

Anatolia/Kavala Ranch Community Meeting

January 2020



Powering forward. Together.



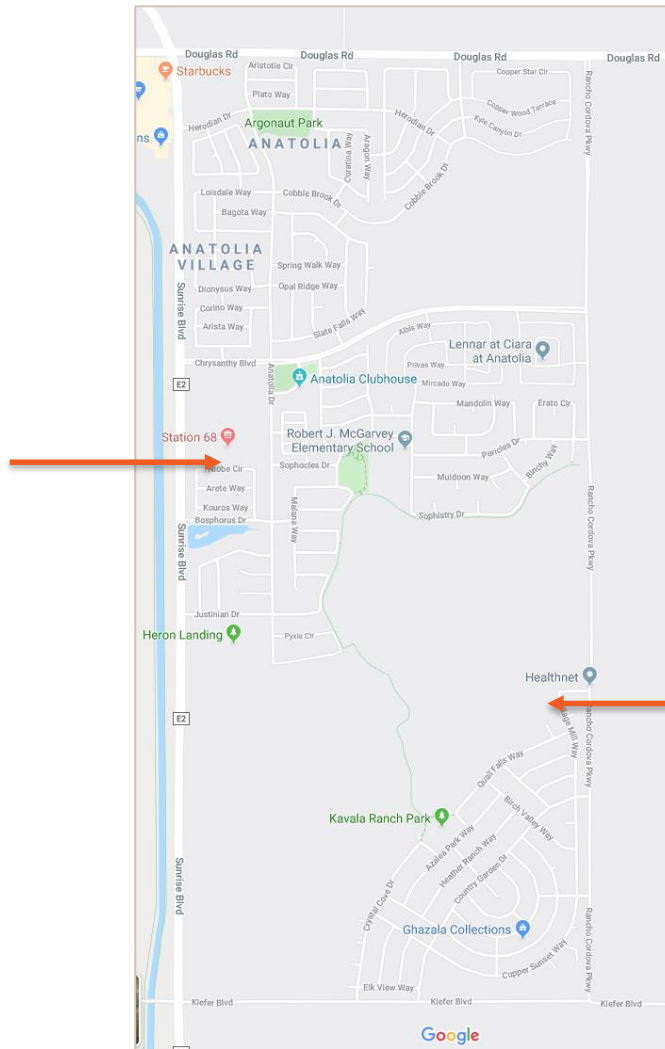
Introductions

Agenda

- Background
- Outage incidents
 - Sept. 21 & 25
- Outage history overview
- Mitigation plan
- Claims status and process

