

This information is not the official version of the Official Compilation of the Rules and Regulations of the State of New York (NYCRR). No representation is made as to its accuracy, nor may it be used as an official business record of the New York State Department of Public Service. To ensure accuracy and for evidentiary purposes, reference should be made to the official NYCRR. The Official NYCRR is available from West Publishing: 1-800-344-5009.

§ 97.1 Definitions

For the purposes of this Part, the following definitions shall apply:

(a) **Interruption.** An interruption is the loss of service for five minutes or more, for one or more customers, which is the result of one or more component failures. For example, a downed house service is one interruption; a burned 69 kV tap that results in outages of several 13 kV primary and branch circuits that in turn cause service interruptions in one interruption; one disconnected hot leg of a tri-plex house service, i. e., a "half-light" condition, is one interruption.

(b) **Component.** A component is a piece of equipment, a line, a section of line, or a group of items which is an entity for purposes of reporting, analyzing and predicting interruptions.

(c) **Major storm.** A major storm is a period of adverse weather during which service interruptions affect at least 10 percent of the customers in an operating area and/or result in customers being without electric service for durations of at least 24 hours.

(d) **Customer.** A customer is any electrical service point for which a separate bill is rendered (i.e., each meter represents a customer).

(e) **Duration.** Duration (reported in customer-hours) is the five-minute or greater period from the initiation of an interruption to a customer until service has been restored to that customer. Total duration is the sum of the durations in that period. Sufficient data should be kept on each interruption to be able to express the duration in customer minutes.

(f) **Customers affected.** A customer is affected by an interruption if that customer's electrical service is interrupted.

(g) **Average number of customers served.** The average number of customers served shall be the number of active metered customer accounts as of the last day of the prior year or the last day of the prior month for which electric sales revenue would be recorded under Uniform System of Accounts 440, 442, 445, 446 and 448.

§ 97.2 Data requirements

Each electric corporation and municipality subject to the commission's jurisdiction shall maintain service interruption records that contain at least the following information for each service interruption of five minutes or more:

(a) the operating area in which the interruption occurred;

(b) the circuit name or number affected; the location affected;

(c) the date and time of the interruption (or report of the interruption if the actual time is not known);

(d) the date and time service was restored;

(e) the duration of the interruption;

(f) the number of customers (billing units) affected by the interruption;

(g) the cause of the interruption;

(h) the weather condition at the time of the interruption; and

(i) the system component (e.g., overhead primary main, underground radial secondary, underground network primary main, transformer, etc.) involved.

§ 97.3 Retention of records

Each such electric corporation and each municipality shall maintain for at least six years a record of each interruption of service to its customers (other than public street and highway lighting customers and sales to other utilities) having a duration of five minutes or more. Said corporation or municipality shall make such records available for inspection by the department's staff and shall, when requested, provide the staff with information. These records shall be kept in a computerized form.

§ 97.4 Filing requirements

Each Class A electric corporation is required to file with the commission in the manner hereinafter set forth summary reports of service interruptions. Said reports shall be filed with the commission monthly, not later than the 20th of the month following the month for which the report is rendered. Corporations with multiple operating areas shall submit both corporate-wide summary reports and individual operating area summary reports in one combined filing.

§ 97.5 Information to be contained in reports

(a) Such reports shall provide the following:

- (1) the name of the electric corporation;
- (2) the name of the operating area for which the report is applicable;
- (3) the month for which the report is rendered;
- (4) the number of interruptions (divided according to interruption causes--see subdivision (c) of this section for cause definitions) of service for five minutes or longer to customers (other than public street and highway lighting customers and sales to other utilities) during the reporting month;
- (5) the total durations in customer-hours of those interruptions;
- (6) the approximate total number of such customers (billing units) affected thereby; and
- (7) the average number of such customers (billing units) served.

(b) Each report shall have two sections--one section with data for the month being reported and one section with data for the year-to-date. Subdivision (c) of this section provides an illustration of a form.

(c) Sample form--monthly electric service interruption report.

