



Resource Planning Advisory Council

Providing Safe, Reliable Energy

Agenda

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Introductions

02

RPAC Purpose & Ground Rules

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UNSE Overview

04

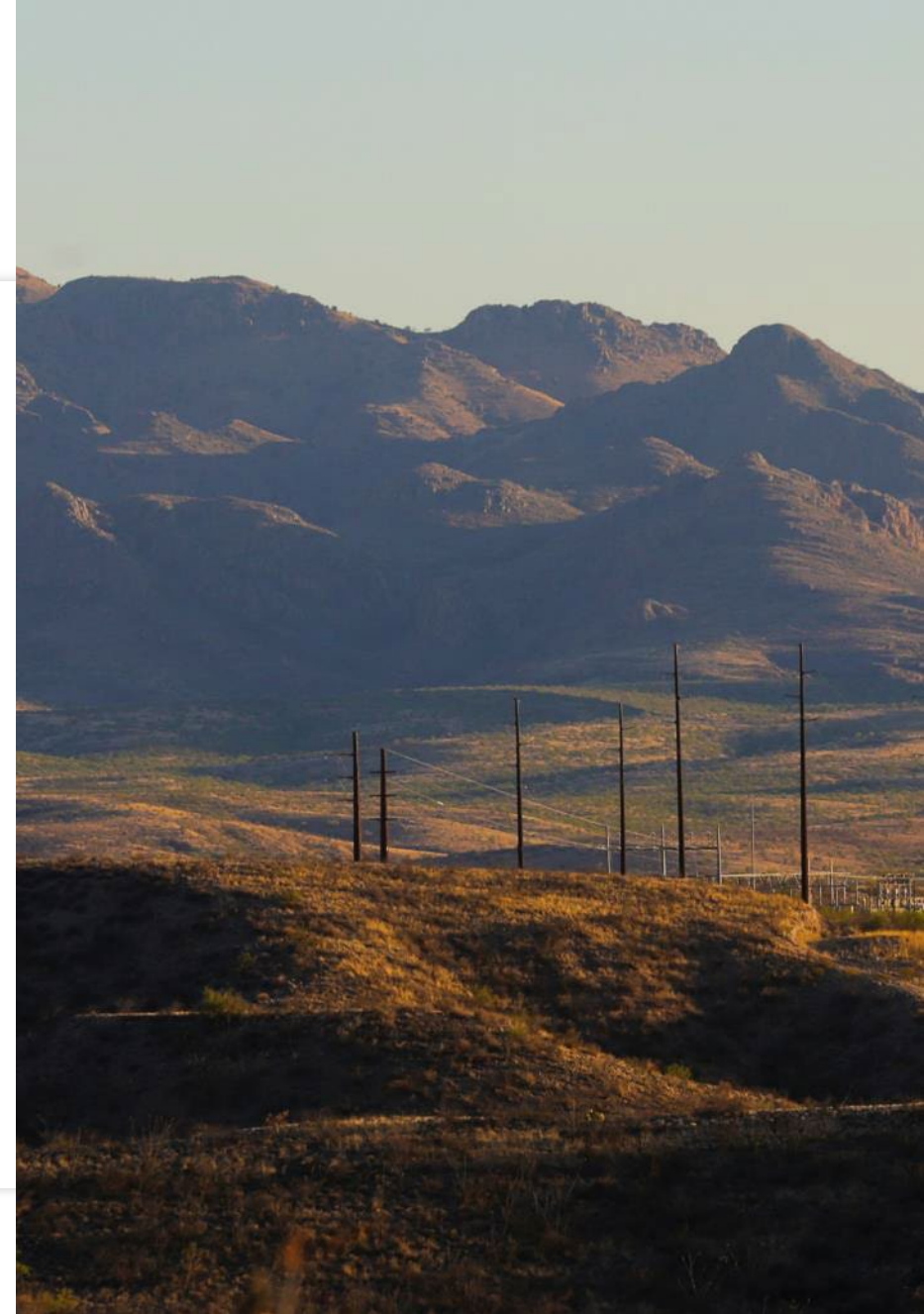
Industry Context

05

Wrap Up

Introductions

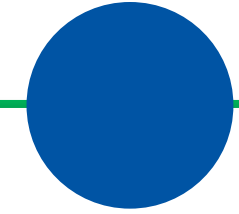
- Your name
- Who you are representing
- Why have you joined the RPAC?



