**May 11, 2021, Quarterly Business Review follow-up questions**

**Q: Jason Zyskowski, Snohomish PUD-** I am curious about what actions you are taking to help address the issues around hearing loss incidents?  Hearing loss has had a significant impact on our reportable incidents as well and we have taken steps to improve our hearing loss prevention program through additional education and offering custom fit earplugs, but it is an area that we are always looking to improve and learn from others.

**A**: We’ve updated our Hearing Conservation Program to include the Standard Threshold Shift Follow-up which focuses on the noise hazard.

* When is the exposure to the noise hazard;
* Duration of exposure;
* Tasks performed during exposure;
* Engineering controls applied to eliminate the noise hazard, are the controls working?
* PPE, is it adequate for the noise hazard.

We’ve also updated our Industrial Hygiene Program and developed an Industrial Hygiene Baseline Program that will focus not just on hearing but all hazards employees are exposed to while performing their work.  The IH Baseline Program will document, record, and characterize;

* 1. Workplace
		+ Operation description and work processes
		+ Frequency and duration of each work process
		+ Tools and equipment used
	2. Workforce
		+ Job title description, Number of workers, Schedule/Work shifts
	3. Agents
		+ Occupational health hazard associated with the work process (chemical, physical, biological)
	4. Existing controls
		+ Engineering
		+ Administrative/Work practices
		+ PPE
	5. Past assessments/results
		+ Corrective Actions
	6. Historical exposure data
		+ Action Level or OEL
	7. Environmental emissions data
	8. Past biological monitoring data

All of these changes help us not to focus just on the outcomes (hearing loss) but on what is generating the hazardous noise levels and how we can eliminate it or reduce the hazard.

**Q: Jason Zyskowski, Snohomish PUD-** I was also curious about your reliability metrics for Transmission and if you follow the IEEE 1366 standard and use the Major Event Day (MED) methodology to factor out storms?

**A:** BPA’s uses the basic algebra associated with the IEEE 1366 standard for SAIFI and SAIDI to calculate its reliability statistics but adjusts the data used in the calculations:

1. Reliability monitoring is based on unplanned (automatic) outages to transmission lines (not customer points-of-delivery) (e.g. number of lines interrupted, number of lines, and minutes of line interruptions.)
2. Outages longer than 3-days are capped at 3 days (duration capped; because system is almost always returned to steady-state by then and to avoid skewing of average outage durations by a few very long outages.)
3. Momentary (zero minute duration) outages are excluded.
4. Outages in the year in which a line may have been energized or retired are excluded (i.e., line must have “full year” availability).

BPA does not use the IEEE 1366 Major Event Day classification. In fact, BPA does not exclude any “storm” outages from its reliability metrics.