Cleveland Public Power (CPP) has experienced significant positive changes in leadership over the past year. A new Assistant Director, Interim Commissioner, Chief Operations Manager, and Interim General Manager of Operations and Engineering have all been put in place with the primary goals of reliability and viability. There has been clear direction that the new way of doing business must be transparent, fluid and inclusive.

A major part of that inclusivity pertains directly to oversight. All long term and short term contracts must be reviewed and approved by the internal oversight committee. This Committee includes the; Chief Operating Officer and Chief of Staff of the City of Cleveland; Director, Assistant Director, and Chief Financial Officer of the Department of Public Utilities; as well as the Interim Commissioner of Cleveland Public Power.

Financially CPP remains fiscally sound while exercising necessary restraint as a result of the current pandemic. In 2019, CPP successfully negotiated and executed bond refinancing after favorable reports from Moody’s and Standard & Poor’s. This refinancing allowed for greater flexibility associated with debt and overall budgetary constraints. The significant accomplishment of meeting the 20% renewable energy goal by 2020 does not go without impacting our budget. CPP remains committed to these goals as well as the goal of quality customer service without additional fees or charges.

CPP is finalizing negotiations with an electrical engineering firm to complete the first ever facility evaluation and assessment as requested and authorized by Cleveland City Council in late 2019. This assessment will provide the critical needs, from a short term and long term perspective, to finalize our capital improvement plans and determining a rate structure for moving forward.

**Cleveland Public Power Reliability Initiatives**

The Division’s Capacity Expansion Program, which includes three major components, was designed to support and improve the Division’s electric systems reliability through increasing capacity by 80 MW (Megawatt) which provides for future load growth opportunities. This program includes the addition of a fourth 138 kV (kilovolt) interconnection system (Fourth Interconnect), which was energized in 2011, the extension on the southern 138 kV transmission system (Southern Project); and the expansion of the Lake Road 11.5 kV Substation and the 11.5 kV system downtown (Lake Road Project).

The Lake Road Project included the construction of a duct line feeder cables to the 11th Street Substation in 2018. The re-feeding of the 11th Street Substation increased capacity in the area of downtown and along the corridor between the Lake Road Substation and the 11th Street...
Substation. In addition, a new step-up substation known as the South Marginal Substation was completed at approximately the same time. South Marginal provides capacity from the 11.5kV distribution system at Lake Road North to a portion of the 13.8 kV system situated east and southeast of downtown. In addition to the significant repairs, completed in October of 2017, to the 138 kV underground pipe-type cable which replaced the underground facilities in the vicinity of East 49th Street and North Marginal Road that had deteriorated.

Construction is currently almost completed on the Southern Transmission Line. The Southern Transmission Line includes the modification of the Ridge Road Substation to create a ring bus to support the new 138 kV transmission loop which will run from the Ridge Road Substation to the Pofok Substation. This will provide system wide redundancy and increased reliability.

To further increase reliability an Auto Transformer was installed in June of 2020 at the West 41st Street West Side Service Center. This will allow the area to have complete redundancy. Previously, the pipe type cable at Lake Road was the backup for West 41st and West 41st was the backup for Lake Road. This will enable CPP to make necessary repairs or new construction with adequate back up for each section of the system without interruption of service.

An extensive substation maintenance and replacement plan has been implemented throughout the system. Updating technologies, replacing aged infrastructure, and requisite software upgrades has allowed continued compliance with all Federal Regulatory Agencies with a significant, positive, impact on reliability.

**Tree Trimming**

In January of 2019, Cleveland Public Power (CPP) embarked on an enhanced maintenance program. A key component of the program was a systematic tree-trimming program; utilizing funding twice the amount previously allocated to supplement CPP’s existing tree-trimming crews. CPP started trimming trees for line clearance on feeders emanating from the West 41st Street substations, tackling those feeders with the worst tree conditions.

In June 2019, the vendor was awarded a two-year contract. The tree trimming project was expanded in conjunction with the installation of the City’s LED Street Lights Project.

These efforts have already shown early signs of success with decreased outages associated with limbs downed or on our critical infrastructure. CPP remains committed to continuing this robust effort to ensure continued reliability enhancements.

**CPP Environmental Initiatives**

Cleveland Public Power has significantly increased overall efforts in environmental compliance and instituted programs to ensure continued compliance. CPP Safety Officers work closely, daily, with the DPU Environmental Department to trouble shoot and remediate known or potential threats. Significant investment has allowed compliance with current EPA standards and
continues to create a safe work environment for our employees. Reporting, programming, and monitoring remains paramount to maintain compliance with our Federal Regulatory Partners such as the EPA, PJM, NERC, and FERC. We will continue to make every effort to instill the proper processes and procedures to remain compliant.

**Customer Service Upgrades**

Cleveland Public Power is committed to providing a viable, reliable, and sustainable utility option for our customers. We are currently engaged in a complete overhaul of our billing system. This conversion will be completed in 2020 and will allow for better data collection and reporting while opening the door to augment meter operations and customer service. In 2018 CPP implemented a new phone system which utilizes “text to speech” technologies that allows for automatic messaging to ensure accurate and timely reporting to customers. In 2019 upgrades were made to CPP’s website and online payment portal to allow for more user-friendly navigation by our customers. These technological upgrades, along with regularly monitoring and training of staff, focus on our continuing commitment to the quality delivery of service.

All of the above efforts have been made with a clear understanding of affordability and equity. CPP remains cognizant of the struggles facing many of our customers and every decision takes them into consideration. From large scale reliability and redundancy projects to smaller scale technological upgrades we remain committed to providing a quality resource at a reasonable cost.