Background

**Anatolia-
Chrysanthy
Substation
(Anatolia)**



**Village Mill
Substation
(Anatolia/Kavala)**

Car accident with SMUD 69kV Pole

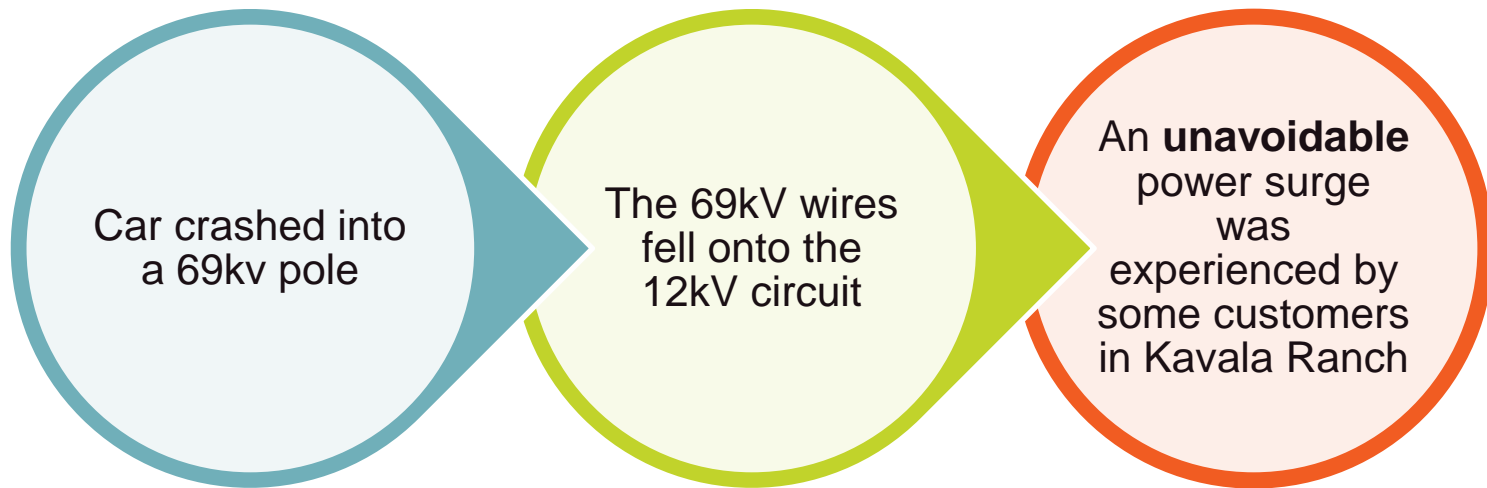
Sept. 21, 2019



- Car collided with SMUD 69kV Pole at 5:27 p.m.
 - Sunrise Blvd. just South of Kiefer Blvd.
- 10,047 Customers lost power
- Restoration times:
 - 2,200 Customers restored within 6 min.
 - 7,845 restored within 1 hour
 - 2 customers out for 5 hours, 41 min.

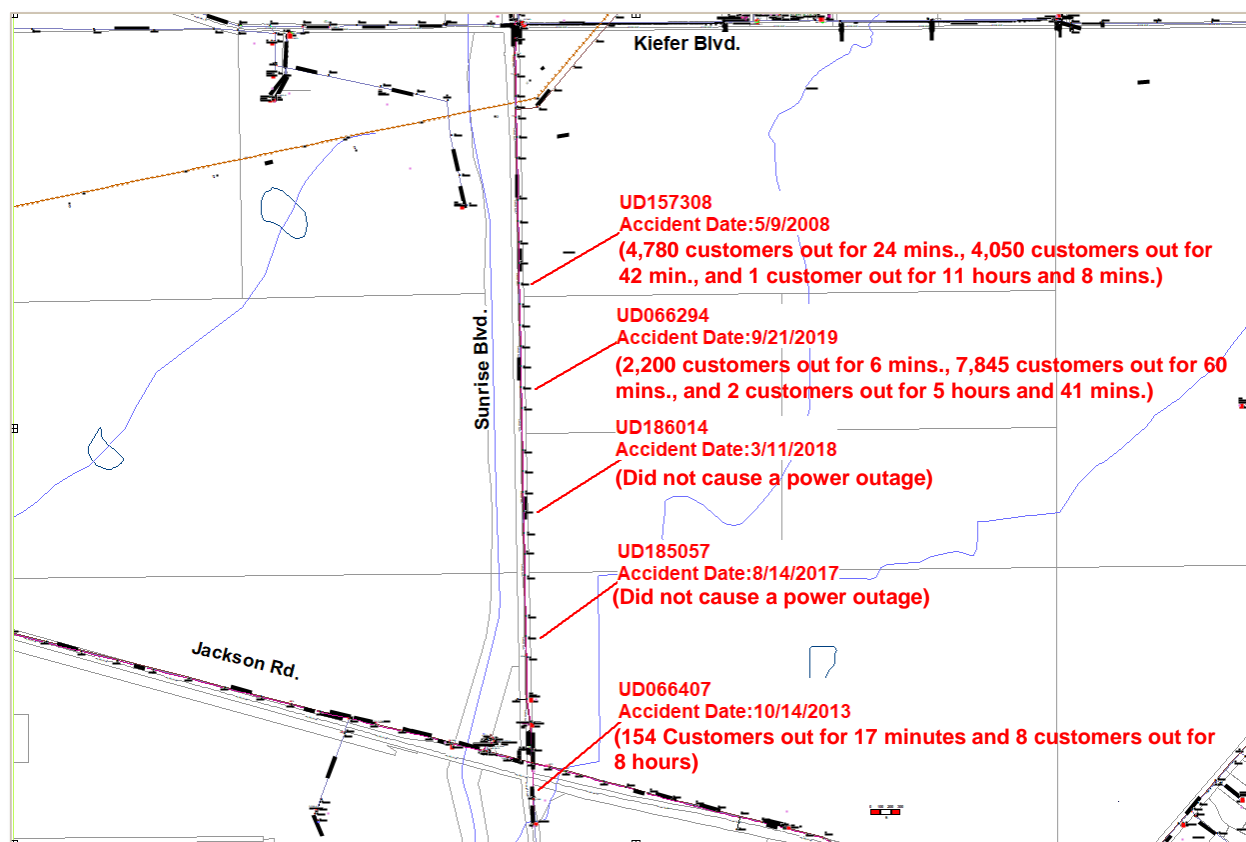
Power surge

Power surge: the sudden rise in excessive voltage which damages electrical equipment



