

**Bear Valley Electric Service, Inc. (BVES)**

**2022 Annual Electric Reliability Report**

(D.16-01-008, Updating the Annual Electric Reliability Reporting Requirements for California  
Electric Utilities)

**July 17, 2023**

## TABLE OF CONTENTS

SECTION	DESCRIPTION	PAGE
General	General	1
1	System Indices (2013-2022)	2
2	Division (or District) Reliability Indices (2013-2022)	7
3	System Indices Including Planned Outages	8
4	Service Territory Map	12
5	Top 1% of Worst Performing Circuits (WPC)	13
6	Top 10 Major Unplanned Power Outage Events (2022)	16
7	Summary List of Major Event Day (2022)	17
8	Historical Ten Largest Unplanned Outage Events (2013-2022)	18
9	Customer Inquiries	24

Sections correspond to Reliability Reporting Template provided in Appendix B to D.16-01-008.

## GENERAL

Bear Valley Electric Service, Inc. (BVES) submits its 2022 Reliability Report in compliance with the Commission D.16-01-008, "Updating the Annual Electric Reliability Reporting Requirements for California Electric Utilities." Reliability indices reported herein are determined by following the methodology provided by the Institute of Electrical and Electronic Engineers (IEEE) Standard 1366-2012.

The report consists of the following sections:

<u>Section</u>	<u>Description</u>
1	System Indices (2013-2022)
2	Division (or District) Reliability Indices (2013-2022)
3	System Indices Including Planned Outages
4	Service Territory Map
5	Top 1% of Worst Performing Circuits (WPC)
6	Top 10 Major Unplanned Power Outage Events (2022)
7	Summary List of Major Event Day (2022)
8	Historical Ten Largest Unplanned Outage Events (2013-2022)
9	Customer Inquiries

BVES does not operate and maintain any transmission systems; therefore, transmission system indices are not included in this report. The BVES distribution system consists of three (3) sub-transmission circuits (34.5 kV) and twenty-three (23) distribution circuits (4.160 kV). These circuits are all included in the System reliability indices calculations.

Due to the small size and geography of the BVES Service Territory, BVES does not sub-divide its distribution system into Divisions (or Districts); therefore, Division (or District) reliability indices are not reported separately. BVES records reliability indices at the System and Circuit level only.

## SECTION 1

### System Indices (2013-2022) <sup>1</sup>

Table 1 lists Distribution System Indices (MED Excluded): BVES includes in its distribution system sub-transmission circuits (3) that operate at 34.5 kV and distribution circuits (23) that operate at 4.160 kV.

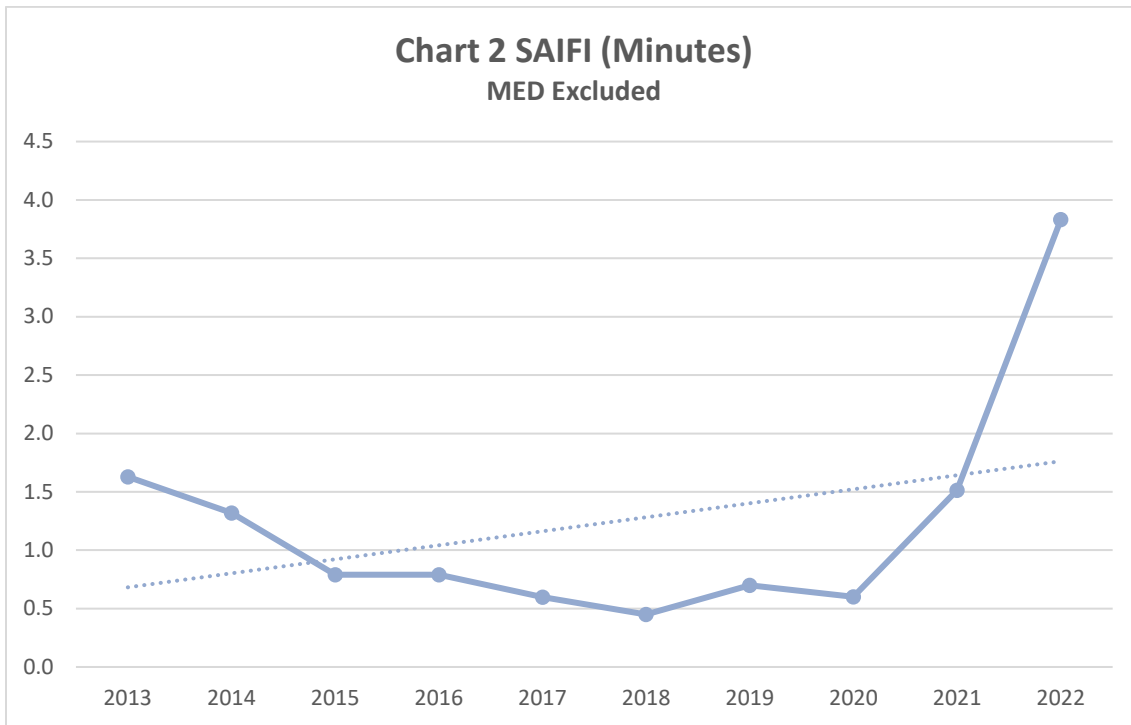
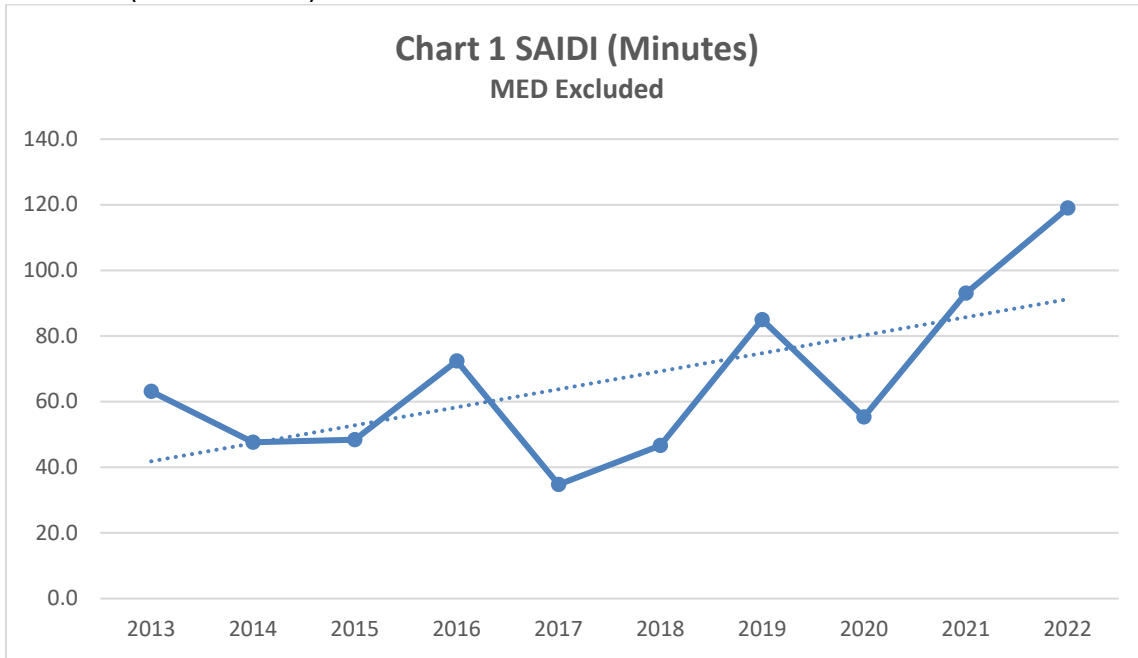
<b>Table 1: MED Excluded</b>				
<b>Year</b>	<b>SAIDI (Minutes)</b>	<b>SAIFI</b>	<b>MAIFI</b>	<b>CAIDI (Minutes)</b>
<b>2013</b>	63.1	1.6	0.4	38.7
<b>2014</b>	47.6	1.3	0.0	36.1
<b>2015</b>	48.4	0.8	0.3	61.2
<b>2016</b>	72.4	0.8	0.0	91.7
<b>2017</b>	34.7	0.6	0.1	57.9
<b>2018</b>	46.7	0.4	0.1	103.7
<b>2019</b>	85.0	0.7	0.0	127.4
<b>2020</b>	55.3	0.6	0.0	94.5
<b>2021</b>	93.1	1.5	0.0	61.5
<b>2022</b>	119.0	3.8	0.1	31.1

Table 2 lists Distribution System Indices (MED Included).

