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PUBLIC UTILITY COMMISSION  
AUSTIN, TEXAS



February 27, 2003

Mr. Mel Eckhoff, Engineering Specialist  
Electric Division, Commission Staff  
Public Utility Commission of Texas  
1701 N. Congress  
Austin, TX 78711

Dear Mr. Eckhoff,

Attached please find the Reliability and Continuity of Service Report for the reporting year 2002 for AEP Texas Central Company (formerly Central Power and Light Company). This report is filed in accordance with Substantive Rule Section 25.81, Project 27270.

As anticipated in Substantive Rule Section 25.52(f)(1), AEP Texas Central Company would like to again inform you of the changes in outage reporting which were implemented beginning in November 1999. These changes were implemented to benefit both AEP Texas Central Company and the customer by providing more accurate information on each outage, allowing for better prediction of the location of outages and the number of customers affected, and helping to shorten the duration of outages. AEP Texas Central Company will also have better information to supporting planning, design, construction, and maintenance of the distribution facilities. More accurate information will be used in targeting maintenance programs based on the key interruption types by geographic area. AEP Texas Central Company is continuing to achieve the benefits of the outage reporting changes.

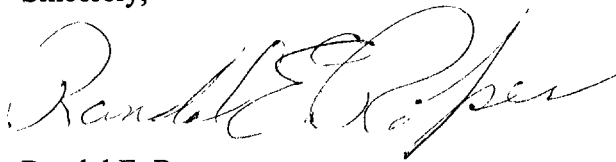
With the improved accuracy of outages, the number of outages being reported has continued to show increases from last year's report. System SAIFI increased from 1.186 in 2001 to 1.205 in 2002, while the system SAIDI increased from 91.13 in 2001 to 98.8 in 2002. The explanation for the increase is that more outages are being reported along feeders where the duration in restoring service is longer than those occurring in the substation. To fully determine the impact of the outage reporting process improvements, AEP Texas Central Company will continue to evaluate the new automation changes versus weather influences over the next few years to determine if any change in indices are a result of the "process change" or weather patterns. Currently AEP Texas Central Company is continuing to accumulate historical benchmark data on the new automation system to provide definitive answers in the future. AEP Texas Central Company is fairly

confident that the primary impact to the reliability indices provided in this report is due to the significant changes that continue to be made to its outage reporting process, and not a real degradation in service.

AEP, along with its merged partner Central and South West (CSW) have been implementing outage reporting process improvements in stages over the last seven years. A report titled "Outage Reporting Process Improvements" has been provided before and is being provided again as Attachment A to describe the changes made and the benefits and impacts of these changes. Also, provided as Attachment B, is a brief description of a Distribution Geospatial Information System that is being implemented which will also improve the outage reporting process.

As AEP Texas Central Company establishes the 3-year standard for its SAIFI and SAIDI performance, it is important to take into account the impact from the outage reporting process improvements. Pursuant to Substantive Rule Section 25.52 (f)(1), AEP Texas Central Company would like to continue working with the Commission in establishing the system SAIFI and SAIDI standards for AEP Texas Central Company to account for the discussed impacts.

Sincerely,

A handwritten signature in black ink, appearing to read "Randal E. Roper". The signature is fluid and cursive, with the first name "Randal" and last name "Roper" clearly distinguishable.

Randal E. Roper  
Regulatory Case Manager, AEPSC

Attachments

## **Outage Reporting Process Improvements**

### **Introduction**

Within the United States, the demand for electricity continues to increase, along with the expectations of consumers for more reliable, cost-effective distribution of electricity. In large part, this increasing expectation is driven by the growing dependence on technology within all customer groups. Utilities have responded to this need by improving the reliability of their transmission and distribution systems through developing and implementing cost-effective asset management programs. Asset management programs, in large part, are dependent upon adequate information concerning the performance of installed equipment. This information is now more accessible with recent advances in technology that enable recording, managing, and reporting service interruptions.

American Electric Power (AEP) takes its obligation to serve seriously and continually strives to control the number and duration of service interruptions experienced by its customers. Over the last five years, AEP, and its merged partner Central and South West Corporation (CSW), have been implementing improved processes, new technology and new computer systems to electronically record, manage, and report service interruptions. More accurate outage information is essential in developing cost-effective asset management programs to improve reliability. Other benefits from more accurate outage information include improvements in outage analysis, outage duration and restoration, crew/resource management, and easier archiving and reporting.

In AEP's experience, the implementation of new processes and systems for outage reporting causes a significant increase in the number and accuracy of the outages reported, with a corresponding increase in reliability indices. In looking at other indicators such as customer satisfaction, AEP has determined that the increase in reliability indices does not imply degradation in service reliability.

This report discusses the industry trends in this area, AEP's change in outage reporting, and the associated impacts and benefits to AEP and its customers.

### **Industry Trends**

Improvement in outage data accuracy is increasingly important because of many utilities, such as AEP, continuing desire to optimize design, construction, and maintenance programs. Without outage data, decision-making associated with maintenance programs is dependent mainly upon the judgment of operations personnel. Historically, maintenance programs were focused upon a time or cycle based approach, which has provided a reasonable level of reliable service, but technological improvements in outage reporting allow utilities to improve upon that level of reliable service. With better outage data, the maintenance programs are shifting to an outage mitigation approach based upon outage causes and frequency, thus better targeted to

geographic areas. Design and construction programs utilize outage data to identify areas where standard construction techniques are not providing expected reliability.

As utilities continue their quest for more accurate outage information, newer technologies are being introduced to integrate with system monitoring devices to provide better information on equipment performance and failures. These systems allow for better recording, managing and reporting of outage information, and replace the traditional method of outage reporting that relied on field personnel to manually record outage data. Many utilities have been implementing these technologies over the last several years. AEP has researched some of the transition experiences of other companies through telephone surveys, discussion with Navigant Consulting, a firm having experience in outage mitigation strategies, and review of national surveys done by industry organizations. There is a wide range of reported movement in reliability index values from just a few percentage points to tripling or quadrupling of values. A broad survey of 13 large U.S. electric utilities by Hagler Bailly showed average increases in system SAIFI of 22%, SAIDI of 65%, and CAIDI of 42% attributed to these new computer tools. (*Hagler Bailly, Outage Management System Survey, July 1999*)

Many utilities have seen their outage indices appear to increase upon installation of the newer systems. It is difficult to predict how much these reliability indices will change in any given circumstance, or even to determine the actual impact once implemented. The migration to electronic reporting and the rate of deployment varies among utilities. Some utilities have moved from manual recording to full electronic reporting in one step, while others have moved toward electronic reporting in small, deliberate steps across their wide service territories, thus phasing in the transition over several years. Yet others have incorporated changes in tracking from the feeder or lateral level to tracking at the customer level in their new programs. In all of these scenarios, utilities have seen increased outage indices although there has been no perception of actual decreased reliability.

### **AEP's Outage Reporting Process – Before and After**

With electronic reporting, all restoration activities and dispatcher activities are captured in an Outage Management System (OMS). The OMS provides more accurate counting of affected customers beyond isolating devices and identification of outage times. In contrast, field reporting is dependent on manual data entry, and frequently, the field did not get the data captured due to time pressures, inadequate information, or stressful working conditions during outages.

As mentioned earlier, AEP has been replacing field reporting with electronic reporting. Field reporting relies on line personnel who work outages to record the outage information in an outage reporting system. This process begins when dispatch notifies field personnel about an outage, and provides the personnel with pertinent outage information such as the customers' time off and job location. The field personnel restore the customers' power, and upon completion, notify dispatch that the power is restored. In some areas, the field personnel enter the outage specifics into an outage reporting system

at the end of the day. In cases where the crews worked overtime or around the clock, this information was often not recorded in full. In other areas, crews carried paper outage reporting forms. These forms outlined outage details such as date, start time, end time, number of affected customers, station, circuit, affected equipment, and cause. The forms were completed upon outage restoration and returned to data entry personnel for input into the outage recording system. Various outage reporting programs were then used to develop reliability statistics for different geographical and organizational levels.

Electronic reporting relies on the distribution dispatch center to record all outage and restoration information; thus, it eliminates the need for field reporting of outages. This process begins when customers notify the call center of a service interruption. The customer trouble calls are automatically routed to the OMS at the Distribution dispatch center. The trouble calls are evaluated by the OMS's outage engine to predict the location of the outage on the system. The dispatchers work with field personnel to restore service and capture outage restoration activities in the OMS. This outage information is pulled automatically into the Outage Reporting System (ORS), and is then used to report outage information and statistics. Data is also downloaded to perform analysis and provide information to the planning and maintenance groups.

AEP began implementing electronic outage reporting in its first area in 1996, and completed its last area in January 2001.

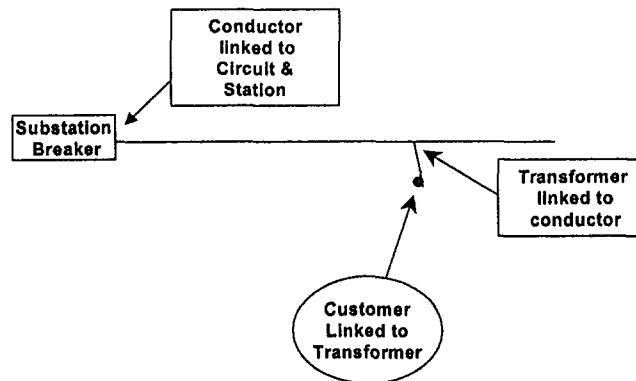
### **AEP's Impacts of Improved Outage Reporting**

AEP has experienced increases in its reliability statistics, like most other utilities converting to newer systems.. AEP-PSO experienced increases in both outage duration and frequency indices shortly after converting to the new systems. AEP-SWEPCO changed to electronic reporting during 1996 and by 1998, the total number of reported annual outages increased by 300%. AEP-CPL moved to an automated system in late 1999. In analyzing the change in outages reported by device type, AEP-CPL concludes that the new tools allow for better reporting of outages that occur outside the substation along the feeders. AEP-WTU implemented the system beginning mid-2000, and early predictions are up to a 30% increase in outage frequency, although it is difficult to judge over such a limited time frame. AEP's regions in Ohio and West Virginia developed automated ties between their outage management and outage recording systems in 2000. Very preliminary data indicates they are experiencing increases in their reliability indices as well.

As stated earlier, the increased number of outages reported does not imply degradation of service. AEP accomplished the majority of changes to the new process and technology in 1999 and 2000. Customer satisfaction survey results in 1999, 2000, and again in 2001 show that customers' perceptions of AEP's reliability, outage response, and power quality have remained steady. Information supporting this was provided last year in this same filing for years 1999 and 2000 and is provided in the 2001 Quality of Service filing made in Docket No. 25157, this year.

## PROCESS REQUIRED FOR CUSTOMER IDENTIFICATION TO DISTRIBUTION CIRCUITS IN TEXAS

As part of the management of AEP's Distribution Wires Assets, AEP is implementing a DGIS (Distribution Geospatial Information System) using the GE Smallworld platform that provides, on a landbase background, an electrically connected model of distribution wires assets needed to deliver energy from the substation breaker to each energy delivery point (customer service address) off the distribution system.



The diagram above provides a simple visual picture of the data that has to be linked together in order to identify an individual customer to a particular circuit. Where key linkage information is not readily available, an expensive field inventory has to be made to collect the necessary data to provide the customer connectivity links.

This model, when interfaced with AEP's Outage Management System, will provide significant **future** benefit through the availability of more accurate Reliability Statistics due to the automation of collection of outage data. Unfortunately, at the end of 2001 only about 37% of AEP's Texas customers could be identified with a specific circuit: 10% for AEP Texas North Company; (51%) for AEP Texas Central Company; and (37%) for Southwest Electric Power Company – Texas (SWEPCO-TX).