Vehicle accident history

Since 2008, there have been 5 car pole accidents involving the pole line along Sunrise Blvd. from Kiefer Blvd. to Jackson Rd.



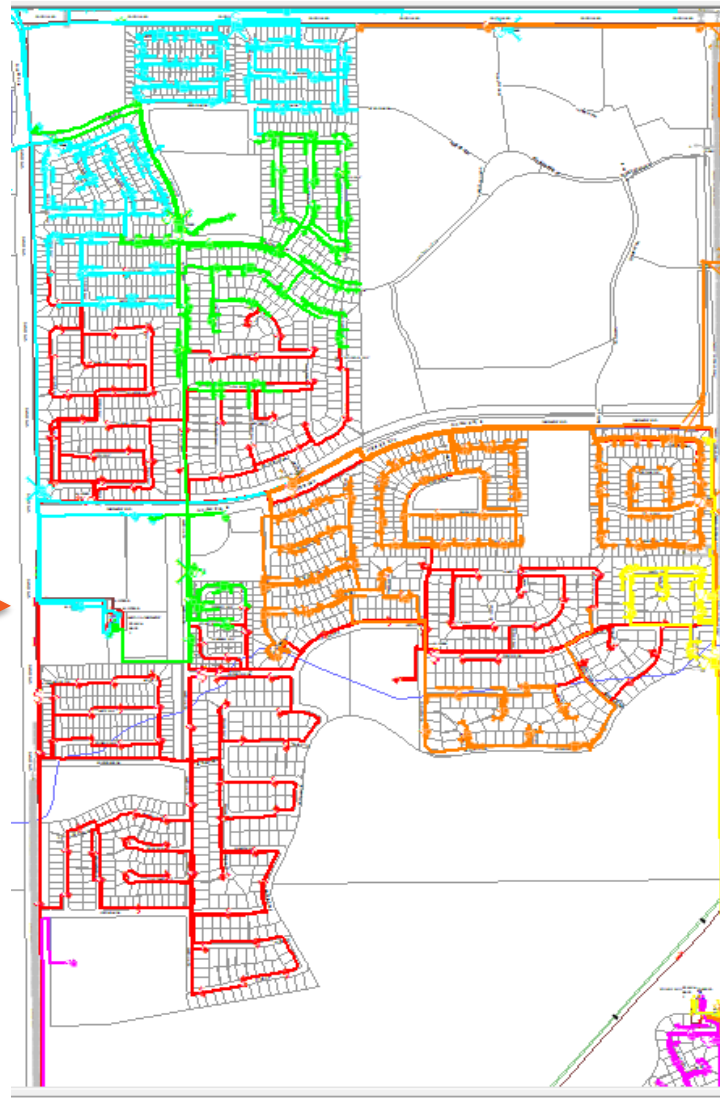
Animal contact with SMUD equipment

Sept. 25, 2019

- A snake came in contact with SMUD equipment near the Village Mills Substation at 6:31 p.m.
- Outages:
 - 62 customers lost power in the Anatolia area
 - All customers restored within 23 min.
 - 77 customers lost power in Anatolia due to switching error
 - All customers restored within 30 min. (Circuit 1202)
 - Power outage caused a dip in voltage to some customers in Kavala Ranch (momentary/dimming of lights)
- Switchgear is based on an old standard and the new standard equipment type is not exposed to the elements

Anatolia outage history

Anatolia-
Chrysanthy
Substation
(Anatolia)



Legend	
Circuit	Color
A201201	Red
A201202	Blue
A201203	Green
V031202	Orange
V031203	Magenta
V031201	Yellow

Village Mill
Substation
(Anatolia/Kavala)



Anatolia outage history

2011 – 2019 Sustained outages (13 total)

