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June 19, 2001

Ms. Deborah Scott
Director, Utilities Division
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007

RE: APS' 2001 ELECTRIC LOAD CURTAILMENT PLAN UPDATE
A.A.C. RULE R14-2-208, PARAGRAPH E

AZ CORP COMMISSION
DOCUMENT CONTROL

2001 JUN 19 P 3:22

RECEIVED

Dear Ms. Scott:

Pursuant to A.A.C. Rule R14-2-208, Paragraph E, Section 7, enclosed is a Revised copy of Arizona Public Service Company's 2001 Electric Load Curtailment Plan Update.

If you or your staff have any questions, please feel free to call me.

Sincerely,

Jana Van Ness
Manager
State Regulations

Arizona Corporation Commission
DOCKETED

JUN 19 2001

DOCKETED BY

Attachment

JVN/vld



THE POWER TO MAKE IT HAPPEN™

2001 Electric Load Curtailment Plan

June 19, 2001

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General Information

Introduction

Conditions could exist on Arizona Public Service Company's electric power system where:

- The power supply would be insufficient to meet the electric load demand during peak periods. This condition will be classified as a Bulk Power Supply Emergency.
- The availability of fuel for generation would be insufficient to operate the Company's generators. This condition will be classified as a Fuel Shortage.
- The transmission delivery would be insufficient to meet electric load demand. This will be considered a Transmission Emergency.

Should a Bulk Power Supply Emergency, Transmission Emergency or a Fuel Shortage seem imminent, the following steps shall be implemented as appropriate:

- 1) Reschedule maintenance of transmission components and generating units, where possible.
- 2) Utilize spinning reserve, unless otherwise directed by Security Coordinator.
- 3) Invoke emergency and short-term contractual schedules with other utilities and/or agencies.
- 4) Contact other utilities and/or agencies for emergency assistance.
- 5) Start all standby units.
- 6) Reduce system voltage, where possible.

If additional remedial action is warranted, the Company will reduce all non-essential Company uses, such as office lighting, electric cooling and heating, etc. and will make a public appeal for the voluntary curtailment of electric consumption by its customers.

If voluntary curtailment results in insufficient load reduction to mitigate the emergency, the Arizona Corporation Commission (ACC) has directed the Company to institute mandatory involuntary curtailment, pursuant to Corporation Commission Decision No.42097 and Rule R14-2-208, Provision of Service, Paragraph E.

Load Curtailment Notification

Should either voluntary or involuntary load Curtailment become necessary:

- 1) Energy Control Center (ECC) will notify the Deer Valley Curtailment Center Director as to the type (Fuel Shortage, Transmission Emergency or Bulk Power Supply Interruption) and the load reduction required.
- 2) Deer Valley Curtailment Center Director will activate the Deer Valley Curtailment Center (DVCC) at 2121 W. Cheryl Ave (DV Administration Building-- War Room— 602-371-6775 or 602-371-7279).
- 3) The DVCC will notify Executive Operations Management, the Customer Call Center, Operations Management, Communications, Community Relations and Regulatory Affairs. Regulatory Affairs will, in turn, notify the Arizona Corporation Commission (ACC).
- 4) Operations Management will immediately notify Division Management. Division Management will notify their supervisors and assigned staff to implement their respective 2001 Division Curtailment Plans.

Customer Load Definitions

All customers' loads are classified into four categories:

Essential	Loads necessary to serve facilities used to protect the health and safety of the public such as hospitals, 911 Centers, national defense installations, sewage facilities and domestic water facilities. These loads will not be interrupted unless an area needs to be dropped to maintain the stability of the electric system, or adequate on-site generation is available to cover the essential load.
Critical	<p>Defined as those portions of the electric load of nonresidential customers, which in the event of 100 percent curtailment of service, would cause excessive damage to equipment or material being processed, or where such interruption would create grave hazards to employees or the public. These loads will not be interrupted unless an area needs to be dropped to maintain the stability of the electric system, or adequate on-site generation is available to cover essential load. The Critical customer will be required to reduce its load to the Critical load level.</p> <p>Some customers have a portion of load by definition that is critical; but with sufficient notice can accept 100% curtailment. Once proper notification is completed, they will be treated as a major use customer.</p>
Major Use Customers/ Other with Notice	Those customers having relatively large loads (over 1,000 KW) and a substantial number of employees or other special circumstances that make it appropriate to schedule blackouts or curtailments different from typical customers, where practical. Customers who qualify as Major Use/Others with Notice can take 100 percent curtailment when sufficient notice is provided. These loads will be interrupted after the required notification period.
Others	<p>All customers not meeting the above definitions.</p> <p>All remaining customers will be interrupted with or without notice if voluntary curtailment measures are not sufficient to alleviate the problem.</p>

Voluntary Load Curtailment

If conditions allow for advanced notification, APS will ask the public for a voluntary curtailment. In addition, all listed Curtailment Customers will be called by pre-assigned individuals to request voluntary curtailment.

Involuntary Load Curtailment

Should the voluntary curtailment result in an insufficient reduction in load, ECC will determine the amount of additional load to curtail (See Capacity and Generation Plan for details on what specific activities occur prior to major curtailment decisions -- CEEP Tab). Blackout periods are to be approximately 30 to 60 minutes in duration.