During 2001, AEP signed map and data conversion contracts with vendors, that, when completed, will dramatically raise the percentages of customer connectivity as well as significantly increase the accuracy of outage data. It is hopeful that by July 1, 2002, approximately 57% of AEP Texas North Company customer delivery points (cities of Abilene and San Angelo) will be associated with circuits. It is also hopeful that by April 1, 2003 approximately 95+% of AEP Texas Central Company customer delivery points and 95+% of SWEPCO-TX customer delivery points will be associated to circuits. However, as stated above an extensive field inventory will be required and the timing can be considerably affected by the actual effort required to meet these targets. This data would then have to be mapped such that you could link the feeder circuit to a physical address and the physical address to in the case of the Texas companies an ESI ID.

**§25.52. -- Reliability and Continuity of Service.**

<http://www.puc.state.tx.us/rules/subrules/electric/25.52/25.52.doc>

**Application.** This section applies to all electric utilities as defined by the Public Utility Regulatory Act (PURA) §31.002(6) and all transmission and distribution utilities as defined by PURA §31.002(19). The term "utility" as used in this section shall mean an electric utility and a transmission and distribution utility.

**Public Utility Regulatory Act §31.002**

<http://www.puc.state.tx.us/rules/statutes/index.cfm>

**DEFINITIONS.**

The term "Electric utility" does not include a municipally owned utility or an electric cooperative.

Information typed in highlighted cells will appear on following sheets.

Utility: Type Name of Utility in the Cell Below  
**AEP Texas Central Company**

Feeders: Type Total Number of Distribution Feeders in the Cell Below  
**675**

Due: **February 14, 2003**

File: **Five Printed Copies and  
One Electronic Copy of This Excel File**

Project: **27270**

Address: **Attn: Filing Clerk  
Public Utility Commission of Texas  
P.O. Box 13326  
Austin, Texas 78711-3326**

If you have any questions, please contact:

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Electric Division  
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**Service Quality Report**  
**To The**  
**Public Utility Commission of Texas**  
**In Accordance With**  
**Substantive Rule §25.81**  
**2002 Reporting Year**

**AEP Texas Central Company**

**Project 27270**

Service Quality Report to the Public Utility Commission of Texas

**AEP Texas Central Company**

<b>System SAIFI</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
Forced	0.071	0.066	0.082	0.093	0.174	0.095	0.107	0.121	0.106	0.120	0.078	0.091	1.205
Outside	0.026	0.003	0.019	0.016	0.063	0.016	0.013	0.011	0.004	0.022	0.009	0.029	0.233
Scheduled	0.002	-	0.001	0.002	-	0.001	0.001	-	0.002	0.001	-	-	0.011
Major Events	-	-	-	-	-	-	-	-	0.019	0.090	-	-	0.109
With Storms													1.558
Without Storms													1.449

Service Quality Report to the Public Utility Commission of Texas

**AEP Texas Central Company**

<b>System SAIDI</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
Forced	5.4	4.6	6.0	6.7	18.5	7.1	8.2	8.1	9.8	11.1	6.6	6.5	98.8
Outside	1.1	0.2	1.0	0.6	2.4	0.6	0.6	0.5	0.4	1.4	0.5	2.0	11.3
Scheduled	-	-	-	0.1	-	-	0.1	-	-	0.1	-	-	0.4
Major Events	-	-	-	-	-	-	-	-	3.2	22.6	-	-	25.8
With Storms													136.3
Without Storms													110.5

# Service Quality Report to the Public Utility Commission of Texas

Distribution Feeder Indices for Forced Interruptions

List all Distribution Feeders on Texas System

Total Number of Feeders

With More Than 10 Customers

**675**

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
1	86	PORT ISABEL S.S.	3820	442	8.04
2	95	MATTHEWS	1740	39	7.44
3	394	LIVE OAK	1080	111	6.77
4	550	RIO BRAVO	300	865	6.51
5	24	GOVERNMENT WELLS	7240	248	6.48
6	222	SOUTH PADRE ISLAND	5850	1,257	6.35
7	96	HIDALGO	3680	894	6.17
8	103	PORTLAND	9270	1,753	5.94
9	30	SANTA ROSA	420	1,462	5.58
10	380	GRETA	7890	304	5.54
11	425	CASA BLANCA	1300	590	5.49
12	59	FALFURRIAS	5210	962	5.39
13	201	TAFT	1260	110	5.36
14	98	HARLINGEN	380	1,222	5.33
15	80	HALL ACRES ROAD	5465	2,582	5.31
16	522	DILLEY	6400	973	5.19
17	51	ALAZAN	620	222	4.87
18	19	DEVINE	8100	917	4.78
19	57	SANTA ROSA	3270	1,051	4.75
20	178	NORTH EDINBURG	560	416	4.68
21	32	ROBSTOWN	1650	58	4.59
22	390	BERCLAIR	990CN	243	4.55
23	167	EDROY	6990	230	4.28
24	67	RANGERVILLE	3420	628	4.26
25	193	DILLEY	510	442	4.18
26	542	COFFEE PORT	1090	1,508	4.18
27	82	MARKHAM	5550	85	4.18
28	64	SAN BENITO	4135	1,009	4.15
29	531	THREE RIVERS	5190	691	4.12
30	389	BAY CITY	6450	1,071	4.10
31	10	BRUNI	5440	44	4.08
32	101	NORTH EDINBURG	4240	603	4.00
33	159	SUNCHASE	510	712	3.95
34	100	RANGERVILLE	4060	448	3.85
35	182	ALICE	1770	1,179	3.82
36	346	NORTH ALAMO	3580	299	3.76
37	496	HARLINGEN	660	1,519	3.76
38	139	MOORE FIELD	3120	394	3.70
39	116	RIO RICO	8330	1,265	3.69
40	382	MATHIS	1410	152	3.68
41	314	INGLESIDE CITY	8050	1,350	3.62
42	590	SOUTH EAST EDINBURG	5045	429	3.62
43	395	ALICE	2530	899	3.57

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
44	165	RAYMONDVILLE #2	3170	546	3.57
45	528	BAY CITY	2700	1,374	3.54
46	125	SOUTH PADRE ISLAND	6440	3,271	3.52
47	478	EAST HARRISON	3190	1,121	3.50
48	61	GREGORY	5900	136	3.46
49	26	CASA BLANCA	55	357	3.44
50	170	MOORE FIELD	3110	896	3.42
51	503	DEVINE	7100	618	3.40
52	132	WESLACO UNIT	9805	1,746	3.39
53	404	FULTON	9050	979	3.36
54	230	NORTH MCALLEN	2980	1,752	3.36
55	79	WESLACO UNIT	5970	2,096	3.34
56	603	GREGORY	420	15	3.33
57	154	LA PRYOR	570	90	3.24
58	251	JOURDANTON	5695	1,033	3.23
59	189	PLACEDO	7970	322	3.23
60	571	DEVINE	7090	654	3.22
61	465	PLEASANTON	9505	1,254	3.22
62	235	CARRIZO SPRINGS	370	279	3.21
63	523	EL CAMPO	7260	584	3.21
64	37	GOVERNMENT WELLS	6800	229	3.20
65	339	MUSTANG ISLAND	8510CS	47	3.17
66	214	LIVE OAK	1090CS	111	3.16
67	348	MUSTANG ISLAND	9470	652	3.13
68	519	WEST HARLINGEN	3800	2,260	3.13
69	431	HEARN ROAD	8990	811	3.13
70	521	WEAVER ROAD	1900	105	3.13
71	204	SOUTH PADRE ISLAND	4695	980	3.11
72	7	GREENLAKE	2760	674	3.11
73	25	CAVAZOS	3550	2,024	3.11
74	294	KENEDY S.S.	6750	500	3.10
75	447	POINT COMFORT	6060	407	3.10
76	291	EAST HARRISON	3950	303	3.09
77	534	PALACIOS	6830	902	3.09
78	102	HARLINGEN S.S.	320	522	3.08
79	261	HIGHWAY 9	7200	956	3.08
80	556	WASHINGTON STREET	6525	2,007	3.08
81	430	ARANSAS PASS	660	350	3.08
82	44	RANDADO	8360	75	3.07
83	47	BROWNSVILLE	4290	725	3.02
84	659	HAINE DRIVE	9240	1,297	2.99
85	408	MATHIS	340CS	1,505	2.93
86	354	PRAIRIE PUMP	1940	38	2.92
87	186	FALFURRIAS	1080	420	2.91
88	New	RODD FIELD	225	1,450	2.88
89	428	NORTH PADRE ISLAND	7900	1,884	2.84
90	199	UVALDE	550	371	2.83
91	166	MAVERICK	9680	582	2.80

## Service Quality Report to the Public Utility Commission of Texas

### AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
92	90	LOYOLA	120	697	2.80
93	110	ZAPATA	2710	41	2.79
94	99	GREGORY	8560	318	2.79
95	597	ROCKSPRINGS	2600	350	2.78
96	453	PORT ARANSAS	990CS	565	2.77
97	40	PORT ISABEL S.S.	3760	804	2.77
98	490	LIVE OAK	1070	1,691	2.74
99	437	LOS FRESNOS	3280	1,581	2.73
100	473	SOUTHSIDE	7925	1,194	2.72
101	444	ODEM	375	734	2.67
102	443	MOORE FIELD	3960	1,284	2.67
103	72	KARON HUMBLE PUMP	9895	40	2.63
104	381	RIO GRANDE CITY	3220	1,687	2.62
105	284	HAINE DRIVE	9690	1,028	2.60
106	50	WEIL TRACT (138/12KV)	2520	294	2.59
107	327	GANADO	5815	550	2.57
108	248	SAN DIEGO	2930	600	2.55
109	118	NORTH MCALLEN	2750	1,413	2.54
110	524	INGLESIDE CITY	8060	1,079	2.54
111	386	FALFURRIAS	2830	1,349	2.50
112	502	DEL RIO CITY	420	1,910	2.48
113	191	CONTINENTAL	4080	117	2.48
114	42	RAYMONDVILLE #2	3250	40	2.46
115	3	CAUSEWAY	4765	1,106	2.46
116	195	SKIDMORE	600	352	2.45
117	62	RACHAL	6595	697	2.44
118	470	ALICE	1790	440	2.41
119	124	CHARLOTTE	2780	512	2.40
120	17	WESLACO UNIT	8610	2,229	2.39
121	460	SOUTHSIDE	7955	978	2.39
122	396	SANTO NINO	70	1,505	2.37
123	300	BANQUETTE	9000	130	2.36
124	442	LOYOLA	195	661	2.36
125	513	KINGSVILLE	1130	1,683	2.34
126	241	SKIDMORE	380	256	2.32
127	415	HEARN ROAD	870	981	2.32
128	269	EL CAMPO	7710	1,131	2.31
129	203	FREER	1500	202	2.31
130	92	WEST OSO	9085	312	2.31
131	119	LOS FRESNOS	3290	1,027	2.30
132	356	MINES ROAD	3680	702	2.30
133	236	WEAVER ROAD	1910	264	2.29
134	272	MATHIS	2870	999	2.29
135	337	COFFEE PORT	1095	1,106	2.26
136	4	CAUSEWAY	4795	1,504	2.26
137	618	ASPHALT MINES	500	23	2.25
138	664	SANTA ROSA	3750	279	2.25
139	60	MCKENZIE ROAD	330	1,725	2.25