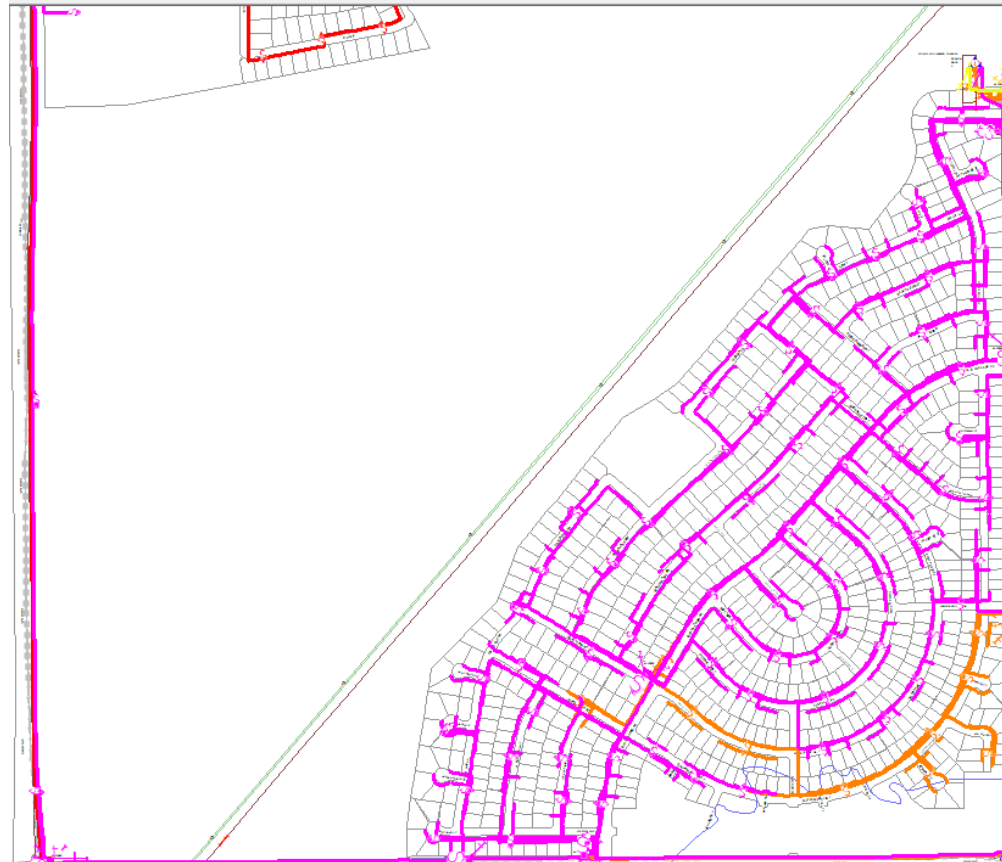
Outage start	Duration	Customers affected	Cause
9-25--2019 19:10:00	30	77	Error while restoring power
09-25-2019 18:31:15	24	62	Animal (snake)
09-21-2019 17:28:34	341	3110	Vehicle accident (Car pole)
01-06-2019 18:28:25	2827	7703	Failed Equipment (pole fell over in wind)
05-10-2018 09:41:10	120	60	Planned outage
02-20-2017 23:06:56	963	2083	Vehicle accident (Car pole)
01-31-2016 14:28:06	22	10921	Tree (palm fronds blown into lines)
04-25-2016 20:36:51	121	405	Animal (mice)
12-30-2016 07:32:00	63	4744	Unknown
12-21-2015 17:04:15	101	403	Animal (snake)
10-28-2014 06:50:21	96	1719	Vehicle accident (SMUD equipment)
04-05-2012 01:27:24	198	3689	Vehicle accident (Car pole)
07-16-2011 04:58:57	991	1127	Sabotage/Vandalism

Anatolia outage history

2011 – 2019 Momentary outages (19 total)

