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NEW APPLICATION

**TUCSON ELECTRIC POWER COMPANY**

4350 East Irvington, Post Office Box 711

Tucson, Arizona 85702 AUG 23 A 11: 51

**ORIGINAL**

AZ CORP COMMISSION  
August 22, 2001 DOCUMENT CONTROL

Docket Control  
ARIZONA CORPORATION COMMISSION  
1200 West Washington Street  
Phoenix, AZ 85007

~~E-01933A-01-0675~~

E-01933A-01-0600

Re: Revised 2001 Electric Curtailment Plans

Docket Control:

Please find enclosed one original and ten copies of Tucson Electric Power Company's Revised 2001 Electric Curtailment Plan (ECP). The plan has been revised to reflect recommended changes from ACC Staff. The ECP filed with Docket control is a non-proprietary version. A confidential version has been provided to ACC Staff members.

The ECP addresses ways in which TEP will execute the curtailment of electric load if conditions create a fuel shortage, a bulk power supply shortage or a transmission emergency. The plan includes customer load definitions and guidelines for emergency communications, media alerts, and both voluntary and involuntary curtailments.

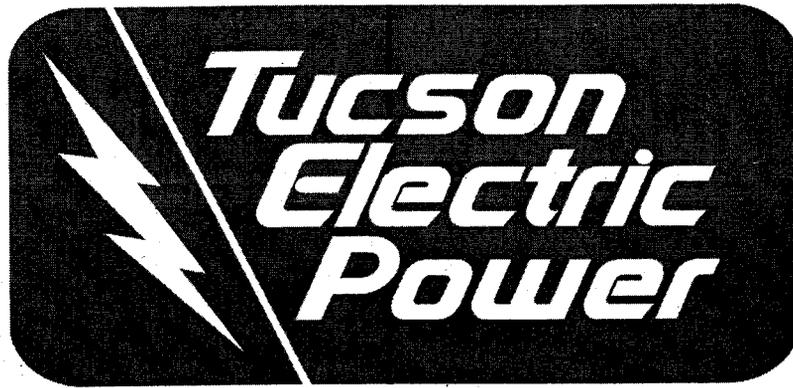
Please contact me if there are any questions or concerns, my office number is 520-745-3422.

Best regards,

David Couture  
Director, Regulatory Affairs

Enclosures

Cc: Asher Emerson, Arizona Corporation Commission  
Jerry Smith, Arizona Corporation Commission  
Leland Snook, Tucson Electric Power  
John Tolo, Tucson Electric Power  
Suzanne Podesta, Tucson Electric Power



A UniSource Energy Company

**2001 ELECTRIC LOAD CURTAILMENT PLAN**

TEP  
ELECTRIC LOAD  
CURTAILMENT PLAN

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## I. GENERAL

### A. INTRODUCTION

1. While TEP strives to provide an uninterrupted supply of electricity, conditions could exist on Tucson Electric Power Company's electric power system where:

- a. The power supply would be insufficient to meet the electric load demand during peak periods. This condition would be classified as a Bulk Power Supply Interruption.
- b. The availability of fuel for generation would be insufficient to operate the Company's generators. This condition would be classified as a Fuel Shortage.
- c. There is an unplanned forced outage on multiple transmission paths. This condition would be classified as an N-2 Transmission Contingency.

2. Should either a Bulk Power Supply Interruption, a Fuel Shortage, or Transmission Contingency seem imminent, the following steps shall be pursued concurrently:

**\*Notify Security coordinator and adjacent utilities.**

- a. Reschedule maintenance of transmission components and generating units, where possible.
- b. Terminate Economy Sales
- c. Utilize spinning reserves, unless otherwise directed by the Security Coordinator.
- d. Invoke emergency and short-term contractual schedules with other utilities and/or agencies.
- e. Contact other utilities and/or agencies for emergency assistance.
- f. Start all standby units.
- g. Implement all retail Interruptible Load Curtailment Requests via phone calls and supervisory control of the interruptible loads.
- h. Terminate all Firm Power Sales.
- J. Increase generation to emergency levels.
- k. Request contractually obligated customers to start their emergency generation.

3. If additional remedial action is warranted, the Company will reduce all non-essential Company uses, such as flood lighting, display lighting, office lighting, electric cooling and heating, etc. Corporate Relations will make a public appeal for the voluntary curtailment of electric consumption by its customers.
4. 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 A.A.C. R14-2-208, Provision of Service, Paragraph E.

**B. LOAD CURTAILMENT NOTIFICATION**

1. Should either voluntary or involuntary curtailment become necessary, Control Area Operations will notify the Manager of Control Area Operations as to the type--either Fuel Shortage or Bulk Power Supply Interruption--and the load reduction required.
2. The Manager of Control Area Operations will immediately notify Executive Management, Customer Information center, Marketing & Regulatory Services, Department Managers, Corporate Relations, Customer Relations, Risk Management and the Arizona Corporation Commission.
3. The Managers will immediately notify their Supervisors and Assigned staff to activate their respective Department Curtailment Plans.

**C. CUSTOMER LOAD DEFINITIONS**

All customers' loads have been classified into five categories:

1. Essential Loads: Loads necessary to the health and safety of the public, such as police, fire stations, 911 call centers, national defense, sewage facilities, domestic water facilities and hospitals. These loads will not be interrupted unless an area needs to be dropped to maintain the stability of the electric system.

2. Critical Loads: That portion 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. The Critical customer will be required to reduce its load to the Critical load level.
3. Major Use Customers: Those customers having relatively large loads (over 1,000 KW in a month), and a significant number of employees or other special circumstances that make it appropriate to schedule blackouts or curtailments different from typical customers, where practical.
4. Others With Notice: Customers who qualify as Critical, or Major Use, but, WITH SUFFICIENT NOTICE, can take 100 percent curtailment. These circuits will be interrupted after the required notification period.
5. Others: All remaining customers, including residential, will be interrupted without notice if voluntary curtailment measures are not sufficient to alleviate the problem.

