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November 7, 2019

Ms. Brinda Westbrook-Sedgwick
Commission Secretary
Public Service Commission
of the District of Columbia
1325 G Street N.W., Suite 800
Washington, DC 20005

Re: Docket No. GD- 2019-03

Dear Ms. Westbrook-Sedgwick:

Enclosed please find Potomac Electric Power Company's ("Pepco") PowerPoint Presentation for the Florida Avenue Substation Hearings, presented to the Commission on November 6, 2019, in the above referenced docket.

Please feel free to contact me if you have any questions regarding this matter.

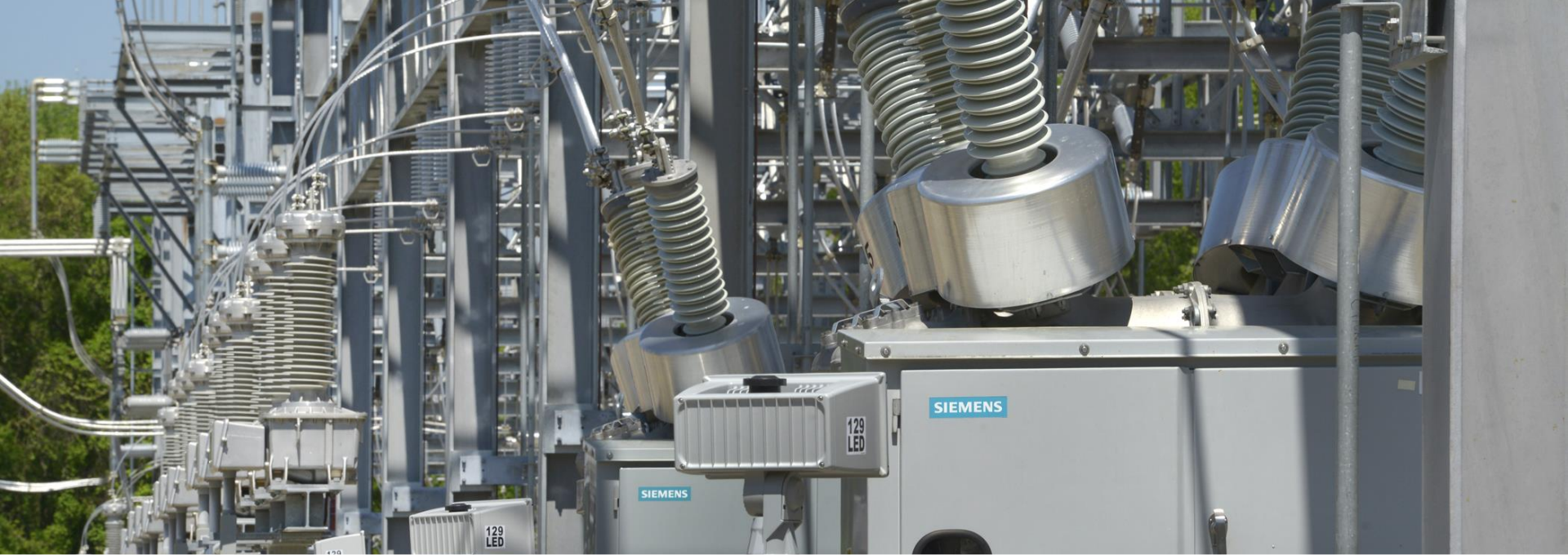
Sincerely,



Dennis P. Jamouneau

Enclosures

cc: All Parties of Record



Florida Avenue Substation Event



An Exelon Company

Public Service Commission of the District of Columbia Legislative-Style Hearing

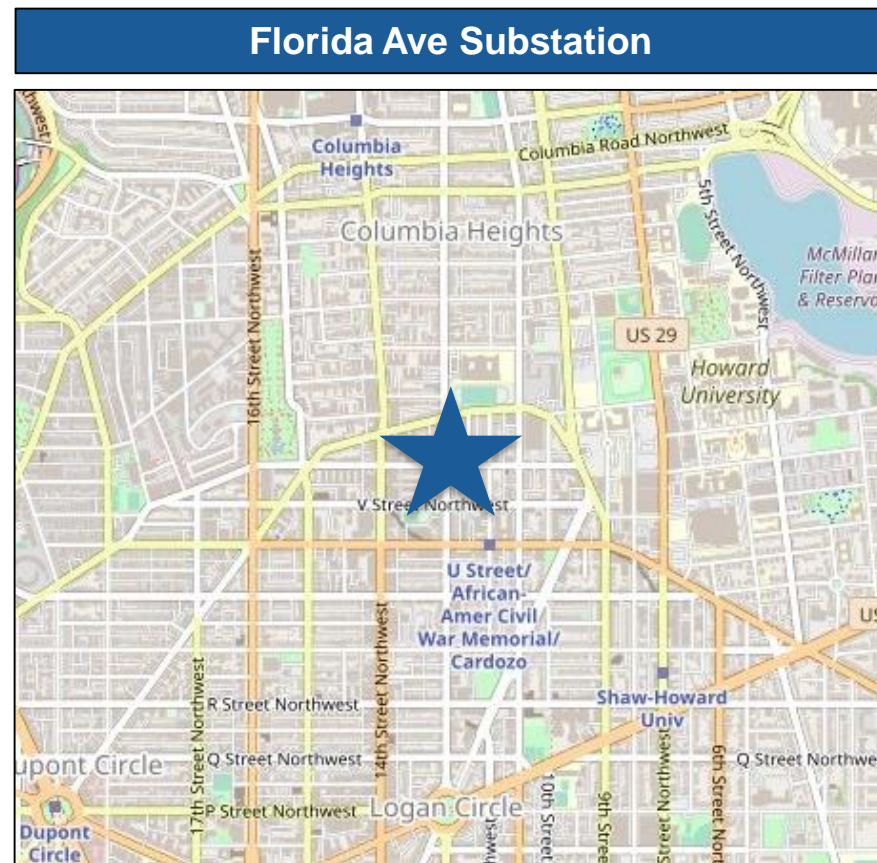
J. Tyler Anthony, Senior Vice President and COO
Jaclyn Cantler, Director, Transmission and Substation Engineering
November 6, 2019



