



Control Number: 50413



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**Service Quality Report**  
To The  
**Public Utility Commission of Texas**  
In Accordance With  
**Substantive Rule §25.81**  
**2019 Reporting Year**

**AEP Southwestern Electric Power**

**Project 50413**

Service Quality Report to the Public Utility Commission of Texas

**AEP Southwestern Electric Power**

<b>System SAIFI</b>	<b>Annual</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
<b>Forced</b>													
2019	1.84952	0.12379	0.09442	0.17375	0.20880	0.20368	0.26183	0.15375	0.16706	0.13301	0.18734	0.09668	0.04539
<b>Scheduled</b>													
2019	0.09487	0.00708	0.00610	0.01521	0.00304	0.00513	0.00665	0.00880	0.00542	0.00241	0.02425	0.00760	0.00317
<b>Outside Causes</b>													
2019	0.35091	0.02151	0.00812	0.05806	0.00093	0.10197	0.00130	0.00636	0.00585	0.04884	0.01871	0.04026	0.03899
<b>Major Events</b>													
2019	0.72603				0.00148	0.37429	0.20863	0.14124			0.00039		

Service Quality Report to the Public Utility Commission of Texas

**AEP Southwestern Electric Power**

<b>System SAIDI</b>	<b>Annual</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
<b>Forced</b>													
2019	259.11601	11.73685	9.40281	36.03105	41.00740	38.18435	38.54504	12.37702	19.80445	16.27841	23.51685	8.70599	3.52579
<b>Scheduled</b>													
2019	9.80943	0.73370	1.04742	1.41604	0.66354	0.56506	0.65283	0.93634	0.63332	0.43090	1.28086	1.11102	0.33840
<b>Outside Causes</b>													
2019	46.72745	8.79216	1.16371	3.91009	0.10389	6.27663	0.15598	0.70650	1.44725	5.54216	3.03985	7.02924	8.55998
<b>Major Events</b>													
2019	567.57525				0.06813	443.53098	74.73459	49.12895			0.11259		

## 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

<b>276</b>
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Add or Delete Rows as Necessary

### **AEP Southwestern Electric Power**

2019 SAIFI Ranking	2018 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019SAIFI Value
1	232	HAWKINS	966310	141	10.81560
2	193	HOWELL	9613660	223	8.52915
3	4	LOUISIANA PACIFIC	962260	717	6.71827
4	76	RICHMOND ROAD	965290	1,337	6.46746
5	2	LEVERETTS CHAPEL	965700	147	6.29932
6	146	GILMER	962480	600	6.08833
7	114	CLARKSVILLE	963670	121	6.00826
8	198	HOWELL	962B90	1,271	5.65618
9	153	WHITNEY	961480	1,607	5.32483
10	58	HARRISON ROAD	9611880	2,080	5.29375
11	56	LONDON	965950	304	5.26316
12	172	PLILER ROAD	9610370	3,401	5.21847
13	251	HAWKINS	969410	198	4.74242
14	180	POYNTER	967800	171	4.69006
15	241	CITY LAKE	9619220	552	4.52536
16	57	GILMER	962450	913	4.49179
17	38	SCOTTSVILLE	961J30	466	4.47854
18	218	WINNSBORO	961P00	811	4.45253
19	79	KILGORE	967850	110	4.41818
20	6	LONDON	965930	474	4.31857
21	93	NORTH MARSHALL	967600	672	4.20685
22	202	HOWELL	962B80	427	4.08665
23	154	WHITNEY	964420	502	4.03586
24	87	MONROE CORNERS	966510	64	4.01563
25	117	SOUTHEAST LONGVIEW	964190	266	4.01128
26	75	LAKE LAMOND	964400	701	3.98859
27	250	SCOTTSVILLE	961J10	859	3.93015
28	18	KILGORE	967880	1,507	3.84273
29	135	KILGORE	967190	757	3.79128
30	20	WESTWOOD	963710	43	3.74419
31	24	NORTH MARSHALL	968660	633	3.68878
32	119	HAWKINS	962530	99	3.66667
33	106	RODESSA	9617310	264	3.60227
34	95	CLARKSVILLE	969200	694	3.52305
35	64	NAPLES SUB	968730	913	3.52026
36	237	39TH STREET	961V70	50	3.50000
37	85	NEW BOSTON	969620	379	3.49340
38	111	SOUTHEAST MARSHALL	9610180	1,419	3.44397
39	121	HEDLEY	96NT5870	139	3.30935
40	169	ROSEBOROUGH	9610090	21	3.23810
41	269	TEXARKANA PLANT	967970	203	3.19212
42	8	WASKOM	967890	562	3.18861
43	189	LEVERETTS CHAPEL	9610850	357	3.18487
44	68	TURNERTOWN	961B00	23	3.08696

