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PROJECT NO. 54467

CY 2022 ELECTRIC UTILITY	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT UNDER	§	
16 TAC § 25.81	§	OF TEXAS

**ORDER DIRECTING AEP TEXAS, INC. TO TAKE CERTAIN ACTIONS RELATED
TO ELECTRIC SERVICE QUALITY**

This Order addresses the memorandum filed by Commission Staff on December 5, 2022 for consideration by the Commission at the December 15, 2022 open meeting. The memorandum addresses several topics related to service quality reports including: current requirements; a summary of prior enforcement investigations and actions; planned changes to enforcement investigations related to electric service quality reports; recommendations for the Commission to direct certain utilities to address discrete issues, based upon a ten-year trend analysis conducted by Commission Staff; and recommended changes to reporting requirements.¹

Under PURA² § 14.003(1)(a), the Commission is authorized to require reports from public utilities, and under 16 TAC § 25.71(g), the Commission may require an electric utility to file reports or additional information that relates to the operation of the business of the electric utility. Consistent with Commission Staff's memorandum, the Commission directs AEP Texas, Inc. to provide additional reporting related to its distribution feeder electric service quality performance and makes the following orders:

1. AEP Texas must file a report consistent with the recommendations in the Commission Staff memorandum filed on December 5, 2022 in Project No. 52937.
2. The report must analyze the causes of service interruptions on the top ten percent of the utility's worst-performing distribution feeders identified by AEP Texas in its CY 2020 and CY 2021 electric service quality reports.

¹ *CY 2022 Open Meeting Items Without an Associated Control No.*, Project No. 52937, Commission Staff Update on Electric Service Quality Reporting and Compliance (Dec. 5, 2022).

² Public Utility Regulatory Act, Tex. Util. Code §§ 11.001-66.016.

3. The report must provide information related to the most commonly recurring causes of service interruptions and include sufficient detail of any common circumstances or facts that contribute to the feeders' significantly poor service quality performance.
4. The report must provide information related to actions AEP Texas has already taken to address these common causes of interruption and provide specific information about new or future actions the utility intends to take that are designed to reduce the number of feeders with significantly poor service quality performance.
5. The information provided in the report must not recite the same information provided in AEP Texas' CY 2022 electric service quality report due by February 14, 2023.
6. The report must be filed in *CY 2022 Electric Utility Service Quality Reports Under 16 TAC § 25.81*, Project No. 54467 no later than July 1, 2023.

Signed at Austin, Texas the _____ day of _____ 2022.

PUBLIC UTILITY COMMISSION OF TEXAS

PETER M. LAKE, CHAIRMAN

LORI COBOS, COMMISSIONER

JIMMY GLOTFELTY, COMMISSIONER

KATHLEEN JACKSON, COMMISSIONER

Signed at Austin, Texas the 15th day of December 2022.

PUBLIC UTILITY COMMISSION OF TEXAS



PETER M. LAKE, CHAIRMAN



LORI COBOS, COMMISSIONER



JIMMY GLOTFELTY, COMMISSIONER



KATHLEEN JACKSON, COMMISSIONER