After proper notification to DVCC, ECC will utilize the capabilities of the Energy Management System Load Shedding Program. Loads will be shed proportionately throughout the State, based on circuit classification, unless the emergency is of a local nature. Individual Distribution Circuits will be classified for curtailment, according to the type of customers served on that feeder, as defined in the following table.

Circuit Classifications

Essential	Circuits that serve essential customers will be so identified and will not be interrupted, unless an area must be dropped to maintain electric system stability.
Critical	Circuits that serve critical customers will be so identified and will not be interrupted, unless an area must be dropped to maintain electric system stability. Critical Customers will be notified and required to curtail the non-critical portions of their load. If a customer with a critical load refuses or fails to curtail his electric consumption down to the critical load, the customer shall not be considered to have a critical load and can be curtailed 100%.
Major Use Customers and Others with Notice	<ol style="list-style-type: none"> 1) Circuits that serve major use and others with notice customers will be so identified and will not be interrupted until proper notice is given, unless an area must be dropped to maintain electric system stability. 2) Customers who can take 100 percent curtailment, if given sufficient notice, will be rotated on the same schedule as the "Others" circuits until the emergency is terminated by APS. 3) Customers served by circuits that cannot be rotated* will be notified. They will be required to reduce their load to their pre-determined level, in a rotating order and with a frequency or repetition necessary to meet the emergency situation.
Others	<p>Circuits that serve all remaining customers will be so identified and rotated without notice. Rotation of these circuits will be for a duration and frequency necessary to meet the emergency situation.</p> <p>Customers on a non-rotating circuit* who normally could be rotated, will be required to curtail their loads based on a proportionate share of the system load reduction required.</p> <p>If this customer does not curtail to the extent needed, APS may discontinue or disconnect service and refuse to re-establish service until after the emergency condition is terminated.</p>

- ❖ Non-Rotating Circuits are so classified based on the specific nature of the Electric Distribution System, such as Network, Spot Network and Automatic Transfer Switches (A/T), or due to having critical or essential customers served by that feeder.

Emergency Involuntary Curtailment

In the event a major electrical disturbance threatens the interconnected Southwest system with blackout conditions or/and unexpected shortages of power that do not allow for the implementation of the Electric Curtailment Plan, emergency devices such as underfrequency/under-voltage load shedding relays will automatically shed load to maintain system stability, and the Company will resort to emergency operating procedures.

These circuits will remain out of service until the Company can move from the emergency procedure to the Electric Load Curtailment Plan or the emergency is resolved.

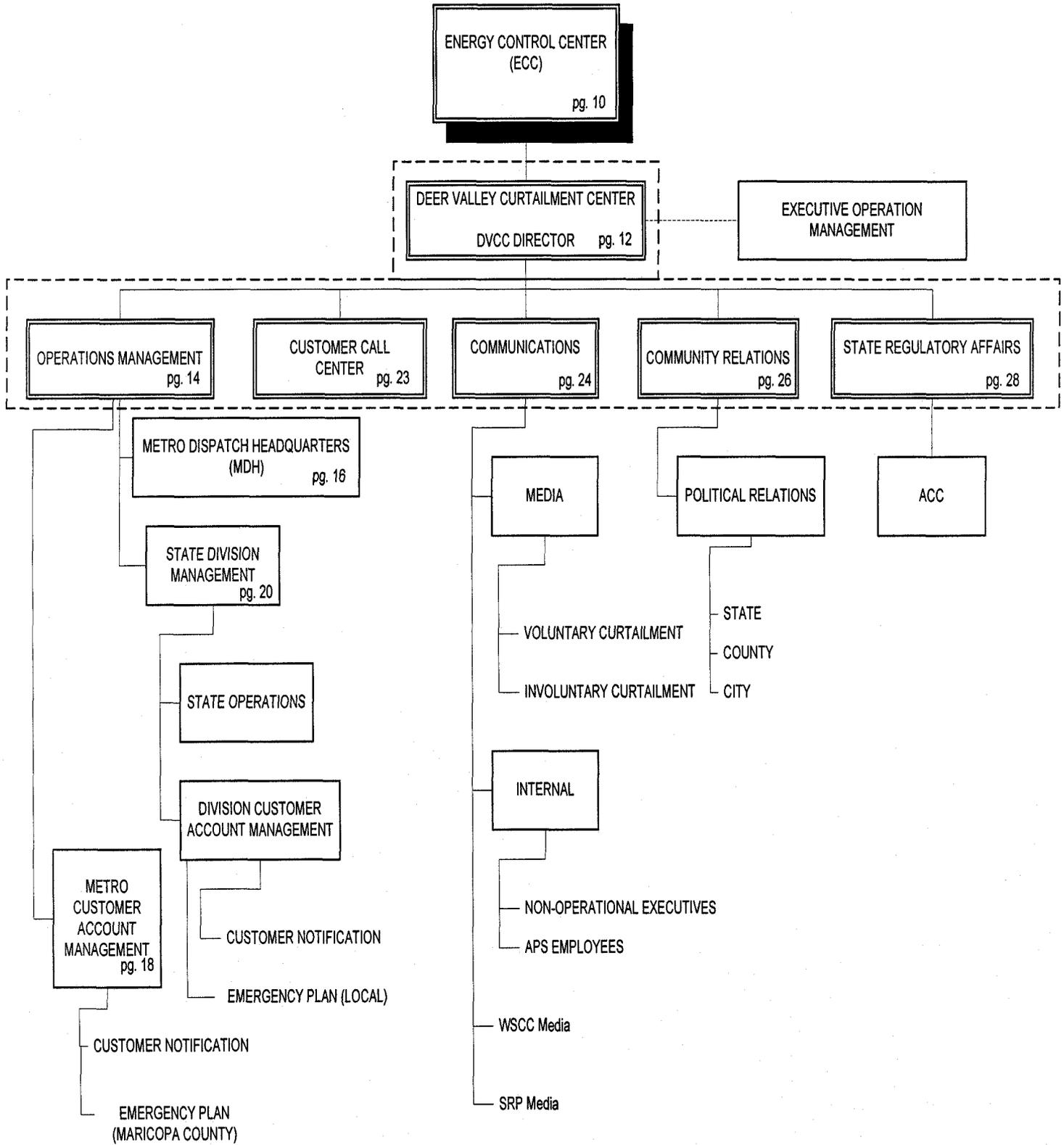
Involuntary Curtailment Of Wholesale Customers

