

Priority 10

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Immediate response required; work item 24/7 until complete or until compensatory actions allow downgrading the priority. These items will have direct and immediate impact to CAIDI and SAIFI.

Examples include:

- Public/employee safety at reasonably determined immediate risk
- Customer voltage out of tariff
- Equipment at risk of immediate failure based on diagnostics or inspection
- Out of configuration and exceeding emergency operational load limits
- Breach in security barriers as with a station break-in
- Customer completely or partially without power
- Environmental incidents such as unmitigated leaking PCB equipment.
- Single contingency situations that exist for critical customers as determined by the OCC
- Exceptional items as determined by the DSO/TSO shift manager
- Thermography readings with action level “red” per AM-ED-P033

## Gas Priority 10

- Open damage
- No or low pressure
- #1 Gas leak
- Blocked service (i.e. water or powder)

# Priority 10

## •Transformer Failure



These types of items will have direct and immediate impact to CAIDI and SAIFI

- Immediate Response Required
- Public/Employee safety at Immediate risk
- Customer Load Off
- Damage causing single contingency situations that exist for critical customers as determined by the OCC

# Priority 10

## •Damaged Pedestal



- Public/Employee safety determined to be at clear risk
- Equipment is exposed, on customers property, easily accessible to children
- Priority on these types of situations is high. The defect at a minimum, must be made safer and downgraded for scheduling

# Priority 10



- Cross Arm Broken Free, Lying on Secondary with a Floating Primary Conductor

- Broken Cross Arm, Disconnected From Pole

- These types of items will have direct and immediate impact to CAIDI and SAIFI

- Immediate Response Required

- In both of these situations the cross arms at a minimum, must be secured immediately due to equipment being at risk of immediate failure

- These are situations where the defects at a minimum, must be made safe and downgraded for future scheduling



# Priority 10

## •Debris on Wires



These types of items will have direct and immediate impact to CAIDI and SAIFI

- Immediate Response Required
- Debris that is tangled in service wires is a tracking risk and can cause damage to equipment
- Equipment at Risk of Immediate Failure based on visual inspection and amount of debris found on wires
- Equipment and wires in an environment where there is often debris in the air should be monitored closely

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## Major Uncontrollable Leak

- Potential impact to public safety
- Spill occurs on customer or public property
- Active leak:
  - Greater than 1 gallon/24 hours; and
  - Greater than 20 square feet property affected
  - Waterways and/or wetlands threatened
- Equipment has a yellow PCB label.