

July 29, 2024

***VIA ELECTRONIC FILING AND
OVERNIGHT DELIVERY***

Leuwam Tesfa, Deputy Executive Director, Energy & Climate Policy
Leslie Palmer, Director, Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, California 94102-3298
EnergyDivisionCentralFiles@cpuc.ca.gov
Leslie.Palmer@cpuc.ca.gov

**RE: PacifiCorp (U 901-E) 2023 Annual Electric Reliability Report in Compliance
with D.16-01-008**

In compliance with California Public Utilities Commission Decision (D.) 16-01-008, enclosed is PacifiCorp's Annual Electric Reliability Report for January 1, 2023 – December 31, 2023.

Please note that the planned outage data is considered confidential subject to California Public Utilities Code Section 583, General Order 66-D and D.16-01-008. PacifiCorp's request for an extension to submit this filing by July 29, 2024 was approved on July 15, 2024 by Executive Director Rachel Peterson. In compliance with D.16-01-008, this information is submitted under seal. A signed declaration supporting the request for confidential treatment is also provided with this submission.

If you have any questions, please contact Joshua Jones, Vice President, Asset Management, at (801) 220-4212, or Pooja Kishore, Regulatory Affairs Manager, at (503) 813-7314.

Sincerely,



Matthew McVee
Vice President, Regulatory Policy and Operations

Enclosure

cc: Julian Enis, Julian.Enis@cpuc.ca.gov
Forest Kaser, Forest.Kaser@cpuc.ca.gov



PacifiCorp, d/b/a Pacific Power

Annual California
Electric Reliability Report

(PUBLIC VERSION)

Calendar Year 2023 Review
(January 1 – December 31, 2023)

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Introduction

In rulemaking (R.)14-12-014, the California Public Utilities Commission developed rules regarding changes to the state's required reliability reporting requirements for California investor-owned electric utilities (IOUs), as outlined in Decision (D.) 16-01-008¹ (the Order). The report is being filed in compliance with those rules. The scope of the rulemaking included the following tasks:

1. Review of current reliability reporting requirements.
2. Develop revised annual reporting requirements that include information about frequency and duration of outages.
3. Define the term "local area" for reliability reporting.
4. Clarify the term "major event day" (to align with definition of local area for reliability reporting);
5. Develop criteria and methodology for identifying worst performing circuits.
6. Develop an approach for demonstrating cost-effective remediation and determining cost recovery procedures.
7. Consider whether the IOUs should be allowed to set up memorandum accounts for remediation costs; and
8. Develop an annual outreach plan and related reporting to inform customers about planned and unplanned outages.

The Order includes the following requirements:

1. IOUs shall submit system level and district or division level electric reliability information to the Commission on July 15 of each year.
2. IOUs shall submit draft copies of the reports prepared for July 15, 2016, and July 15, 2017, to the Energy Division Director in electronic format at least 45 days prior to the July 15 deadline. Draft copies for subsequent reporting years shall be required at the discretion of the Energy Division Director.
3. Commission staff, in consultation with the IOUs, has the authority to require any necessary revisions to the draft reports before they are made public.
4. Pacific Gas and Electric Company shall combine in one single report the electric reliability reporting requirements pursuant to Decision (D.) 96-09-045 and D.04-10-034.
5. IOUs shall use the electric reliability reporting template at Appendix B of the Order to create their annual reports.
6. IOUs shall publish on their internet websites or provide to customers via U.S. mail, procedures for making requests about electric circuits that serve their homes or businesses.
7. IOUs shall conduct at least one annual public in-person presentation about the information in their annual electric reliability reports.
8. IOUs shall make webinar participation available for their annual in-person events so that their customers can attend the presentation remotely or in-person.
9. Pacific Gas and Electric Company, Southern California Edison Company and San Diego Gas & Electric Company shall annually report the worst performing one percent of the circuits among all the electric circuits in their respective service territories.
10. Bear Valley Electric Service, Liberty Utilities, LLC, and PacifiCorp shall report the following number of circuits on their list of worst performing circuits: three circuits for PacifiCorp; two circuits for Liberty Utilities, LLC; and one circuit for Bear Valley Electric Service.
11. IOUs shall provide reliability data at both the system and the district level. Whatever major event days are determined for calculations at the system level shall also be used for reliability calculations at the district or division level.

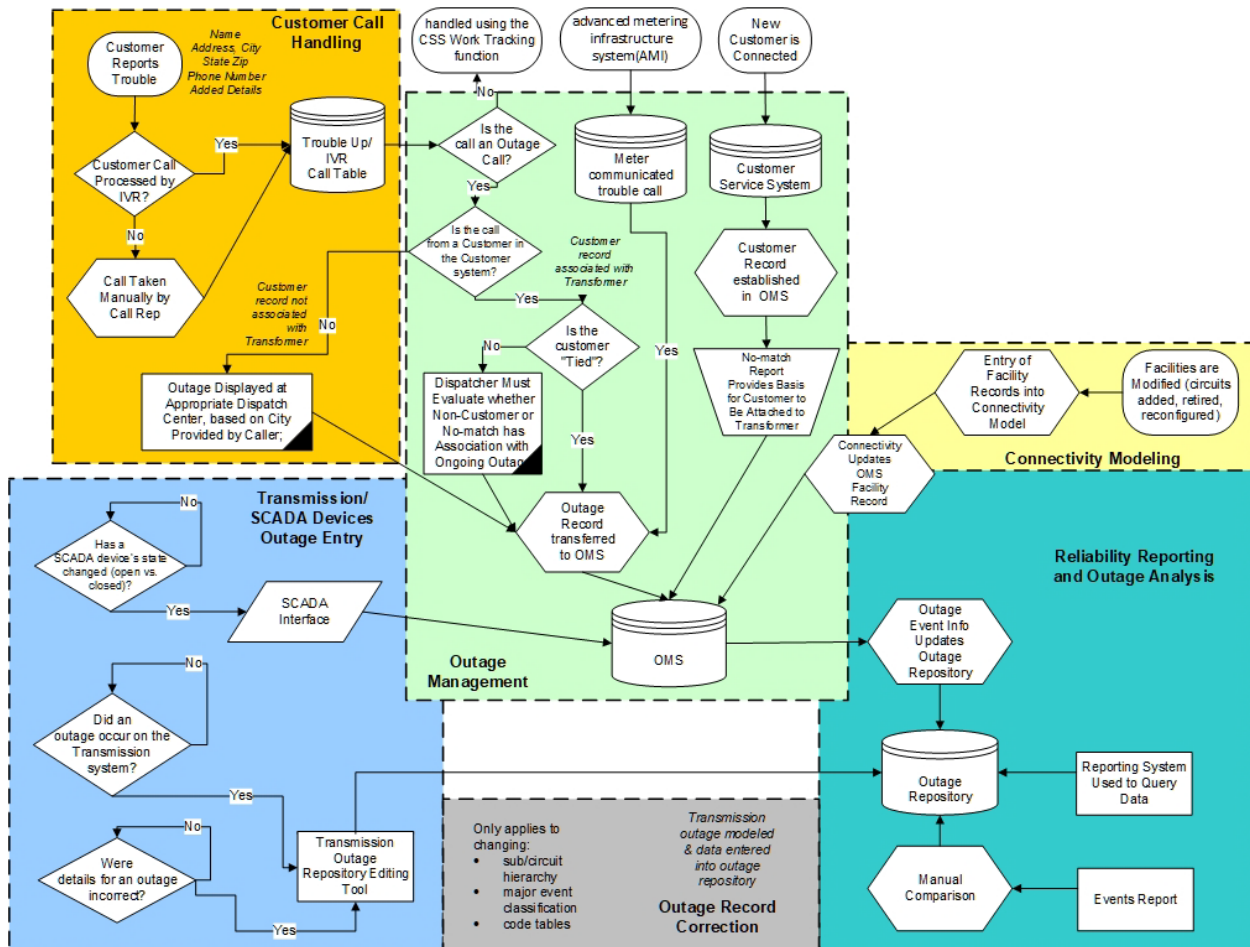
¹ D.16-01-008 <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M157/K724/157724560.PDF>

12. Pacific Gas and Electric Company, Southern California Edison Company and San Diego Gas & Electric Company shall respond to customer inquiries about electric reliability within 15 business days.
13. Bear Valley Electric Service, Liberty Utilities, LLC, and PacifiCorp shall respond to customer inquiries about electric reliability within 30 business days.
14. IOUs should meet and confer to consolidate unidentified reliability reporting requirements from Commission decisions and General Orders into a single Commission decision and general order.
15. IOUs shall submit a single joint proposal for a proposed consolidated decision and general order to the directors of the Energy Division and the Safety and Enforcement Division within one year from the date of the Order.

This report serves to fulfill the foregoing reporting requirements of the Order. In addition, this report includes a description of PacifiCorp's outage data collection process, the applicable conventions, indices and definitions, methods used by PacifiCorp to determine cost-effective reliability improvement opportunities, PacifiCorp's worst performing circuits and PacifiCorp's service territory map.

Outage Data Collection Process

PacifiCorp operates automated outage management and reporting systems; a diagram of the data flow process is shown below. Customer trouble calls and SCADA events are interfaced with the Company's real-time network connectivity model, its CADOPS system (Computer Aided Distribution Operations System). Upon implementation of the company's advanced metering infrastructure system (AMI), which occurred since the last annual report, meters also communicate trouble calls into CADOPS. By overlaying these events onto the network model, the program infers outages at the appropriate devices (such as a transformer, fuse, or other interrupting device) for all customers down line of the interrupting device. The outage is then routed to appropriate field operations staff for restoration and the outage event is recorded in the Company's Prosper/US outage repository. In addition to this real-time model of the system's electrical flow, the Company relies heavily upon the SCADA system it has in place. This includes the Dispatch Log System (an SQL database application) which serves to collect all events on SCADA-operable circuits. That data is then analyzed for momentary interruptions to establish state-level and circuit-level momentary interruption indices. Only those circuits (and the customers who are served from those devices) outfitted with SCADA equipment are considered within the calculations.



Data Collected: Conventions, Indices and Certain Definitions

SAIDI, SAIFI, CAIDI, and MAIFI are the most common performance indicators or indices used by utilities across the nation for measuring and reporting reliability. Along with other indices, they were first rigorously documented in Institute of Electrical and Electronics Engineers (IEEE) Standard 1366-1998 and were since modified in IEEE 1366-2003/2012/2022, IEEE Guide for Electric Power Distribution Reliability Indices.

For performance reporting, as contained within this document, PacifiCorp uses the current standard IEEE indices, applied both at the state level and to each of the districts in which it provides service. These districts serve as “local areas” as defined within reporting requirements. Major event days are calculated at the state level and then applied at each of these districts consistent with the requirements of D.16-01-008.

PacifiCorp collects outage data on all outages on the source side of the electric meter. When it is required to interrupt power in order to perform work on the system, it records these outages with a separate designation to identify whether they were taken with (pre-arranged or planned) or without notice. For the purposes of the data provided in this report, planned outages are those in which either the customer or the Company arranged for the power interruption to occur. Generally, they are outages that can be scheduled. In certain situations, the notice may be short, while generally two days’ notice is the goal. These may also often be referred to as ‘maintenance outages.’ Certain other outages may be performed intentionally by employees, without notice (e.g., when a car strikes a utility pole and the crew replacing the damaged pole takes an operational outage for public safety), though they are not generally classified as planned outages because they happen abruptly and cannot be scheduled.

As part of the Company's wildfire mitigation program, the Company may implement public safety power shutoff (PSPS), use protection coordination settings, referred to as "elevated fire risk" (EFR) settings, or de-energize lines related to wildfire encroachment on Company assets. In 2021, the Company developed a method to estimate the reliability impacts of the device setting changes. EFR settings are generally applied when fire weather conditions, such as high winds, low fuel moisture, high temperature, low relative humidity, and volatile fuel are greatest. When EFR settings are used, certain operational responses may also differ, and this may result in more sustained outage events and longer outage durations. Encroachment events refer to instances where fires are in close proximity to Company assets and lines are de-energized for the safety of emergency responders, protection of Company assets, and mitigation of potential ignition risk. The underlying metrics reported exclude outages where PSPS, EFR settings, and encroachment protocols were applied.

Additionally, the Company collects information about outages that happen on equipment at voltages higher than distribution level, specifically the transmission or generation system; transmission voltages within PacifiCorp are those more than 34.5 kilovolt (kV). If an interruption occurs to distribution customers because of events at those facilities, it designates these outages as 'loss of supply' outages and denotes them in this report as transmission.

Cost Effective Improvements

PacifiCorp uses its reliability data in a variety of ways that are designed to improve reliability to its customers. It has devised methods that are contained in the industry guide for electric reliability, IEEE 1782-2014/2022.² Some of these analytical methods render the outage data in a tabular, graphical, or geospatial manner. All of them serve as inputs to identify and develop projects that improve reliability using the Company's fuse coordination program (commonly referred to as "fuse it or lose it" or FIOLI), its circuit hardening program (saving SAIDI), and its capital construction program (network initiatives).

PacifiCorp evaluates the history of outages within a circuit and at specific devices (fuses, reclosers, circuit breakers) across the entire service area and determines the probability of avoiding outages of specific cause categories. The programs (FIOLI, Saving SAIDI, and Network Initiatives) are evaluated for their forecast improvements to network reliability, as measured by the avoidance of customer interruptions, customer minutes interrupted, and momentary customer interruptions. Each project has a value calculated for the cost of the project divided by the avoided interruptions.

PacifiCorp uses this cost per avoided customer interruption and customer minute interrupted to identify cost-effective reliability improvement projects. It assembles each of these candidate projects and their cost to benefit value into a project priority listing which rank orders the projects and based upon the most cost-effective projects, prepares a suite of projects that align with metric improvement and budget targets. As projects are completed the list is re-evaluated to determine whether reliability performance or funding levels have changed and warrant modifications to the plan.

² 1782 (PE/T&D) Guide for Collecting, Categorizing and Utilization of Information Related to Electric Power Distribution Interruption Events was approved on March 27, 2014, and contains many of the approaches used by PacifiCorp to evaluate system reliability and determine areas where improvements should be deployed.

Worst Performing Circuits

To calibrate and assess circuit performance, PacifiCorp uses a method to calculate a “Circuit Performance Indicator,” which is a blended multi-year metric for the circuit, applying weighted circuit SAIDI, SAIFI, MAIFI and breaker lockout events. This metric attempts to set all outage metrics on equal footing and provide that no one index is emphasized for overall reliability. So, customers experiencing a mix of sustained and momentary interruptions are more likely to have their circuit under consideration for improvement. This metric excludes outages that are Planned, Loss of Supply (Transmission), or Major Events. We identify this metric as CPI99. The equation and weightings are detailed below.

CPI99

CPI99 is an acronym for Circuit Performance Indicator, which uses key reliability metrics of the circuit to identify underperforming circuits. The variables and equation for calculating CPI are:

$$\text{CPI} = \text{Index} * ((\text{SAIDI} * \text{WF} * \text{NF}) + (\text{SAIFI} * \text{WF} * \text{NF}) + (\text{MAIFI}_E * \text{WF} * \text{NF}) + (\text{Lockouts} * \text{WF} * \text{NF}))$$

Index: 10.645

SAIDI: Weighting Factor 0.30, Normalizing Factor 0.029

SAIFI: Weighting Factor 0.30, Normalizing Factor 2.439

MAIFI_E: Weighting Factor 0.20, Normalizing Factor 0.70

Lockouts: Weighting Factor 0.20, Normalizing Factor 2.00

Therefore, $10.645 * ((3\text{-year SAIDI} * 0.30 * 0.029) + (3\text{-year SAIFI} * 0.30 * 2.439) + (3\text{-year MAIFI}_E * 0.20 * 0.70) + (3\text{-year breaker lockouts} * 0.20 * 2.00)) = \text{CPI Score}$

A higher CPI Score is worse than a lower CPI Score. Those circuits whose scores are poorer (higher) than may be warranted, given factors such as the number of customers they serve, the exposure, and the location of the circuit are identified as candidates worst performing circuits. Within five years of selection, the score must be improved (lowered) by a targeted amount. If that improvement has not been achieved, additional work may be implemented to further improve the circuit’s performance.

The Order directs utilities in the following manner regarding worst performing circuit selection.³

b. Any circuit appearing on this list of “deficient” (WPC) circuits that also appeared on the previous year’s list would be marked by an asterisk. For each asterisked circuit, each utility shall provide the following information:

- i. An explanation of why it was ranked as a "deficient" circuit, i.e., the value of the metric used to indicate its performance.
- ii. A historical record of the metric.
- iii. An explanation of why it was on the deficiency list again.
- iv. An explanation of what is being done to improve the circuit's future performance and the anticipated timeline for completing those activities (or an explanation why remediation is not being planned); and
- v. A quantitative description of the utility's expectation for that circuit's future performance.

³ D.16-01-008 p. 3.

Below are the circuits selected as worst performers for 2023. Since no circuit was a repeat selection⁴ the details listed above are not required.

