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December 15, 2017

-VIA ELECTRONIC FILING-

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Docket No.: 20170215-EU

In re: Review of electric utility hurricane preparedness and restoration actions.

Dear Ms. Stauffer:

Enclosed please find Florida Power & Light Company's responses to Staff's First Data Request in the above referenced docket. Please note that while Staff's First Data Request seeks responses related to Hurricanes Hermine, Matthew, Irma, Maria and Nate, FPL's service territory was not impacted by Hurricane Maria. As a result, unless otherwise indicated in the actual response, FPL's responses do not include information or data related to Hurricane Maria.

If you should have any questions regarding this transmittal, please contact me at (561) 691-2512.

Sincerely,

/s/ Kenneth M. Rubin
Kenneth M. Rubin
Fla. Bar No. 349038

Enclosure

QUESTION:

Please describe the pre-storm coordination process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. The description should include:

- a. Dates and topics of internal meetings held after each storm was named.
- b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.
- c. Date mutual aid was requested and nature of request.

RESPONSE:

FPL's (including FPL's Power Delivery organization) emergency preparedness plans are established in in the NextEra Energy/FPL Corporate Emergency Management Plan (CEMP), which contains the documents, along with the principles of the National Incident Management System (NIMS) that NextEra Energy/FPL has adopted, that provide a framework by which NextEra/FPL can respond effectively to all threats and hazards, including major storms.

- a. For Hurricanes Hermine, Matthew and Irma, while the storms' development/path was being monitored as the storm developed, consistent with FPL's emergency preparedness plans, formal conference calls began to occur 96 - 72 hours prior to forecasted impacts to FPL's service territory and continued to occur daily (in many instances more than once each day as described below) until service was essentially restored. No calls were held for Hurricanes Nate (limited impact and quick restoration) and Maria (did not impact FPL). For Hermine, Matthew and Irma, regularly scheduled conference calls were held to gather and provide information, ensure key processes/guidelines were reviewed, operational barriers identified, needs for assistance identified, and policies and decisions communicated consistently. The Power Delivery Planning Call, the Distribution Operations Call and the Transmission Operations Call occurred twice a day and primarily included key Power Delivery management personnel involved in storm preparation/restoration. Topics of discussion included weather updates, forecast damage estimates, system status/plans, resource status/plans, logistics, safety issues, human resource issues, IT/systems update, critical checklist reminders and other open issues. FPL's Command Center call occurred one or two times a day and primarily included senior executives from NextEra Energy/FPL. Topics discussed included weather updates, forecast damage estimates, projected customer impacts, information affecting all corporate departments, potential load/generation/fuel issues and business unit reports.
- b. For storms Hermine, Matthew, and Irma, external communications with customers and external stakeholders concerning the acquisition of external resources to assist with restoration efforts were provided through various means (e.g., press releases, social media, radio, TV, FPL.com and all other customer facing channels) and began shortly after resources were acquired and ended after restoration was complete. No communications with customers and external stakeholders concerning the acquisition of external resources were provided for Hurricanes Maria and Nate.

- c. FPL initially requested mutual aid (line/vegetation resources) for Hurricanes Hermine, Matthew and Irma on August 25, 2016, October 4, 2016 and September 5, 2017, respectively. Mutual aid was not requested for Hurricanes Maria or Nate.

QUESTION:

Please provide a detailed description of the utility's allocation of storm duties for all personnel. This should include a description of each function and the number of utility personnel assigned.

RESPONSE:

Please see Attachment No. 1 to this response for a detailed description of the utility's allocation of storm duties for storm personnel, including each functional role and the number of utility personnel assigned.

FPL Storm Roles^{*}

| <i>Position</i> | # of Personnel | Description |
|---|---------------------------|--|
| <i>Area ETR Coordinator</i> | 19 | Back-up to the Planning Section Chief Data analysis & management Manage ETRs & Resources to meet customer commitment Reporting and communication to management as needed Proactively manage expiring ETRs Quickly resolve expired ETRs Review performance and make recommendations for quicker resolution times Perform Customer call back duties Provide technical assistance to patrol personnel, crews and storm administrators |
| <i>Associate Patroller</i> | 163 | Utilize the Damage Assessment Application to report damage Documenting locations & work required on Circuit Maps Assists other patrollers in conducting detailed lateral patrols to document all secondary work required including identification of customers who cannot accept power / service Complete all necessary paperwork associated with the 5 patrols |
| <i>Associate Patroller - Short Term</i> | 27 | Utilize the Damage Assessment Application to report damage Documenting locations & work required on Circuit Maps Assists other patrollers in conducting detailed lateral patrols to document all secondary work required including identification of customers who cannot accept power / service Complete all necessary paperwork associated with the 5 patrols |
| <i>Branch Directors (DSBN)</i> | 3 | Responsible for all aspects of an Emergency Response Developing restoration objectives Managing all operations Responsible for all persons involved in Emergency Response |

