



Control Number: 51730



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Addendum StartPage: 0

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Service Quality Report
To The
Public Utility Commission of Texas
In Accordance With
Substantive Rule §25.81
2020 Reporting Year

Texas-New Mexico Power Company

Project 51730

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

System SAIFI	Annual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Forced													
2020	1.02	0.04	0.02	0.04	0.08	0.17	0.09	0.07	0.09	0.14	0.12	0.09	0.09
Scheduled													
2020	0.03	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.01	0.00	0.00	0.00
Outside Causes													
2020	0.47	0.01	0.03	0.05	0.00	0.03	0.04	0.06	0.05	0.04	0.05	0.02	0.09
Major Events													
2020	0.04	0.00	0.00	0.00	0.00	0.03	0.00	0.01	0.00	0.00	0.00	0.00	0.00

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

System SAIDI	Annual	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Forced													
2020	95.67	4.83	1.64	3.63	9.18	20.44	7.79	6.89	6.99	14.07	8.04	6.23	5.94
Scheduled													
2020	1.65	0.02	0.02	0.02	0.02	0.05	0.01	0.01	0.22	1.13	0.15	0.01	0.01
Outside Causes													
2020	36.61	1.55	4.97	2.04	0.08	1.85	2.14	6.30	1.10	3.61	9.02	1.35	2.60
Major Events													
2020	14.56	0.00	0.00	0.00	0.00	11.71	0.00	2.85	0.00	0.00	0.00	0.00	0.00

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

310

Add or Delete Rows as Necessary

Texas-New Mexico Power Company

2020 SAIFI Ranking	2019 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIFI Value
1	239	Lakepointe Substation	2516	713	5.38
2	90	Olney Substation	1695	573	4.94
3	171	Glen Rose Substation	22300	1195	4.90
4	53	Glen Rose Substation	23875	907	4.71
5	149	Northside Substation	1295	2298	4.47
6	New	Saddleback Substation	12P821	323	4.27
7	99	Gatesville #2 Substation	23065	514	4.14
8	95	Kermit #2 Substation	12K98	344	4.12
9	45	Alvin Substation	1254	1836	3.93
10	294	Climax Substation	2234	1131	3.76
11	10	California Substation	12K87	67	3.75
12	New	Coyote Springs Substation	13P37	196	3.37
13	192	Dickinson Substation	1267	2059	3.25
14	36	Whitewright Substation	12573	194	3.23
15	39	Olney Substation	1685	449	3.20
16	23	Keystone Substation	12K434	65	3.03
17	283	Talco West Substation	13909	29	3.00
18	New	Coyote Springs Substation	12P921	263	2.74
19	New	Pyote Substation	25P714	94	2.68
20	16	Flat Top Substation	26P01	222	2.64
21	18	Cochise Substation	12P637	61	2.64
22	73	Alvin Substation	1231	2079	2.63
23	254	Bryson Substation	1233	187	2.63
24	65	Alvin Substation	1230	2248	2.62
25	109	Red River Substation	2229	365	2.58
26	134	16th Street Substation	12F71	1764	2.53
27	22	Hamilton County Substation	2340	146	2.53
28	139	Red River Substation	2252	1135	2.38
29	138	West Columbia Local Substation	1235	753	2.35
30	145	Lakepointe Substation	2508	503	2.31
31	70	Airport Substation	12F44	977	2.31
32	140	Angleton Substation	1154	1914	2.30
33	31	Freeway Park Substation	1101	1653	2.29
34	89	Coryell County Substation	22155	871	2.27
35	173	Westminster Substation	15804	408	2.26
36	243	Heights Substation	1132	2209	2.25
37	157	Glen Rose Substation	22295	804	2.13
38	143	West Columbia Local Substation	1234	1272	2.12
39	New	Elm Street Substation	12P1108	306	2.11
40	New	Lone Star Substation	25P1410	49	2.08
41	229	Olney Substation	1690	422	2.04
42	New	W.D. Faulkner Substation	25P1023	263	2.03
43	170	Seminole Substation	1403	1183	2.02
44	85	Seminole Substation	1404	2120	2.02
45	196	Hamilton City Substation	23825	332	2.01
46	188	Thurber Substation	1447	612	2.01
47	17	Lakepointe Substation	2540	758	2.00

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2020 SAIFI Ranking	2019 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIFI Value
48	296	Sycamore Substation	24100	35	2.00
49	167	Whitney Substation	22455	448	1.93
50	6	Coryell County Substation	22160	75	1.91
51	7	Cochise Substation	25P48	297	1.90
52	40	Sycamore Substation	24105	147	1.89
53	62	Sanderson Substation	4S27	102	1.79
54	164	League City Main Substation	1012	919	1.74
55	126	Airport Substation	12F271	136	1.74
56	11	Alvin Substation	1115	2189	1.73
57	173	Dickinson Substation	1277	1609	1.72
58	123	Angleton Substation	1155	1206	1.69
59	42	Krugerville Substation	2604	2388	1.68
60	142	La Marque Substation	1202	993	1.63
61	55	Hamilton County Substation	24015	634	1.62
62	46	Friendswood Substation	1109	1533	1.61
63	68	Petrolia Substation	12260	823	1.61
64	102	Dickinson Substation	1274	641	1.59
65	168	Jones Street Substation	1433	1043	1.52
66	128	Cochise Substation	12P638	71	1.49
67	61	Glen Rose Substation	22305	299	1.49
68	59	Blossom Substation	2207	120	1.48
69	132	La Marque Substation	1203	428	1.46
70	154	Angleton Substation	1240	1557	1.45
71	21	Dickinson Substation	1272	1500	1.45
72	202	Northside Substation	1294	1031	1.42
73	New	Coyote Springs Substation	12P28	171	1.42
74	248	Saint Jo Substation	15757	400	1.40
75	27	Brazoria Substation	1291	651	1.38
76	66	Alvin Substation	1257	2146	1.37
77	192	Tejas Substation	1214	554	1.35
78	155	Emory Substation (ONCOR)	1201	943	1.34
79	177	Walnut Springs Substation	25925	66	1.33
80	163	Walnut Springs Substation	2210	471	1.33
81	91	Cochise Substation	25P47	28	1.32
82	191	Thurber Substation	22890	421	1.29
83	78	La Marque Substation	1205	990	1.29
84	228	Handley Substation	22825	492	1.28
85	186	League City Main Substation	1285	1245	1.27
86	35	League City Main Substation	1280	1484	1.27
87	69	Brazoria Substation	1290	942	1.25
88	174	South Shore Substation	1196	1611	1.25
89	26	Friendswood Substation	1251	1812	1.25
90	165	Longneck Substation	23126	1727	1.22
91	281	Downtown 12.5KV Substation	12F520	387	1.22
92	256	Leonard Substation	12678	532	1.20
93	29	Nocona Substation	13374	647	1.19
94	New	Saddleback Substation	12P813	47	1.19
95	290	Whitney Substation	22460	534	1.19
96	131	Walnut Springs Substation	2200	393	1.18
97	56	Krugerville Substation	2608	2254	1.18
98	New	Elm Street Substation	12P1072	1543	1.17
99	205	Heights Substation	1222	593	1.17