Top 3 Worst Performing Circuits			
Program Year 24: (CY2023)			
Circuit Name	South (5G99)	Patrick's Creek (6R3)	Redwood (5R195)
District	Yreka/Mt. Shasta	Crescent City	Crescent City
Customer Count	65	15	551
Substation Name	Shotgun Creek	Patrick's Creek	Redwood
Circuit-Miles	16 miles	7 miles	26 miles
% OH	91%	~100%	72%
% UG	9%	<1%	28%
# Breaker/Recloser Operations⁵	89	-	214
# Fault Counts⁶	11	-	43
CPI99 Baseline	345	270	185
Preferred Baseline	276	216	148
Designated as Worst Performer in Prior Year⁷?	No	No	No

⁴In 2023, the three circuits identified as WPCs were Mill (5L62), South (5G31), and East (5L82). In 2022, the three circuits identified as WPCs were Sawmill (5R171), Shasta Spr (5G69), and Red Rock (4L3). In 2021, the three circuits identified as WPCs were Crescent Ctr (5R160), Nutgale, (8G95), and Shastina (5G45). In 2020, the three circuits identified as WPCs were Florence Ave (7G71), Seiad Crk (5G39), and Snowbush (6G101). In 2019, the three circuits identified as WPCs were Bell-Air (5G83), Peach Orchard (5G2), and Southbank (5R165).

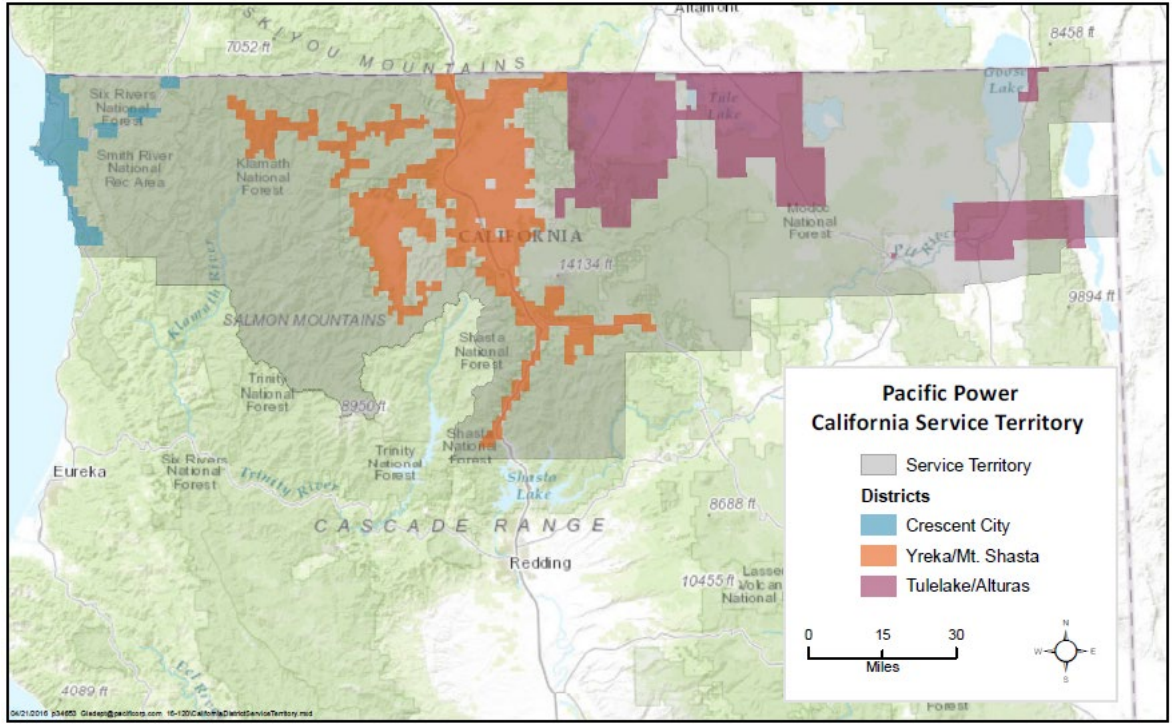
⁵ 2023 Operation counters are a physical counter on the equipment that ticks off an operation every time the breaker is operated regardless of how or why it is operated.

⁶ 2023 Fault counters are a manual calculation that is determined by operation counters that are found to have operated with an unknown cause (usually a fault on the line).

⁷ Designation of WPCs in accordance with this program began in 2017.

Service Territory Map

The graphic below shows PacifiCorp's service territory and identifies the districts used in this report.



State Reliability Underlying Indices - Excluding Planned Outages: Ten-Year SAIDI, SAIFI, MAIFI and CAIDI Results

PacifiCorp uses the current standard indices for performance reporting, as described within this document, at the state level and at reliability reporting regional levels. System Indices are calculated based on the IEEE 1366 method, which excludes Planned and ISO outages and includes generation outages. Major Events are determined using the “2.5 beta” statistical method to determine the threshold for a major event, as outlined in IEEE 1366 and performance with and without major events are both reported. For more on the reporting period’s major events, see Section 7.

Distribution

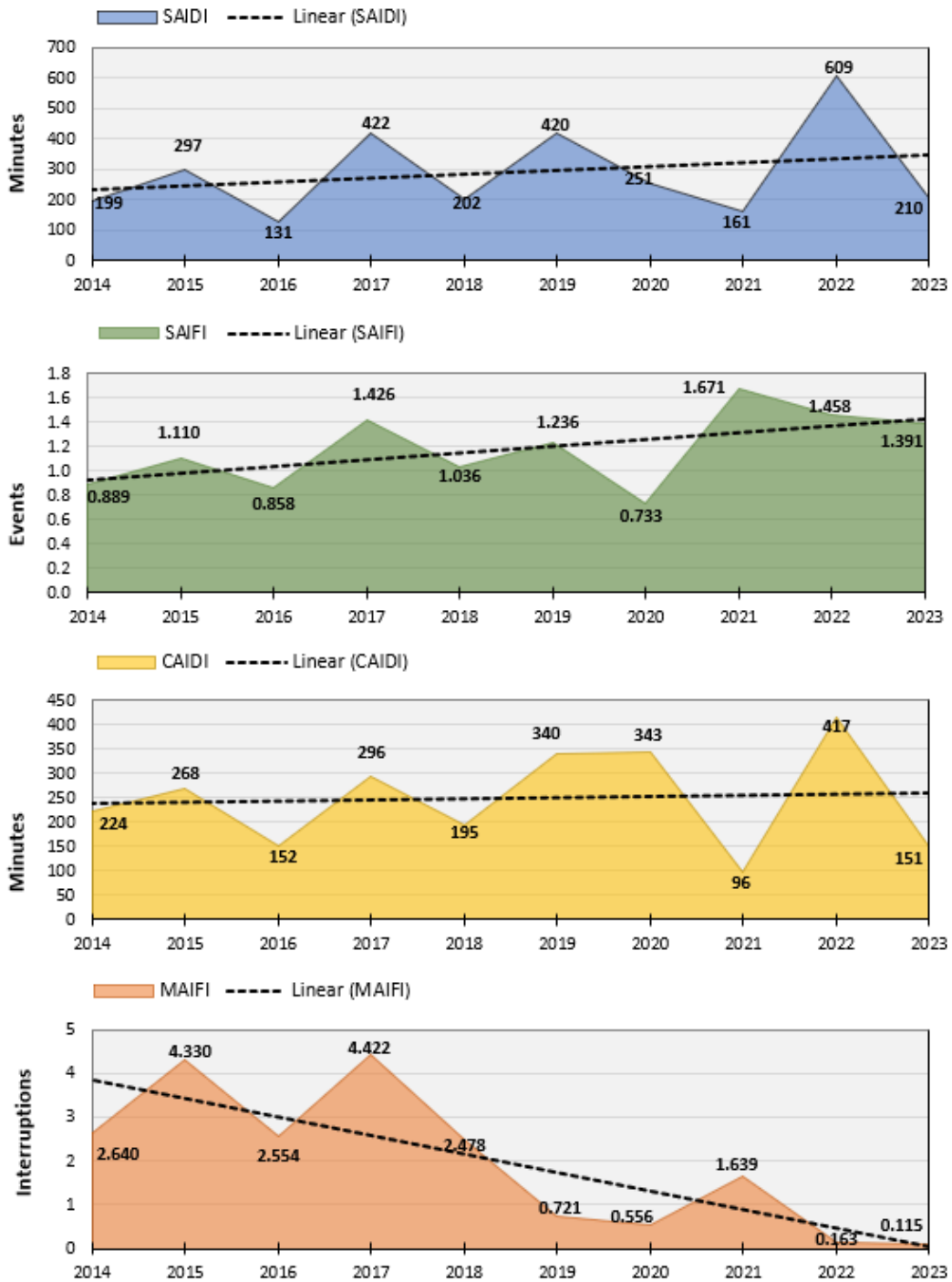
Distribution outages include any outage where the device which operates is downstream of the high side disconnect of the substation down to the customer’s meter.

Distribution System Indices								
Year	Major Events Included ¹				Major Events Excluded ² (2.5 β P1366)			
	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	209.9	1.391	151	0.115	129.5	1.120	116	0.081
2022	608.7	1.458	417	0.163	96.7	1.027	94	0.129
2021	160.9	1.671	96	1.639	78.4	0.814	96	1.639
2020	251.5	0.733	343	0.556	87.5	0.610	144	0.556
2019	419.7	1.236	340	0.721	70.2	0.473	149	0.721
2018	202.5	1.036	195	2.478	72.0	0.688	105	2.478
2017	421.8	1.426	296	4.422	75.5	0.607	125	4.422
2016	130.8	0.858	152	2.554	96.2	0.719	134	2.554
2015	297.5	1.110	268	4.330	100.0	0.674	148	4.330
2014	199.4	0.889	224	2.640	160.8	0.840	191	2.640

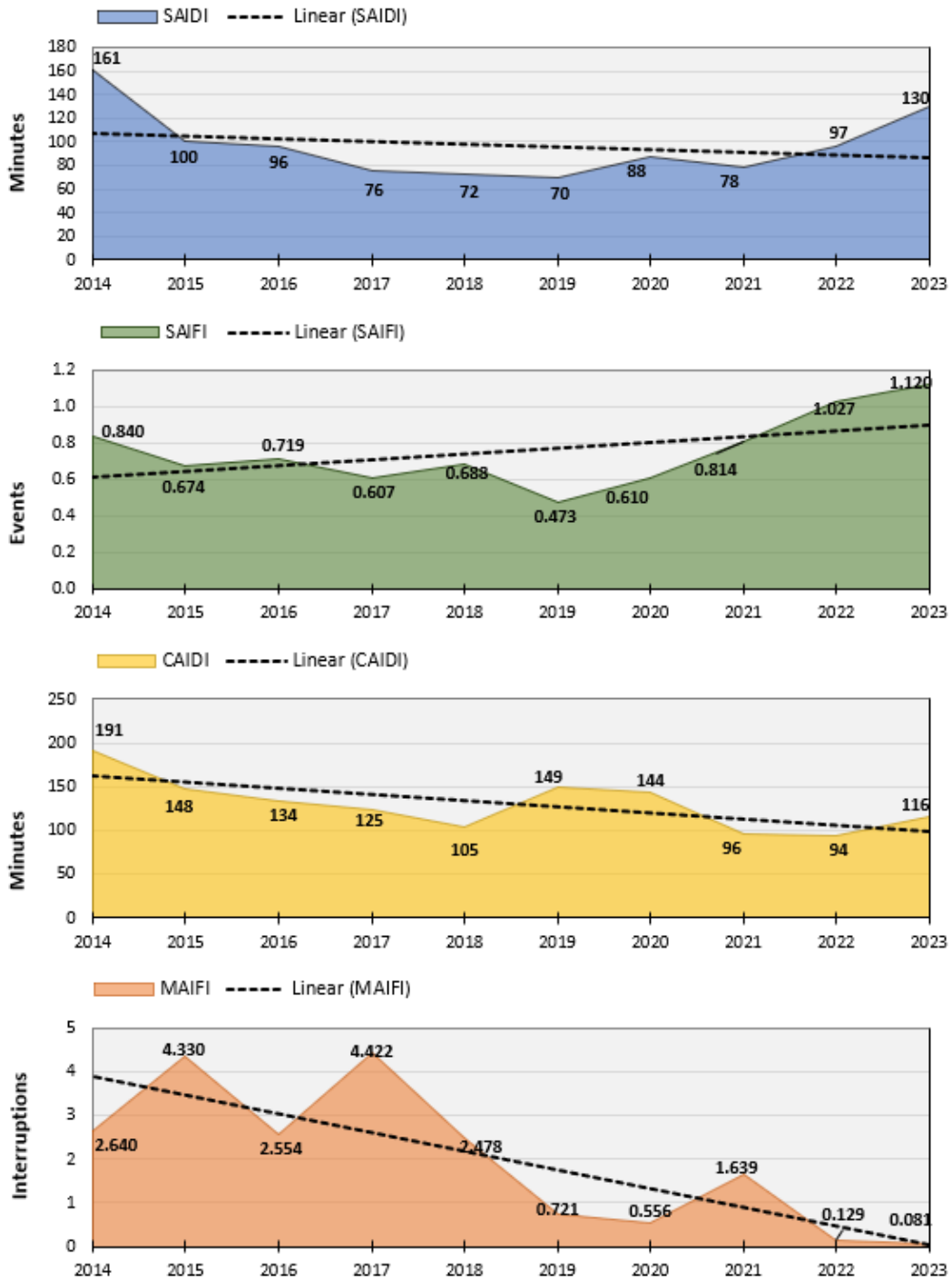
Notes:

1. Excludes outages that are customer requested, pre-arranged, emergency damage repair (established 2023), extended as a result of "Elevated Fire Risk" settings (established 2021), encroachment (established 2024), public safety power shutoff (established 2021), or resulting from a failure of another company's system.
2. In 2016, D.16-01-008 approved Major Event designation process. 2015 Local events were reviewed and are excluded from the indices going -forward.
3. Momentary indices reflect the operating system of record capturing interruptions less than five minutes and are inclusive of outages that occurred during major events.

Distribution Reliability History - Including Major Events (excludes customer notice given and customer requested)



Distribution Reliability History - Excluding Major Events (excludes customer notice given and customer requested)



Transmission

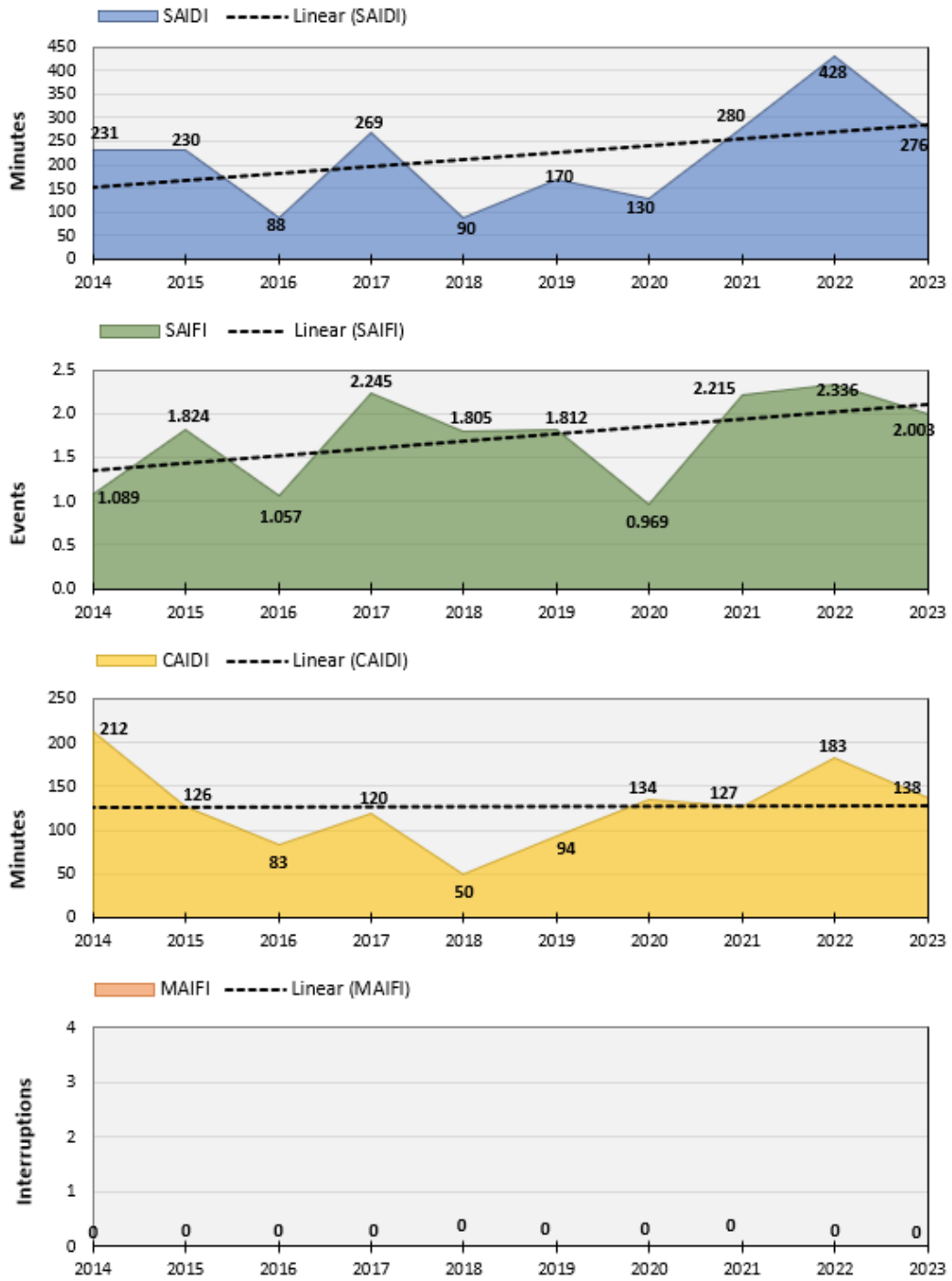
Transmission outages include any outage where the device that operates is upstream of the substation transformer. This can include outages that are the result of generator operations. Transmission voltages are in excess of 34.5 kilovolt (kV).