**D. VOLUNTARY LOAD CURTAILMENT**

If conditions allow for advanced notification, Corporate Relations will ask the general public for a voluntary curtailment. In addition, Major Use Customers will be called by account representatives to request voluntary curtailment.

**E. INVOLUNTARY LOAD CURTAILMENT**

Should the voluntary curtailment result in an insufficient reduction in load, Control Area Operations will determine the amount of additional load that must be curtailed. Blackout periods are to be approximately 30 - 60 minutes in duration.

1. The objective in a Bulk Power Supply Interruption is to REDUCE THE ELECTRIC LOAD DEMAND AS QUICKLY AS POSSIBLE in order to prevent system-wide Underfrequency Load tripping.
2. Transmission Control Area Operations will curtail it's load by the amount required.
3. Essential, Critical, Major Use and other non-residential customers--whose loads prevent them from normal rotation--will be curtailed as follows:
  - a. Essential Load
    - (1) Customers with permanent Essential loads will be treated as if they were a "circuit unto themselves".
    - (2) CIRCUITS THAT SERVE ESSENTIAL LOADS WILL BE SO IDENTIFIED AND WILL NOT BE INTERRUPTED, UNLESS AN AREA MUST BE DROPPED TO MAINTAIN ELECTRIC SYSTEM STABILITY.
  - b. Critical Load
    - (1) Customers with permanent critical loads will be treated as if they were a "circuit unto themselves".
    - (2) CIRCUITS THAT SERVE CRITICAL LOADS WILL BE REQUIRED TO CURTAIL THE NON-CRITICAL PORTIONS. IF A CUSTOMER WITH A CRITICAL LOAD REFUSES OR FAILS TO CURTAIL HIS ELECTRIC CONSUMPTION DOWN TO THE CRITICAL LOAD, HE SHALL NOT BE CONSIDERED TO HAVE A CRITICAL LOAD AND WILL BE CURTAILED 100%.
  - c. Major Use Customers
    - (1) These customers with circuits that cannot be rotated or have Critical or Essential loads, will be notified. They will be required to reduce their load to their predetermined level, in a rotating order and with a frequency or repetition necessary to meet the emergency situation.

(2) THOSE MAJOR USE CUSTOMERS NOT CLASSIFIED AS CRITICAL OR ESSENTIAL WILL BE INTERRUPTED ON A ROTATING BASIS. THE FREQUENCY AND DURATION OF SUCH INTERRUPTIONS WILL DEPEND UPON THE MAGNITUDE AND NATURE OF THE POWER SHORTAGE.

d. Other Customers on Non-Rotating Circuits

(1) 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.

(2) If this customer does not curtail to the extent needed, TEP may discontinue or disconnect service and refuse to re-establish service until after the emergency condition is terminated.

e. Others with Notice

(1) 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 TEP.

f. Others

(1) All remaining circuits will be rotated without notice.

(2) Rotation of these circuits will be for a duration and frequency necessary to meet the emergency situation.

4. EMERGENCY INVOLUNTARY CURTAILMENT

If TEP has no advanced warning of a curtailment condition, Control Area Operations will initiate the Emergency Load Curtailment Plan. This will be done by supervisory control at the 46KV and 14KV voltage levels.

a. In the event of sudden shortages of power that do not allow for the implementation of the Electric Curtailment Guidelines, the Company may resort to its emergency operating procedures--with or without notice.

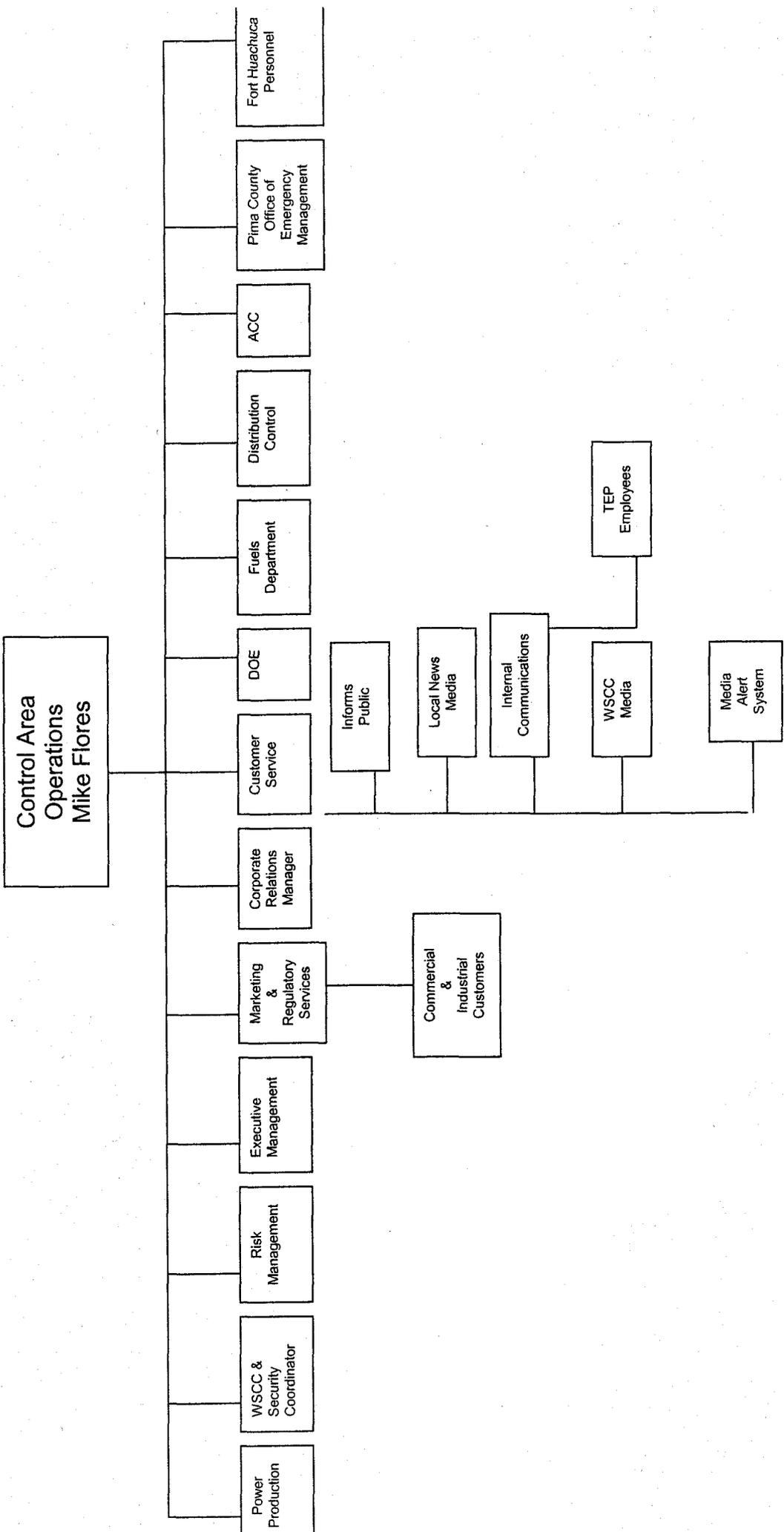
b. In the event of a major electrical disturbance that threatens the interconnected Southwest system with blackout conditions, emergency devices such as underfrequency load shedding, and transfer tripping, will be utilized to maintain system stability.

