

Presentation # 18

Presenter: Jamie Peralta, BC Hydro and Tom Gutwin, BC Hydro

Title: Customer-Based Reliability

Abstract

Customer centered focus is the key part of BCHydro's strategy when planning the distribution system reliability. This presentation will outline the current and future strategic asset management strategies BCHydro uses to deliver customer reliability.

Along with BCHydro's corporate purpose of Reliable Power, at Low Cost, for Generations, our short-term priority for reliability (customer) directs us to provide best-in-class reliability by customer segment. All of our current reliability investment decisions aim to reach this vision. Since 2005, Strategic Asset Management has been striving to reach that vision using a Customer Based Reliability (CBR) Strategy that embeds the customer segment expectations into all our investment decisions.

Discussion will focus on how this corporate goal is implemented and delivered by the distribution planning department. It will highlight the customer reliability segments, the customer reliability measures used to trigger distribution circuit improvements, the optimized decision processes as well as examples of tools and reporting that show customer level expectations and targets.

BCHydro also considers reliability risk and minimum performance levels when planning the system. The BCHydro Performance Curves are used to present and compare actual performance to reliability and risk targets for reliability. Specific examples will be presented showing a reliability risk assessment.