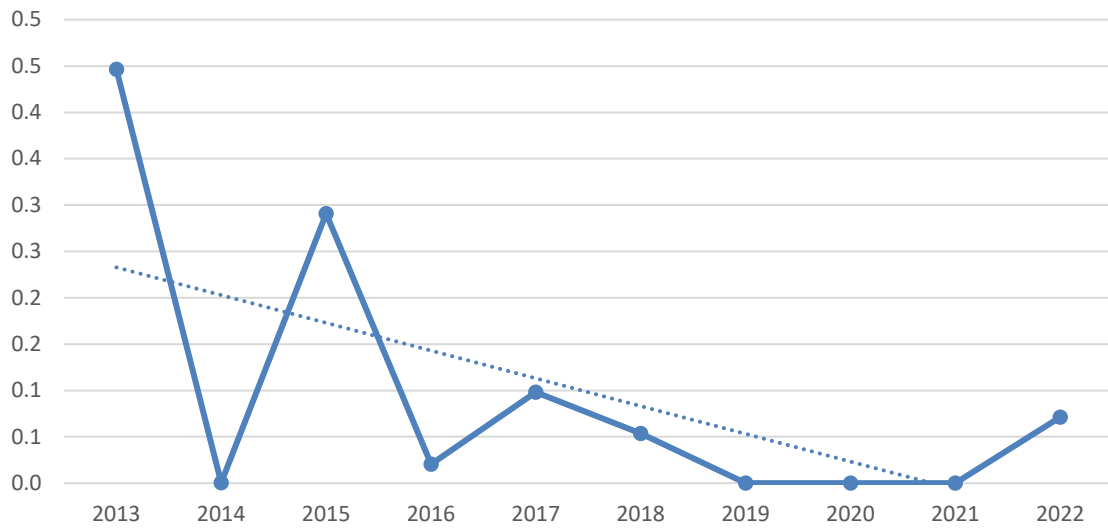
<b>Table 2: MED Included</b>				
<b>Year</b>	<b>SAIDI (Minutes)</b>	<b>SAIFI</b>	<b>MAIFI</b>	<b>CAIDI (Minutes)</b>
<b>2013</b>	95.2	2.1	0.4	46.3
<b>2014</b>	71.6	2.1	0.0	33.8
<b>2015</b>	198.2	2.8	0.3	71.6
<b>2016</b>	323.6	2.5	1.3	129.0
<b>2017</b>	80.1	1.1	2.7	73.7
<b>2018</b>	181.8	2.1	1.1	84.9
<b>2019</b>	258.8	1.9	0.0	127.4
<b>2020</b>	425.4	4.6	0.0	94.5
<b>2021</b>	398.3	5.7	0.0	70.4
<b>2022</b>	1075.6	16.6	0.1	64.6

<sup>1</sup> Calculations based on the IEEE 1366-2012 method.

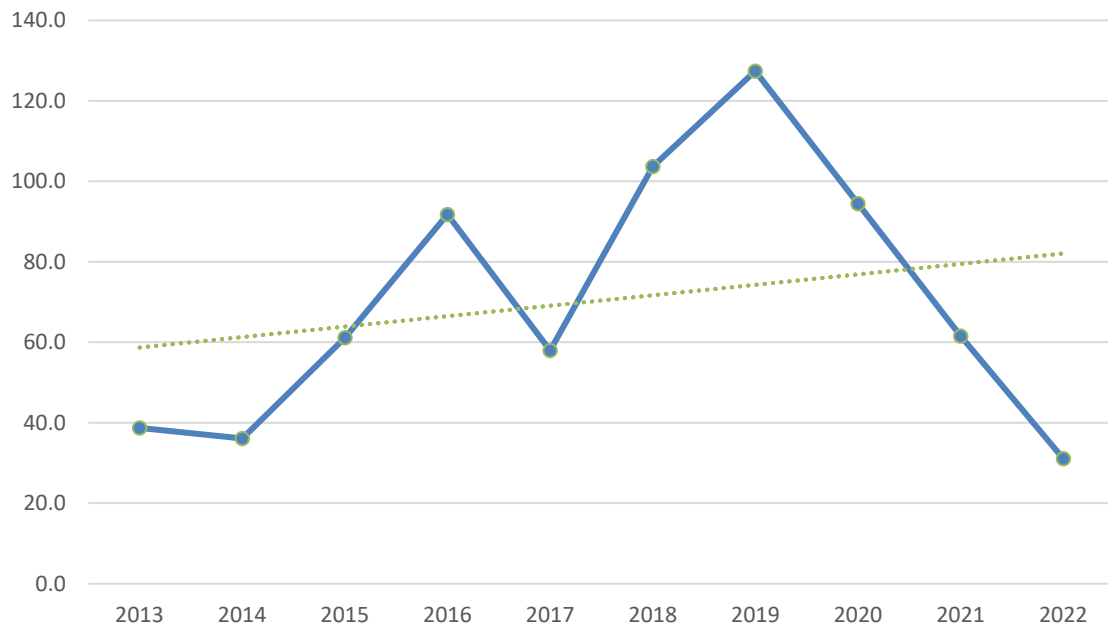
Charts 1 through 4 provide line graphs of SAIDI, SAIFI, MAIFI and CAIDI for the past 10 years with linear trend line (MED Excluded).



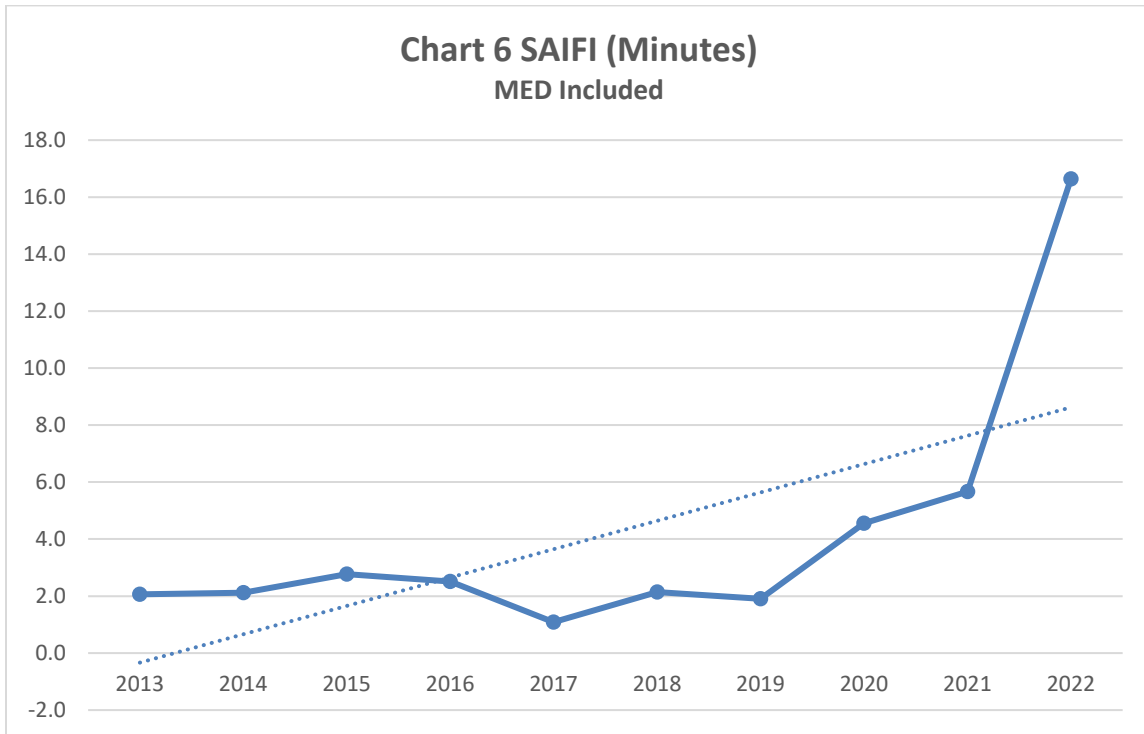
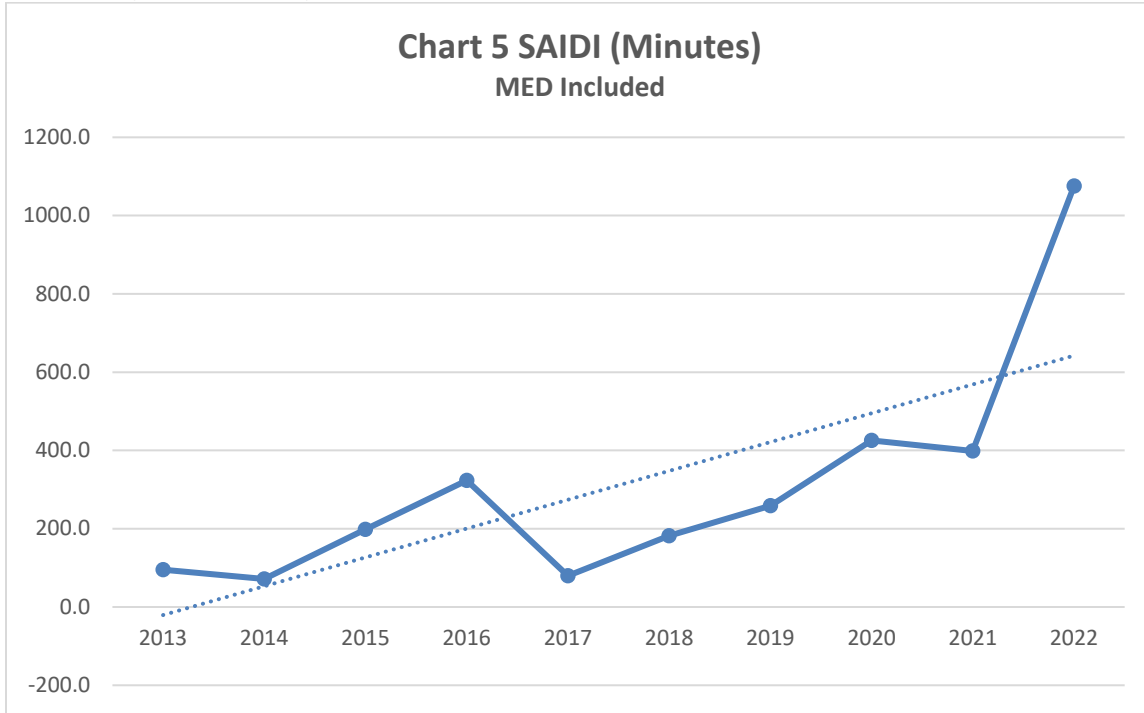
**Chart 3 MAIFI (Minutes)**  
MED Excluded



