



Filing Receipt

Filing Date - 2024-02-13 04:26:36 PM

Control Number - 56005

Item Number - 4



Texas-New Mexico Power
577 N. Garden Ridge Blvd.
Lewisville, TX 75067
Tel (214) 222-4154
Fax (214) 222-4156

February 13, 2024

Clerk, Central Records
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, TX 78711

Re: Docket No. 56005, *TNMP 2023 Service Quality Report*

Enclosed for filing, please find TNMP's Service Quality Report for the 2023 reporting year in accordance with Substantive Rule §25.52.

Respectfully,

/s/ Kevin Lewis

Kevin Lewis
Regulatory Analyst
Texas-New Mexico Power
Kevin.Lewis@tnmp.com

Service Quality Report
To The
Public Utility Commission of Texas
In Accordance With
Substantive Rule §25.81
2023 Reporting Year

Texas-New Mexico Power Company

Project 56005

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														
2023		1.21	0.06	0.06	0.10	0.09	0.13	0.16	0.08	0.10	0.17	0.09	0.09	0.07
Scheduled														
2023		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Outside Causes														
2023		0.77	0.02	0.01	0.35	0.12	0.03	0.05	0.04	0.04	0.04	0.04	0.03	0.02
Major Events														
2023		0.08	0.01	0.01	0.00	0.00	0.00	0.07	0.00	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														
2023		101.20	7.31	6.64	8.79	8.05	12.68	15.46	6.86	5.79	12.16	7.09	5.81	4.57
Scheduled														
2023		0.20	0.00	0.08	0.05	0.00	0.03	0.01	0.01	0.00	0.00	0.00	0.01	0.00
Outside Causes														
2023		51.40	1.91	0.52	22.73	7.31	1.92	4.51	1.76	4.35	3.72	1.38	1.29	0.00
Major Events														
2023		28.54	11.32	1.25	0.00	0.00	0.00	15.97	0.00	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

2023 SAIFI Ranking	2022 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIFI Value
1	195	Puckett Substation	25F14	55	7.75
2	7	Elm Street Substation	12P1072	1192	7.19
3	173	Elm Street Substation	12P1080	1243	7.00
4	4	Airport Substation	12F271	111	6.42
5	228	Downtown 12.5KV Substation	12F130	698	6.14
6	86	Flat Top Substation	25P657	90	5.84
7	215	Brazoria Substation	1270	954	5.43
8	90	Coryell County Substation	22365	1091	5.19
9	205	West Columbia Local Substation	1233	1066	4.87
10	194	Sweeny Substation	1128	1485	4.77
11	12	West Columbia Local Substation	1235	780	4.74
12	69	Farmersville West Substation	23568	925	4.70
13	138	Puckett Substation	25F18	40	4.50
14	49	Brazoria Substation	1271	1774	4.31
15	101	Graham Substation	12605	126	4.30
16	162	Bryson Substation	1230	460	4.14
17	117	West Columbia Local Substation	1237	799	4.12
18	294	Clifton #2 Substation	23165	97	4.00
19	1	Coyonosa Substation	25P1356	107	3.90
20	NEW	Tarbush Substation	25P946	24	3.87
21	50	Kermit #2 Substation	4K07	330	3.87
22	15	Flat Top Substation	26P01	62	3.82
23	34	Tarbush Substation	25P942	95	3.67
24	6	Coyote Springs Substation	13P37	174	3.51
25	168	Red River Substation	2229	368	3.49
26	107	Freeway Park Substation	1103	1376	3.29
27	231	Whitewright Substation	13563	361	3.27
28	204	Friendswood Substation	1252	1701	3.19
29	235	Old Ocean Substation	1262	486	3.12
30	NEW	Pyote Substation	25P312	66	3.09
31	60	Alvin Substation	1257	2275	3.06
32	274	Coryell County Substation	22155	874	3.04
33	10	Pyote Substation	25P217	39	3.03
34	298	Longneck Substation	23126	2568	3.01
35	41	Alvin Substation	1115	2136	2.96
36	93	Sweeny Substation	1129	707	2.83
37	99	Angleton Substation	1240	1601	2.71
38	42	Meridian Substation	23210	876	2.70
39	164	Worsham Field Substation	12P725	89	2.70
40	199	Dickinson Substation	1272	1541	2.68
41	61	Krugerville Substation	2608	2588	2.57
42	85	Sycamore Substation	24105	164	2.54
43	196	Dickinson Substation	1267	1984	2.48
44	19	Belding Substation	12F161	40	2.48
45	95	Tejas Substation	1217	156	2.47
46	174	Seminole Substation	1402	1280	2.46
47	17	Coryell County Substation	22160	72	2.44