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
140	49	SAN YGNACIO	16060	43	2.25
141	221	HARLINGEN S.S.	4230	1,519	2.24
142	11	LOS FRESNOS	3200	1,380	2.24
143	472	CLARKWOOD	9570	1,186	2.23
144	243	EDNA	5765	1,099	2.22
145	353	PEARSALL	7050	1,339	2.22
146	106	TAFT	1180	1,165	2.22
147	592	EAGLE LAKE	320	691	2.21
148	140	BAY CITY	7480	2,002	2.21
149	343	ARMSTRONG	6050	48	2.21
150	491	SAN BENITO	3920	2,004	2.20
151	403	HEARN ROAD	8980	970	2.20
152	278	MATHIS	1420	811	2.20
153	315	PORTLAND	6505	1,765	2.20
154	376	REFUGIO	1040	566	2.19
155	233	GANADO	5795	688	2.18
156	317	WEST MCALLEN	4965	713	2.18
157	366	FULTON	440	1,580	2.17
158	538	EAGLE LAKE	9455	547	2.17
159	414	TATTON	8200	1,513	2.17
160	310	NAVAL BASE	8440	1,288	2.16
161	510	HIGHWAY 9	6780	880	2.16
162	484	CLARKWOOD	7610	226	2.15
163	325	NORTH VICTORIA	7770	998	2.14
164	464	FULTON	2020	1,529	2.14
165	567	CAVAZOS	3560	1,172	2.14
166	312	LEARY LANE	1540	1,106	2.12
167	579	REFUGIO	1170CN	1,142	2.12
168	215	SOUTH EAST EDINBURG	6580	1,816	2.11
169	440	BLESSING	8790	640	2.11
170	318	PHARAOH	1285	1,698	2.11
171	564	BEEVILLE	8510CN	978	2.10
172	302	JOURDANTON	5685	632	2.10
173	378	EAGLE PASS HYDRO	1340	181	2.09
174	298	CARRIZO SPRINGS	910	1,589	2.09
175	93	VICTORIA POWER PLANT	8170	739	2.08
176	341	BISHOP	7180	1,004	2.08
177	246	MAGRUDER	245	639	2.08
178	544	PARKER	9010	14	2.07
179	2	CONTINENTAL	4880	54	2.07
180	123	PORT ISABEL S.S.	4070	496	2.05
181	581	LAREDO HEIGHTS	6810	2,080	2.05
182	554	HIDALGO	3400	818	2.05
183	586	DEL RIO CITY	9850	770	2.04
184	36	NUECES BAY PLANT	7825	903	2.04
185	63	PREMONT	6570	1,402	2.03
186	367	CRESTONIO	270	601	2.02
187	213	KNIPPA	6365	275	2.02

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
188	87	PALMHURST	3890	847	2.01
189	158	WEST MCALLEN	6385	1,456	2.00
190	656	NUECES BAY PLANT	350CS	789	1.98
191	372	ROCKPORT	5940	113	1.98
192	357	HEARN ROAD	9665	1,021	1.97
193	383	WESLACO UNIT	7630	1,862	1.95
194	351	LAREDO HEIGHTS	9080	1,040	1.94
195	392	LAGUNA	9590	2,154	1.94
196	266	WESMER	6900	1,410	1.88
197	360	LULING - LCRA	10	167	1.84
198	265	LAGUNA	9065	1,696	1.78
199	600	SAN BENITO	3860	826	1.77
200	177	KENEDY	1970	140	1.75
201	546	COLUMBUS	6180	875	1.72
202	117	RAYMONDVILLE #2	3240	1,046	1.68
203	423	CAMPWOOD	2610	883	1.68
204	429	NORTH MERCEDES	3840	724	1.68
205	58	SAN DIEGO	2880	1,437	1.68
206	377	LYTLE	2850	632	1.67
207	76	CLARKWOOD	7230	135	1.67
208	162	BROWNSVILLE	3050	1,243	1.65
209	580	CHARLOTTE	2790	171	1.62
210	497	PARKER	9260	70	1.62
211	78	BRUNI	1120	86	1.61
212	557	HARLINGEN S.S.	4110	755	1.58
213	206	FOSTER FIELD	2550	118	1.58
214	218	FREER	6320	172	1.56
215	176	GEORGE WEST	730	720	1.53
216	84	ALAZAN	2740CS	40	1.53
217	516	EL CAMPO	6370	1,003	1.53
218	68	TATTON	8490	130	1.51
219	New	NORTH MCALLEN	5055	1,136	1.50
220	16	PALMVIEW	9680	730	1.50
221	207	PALACIOS	6840	1,386	1.49
222	258	WESMER	4050	1,565	1.47
223	244	ARANSAS PASS	1250	300	1.46
224	81	ENCINAL	2160	627	1.46
225	252	HAMILTON ROAD	9665	323	1.42
226	466	SOUTH EAST EDINBURG	4550	1,730	1.42
227	172	RANDADO	8350	89	1.41
228	439	WASHINGTON STREET	2350	1,505	1.41
229	576	RAYMONDVILLE #1	620	616	1.41
230	144	PLEASANTON	2080	1,309	1.40
231	27	PALMHURST	2820	1,990	1.39
232	169	GREENLAKE	2750	894	1.38
233	21	RIO BRAVO	5	1,003	1.37
234	254	STADIUM	7800	924	1.37
235	219	CLARKWOOD	5525	470	1.37



# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
236	555	SOUTHSIDE	8005	709	1.36
237	22	NORTH ALAMO	4370	1,871	1.36
238	562	NUECES BAY PLANT	345	53	1.36
239	285	EL CAMPO	2800	1,382	1.36
240	196	PORT LAVACA	2480CN	889	1.35
241	475	NORTH VICTORIA	7440	2,230	1.35
242	427	PORTLAND	9290	1,158	1.35
243	421	PHARR	1620	1,631	1.35
244	625	LAREDO HEIGHTS	2390	1,040	1.34
245	113	ARCADIA	1460	2,489	1.34
246	335	PLACEDO	7980	407	1.33
247	370	PHARR	1640	201	1.32
248	198	ODEM	385	262	1.31
249	434	FULTON	6070	1,919	1.31
250	237	SOUTH MCALLEN	3790	1,926	1.31
251	133	SOUTHSIDE	5335	947	1.31
252	229	BEEVILLE	8090	1,280	1.31
253	438	HIGHWAY 9	6760	824	1.31
254	56	WEIL TRACT (138/12KV)	5405	145	1.31
255	130	GOLIAD	8220	1,056	1.30
256	481	SOUTHSIDE	8055	1,065	1.30
257	38	BRUNI	1100	661	1.29
258	286	ELSA	700	1,056	1.29
259	209	SOUTHSIDE	8025	622	1.29
260	479	YORKTOWN	8420	916	1.29
261	192	HAINE DRIVE	270	875	1.29
262	264	STADIUM	7490	1,349	1.28
263	432	SABINAL	485	479	1.28
264	449	KNIPPA	6535	14	1.28
265	77	NORTH MCALLEN	9640	2,547	1.28
266	572	NORDHEIM	470	245	1.27
267	263	TAFT	5230	923	1.26
268	111	PEARSALL	9905	181	1.26
269	295	NAVAL BASE	1380CS	1,929	1.25
270	301	BEEVILLE	2200	801	1.25
271	202	PORT ARANSAS	1000	896	1.25
272	417	PORT ARANSAS	6940	899	1.24
273	109	BAY CITY	5960	1,915	1.24
274	511	CHARLOTTE	8120	146	1.24
275	548	COLUMBUS	930	944	1.23
276	239	LAREDO HEIGHTS	9400	1,040	1.23
277	518	MCCOLL ROAD	2810	1,455	1.22
278	212	PUEBLO	95	1,293	1.22
279	184	BLESSING	1030	146	1.21
280	260	KINGSVILLE	1670	402	1.21
281	540	CRESTONIO	260	1,454	1.21
282	247	ARCADIA	1440	1,734	1.21
283	69	BISHOP	2690	778	1.20

## Service Quality Report to the Public Utility Commission of Texas

### AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
284	13	NIXON	5990	524	1.20
285	54	RAYMONDVILLE #1	630	765	1.20
286	293	NORTH PADRE ISLAND	5170	2,814	1.19
287	234	SOUTH MISSION	3620	3,318	1.19
288	104	RODD FIELD	2190	2,618	1.19
289	5	UVALDE	480	1,615	1.19
290	613	ARANSAS PASS	8280	350	1.18
291	485	NAVAL BASE	6330CS	262	1.18
292	412	CABANISS	80	663	1.18
293	615	MINES ROAD	3745	3,512	1.18
294	255	HAINE DRIVE	8065	1,463	1.18
295	500	CARANCAHUA	5870CN	277	1.17
296	514	HOLLY	7740	2,810	1.17
297	146	NORTH MCALLEN	3830	1,488	1.17
298	171	LAREDO HEIGHTS	2450	2,080	1.17
299	630	ANNA STREET	850	1,405	1.17
300	275	PEARSALL	5580	1,912	1.17
301	480	SOUTHSIDE	8045	1,035	1.17
302	135	KINGSVILLE	1140	978	1.17
303	136	UVALDE	5060	1,605	1.17
304	610	HOLLY	1480	2,317	1.17
305	126	CARRIZO SPRINGS	860	1,377	1.16
306	297	DEL RIO CITY	430	2,252	1.16
307	276	MAGRUDER	7870	1,282	1.16
308	578	SOUTH MCALLEN	3935	1,102	1.16
309	313	WESLACO UNIT	8195	2,096	1.16
310	66	AMISTAD DAM	5450	925	1.16
311	483	SOUTH MISSION	5215	1,002	1.16
312	604	COLUMBUS	9060	547	1.15
313	217	WEST HARLINGEN	3700	1,274	1.15
314	328	BANQUETTE	740	175	1.14
315	134	MCCOLL ROAD	4400	797	1.14
316	385	ELSA	3500	1,072	1.13
317	122	HALL ACRES ROAD	3460	2,356	1.13
318	307	PHARAOH	5185	1,813	1.12
319	530	BAY CITY	1110CN	973	1.12
320	520	ROMA	3060	2,017	1.12
321	108	SAN DIEGO	1980	649	1.12
322	400	CAMPWOOD	3430	384	1.12
323	210	WEST HARLINGEN	3720	1,603	1.12
324	288	RIO GRANDE CITY	3740	2,813	1.12
325	1	CAUSEWAY	4775	972	1.12
326	223	LA PRYOR	2440	564	1.12
327	583	VICTORIA POWER PLANT	7600	222	1.11
328	358	LAREDO HEIGHTS	6820	1,040	1.11
329	142	LAREDO PLANT	8695	803	1.11
330	257	ARCADIA	5020	1,861	1.11
331	12	EAGLE LAKE	310	827	1.11

