



Control Number: 29165



Item Number: 11

Addendum StartPage: 0

PROJECT NO. 29165

Service Quality Report  
To The  
Public Utility Commission of Texas  
In Accordance With

Substantive Rule 25.81  
2003 Reporting Year

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Southwestern Electric Power Company

February 19, 2004

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**§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.

Type Name of Utility in the Cell Below

Utility:

**Southwestern Electric Power Company**

Type Total Number of Distribution Feeders in the Cell Below

Feeders:

**247**

**Due: February 16, 2004**

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

**Project: 29165**

**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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**Service Quality Report**  
**To The**  
**Public Utility Commission of Texas**  
**In Accordance With**  
**Substantive Rule §25.81**  
**2003 Reporting Year**

**Southwestern Electric Power Company**

**Project 29165**

# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

System SAIFI	Annual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Forced													
2003	1.10	0.04	0.02	0.12	0.13	0.13	0.10	0.15	0.15	0.07	0.06	0.06	0.08
Scheduled													
2003	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.02	0.00	0.00	0.00	0.00
Outside Causes													
2003	0.10	0.00	0.00	0.05	0.00	0.00	0.00	0.00	0.02	0.01	0.00	0.00	0.02
Major Events													
2003	0.23	0.00	0.10	0.00	0.00	0.00	0.13	0.00	0.00	0.00	0.00	0.00	0.00
With Storms	1.453												
Without Storms	1.222												

# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

System SAIDI	Annual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Forced 2003	90.2	2.9	1.3	6.3	9.0	16.4	8.6	13.6	13.8	4.2	4.1	4.0	6.1
Scheduled 2003	0.7	0.1	0.0	0.0	0.0	0.0	0.0	0.3	0.2	0.0	0.0	0.0	0.0
Outside Causes 2003	8.9	0.1	0.0	5.1	0.2	0.1	0.1	0.0	2.1	0.9	0.1	0.0	0.3
Major Events 2003	45.2	0.0	28.2	0.0	0.0	0.0	17.1	0.0	0.0	0.0	0.0	0.0	0.0
With Storms	145.0												
Without Storms	99.8												

# 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 10 or More Customers

**247**

Add or Delete Rows as Necessary

### **Southwestern Electric Power Company**

2003 SAIFI Ranking	2002 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIFI Value
1	164	CENTER	2190	921	6.338
2	45	LONDON	5950	259	5.471
3	124	LEVERETTS CHAPEL	5700	115	4.722
4	152	LONE STAR POWER PLANT	6120	12	4.500
5	167	NEW BOSTON	9610	792	4.396
6	80	RICHMOND ROAD	1L40	493	4.201
7	138	GILMER	2490	1,461	3.975
8	180	HAWKINS	2530	80	3.900
9	242	SABINE	5120	26	3.846
10	38	JEFFERSON 69KV	9340	895	3.837
11	63	FRIARS SWITCH	1900	151	3.662
12	119	SUGAR HILL	2370	401	3.601
13	112	DAINGERFIELD	1950	136	3.529
14	15	LEVERETTS CHAPEL	5200	406	3.470
15	104	SPRINGHILL	8200	445	3.409
16	97	TURNERTOWN	1B10	238	3.130
17	79	CENTER	8140	850	2.691
18	61	NEW HOPE	8000	1,166	2.653
19	28	WHITNEY	1490	1,405	2.562
20	150	TEXARKANA OPERATIONS	11630	518	2.558
21	156	ATLANTA	4460	1,011	2.468
22	143	HALLSVILLE	5720	1,024	2.460
23	78	WINFIELD	2B70	450	2.380
24	195	TEXARKANA OPERATIONS	7240	1,386	2.359
25	66	NEW BOSTON	1620	858	2.334
26	44	POYNTER	7590	870	2.302
27	182	CLARKSVILLE	3660	582	2.201
28	173	CLARKSVILLE	3670	425	2.179
29	93	GREGGTON	1F70	2,252	2.178
30	103	FRIARS SWITCH	5780	109	2.174
31	92	WASKOM	7890	493	2.164
32	53	LIBERTY CITY	7990	718	2.120
33	81	CENTER	9520	910	2.054
34	87	HAWKINS	6310	106	2.028
35	46	CLARKSVILLE	9190	466	1.987
36	55	LOUISIANA PACIFIC	8030	188	1.936
37	5	LONDON	5940	278	1.935
38	115	MINEOLA	7130	1,170	1.914
39	74	ATLANTA	2150	547	1.883
40	227	MT VERNON	12760	819	1.862
41	181	WHITNEY	4420	377	1.859
42	70	SUGAR HILL	2690	1,313	1.850
43	11	SOUTHEAST LONGVIEW	1780	486	1.825

# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

2003 SAIFI Ranking	2002 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIFI Value
44	21	GATES STREET	1X70	353	1.822
45	58	MARSHALL	2000	188	1.809
46	235	WESTWOOD	3710	44	1.773
47	142	PETTY	11460	786	1.746
48	64	GILMER	2450	727	1.743
49	193	ATLANTA	8070	260	1.738
50	121	KILGORE	7850	81	1.704
51	139	TEXARKANA PLANT	6710	1,455	1.690
52	238	LONGVIEW	5550	104	1.683
53	24	NEW GLADEWATER	11980	925	1.670
54	30	CLARKSVILLE	9200	640	1.661
55	73	EVENSIDE	1G00	969	1.660
56	34	NEW HOPE	2120	90	1.656
57	54	HARRISON ROAD	11880	3,152	1.622
58	153	AIRLINE	1S30	175	1.611
59	187	COOKVILLE	1E60	126	1.556
60	123	KINGS HWY	9040	1,477	1.551
61	41	NORTH MARSHALL	8660	493	1.529
62	77	SABINE	5110	70	1.514
63	65	TURNERTOWN	1B20	408	1.493
64	174	PLILER ROAD	12470	1,205	1.479
65	31	39TH STREET	2630	1,300	1.471
66	84	BIG SANDY	7310	631	1.469
67	113	TENAHA	2500	359	1.460
68	216	KILGORE	3090	302	1.457
69	162	DAINGERFIELD	1960	874	1.442
70	146	DAINGERFIELD	1970	620	1.434
71	175	LINDEN	2540	916	1.428
72	163	LAKE LAMOND	8570	694	1.418
73	1	SOUTHEAST MARSHALL	10180	1,253	1.397
74	71	IPC JEFFERSON	8020	836	1.391
75	209	CENTER	2180	13	1.385
76	91	KILGORE	4650	484	1.366
77	134	WHITNEY	4080	795	1.355
78	4	ALBA	12400	497	1.354
79	234	LAKE LAMOND	6860	34	1.353
80	32	NORTH MARSHALL	7600	546	1.346
81	76	AIRLINE	1N30	1,476	1.329
82	12	NORTH LANEVILLE	10660	388	1.325
83	94	39TH STREET	1V70	1,108	1.321
84	120	BECKVILLE	9120	251	1.315
85	194	PITTSBURG	5460	1,224	1.311
86	107	39TH STREET	1V60	951	1.309
87	72	KILGORE	7870	343	1.306
88	110	39TH STREET	2640	1,090	1.300
89	16	TEXARKANA PLANT	6570	1,549	1.291
90	205	JEFFERSON 69KV	9350	121	1.289
91	239	HARRISON ROAD	8040	46	1.283



# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

2003 SAIFI Ranking	2002 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIFI Value
92	171	NEW BOSTON	5140	1,270	1.275
93	88	EVENSIDE	1G10	612	1.271
94	7	LONGVIEW	5520	1,079	1.263
95	151	TAYLOR STREET	4290	844	1.254
96	154	TEXARKANA PLANT	7980	214	1.252
97	17	WINNSBORO	2050	948	1.223
98	51	MT PLEASANT	1920	820	1.217
99	89	HALLSVILLE	2380	576	1.156
100	118	MT PLEASANT	1930	225	1.147
101	52	SOUTHEAST MARSHALL	10160	1,507	1.104
102	147	TAYLOR STREET	9510	930	1.101
103	29	LONGVIEW HEIGHTS	1B40	1,309	1.076
104	18	FRIARS SWITCH	5790	327	1.052
105	102	LONGVIEW HEIGHTS	8430	717	1.026
106	20	39TH STREET	2610	1,083	1.020
107	22	GATES STREET	1X60	323	0.988
108	69	GRAND SALINE	7110	1,355	0.987
109	141	FRIARS SWITCH	5920	192	0.943
110	33	EVENSIDE	1F90	530	0.942
111	132	12TH STREET	2230	552	0.924
112	166	GREGGTON	1F50	354	0.895
113	200	NORTH MARSHALL	9800	1,249	0.894
114	208	DEKALB	3200	332	0.889
115	43	GATES STREET	1X40	714	0.871
116	241	LONGVIEW	5540	121	0.868
117	177	WINFIELD	4100	96	0.865
118	95	LAKE LAMOND	9440	344	0.846
119	101	HUGHES SPRINGS	5650	512	0.834
120	203	HOOKS	10950	469	0.829
121	13	CARTHAGE	3360	322	0.826
122	199	MINEOLA	10990	1,007	0.824
123	188	KILGORE	7860	310	0.819
124	99	SCOTTSVILLE	1J30	350	0.811
125	19	HOWELL	2B80	384	0.807
126	116	CLARKSVILLE	9210	1,042	0.798
127	127	RICHMOND ROAD	6980	930	0.786
128	179	MARSHALL	580	837	0.784
129	47	HARRISON ROAD	11870	284	0.782
130	135	SABINE	5130	1,113	0.781
131	212	TAYLOR STREET	7920	373	0.761
132	60	NEW GLADEWATER	11970	1,525	0.746
133	100	CARTHAGE	3370	585	0.742
134	6	LOUISIANA PACIFIC	2260	513	0.719
135	42	SOUTHEAST MARSHALL	7580	908	0.709
136	96	WEST MT PLEASANT	1L00	435	0.699
137	221	DEKALB	2430	830	0.692
138	36	HAWKINS	2520	348	0.681
139	178	DEKALB	2440	508	0.667

# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

2003 SAIFI Ranking	2002 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIFI Value
140	133	HOWELL	2B90	248	0.645
141	129	ATLANTA	2140	1,698	0.630
142	144	HOOKS	10960	1,202	0.627
143	62	SPRINGHILL	8190	549	0.627
144	136	PITTSBURG	5450	953	0.603
145	105	CARTHAGE	10240	988	0.593
146	98	SCOTTSVILLE	1J10	265	0.592
147	56	KINGS HWY	9030	873	0.592
148	9	SOUTHEAST MARSHALL	10920	701	0.591
149	14	LEVERETTS CHAPEL	10850	282	0.589
150	59	RICHMOND ROAD	4020	770	0.579
151	197	SPRINGHILL	6870	686	0.579
152	160	LINDEN	10020	318	0.579
153	165	COOKVILLE	1E70	85	0.576
154	82	LONGVIEW	6770	959	0.542
155	158	NAPLES	8720	198	0.535
156	27	LONDON	5930	418	0.526
157	149	TAYLOR STREET	5080	497	0.525
158	169	KINGS HWY	9540	1,276	0.524
159	217	IPC 69KV	1R60	25	0.520
160	85	GRAND SALINE	7120	827	0.496
161	190	KILGORE	7190	636	0.492
162	211	POYNTER	7680	813	0.474
163	137	AIRLINE	1F10	387	0.473
164	233	GREGGTON	1F60	68	0.471
165	108	POYNTER	7800	136	0.471
166	220	BECKVILLE	1U50	349	0.461
167	26	NEW BOSTON	9620	615	0.450
168	183	LAKE LAMOND	4400	640	0.447
169	148	NAPLES	8730	838	0.445
170	223	MONROE CORNERS	6520	150	0.433
171	8	SOUTHEAST MARSHALL	10170	1,598	0.425
172	25	BIG SANDY	7300	609	0.420
173	68	RICHMOND ROAD	5290	1,130	0.418
174	130	PETTY	11470	1,068	0.415
175	125	GREGGTON	1V20	2,072	0.414
176	128	TATUM	10840	588	0.412
177	155	POYNTER	3270	669	0.405
178	111	PLILER ROAD	10380	2,853	0.404
179	191	TEXARKANA OPERATIONS	7830	800	0.403
180	229	CLARKSVILLE	9180	521	0.399
181	117	NORTH MARSHALL	8670	792	0.398
182	90	LONGVIEW HEIGHTS	9240	919	0.397
183	204	MINEOLA	9360	497	0.392
184	215	WHITNEY	4090	311	0.386
185	49	CARTHAGE	3350	496	0.385
186	202	MT VERNON	9130	340	0.382
187	157	NAPLES	3290	469	0.371

# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

2003 SAIFI Ranking	2002 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIFI Value
188	172	MARSHALL	590	404	0.364
189	39	LAKE LAMOND	9430	505	0.354
190	50	GREGGTON	2A90	915	0.351
191	218	ATLANTA	1U80	870	0.351
192	57	PLEASANT HILL	11894	46	0.348
193	219	MINEOLA	3680	348	0.345
194	35	AIRLINE	1E90	1,011	0.342
195	161	KILGORE	7880	974	0.342
196	67	WASKOM	7900	281	0.338
197	225	LAKE LAMOND	9770	253	0.332
198	2	GILMER	2480	578	0.330
199	184	PLILER ROAD	10370	2,462	0.323
200	210	PLEASANT HILL	044	408	0.319
201	75	TAYLOR STREET	6760	1,099	0.314
202	86	PILGRIMS PRIDE	6150	801	0.301
203	10	HUGHES SPRINGS	1Z00	482	0.299
204	114	TEXARKANA PLANT	7960	1,525	0.296
205	131	WHITNEY	1480	1,471	0.295
206	37	TENAHA	2510	277	0.289
207	189	LAKE LAMOND	6850	521	0.286
208	23	HAWKINS	9410	198	0.278
209	207	LONGVIEW	5510	789	0.278
210	186	PETTY	8370	87	0.276
211	231	TURNERTOWN	1B00	143	0.273
212	243	LONGVIEW	5530	135	0.267
213	145	LAKE LAMOND	1380	1,693	0.253
214	176	PITTSBURG	8680	249	0.253
215	232	KILGORE	3150	545	0.250
216	185	WINNSBORO	1P00	825	0.245
217	192	WEST MT PLEASANT	1G70	107	0.243
218	40	LAKE LAMOND	4070	1,737	0.215
219	3	BLOOMBURG	7350	305	0.203
220	213	LONGVIEW HEIGHTS	9000	556	0.198
221	228	MT VERNON	9140	334	0.195
222	106	MT PLEASANT	5370	321	0.193
223	198	MT PLEASANT	5190	593	0.192
224	214	CARTHAGE	5760	840	0.192
225	new	MONROE CORNERS	6510	48	0.188
226	206	MARSHALL UPTOWN	3210	222	0.185
227	170	TAYLOR STREET	220	993	0.178
228	126	HOWELL	2B60	1,555	0.170
229	168	WHITNEY	1A00	790	0.159
230	122	AIRLINE	1F00	1,752	0.145
231	196	TEXARKANA OPERATIONS	1S80	1,111	0.141
232	109	TEXARKANA PLANT	7970	234	0.141
233	222	POYNTER	9550	324	0.123
234	224	RICHMOND ROAD	8050	1,022	0.122
235	226	MARSHALL	4630	464	0.121