The term "wholesale customer" shall be defined as those APS customers who are subject to Arizona Corporation Commission jurisdiction and purchase electricity from the Company for the purpose of resale. Resource Operations will contact all Wholesale Customers.

Power curtailment of wholesale customers will be individually negotiated and covered in each Power Contract. In any situation where a curtailment of wholesale power delivery is involved and is subject to any required approvals by the Federal Energy Regulatory Commission, the Company shall notify its wholesale customers. They will be requested to curtail electric service to their customers (by the same percentage) during the period that the Company's system is affected by bulk power or fuel supply shortages.

In the event the Company is unable to obtain the cooperation of a wholesale customer, it may seek an order from the appropriate governmental authority, including the Arizona Corporation Commission, requiring that customer to accept a reduction of electricity deliveries, proportionate to the curtailment on the Company's system.

Notification Flow Diagram



Curtailement Alert (CA) Level Definitions

The following definitions will be used to determine the status of the generation and transmission system as it relates to operating reserves. **The codes will be sent via pager.**

CA Level Status

CA Level 0 = System stable. No curtailments anticipated within the next two (2) hours. Will also be used as **termination code** if voluntary or involuntary curtailment was recently in effect.

CA Level 1 Moderate = Generation capacity is **limited**. **"No Touch Day"** for APS power plants. (This code is the current "moderate generation alert" status.)

CA Level 1 High = System is stressed. **Staff Key DVCC positions**. A generation or transmission contingency may initiate the need to implement the curtailment plan. **Everyone should be prepared to implement their respective portion of the curtailment plan.** (This is the current "high generation alert" status.)

CA Level 2 = Voluntary curtailment is in progress or imminent. All positions are staffed.

CA Level 3 = Involuntary curtailment is in progress or imminent.

Responsibilities Overview

The following pages outline the responsibilities of each department/functions in the event of a voluntary or involuntary curtailment:

Voluntary Curtailment

Prior to a public appeal for voluntary customer load curtailment, the following steps will be pursued concurrently:

- Reschedule maintenance of transmission components and generating units, where possible.
- Utilize all spinning reserves.
- Invoke emergency and short-term contractual schedules with other utilities and/or agencies.
- Contact other utilities and/or agencies for emergency assistance.
- Start all standby units.
- Reduce System Voltage, where possible.

If conditions allow for advanced notification, APS will ask the general public for voluntary curtailment of load:

- The DVCC will authorize distribution of curtailment information to the general public through the news media and the Company's customer service offices.
- Corporate Media Relations will notify the news media.
- All Major Use customers will be contacted by assigned individuals to request voluntary curtailment.

Involuntary Curtailment

In the event that further load reduction is required, customers based on the classification of the electric circuit, will be curtailed equitably to achieve the required goal.

Should involuntary curtailment become necessary, ECC will notify the DVCC and relate the extent and duration of the curtailment.

The ECC will brief DVCC Director throughout the Load Shedding Phase and give termination notice once the curtailment is no longer required.

Energy Control Center

Monitors the electric system to ensure that the generation resources and transmission capacities are adequate to meet system load requirements and that APS' fuel supply* is stable. Analyzes generation, transmission and/or fuel supply deficiencies and determines the magnitude and duration of the load curtailment.

DUTIES:

Voluntary Curtailment

- ◆ Inform Operations Executive Management of Situation and entire Curtailment Team using blast page system.
- ◆ Responsible for initiating interruptible load reductions and the Emergency Load Curtailment Plan to retain system stability and frequency.
- ◆ Notifies the DVCC Director that an emergency exists or that forecasted generation is insufficient to meet forecasted loads. Provides him with the magnitude of the necessary curtailment and its estimated duration.
- ◆ Notifies each Power Plant Shift Supervisor that the Company is in a curtailment situation. Provides each with the magnitude and estimated duration of the curtailment, and requests each to implement their internal plans; ceasing any activities that could jeopardize resources further; restoring units (where practical) to normal operating conditions at earliest possible time; reduce all auxiliary loads at plants to minimum levels, etc.

Involuntary Curtailment

In addition to above duties, determine the duration of additional required load curtailment.

