



Control Number: 47924



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FILED

Service Quality Report
To The
Public Utility Commission of Texas
In Accordance With
Substantive Rule §25.81
2017 Reporting Year

Sharyland Utilities

Project 47924

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities

System SAIFI	Annual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Forced													
2017	1.21	0.08	0.09	0.09	0.09	0.12	0.14	0.16	0.09	0.13	0.08	0.07	0.07
Scheduled													
2017	0.19	0.01	0.03	0.04	0.04	0.02	0	0.01	0.03	0	0	0	0.01
Outside Causes													
2017	0.22	0.03	0	0.04	0.06	0.03	0.01	0.01	0.02	0	0.02	0	0
Major Events													
2017	1.06	0.07	0	0.12	0.06	0.23	0.21	0.08	0.18	0.03	0.03	0.03	0.02

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities

System SAIDI		Annual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Forced														
2017		101.76	7.89	6.2	5.49	8.11	9.25	11.46	11.83	8.72	11.56	6.46	6.2	8.59
Scheduled														
2017		18.36	0.35	0.54	4.62	1.86	1.32	0.38	0.96	6.75	0.26	0.27	0.37	0.68
Outside Causes														
2017		17.13	0.65	0	3.5	2.14	3.13	3.66	0.9	1.69	0.32	1.14	0	0
Major Events														
2017		127.08	4.72	0	13.19	3.08	29.2	40.9	7.57	18.92	1.62	0.65	2.26	4.97

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

162

Add or Delete Rows as Necessary

Sharyland Utilities

2017 SAIFI Ranking	2016 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2017 SAIFI Value
1	73	Stiles	Stiles 2	97	10.3608
2	NA	Luther	Luther 1	180	5.6667
3	45	Canal Road	Canal Road 1	322	4.677
4	31	Brown	Brown 5	243	3.8519
5	111	Yosemite	Yosemite 2	63	3.4762
6	82	Rocky Road	Rocky Road 2	337	3.3145
7	13	Rocky Road	Rocky Road 1	191	3.1832
8	27	Elbow	Elbow 5	314	3.1529
9	17	Salt Mine	Salt Mine 2	366	3.1175
10	39	South Midland	South Midland 4	714	2.8852
11	28	Salt Flat Road	Salt Flat Road 4	211	2.8294
12	125	Hadacol Corner	Hadacol Corner 2	16	2.8125
13	64	Grady	Grady 1	373	2.3995
14	11	Canal Road	Canal Road 2	230	2.2783
15	52	Coyote	Coyote 3	534	2.2566
16	35	Pecan Grove	Pecan Grove 6	713	2.1613
17	32	Salt Flat Road	Salt Flat Road 2	156	2.0705
18	57	Canal Road	Canal Road 3	423	2.0355
19	67	Vealmoor	Vealmoor 3	124	2.0323
20	2	Salt Mine	Salt Mine 1	657	1.9817
21	79	Eiland	Eiland 1	266	1.9286
22	40	Salt Flat Road	Salt Flat Road 3	128	1.9141
23	83	Telephone Road	Telephone Road 4	700	1.8029
24	9	Salt Mine	Salt Mine 4	673	1.7979
25	61	Hadacol Corner	Hadacol Corner 4	530	1.783
26	109	Vealmoor	Vealmoor 2	268	1.7799
27	65	South Midland	South Midland 3	1360	1.7743
28	72	Glass Ranch	Glass Ranch 2	301	1.6113
29	38	Pecan Grove	Pecan Grove 4	771	1.6005
30	New	Ringo	Ringo 4	70	1.5429
31	121	Canal Road	Canal Road 4	274	1.5401
32	87	Vealmoor	Vealmoor 4	190	1.5368
33	115	Blue Acres	Blue Acres 6	168	1.4107
34	48	Triangle	Triangle 3	288	1.4097
35	46	St. Lawrence	St. Lawrence 4	421	1.3848
36	92	Pecan Grove	Pecan Grove 1	1025	1.359
37	147	Driver	Driver 1	53	1.3585
38	71	Celeste	Celeste 2	1246	1.3323
39	53	Pecan Grove	Pecan Grove 2	544	1.3199
40	68	Natural Dam	Natural Dam 4	279	1.3047
41	128	Airport Road	Airport Road 2	163	1.2515
42	129	Dutton	Dutton 2	399	1.2431
43	43	Dutton	Dutton 3	318	1.2421
44	98	Swindell	Swindell 5	514	1.2218

