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Amarillo, TX 79101
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PUBLIC UTILITY COMMISSION
FILING CLERK

February 24, 2020

Ms. Deven Reeves
File Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, TX 78711

Re: Docket No. 50413 – SPS's Addendum to the Service Quality Report

Dear Ms. Reeves:

Southwestern Public Service Company ("SPS") recently filed their 2019 SQR report without the required addendum attached. Please find enclosed the addendum for filing under Docket No. 50413.

Let me know if you have any questions or concerns.

Sincerely,

Dee Hooley
Regulatory Administrator

**ADDENDUM OF SOUTHWESTERN PUBLIC SERVICE COMPANY TO ITS
SERVICE QUALITY REPORT FOR THE 2019 REPORTING YEAR**

The Public Utility Commission of Texas (Commission), in Ordering Paragraph No. 6 in its October 16, 2019 Order in Docket No. 49857, *Agreed Notice of Violation and Settlement Agreement Relating to Southwestern Public Service Company's (SPS) Violation of PURA § 38.005 and 16 TAC 25.52, Concerning Reliability and Continuity of Service*, requires SPS to “file a report regarding actions to bring feeders that are found to be in violation of any of its system-wide service quality standards for two or more consecutive years into compliance with the Commission's service quality standards, and this report must be filed as an addendum to SPS's required annual service quality reports, as prescribed by 16 TAC § 25.81.” This Addendum is filed to comply with that requirement.

SPS would stress that its capital and maintenance projects remain fluid over the course of a calendar year, and the projects set out below that are designated as “planned” or “scheduled” are subject to change and may not take place in the stated year due to changes in customer loading on the feeder, the impact of storms and storm repairs locally and across the SPS system, load growth elsewhere on the SPS system, equipment repairs/replacement elsewhere on the SPS system, and other factors.

Two Consecutive Years (One Year Violation)

a. LYNN6510

- i. Circuit 6510 out of Lynn County Substation is 31 miles long and currently serves 254 customers in rural West Texas near the town of Tahoka. The terrain is primarily farm land and low scrub brush and desert sands with limited paved road access.
- ii. The feeder violation is due to SAIDI. In 2019, lightning, a tornado event, and conductor fatigue resulting in downed lines were the primary contributors.
- iii. In 2019, 67 work orders for overhead asset health related work were completed on this circuit. These orders include pole replacements (43), pole trussing, and solid blade switch replacements. In addition a voltage conversion project was completed in 2019. Spend for 2019 on system

improvements on this circuit total \$1.38M, with the majority of the spend (\$1.16M) being for the voltage conversion projects in Wilson, TX. The conversion work resulted from step down transformers serving the 2400 V system being at end of life, and required substantially rebuilding the majority of the system in the town of Wilson including numerous additional pole replacements, new conductor, and protective devices. 32 additional pole replacements and 1 new recloser installation are also identified and planned for 2020.

b. SPRI1320

- i. Circuit 1320 out of Spring Creek Substation is 60 miles long and currently serves 80 customers in rural West Texas just east of the town of Borger. The terrain is low scrub brush and rolling ranch land with limited paved road access.
- ii. The feeder violation is due to SAIDI. In 2019, multiple lightning-caused events and broken poles during storm activity were the primary contributors.
- iii. In 2019, asset health patrols identified a number of poles, crossarms, and cutouts to be replaced. 15 such work orders were completed in 2019 with a total spend of \$37,954. 11 additional work orders for additional system repair and pole and crossarm replacement are currently planned for 2020.

Three Consecutive Years (Four Year Violation)

c. LOCRLA150

- i. Circuit LA150 out of Lockney Rural Substation is 28 miles long and currently serves 89 customers in rural West Texas east of Plainview. The terrain is farm land and low scrub brush with limited paved road access.
- ii. The feeder violations are due to SAIDI (Three Years). In 2019, multiple lightning-caused events and broken poles during storm activity, and a connector failure and floating conductor were the primary contributors.
- iii. In 2019, 85 work orders were completed for asset health related items, including pole replacement, pole trussing, crossarm replacement, lightning

arrester replacement, cutout replacement, and transformer replacement. 2019 spend on these asset health items totaled \$153,717. No additional work has been identified for 2020 at this time, but additional patrols will be conducted to identify areas which may be in need of additional improvement.

Seven Consecutive Years (Eight Year Violation)

d. LPSB2580

- i. Circuit 2580 out of Lipscomb Substation is 166 miles long and currently serves 1,058 customers in rural West Texas between Lipscomb and Follett. The terrain is low scrub brush and rolling farm and ranch lands with limited paved road access. This circuit is extremely long and rural, making it subject to adverse impacts due to lightning and wind, and is 40 miles from the nearest SPS service center.
- ii. The feeder violation was due to SAIDI (Seven Years) and SAIFI (Three Years). In 2019, conductor fatigue and conductor contact due to icing and galloping were the primary contributors, followed by public damage, lightning, and broken crossarms. Restoration of customers through the use of the backup feed from Skunk Creek Substation was executed several times in 2019 to reduce the impact of outages to customers. However, three conductor related outages in November and December occurred at locations where such restoration was not possible and thus resulted in major CMO impacts which pushed this feeder out of compliance at year end.
- iii. In 2019, 28 work orders were completed for asset health related work, including pole and crossarm replacements as well as O&M overhead line repair. Spend for this work in 2019 totaled \$79,964. 497 additional crossarm replacement and OH repair WO's have been identified and are planned to be completed in 2020. SPS would like to note that this 2019 spend is in addition to the \$251,082 spent on system improvements in 2018. While LPSB2580 remains out of compliance both for SAIDI and

SAIFI metrics, the results of prior improvement efforts resulted in a 60% improvement in SAIDI and 63% improvement in SAIFI over 2018 results. Quality of service performance improvement on this circuit will continue to be a top priority for SPS.