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| | | |
|--|-----|---|
| <i>Crew Dispatcher - Workbase</i> | 26 | <p>Communicate with Restoration Crews Provide information about trouble tickets to Restoration Crews Update, review and refer trouble tickets Enter Green tickets for restoration purposes</p> |
| <i>Customer Information Coordinator</i> | 15 | <p>Provide support to customer service coordinator Establish contact and update customers Review latest news releases regarding the storm Provide customer service to walk-in and call in customers at work base</p> |
| <i>Customer Representative</i> | 53 | <p>Provide support to customer service coordinator Establish contact update customers Review latest news releases regarding the storm Provide customer service to walk-in and call in customers at work base</p> |
| <i>Customer Service Coordinator</i> | 18 | <p>Provide support to customer service activities Establish contact and update customers Review latest news releases regarding the storm Provide customer service to walk-in and call in customers at work base</p> |
| <i>Customer Walk Up Rep</i> | 12 | <p>Provide support to customer service coordinator Establish contact and update customers Review latest news releases regarding the storm Provide customer service to walk-in and call in customers at work base</p> |
| <i>Environmental</i> | 18 | <p>Identify special concerns Identify storm drains, wildlife or wetlands concerns at staging site Identify any wildlife, wetlands or regulatory issues that may be present within the restoration area Ensure Environmental Oil Shed is set up</p> |
| <i>Extendo Stick Operator</i> | 27 | <p>Re-fuses blown single phase transformer fuse switches Clearing of very small tree limbs from lines with Extendo Attachment Could be asked to perform patroller duties when not assigned to Extendo Tickets</p> |
| <i>Fleet Services</i> | 113 | <p>Ensure vehicles are secured, maintained and fueled Identify the number of rental vehicles / equipment needed in support of restoration efforts</p> |

| | | |
|---|----|---|
| <i>FPL Vegetation Mgt. Coordinator</i> | 24 | Manage Vegetation workload assignments Resource management (start and stop times; who's coming in & who's leaving) Assure that work performed satisfies Restoration Crews Follows OSHA, Federal, State and Local safety requirements Investigation of resource movement needs to heavily affected areas Timesheets; transition plans to off hours Pre landfall checklist Finalize paperwork associated with the completed work |
| <i>Site Safety</i> | 6 | Inform Incident Commander and work bases with safety Issues Conduit Safety Orientations & Safety Briefings Support storm site in acquiring replacement PPE for out of date equipment |
| <i>HR Compensation & Payroll</i> | 32 | Assists with HR Management & HR Teams Provides communicating, policy and procedure updates Answer storm payroll & timesheet questions |
| <i>Incident Commander</i> | 23 | Establish and review Personnel/Organization Status Implement Communication Plan Implement Safety Plan Initiate Restoration Process |
| <i>Info & Intel Sect Chief</i> | 23 | Updates work management systems (TCMS2 / DA Register) Assists with the preparation of roll-up status reports REDi knowledge Employee communication Responsible for Damage Assessment Keep workflow coming in for resources and execution Daily ETR callbacks |
| <i>Inventory Services Rep</i> | 67 | Secure inventory services facilities, equipment & vehicles Coordinate material request & assess material needs Coordinate and administer Loaned Tool Program |

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|--------------------------------------|----|--|
| LAN/PC Support Administration | 58 | Setup support for printers, computers Test and set up networks at staging sites Provide desktop support |
| Logistics Liaison | 12 | Assist Planning Section Chief and/or Info & Intel Section Chief as requested Ensure emergency supplies for work base are available Ensure FPL Emergency Identification items are available for issue Assist in managing crew check in/out process Confirm lodging with PSC |
| Logistics Section Chief (LSM) | 21 | Obtaining equipment, material and supplies needed for the storm restoration operation Processing requisitions and preparing purchase orders Managing Staging Sites |
| Office Assistant | 19 | Performs routine clerical and organizational tasks Answer phones and take messages Fax, scan and copy documents Retrieve information when requested Monitor and maintain office supplies |
| Operations Section Chief | 26 | Safety (ensure all employees receive On-Boarding Safety Plan.) Production Lead knowledge of daily goals & execution commitments Make sure the Restoration Strategy is followed |
| Patrol Lead | 18 | Ensure patrol safety Assist with Damage Assessment updates, questions or issues Schedule Damage Assessment Patrols to Patroller Teams Understand Damage Assessment Application Understand the Restoration Strategy |
| Planning Section Chief | 17 | Manage resources to meet Restoration Strategy Assist / Implement restoration priorities and development of daily work plan Manages incoming / outgoing personnel Interfaces with FPLCC for resource requirements Ensures REDi is up to date |

| | | |
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| <i>Production Lead</i> | 127 | <p>Manage workload assignments to FPL and/or non-FPL restoration workers</p> <p>Resource management (start and stop times; who's coming in & who's leaving)</p> <p>Assure that work performed satisfies FPL construction standards</p> <p>Follows OSHA, Federal, State and Local safety requirements</p> <p>Investigation resource movement needs to heavily affected areas</p> <p>Timesheets; transition plans to off hours</p> <p>Pre Land fall Checklist</p> <p>Finalize paperwork associated with the completed work</p> |
| <i>Public Information Officer (AIM)</i> | 15 | <p>Provide support to customer service coordinator</p> <p>Establish contact and update customers</p> <p>Review latest news releases regarding the storm</p> <p>Provide customer service to walk-in and call in customers at work base</p> |
| <i>Restoration Process Coordinator</i> | 58 | <p>Update the work management systems (TCMS2 / DA Register)</p> <p>Assists with the preparation of roll-up status reports</p> <p>Assists Storm Production Lead with any obstacle from permitting ticket completion</p> |
| <i>Field Safety Rep</i> | 8 | <p>Inform Incident Commander and work bases with safety issues</p> <p>Conduct field visits</p> <p>Assist and conduct incident investigations</p> |
| <i>Senior Patroller</i> | 78 | <p>Utilize the Damage Assessment Application to report damage</p> <p>Documenting locations & work required on Circuit Maps</p> <p>Assists other patrollers in conducting detailed lateral patrols to document all secondary work required including identification of customers who cannot accept power / service</p> <p>Complete all necessary paperwork associated with the 5 patrols</p> |
| <i>Site Coordinator</i> | 94 | <p>Track Logistics Team</p> <p>Monitor and confirm crew movement</p> <p>Update REDi</p> |

