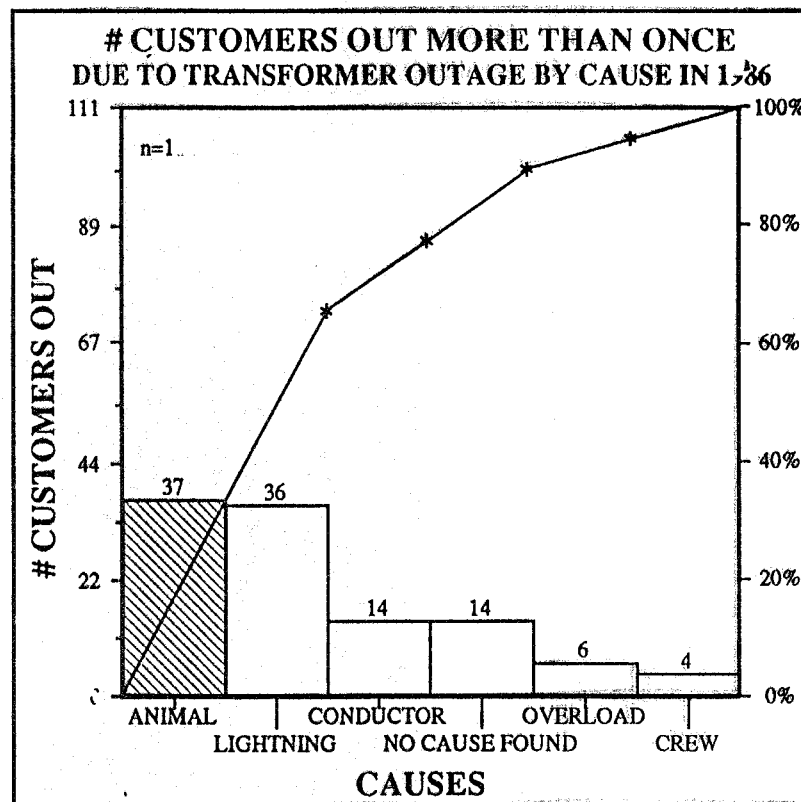


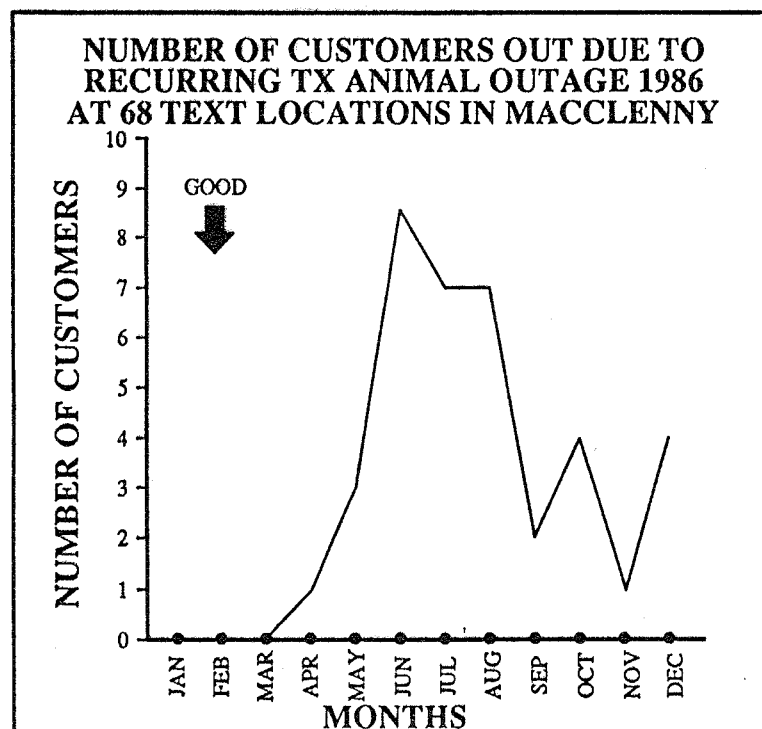
1. REASON FOR IMPROVEMENT

PROBLEM SELECTION				
PROBLEM	Is It Measurable		Fits Department objectives	Tried To Solve Before
	Est. # Losses	# Customer Affected		
Secondary vs Transformer	Low	Low	Yes	Yes
Marking TX Size/Bottom	Low	Low	T&D/SR. Pln	Yes/IAM
U.R.D. Marking Tape	Low	Low	T & D	Yes/IAM
Pole Ground Plates	Low	Low	T & D	Yes/IAM
Transformer Animal Outages	Med	High	Customer	Yes