c. These circuits will remain out of service until the Company can move from the emergency schedule to the planned schedule, or as soon as the necessary operating manpower is available.

5. CURTAILMENT OF WHOLESAL CUSTOMERS

- a. The term "wholesale customer" shall be defined as those TEP customers who are subject to Arizona Corporation Commission jurisdiction and purchase electricity from the Company for the purpose of resale.
- b. 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, Systems shall notify its wholesale customers. They will be requested to curtail electric service to their customers during the period that the Company's system is affected by bulk power or fuel supply shortages.
- c. In the event that the Company is unable to obtain the cooperation of a wholesale customer, it may seek an emergency order from appropriate governmental authorities, 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**



II. NOTIFICATION

**CONTROL AREA OPERATIONS**

Name	Work Phone	Home Phone	Pager	Cellular
Mike Flores				
John Tolo				

**UTILITY DISTRIBUTION COMPANY**

**President & Chief Executive Officer**

Name	Work Phone	Home Phone	Pager	Cellular
J. Pignatelli				

**SR Vice President, UDC Energy Services**

Name	Work Phone	Home Phone	Pager	Cellular
Steve Glaser				

**Vice President, UDC Operations**

Name	Work Phone	Home Phone	Pager	Cellular
Jim Pyers				

**Manager, Marketing & Regulatory Services**

Name	Work Phone	Home Phone	Pager	Cellular
Leland Snook				

**Manager, Customer Service**

Name	Work Phone	Home Phone	Pager	Cellular
Dave Thomas				

**Manager, Contracts & Wholesale Marketing**

Name	Work Phone	Home Phone	Pager	Cellular
Dave Hutchens				

**Superintendent, Service Restoration & Reliability Distribution Control**

Name	Title	Work Phone	Home Phone	Pager	Cellular
Tom Hoyt	Supt.				

**Manager, Corporate Relations**

Name	Work Phone	Home Phone	Pager	Cellular
Steve Lynn				

**Manager, Risk Management**

Name	Work Phone	Home Phone	Pager	Cellular
George Ninow				

**POWER PRODUCTION**

**Vice President, Energy Resources**

Name	Work Phone	Home Phone	Pager	Cellular
Tom Delawder				

**Manager, Irvington Generation**

Name	Work Phone	Home Phone	Pager	Cellular
Joseph Eutizi				

**Manager, Springerville Generation**

Name	Work Phone	Home Phone	Pager	Cellular
Andy Hoekstra				

**Director, Fuels Department**

Name	Work Phone	Home Phone	Pager	Cellular
David Jacobs				

**EMERGENCY SERVICES**

**Security Coordinator**

Name	Phone Number
	(970) 481-9816

**Arizona Corporation Commission**

City	Phone Number	Fax Number
Phoenix		
Tucson		

**Pima County Office of Emergency Management**

Phone Number	Work Phone	Fax Number
Mike Walsh		
Dave Lennox		

**Department of Energy**

Phone Number	Fax Number

## TEP ENERGY EMERGENCY PROCEDURE OVERVIEW

In order to comply with all reliability criteria and to maintain continuity of service to TEP customers, a guideline has been drawn up to respond to resource deficiencies. The NERC manual, WSCC handbook, and principles found in TEP's Emergency Operations Manual have been used to develop this procedure.

NERC defines an "**Energy Emergency**" as a condition when a system or power pool does not have adequate energy resources to provide its customers' expected energy requirements.

The NERC manual Appendix 9B allows for the **Security Coordinator** to issue Energy Emergency Alerts upon the request of a Control Area, a Load Serving Entity or the Security Coordinator's own request. The Security Coordinator will initiate an Energy Emergency Alert for the following reasons:

→ When the Control Area has, or anticipates having, insufficient operating reserves, and has been unsuccessful in locating other systems with available resources from which to purchase, or cannot schedule the resources due to, for example, ATC limitations or transmission loading relief limitations.

→ When the Control Area or Load Serving Entity is unable to serve its firm energy requirements

### **ALERT 1 – All available resources in use.**

For TEP an ALERT 1 means simply that all available generating units are on line and providing energy or ancillary services (Regulation, Operating Reserves, etc.). Power Plants have been notified that a no-touch condition exists. Substation, relay, and electronics personnel should follow the same rule. In general, non-firm energy export schedules are being cut. This level of alert status could occur many times during TEP's high load periods.