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2020 SAIFI Ranking	2019 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIFI Value
100	38	Belding Substation	12F164	18	1.17
101	211	Coryell County Substation	22365	1058	1.16
102	96	South Shore Substation	1194	1602	1.14
103	1	Pyote Substation	25P312	56	1.14
104	158	Kermit #1 Substation	4K04	553	1.14
105	237	Wickett Substation	12K446	46	1.13
106	240	Magnolia Substation	1146	2999	1.12
107	233	Thurber Substation	1490	783	1.12
108	34	South Shore Substation	1190	2263	1.12
109	175	Lone Oak Substation	13384	375	1.11
110	265	League City Main Substation	1284	3165	1.10
111	94	South Shore Substation	1195	1226	1.10
112	270	Leonard Substation	12682	246	1.09
113	New	Sand Lake Substation	25P870	96	1.08
114	251	Hamilton City Substation	22785	369	1.08
115	12	Hamilton City Substation	22780	661	1.08
116	80	League City Main Substation	1010	1133	1.07
117	115	Lakepointe Substation	2524	1465	1.06
118	151	Brazoria Substation	1270	967	1.06
119	117	Valley Mills Substation	22570	467	1.06
120	285	Kermit #1 Substation	4K02	244	1.06
121	New	Cedarvale Sub	12P1193	132	1.05
122	250	West Substation	1203	951	1.05
123	189	South Shore Substation	1191	1870	1.05
124	288	Clifton #1 22KV Substation	22485	105	1.05
125	221	West Substation	1221	1935	1.04
126	98	Jones Street Substation	1411	1803	1.04
127	227	Longneck Substation	23130	2282	1.04
128	122	Nocona Substation	13370	649	1.04
129	136	Sweeny Substation	1128	1460	1.03
130	208	South Substation	1107	1330	1.03
131	129	Pecos Main Substation	12P02	1244	1.03
132	110	South Substation	1109	818	1.02
133	267	Clifton #1 4KV Substation	407	321	1.01
134	52	Hamilton County Substation	2345	223	1.00
135	251	Jones Street Substation	1413	82	1.00
136	2	Flat Top Substation	26P02	109	0.99
137	49	Lone Star Substation	25P171	76	0.99
138	60	La Marque Substation	1201	864	0.97
139	81	Freeway Park Substation	1297	414	0.95
140	New	Elm Street Substation	12P1100	779	0.94
141	72	Pecos Main Substation	12P01	257	0.94
142	148	Angleton Substation	1244	1332	0.93
143	101	Lakepointe Substation	2512	2504	0.91
144	221	Clifton #1 22KV Substation	22480	140	0.89
145	124	Gomez Substation	25F61	21	0.86
146	63	Belding Substation	12F161	48	0.85
147	209	Leonard Substation	14635	528	0.84
148	146	Graham Substation	1245	145	0.83
149	92	West Columbia Local Substation	1233	1040	0.82
150	82	League City Main Substation	1283	2252	0.82
151	8	Whitewright Substation	12698	1004	0.80
152	147	Alvin Substation	1116	1910	0.78