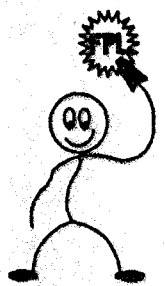
WE CALCULATED THAT A SAMPLE OF 68 TX LOCATIONS WOULD REPRESENT THE MACCLENNY DISTRICT WITH A 90% CONFIDENCE LEVEL AND A 10% MAXIMUM ERROR FACTOR

CUSTOMERS: EXTERNAL = STOCKHOLDER RATEPAYER
INTERNAL = TROUBLEMEN CREWS

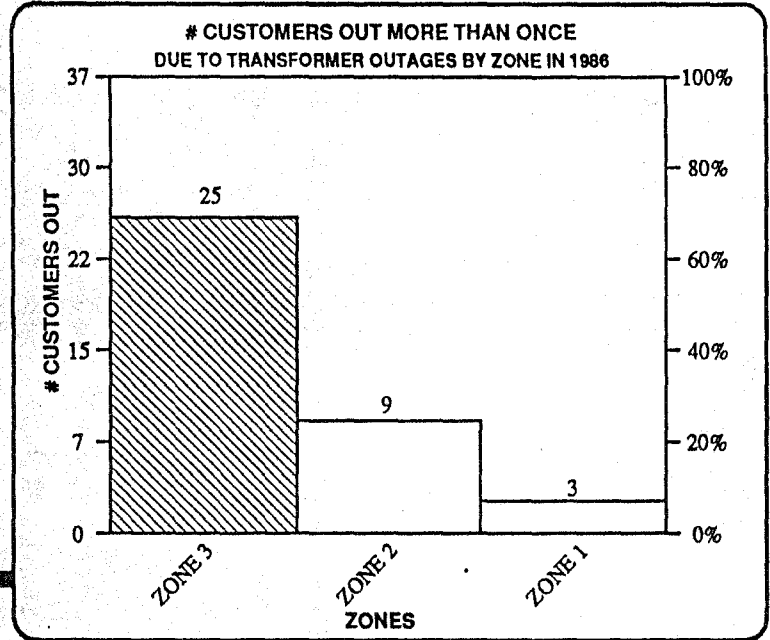
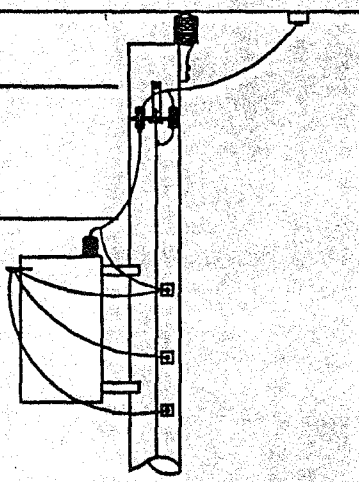


