

2003 Showcase in Excellence Awards Recipient

APS



Jack Davis, President & CEO

Company Information:

Highest Ranking Official: (Jack Davis, President and CEO APS)

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Type of work: (APS, Arizona's largest and longest-serving electricity utility, serves more than 902,000 customers in 11 of the state's 15 counties. With headquarters in Phoenix, APS is the largest subsidiary of Pinnacle West Capital Corp.)

Workforce: (6,100)

Testimonial of Value of Arizona State Quality Awards Program

“APS is inextricably tied to the communities we serve and to the environment in which we live and work. We have a commitment to protecting and enhancing the environment while providing our customers with quality service. This Showcase in Excellence Award is a testament to that commitment and we are extremely honored to accept it.”

Edward Z. Fox
APS Vice President
Environmental, Health, Safety and Communications

Highlights of Organizational Process:

The APS Wildlife Protection Plan is designed to minimize the risks caused by overhead electrical equipment to migratory birds and birds of prey. To accomplish this, APS' Forestry and Special Programs Department focuses on four main strategies:

- Identification and retrofitting of existing hardware and certain structure configurations known to cause avian electrocutions
- Installing strategically located perches on poles to divert birds away from hardware
- Protecting active nests
- Employee and public education

APS Wildlife Protection Plan was created to protect the natural habitat of indigenous wildlife and to ensure that the company's operations and maintenance activities are compliant with various state and federal regulations, while helping to maintain the integrity of our company's electrical transmission system.

APS builds and maintains more than 18,000 miles of electric lines in Arizona — lines, which run through the natural habitats of several species of indigenous birds of prey, or raptors including eagles, hawks, falcons, owls, and carrion-eating vultures and condors. Raptors are an important and valued biological resource and have long been recognized for helping maintain ecological balance and are sensitive indicators as to the health of the environment.

Raptors are naturally drawn to power poles. Such structures offer a dominant place to perch, roost, nest, hunt and feed, and sense air currents. However, the large wingspans of raptors make them vulnerable to injury by the electricity being carried on the power lines.

Avian contacts with power lines are a significant source of power outages. Nationwide, animals are the third-leading identifiable cause of all power outages. A key component of the APS Wildlife Management Plan is to minimize instances of electrical contacts on the company's electrical lines and other dangerous, high-voltage equipment.

In order to maintain a high level of system reliability and to manage customer expectations, the company takes measures to safeguard electric lines while being careful not to encroach on the natural environment. Supplemental to its environmental aspects, another key goal of program is to create awareness about raptor protection internally at APS, in the electric utility industry and in the community.

The processes of building a system of safeguards and deterrents also was developed to track and hopefully decrease the number of raptor-caused outages from electrical contacts. The plan has been in place since 1988. The last two years have focused on creating awareness for the laws with which our company and the industry must comply. Since 2001, the company has conducted nearly 50 presentations to lineman and other employees who routinely are charged with line maintenance and repair. APS Call Center employees have also been trained to answer customer inquires, make incident reports and route the information to APS Wildlife Management personal. The training sessions are ongoing and incorporate any changes to the laws and the process.

The Wildlife Protection Plan functions in a proactive mode in that efforts are taken to locate and retrofit bird- hazardous poles currently located in high-habitat areas. The plan also functions in a reactive mode through identifying and retrofitting poles known to have caused electrocutions, either by customer calls or by APS Troublemens who enter incidents in the APS Trouble Call Management System. Annually, APS Forestry and Special Programs will identify 850 poles within our service territory to be retrofitted. On new construction, all poles adhere to the newly revised APS design construction standards for wildlife protection. Designers apply these standards in migratory bird habitats.

The APS Forestry and Special Programs or APS Transmission and Distribution Engineering and Standards can identify areas of concern and both departments perform audits to determine compliance with the law. On new substation installation, wildlife protective covering is also applied. APS Substation Maintenance has committed to retrofit four substations a year in the northern divisions and 120 units a year in the southern divisions.