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|---------------------------------------|-----|---|
| Site Controller Command Center | 8 | At Command Center performs same functions as Site Coordinators Track Logistics Team Monitor and confirm crew movement Update REDi |
| Storm Administrator (STAR) | 67 | Update the work management systems (TCMS2 / DA Register) Assists with the preparation of roll-up status reports Assists Storm Production Lead with any obstacle from permitting ticket completion |
| Storm Feeder Controller | 6 | Accept / Release switching authority from / to Dispatch Control Center To repair feeder backbone by troubleshooting and issuing switching orders and clearances. |
| Switching Coordinator | 13 | Accepts switching authority transfer from Dispatch Center Coordinate switching and restoration efforts Provides technical assistance to other storm personnel |
| Utility Person(Runner) | 30 | Acts as a messenger or a guide for service restoration personnel Can assist the Storm Production Lead if requested |
| General Support | 157 | This team acts as an overall support role being tasked with anything from decision making to setting up additional meetings/calls. |
| HR Storm Support | 110 | This team works to help employees with anything from temporary housing to storm related finances. |

| | | |
|---------------------------------------|-----|--|
| <i>IT storm support</i> | 601 | <p>Supports FPL's storm restoration applications (OCS, TCMS, RSV, REDi, CALLS, Condition Assessment, Damage Assessment, etc.)</p> <p>Supports critical IT communication systems such as networks, infrastructure, radio, satellite, fleet truck connectivity, etc.</p> <p>Setup support for all hardware (CForts, storm staging sites, printers, servers, computers, telecommunications, etc.) including tests and set up networks at staging sites</p> <p>Supports movement, relocation, recovery and restoration of critical systems, servers, data centers, applications and hardware maintenance as related to technology infrastructure and system integrity</p> <p>Overall coordination of intra-IT communications and conference calls, storm training, represents IT on BU conference calls, track system/infrastructure trouble issues, provides summary reports for CIO, NEE Leadership,</p> <p>works back to command centers from the field to support critical systems, servers, data centers, applications and hardware maintenance as related to technology infrastructure and system integrity</p> <p>Provide desktop support and accounting for IT people (post storm and storm riders)</p> <p>Other duties as needed, including field work when called out for business needs</p> |
| <i>Logistics Support</i> | 509 | <p>This team supports the organization with everything from booking lodging and transportation to setting up and tearing down sites</p> |
| <i>Marketing/Communication</i> | 145 | <p>M&C's Emergency Communication Team provides communication support for all-hazards and to all stakeholders, internally and externally.</p> |

| | | |
|---|------|---|
| | | This operations and support team includes Distribution employees from line-workers to mapping support that conduct restoration activities |
| | | Also includes the Transmission/Substation Support Team: Substation Specialists (94), Power Supply (92), Transmission/Substation Rapid Responder (P&C) (89), Transmission/Substation Patrol (61), Transmission Specialist(57), Transmission/Substation Rapid Responder (T-Line) (32) Transmission Substation Team Leader(31), Protection and Control (30), Transmission Field Support (4), Transmission Substation Logistics Liaison (1) |
| <i>Power Delivery Operations and Support</i> | 2107 | |
| <i>PGD Support</i> | 14 | PGD Incident Response Team (5), Siren Restoration Team (9) |
| <i>Billing - Customer Accounts</i> | 119 | This is a business continuity role and these employees are not deployed to support storm restoration. |
| <i>BUS - CSFO Core Team</i> | 34 | This role consists of Customer Advisors supporting the business unit by providing business customers with support for storm related questions during an event; may report to regular work location |
| <i>Care Center Assistance Person</i> | 54 | This role is responsible for providing logistical support to call center operations and personnel |
| <i>Customer Service Support</i> | 44 | This is a business continuity role and these employees are not deployed to support storm restoration |
| <i>Payment Processing</i> | 18 | This is a business continuity role and these employees are not deployed to support storm restoration |
| <i>Phone Center - Lead Representative</i> | 3 | This role provides process and escalation support for Call Center Representatives |
| <i>Phone Center-Administration</i> | 24 | This role manages budget and logistical support for Care Center |
| <i>Phone Center-CIC</i> | 13 | This role is responsible for handling emergency services |

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| <i>Phone Center-Clerical</i> | 5 | This role handles scheduling and payroll reporting of Call Center Representatives |
| <i>Phone Center-MIS</i> | 17 | This role coordinates and monitors call routing, IVR messaging, forecasting, and storm reporting |
| <i>Phone Center-Representative</i> | 278 | This role handles customer calls related to outage and regular business |
| <i>Phone Center-Supervisor</i> | 33 | This role supervises Call Center Representatives |
| <i>Phone Center-Training</i> | 17 | This role provides storm training for Call Center Representatives |
| <i>RES - CSFO Core Team</i> | 9 | This is a business continuity role and these employees are not deployed to support storm restoration |
| <i>Revenue Recovery</i> | 13 | This is a business continuity role and these employees are not deployed to support storm restoration |
| Total | 5,668 | |

**Note: This table presents the vast majority of storm roles and approximate number of positions in each. Depending on the size of the storm and extent of the damage, the approximate number of personnel in each position would vary.*

QUESTION:

When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?