## Service Quality Report to the Public Utility Commission of Texas

### AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
332	627	AIRLINE	7280	632	1.10
333	647	EDNA	5775	869	1.10
334	598	HOLLY	7620	2,523	1.10
335	29	LA GRULLA	5110	1,398	1.10
336	539	AIRLINE	8260	1,038	1.09
337	575	PHARR	1645	716	1.09
338	185	GOLIAD	6540	885	1.09
339	646	ROBSTOWN	7120	120	1.08
340	268	KLEBERG	8140	172	1.08
341	334	DEL RIO CITY	440	1,626	1.08
342	407	PETTUS	8210	455	1.08
343	41	SAN BENITO	3910	1,984	1.08
344	517	WEST MCALLEN	4555	1,529	1.08
345	350	INGLESIDE CITY	7310	54	1.08
346	611	MAGRUDER	7690	906	1.07
347	405	BROOKHOLLOW	7580	651	1.07
348	636	HIGHWAY 9	7210	1,068	1.07
349	616	MAGRUDER	6700	1,904	1.07
350	283	NIXON	2620	590	1.07
351	250	AIRLINE	9390	1,053	1.06
352	533	ALICE	1780	1,059	1.06
353	253	CASA BLANCA	5115	1,166	1.06
354	8	MCKENZIE ROAD	140	116	1.06
355	274	NORTH MCALLEN	4995	1,456	1.06
356	498	HEARN ROAD	2220	1,603	1.06
357	595	SOUTHSIDE	5345	432	1.05
358	641	HOLLY	9675	3,355	1.05
359	145	EAGLE PASS CITY	2510	753	1.05
360	345	SOUTH MCALLEN	3850	970	1.05
361	591	INGLESIDE CITY	6040	1,079	1.04
362	651	ANNA STREET	5780	1,505	1.04
363	459	SOUTH EAST EDINBURG	4570	1,546	1.04
364	413	NIXON	810	543	1.04
365	New	DEL MAR	10	4,717	1.04
366	601	SOUTH MISSION	4650	1,627	1.04
367	347	HIGHWAY 9	9830	106	1.03
368	163	GOODWIN	4380	814	1.03
369	333	BROWNSVILLE	4280	1,051	1.02
370	640	HOLLY	1220	3,281	1.02
371	638	ROCKSPRINGS	8040	301	1.02
372	303	AIRLINE	8370	367	1.01
373	634	ARANSAS PASS	650	250	1.01
374	643	MCCOLL ROAD	4910	1,365	1.01
375	608	KENEDY S.S.	8320	871	1.00
376	20	NORTH EDINBURG	3810	225	0.97
377	173	SAN BENITO	4945	1,183	0.96
378	537	SHARYLAND	2020	1,877	0.96
379	200	ELSA	710	566	0.96

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
380	39	ALICE	2540	1,044	0.93
381	454	CONOCO-CHITTAM RANCH	8580	50	0.92
382	282	PORTLAND	9370	1,434	0.91
383	85	DARST	800	210	0.91
384	53	PALMVIEW	3930	631	0.91
385	89	NORTH EDINBURG	3570	439	0.89
386	168	SANTO NINO	80	502	0.88
387	331	STAFFORD HILL	1550	180	0.83
388	320	SHARYLAND	2150	1,137	0.82
389	393	LOS FRESNOS	930	840	0.81
390	70	NORTH ALAMO	3610	1,174	0.81
391	547	DEL RIO CITY	1930	1,129	0.79
392	9	BRUNI	5160	189	0.75
393	190	UVALDE	6620	1,505	0.73
394	107	BONNIEVIEW	8020	407	0.73
395	74	MALONE	7560	196	0.71
396	New	NORTH MCALLEN	5060	552	0.69
397	584	LEARY LANE	1430	1,183	0.68
398	188	HIGHWAY 9	6720	1,406	0.66
399	451	BEEVILLE	300	1,244	0.66
400	387	ANNA STREET	900	1,505	0.65
401	374	WASHINGTON STREET	7015	1,003	0.65
402	197	GATEWAY	380	502	0.63
403	New	LOLITA	6330CN	19	0.63
404	373	PETTUS	1020	336	0.63
405	495	WADSWORTH	8630	589	0.63
406	375	SAN DIEGO	2890	999	0.63
407	75	BEEVILLE	1760	873	0.62
408	179	PREMONT	2730	214	0.62
409	129	REFUGIO	5120	125	0.62
410	361	WEST MCALLEN	4515	657	0.61
411	402	FREER	2900	305	0.61
412	596	JOURDANTON	880	346	0.59
413	18	ARANSAS PASS	9130	300	0.59
414	259	SINTON	360	277	0.59
415	138	WESMER	9705	1,174	0.59
416	419	EDNA	5785	457	0.58
417	397	KLEBERG	1560	911	0.58
418	194	WEST OSO	9090	1,927	0.57
419	446	ROCKPORT	5950	434	0.57
420	205	UNIVERSITY	920	60	0.57
421	31	PORT LAVACA	8310	273	0.56
422	267	PORT ARANSAS	3030	600	0.56
423	398	PALACIOS	8550	43	0.56
424	462	ANNA STREET	2250	1,304	0.56
425	43	GOODWIN	4390	814	0.55
426	48	PALMHURST	1300	1,454	0.55
427	561	ARANSAS PASS	590	150	0.53

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
428	305	VICTORIA POWER PLANT	8070	444	0.53
429	273	CABANISS	75	979	0.53
430	225	GATEWAY	390	1,405	0.52
431	364	LA PRYOR	580	154	0.52
432	292	SANTO NINO	645	1,505	0.52
433	97	ARCADIA	6930	1,953	0.51
434	120	RAYMONDVILLE #2	1280	1,707	0.51
435	456	COTULLA	90	595	0.51
436	181	MALONE	7550	220	0.50
437	83	HALL ACRES ROAD	5585	1,200	0.50
438	406	SAN BENITO	4030	1,670	0.50
439	91	SEAWALL	9450	155	0.49
440	624	NORTH VICTORIA	6390	1,127	0.48
441	211	BUENA VISTA	9035	861	0.48
442	28	MORRIS STREET	8830	1,043	0.47
443	467	MORRIS STREET	8715	2,083	0.47
444	208	HARLINGEN S.S.	4090	1,018	0.47
445	469	MORRIS STREET	5655	1,105	0.47
446	127	UVALDE	540	803	0.46
447	501	BIG WELLS	2630	235	0.46
448	224	SINTON	6860	1,319	0.45
449	365	JOURDANTON	250	652	0.44
450	577	KINGSVILLE	1350	280	0.44
451	471	MCCOLL ROAD	4790	1,404	0.43
452	411	GEORGE WEST	1320	593	0.43
453	493	ARCADIA	5030	1,890	0.43
454	52	NORTH VICTORIA	7430	524	0.42
455	441	SOUTHSIDE	7995	1,482	0.42
456	494	WESLACO UNIT	7455	1,746	0.42
457	55	SEAWALL	9325	1,513	0.41
458	152	ARCADIA	1450	2,546	0.40
459	605	ASHERTON	2670	153	0.40
460	628	THOMASTON	9580	53	0.40
461	463	ARANSAS PASS	8270	450	0.40
462	436	HAMILTON ROAD	9645	305	0.39
463	593	BRACKETTVILLE	8460	1,147	0.39
464	180	POLK AVENUE	4900	1,472	0.39
465	623	AIRLINE	8890	411	0.39
466	371	MARKHAM	6440	460	0.39
467	452	ZAPATA	8290	2,021	0.38
468	474	HIGHWAY 9	6730	380	0.38
469	582	COTULLA	110	1,350	0.38
470	220	PUEBLO	130	1,054	0.38
471	384	LA GRULLA	5005	1,313	0.37
472	33	CRYSTAL CITY	190	988	0.37
473	115	PORT LAVACA	2490	800	0.36
474	164	RANGERVILLE	3410	716	0.36
475	499	LULING - LCRA	20	354	0.35

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
476	639	REFUGIO	1210	231	0.35
477	New	PALMHURST	2535	673	0.34
478	515	THREE RIVERS	2010	752	0.33
479	606	BLESSING	8780	76	0.33
480	355	CRYSTAL CITY	330	923	0.33
481	238	BAY CITY	6670	1,843	0.31
482	626	LAREDO PLANT	8505	1,003	0.31
483	560	EAST HARRISON	4310	982	0.31
484	271	ARCADIA	1360	1,976	0.31
485	245	ROCKPORT	5930	1,010	0.31
486	379	ARCADIA	8570	1,439	0.31
487	614	MORRIS STREET	7465	681	0.30
488	508	ZAPATA	7330	2,146	0.30
489	416	MORRIS STREET	8820	1,224	0.30
490	426	SOUTHSIDE	8035	1,146	0.29
491	566	KINGSVILLE	1660	1,458	0.29
492	231	BAY CITY	2050	682	0.29
493	35	LA GRULLA	4120	1,663	0.29
494	242	GOODWIN	4625	1,054	0.28
495	489	BUENA VISTA	9385	1,617	0.28
496	468	HAMILTON ROAD	9655	656	0.28
497	391	PUEBLO	275	1,104	0.28
498	270	EAST HARRISON	3030	980	0.28
499	319	RUNGE	7320	598	0.28
500	637	EL CAMPO	2860	399	0.28
501	455	KLEBERG	9395	1,106	0.28
502	569	LEARY LANE	7530	1,552	0.27
503	553	POLK AVENUE	4170	1,440	0.27
504	486	NORTH MERCEDES	4860	1,468	0.27
505	532	ASHERTON	2660	635	0.26
506	6	ELSA	690	1,712	0.26
507	504	PHARAOH	5175	1,057	0.26
508	304	GATEWAY	350	1,505	0.26
509	290	WEST MCALLEN	4535	1,820	0.26
510	401	STADIUM	8540	1,794	0.25
511	174	CHASE FIELD	460	12	0.25
512	34	GREENLAKE	2740CN	20	0.25
513	535	MILO	3065	351	0.25
514	281	SHARYLAND	2010	959	0.25
515	306	HOLLY	1370	2,275	0.24
516	249	HOLLY	1950	1,108	0.24
517	324	MAGRUDER	6690	544	0.23
518	277	MILO	3060	1,074	0.23
519	216	EAST HARRISON	4360	1,208	0.23
520	422	WOODSBORO	8330	1,094	0.23
521	558	CABANISS	240	1,155	0.23
522	418	BIG WELLS	1570	480	0.23
523	121	GOVERNMENT WELLS	7250	325	0.23

## Service Quality Report to the Public Utility Commission of Texas

### **AEP Texas Central Company**

<b>2002 SAIFI Ranking</b>	<b>2001 SAIFI Ranking</b>	<b>Substation Identification</b>	<b>Feeder ID</b>	<b>Number of Customers</b>	<b>2002 SAIFI</b>
524	15	O CONNER	390	120	0.23
525	363	THREE RIVERS	5100	40	0.23
526	156	SEAWALL	9420	1,010	0.22
527	226	THREE RIVERS	8430	141	0.22
528	232	LEARY LANE	1890	1,395	0.22
529	137	STADIUM	7810	1,309	0.22
530	488	POLK AVENUE	4740	1,289	0.21
531	559	LEARY LANE	6175	1,050	0.21
532	543	PLEASANTON	9475	1,656	0.21
533	332	VICTORIA POWER PLANT	1390	1,350	0.21
534	326	MAGRUDER	6680	645	0.21
535	308	SINTON	180	1,150	0.21
536	344	RIO RICO	8290	761	0.20
537	105	HARLINGEN	360	1,633	0.20
538	458	RIO GRANDE CITY	3210	1,211	0.19
539	141	WEST MCALLEN	4595	899	0.19
540	588	ARCADIA	1400	559	0.19
541	435	RODD FIELD	1730	1,561	0.19
542	461	AIRLINE	7390	1,407	0.19
543	420	NORTH VICTORIA	2240	813	0.19
544	175	STADIUM	6950	610	0.19
545	476	KLEBERG	6000	1,551	0.19
546	362	WADSWORTH	7660	1,118	0.19
547	23	EDROY	6980	354	0.19
548	487	POLK AVENUE	4190	1,911	0.19
549	602	LEARY LANE	6005	897	0.18
550	336	HALL ACRES ROAD	4895	1,552	0.18
551	573	PORT LAVACA	6850	805	0.18
552	114	SANTA ROSA	4040	834	0.18
553	128	UVALDE	9770	1,605	0.18
554	299	EAST HARRISON	3080	1,074	0.17
555	279	KENEDY S.S.	8340	701	0.17
556	477	BUENA VISTA	8965	885	0.17
557	94	MORRIS STREET	7625	579	0.17
558	316	SOUTH MISSION	3980	4,042	0.17
559	143	SOUTHSIDE	7905	2,089	0.17
560	14	EAGLE PASS CITY	2650	2,960	0.17
561	289	WOOLRIDGE	1120CS	1,306	0.17
562	46	MCKENZIE ROAD	150	12	0.17
563	240	SINTON	1750	373	0.17
564	388	AIRLINE	9605	562	0.17
565	648	NORTH VICTORIA	1470	743	0.17
566	256	YORKTOWN	8380	830	0.17
567	448	CRESTONIO	6660	941	0.16
568	552	WEST OSO	9095	2,575	0.16
569	368	WOOLRIDGE	1170CS	532	0.16
570	227	GREGORY	5920	520	0.15
571	45	AIRLINE	2210	285	0.14

