

Unofficial Text (See Printed Volume). Current through date and Register shown on Title Page.

capacity factor, forced outage rate, scheduled outage factor, primary fuel and production technology type. The commission shall establish a periodic report schedule for each utility of at least once every 2 years.

7. Exchange of information. At least annually, utilities shall exchange planned outage information for the coming year for expected maintenance and other outages of generators of 50 MW or more and transmissions lines of 100 kV and higher voltage. Utilities shall also supply the same information for nonutility generators of 50 MW or more in their control areas. Utilities shall exchange updates of such information as soon as reasonably practicable when such updated information becomes known.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00; CR 02-027: am. (2) (a), (b) 1. a. and b. 2. and 3., and (2) (b) 6., Register December 2002 No. 564, eff. 1-1-03.

PSC 113.0608 Emergency response. Each utility with 25,000 customers or more shall establish procedures to record and monitor its response times for emergencies, such as calls for assistance from police, fire, emergency medical services officials and any calls or reports of wire contacts, dig-ins, wires down, utility facilities on fire, unauthorized entry into utility facilities, unsecured public access to energized equipment, or any similar activity on or near utility facilities constituting a hazardous condition or an immediate threat or danger to persons, customers' property, customers business operations or general property. In general, the records of these calls should include the date and time received; the identity (if known) of the caller; the identity of the person receiving the call; the location and nature of the problem, incident, or accident; the time the utility responder arrived at the location; the total time to respond; and the final disposition or resolution of the problem.

Note: It is recognized that strict compliance with this rule may be difficult during major system-wide or large area emergencies, for example, major wind or ice storms where many outage reports may also involve reports of "wires down." However, reasonable efforts should still be made to identify and give priority response to calls for assistance from police and fire officials who may be "first responders." This will allow these locations to be secured so the police or fire units can be released to pursue other duties.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0609 Customer satisfaction surveys.
(1) Using methods approved by the commission, each municipally owned electric public utility and each investor-owned utility with a customer count of 20,000 or less, as directed by the commission where there is cause to do so, and each investor-owned electric public utility with a customer count greater than 20,000, on an annual basis, shall fund quantitative assessments, made by an independent entity, of the satisfaction of all customer classes with the services they have received from the utility. The results of these assessments shall be filed with the commission. The utility shall provide to the commission a detailed report of the information from any research it has conducted in the past year to help assess:

(a) The satisfaction of the utility's customers with the services they have received from the utility.

(b) The specific new services or alterations to existing services desired by customers.

(2) This information shall at a minimum include the following:

(a) A detailed description of the methods used to conduct the research and analyze the results.

(b) The results of the research, including mean scores for all variables studied, both for the study sample as a whole and for meaningful sample subgroups.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00; CR 02-027: am. (1) (intro.), Register December 2002 No. 564, eff. 1-1-03.

PSC 113.0610 Customers' complaints. **(1)** Each utility shall investigate and keep a record of complaints received by it from its customers in regard to safety, service, or rates and the operation of its system with appropriate response times designated for critical safety and monetary loss situations. The record shall show the name and address of the complainant, the date and nature of the complaint, the priority assigned to the assistance and its disposition and the time and date thereof.

(2) Each utility also shall document all contacts and action relative to deferred payment agreements and disputes.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0611 Employees authorized to enter customers' premises. The utility shall keep a record of employees authorized pursuant to s. 196.171, Stats., to enter customers' premises.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0612 Employee safety. Each public utility subject to the accident reporting requirements of OSHA shall provide a safety performance report annually to the commission at the same time it is submitted to OSHA. The report shall include the OSHA Incidence Rate and Lost Time Rate. The report shall also include the last 3 years' average for each of these rates.

Note: Also see ch. PSC 104, Recording and Reporting Utility Accidents.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0613 Maps and diagrams. Each utility shall have record systems (maps, records, diagrams, drawings or computer display systems) showing the location of its property, in sufficient detail so that the adequacy of service to existing customers may be checked and facilities located.

History: Cr. Register, July, 2000, No. 535, eff. 8-1-00.

PSC 113.0614 Preservation of records. The following records shall be preserved and kept available for inspection by the commission for the periods indicated. The list is not to be taken as comprehending all types of utility records.

Description of Records	Period to be Retained
Maps showing the location and physical characteristics of existing facilities	Perpetually
Engineering records in connection with construction projects if construction of project results wholly or in part	Until record is superseded or 6 years after plant is retired
Production Records:	
Station and system generation records	Permanently
All other records taken in the plant	6 years
Operating Records:	
Load dispatcher data	6 years
Interruption records	6 years
Meter test	See PSC 113.0919
Meter history records	Life of meter