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIFI Ranking	2022 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIFI Value
48	178	Magnolia Substation	1148	2225	2.44
49	160	Cedarvale Sub	12P1193	40	2.43
50	14	South Shore Substation	1196	1675	2.42
51	18	County Road Substation	12P1010	1158	2.42
52	180	Glen Rose Substation	22305	802	2.38
53	72	Coyote Springs Substation	12P921	135	2.38
54	224	Gatesville #2 Substation	23065	527	2.38
55	76	Friendswood Substation	1251	1785	2.36
56	13	Keystone Substation	12K434	176	2.32
57	126	Lone Oak Substation	13388	469	2.23
58	104	Hidden Lakes Substation	1477	1794	2.22
59	92	Dickinson Substation	1279	2979	2.21
60	48	Northside Substation	1292	711	2.16
61	256	County Road Substation	12P1014	976	2.16
62	277	Angleton Substation	1245	1054	2.15
63	158	Graham Substation	1245	153	2.15
64	202	Tejas Substation	1214	545	2.14
65	3	Cedarvale Sub	25P1540	287	2.13
66	217	Gomez Substation	25F61	19	2.11
67	43	California Substation	12K87	21	2.07
68	153	Thurber Substation	1447	630	2.04
69	82	Longneck Substation	23130	2138	2.02
70	130	Longneck Substation	23537	668	2.00
71	30	Lakepointe Substation	2508	522	2.00
72	53	Angleton Substation	1155	1320	2.00
73	172	Red River Substation	2252	1120	1.93
74	36	Coyonosa Substation	25P1360	125	1.91
75	120	Deport Substation (ONCOR)	22164	631	1.90
76	207	Angleton Substation	1244	1424	1.88
77	56	Angleton Substation	1243	1418	1.86
78	31	Walnut Springs Substation	2210	463	1.84
79	78	Glen Rose Substation	22295	791	1.80
80	NEW	Saddleback Substation	12P817	331	1.80
81	40	Alvin Substation	1259	754	1.78
82	184	League City Main Substation	1282	2030	1.75
83	201	Whitney Substation	22455	487	1.74
84	272	Olney Substation	1685	450	1.71
85	219	Downtown 12.5KV Substation	12F520	317	1.70
86	111	Alvin Substation	1231	2159	1.68
87	96	Kermit #2 Substation	12K48	553	1.67
88	166	Leonard Substation	12682	256	1.67
89	NEW	Worsham Field Substation	12P693	103	1.66
90	109	Heights Substation	1132	2220	1.66
91	156	Emory Substation (ONCOR)	1201	976	1.62
92	257	South Substation	1108	1932	1.62
93	110	Westminster Substation	15800	135	1.61
94	227	Clifton #2 Substation	24370	230	1.58
95	304	Valley Mills Substation	22565	432	1.56
96	189	Clifton #1 22KV Substation	22480	141	1.55
97	252	Angleton Substation	1153	2709	1.55
98	150	Sweeny Substation	1263	517	1.53
99	9	Tolar Substation	25860	627	1.51

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIFI Ranking	2022 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIFI Value
100	22	Butler Road Substation	1436	2507	1.48
101	282	Sanderson Substation	4S28	276	1.48
102	225	Talco West Substation	22237	30	1.47
103	244	Whitney Substation	22450	578	1.44
104	210	Freeway Park Substation	1298	2125	1.43
105	128	Angleton Substation	1242	566	1.42
106	179	Brazoria Substation	1291	656	1.41
107	123	League City Main Substation	1283	2222	1.41
108	261	La Marque Substation	1205	997	1.41
109	75	Cedarvale Sub	12P1189	52	1.40
110	134	Leonard Substation	14631	498	1.40
111	169	Hill County Substation	22125	781	1.39
112	209	Dickinson Substation	1274	644	1.35
113	167	Friendswood Substation	1253	827	1.33
114	279	Sand Lake Substation	25P870	58	1.33
115	NEW	Elm Street Substation	12P1100	630	1.33
116	267	Whitewright Substation	12698	987	1.32
117	35	Thurber Substation	1490	819	1.30
118	278	Nocona Substation	13610	708	1.29
119	264	Walnut Springs Substation	2215	112	1.29
120	262	County Road Substation	12P1048	175	1.29
121	286	Angleton Substation	1154	1976	1.27
122	233	Cholla Substation	25P1475	68	1.22
123	46	Friendswood Substation	1107	1726	1.18
124	251	South Shore Substation	1190	2273	1.16
125	213	Gatesville #2 Substation	22725	483	1.16
126	247	Whitney Substation	22460	619	1.16
127	170	Leonard Substation	12678	549	1.16
128	232	Heights Substation	1222	597	1.16
129	58	Glen Rose Substation	22300	1182	1.14
130	280	Petrolia Substation	15951	205	1.14
131	268	South Substation	1107	1320	1.14
132	253	Clifton #2 Substation	4165	308	1.10
133	64	Mainland Substation	1454	2818	1.09
134	27	Hamilton County Substation	24015	644	1.08
135	144	West Substation	1221	1948	1.08
136	91	Nocona Substation	12486	165	1.07
137	309	Hamilton City Substation	23825	326	1.06
138	103	Blue Ridge Substation	22700	555	1.06
139	23	Belding Substation	12F164	17	1.06
140	108	Valley Mills Substation	22570	477	1.05
141	148	Butler Road Substation	1438	45	1.05
142	114	West Substation	1201	699	1.03
143	140	Hamilton County Substation	2345	224	1.03
144	136	Jones Street Substation	1412	927	1.02
145	152	West Substation	1203	967	1.02
146	197	Hamilton City Substation	23820	201	1.02
147	292	Sanderson Substation	4S26	237	1.02
148	299	Texas Instruments Substation	1033	2348	1.01
149	139	South Substation	1104	3524	1.00
150	97	Lakepointe Substation	2516	717	1.00
151	NEW	Mainland Substation	1448	1662	1.00
152	70	Nocona Substation	13374	645	0.98

