January Highlights
11th – Vehicle vs Pole affected 127 customers in Modesto
18th – Fault on PG&E Side for 63 hours affecting 36 customers in Diablo Grande
19th – Feeder Relay affected 231 customers in La Grange
26th – 4 Relays in Crows Landing, Turlock, & La Grange affecting 484, 744, 1838, 884, & 232 customers respectively for a collective 14 hours out. Denair lost power for 3 hours due to the storm affecting 884 customers. Fault on PG&E Side affected 36 Diablo Grande customers for 63 hours.
27th – The storm dropped wires in Ballico & Delhi affecting 447 & 125 Customers. 3 relays affected Delhi, Hilmar, & Patterson affecting 1267, 1772, 538 customers.

Total Unplanned Outages: 68
Total Outage Hours: 333
Total Customers affected: 9802
Average Outage Hours: 5
Average Customers Affected: 149

- WEATHER, 26, 40%
- EQUIPMENT FAILURE, 14, 22%
- THIRD PARTY DAMAGE, 16, 25%
- TREES, 4, 6%
- UNKNOWN, 4, 6%
- OTHER, 1, 1%
Unplanned Outages – January

![Graph showing average outage time and average customer count for different locations in January.](image-url)

- Ballico: 1 outage
- Ceres: 5 outages
- Crows Landing: 5 outages
- Delhi: 6 outages
- Denair: 3 outages
- Grayson: 1 outage
- Hilmar: 8 outages
- Hughson: 4 outages
- La Grange: 2 outages
- Modesto: 8 outages
- Patterson: 3 outages
- Turlock: 22 outages

**Average Outage Time**

- Ballico: 12 hours
- Ceres: 4 hours
- Crows Landing: 6 hours
- Delhi: 8 hours
- Denair: 8 hours
- Grayson: 14 hours
- Hilmar: 6 hours
- Hughson: 6 hours
- La Grange: 6 hours
- Modesto: 6 hours
- Patterson: 6 hours
- Turlock: 6 hours

**Average Customer Count**

- Ballico: 1,000 customers
- Ceres: 500 customers
- Crows Landing: 500 customers
- Delhi: 600 customers
- Denair: 300 customers
- Grayson: 1,000 customers
- Hilmar: 800 customers
- Hughson: 400 customers
- La Grange: 200 customers
- Modesto: 800 customers
- Patterson: 300 customers
- Turlock: 2,200 customers
Initial Response Time

TOTAL RESPONSE TIME PER CAUSE
AVERAGE RESPONSE TIME – 1 HOUR

TOTAL RESPONSE TIME PER CAUSE
AVERAGE RESPONSE TIME – 1 HOUR
January W1 – Unplanned Outages

- **BUSINESS HOURS**
- **AFTER HOURS**

### Third Party Damage
- **Vehicle vs Pole**
  - Modesto: 3-Jan
  - Delhi: 4-Jan
  - Turlock: 5-Jan
  - Patterson: 6-Jan
  - Hughson: 7-Jan
  - Turlock: 8-Jan
  - Delhi: 9-Jan

### Equipment Failure
- **Lightning Arrestors**
- **Transformer**
- **Replace Transformer**

### Customers Affected
- **Modesto**
- **Delhi**
- **Turlock**
- **Patterson**
- **Hughson**
- **Turlock**
- **Delhi**
- **Modesto**

---

*Note: The image includes a chart showing the total outage time in hours and the number of customers affected.*
January W2 – Unplanned Outages

![Graph showing outages and affected customers over time.]

**BUSINESS HOURS**

**AFTER HOURS**

**CUSTOMERS AFFECTED**

- VEHICLE VS POLE
- CHANGE OUT POLE
- REPLACEMENT TRANSFORMER
- EQUIPMENT FAILURE
- TREE TRIMMER
- THIRD PARTY DAMAGE
- EQUIPMENT FAILURE
- TREE TRIMMER
- THIRD PARTY DAMAGE
- VEHICLE VS POLE
- THIRD PARTY DAMAGE
- VEHICLE VS POLE

**LOCATION**

- MODESTO
- TURLOCK
- CROWS LANDING
- DENAIR

**TIMELINE**

- 11-Jan
- 12-Jan
- 13-Jan
- 15-Jan
- 16-Jan
January W3 – Unplanned Outages

- **Lightning Arrestors**
  - TURLOCK 18-Jan
- **Wire Down**
  - CERES
- **Vehicle vs Pole**
  - THIRD PARTY DAMAGE TURLOCK
  - THIRD PARTY DAMAGE CERES
- **UG Burnoff**
- **Replace Wire**
- **Replace Pole**
  - TURLOCK
- **Wire Down**
- **Feeder Relay**
- **Relay**
- **Replace Transformer**
  - TURLOCK 22-Jan
  - UNKNOWN TURLOCK 23-Jan
- **Equipment Failure**
  - LA GRANGE
- **Third Party Damage**
  - HILMAR TURLOCK
- **Equipment Failure**
- **Trees**
- **Weather**
- **Equipment Failure**
- **Unknown Equipment Failure**

**BUSINESS HOURS**

**AFTER HOURS**

**CUSTOMERS AFFECTED**
December Crews
- 3 – 5 Person Crew
- 3 – 4 Person Crew