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

### **Southwestern Electric Power Company**

<b>2003 SAIFI Ranking</b>	<b>2002 SAIFI Ranking</b>	<b>Substation Identification</b>	<b>Feeder Identification</b>	<b>Number of Customers</b>	<b>2003 SAIFI Value</b>
236	236	TEXARKANA OPERATIONS	1S90	455	0.101
237	new	BALDWIN	2200	11	0.091
238	140	LONGVIEW HEIGHTS	8440	28	0.071
239	83	MT PLEASANT	5360	1,054	0.063
240	240	MARSHALL UPTOWN	3220	98	0.061
241	new	RED RIVER DEPOT	12440	18	0.056
242	230	WINNSBORO	2040	380	0.050
243	201	WASKOM	8180	866	0.044
244	237	WEST MT PLEASANT	1G90	79	0.038
245	48	NORTH MINEOLA	5380	189	0.037
246	new	SOUTHEAST LONGVIEW	4190	43	0.023
247	159	KNOX LEE POWER PLANT	1U90	113	0.000

# 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 10 or More Customers

**247**

Add or Delete Rows as Necessary

## **Southwestern Electric Power Company**

2003 SAIDI Ranking	2002 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIDI Value
1	242	SABINE	5120	26	731.9
2	91	DAINGERFIELD	1950	136	717.0
3	163	CENTER	2190	921	676.0
4	113	LEVERETTS CHAPEL	5700	115	670.9
5	88	CENTER	8140	850	589.6
6	98	LONE STAR POWER PLANT	6120	12	583.7
7	76	LONDON	5950	259	582.9
8	131	RICHMOND ROAD	1L40	493	556.1
9	143	HAWKINS	2530	80	544.0
10	33	NEW HOPE	8000	1,166	530.0
11	9	LEVERETTS CHAPEL	5200	406	512.8
12	102	COOKVILLE	1E60	126	465.4
13	73	CENTER	9520	910	444.6
14	132	CENTER	2180	13	386.6
15	57	JEFFERSON 69KV	9340	895	312.4
16	24	TURNERTOWN	1B10	238	312.3
17	14	FRIARS SWITCH	1900	151	310.7
18	6	NORTH LANEVILLE	10660	388	298.8
19	56	SPRINGHILL	8200	445	283.1
20	189	NEW BOSTON	9610	792	279.1
21	48	MARSHALL	2000	188	257.7
22	53	NEW BOSTON	1620	858	237.2
23	109	EVENSIDE	1G00	969	237.0
24	26	LONDON	5940	278	233.6
25	77	PETTY	11460	786	231.5
26	108	BIG SANDY	7310	631	227.5
27	66	LOUISIANA PACIFIC	8030	188	223.6
28	137	KILGORE	7850	81	219.4
29	125	CLARKSVILLE	3660	582	217.1
30	37	WASKOM	7890	493	210.7
31	103	HAWKINS	6310	106	201.7
32	107	WHITNEY	4080	795	195.0
33	104	SUGAR HILL	2690	1,313	193.5
34	36	CLARKSVILLE	9190	466	173.7
35	50	FRIARS SWITCH	5780	109	173.3
36	154	ATLANTA	4460	1,011	172.0
37	140	GILMER	2490	1,461	169.9
38	5	NEW HOPE	2120	90	169.4
39	216	ATLANTA	8070	260	165.3
40	69	TURNERTOWN	1B20	408	161.1
41	93	WINFIELD	2B70	450	160.4
42	67	IPC JEFFERSON	8020	836	159.6
43	82	SABINE	5110	70	159.6