An Exelon Company

Key Facts about the Florida Avenue Substation

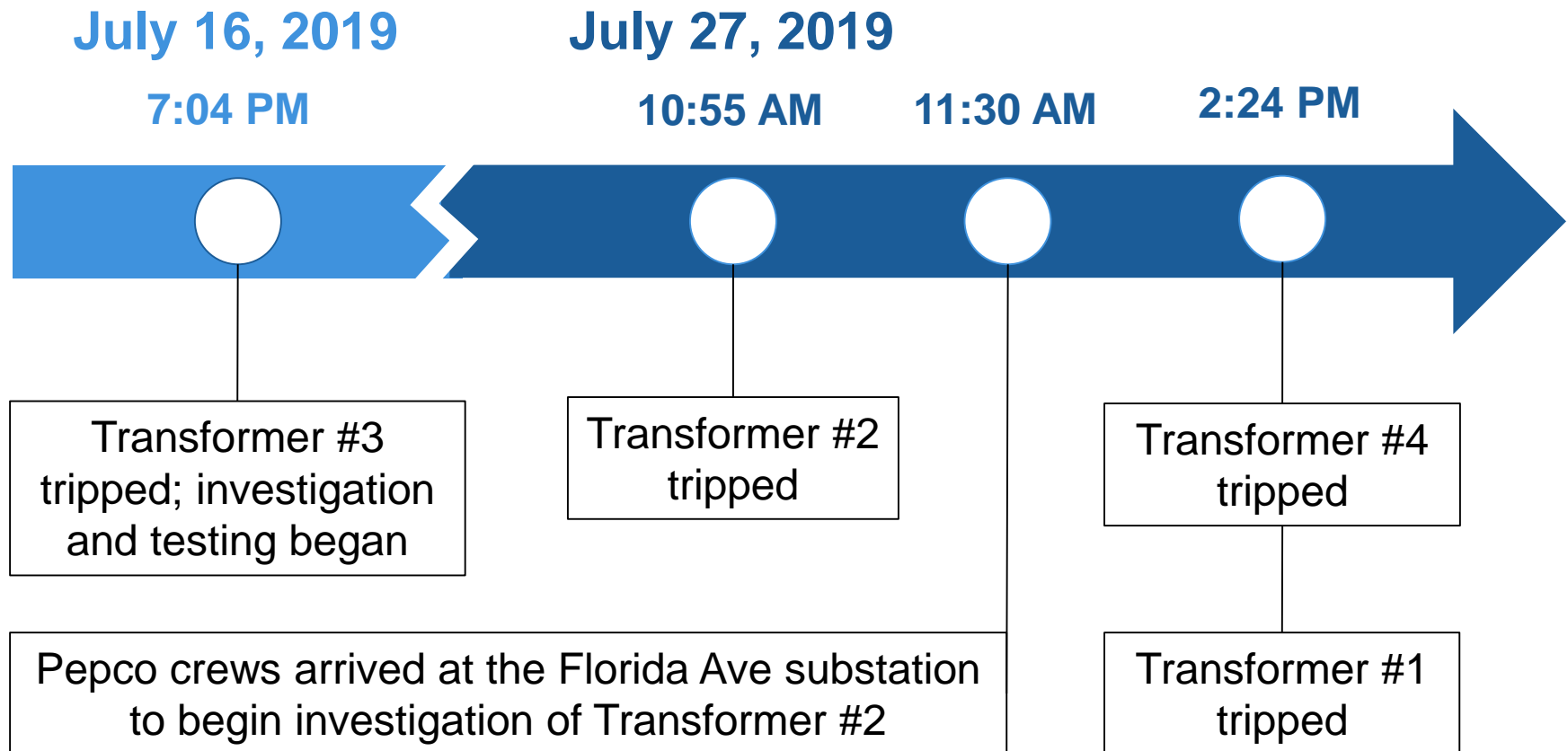
- Located in the vicinity of 13th St NW and W St NW
- 21,175 customers served
- Florida Ave is a standard 210 MVA substation comprised of 4 transformers
- Neighborhoods served include:
 - Shaw
 - Columbia Heights
 - Adams Morgan
 - Howard University
 - Logan Circle
 - Mount Pleasant