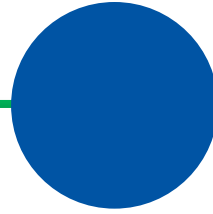
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RPAC Purpose & Ground Rules

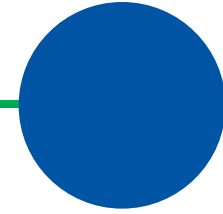
RPAC Purpose & Ground Rules



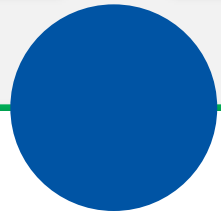
Purpose



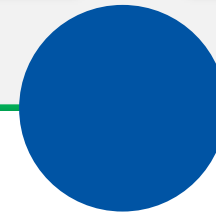
Role & Responsibilities



Participation &
Collaboration
Principles



Communication



Media Interaction

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Break Time

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About Us & Utility Overview

Our Vision and Values

Our vision is to be an exceptional energy provider that positively impacts the lives of our employees, customers and communities.

Our values define how we work and who we are.

- We work safely
- Our differences make us stronger
- We do the right thing
- We achieve excellence together
- We learn continuously
- We drive sustainability





Investing in Our Community

Partnering to Support Pressing Needs

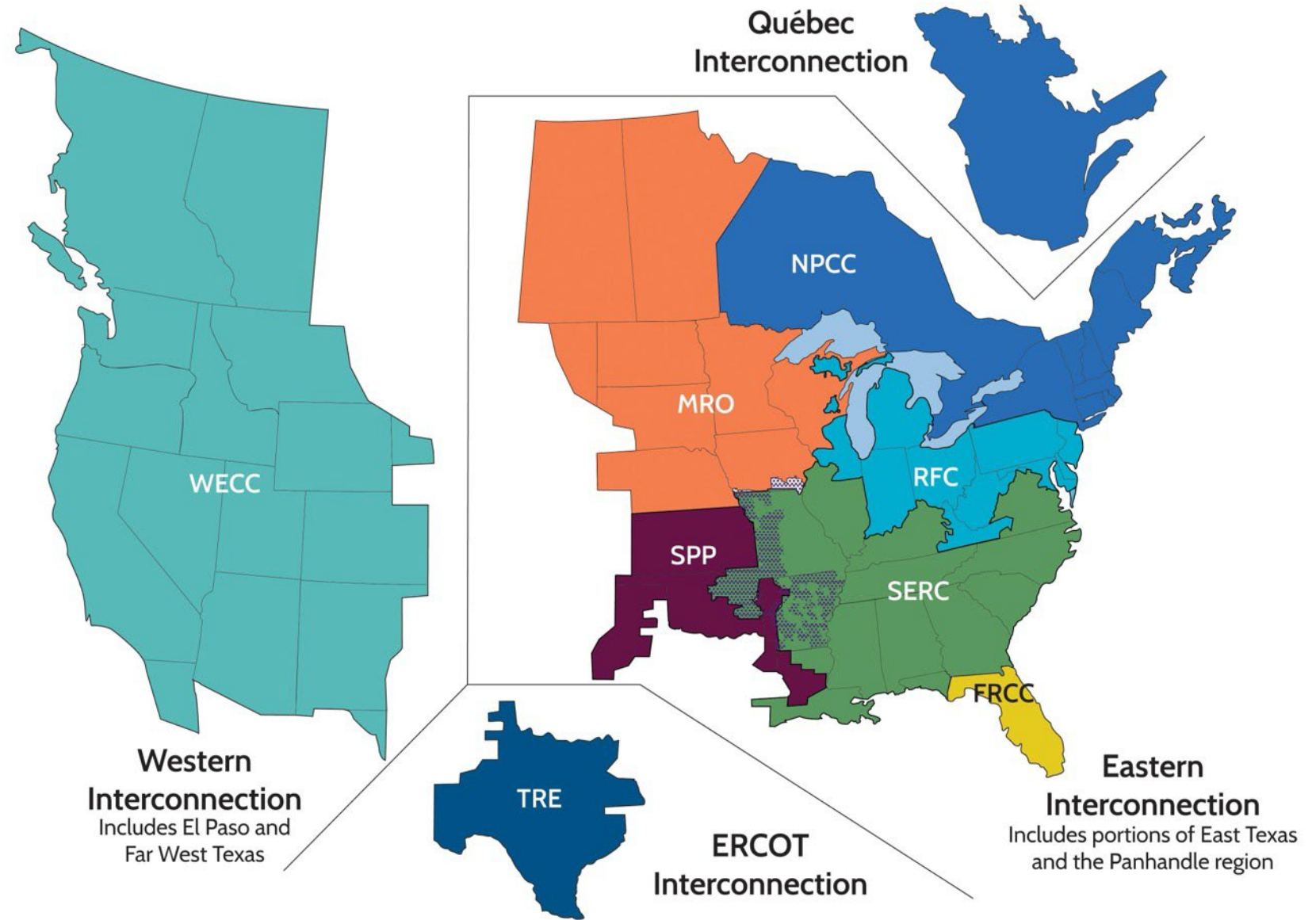
In 2024:

- **\$362,000** donated
- **100** nonprofit groups supported in their work on community vitality, education, environmental stewardship, and racial and social equity
- **111** active volunteers
- **7,016** hours donated
- **Dollars for Doers** program allows our volunteers who meet certain thresholds to apply for grants in support of nonprofit organizations of their choice.
- Board service is encouraged, with training provided.

Our financial contributions are funded with corporate resources, not customers' rates.

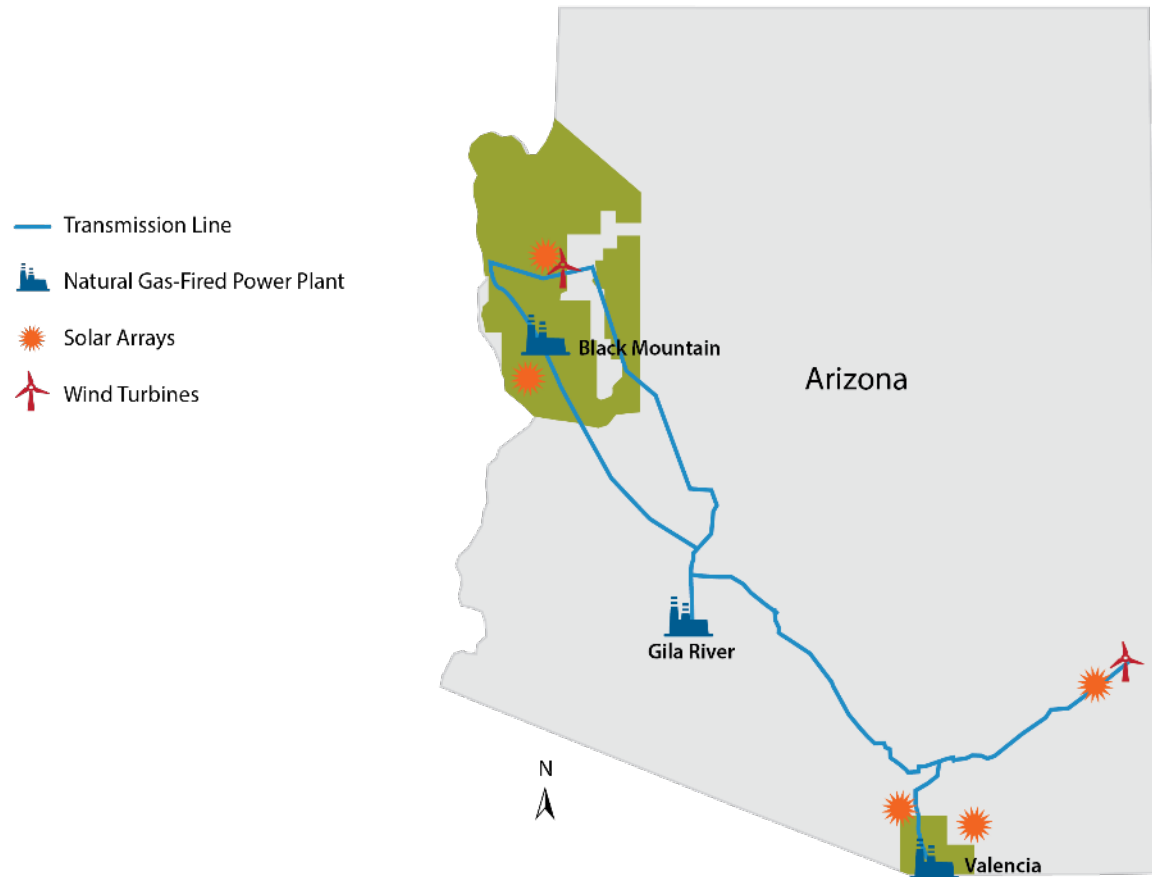
Interconnections & Regional Entities

- Separate, self-contained electric grids managed by regional entities
- Overseen by the North American Electric Reliability Corporation (NERC), a not-for-profit international regulatory authority subject to oversight by the Federal Energy Regulatory Commission (FERC) and Canadian authorities



Safe, Reliable Service Across Arizona

Electric Service



Natural Gas Service



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Our Resource Mix

Conventional Generating Resources

Electric

Facility	Fuel	Capacity (MW)
Gila River Unit 3	Natural Gas	150
Black Mountain Units 1,2	Natural Gas	90
Valencia Units 1-4	Natural Gas	61
Total		301 MW