### **ALERT 2 - Load management procedures in effect.**

For TEP an ALERT 2 means that all available generating units are on line and providing energy or ancillary services (Regulation, Operating Reserves, etc.) , interruptible customers are being dropped. This level of alert status would occasionally occur during TEP's high load periods

### **ALERT 3 - Firm load interruption imminent or in progress.**

For TEP an ALERT 3 means that all available generating units are on line and providing energy or ancillary services (Regulation, Operating Reserves, etc.) , interruptible customers have been dropped, firm and non-firm energy export schedules have being cut and retail load dropping is imminent. This level of alert status should be very infrequent.

## A. RESPONSIBILITIES OVERVIEW

### 1. CONTROL AREA OPERATIONS

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

#### a. Bulk Power Supply Interruption

- (1) Responsible for initiating interruptible load reductions and the Emergency Load Curtailment Plan to retain system stability and frequency.
- (2) Notifies the Manager of Control Area Operations that an emergency exists or that forecasted generation is insufficient to meet forecasted loads. Provides him with magnitude of the necessary curtailment and its estimated duration.
- (3) Notifies each Power Plant Shift Supervisor that the Company is in 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.
- (4) Notifies Distribution Control of any emergency curtailment and makes the transition from the Emergency Curtailment Schedule to the planned Bulk Power Supply Interruption Schedule. Informs Distribution Control of the amount and approximate location of loads that must be curtailed to meet the generation deficiency.
- (5) (a) Notifies the Arizona Corporation Commission of:
  - (1) The magnitude of the curtailment and expected duration.
  - (2) When the emergency is lifted.
  - (3) Will stay in contact with the ACC and communicate all developments.
- (b) Notifies the Department of Energy of:
  - (1) The magnitude of the curtailment and expected duration.
  - (2) When the emergency is lifted.
  - (3) Will stay in contact with the DOE and communicate all developments.

- (6) (a) Rotates circuits not classified as Essential or Critical on an equitable basis.
- (b) Coordinates with Conservation & Load Management:
  - (1) Circuit Rotation
  - (2) Customer Rotation
  - (3) Customer notifications for Major Use, Critical, Essential and Other With Notice customers.
- (c) Maintains an accurate log of all circuit interruptions during curtailments.

b. Fuel Shortage

- (1) Keeps the Manager of Control Area Operations informed of the fuel inventory.
  - (a) In the event that a shortage of fuel is developing in the Company's traditional supply areas, the Company will initiate arrangements through contractual commitments with vendors capable of providing the required supplies.
  - (b) The Company will determine quantities of fuel necessary to provide for continued operation of its generating units at minimum levels and the purchase power options.
  - (c) The Company will advise the ACC of its intent to purchase fuel in anticipation of an impending shortage and of the Company's intent to invoke the Customer Load Curtailment procedures specified in Section 4, until such time as sufficient fuel is delivered to the Company.
- (2) Notifies each Power Plant Shift Supervisor of the fuel shortage. Requests each to implement their internal plans: cease any activities that would jeopardize units on other fuels; restore units, that use alternate fuel reserves, to normal operating conditions as quickly as possible; reduce all auxiliary loads at the plant to minimum levels.
- (3) Notifies Distribution Control of necessary curtailment, amount of load and the approximate location that must be curtailed and estimated duration.
- (4) Notifies Manager of Control Area Operations and Distribution Control when terminating the emergency or curtailment.

c. SHIFT SUPERVISOR

- (1) Maintains records of all action taken.

- (2) Responsible for implementing internal plant capacity or fuel shortage procedures:
  - (a) Supplementary oil-firing
  - (b) Auxiliary boiler firing
  - (c) Emergency ratings of units
  - (d) Curtailment of auxiliary plant loads

2. MANAGER OF CONTROL AREA OPERATIONS

- a. Responsible for implementing all phases of the Electric Curtailment Plan.
- b. When an emergency exists, immediately notify the following of the magnitude and the anticipated duration of the curtailment:
  - (1) Executive Management
  - (2) Marketing & Regulatory Services
  - (3) Manager, Corporate Relations
  - (4) Customer Services
  - (5) Fuels Department
  - (6) Power Production
  - (7) Distribution Control
  - (8) WSCC & Security Coordinator
  - (9) Risk Management
  - (10) ACC
  - (11) Pima County Office of Emergency Management
  - (12) DOE
- c. Reviews content of Corporate Relations draft news releases.
- d. Notifies those listed in 2. b. (1) through (9) above when to terminate the curtailment.
- e. Responsible for ensuring all permanent curtailment records, reports, files and rotation logs, are complete and accurate.

3. MARKETING & REGULATORY SERVICES

Develops and maintains a current Electric Curtailment Plan under the direction and final approval of the Manager, Control Area Operations.

- a. Coordinates all large commercial & industrial customer contacts including:
  - (1) Obtaining and updating of load information to ensure all information is correct.
  - (2) Notifying customers of pending curtailment, which will require them to reduce their electric usage.
  - (3) Informing customers when electric curtailment period is terminated.
- b. Ensures that personnel are available to:
  - (1) Perform customer notification.
  - (2) Record Curtailment data/information.
  - (3) Answer customer inquiries.
- c. Ensures that all customers involved in the curtailment are treated equitably.
- d. Responsible for maintaining accurate logs of all customer contact activity during curtailment periods. Forwards the log to Control Area Operations the following day.

4. EXECUTIVE MANAGEMENT

- a. Receives notice from the Manager, Control Area Operations that an emergency exists and provides the magnitude of the curtailment and expected duration.
- b. Authorizes the Manager, Control Area Operations to implement the appropriate Curtailment Plan.
- c. Approves Corporate Relations news releases.

5. RISK MANAGEMENT

- a. Receives notice from the Manager of Control Area Operations that an emergency exists, the magnitude of the Curtailment and the expected duration.