Transmission System Indices								
	Major Events Included ¹				Major Events Excluded ² (2.5 & P1366)			
Year	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	275.5	2.003	138	0	32.0	0.257	124	0
2022	428.4	2.336	183	0	29.7	1.083	27	0
2021	280.2	2.215	127	0	37.2	0.851	44	0
2020	129.9	0.969	134	0	45.3	0.488	93	0
2019	169.9	1.812	94	0	36.1	0.365	99	0
2018	89.6	1.805	50	0	37.0	1.275	29	0
2017	269.1	2.245	120	0	46.6	1.144	41	0
2016	88.1	1.057	83	0	46.5	0.714	65	0
2015	230.4	1.824	126	0	81.9	1.013	81	0
2014	230.5	1.089	212	0	72.7	0.586	124	0

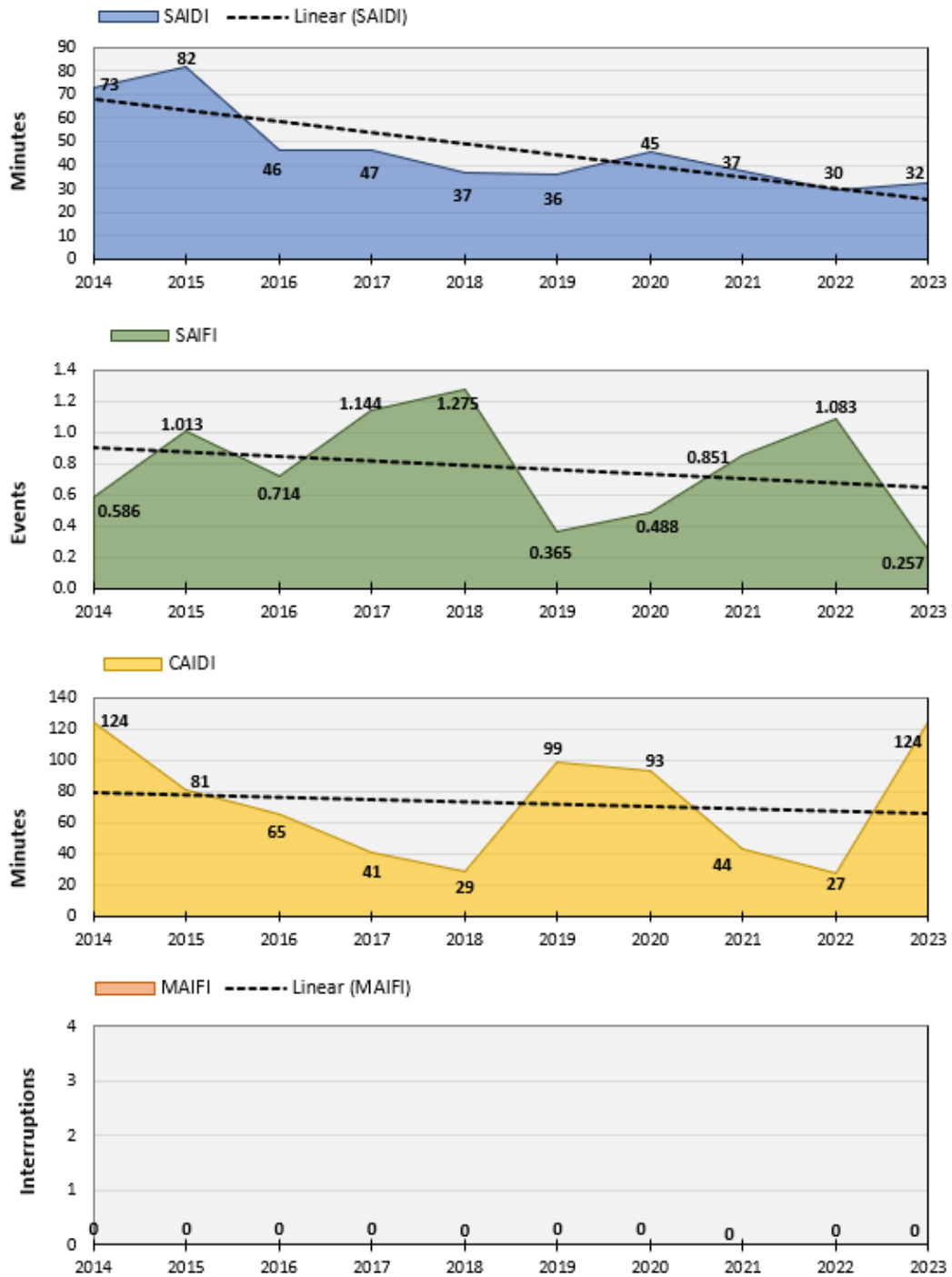
Notes:

1. Excludes outages that are customer requested, pre-arranged, emergency damage repair (established 2023), extended as a result of "Elevated Fire Risk" settings (established 2021), encroachment (established 2024), public safety power shutoff (established 2021), or resulting from a failure of another company's system.
2. In 2016, D.16-01-008 approved Major Event designation process. 2015 Local events were reviewed and are excluded from the indices going -forward.
3. Momentary indices reflect the operating system of record capturing interruptions less than five minutes and are inclusive of outages that occurred during major events.

Transmission Reliability History - Including Major Events (excludes customer notice given and customer requested)



Transmission Reliability History - Excluding Major Events (excludes customer notice given and customer requested)



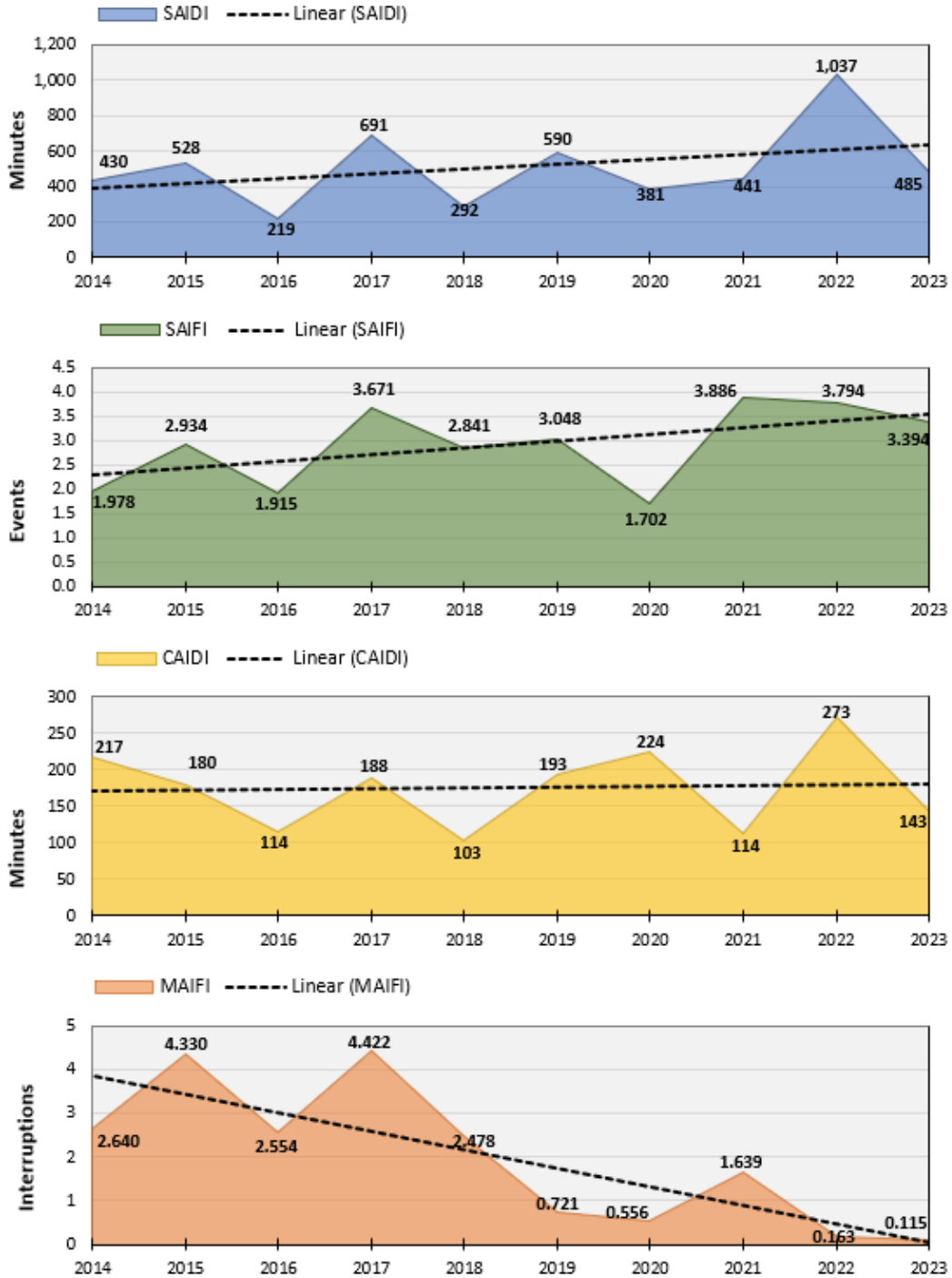
Combined Transmission and Distribution

Combined Transmission and Distribution System Indices								
	Major Events Included ¹				Major Events Excluded ² (2.5 & P1366)			
Year	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	485.4	3.394	143	0.115	161.5	1.377	117	0.081
2022	1,037.1	3.794	273	0.163	126.41	2.11	59.91	0.129
2021	441.1	3.886	114	1.639	115.6	1.665	69	1.639
2020	381.4	1.702	224	0.556	132.9	1.098	121	0.556
2019	589.7	3.048	193	0.721	106.3	0.838	127	0.721
2018	292.1	2.841	103	2.478	108.9	1.963	55	2.478
2017	690.9	3.671	188	4.422	122.2	1.751	70	4.422
2016	218.9	1.915	114	2.554	142.7	1.433	100	2.554
2015	527.8	2.934	180	4.330	181.9	1.687	108	4.330
2014	430.0	1.978	217	2.640	233.6	1.426	164	2.640

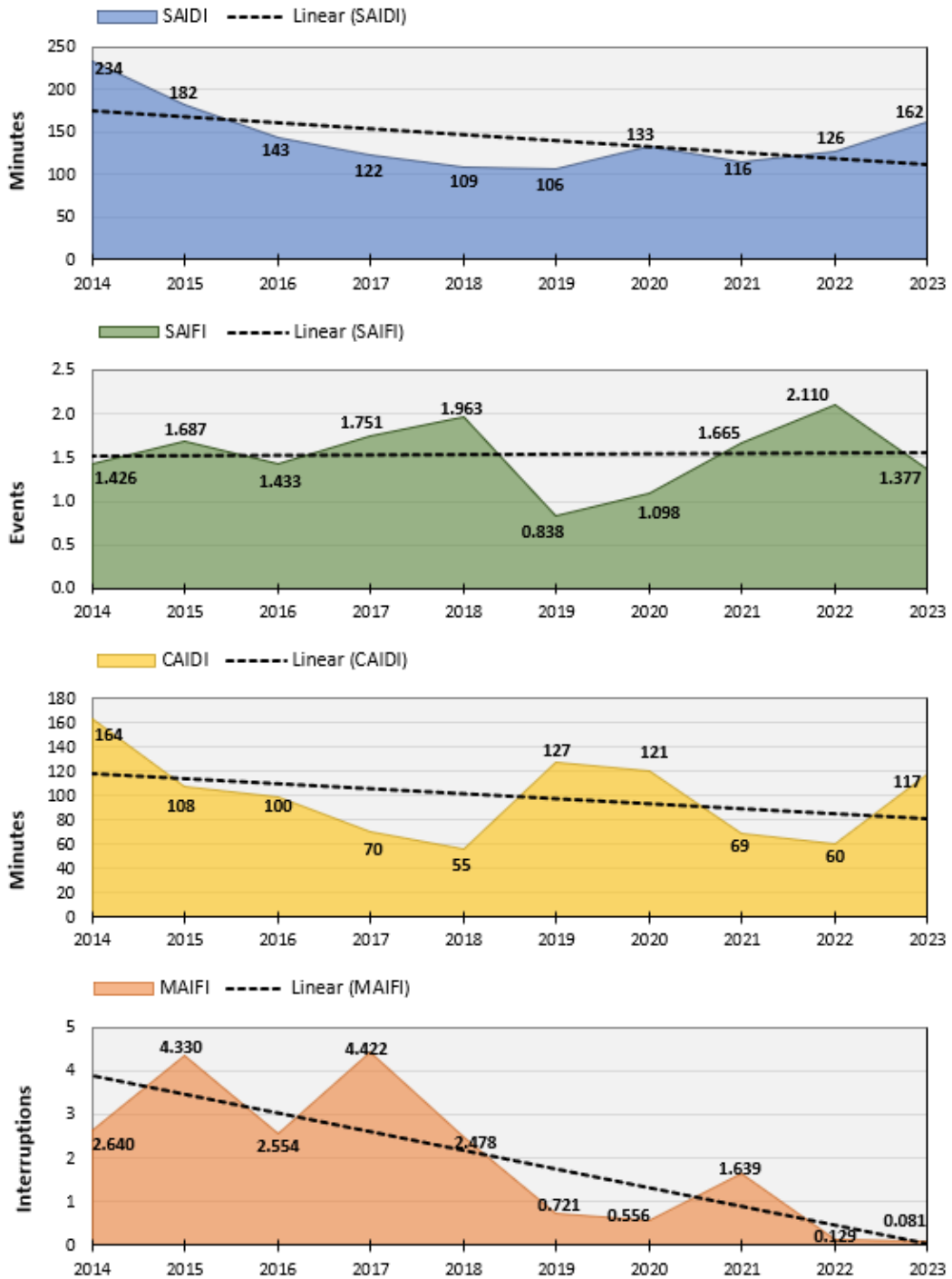
Notes:

1. Excludes outages that are customer requested, pre-arranged, emergency damage repair (established 2023), extended as a result of "Elevated Fire Risk" settings (established 2021), encroachment (established 2024), public safety power shutoff (established 2021), or resulting from a failure of another company's system.
2. In 2016, D.16-01-008 approved Major Event designation process. 2015 Local events were reviewed and are excluded from the indices going -forward.
3. Momentary indices reflect the operating system of record capturing interruptions less than five minutes and are inclusive of outages that occurred during major events.