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2020 SAIFI Ranking	2019 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIFI Value
153	231	Frontier Substation	4236	239	0.74
154	19	Alvin Substation	1259	758	0.73
155	97	Angleton Substation	1241	1550	0.72
156	106	Kermit #2 Substation	4K07	340	0.71
157	213	Leonard Substation	14631	477	0.68
158	New	County Road Substation	12P1048	79	0.66
159	48	Farmersville West Substation	23568	711	0.65
160	293	Lake Whitney Substation	1230	525	0.64
161	133	League City Main Substation	1282	2058	0.64
162	37	South Shore Substation	1192	1736	0.64
163	41	Whitney Substation	22450	534	0.60
164	54	W.D. Faulkner Substation	12P259	186	0.56
165	127	Hill County Substation	23340	616	0.56
166	153	Westminster Substation	15800	122	0.54
167	100	Seminole Substation	1402	1720	0.54
168	14	Deport Substation (ONCOR)	22164	574	0.53
169	178	Friendswood Substation	1253	877	0.52
170	118	Magnolia Substation	1148	2256	0.52
171	71	Alvin Substation	1232	1053	0.48
172	43	Sweeny Substation	1263	525	0.48
173	159	Northside Substation	1293	604	0.47
174	104	Alvin Substation	1117	1623	0.46
175	230	Walnut Springs Substation	2215	111	0.46
176	44	Magnolia Substation	1149	1593	0.44
177	33	Blossom Substation	2203	1408	0.43
178	274	Magnolia Substation	1144	1394	0.42
179	32	Butler Road Substation	1436	3659	0.42
180	172	Angleton Substation	1153	2492	0.40
181	152	Red River Substation	2262	77	0.39
182	275	Airport Substation	12F725	863	0.38
183	190	Tejas Substation	1215	1302	0.37
184	119	Puckett Substation	25F14	54	0.37
185	28	Lone Oak Substation	13388	462	0.36
186	273	16th Street Substation	13F14	348	0.36
187	216	Heights Substation	1224	1558	0.36
188	74	Friendswood Substation	1107	1817	0.34
189	247	Sanderson Substation	4S26	234	0.33
190	206	Northside Substation	1292	710	0.32
191	58	Northside Substation	1228	1416	0.32
192	107	Glen Rose Substation	22285	427	0.31
193	242	League City Main Substation	1281	635	0.31
194	217	Tejas Substation	1212	251	0.31
195	218	Tolar Substation	25860	584	0.30
196	128	La Marque Substation	1110	330	0.30
197	120	Sweeny Substation	1129	691	0.30
198	New	Tarbush Substation	25P974	113	0.29
199	75	Whitewright Substation	12574	312	0.29
200	New	Saddleback Substation	12P817	14	0.29
201	194	Angleton Substation	1242	533	0.28
202	230	Dickinson Substation	1266	623	0.28
203	183	Blue Ridge Substation	22700	524	0.27
204	New	County Road Substation	12P1010	1061	0.27
205	150	Brazoria Substation	1271	1717	0.27

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2020 SAIFI Ranking	2019 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIFI Value
206	210	Clifton #2 Substation	24370	231	0.26
207	84	West Columbia Local Substation	1237	784	0.26
208	20	Kermit #2 Substation	12K48	667	0.26
209	130	Downtown 12.5KV Substation	12F114	582	0.26
210	204	La Marque Substation	1204	1588	0.26
211	235	Nocona Substation	12486	163	0.26
212	182	California Substation	12K86	39	0.26
213	254	Downtown 12.5KV Substation	12F130	718	0.25
214	191	Friendswood Substation	1252	1709	0.25
215	125	Nocona Substation	12490	318	0.25
216	199	Bryson Substation	1230	421	0.24
217	189	Dickinson Substation	1279	2951	0.24
218	215	Freeway Park Substation	1102	1627	0.24
219	197	Whitewright Substation	12575	732	0.24
220	200	Butler Road Substation	1437	1044	0.23
221	83	Freeway Park Substation	1299	840	0.21
222	292	Lake Whitney Substation	12355	882	0.21
223	186	Heights Substation	1134	872	0.20
224	47	Lone Star Substation	25P174	49	0.20
225	226	Jones Street Substation	1431	942	0.20
226	77	Angleton Substation	1245	954	0.20
227	5	Pyote Substation	25P217	112	0.20
228	179	Meridian Substation	23205	352	0.20
229	30	Old Ocean Substation	1262	465	0.19
230	185	Freeway Park Substation	1298	2106	0.19
231	179	Sweeny Substation	1264	1325	0.19
232	162	Pecos Main Substation	12P362	1202	0.18
233	280	16th Street Substation	12F72	480	0.18
234	New	Elm Street Substation	12P1080	1418	0.17
235	266	Valley Mills Substation	22565	430	0.17
236	162	Magnolia Substation	1145	404	0.17
237	86	Freeway Park Substation	1103	1355	0.17
238	N/A	Graham Substation	12605	135	0.16
239	15	Friendswood Substation	1108	1882	0.16
240	144	Hill County Substation	22125	742	0.16
241	248	Nocona Substation	13610	721	0.15
242	217	Hidden Lakes Substation	1477	1739	0.15
243	50	Meridian Substation	23210	821	0.15
244	240	South Substation	1108	1930	0.15
245	258	Gatesville #2 Substation	429	428	0.14
246	208	Valley Mills Substation	22575	691	0.13
247	175	Wickett Substation	12K449	223	0.13
248	212	Saint Jo Substation	15761	211	0.13
249	111	South Substation	1103	1678	0.13
250	N/A	Worsham Field Substation	12P725	251	0.12
251	160	Puckett Substation	25F18	43	0.12
252	198	Keystone Substation	12K437	741	0.11
253	232	Meridian Substation	690	245	0.11
254	282	Trenton Substation	4120	212	0.11
255	New	Coyonosa Substation	25P1352	75	0.11
256	137	League City Main Substation	1011	209	0.11
257	76	Whitewright Substation	13563	345	0.10
258	249	Angleton Substation	1243	1374	0.10