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities

2017 SAIFI Ranking	2016 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2017 SAIFI Value
45	18	Tall City	Tall City 5	1442	1.2205
46	70	Glass Ranch	Glass Ranch 7	282	1.2199
47	New	Pronghorn	Pronghorn 1	172	1.1744
48	37	St. Lawrence	St. Lawrence 1	463	1.067
49	146	Grady	Grady 3	17	1.0588
50	120	Carterville	Carterville 5	73	1.0411
51	55	Natural Dam	Natural Dam 3	173	1.0347
52	49	Yosemite	Yosemite 1	382	1.0105
53	1	East Stiles	East Stiles 3	95	0.9789
54	8	Airport Road	Airport Road 4	22	0.9545
55	3	Airport Road	Airport Road 3	673	0.945
56	20	Brown	Brown 3	219	0.9178
57	56	South Midland	South Midland 2	1362	0.917
58	36	Triangle	Triangle 6	267	0.9139
59	5	Buffalo	Buffalo 1	437	0.8879
60	21	Coyote	Coyote 5	244	0.8525
61	47	Stiles	Stiles 1	355	0.8225
62	138	Glass Ranch	Glass Ranch 1	188	0.8191
63	85	Salt Mine	Salt Mine 3	499	0.8076
64	136	Richland Springs	Richland Springs 2	394	0.8046
65	44	Sales Ranch	Sales Ranch 4	95	0.7895
66	19	Hadacol Corner	Hadacol Corner 5	119	0.7479
67	99	Rebel	Rebel 3	329	0.7325
68	34	Swindell	Swindell 4	1077	0.7066
69	90	Celeste	Celeste 1	1242	0.7005
70	33	Hadacol Corner	Hadacol Corner 3	194	0.6701
71	84	Terry	Terry 1	280	0.6643
72	30	Eiland	Eiland 2	128	0.6641
73	113	St. Lawrence	St. Lawrence 3	195	0.6564
74	16	Coyote	Coyote 2	86	0.6512
75	54	Stiles	Stiles 3	363	0.6226
76	6	St. Lawrence	St. Lawrence 2	285	0.6035
77	88	Richland Springs	Richland Springs 1	583	0.6003
78	12	South Midland	South Midland 5	645	0.5628
79	25	Grady	Grady 5	95	0.5474
80	29	East Stiles	East Stiles 4	270	0.537
81	New	Ringo	Ringo 2	151	0.5364
82	77	Camp San Saba	Camp San Saba 2	103	0.4854
83	New	Luther	Luther 3	335	0.4776
84	60	Grady	Grady 6	144	0.4722
85	101	Telephone Road	Telephone Road 2	823	0.4714
86	74	Yosemite	Yosemite 3	459	0.4662
87	102	Stiles	Stiles 5	249	0.4618
88	124	Eden	Eden 1	509	0.4578
89	75	Buffalo	Buffalo 3	217	0.4562
90	58	Luther	Luther 2	75	0.4533

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities

2017 SAIFI Ranking	2016 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2017 SAIFI Value
91	4	Coyote	Coyote 4	332	0.4458
92	104	Stiles	Stiles 4	489	0.4397
93	50	Bulldog	Bulldog 2	126	0.4365
94	51	Triangle	Triangle 2	89	0.427
95	96	Camp Bowie	Camp Bowie 1	359	0.4067
96	130	Dutton	Dutton 4	363	0.4022
97	119	Sales Ranch	Sales Ranch 3	64	0.3906
98	14	Brown	Brown 2	370	0.3649
99	108	Eden	Eden 2	581	0.3632
100	94	East Stiles	East Stiles 2	250	0.36
101	26	St. Lawrence	St. Lawrence 5	497	0.3521
102	New	Ringo	Ringo 1	101	0.3465
103	7	Grady	Grady 4	173	0.341
104	103	Coyote	Coyote 1	62	0.3387
105	97	Camp Bowie	Camp Bowie 2	716	0.338
106	78	Rebel	Rebel 5	230	0.3348
107	105	Pecan Grove	Pecan Grove 3	306	0.3268
108	62	Yosemite	Yosemite 4	524	0.3244
109	127	Rebel	Rebel 6	81	0.2963
110	86	Eiland	Eiland 4	90	0.2778
111	100	Telephone Road	Telephone Road 3	684	0.2573
112	10	Vealmoor	Vealmoor 1	207	0.256
113	118	Elbow	Elbow 2	221	0.2534
114	91	East Stiles	East Stiles 1	348	0.2385
115	116	Rocky Road	Rocky Road 3	143	0.2378
116	110	Swindell	Swindell 6	928	0.2338
117	15	Grady	Grady 2	176	0.2159
118	106	Vealmoor	Vealmoor 5	56	0.2143
119	New	Pronghorn	Pronghorn 2	34	0.2059
120	69	Bulldog	Bulldog 1	159	0.195
121	63	Richland Springs	Richland Springs 3	546	0.1923
122	New	Luther	Luther 4	11	0.1818
123	131	Dutton	Dutton 1	745	0.1812
124	93	Eiland	Eiland 3	24	0.1667
125	114	Carterville	Carterville 6	70	0.1571
126	122	Hext	Hext 2	176	0.1534
127	117	Blue Acres	Blue Acres 2	200	0.15
128	76	Triangle	Triangle 4	77	0.1299
129	123	Eden	Eden 3	179	0.1285
130	24	Driver	Driver 8	188	0.1117
131	112	Terry	Terry 2	192	0.1094
132	139	Elbow	Elbow 1	293	0.1024
133	89	Melvin MP	Melvin MP 1	140	0.1
134	81	Buffalo	Buffalo 2	64	0.0938
135	137	South Midland	South Midland 6	33	0.0909
136	41	Tall City	Tall City 4	1138	0.0756
137	42	Brown	Brown 1	119	0.0756

