

# Currents & Waves

Spring 2021



## RELIABILITY

By Todd Weiler, Director of Engineering and Electric Operations

Reliability is a key factor for any utility. There is always a balance between keeping our rates lower by keeping our capital budget down while maintaining reliable service to our customers. The best way to measure reliability is by comparing ourselves to other utilities. Below are a few examples of how WW&LC compared.

### APPA RP3 Award

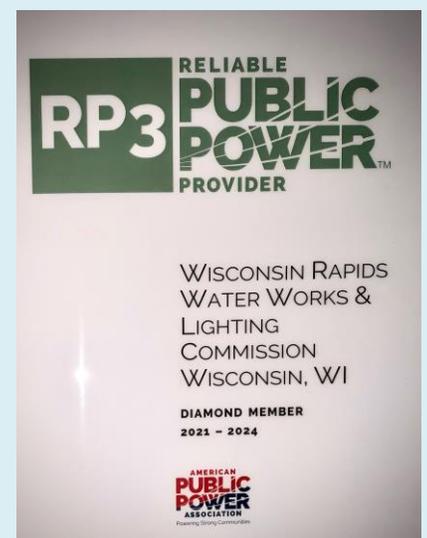
WW&LC has received the “Diamond Award” as a Reliable Public Power Provider (RP3), scoring a perfect 100 out of 100 points on our application. The award is valid from April 2021 until March 2024. WW&LC has received this distinguished honor since 2011 from the American Public Power Association (APPA). We are one of 8 municipalities in the state to hold the “Diamond” designation and one of 121 public utilities in the United States to be awarded this honor.

### 2020 Reliability Statistics

WW&LC continues to try and improve service reliability to its customers. One of the ways it does this is by collecting outage data throughout the year. These statistics report key information like the cause of the outage, the number of customers affected, and how long customers were out of power. Using these statistics allows us to implement and prioritize projects and programs to prevent outages. It also allows us to benchmark ourselves with other utilities. Some of the information collected from last year are:

- There were 86 reported outages in 2020. Outages caused by trees dropped by 65% in 2020, this drop is attributed to both less violent windstorms in 2020 and additional tree trimming in problem areas.
- The largest percentage of all our outages (57%) was caused by squirrels, even with all the efforts WW&LC has taken over the past years to prevent them.
- WW&LC plans on committing a portion of its capital budget each year to convert overhead lines into underground installations to reduce outages caused by trees and squirrels.
- One key measurement calculated from the data is the Average Service Availability Index (ASAI) which measures what percent of the year power was available to the customer. A percentage above 99.90% is considered a good number. WW&LC's number is 99.98% which is a very high index.
- Another key measurement is the Customer Average Interruption Duration Index (CAIDI) which measures the average amount of minutes a customer is without power when an outage occurs. 105 minutes is considered average. Our CAIDI measurement for 2020 was 83.19.

While a customer expects to have power on at all times, the reality is every electric utility experience power outages – not only due to severe weather, but also to wildlife, equipment failure, or even a car crashing into a utility pole. WW&LC strives to minimize these incidents, but when they do occur, to restore power to our customers safely and efficiently.



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On March 18<sup>th</sup>, the Public Service Commission of Wisconsin voted to resume disconnection for non-payment beginning **April 16**. If you are unable to remit payment for your past due charges, we encourage you call our office at 715-423-6300 to set up a payment arrangement or contact Energy Assistance at 715-421-8654 as there is additional funding available this year. You can also submit your application for Emergency Assistance at the following website: <https://energybenefit.wi.gov>.



Know what's below.  
Call before you dig.

With spring right around the corner, you may be planning a project that involves digging. State law requires you to notify Diggers Hotline at least three business days in advance. Call 811 or visit [diggershotline.com](http://diggershotline.com) to schedule your free appointment. For hearing impaired (TDD) call 800-542-2289.



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