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2020 SAIFI Ranking	2019 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIFI Value
259	252	Tejas Substation	1217	154	0.10
260	260	Texas Instruments Substation	1032	3637	0.09
261	285	West Substation	1235	1587	0.09
262	188	Gatesville #2 Substation	22725	485	0.08
263	249	Hamilton City Substation	23820	205	0.08
264	245	Whitney #2 Substation	22465	379	0.08
265	93	Kermit #2 Substation	4K06	219	0.07
266	New	Coyonosa Substation	25P1356	131	0.07
267	184	Old Ocean Substation	1261	187	0.06
268	297	Kermit #1 Substation	4K05	190	0.06
269	275	Handley Substation	22820	64	0.06
270	108	Texas Instruments Substation	1033	2340	0.06
271	88	Lakepointe Substation	2536	1533	0.05
272	260	Mainland Substation	1454	1165	0.05
273	New	Lone Star Substation	25P1414	76	0.05
274	220	Old Ocean Substation	1260	57	0.05
275	9	South Bend Substation	1300	155	0.05
276	18	Clifton #2 Substation	23165	97	0.05
277	268	Meridian Substation	680	312	0.05
278	279	Magnolia Substation	1150	813	0.05
279	224	West Substation	1202	962	0.04
280	116	Texas Instruments Substation	1013	1837	0.04
281	New	Elm Street Substation	12P1076	391	0.04
282	New	County Road Substation	12P1014	987	0.03
283	261	South Substation	1102	1498	0.03
284	225	West Substation	1222	1438	0.03
285	New	Tarbush Substation	25P942	109	0.03
286	141	Sanderson Substation	4S28	258	0.03
287	212	South Substation	1104	3512	0.03
288	243	West Substation	1234	1497	0.03
289	25	Pecos Main Substation	12P366	353	0.02
290	161	Kermit #1 Substation	4K03	278	0.02
291	New	Coyonosa Substation	25P1360	177	0.02
292	13	Winkler County #6 Substation	25K11	59	0.02
293	194	Jones Street Substation	1412	524	0.01
294	282	Clifton #2 Substation	4160	324	0.01
295	156	Gatesville #2 Substation	426	454	0.01
296	57	Stafford Substation	12P82	331	0.01
297	87	Clifton #1 22KV Substation	22495	337	0.01
298	222	West Substation	1201	706	0.01
299	271	West Substation	1223	2396	0.01
300	135	Pecos Main Substation	12P03	706	0.00
301	121	Stafford Substation	12P83	599	0.00
302	103	Texas Instruments Substation	1012	1436	0.00
303	112	Clifton #1 4KV Substation	405	223	0.00
304	269	Clifton #2 Substation	4165	309	0.00
305	131	Hico City Substation	390	279	0.00
306	219	Hico City Substation	395	544	0.00
307	114	Lakepointe Substation	2544	108	0.00
308	298	Mainland Substation	1455	48	0.00
309	New	Texas Instruments Substation	2744	929	0.00
310	241	West Substation	1233	596	0.00

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

310

Add or Delete Rows as Necessary

Texas-New Mexico Power Company

2020 SAIDI Ranking	2019 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIDI Value
1	2	Cochise Substation	12P637	61	1,885.41
2	211	Kermit #1 Substation	4K02	244	666.91
3	117	Kermit #1 Substation	4K04	553	661.81
4	212	Handley Substation	22825	492	658.83
5	48	Gatesville #2 Substation	23065	514	584.95
6	147	Glen Rose Substation	22300	1195	559.48
7	22	Cochise Substation	25P48	297	553.28
8	12	Coryell County Substation	22160	75	512.52
9	56	Whitewright Substation	12573	194	498.76
10	8	Flat Top Substation	26P01	222	486.75
11	81	Alvin Substation	1254	1836	484.97
12	32	Olney Substation	1685	449	454.41
13	38	Glen Rose Substation	23875	907	440.90
14	New	Pyote Substation	25P714	94	426.40
15	222	Lakepointe Substation	2516	713	407.02
16	19	Keystone Substation	12K434	65	395.66
17	289	Talco West Substation	13909	29	379.00
18	196	West Columbia Local Substation	1234	1272	360.31
19	109	Northside Substation	1295	2298	358.75
20	New	Saddleback Substation	12P821	323	354.89
21	135	Olney Substation	1695	573	351.16
22	255	Bryson Substation	1233	187	348.26
23	152	Kermit #2 Substation	12K98	344	346.00
24	142	Walnut Springs Substation	2200	393	336.02
25	9	Hamilton County Substation	2340	146	305.53
26	145	Thurber Substation	1447	612	301.59
27	41	Nocona Substation	13374	647	299.69
28	20	California Substation	12K87	67	291.18
29	New	Coyote Springs Substation	13P37	196	281.71
30	27	Petrolia Substation	12260	823	277.14
31	170	Red River Substation	2229	365	265.58
32	43	Lakepointe Substation	2540	758	250.70
33	4	Flat Top Substation	26P02	109	246.89
34	164	Lone Oak Substation	13384	375	246.37
35	13	Gomez Substation	25F61	21	243.90
36	15	Hamilton County Substation	24015	634	237.54
37	198	Dickinson Substation	1267	2059	233.60
38	63	Coryell County Substation	22155	871	231.51
39	34	Sycamore Substation	24105	147	231.05
40	100	16th Street Substation	12F71	1764	228.47
41	77	La Marque Substation	1202	993	226.05
42	New	W.D. Faulkner Substation	25P1023	263	225.39
43	7	Belding Substation	12F164	18	224.89
44	New	Coyote Springs Substation	12P921	263	215.12
45	234	Westminster Substation	15804	408	212.45
46	127	Whitney Substation	22455	448	211.27
47	36	Alvin Substation	1115	2189	210.38