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2017 SAIFI Ranking	2016 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2017 SAIFI Value
138	132	Rebel	Rebel 1	41	0.0732
139	New	Pronghorn	Pronghorn 4	48	0.0625
140	59	Brown	Brown 4	207	0.0435
141	22	Elbow	Elbow 3	23	0.0435
142	133	Sales Ranch	Sales Ranch 5	119	0.042
143	80	Bulldog	Bulldog 3	834	0.0312
144	23	Triangle	Triangle 1	633	0.03
145	66	Buffalo	Buffalo 4	101	0.0297
146	135	Hext	Hext 1	288	0.0243
147	New	Ringo	Ringo 3	89	0.0225
148	107	Camp San Saba	Camp San Saba 1	135	0.0222
149	95	Telephone Road	Telephone Road 1	385	0.0078
150	134	Carterville	Carterville 3	11	0
151	New	Blue Acres	Blue Acres 4	13	0
152	New	Blue Acres	Blue Acres 5	30	0
153	148	Bentsen-T1	Bentsen-T1 1	355	0
154	149	Bentsen-T1	Bentsen-T1 5	25	0
155	126	Railroad	Railroad 1	14	0
156	New	Pronghorn	Pronghorn 3	76	0
157	140	Taylor-T1	Taylor-T1 1	730	0
158	141	Taylor-T1	Taylor-T1 2	775	0
159	142	Taylor-T1	Taylor-T1 4a	552	0
160	143	Taylor-T1	Taylor-T1 5	316	0
161	144	Tall City	Tall City 2	394	0
162	145	Tall City	Tall City 3	125	0

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

162

Add or Delete Rows as Necessary

Sharyland Utilities

2017 SAIDI Ranking	2016 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2017 SAIDI Value
1	50	Stiles	Stiles 2	97	662.1237
2	62	Rocky Road	Rocky Road 2	337	646.3769
3	1	Rocky Road	Rocky Road 1	191	600.4503
4	18	Salt Mine	Salt Mine 2	366	502.776
5	36	Canal Road	Canal Road 2	230	469.8174
6	107	Yosemite	Yosemite 2	63	466.9048
7	6	Canal Road	Canal Road 1	322	448.2733
8	47	Brown	Brown 5	243	359.3333
9	New	Ringo	Ringo 4	70	290.2143
10	20	Canal Road	Canal Road 3	423	286.9504
11	NA	Luther	Luther 1	180	281.3278
12	99	Hadacol Corner	Hadacol Corner 2	16	256.0625
13	43	St. Lawrence	St. Lawrence 4	421	247.5629
14	146	Driver	Driver 1	53	234.7358
15	98	Vealmoor	Vealmoor 2	268	228.4478
16	9	Salt Flat Road	Salt Flat Road 2	156	227.141
17	23	Salt Mine	Salt Mine 1	657	206.5967
18	30	Salt Flat Road	Salt Flat Road 3	128	199.3984
19	67	Vealmoor	Vealmoor 4	190	194.6368
20	8	Salt Mine	Salt Mine 4	673	179.3655
21	69	Grady	Grady 1	373	175.2922
22	124	Blue Acres	Blue Acres 6	168	174.8214
23	78	Eiland	Eiland 1	266	170.4774
24	83	South Midland	South Midland 3	1360	170.3669
25	3	East Stiles	East Stiles 3	95	157.1158
26	5	Airport Road	Airport Road 4	22	153.6364
27	70	Glass Ranch	Glass Ranch 2	301	151.2093
28	63	Pecan Grove	Pecan Grove 6	713	149.9467
29	41	South Midland	South Midland 4	714	139.8515
30	112	Airport Road	Airport Road 2	163	139.3252
31	39	Hadacol Corner	Hadacol Corner 4	530	136.7981
32	115	Canal Road	Canal Road 4	274	134.8869
33	10	Hadacol Corner	Hadacol Corner 5	119	126.5966
34	66	Coyote	Coyote 3	534	124.8371
35	34	Stiles	Stiles 3	363	119.9559
36	61	Sales Ranch	Sales Ranch 4	95	118.4737
37	11	Salt Flat Road	Salt Flat Road 4	211	118.0616
38	147	Grady	Grady 3	17	115.4118
39	126	Carterville	Carterville 5	73	114.5205
40	48	Pecan Grove	Pecan Grove 4	771	113.9974
41	14	Stiles	Stiles 1	355	110.4901
42	24	St. Lawrence	St. Lawrence 1	463	109.041
43	31	Vealmoor	Vealmoor 3	124	104.1371
44	68	Salt Mine	Salt Mine 3	499	103.5651

