

EMAIL

TO: Henry Cassity, Secretary, RCPOA
FROM: Tom Byrne, Riviera Electric
DATE: May 16, 2009

Henry,

As requested, below is an explanation of what caused the outages Sunday night, May 10th, and Thursday night, May 14th.

A residential transformer failed each night at different locations [Sunday night on Chestnut Ridge, Thursday night on Cedar Pt. Rd.]. We do not know what the cause of the equipment failure was. It could have been a long term stress failure from lightning, as far back as last summer, finally causing components to break down and fail inside the transformers.

Trouble shooting failed underground transformers is a timely process. Similar to a strand of lights on a Christmas tree, when one light goes out, the whole strand goes out, and you have to physically check each light to find the bad bulb. It is the same with transformers. Our linemen had to physically check each transformer to make sure the fuse is good, before going to the next one. Once the bad transformer is found, it has to be replaced.

Further complicating the matter, a lot of transformers have landscaping shrubbery placed closely around them, which not only makes them difficult to see at night, but difficult for our linemen to have access to the front of the transformer, and check the fuses with their "Hot Sticks". Please ask all residents who have landscaping in front of their transformers, to relocate their landscaping, and give us a minimum of ten feet in front. That will be a big help to our linemen in the future in case another fails.

In closing, please let everyone know that we are doing our best to maintain the highest quality of service possible, and we are planning on making other improvements in the future to increase reliability.

**Respectfully,
Tom Byrne, P.E.
Superintendent**