Outage start	Duration	Customers affected	Cause
11-19-2019 11:53:56	0	10032	Vehicle accident (Car Pole)
08-29-2019 06:33:04	0	10036	Unknown
05-12-2019 17:14:21	0	8140	Vehicle accident (Car Pole)
03-10-2019 18:13:00	0	9911	Lightning
01-04-2019 09:44:54	0	9909	Unknown
04-16-2018 15:27:58	0	9836	Lightning
02-14-2018 16:56:12	0	10931	Unknown
11-22-2017 10:35:05	0	10554	Unknown
10-26-2017 12:16:14	0	10526	Birds
09-01-2017 13:59:24	0	10516	Birds
04-07-2017 12:17:38	0	10424	Unknown
04-27-2016 15:04:04	0	11071	Lightning
04-03-2016 07:53:34	0	11049	Birds
06-09-2015 22:57:02	0	10551	Lightning
05-01-2015 14:28:50	0	10533	Unknown
06-01-2014 05:28:40	0	10283	Unknown
10-25-2013 14:45:48	0	10040	Unknown
05-08-2012 15:29:51	0	1366	Birds
11-02-2011 17:12:34	0	9031	Unknown

Kavala Ranch outage history



**Village Mill
Substation**
(Anatolia/Kavala)

Legend	
Circuit	Color
V031202	Orange
V031203	Yellow
V031201	Blue

Kavala Ranch outage history

2011 – 2019 Sustained outages (10 total)

Outage start	Duration	Customers affected	Cause
09-21-2019 17:28:34	341	3110	Vehicle accident
01-06-2019 18:28:25	2827	7703	Failed Equipment (pole fell over in wind)
02-20-2017 23:06:56	963	2083	Vehicle accident
12-30-2016 07:32:00	63	4744	Unknown
04-25-2016 20:36:51	121	405	Animal (mice)
01-31-2016 14:28:06	22	10921	Tree Non-Preventable (palm fronds)
12-21-2015 17:04:15	101	403	Animal (snake)
10-28-2014 06:50:21	96	81	Vehicle accident
04-05-2012 01:27:24	198	3689	Vehicle accident
07-16-2011 04:58:57	991	202	Sabotage/Vandalism

Kavala Ranch outage history

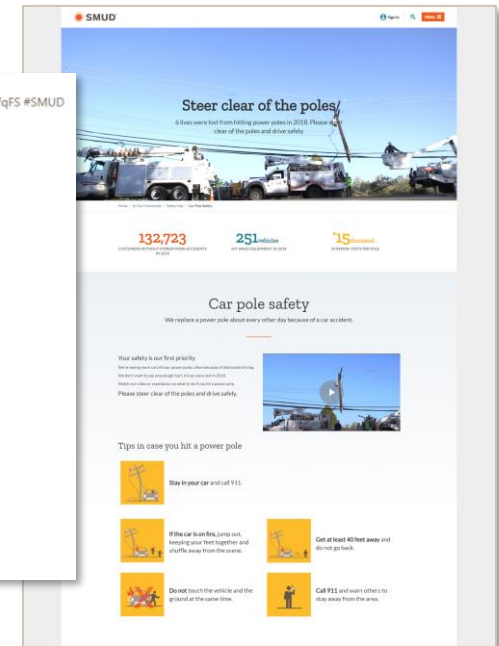
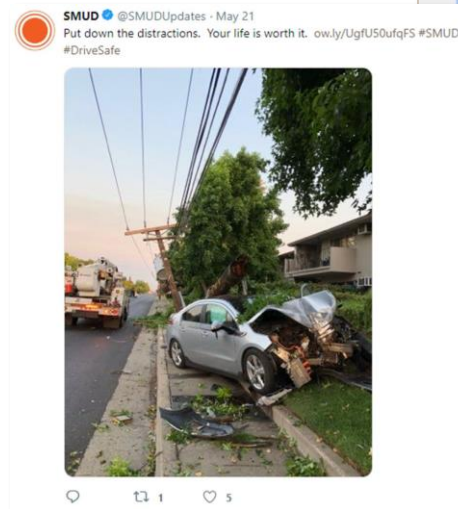
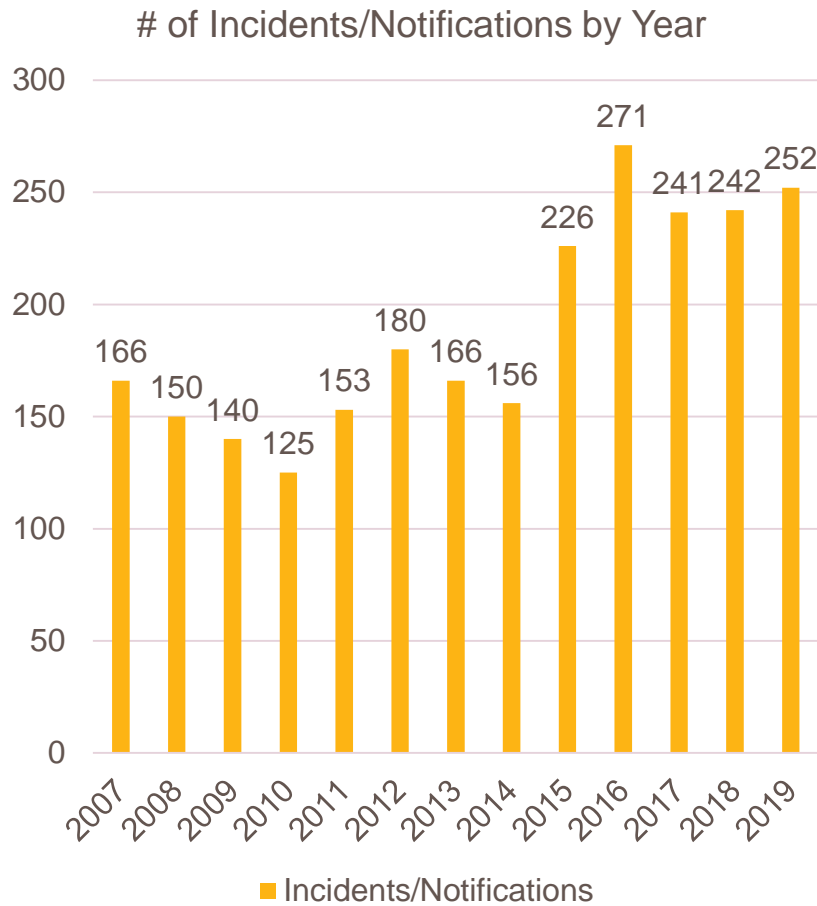
2011-2019 Momentary outages (19 total)