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

### AEP Southwestern Electric Power

2019 SAIFI Ranking	2018 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019SAIFI Value
45	136	RICHMOND ROAD	964020	921	3.07492
46	12	PETTY	9611460	514	3.06615
47	199	NORTH LANEVILLE	9610660	470	3.03404
48	112	NAPLES SUB	968720	199	3.00000
49	10	WASKOM	968180	636	2.98270
50	131	MARSHALL 69KV	96580	837	2.96296
51	265	SOUTHEAST MARSHALL	9610160	1,856	2.93481
52	128	NEW GLADEWATER	9611980	1,077	2.89508
53	120	SABINE	965110	471	2.89384
54	267	MORTON SALT	9615160	252	2.83333
55	13	SUPERIOR	963750	44	2.81818
56	17	FRIARS SWITCH	961900	189	2.78836
57	19	LONDON	965940	326	2.77914
58	110	CARTHAGE	963370	502	2.77092
59	7	FRIARS SWITCH	965920	240	2.75417
60	221	ALBA	9612400	628	2.68312
61	26	TAYLOR STREET	965080	469	2.65672
62	133	GILMER	962490	1,563	2.65323
63	213	PITTSBURG	968680	290	2.65172
64	236	CENTER	969520	1,097	2.63810
65	55	COOKVILLE	961E70	198	2.59091
66	92	HARRISON ROAD	9611870	2,219	2.58495
67	171	NEW BOSTON	965140	1,432	2.57751
68	39	LEVERETTS CHAPEL	965200	431	2.56613
69	215	NEW BOSTON	969610	814	2.55037
70	103	GRAND SALINE	967120	2,001	2.54823
71	23	BIG SANDY	967310	649	2.52696
72	105	TEXARKANA OPERATIONS	961S80	973	2.50668
73	84	IPC JEFFERSON	968020	896	2.50558
74	194	KILGORE	963090	384	2.49479
75	151	SOUTHEAST MARSHALL	967580	904	2.49115
76	22	KILGORE	967860	374	2.47059
77	42	MT VERNON	969130	459	2.45534
78	175	ATLANTA	968070	256	2.45313
79	143	COOKVILLE	961E60	120	2.44167
80	61	RICHMOND ROAD	966980	1,427	2.42046
81	229	HAWKINS	962520	397	2.40554
82	201	LAKE LAMOND	968570	781	2.38924
83	5	SUGAR HILL	962370	371	2.37197
84	80	MT PLEASANT	961930	1,126	2.35524
85	257	WELLINGTON	96NT1765	568	2.32746
86	14	LONGVIEW	965520	1,168	2.32277
87	60	LOUISIANA PACIFIC	968030	421	2.31354
88	155	AIRLINE	961E90	1,294	2.26121
89	130	CLARENDON	96NT5005	835	2.25030
90	67	NAPLES SUB	963290	471	2.23142
91	144	CLARKSVILLE	963660	152	2.23026
92	181	HOWELL	962B60	144	2.19444
93	88	RICHMOND ROAD	968050	1,301	2.17294

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2019 SAIFI Ranking	2018 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019SAIFI Value
94	25	BIG SANDY	967300	696	2.16236
95	37	JEFFERSON 69KV	969340	957	2.15152
96	40	TAYLOR STREET	967920	375	2.14667
97	238	MARSHALL 69KV	96590	727	2.13067
98	157	MEMPHIS	96NT3335	1,126	2.12256
99	109	HARRISON ROAD	968040	2,285	2.10284
100	9	FRIARS SWITCH	965790	408	2.03186
101	115	SABINE	965130	1,519	2.02699
102	234	WHITNEY	961A00	42	2.00000
103	n/a	IPC DOMINO	966550	42	1.95238
104	140	GATES STREET	961X70	313	1.92971
105	48	POYNTER	967590	986	1.91481
106	191	LONGVIEW	965540	117	1.91453
107	219	CENTER	962190	1,013	1.91412
108	74	HOOKS	9610960	1,330	1.91128
109	96	CARTHAGE	963360	376	1.90957
110	59	CLARKSVILLE	969190	1,099	1.90082
111	11	BLOOMBURG	967350	332	1.88253
112	29	TURNERTOWN	961B10	51	1.86275
113	182	NEW HOPE	962120	494	1.86235
114	82	TAYLOR STREET	969510	1,069	1.82881
115	21	WINFIELD	964100	101	1.82178
116	46	LONGVIEW	966770	1,042	1.78791
117	240	EVENSIDE	961F90	1,760	1.78295
118	49	39TH STREET	962640	515	1.77670
119	63	CARTHAGE	963350	516	1.73256
120	123	MT PLEASANT	965190	659	1.69044
121	137	TAYLOR STREET	966760	1,118	1.66279
122	81	AIRLINE	961F00	1,182	1.65567
123	122	LINDEN	9610020	336	1.64881
124	231	LAKE LAMOND	961380	1,927	1.62948
125	83	WASKOM	967900	636	1.62107
126	253	POYNTER	967680	844	1.61730
127	51	SHAMROCK	96NT144	629	1.60731
128	129	HALLSVILLE	9616250	791	1.57775
129	113	HOOKS	9610950	485	1.53814
130	204	NASH	9615130	1,331	1.53418
131	186	MARSHALL 69KV	964630	1,094	1.51920
132	158	AIRLINE	961S30	113	1.51327
133	174	LONGVIEW HEIGHTS	961B40	1,664	1.51142
134	66	MT VERNON	9612760	885	1.47797
135	247	KILGORE	963150	609	1.45484
136	203	TEXARKANA PLANT	967960	1,347	1.44840
137	161	VIVIAN	968980	45	1.44444
138	248	LAKE LAMOND	964070	1,913	1.42028
139	28	TENAHA	962510	342	1.41520
140	35	MT PLEASANT	965360	685	1.41022
141	142	RICHMOND ROAD	961L40	398	1.38945
142	210	SPRINGHILL	968190	865	1.38613