## Service Quality Report to the Public Utility Commission of Texas

### **AEP Texas Central Company**

<b>2002 SAIFI Ranking</b>	<b>2001 SAIFI Ranking</b>	<b>Substation Identification</b>	<b>Feeder ID</b>	<b>Number of Customers</b>	<b>2002 SAIFI</b>
572	296	DEL RIO CITY	9790	2,871	0.14
573	633	BEEVILLE	490	1,019	0.14
574	645	WASHINGTON STREET	2360	702	0.14
575	147	WEST MCALLEN	4505	1,896	0.14
576	482	CRYSTAL CITY	140	1,636	0.13
577	505	NORTH VICTORIA	1580	1,076	0.13
578	644	COMSTOCK	290	192	0.13
579	161	WESMER	4480	2,327	0.13
580	311	PLEASANTON	120	1,179	0.13
581	565	SANTO NINO	75	1,806	0.13
582	65	POLK AVENUE	4600	2,020	0.13
583	342	NORTH WESLACO	4810	1,746	0.12
584	512	RODD FIELD	3010	955	0.12
585	507	NORTH MERCEDES	3770	1,467	0.12
586	433	PHARAOH	1185	1,365	0.12
587	112	HALL ACRES ROAD	3670	986	0.12
588	157	MCCOLL ROAD	4780	1,706	0.12
589	549	AIRLINE	6970	1,065	0.11
590	551	HIGHWAY 9	6770	1,604	0.11
591	509	BROOKHOLLOW	8960	829	0.11
592	525	KLEBERG	280	1,397	0.11
593	506	NORTH VICTORIA	7860	1,386	0.11
594	338	SANTO NINO	515	1,505	0.11
595	329	EL CAMPO	5745	922	0.11
596	661	DEL MAR	220	29	0.10
597	568	HARLINGEN	370	1,793	0.10
598	322	RAYMONDVILLE #2	4160	778	0.10
599	187	KLEBERG	6410	370	0.10
600	New	RIO RICO	5050	1,671	0.10
601	587	POLK AVENUE	4180	2,758	0.10
602	399	DEL MAR	3440	2,508	0.10
603	340	GARWOOD CITY	2570	305	0.10
604	629	WEST MCALLEN	4815	794	0.09
605	619	EAST HARRISON	3000	1,181	0.09
606	155	SOUTH EAST EDINBURG	4015	1,309	0.09
607	71	WEIL TRACT (138/12KV)	1990	1,002	0.09
608	262	EAGLE PASS CITY	2770	1,480	0.09
609	527	FULTON	3070	1,799	0.09
610	622	POLK AVENUE	4610	2,040	0.09
611	153	WEST HARLINGEN	4870	1,959	0.09
612	409	AIRLINE	9030	328	0.09
613	352	FALFURRIAS	1070	884	0.09
614	450	SOUTH MISSION	3590	2,307	0.08
615	541	PHARR	1625	518	0.08
616	650	EAGLE PASS CITY	2745	2,157	0.08
617	151	BROOKHOLLOW	7190	593	0.08
618	642	SHARYLAND	2035	1,490	0.08
619	183	MORRIS STREET	2515	524	0.08



# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIFI Ranking	2001 SAIFI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIFI
620	492	SABINAL	200	401	0.08
621	574	KENEDY	6270	1,045	0.07
622	323	WOOLRIDGE	1110CS	1,202	0.07
623	655	DEL MAR	7930	2,508	0.07
624	150	CLARKWOOD	7220	706	0.07
625	131	RODD FIELD	205	1,182	0.07
626	599	FREER	5200	1,249	0.07
627	228	LAREDO HEIGHTS	2100	2,080	0.06
628	457	LAREDO PLANT	8565	482	0.06
629	631	THREE RIVERS	2580	110	0.06
630	88	GOODWIN	3530	1,303	0.06
631	410	MORRIS STREET	8840	663	0.06
632	526	EAGLE PASS CITY	7060	1,124	0.06
633	612	NORTH WESLACO	4830	1,250	0.06
634	148	HALL ACRES ROAD	9595	577	0.05
635	620	AIRLINE	5870CS	798	0.05
636	617	MORRIS STREET	8850	451	0.05
637	149	POLK AVENUE	4520	1,985	0.05
638	369	DEL MAR	490	1,505	0.05
639	321	GARWOOD CITY	2560	204	0.05
640	536	ROMA	3070	2,334	0.05
641	563	HOLLY	5820	1,134	0.05
642	529	BROOKHOLLOW	8950	770	0.05
643	349	EAGLE PASS CITY	450	1,630	0.05
644	73	BANQUETTE	130	540	0.04
645	652	PALMHURST	2525	2,226	0.04
646	545	ANNA STREET	780	1,003	0.04
647	658	BEEVILLE	2380	949	0.04
648	280	PREMONT	2720	931	0.03
649	309	DARST	790	104	0.03
650	609	LAREDO PLANT	9305	1,806	0.03
651	607	POINT COMFORT	2460	330	0.03
652	653	SOUTH MCALLEN	3640	1,106	0.03
653	160	RIO GRANDE CITY	3230	986	0.03
654	287	WASHINGTON STREET	6355	803	0.02
655	330	SOUTH MISSION	3940	2,199	0.02
656	424	EAST HARRISON	4620	1,292	0.02
657	585	HIDALGO	4845	440	0.02
658	649	WASHINGTON STREET	2470	602	0.02
659	594	LAREDO PLANT	8745	1,003	0.01
660	635	LAREDO PLANT	8705	1,003	0.01
661	657	KENEDY	1960	241	0.00
662	621	AIRLINE	7270	984	0.00
663	359	NORTH MCALLEN	9660	854	0.00
664	660	AIRLINE	2180	12	0.00
665	589	BANDERA ELECTRIC (LEAKEY)	L30	374	0.00
666	New	GARCENO	2130	1,326	0.00
667	New	GARCENO	2135	1,195	0.00

## Service Quality Report to the Public Utility Commission of Texas

### **AEP Texas Central Company**

<b>2002 SAIFI Ranking</b>	<b>2001 SAIFI Ranking</b>	<b>Substation Identification</b>	<b>Feeder ID</b>	<b>Number of Customers</b>	<b>2002 SAIFI</b>
668	663	MORRIS STREET	NET CC	430	0.00
669	New	PHARAOH	1365	475	0.00
670	665	SOUTHSIDE	7935	43	0.00
671	New	STEC (FANNIN)	9101	199	0.00
672	445	UNIVERSITY	930	100	0.00
673	666	VICTORIA POWER PLANT	NET VI	192	0.00
674	667	WASHINGTON STREET	NET LA	502	0.00
675	668	ZAPATA	8300	30	0.00

# Service Quality Report to the Public Utility Commission of Texas

## Distribution Feeder Indices for Forced Interruptions

List all Distribution Feeders on Texas System

Total Number of Feeders

With More Than 10 Customers

**675**

### AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
1	81	MATTHEWS	1740	39	1,523.3
2	2	BRUNI	5440	44	1,313.6
3	12	GOVERNMENT WELLS	7240	248	1,056.2
4	93	RIO RICO	8330	1,265	989.2
5	317	BERCLAIR	990CN	243	981.1
6	77	GOVERNMENT WELLS	6800	229	883.2
7	469	RIO BRAVO	300	865	813.9
8	62	EDROY	6990	230	813.7
9	135	TAFT	1260	110	756.9
10	338	LIVE OAK	1080	111	735.3
11	21	ALAZAN	620	222	729.9
12	140	FALFURRIAS	1080	420	728.4
13	107	HIDALGO	3680	894	698.8
14	129	EAST HARRISON	3950	303	677.7
15	112	NORTH EDINBURG	560	416	677.7
16	48	ZAPATA	2710	41	674.9
17	28	ROBSTOWN	1650	58	654.1
18	74	PORT ISABEL S.S.	3820	442	613.0
19	423	TATTON	8200	1,513	586.7
20	8	CASA BLANCA	55	357	579.8
21	84	RAYMONDVILLE #2	3170	546	578.3
22	131	CONTINENTAL	4080	117	548.2
23	632	ASPHALT MINES	500	23	533.9
24	534	WEAVER ROAD	1900	105	521.8
25	165	LA PRYOR	570	90	505.4
26	406	SABINAL	485	479	498.5
27	252	SUNCHASE	510	712	496.4
28	223	SOUTH PADRE ISLAND	5850	1,257	493.3
29	61	RANGERVILLE	3420	628	486.6
30	1	CONTINENTAL	4880	54	486.3
31	14	RANDADO	8360	75	480.6
32	281	NORTH MCALLEN	2980	1,752	464.9
33	430	FULTON	9050	979	456.7
34	145	MARKHAM	5550	85	451.4
35	70	GREGORY	5900	136	442.4
36	299	CASA BLANCA	1300	590	441.3
37	67	SANTA ROSA	3270	1,051	428.3
38	75	RAYMONDVILLE #2	3250	40	407.2
39	190	ARMSTRONG	6050	48	401.3
40	104	BANQUETTE	9000	130	400.9
41	206	MATHIS	1410	152	374.3
42	221	PRAIRIE PUMP	1940	38	366.3
43	23	WEST OSO	9085	312	366.0

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
44	518	COFFEE PORT	1090	1,508	364.6
45	626	GREGORY	420	15	355.4
46	251	NORTH ALAMO	3580	299	352.6
47	95	MOORE FIELD	3110	896	347.8
48	88	CARRIZO SPRINGS	370	279	345.2
49	66	RAYMONDVILLE #2	3240	1,046	339.9
50	271	BROWNSVILLE	4280	1,051	334.6
51	123	FALFURRIAS	5210	962	334.3
52	32	LOS FRESNOS	3290	1,027	330.0
53	387	INGLESIDE CITY	8050	1,350	329.8
54	30	PORT ISABEL S.S.	3760	804	327.5
55	146	WEAVER ROAD	1910	264	322.9
56	7	MOORE FIELD	3120	394	321.8
57	212	LULING - LCRA	10	167	319.1
58	157	LOYOLA	120	697	316.5
59	34	PALMHURST	2820	1,990	306.5
60	562	SOUTH EAST EDINBURG	5045	429	305.9
61	283	SOUTH EAST EDINBURG	6580	1,816	304.8
62	56	RANGERVILLE	4060	448	303.9
63	361	NORTH PADRE ISLAND	7900	1,884	303.1
64	19	ALAZAN	2740CS	40	300.7
65	101	FREER	1500	202	300.4
66	477	HARLINGEN	660	1,519	299.9
67	80	RANDADO	8350	89	296.4
68	377	GRETA	7890	304	295.5
69	63	ENCINAL	2160	627	294.6
70	293	ALICE	2530	899	292.1
71	336	MOORE FIELD	3960	1,284	291.5
72	275	ROCKPORT	5940	113	291.0
73	3	CAUSEWAY	4775	972	289.9
74	178	HALL ACRES ROAD	5465	2,582	288.6
75	153	HARLINGEN	380	1,222	288.3
76	168	FULTON	440	1,580	286.8
77	505	THREE RIVERS	5190	691	285.7
78	375	CONOCO-CHITTAM RANCH	8580	50	282.0
79	17	TATTON	8490	130	281.0
80	239	BISHOP	7180	1,004	280.1
81	204	MINES ROAD	3680	702	279.7
82	5	BRUNI	5160	189	277.9
83	141	DEVINE	8100	917	276.6
84	535	NUECES BAY PLANT	345	53	275.7
85	115	MUSTANG ISLAND	8510CS	47	274.5
86	443	MATHIS	340CS	1,505	272.5
87	260	PHARR	1640	201	272.3
88	456	PORT ARANSAS	990CS	565	272.0
89	175	SAN BENITO	4135	1,009	270.9
90	156	HARLINGEN S.S.	4230	1,519	270.4
91	499	CARANCAHUA	5870CN	277	269.8

