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ROSEVILLE ELECTRIC
RELIABLE ENERGY • DEPENDABLE SERVICE

Electric Dispatch

Neighborhood Santa—a Roseville Electric Tradition

For the seventh straight year, Santa is looking forward to visiting the neighborhoods of Roseville. Unlike his whirlwind global tour to deliver presents, Santa will spread his Roseville visit over several evenings. He is, however, currently dieting after a lengthy cookies-and-milk spree and will be unable to demonstrate his chimney-entry techniques.

Enthusiastic employees from Roseville Electric and other City of Roseville departments will once again assist Santa as he passes through our neighborhoods. They will be traveling with Santa and handing out candy canes to all of the community's good little boys and girls, and parents alike. Though the reindeer begged Santa to come—and what a fuss they made—Santa has put them on strict bed rest for the month of December in preparation for their Christmas Eve journey. Rudolph, regrettably, will remain home with the other reindeer to recharge his nose so bright. In place of the reindeer, Roseville Fire Department and Roseville Police vehicles will escort Santa's sleigh, which will meander through our neighborhoods atop Roseville Electric and Environmental Utilities-powered floats.

Santa is expected to visit Roseville on the evenings of December 9, 11, 16 and 18. To find out when he will be in your neighborhood, call the Community Bulletin Board at 774-5842 after Thanksgiving.



From Our Family to Yours, have a Bright and Safe Holiday Season!

Dear Roseville Electric Customer,

As we enter into the holidays, all of us at Roseville Electric would like to extend our best wishes for a safe and enjoyable season. We'd also like to thank you for another great year and let you know what we've accomplished on your behalf this year and what we're planning for 2004.

Customer Satisfaction—99 Percent

We're delighted to report that our most recent survey showed a 99 percent satisfaction rating from our residential customers. Roseville Electric is committed to meeting the needs of its customers and the results of the recent survey serve as a report card to help us understand our strengths and weaknesses to better serve you. The random survey was conducted by an independent research firm that gathered opinions from Roseville residents.

Roseville Energy Park

The biggest news of the year was our decision to go forward with our application to the California Energy Commission to build a city-owned power generation facility as part of a larger Roseville Energy Park (REP). The REP project is an important step toward ensuring future reliability and stable rates for our customers. We are committed to keeping the community informed throughout the process and encourage public participation.

Renegotiation of Wholesale Energy Contracts

We keep a vigilant eye on the wholesale energy market and take every opportunity to get our community the best deal possible for its energy needs. Through the renegotiation of our long and short-term contracts this past year we will generate a projected \$13 million savings to our customers.

Renewable Portfolio Standard

Another major effort this year was to prepare and submit our Renewable Portfolio Standard (RPS) that requires maintaining a power portfolio that is 20 percent renewable from sources



Roseville Electric administers necessary maintenance to keep reliability high.

such as wind, solar, geothermal, and other green energy sources. The RPS also calls for an increase in renewable power by 5 megawatts over the next 5 years—with one of those sources to be sited here in Roseville.

Aggressive Maintenance Program

We offer the highest reliability in the region thanks to our stringent standards for inspection, maintenance, repair, and replacement. In 2003, we made important strides toward raising our reliability even higher.

- **POLE INSPECTION PROGRAM**—Most utilities gradually inspect and repair or replace wooden utility poles over a 10-year period. Not us. We began inspecting all 4,163 poles in July 2003. We're more than half way complete on replacement now, which will put us at the top of the nation for pole integrity.
- **AERIAL INSPECTIONS**—In two days, crews completed an aerial infrared scan and visual survey over the entire transmission system. This effort allowed Roseville Electric crews to identify and replace worn equipment before they could become problems that would affect our customers.
- **CABLE DATABASE**—In 2002, we began cataloging the thousands of miles of underground cable delivering electricity to Roseville homes and businesses. The database will help us identify potential trouble spots so that we can proactively replace cable before a problem occurs.
- **EQUIPMENT DATABASE**—We maintain a similar database for equipment such as transformers, capacitors, and other critical system components. In addition to using

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Ben's Corner

Be Smart, Be Safe!

You may have learned that Ben Franklin discovered electricity by flying a kite during an electrical storm—a very dangerous thing to do! As we enter the winter and the holiday seasons, be sure you and your family stay safe from electrical shocks and fires by following a few important rules.