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

### AEP Southwestern Electric Power

2019 SAIFI Ranking	2018 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019SAIFI Value
143	206	TEXARKANA OPERATIONS	9611630	677	1.38552
144	1	GRAND SALINE	967110	26	1.38462
145	126	LONGVIEW HEIGHTS	968440	222	1.37838
146	216	BECKVILLE	969120	302	1.37748
147	205	MONROE CORNERS	966520	218	1.37156
148	195	WHITNEY	964080	815	1.36564
149	260	POYNTER	969550	296	1.33446
150	50	CARTHAGE	965760	927	1.33225
151	33	SABINE	965120	97	1.31959
152	100	LONGVIEW	965510	571	1.30123
153	207	KINGS HWY	969030	915	1.30055
154	72	ATLANTA	964460	1,184	1.27618
155	167	WEST MT PLEASANT	961G70	112	1.25893
156	217	HALLSVILLE	9615920	873	1.24170
157	233	MINEOLA	963680	841	1.23900
158	70	CENTER	968140	1,059	1.21907
159	162	39TH STREET	961V60	608	1.21875
160	271	LONE STAR SHELL ORDNANCE	9616030	28	1.21429
161	65	DAINGERFIELD	961950	163	1.19632
162	41	ATLANTA	962150	622	1.18971
163	16	ATLANTA	961U80	682	1.18915
164	31	TEXARKANA OPERATIONS	967240	935	1.17861
165	91	MT VERNON	969140	400	1.16500
166	159	TATUM	9610840	721	1.15950
167	164	CLARKSVILLE	969180	465	1.15914
168	62	RED RIVER DEPOT	9612460	13	1.15385
169	254	WHITNEY	964090	1,037	1.14658
170	90	EVENSIDE	961G10	1,066	1.14071
171	264	WELLINGTON	96NT1770	275	1.12727
172	156	MINEOLA	967130	973	1.12539
173	185	ATLANTA	962140	1,740	1.11954
174	270	GATES STREET	961X60	318	1.10692
175	190	12TH STREET	962230	89	1.10112
176	176	TEXARKANA PLANT	967980	156	1.09615
177	107	JEFFERSON 69KV	969350	142	1.09155
178	261	HEDLEY	96NT5845	228	1.08333
179	15	TAYLOR STREET	96220	1,298	1.07550
180	235	TEXARKANA PLANT	966570	76	1.06579
181	274	CAREY	96NT6115	115	1.04348
182	124	NORTH MARSHALL	969800	1,064	1.04323
183	200	VIVIAN	968990	110	1.02727
184	102	SPRINGHILL	968200	713	1.02665
185	212	POYNTER	963270	869	1.02186
186	245	TEXARKANA OPERATIONS	961S90	196	1.02041
187	45	KILGORE	967870	490	0.97347
188	3	FRIARS SWITCH	965780	143	0.97203
189	118	LOGANSPOURT	965770	283	0.96466
190	183	CITY LAKE	9619090	306	0.95098
191	101	TURNERTOWN	961B20	416	0.92067