MONTHLY ELECTRIC SERVICE INTERRUPTION REPORT

Electric Corporation _____ Reporting Area _____

Report for Month of _____, 19____ Report for Year to End of _____, 19____

	Total		
	No. of	No. of	
I. CAUSES OF	Interruptions	Duration	Customers
INTERRUPTIONS	(Cust.-Hrs.)	Affected	
1. Major Storms			
2. Tree Contacts			
3. Overloads			
4. Operating or Working Errors			
5. Apparatus or Equipment Failures			
6. Accidents or Events Not Under the Utility's Control			
7. Prearranged			

8. Customer's Equipment or Failures

9. Lightning

10. Unknown or Unclassified _____

TOTALS (Causes 1-10)

II. AVERAGE NUMBER OF CUSTOMERS SERVED AS OF PRECEDING

MONTH OF: _____ OF YEAR: _____ OR PRECEDING YEAR: _____

III. UNUSUAL EVENTS DURING PERIOD: _____

IV. OTHER COMMENTS: _____

Date

Authorized Signature

NOTES: 1. Utilities with network systems serving ten percent or more of the operating area's load must complete page 2 and use page I for reporting only radial system interruptions and radial customers served. Utilities with smaller network systems may opt to separate data if desired. Total

	CAUSES OF NETWORK	Total	No. of Duration (Cust.Hrs.)	Customers Affected
V.	INTERRUPTIONS	No of Interruptions		

11. Service Connections

12. Street Mains Cable

13. Apparatus or Equipment Failures

14. Accidents or Events Not Under the Utility's Control

- 15. Prearranged
- 16. Customer's Equipment or Failures
- 17. Unknown or Unclassified _____

TOTALS (Causes 11-17)

VI. AVERAGE NUMBER OF NETWORK CUSTOMERS SERVED
AS OF DECEMBER 31 OF PRECEDING YEAR: _____

NOTES: 1. Only utilities with network distribution systems serving ten percent or more of the operating area's load must complete page 2. Page 1, Sections I and II, should then be used for reporting only radial system interruptions and radial system customers served.

Classifications of Electric Service Interruption Causes and Definitions

Each electric corporation and municipality shall classify service interruption causes used in reporting all electric service interruptions of five minutes or longer to the Public Service Commission in accordance with the following criteria:

1. *Major Storms*: Interruptions resulting from a major storm. Interruptions occurring at a time of routine adverse weather should not be reported to this classification. See definition for major storm.

2. *Tree Contacts*: Interruptions resulting from conductors or energized equipment coming in contact with a tree (or vice versa), except when the tree or a limb is felled by lightning or by an employee, contractor or customer. An interruption caused by a tree or limb felled by a utility employee or utility contractor shall be reported under Classification 4; if felled by a customer or a nonutility contractor, Classification 6 shall be used; if felled by lightning, Classification 9 shall be used.

3. *Overloads*: Under this heading, report interruptions from the blowing of a transformer and/or line fuse through overload. If the interruption is the result of increased or abnormal customer loads or generation for which the customer is required to notify the utility, but failed to do so, Classification 8 should be used instead.

4. *Operating or Working Errors*: Under this heading, report interruptions resulting from errors by utility or utility contact personnel (including the improper or substandard installation or design of facilities or the installation of improper equipment; e.g., undersized fuses, improper relay settings, etc.). An interruption caused by a utility's employee or contractor dropping a limb on a conductor shall be reported here. If the limb were dropped by a customer or nonutility contractor, Classification 6 shall be used.

5. *Apparatus or Equipment Failures*: Under this heading, report interruptions resulting from the breakdown or failure of otherwise properly selected, installed, and protected equipment and facilities; e.g., transformer failures (not due to external factors), broken poles or crossarms, faulty protective devices, cracked (not by gun fire) or contaminated insulators, defective cutouts, crossed or broken line and tie wires (not caused by tree contacts or lightning), improper relay operations, substandard conditions that were not present when the facilities were initially installed (e.g., slack conductors, etc.).