2. CURRENT SITUATION

ZONE #1	8%
ZONE #2	24%
ZONE #3	68%



CUSTOMER SATISFACTION

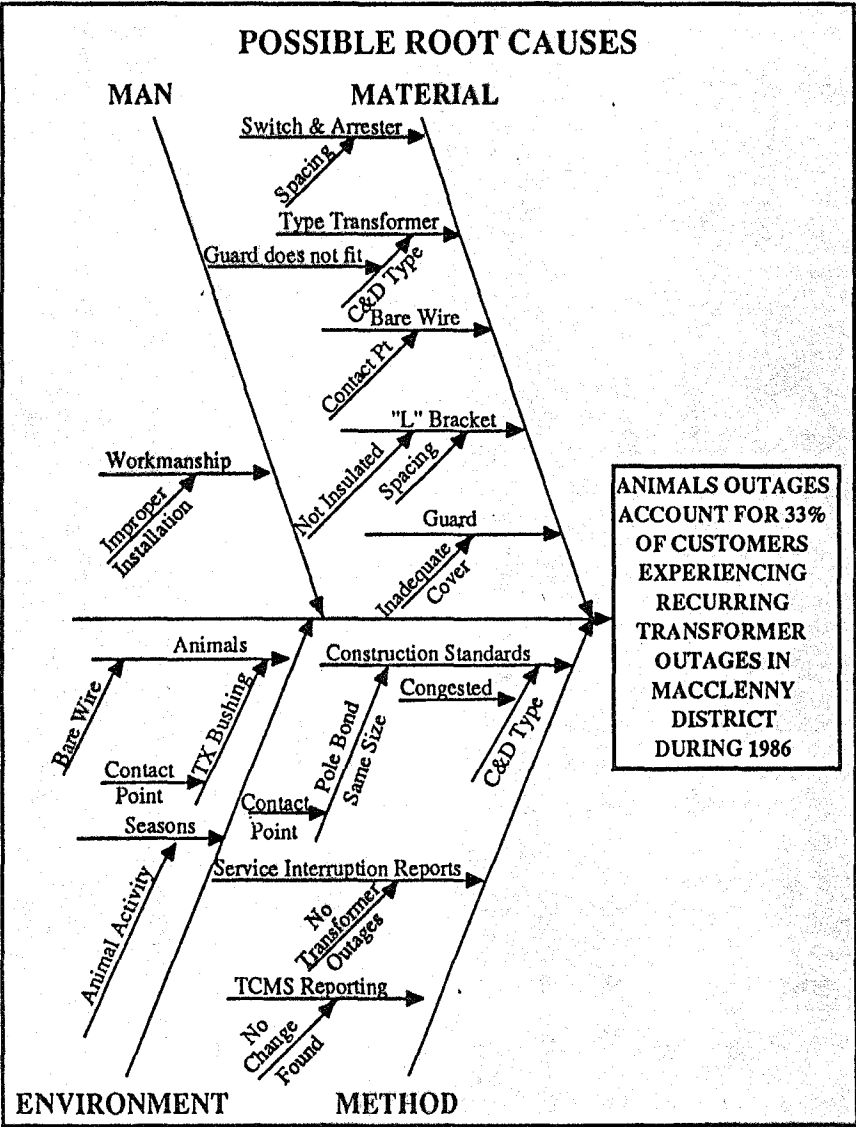


RELIABLE ELECTRIC SERVICE CUSTOMER SURVEY MACCLENNY DISTRICT	
IMPORTANCE	PERFORMANCE
69%	51%

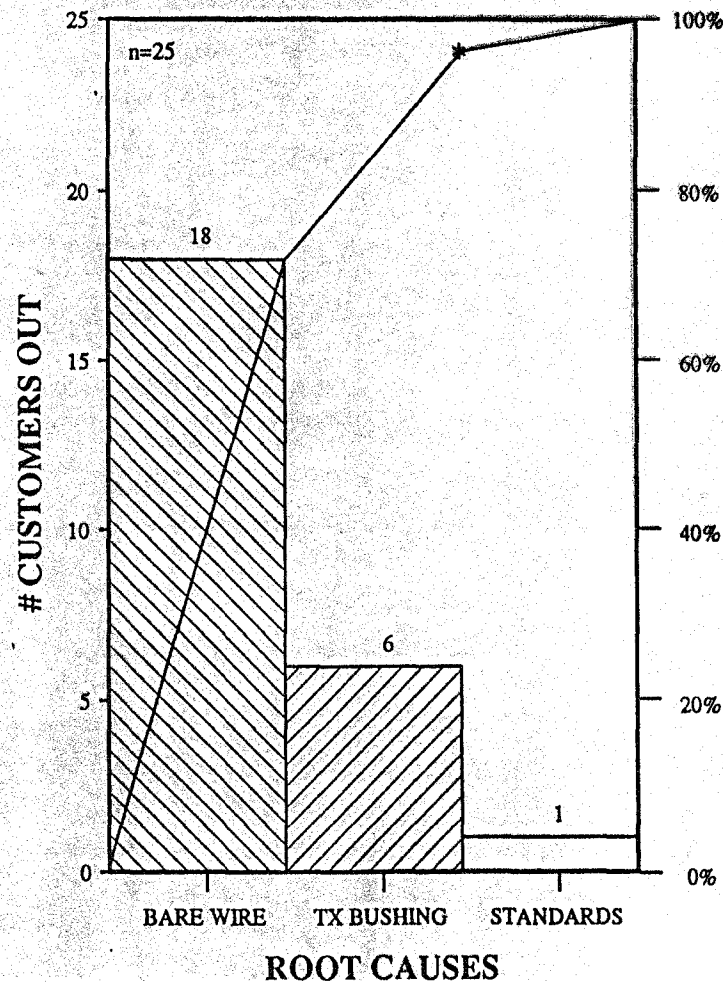
PROBLEM: ANIMALS OUTAGES ACCOUNT FOR 33% OF CUSTOMERS EXPERIENCING RECURRING TRANSFORMER OUTAGES IN MACCLENNY. (REDUCTION PROBLEM)