## Service Quality Report to the Public Utility Commission of Texas

### **AEP Texas Central Company**

<b>2002 SAIDI Ranking</b>	<b>2001 SAIDI Ranking</b>	<b>Substation Identification</b>	<b>Feeder ID</b>	<b>Number of Customers</b>	<b>2002 SAIDI</b>
92	6	SAN YGNACIO	16060	43	268.1
93	113	SAN DIEGO	2930	600	267.7
94	68	CAVAZOS	3550	2,024	267.1
95	495	FULTON	2020	1,529	266.5
96	87	MAVERICK	9680	582	265.8
97	508	DEVINE	7100	618	264.9
98	18	KARON HUMBLE PUMP	9895	40	264.8
99	13	SANTA ROSA	420	1,462	263.9
100	59	RIO BRAVO	5	1,003	263.2
101	545	PLEASANTON	9505	1,254	256.1
102	33	CAUSEWAY	4765	1,106	254.6
103	50	PALMHURST	1300	1,454	252.4
104	189	ALICE	1770	1,179	251.7
105	346	WESLACO UNIT	9805	1,746	249.2
106	413	ROCKSPRINGS	2600	350	247.9
107	195	JOURDANTON	5695	1,033	243.3
108	100	CRESTONIO	270	601	242.7
109	4	GREENLAKE	2760	674	241.5
110	519	PALACIOS	6830	902	240.1
111	214	ELSA	3500	1,072	239.8
112	38	RACHAL	6595	697	239.5
113	72	PREMONT	6570	1,402	238.3
114	244	DILLEY	510	442	238.0
115	516	YORKTOWN	8420	916	236.3
116	174	CHARLOTTE	2780	512	234.3
117	573	BAY CITY	2700	1,374	230.4
118	158	NORTH EDINBURG	4240	603	223.0
119	398	SOUTHSIDE	7955	978	222.4
120	128	LAGUNA	9065	1,696	221.8
121	557	WASHINGTON STREET	6525	2,007	221.6
122	41	SKIDMORE	600	352	221.2
123	623	SOUTHSIDE	5345	432	219.8
124	448	LOYOLA	195	661	219.2
125	402	COFFEE PORT	1095	1,106	218.7
126	71	HARLINGEN S.S.	320	522	217.1
127	506	RAYMONDVILLE #1	620	616	213.1
128	546	DEL RIO CITY	420	1,910	212.5
129	494	DILLEY	6400	973	212.3
130	136	MUSTANG ISLAND	9470	652	210.1
131	257	SOUTH PADRE ISLAND	6440	3,271	208.6
132	491	POINT COMFORT	6060	407	206.3
133	237	WESMER	4050	1,565	206.3
134	106	SKIDMORE	380	256	205.6
135	163	BROWNSVILLE	3050	1,243	204.6
136	569	COLUMBUS	6180	875	204.2
137	389	BAY CITY	6450	1,071	202.4
138	306	CAMPWOOD	2610	883	202.4
139	320	PALACIOS	6840	1,386	201.5

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
140	89	WESLACO UNIT	5970	2,096	200.3
141	233	MATHIS	2870	999	198.3
142	10	BRUNI	1120	86	198.0
143	169	LIVE OAK	1090CS	111	195.4
144	664	SANTA ROSA	3750	279	195.0
145	362	BLESSING	8790	640	191.4
146	523	HIDALGO	3400	818	191.1
147	69	BROWNSVILLE	4290	725	190.6
148	119	FOSTER FIELD	2550	118	188.8
149	130	WESLACO UNIT	8610	2,229	188.6
150	287	EAST HARRISON	3190	1,121	188.0
151	213	PORTLAND	9270	1,753	187.5
152	42	CAUSEWAY	4795	1,504	186.4
153	411	ALICE	1790	440	186.3
154	151	ELSA	710	566	182.3
155	538	LIVE OAK	1070	1,691	181.5
156	578	DEVINE	7090	654	179.1
157	22	SAN DIEGO	1980	649	177.6
158	301	JOURDANTON	5685	632	175.1
159	298	LAGUNA	9590	2,154	174.6
160	170	SOUTH PADRE ISLAND	4695	980	173.7
161	351	FREER	2900	305	173.2
162	311	PORTLAND	6505	1,765	173.1
163	120	FREER	6320	172	172.9
164	352	LYTLE	2850	632	172.6
165	291	HAINE DRIVE	9690	1,028	171.7
166	321	NAVAL BASE	1380CS	1,929	170.3
167	187	PARKER	9260	70	170.1
168	323	CLARKWOOD	7610	226	166.5
169	234	TAFT	1180	1,165	164.4
170	116	LOS FRESNOS	3200	1,380	164.1
171	550	PARKER	9010	14	162.1
172	657	HAINE DRIVE	9240	1,297	159.4
173	94	SAN DIEGO	2880	1,437	158.7
174	127	WEST MCALLEN	4965	713	158.4
175	51	RAYMONDVILLE #1	630	765	157.9
176	155	WEIL TRACT (138/12KV)	2520	294	157.7
177	76	PALMHURST	3890	847	157.2
178	86	PLACEDO	7970	322	157.1
179	New	RODD FIELD	225	1,450	157.1
180	27	NORTH ALAMO	4370	1,871	154.2
181	60	DARST	800	210	153.2
182	324	RIO GRANDE CITY	3220	1,687	150.9
183	488	SOUTHSIDE	8005	709	150.6
184	65	PALMVIEW	3930	631	149.7
185	265	HEARN ROAD	9665	1,021	147.7
186	374	HIGHWAY 9	7200	956	147.0
187	47	CLARKWOOD	7230	135	146.9

## Service Quality Report to the Public Utility Commission of Texas

### AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
188	200	PUEBLO	95	1,293	146.6
189	347	WESLACO UNIT	7630	1,862	142.9
190	364	GANADO	5815	550	141.8
191	388	FULTON	6070	1,919	141.7
192	473	SOUTHSIDE	8055	1,065	141.7
193	226	WEST MCALLEN	6385	1,456	141.3
194	565	COLUMBUS	9060	547	140.6
195	383	SOUTHSIDE	7925	1,194	139.6
196	286	PEARSALL	7050	1,339	139.5
197	381	SHARYLAND	2150	1,137	139.4
198	589	EAGLE LAKE	320	691	138.9
199	442	LOS FRESNOS	3280	1,581	138.4
200	11	ALICE	2540	1,044	138.2
201	536	CAVAZOS	3560	1,172	133.6
202	43	NORTH EDINBURG	3810	225	133.6
203	9	MCKENZIE ROAD	140	116	133.2
204	126	PEARSALL	9905	181	132.2
205	493	HIGHWAY 9	6780	880	131.7
206	64	LA PRYOR	2440	564	131.5
207	326	SAN DIEGO	2890	999	131.1
208	300	CLARKWOOD	5525	470	130.2
209	422	NAVAL BASE	8440	1,288	129.7
210	279	CAMPWOOD	3430	384	129.0
211	358	SANTO NINO	70	1,505	128.3
212	520	SOUTHSIDE	8045	1,035	127.8
213	547	ZAPATA	7330	2,146	127.4
214	603	SAN BENITO	3860	826	127.2
215	344	FALFURRIAS	2830	1,349	127.0
216	149	GREGORY	8560	318	125.6
217	581	EL CAMPO	7260	584	125.3
218	426	ODEM	375	734	123.9
219	154	RAYMONDVILLE #2	1280	1,707	123.3
220	559	INGLESIDE CITY	8060	1,079	122.8
221	533	NORDHEIM	470	245	122.6
222	52	NORTH EDINBURG	3570	439	122.6
223	177	VICTORIA POWER PLANT	8170	739	122.4
224	198	NORTH MCALLEN	2750	1,413	121.9
225	256	MATHIS	1420	811	121.6
226	35	NIXON	5990	524	121.6
227	645	EDNA	5775	869	120.0
228	207	ELSA	700	1,056	119.7
229	97	SOUTHSIDE	5335	947	119.7
230	197	EAGLE PASS HYDRO	1340	181	119.2
231	509	HEARN ROAD	8990	811	117.9
232	450	WASHINGTON STREET	2350	1,505	116.7
233	15	BRUNI	1100	661	115.2
234	296	EDNA	5765	1,099	114.0
235	278	PLACEDO	7980	407	113.7

## Service Quality Report to the Public Utility Commission of Texas

### AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
236	587	WEST HARLINGEN	3800	2,260	113.7
237	353	KENEDY S.S.	6750	500	113.3
238	160	PREMONT	2730	214	113.2
239	152	KENEDY	1970	140	113.0
240	261	HALL ACRES ROAD	3460	2,356	112.7
241	544	EAGLE LAKE	9455	547	112.2
242	315	GOLIAD	6540	885	111.6
243	99	WEIL TRACT (138/12KV)	5405	145	110.8
244	563	CHARLOTTE	2790	171	110.6
245	616	ARANSAS PASS	8280	350	110.2
246	325	LOS FRESNOS	930	840	109.8
247	133	NORTH PADRE ISLAND	5170	2,814	109.7
248	205	GOLIAD	8220	1,056	109.4
249	219	KNIPPA	6365	275	109.2
250	92	NUECES BAY PLANT	7825	903	109.2
251	482	PHARAOH	1285	1,698	109.0
252	270	LEARY LANE	1540	1,106	108.7
253	368	NORTH MERCEDES	3840	724	108.3
254	328	SOUTH MCALLEN	3790	1,926	108.3
255	420	WESMER	6900	1,410	108.1
256	329	GANADO	5795	688	107.9
257	247	BLESSING	1030	146	107.2
258	258	PEARSALL	5580	1,912	104.9
259	640	ROBSTOWN	7120	120	104.6
260	182	EAGLE PASS CITY	2510	753	103.6
261	373	LAREDO HEIGHTS	9400	1,040	102.8
262	New	LOLITA	6330CN	19	102.6
263	367	HIGHWAY 9	6760	824	102.5
264	525	KINGSVILLE	1130	1,683	101.6
265	337	HARLINGEN S.S.	4110	755	100.5
266	429	DEL RIO CITY	430	2,252	100.1
267	191	NIXON	2620	590	99.5
268	37	AMISTAD DAM	5450	925	99.3
269	167	ARCADIA	6930	1,953	99.1
270	486	HEARN ROAD	870	981	98.5
271	78	BONNIEVIEW	8020	407	98.4
272	403	ARANSAS PASS	1250	300	97.7
273	319	ARCADIA	1440	1,734	97.6
274	137	UVALDE	5060	1,605	97.2
275	617	AIRLINE	7280	632	96.8
276	379	CASA BLANCA	5115	1,166	96.2
277	20	ARANSAS PASS	9130	300	95.3
278	453	NIXON	810	543	95.3
279	39	PALMVIEW	9680	730	94.6
280	579	EL CAMPO	6370	1,003	94.1
281	472	WEST MCALLEN	4555	1,529	93.5
282	314	LAREDO PLANT	8695	803	92.8
283	253	UVALDE	550	371	92.6