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIFI Ranking	2022 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIFI Value
153	283	Whitewright Substation	12573	216	0.93
154	32	Whitewright Substation	12574	387	0.93
155	45	Meridian Substation	23205	313	0.92
156	122	La Marque Substation	1202	1001	0.92
157	127	Sweeny Substation	1264	1380	0.88
158	84	Hamilton County Substation	2340	152	0.87
159	21	Coyote Springs Substation	12P28	129	0.83
160	89	W.D. Faulkner Substation	25P1023	147	0.81
161	155	Blossom Substation	2203	1438	0.79
162	147	Elm Street Substation	12P1138	240	0.78
163	62	Alamo Substation	12F1253	819	0.77
164	159	Valley Mills Substation	22575	708	0.74
165	52	West Columbia Local Substation	1234	1514	0.72
166	79	Friendswood Substation	1109	1533	0.71
167	129	South Shore Substation	1192	1740	0.69
168	20	Alvin Substation	1117	2671	0.68
169	16	Coyonosa Substation	25P1352	49	0.67
170	54	Ringgold Substation	23774	51	0.63
171	154	Magnolia Substation	1149	1598	0.63
172	200	Whitewright Substation	12575	756	0.62
173	238	Heights Substation	1134	886	0.62
174	187	Magnolia Substation	1144	1389	0.61
175	24	Brazoria Substation	1290	928	0.59
176	263	Angleton Substation	1241	1607	0.57
177	74	Blossom Substation	2207	121	0.54
178	285	Elm Street Substation	12P1076	333	0.52
179	214	Longneck Substation	23668	12	0.50
180	5	Kermit #1 Substation	4K02	265	0.48
181	161	La Marque Substation	1201	865	0.46
182	71	La Marque Substation	1204	1619	0.45
183	88	Airport Substation	12F44	956	0.44
184	220	Magnolia Substation	1145	436	0.42
185	222	Krugerville Substation	2604	2594	0.41
186	185	Hill County Substation	23340	669	0.41
187	135	Northside Substation	1293	619	0.40
188	216	Saint Jo Substation	15757	402	0.39
189	177	La Marque Substation	1203	429	0.39
190	124	Kermit #2 Substation	12K98	351	0.38
191	47	Tejas Substation	1215	1307	0.37
192	208	Freeway Park Substation	1299	652	0.36
193	80	Northside Substation	1295	2314	0.36
194	301	South Shore Substation	1191	1886	0.36
195	121	Handley Substation	22825	476	0.35
196	38	Wickett Substation	12K449	228	0.33
197	105	League City Main Substation	1280	1487	0.33
198	98	Alvin Substation	1230	2563	0.32
199	223	Dickinson Substation	1266	641	0.31
200	51	Northside Substation	1294	1019	0.31
201	249	League City Main Substation	1281	624	0.30
202	248	Alamo Substation	12F1257	872	0.30
203	218	League City Main Substation	1285	1529	0.28
204	67	Old Ocean Substation	1260	58	0.28
205	311	Old Ocean Substation	1261	194	0.27

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIFI Ranking	2022 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIFI Value
206	221	Thurber Substation	22890	420	0.27
207	182	Dickinson Substation	1277	1729	0.26
208	276	Red River Substation	2262	79	0.26
209	226	Bryson Substation	1233	186	0.26
210	2	Kermit #1 Substation	4K04	528	0.24
211	198	Keystone Substation	12K437	735	0.24
212	142	Texas Instruments Substation	1032	3724	0.24
213	186	Alvin Substation	1116	2040	0.24
214	255	League City Main Substation	1010	1154	0.23
215	118	Lake Whitney Substation	1230	514	0.23
216	133	Walnut Springs Substation	2200	410	0.23
217	157	Lone Star Substation	25P1414	35	0.23
218	63	South Substation	1109	817	0.23
219	241	Frontier Substation	4236	263	0.22
220	229	Northside Substation	1228	1411	0.22
221	246	Hamilton City Substation	22780	668	0.22
222	192	Hidden Lakes Substation	1476	561	0.22
223	281	Lone Star Substation	25P174	25	0.22
224	25	Glen Rose Substation	22285	1007	0.21
225	113	Seminole Substation	1404	2275	0.20
226	181	South Substation	1103	1629	0.20
227	106	Leonard Substation	14635	536	0.19
228	131	Friendswood Substation	1108	1893	0.19
229	193	Butler Road Substation	1437	1063	0.19
230	81	Downtown 12.5KV Substation	12F114	609	0.19
231	190	Alvin Substation	1254	1936	0.18
232	203	Alamo Substation	12F1288	475	0.17
233	37	W.D. Faulkner Substation	25P1027	12	0.17
234	94	Nocona Substation	13370	674	0.16
235	83	Hidden Lakes Substation	1478	108	0.16
236	116	Wickett Substation	12K446	33	0.15
237	206	Olney Substation	1695	570	0.15
238	289	Trenton Substation	4120	215	0.15
239	11	Airport Substation	12F831	725	0.15
240	237	Lake Whitney Substation	12355	906	0.14
241	300	Handley Substation	22820	65	0.14
242	234	Whitney #2 Substation	22465	392	0.13
243	175	Jones Street Substation	1433	1054	0.13
244	44	Heights Substation	1224	1563	0.13
245	26	Westminster Substation	15804	424	0.12
246	284	Hico City Substation	395	562	0.12
247	239	West Substation	1235	1580	0.12
248	243	Clifton #1 22KV Substation	22485	106	0.11
249	66	Lakepointe Substation	2544	224	0.11
250	112	Freeway Park Substation	1101	1645	0.11
251	119	Hico City Substation	390	277	0.10
252	188	League City Main Substation	1012	923	0.10
253	191	Saint Jo Substation	15761	212	0.10
254	260	Freeway Park Substation	1297	378	0.10
255	273	Magnolia Substation	1146	3006	0.10
256	100	Nocona Substation	12490	323	0.09
257	77	Winkler County #6 Substation	25K11	45	0.09
258	287	Hamilton City Substation	22785	371	0.09