- ◆ Inform DVCC and Operations Executive Management of situation
- ◆ Utilize the capabilities of the Energy Management System Load Shedding Program to Curtail Load to recommended levels. Shed Loads proportionately throughout the State.
- ◆ Per direction of DVCC, Curtail Individual Distribution Circuits, as needed.
- ◆ Send Curtailment Report as requested to DVCC for review.
- ◆ Continue to communicate pertinent information to DVCC.
- ◆ Notifies DVCC Director of any emergency curtailment using the blast page system and makes the transition from the Emergency Curtailment Schedule to the planned Bulk Power Supply Interruption Schedule. Informs DVCC of the amount of load that must be curtailed to meet the generation deficiency.
- ◆ Division Headquarters of the amount of load that must be curtailed to meet the generation deficiency.

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Energy Control Center (ECC) Priority Contact List *

Name	Work Phone	Home Phone	Cell Phone	Pager
Cary Deise	PROTECTED MATERIAL			
Robert Smith				
Mark Hackney	Disclosure is Restricted			
Bert Peters				
ECC				

*See Resource Operations Curtailment duties in CEEP Appendix (Tab)

Deer Valley Curtailment Center Director

Responsible for implementing all phases of the Electric Curtailment Plan. All Departmental and function representatives working in the Curtailment Center report to and are under the direction of the DVCC Director. When an emergency exists, the DVCC Director will immediately notify pertinent personnel of the magnitude and the anticipated duration of the curtailment. At least one representative from Operations Management, the Customer Call Center, Communication, Community Relations and Regulatory Affairs will be assigned and responsible for duties within the DVCC.

DUTIES:

Voluntary Curtailment

- ◆ Inform Executive Management of overall situation
- ◆ Inform representatives from Operations Management, the Customer Call Center, Communications, Community Relations and Regulatory Affairs of the situation
- ◆ Ensure all phones lines and computer systems are activated
- ◆ Ensure all Command Center Roles are filled and assigned
- ◆ Reviews content of Corporate Media Relations draft news releases
- ◆ Notifies those listed above to terminate voluntary curtailment
- ◆ Responsible for ensuring all permanent records, as related to involuntary curtailment, are complete and accurate

Involuntary Curtailment

- ◆ In addition to the above duties, execute involuntary notification
- ◆ Maintain damage assessment directly related to involuntary curtailment measures
- ◆ Ensure all function representatives are completing assigned roles
- ◆ In prolonged curtailment mode, ensure shifts and back-ups are in place for all roles
- ◆ Ensure Union Leadership is kept updated on situation
- ◆ Notifies those listed above to terminate involuntary curtailment.

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Deer Valley Curtailment Center Director Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Steve Bischoff	PROTECTED MATERIAL			
Tommy Friddle	PROTECTED MATERIAL			
Pete Atwell	Disclosure is Restricted			
Stan Sierra	Disclosure is Restricted			
Larry Daniel				

Executive Operation Management Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Bill Post	PROTECTED MATERIAL			
Jack Davis	Disclosure is Restricted			
Jan Bennett				

Operations Management

Responsible for communications between Metro Dispatch Headquarters, State Division Management, Metro Technical Account Representatives and Municipal Consultants. Due to the nature of the functions, two representatives are assigned to carry out the duties. When an emergency exists, Operations Management will immediately notify pertinent personnel of the magnitude and the anticipated duration of the curtailment to the State Divisions and Metro. Provide necessary information for "fixed messages" to customers.

DUTIES:

Voluntary Curtailment

- ◆ Report to DVCC after receiving page Alert Notification.
- ◆ Notify MDH of magnitude and possible duration of voluntary curtailment.
- ◆ Notify State Division Management of magnitude and possible duration of voluntary curtailment.
- ◆ Notify Metro Technical Account Reps and Municipal Customer Relationship Consultants of magnitude and possible duration of voluntary curtailment using blast pager or phone calls.
- ◆ Ensure appropriate Maricopa County Emergency Management organizations are notified of the magnitude and possible duration of voluntary curtailment.
- ◆ Assist in forming message that will be standard response to curtailment questions.
- ◆ Review Curtailment Customer list for notification.
- ◆ Inform DVCC Director of complying and non-complying customers and estimated kW that may be reduced

Involuntary Curtailment

- ◆ In addition to the duties above, inform pertinent parties of change in curtailment status.
- ◆ Review calls made to Curtailment Customers (Essential, Critical and Major Use with Notification).
- ◆ Give approval to proceed with curtailment of Major Use with Notification Customers.
- ◆ Inform the DVCC when all customers are notified, and include any problems that would prevent customer rotation
- ◆ Ensure that communication is flowing from Division Dispatcher Desks

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Operations Management Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Dave McGhan	PROTECTED MATERIAL Disclosure is Restricted			
Greg Teslevich				
Elena Wortman*				
Lynn Bailey*				
Rick Welch*				

* Alternates

State and Maricopa County Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Chuck McHugh (State)	PROTECTED MATERIAL Disclosure is Restricted			
Bob Spencer				

Metro Dispatch Headquarters (MDH)

Receives information about the magnitude and duration of the load curtailment from the Deer Valley Curtailment Director. Responsible for implementing involuntary load curtailment in accordance with the Company's approved Electric Load Curtailment Plan. Maintains up-to-date feeder classifications.