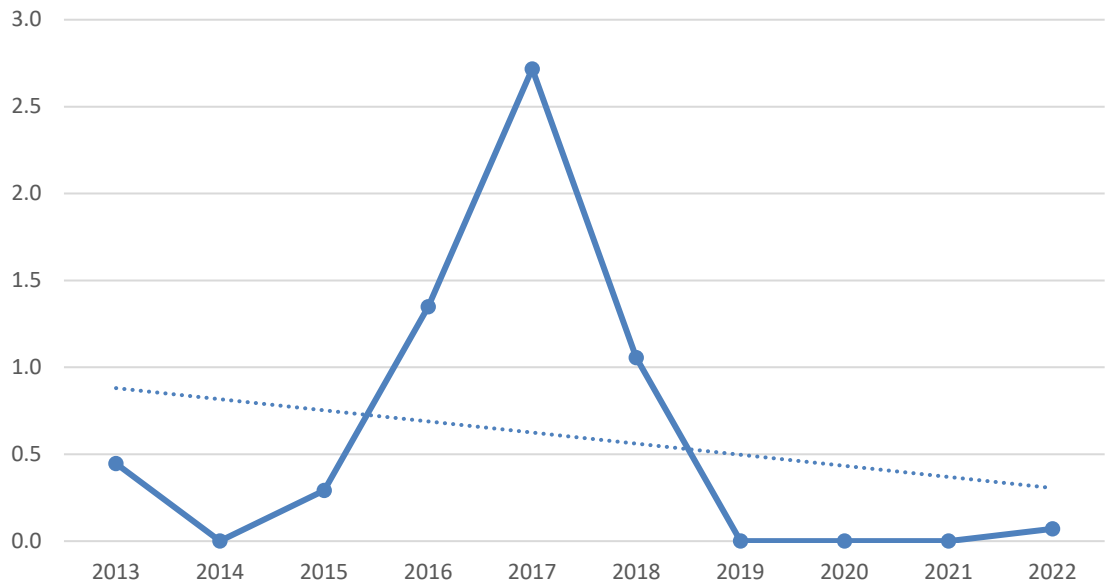
**Chart 4 CAIDI (Minutes)**  
MED Excluded



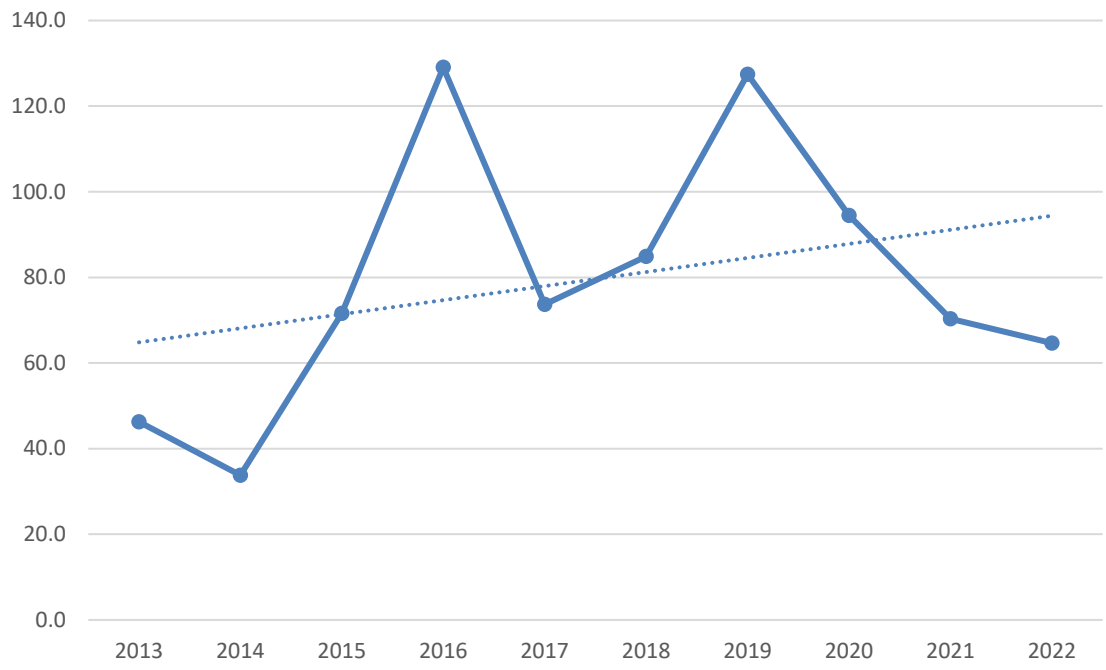
Charts 5 through 8 provide line graphs of SAIDI, SAIFI, MAIFI and CAIDI for the past 10 years with linear trend line (MED Included).



**Chart 7 MAIFI (Minutes)**  
MED Included



**Chart 8 CAIDI (Minutes)**  
MED Included





## **SECTION 2**

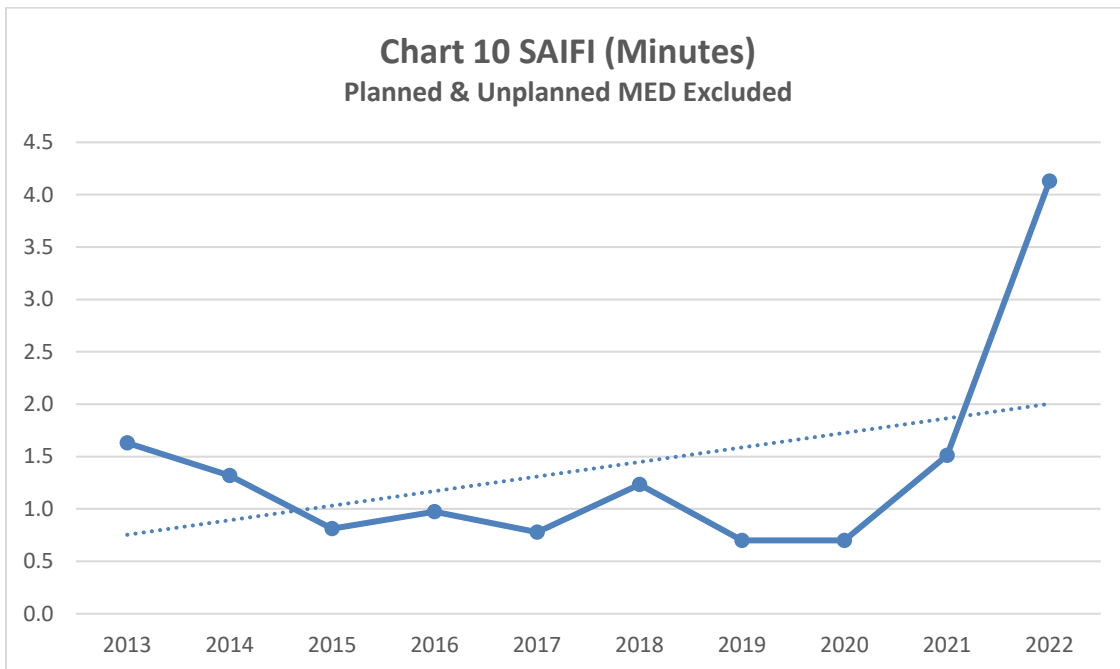
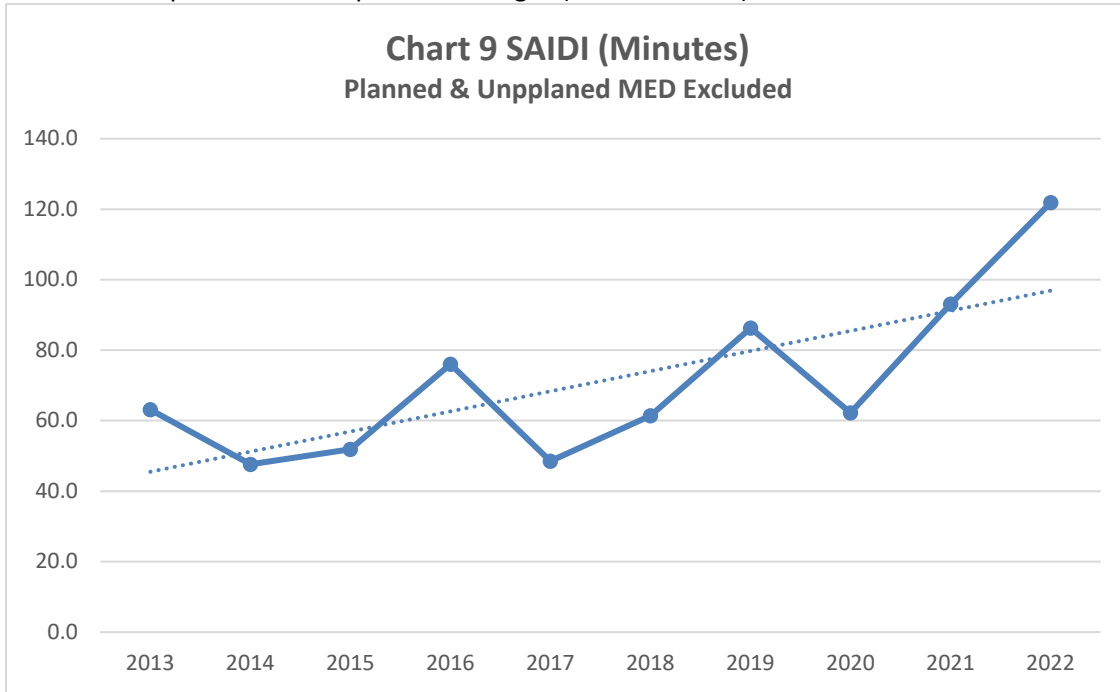
### **Division (or District) Reliability Indices (2013-2022)**

Due to the relatively small size and geography of the BVES Service Territory, BVES does not sub-divide its system into Divisions (or Districts); therefore, Division (or District) Reliability Indices are not reported separately in this report. Section 1 of this report provides BVES System reliability indices in tabular and chart format (MED Included and Excluded).

