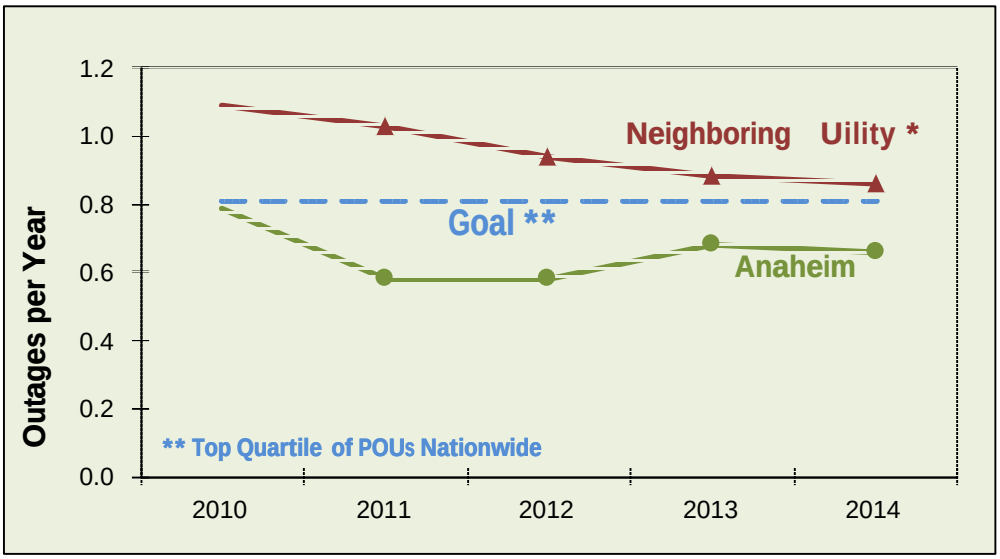
Electric Service Reliability

Anaheim Public Utilities - Reliable Service, Reasonable Rates, Customer Focused

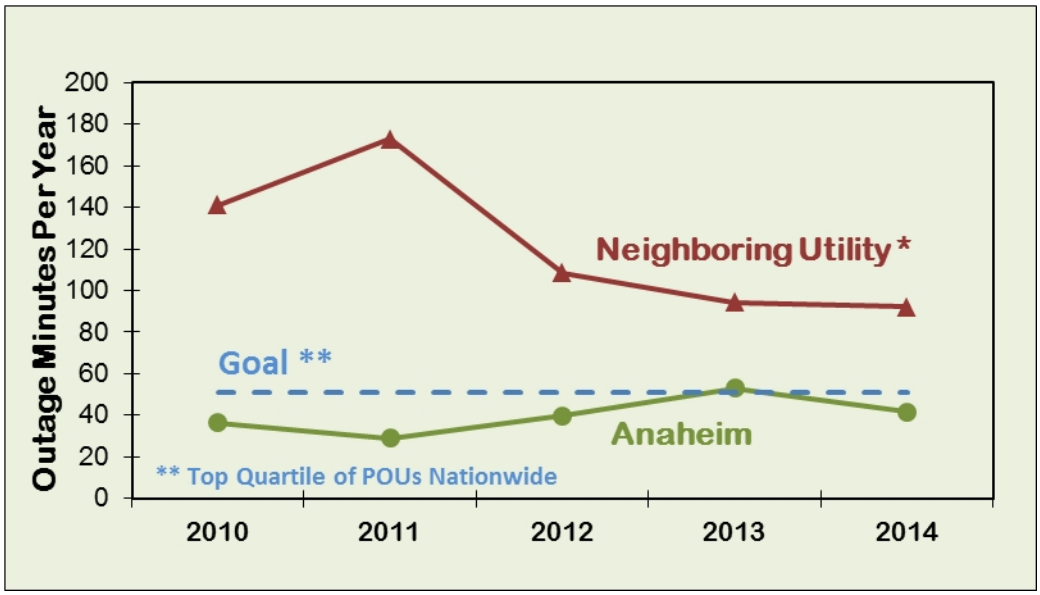
Anaheim Public Utilities is committed to providing reliable electric service to its customers. Reliable electricity is delivered to Anaheim customers by combining a diverse portfolio of power resources with a modern and well maintained distribution network. Anaheim is ranked in the top 25 percent (quartile) of utilities nationwide when it comes to electric system reliability, which means that Anaheim customers have fewer and shorter power outages than the other 75 percent of utilities nationwide.

How is Electric Reliability Measured?

