



PUBLIC UTILITIES OUTAGE COMMUNICATION

Riverside Public Utilities

City Council
June 2023

RiversideCA.gov

OVERVIEW OF ELECTRIC SYSTEM



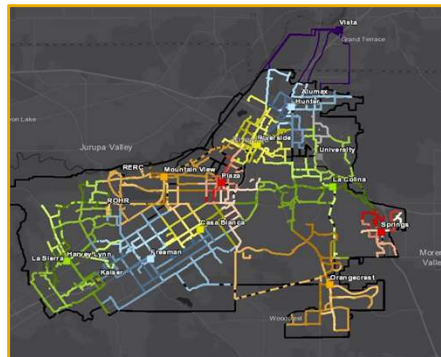
**Maintain
99.2 Miles**
Transmission Lines



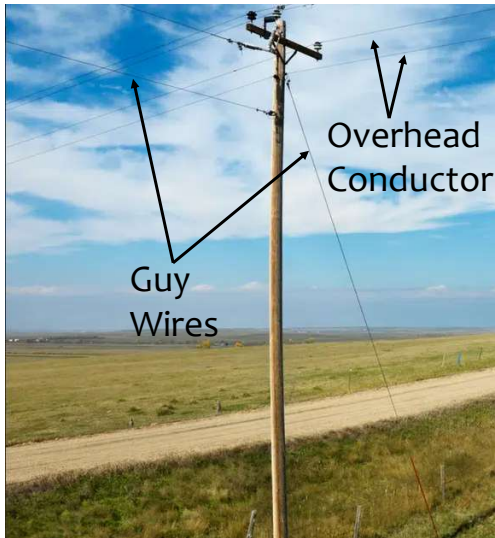
**Maintain
1,351 Miles**
Distribution Lines



**Maintain
15**
Substations



OUTAGE EVENT MARCH 10, 2023



- At 5:17 pm – Cause:
 - Broken Guy Wire
 - Contact with Overhead Conductor
- Outage = 2,480 customers.
- At 5:37 – Response:
 - Outage event created
 - Staff in route to investigate.
- At 6:22 pm – Event Complete:
 - Broken Guy Wire removed
 - Power Restored



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OUTAGE DETAILS

- Total Duration of Outage = 1 hour, 5 min
- The Outage Map located on the City's Website was accurate and in real-time during the entire duration of the outage.
- [Riverside, California | City of Arts & Innovation \(riversideca.gov\)](https://www.riversideca.gov)



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OUTAGE MAP

RIVERSIDECALIF. ENGAGE RIVERSIDE SHOP RIVERSIDE PUBLIC UTILITIES

RIVERSIDECALIF.GOV

Community Calendar | Government Meetings | f | t | i | s

Residents Government Business Services Media Connect Jobs

RIVERSIDE INSECT FAIR CELEBRATING Earth DAY

APRIL 22, 2023 | 22 DE ABRIL DE 2023
10 A.M. - 4 P.M.

RIVERSIDE MAIN LIBRARY
3900 MISSION INN AVE.

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RIVERSIDECALIF. ENGAGE RIVERSIDE SHOP RIVERSIDE PUBLIC UTILITIES HOMELESS SOLUTIONS

RIVERSIDE PUBLIC UTILITIES

Homeless Solutions | f | t | i | s

Residents Businesses Developers Projects About RPU Media

WE'RE HIRING
ESTAMOS CONTRATANDO

LEARN MORE | APRENDE MÁS

Welcome to Riverside Public Utilities

Riverside Public Utilities is a publicly-owned water and electric utility that has been providing efficient, reliable services throughout the City of Riverside since 1895.

We are committed to providing the highest quality water and electric services at the lowest possible rates to benefit the community.

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OUTAGE MAP

Planned Water Outage



Unplanned Water Outage



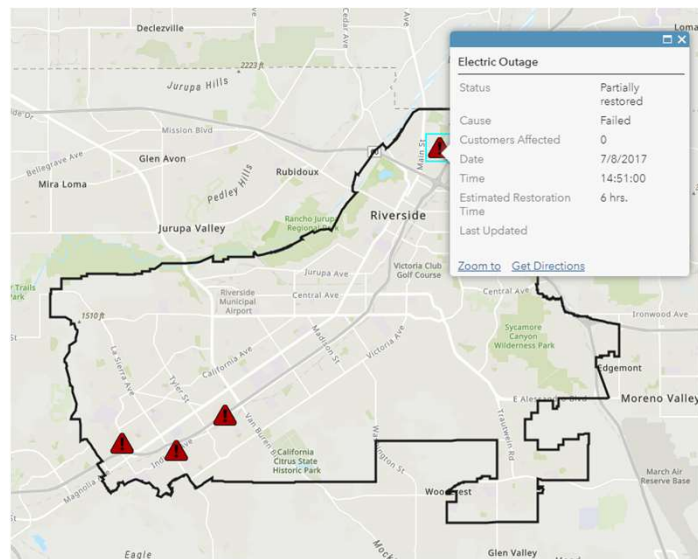
Mandated Load Shed



Unplanned Electric Outage



Planned Electric Outage



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COMMUNICATION TO CUSTOMERS

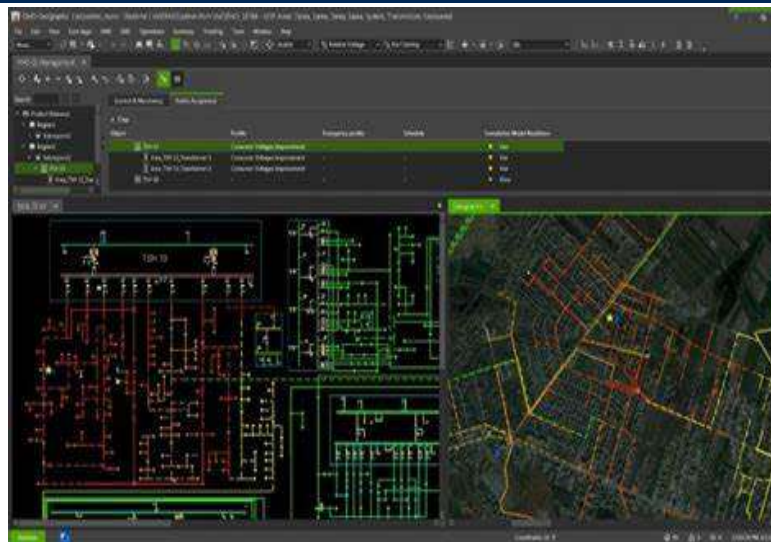
- Website – Outage Map
- Call Center – During working hours
- 311
- Automated phone system after hours
– Grid Control Center



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OUTAGE MANAGEMENT SYSTEM (FUTURE STATE)



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OUTAGE MANAGEMENT SYSTEM BENEFITS

- Direct Communication with Customers
- Automated phone calls to affected customers
- Provide customers with timely and accurate estimates on restoration times.
- Instant Notifications to RPU staff
- Reduce the costs associated with outages
- Able to utilize data from existing applications such as AMI and SCADA systems to identify outage locations.
- Multi-year project, implementation in Spring 2025



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QUESTIONS?



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