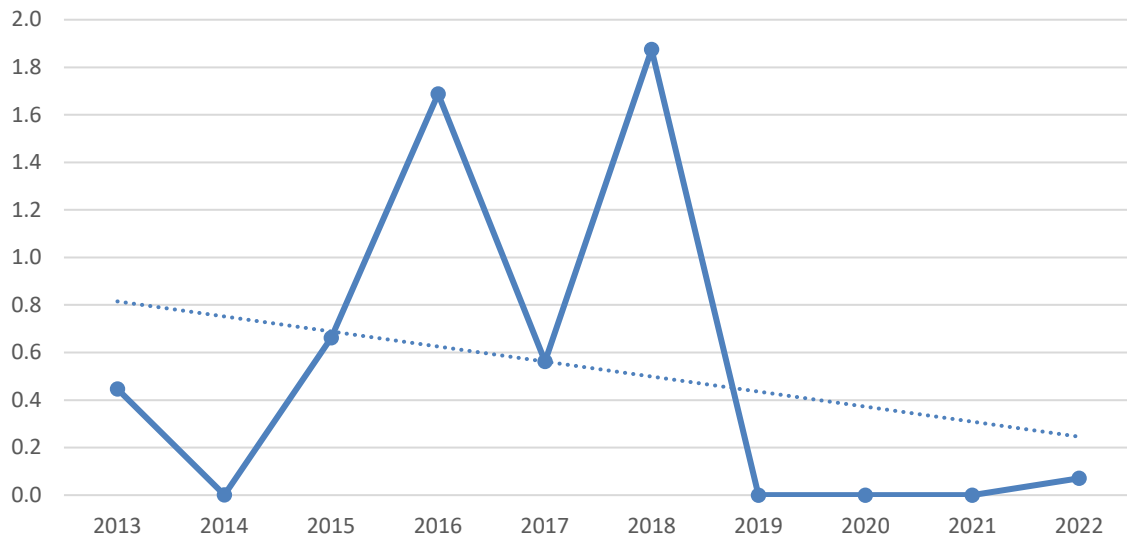
## SECTION 3

### System Indices Including Planned Outages

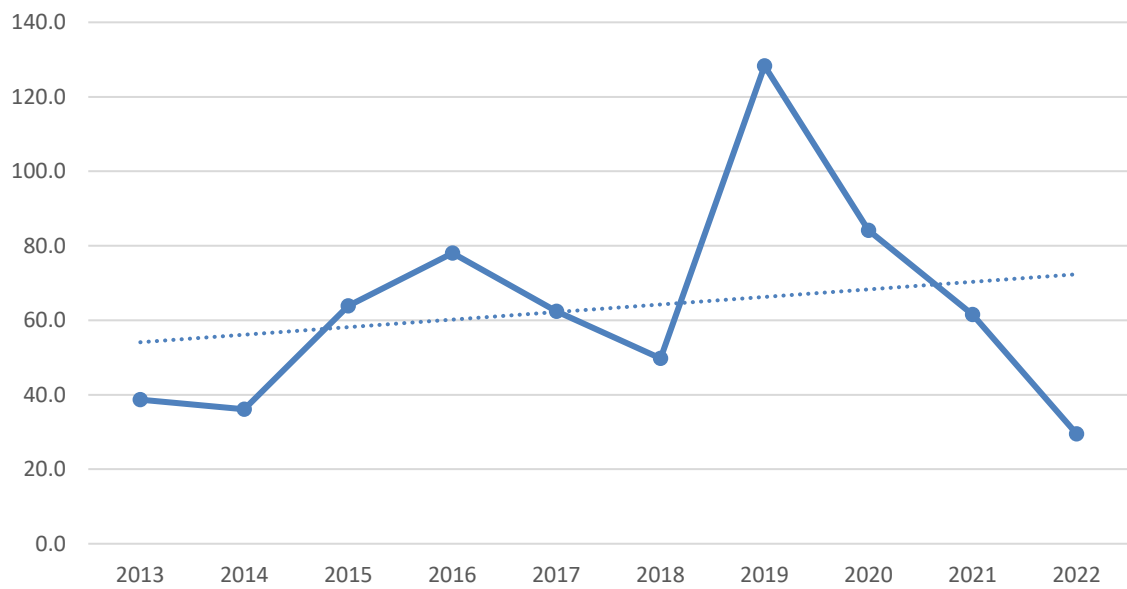
Charts 9 through 12 provide line graphs of SAIDI, SAIFI, MAIFI and CAIDI for the past 10 years with linear trend line for planned and unplanned outages (MED Excluded).



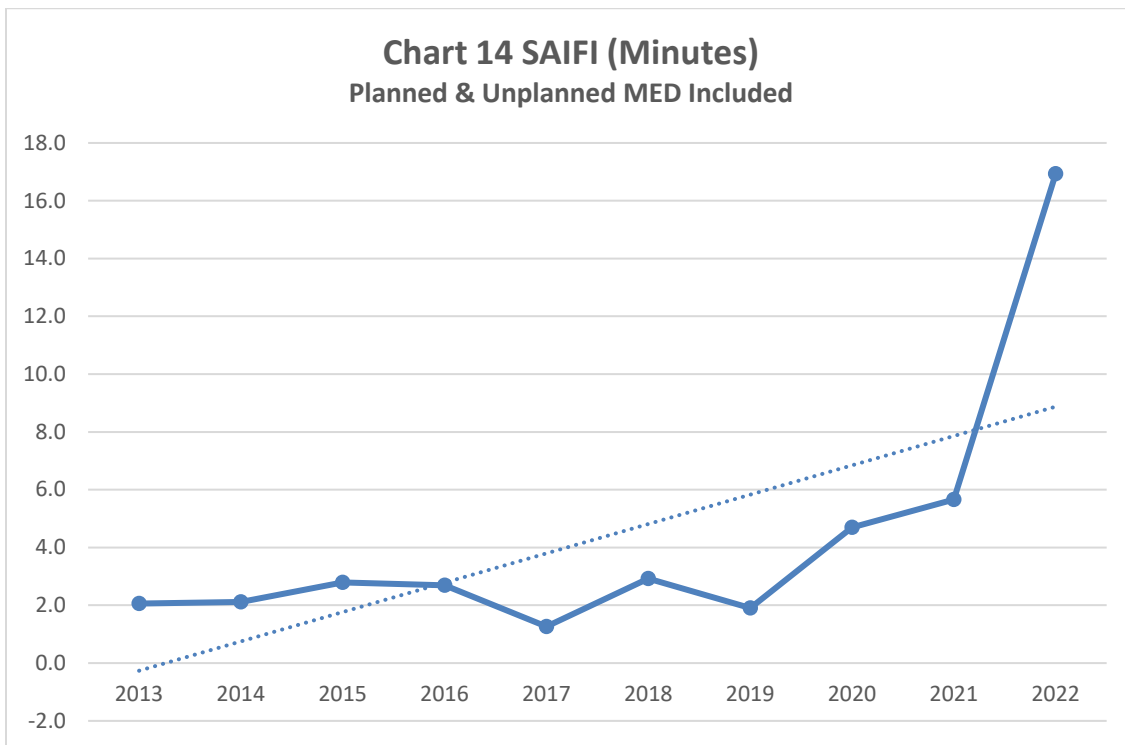
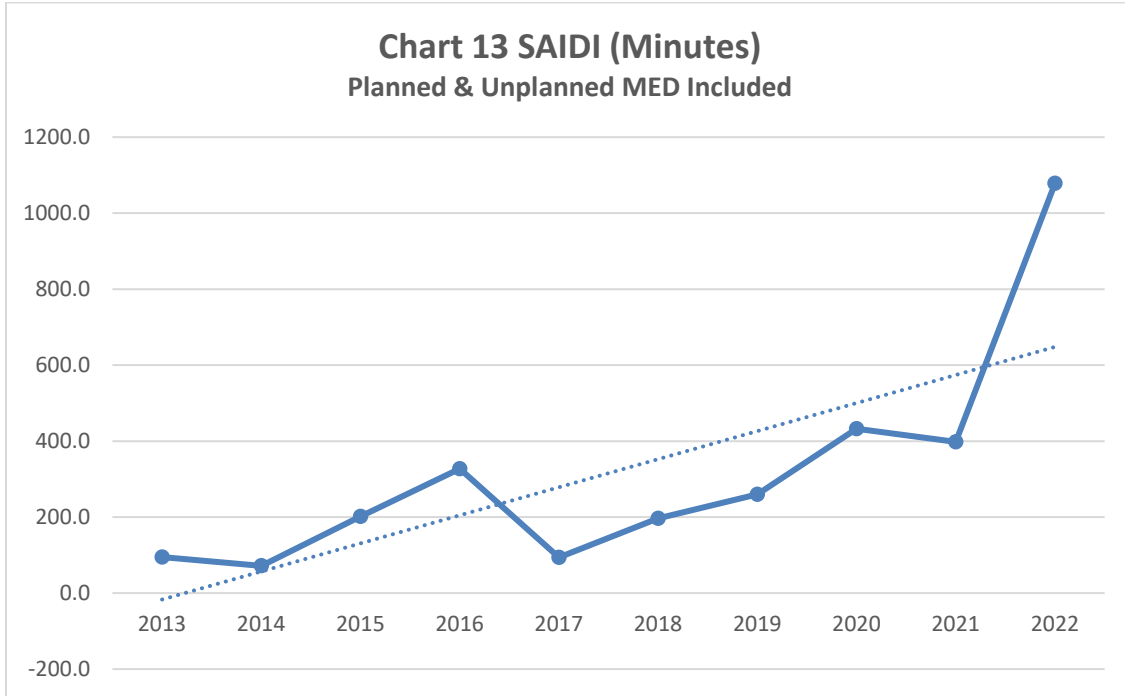
**Chart 11 MAIFI (Minutes)**  
Planned & Unplanned MED Excluded