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2020 SAIDI Ranking	2019 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIDI Value
48	159	Angleton Substation	1240	1557	206.08
49	88	Alvin Substation	1231	2079	200.79
50	75	League City Main Substation	1280	1484	197.79
51	133	Walnut Springs Substation	25925	66	195.44
52	39	Dickinson Substation	1272	1500	185.73
53	80	Red River Substation	2252	1135	183.04
54	45	Friendswood Substation	1251	1812	180.02
55	90	Cochise Substation	12P638	71	178.87
56	40	South Shore Substation	1192	1736	177.05
57	116	Walnut Springs Substation	2210	471	176.83
58	59	Blossom Substation	2207	120	174.23
59	213	Leonard Substation	14635	528	172.48
60	148	Lakepointe Substation	2508	503	169.80
61	29	Hamilton County Substation	2345	223	164.62
62	92	Lakepointe Substation	2512	2504	164.43
63	278	Climax Substation	2234	1131	163.49
64	42	Freeway Park Substation	1101	1653	161.86
65	129	Airport Substation	12F44	977	160.43
66	172	Jones Street Substation	1411	1803	160.26
67	261	Olney Substation	1690	422	159.95
68	3	Pyote Substation	25P312	56	156.66
69	52	Sanderson Substation	4S27	102	152.56
70	68	Friendswood Substation	1109	1533	151.48
71	106	Seminole Substation	1404	2120	150.92
72	83	Alvin Substation	1230	2248	148.19
73	295	Whitney Substation	22460	534	146.75
74	New	Lone Star Substation	25P1410	49	145.08
75	98	Seminole Substation	1403	1183	144.24
76	71	La Marque Substation	1201	864	142.06
77	66	Cochise Substation	25P47	28	141.00
78	105	Angleton Substation	1154	1914	137.37
79	137	Angleton Substation	1155	1206	131.78
80	94	Alvin Substation	1257	2146	130.25
81	62	Whitney Substation	22450	534	126.80
82	179	League City Main Substation	1283	2252	125.56
83	180	League City Main Substation	1012	919	125.33
84	125	Thurber Substation	22890	421	122.77
85	New	Elm Street Substation	12P1100	779	119.96
86	New	Saddleback Substation	12P813	47	118.70
87	New	Coyote Springs Substation	12P28	171	118.45
88	167	South Substation	1109	818	115.13
89	108	La Marque Substation	1205	990	114.47
90	55	Brazoria Substation	1291	651	113.89
91	New	Elm Street Substation	12P1108	306	111.13
92	87	Pecos Main Substation	12P01	257	111.04
93	279	Jones Street Substation	1413	82	110.18
94	233	Clifton #1 22KV Substation	22480	140	105.92
95	114	Nocona Substation	13370	649	105.77
96	96	Airport Substation	12F271	136	104.63
97	65	Glen Rose Substation	22305	299	103.72
98	215	Tejas Substation	1214	554	103.65
99	201	League City Main Substation	1285	1245	103.38

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2020 SAIDI Ranking	2019 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIDI Value
100	103	Dickinson Substation	1277	1609	103.32
101	241	Leonard Substation	14631	477	100.37
102	229	Kermit #2 Substation	4K07	340	98.51
103	126	League City Main Substation	1282	2058	97.20
104	104	Alvin Substation	1232	1053	96.61
105	237	West Substation	1221	1935	96.57
106	246	Thurber Substation	1490	783	94.83
107	296	Sycamore Substation	24100	35	94.74
108	119	League City Main Substation	1010	1133	94.55
109	174	West Columbia Local Substation	1235	753	92.98
110	155	Jones Street Substation	1433	1043	92.97
111	New	Sand Lake Substation	25P870	96	92.20
112	238	Walnut Springs Substation	2215	111	91.68
113	57	Lone Star Substation	25P171	76	90.51
114	122	Graham Substation	1245	145	88.04
115	120	Alvin Substation	1116	1910	87.17
116	97	Westminster Substation	15800	122	87.15
117	231	Heights Substation	1132	2209	87.01
118	285	Clifton #1 22KV Substation	22485	105	86.62
119	206	South Shore Substation	1195	1226	84.86
120	160	Emory Substation (ONCOR)	1201	943	84.79
121	144	Angleton Substation	1244	1332	83.73
122	268	Frontier Substation	4236	239	82.24
123	124	Clifton #1 4KV Substation	407	321	81.39
124	284	Leonard Substation	12682	246	79.61
125	235	Wickett Substation	12K446	46	78.74
126	253	Magnolia Substation	1146	2999	78.21
127	95	Magnolia Substation	1149	1593	78.17
128	168	Pecos Main Substation	12P02	1244	77.88
129	123	Magnolia Substation	1148	2256	77.81
130	New	Elm Street Substation	12P1072	1543	76.17
131	74	Farmersville West Substation	23568	711	74.34
132	115	Butler Road Substation	1436	3659	72.69
133	191	South Shore Substation	1190	2263	71.71
134	New	County Road Substation	12P1048	79	70.47
135	112	Sweeny Substation	1128	1460	69.72
136	99	Angleton Substation	1241	1550	69.31
137	267	League City Main Substation	1284	3165	68.96
138	111	Hill County Substation	23340	616	68.90
139	251	West Substation	1203	951	68.33
140	72	Krugerville Substation	2604	2388	67.39
141	113	La Marque Substation	1203	428	67.17
142	165	Northside Substation	1293	604	67.12
143	84	Lakepointe Substation	2524	1465	66.90
144	5	Belding Substation	12F161	48	66.42
145	173	Glen Rose Substation	22295	804	65.54
146	16	W.D. Faulkner Substation	12P259	186	64.15
147	121	Brazoria Substation	1270	967	63.82
148	67	Alvin Substation	1259	758	63.55
149	46	Puckett Substation	25F14	54	61.28
150	37	Freeway Park Substation	1297	414	60.96
151	21	Dickinson Substation	1274	641	60.69
152	73	Alvin Substation	1117	1623	60.31