Transmission and Distribution Reliability History - Including Major Events (excludes customer notice given and customer requested)



Transmission and Distribution Reliability History - Excluding Major Events
 (excludes customer notice given and customer requested)



District Reliability Underlying Indices - Excluding Planned Outages: Ten-Year SAIDI, SAIFI and CAIDI Results

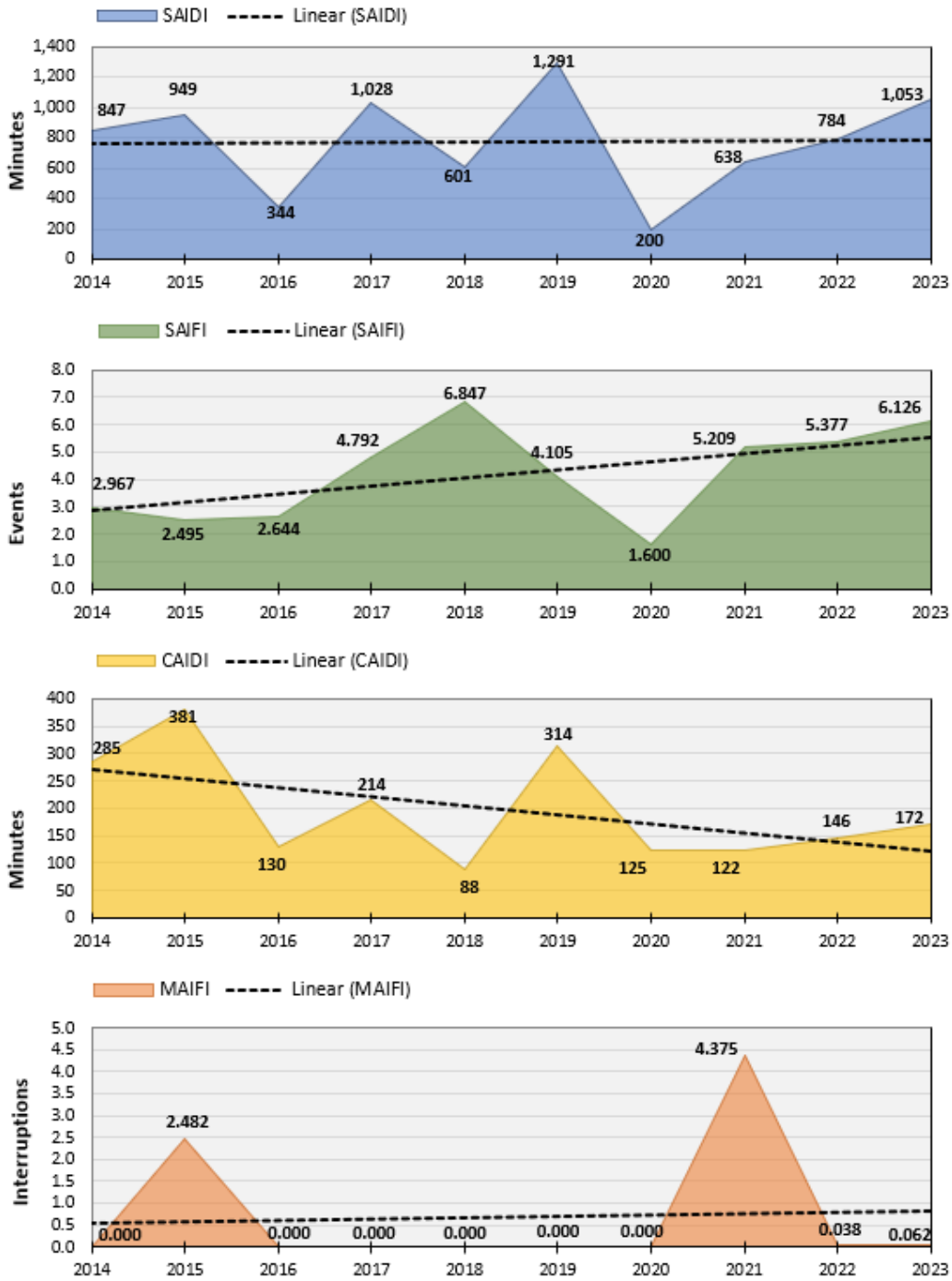
Crescent City

Crescent City - District System Indices								
Year	Major Events Included ¹				Major Events Excluded ² (2.5 B P1366)			
	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	1,052.7	6.126	172	0.062	153.0	1.331	115	0.010
2022	784.2	5.377	146	0.038	95.2	2.096	45	0.006
2021	637.6	5.209	122	4.375	112.4	1.596	70	4.375
2020	199.6	1.600	125	0.000	115.3	1.166	99	0.0
2019	1,291.0	4.105	314	0.000	96.4	0.881	109	0.0
2018	600.7	6.847	88	0.000	104.6	3.607	29	0.0
2017	1,027.6	4.792	214	0.000	124.6	1.178	106	0.0
2016	343.7	2.644	130	0.000	161.6	1.431	113	0.0
2015	949.5	2.495	381	2.482	96.7	0.776	125	2.482
2014	846.7	2.967	285	0.000	318.2	1.592	200	0

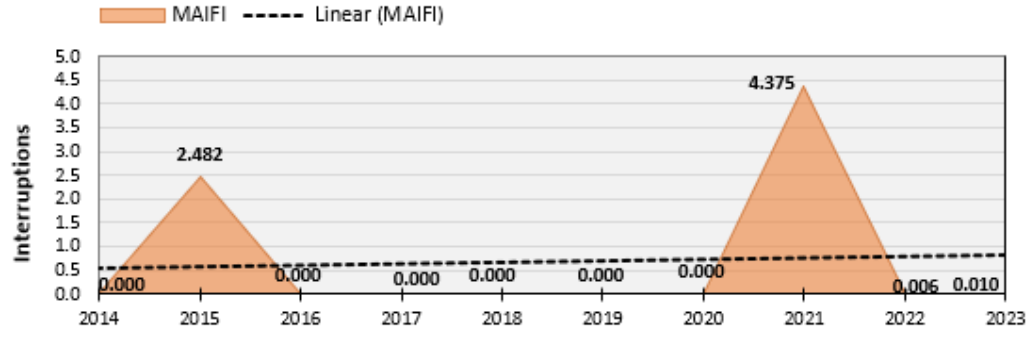
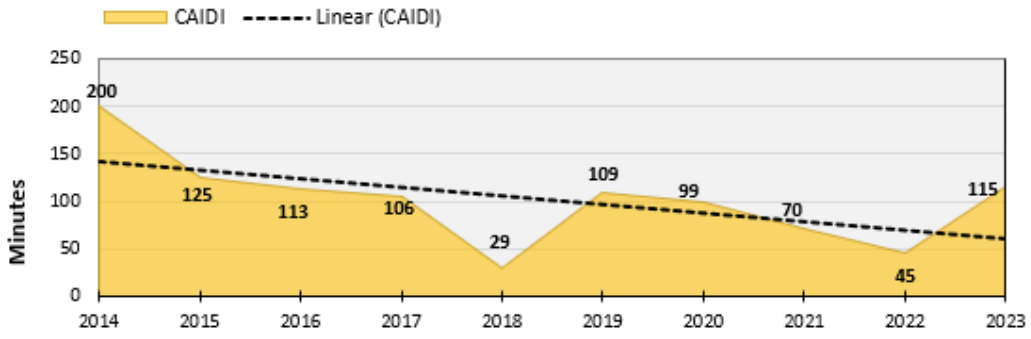
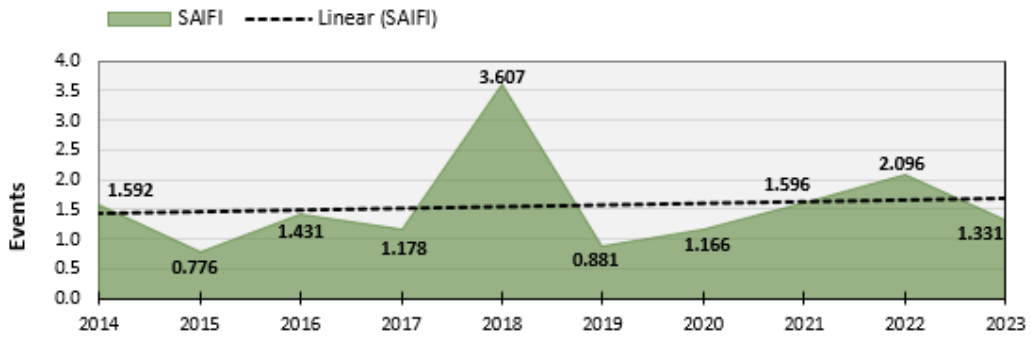
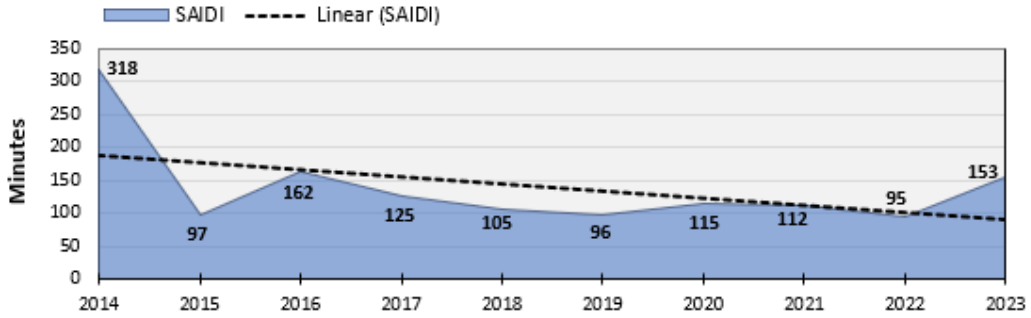
Notes:

1. Excludes outages that are customer requested, pre-arranged, emergency damage repair (established 2023), extended as a result of "Elevated Fire Risk" settings (established 2021), encroachment (established 2024), public safety power shutoff (established 2021), or resulting from a failure of another company's system.
2. In 2016, D.16-01-008 approved Major Event designation process. 2015 Local events were reviewed and are excluded from the indices going -forward.
3. Momentary indices reflect the operating system of record capturing interruptions less than five minutes and are inclusive of outages that occurred during major events.

Crescent City Reliability History - Including Major Events (excludes customer notice given and customer requested)



Crescent City Reliability History - Excluding Major Events (excludes customer notice given and customer requested)



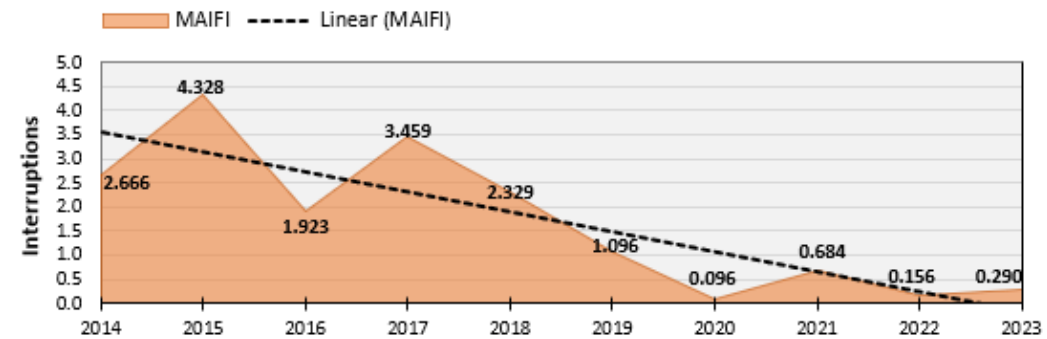
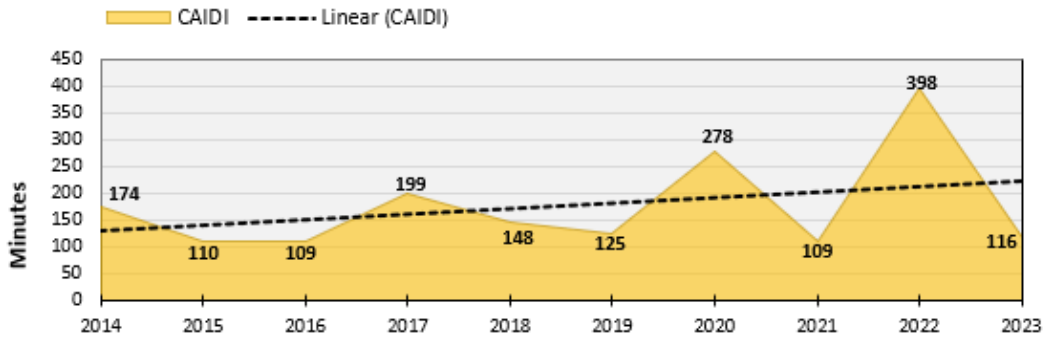
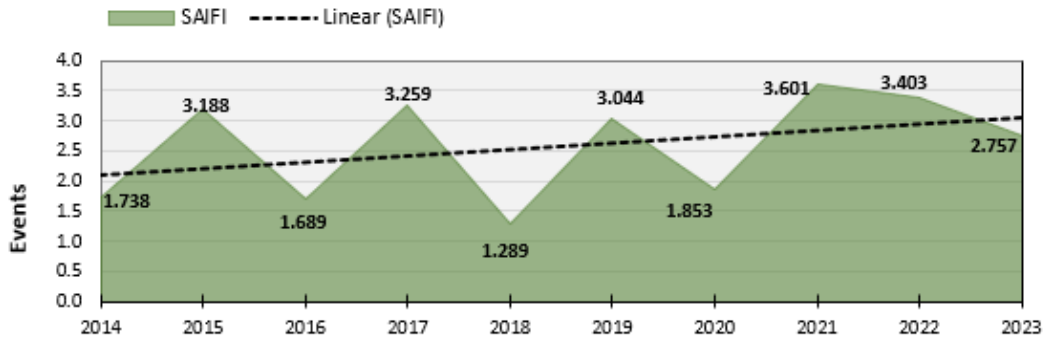
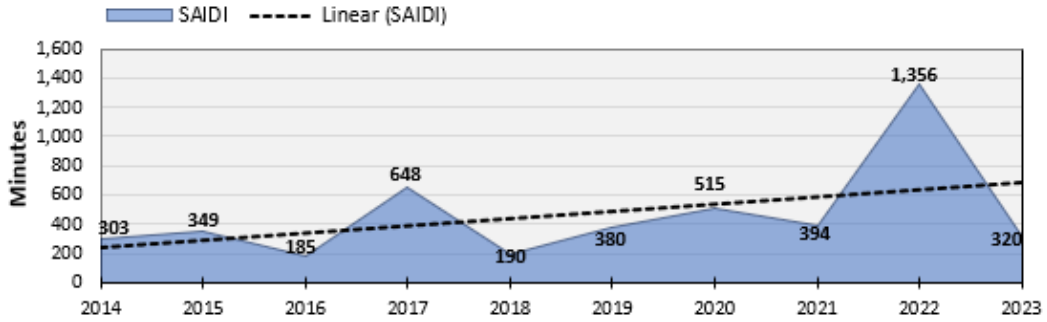
Yreka/Mt. Shasta

Yreka/Mt. Shasta - District System Indices								
	Major Events Included ¹				Major Events Excluded ² (2.5 B P1366)			
Year	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	319.8	2.757	116	0.290	190.9	1.573	121	0.137
2022	1,355.9	3.403	398	0.156	122.9	2.078	59	0.113
2021	393.5	3.601	109	0.684	124.2	1.776	70	0.684
2020	515.2	1.853	278	0.096	137.9	1.070	129	0.096
2019	379.9	3.044	125	1.096	116.9	0.784	149	1.096
2018	190.5	1.289	148	2.329	106.5	1.283	83	2.329
2017	648.0	3.259	199	3.459	121.8	1.905	64	3.459
2016	184.6	1.689	109	1.923	146.4	1.455	101	1.923
2015	349.2	3.188	110	4.328	230.3	2.290	101	4.328
2014	303.0	1.738	174	2.666	222.0	1.437	155	2.666

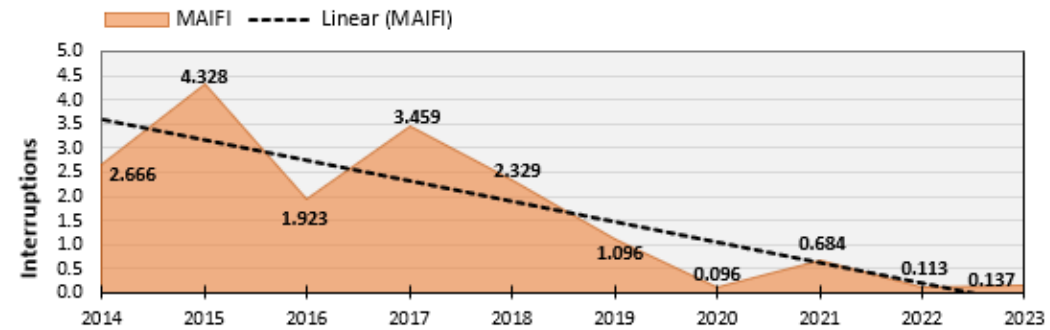
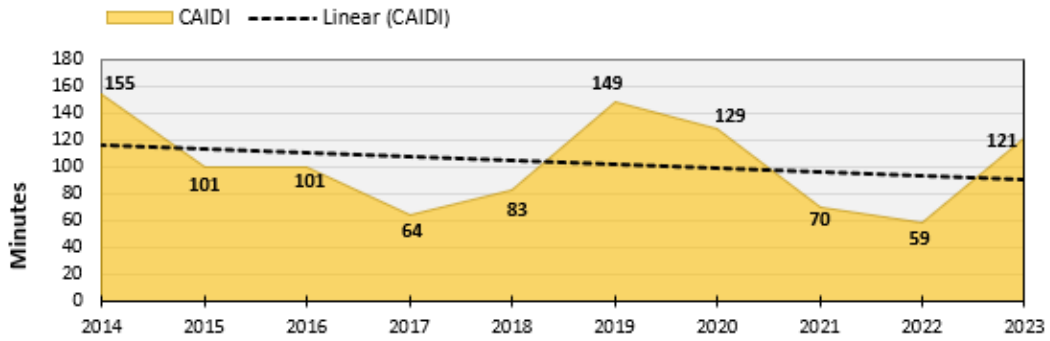
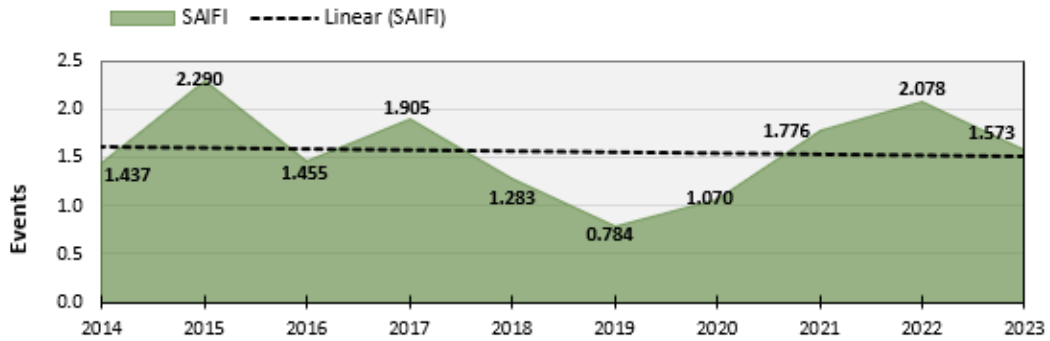
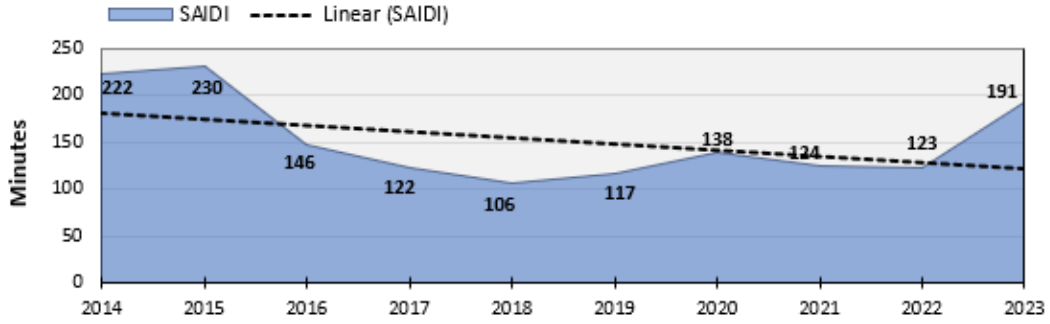
Notes:

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2. In 2016, D.16-01-008 approved Major Event designation process. 2015 Local events were reviewed and are excluded from the indices going -forward.
3. Momentary indices reflect the operating system of record capturing interruptions less than five minutes and are inclusive of outages that occurred during major events.