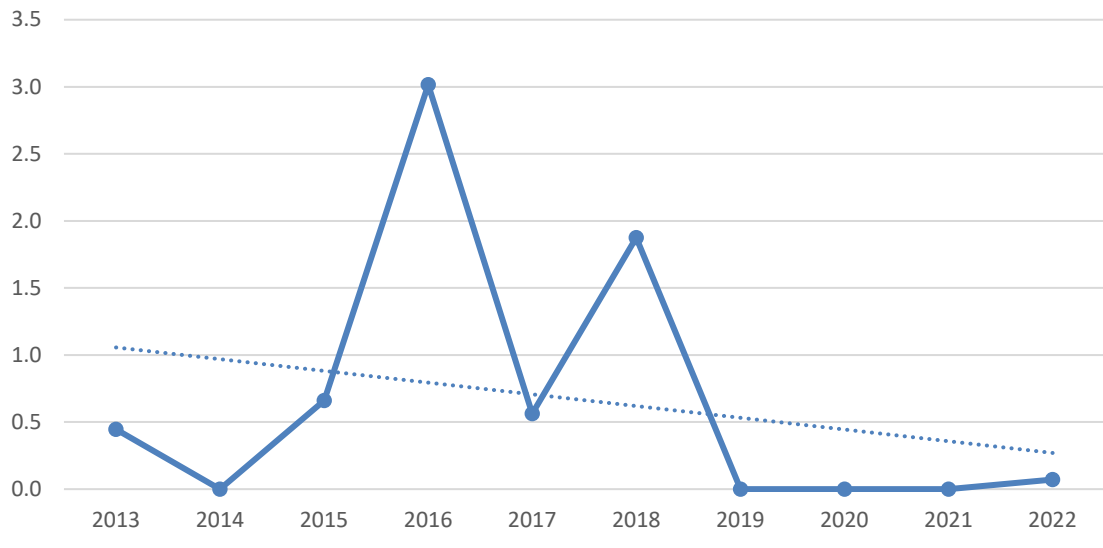
**Chart 12 CAIDI (Minutes)**  
Planned & Unplanned MED Excluded



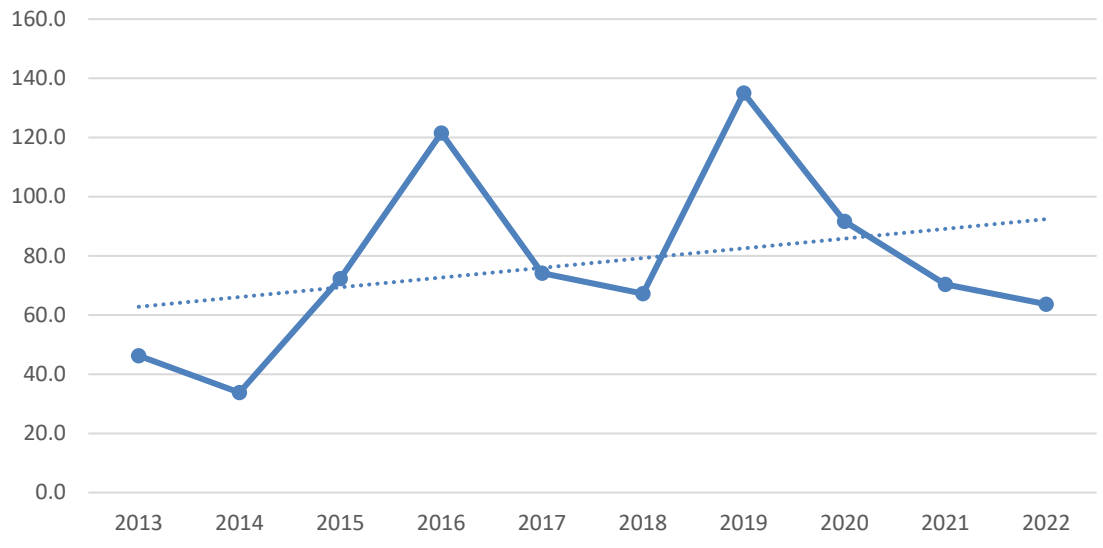
Charts 13 through 16 provide line graphs of SAIDI, SAIFI, MAIFI and CAIDI for the past 10 years with linear trend line for planned and unplanned outages (MED Included).



**Chart 15 MAIFI (Minutes)**  
Planned & Unplanned MED Included



**Chart 16 CAIDI (Minutes)**  
Planned & Unplanned MED Included

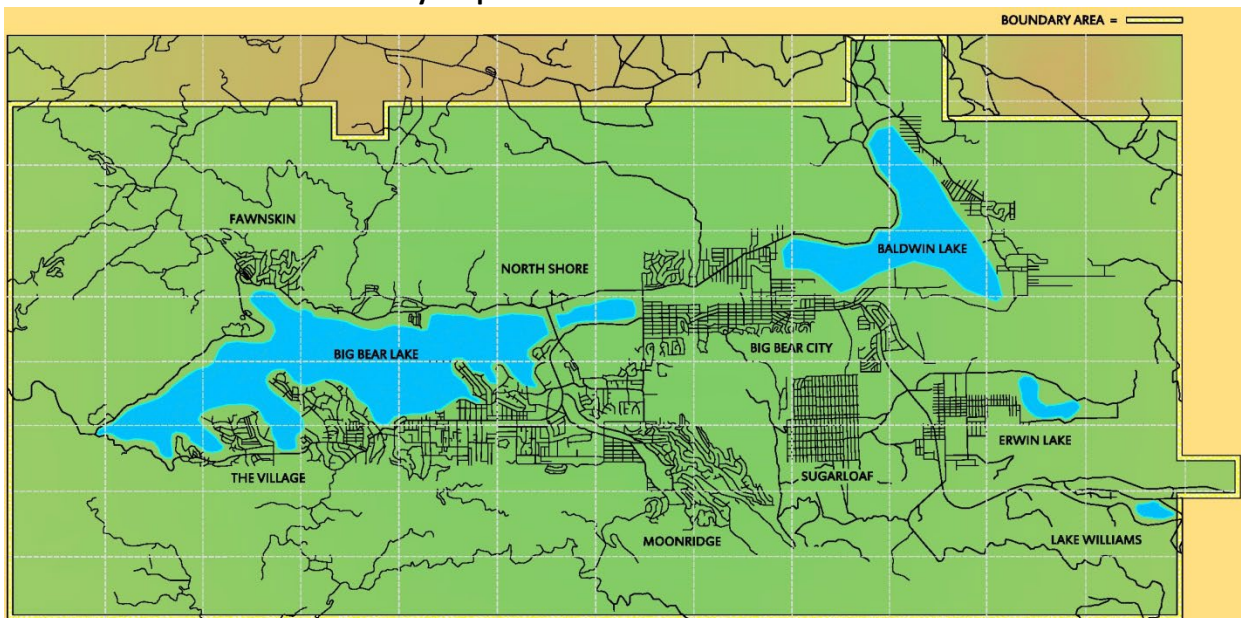


## SECTION 4

### Service Territory Map

BVES provides electric service to approximately 24,739 customers in the mountain resort community of Big Bear Lake, California. BVES owns and operates 14.1 circuit miles (cm) of overhead (bare) 34.5 kilovolt (kV) sub-transmission, 14.8 cm of overhead (covered) 34.5 kV sub-transmission, 0.9 cm of 34.5 kV underground transmission, 154.5 cm of overhead (bare) 4 kV distribution, 27.5 cm of overhead (covered) 4 kV distribution, 53.2 cm of 4 kilovolt underground distribution, 13 sub-stations and a natural gas-fueled 8.4 MW peaking generation facility. BVES's service area is rural, mountainous, and heavily treed and is located in the San Bernardino Mountains of Southern California, 80 miles east of Los Angeles. The BVES Main Office is located at 42020 Garstin Dr., Big Bear Lake, CA 92315.

Below is the BVES Service Territory Map:



## SECTION 5

### Top 1% of Worst Performing Circuits (WPC)

Table 3 lists the Top 1% of WPCs, which for BVES is 1 circuit.

Reporting Year	Circuit	Customer Count	Substation	Circuit-miles	% UG	% OH	Number of Mainline		Preferred Reliability Metrics			
							Sustained	Momentary	SAIDI-3YR	SAIDI 1YR Period	SAIFI-3YR Period	SAIFI-1YR Period
2022	Baldwin	11305	SCE Goldhill Ute Lines	9.44	5.5	94.5	7	0	1121.701	1877.226	17.33468	30.76055

The Baldwin Circuit (34.5 kV) made the WPC list due to it having the highest 3-year SAIDI, which is the preferred metric for evaluating circuit reliability. The high circuit SAIDI was driven primarily by a major storms that occurred in November of 2022.

As part of BVES’s Wildfire Mitigation Plan (WMP), BVES plans to replace bare conductors on the Baldwin circuit with covered conductors. Additionally, as part of this work, each pole is assessed for strength and those that fail are replaced. Most pole replacements are made with light weight steel (LWS) poles. This hardening effort not only vastly improves public safety in reducing the risk of wildfire but also significantly improves reliability and resiliency. BVES assesses that the plan WMP work for the Baldwin circuit will improve its reliability performance.

The Preferred Metric for evaluating WPC is to evaluate the circuit SAIDI over a 3-year period (SAIDI-3YR Period), which is reported in Table 3. This method involves the summation of sustained outages (>5 minutes) over the previous 3 years divided by the customer count on the circuit for that period. BVES also evaluates circuit SAIFI calculated over a 3-year period SAIFI-3YR as well as circuit SAIDI and SAIFI calculated over a 1-year period. These values are also reported in Table 3.