DUTIES:

Voluntary Curtailment

- ◆ Coordinate updating of information to DVCC
- ◆ Determine personnel requirements in MDH (LMS and Dispatcher)
- ◆ Work with ECC and Ops Management to establish localized Load Shed priorities

Involuntary Curtailment

- ◆ In addition to items listed above, maintain Metro Region Curtailment logs
- ◆ Forward copies daily to the DVCC, and Regulatory Affairs
- ◆ Follow standard notification procedure for interruption of electric service
- ◆ Monitor Status and verify breaker openings
- ◆ Correlate all trouble orders received during the curtailment situation and flag them as "curtailment" for non-GIS trouble calls
- ◆ Manually close TCMS tickets when feeder is returned
- ◆ When feeders are returned to service, MDH CSPs and TARs call customers to ensure Service Restored
- ◆ Maintains an accurate log of all manually-performed circuit interruptions during curtailments and forwards copies to the DVCC

Metro Dispatch Headquarters (MDH) Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Gerry Boyd	PROTECTED MATERIAL Disclosure is Restricted			
Kevin Hefner				
Steve Carver				
Steve Baer				

MDH CSP

- Provide Feedback to Command Center
- Work with Customer Call Center to provide information on commonly asked customer questions
- Ensure that communication is flowing from Division Dispatcher Desks
- Update IVR, ACD and Outage Communication Screen

Metro Dispatch Headquarters (MDH) Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
April Kinney	PROTECTED MATERIAL			
Rhonda McKinney	Disclosure is Restricted			
Kelly Mriss				
Teresa Oakey				

Metro Customer Account Management (CAM)

Develops and maintains a current Electric Curtailment Plan under the direction and final approval of the DVCC Director. Classifies Essential, Critical and Major Use with Notice customers. Obtains and updates load information to ensure all information is correct. The Technical Account Reps and the Municipal Customer Relationship Consultants disseminate information about the magnitude and duration of the load curtailment to Curtailment Customers listed in the Curtailment Plan. Responsible for notifying Metro Curtailment Customers in both voluntary and involuntary curtailment modes.

DUTIES:

Voluntary Curtailment

- ◆ Obtain prioritized notification list for notifying customers of pending curtailment, which will require them to reduce their electric usage.
- ◆ Assist in notification of Maricopa County Emergency Management (See Ops MGT for Phone #'s).
- ◆ Perform customer notification using request for voluntary curtailment fixed media messages guidelines and record curtailment data/information.
- ◆ Note any non-compliant curtailment customers.
- ◆ Inform customers when voluntary electric curtailment period is terminated.
- ◆ Answer customer inquiries and ensure that all customers involved in the curtailment are treated equitably.
- ◆ Maintain accurate logs of all customer contact activity during curtailment periods and forward the log to the DVCC the following day.

Involuntary Curtailment

- ◆ In addition to items listed above, submit list of 2- and 4-hour notification curtailment customers to Operations Management.
- ◆ If necessary, submit remaining Customers with Notice List to Operation Management.
- ◆ Identify, document, and convey any information that will affect customer from being included in rotation.
- ◆ When feeders return to service, call customers to ensure service is restored.
- ◆ Inform customers when involuntary electric curtailment period is terminated.
- ◆ Complete and submit Electric Curtailment Report to Ops Management.

Metro Customer Account Management Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Lynn Bailey				
Pam Buol				
Kendra Cea				
Randy Clawson				
Gary Ellars				
Wayne Farnsworth				
Terrance Love				
Pat McDermott				
John Swetish				
Greg Teslevich				
Chris Weathers				
Elena Wortman				

PROTECTED MATERIAL
Disclosure is Restricted

State Division Management

Responsible for implementing involuntary load curtailment within their respective Divisions, in accordance with the Company's approved load curtailment plan. Each state division identifies previously defined curtailment customers in their respective regions. Each state division identifies substation feeders that can be including in the Load Shed Program.

DUTIES:

Voluntary/Involuntary Curtailment

- ◆ Receives notification from DVCC that Company is in a curtailment situation.
- ◆ Execute respective State Division Curtailment in accordance with Company Approved Curtailment Plan.
- ◆ Notifies and works closely with (Assigned Staff) Division Operations, District Managers, Business Office Supervisors and/or Customer Construction Department.
- ◆ Informs above of circuit rotation and customer rotation so Major Use, Non-Rotating (Essential, Critical and Network) and "Others With Notice" customers can be notified.
- ◆ Provides (Assigned Staff) District Managers, Business Office Supervisor and/or Customer Construction Department with information necessary to contact their assigned customers.
- ◆ Provides them with specific information to complete the "fixed messages" to customers.
- ◆ Interfaces closely with the local news media to ensure that proper messages are dispersed.
- ◆ Notify local Emergency Management Organization as necessary.
- ◆ Performs any field switching necessary.
- ◆ Maintains accurate customer contact logs.
- ◆ Notifies all pertinent parties to terminate involuntary curtailment.