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2020 SAIDI Ranking	2019 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIDI Value
153	204	Friendswood Substation	1253	877	60.20
154	240	Airport Substation	12F725	863	59.73
155	136	Brazoria Substation	1290	942	59.37
156	239	Heights Substation	1222	593	58.92
157	243	Lake Whitney Substation	1230	525	58.35
158	252	South Shore Substation	1191	1870	58.32
159	New	Tarbush Substation	25P974	113	57.57
160	162	Magnolia Substation	1145	404	56.64
161	199	Tejas Substation	1215	1302	55.70
162	189	Northside Substation	1292	710	54.65
163	182	Northside Substation	1294	1031	54.34
164	260	Hamilton City Substation	23825	332	52.93
165	61	Seminole Substation	1402	1720	52.32
166	236	Tolar Substation	25860	584	52.18
167	169	Jones Street Substation	1431	942	52.16
168	220	Leonard Substation	12678	532	52.14
169	219	Magnolia Substation	1144	1394	51.50
170	131	West Columbia Local Substation	1233	1040	51.38
171	150	South Shore Substation	1194	1602	50.05
172	218	Downtown 12.5KV Substation	12F520	387	49.12
173	146	Krugerville Substation	2608	2254	48.92
174	26	Blossom Substation	2203	1408	47.92
175	176	South Shore Substation	1196	1611	47.59
176	186	Bryson Substation	1230	421	47.09
177	102	Red River Substation	2262	77	46.22
178	101	Friendswood Substation	1107	1817	44.86
179	69	Whitewright Substation	12574	312	44.26
180	140	Angleton Substation	1153	2492	44.15
181	28	Hamilton City Substation	22780	661	42.74
182	25	Whitewright Substation	12698	1004	40.13
183	232	Heights Substation	1224	1558	39.79
184	242	Butler Road Substation	1437	1044	37.75
185	210	Saint Jo Substation	15757	400	37.75
186	157	Glen Rose Substation	22285	427	36.99
187	85	Sweeny Substation	1263	525	36.92
188	272	Longneck Substation	23130	2282	36.19
189	262	Meridian Substation	23205	352	36.13
190	203	Coryell County Substation	22365	1058	35.90
191	47	Lone Oak Substation	13388	462	35.77
192	76	Northside Substation	1228	1416	35.75
193	178	Longneck Substation	23126	1727	33.52
194	207	Angleton Substation	1242	533	33.20
195	49	Nocona Substation	12490	318	33.13
196	275	16th Street Substation	12F72	480	32.20
197	197	Blue Ridge Substation	22700	524	30.86
198	1	Pyote Substation	25P217	112	30.70
199	185	Freeway Park Substation	1298	2106	30.60
200	11	Deport Substation (ONCOR)	22164	574	30.41
201	158	La Marque Substation	1204	1588	30.05
202	171	Dickinson Substation	1279	2951	29.19
203	250	League City Main Substation	1281	635	28.20
204	128	La Marque Substation	1110	330	27.81
205	New	Saddleback Substation	12P817	14	27.71

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2020 SAIDI Ranking	2019 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIDI Value
206	187	Brazoria Substation	1271	1717	27.52
207	78	Wickett Substation	12K449	223	27.02
208	226	Lake Whitney Substation	12355	882	25.27
209	161	Dickinson Substation	1266	623	24.85
210	256	Hamilton City Substation	22785	369	24.57
211	270	Sanderson Substation	4S26	234	24.56
212	156	Sweeny Substation	1264	1325	24.25
213	209	Tejas Substation	1212	251	23.90
214	New	County Road Substation	12P1010	1061	23.69
215	89	Valley Mills Substation	22570	467	23.68
216	56	Lone Star Substation	25P174	49	22.98
217	184	Heights Substation	1134	872	22.43
218	193	Friendswood Substation	1252	1709	22.40
219	190	Whitewright Substation	12575	732	21.17
220	44	Friendswood Substation	1108	1882	20.13
221	23	Old Ocean Substation	1262	465	19.74
222	132	Hill County Substation	22125	742	19.71
223	221	Freeway Park Substation	1102	1627	19.55
224	195	California Substation	12K86	39	19.44
225	245	South Substation	1108	1930	19.10
226	70	Freeway Park Substation	1299	840	18.76
227	208	Valley Mills Substation	22575	691	18.70
228	154	West Columbia Local Substation	1237	784	18.62
229	294	Worsham Field Substation	12P725	251	18.62
230	118	Sweeny Substation	1129	691	18.45
231	60	Angleton Substation	1245	954	18.30
232	New	Cedarvale Sub	12P1193	132	18.20
233	224	Nocona Substation	12486	163	18.01
234	223	Tejas Substation	1217	154	17.25
235	31	Kermit #2 Substation	12K48	667	16.87
236	181	Freeway Park Substation	1103	1355	16.36
237	139	Old Ocean Substation	1261	187	15.60
238	263	Valley Mills Substation	22565	430	15.42
239	153	Graham Substation	12605	135	15.33
240	134	Pecos Main Substation	12P362	1202	15.17
241	64	Puckett Substation	25F18	43	15.14
242	216	Hidden Lakes Substation	1477	1739	14.97
243	269	Trenton Substation	4120	212	14.77
244	6	Meridian Substation	23210	821	14.43
245	130	Downtown 12.5KV Substation	12F114	582	14.34
246	230	Downtown 12.5KV Substation	12F130	718	13.85
247	149	South Substation	1103	1678	13.34
248	91	Whitewright Substation	13563	345	13.28
249	151	Keystone Substation	12K437	741	13.05
250	274	Gatesville #2 Substation	429	428	12.95
251	244	Gatesville #2 Substation	22725	485	12.79
252	166	Clifton #2 Substation	24370	231	12.40
253	205	Old Ocean Substation	1260	57	12.35
254	283	16th Street Substation	13F14	348	11.34
255	227	Whitney #2 Substation	22465	379	11.01
256	225	Texas Instruments Substation	1032	3637	10.37
257	New	Coyonosa Substation	25P1352	75	10.36
258	192	South Substation	1107	1330	10.19