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities

2017 SAIDI Ranking	2016 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2017 SAIDI Value
45	25	Hadacol Corner	Hadacol Corner 3	194	103.1495
46	2	Airport Road	Airport Road 3	673	97.9569
47	60	Yosemite	Yosemite 1	382	94.5681
48	64	Natural Dam	Natural Dam 4	279	93.7921
49	42	Elbow	Elbow 5	314	90.7197
50	111	Swindell	Swindell 5	514	86.0759
51	New	Pronghorn	Pronghorn 1	172	85.9826
52	45	Natural Dam	Natural Dam 3	173	82.5607
53	76	Telephone Road	Telephone Road 4	700	80.9757
54	81	Celeste	Celeste 2	1246	79.8034
55	New	Luther	Luther 3	335	78.997
56	54	Terry	Terry 1	280	76.9893
57	118	Eden	Eden 1	509	74.5855
58	77	Richland Springs	Richland Springs 1	583	72.9348
59	129	Dutton	Dutton 2	399	72.5815
60	80	Glass Ranch	Glass Ranch 7	282	71.0142
61	94	Stiles	Stiles 4	489	70.9652
62	82	Stiles	Stiles 5	249	68.2851
63	106	Rocky Road	Rocky Road 3	143	66.993
64	22	Brown	Brown 3	219	66.9178
65	38	Triangle	Triangle 6	267	66.764
66	114	Rebel	Rebel 6	81	63.1975
67	84	Pecan Grove	Pecan Grove 1	1025	63.1376
68	74	Camp Bowie	Camp Bowie 1	359	62.8078
69	New	Ringo	Ringo 1	101	62.5644
70	92	Triangle	Triangle 3	288	62.0868
71	56	South Midland	South Midland 2	1362	60.3994
72	28	East Stiles	East Stiles 4	270	59.3815
73	96	Pecan Grove	Pecan Grove 2	544	58.4393
74	51	Coyote	Coyote 5	244	56.9139
75	New	Ringo	Ringo 2	151	55.3311
76	79	East Stiles	East Stiles 2	250	53.18
77	59	Grady	Grady 6	144	51.7639
78	108	St. Lawrence	St. Lawrence 3	195	51.5949
79	104	Celeste	Celeste 1	1242	51.0725
80	4	Coyote	Coyote 4	332	49.4849
81	73	Dutton	Dutton 3	318	49.0063
82	7	St. Lawrence	St. Lawrence 2	285	48.9158
83	26	Eiland	Eiland 2	128	48.5547
84	32	Tall City	Tall City 5	1442	47.9549
85	93	Swindell	Swindell 4	1077	47.6212
86	138	Richland Springs	Richland Springs 2	394	46.731
87	13	South Midland	South Midland 5	645	46.6837
88	132	Glass Ranch	Glass Ranch 1	188	45.9362
89	17	Buffalo	Buffalo 1	437	45.1213
90	86	Rebel	Rebel 3	329	44.0729