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

### Southwestern Electric Power Company

2003 SAIDI Ranking	2002 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIDI Value
44	170	EVENSIDE	1G10	612	155.1
45	190	TEXARKANA PLANT	7980	214	151.6
46	29	GATES STREET	1X70	353	147.3
47	134	AIRLINE	1S30	175	147.3
48	152	SUGAR HILL	2370	401	145.5
49	181	PLILER ROAD	12470	1,205	145.3
50	13	CLARKSVILLE	9200	640	144.1
51	227	MT VERNON	12760	819	139.3
52	231	WESTWOOD	3710	44	138.5
53	43	KILGORE	7870	343	135.2
54	178	TEXARKANA PLANT	6710	1,455	128.9
55	79	POYNTER	7590	870	128.0
56	151	KILGORE	3090	302	126.5
57	162	WINFIELD	4100	96	126.2
58	133	TEXARKANA OPERATIONS	11630	518	126.0
59	209	MT PLEASANT	1930	225	123.0
60	95	KINGS HWY	9040	1,477	120.9
61	55	WHITNEY	1490	1,405	114.5
62	97	CLARKSVILLE	9210	1,042	114.1
63	117	SABINE	5130	1,113	112.3
64	65	HARRISON ROAD	11880	3,152	111.3
65	186	TEXARKANA OPERATIONS	7240	1,386	110.4
66	129	GREGGTON	1F70	2,252	109.2
67	135	DAINGERFIELD	1970	620	109.1
68	16	TENAHA	2500	359	106.5
69	25	HOWELL	2B80	384	106.0
70	156	WHITNEY	4420	377	102.6
71	92	LAKE LAMOND	9440	344	101.6
72	30	ATLANTA	2150	547	99.1
73	157	GREGGTON	1F50	354	96.7
74	150	RICHMOND ROAD	6980	930	95.9
75	78	HALLSVILLE	5720	1,024	95.5
76	144	LINDEN	10020	318	94.9
77	17	FRIARS SWITCH	5790	327	94.8
78	100	LONGVIEW HEIGHTS	8430	717	93.3
79	81	LONGVIEW	6770	959	93.0
80	75	SPRINGHILL	8190	549	92.9
81	127	TAYLOR STREET	9510	930	92.7
82	20	ALBA	12400	497	92.5
83	32	NEW GLADEWATER	11980	925	92.0
84	84	SCOTTSVILLE	1J30	350	91.5
85	63	LIBERTY CITY	7990	718	91.0
86	177	DAINGERFIELD	1960	874	89.8
87	192	KILGORE	7860	310	88.3
88	207	JEFFERSON 69KV	9350	121	88.1
89	235	HARRISON ROAD	8040	46	87.5
90	74	MINEOLA	7130	1,170	86.8
91	142	CLARKSVILLE	3670	425	85.9

# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

2003 SAIDI Ranking	2002 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIDI Value
92	72	KILGORE	4650	484	84.5
93	42	WINNSBORO	2050	948	84.3
94	122	BECKVILLE	9120	251	83.7
95	106	AIRLINE	1N30	1,476	83.0
96	68	TEXARKANA PLANT	6570	1,549	81.8
97	229	LAKE LAMOND	9770	253	81.1
98	96	39TH STREET	2640	1,090	80.3
99	52	39TH STREET	2630	1,300	79.5
100	15	HUGHES SPRINGS	1Z00	482	79.3
101	211	HOOKS	10950	469	78.5
102	60	GILMER	2450	727	78.2
103	38	PLEASANT HILL	11894	46	78.0
104	35	SOUTHEAST LONGVIEW	1780	486	76.8
105	22	GATES STREET	1X40	714	76.5
106	184	MARSHALL	580	837	76.5
107	2	CARTHAGE	3360	322	75.0
108	3	SOUTHEAST MARSHALL	10180	1,253	74.7
109	176	12TH STREET	2230	552	72.9
110	21	WASKOM	7900	281	72.8
111	159	LINDEN	2540	916	72.6
112	49	GRAND SALINE	7110	1,355	71.0
113	161	39TH STREET	1V70	1,108	70.7
114	145	NEW BOSTON	5140	1,270	69.0
115	34	HARRISON ROAD	11870	284	69.0
116	101	CARTHAGE	10240	988	68.8
117	18	NORTH MARSHALL	8660	493	67.8
118	185	39TH STREET	1V60	951	65.3
119	47	HALLSVILLE	2380	576	65.1
120	4	LEVERETTS CHAPEL	10850	282	63.9
121	110	FRIARS SWITCH	5920	192	63.8
122	70	CARTHAGE	3370	585	63.7
123	10	HAWKINS	2520	348	63.5
124	8	LOUISIANA PACIFIC	2260	513	63.3
125	158	NORTH MARSHALL	9800	1,249	63.0
126	139	MT PLEASANT	1920	820	61.4
127	214	DEKALB	2430	830	61.1
128	232	LAKE LAMOND	6860	34	60.0
129	46	NEW GLADEWATER	11970	1,525	59.8
130	45	EVENSIDE	1F90	530	59.3
131	240	LONGVIEW	5550	104	59.1
132	138	NAPLES	8730	838	58.4
133	111	TATUM	10840	588	57.8
134	44	39TH STREET	2610	1,083	57.2
135	89	POYNTER	7800	136	57.1
136	234	LONGVIEW	5540	121	56.2
137	182	DEKALB	3200	332	55.9
138	191	LAKE LAMOND	8570	694	55.8
139	141	NAPLES	3290	469	54.8

# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

2003 SAIDI Ranking	2002 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIDI Value
140	40	GATES STREET	1X60	323	54.1
141	51	HUGHES SPRINGS	5650	512	54.0
142	54	LONGVIEW	5520	1,079	53.4
143	201	KILGORE	7190	636	53.3
144	128	WEST MT PLEASANT	1L00	435	52.6
145	85	NORTH MARSHALL	7600	546	52.0
146	167	COOKVILLE	1E70	85	51.6
147	149	PITTSBURG	5450	953	51.1
148	215	PITTSBURG	5460	1,224	50.8
149	11	SOUTHEAST MARSHALL	10920	701	50.4
150	243	LONGVIEW	5530	135	48.8
151	160	MINEOLA	10990	1,007	48.5
152	112	HOWELL	2B90	248	48.5
153	7	TENAHA	2510	277	46.3
154	23	BIG SANDY	7300	609	45.2
155	193	MT VERNON	9130	340	44.2
156	225	MONROE CORNERS	6520	150	43.8
157	169	NORTH MARSHALL	8670	792	42.8
158	198	PLILER ROAD	10370	2,462	42.3
159	236	GREGGTON	1F60	68	42.3
160	164	HOOKS	10960	1,202	42.2
161	19	KINGS HWY	9030	873	41.5
162	123	ATLANTA	2140	1,698	40.6
163	172	NAPLES	8720	198	40.0
164	220	TAYLOR STREET	7920	373	39.7
165	71	SOUTHEAST MARSHALL	7580	908	39.4
166	119	AIRLINE	1E90	1,011	39.1
167	1	RICHMOND ROAD	4020	770	38.7
168	121	GREGGTON	1V20	2,072	36.9
169	197	SPRINGHILL	6870	686	36.9
170	212	TEXARKANA OPERATIONS	7830	800	36.7
171	175	DEKALB	2440	508	36.2
172	28	LONGVIEW HEIGHTS	1B40	1,309	35.9
173	31	SOUTHEAST MARSHALL	10170	1,598	35.5
174	120	SCOTTSVILLE	1J10	265	35.2
175	80	LONGVIEW HEIGHTS	9240	919	34.3
176	188	POYNTER	3270	669	33.9
177	64	NEW BOSTON	9620	615	33.5
178	62	GRAND SALINE	7120	827	32.6
179	165	LONGVIEW	5510	789	32.2
180	202	LAKE LAMOND	4400	640	31.9
181	196	TAYLOR STREET	4290	844	31.3
182	114	PLILER ROAD	10380	2,853	31.2
183	223	BECKVILLE	1U50	349	30.8
184	86	TEXARKANA PLANT	7960	1,525	29.8
185	219	POYNTER	7680	813	29.6
186	39	LONDON	5930	418	29.4
187	222	IPC 69KV	1R60	25	29.1