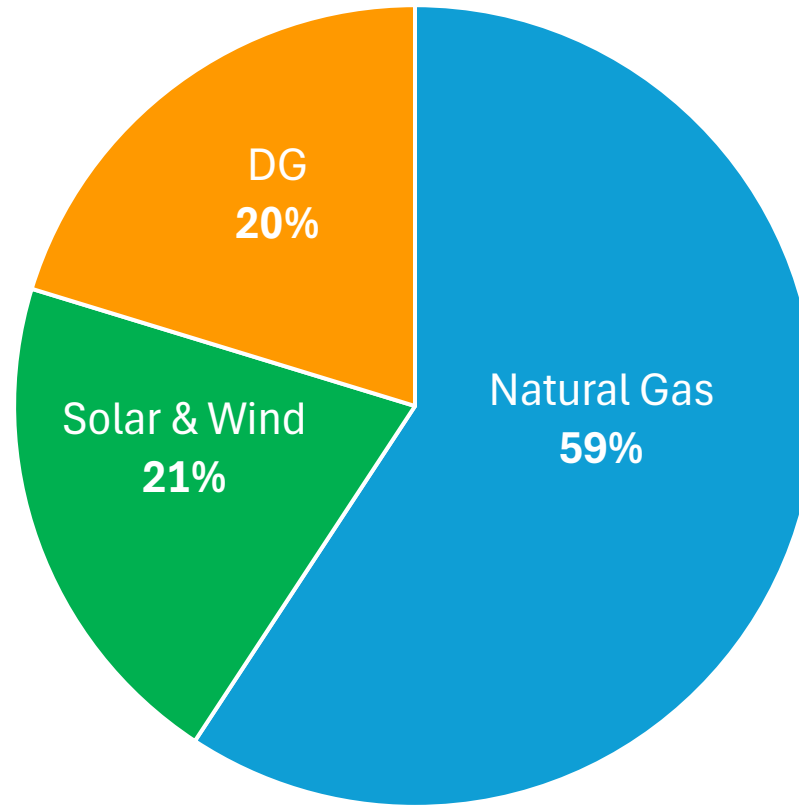
Renewable Electric Energy Resources

Electric

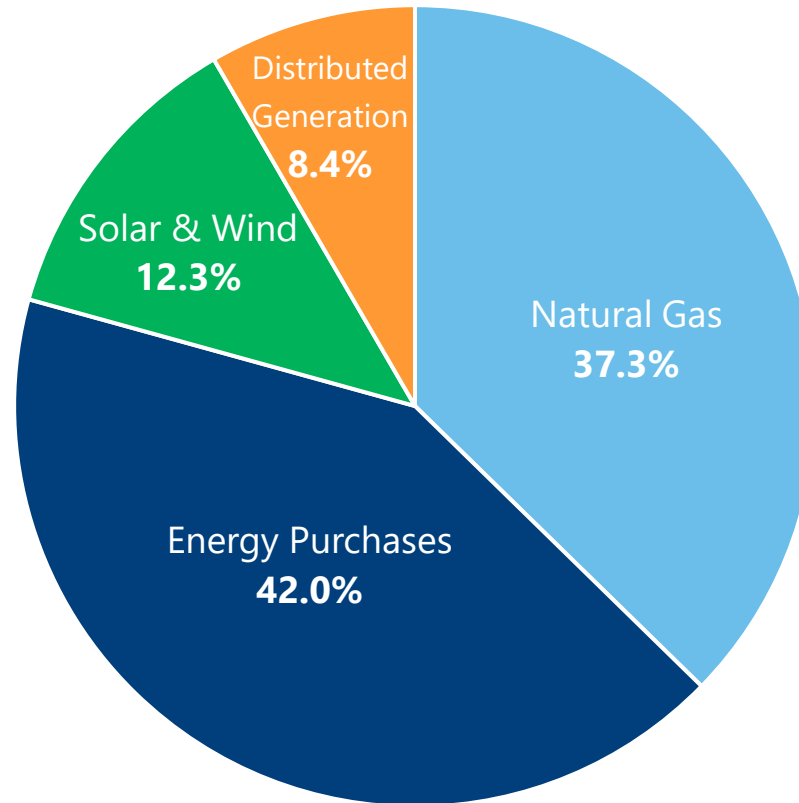
Source	Capacity (MW)
Solar (Utility-scale)	94 MW AC
Solar (Distributed generation)	103 MW AC
Wind	10 MW AC
Total	207 MW AC



2025 Capacity Mix



2024 Energy Mix



Supporting Solar Power Systems

Electric

- **Connecting Customer Systems**
 - Nearly 11,000 systems and counting
- **Solar Resources**
 - Information at uesaz.com for those considering solar
- **GoSolar Shares**
 - Easy, accessible, flexible way for anyone to buy solar energy