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2020 SAIDI Ranking	2019 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2020 SAIDI Value
259	217	Saint Jo Substation	15761	211	9.45
260	202	Kermit #2 Substation	4K06	219	8.63
261	New	Coyonosa Substation	25P1356	131	7.83
262	248	Meridian Substation	690	245	7.80
263	288	Kermit #1 Substation	4K05	190	7.72
264	54	League City Main Substation	1011	209	7.65
265	259	Nocona Substation	13610	721	7.59
266	282	Clifton #2 Substation	23165	97	7.58
267	249	Angleton Substation	1243	1374	7.50
268	277	West Substation	1235	1587	7.43
269	New	Elm Street Substation	12P1080	1418	7.23
270	280	South Substation	1104	3512	7.07
271	110	Lakepointe Substation	2536	1533	6.92
272	82	Sanderson Substation	4S28	258	5.62
273	258	Hamilton City Substation	23820	205	5.39
274	292	West Substation	1234	1497	5.18
275	107	Texas Instruments Substation	1033	2340	4.86
276	New	Lone Star Substation	25P1414	76	4.63
277	271	Handley Substation	22820	64	4.61
278	228	South Substation	1102	1498	4.57
279	14	South Bend Substation	1300	155	4.33
280	143	Meridian Substation	680	312	3.36
281	200	Magnolia Substation	1150	813	3.18
282	254	Mainland Substation	1454	1165	3.18
283	New	Tarbush Substation	25P942	109	2.85
284	281	West Substation	1202	962	2.53
285	188	Texas Instruments Substation	1013	1837	2.11
286	273	West Substation	1222	1438	1.89
287	New	Elm Street Substation	12P1076	391	1.88
288	247	Kermit #1 Substation	4K03	278	1.78
289	New	Coyonosa Substation	25P1360	177	1.73
290	30	Winkler County #6 Substation	25K11	59	1.63
291	New	County Road Substation	12P1014	987	1.47
292	265	West Substation	1201	706	0.89
293	177	Pecos Main Substation	12P03	706	0.74
294	79	Clifton #1 22KV Substation	22495	337	0.72
295	264	West Substation	1223	2396	0.70
296	286	Clifton #2 Substation	4160	324	0.67
297	51	Pecos Main Substation	12P366	353	0.66
298	194	Jones Street Substation	1412	524	0.57
299	214	Gatesville #2 Substation	426	454	0.42
300	141	Stafford Substation	12P82	331	0.34
301	86	Stafford Substation	12P83	599	0.08
302	183	Texas Instruments Substation	1012	1436	0.06
303	138	Clifton #1 4KV Substation	405	223	0.00
304	257	Clifton #2 Substation	4165	309	0.00
305	175	Hico City Substation	390	279	0.00
306	276	Hico City Substation	395	544	0.00
307	93	Lakepointe Substation	2544	108	0.00
308	297	Mainland Substation	1455	48	0.00
309	New	Texas Instruments Substation	2744	929	0.00
310	163	West Substation	1233	596	0.00

Service Quality Report to the Public Utility Commission of Texas

**TEXAS-NEW MEXICO POWER COMPANY
INTERRUPTION CAUSES**

Provide the percentage of interruptions attributable to each cause.

2020 Reporting Year

Causes of Forced Interruptions	Percentage
VEGETATION	26.8%
UTILITY-OWNED EQUIPMENT	26.6%
WEATHER	20.5%
ANIMALS AND BIRDS	14.8%
UNKNOWN	6.1%
PEOPLE	4.0%
OTHER	1.2%
TOTAL	100%

Texas New Mexico Power

2019 N.O.V., Docket No. 50413

Addendum to Reporting Year 2020 Service Quality Report

Discussion:

TNMP had 5 different circuits on the 2019 Worst Performing Circuit list. These circuits exceeded 300% of the yearly system average SAIDI or SAIFI for two years or more. This document is an update on the performance of these circuits and includes the 2020 plans and efforts for improvement.

2020 System Average SAIFI **1.02**, 300% System Average **4.08**

2020 System Average SAIFI **95.67**, 300% System Average **382.68**

2019 SAIDI > 300% Repeating Circuits

- Pyote 25P312 (2 Years – 1st Year Violation)
- Reeves Co. #4 13P37 (2 Years – 1st Year Violation)
- Coryell Co. 22160 (2 Years – 1st Year Violation)
- South Bend 1300 (2 Years – 1st Year Violation)
- California 12K87 (2 Years – 1st Year Violation)

2019 SAIFI > 300% Repeating Circuits

- Reeves Co. #4 13P37 (3 Years – 2nd Year Violation)
- Pyote 25P312 (2 Years – 1st Year Violation)

Pyote 25P312:

This circuit is in violation due to SAIDI and SAIFI. It is in a remote area of West Texas 25 miles east of Pecos. The primary reason for outages in 2019 on this circuit are weather and weather-related equipment problems.

- 25 KV circuit, 89.5 miles long.
- 188 customers, residential, oil and gas, agriculture
- Overhead conductor, wood poles
- Serviced from the Pecos office; circuit begins 25 miles from office
- Reliability challenges – distance from office, heavy exposure to lightning and high winds, heavy exposure to oilfield truck traffic
- 2019 Large Outages:
 - March – Hot line clamp broken (177 customers, 26,550 customer outage minutes)
 - May – Lightning (188 customers, 32,148 customer outage minutes)
 - June – UG cable termination failure (188 customers, 30,080 customer outage minutes)
 - July – Lightning (59 customers, 20,650 customer minutes)
 - August – Cutout burned up (85 customers, 29,240 customer outage minutes)
 - November – Lightning (85 customers, 25,670 customer outage minutes)
- 2019 Expenditures:
 - Reconductored 8 miles of line: \$998K
 - Installed fault indicators: \$8K
 - Pole changes outside of reconducted section: \$210K

- Patrolled line and performed maintenance: \$34K
- Added an additional substation breaker and circuit to improve reliability and back-up options: \$93K
- 2020 Work and Expenditures:
 - Performed engineering evaluation on circuit to verify that fault indicators are installed in the most effective locations. Installed 9 fault indicators: \$9K
 - Identified locations for effective isolation points and installed 2 reclosers: \$100K
 - Installed trip-savers (2 sets): \$44K
 - Performed line patrol and completed indicated maintenance: \$5K
 - IMCORP inspection of underground station getaways: \$7K
 - Replaced Feeder URD Terminations at Substation: \$0 (Warranty)

Reeves Co. #4 13P37:

This circuit is in violation due to SAIDI and SAIFI. It is in West Texas west of Pecos. The primary reason for outages in 2019 on this circuit are weather and equipment problems.