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

### AEP Southwestern Electric Power

2019 SAIFI Ranking	2018 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019SAIFI Value
192	152	MEMPHIS	96NT3025	306	0.91503
193	99	NEW HOPE	968000	1,415	0.91095
194	127	NEW GLADEWATER	9611970	1,705	0.89853
195	226	LINDEN	962540	927	0.88889
196	163	CARTHAGE	9610240	1,029	0.88241
197	227	PITTSBURG	965450	1,192	0.85570
198	222	NEW BOSTON	961620	959	0.84254
199	147	TENAHA	962500	404	0.80446
200	69	EVENSIDE	961G00	911	0.80022
201	263	SOUTHEAST MARSHALL	9610170	1,098	0.77322
202	262	HALLSVILLE	9616240	1,070	0.75981
203	78	LAKE LAMOND	966850	554	0.72202
204	273	SOUTHEAST LONGVIEW	961780	582	0.71478
205	208	GREGGTON	961F50	350	0.70857
206	249	DAINGERFIELD	961970	663	0.70287
207	108	BECKVILLE	961U50	357	0.68347
208	44	CLARKSVILLE	969210	799	0.64456
209	149	PITTSBURG	965460	1,398	0.63233
210	177	WINFIELD	962B70	565	0.62832
211	220	DEKALB	962430	887	0.57497
212	165	TEXARKANA OPERATIONS	967830	855	0.56491
213	97	DAINGERFIELD	961960	1,147	0.54664
214	197	MARSHALL 69KV	962000	238	0.53361
215	77	LIBERTY CITY	967990	1,026	0.51754
216	224	NORTH MINEOLA	965380	339	0.51032
217	36	TAYLOR STREET	964290	892	0.50448
218	139	WINNSBORO	962050	1,160	0.50345
219	34	KILGORE	964650	493	0.48682
220	54	MT PLEASANT	965370	1,229	0.48413
221	214	GREGGTON	961V20	1,583	0.47252
222	43	GREGGTON	961F70	1,714	0.46616
223	98	DEKALB	963200	400	0.46500
224	243	AIRLINE	961N30	1,835	0.46376
225	258	WINNSBORO	962040	513	0.45809
226	94	WHITNEY	961490	1,441	0.45732
227	134	LONGVIEW HEIGHTS	968430	479	0.44676
228	255	ESTELINE	96NT3535	116	0.43103
229	178	LONGVIEW HEIGHTS	969240	977	0.42170
230	160	39TH STREET	962630	1,327	0.41522
231	179	LONGVIEW	965530	139	0.41007
232	27	SHAMROCK	96NT1835	242	0.40909
233	150	LONGVIEW HEIGHTS	969000	851	0.38660
234	53	LONE STAR POWER PLANT	966120	13	0.38462
235	209	SPRINGHILL	966870	1,010	0.37525
236	256	DEKALB	962440	525	0.37333
237	145	SOUTHEAST MARSHALL	9610920	791	0.35904
238	138	GREGGTON	962A90	569	0.29701
239	73	PLILER ROAD	9612470	3,027	0.28345
240	252	MINEOLA	969360	522	0.27778

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

### AEP Southwestern Electric Power

2019 SAIFI Ranking	2018 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019SAIFI Value
241	239	KINGS HWY	969040	924	0.27706
242	116	LAKE LAMOND	969440	341	0.27566
243	47	MINEOLA	9610990	934	0.27088
244	225	AIRLINE	961F10	804	0.25622
245	170	LAKE LAMOND	969430	586	0.24915
246	244	PLILER ROAD	9610380	1,825	0.24658
247	173	HUGHES SPRINGS	965650	551	0.24501
248	266	CITY LAKE	9619120	438	0.24429
249	168	SHAMROCK	96NT148	759	0.22925
250	259	HUGHES SPRINGS	961Z00	766	0.18277
251	71	CLARENDON	96NT4040	693	0.17605
252	184	LONGVIEW	965550	108	0.17593
253	275	CENTER	962180	42	0.16667
254	230	NASH	9615120	851	0.16451
255	188	KINGS HWY	969540	1,838	0.15615
256	228	WELLINGTON	96NT3700	744	0.14785
257	125	NORTH MARSHALL	968670	851	0.12221
258	32	RED RIVER DEPOT	9612440	66	0.12121
259	30	PETTY	968370	183	0.10929
260	242	WEST MT PLEASANT	961G90	248	0.10887
261	52	LIEBERMAN	961X30	10	0.10000
262	86	PETTY	9611470	781	0.08707
263	192	MT PLEASANT	961920	139	0.08633
264	223	GREGGTON	961F60	98	0.08163
265	272	CITY LAKE	9619210	98	0.08163
266	89	KNOX LEE	961U90	173	0.07514
267	187	LAKE LAMOND	969770	280	0.07500
268	132	WEST MT PLEASANT	961L00	175	0.05714
269	148	GATES STREET	961X40	386	0.05699
270	196	NASH	9614640	215	0.00465
271	211	LAKE LAMOND	966860	17	0.00000
272	104	12TH STREET	966180	48	0.00000
273	166	PLEASANT HILL	9611894	21	0.00000
274	141	BALDWIN	962200	20	0.00000
275	276	NASH	9614710	15	0.00000
276	268	39TH STREET	962610	133	0.00000

#### Feeders from last year that are not in this year's list

2018 Ranking	Substation Identification	Feeder ID	Reason not in 2019
246	IPC 69KV	961R60	retired

## 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

<b>276</b>
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Add or Delete Rows as Necessary

