



**Kingfisher Electric is operated by the Kingfisher Public Works Authority, a Title 60 public trust of the City of Kingfisher. The mission of Kingfisher Electric revolves around three core principles:**

- **Provide reliable power at competitive rates**
- **Be customer centric, adapting to the changing needs of our customers**
- **Increase and promote energy efficiency to reduce load and energy consumption**

I feel that we are falling short of our goals, but we are actively engaged in improvements to increase reliability and provide better services with more options to our customers. I want to share our actions with our customers. Our reliability issues impact our businesses and residents, and I want you to know that we are working to fix our problems.

Electric operations are complex, and outages caused by generation, transmission, or distribution impact us, regardless of the cause. Although it is a little lengthy, our [UNDERSTANDING MY MUNICIPAL ELECTRIC SYSTEM](#) document provides an overview of your electric system in laymen's terms.

### **RESOURCES/STAFFING/EQUIPMENT**

I am very proud of everyone on our team that is part of Kingfisher Electric. They are competent, committed and dedicated to providing you quality service. We have amazing and talented line crews and a great staff at City Hall. We hired two additional linemen this year to increase response time and conduct more system maintenance while keeping up with the normal daily duties of the department. We purchased a new bucket truck and anticipate delivery in December. This vehicle will be multi-purpose and be able to accomplish tasks where two separate trucks were required. Unfortunately, this type of truck does not sit on car lots, and has to be built, hence the delay in delivery and putting it in service.

We are currently conducting a residential customer survey to identify how we can serve you better. If you were selected for the random survey, we appreciate your feedback.

### **OUTAGES**

Seven months into the year, we have had four internal outages in our distribution system in Kingfisher Electric. Two of the outages were storm related, one was a tree falling on a line, and the second was lightning striking infrastructure, causing complete system outages. The other outages impacted sections of town, or circuits, but were not system wide, and were caused by a transformer failing and a segment of line going bad. The Electric Superintendent is updating and revising the maintenance plan for inspection of system infrastructure components such as transformers. With distribution lines being either overhead or underground, faults and preventative issues are not as easy to identify as a pothole in the street.

We have had six external outages caused by a loss of our incoming feed on the OG&E transmission line. When we lose power coming into town, it is beyond our control, and we wait on OG&E to restore service. Transmission high voltage infrastructure is unique, in that unlike most other infrastructure, detours or rerouting are not available. It is my opinion that the OG&E transmission line running from El Reno to Enid suffered distress during the Thanksgiving and Christmas ice storms in 2015 and permanent repairs are needed somewhere between Kingfisher and El Reno.



For long-term or extended transmission loss, we are fortunate to have two back-up options available. Western Farmers Electric Cooperative has a transmission line on the west side of town that interconnects to our system. If OG&E has a sustained outage for an extended period of time, we can request to be released from OG&E feed and switch to the WFEC feed with WFEC approval. This involves coordination between WFEC and OG&E as well as a WFEC crew coming to Kingfisher to manually switch us over. Although the time to accomplish this varies, it is generally hours after the initial outage to make this happen.

We also have a power generation plant that is capable of producing 8.5 megawatts of electricity to provide service to our distribution system. The plant takes about an hour and a half to transition from standby to enough capacity to carry the load and provide electricity. If OG&E notifies us that the outage will be a few hours, we will generate at the power plant. Both options take time to process, but are available for long-term sustainability. However, they are not an immediate restoration option.

### **TRANSMISSION RESOLVE**

As a customer of Kingfisher Electric, I am equally as frustrated by our outages as you are, perhaps more frustrated as I do not have an immediate solution for the problem. However, we are working to fix the problem, but it will not be an overnight resolve. Following our external feed loss in January, February and March, we visited with OG&E through Oklahoma Municipal Power Authority (OMPA) staff, management and engineering. OMPA is our wholesale power provider in which Kingfisher is a member-owner. In my opinion, our outages impacted by OG&E's transmission loss, is not a priority for OG&E.

We have been working with OMPA to look at permanently improving our transmission feed, including the possibility of moving to WFEC feed. WFEC has invested resources in transmission infrastructure and upgrades. WFEC provides transmission for Cimarron, and I feel that WFEC transmission is more reliable than OG&E. The processes and options for long-term reliability improvements, are complex with no guarantees, but we are committed to finding a solution. There are multiple regulatory agencies in the decision making process above the City of Kingfisher's level. Transmission construction projects can be multi-year processes from application to approval. We are working with GridLiance, through their partnership with OMPA, to review available options, model the best solution, and present it to the Southwest Power Pool for approval. OMPA is committed to improving our reliability. My goal is to provide better reliability through receiving transmission infrastructure improvements.

### **RATES/BILLING/METER READING**

Every city is different in the public works services they provide, and how they provide these services. There are 62 public power cities and towns in Oklahoma that run an Electric Distribution System. The Municipal Electric Systems of Oklahoma (MESO) conducts a survey for summer and winter rates and compiles the data for comparison review. The [2016 MESO Summer Survey](#) shows our rates in comparison to the 47 other respondents in the survey. I feel that we offer competitive rates and are in the lower tier compared to these communities, and encourage you to review the results and analysis.

Our billing cycle goal is for a 30 day billing period, and we are close to getting this back on track, but we have failed some of our customers on this with a short cycle followed by long cycle, especially during the summer months with high consumption of electricity and water. I apologize for the inconvenience. We



currently have two exceptional meter readers, who record accurately. This issue will be fully resolved when we transition to automated metering in the near future.

### **ADVANCED METERING INFRASTRUCTURE**

We currently are soliciting Requests for Statements of Qualifications for a turn-key Advanced Metering System for electric and water meters, and anticipate deploying a system in first quarter 2017. Automated metering will ensure a 30 day billing cycle, without weather interfering with reading meters. It will remove the human error factor at read or data entry that could cause abnormalities in your bill. We will be able to offer a flexible due date to best suit the needs of our customers. We will be able to help you with consumption management if you are interested in lowering your water or electric use, with data from reading at hourly intervals. We will be able to provide you with an alert of a water leak, leaking fixture or faulty appliance before you have a large bill, instead of the large bill identifying the issue. With the new software to accommodate the automated metering, we will be able to offer online bill payment to our customers soon. We are also looking at the option of having a customer interface so that you will be able to log in and review your usage online.

AMI will greatly enhance the service we provide to you. When an outage occurs, linemen will know where the last point of service was, and will know directly where to go to assess the problem to begin fixing the problem. They will not have to drive up and down alleys and easements looking for the problem. The water department will be able to repair bad lines before they break. It will also expedite new service connections.

We do not plan to raise rates nor assess a fee for this project. OMPA has funding available to loan member communities for AMI implementation. The AMI system will record water and electric consumption hourly, and send a cellular radio signal once a day. The radio frequency is the same as a cellular phone. Some customers have expressed concerns about not having an automated meter, and we are considering offering a manual reading, with a fee to recover costs for manual reading.

Some customers have expressed concerns over bills increasing. We have meters in service that are 30-40 years old, and the older a meter is, the less accurate it reads. The new meters are guaranteed accurate for a minimal 20 years. If you currently have an older meter, it is probably not reading at 100% capacity of what a new meter will read. Smart meters do not increase your bill directly, but any new meter will record usage more accurately than an old meter.

I appreciate your time in reviewing this update. I am available to discuss your concerns or expand on any of the topics listed above at City Hall or 375-3705.

Thank you,

Dave Sleickey  
*City Manager*