## Service Quality Report to the Public Utility Commission of Texas

### **AEP Texas Central Company**

<b>2002 SAIDI Ranking</b>	<b>2001 SAIDI Ranking</b>	<b>Substation Identification</b>	<b>Feeder ID</b>	<b>Number of Customers</b>	<b>2002 SAIDI</b>
284	560	BEEVILLE	8510CN	978	92.1
285	73	NORTH ALAMO	3610	1,174	92.1
286	229	MCCOLL ROAD	4400	797	91.6
287	144	GREENLAKE	2750	894	91.5
288	497	CLARKWOOD	9570	1,186	91.0
289	24	MALONE	7560	196	90.4
290	595	INGLESIDE CITY	6040	1,079	90.1
291	624	DEL RIO CITY	9850	770	89.2
292	330	PALACIOS	8550	43	88.8
293	114	GEORGE WEST	730	720	88.5
294	474	NAVAL BASE	6330CS	262	88.0
295	79	SAN BENITO	4945	1,183	88.0
296	382	NORTH VICTORIA	7770	998	87.5
297	342	PHARR	1620	1,631	87.3
298	481	LAREDO HEIGHTS	9080	1,040	86.8
299	259	TAFT	5230	923	85.6
300	242	ARCADIA	1460	2,489	85.1
301	395	WEST MCALLEN	4515	657	84.0
302	412	SOUTH EAST EDINBURG	4550	1,730	83.7
303	268	SANTO NINO	645	1,505	83.6
304	438	SAN BENITO	3920	2,004	83.4
305	185	BAY CITY	7480	2,002	83.0
306	108	GOODWIN	4380	814	82.9
307	316	NORTH MCALLEN	3830	1,488	82.2
308	500	PHARR	1645	716	82.0
309	350	AIRLINE	9390	1,053	81.5
310	619	THOMASTON	9580	53	81.4
311	277	WEST HARLINGEN	3700	1,274	79.7
312	45	LA GRULLA	5110	1,398	79.5
313	96	MORRIS STREET	8830	1,043	79.5
314	36	CARRIZO SPRINGS	910	1,589	79.1
315	399	CABANISS	80	663	78.7
316	148	ARCADIA	5020	1,861	78.5
317	139	INGLESIDE CITY	7310	54	78.3
318	609	MINES ROAD	3745	3,512	78.3
319	31	CARRIZO SPRINGS	860	1,377	78.0
320	376	ANNA STREET	900	1,505	77.9
321	202	ROCKPORT	5930	1,010	77.9
322	103	MCKENZIE ROAD	330	1,725	77.6
323	290	KINGSVILLE	1670	402	77.4
324	627	MAGRUDER	6700	1,904	77.2
325	400	SOUTH MCALLEN	3850	970	74.8
326	590	LAREDO HEIGHTS	6810	2,080	74.3
327	297	SOUTHSIDE	8025	622	74.3
328	305	PLEASANTON	2080	1,309	74.1
329	404	REFUGIO	1040	566	74.1
330	613	REFUGIO	1170CN	1,142	73.9
331	432	PORTLAND	9290	1,158	73.7

## Service Quality Report to the Public Utility Commission of Texas

### AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
332	322	MAGRUDER	245	639	73.5
333	343	BEEVILLE	8090	1,280	73.4
334	354	BEEVILLE	2200	801	72.9
335	384	SAN BENITO	4030	1,670	72.7
336	548	ROCKPORT	5950	434	72.6
337	620	SOUTH MCALLEN	3935	1,102	72.5
338	25	UVALDE	480	1,615	72.1
339	New	NORTH MCALLEN	5060	552	72.0
340	470	NORTH VICTORIA	7440	2,230	71.9
341	380	PORT ARANSAS	6940	899	70.8
342	340	STADIUM	7490	1,349	70.7
343	475	MCCOLL ROAD	2810	1,455	70.6
344	576	VICTORIA POWER PLANT	7600	222	69.8
345	118	ODEM	385	262	68.9
346	414	SOUTH EAST EDINBURG	4570	1,546	68.9
347	302	BUENA VISTA	9035	861	68.6
348	615	KENEDY S.S.	8320	871	68.4
349	385	LAREDO HEIGHTS	2450	2,080	67.9
350	166	SANTO NINO	80	502	67.9
351	415	PETTUS	8210	455	67.7
352	510	WADSWORTH	8630	589	67.7
353	238	WASHINGTON STREET	7015	1,003	67.5
354	143	WEST OSO	9090	1,927	67.0
355	222	KINGSVILLE	1140	978	66.8
356	649	ROCKSPRINGS	8040	301	66.8
357	575	BRACKETTVILLE	8460	1,147	66.2
358	171	GATEWAY	380	502	65.9
359	282	BAY CITY	5960	1,915	65.5
360	327	LA GRULLA	5005	1,313	65.5
361	440	ARANSAS PASS	660	350	65.2
362	29	CRYSTAL CITY	190	988	65.0
363	622	LAREDO HEIGHTS	2390	1,040	65.0
364	192	UVALDE	6620	1,505	64.7
365	532	DEL RIO CITY	440	1,626	64.4
366	164	SEAWALL	9325	1,513	63.6
367	288	EL CAMPO	7710	1,131	63.5
368	132	PORT ISABEL S.S.	4070	496	63.2
369	636	HOLLY	1220	3,281	63.1
370	New	NORTH MCALLEN	5055	1,136	61.7
371	269	GOODWIN	4625	1,054	61.3
372	254	WESMER	9705	1,174	60.9
373	217	HAINE DRIVE	8065	1,463	60.6
374	285	STAFFORD HILL	1550	180	60.6
375	504	SOUTH MISSION	5215	1,002	60.2
376	551	AIRLINE	8260	1,038	59.9
377	216	HIGHWAY 9	6720	1,406	59.9
378	459	SHARYLAND	2020	1,877	59.9
379	240	PETTUS	1020	336	59.5

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
380	90	STADIUM	7800	924	58.9
381	208	PORT ARANSAS	1000	896	57.5
382	272	HARLINGEN S.S.	4090	1,018	57.3
383	147	RODD FIELD	2190	2,618	57.2
384	310	WEST HARLINGEN	3720	1,603	57.0
385	476	HIGHWAY 9	6730	380	56.3
386	583	HOLLY	7620	2,523	55.6
387	447	CHARLOTTE	8120	146	55.4
388	188	GOODWIN	4390	814	55.3
389	370	HEARN ROAD	8980	970	53.8
390	580	ARANSAS PASS	590	150	53.5
391	246	LA PRYOR	580	154	53.1
392	194	UNIVERSITY	920	60	52.9
393	401	ARCADIA	8570	1,439	52.6
394	348	MCCOLL ROAD	4790	1,404	52.5
395	289	RIO RICO	8290	761	52.5
396	53	HALL ACRES ROAD	5585	1,200	52.4
397	142	SEAWALL	9450	155	52.4
398	134	BISHOP	2690	778	52.1
399	199	CABANISS	75	979	51.8
400	220	GATEWAY	390	1,405	51.8
401	121	BEEVILLE	1760	873	51.7
402	91	ARCADIA	1450	2,546	51.5
403	308	MAGRUDER	7870	1,282	51.5
404	418	COTULLA	90	595	51.4
405	274	VICTORIA POWER PLANT	8070	444	51.1
406	555	WESLACO UNIT	7455	1,746	51.0
407	594	COLUMBUS	930	944	50.5
408	610	HOLLY	1480	2,317	50.5
409	445	LULING - LCRA	20	354	50.4
410	452	ARANSAS PASS	8270	450	49.9
411	162	SANTA ROSA	4040	834	49.7
412	599	SOUTH MISSION	4650	1,627	49.6
413	424	EDNA	5785	457	49.0
414	588	KINGSVILLE	1350	280	48.8
415	276	KNIPPA	6535	14	48.7
416	526	ALICE	1780	1,059	48.4
417	New	DEL MAR	10	4,717	48.1
418	417	EL CAMPO	2800	1,382	48.0
419	655	NUECES BAY PLANT	350CS	789	48.0
420	345	AIRLINE	8370	367	47.8
421	514	MORRIS STREET	7465	681	47.8
422	409	MORRIS STREET	8715	2,083	47.8
423	280	RIO GRANDE CITY	3740	2,813	47.1
424	471	MORRIS STREET	5655	1,105	46.5
425	630	AIRLINE	8890	411	46.4
426	396	SINTON	360	277	46.3
427	586	EAST HARRISON	4310	982	46.2

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
428	436	ARCADIA	5030	1,890	46.1
429	49	LA GRULLA	4120	1,663	46.0
430	249	KLEBERG	8140	172	45.7
431	57	SAN BENITO	3910	1,984	45.4
432	629	ANNA STREET	850	1,405	45.2
433	479	BEEVILLE	300	1,244	45.2
434	173	PORT LAVACA	2480CN	889	45.2
435	303	SOUTH MISSION	3620	3,318	44.3
436	607	NORTH VICTORIA	6390	1,127	44.2
437	105	EAGLE LAKE	310	827	43.6
438	294	POLK AVENUE	4900	1,472	43.5
439	312	WESLACO UNIT	8195	2,096	43.1
440	571	BAY CITY	1110CN	973	42.8
441	454	GEORGE WEST	1320	593	42.8
442	517	KLEBERG	9395	1,106	42.3
443	372	SOUTHSIDE	8035	1,146	42.1
444	264	HAINE DRIVE	270	875	41.4
445	369	SINTON	6860	1,319	41.4
446	431	LAREDO HEIGHTS	6820	1,040	41.1
447	397	KLEBERG	1560	911	41.0
448	New	PALMHURST	2535	673	40.1
449	125	ELSA	690	1,712	40.0
450	614	ASHERTON	2670	153	39.6
451	502	CRESTONIO	260	1,454	39.4
452	455	HAMILTON ROAD	9665	323	39.4
453	408	HOLLY	7740	2,810	38.9
454	530	POLK AVENUE	4170	1,440	38.7
455	531	BUENA VISTA	9385	1,617	38.5
456	16	PORT LAVACA	8310	273	38.4
457	527	ROMA	3060	2,017	38.4
458	236	REFUGIO	5120	125	37.3
459	295	STADIUM	8540	1,794	37.3
460	161	MALONE	7550	220	36.5
461	44	GOVERNMENT WELLS	7250	325	36.4
462	331	MARKHAM	6440	460	36.4
463	186	AIRLINE	2210	285	36.3
464	577	DEL RIO CITY	1930	1,129	36.3
465	124	RANGERVILLE	3410	716	36.3
466	511	HAMILTON ROAD	9645	305	36.1
467	568	COTULLA	110	1,350	36.0
468	255	PORT ARANSAS	3030	600	35.3
469	263	SHARYLAND	2010	959	34.9
470	228	NORTH MCALLEN	4995	1,456	34.8
471	446	PHARAOH	5175	1,057	34.4
472	451	NORTH MERCEDES	4860	1,468	33.8
473	638	MCCOLL ROAD	4910	1,365	33.2
474	485	SOUTHSIDE	7995	1,482	32.5
475	284	JOURDANTON	250	652	32.1