Storm Safety Tips

- Stay away from downed power lines! Always treat a downed power line as if it is live or carrying electrical current. If you see a downed power line keep clear and call 9-1-1.
- Even if a power line is not sparking, it can still pose a serious threat. Stay away from nearby puddles or pools that have a downed power line close by. Electricity travels easily through water and can electrify the water.
- If a power line falls on your car, stay inside the car, if there is no immediate danger. If you must exit the vehicle, jump clear with both feet together and shuffle or baby step away from the hazard area. Do not touch the car and the ground at the same time. If you see someone in a car that a power line has fallen on—stay far away and call 9-1-1.
- If tree branches have grown or broken off into overhead electric lines, do not trim or attempt to remove them yourself. Call us at 79-POWER and we'll send out qualified personnel to address the hazard at no charge to you.

Holiday Safety Tips

Lights and decorations are fun, but it's important to remember these safety rules. Even parents can benefit from a friendly reminder, if you see them doing something you know is unsafe.

- When putting up lights or decorations on houses or in trees stay away from overhead power lines—DO NOT use aluminum ladders when working with electricity.
- Unplug lights before leaving home.
- Check cords carefully before use, DO NOT use if frayed or damaged.
- Read and follow instructions for extension cords carefully.
- DO NOT string too many lights together, follow instructions.
- Unplug cords when installing lights.
- NEVER overload outlets.
- NEVER use indoor lights outside.
- Keep paper and tinsel away from lights.
- Keep lights and electrical cords away from water.
- Flame retardant DOES NOT mean flame proof—use caution.
- NEVER leave burning candles unattended.

If you have any questions,
please call us at 79-POWER.

Dear Customer . . . continued from front page

our own resources, we monitor the experience of other utilities to see if they are having difficulties with a specific type of component or with equipment from a particular manufacturer. As with the cable program, we use the database to locate potential problems and take proactive measures.

- **TREE TRIMMING**—To ensure trees don't brush against overhead power lines causing outages or fires, we trim 25 percent of trees near power lines every year—adding up to 100 percent every four years. Our goal is to respond quickly if you call to tell us about a tree or other type of hazard involving our system.
- **CLOSED-LOOP SYSTEM**—We completed the first phase of changing over the high-voltage system that delivers power between substations from a single-source to a closed-loop system. The north Roseville system is the first stage of a multi-year plan to create a substation transmission system that reduces line outages to just a few seconds. With the new system, customers receive power from two directions. If an outage occurs, the system isolates it and feeds power almost instantly from the other direction.

Adding our current award-winning reliability together with the one-time, long-term, and continuous maintenance programs will bring us to a level of system reliability that will stand among the finest in the nation.

Overhead Goes Underground

You may have heard about our plans to convert all overhead distribution power lines to the underground systems found in Roseville's newer neighborhoods. The intent of the program is to give property owners a chance to improve the aesthetics of the neighborhood and increase property values. Some increase in reliability can also be expected as overhead lines are more prone to outages caused by tree branches, wind and wildlife.

As you can see, we've had a very busy year. Next year promises to be action packed as well. Keep your eye out for upcoming newsletters where we'll provide details on new plans and programs.

In the meantime, may the bright spirit of the holidays follow you throughout the year. As you celebrate the season, we'll continue to keep the lights on for you.

BEST HOLIDAY WISHES,

TOM HABASHI, UTILITY DIRECTOR

Roseville Electric's Third Quarter of 2003 Annual Projection

POWER CONTENT LABEL				
ENERGY RESOURCES	RE Total System (projected)	RE Green 50* (projected)	RE Green 100* (projected)	2002 CA POWER MIX** (for comparison)
Eligible Renewable	11%	56%	100%	9%
Biomass and waste	2%	<1%	0%	3%
Geothermal	7%	48%	89%	4%
Small hydroelectric	2%	6%	11%	2%
Solar	0%	0%	0%	0%
Wind	<1%	<1%	0%	1%
Coal	9%	5%	0%	15%
Large Hydroelectric	43%	22%	0%	23%
Natural Gas	29%	15%	0%	42%
Nuclear	7%	3%	0%	11%
Other	0%	0%	0%	0%
TOTAL	100%	100%	100%	100%
* 70% of RE Green 50 and 100% of RE Green 100 is specifically purchased from individual suppliers. 40% of RE Total System Mix is specifically purchased from individual suppliers.				
** Percentages are estimated annually by the California Energy Commission based on the electricity sold to California consumers during the previous year.				
For specific information about this electricity product, contact Roseville Electric. For general information about the Power Content Label, contact the California Energy Commission at 1-800-555-7794 or www.energy.ca.gov/consumer .				

Roseville Electric is pleased to comply with the Public Utility Commission Section 398.1(b) which requires retail suppliers of electricity to disclose fuel source information about the electricity being sold to consumers.

ELECTRIC DISPATCH is published for Roseville's residents by Roseville Electric. ©2003. Comments and suggestions are welcome—please send to the attention of Ray Sansom.

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Find us on the web—www.RosevilleElectric.org



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