#### WPC Process Evaluation

BVES’ WPC program uses a top-down, system-wide approach to assess reliability trends and requirements of its 26 circuits. This approach employs a long-term and short-term analysis process. The WPCs are determined based upon at least the past three years of average duration of outages and average frequency of outages reliability statistics. BVES reviews these reliability performance metrics (SAIDI, SAIFI, MAIFI, and CAIDI) for each circuit using the following quantitative and qualitative analysis process:

- Reliability performance metrics for each circuit are calculated over a 3-year period (e.g., metrics reported for 2022 include outage data from 2020-2022, metrics reported for 2022 include outage data from 2020-2022, etc.). Four basic comparisons are then made with the results and the top 3 WPCs are selected:
  - The circuit reliability metrics based on a 3-year period are compared to the 10-year reliability metrics based on 3-year period averages for each circuit.

- The circuit reliability metrics based on a 3-year period are compared to the service area reliability metrics for the reported year.
  - The circuit reliability metrics based on a 3-year period are compared to reliability metrics for the other circuits in the reported year.
  - Trends for each circuit are analyzed looking at the last 10 years of circuit reliability metrics based on a 3-year period.
- Reliability performance metrics for each circuit are calculated over a 1-year period. Four basic comparisons are then made with the results and the top 3 WPCs are selected:
    - The circuit reliability metrics based on a 1-year period are compared to the 10-year reliability metrics based on 1-year period averages for each circuit.
    - The circuit reliability metrics based on a 1-year period are compared to the service area reliability metrics for the reported year.
    - The circuit reliability metrics based on a 1-year period are compared to reliability metrics for the other circuits in the reported year.
    - Trends for each circuit are analyzed looking at the last 10 years of circuit reliability metrics based on a 1-year period.
  - The results are then reviewed and a detailed analysis is performed for each circuit to determine the driver(s) of the results. The results using the 3-year periods are given more weight but the results using the 1-year period are also checked to determine if there is an emerging reliability issue that may be addressed sooner than waiting 3 years for the data to collect. Based on this analysis, the WPC for the reported year is selected.
  - BVES management also reviews the outage log monthly so that any emergent issues at the circuit level may be detected and more urgent action taken if warranted.

Once a WPC is designated for the reporting year, the BVES Planning Group reviews the mitigation projects and/or maintenance actions necessary to bring the WPC's reliability performance to at least the 10-year system average and determines the cost of mitigation measures. Further analysis is performed to take into consideration impact on rates and budgets (capital and operations and maintenance (O&M)), the number of customers affected, the benefit to the affected customers, the benefit to the customer base, and the safety and reliability risks and consequences of not taking any action. This process takes about a year and generally, work orders are developed to be executed in the following year. Hence, for a WPC identified in 2022, it might take BVES until 2024 to execute the improvement project. It should be noted that reliability projects that require substantial investment such as substation reconstruction may require more time to garner California Public Utilities Commission (CPUC) approval through the General Rate Case (GRC) process or Advice Letter process depending on when the project must be executed.



The BVES service area is rural and mountainous and is served predominantly from overhead facilities. Therefore, circuit hardening projects, projects to install monitoring instrumentation, and projects to install automatic circuit sectionalizing equipment generally will produce increased reliability.

Despite the top-down approach, BVES is also sensitive to its customer service requirements. Thus, BVES maintains the flexibility to take action on recurring customer reliability issues. BVES frequently reviews the outage logs and looks for repeated outages to an individual customer or small groups of customers. Such occurrences are then referred to the BVES Planning Group to determine if and what mitigation action is necessary.

## SECTION 6

### Top 10 Major Unplanned Power Outage Events (2022)

Table 4 lists the Top 10 major unplanned power outage events within the reporting year (2022) including (a) the cause of each outage event and (b) the location of each outage event.

Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
11/8/22	Baldwin	Service Area Wide	24257	211	16373115	663.01	<b>Loss of supply-SCE</b> -Large winter storm took down many trees on lines which cause SCE to drop BVES because of multiple interruptions.
9/11/22	Baldwin	Bear Mtn. Substation	12152	89	1570748	63.61	<b>Animal</b> -Rats in Bear Mtn. substation chewed through lines in transformer
7/22/22	Baldwin	Service Area Wide	20296	59	1537166	62.9367	<b>Loss of supply-SCE</b> substation opened and reclosed causing Baldwin IR to trip due to overcurrent
10/22/22	Baldwin	Moonridge Rd x Cedar	10964	78	1364592	55.26	<b>Third Party- Car Hit Pole</b> : car hit pole caused wire to slap together
8/25/22	Baldwin	Service Area Wide	15263	46	760726	34.51	<b>Unknown</b> -possible animal contact: FLISR PS3435IR Hwy 18 x Hugo opened 1300A ground fault
7/31/22	Baldwin	North Shore & Hugo	16509	47	817923	33.49	<b>Contact- animal</b> , Bird into lines (Baldwin 34KV out from IR3435 North Shore & Hugo)
9/9/22	Baldwin	Service Area Wide	20296	31	782634	31.69	<b>Unknown</b> -(suspected wind)
2/2/22	Eagle	210 N. Eureka	959	45	328190	13.44	<b>Contact-Vegetation Weather</b> :Large tree (on line) / due to windy conditions
6/22/22	Goldmine	Moonridge Substation	2660	92	244720	10.0197	<b>Overload- Lightning</b> -Lightning strike
11/21/22	Erwin Lake	Lake Williams area	2015	92	185380	7.50673	<b>Contact-Other</b> : Contracted crew caused outage. Pulling in rope, rope got caught on truck and caused circuit to open beyond Willow st. AR1128

The BVES Service Area was not affected by any wildfires during 2022. No Public Safety Power Shutoffs were conducted during 2022.

## SECTION 7

### Summary List of Major Event Days (2022)

Table 5 provides a summary list of Major Event Days (MED per IEEE 1366) and includes (a) the average number of customers without service for each MED; (b) the cause of each ME (Major Event); and (c) the location of each MED.

<b>Date</b>	<b>Affected Circuit</b>	<b>Location</b>	<b>Average Number of Customers</b>	<b>Event SAIDI</b>	<b>Cause</b>
11/8/22	Baldwin	Service Area Wide	24257	663.01	<b>Loss of supply- SCE</b> -Large winter storm took down many trees on lines which cause SCE to drop BVES because of multiple interruptions.
9/11/22	Baldwin	Bear Mtn. Substati	12152	63.61	<b>Animal</b> -Rats in Bear Mtn. substation chewed through lines in transformer
7/22/22	Baldwin	Service Area Wide	20296	62.9367	<b>Loss of supply-SCE</b> substation opened and reclosed causing Baldwin IR to trip due to overcurrent
10/22/22	Baldwin	Moonridge Rd x Ce	10964	55.26	<b>Third Party- Car Hit Pole:</b> car hit pole caused wire to slap together

## SECTION 8

### Historical Ten Largest Unplanned Outage Events (2013-2022)

Table 6 provides a summary list of the historical ten largest unplanned outage events for each of the past 10 years (2013-2022).

**Table 6: Top 10 Major Unplanned Outages Last 10 Years (2013-2022)**

2022							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
11/8/22	Baldwin	Service Area Wide	24257	211	16373115	663.01	<b>Loss of supply-SCE</b> -Large winter storm took down many trees on lines which cause SCE to drop BVES because of multiple interruptions.
9/11/22	Baldwin	Bear Mtn. Substation	12152	89	1570748	63.61	<b>Animal</b> -Rats in Bear Mtn. substation chewed through lines in transformer
7/22/22	Baldwin	Service Area Wide	20296	59	1537166	62.9367	<b>Loss of supply-SCE</b> substation opened and reclosed causing Baldwin IR to trip due to overcurrent
10/22/22	Baldwin	Moonridge Rd x Cedar	10964	78	1364592	55.26	<b>Third Party- Car Hit Pole</b> : car hit pole caused wire to slap together
8/25/22	Baldwin	Service Area Wide	15263	46	760726	34.51	<b>Unknown</b> -possible animal contact: FLISR PS3435IR Hwy 18 x Hugo opened 1300A ground fault
7/31/22	Baldwin	North Shore & Hugo	16509	47	817923	33.49	<b>Contact- animal</b> , Bird into lines (Baldwin 34KV out from IR3435 North Shore & Hugo)
9/9/22	Baldwin	Service Area Wide	20296	31	782634	31.69	<b>Unknown</b> -(suspected wind)
2/2/22	Eagle	210 N. Eureka	959	45	328190	13.44	<b>Contact-Vegetation Weather</b> :Large tree (on line) / due to windy conditions
6/22/22	Goldmine	Moonridge Substation	2660	92	244720	10.01965	<b>Overload- Lightning</b> -Lightning strike
11/21/22	Erwin Lake	Lake Williams area	2015	92	185380	7.506732	<b>Contact-Other</b> : Contracted crew caused outage. Pulling in rope, rope got caught on truck and caused circuit to open beyond Willow st. AR1128

# 2021

Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
12/14/2021	Baldwin	BVES System	19409	67	1300403	124.7	<b>Loss of supply- SCE:</b> Loss of power supply from Southern California Edison.
6/2/2021	Shay	BVES System	15467	76	1175492	50.04	<b>Unknown:</b> Suspected animal contact, 2 patrols were inconclusive and cause is unknown.
3/5/2021	Shay	1033 Clubview	9627	123	1184121	48.12098	<b>Animal:</b> A Blue Heron flew into the 34kV Line making a phase to phase contact causing an AR to trip.
7/30/2021	Baldwin	BVES System	9698	83	804934	46.25	<b>Overload- Lightning:</b> Lightning strike on the 34kv Line causing an AR/Switch to trip.
10/28/2021	Baldwin	BVES System	11305	85	960925	39.05062	<b>Unknown:</b> No cause found. 34 kV Baldwin AR tripped. Line was patrolled and found no apparent cause.
10/27/2021	Clubview	Elm/La Celena	1698	101	171498	15.52	<b>Contact-Vegetation Weather:</b> Tree branch fell on circuit and made phase to phase contact causing an AR to trip.
7/18/2021	Sunrise	329 Pine Ln	2706	85	230010	15.16	<b>Overload- Lightning:</b> Lightning strike on the 34kv Line causing an AR/Switch to trip.
10/25/2021	Baldwin	200' n/o Meadow on Michael	11305	32	361760	14.70141	<b>Contact-Vegetation Weather:</b> Tree branch fell on 34kv lines and made phase to phase contact causing an AR to trip.
9/8/2021	North Shore	Fawnskin Sub, North Shore circuit	1523	136	207128	13.06	<b>Unknown:</b> No cause found. 4kv North Shore AR tripped. Line was patrolled and found no apparent cause.
12/14/2021	North Shore	Fawnskin Substation	800	268	214400	8.778251	<b>Contact-Vegetation Weather:</b> Tree branch fell on circuit due to heavy snowload causing the AR to trip.

