

## KPUD Beters 2003 Outage Goals

Recently released outage statistics for 2003 more than met expectations, showing Klickitat PUD's Operations Department kept the lights on 99.9726 percent of the time. The goal for 2003 was 99.9639 percent.

Those numbers may not seem much different, but the difference to customers is about 4,665 hours. The PUD had 25,335 outage hours versus our goal of 30,000 outage hours.

The number of outages, including planned outages, dropped from 233 in 2002 to 169 in 2003.

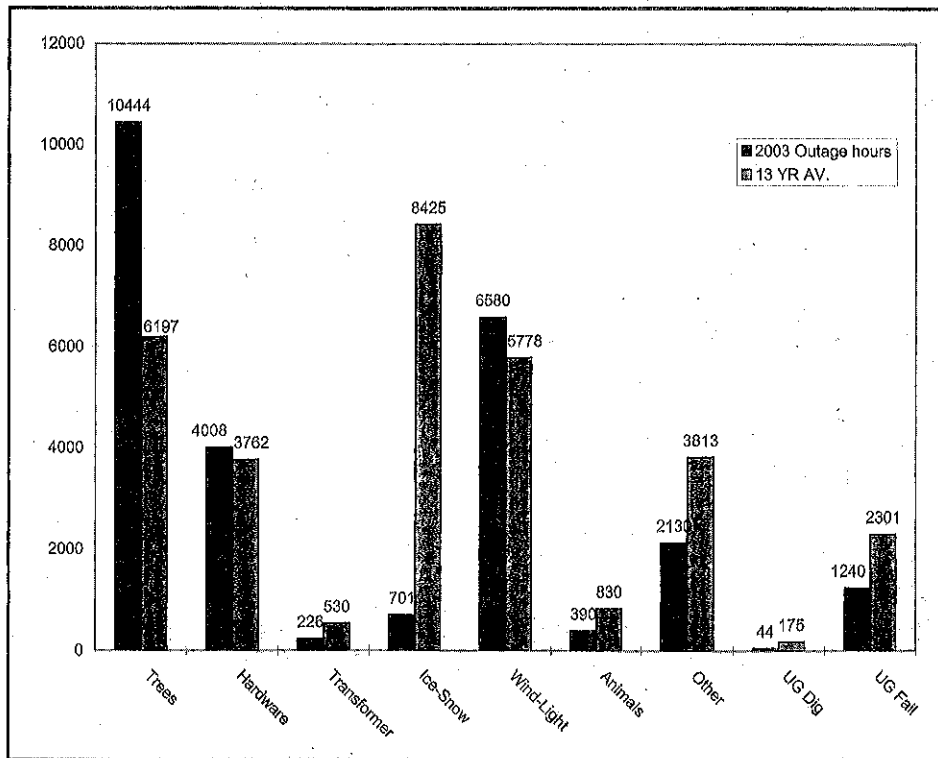
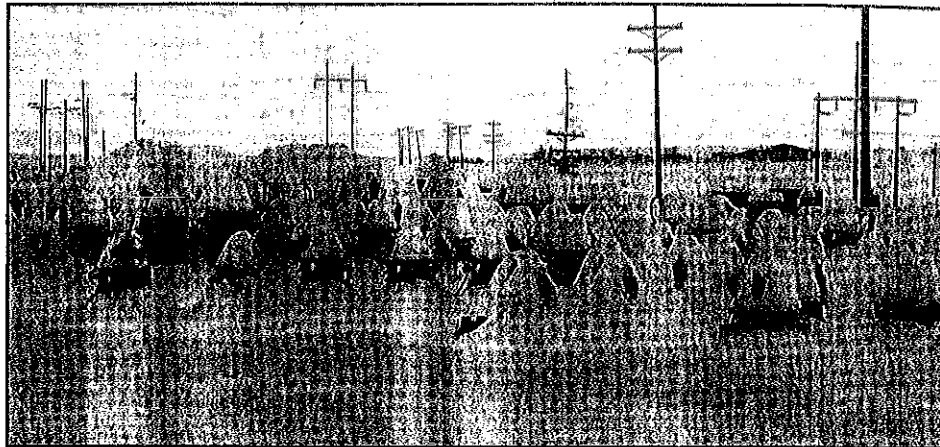
This is the lowest number of outages in the past 18 years.

"When you look at the numbers over a period of years, you see that it's mostly due to weather," says Ron Ihrig, operations manager. "There will be several good years in a row, and then several rough years."

Ron says Operations' goal is to improve the system, so outages won't affect as many people. The number of outages may increase or decrease, but the intent is for outages to affect fewer people for a shorter amount of time.

Trees falling on lines, transformer overloads and animal problems caused most of the outages in 2003. Other problems included wind, ice and snow, people digging into lines and equipment failure. A significant number of outages in 2003 were caused by underground cable failures.

The total number of customer hours of outages was up from 2002,



but the number of outages was down, which shows larger numbers of customers were affected by each outage.

"We didn't get much in the way of bad weather until the very end of 2003, with most of it during the first few weeks of 2004," says Ron. "Often we get freezing fog and heavy

*Top, transformers are covered in snow from the New Year's snowstorm that hit the area, keeping crews busy. Above, this chart shows how 2003 compared to the 13-year average for outages.*

snow around the Thanksgiving holiday, but we didn't see any of that in 2003." ■

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