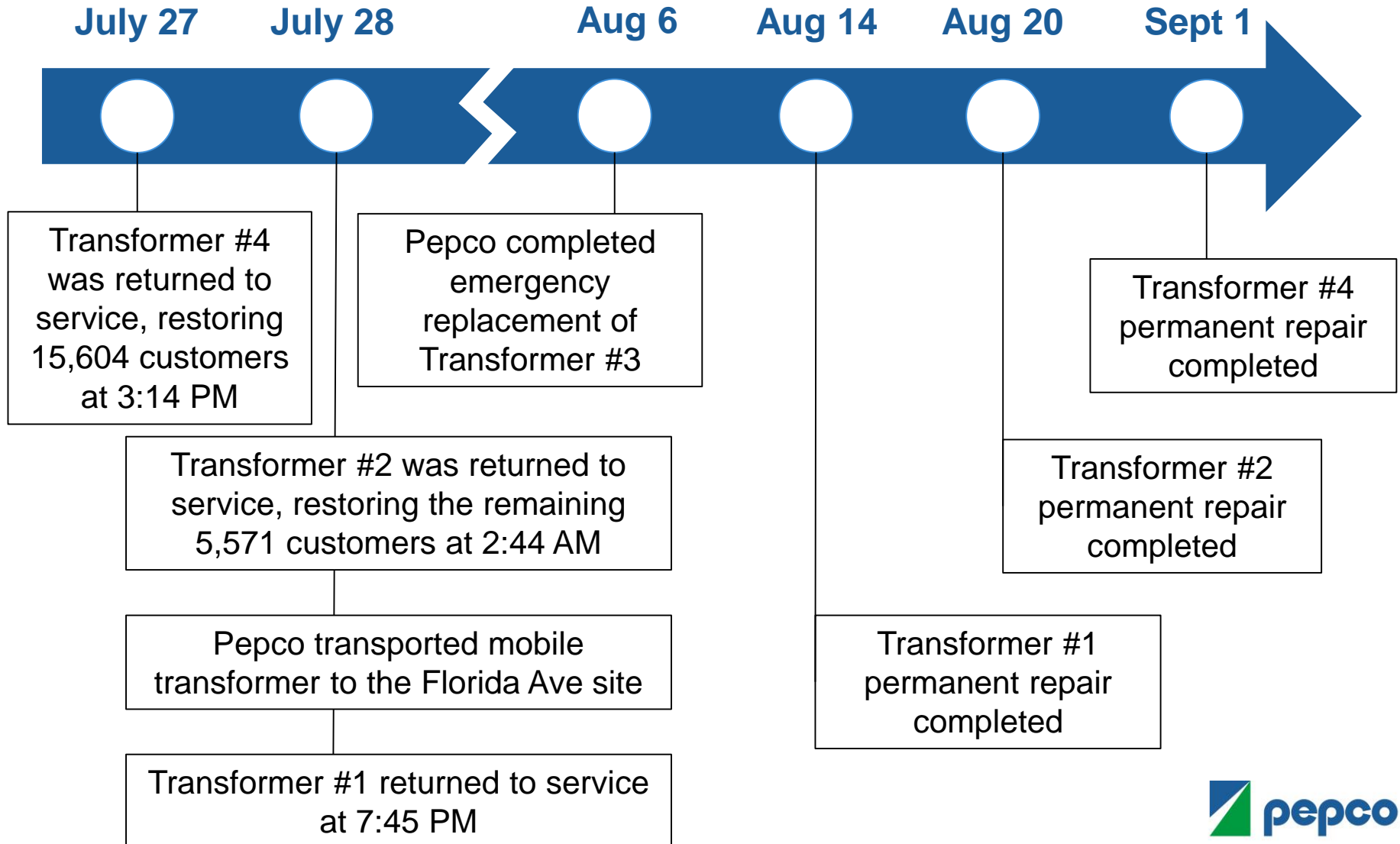
Florida Avenue Substation Event Summary

- At 2:24 PM on July 27, 2019, Pepco's Florida Avenue substation lost power, causing an outage for approximately 21,175 customers in the District of Columbia
- Pepco worked diligently over the period that followed to restore those customers
 - Pepco restored service to 15,604 customers by 3:14 PM on July 27—less than an hour after the initial service interruption
 - All the remaining 5,571 customers were restored at 2:44 AM on July 28—approximately 12 hours after the initial service interruption
- Pepco has completed its investigation of the event

Event Chronology



Company Response



Florida Avenue Substation Event Outage Causes

The outages associated with the Florida Avenue substation event on July 27 were related to multiple causes, including:

Equipment Failure

The failure of transformer equipment at the Florida Avenue substation was the primary cause for the loss of Transformers #2 and #3.