2020							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
11/9/20	Baldwin	BVES System	20932	117	2449044	116.3	<b>Contact:</b> Remote Control Plane was caught in 34 kV Lines on Cougar Rd. 34 kV Baldwin AR tripped.
9/14/20	Baldwin	BVES System	9512	33	313896	103.0	<b>Equipment Failure:</b> 34 kV Line riser connector failed.
11/4/20	Baldwin	BVES System	24335	96	2336160	95.4	<b>Unknown:</b> No cause found. 34 kV Baldwin AR tripped. Patrolled twice and found no apparent cause.
12/27/20	Shay	Fox Farm Road & Big Bear Boulevard, Big Bear Lake, CA	11420	115	1313300	53.6	<b>Equipment Failure:</b> UG to OH connector failed.
5/25/20	Paradise	520 East Big Bear Boulevard, Big Bear city, CA	1085	85	92225	5.2	<b>Third Party:</b> Car hit pole damaged pole and caused wires to slap, which resulted in AR@Maltby Substation to trip.
10/24/20	Lagonita	39582 Forest Road, Big Bear Lake, Ca	1000	59	59000	3.5	<b>Animal:</b> An owl flew into the 4 kV making phase to phase contact causing AR145 to open.
9/26/20	Boulder	714 Talmage Road, Big Bear Lake, Ca	2000	28	56000	2.3	<b>Contact:</b> Primary phase to phase was made - cause unknown.
11/16/20	Country Club	West Country Club Boulevard, Big Bear City, CA	825	41	33825	2.2	<b>Unknown:</b> Unknown cause. Country Club OCB at Division Substation tripped. Flashing fault indicator at P.S.923 one Ø only. Panel indicated phase to ground fault. Patrolled circuit and found no cause. Re-energized OCB and it held on test.
9/8/20	Clubview	562 South Lucerne Drive & Villa Grove Avenue, Big Bear Lake, CA	1140	46	52440	2.1	<b>Third Party:</b> Mylar Balloons in Primary Wire
12/5/20	Pioneer	Boron Lane & Baldwin Lake Road, Big Bear Lake, CA	400	126	50400	2.1	<b>Overload:</b> Overloaded fuse TripSaver.

2019							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
2/14/19	SCE Bear Valley Line, Clubview, North Shore, Paradise, & Garstin	Various	9,574	Various	2,657,850	109.08	<b>Weather:</b> Major snow storm caused multiple outages.
6/28/19	Shay, Boulder, Lagonita, & Harnish	Village Dr/Pennsylvania	13,068	Various	1,976,520	81.12	<b>Equipment Failure:</b> Failure connection at riser (OH to UG)
12/17/2019	North Shore, Garstin, Castle Glen, Erwin Lake, Holcomb, and Paradise	Various	9,781	Various	502,530	20.62	<b>Equipment Failure:</b> Baldwin AR tripped due to failed UG cable feeding Division Substation.
2/4/2019	Boulder	Big Bear Blvd/Lark Rd	1,457	Various	462,840	19.00	<b>Weather:</b> Major snow storm caused tree to fall across span causing a large outage.
10/29/19	Erwin Lake	Unknown	2,533	180	455,940	18.71	<b>Unknown:</b> No cause found after two thorough patrols
11/27/19	SCE Bear Valley Line	SCE side of AR 3470	3,403	123	418,569	17.18	<b>Loss of Supply:</b> Damage to SCE lines due to snow storm
1/19/2019	Boulder		3,000	Various	342,000	14.04	<b>Equipment Failure:</b> Failed voltage regulator
9/20/19	Sunrise	Baldwin Ln/Hwy 38	1,506	180	271,080	11.13	<b>Equipment Failure:</b> Failed underground transformer
11/14/2019	Interlaken & Baldwin		2,403	Various	181,750	7.46	<b>Animal:</b> Crow contacted 34 kv outside of Fawnskin substation
2/2/2019	Holcomb	Mound/North Shore	1,587	60	95,220	3.91	<b>Weather:</b> Primary wire wrapped together due to storm

2018							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
9/19/18	Shay	Various	12,381	Various	1,448,607	59.62	<b>Equipment Failure:</b> Termination on pole dip to underground failed.
8/27/18	Shay	Various	13,030	89	1,159,670	47.73	<b>Equipment Failure:</b> Termination on pole dip to underground failed.
3/22/2018	Shay	584 Elm St., Big Bear Lake	9,627	93	673,890	27.74	<b>Weather:</b> Winter storm high winds caused tree branch fall across 34.5kV lines.
1/30/2018	Erwin Lake	217 Greenspot Blvd., Big Bear City	482	Various	342,451	14.09	<b>Third Party:</b> Car hit pole.
12/31/18	Eagle Georgia	Pineknot Substation	622	Various	298,380	12.28/	<b>Equipment Failure:</b> Substation voltage regulator failed and required replacement.
12/6/18	Eagle	Big Bear Blvd & Eureka Dr., Big Bear Lake	900	203	182,700	7.52	<b>Weather:</b> Winter storm heavy snow storm caused tree branch to fall across 4kV lines.
2/9/2018	Bear City	Michael Ave. & W. Meadow Lane, Big Bear City	1,587	88	139,656	5.75	<b>Unknown:</b> Possible over current - cause investigated but not determined.
11/25/18	North Shore	YMCA Camp Whittle, Fawnskin	93	Various	61,600	2.54	<b>Third Party:</b> Car hit pole.
12/29/2018	Goldmine	Moonridge Substation, Big Bear Lake	300	180	54,000	2.22	<b>Other:</b> Over current requiring refusing at substation.
7/19/2018	SCE Goldhill Ute Lines	Service Area Wide	24,335	1	24,335	1.00	<b>Supply:</b> SCE's 115 kV line to Lugo Substation relayed causing the SCE Goldhill Switch Station to open and reclose for one cycle resulting in short loss of supplies.