### **AEP Southwestern Electric Power**

<b>2019 SAIDI Ranking</b>	<b>2018 SAIDI Ranking</b>	<b>Substation Identification</b>	<b>Feeder Identification</b>	<b>Number of Customers</b>	<b>2019 SAIDI Value</b>
1	12	LEVERETTS CHAPEL	965700	147	2,198.25850
2	24	WESTWOOD	963710	43	1,970.69767
3	53	CLARKSVILLE	963670	121	1,816.02479
4	185	LEVERETTS CHAPEL	9610850	357	1,713.00280
5	212	KILGORE	967850	110	1,649.54545
6	171	KILGORE	967190	757	1,297.10172
7	121	KILGORE	963090	384	1,292.42708
8	27	PETTY	9611460	514	1,144.71595
9	30	LOUISIANA PACIFIC	962260	717	1,138.71688
10	28	HAWKINS	962530	99	1,121.41414
11	66	LONDON	965950	304	1,109.22368
12	184	HAWKINS	966310	141	1,069.48936
13	134	HOWELL	9613660	223	1,037.80717
14	32	LEVERETTS CHAPEL	965200	431	983.86543
15	189	ROSEBOROUGH	9610090	21	940.66667
16	211	WHITNEY	964420	502	940.14143
17	92	GILMER	962450	913	931.57174
18	63	TURNERTOWN	961B00	23	890.13043
19	106	GILMER	962480	600	851.17500
20	172	SABINE	965110	471	829.74310
21	145	MONROE CORNERS	966510	64	785.45313
22	75	SCOTTSVILLE	961J30	466	743.89270
23	183	PITTSBURG	968680	290	704.55862
24	13	LONDON	965930	474	704.16667
25	164	HOWELL	962B90	1,271	700.67270
26	123	ALBA	9612400	628	698.16083
27	48	CLARKSVILLE	969200	694	696.45533
28	97	GRAND SALINE	967120	2,001	661.62419
29	155	MONROE CORNERS	966520	218	656.31193
30	93	HOWELL	962B80	427	653.89930
31	61	NAPLES SUB	968730	913	619.86418
32	6	WASKOM	967890	562	618.84164
33	269	MORTON SALT	9615160	252	608.29365
34	228	HAWKINS	969410	198	592.56061
35	108	HARRISON ROAD	9611880	2,080	590.52067
36	7	FRIARS SWITCH	965790	408	588.23529
37	131	COOKVILLE	961E60	120	585.85833
38	218	CITY LAKE	9619220	552	579.53442
39	8	LOGANSPOUT	965770	283	578.63958
40	194	WHITNEY	961480	1,607	575.87430
41	159	SOUTHEAST MARSHALL	9610180	1,419	552.52361
42	64	RICHMOND ROAD	965290	1,337	547.21391
43	69	NEW GLADEWATER	9611980	1,077	539.28877
44	55	NORTH MARSHALL	968660	633	524.04581

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

### AEP Southwestern Electric Power

2019 SAIDI Ranking	2018 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019 SAIDI Value
45	178	PLILER ROAD	9610370	3,401	520.64334
46	239	WINNSBORO	961P00	811	519.93958
47	58	CLARKSVILLE	963660	152	518.07895
48	221	HAWKINS	962520	397	509.28463
49	50	LONDON	965940	326	504.85276
50	41	TURNERTOWN	961B10	51	504.29412
51	9	NORTH MARSHALL	967600	672	502.36458
52	190	GILMER	962490	1,563	481.67242
53	191	TURNERTOWN	961B20	416	471.01202
54	102	NEW BOSTON	969620	379	470.75198
55	90	LOUISIANA PACIFIC	968030	421	463.19715
56	156	HARRISON ROAD	968040	2,285	462.85908
57	101	LAKE LAMOND	964400	701	447.57347
58	46	NAPLES SUB	968720	199	437.78894
59	260	WELLINGTON	96NT1765	568	424.64085
60	149	NEW BOSTON	965140	1,432	415.07263
61	2	SUPERIOR	963750	44	405.77273
62	40	LONGVIEW	965520	1,168	402.25685
63	115	SABINE	965120	97	392.97938
64	192	NEW HOPE	962120	494	390.16194
65	147	GATES STREET	961X70	313	387.14058
66	138	RICHMOND ROAD	966980	1,427	375.30203
67	18	FRIARS SWITCH	965920	240	364.64167
68	122	LONGVIEW	966770	1,042	354.00672
69	130	CARTHAGE	963370	502	352.72112
70	86	AIRLINE	961E90	1,294	345.57187
71	173	POYNTER	967800	171	345.31579
72	84	KILGORE	967880	1,507	339.41805
73	29	SOUTHEAST LONGVIEW	964190	266	335.47368
74	170	CARTHAGE	9610240	1,029	333.87075
75	4	GRAND SALINE	967110	26	325.38462
76	39	COOKVILLE	961E70	198	323.09091
77	186	HOWELL	962B60	144	320.31944
78	49	BIG SANDY	967300	696	317.38793
79	166	HALLSVILLE	9615920	873	315.92440
80	146	NORTH LANEVILLE	9610660	470	306.12340
81	76	AIRLINE	961F00	1,182	304.68528
82	59	BIG SANDY	967310	649	298.86749
83	141	MT VERNON	969140	400	298.04750
84	255	39TH STREET	961V70	50	296.66000
85	110	ATLANTA	964460	1,184	288.31926
86	208	SPRINGHILL	968190	865	286.52023
87	187	CENTER	969520	1,097	282.80401
88	16	WASKOM	968180	636	279.65252
89	256	SCOTTSVILLE	961J10	859	278.26310
90	80	MT PLEASANT	961930	1,126	275.51776
91	62	CLARKSVILLE	969190	1,099	274.94813
92	222	PITTSBURG	965450	1,192	272.99245
93	265	TEXARKANA PLANT	967970	203	270.03941