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Southeast State Division Management Contact List

Name	Internal Office	Home Phone	Cell Phone	Pager
Daniel Froetscher				
Jim Valenzuela				
Delia Willis				
Terry Billingsley				

Southeast Assigned Staff Contact List

Name	Internal Office	Home Phone	Cell Phone	Pager
Leon Stock				
Tank Dickson				
George E. Mason				

Southwest State Division Management Contact List

Name	Internal Office	Home Phone	Cell Phone	Pager
Steve Binkley				
John Croteau				

Southwest Assigned Staff Contact List

Name	Internal Office	Home Phone	Cell Phone	Pager
Tim Younker				
Mike Scudder				
James Watson				

Northwest State Division Management Contact List

Name	Internal Office	Home Phone	Cell Phone	Pager
Larry Watson				
John Hoover				

Northwest Assigned Staff Contact List

Name	Internal Office	Home Phone	Cell Phone	Pager
Robin Fries				
Davey Laughlin				
Bob Pearsall				

Northeast State Division Management Contact List

Name	Internal Phone	Home Phone	Cell Phone	Pager
Brad Ryan				
Steve Catanach				

Northeast Assigned Staff Contact List

Name	Internal Office	Home Phone	Cell Phone	Pager
Hayward Wilson				
Danny Robison				
Jerry Matli				

Customer Call Center

The Customer Call Center representative disseminates crucial information between the DVCC, the Customer Call Center Managers and the Business Office Managers.

DUTIES:

Voluntary Curtailment

- ◆ Notify Customer Call Center and Business Office Management of magnitude and possible duration of voluntary curtailment.
- ◆ Request that Customer Call Center and Business Office Management mobilize Customer Associates to meet expected increase in call and traffic volume.
- ◆ Assist in developing message(s) that will be standard response to curtailment questions in business offices and call center.
- ◆ Obtain and disseminate information/feedback from Call Center and Business Offices.
- ◆ Mobilize resources such as Field Collections or High Bill Team to leave door hangers or randomly check meters of large customers to determine if load has been voluntarily curtailed.

Involuntary Curtailment

- ◆ In addition to the duties above, inform Call Center and Business Management of change from voluntary to involuntary status.
- ◆ Determine personnel requirements with Customer Call Center Management.
- ◆ Inform Customer Call Center Management of Load Shedding Block Locations and durations.
- ◆ Notify Customer Call Center Management to terminate curtailment activities.

Customer Call Center Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Tammy McLeod	PROTECTED MATERIAL			
Alan Wessell	Disclosure is Restricted			
Mike Goguen				

Business Office Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Anne Garbayo	PROTECTED MATERIAL			
Betty Juarez	Disclosure is Restricted			
Dana Ramirez				

Communications

The Communications Department is responsible for serving as the Company liaison for the media and general public –and managing the Company's reputation - by disseminating crucial information related to any curtailment and/or energy-related activities in support of APS goals. Through this effort, the Company ensures proper construction of message, targeted delivery through the proper media, and dissemination of timely, accurate and effective information to target audiences and customers.

DUTIES:

Voluntary Curtailment

- ◆ Receives notice from the DVCC Director that an emergency exists and the need for customers to voluntarily curtail energy usage.
- ◆ Updates non-operational executives about emergency curtailment activities. Priority notification for Board of Directors and Corporate Security (Gary Tranberg).
- ◆ Updates media through DPS Media Alert System.
- ◆ Prepares draft news release and obtains approval from DVCC Director (Bischoff or designee).
- ◆ Distributes news release to appropriate media, and e-mail to Customer Solutions center supervisors, APS Division Offices, Consumer Advocates and Communications.
- ◆ Updates employees through *Newsline* and *Late Breaking News*.
- ◆ Notifies executives, media and employees once DVCC Director terminates voluntary curtailment request.
- ◆ Responsible for keeping records of all media inquiries, interviews and related timeline of events.
- ◆ Coordinate with SRP media.

Involuntary Curtailment

- ◆ Receives notice from the DVCC that an emergency exists, the magnitude of the curtailment and expected duration.
- ◆ Notifies Director of Public Relations and media relations team, assigning representatives to DVCC and to ECC.
- ◆ Updates non-operational executives about emergency curtailment activities.
- ◆ Updates media through DPS Media Alert System. [When prior notification is feasible, announces the areas affected by the loss of electricity and the duration (30-60 minutes on a rotating basis)].

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Communications (continued)

- ◆ Prepares draft news release and obtains approval from DVCC Director (Bischoff or designee).
- ◆ Distributes news release to appropriate media, and e-mail to Customer Solutions center supervisors, APS Division Offices, Consumer Advocates and Communications.
- ◆ Notifies WSCC per "System Disturbance" procedures.
- ◆ Updates employees through *Newsline* and *Late Breaking News*.
- ◆ Provide updates to media at least hourly using designated spokesperson and/or provide in-field interviews with media as requested.
- ◆ Notifies executives, media and employees once DVCC Director terminates voluntary curtailment request.
- ◆ Responsible for keeping records of all media inquiries, interviews and related timeline of events.

Communications Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Alan Bunnell	PROTECTED MATERIAL Disclosure is Restricted			
Jim McDonald				
Paul Reynolds				
Will Diaz				
Damon Gross				

Community Relations

Responsible for contacting key community leaders to provide information about the implementation of voluntary and involuntary curtailment plans, answer questions, allay fears, and communicate back to the DVCC Director any questions, concerns, and issues.