6. *Accidents or Events Not Under Utility's Control*: Under this heading, report interruptions resulting from events not under the control of the utility or its employees or contractors, such as house fires not caused by the utility's service; gun fire; crane contacts; automobile accidents; squirrel, bird, or other animal contacts; sabotage; customer tree fellings; etc. (Lightning interruptions should be reported under cause Classification 9 even though they may not be under the utility's control. Interruptions caused by failures of apparatus and equipment shall be reported under Classifications 5 and 8 even though the failures may not be the utility's fault. Tree or limb falling interruptions caused by the utility's employees or contractors should be classified under item 4. Those caused by a customer or a nonutility contractor shall be classified here.)

7. *Prearranged*: Under this heading, report interruptions resulting from actions deliberately taken by the utility upon advance notice to the customers affected (prearranged). Deliberate interruptions (lasting at least five minutes) without prior notice to the customers affected shall be reported under the classifications most directly related to the reasons the outages were needed. They shall be considered part of a forced interruption when they take place during emergency conditions to facilitate restoration.

8. *Customer's Equipment or Failures*: Under this heading, report interruptions resulting from the failure of a customer's equipment or from a failure of the customer to take required action such as failure to notify the utility of an in-

crease in load when required by agreement or tariff to do so. The customer's problem must cause an interruption to other customers or cause a problem on the utility system (e.g., blown fuse) to be reportable.

9. *Lightning*: Under this heading, report interruptions caused by lightning, including those resulting from either direct strikes or indirect immediate effects of lightning, on transformers, oil switches, cutouts, etc., so long as the equipment hit or indirectly affected was in proper condition prior to the lightning. An interruption resulting from a lightning strike to a tree limb that then comes in contact with or knocks down conductors should be included here.

10. *Causes Unknown or Unclassified*: Under this heading, report interruptions for which the cause is unknown or for which none of the other classifications is appropriate. This classification shall not be used if an investigation could determine the proper cause of an interruption for which one of the other classifications would be more appropriate. (Utilities with network systems serving ten percent or more of the load in an operating district shall use the following classifications for reporting interruptions to network customers.)

11. *Service Connections*: Under this heading, report network service interruptions resulting from grounds, short circuits, or broken conductors on service connections.

12. *Street Mains Cable*: Under this heading, report network service interruptions resulting from grounds, short circuits, or broken conductors on secondary street mains cables.

13. *Apparatus or Equipment Failures*: Under this heading, report network service interruptions resulting from the breakdown or failure of otherwise properly selected, installed, and protected equipment and facilities; e.g., transformer failures (not due to overloads or other external factors), faulty splices, insulation or protective devices, defective cutouts, improper relay operations, substandard conditions that were not present when the facilities were initially installed. Also report interruptions caused by network primary failures under this classification.

14. *Accidents or Events Not Under the Utility's Control*: Under this heading, report network service interruptions resulting from events not under the control of the utility or its employees or contractors, such as dig-ins, sabotage, etc. Interruptions caused by failures of apparatus and equipment are reported under Classifications 13 and 16 even though the failures may not be the utility's fault.

15. *Prearranged*: Under this heading, report network service interruptions resulting from actions deliberately taken by the utility upon advance notice to the customers affected (prearranged). Deliberate interruptions (lasting at least five minutes) without prior notice to the customers affected shall be reported under the classifications most directly related to the reasons the outages were needed. They shall be considered as part of a forced interruption when they take place during emergency conditions to facilitate restoration.

16. *Customer's Equipment or Failures*: Under this heading, report network service interruptions resulting from the failure of a customer's equipment or from a failure of the customer to take required action, such as failure to notify the utility of an increase in load when required by agreement or tariff to do so.

17. *Causes Unknown or Unclassified*: Under this heading, report network service interruptions for which the cause is unknown or for which none of the other classifications is appropriate. This classification should not be used if an investigation could determine the proper cause of an interruption for which one of the other classifications would be more appropriate.