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

### AEP Southwestern Electric Power

2019 SAIDI Ranking	2018 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019 SAIDI Value
94	112	CLARKSVILLE	969180	465	265.59785
95	109	MT PLEASANT	965190	659	261.04856
96	214	HEDLEY	96NT5870	139	254.40288
97	n/a	IPC DOMINO	966550	42	253.04762
98	15	SUGAR HILL	962370	371	252.85175
99	56	TAYLOR STREET	965080	469	252.82729
100	125	MEMPHIS	96NT3335	1,126	251.43428
101	1	FRIARS SWITCH	961900	189	250.80423
102	72	RICHMOND ROAD	964020	921	250.08360
103	127	IPC JEFFERSON	968020	896	248.67411
104	23	BLOOMBURG	967350	332	245.81627
105	17	CLARKSVILLE	969210	799	245.69712
106	168	RODESSA	9617310	264	245.60227
107	133	TAYLOR STREET	966760	1,118	242.31753
108	169	LONGVIEW HEIGHTS	961B40	1,664	242.11358
109	83	SPRINGHILL	968200	713	241.53436
110	35	MT VERNON	969130	459	239.77996
111	167	CENTER	962190	1,013	236.90326
112	51	NAPLES SUB	963290	471	235.41401
113	126	SHAMROCK	96NT144	629	234.88235
114	3	FRIARS SWITCH	965780	143	232.37063
115	37	WASKOM	967900	636	228.86164
116	262	POYNTER	967680	844	226.83412
117	253	HALLSVILLE	9616240	1,070	226.76636
118	21	TENAHA	962510	342	224.35673
119	100	CARTHAGE	963360	376	221.48670
120	250	MARSHALL 69KV	96590	727	220.68226
121	193	WHITNEY	964080	815	217.09816
122	157	LONGVIEW	965540	117	216.72650
123	91	KILGORE	967860	374	213.33690
124	135	SOUTHEAST MARSHALL	967580	904	210.53429
125	174	KINGS HWY	969030	915	210.11148
126	160	VIVIAN	968980	45	204.37778
127	162	RICHMOND ROAD	961L40	398	199.20854
128	129	MARSHALL 69KV	96580	837	195.26882
129	258	SOUTHEAST MARSHALL	9610160	1,856	193.78394
130	113	RICHMOND ROAD	968050	1,301	192.32513
131	132	ATLANTA	968070	256	191.34766
132	68	TAYLOR STREET	967920	375	191.21333
133	142	HARRISON ROAD	9611870	2,219	188.23885
134	82	SABINE	965130	1,519	183.29098
135	216	KILGORE	963150	609	181.56322
136	224	LAKE LAMOND	961380	1,927	181.53399
137	65	HOOKS	9610950	485	180.26392
138	219	LAKE LAMOND	968570	781	178.61716
139	181	WEST MT PLEASANT	961G70	112	175.86607
140	88	CLARENDON	96NT5005	835	174.53892
141	94	LINDEN	9610020	336	172.94940
142	199	MARSHALL 69KV	964630	1,094	172.51554

Service Quality Report to the Public Utility Commission of Texas

**AEP Southwestern Electric Power**

2019 SAIDI Ranking	2018 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019 SAIDI Value
143	195	POYNTER	963270	869	171.96548
144	47	WINFIELD	964100	101	171.73267
145	44	39TH STREET	962640	515	170.26408
146	81	TAYLOR STREET	969510	1,069	166.68756
147	22	JEFFERSON 69KV	969340	957	165.75235
148	144	NEW HOPE	968000	1,415	159.43887
149	74	HOOKS	9610960	1,330	157.71729
150	198	TEXARKANA PLANT	967960	1,347	157.16778
151	78	ATLANTA	962150	622	155.47267
152	175	AIRLINE	961S30	113	153.82301
153	150	TEXARKANA OPERATIONS	961S80	973	153.56835
154	241	EVENSIDE	961F90	1,760	153.27614
155	54	MT PLEASANT	965360	685	152.90511
156	137	LONGVIEW HEIGHTS	968440	222	151.13514
157	217	CITY LAKE	9619090	306	151.06209
158	179	ATLANTA	962140	1,740	149.95632
159	230	LINDEN	962540	927	149.86516
160	220	MINEOLA	967130	973	149.77492
161	89	CARTHAGE	963350	516	147.31589
162	249	LAKE LAMOND	964070	1,913	142.04652
163	203	TEXARKANA OPERATIONS	961S90	196	141.67347
164	96	CARTHAGE	965760	927	139.85976
165	111	NORTH MARSHALL	969800	1,064	138.94173
166	242	WHITNEY	961A00	42	137.00000
167	267	LONE STAR SHELL ORDNANCE	9616030	28	136.64286
168	161	MEMPHIS	96NT3025	306	135.83007
169	213	GREGGTON	961F50	350	134.50857
170	163	TEXARKANA OPERATIONS	9611630	677	133.68095
171	196	TEXARKANA PLANT	967980	156	131.98077
172	118	LONGVIEW HEIGHTS	968430	479	131.86221
173	31	ATLANTA	961U80	682	131.17889
174	180	39TH STREET	962630	1,327	128.49736
175	272	GATES STREET	961X60	318	128.42453
176	128	TEXARKANA OPERATIONS	967240	935	128.35401
177	70	MT PLEASANT	965370	1,229	126.88039
178	207	BECKVILLE	969120	302	119.84437
179	271	SOUTHEAST LONGVIEW	961780	582	119.73368
180	73	EVENSIDE	961G00	911	119.27442
181	238	DAINGERFIELD	961970	663	116.73756
182	117	KILGORE	964650	493	114.90467
183	154	NEW GLADEWATER	9611970	1,705	114.04516
184	10	LONE STAR POWER PLANT	966120	13	112.61538
185	43	BECKVILLE	961U50	357	111.75910
186	177	SPRINGHILL	966870	1,010	111.45842
187	104	HALLSVILLE	9616250	791	107.91656
188	197	TATUM	9610840	721	106.15534
189	274	CAREY	96NT6115	115	106.06087
190	87	POYNTER	967590	986	104.64807
191	139	LONGVIEW HEIGHTS	969000	851	102.82844