DUTIES:

Voluntary / Involuntary

- ◆ Set up Community Relations Communication Center, staffed with Community Relations Team, Paul Waddell, Marty Shultz and Public Affairs Team, and Economic Development Team.
- ◆ Contact Key Community Leaders and other individuals on the Community Relations Key Community Contact Lists including:
 - ✓ City, Town, County Managers
 - ✓ City, Town, County Mayors, Supervisors
 - ✓ Key Chamber of Commerce Executive Directors
 - ✓ Greater Phoenix Leadership
 - ✓ University, Community College Presidents
 - ✓ Key Hospital Administrators
 - ✓ United Way Executive Director
 - ✓ School District Superintendents
 - ✓ Hispanic Leaders
 - ✓ Luke Air Force Base Commander
 - ✓ Southwest Gas, Quest, Electric District Leaders
 - ✓ Community Relations Team Listing
 - ✓ Economic Development Team Listing
 - ✓ Public Affairs Department Listing
 - ✓ League of Cities & Towns Directory
 - ✓ Greater Phoenix Leadership Directory
 - ✓ Listing of University and Community College Presidents
 - ✓ Listing of School District Superintendent
 - ✓ Listing of Hospital Administrators
 - ✓ United Way Executive Directors (Valley of the Sun, East Valley)
 - ✓ Listing of Chamber of Commerce Executive Director
 - ✓ Listing of Hispanic Leaders
- ◆ Report back to Community Relations Communication Center
- ◆ Report back to Deer Valley Curtailment Center Coordinator and Communications Director (unusual questions, concerns, circumstances, issues, etc.).

2001 CURTAILMENT PLAN

Internal Community Relations Priority Contact List *

Name	Work Phone	Home Phone	Cell Phone	Pager
Charlie Thompson	PROTECTED MATERIAL			
Cindy Slick				
Kim Hansen	Disclosure is Restricted			
Irene Aguirre				
Michelle Lehman				

* The back-up team to the Community Relations Team will be the Economic Development Department (Bill Stephenson, Ben Warren, Evelyn Casuga and Jessica Pacheco, etc).

State Regulatory Affairs

APS State Regulations is responsible to notify the ACC Staff in the event the APS 2001 Curtailment Plan is activated. In addition, the State Regulations duty person will keep the ACC Staff and designated APS Pricing and Regulatory personnel informed of ongoing developments, as appropriate. Notification that the curtailment has concluded also will be provided to both the ACC and APS designated personnel.

Duties:

Voluntary/Involuntary Curtailment

- ◆ Report to the Electric Curtailment Control Center.
- ◆ Receive information and approved* messages for delivery as to the magnitude of curtailment and expected duration.
- ◆ Contact designated ACC personnel (listed below) & deliver approved messages.
- ◆ Contact designated APS personnel (listed below) & deliver approved messages.
- ◆ Provide approved ongoing updates throughout the curtailment situation.
- ◆ Provide notification to designated ACC & APS personnel when the curtailment situation concludes.

*Approved messages to be provided by PNW Corporate Communications.

State Regulatory Affairs Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Don Robinson ¹	PROTECTED MATERIAL			
Alan Propper				
Jana Van Ness	Disclosure is Restricted			
Cynthia Janka				
Jennie Vega				
Barbara Klemstine ²				

¹ Also call Duty Pager; ² Call only during business hours

ACC Priority Contact List

Name	Work Phone	Home Phone	Cell Phone	Pager
Deb Scott	PROTECTED MATERIAL			
Barbara Wytaske				
Steve Olea	Disclosure is Restricted			

APPENDIX A

Emergency Block Load Shed/Rotation (EMS Live)

APPENDIX B

Feeders with No Curtailment Customers

APPENDIX C

Feeder Classification

APPENDIX D

State and Metro Division Customer Listing

APPENDIX E

Media Releases

- Voluntary Curtailment
- Involuntary Curtailment
- Voluntary Curtailment Terminated



FOR IMMEDIATE RELEASE

May, 2001

Media Contact: Alan Bunnell, APR

Website: www.aps.com

APS ASKS CUSTOMERS TO VOLUNTARILY SHIFT ENERGY USE

PHOENIX – APS is asking for help from its customers.

OPTIONAL LEAD 1: As a result of higher temperatures, higher humidity and increased growth in the APS service territory, the current demand for energy has reached a record.

OPTIONAL LEAD 2: As a result of rapidly increasing energy demand coupled with a limited amount of available energy capacity, APS is asking its customers to reduce electric use tomorrow/today/after today to help avoid potential power outages.

Because peak usage on the APS system usually occurs between 4 and 6 p.m., APS is asking customers to reduce usage particularly during this time. While it may provide an inconvenience, APS suggests that customers do the following:

- Raise thermostat settings to no lower than 82 degrees;
- Turn off extra lights and all other major appliances that you absolutely do not need;
- Avoid operation of pool pumps during afternoon hours; and
- Avoid use of certain appliances such as clothes dryers, washers and dishwashers during afternoon hours.

APS will keep the public informed with any developments.

APS customers who have questions about their energy use can call the APS Customer Solutions Center at 371-7171. In addition, customers can learn ways to conserve energy through the *APS Energy Survey* at www.aps.com.

APS, Arizona's largest and longest-serving electric utility, serves more than 857,000 customers in 11 of the state's 15 counties. With headquarters in Phoenix, APS is the largest subsidiary of Pinnacle West Capital Corporation (NYSE:PNW).



