubleshooter</b>	Senior Operator	30
	Traveling Operator	1
	Troubleshooter 1/C	4
	Troubleshooter	15
	<b>Total</b>	<b>50</b>
<b>Load Dispatcher</b>	<b>Total</b>	<b>13</b>
<b>Meter Technician</b>	Meter Technician	5
	Sr. Meter Technician	22
	<b>Total</b>	<b>27</b>
<b>Meter Reader</b>	<b>Total</b>	<b>13</b>
<b>Customer Service Representatives</b>	Autodialing Operator	9
	Customer Service Rep	82
	Customer Service Rep PT	24
	Word Processing Clerk	1
	Sr. Customer Service	5
	<b>Total</b>	<b>121</b>
<b>Admin/Supervisory/Mgmt</b>	<b>Total</b>	<b>409</b>
<b>TOTAL</b>		<b>1,087</b>

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

(Confidential information highlighted)

**2nd Quarter 2014**

Contractor Dollars:

Contractor Hours:

**YTD 2014**

Contractor Dollars:

Contractor Hours:

**(e)(11) Monthly call-out acceptance rate for transmission and distribution maintenance workers presented in terms of both the percentage of accepted call-outs and the amount of time it takes the EDC to obtain the necessary personnel. A brief description of the EDC's call-out procedure should be included when appropriate.**

**Call-Out Acceptance Rate – 2<sup>nd</sup> Quarter 2014**

Month	Accepts	Refusals	Total	Percentage
April	173	214	387	45%
May	180	231	411	44%
June	248	282	530	47%

**Amount of Time it Takes to Obtain the Necessary Personnel – 2<sup>nd</sup> Quarter 2014**

Month	Total Callout Events	Necessary Personnel Accepting	Average Minutes:Seconds per Callout Event	Average Minutes:Seconds per Individual called
April	48	173	4:18	1:19
May	60	180	5:58	1:26
June	73	248	4:02	1:21
2 <sup>nd</sup> Qtr 2014	181	601	4:42	1:22
YTD 2014	392	1,122	4:35	1:21

**ATTACHMENT A**

(e)(3) Rolling 12-month reliability index values (SAIFI, CAIDI, SAIDI, and if available, MAIFI) and other pertinent information such as customers served, number of interruptions, customer minutes interrupted, number of lockouts, and so forth, for the worst performing 5% of the circuits in the system.

Circuit	Name	Service Center	Device	Lockouts	Circuit Connected KVA	Last Outage	Total Ckt KVA-Minutes	Total Ckt KVA Interrupted	SAIDI	SAIFI	CAIDI
4237	West End	Preble	BKR	6	3,294	06/06/14	1,211,440	19,864	368	6.03	61
23716	Pine Creek	Edison	BKR	5	30,534	06/19/14	8,562,773	124,058	280	4.06	69
4622	Ardmore	Penn Hills	Loss of Supply	5	3,641	05/27/14	1,273,983	18,205	350	5.00	70
4852	Conway	Raccoon	BKR	5	1,754	06/12/14	1,162,128	12,751	663	7.27	91
23661	Crescent	Raccoon	BKR	4	27,415	06/28/14	4,701,898	57,508	172	2.10	82
23701	North	Edison	BKR	4	16,740	04/05/14	7,106,180	60,705	425	3.63	117
22869	Midland-CFry	Raccoon	WR875	4	37,666	05/28/14	26,109,738	138,653	693	3.68	188
4308	East End	Penn Hills	BKR	4	2,236	06/13/14	2,579,359	9,067	1,154	4.06	284
23950	Wilkinsburg	Penn Hills	BKR	4	16,413	06/08/14	4,199,024	102,410	256	6.24	41
23681	Woodville	Preble	ER198/EA 259	4	30,731	06/11/14	5,695,985	48,201	185	1.57	118
23871	Mt Nebo	Raccoon	WA853	4	17,687	06/13/14	8,889,842	64,158	503	3.63	139
23640	Midland	Raccoon	WR595	3	27,835	06/24/14	7,965,034	62,695	286	2.25	127