# Service Quality Report to the Public Utility Commission of Texas

## Southwestern Electric Power Company

2003 SAIDI Ranking	2002 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIDI Value
188	59	RICHMOND ROAD	5290	1,130	28.7
189	237	TURNERTOWN	1B00	143	28.0
190	226	WHITNEY	4090	311	27.6
191	12	BLOOMBURG	7350	305	27.6
192	58	CARTHAGE	3350	496	27.5
193	180	MARSHALL UPTOWN	3210	222	27.4
194	146	KINGS HWY	9540	1,276	27.3
195	174	KILGORE	7880	974	26.6
196	61	GREGGTON	2A90	915	25.8
197	116	PETTY	11470	1,068	25.1
198	155	MINEOLA	9360	497	25.0
199	90	LAKE LAMOND	4070	1,737	24.3
200	124	WHITNEY	1480	1,471	24.3
201	195	MINEOLA	3680	348	24.2
202	147	LAKE LAMOND	1380	1,693	23.8
203	136	AIRLINE	1F10	387	23.6
204	27	GILMER	2480	578	22.7
205	194	TAYLOR STREET	5080	497	21.3
206	205	ATLANTA	1U80	870	21.0
207	148	PILGRIMS PRIDE	6150	801	20.1
208	126	SOUTHEAST MARSHALL	10160	1,507	20.0
209	200	PLEASANT HILL	044	408	20.0
210	171	MT PLEASANT	5370	321	20.0
211	115	WHITNEY	1A00	790	18.8
212	83	TAYLOR STREET	6760	1,099	18.7
213	87	LAKE LAMOND	9430	505	18.5
214	221	KILGORE	3150	545	17.2
215	217	CARTHAGE	5760	840	16.7
216	168	LAKE LAMOND	6850	521	16.5
217	99	MT PLEASANT	5190	593	16.4
218	94	HOWELL	2B60	1,555	15.7
219	233	CLARKSVILLE	9180	521	15.6
220	218	MT VERNON	9140	334	15.1
221	166	MARSHALL	590	404	14.5
222	208	LONGVIEW HEIGHTS	9000	556	13.9
223	210	TAYLOR STREET	220	993	13.1
224	41	HAWKINS	9410	198	13.1
225	153	WINNSBORO	1P00	825	13.0
226	105	AIRLINE	1F00	1,752	12.2
227	New	MONROE CORNERS	6510	48	12.1
228	118	TEXARKANA PLANT	7970	234	11.3
229	228	WINNSBORO	2040	380	10.6
230	230	MARSHALL	4630	464	10.4
231	239	TEXARKANA OPERATIONS	1S90	455	10.4
232	New	BALDWIN	2200	11	10.4
233	183	PITTSBURG	8680	249	10.2
234	206	WEST MT PLEASANT	1G70	107	9.1
235	203	TEXARKANA OPERATIONS	1S80	1,111	8.3

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

### Southwestern Electric Power Company

2003 SAIDI Ranking	2002 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2003 SAIDI Value
236	179	PETTY	8370	87	7.7
237	213	POYNTER	9550	324	7.6
238	New	RED RIVER DEPOT	12440	18	6.7
239	130	NORTH MINEOLA	5380	189	6.4
240	238	MARSHALL UPTOWN	3220	98	6.1
241	224	RICHMOND ROAD	8050	1,022	5.7
242	173	MT PLEASANT	5360	1,054	5.5
243	187	WASKOM	8180	866	4.2
244	199	LONGVIEW HEIGHTS	8440	28	3.2
245	241	WEST MT PLEASANT	1G90	79	1.3
246	New	SOUTHEAST LONGVIEW	4190	43	0.8
247	204	KNOX LEE POWER PLANT	1U90	113	0.0

Service Quality Report to the Public Utility Commission of Texas

**Southwestern Electric Power Company**

**INTERRUPTION CAUSES**

Provide the percentage of interruptions attributable to each cause.

2003 Reporting Year

<b>Causes of Forced Interruptions</b>	<b>Percentage</b>
Weather (Including Lightning)	29.38%
Vegetation	33.46%
Animals and Birds	20.33%
People (Including cars and farm equip)	2.29%
Utility-owned Equipment	11.92%
Other	0.86%
Unknown	1.75%