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIFI Ranking	2022 SAIFI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIFI Value
259	151	West Substation	1202	1029	0.08
260	NEW	Pyote Substation	25P714	12	0.08
261	28	Freeway Park Substation	1102	2616	0.08
262	296	Kermit #2 Substation	4K06	201	0.08
263	146	Texas Instruments Substation	1012	1447	0.08
264	230	Jones Street Substation	1431	1405	0.08
265	65	Lakepointe Substation	2524	1470	0.07
266	266	Clifton #1 22KV Substation	22495	369	0.07
267	258	La Marque Substation	1110	344	0.07
268	275	Seminole Substation	1403	1208	0.07
269	NEW	Meridian Substation	26005	570	0.07
270	250	Alamo Substation	12F1284	334	0.07
271	265	Alvin Substation	1232	1265	0.07
272	315	Kermit #1 Substation	4K05	187	0.06
273	291	Petrolia Substation	12260	646	0.06
274	259	Sanderson Substation	4S27	102	0.06
275	8	Cottonwood Substation	25P1227	35	0.06
276	29	Lakepointe Substation	2540	772	0.05
277	165	South Shore Substation	1194	1605	0.05
278	293	Lone Oak Substation	13384	418	0.05
279	176	Tejas Substation	1212	244	0.04
280	242	Magnolia Substation	1150	839	0.04
281	254	Jones Street Substation	1413	95	0.04
282	87	Climax Substation	2234	2129	0.04
283	55	South Shore Substation	1195	1255	0.04
284	245	Olney Substation	1690	431	0.03
285	302	Airport Substation	12F835	69	0.03
286	141	League City Main Substation	1011	1032	0.03
287	271	League City Main Substation	1284	2313	0.03
288	297	Clifton #1 4KV Substation	405	219	0.02
289	102	South Substation	1102	1491	0.02
290	132	West Substation	1222	1396	0.02
291	137	South Bend Substation	1300	158	0.02
292	306	Gatesville #2 Substation	429	432	0.02
293	143	Clifton #1 4KV Substation	407	328	0.02
294	33	Kermit #1 Substation	4K03	259	0.02
295	68	Walnut Springs Substation	25925	76	0.01
296	308	West Substation	1234	1732	0.01
297	59	West Substation	1223	2392	0.01
298	269	Jones Street Substation	1411	2180	0.01
299	314	Clifton #2 Substation	4160	318	0.01
300	145	Lakepointe Substation	2512	2504	0.00
301	310	Lakepointe Substation	2536	1564	0.00
302	305	Texas Instruments Substation	2744	948	0.00
303	316	Texas Instruments Substation	1013	1923	0.00
304	NEW	Butler Road Substation	1440	1426	0.00
305	73	California Substation	12K86	28	0.00
306	270	Cedarvale Sub	25P1536	29	0.00
307	290	Gatesville #2 Substation	426	466	0.00
308	295	Mainland Substation	1455	54	0.00
309	57	Sycamore Substation	24100	36	0.00
310	307	West Substation	1233	594	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

2023 SAIDI Ranking	2022 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIDI Value
1	59	Puckett Substation	25F18	40	1,930.40
2	NEW	Pyote Substation	25P312	66	1,290.08
3	212	Puckett Substation	25F14	55	1,125.27
4	NEW	Tarbush Substation	25P946	24	751.75
5	13	Pyote Substation	25P217	39	681.23
6	4	Flat Top Substation	26P01	62	662.26
7	94	Flat Top Substation	25P657	90	579.38
8	19	Cedarvale Sub	25P1540	287	563.94
9	6	Airport Substation	12F271	111	500.67
10	3	Coyonosa Substation	25P1356	107	500.38
11	16	Coyote Springs Substation	13P37	174	492.40
12	126	Red River Substation	2229	368	471.11
13	199	Sweeny Substation	1128	1485	469.90
14	135	Elm Street Substation	12P1080	1243	456.29
15	85	Worsham Field Substation	12P725	89	448.45
16	246	Old Ocean Substation	1262	486	446.90
17	14	Tarbush Substation	25P942	95	443.49
18	12	Coryell County Substation	22160	72	418.54
19	134	Brazoria Substation	1271	1774	417.96
20	117	Coyote Springs Substation	12P921	135	417.62
21	11	Cedarvale Sub	12P1189	52	383.29
22	45	Thurber Substation	1447	630	382.66
23	62	Meridian Substation	23210	876	381.36
24	237	Brazoria Substation	1270	954	371.32
25	38	Elm Street Substation	12P1072	1192	365.68
26	34	Coryell County Substation	22365	1091	359.96
27	26	Belding Substation	12F161	40	347.78
28	87	Graham Substation	12605	126	331.59
29	218	Angleton Substation	1244	1424	305.15
30	233	Whitewright Substation	13563	361	293.59
31	284	Coryell County Substation	22155	874	287.67
32	241	West Columbia Local Substation	1233	1066	286.10
33	80	Friendswood Substation	1253	827	282.76
34	23	Glen Rose Substation	22295	791	279.70
35	147	Cedarvale Sub	12P1193	40	275.28
36	155	Leonard Substation	12678	549	271.69
37	122	Tejas Substation	1217	156	268.81
38	NEW	Worsham Field Substation	12P693	103	267.79
39	133	Freeway Park Substation	1103	1376	266.50
40	120	Dickinson Substation	1272	1541	264.83
41	310	Clifton #2 Substation	23165	97	263.03
42	113	Alvin Substation	1257	2275	262.66
43	18	West Columbia Local Substation	1235	780	255.77
44	NEW	Elm Street Substation	12P1100	630	254.18
45	139	Sweeny Substation	1129	707	251.65
46	106	Farmersville West Substation	23568	925	248.18
47	118	Leonard Substation	14631	498	246.71