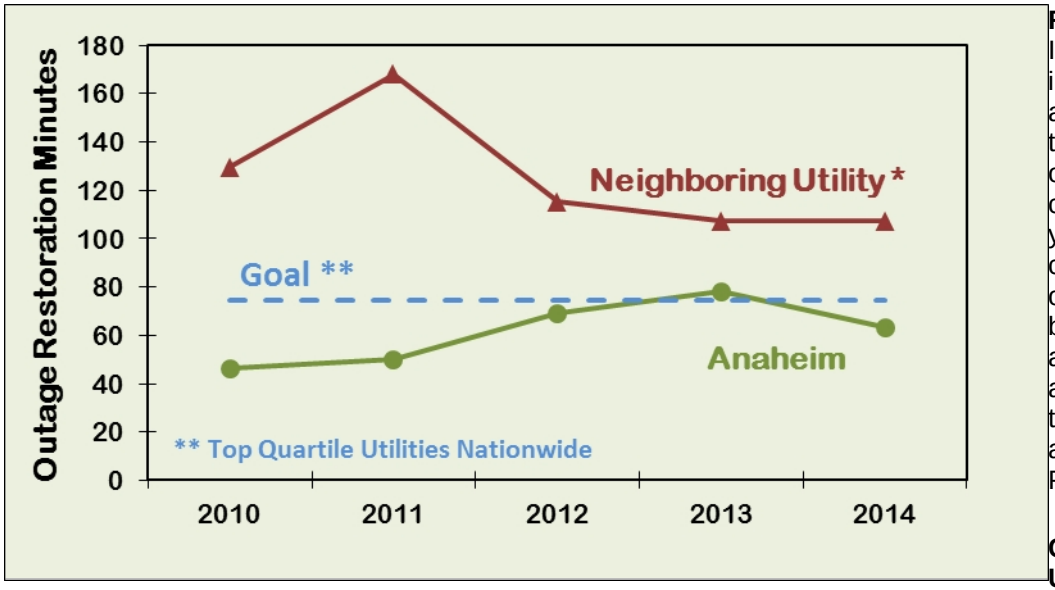
Electric reliability is measured by recording how many times service is interrupted (frequency), how long the average customer is interrupted (duration), how long it takes to restore service once a customer is interrupted (restoration time). These three measures of reliability have been standardized and are recognized by the electric industry as best practices for comparing reliability performance among utilities.



Number of Outages: System Average Interruption Frequency Index (SAIFI) is an indication of outage frequency, or how many outages an average customer may experience in a year. It is calculated based on the total number of customers affected by all outages in a given year divided by the number of customers served by the utility. In 2014, an Anaheim customer would have experienced 0.66 power outages, on average, which is about one outage every one-and-one-half years. This reliability level is 23% better than that of the neighboring investor owned utility and within the top quartile (25%) of Publicly Owned Utilities (POUs) nationwide.



Outage Duration: System outa
duration, or how long an average custc
total number minutes that customers
customers served by the utility. In 201
minutes, on average, which is 55% bet
the top quartile (25%) of POUs nationv



Restoration Time: Customer Average Interruption Duration Index (CAIDI) is an indication of outage duration for those actually interrupted, or how long it takes to restore outages. It is calculated based on the total number minutes that customers are without power in a given year divided by the number of customers actually interrupted by such outages. In 2014, outages experienced by Anaheim customers took approximately 63 minutes to restore, on average, which is 41% better than that of the neighboring investor owned utility and within the top quartile (25%) of POUs nationwide.

Comparisons with Other California Utilities

The table below compares Anaheim Public Utilities performance with other California electric utilities for calendar year 2014.

2014	Outages per Customer per Year (SAIFI)	Outage Minutes per Customer per Year (SAIDI)	Restoration Minutes per Outage (CAIDI)	Momentary Outages per Customer per Year (MAIFI)
Anaheim	**0.66**	**41.7**	**63.2**	**0.54**
SCE	0.86	92.2	107.2	1.23
Riverside	0.68	38.0	55.9	0.94
LADWP	0.65	77.7	119.6	0.56
SDG&E	0.60	64.6	107.1	0.24
PG&E	0.78	85.1	109.1	N/A
Top 25% Utilities Nationwide	0.81	51.1	74.3	N/A

N/A = Not Available;

National Reliability Award (APPA RP3)

Of the nation's more than 2,000 public power utilities, Anaheim Public Utilities is one of 94 utilities in 2014 that earned Reliable Public Power Provider (RP3) recognition from the American Public Power Association (APPA) for providing consumers with the highest degree of reliable and safe electric service.

Continuous Improvement

Many factors that affect service reliability are beyond our control, such as wind, vehicles hitting power poles, earthquakes, etc. However, many factors are controllable, such as maintaining our equipment in good operating order by continually monitoring and inspecting our system, tightening connectors, cleaning dirt from insulators, detecting and replacing damaged or aging components before they fail, and systematically replacing equipment nearing the end of its useful life.

We are continually working to improve our electric distribution system. For example, we have installed a significant amount of remotely controlled field switching to improve outage restoration times, and we have a program to remove old direct-buried cable from our system and replacing it with cable encased in conduit. We are also aggressively converting existing overhead lines along major streets to underground as a way of enhancing reliability and the visual appeal of streetscapes throughout our community.