Yreka/Mt. Shasta Reliability History - Including Major Events (excludes customer notice given and customer requested)



Yreka/Mt. Shasta Reliability History - Excluding Major Events
 (excludes customer notice given and customer requested)



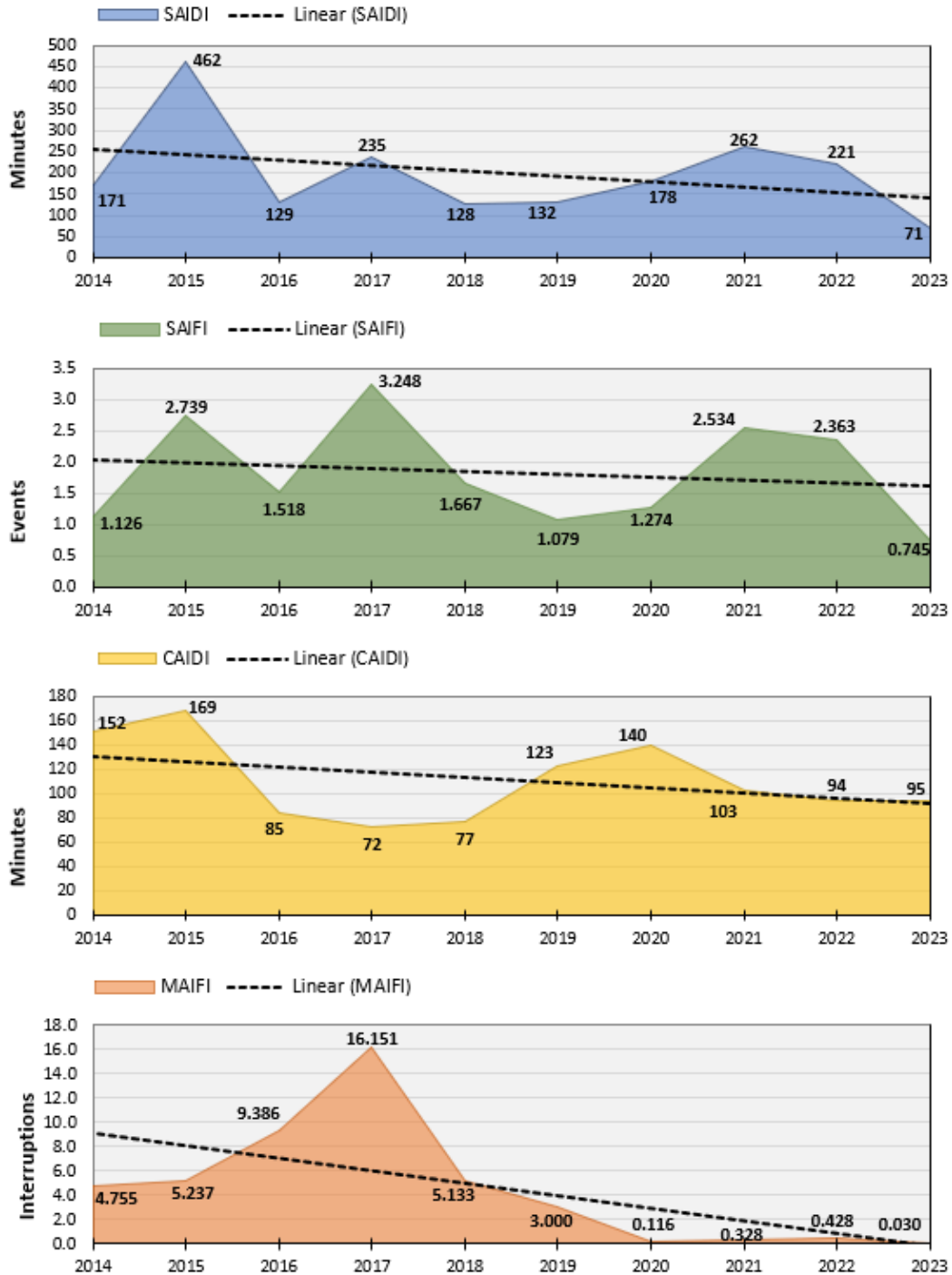
Tulelake/Alturas

Tulelake/Alturas - District System Indices								
	Major Events Included ¹				Major Events Excluded ² (2.5 & P1366)			
Year	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	70.7	0.745	95	0.030	58.9	0.674	87	0.030
2022	221.0	2.363	94	0.428	200.1	2.267	88	0.428
2021	262.0	2.534	103	0.328	86.8	1.343	65	0.328
2020	178.2	1.274	140	0.116	146.4	1.079	136	0.116
2019	132.4	1.079	123	3.000	81.6	0.978	83	3.000
2018	128.4	1.667	77	5.133	127.0	1.658	77	5.133
2017	235.5	3.248	72	16.151	119.3	2.198	54	16.151
2016	128.7	1.518	85	9.386	95.3	1.389	69	9.386
2015	462.3	2.739	169	5.237	147.1	0.978	150	5.237
2014	171.2	1.126	152	4.755	125.0	1.083	115	4.755

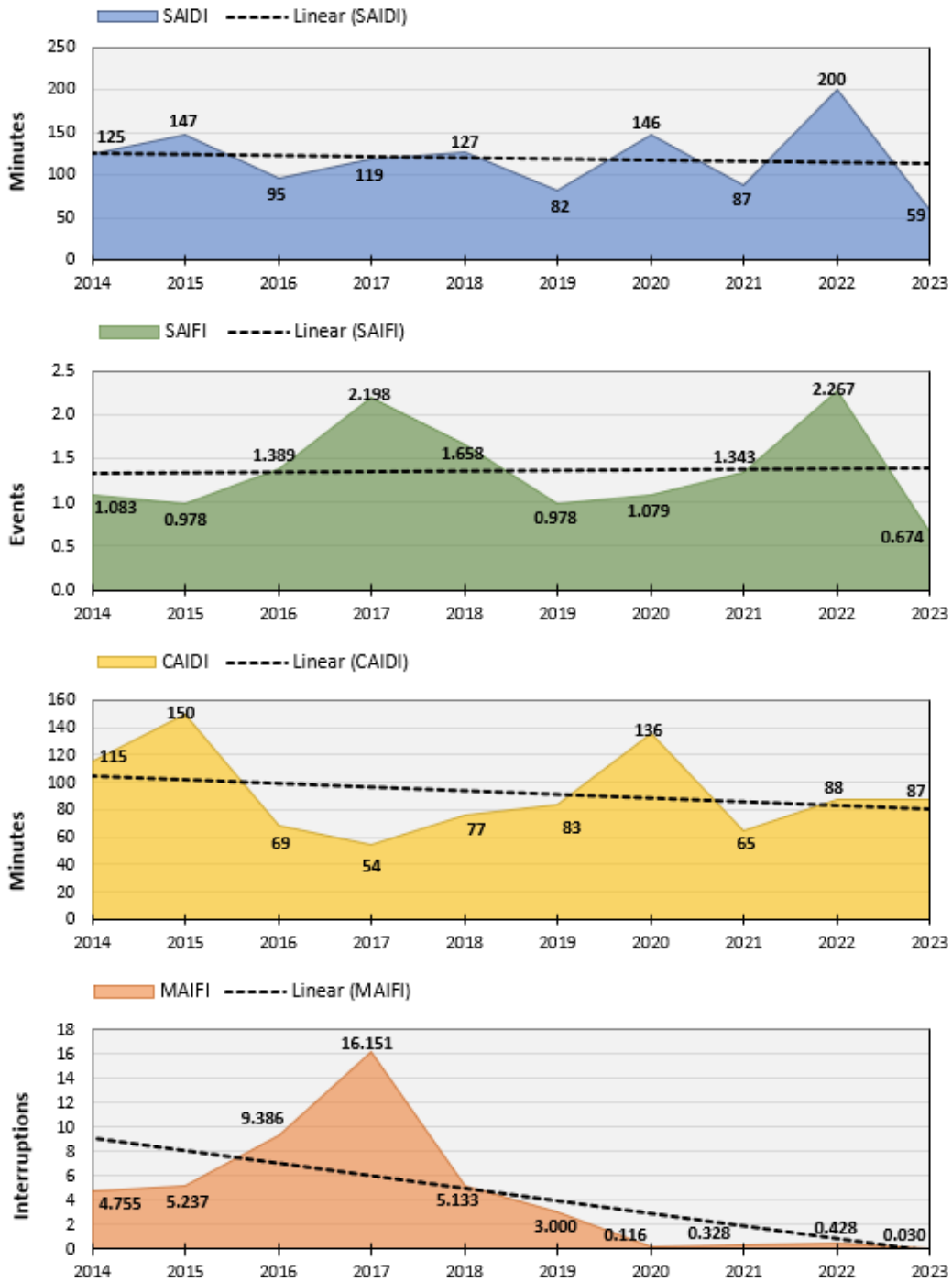
Notes:

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Tulelake/Alturas Reliability History - Including Major Events (excludes customer notice given and customer requested)



Tulelake/Alturas Reliability History - Excluding Major Events (excludes customer notice given and customer requested)



State and District Reliability Underlying Indices - Including Planned Outages: Ten-Year Year SAIDI, SAIFI and CAIDI Results

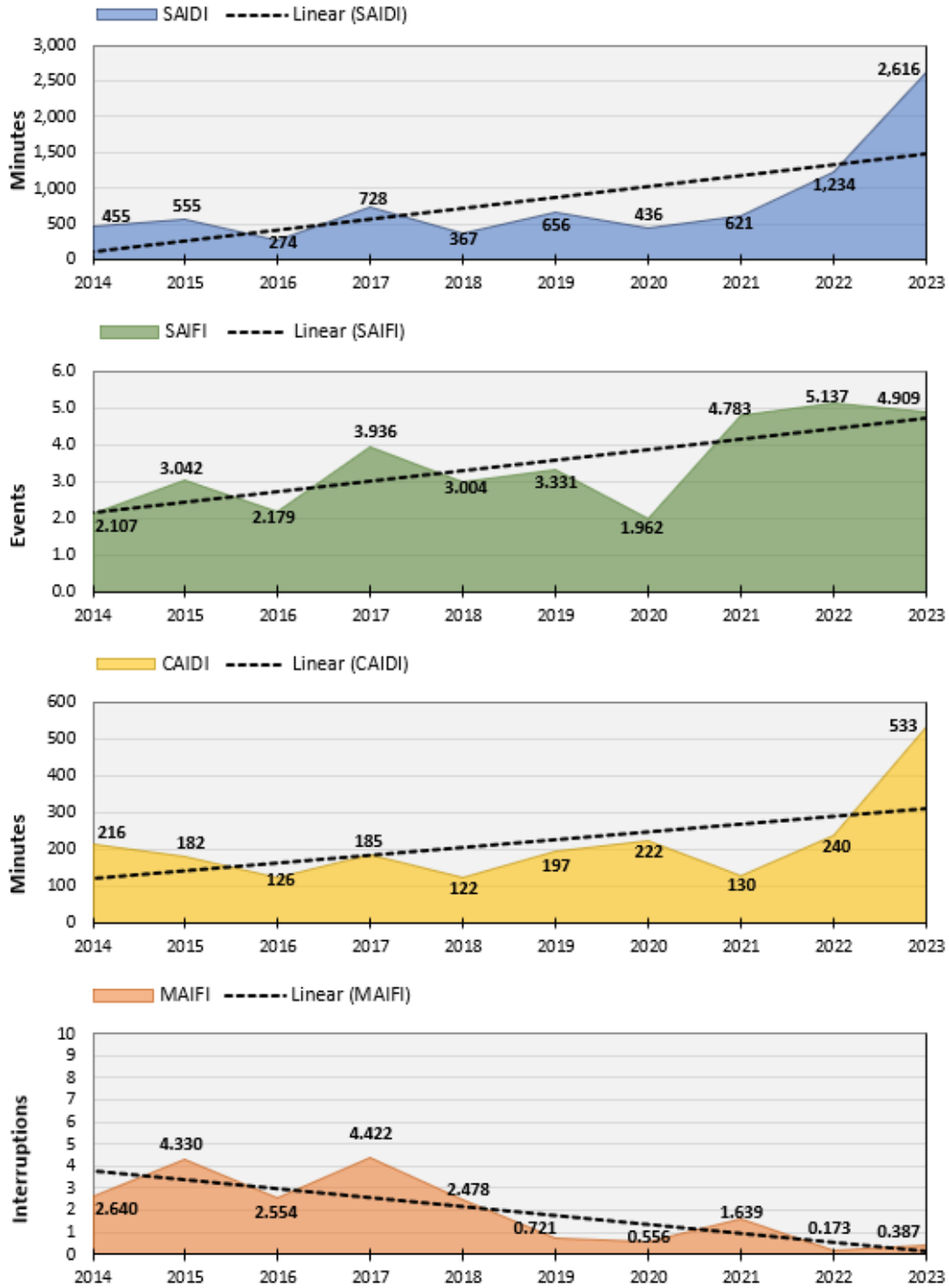
State

State - District System Indices								
	Major Events Included ¹				Major Events Excluded ² (2.5 & P1366)			
Year	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	2,616.2	4.909	533	0.387	379.4	2.527	150	0.181
2022	1,234.3	5.137	240	0.173	293.8	2.370	124	0.139
2021	621.1	4.783	130	1.639	284.2	2.514	113	1.639
2020	436.3	1.962	222	0.556	185.4	1.353	137	0.556
2019	656.1	3.331	197	0.721	172.7	1.118	154	0.721
2018	366.8	3.004	122	2.478	183.6	2.126	86	2.478
2017	727.6	3.936	185	4.422	158.7	2.014	79	4.422
2016	273.8	2.179	126	2.554	197.6	1.697	116	2.554
2015	554.5	3.042	182	4.330	208.6	1.795	116	4.330
2014	455.4	2.107	216	2.640	259.0	1.554	167	2.640