RESPONSE:

FPL does not specifically track dates it begins to accrue costs for receiving mutual aid versus recording all other storm related costs. However, FPL utilizes distinct work orders (WO) to track the total costs for each storm. These WOs are established once certain internal criteria are met for storm charges to be incurred in accordance with the Company's storm accounting policy. Below are the dates WOs were opened for each storm:

| <u>Hurricane</u> | <u>WO Open</u> |
|------------------|----------------|
| Hermine | 8/31/16 |
| Matthew | 10/4/16 |
| Irma | 9/5/17 |

Note: FPL did not incur any mutual aid costs associated with Hurricanes Maria or Nate.

QUESTION:

Please provide a detailed overview of the initial damage assessment process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate, including the number of utility employees or contractors involved, their duties, and how initial damage assessment is disseminated within the utility to assist in restoration activities. Additionally, please provide photographs or other visual media that memorializes storm damage, which was documented during the initial damage assessment process.

RESPONSE:

For Hurricanes, Hermine Matthew and Irma, FPL utilized its storm damage assessment process, which occurs in two stages, pre-landfall and post-landfall. Pre-landfall, FPL's meteorologist (1 FPL employee) notifies FPL's Situation Unit Chief (1 FPL employee) of a potential tropical cyclone event that may begin to impact FPL's service territory. The Situation Unit Chief and Situation Unit personnel (2 FPL employees) then initiate/execute the running of FPL's damage forecast model and begin to analyze estimated damage data pertaining to a specific tropical cyclone. As meteorological models begin to produce projections that may impact our service territory, the damage forecast model begins to compute forecasted damage assessments. These assessments provide estimated information (e.g., infrastructure damage, construction manhours to restore service) as far as five or more days out from projected impact, facilitating the determination of initial resource needs as well as where the resources need to be pre-positioned/positioned to optimize restoration efforts. These models are updated at least daily and this information is disseminated and made available company-wide through an internal FPL website and is maintained/updated on a 24/7 basis. Post-landfall, FPL uses a three-pronged approach to gather damage assessments: (1) the forecasted damage developed pre-land fall remains available on the FPL internal website and the models are regularly run through landfall and forecast damage is compared with the influx of trouble tickets from FPL's outage management system (which provide outage, outage cause and damage data) and air/land patrol damage assessments (which provide detailed damage assessments for all impacted feeders and laterals); (2) the trouble ticket data, which is maintained in real time, is housed within our outage management system, where necessary employees can access and view outage ticket information; and (3) air/land patrol damage assessment data is housed within FPL's patrol damage assessment application, maintained and updated on a 24/7 basis and can be accessed and viewed by necessary employees at any time. Depending upon the size and scope of the storm, there can be hundreds of personnel assigned specifically to conduct air/land patrol damage assessments.

For Hurricane Nate, FPL did not utilize its two-stage damage assessment process discussed above, as the storm's impact on FPL's service territory was limited due to its location, size and intensity. Instead, FPL utilized trouble ticket data from its outage management system to assess damage and outage information. FPL was not impacted by Hurricane Maria.

Please see Attachment No. 1 for images of storm damage, documented during the damage assessment process.

Hermine Storm Damage







Matthew Storm Damage









Irma Damage











QUESTION:

Please provide a description of how damage assessment data is updated and communicated internally.

RESPONSE:

See FPL's response to Staff's First Data Request No. 4. Additionally, damage assessment information is disseminated in regularly scheduled business unit and corporate level meetings that occur pre-landfall and throughout the restoration process.

QUESTION:

Please provide a detailed description of how the utility determines when and where to start restoration efforts.

RESPONSE:

Restoration efforts commence immediately after FPL begins to experience storm-related outages, as smart grid equipment (e.g., automated feeder switches) and FPL's control centers reroute power to minimize/ avoid outages. Restoration crews, which have been pre-positioned based on the expected path of the storm and FPL's damage model assessment projection, begin restoration efforts as soon as the storm's effects clear the impacted area(i.e., winds subside below 35 mph), and it is safe to work. FPL uses outage ticket information and/or automated system information to identify those areas with the largest number of customers experiencing an outage to assist in the determination of when and where to focus restoration efforts. As the storm clears the area initially impacted, FPL/contractor resources follow the storm's impacts, using outage ticket and available damage assessment information, through the remaining affected FPL service area and begin to restore service in the same manner. This cycle continues until the storm is no longer impacting FPL's service territory.

FPL's restoration efforts are conducted in multiple locations and follow a well-coordinated, overall plan that calls for restoring power to the largest number of customers safely and as quickly as possible. This plan starts with repairing damage to FPL's power plants and power lines that carry electricity from FPL's generation plants to the local substations because, until this work is complete, the substations have no power to distribute out to customers. FPL also prioritizes the restoration of main distribution lines (feeders) that serve critical facilities, such as hospitals, police and fire stations, 911 centers and water treatment plants. As these critical community needs are restored, power will also come on for some homes and businesses served by the same facilities. Restoration is then focused on feeders serving other key community services such as major thoroughfares that host supermarkets, pharmacies and gas stations. Next, FPL focuses on the restoration of the remaining feeders, as they can restore service to thousands of customers when they are repaired/restored. Finally, FPL begins repairing and restoring laterals, transformers and services, facilities serving smaller groups and neighborhoods, converging on the hardest-hit areas until every customer's power is restored.