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIDI Ranking	2022 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIDI Value
48	67	Friendswood Substation	1251	1785	242.42
49	7	Coyonosa Substation	25P1360	125	236.69
50	163	Red River Substation	2252	1120	231.03
51	100	Hidden Lakes Substation	1477	1794	228.79
52	194	Friendswood Substation	1252	1701	228.58
53	8	Thurber Substation	1490	819	223.53
54	175	West Columbia Local Substation	1237	799	219.30
55	278	Olney Substation	1685	450	218.45
56	131	Deport Substation (ONCOR)	22164	631	216.05
57	21	South Shore Substation	1196	1675	212.52
58	148	Dickinson Substation	1267	1984	211.56
59	70	Northside Substation	1292	711	206.03
60	66	County Road Substation	12P1010	1158	203.21
61	172	Clifton #1 22KV Substation	22480	141	202.52
62	5	Tolar Substation	25860	627	197.36
63	22	California Substation	12K87	21	191.38
64	51	Leonard Substation	12682	256	188.04
65	NEW	Saddleback Substation	12P817	331	185.92
66	272	Sand Lake Substation	25P870	58	183.79
67	55	Angleton Substation	1155	1320	181.65
68	151	Blossom Substation	2203	1438	177.89
69	130	Magnolia Substation	1148	2225	174.10
70	89	Alvin Substation	1115	2136	173.63
71	200	Brazoria Substation	1291	656	173.28
72	125	Hill County Substation	22125	781	172.46
73	9	Coyote Springs Substation	12P28	129	170.14
74	244	La Marque Substation	1205	997	166.93
75	71	Kermit #2 Substation	4K07	330	164.71
76	99	Alvin Substation	1231	2159	162.60
77	283	Angleton Substation	1245	1054	162.09
78	169	Dickinson Substation	1274	644	161.09
79	123	Angleton Substation	1243	1418	160.57
80	78	Lone Oak Substation	13388	469	159.56
81	259	Walnut Springs Substation	2215	112	158.21
82	153	Graham Substation	1245	153	158.17
83	216	Downtown 12.5KV Substation	12F130	698	157.92
84	138	Dickinson Substation	1279	2979	157.88
85	15	Hamilton County Substation	24015	644	156.48
86	40	Hamilton County Substation	2340	152	147.95
87	202	Cholla Substation	25P1475	68	147.85
88	20	W.D. Faulkner Substation	25P1023	147	146.51
89	97	Sycamore Substation	24105	164	145.03
90	86	Bryson Substation	1230	460	141.88
91	184	Whitney Substation	22455	487	140.90
92	112	Krugerville Substation	2608	2588	138.91
93	299	Longneck Substation	23126	2568	138.78
94	253	South Substation	1108	1932	137.21
95	193	Tejas Substation	1214	545	136.57
96	183	League City Main Substation	1282	2030	136.46
97	306	Hamilton City Substation	23825	326	134.62
98	39	Walnut Springs Substation	2210	463	131.89
99	232	Talco West Substation	22237	30	131.33

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIDI Ranking	2022 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIDI Value
100	17	Coyonosa Substation	25P1352	49	131.04
101	178	La Marque Substation	1202	1001	129.39
102	25	Keystone Substation	12K434	176	126.25
103	144	Longneck Substation	23130	2138	125.55
104	250	Sweeny Substation	1263	517	124.52
105	31	Alvin Substation	1259	754	124.46
106	159	Angleton Substation	1240	1601	123.58
107	65	Heights Substation	1132	2220	123.04
108	227	Gatesville #2 Substation	23065	527	121.39
109	263	South Substation	1107	1320	119.43
110	254	County Road Substation	12P1014	976	118.61
111	265	Angleton Substation	1153	2709	118.51
112	180	Seminole Substation	1402	1280	114.09
113	235	Gomez Substation	25F61	19	114.05
114	197	Freeway Park Substation	1298	2125	112.14
115	271	Sanderson Substation	4S26	237	107.41
116	223	Clifton #2 Substation	4165	308	107.15
117	256	Whitney Substation	22450	578	104.38
118	206	Whitewright Substation	12575	756	104.01
119	48	Alvin Substation	1117	2671	103.96
120	53	Wickett Substation	12K449	228	100.65
121	171	Kermit #2 Substation	12K48	553	97.72
122	142	Valley Mills Substation	22575	708	97.36
123	35	Kermit #1 Substation	4K04	528	95.93
124	161	Elm Street Substation	12P1138	240	95.82
125	292	Whitewright Substation	12573	216	94.77
126	83	West Columbia Local Substation	1234	1514	92.99
127	115	Nocona Substation	13374	645	90.27
128	61	Lakepointe Substation	2508	522	90.13
129	42	Ringgold Substation	23774	51	89.43
130	274	Whitewright Substation	12698	987	89.12
131	276	Elm Street Substation	12P1076	333	87.85
132	290	South Shore Substation	1191	1886	86.14
133	226	Downtown 12.5KV Substation	12F520	317	86.10
134	63	Friendswood Substation	1109	1533	85.80
135	303	Sanderson Substation	4S28	276	84.54
136	170	Magnolia Substation	1144	1389	84.29
137	308	Valley Mills Substation	22565	432	82.69
138	187	Sweeny Substation	1264	1380	80.45
139	60	Emory Substation (ONCOR)	1201	976	80.44
140	230	South Shore Substation	1190	2273	80.10
141	291	Angleton Substation	1154	1976	78.92
142	231	County Road Substation	12P1048	175	76.80
143	105	Longneck Substation	23537	668	76.73
144	220	West Substation	1221	1948	75.01
145	121	League City Main Substation	1283	2222	74.94
146	225	Clifton #2 Substation	24370	230	73.38
147	129	Glen Rose Substation	22305	802	73.17
148	52	La Marque Substation	1204	1619	72.19
149	37	Brazoria Substation	1290	928	71.51
150	107	Hamilton City Substation	23820	201	71.03
151	58	Meridian Substation	23205	313	68.77
152	124	South Shore Substation	1192	1740	67.81

