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WA-18

**KPUD Charts Electric Outage History for 2012**

The storm in January 2012 was one of the largest-scale storms Klickitat PUD has ever experienced. There are roughly 12,000 customers in Klickitat County, and nearly every one of them experienced a power loss at one time from January 18-28. There were more than 300,000 outage hours—an average of approximately 25 hours per customer.

After this devastating storm that kicked off 2012, outages were extremely mild, by comparison.

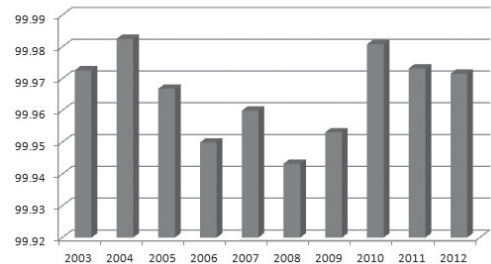
KPUD’s goal is to provide safe, reliable electric service. With 24 substations, 203 miles of transmission line and 1,667 miles of distribution line, this can be a daunting task.

The Average System Availability Index is used as a standard to show the percentage of time power is available to a customer. The ASAI goal in 2012 was 99.9715 percent. Our goal was for every customer to be out of power for no more than 3.3 hours.

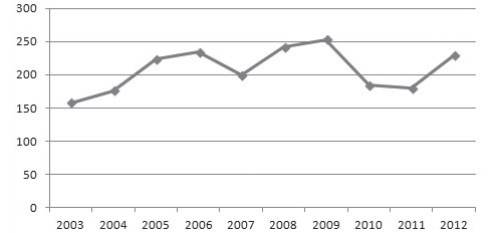
Excluding the major storm, we reached this goal in 2012, with an ASAI of 99.987 percent. This means we kept the lights on 99.98 percent of the time last year. There were 230 outages, not including planned or power supply outages caused by Bonneville Power Administration or PP&L. The main cause was trees, compounded with ice, snow and wind. A total of 14,025 customer-outage hours were recorded in 2012—an average of 1.17 outage hours per customer.

We track outage statistics month to month and year to year, not only to see our reliability to the consumer, but to help us identify problem areas with multiple outages. Whether it is the substation,

**Service Reliability 2003-2012**



**Number of Outages per Year 2003-2012**



feeder, or a specific piece of underground or overhead line, this information becomes crucial when making maintenance and new construction plans.

Planned power outages are important safety measures that protect our crews. We have two areas on the list for planned outage repairs: the first week of June for the Roosevelt area, and this summer for Bingen and White Salmon.

At a recent customer meeting in Dallesport, a customer asked about prior reliability statistics. Upon researching this question, it was concluded that on average throughout the 1980s, every customer was out of power for approximately 6.9 hours.

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

**Ron Ihrig, Chief Operating Officer**