GOAL: 68% REDUCTION IN THE NUMBER OF CUSTOMERS EXPERIENCING RECURRING TRANSFORMER OUTAGES DUE TO ANIMALS BY ELIMINATING ZONE 3 AS CONTACT AREA.

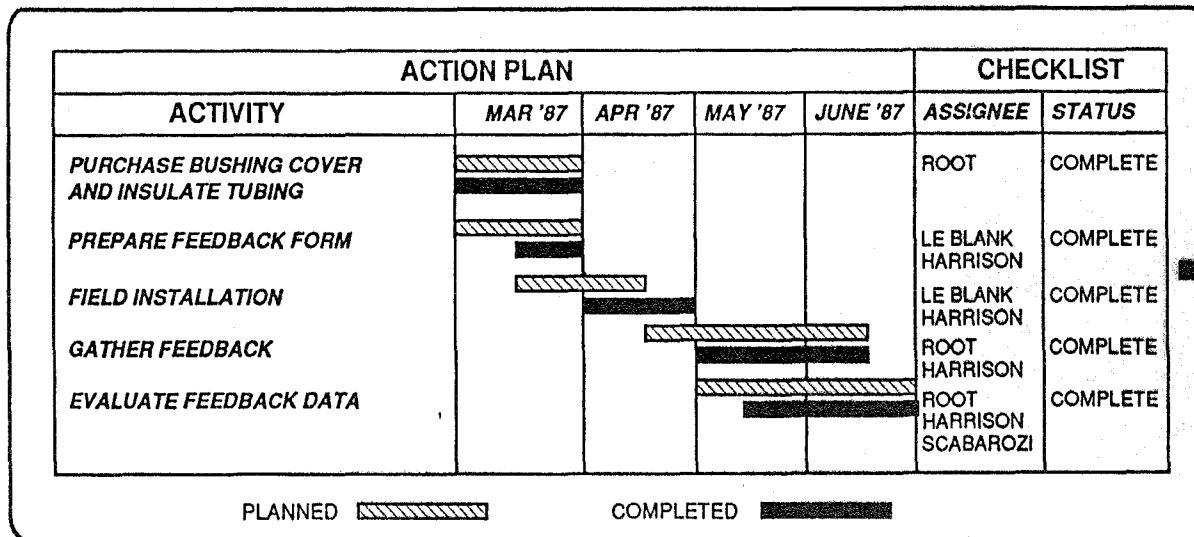
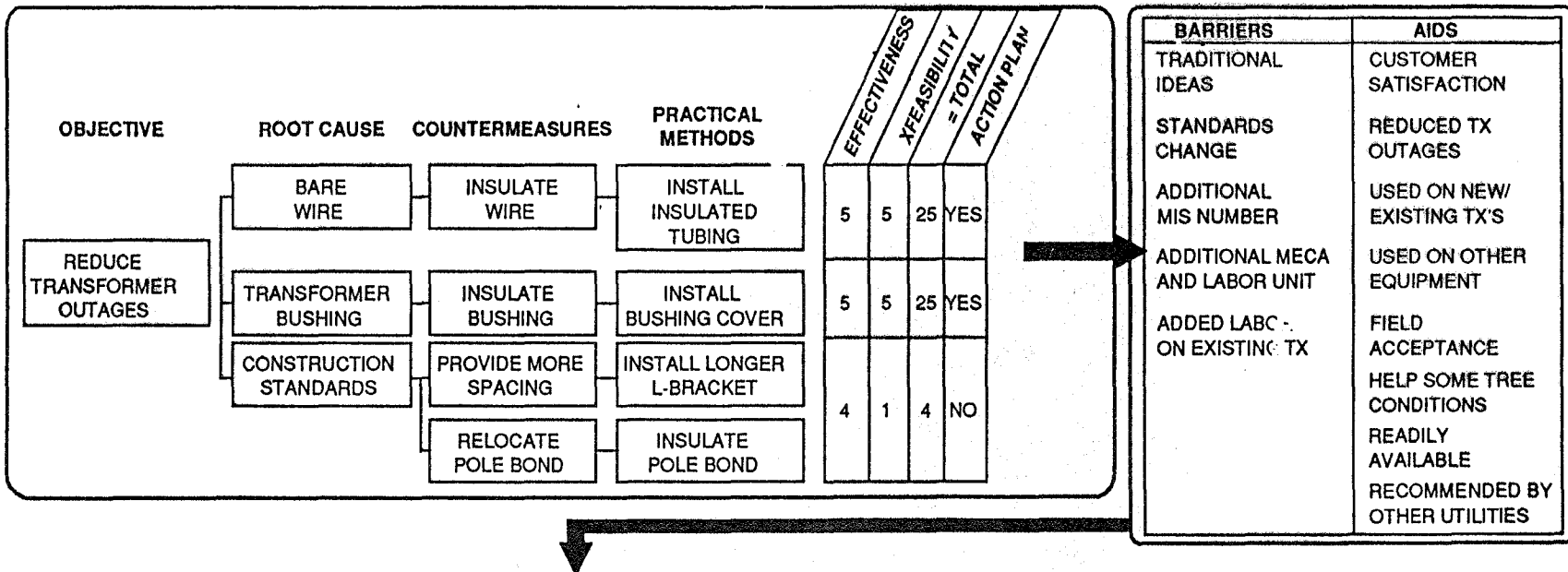
3. ANALYSIS