6. CORPORATE RELATIONS

- a. Receives notice from the Manager of Control Area Operations that an emergency exists, the magnitude of the curtailment and expected duration.
- b. Keeps the public informed of electric curtailment, as instructed by Executive Management.
- c. When prior notification is feasible, announces the areas affected by the loss of electricity and the duration. (30 – 60 minutes on a rotating basis.)
- d. Distributes news releases, approved by the Manager of Control Area Operations and Executive Management, to Tucson area news media and Department Managers.
- e. Notifies the WSCC media personnel.
- f. Notifies Internal Communications of curtailment and briefs them of information disseminated to the public.
- g. Notifies the public when the emergency is terminated.

## B. EMERGENCY COMMUNICATION PLAN

### 1. Purpose

- a. To communicate Company efforts when it implements either voluntary or involuntary emergency load curtailment activities.
- b. To provide accurate and up-to-date information to customers, the general public and employees using all communications avenues available including news media, law enforcement agencies and internal communications.
- c. To ensure that all constituencies understand the purpose of the load curtailment and that their assistance is critical.

### 2. Scripts for use to notify the public of curtailment

#### a. Voluntary Load Curtailment

- (1) Because problems on the TEP electrical system prevent us from meeting forecasted customer power needs tomorrow/today/later today, there will be a temporary shortage of electricity tomorrow/today/later today between the hours of \_\_\_\_\_ and \_\_\_\_\_. This will require all electric customers to cut their use of electricity during those (peak demand) hours
- (2) Problems on the TEP electrical system make it necessary that you cut your use of electricity immediately. --Please set your air conditioner thermostat no lower than 82 degrees and turn off extra lights and all other electric appliances you absolutely do not need.

-or-

--Please turn off your air conditioning unit. Turn off extra lights, swimming pool motor, breakers to electric water heater and curtail use of other electric appliances that you do not absolutely need.

#### b. Involuntary Load Curtailment

- (1) Voluntary load curtailment by Tucson Electric Power Company customers has not been sufficient to reduce the electric load to a necessary and safe level. Therefore, TEP must curtail service for up to one hour on a rotating basis throughout its service territory beginning \_\_\_\_\_.
- (2) Essential use circuits necessary for public health and safety will be the last affected.
- (3) If you are a customer with a potential health risk, please make sure your back-up battery system works, or consider going to a medical facility that has emergency generators.
- (4) The schedule for cutting service for up to one hour is as follows: (Boundaries and time of affected circuit).

- c. Involuntary load curtailment due to loss of generation or transmission capacity
  - (1) A sudden loss of (generation/transmission) capacity has forced the loss of electricity to (all/some) TEP customers. We are working as quickly as possible to restore service. The affected areas are (list areas). Until then, we ask that all TEP customers curtail non-essential use of electricity. This would include air conditioners, extra lights, swimming pool motors, electric water heaters and other electric appliances that you do not absolutely need.

- d. End of Emergency Curtailment
  - (1) Sufficient electrical generation/transmission capacity is available to meet customer needs. Therefore, customers may resume normal use of electricity. However, we ask that all customers use energy wisely.

3. Plan of action

a. Notification

- (1) The Manager of Control Area Operations notifies the Manager of Corporate Relations and the WSCC Communication Liaison.

**Manager, Corporate Relations**

Name	Work Phone	Home Phone	Pager	Cellular
Steve Lynn				

**WSCC Communication Liaison**

Name	Work Phone	Home Phone	Pager	Cellular
Bill Norman				

- (2) Manager of Control Area Operations should provide the following information.
  - (a) Magnitude of the curtailment
  - (b) Expected duration of the emergency
  - (c) Areas affected
  - (d) Cause of the emergency (if it has been determined)

- (3) Manager of Corporate Relations notifies Directors from Corporate Relations Department who are assigned the following notifications.

**Consumer Affairs Director**

Name	Work Phone	Home Phone	Pager	Cellular
Betsy Bolding				

**Community Relations Director**

Name	Work Phone	Home Phone	Pager	Cellular
Sharon Foltz				

**Government Relations Director**

Name	Work Phone	Home Phone	Pager	Cellular
Larry Lucero				

**Corporate Communications Director**

Name	Work Phone	Home Phone	Pager	Cellular
Art McDonald				

b. Plan Implementation

(1) Manager of Corporate Relations will:

(a) Coordinate preparation of news media releases with Communication Director, receiving clearance from the Manager of Control Area Operations that all information is accurate.

(1) Notification of media and updates take place through DPS Media Alert System (see attached Media Alert System Operations Procedures)

(2) All releases also faxed to usual media outlets

(b) Arrange for interviews and photo opportunities with executives and other TEP personnel requested by media.

(c) Arrange a public address or announcement by executive level personnel if such action is deemed appropriate.

(2) Support Staff will:

(a) Establish a meeting space as media center including:

(1) Table with podium and microphone

(2) Chairs set up classroom style (with assistance from Maintenance)

(3) Telephones for use by the media

(4) Copy machine

(5) Fax machine

(b) Provide assistance for distribution of press releases and employee newsletter bulletins.

(c) Notify security that media briefings will be taking place and ensure that doors to the building and to the restrooms are unlocked.

(d) If possible, arrange for refreshments and meals if the media center is being set up on a long-term basis.

(e) Notify Manager of Control Area Operations that the media center is being set up and time of first media briefing.

- (3) Consumer Affairs Director will establish contact with representative from Customer Information Center to begin the flow of information to customers who call in to the company.
- (4) Community Relations Director will notify appropriate members of the Community Action Team (CAT) to standby for possible volunteer efforts to aid the public such as distribution of ice and/or other supplies that might be needed by customers.
- (5) Employee Communications Coordinator begins notification of employees through TEP Wire and prepares Current Generations Bulletin for distribution. TEP Wire is updated as new information becomes available.
- (6) Educational Services Coordinator provides support to all of the above as needed and will monitor all news media reports for accuracy. Corporate Relations Manager will be notified if inaccurate information is being released by news media, and will make the necessary corrections.
- (7) Media will be updated hourly or in shorter time spans should vital and/or timely information become available.