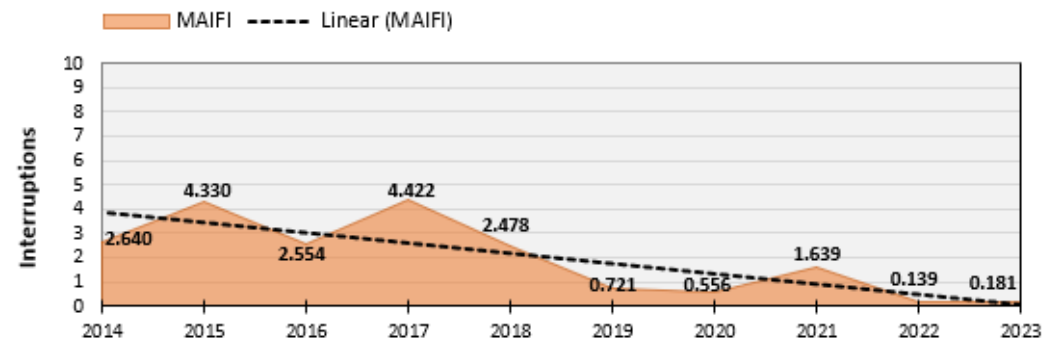
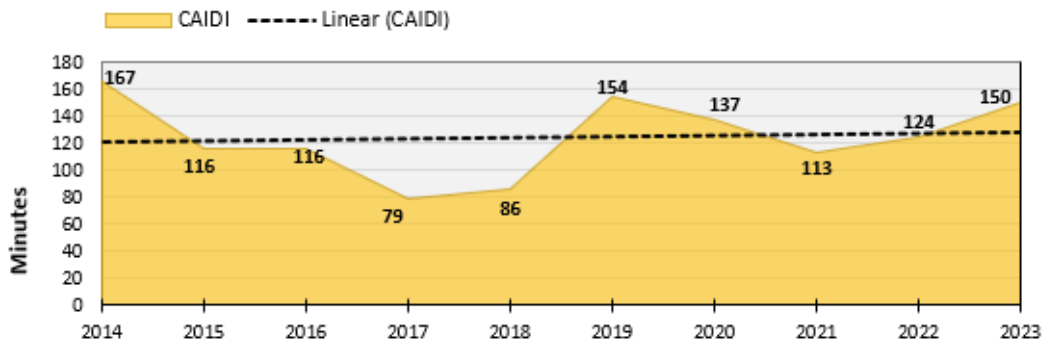
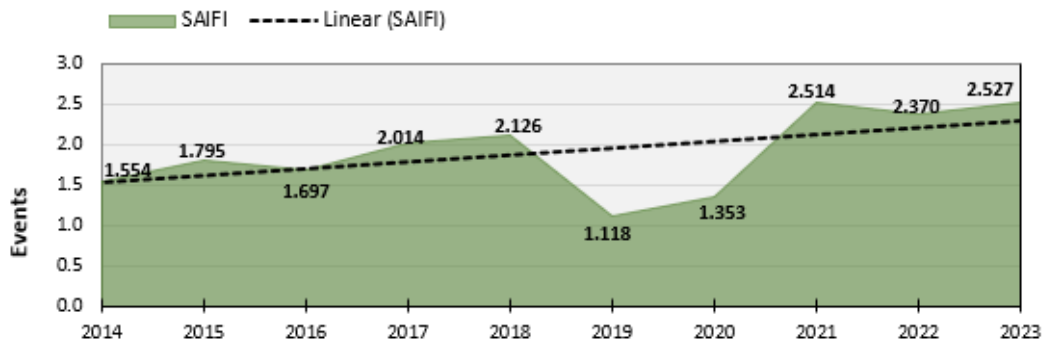
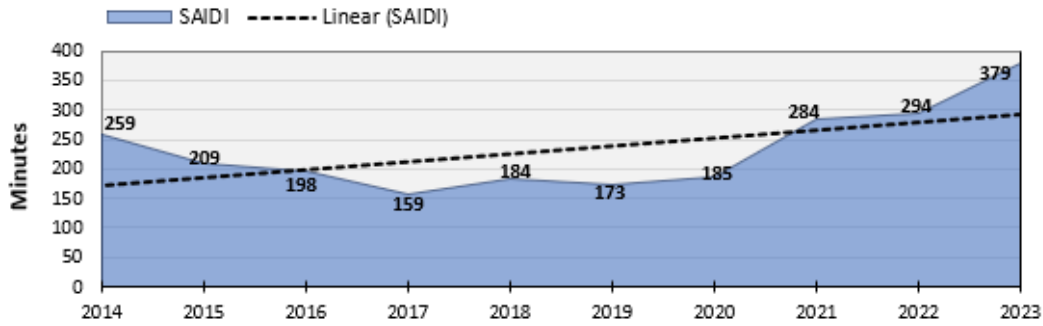
Notes:

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State Reliability History - Including Major Events
 (includes customer notice given and customer requested)



State Reliability History - Excluding Major Events
 (includes customer notice given and customer requested)



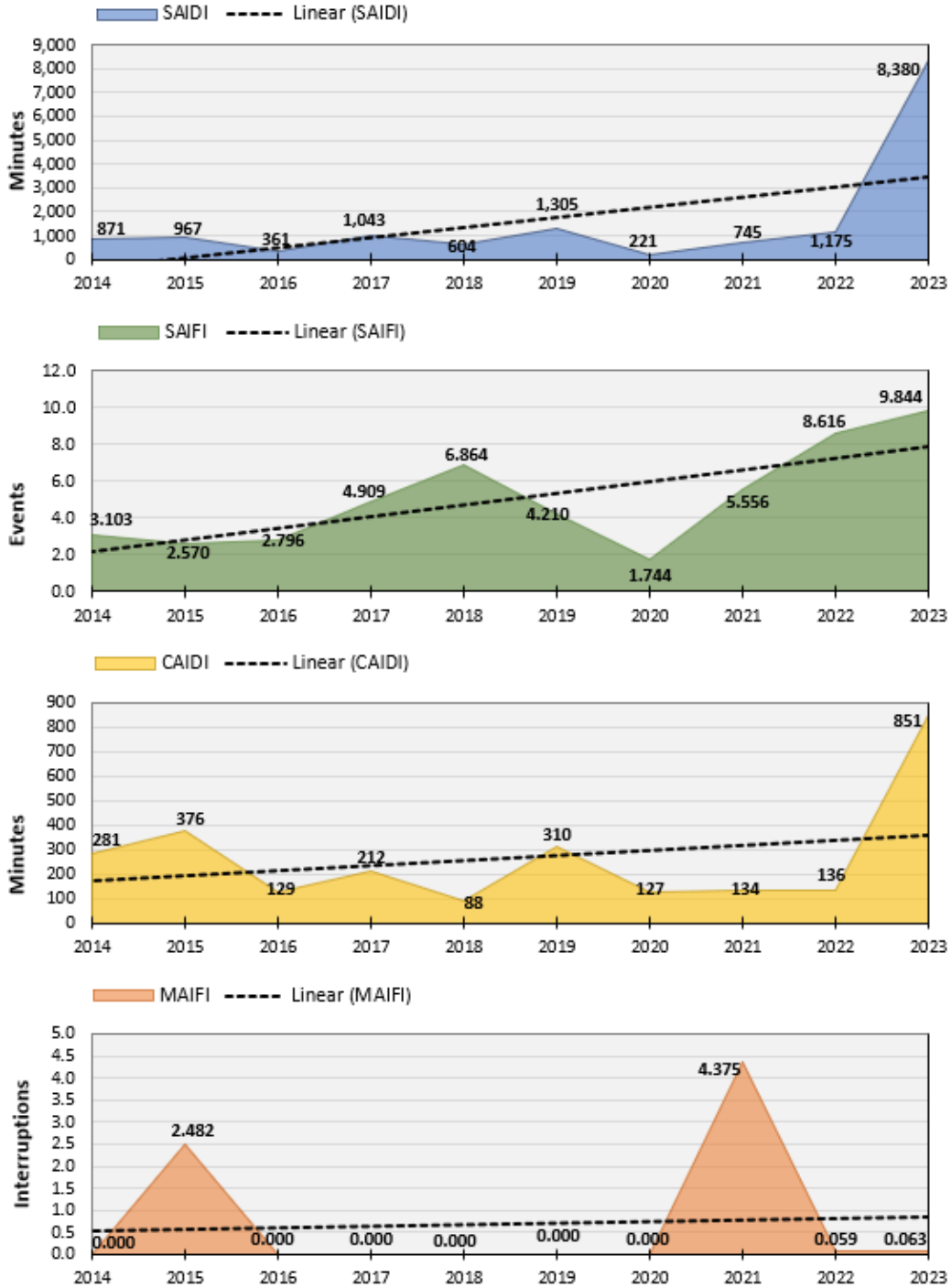
Crescent City

Crescent City - District System Indices								
	Major Events Included ¹				Major Events Excluded ² (2.5 & P1366)			
Year	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	8,379.5	9.844	851	0.063	529.7	3.749	141	0.011
2022	1,175.1	8.616	136	0.059	486.2	5.335	91	0.028
2021	744.9	5.556	134	4.375	219.6	1.943	113	4.375
2020	221.1	1.744	127	0.000	136.8	1.311	104	0.000
2019	1,304.9	4.210	310	0.000	110.2	0.985	112	0.000
2018	603.6	6.864	88	0.000	107.6	3.624	30	0.000
2017	1,042.6	4.909	212	0.000	139.4	1.294	108	0.000
2016	361.4	2.796	129	0.000	179.2	1.583	113	0.000
2015	966.9	2.570	376	2.482	114.0	0.851	134	2.482
2014	871.1	3.103	281	0.000	342.6	1.728	198	0.000

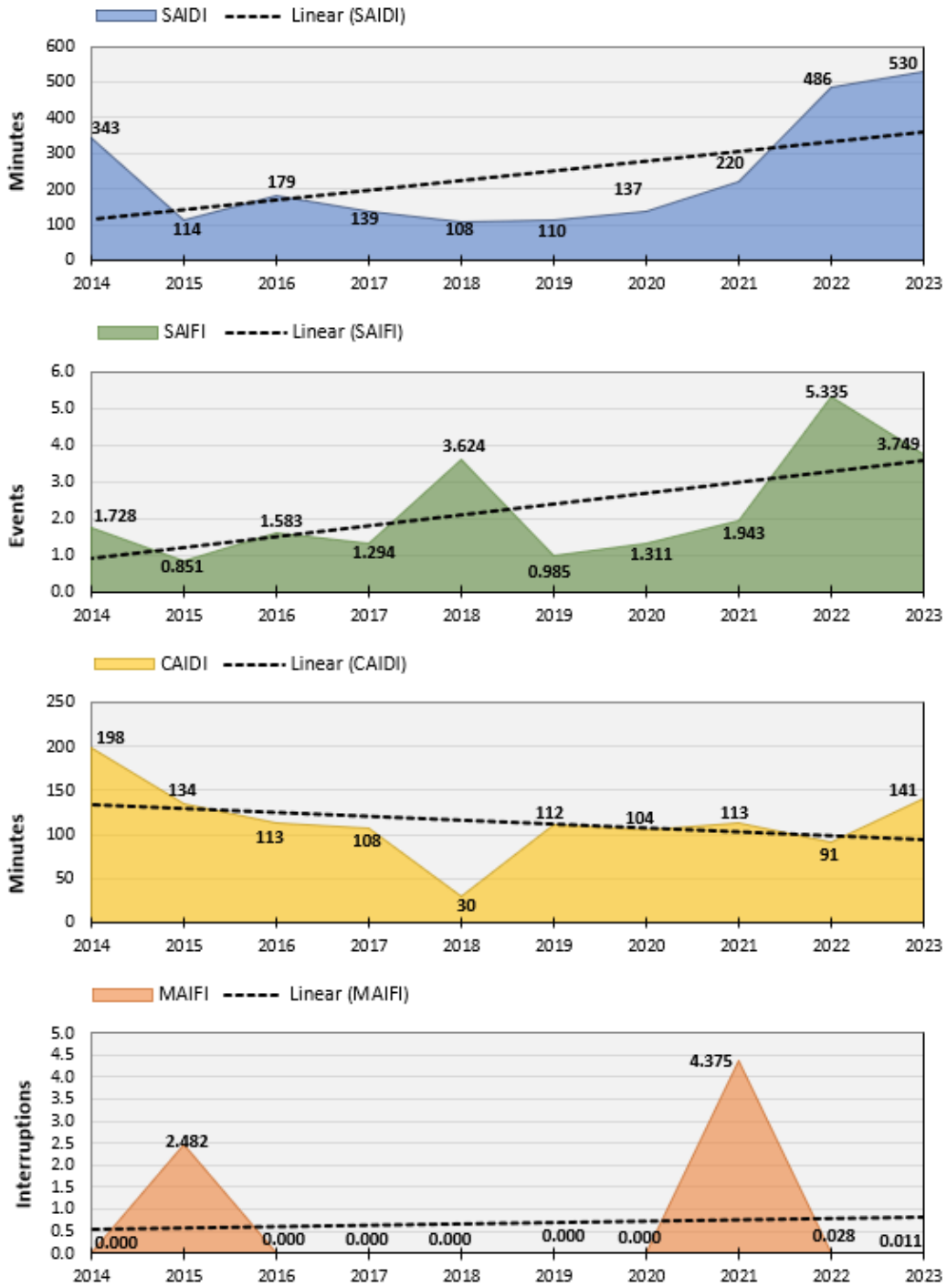
Notes:

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Crescent City Reliability History - Including Major Events (includes customer notice given and customer requested)



Crescent City Reliability History - Excluding Major Events (includes customer notice given and customer requested)



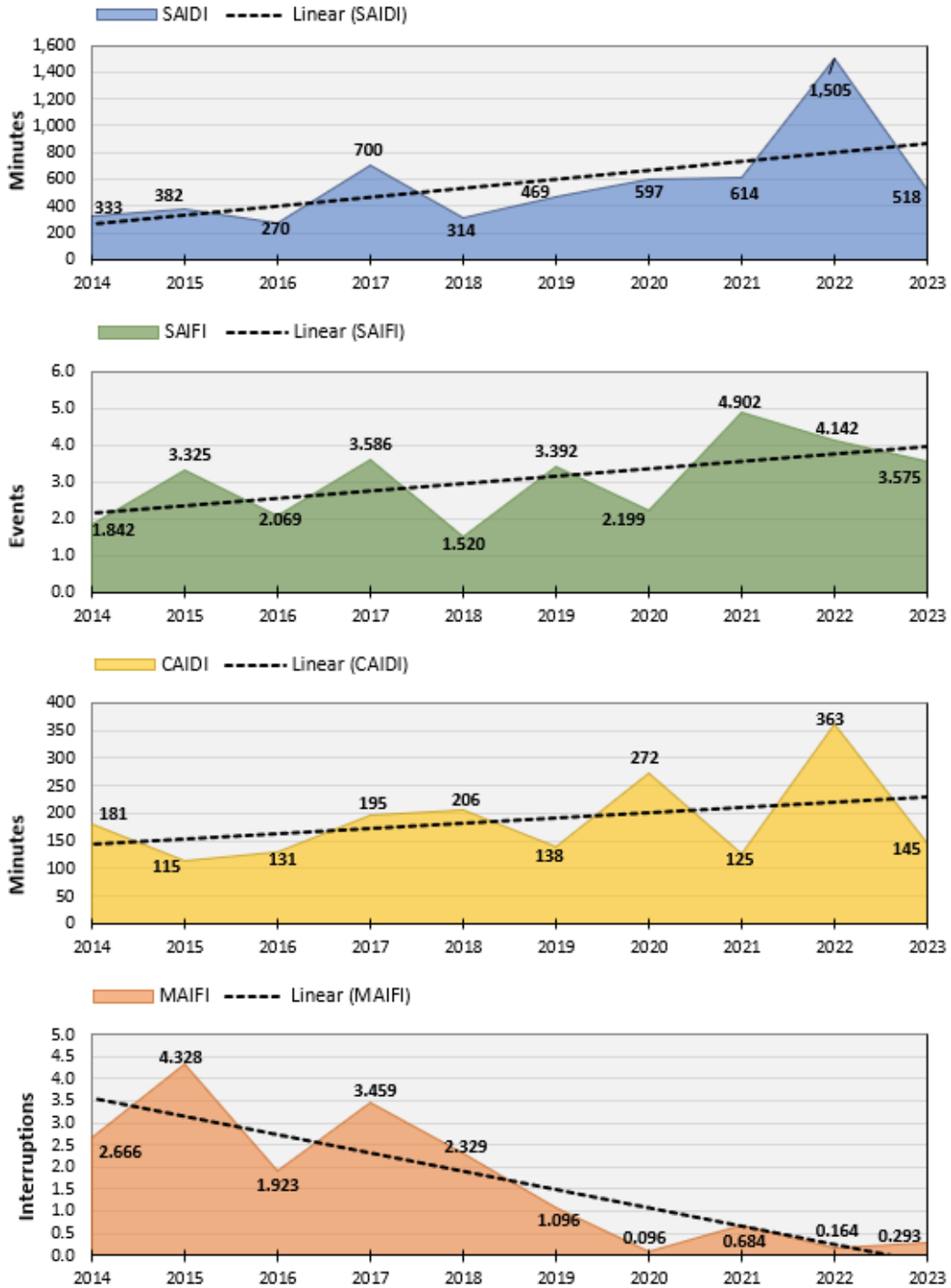
Yreka/Mt. Shasta

Yreka/Mt. Shasta - District System Indices								
	Major Events Included ¹				Major Events Excluded ² (2.5 & P1366)			
Year	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	518.1	3.575	145	0.293	384.7	2.377	162	0.140
2022	1504.8	4.142	363	0.164	271.7	2.815	97	0.120
2021	614.0	4.902	125	0.684	325.2	2.995	109	0.684
2020	597.5	2.199	272	0.096	216.2	1.409	153	0.096
2019	469.2	3.392	138	1.096	206.2	1.131	182	1.096
2018	313.5	1.520	206	2.329	229.5	1.514	152	2.329
2017	699.9	3.586	195	3.459	173.5	2.231	78	3.459
2016	270.3	2.069	131	1.923	232.2	1.836	126	1.923
2015	382.2	3.325	115	4.328	263.2	2.427	108	4.328
2014	332.6	1.842	181	2.666	251.7	1.540	163	2.666