Circuit	Name	Service Center	Device	Lockouts	Circuit Connected KVA	Last Outage	Total Ckt KVA-Minutes	Total Ckt KVA Interrupted	SAIDI	SAIFI	CAIDI
23705	North	Edison	BKR	3	26,540	06/13/14	8,001,924	71,383	302	2.69	112
23713	Pine Creek	Edison	BKR	3	27,660	01/27/14	11,066,781	72,974	400	2.64	152
4264	Grant	Preble	BKR	3	2,278	03/02/14	306,800	6,942	135	3.05	44
4639	Monroeville	Penn Hills	BKR	3	4,376	06/28/13	446,100	9,552	102	2.18	47
4066	Schenley	Penn Hills	BKR	3	3,465	05/28/14	1,033,916	10,522	298	3.04	98
4154	Long	Penn Hills	Loss of Supply	3	3,690	05/27/14	4,224,985	11,605	1,145	3.14	364
4155	Long	Penn Hills	Loss of Supply	3	4,172	05/27/14	4,005,396	12,288	960	2.95	326
4517	Sandy Creek	Penn Hills	BKR	2	5,556	09/09/13	3,157,112	22,469	568	4.04	141
23691	B. I.	Preble	EA265 + EA309	2 + 2	20,694	06/11/14	13,737,656	39,190	664	1.89	351

UPS CampussShip: View/Print Label

1. **Ensure there are no other shipping or tracking labels attached to your package.** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.

2. **Fold the printed sheet containing the label at the line so that the entire shipping label is visible.** Place the label on a single side of the package and cover it completely with clear plastic shipping tape. Do not cover any seams or closures on the package with the label. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

3. **GETTING YOUR SHIPMENT TO UPS**

UPS locations include the UPS Store<sup>®</sup>, UPS drop boxes, UPS customer centers, authorized retail outlets and UPS drivers.

Schedule a same day or future day Pickup to have a UPS driver pickup all your CampussShip packages.

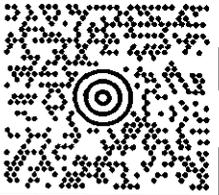
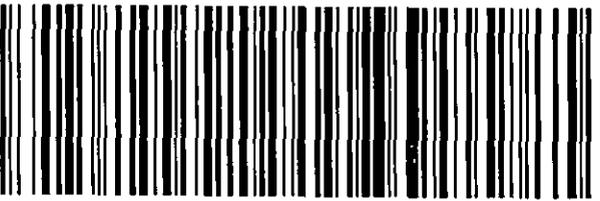
Hand the package to any UPS driver in your area.

Take your package to any location of The UPS Store<sup>®</sup>, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot<sup>®</sup> or Staples<sup>®</sup>) or Authorized Shipping Outlet near you. Items sent via UPS Return Services(SM) (including via Ground) are also accepted at Drop Boxes. To find the location nearest you, please visit the Resources area of CampussShip and select UPS Locations.

**Customers with a Daily Pickup**

Your driver will pickup your shipment(s) as usual.

FOLD HERE

RIBEKA GARRITY DUQUESNE LIGHT 411 SEVENTH AVE PITTSBURGH PA 15219		0.0 LBS LTR	1 OF 1
SHIP TO: ROSEMARY CHIAVETTA, SECRETARY 717-772-7777 PA PUBLIC UTILITY COMMISSION 2ND FLOOR - ROOM 202 400 NORTH STREET HARRISBURG PA 17120-0200		<b>RECEIVED</b>	
		JUL 31 2014	
	<b>PA 171 9-20</b>		
			
<b>UPS NEXT DAY AIR SAVER</b>		<b>1P</b>	
TRACKING #: 1Z ASV 025 NW 9319 3727			
			
BILLING: P/P ATTENTION UPS DRIVER: SHIPPER RELEASE			
Cost Center: 492 Reference # 2: 2Q 2014 Reliability Report			

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
JUL 31 2014

**RECEIVED**