## Service Quality Report to the Public Utility Commission of Texas

### AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
476	393	BAY CITY	6670	1,843	31.3
477	466	HEARN ROAD	2220	1,603	31.2
478	608	PLEASANTON	9475	1,656	31.2
479	304	BAY CITY	2050	682	31.0
480	618	JOURDANTON	880	346	31.0
481	593	LEARY LANE	7530	1,552	30.9
482	647	HOLLY	9675	3,355	30.6
483	179	PUEBLO	130	1,054	29.9
484	483	BIG WELLS	2630	235	29.8
485	641	EL CAMPO	2860	399	29.1
486	83	NORTH MCALLEN	9640	2,547	28.9
487	307	EAST HARRISON	4360	1,208	28.6
488	54	GREENLAKE	2740CN	20	28.6
489	262	BANQUETTE	740	175	27.8
490	601	KINGSVILLE	1660	1,458	27.8
491	592	LEARY LANE	1430	1,183	27.8
492	318	LEARY LANE	1890	1,395	27.8
493	46	POLK AVENUE	4600	2,020	27.8
494	394	PORTLAND	9370	1,434	27.8
495	332	WEST MCALLEN	4535	1,820	27.8
496	487	PHARAOH	5185	1,813	27.6
497	58	HOLLY	1950	1,108	27.4
498	98	UVALDE	540	803	27.3
499	646	REFUGIO	1210	231	27.1
500	184	WEST MCALLEN	4595	899	27.1
501	543	ASHERTON	2660	635	26.9
502	410	POLK AVENUE	4740	1,289	26.9
503	333	ARCADIA	1360	1,976	26.6
504	82	STADIUM	6950	610	26.6
505	651	ANNA STREET	5780	1,505	26.2
506	564	HAMILTON ROAD	9655	656	26.2
507	159	CRYSTAL CITY	330	923	25.9
508	365	EAST HARRISON	3030	980	25.8
509	117	NORTH VICTORIA	7430	524	25.4
510	193	HIGHWAY 9	9830	106	24.5
511	209	RUNGE	7320	598	24.3
512	462	AIRLINE	7390	1,407	24.2
513	335	SINTON	180	1,150	24.0
514	309	PUEBLO	275	1,104	23.6
515	392	WOOLRIDGE	1120CS	1,306	23.5
516	439	ANNA STREET	2250	1,304	23.3
517	498	SOUTH MISSION	3980	4,042	23.3
518	467	POLK AVENUE	4190	1,911	23.2
519	419	KLEBERG	6000	1,551	23.0
520	512	HOLLY	1370	2,275	22.7
521	360	MAGRUDER	6680	645	22.7
522	437	NORTH MERCEDES	3770	1,467	22.5
523	458	BIG WELLS	1570	480	22.4

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
524	457	WEST HARLINGEN	4870	1,959	22.4
525	235	WEST MCALLEN	4505	1,896	22.3
526	464	WOODSBORO	8330	1,094	21.7
527	210	STADIUM	7810	1,309	21.6
528	102	EAGLE PASS CITY	2650	2,960	21.3
529	643	COMSTOCK	290	192	21.2
530	540	KLEBERG	280	1,397	20.8
531	434	RODD FIELD	3010	955	20.7
532	267	GATEWAY	350	1,505	20.5
533	407	RIO GRANDE CITY	3210	1,211	20.5
534	465	WEST OSO	9095	2,575	20.4
535	40	O CONNER	390	120	20.1
536	109	THREE RIVERS	8430	141	20.1
537	245	HARLINGEN	360	1,633	20.0
538	605	BLESSING	8780	76	19.8
539	591	LAREDO PLANT	8505	1,003	19.8
540	196	MILO	3060	1,074	19.8
541	390	SEAWALL	9420	1,010	19.6
542	611	HIGHWAY 9	7210	1,068	19.5
543	313	AIRLINE	9605	562	19.0
544	468	PHARAOH	1185	1,365	19.0
545	484	HALL ACRES ROAD	4895	1,552	18.6
546	363	MAGRUDER	6690	544	18.5
547	150	MORRIS STREET	7625	579	18.4
548	513	PHARR	1625	518	18.1
549	248	HALL ACRES ROAD	3670	986	18.0
550	416	NORTH VICTORIA	2240	813	17.7
551	357	SINTON	1750	373	17.7
552	231	WOOLRIDGE	1170CS	532	17.6
553	552	ZAPATA	8290	2,021	17.6
554	541	DEL MAR	3440	2,508	17.5
555	584	MAGRUDER	7690	906	17.3
556	176	NORTH WESLACO	4810	1,746	17.1
557	New	RIO RICO	5050	1,671	17.1
558	427	SANTO NINO	515	1,505	16.7
559	26	EDROY	6980	354	16.6
560	625	ARANSAS PASS	650	250	16.4
561	339	MCCOLL ROAD	4780	1,706	16.2
562	122	SOUTHSIDE	7905	2,089	16.2
563	138	THREE RIVERS	5100	40	16.2
564	230	WADSWORTH	7660	1,118	16.2
565	227	WEIL TRACT (138/12KV)	1990	1,002	16.2
566	405	CRYSTAL CITY	140	1,636	16.1
567	366	EAST HARRISON	3080	1,074	16.1
568	224	PORT LAVACA	2490	800	15.9
569	648	WASHINGTON STREET	2360	702	15.7
570	492	CRESTONIO	6660	941	15.5
571	250	EAGLE PASS CITY	2770	1,480	15.1

## Service Quality Report to the Public Utility Commission of Texas

### AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
572	639	NORTH VICTORIA	1470	743	15.1
573	567	THREE RIVERS	2010	752	15.1
574	561	HARLINGEN	370	1,793	15.0
575	496	NORTH VICTORIA	1580	1,076	14.9
576	460	SOUTH MISSION	3590	2,307	14.9
577	371	BROOKHOLLOW	7580	651	14.8
578	391	WESMER	4480	2,327	14.7
579	241	SOUTH EAST EDINBURG	4015	1,309	14.3
580	180	UVALDE	9770	1,605	14.1
581	602	LEARY LANE	6005	897	13.9
582	524	RODD FIELD	1730	1,561	13.6
583	661	DEL MAR	220	29	13.1
584	652	PALMHURST	2525	2,226	13.0
585	553	SANTO NINO	75	1,806	13.0
586	463	ARCADIA	1400	559	12.9
587	503	CABANISS	240	1,155	12.9
588	631	BEEVILLE	490	1,019	12.8
589	480	LAREDO HEIGHTS	2100	2,080	12.2
590	201	RAYMONDVILLE #2	4160	778	12.0
591	515	VICTORIA POWER PLANT	1390	1,350	12.0
592	490	FULTON	3070	1,799	11.9
593	528	AIRLINE	6970	1,065	11.8
594	428	MORRIS STREET	8820	1,224	11.8
595	478	PORT LAVACA	6850	805	11.8
596	566	HIGHWAY 9	6770	1,604	11.7
597	292	YORKTOWN	8380	830	11.7
598	558	BUENA VISTA	8965	885	11.3
599	266	KENEDY S.S.	8340	701	11.3
600	556	NORTH WESLACO	4830	1,250	11.0
601	650	EAGLE PASS CITY	2745	2,157	10.9
602	596	POLK AVENUE	4180	2,758	10.8
603	635	WEST MCALLEN	4815	794	10.8
604	529	AIRLINE	9030	328	10.7
605	243	CHASE FIELD	460	12	10.5
606	441	FALFURRIAS	1070	884	10.4
607	597	POLK AVENUE	4610	2,040	10.4
608	183	RODD FIELD	205	1,182	10.4
609	489	NORTH VICTORIA	7860	1,386	10.1
610	653	DEL MAR	7930	2,508	9.9
611	273	GREGORY	5920	520	9.9
612	501	MILO	3065	351	9.5
613	341	DEL RIO CITY	9790	2,871	9.1
614	582	ROMA	3070	2,334	9.0
615	549	EAGLE PASS CITY	7060	1,124	8.9
616	461	MORRIS STREET	8840	663	8.9
617	449	PLEASANTON	120	1,179	8.9
618	600	LAREDO PLANT	9305	1,806	8.7
619	612	FREER	5200	1,249	8.6

# Service Quality Report to the Public Utility Commission of Texas

## AEP Texas Central Company

2002 SAIDI Ranking	2001 SAIDI Ranking	Substation Identification	Feeder ID	Number of Customers	2002 SAIDI
620	203	GOODWIN	3530	1,303	8.6
621	585	LEARY LANE	6175	1,050	8.5
622	621	SHARYLAND	2035	1,490	8.4
623	386	SABINAL	200	401	7.8
624	522	BROOKHOLLOW	8960	829	7.3
625	604	EAST HARRISON	3000	1,181	7.3
626	225	KLEBERG	6410	370	7.2
627	211	HALL ACRES ROAD	9595	577	7.1
628	433	LAREDO PLANT	8565	482	6.9
629	539	ANNA STREET	780	1,003	6.6
630	110	MORRIS STREET	2515	524	6.5
631	172	GARWOOD CITY	2570	305	6.3
632	521	DEL MAR	490	1,505	6.0
633	356	CLARKWOOD	7220	706	5.9
634	349	EL CAMPO	5745	922	5.9
635	572	KENEDY	6270	1,045	5.9
636	637	AIRLINE	5870CS	798	5.8
637	55	MCKENZIE ROAD	150	12	5.7
638	378	WOOLRIDGE	1110CS	1,202	5.0
639	542	HOLLY	5820	1,134	4.9
640	644	WASHINGTON STREET	2470	602	4.8
641	359	POLK AVENUE	4520	1,985	4.7
642	85	BANQUETTE	130	540	4.0
643	232	GARWOOD CITY	2560	204	3.8
644	633	THREE RIVERS	2580	110	3.7
645	654	SOUTH MCALLEN	3640	1,106	3.6
646	659	BEEVILLE	2380	949	3.4
647	421	BROOKHOLLOW	7190	593	3.4
648	435	EAST HARRISON	4620	1,292	3.4
649	334	PREMONT	2720	931	3.4
650	507	SOUTH MISSION	3940	2,199	3.0
651	606	MORRIS STREET	8850	451	2.9
652	215	EAGLE PASS CITY	450	1,630	2.5
653	628	POINT COMFORT	2460	330	2.4
654	537	BROOKHOLLOW	8950	770	2.3
655	570	HIDALGO	4845	440	2.2
656	218	RIO GRANDE CITY	3230	986	1.9
657	111	DARST	790	104	1.7
658	554	LAREDO PLANT	8745	1,003	1.6
659	598	LAREDO PLANT	8705	1,003	1.1
660	355	WASHINGTON STREET	6355	803	0.8
661	658	KENEDY	1960	241	0.2
662	634	AIRLINE	7270	984	0.1
663	181	NORTH MCALLEN	9660	854	0.1
664	660	AIRLINE	2180	12	0.0
665	425	BANDERA ELECTRIC (LEAKEY)	L30	374	0.0
666	New	GARCENO	2130	1,326	0.0
667	New	GARCENO	2135	1,195	0.0



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668	663	MORRIS STREET	NET CC	430	0.0
669	New	PHARAOH	1365	475	0.0
670	665	SOUTHSIDE	7935	43	0.0
671	New	STEC (FANNIN)	9101	199	0.0
672	444	UNIVERSITY	930	100	0.0
673	666	VICTORIA POWER PLANT	NET VI	192	0.0
674	667	WASHINGTON STREET	NET LA	502	0.0
675	668	ZAPATA	8300	30	0.0

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#### **INTERRUPTION CAUSES**

Provide the percentage of interruptions attributable to each cause.

2002 Reporting Year

<b>Causes of Forced Interruptions</b>	<b>Percentage</b>
Animals and Birds	7.74%
Other	1.03%
People	2.17%
Unknown	6.19%
Utility-owned Equipment	44.53%
Vegetation	11.71%
Weather (Including Lightning)	26.63%