CUSTOMERS OUT MORE THAN ONCE DUE TO TRANSFORMER OUTAGES IN ZONE 3 IN 1986



4. COUNTERMEASURES



COST BENEFIT

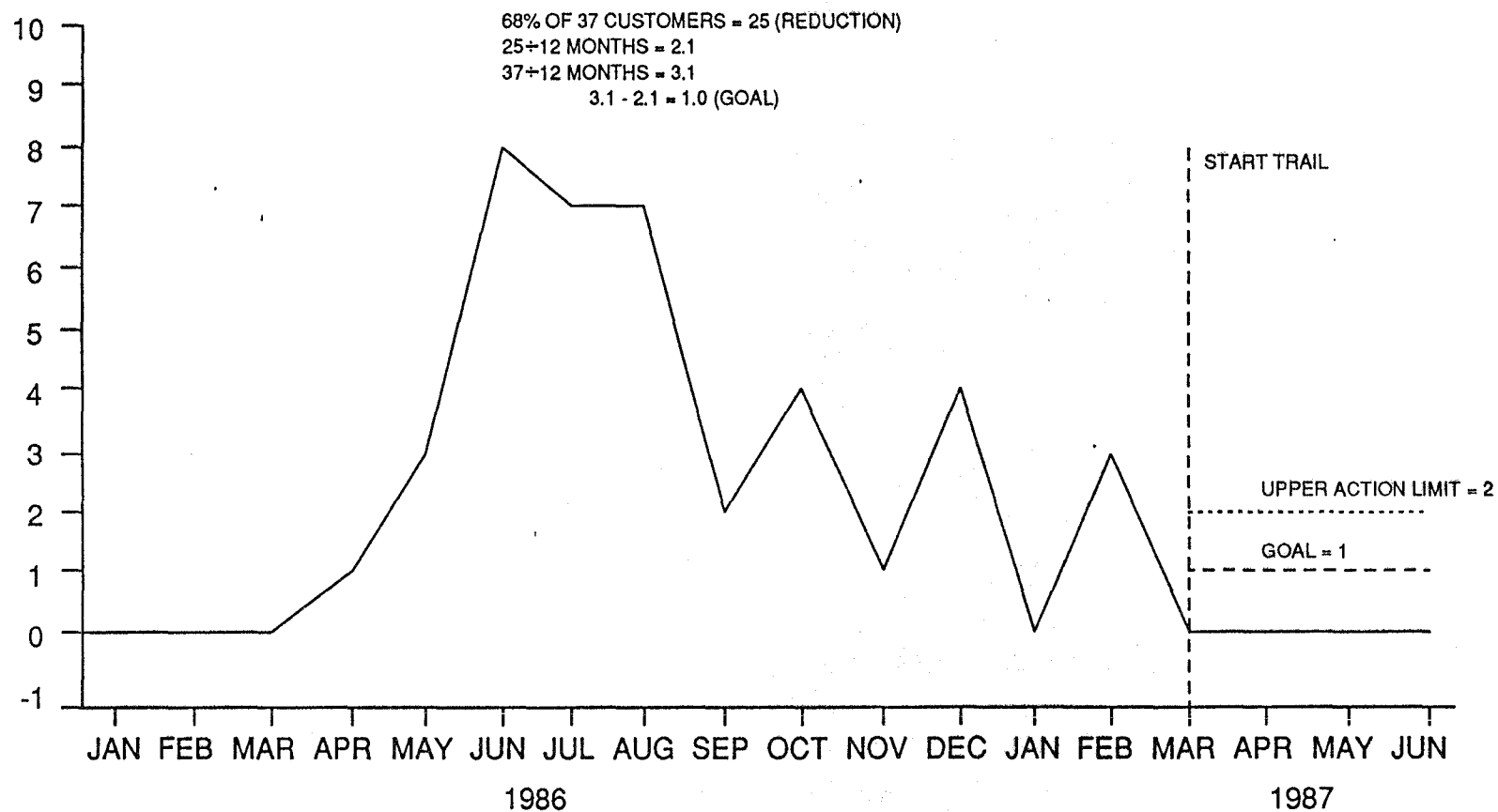
EXISTING GUARD:
DISC TYPE \$5.41 EA.