- 12.5 KV circuit, 89.5 miles long, no SCADA support
- 290 customers, residential, oil and gas
- Overhead conductor, wood poles
- Serviced from the Pecos office
- Reliability challenges – Length of circuit and heavy exposure due to lightning and high winds.
- 2019 Large Outages:
 - April – Lightning (290 customers, 96,280 customer outage minutes)
 - August – Foreign Object blown on-line (85 customers, 31,603 customer outage minutes)
 - August – Jumper broken (143 customers, 36,380 customer outage minutes)
- 2019 Expenditures:
 - Reconductor 8.8 miles: \$975K
 - Patrolled line and performed indicated maintenance: \$3K
 - Installed fault indicators: \$14K
 - Pole and crossarm replacements: \$14K
 - Construct new substation – Coyote Springs – to improve reliability and back-up options: \$6.7M
 - Convert a portion of circuit to 25 kV and transfer to Sand Lake circuit 25P47: \$920K
- 2020 Expenditures:
 - Patrolled line and performed corrective maintenance: \$5K
 - Changed out 65 poles: \$127K
 - Performed engineering evaluation on circuit to verify that fault indicators are installed in the most effective locations and installed 27 fault indicators: \$27K
 - Identified locations for effective isolation points and installed trip savers (2 sets): \$44K
 - IMCORP inspection of underground station getaways: \$5K

Coryell Co. 22160:

This circuit is in violation due to SAIDI. It is located in Central Texas north of Gatesville. The primary reason for outages on this circuit in 2019 are due to weather. Due to equipment failures this feeder will repeat as a Worst Performing Feeder for SAIDI in 2020.

- 25KV circuit, 14 miles long, no SCADA support
- 75 customers, residential, agricultural
- Overhead conductor, wood poles
- Serviced from Clifton Construction Center
- Reliability challenges – remote location, not parallel to or visible from any roads, heavy vegetation, and limited vehicular access. Large sections of line must be patrolled on foot between property lines. 80% of customers served on the last 1.5 miles of line.
- 2019 Large Outages:
 - January – Ice storm/Trees (19,240 customer outage minutes)
 - May - Lightning (11,550 customer outage minutes)
 - August – Lightning (12,880 customer outage minutes)
- 2019 Expenditures:
 - Pole-top Recloser R10460 was repaired and refurbished: \$2.5k
 - Tree trimming was completed on entire circuit, including mowing of Right of Way: \$141k
 - Replaced 147 poles, 154 crossarms, and installed 77 lightning arrestors: \$512K
- 2020 Expenditures:
 - Refurbished Recloser R10460 failed again in 2020. It was replaced in November with a new Vacuum Recloser: \$47k.

South Bend 1300:

This circuit is in violation due to SAIDI. It is located in a remote area of North-Central Texas near Eliasville. The primary reason for outages in 2019 on this circuit are weather and tree related.

- 12.5 kV circuit, 27 total miles long, no SCADA support
- 157 customers, approximately 50 residential, balance oil and gas
- Overhead conductor, wood poles
- Serviced from Olney office; circuit begins 40 miles from office
- Reliability challenges - Heavy exposure to lightning and high winds, difficult access due to many portions of circuit off public rights of way, dense trees on main circuit in creek bottoms, and distance from Office.
- 2019 Outage Causes:
 - May – High winds, Tree fell breaking crossarm (23,306 customer outage minutes)
 - June - High winds, Trees burning on Primary (23,393 customer outage minutes)
 - July – Trees, circuit on one shot (15,857 customer outage minutes)

- 2019 Expenditures:
 - Installed new Vacuum Recloser: \$50K
 - Changed out 67 distribution poles: \$224k
 - Upgraded existing Regulator Bank: \$19k
 - Upgraded existing Capacitor Bank: \$3.8k
 - Trimmed private ROW of Main Line: \$97k
- 2020 Expenditures:
 - Installed 4G SCADA control on breaker: \$75k
 - Installed trip-savers on identified laterals: \$52k
 - Installed additional fused and solid blade isolation points: \$6k

California 12K87:

This circuit is in violation due to SAIDI. It is located south of Kermit. The primary reason for outages in 2019 on this circuit are weather and weather-related equipment failures.

- 12.5 kV circuit, 39 miles long
- 60 customers, oil and gas
- Overhead conductor, wood poles, part of circuit is on transmission under-build
- Serviced from Kermit office, 15 miles from office
- Reliability challenges – heavy exposure to lightning and high wind, right of way is sandy and difficult to patrol, and distance from office.
- 2019 Outages Causes:
 - February – Phase broken (5,845 customer outage minutes)
 - August – Lightning (4,130 customer outage minutes)
 - September – Lightning (8,520 customer outage minutes)
- 2019 Expenditures:
 - Patrolled line and performed indicated maintenance (crossarms): \$10K
 - Installed fault indicators: \$4K
 - Installed trip-savers: \$14K
 - Reconductored a portion of the circuit: \$1.9M
- 2020 Expenditures:
 - Patrolled line and replaced 24 poles: \$124k
 - Performed engineering evaluation on circuit to verify that fault indicators are installed in the most effective locations and installed 3 sets of fault indicators: \$9K
 - Identified locations for effective isolation points and installed trip saver: \$22K
 - Verify all laterals are properly protected and corrected deficiencies: \$5K
 - Added neutral and replaced poles to upgrade line to NESC standards: \$334K