



Control Number: 50413



Item Number: 14

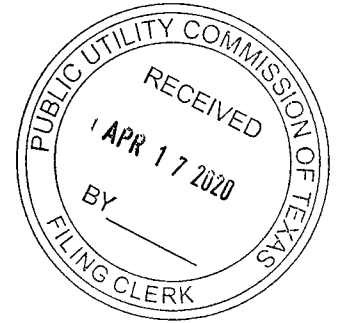
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790 S. Buchanan St.
Amarillo, TX 79101

April 17, 2020

Ms. Ana Trevino
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. Trevino:

Southwestern Public Service Company ("SPS") recently filed their 2019 SQR report addendum and has made updates as requested by Ernest Garcia. Please replace the attached addendum 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. 5 in its February 28, 2019 Order in Docket No. 48826, *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.

As identified in the Final Order in Docket No. 49857¹

Two Consecutive Years (One Year Violation)

- a. Lockney Rural – LOCRLA150
 - i. Circuit LA150 out of Lockney Rural Substation is 27 miles long and in 2018 served 197 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 violation is due to SAIDI (2 years) and SAIFI (2 years). In 2018, storm events including lightning strikes and pole damage, along with animal contacts were the primary causes for the violation.
 - iii. In 2018, asset health patrols identified a number of crossarms and cutouts to be replaced. Eight such work orders were completed in 2018 with a total spend of \$3,347.
- b. Lockney Rural – LOCR3421
 - i. Circuit 3451 out of Lockney Rural Substation is 12 miles long and in 2018 served 30 customers in rural West Texas just east of the town of

¹ Agreed Notice of Violation and Settlement Agreement Relating to Southwestern Public Service Company's Violation of PURA §38.005 and 16 TAC §25.52, Concerning Reliability and Continuity of Service, (Final Order October, 16, 2019).

Plainview. The terrain is farm land and low scrub brush with limited paved road access.

- ii. The feeder violation is due to SAIDI. In 2018, lightning strikes and low customer count that exaggerates feeder performance metrics were the primary cause for the violation.
- iii. In 2018, asset health patrols identified a number of poles and crossarms to be replaced. Eight such work orders were completed in 2018 with a total spend of \$6,511.

c. Roxana – ROXA2076

- i. Circuit 2076 out of Roxanna Substation is 58 miles long and in 2018 served 467 customers in the northern Texas panhandle between Borger and Perryton. The terrain is low scrub brush and rolling farm and ranch land with limited paved road access.
- ii. The feeder violation is due to SAIDI. In 2018, lightning strikes and broken poles and crossarms were the primary causes of the violation, with the most significant SAIDI impact being the result of a tornado event.
- iii. In 2018, 26 work orders were completed for asset health related items, including pole replacement, crossarm replacement, cutout replacement, and repairing damaged lines. 2018 spend on these asset health items totaled \$95,584. Four additional work orders for additional pole replacement and cross arm replacement were completed in 2019.

d. Dumas – DU191470

- i. Circuit 1470 out of Dumas 19th Substation is 32 miles long and in 2018 served 79 customers in the northern Texas panhandle around the town of Dumas. The terrain is both urban and rural.
- ii. The feeder violation is due to SAIFI. In 2018, lightning arrestor failures were the primary cause of the violation.
- iii. In 2018, 26 work orders were completed for asset health related items, include pole replacement, transformer changeout, cutout replacement, and other items including voltage conversion. The voltage conversion work replaced older 2.4kV system assets with newer and more reliable 12.47kV

facilities. 2018 spend on these asset health items totaled \$228,113. Nine additional work orders for pole replacement, three-phase extension, transformer changeout, and other items were completed on this circuit in 2019.

Three Consecutive Years (Four Year Violation)

e. Pringle – PRINIE15

- i. Circuit 1E15 out of Pringle Interchange is 147 miles long and in 2018 served 372 customers in the rural West Texas counties of Hutchinson, Hansford, and Moore. The terrain is farm land and low scrub brush with limited paved road access.
- ii. The feeder violations are due to SAIDI (4 years) and SAIFI (2 years). In 2018, multiple lightning-caused events and broken poles during storm activity were the primary contributors.
- iii. In 2018, 27 work orders were completed for asset health related items, including pole replacement, pole trussing, crossarm replacement, lightning arrester replacement, cutout replacement, and transformer replacement. 2018 spend on these asset health items totaled \$79,379.

Five Consecutive Years (Six Year Violation)

f. Lipscomb – LPSB2580

- i. Circuit 2580 out of Lipscomb Substation is 166 miles long and in 2018 served 1,088 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 (6 years) and SAIFI (2 years). In 2018, conductor fatigue and events coded as unknown during wind and storm events were the primary contributors, followed by lightning, conductor contact, and lightning arrester failures.

- iii. In 2018, 42 work orders were completed for asset health related work, including pole and crossarm replacements as well as O&M overhead line repair. Additionally, two reclosers were installed to provide remote switching capability to the backup feed from Skunk Creek Substation. Spend for this work in 2018 totaled \$251,082. Quality of service performance improvement on this circuit will continue to be a top priority for SPS.