QUESTION:

For Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please complete the following table on workload priority:

RESPONSE:

Incident Commanders at FPL's staging sites have overall responsibility for their respective staging site and nearby FPL service centers, including the overall management of crews (both internal and external). For Hurricanes Hermine, Matthew and Irma, see the table below. For Hurricane Nate, no staging sites were established, as FPL used its typical service center support to restore service. Hurricane Maria did not impact FPL's service territory.

| Personnel Responsible for Restoration Workload Assignments | | | |
|--|---------------------------|----------------------|--------------------------|
| Storm | Title | Years of experience | Number of crews managed |
| Hermine | Incident Commanders (5) | 12+ years on average | Approximately 100 per IC |
| Matthew | Incident Commanders (22) | 12+ years on average | Approximately 180 per IC |
| Irma | Incident Commander's (29) | 12+ years on average | Approximately 230 per IC |

QUESTION:

Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.

RESPONSE:

FPL's damage forecast model is used to develop the initial estimated restoration construction man-hours of workload associated with restoring service after a major storm. The restoration workload then increases or decreases, depending upon updated damage forecast model output, actual damage assessments, new trouble ticket work and completed restoration work.

QUESTION:

If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

RESPONSE:

The process for releasing mutual aid (as well as other restoration contractors) is the same for all major storm events. As restoration is being completed, assessments of remaining restoration construction man hours vs. available resources are evaluated. In general, once the available resources exceed the remaining restoration construction man hours, mutual aid resources (as well as other external contractor resources) are released. Other factors involved in releasing mutual aid resources include the mutual assistance provider's home need, distance from home, resource costs and the current location vs. future restoration location need.

QUESTION:

Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following, please provide the following:

- a. Days of lodging provided for Utility personnel (Person-Days)
- b. Days of lodging provided for mutual aid partners (Person-Days)
- c. Number of meals provided for Utility personnel
- d. Number of meals provided for mutual aid partners
- e. Number of Utility personnel injuries
- f. Number of mutual aid partner injuries
- g. Number of Utility personnel fatalities
- h. Number of mutual aid partner fatalities

Please note any delays in restoration associated with items e-h above.

RESPONSE:

- a. Days of lodging provided for Utility personnel (Person-Days)
- b. Days of lodging provided for mutual aid partners (Person-Days)

FPL does not track lodging information separately for utility personnel or mutual aid partners. However, total counts of hotel/motel rooms and beds/cots from alternative housing (e.g., mobile sleeper trailers, tents other buildings) by day provided for utility personnel and mutual aid partners in total for Hurricanes Hermine, Matthew, Irma, Maria and Nate are as follows:

2016

Hurricane Hermine – Hotel/Motel Rooms

Aug. 30 – 210; Aug. 31 – 3,617; Sept. 1 – 1,898; Sept. 2 – 1,047; Sept. 3 – 263
Total 7,035

Hurricane Matthew – Hotel/Motel Rooms

Oct. 4 – 1,245; Oct. 5 – 16,109; Oct. 6 – 10,940; Oct. 7 – 16,616; Oct. 8 – 21,379; Oct. 9 – 22,638; Oct. 10 – 13,081; Oct. 11 – 10,718; Oct. 12 – 6,330; Oct. 13 – 3,627; Oct. 14 – 2,395; Oct. 15 – 1,111; Oct. 16. – 133; Oct. 17 – 12; Oct. 18 – 7; Oct. 19 – 15; Oct. 20 – 8
Total 126,364

Hurricane Matthew – Beds/Cots

Oct. 8 thru Oct. 14 – 5,498 per day

2017

Hurricane Irma - At this time, the information for Hurricane Irma is not available as it is still being compiled/verified. FPL expects to have this information in January 2018.

Hurricane Maria – No lodging was provided since Hurricane Maria did not affect FPL's service territory.

Hurricane Nate – No lodging was provided as Hurricane Nate restoration efforts were completed in one day with local restoration crews.

- c. Number of meals provided for Utility personnel
- d. Number of meals provided for mutual aid partners

FPL does not track meals separately for utility personnel or mutual aid partners. However, the count of meals provided to utility and mutual aid personnel in total for Hurricanes Hermine, Matthew, Irma, Maria and Nate are as follows:

Hermine: - 13,277 meals
Matthew: 302,210 meals
Irma: 1,000,803 meals

Hurricane Maria – No meals were provided since Hurricane Maria did not affect FPL's service territory.

Hurricane Nate – No meals were provided as Hurricane Nate restoration efforts were completed in one day with local restoration crews.

NOTE: The above counts are for meals provided through the Logistics team and Aramark and do not include meals provided for service centers at the local level or on individual expense reports.

- e. Number of Utility personnel injuries

Employees:
Irma: 10 OSHA recordable injuries
Matthew: 6 OSHA recordable injuries

- f. Number of mutual aid partner injuries

Contractors:
Irma: 48 injuries referred off site for treatment
Matthew: 6 injuries referred off site for treatment

NOTE: Injuries were not tracked specific to Hurricanes Hermine or Nate. Hurricane Maria did not impact FPL's service territory.

- g. Number of Utility personnel fatalities
- h. Number of mutual aid partner fatalities

There were no utility personnel or mutual aid personnel fatalities.