2017							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
6/19/2017 to 6/24/2017	Various	Various	Various	Various	11,952,822	498.56	Supply: Loss of Southern California Supply sub-transmission line (34.5 kV) from Lucerne Valley due to Holcomb Fire.
1/20/17	Baldwin	Meadow, Division, Bear City, Maltby, Fawnskin, and Lake Substations	11,305	90	1,017,450	42.44	Weather: High winds caused Baldwin sub-transmission line to open.
8/7/2017	Garstin	42134 Big Bear Boulevard, Big Bear Lake	2,255	93	209,715	8.75	Weather: PMS 3407 opened due to lightning strike.
2/18/17	Clubview	987 Clubview Drive (at Pole 8105BV), Big Bear Lake	1,698	120	203,760	8.50	Weather: High winds caused tree branch fall across 34.5kV and 4kV lines.
4/21/2017	SCE Goldhill Ute Lines	Southern California Edison's Cottonwood Substation	20,932	3	62,796	2.62	Supply: Fault at Southern California Edison Cottonwood Substation.
11/8/2017	Radford	Knickerbocker Road (P.S. 3459), Big Bear Lake	3,600	15	54,000	2.25	Equipment Failure: Pole Switch rod failed during field switching operations.
1/22/17	Goldmine	43607 Sand Canyon road, Big Bear Lake	100	500	50,000	2.09	Weather: High winds caused tree branch fall across primary and secondary lines.
1/20/17	Maple	555 Spruce Lane, Big Bear City	100	405	40,500	1.69	Weather: High winds caused tree branch fall across primary and secondary lines.
12/14/2017	Clubview	Moonridge Substation, Big Bear Lake	1,120	30	33,600	1.40	Other: Contractor inadvertently de-energized 4 kV switch position at Moonridge Sub-station while performing equipment testing for maintenance.
7/21/2017	Boulder	Big Bear Boulevard (West of Skyline Trail), Big Bear Lake	200	164	32,800	1.37	Weather: High winds caused tree to fall across primary lines.
2016							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
1/7/2016	Shay	Southern rim of Bear Valley	9,711	100	971,100	40.7	Weather: Major winter snow storm.
3/11/2016	Shay	Southeastern rim of Bear Valley	9,711	100	971,100	40.7	Weather: Extremely high winds blew broken branch into 34kV Line.
1/31/2016	Lagonita	40174 Lakeview Dr., Big Bear Lake, CA	800	1,030	824,000	34.5	Third Party: Car Hit pole shearing pole.
1/7/2016	Clubview	Moonridge area, Big Bear Lake, CA	1,140	435	495,900	20.8	Weather: Major winter snow storm.
3/28/2016	Shay	Elm St. & Peregrine Ave, Big Bear Lake, CA	9,711	47	456,417	19.1	Weather: Wind storm caused tree branch to fall across two line phased causing short-circuit relay.
1/13/2016	Shay	Southern rim of Bear Valley	7,781	57	443,517	18.6	Equipment Failure: Transformer at Pineknot Substation faulted and failed.
1/6/2016	Clubview	Moonridge area, Big Bear Lake, CA	1,900	228	433,200	18.1	Weather: Major winter snow storm.
1/6/2016	Boulder	Central Big Bear Lake area, Big Bear Lake, CA	2,000	164	328,000	13.7	Weather: Major winter snow storm.
1/13/2016	Georgia	Pineknot Substation, Big Bear Lake, CA	965	311	300,115	12.6	Equipment Failure: Transformer at Pineknot Substation faulted and failed.
12/16/2016	Paradise	304 Big Bear Blvd., Big Bear Lake, CA	542	490	265,580	11.1	Weather: Tree top broke of and fell into overhead circuit lines taking down wire and crossarm.
2015							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
6/12/2015	Baldwin	Baldwin connected load - exact location unknown. Big Bear Lake, CA	9,678	182	1,761,396	74.2	Weather: Lightning storm moving through the service area.
6/12/2015	Shay	Shay connected load - exact location unknown. Big Bear Lake, CA	13,311	81	1,078,191	45.4	Weather: Lightning storm moving through the service area.
6/13/2015	Shay & Baldwin	System-wide connected load - - exact location unknown. Big Bear Lake, CA	22,989	29	666,681	28.1	Weather: Lightning storm moving through the service area.
10/13/2015	Baldwin	929 Michael Ave., Big Bear City, CA 92314	6,533	49	320,117	13.5	Vegetation: Large tree limb fell onto 33kV and then contacted 4kV.
10/13/2015	Garstin	929 Michael Ave., Big Bear City, CA 92314	2,900	76	220,400	9.3	Vegetation: Garstin tripped when Baldwin tripped due to large tree limb falling onto 33kV and then contacted 4kV.
4/7/2015	Boulder	SCE's Bear Valley 33kV supply line (Radford Line)	2,000	80	160,000	6.7	Weather: SCE experienced an outage on the Bear Valley 33kV supply line (Radford Line) due to high winds.
4/7/2015	Lagonita	SCE's Bear Valley 33kV supply line (Radford Line)	1,400	80	112,000	4.7	Weather: SCE experienced an outage on the Bear Valley 33kV supply line (Radford Line) due to high winds.
10/13/2015	Bear City	929 Michael Ave., Big Bear City, CA 92314	1,320	76	100,320	4.2	Vegetation: Bear City tripped when Baldwin tripped due to large tree limb falling onto 33kV and then contacted 4kV.
10/13/2015	Division	929 Michael Ave., Big Bear City, CA 92314	825	90	74,250	3.1	Vegetation: Division tripped when Baldwin tripped due to large tree limb falling onto 33kV and then contacted 4kV.
6/12/2015	Erwin	Maltby Substation, S/E Corner of Maltby Blvd. and Shore Dr., Big Bear City, CA 92314	1,000	53	53,000	2.2	Weather: Lightning storm moving through the service area.
12/31/2015	Goldmine	Intersection of Wolf Rd. and Alameda Rd., Big Bear Lake, CA 92315	150	228	34,200	1.4	Equipment Failure: Overloaded line segment.



2014							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
7/7/2014	Baldwin	Sandalwood Dr & Business Center Dr, Big Bear Lake, CA	9,500	30	285,000	12.0	Third Party: Remote controlled airplane flew into 34.5 kV lines.
7/7/2014	Shay	Sandalwood Dr & Business Center Dr, Big Bear Lake, CA	9,500	30	285,000	12.0	Third Party: Remote controlled airplane flew into 34.5 kV lines.
7/27/2014	Sunset	Maple Substation, Big Bear City, CA	1,600	160	256,000	10.8	Weather: Lightning strike caused fault.
10/15/2014	Boulder	Big Bear Blvd & Lark Rd, Big Bear City, CA	2,000	124	248,000	10.4	Vegetation: Tree branch fell across power lines.
6/21/2014	Maple	Maple Substation, Big Bear City, CA	1,500	150	225,000	9.5	Equipment Failure: Problem with OCB Controller.
8/10/2014	Garstin	41734 Comstock Ln, Big Bear Lake, CA	1,000	183	183,000	7.7	Vegetation: Tree fell onto power lines breaking them.
3/3/2014	Shay & Baldwin	SCE Gold Hill Substation	23,500	7	164,500	6.9	Supply: SCE reported capacitor bank failure on SCE side.
6/20/2014	Maple	Maple Substation, Big Bear City, CA	1,500	18	27,000	1.1	Equipment Failure: Problem with OCB Controller. Diagnosed 6/21/2016.
1/1/2014	Eagle	Eureka Dr & Condor Dr, Big Bear Lake, CA	52	118	6,136	0.3	Equipment Failure: Blown fuse.
11/3/2014	Boulder	39077 Bayview Ln, big Bear Lake, CA	22	166	3,652	0.2	Equipment Failure: Blown transformer fuse due to overload.
12/26/2014	Division	206 W. Aeroplane Blvd, big Bear City, CA	23	113	2,599	0.1	Equipment Failure: Transformer bank had blown fuse due to overload.
2013							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
10/9/2013	Shay	Park Ave & Thrush Rd, Big Bear Lake, CA	10,111	75	758,325	32.1	Vegetation: Tree branches fell into 34.5 kV lines.
10/2/2013	Shay	100 W. Sherwood, Big Bear City, CA	10,111	48	485,328	20.5	Third Party: Tree trimming contractors dropped a tree limb across two phases of a 34.5 kV feeder.
2/9/2013	Radford	Village Substation, Big Bear Lake, CA	3,600	109	392,400	16.6	Supply: Unknown problem on SCE side of Radford Line.
4/3/2013	Shay & Baldwin	SCE Goldhill Ute Lines	23,000	15	345,000	14.6	Supply: Unknown problem on SCE side.
5/19/2013	Garstin	Across from 42020 Garstin Dr., Big Bear Lake, CA	1,000	170	170,000	7.2	Third Party: Car-hit-pole (Commercial Truck).
9/8/2013	Division	Division Substation, Big Bear City, CA	500	98	49,000	2.1	Weather: Lightning strike caused fault.
6/8/2013	Boulder	Mill Creek Rd, Big Bear Lake, Ca	100	280	28,000	1.2	Vegetation: Rotted tree fell and knocked another tree over onto power lines causing blown fuse.
9/8/2013	Division	42236 Eagle Ridge Dr, big Bear City, CA	15	324	4,860	0.2	Third Party: Car hit UG transformer on pad.
7/21/2013	Garstin	Comstock Ln & St. Moritz Dr, Big Bear Lake, CA	10	465	4,650	0.2	Weather: Lightning strike caused fault.
9/7/2013	Country Club	504 W Aeroplane Blvd, Big Bear Lake, CA	17	113	1,921	0.1	Weather: Lightning strike caused fault.
1/24/2013	Bear City	Unknown	1,320	1	1,320	0.1	Vegetation: Phase-to-ground fault. Exact location unknown but strongly suspect cause was vegetation.
2012							
Date	Affected Circuit	Location	Number of Customers	Outage Duration (minutes)	Customer Minutes Out (minutes)	Event SAIDI (minutes)	Cause
11/8/2012	Interlaken	CATALINA Rd & Big Bear Blvd, Big Bear Lake, CA (Pole 5753BV)	1,200	420	504,000	21.5	Third Party: Car-hit-pole.
8/10/2012	Fawnskin	39111 North Shore Dr, Fawnskin, CA	300	270	81,000	3.5	Vegetation: Tree fell across power lines.
9/4/2012	Fawnskin	39188 Rim of the World Dr, Fawnskin, CA	300	205	61,500	2.6	Third Party: Contractor cutting tree down lost control of tree and it fell on power lines.
6/6/2012	Village	7891 Talmage Rd, Big Bear Lake, CA	1,800	11	19,800	0.8	Other: While transferring 4 kV lines to a new pole, crew error resulted in phase to neutral contact.
1/10/2012	Radford	Radford AR #3470	3,600	5	18,000	0.8	Other: AR inadvertently opened during maintenance.
12/13/2012	Lagonita	Forest Rd & Arroyo Dr, Big Bear Lake, CA	70	104	7,280	0.3	Weather: Snow storm caused line to break.
8/18/2012	Maple	401 Pine Ln, Big Bear City, CA	18	255	4,590	0.2	Weather: Lightning strike resulted in blown transformer fuse.
8/20/2012	Division	137 W Aeroplane Blvd, Big Bear City, CA	18	190	3,420	0.1	Weather: Lightning strike resulted in blown transformer fuse.
4/14/2012	Georgia	806 Knight Ave, Big Bear Lake, CA	16	210	3,360	0.1	Vegetation: Tree branches contacted lines causing phase-to-neutral contact.
3/17/2012	Goldmine	1594 Trinity Ct, Big Bear Lake, CA	13	210	2,730	0.1	Vegetation: Tree branches rubbed service, broke neutral, and rubbed insulation off of phases resulting in blown transformer fuse.
8/28/2012	Eagle	41571 Mockingbird Dr, big Bear Lake, CA	6	420	2,520	0.1	Weather: Lightning strike resulted in blown transformer fuse.

**SECTION 9**  
**Customer Inquiries**

Table 7 provides a summary list of customer inquiries on reliability data and the number of days per response (average response time) for the reporting year (2022).

<b>Table 7: Summary of Customer Inquiries 2022</b>	
<b>Number of Customer Inquiries</b>	<b>Average Response Time (days)</b>
0	NA