Outage start	Duration	Customers affected	Cause
11-19-2019 11:53:56	0	10032	Vehicle accident (Carp ole)
08-29-2019 06:33:04	0	10036	Unknown
05-12-2019 17:14:21	0	8140	Vehicle accident (Car pole)
03-10-2019 18:13:00	0	9911	Lightning
01-04-2019 09:44:54	0	9909	Unknown
04-16-2018 15:27:58	0	9836	Lightning
02-14-2018 16:56:12	0	10931	Unknown
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06-01-2014 05:28:40	0	10283	Unknown
10-25-2013 14:45:48	0	10040	Unknown
05-08-2012 15:29:51	0	1366	Birds
11-02-2011 17:12:34	0	9031	Unknown

Mitigation plan

- SMUD:
 - Installed new visibility strips on Sunrise Blvd. (between Kiefer and Jackson)
 - Performed additional inspections
 - Continuous preventative maintenance
 - Annual Inspections, 5 year detail inspections and 10 year pole tests
 - Planning to Implement avian protection to reduce bird outages
 - Recommended rumble strips to the City of Rancho Cordova
- Recommended:
 - Whole house surge arrestors
 - Consult with an electrician to identify what's right for your home

Safe driving campaign

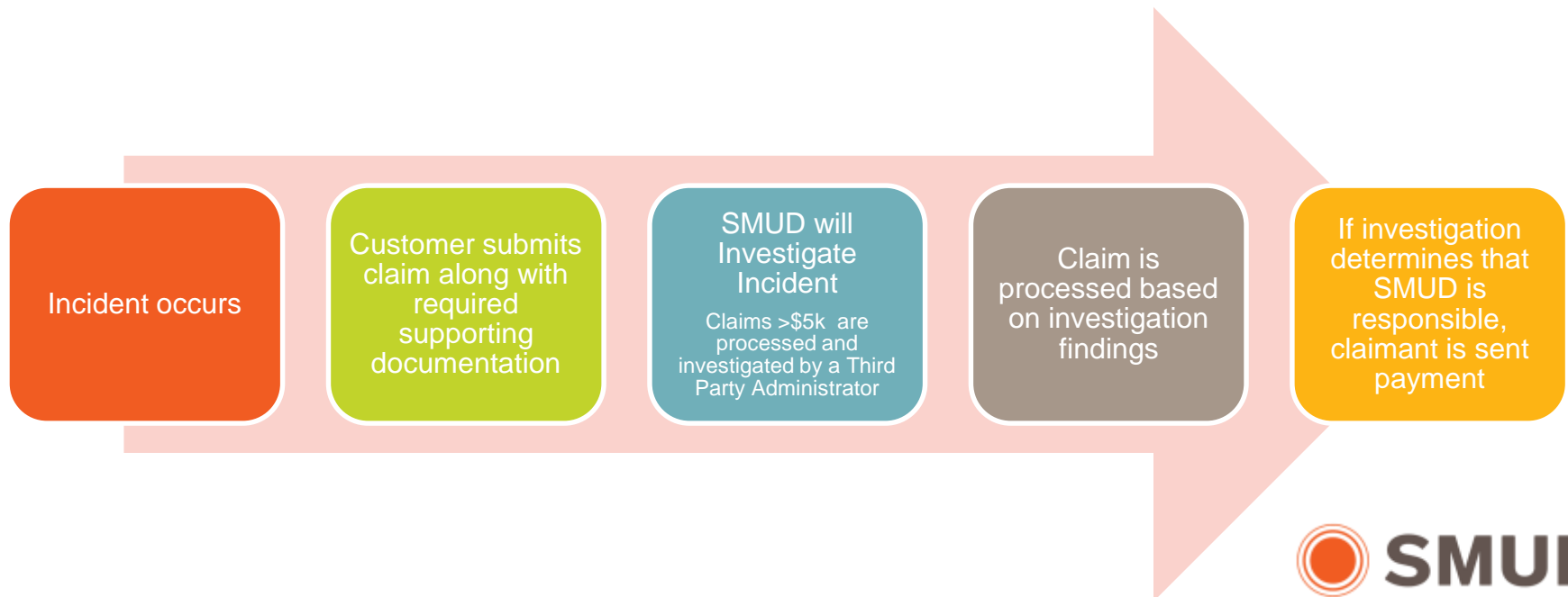


Claims process

