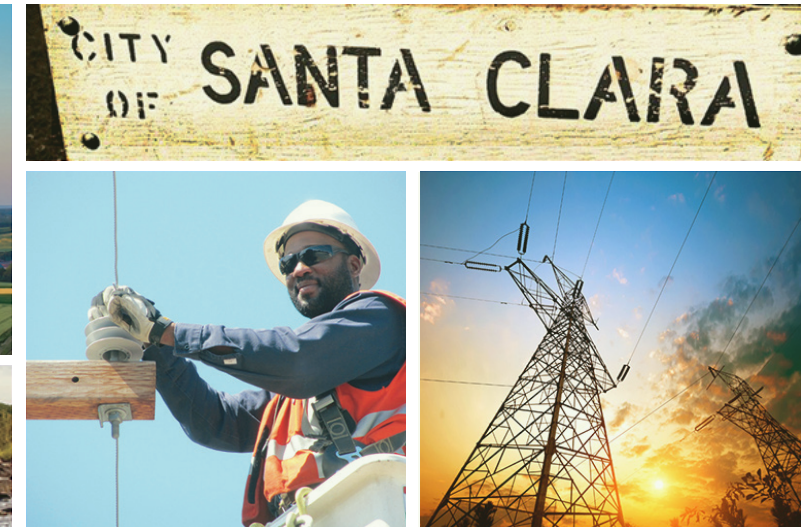




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What It Takes to Keep the Lights On

Many customers may not realize that Silicon Valley Power (SVP) has staff working behind the scenes twenty-four hours a day, seven days a week, 365 days a year. These highly skilled System Operators continuously monitor and control the electric transmission and distribution system, as well as the City's water system. They address power outages and electrical emergencies, dispatch water and sewer calls after work hours and respond to customer calls. They are an important part of the team that ensures you have the power you need to get the job done, whether it's flipping on a light switch, making a cup of coffee or working on world-changing innovations.

damaged equipment to adjacent circuits. This restores power to as many customers as possible, leaving only those served by the damaged equipment without power until repairs are made. As part of the switching plan, the System Operator directs the Troubleshooter to open or close specific switches. Where available, the System Operator may also operate SCADA-controlled substation equipment to expedite restoration efforts. Once the System Operator establishes a safe work zone for the lineworkers or electricians, a clearance is issued and repairs to the damaged equipment begin. Following repairs, System Operators develop and direct a switching plan used to restore the electric system to its original configuration.

The System Operators are the first to respond when a power outage occurs. When the power goes out on an electric distribution line, the first indication is received through an alarm on the Supervisory Control and Data Acquisition (SCADA) network. The System Operator then verifies system conditions on SCADA and dispatches a Troubleshooter to look for the cause of the outage in the field. The System Operator then communicates to utility staff and management so they can notify customers of the outage through SVP's website and social media channels. The System Operator directs the troubleshooting process and the Troubleshooter inspects equipment and reports his findings to the System Operator.

Once the cause of the outage is located, the System Operator develops the restoration plan. When possible, the System Operator begins a switching program that will isolate the fault and move customers not directly served by the



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Would you like to read about a specific energy topic? Let us know by email at: savemoney@svpower.com

Three Percent Rate Increase to Advance Reliable Power System

On November 16, the City Council approved a three percent rate increase that will take effect in January 2022 for Silicon Valley Power (SVP) customers. SVP's stable, low rates mean SVP customers save more than an estimated \$150 million in annual electric costs compared to businesses in neighboring cities, whose rates have risen up to ten percent.

Funds from the rate increase will help ensure a sustainable, reliable and affordable power system for Santa Clara in the future. These funds will be used to make improvements to the electric system so that SVP can continue to provide high-quality service to customers. The upgrades include replacing old power poles, crossarms and transformers, all of which will help prevent outages. Additionally, the funds will help cover the rising costs of power transmission on the grid and additional environmental and reliability requirements.

As a not-for-profit entity, SVP bases its rates on operating expenses and regulatory policies. SVP and other municipal utilities are working to educate legislators about the benefits of maintaining low rates for customers.