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Reliability



Top Tier Electric Reliability

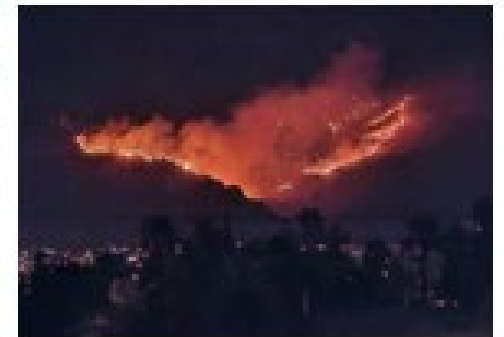
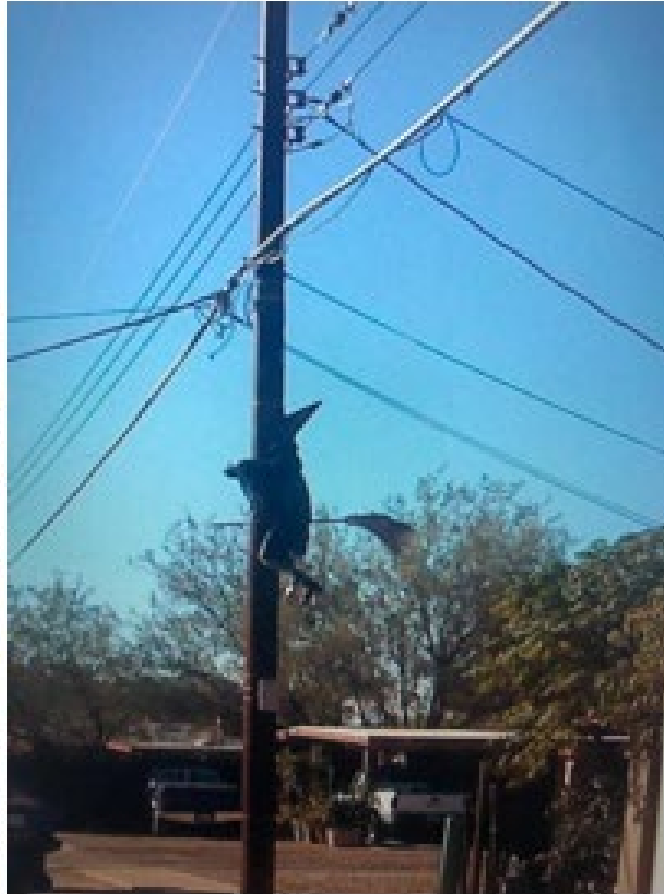
Electric

SAIDI - System Average Interruption Duration Index

- Total minutes all customers were out of power/number of customers
- National average (2023): 100+*
- UniSource: 60 (2024), slightly higher than 44 minutes achieved in 2023
- Translation: Typical customer is out of service about 1 hour/year
 - With 8,760 hours/year, this equates to less than 0.01% out of service
 - Not evenly distributed – some customers see higher impacts

* U.S. Energy Information Administration, Form EIA-861, Annual Electric Power Industry Report

What Causes Electric Outages?





How do we know there's an outage?