We're committed to providing a continuous and quality supply of service and electricity to our customers. We cover losses that result from our negligence.

Forces outside of our control:

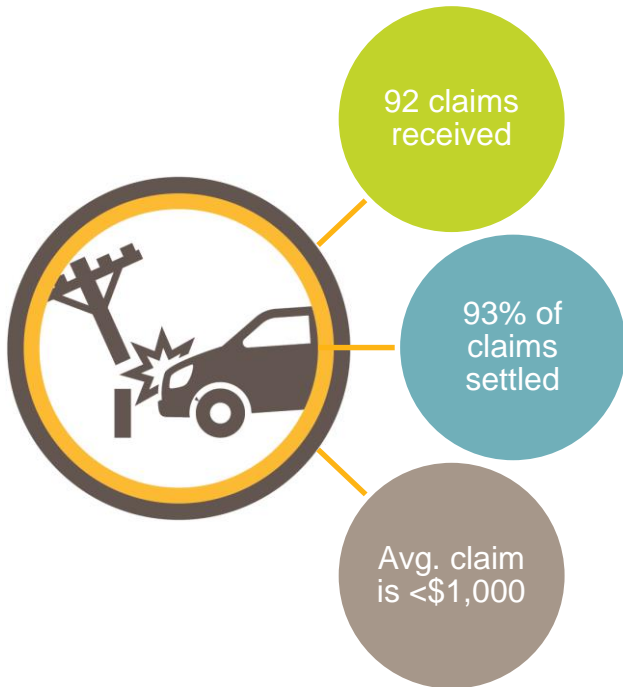
- Weather-related conditions such as wind, lightning, heat, snow, ice or flooding
- Bird, squirrel or other animal contacts with equipment
- External causes, such as automobile accidents, falling trees or tree limbs and construction activities



Sept. 21 car pole accident

Claims status and instructions

Although SMUD is not legally responsible for damages caused by third-party accidents, we recognize the hardship this incident has caused and the impact to your daily life. As your local, community-owned utility, we're committed to providing the best service possible to our neighbors and the communities we serve.



How to submit a claim:

- Download a claim form at smud.org/Claims
- Call our claims department at 916-732-5018
- Email: Claims@smud.org
- Fax: 916-732-5207, Attn: Claims
- Mail:
SMUD
Attn: Claims, MS A255
PO Box 15830
Sacramento, CA 95852-0830

Thank you