QUESTION:

Please provide a detailed description of when your Utility was considered fully restored from each named storm event

RESPONSE:

For storm events, when 99% of the customers impacted have been restored, FPL considers that restoration is “essentially complete”. FPL uses 99%, since there are usually a relatively small number of customers with unique circumstances that prevent restoration from occurring (e.g., customers that are unable to take service due to damage to their homes). For Hurricanes Hermine, Matthew, Irma and Nate, restoration was essentially complete on September 2, 2016, October 11, 2016, September 19, 2017 and October 8, 2017, respectively. FPL was not impacted by Hurricane Maria.

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QUESTION:

Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following for each county in the Utility's service territory affected by the storms.

- a. Total number of customer accounts
- b. Peak number of outages

RESPONSE:

FPL cannot provide the peak number of outages by county, as this is not tracked by FPL. However, FPL does track total customers affected vs. total customer accounts by county, which is provided in subpart (a), and system peak number of outages which is provided in subpart (b) - see below. Hurricane Maria did not impact FPL's service territory.

a.

| Hurricane Nate | | | Hurricane Irma | | | Hurricane Matthew | | | Hurricane Hermine | | |
|----------------|----------|---------|----------------|-----------|-----------|-------------------|----------|-----------|-------------------|----------|-----------|
| County | Affected | Accts. | County | Affected | Accts. | County | Affected | Accts. | County | Affected | Accts. |
| Alachua | 3 | 1,300 | Alachua | 1,300 | 1,300 | Alachua | 70 | 1,300 | Alachua | 610 | 1,300 |
| Baker | 3 | 5,400 | Baker | 5,400 | 5,400 | Baker | 5,350 | 5,400 | Baker | 1,450 | 5,400 |
| Bradford | 14 | 4,100 | Bradford | 4,100 | 4,100 | Bradford | 2,140 | 4,100 | Bradford | 2,330 | 4,100 |
| Brevard | 114 | 307,600 | Brevard | 307,600 | 307,600 | Brevard | 223,860 | 304,400 | Brevard | 8,900 | 303,700 |
| Charlotte | 329 | 114,100 | Broward | 794,560 | 933,300 | Broward | 23,670 | 926,200 | Broward | 3,810 | 924,300 |
| Collier | 606 | 210,700 | Charlotte | 114,100 | 114,100 | Charlotte | 470 | 112,500 | Charlotte | 1,450 | 112,300 |
| Columbia | 109 | 14,000 | Clay | 900 | 900 | Clay | 820 | 900 | Clay | 700 | 900 |
| Flagler | 5 | 58,000 | Collier | 210,700 | 210,700 | Collier | 720 | 207,500 | Collier | 5,790 | 206,900 |
| Glades | 3 | 3,400 | Columbia | 14,000 | 14,000 | Columbia | 660 | 13,900 | Columbia | 6,630 | 13,900 |
| Hendry | 1 | 9,700 | De Soto | 16,600 | 16,600 | De Soto | 10 | 16,500 | De Soto | 180 | 16,400 |
| Indian River | 4 | 56,300 | Duval | 10 | 10 | Duval | 10 | 10 | Duval | 10 | 10 |
| Lee | 599 | 259,900 | Flagler | 58,000 | 58,000 | Flagler | 56,260 | 59,100 | Flagler | 3,620 | 56,900 |
| Martin | 25 | 93,400 | Glades | 2,540 | 3,400 | Glades | 170 | 3,300 | Hardee | 10 | 40 |
| Nassau | 3,406 | 21,800 | Hardee | 30 | 40 | Hendry | 10 | 9,400 | Hendry | 40 | 9,400 |
| Okeechobee | 27 | 20,000 | Hendry | 9,700 | 9,700 | Highlands | 40 | 600 | Indian River | 1,270 | 55,300 |
| Palm Beach | 380 | 739,000 | Highlands | 420 | 600 | Indian River | 45,930 | 55,400 | Lee | 7,260 | 254,300 |
| Putnam | 22 | 20,100 | Indian River | 52,670 | 56,300 | Lee | 5,530 | 255,300 | Manatee | 12,920 | 181,200 |
| Sarasota | 3 | 263,800 | Lee | 259,900 | 259,900 | Manatee | 2,840 | 181,700 | Martin | 420 | 92,600 |
| Seminole | 41 | 54,400 | Manatee | 132,710 | 184,900 | Martin | 62,570 | 92,700 | Miami-Dade | 8,580 | 1,095,900 |
| St Johns | 43 | 86,800 | Martin | 87,780 | 93,400 | Miami-Dade | 27,060 | 1,099,100 | Nassau | 8,120 | 20,800 |
| St Lucie | 262 | 126,200 | Miami-Dade | 1,020,255 | 1,114,000 | Monroe | 20 | 90 | Okeechobee | 1,930 | 19,800 |
| Suwannee | 252 | 5,100 | Monroe | 90 | 90 | Nassau | 21,060 | 21,100 | Palm Beach | 3,500 | 730,800 |
| Volusia | 61 | 176,800 | Nassau | 21,800 | 21,800 | Okeechobee | 2,340 | 19,800 | Putnam | 320 | 20,000 |
| | | | Okeechobee | 19,450 | 20,000 | Orange | 10 | 10 | Sarasota | 20,480 | 259,200 |
| | | | Orange | 1 | 1 | Osceola | 5 | 10 | Seminole | 110 | 53,700 |
| | | | Osceola | 4 | 4 | Palm Beach | 100,430 | 732,300 | St Johns | 3,240 | 83,800 |
| | | | Palm Beach | 680,790 | 739,000 | Putnam | 19,560 | 20,000 | St Lucie | 890 | 124,100 |
| | | | Putnam | 20,100 | 20,100 | Sarasota | 5,060 | 259,900 | Suwannee | 3,600 | 5,000 |
| | | | Sarasota | 218,840 | 263,800 | Seminole | 51,805 | 53,800 | Union | 530 | 1,700 |
| | | | Seminole | 54,400 | 54,400 | St Johns | 84,210 | 84,300 | Volusia | 4,080 | 175,400 |
| | | | St Johns | 84,950 | 86,800 | St Lucie | 59,240 | 124,400 | | | |
| | | | St Lucie | 107,540 | 126,200 | Suwannee | 1,310 | 5,000 | | | |
| | | | Suwannee | 4,550 | 5,100 | Union | 10 | 1,700 | | | |
| | | | Union | 1,080 | 1,700 | Volusia | 177,810 | 178,400 | | | |
| | | | Volusia | 147,740 | 176,800 | | | | | | |