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIDI Ranking	2022 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIDI Value
153	84	Westminster Substation	15800	135	67.67
154	198	Alvin Substation	1116	2040	67.42
155	186	Magnolia Substation	1145	436	66.00
156	127	League City Main Substation	1280	1487	65.91
157	29	Whitewright Substation	12574	387	65.69
158	176	Angleton Substation	1242	566	64.00
159	294	Nocona Substation	13610	708	63.93
160	95	Valley Mills Substation	22570	477	62.65
161	145	Friendswood Substation	1107	1726	62.32
162	77	Jones Street Substation	1412	927	61.91
163	222	Butler Road Substation	1438	45	61.45
164	157	Alamo Substation	12F1253	819	60.83
165	28	Heights Substation	1224	1563	60.76
166	41	Butler Road Substation	1436	2507	60.70
167	102	Hill County Substation	23340	669	59.01
168	300	Texas Instruments Substation	1033	2348	56.30
169	32	Glen Rose Substation	22300	1182	56.13
170	79	Hamilton County Substation	2345	224	55.99
171	207	Alvin Substation	1254	1936	55.86
172	166	Lakepointe Substation	2516	717	55.76
173	182	Longneck Substation	23668	12	54.92
174	311	Old Ocean Substation	1261	194	54.90
175	185	Freeway Park Substation	1299	652	54.61
176	196	Frontier Substation	4236	263	53.98
177	81	Northside Substation	1294	1019	52.56
178	164	La Marque Substation	1203	429	51.86
179	49	Belding Substation	12F164	17	51.41
180	146	Magnolia Substation	1149	1598	50.38
181	192	Northside Substation	1293	619	50.28
182	217	Thurber Substation	22890	420	50.28
183	132	West Substation	1203	967	49.80
184	56	Northside Substation	1295	2314	46.63
185	236	South Substation	1104	3524	44.59
186	160	Texas Instruments Substation	1032	3724	44.23
187	111	Dickinson Substation	1277	1729	44.22
188	224	Heights Substation	1222	597	44.03
189	30	Tejas Substation	1215	1307	42.87
190	215	Heights Substation	1134	886	42.17
191	279	Angleton Substation	1241	1607	41.42
192	36	Blossom Substation	2207	121	40.16
193	92	La Marque Substation	1201	865	39.78
194	213	Saint Jo Substation	15761	212	39.45
195	221	Saint Jo Substation	15757	402	39.44
196	266	Hico City Substation	395	562	38.65
197	54	Leonard Substation	14635	536	38.25
198	249	Whitney Substation	22460	619	38.14
199	149	West Substation	1201	699	37.58
200	261	Gatesville #2 Substation	22725	483	37.37
201	98	Alvin Substation	1230	2563	36.73
202	162	West Substation	1235	1580	36.28
203	57	Walnut Springs Substation	2200	410	36.22
204	297	Hidden Lakes Substation	1476	561	35.01
205	141	South Substation	1103	1629	34.99

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIDI Ranking	2022 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIDI Value
206	208	Hamilton City Substation	22780	668	34.79
207	72	Lone Star Substation	25P1414	35	34.74
208	143	Old Ocean Substation	1260	58	34.34
209	247	Alamo Substation	12F1257	872	33.36
210	285	Red River Substation	2262	79	32.51
211	219	League City Main Substation	1285	1529	31.22
212	152	Seminole Substation	1404	2275	30.62
213	82	Nocona Substation	12486	165	30.15
214	214	Krugerville Substation	2604	2594	29.86
215	262	League City Main Substation	1281	624	29.76
216	181	Butler Road Substation	1437	1063	29.69
217	33	Handley Substation	22825	476	29.48
218	190	Dickinson Substation	1266	641	29.23
219	177	Nocona Substation	13370	674	29.03
220	10	Glen Rose Substation	22285	1007	27.58
221	47	Blue Ridge Substation	22700	555	27.17
222	128	Lakepointe Substation	2544	224	26.79
223	91	Westminster Substation	15804	424	25.51
224	209	Northside Substation	1228	1411	24.56
225	188	Bryson Substation	1233	186	24.54
226	73	Friendswood Substation	1108	1893	24.29
227	93	Kermit #2 Substation	12K98	351	24.18
228	293	Lone Star Substation	25P174	25	23.13
229	228	Keystone Substation	12K437	735	22.99
230	251	Sanderson Substation	4S27	102	21.51
231	282	Trenton Substation	4120	215	21.32
232	203	Lake Whitney Substation	1230	514	20.76
233	179	Airport Substation	12F44	956	20.43
234	76	Hidden Lakes Substation	1478	108	20.03
235	136	South Substation	1109	817	19.84
236	287	Petrolia Substation	12260	646	19.08
237	195	West Substation	1202	1029	18.93
238	116	Lakepointe Substation	2524	1470	18.24
239	24	Kermit #1 Substation	4K02	265	17.72
240	248	League City Main Substation	1010	1154	17.72
241	44	Freeway Park Substation	1102	2616	17.66
242	173	League City Main Substation	1012	923	17.60
243	257	Magnolia Substation	1146	3006	16.65
244	114	Wickett Substation	12K446	33	16.42
245	205	Alamo Substation	12F1288	475	15.58
246	189	Freeway Park Substation	1297	378	15.23
247	150	Downtown 12.5KV Substation	12F114	609	15.22
248	174	Freeway Park Substation	1101	1645	14.72
249	305	Handley Substation	22820	65	13.65
250	273	Seminole Substation	1403	1208	13.56
251	137	Texas Instruments Substation	1012	1447	13.36
252	27	W.D. Faulkner Substation	25P1027	12	13.33
253	268	Clifton #1 22KV Substation	22485	106	13.24
254	74	Airport Substation	12F831	725	12.46
255	210	Jones Street Substation	1431	1405	12.03
256	2	Cottonwood Substation	25P1227	35	11.49
257	NEW	Pyote Substation	25P714	12	11.25
258	69	Mainland Substation	1454	2818	10.53