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities

2017 SAIDI Ranking	2016 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2017 SAIDI Value
91	55	Camp San Saba	Camp San Saba 2	103	43.7476
92	37	Grady	Grady 5	95	42.6526
93	29	Luther	Luther 2	75	41.72
94	19	Coyote	Coyote 2	86	40.3256
95	46	St. Lawrence	St. Lawrence 5	497	37.4608
96	58	Brown	Brown 2	370	35.5162
97	100	Camp Bowie	Camp Bowie 2	716	33.8743
98	101	Eden	Eden 2	581	33.6213
99	65	East Stiles	East Stiles 1	348	32.9023
100	88	Yosemite	Yosemite 3	459	32.6362
101	16	Vealmoor	Vealmoor 1	207	32.1498
102	52	Rebel	Rebel 5	230	31.9696
103	95	Telephone Road	Telephone Road 2	823	31.1033
104	121	Sales Ranch	Sales Ranch 3	64	30
105	27	Grady	Grady 4	173	29.4566
106	119	Swindell	Swindell 6	928	29.3631
107	35	Bulldog	Bulldog 2	126	26.4286
108	122	Dutton	Dutton 4	363	24.7796
109	57	Richland Springs	Richland Springs 3	546	23.5861
110	21	Grady	Grady 2	176	23.1932
111	97	Vealmoor	Vealmoor 5	56	22.375
112	New	Luther	Luther 4	11	22.1818
113	75	Triangle	Triangle 2	89	22.1348
114	85	Coyote	Coyote 1	62	22
115	136	Dutton	Dutton 1	745	21.4671
116	133	Blue Acres	Blue Acres 2	200	20.8
117	89	Eiland	Eiland 4	90	17.7667
118	71	Buffalo	Buffalo 2	64	17.5
119	110	Elbow	Elbow 2	221	17.0633
120	New	Pronghorn	Pronghorn 2	34	16.8824
121	53	Bulldog	Bulldog 1	159	16.8679
122	113	Carterville	Carterville 6	70	16.1143
123	102	Yosemite	Yosemite 4	524	15.4198
124	105	Telephone Road	Telephone Road 3	684	15.3757
125	12	Driver	Driver 8	188	14.9947
126	120	Pecan Grove	Pecan Grove 3	306	13.3987
127	130	Hext	Hext 2	176	12.8011
128	109	Terry	Terry 2	192	12.4792
129	123	Eden	Eden 3	179	12.4302
130	116	Triangle	Triangle 4	77	11.3506
131	90	Melvin MP	Melvin MP 1	140	10.05
132	139	Elbow	Elbow 1	293	10.0171
133	127	Buffalo	Buffalo 3	217	9.6406
134	72	Eiland	Eiland 3	24	9.4167
135	125	South Midland	South Midland 6	33	8.9091
136	44	Tall City	Tall City 4	1138	6.2206
137	49	Brown	Brown 4	207	6.1014

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities

2017 SAIDI Ranking	2016 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2017 SAIDI Value
138	New	Pronghorn	Pronghorn 4	48	5.1875
139	137	Sales Ranch	Sales Ranch 5	119	5.1092
140	134	Rebel	Rebel 1	41	4.561
141	15	Brown	Brown 1	119	4.084
142	40	Elbow	Elbow 3	23	3.1304
143	33	Triangle	Triangle 1	633	3.0032
144	New	Ringo	Ringo 3	89	2.9101
145	87	Bulldog	Bulldog 3	834	2.8657
146	128	Camp San Saba	Camp San Saba 1	135	2.7111
147	131	Hext	Hext 1	288	2.2326
148	117	Buffalo	Buffalo 4	101	1.8416
149	103	Telephone Road	Telephone Road 1	385	0.8416
150	140	Taylor-T1	Taylor-T1 1	730	0
151	141	Taylor-T1	Taylor-T1 2	775	0
152	142	Taylor-T1	Taylor-T1 4a	552	0
153	143	Taylor-T1	Taylor-T1 5	316	0
154	144	Tall City	Tall City 2	394	0
155	145	Tall City	Tall City 3	125	0
156	New	Pronghorn	Pronghorn 3	76	0
157	91	Railroad	Railroad 1	14	0
158	New	Blue Acres	Blue Acres 4	13	0
159	New	Blue Acres	Blue Acres 5	30	0
160	148	Bentsen-T1	Bentsen-T1 1	355	0
161	149	Bentsen-T1	Bentsen-T1 5	25	0
162	135	Carterville	Carterville 3	11	0

Service Quality Report to the Public Utility Commission of Texas

Sharyland Utilities

INTERRUPTION CAUSES

Provide the percentage of interruptions attributable to each cause.

2017 Reporting Year

Causes of Forced Interruptions	Percentage
Weather (Including Lightning)	59.64%
Vegetation	1.98%
Animals and Birds	11.24%
People (Including cars and farm equip)	5.40%
Utility-owned Equipment	18.05%
Other	1.74%
Unknown	1.95%