b. Peak Customer Outages

| <u>Storm</u> | <u>Outages</u> |
|--------------|----------------|
| Irma | 3,663,348 |
| Matthew | 699,586 |
| Hermine | 10,631 |
| Nate | 3,984 |

QUESTION:

Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

RESPONSE:

For Hurricanes Hermine, Matthew and Irma, the call center customer service representatives were utilized as noted below:

- Before the storm impacts our service territory, the call center customer service representative (CSR) is being utilized for normal operations. In preparation for the storm, a group of non-CSR employees identified as contingency representatives are provided refresher training to enable them to support post land fall restoration efforts as CSRs.
- During the storm, a team of CSRs will “ride the storm” which allows them to handle outage related calls in real time as the storm passes through FPL’s territory. The storm rider CSRs are primarily located at our call center partner in El Paso, Texas (GCS). GCS ramps up their staffing of storm riders during a storm impacting FPL’s service territory since they are outside of harm’s way. Florida based storm rider CSRs may be staffed at the Miami or West Palm Beach call centers or as home-based agents. The number and location of Florida based storm riders depends on the path and intensity of the storm.
- After the storm has exited FPL’s territory, the CSRs’ primary responsibility is to handle storm related calls. When the county-wide all clear is provided and it is safe for CSRs to return to work to resume their duties, FPL CSRs will report to work for 12 hour shifts. FPL’s call center partner, GCS may increase their staffing and FPL contingency representatives may be activated depending on the magnitude of the storm. The call center operations team develops CSR schedules to best meet the projected call volume arrival rate. Additional third party resources are engaged, if needed. Our primary focus is to manage restoration related calls. Therefore, regular business may be deferred until FPL starts transitioning back to normal business. At that time, contingency representatives are released from storm roles and third party assistance is discontinued.

For Hurricanes Nate and Maria, call center customer service representatives followed normal non-storm processes.

QUESTION:

Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

- a. Were there additional personal deployed or 3rd party entities utilized to help address customer contacts during each named storm event? If so, how many?

RESPONSE:

14 and 14a:

The tables below provide the total number of regular customer service representatives (CSRs) and additional personnel responding to customer contacts for Hurricane Hermine, Matthew and Irma.

| Regular Staffing CSRs | Hermine | Matthew | Irma |
|-----------------------------|------------|------------|------------|
| FPL Call Center | 228 | 267 | 320 |
| GCS Call Center | 227 | 232 | 228 |
| Back Office | - | - | 16 |
| FPSC Representatives | - | 6 | 6 |
| Total Number of CSRs | 455 | 505 | 570 |

| Additional Personnel (CSRs) | Hermine | Matthew | Irma |
|---|-----------|------------|------------|
| FPL Call Center | - | 66 | 161 |
| GCS Call Center | - | - | 75 |
| Mutual Assistance Call Center | - | - | 22 |
| Community Action Team | 0 | 16 | 26 |
| Area Information Managers | 14 | 82 | 96 |
| Total Number of Additional Personnel | 14 | 164 | 380 |

| | | | |
|-------------------|------------|------------|------------|
| Total CSRs | 469 | 669 | 950 |
|-------------------|------------|------------|------------|

In addition to the customer service representative support noted above, there are additional employees who were performing their normal responsibilities and addressed customer contacts. These include, but are not limited to, Customer Advisors and External Affairs employees.

For Hurricanes Nate and Maria, call center customer service representatives followed normal non-storm processes. No additional resources were added.

QUESTION:

Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

RESPONSE:

The number of customer contacts received by the customer call center(s) during Hurricane Hermine, Matthew, and Irma are provided below.

| Storm/Outage Contacts – Customer Call Centers | | | | |
|---|-------------|---|--|-----------|
| Storm | CSR Handled | Interactive Voice Response System (IVR) | High Volume Call Answering System (HVCA) | Total |
| Hermine | 22,303 | 24,029 | 0 | 46,332 |
| Matthew | 184,297 | 206,256 | 64,365 | 454,918 |
| Irma | 331,481 | 260,148 | 1,217,909 | 1,809,538 |
| Nate | 1,907 | 1,677 | 0 | 3,584 |

| Additional Storm/Outage Contacts * | | | | |
|------------------------------------|----------------------|-----------|-----------------------------------|-----------|
| Storm | Mobile Application** | FPL.com | FPL Facebook and Twitter Pages*** | Total |
| Hermine | 0 | 79,221 | 999 | 80,220 |
| Matthew | 0 | 2,729,103 | 20,877 | 2,749,980 |
| Irma | 2,549,479 | 4,465,819 | 123,569 | 7,138,867 |

* Additional Storm/Outage Contacts were not recorded for Hurricane Nate.

