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*Generating Plant Performance;  
Distribution Service Reliability*

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## Generating Plant Performance

In November 2002 an order was signed in Docket Number 11949-U “Georgia Power Company and Savannah Electric and Power Company :Plant Performance Monitoring.” Per Georgia Code 46-2-20:

***(e) The commission shall have authority to examine the affairs of all companies under its supervision and to keep informed as to their general condition, their capitalization, their franchises, and the manner in which the lines owned, leased, or controlled by them are managed, conducted, and operated, not only with respect to the adequacy, security, and accommodation afforded by their service to the public and their employees but also with reference to their compliance with all laws, orders of the commission, and charter requirements.***

Based on the order, each month the Commission receives Generation Availability Data System parameters (27 parameters) on each of Georgia Power’s 131 generating units and SEPCO’s 19 generation units.

(Note: The Generation Availability Data System is a service of the North American Electric Reliability Council, Princeton, NJ. NERC maintains standards and procedures which promote the reliability of the North American bulk electric grid.)

The GADS parameters summarize the monthly operating performance of each generating unit. The parameters include Service Hours, planned and unplanned outage hours, planned and unplanned deratings, and gross and net actual generation for the month.

The monthly GADS parameters are maintained in data bases in Excel. The Georgia Power data is complete from August 1994 to current. The SEPCO data is complete from February 2002 to current.

The GADS parameters provide a means for comprehensive understanding of generator unit performance. The information is especially used to examine unit outages of particular interest to Staff.

Monthly generator data received also includes the Event Listing report.

This report, for each event of unit outage or derating, details the start and end times for the event, the generation loss for the event, and a numerical cause code and a verbal description of the cause for the event.

These reports are used to examine details of unit losses of particular interest, typically nuclear unit outages.

Monthly data also includes an O&M Actual-Budget cost report, and a Capital Expenditures Actual-Budget report, for the generation plants.

Monthly data also includes nuclear plant performance reports for Plants Hatch and Vogtle. These reports detail performance factors of particular concern in nuclear plant operations.

## Distribution System Reliability

In August 2004, The Commission issued an order in Docket Number 11941-U, "Notice of Inquiry Regarding Reliability and Quality of Electric Service For Georgia Power and Savannah Electric and Power Company Customers. Per Georgia Code 46-2-24,

***In determining what are just and reasonable rates and charges to be made by any person, firm, or corporation (referred to in this Code section as a 'utility') subject to its jurisdiction, the commission is authorized and is directed to consider the quality of the service rendered by such utility.***

The order requires the Companies to file annually with the Commission customer service reliability measures (and component numbers) as follows, which are defined in IEEE Standard 1366.

System Average Interruption Duration Index (SAIDI) = Total minutes of customer interruption/Number of customers served

System Average Interruption Frequency Index (SAIFI) = Total number of customer interruptions/Number of customers served.

Also required annually is a benchmark survey of customer satisfaction with reliability and overall customer satisfaction, comparing the Company's results with a group of peer utilities.

Reliability data has been received for calendar years 2003 and 2004. Data for 2005 will be reported in July 2006.

Data for 2004 is as follows:

Georgia Power:

SAIDI = 138, SAIFI = 1.56

Savannah Electric and Power Company:

SAIDI = 113, SAIFI = 1.67

Georgia Power  
 Company Comparisons of Customer/Reliability Survey Results  
 (GPC and other Southern Company Operating Companies Compared to 16 Peer Utilities)

2003 BENCHMARK SURVEY RESULTS					
Residential Reliability	General Business Reliability	Large Business Reliability	Residential Overall Satisfaction	General Business Overall Satisfaction	Large Business Overall Satisfaction
8.86	9.36	8.84	8.85 (GPC)	9.34	8.87
8.49	9.00	8.76	8.33	9.27	8.63
8.43	8.92	8.76	8.32	9.07 (GPC)	8.60
8.41 (GPC)	8.82 (GPC)	8.72	8.27	8.95	8.56 (GPC)
8.37	8.71	8.66 (GPC)	8.23	8.92	8.56
8.37	8.62	8.61	8.15	8.91	8.34
8.23	8.59	8.60	8.11	8.84	8.31
8.20	8.57	8.48	8.10	8.82	8.06
8.19	8.52	8.44	8.02	8.72	8.00
8.08	8.44	8.28	8.02	8.64	7.97
8.05	8.38	8.26	8.00	8.57	7.92
8.04	8.32	8.23	7.99	8.54	7.80
8.00	8.23	8.17	7.77	8.52	7.70
7.99	8.18	8.10	7.75	8.44	7.68
7.95	8.06	8.06	7.73	8.42	7.66
7.94	8.04	8.03	7.70	8.36	7.55
7.94	8.02	7.93	7.66	8.20	7.48
7.88	7.94	7.84	7.55	8.16	7.43
7.85	7.92	7.80	7.54	8.16	7.30
7.81	7.56	7.56	7.08	8.10	7.11
6.89	6.54	7.38	6.48	6.56	6.85

Questions:

- Residential Reliability
- G. Business Reliability
- L. Business Reliability
- R. Overall Satisfaction
- G. Business Overall Sat.
- L. Business Overall Sat.

- Overall satisfaction with the reliability of your electric service
- Overall satisfaction with the reliability of your electric service
- Overall, how satisfaction with the reliability of your electric service?
- How do you rate your overall satisfaction with your electric company?
- Please rate your satisfaction with your current electric company.
- How satisfied are you with the full package of electrical services provided by your utility?