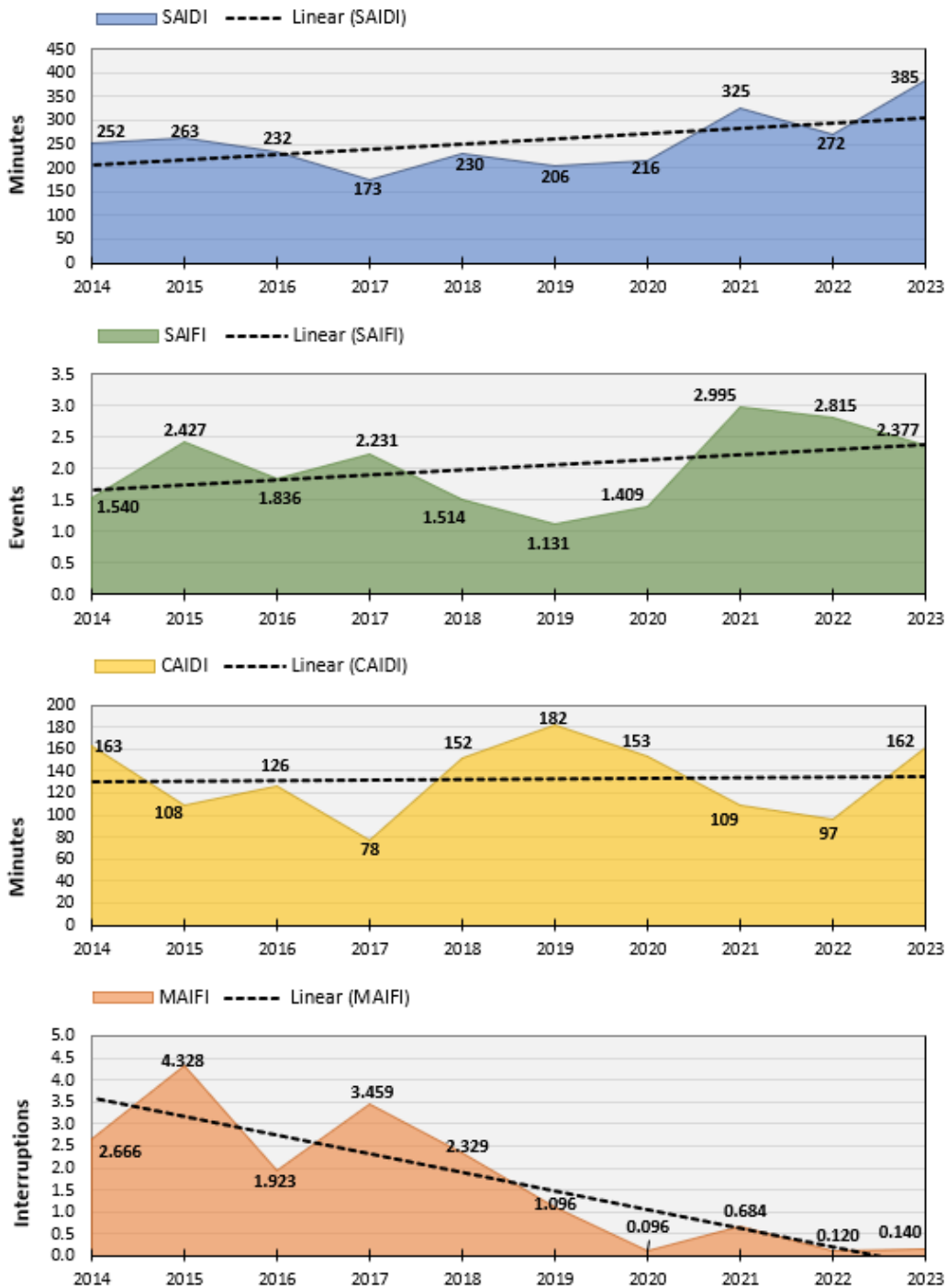
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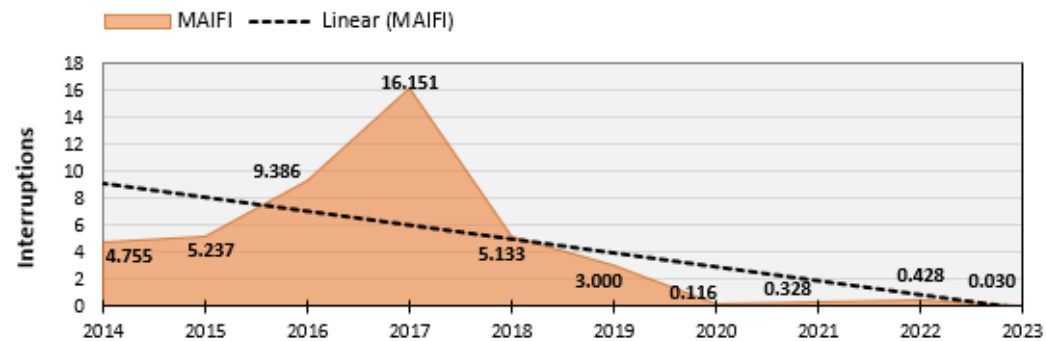
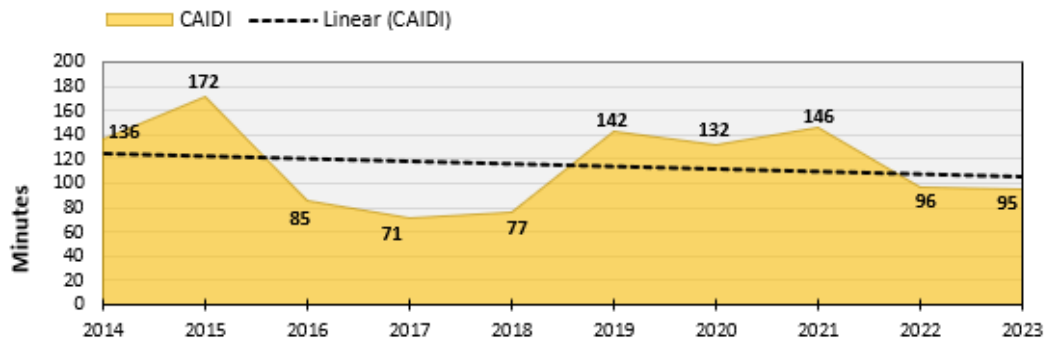
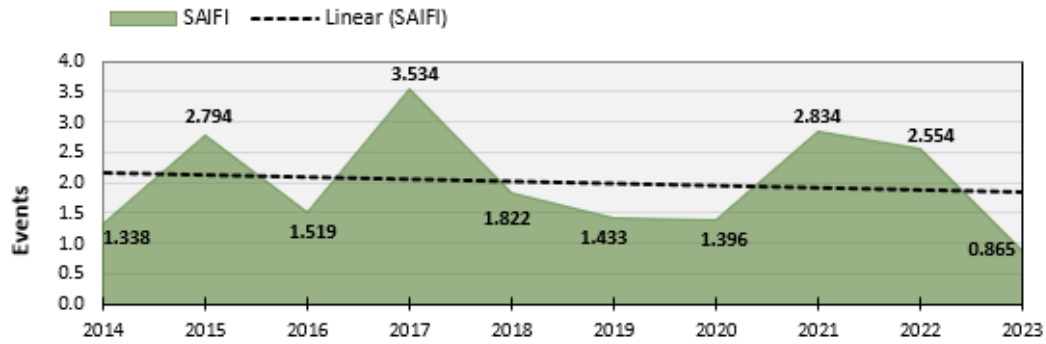
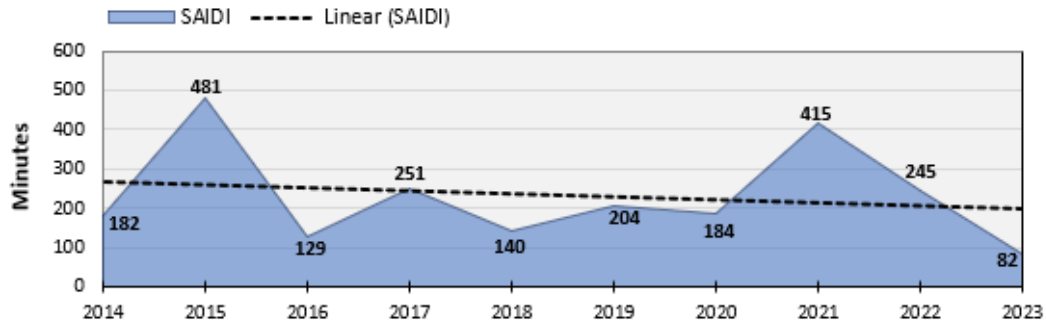
Tulelake/Alturas

Tulelake/Alturas - District System Indices								
	Major Events Included ¹				Major Events Excluded ² (2.5 & P1366)			
Year	SAIDI	SAIFI	CAIDI	MAIFI ³	SAIDI	SAIFI	CAIDI	MAIFI ³
2023	82.4	0.865	95	0.030	70.6	0.794	89	0.030
2022	244.7	2.554	96	0.428	223.9	2.458	91	0.428
2021	415.0	2.834	146	0.328	239.7	1.640	146	0.328
2020	184.0	1.396	132	0.116	152.2	1.202	127	0.116
2019	204.2	1.433	142	3.000	153.2	1.313	117	3.000
2018	140.0	1.822	77	5.133	138.7	1.813	76	5.133
2017	251.0	3.534	71	16.151	158.7	2.014	79	16.151
2016	128.9	1.519	85	9.386	95.5	1.390	69	9.386
2015	481.1	2.794	172	5.237	165.9	1.033	161	5.237
2014	182.3	1.338	136	4.755	136.0	1.295	105	4.755

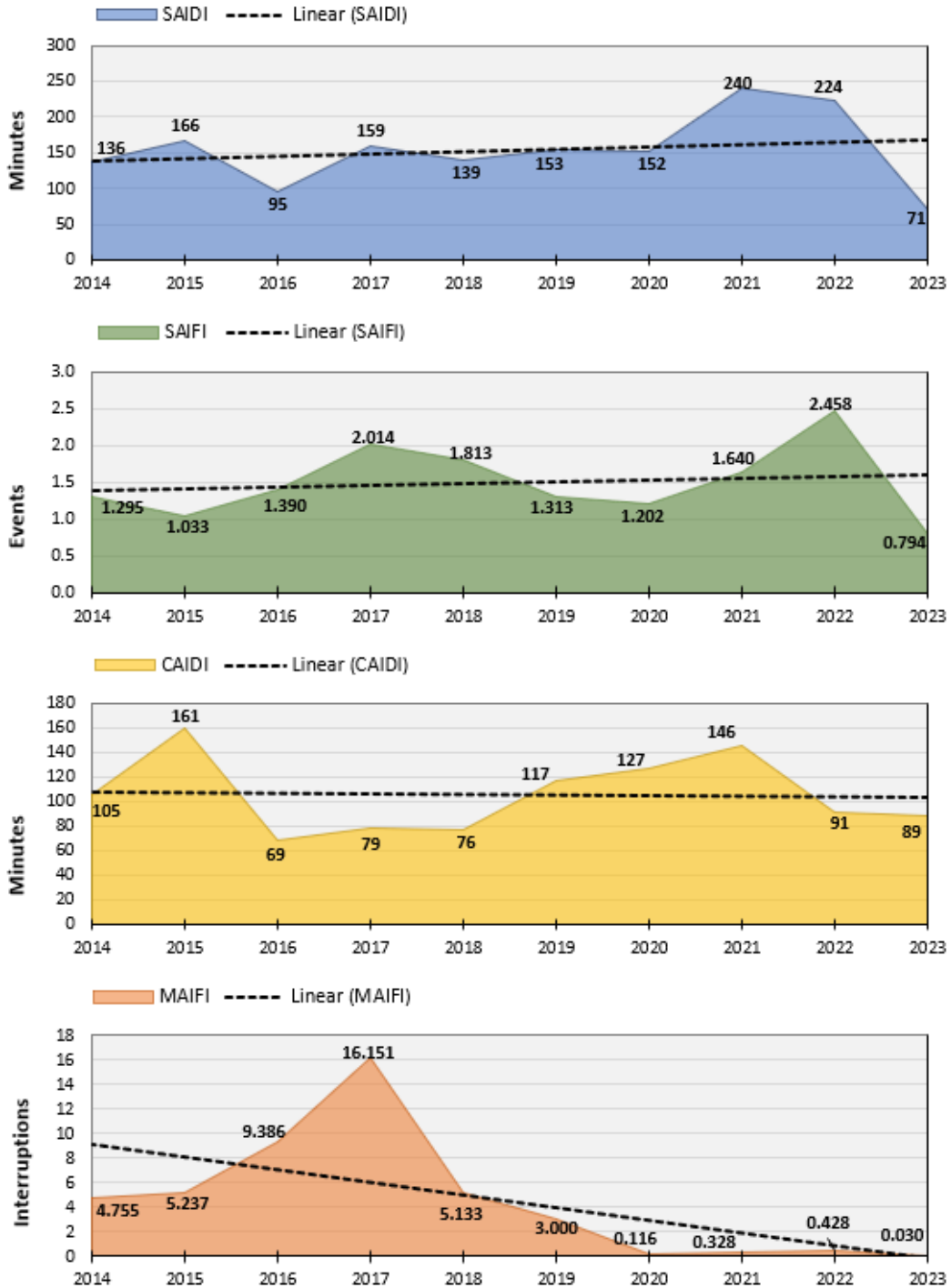
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Tulelake/Alturas Reliability History - Including Major Events (includes customer notice given and customer requested)



Tulelake/Alturas Reliability History - Excluding Major Events (includes customer notice given and customer requested)



Planned Outage by District

Planned Outages – By District and Month				
		Crescent City	Tulelake/ Alturas	Yreka/ Mt. Shasta
2023	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
2022	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
2021	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			

		Crescent City	Tulelake/ Alturas	Yreka/ Mt. Shasta
2020	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
2019	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
2018	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			

		Crescent City	Tulelake/ Alturas	Yreka/ Mt. Shasta
2017	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
2016	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
2015	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			

		Crescent City	Tulelake/ Alturas	Yreka/ Mt. Shasta
2014	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			

Notes:

1. Includes outages that are customer requested, pre-arranged (which can include short notice emergency prearranged outages), emergency damage repair (established 2023), forced outages mandated by public authority, or resulting from a failure of another company's system.

Top Ten Unplanned Power Outage Events for 2023

The table below displays the top 10 unplanned outages in 2023 based on the total customer minutes lost.

Top 10 Unplanned Outage Events – 2023					
Date	District	Description	Major Event?	Total Customer Minutes Lost	Total Customers in Incident
2/23/23	Crescent City	Snow, Sleet, and Blizzard	Y	1,004,980	1,312
3/28/23	Crescent City	Loss of Transmission Line	Y	420,712	1,602
3/28/23	Crescent City	Loss of Transmission Line	Y	405,480	1,544
3/28/23	Crescent City	Loss of Transmission Line	Y	384,996	1,466
3/28/23	Crescent City	Loss of Transmission Line	Y	365,825	1,393
5/20/23	Crescent City	Deterioration or Rotting	N	357,687	1,568
7/24/23	Mt. Shasta	Other; Equipment Malfunction	N	355,054	1,927
2/23/23	Crescent City	Loss of Transmission	Y	346,688	1,476
3/28/23	Crescent City	Loss of Transmission	Y	346,126	1,318
8/16/23	Yreka	Other	N	338,946	1,614

Major Event Summary

PacifiCorp’s service territory in California consists of the three operating areas: Crescent City, Yreka/Mt. Shasta, and Tulelake/Alturas. Each operating area has been designated as a reliability reporting region in accordance with the Order. Each year the major event threshold for the state is determined using the T_{MED} methodology, as defined in IEEE P1366 and known as the “2.5 beta” method. The state T_{MED} is then applied to each operating area⁸. The table below depicts the major events that occurred during 2023.