#### D. MEDIA ALERT SYSTEM OPERATIONS INSTRUCTIONS

1. To access the Media Alert System:

a.

IN PHOENIX

IN TUCSON

(XXX) XXX-XXXX\*

(XXX) XXX-XXXX\*

b. You will be required to provide the following information:

- (1) Your name (and/or position as listed on the Authorization sheet).
- (2) Your agency.
- (3) Your Agency's code word.
- (4) The general nature of the information to be broadcast.
- (5) State if you desire the Phoenix system only, Tucson system only, or the statewide system activated.

YOUR CODE WORD IS KNOWN ONLY BY MANAGER OF CORPORATE RELATIONS.

c. When the security requirements are satisfied, the Department of Public Safety operator will activate the system. DO NOT BEGIN SPEAKING. Approximately 15 seconds after the system is activated you will hear two tones on the line. AFTER THE TONES you may begin your transmission.

\*If for any reason the media alert line is not answered, call the following numbers for assistance:

IN PHOENIX

(XXX) XXX-XXXX

IN TUCSON

(XXX) XXX-XXXX

- d. Each transmission should begin with the following information:
- (1) Your name, including spelling.
  - (2) Your agency affiliation.
  - (3) The time and date.
  - (4) A brief indication of the event you are reporting.
  - (5) Any restrictions concerning the use of the information you will be giving.
  - (6) If you will respond to questions, indicate so. If you will NOT entertain questions, indicate that, and how the media can obtain answers to questions. Extensive question and answer sessions may be necessary. However, if only one or two receivers wish to carry on questioning, free the system and handle via other means of communication.
  - (7) If you are transmitting a formal, usually written statement, it is best to indicate such and allow receiver's time to prepare for recording.
  - (8) Remember, the calling party holds control of the system. Be sure your phone is properly replaced to allow disconnect. If you are accidentally disconnected, you must begin anew.

#### OPERATIONAL POLICY

2. The Media Alert System shall be used primarily for notification to the public, via the news media, of events of a public safety, health, or welfare concern that have an immediate impact affecting a significant population.
- a. The above policy would include, but is not limited to, major incidents disturbing traffic flow, airplane crashes, structure fires, large brush or forest fires, hazardous material spills and leaks, flooding, adverse highway conditions, shootings, escapes of dangerous prisoners, pursuits of wanted persons, major adverse weather conditions or their potential, health hazards requiring immediate public notification, natural disasters, or any life-endangering circumstances.
- (1) With regard to criminal activity, notification via the system should be limited to crimes in progress that, by their nature or potential, pose a threat as defined in the General Statement of Purpose.
  - (2) The Arizona Department of Transportation and the Department of Public Safety will integrate this system into the existing Dust Warning System. Notification that the Dust Warning System has been activated, together with current conditions in the dust system area, will be transmitted on the system.
- b. It is permissible to notify the media via the system of the time and place of a news conference or announcement to be made by an agency authorized to use the system.

- c. Under special circumstances the Department of Public Safety's Media Relations Officer or on-duty Watch Commander may authorize use of the system by government agencies or public utilities to disseminate information concerning a specific event or ongoing actual or potential public safety hazard.

### OPERATIONS GUIDELINES

3. In addition to the general guidelines found under the purpose of the system, the following policies are established for all users.
  - a. Only those agencies authorized by the DPS and on file with the Department's Media Relations Officer will be allowed to input the system.
  - b. Each authorized agency must supply the Media Relations Officer of the Department of Public Safety with a list of authorized persons who should be granted access to the system. One of those persons must be identified as the agency's coordinator with the DPS. That person's office and home telephone numbers must be on file with the Department of Public Safety. Each agency must maintain the list in current status, removing any persons who leave the agency or cease to be authorized.
  - c. Only those persons authorized by the input agency and on file in the DPS Communications Center will be permitted on the system.
  - d. Each authorized agency will be given a code word which must be given to the DPS when attempting to utilize the system. Code words will be periodically changed.
  - e. Any individuals transmitting information on the system agree that a media agency may tape record any statements made, and may rebroadcast the entire statement or any part, and any responses to any questions. Any portion of a statement not for rebroadcast must be identified as such by the originator, at the time of the statement.
  - f. Input-receiver agencies agree that all transmission on the system may be recorded by the DPS.
  - g. Input agencies agree to broadcast on the system those events which are appropriate under the guidelines, and to do so as soon as is practical under existing conditions.
  - h. Input agencies agree to broadcast on the system appropriate additional information so as to update an event originally broadcast on the system.
  - i. Input agencies agree to broadcast on the system the final results of an event, or to notify via the system where that information may be obtained.
  - j. Input agencies agree to transmit as soon as possible via the system a notice that an event originally broadcast on the system has been terminated.
  - k. Media agencies agree to re-transmit to the public as soon as possible the information sent to them over the system which is meant to warn the community of an actual or potential public safety hazard. It is understood, however, that the media agencies have final decision and authority in determining what is broadcast, printed, or transmitted over their facilities.

- I. Each media agency agrees to provide the DPS with a current list of equipment attached to the system's telephone line, and to allow the DPS to provide that information to all input agencies.
- m. If any input agency develops internal rules, regulations, policies, or procedures for use of the system beyond those contained herein, it agrees to consult with the Department of Public Safety and the media users prior to implementation and to provide the DPS and media users with a copy of any written documents placed in force concerning such policies or rules.