FOR IMMEDIATE RELEASE		May, 2001
Media Contact:	Alan Bunnell	
Web site:	www.aps.com	

APS IMPLEMENTS INVOLUNTARY ENERGY CURTAILMENT PLAN

PHOENIX – OPTIONAL LEAD 1: Voluntary reduction in energy use by APS customers has not been enough to reduce the electric load to necessary and safe levels. To reach that level, APS must curtail service for up to four hours on a rotating basis throughout its service territory. This interruption begins immediately/at __ today/tomorrow at __.

During this period, certain circuits within APS service territory will be selected for interruption. These circuits will be opened for a brief period of time (typically 30-60 minutes), then restored into service as another section of circuits is selected for interruption. The entire process is automated; however, facilities that are deemed critical to the welfare of the Valley, such as hospitals, fire stations and airports, are not subject to power outages.

OPTIONAL LEAD 2: A sudden loss of generation/transmission capacity has forced the loss of electricity to all/some APS customers. APS is working as quickly as possible to restore service. Affected areas are (list them). Meanwhile, all APS customers with power should immediately reduce non-essential use of electricity.

APS realizes this situation may create an inconvenience, but asks customers during this period of high temperatures to use less energy during afternoon hours when customers' energy use is at its peak. APS requests that customers do the following:

- Raise thermostat settings to no lower than 82 degrees;
- Turn off extra lights and all other major appliances that you absolutely do not need;
- Avoid operation of pool pumps during afternoon hours; and
- Avoid use of certain appliances such as clothes dryers, washers and dishwashers during afternoon hours.

APS will keep the public informed with any developments.

APS customers who have questions about their energy use can call the APS Customer Solutions Center at 371-7171. In addition, customers can learn ways to conserve energy through the APS Energy Survey at www.aps.com.

APS, Arizona's largest and longest-serving electric utility, serves more than 857,000 customers in 11 of the state's 15 counties. With headquarters in Phoenix, APS is the largest subsidiary of Pinnacle West Capital Corporation (NYSE:PNW).



FOR IMMEDIATE RELEASE

May, 2001

Media Contact: Alan Bunnell
Website: www.aps.com

Voluntary curtailment request terminated

PHOENIX – Voluntarily curtailment by APS customers has reduced the company's electric load to the necessary, safe level. Based on customer response, APS has enough energy to meet the needs of its customers through this evening.

OPTIONAL GRAPH 1: As a result of higher energy consumption, APS had earlier today asked its customers to conserve energy wherever possible to avoid potential power outages.

OPTIONAL GRAPH 2: As a result of rapidly increasing energy demand coupled with a limited amount of available energy capacity, APS had earlier today asked its customers to reduce electric use today to help avoid potential power outages.

While APS expects to have enough energy for its customers today, it asks that people do what they can to conserve energy. By turning off lights that are not absolutely necessary and avoiding use of certain appliances such as clothes dryers, washers and dishwashers during afternoon hours, APS customers can help conserve energy.

APS customers who have questions about their energy use can call the APS Customer Solutions Center at (602) 371-7171. In addition, customers can learn ways to conserve energy through the *APS Energy Survey* at www.aps.com.

APS, Arizona's largest and longest-serving electric utility, serves more than 857,000 customers in 11 of the state's 15 counties. With headquarters in Phoenix, APS is the largest subsidiary of Pinnacle West Capital Corporation (NYSE: PNW).

CAPACITY AND ENERGY EMERGENCY PLAN (CEEP) INFORMATION

- Capacity and Energy Emergency Plan
- Resources Operations Systems Desk Curtailment Sequence

RESOURCE OPERATIONS SYSTEM DESK CURTAILMENT SEQUENCE Q2 2001

Resource Operations Pre-schedule desk will monitor and notify Power Operations of any pending situation that would clearly leave the APS control area energy (or fuel) short for the next day.

In this situation, the Pre-Schedule Desk shall

1. Make all possible purchases from approved counterparties,
2. Close out of all open sale positions that affect the APS system.

The process of procuring sufficient energy will continue as the daily plan is passed on to the Real-time Desk for implementation.

Much can be and is often done on the real-time market to relieve a short fall. Energy that is not available pre-schedule may become readily available a few hours in advance of the peak. Any reaction to the tight pre-schedule market must be measured. Frequent notifications outside the Department will eventually numb the intended response from other areas. Also, there are those in the marketplace that will use the information of a control area short on energy to artificially drive up prices.

Additionally, Real-time shortages may develop due to Generating Unit, Transmission or Natural gas line outages. The following sequence shall provide a guideline under those circumstances

1. Keep Power Operations informed of the following efforts. (discuss SRSG and voltage options)
2. Confirm that all known market sources of energy are unable to assist. (complete attached check sheet)
3. Interrupt all non-firm sales, hourly then daily.
4. Interrupt Bagdad under current agreement (attached), 50mws, \$500/hour for a min of 4 hours.
5. Citizens turbines, 33mws, utilize existing contract (attached, 5.3 Notice of Interruption).
6. Interrupt firm sales that do not "loop" back to our portfolio, hourly, daily, term.
7. Declare an emergency to surrounding control area marketers. This may allow some generators to utilize environmentally marginal equipment. (note all comments on attached check sheet)

Inform Power Operations that all marketing options have been exhausted.