Human Performance Event

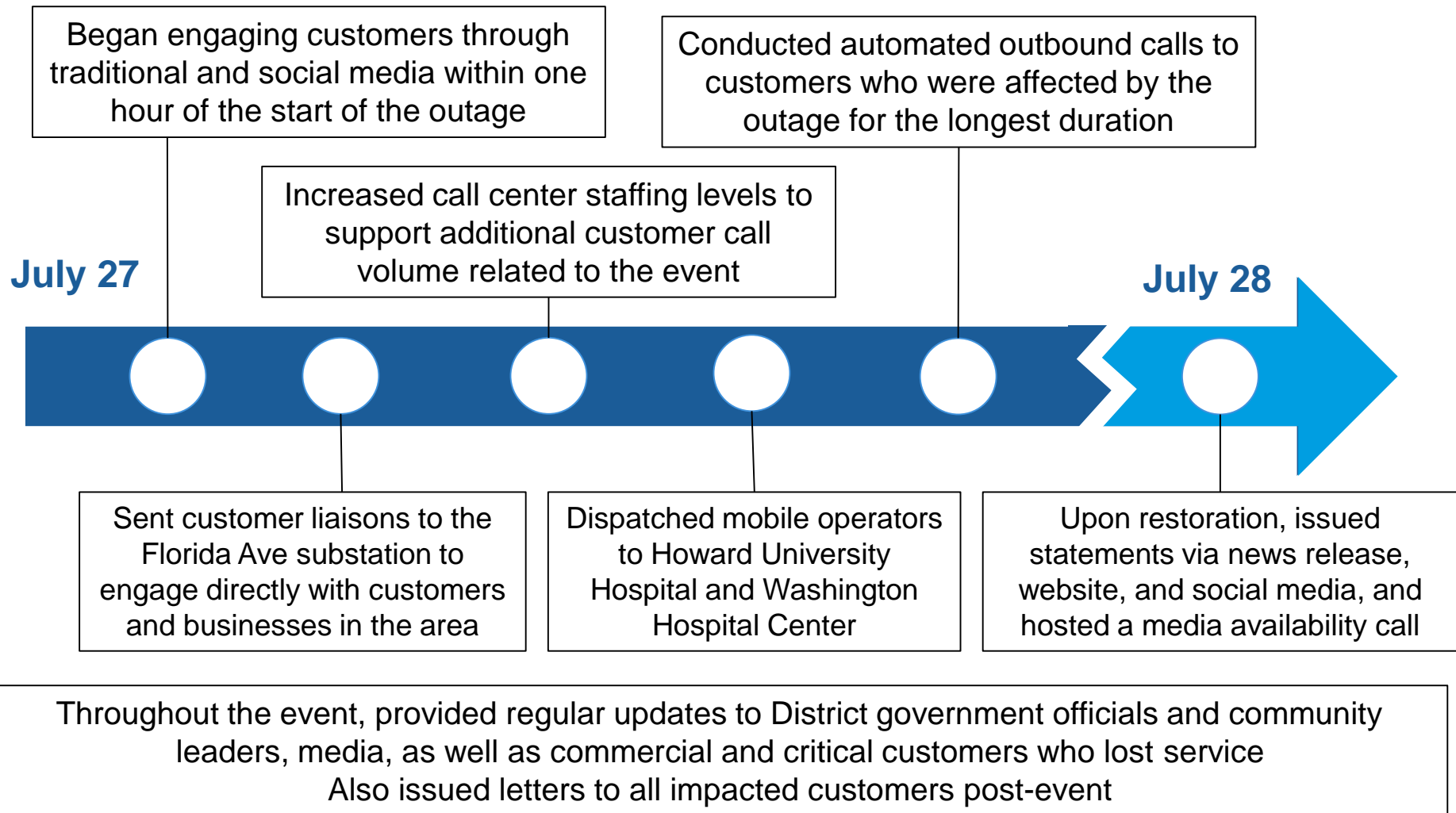
- The loss of Transformer #4 was related to human performance, as a Pepco crew inadvertently impacted the transformer while conducting an investigation at the site.
- The loss of Transformer #4 caused Transformer #1 to trip due to overload.

Investigation of the Florida Avenue Substation Event

As a result of its investigation of the event, Pepco has identified several lessons learned, primarily including the need to apply renewed focus and rigor to the following areas:

- Improving Transformer Maintenance and Monitoring
- Increasing Engineering Involvement in Corrective Maintenance
- Improving the Human Performance Culture

Communications and Customer Outreach



Customer Outreach Lessons Learned

Pepco performed a full review of its standard customer service and communications processes for outage events such as this one, and identified the following opportunities for improvement:

- Proactively provide information about the status of the restoration effort to customers
- Revise Pepco's call center staffing strategy to respond to outage and emergency calls on a 24x7 basis
- Enhance business continuity protocols for critical customers (e.g., hospitals)
- Leverage Pepco's social media channels and websites more extensively to increase frequency of updates and extend message reach

CERTIFICATE OF SERVICE

I hereby certify that a copy of Potomac Electric Power Company's Powerpoint Presentation for Florida Avenue Substation Hearing was served this November 7, 2019 on all parties in Formal Case No. 982 by electronic mail.

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