Service Quality Report to the Public Utility Commission of Texas

Texas-New Mexico Power Company

2023 SAIDI Ranking	2022 SAIDI Ranking	Substation Identification	Feeder Identification	Number of Customers	2023 SAIDI Value
259	234	Lake Whitney Substation	12355	906	9.86
260	255	Jones Street Substation	1413	95	9.85
261	242	Whitney #2 Substation	22465	392	9.52
262	229	La Marque Substation	1110	344	9.51
263	243	Clifton #1 22KV Substation	22495	369	8.83
264	270	Petrolia Substation	15951	205	8.07
265	286	Hamilton City Substation	22785	371	7.83
266	68	Lakepointe Substation	2540	772	7.68
267	154	Winkler County #6 Substation	25K11	45	7.38
268	90	League City Main Substation	1011	1032	7.12
269	46	Nocona Substation	12490	323	7.06
270	165	Jones Street Substation	1433	1054	6.23
271	245	Alvin Substation	1232	1265	6.20
272	NEW	Meridian Substation	26005	570	6.05
273	167	Hico City Substation	390	277	5.55
274	96	Tejas Substation	1212	244	5.47
275	211	Olney Substation	1695	570	4.83
276	315	Kermit #1 Substation	4K05	187	3.61
277	240	Magnolia Substation	1150	839	3.56
278	201	West Substation	1222	1396	3.36
279	304	Kermit #2 Substation	4K06	201	3.33
280	110	Climax Substation	2234	2129	3.11
281	NEW	Mainland Substation	1448	1662	3.00
282	298	West Substation	1234	1732	2.60
283	269	Alamo Substation	12F1284	334	2.58
284	88	South Substation	1102	1491	2.57
285	43	Walnut Springs Substation	25925	76	2.55
286	101	South Shore Substation	1194	1605	2.48
287	312	Gatesville #2 Substation	429	432	2.45
288	288	Clifton #1 4KV Substation	405	219	2.33
289	275	League City Main Substation	1284	2313	2.26
290	264	Lone Oak Substation	13384	418	2.08
291	64	South Shore Substation	1195	1255	1.95
292	267	Airport Substation	12F835	69	1.55
293	140	West Substation	1223	2392	1.54
294	75	Clifton #1 4KV Substation	407	328	1.47
295	238	South Bend Substation	1300	158	1.45
296	252	Olney Substation	1690	431	1.15
297	280	Jones Street Substation	1411	2180	1.12
298	158	Lakepointe Substation	2512	2504	1.00
299	108	Kermit #1 Substation	4K03	259	0.61
300	307	Lakepointe Substation	2536	1564	0.46
301	301	Texas Instruments Substation	2744	948	0.43
302	314	Clifton #2 Substation	4160	318	0.41
303	316	Texas Instruments Substation	1013	1923	0.22
304	NEW	Butler Road Substation	1440	1426	0.00
305	104	California Substation	12K86	28	0.00
306	260	Cedarvale Sub	25P1536	29	0.00
307	295	Gatesville #2 Substation	426	466	0.00
308	289	Mainland Substation	1455	54	0.00
309	103	Sycamore Substation	24100	36	0.00
310	302	West Substation	1233	594	0.00

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

Provide the percentage of interruptions attributable to each cause.

2023 Reporting Year

Causes of Forced Interruptions	Percentage
WEATHER	29.6%
UTILITY-OWNED EQUIPMENT	27.0%
VEGETATION	22.8%
ANIMALS AND BIRDS	12.4%
PEOPLE	3.9%
UNKNOWN	3.1%
OTHER	1.3%
TOTAL	100%

Texas New Mexico Power

Addendum to Reporting Year 2023 Service Quality Report

I. Discussion:

TNMP had 2 circuits on the 2022 Worst Performing Circuit list. These circuits exceeded 300% of the yearly system average SAIDI and SAIFI for two years. This document is an update on the performance of these circuits and includes the 2022 efforts and 2023 plans for improvement.

2022 System Average SAIFI **1.13**, 300% System Average **4.52**

2022 System Average SAIFI **92.73**, 300% System Average **370.92**

2022 SAIDI > 300% Repeating Circuit

- Cottonwood 25P1227 (2 Years – 1st Year Violation)
- Coyote Spring 12P28 (2 Years – 1st Year Violation)

2022 SAIFI > 300% Repeating Circuits

- Cottonwood 25P1227 (2 Years – 1st Year Violation)

Cottonwood 25P1227:

This circuit is in violation due to SAIDI and SAIFI. It is in a remote area of West Texas starting 23 miles NW of the Pecos Construction Center. The primary reason for outages on this circuit are equipment failures and weather-related equipment problems.

- 25 KV circuit, 28 miles long with much of it crossing pasture away from roads.
- 33 customers, residential, agricultural, and oil and gas.
- Overhead conductor, wood poles
- Serviced from the Pecos office; circuit begins 23 miles from office
- Reliability challenges – distance from office, heavy exposure to lightning and high winds, heavy exposure to oilfield truck traffic
- 2022 Large Outages:
 - June – Storm/Wind Event (Multiple Poles) (27 customers, 24,165 customer outage minutes)
 - November – Wind/Weather (33 customers, 13,326 customer outage minutes)
- 2022 Expenditures:
 - Comprehensive Reliability Improvement Project: \$239K
 - Including: New recloser, multiple switches with fault indicators, and several Trip Saver locations.
 - Perform line patrol, complete required maintenance: \$20K
- 2023 Expenditures:
 - Supplemental Reliability Improvement Project: \$155K
 - Including: New Recloser, switch with fault indicator, and multiple fuses

Coyote Spring 12P28:

This circuit is in violation due to SAIDI. It is in a remote area of West Texas west of the Pecos Construction Center. The primary reason for outages on this circuit are equipment failure, trees, and weather-related equipment problems.

- 12 KV circuit, 20 miles long, with 11 miles fed radially.
- 145 customers, residential, agricultural, and oil and gas
- Overhead conductor, wood poles
- Serviced from the Pecos office; circuit begins 8 miles from office
- Reliability challenges – distance from office, heavy exposure to lightning and high winds, heavy exposure to oilfield truck traffic
- 2022 Large Outages:
 - May – Storm/High Wind (145 customers, 42,943 customer outage minutes)
 - November – Equipment Failure (54 customers, 22,032 customer outage minutes)
- 2022 Expenditures:
 - Comprehensive Reliability Improvement Project: \$332K
 - Including: New recloser, multiple switches with fault indicators, and several Trip Saver locations
 - Perform line patrol, complete required maintenance: \$20K
- 2023 Expenditures:
 - Additional Reliability Improvements: \$63K
 - Including: Fused multiple taps, and additional fault indicators.