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

### AEP Southwestern Electric Power

2019 SAIDI Ranking	2018 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019 SAIDI Value
192	95	LONGVIEW	965510	571	102.08056
193	201	PITTSBURG	965460	1,398	99.84120
194	153	LAKE LAMOND	966850	554	98.45307
195	33	CENTER	968140	1,059	98.03116
196	237	NEW BOSTON	969610	814	95.98894
197	124	TENAHA	962500	404	95.88366
198	268	SOUTHEAST MARSHALL	9610170	1,098	94.87432
199	120	MARSHALL 69KV	962000	238	94.57983
200	246	DEKALB	962440	525	94.26857
201	14	DAINGERFIELD	961950	163	93.95706
202	158	LONGVIEW	965530	139	92.58273
203	182	LONGVIEW HEIGHTS	969240	977	91.25384
204	116	WHITNEY	961490	1,441	89.41568
205	105	RED RIVER DEPOT	9612460	13	87.92308
206	210	LAKE LAMOND	969430	586	84.30375
207	152	39TH STREET	961V60	608	83.92270
208	77	SOUTHEAST MARSHALL	9610920	791	82.21113
209	148	DAINGERFIELD	961960	1,147	80.59111
210	233	NEW BOSTON	961620	959	80.42961
211	202	WINFIELD	962B70	565	79.58938
212	251	ESTELINE	96NT3535	116	78.76724
213	244	12TH STREET	962230	89	78.58427
214	200	VIVIAN	968990	110	77.43636
215	143	EVENSIDE	961G10	1,066	76.86492
216	232	AIRLINE	961N30	1,835	75.40327
217	206	GREGGTON	961V20	1,583	70.43651
218	99	LIBERTY CITY	967990	1,026	69.58090
219	266	WELLINGTON	96NT1770	275	67.80727
220	248	WHITNEY	964090	1,037	67.43394
221	79	MT VERNON	9612760	885	66.91299
222	34	DEKALB	963200	400	60.64250
223	261	WINNSBORO	962040	513	60.26901
224	252	MINEOLA	963680	841	59.49346
225	273	HEDLEY	96NT5845	228	59.03947
226	19	SHAMROCK	96NT1835	242	58.84711
227	259	NORTH MINEOLA	965380	339	56.90265
228	119	GREGGTON	961F70	1,714	54.34072
229	136	WINNSBORO	962050	1,160	53.53879
230	234	NASH	9615130	1,331	52.51240
231	25	LAKE LAMOND	969440	341	51.78006
232	229	PLILER ROAD	9610380	1,825	50.38959
233	245	DEKALB	962430	887	48.33709
234	67	GREGGTON	962A90	569	43.40949
235	188	HUGHES SPRINGS	965650	551	43.39383
236	151	KILGORE	967870	490	40.76735
237	204	AIRLINE	961F10	804	39.94900
238	26	PETTY	968370	183	39.18033
239	45	TAYLOR STREET	96220	1,298	38.84129
240	52	RED RIVER DEPOT	9612440	66	38.65152

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

### AEP Southwestern Electric Power

2019 SAIDI Ranking	2018 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2019 SAIDI Value
241	235	TEXARKANA PLANT	966570	76	37.92105
242	225	SHAMROCK	96NT148	759	37.17523
243	36	MINEOLA	9610990	934	35.95289
244	254	MINEOLA	969360	522	34.88123
245	98	PLILER ROAD	9612470	3,027	33.97555
246	165	LONGVIEW	965550	108	33.16667
247	264	CITY LAKE	9619120	438	32.93379
248	57	TAYLOR STREET	964290	892	31.45179
249	236	TEXARKANA OPERATIONS	967830	855	29.93684
250	223	POYNTER	969550	296	29.29392
251	243	KINGS HWY	969040	924	29.03030
252	71	KNOX LEE	961U90	173	28.00578
253	42	JEFFERSON 69KV	969350	142	22.89437
254	226	LAKE LAMOND	969770	280	22.74286
255	257	HUGHES SPRINGS	961Z00	766	19.58747
256	85	CLARENDON	96NT4040	693	18.65512
257	114	KINGS HWY	969540	1,838	17.46790
258	227	NASH	9615120	851	16.34783
259	275	CENTER	962180	42	15.66667
260	103	NORTH MARSHALL	968670	851	15.32080
261	209	GREGGTON	961F60	98	15.03061
262	247	WEST MT PLEASANT	961G90	248	12.24597
263	205	WELLINGTON	96NT3700	744	10.44220
264	215	GATES STREET	961X40	386	9.92228
265	60	PETTY	9611470	781	9.25096
266	11	LIEBERMAN	961X30	10	7.70000
267	20	WEST MT PLEASANT	961L00	175	4.82286
268	176	MT PLEASANT	961920	139	3.92806
269	270	CITY LAKE	9619210	98	3.73469
270	140	NASH	9614640	215	0.88837
271	240	LAKE LAMOND	966860	17	0.00000
272	5	12TH STREET	966180	48	0.00000
273	107	PLEASANT HILL	9611894	21	0.00000
274	38	BALDWIN	962200	20	0.00000
275	276	NASH	9614710	15	0.00000
276	263	39TH STREET	962610	133	0.00000

