



Control Number: 51730



Item Number: 10

Addendum StartPage: 0

RECEIVED
FEB 12 PM 2:15
FILED CLERK

**ADDENDUM OF SOUTHWESTERN PUBLIC SERVICE COMPANY TO ITS
SERVICE QUALITY REPORT FOR THE 2020 REPORTING YEAR**

The Public Utility Commission of Texas (Commission), in Ordering Paragraph No. 5 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.

As identified in the Final Order in Docket No. 49857¹

Two Consecutive Years (One Year Violation)

a. Burnett – BURN1394

- i. Circuit BURN1394 out of Burnett Substation is 29.9 miles long and in 2020 served 53 customers in the northern panhandle south of Borger. The terrain is primarily low scrub brush ranchland and includes broken canyons in the Canadian River watershed.
- ii. The feeder violation is due to SAIDI (2 years). In 2020, 8 events impacted this line primarily during rain, lightning, and wind events with lightning strike, broken pole, and connector failure as the major contributing factors.
- iii. In 2020, eleven corrective action and system improvement work orders were completed to replace a regulator bank, poles (2), crossarms (3), cutouts (2), and other equipment for a total spend of around \$56,700 (inclusive of regulator costs estimated at \$27,000 as the material hits a separate order from the labor).

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).

b. Burnett – BURN1398

- i. Circuit BURN1398 out of Burnett Substation is 42 miles long and in 2020 served 94 customers in the northern panhandle south of Borger. The terrain is primarily low scrub brush ranchland, includes broken canyons in the Canadian River watershed, and has limited paved road access.
- ii. The feeder violation is due to SAIDI (2 years). In 2020, lightning and winter storm events were the primary cause of the violation, with 43% of the customer minutes out (CMO) resulting from a single broken crossarm event affecting 21 customers for 23 hours.
- iii. In 2020, two corrective action work orders were completed to replace a crossarm and separate pole for a total spend of \$6,483.91. These were in addition to the minor repairs resulting from outages on the circuit such as splicing or re-tying conductor.

c. Channing – CHAN1564

- i. Circuit CHAN1564 out of Channing Substation is 24.9 miles long and in 2020 served 30 customers in the panhandle, northwest of Amarillo. The terrain is primarily flat farmland.
- ii. The feeder violation is due to SAIDI (2 years). In 2020, nine events impacted this line primarily during rain, lightning, and wind events with connector failure, conductor contact, and pole fire as the major contributing factors.
- iii. In 2020, ten corrective action work orders were completed to replace poles (2), crossarms (2), transformers (3), and other equipment for a total spend of \$15,413.05.

d. Roxanna – ROXA2334

- i. Circuit ROXA2334 out of Roxanna Substation is 49.8 miles long and in 2020 served 95 customers in the northern Texas panhandle between Borger and Pampa. The terrain is low scrub brush and rolling ranch land with limited paved road access.
- ii. The feeder violation is due to SAIDI (2 years). In 2020, conductor fatigue, connector failures, and conductor contact-galloping were the primary contributors to the outages.
- iii. In 2020, twelve corrective action and system improvement work orders were completed to replace poles (3), crossarms (2), and other equipment for a total spend of \$18,037.58.

e. Lehman – LEHMLV500

- i. Circuit LEHMLV500 out of Lehman Substation is 89.8 miles long and in 2020 served 206 customers in the far western side of the south plains, extending almost to the state line, between Morton and Plains. The terrain is farm and low scrub brush ranch land with limited paved road access. The feeder is an extended distance from the nearest service center.
- ii. The feeder violation is due to SAIDI (2 years). In 2020, four events resulted in 94% of the CMO's and the contributing cause codes were broken pole, broken crossarm, and lightning strike.
- iii. In 2020, 18 corrective action and system improvement work orders were completed to replace poles (2), crossarms (8), cutouts (4), and other equipment for a total spend of \$47,097.54.