II. Compliance Report required by Final Order in Docket No. 55107 For Reporting Years 2020 and 2021.

As part of the Commission-approved settlement concerning system reliability and service quality standards for reporting years 2020 and 2021, TNMP committed to certain reporting obligations as well as committing to certain steps completing 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 as set forth in the Final Order in Docket No. 55107. Including this Report, TNMP has complied with its reporting obligations. Specifically, by August 1, 2023, TNMP filed in Project No. 54467, *CY2022 Electric Utility Service Quality Report Under 16 TAC § 25.81*, (i) a report detailing its vegetation management program, the rise in vegetation-related outages, and steps TNMP intends to take to address vegetation as a primary cause for distribution outages, and (ii) a report detailing its repair and replacement program, as well as any steps TNMP intends to take to address utility-owned equipment failure as a primary cause for distribution outages. Regarding TNMP's 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, TNMP reports that regarding the issues identified for 2020 and 2021, the Company states:

- 1) TNMP employed the following programs and activities in further effort to reduce the frequency of interruptions throughout TNMP's system:
 - a. As part of TNMP's annual reliability planning process, TNMP identifies corrective action necessary to drive improvements in overall system performance, with an emphasis on corrective actions needed for distribution feeders whose performance resulted in violations of Commission reliability standards. Using data from detailed reliability analyses performed by TNMP's engineering staff, reliability projects are developed as part of the annual budgeting process, which were completed between July and August each year. The reliability projects were then implemented in the following year according to timelines defined during project development. TNMP continued its annual reliability analysis and planning process and performed additional, detailed root-cause analysis of its reliability issues which was filed with the Commission by August 1, 2023.
 - b. TNMP continued monthly reliability meetings at which executive management, engineering, and operations personnel present and discussed reliability data from the previous month. At each monthly meeting, emphasis was placed on the 10 largest system impact outages, with the cause and remedy for each of the 10 outages discussed in detail. Plans were then developed to address known defects or plan any additional patrolling or inspections that appeared beneficial on either a short-term or long-term basis. TNMP continues to hold these monthly reliability meetings to tackle reliability issues that occur between the development of reliability projects during the annual budgeting process.

c. TNMP's reliability engineer conducted an annual meeting in each of TNMP's operating areas to review each area's historical and current reliability data, with emphasis on the worst performing circuits in each area. At these meetings, corrective actions needed to improve reliability were discussed and proposed, including projects designed to quickly isolate faults and improve restoration times, projects to increase capacity and update aged infrastructure, and projects related to general maintenance and system upgrades. TNMP has continued to conduct these meetings on an annual basis to identify and discuss the needs specific to each of TNMP's operating areas.

d. TNMP maintained typical levels of distribution capital and vegetation management expenditures to continue TNMP's existing capital maintenance and vegetation management activities in an effort to reduce outages.

2) The following corrective actions and expenditures were undertaken to reduce the duration of interruptions throughout TNMP's system:

a. See the foregoing efforts referred to in paragraph 1, above, for SAIFI-focused corrective actions that reduce TNMP's overall system SAIDI.

b. Additionally, for issues identified in reporting years 2020 and 2021, TNMP emphasized the concept of "step restoration" as a means of reducing the duration of customer outages. When a circuit experiences an outage, "step restoration" is the practice of identifying known faults, restoring power to customers who can be served by other distribution lines, and then repairing the isolated defect. In other words, once a fault is identified, TNMP determines which affected customers can receive service from other portions of the distribution system and first works to quickly and reliably restore power to those customers before repairing the isolated defect. This ensures that power is restored as quickly as practicable to as many customers as possible. Subsequently, an analysis of each feeder-level outage was performed to determine how many SAIDI minutes were saved due to step restoration and how to continue to drive improvement where possible. TNMP has experienced a reduction in outage durations when step restoration has been implemented.

c. Regarding issues identified in reporting year 2020 and 2021, TNMP completed capital projects to implement additional switching contingencies and circuit ties in TNMP's gulf coast and west Texas service areas, thereby providing TNMP with more options to restore power to customers affected by an outaged circuit when portions of the circuit can be served by a different source.

3) Regarding remediation efforts for first-violation identified in the 2020 and 2021 reporting years, TNMP refers to the description of remediation efforts described in the Docket No. 55107 Settlement Agreement and Report to the Commission Regarding TNMP's Violation of 16 TAC § 25.52, for 2020 and 2021, Item No. 2 (the Dkt. No. 55107 Settlement Agreement).

4) For second-violations identified in the 2020 and 2021 reporting years, also incorporates by reference the Dkt. No. 55107 Settlement Agreement, but also specifically states that it conducted the following efforts for second-year circuit violations:

- a. Coryell County - 22160 (second year violation, 2020 SAIDI) - TNMP has taken the following steps to address the service quality issues at Coryell County - 22160, which first violated 16 TAC § 25.52(g)(2) in reporting year 2019:

(1) In reporting year 2019, TNMP spent approximately \$665,000 to perform vegetation management on the circuit and replace poles, cross-arms, and lightning arresters at the feeder.

(2) In reporting year 2020, TNMP spent approximately \$47,000 to replace the recloser that failed during the April 2020 storm. The feeder has experienced minimal outages since the replacement of the recloser.

(3) In reporting year 2021, TNMP spent approximately \$2,000 to complete mainline patrol of the feeder and to identify and repair any additional defects.

(4) As a result of the corrective actions taken to improve reliability at this feeder, Coryell County - 22160 reduced its SAIDI value to 34.24 minutes in reporting year 2021 and did not repeat its violation of 16 TAC § 25.52(g)(2).

TNMP also incorporates by reference its Service Quality Reports for years 2021 through 2023 filed in Docket Nos. 51730, 52946, and 54467 (Item Nos. 9, 11, 17, respectively) that also reflect efforts prior, and subsequent, to entry of the Final Order in Docket No. 55107.

The following files are not convertible:

Report_Final.xls	56005_TNMP 2023 Service Quality
------------------	---------------------------------

Please see the ZIP file for this Filing on the PUC Interchange in order to access these files.

Contact centralrecords@puc.texas.gov if you have any questions.