#### Feeders from last year that are not in this year's list

2018 Ranking	Substation Identification	Feeder ID	Reason not in 2019
231	IPC 69KV	961R60	retired



Service Quality Report to the Public Utility Commission of Texas

**AEP Southwestern Electric Power**

**INTERRUPTION CAUSES**

Provide the percentage of interruptions attributable to each cause.

2019 Reporting Year

<b>Causes of Forced Interruptions</b>	<b>Percentage</b>
Weather (including lightning)	35.63%
Vegetation	34.97%
Animals and Birds	12.40%
Utility-Owned Equipment	5.85%
Unknown	5.51%
Other	3.07%
People (including cars and farm eqpt)	2.57%

## **ADDENDUM TO SERVICE QUALITY REPORT**

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Ordering Paragraph 6 of the Commission's October 11, 2019 Order in Docket No. 49828, *Agreed Notice of Violation and Settlement Agreement Relating to Southwestern Electric Power Company's Violation of PURA § 38.005 and 16 TAC § 25.52 Concerning Reliability and Continuity of Service*, reads: "SWEPCO must 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 SWEPCO's required annual service quality reports, as prescribed by 16 TAC § 25.81." SWEPCO submits this addendum in accordance with this requirement.

Significant rain during the last four months of 2018 and the first half of 2019 led to tree and vine growth, saturated soil, and falling trees. In planning its vegetation management each year, SWEPCO targets manual vegetation trimming toward the worst-performing circuits as of June of the previous year. SWEPCO also repairs and replaces equipment on feeders that exceed the PUC's 300% greater-than-average threshold. Together these activities lead directly to a decrease in customer minutes interrupted on the identified circuits. Along with weather, vegetation is a primary cause of outages within SWEPCO's Texas service territory, which is heavily wooded, receives rainfall significantly above the Texas average, and has a low number of customers per line mile compared to most Texas utilities. The increased level of spending approved in Docket No. 46449 enables the Company to direct vegetation management activities toward additional under-performing circuits.

**Friars Switch 961900** – This circuit originates in western rural Rusk County, from a substation off County Road 102, and serves customers just outside the city of New London. It is 31 miles long and serves 194 customers. During 2018, SWEPCO performed maintenance and reliability work and vegetation trimming to address hot spots. During the second half of 2019, the circuit was completely trimmed in preparation for re-conductoring. During 2020, the circuit's main three phase distribution line will be re-conducted from #2 7-strand copper primary with various size neutral conductors to #1/0 aluminum primary and 1-#2 aluminum neutral conductors. Two new group operated switches will be installed within the main distribution line to improve load switching capability and 98 existing poles within the main distribution line will be replaced with taller, higher class poles. Idle transformers and secondary lines that are no longer being utilized to serve customers will also be removed during the re-conducting project.

**Friars Switch 965780** – This circuit originates in western rural Rusk County, from a substation off County Road 102, and serves customers in the city of Joinerville. It is 28 miles long and serves 146 customers. Vegetation inside and outside the right of way has been the primary cause of outages. To address the high percentage of vegetation-caused outages, this circuit was completely trimmed during 2019.

**Lieberman 961X30** – This circuit originates between Mooringsport and Oil City, Louisiana, and runs 62 miles from a substation off Highway 538 at Caddo Lake. There have been numerous causes of outages on this circuit, including lightning, overload, and trees outside right of way. SWEPCO therefore spent more than five-hundred thousand dollars for maintenance and reliability work combined during 2018 and 2019. Examples of the work performed include pole replacements and vegetation trimming.

**Superior 963750** – This circuit originates in northwestern rural Caddo Parish, Louisiana, from a substation located off Thigpen Road west of Highway 1. The Texas portion is 15 miles long and serves 45 customers. During 2018 and 2019, SWEPCO performed targeted vegetation trimming

and identified asset and reliability work, and will continue to do so in 2020.

**Logansport 965770** – This circuit originates in Logansport, Louisiana. The Texas portion is 14 miles long and serves 287 customers. The primary causes of outages on this circuit have been vegetation inside the right of way and trees outside the right of way. To address this, SWEPCO trimmed the entirety of this circuit during 2019 and expects improved performance as a result.