

U-20629 Service Quality and Reliability Standards for Electric Service Rulemaking Staff Summary of Identified Issues

Issue	Issue Statement	Staff Proposal
#1 Wire Down Response	Wire down relief times for first responders are too long. This creates unnecessary risk to health and human safety and shifts staffing expense from utility to local municipality.	Reduce required response time. Reimburse first response staffing costs to local municipalities for exceeding relief time. Work with statewide stakeholders of first responders and utilities and develop a standardized process for prioritizing wire downs.
#2 Definitions	Definitions related to call response time should be moved to Consumer Billing Rules (e.g. "Call", "Call blockage factor", "Complaint response", Complaint response factor") Other definitions: "gray sky day", "normal conditions"	Open the Consumer Billing Rules and coordinate transfer of rules from Service Quality Standards to Consumer Billing Rules. Staff proposes to include "normal conditions" (<2.5%), "gray sky day" (2.5-10%), and "catastrophic conditions" (>10%) for utilities with a customer base of greater than 1 million. Staff proposes to include "normal conditions" (<2.5%), "gray sky day" (2.5-10%), and "catastrophic conditions" (>10%) for utilities with a customer base less than 1 million.
#3 Service Performance	Performance metrics related to call response times, call blockage factors, and complaint response factors should be moved to Consumer Billing Rules.	Open the Consumer Billing Rules and coordinate transfer of rules from Service Quality Standards to Consumer Billing Rules.
#4 Momentary Outages	Momentary outages and power quality issues cause economic hardship to industrial customers. The MPSC does not have data on the breadth or depth of momentary outages.	Utilities should track momentary outages and report to MPSC quarterly.
#5 Outage Credits	Outage credits/refunds are too difficult to obtain. Rules surrounding credit eligibility are confusing and inconsistently applied/delivered.	Utilities should implement system to automatically track and refund outage credits when applicable. Increase outage credit to \$35 based on rate of inflation when original rule was established.

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#6 Reporting	Staff does not receive the same outage information from each utility during storm/event restoration. Consistent information is necessary to relay to the State's emergency team.	Utilities should report outage information using a MPSC generated report form to ensure consistent communication.