### **III. VOLUNTARY CURTAILMENT**

#### **A. INTRODUCTION**

- 1. Prior to a public appeal for voluntary customer load curtailment, the following steps will be pursued concurrently:
  - a. Reschedule maintenance of transmission components and generating units, where possible.
  - b. Utilize spinning reserves, unless otherwise directed by the Security Coordinator.
  - c. Invoke emergency and short term contractual schedules with other utilities and/or agencies.
  - d. Implement all retail interruptible Load Curtailment Requests via phone calls and supervisory control of the interruptible loads.
  - e. Contact other utilities and/or agencies for emergency assistance.
  - f. Start all standby units.
- 2. If conditions allow for advanced notification, TEP will ask the general public for voluntary curtailment of load:
  - a. The Manager Control Area Operations will authorize distribution of curtailment information to the general public through the news media and the Company's customer service offices.
  - b. Corporate Relations will notify the news media.
  - c. All Major Use customers will be contacted by Major Account Representatives.

**B. FUNCTIONAL RESPONSIBILITIES**

**1. MANAGER CONTROL AREA OPERATIONS**

- a. Receives notification of curtailment from Control Area Operations.
  - (1) Notification will include the curtailment initiation time and an estimate of duration.
- b. Contacts each Power Plant Shift Supervisor that the Company is in 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 level, etc.
- c. Contacts Marketing & Regulatory Services to notify Major Use Customers of curtailment.
- d. Contacts Corporate Relations to initiate public appeals to reduce electric consumption.
- e. Receives Curtailment ended notification from Control Area Operations and relays information to Marketing & Regulatory Services and Corporate Relations.

**2. MARKETING & CUSTOMER ACCOUNT SERVICES**

- a. Receives notification of curtailment and need to communicate request for voluntary curtailment.
  - (1) Notification will include information on which customers to voluntarily curtail, curtailment initiation time and estimate of duration.
- b. Instruct Major Account Representatives to call Major Use Customers and relate fixed media messages to those customers.
- c. Instruct Major Account Representatives to notify Major Use Customers that curtailment has been lifted.

**(1) MAJOR ACCOUNT REPRESENTATIVES**

- (a) Request voluntary load curtailment by reading fixed media messages to assigned Major Use Customers; --enter information on Curtailment reports.
- (b) Notify assigned Major Use Customers when curtailment has been lifted; --enter on Curtailment Reports.
- (c) Provide Curtailment report to Director of Marketing & Customer Account Services.

3. CORPORATE RELATIONS

- a. If conditions allow for advances notification, TEP will ask the general public for voluntary curtailment of load using scripted announcements.
- b. Corporate Relations will notify the news media.

**IV. INVOLUNTARY CURTAILMENT**

**A. INTRODUCTION**

- 1. In the event that further load reduction is required (steps a-f, Section III.A. have already been implemented) customers on each electric circuit classification will be curtailed equitably to achieve the revised goal.
- 2. Should involuntary curtailment become necessary, Control Area Operations will notify the Manager of Control Area Operations and relate the extent and duration of the curtailment.

**B. FUNCTIONAL RESPONSIBILITIES**

1. CONTROL AREA OPERATIONS

- a. Determine the magnitude of the Curtailment
- b. Determine the duration of additional required load curtailment.
- c. Notifies and works closely with Marketing & Regulatory Services and TEP's Call Center.
- d. Informs them of circuit rotation and customer rotation so Major Use, Non-Rotating (Essential, Critical and Network) and "Others With Notice" customers can be notified.
- e. Notifies Marketing & Regulatory Services, customer service and TEP's Call Center when curtailment is terminated.
- f. Informs Marketing & Regulatory Services of customers who refuse to comply with the curtailment order.
- g. When curtailment terminated, provides specific information to representative to complete "fixed messages" to customers.
- h. Responsible for implementing involuntary load curtailment, in accordance with Company's approved Electric Load Curtailment Plan.
- i. Maintains up-to-date feeder classifications, rotations and emergency load shedding data.
  - (1) Notes feeder classifications change due to feeder area changes.

- (2) Notes which Essential, Critical, Other With Notice and Major Use customers change feeders.
- j. Oversees Voltage Reduction during curtailment.
- (1) Monitors distribution substations and feeders during voltage reduction phase.
    - (a) Reads and analyzes substation transformer watts, vars, buss volts and voltage charts during reduction.
    - (b) Marks charts at beginning and end of voltage reduction period.
    - (c) Changes charts at end of each curtailment period.
  - (2) Spot checks various locations on feeders to monitor end-of-line voltage.
    - (a) Maintains a minimum of 108 volts at the customer's service entrance.
    - (b) Records data on standard trouble order form, and flags as "Curtailment".
    - (c) Checks voltage complaints during reduction period and follows-up as required.
- k. Accountable for all curtailment functions.
- (1) Posts daily rotation logs to insure all customers treated equitably.
  - (2) Rotate supervisory and non-supervisory controlled feeders on one hour schedules. All customers receive equal hours of curtailment.
    - (a) Works closely with Marketing & Regulatory Services on circuit rotation and customer rotation. Notifies Major Use, Essential, Critical and "Others with Notice" customers of rotation and affected hours.
    - (b) Keeps an accurate log of all circuit interruptions during curtailment.
    - (c) Performs any field switching necessary.
    - (d) After specific authorization by Manager of Control Area Operations, disconnects customers who refuse to comply with Curtailment Order.

## 2. MARKETING & REGULATORY SERVICES

- a. Receives notification from Manager of Control Area Operations that curtailment situation exists.
  - (1) Notification will state specific customers to be notified.
  - (2) Completes "fixed messages".