NEW GUARD:
 BUSHING COVER \$2.02 EA
 TUBING @ \$1.57/FT \$3.14 (2FT)
 TOTAL \$5.16

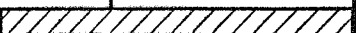
OLD \$5.41
 - NEW \$5.16
 SAVINGS \$.25/INSTALLATION

5. Results

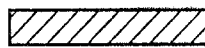
NUMBER OF CUSTOMERS OUT DUE TO RECURRING TX ANIMAL OUTAGES IN 1986 - 1987 AT 68 TEST LOCATIONS IN THE MACCLENNY DISTRICT



6. STANDARDIZATION

ACTION PLAN					CHECKLIST	
ACTIVITY	FEB 1987	MAR 1987	APR 1987	MAY 1987	ASSIGNEE	STATUS
PURCHASE BUSHING COVER AND INSULATED TUBING	 				ROOT	COMPLETE 3/11/87
STOCK BUSHING COVER AND INSULATED TUBING		 			ROOT	COMPLETE 3/18/87
INSTALL ON NEW TRANSFORMERS AND ANY TRANSFORMER ANIMAL OUTAGES		 			LE BLANC HARRISON	ON GOING
EVLAUATE EFFECTIVENESS OF FIELD INSTALLATIONS (MONTHLY)				 	LE BLANC	ON GOING
MONITOR USAGE OF MATERIAL FOR STOCKING (MONTHLY)				 	LE BLANC HARRISON	ON GOING
SEND MATERIAL TO TEST LAB AND EVALUATE RESULTS (FOR REPLICATION)					HARRISON	PENDING

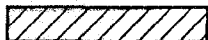
PLANNED



COMPLETE



7. FUTURE PLANS

ACTION PLAN					CHECKLIST	
ACTIVITY	JUN 1987	JUL 1987	AUG 1987	SEP 1987	ASSIGNEE	STATUS
RECEIVE M & S NUMBER					HARRISON	PLANNED
RECEIVE MECA & LABOR UNIT					SCABAROZI	PLANNED
DSBN CONST STDS					LE BLANC	PLANNED
PLANNED  COMPLETE 						

BY ANALYZING FUTURE TRANSFORMER ANIMAL OUTAGES, BY EVALUATING POINT OF CONTACT, THE REMAINING PROBLEM CAN BE LOGICALLY EVALUATED FOR COUNTERMEASURES, IF NECESSARY

THE CALLAHAN X-FUNCTIONAL TEAM IS PRESENTLY WORKING ON ZONES 1 & 2 TO FURTHER REDUCE ANIMAL CAUSED OUTAGES