2023 Major Event Summary								
Date	District	Cause	Customers out for a duration of:					
			5 min - 3 hrs.	3 - 24 hrs.	24 - 48 hrs.	48 - 72 hrs.	72 - 96 hrs.	96 + hrs.
January 4, 2023	Crescent City	Wind	891	942	14	-	-	-
January 8, 2023	California (State)	Wind, Snow, Sleet, and Blizzard; Loss of Transmission Line	10,723	2,751	7	-	-	-
February 23-25, 2023	California (State)	Snow, Sleet, and Blizzard; Loss of Transmission Line	16,869	11,830	19	-	-	-
March 7, 2023	Crescent City	Loss of Transmission Line	10,228	-	-	-	-	-
March 9, 2023	California (State)	Wind, Snow, Sleet, and Blizzard; Loss of Transmission Line	14,251	1,878	156	-	-	-
March 28, 2023	California (State)	Loss of Transmission Line	9,628	14,036	305	33	-	-
August 18, 2023 – September 1, 2023	Crescent City	Emergency Damage Repair	68	802	536	777	3,605	8,028

⁸ Due to the size and irregularity of outage occurrences by district, it was deemed appropriate to apply the state T_{MED} to each district, to better adhere to major event standards throughout the operating areas and state.

Historical Top Ten Unplanned Power Outage Events – 2023 through 2014

Historical Top Ten Unplanned Outage Events by Year						
Year	Date	District	Description	Excluded Major Event?	Total Customer Minutes Lost	Total Customers in Incident
2023	2/23/23	Crescent City	Snow, Sleet, and Blizzard	Y	1,004,980	1,312
	3/28/23	Crescent City	Loss of Transmission Line	Y	420,712	1,602
	3/28/23	Crescent City	Loss of Transmission Line	Y	405,480	1,544
	3/28/23	Crescent City	Loss of Transmission Line	Y	384,996	1,466
	3/28/23	Crescent City	Loss of Transmission Line	Y	365,825	1,393
	5/20/23	Crescent City	Deterioration or Rotting	N	357,687	1,568
	7/24/23	Mt. Shasta	Other; Equipment Malfunction	N	355,054	1,927
	2/23/23	Crescent City	Loss of Transmission	Y	346,688	1,476
	3/28/23	Crescent City	Loss of Transmission	Y	346,126	1,318
	8/16/23	Yreka	Other	N	338,946	1,614
2022	9/2/2022	Yreka/Mt. Shasta	Environment - Fire/Smoke (Not due to faults)	Y	11,350,786	1,908
	7/29/2022	Yreka/Mt. Shasta	Environment - Fire/Smoke (Not due to faults)	Y	5,684,103	342
	9/2/2022	Yreka/Mt. Shasta	Loss of Transmission Line	Y	3,698,859	650
	9/2/2022	Yreka/Mt. Shasta	Loss of Transmission Line	Y	3,151,717	2,458
	9/2/2022	Yreka/Mt. Shasta	Loss of Transmission Line	Y	2,603,179	1,903
	9/2/2022	Yreka/Mt. Shasta	Environment - Fire/Smoke (Not due to faults)	Y	816,017	686
	8/8/2022	Yreka/Mt. Shasta	Loss of Transmission Line	Y	732,606	1,415
	12/10/2022	Yreka/Mt. Shasta	Loss of Transmission Line	Y	691,746	1,034
	12/27/2022	Yreka/Mt. Shasta	Loss of Transmission Line	Y	588,913	1,160
	3/12/2022	Crescent City	Loss of Transmission Line	Y	576,219	1,649
2021	12/15/2021	Yreka/Mt. Shasta	Loss of Transmission Line	Y	1,867,049	1,037
	1/12/2021	Crescent City	Loss of Transmission Line	Y	632,979	422
	11/8/2021	Crescent City	Loss of Transmission Line	Y	606,242	420
	8/23/2021	Yreka/Mt. Shasta	Loss of Transmission Line	Y	511,264	2,458
	8/17/2021	Yreka/Mt. Shasta	Unknown trip	N	504,876	1,901
	1/12/2021	Crescent City	Loss of Transmission Line	Y	496,483	331
	12/13/2021	Crescent City	Loss of Transmission Line	Y	488,632	421
	11/8/2021	Crescent City	Loss of Transmission Line	Y	480,663	333
	12/25/2021	Yreka/Mt. Shasta	Loss of Transmission Line	N	436,161	579
	12/15/2021	Yreka/Mt. Shasta	Loss of Transmission Line	Y	428,131	2,766
2020	9/8/2020	Yreka/Mt. Shasta	Wildfire	Y	5,561,782	767
	1/16/2020	Yreka/Mt. Shasta	Loss of Transmission Line	Y	789,985	1,849
	9/15/2020	Yreka/Mt. Shasta	Loss of Generation	Y	601,739	548
	11/7/2020	Yreka/Mt. Shasta	Loss of Transmission Line	N	461,489	1,039
	1/16/2020	Yreka/Mt. Shasta	Loss of Transmission Line	Y	436,087	753
	1/25/2020	Crescent City	Loss of Transmission Line	N	212,370	761
	8/15/2020	Yreka/Mt. Shasta	Loss of Transmission Line	Y	197,690	1,419

Historical Top Ten Unplanned Outage Events by Year							
Year	Date	District	Description	Excluded Major Event?	Total Customer Minutes Lost	Total Customers in Incident	
	11/17/2020	Yreka/Mt. Shasta	Damaged Equipment	N	195,925	1,186	
	1/16/2020	Yreka/Mt. Shasta	Wind Blown Tree	Y	177,667	48	
	5/21/2020	Crescent City	Damaged Equipment	N	174,198	2,294	
2019	11/26/2019	Crescent City	Wildfire	Y	1,135,268	1,447	
	11/26/2019	Crescent City	Loss of Substation	Y	870,310	1,342	
	1/17/2019	Crescent City	Loss of Substation	Y	767,461	424	
	11/26/2019	Crescent City	Wildfire	Y	759,630	1,277	
	11/26/2019	Crescent City	Wildfire	Y	692,294	1,011	
	11/26/2019	Crescent City	Loss of Substation	Y	601,838	513	
	2/25/2019	Yreka/Mt Shasta	Loss of Substation	Y	527,481	2,458	
	11/26/2019	Crescent City	Loss of Substation	Y	451,861	1,185	
	2/9/2019	Crescent City	Loss of Transmission Line	Y	442,539	472	
	11/26/2019	Crescent City	Loss of Transmission Line	Y	420,843	862	
	2018	9/5/2018	Yreka/Mt Shasta	Wildfire	Y	1,317,536	140
		11/23/2018	Crescent City	Loss of Substation	Y	604,033	2,230
11/22/2018		Crescent City	Loss of Substation	Y	589,598	3,723	
9/5/2018		Yreka/Mt Shasta	Wildfire	Y	516,658	290	
9/5/2018		Yreka/Mt Shasta	Wildfire	Y	464,656	76	
11/23/2018		Crescent City	Loss of Substation	Y	453,669	1,672	
11/23/2018		Crescent City	Loss of Substation	Y	392,788	1,447	
11/23/2018		Crescent City	Loss of Substation	Y	364,652	1,345	
11/23/2018		Crescent City	Loss of Transmission Line	Y	276,210	1,023	
12/14/2018		Crescent City	Loss of Transmission Line	Y	271,134	424	
2017	1/18/2017	Yreka/Mt Shasta	Damaged Equipment	Y	1,957,567	1,604	
	4/7/2017	Crescent City	Wind Blown Tree	Y	1,119,257	1,474	
	4/7/2017	Crescent City	Wind Blown Tree	Y	987,987	3,396	
	1/9/2017	Yreka/Mt Shasta	Heavy Snow Storm	Y	985,255	1,776	
	4/7/2017	Crescent City	Wind Blown Tree	Y	947,025	5,175	
	1/19/2017	Yreka/Mt Shasta	Loss of Transmission Line	Y	886,326	763	
	1/3/2017	Yreka/Mt Shasta	Loss of Transmission Line	Y	869,891	1,524	
	1/19/2017	Yreka/Mt Shasta	Damaged Equipment	Y	714,873	561	
	1/18/2017	Yreka/Mt Shasta	Heavy Snow Storm	Y	689,554	2,298	
	1/18/2017	Yreka/Mt Shasta	Loss of Transmission Line	Y	674,919	352	
2016	10/17/2016	Crescent City	Loss of Transmission Line	Y	926,778	10,972	
	6/5/2016	Yreka/Mt Shasta	Loss of Transmission Line	Y	853,260	4,736	
	6/17/2016	Yreka/Mt Shasta	Loss of Transmission Line	N	478,225	6,248	
	12/21/2016	Crescent City	Wind Blown Tree	Y	388,500	420	
	8/28/2016	Yreka/Mt Shasta	Forest Fire	N	363,287	1,404	
	12/21/2016	Crescent City	Wind Blown Tree	Y	311,097	336	
	2/5/2016	Yreka/Mt Shasta	Loss of Transmission Line	N	302,123	8,349	
	4/13/2016	Yreka/Mt Shasta	Wind Storm	N	291,507	6,016	
	1/13/2016	Crescent City	Pole Fire	N	278,218	8,577	
2/5/2016	Yreka/Mt Shasta	Loss of Transmission Line	N	274,030	3,724		

Historical Top Ten Unplanned Outage Events by Year						
Year	Date	District	Description	Excluded Major Event?	Total Customer Minutes Lost	Total Customers in Incident
2015	2/5/2015	Crescent City	Loss of Transmission Line	Y	1,852,631	3,150
	2/7/2015	Crescent City	Wind Blown Tree	Y	1,036,585	1,222
	2/6/2015	Crescent City	Wind Blown Tree	Y	922,607	1,047
	2/7/2015	Crescent City	Wind Blown Tree	Y	922,282	1,884
	2/7/2015	Crescent City	Wind Blown Tree	Y	713,868	380
	2/5/2015	Crescent City	Loss of Transmission Line	Y	649,753	2,100
	2/7/2015	Crescent City	Loss of Transmission Line	Y	636,947	1,719
	7/7/2015	Yreka/Mt. Shasta	Loss of Transmission Line	Y	538,624	3,156
	4/25/2015	Yreka/Mt. Shasta	Tree	N	528,711	9,320
2/7/2015	Crescent City	Emergency Damage Repair	Y	455,081	3,024	
2014	10/25/2014	Crescent City	Loss of Transmission Line	Y	2,424,849	7,448
	10/25/2014	Crescent City	Loss of Transmission Line	Y	1,084,725	1,533
	9/15/2014	Yreka/Mt. Shasta	Loss of Transmission Line	Y	890,396	13,280
	9/15/2014	Yreka/Mt. Shasta	Loss of Transmission Line	Y	802,134	5,660
	10/25/2014	Crescent City	Loss of Transmission Line	Y	517,764	453
	9/15/2014	Yreka/Mt. Shasta	Intentional to Clear Trouble	Y	498,809	1,205
	3/24/2014	Crescent City	Loss of Transmission Line	N	484,466	798
	10/25/2014	Crescent City	Loss of Transmission Line	Y	478,808	1,176
	5/5/2014	Yreka/Mt. Shasta	Pole fire	N	472,976	1,875
8/17/2014	Yreka/Mt. Shasta	Loss of Transmission Line	N	471,399	3,070	

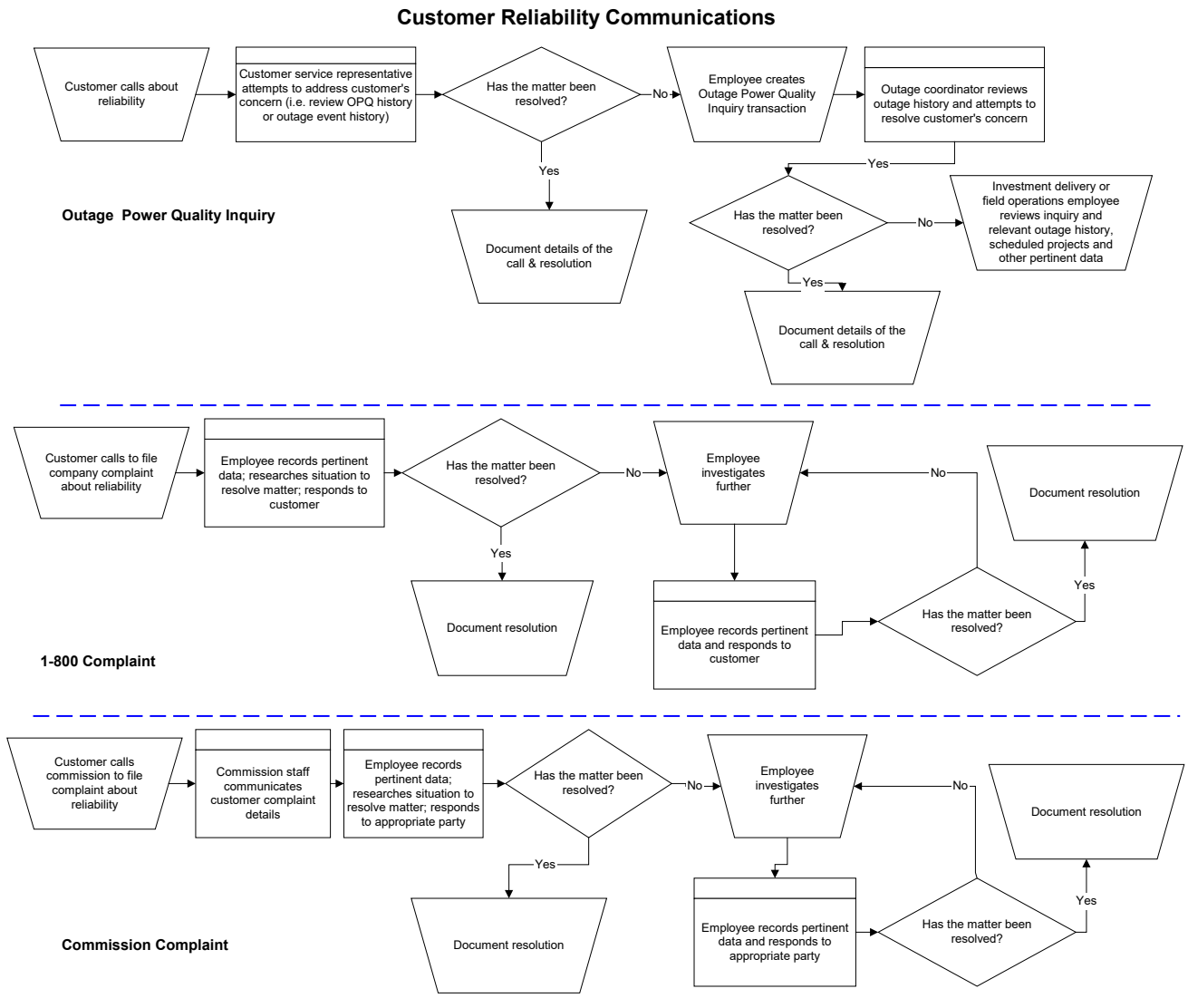
Customer Inquiries and Response

Customer Reliability Communications

PacifiCorp has internet addresses to provide customer guidance on how to request reliability information as well as to view reliability overview metrics and the year’s reliability report. The metric information is located at <https://www.pacificpower.net/ca-report> while the link to request reliability information for a specific customer is located at <https://www.pacificpower.net/reliability>. Further, in compliance with the rules, PacifiCorp will be scheduling its annual meeting in the fall to review these results in the ordered public meeting.

Reliability Inquiry and Complaint Process Overview

The Company’s process for managing customers’ concerns about reliability are to provide opportunities to hear customer concerns, respond to those concerns, and where necessary, provide customers an opportunity to elevate those concerns.



Customer Reliability Inquiry/Complaint Tracking

Listed below are the various avenues available to a customer to resolve concerns about reliability performance.

- **Customer Reliability Inquiry**

The company records customer inquiries about reliability as Outage Power Quality transactions in its customer service system, referred to as “OPQ” transactions.

- **Customer Complaint**

If a customer’s reliability concerns are not met through the process associated with the OPQ transaction, a customer can register a 1-800 complaint with the company. This is recorded in a complaint repository from which regular reports are prepared and circulated for resolution.

- **Commission Complaint**

If a customer’s reliability concerns are not met through the process associated with a 1-800 complaint, a customer can register a complaint with the Commission. This is recorded by the Commission staff and also by the company in a complaint repository. Regular reports are prepared and circulated for resolution of these items.

2023 Customer Reliability Inquiry Responses

The table below illustrates PacifiCorp’s response periods for each customer reliability inquiry received in 2023. The response time for each inquiry reports calendar days from the date of the initial inquiry to the date on which the company contacts the customer to discuss the specific circumstances associated with the inquiry. Certain outlier records report the duration until investigation was completed because of incomplete customer contact records.

Response Time (Days)	Customer Inquiries (non-outage Related)	Customer Outage Inquiries	Response Time (Days)	Customer Inquiries (non-outage Related)	Customer Outage Inquiries
1	24	28	17	1	0
2	2	8	18	0	0
3	3	4	19	0	0
4	4	3	20	1	1
5	4	0	21	2	0
6	1	5	22	1	0
7	5	2	23	1	0
8	7	0	24	1	0
9	1	3	25	0	0
10	1	2	26	0	0
11	1	2	27	1	3
12	2	1	28	0	1
13	3	1	29	0	1
14	0	0	30	1	1
15	0	0	31+	9	6
16	0	0			