- b. Receives Load Curtailment Log sheets from Control Area Operations.
  - (1) Logs list customers by ID number, whether Essential or Critical load levels and specific hours of curtailment.
  - (2) Notes "Others with Notice" and Major Use customers who can take a scheduled blackout.
- c. Instructs Major Account Representative to call Major Use, Non-Rotating and "Others with Notice" Customers.
- d. Instructions will include:
  - (1) Specific hours Non-Rotating customers must reduce to allowed load levels.
  - (2) Specific hours "Other with Notice" and Major Use Customers can be rotated.
- e. Informs Manager, Control Area Operations when all customers notified, and includes any problems that would prevent customer rotation.
- f. Notifies Manager Control Area Operations of non-complying customers and receives further instructions.
- g. Notifies Major Account Representatives when curtailment is terminated. Provide necessary information for "fixed messages" to customers.
- h. Reviews Electric Curtailment reports for accuracy and forwards to Manager, Control Area Operations.
  - (1) MAJOR ACCOUNT REPRESENTATIVE
    - (a) Receives necessary information from his/her Director.
    - (b) Notifies assigned customers by reading "fixed messages," as instructed.
    - (c) Notifies his/her Director when all customers are contacted. Notes any problems that would prevent customer rotation.
    - (d) When requested, verifies customer compliance by reading meter.
    - (e) Notifies his/her Director, or Manager, Control Area Operations of non-compliance and receives further instructions.
    - (f) Completes verification card and logs on curtailment report.
    - (g) Notifies assigned customers, curtailment terminated, by reading "fixed messages".
    - (h) Completes Electric Curtailment Report.
    - (i) Submits completed report to Supervisor after curtailment terminated.

3. Corporate Relations

- a. Update Media
- b. Arrange a public address or announcement by executive level personnel if such action is deemed appropriate.
- c. Notify TEP Employees

C. EMERGENCY LOAD SHED

D. Load Reduction Plan						7/11/01		
1. The following feeder loads are on a System Peak Load of 1901 Megawatts								
and are listed as a percent of total load. All feeders are telemetered and on								
Supervisory Control.								
Total load required to be reduced								
Critical loads are not listed								
				<b>Feeder opened</b>			<b>Return to Normal</b>	
Area	Feeder Number	Ave%Ld	BLOCK #	Time	Load	Total Ld	Time	MW Load
NW		0.0	1					
NW		0.0	1					
NW		0.00	1					
NW			1					
NW		0.0	2					
NW		0.0	2					
NW		0.000	2					
NW		0.000	2					
NW		0.000	3					
NW		0.000	3					
NW		0.000	3					
NW			3					
NW		0.000	4					
NW			4					
NW			4					
NW		0.000	4					

				Feeder opened			Return to Normal	
Area	Feeder Number	Ave%Ld	BLOCK #	Time	Load	Total Ld	Time	MW Load
NW		0.000	4					
NW		0.000	4					
NW		0.000	4					
N. Central		0.000	5					
N. Central		0.000	5					
N. Central		0.000	5					
N. Central		0.000	5					
N. Central		0.000	6					
N. Central		0.000	6					
N. Central		0.000	6					
N. Central		0.000	6					
N. Central		0.000	6					
N. Central		0.000	7					
N. Central		0.000	7					
N. Central		0.000	7					
N. Central		0.000	7					
N. Central		0.000	7					
N. Central		0.000	7					
N. Central		0.000	8					
N. Central		0.000	8					
N. Central		0.000	8					
N. Central		0.000	9					

				Feeder opened			Return to Normal	
Area	Feeder Number	Ave%Ld	BLOCK #	Time	Load	Total Ld	Time	MW Load
N.Central		0.000	9					
Northeast		0.000	9					
N. Central		0.000	10					
N. Central			10					
N. Central		0.000	10					
Northeast		0.000	11					
Northeast		0.000	11					
Northeast			11					
Northeast		0.000	11					
Northeast			11					
Northeast		0.000	12					
Northeast			12					
Northeast		0.000	12					
Northeast		0.000	12					
Northeast		0.000	12					
Northeast			12					
EAST		0.000	13					
EAST		0.000	13					
EAST		0.000	13					
EAST		0.000	13					
EAST		0.000	13					
EAST		0.000	13					
EAST		0.000	14					
EAST		0.000	14					
EAST		0.000	14					
EAST		0.000	14					
EAST		0.000	14					
EAST		0.000	14					
EAST		0.000	14					
EAST		0.000	15					

				Feeder opened			Return to Normal	
Area	Feeder Number	Ave%Ld	BLOCK#	Time	Load	Total Ld	Time	MW Load
EAST		0.000	15					
EAST		0.000	15					
EAST		0.000	15					
EAST		0.000	15					
EAST		0.000	15					
EAST		0.000	15					
EAST		0.000	15					
EAST		0.000	16					
EAST		0.000	16					
EAST		0.000	16					
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EAST		0.000	16					
EAST		0.000	16					
EAST		0.000	17					
EAST		0.000	17					
EAST		0.000	17					
EAST		0.000	17					
EAST		0.000	17					
Central		0.000	18					
Central		0.000	18					
Central		0.000	18					
Central		0.000	18					
Central		0.000	18					
Central		0.000	18					

			Total % Ld	Feeder opened			Return to Normal	
Area	Feeder Number	Ave % Ld		Time	Load	Total Ld	Time	MW Load
Central		0.000	19					
Central		0.000	19					
Central		0.000	19					
Central		0.000	19					
Central		0.000	20					
Central		0.000	20					
Central		0.000	20					
Central		0.000	20					
Central		0.000	20					
Central		0.000	21					
Central		0.000	21					
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Central		0.000	21					
Central		0.000	22					
Central		0.000	22					
Central		0.000	22					
Central		0.000	22					
Central		0.000	22					
Central		0.000	22					
Southwest		0.000	23					
Southwest		0.000	23					
Southwest		0.000	23					
Southwest		0.000	23					

			Total % Ld	Feeder opened			Return to Normal	
Area	Feeder Number	Ave % Ld		Time	Load	Total Ld	Time	MW Load
Southwest		0.000	23					
Southwest		0.000	23					
Southwest		0.000	23					
Southwest		0.000	25					
Southwest		0.000	26					
Southwest		0.000	26					
Southwest		0.000	26					
Southwest		0.000	26					
Southwest		0.000	26					
Southwest		0.000	26					
Southwest		0.000	26					
Southwest		0.000	26					
Southwest		0.000	27					