Customer reports

Telephone – 877) 837-4968

Website – uesaz.com

Unisource Mobile App

Reports relayed by first responders or other stakeholders

System reports

Automated distribution system management (ADMS) system

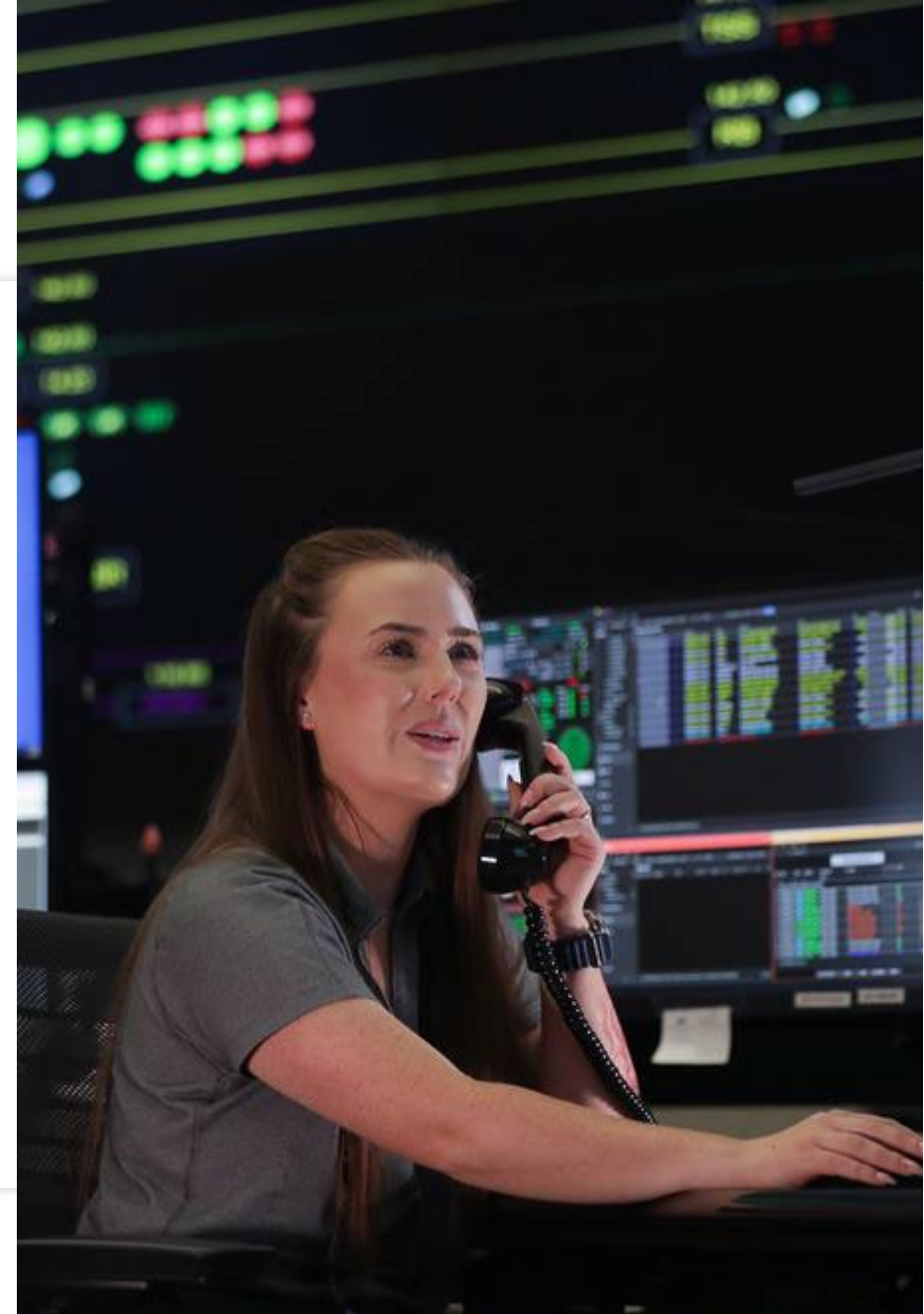
Energy Management System (EMS) alerts

Customer meters

Status: Reported/predicted/confirmed

Restoring Service

- Dispatch Troubleshooter in response to reported/predicted outage
- Identify cause
- Secure scene
- Isolate damage
- Request supplies from warehouse, if needed
- Dispatch or schedule crew
- Identify, execute steps to route power around damage
- Make repairs
- Work with System Control & Reliability to restore power



Energy Emergency

What would cause an outage to last days instead of hours?

- A temporary shortage of energy to supply local customers
- Can result from a combination of generation outages, transmission failures, extreme weather, wildfire impacts, or higher than expected usage, either locally or regionally
- Can emerge suddenly or gradually
- Response steps include:
 - Adding generation – combustion turbines, market resources, delayed maintenance
 - Suspending interruptible load – large customers
 - Call for conservation – public appeal through media, web, IVR
 - Rotating outages – short-term, manual shutoffs affecting different areas of town



We're Ready: Comprehensive Planning and Coordination

Electric: Preparing for Summer

- Capacity in place for summer of 2025
- Maintenance completed prior to summer
- Dual fuel backup and procurement procedures are in place
- Black start drills with the Reliability Coordinator
- Communication between physical command center and local/state law enforcement and routine meetings
- Reserve margin target of 16.5% or more

Natural Gas: Preparing for Winter

- System Analysis
- Outage Analysis
- Geographic Information System (GIS)
- Equipment inspected to evaluate winter performance
- Emergency procedures and planning
 - Ongoing relationships with first response agencies
- Maintaining good supplier relationships
- Electronic Pressure Monitoring

All Supported by Real-Time Coordination and Oversight

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Industry Context



An Era of Dynamic Change

- Growth
- Sustainability
- Regulatory
- Reliability
- Affordability



| Next meeting: October 22, 10am – 12pm