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SERVICE QUALITY REPORT UNDER

§ 16 TEX. ADMIN. CODE § 25.81 OF TEXAS

TEXAS-NEW MEXICO POWER COMPANY'S EQUIPMENT REPAIR AND REPLACEMENT PROGRAM REPORT REQUIRED BY **DOCKET NO. 55107 FINAL ORDER**

TO THE HONORABLE PUBLIC UTILITY COMMISSION:

In compliance with the Final Order in Docket No. 55107, Texas-New Mexico Power Company hereby files this report detailing its equipment repair and replacement program, as well as any additional steps that address distribution outages where the primary cause is utility-owned equipment. ("Report"). The Report is attached and submitted hereto as Exhibit "A."

Respectfully submitted, Date: July 31, 2023

/s/ Scott Seamster

Scott Seamster Associate General Counsel State Bar No. 00784939 577 N. Garden Ridge Blvd. Lewisville, Texas 75067

Tel: 214-222-4143 Fax: 214-222-4156

scott.seamster@pnmresources.com

ATTORNEY FOR TEXAS-NEW MEXICO POWER COMPANY

TEXAS-NEW MEXICO POWER'S EQUIPMENT REPAIR AND REPLACEMENT PROGRAM REPORT

TNMP's Engineering and Operation personnel review and investigate major outages monthly. TNMP evaluates causes, seeks trends for identified failures, assesses restoration procedures/durations, and reviews contingency plans. TNMP utilizes the information from the Outage Reviews to develop reliability plans for its worst performing circuits. In response to those reviews, TNMP has taken the following actions which are implemented on an on-going basis:

TNMP outsourced its pole inspection program to a 3rd party Contractor. The Contractor's primary function is to inspect and repair/replace poles. TNMP's Pole Inspection Contractor identifies poles based upon 4 categories, "Good/Treatment", "Bad/Treatment", "C-Truss" to prolong the life of the pole, or "Needs Replacement." TNMP's Pole Inspection Contractor provide full time pole Inspectors. The Contract Inspectors primarily inspect and repair/replace poles. TNMP now experiences a higher quality inspection and replacement program; thereby, reducing poles as the cause of an outage. Additionally, this Contractor furthers TNMP's outage resiliency by installing missing guards, repairing ground wire breaks at ground level, and supplementing TNMP's line patrols by identifying both crossarms and guy wires that need repair or maintenance.

- TNMP has revised its practice of installing arrestors on a cutout combo on the crossarm, for transformer protection. TNMP's Construction Standards now require tank mounted arrestors, this moves the ground wire from the primary zone (arm) to below the transformer tank, thus, improving reliability by mitigating the potential of a fault caused by a damaged lighting arrestor.
- TNMP modified its construction standards of installing arrestor stations on crossams located next to the primary or hanging off the phases. Arrestor stations are now installed on fiberglass equipment brackets below the crossam. This installation moves the ground wire(s) from the primary zone and increases BIL on the poles. This process is also employed on static construction.
- TNMP is replacing identified deteriorated conductors (ACSR where the steel core has issues).

- TNMP is revising its construction standards to increase spacing between overhead conductors to meet a 300kV BIL for its distribution system.
- TNMP has a proactive equipment replacement program to replace regulators and reclosers identified at end of life. TNMP also tracks the number of operations of its regulators. Regulators are replaced when near end of life as defined by number of operations. TNMP has proactively been replacing hydraulic reclosers with new electronic reclosers under this replacement program.