**Mobile application was implemented in 2017

***These social media figures account for all inbound messages received to FPL's FPL Connect Facebook page and @InsideFPL Twitter page. Inbound messages include: Facebook comments, private messages, replies, shares and posts; Twitter mentions, direct messages, retweets and replies. In addition to storm-related customer inquiries, inbound messages also include general commentary from customers and non-customers, non-storm customer inquiries and media activity.

QUESTION:

Please provide all methods (call centers, email, Utility website, etc.) utilized to submit and collect customer contacts before, during, and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

RESPONSE:

The methods utilized to submit and collect customer contacts before, during and after a storm are noted below. For Hurricanes Nate and Maria, call center customer service representatives followed normal non-storm processes.

| Hurricane Hermine | | | |
|--|---------------|---------------|--------------|
| Method | Before | During | After |
| Call Center CSR | ✓ | ✓ | ✓ |
| Interactive Voice Response System | ✓ | ✓ | ✓ |
| High Volume Call Answering System | ✓ | ✓ | ✓ |
| Florida Public Service Commission Warm Transfers | ✓ | ✓ | ✓ |
| Internal Referrals | ✓ | ✓ | ✓ |
| Better Business Bureau | ✓ | ✓ | ✓ |
| Community Action Team | N/A | N/A | N/A |
| Area Information Managers | ✓ | ✓ | ✓ |
| Non-Call Center Direct Contact (phone, email) | ✓ | ✓ | ✓ |
| FPL.com | ✓ | ✓ | ✓ |
| Mobile application | N/A | N/A | N/A |
| Social media | ✓ | ✓ | ✓ |

| Hurricane Matthew | | | |
|--|---------------|---------------|--------------|
| Method | Before | During | After |
| Call Center CSR | ✓ | ✓ | ✓ |
| Interactive Voice Response System | ✓ | ✓ | ✓ |
| High Volume Call Answering System | ✓ | ✓ | ✓ |
| Florida Public Service Commission Warm Transfers | ✓ | ✓ | ✓ |
| Internal Referrals | ✓ | ✓ | ✓ |
| Better Business Bureau | ✓ | ✓ | ✓ |
| Community Action Team | N/A | N/A | ✓ |
| Area Information Managers | ✓ | ✓ | ✓ |
| Non-Call Center Direct Contact (phone, email) | ✓ | ✓ | ✓ |
| FPL.com | ✓ | ✓ | ✓ |
| Mobile application | N/A | N/A | N/A |
| Social media | ✓ | ✓ | ✓ |

| Hurricane Irma | | | |
|--|---------------|---------------|--------------|
| Method | Before | During | After |
| Call Center CSR | ✓ | ✓ | ✓ |
| Interactive Voice Response System | ✓ | ✓ | ✓ |
| High Volume Call Answering System | ✓ | ✓ | ✓ |
| Florida Public Service Commission Warm Transfers | ✓ | ✓ | ✓ |
| Internal Referrals | ✓ | ✓ | ✓ |
| Better Business Bureau | ✓ | ✓ | ✓ |
| Community Action Team | N/A | N/A | ✓ |
| Area Information Managers | ✓ | ✓ | ✓ |
| Non-Call Center Direct Contact (phone, email) | ✓ | ✓ | ✓ |
| FPL.com | ✓ | ✓ | ✓ |
| Mobile application | ✓ | ✓ | ✓ |
| Social media | ✓ | ✓ | ✓ |

QUESTION:

Please describe the step by step process(es) by which customer contacts are addressed before, during, and after a named storm event. If different during each timeframe, please describe the step by step process during each separately.

- a. Did the Utility identify any delays in restoration as a result of addressing customer contacts related to Hurricanes Hermine, Matthew, Irma, Maria, and Nate? If so, please provide detail.

RESPONSE:

Customer Service Representative (CSR)

The processes for addressing customer contacts with CSRs are the same for each storm except for the Community Action Team which was implemented during Hurricane Matthew. In addition, the process for a customer to report an outage across all channels are the same before, during and after a storm and are outlined below:

Call Center CSR:

- Customer provides/inputs information required to bring up premise/account that is experiencing power outage (e.g. account number, phone number, address, etc.)
- If FPL's outage management system has identified an outage on the account then the customer is asked to verify their contact (phone) information, and the existing ticket information (including restoration time if available) is provided.
- Before a storm, if there is not an existing outage reported and the account has a smart meter, we attempt to remotely contact the smart meter to confirm if there is power. During a storm and after a storm this step may not be available depending on the magnitude of the storm.
 - If the outage is confirmed, an outage ticket is generated and, if available, a predictive restoration estimate will be provided.
 - If the outage is not confirmed by the meter (or we are not able to communicate with the smart meter), then the steps for a non-standard meter option are followed.
- If there is not an existing outage reported and it is a non-standard meter on the account, then we ask the customer to try and reset their main and circuit breakers and to confirm if the neighbors are also without power.
 - If the breaker reset does not resolve the outage or cannot be performed, the customer can continue with reporting their outage and creating a trouble ticket. If known, we will also provide a predictive restoration estimate.

- For all outages reported to an agent, if there is special/specific messaging available for that customer (either assigned to all customers or area specific based on distribution feeder, zip code, area code or service territory) then the additional messaging will be provided to the customer as well.
- The IVR and web channel could also potentially provide a limited amount (less robust than agent channel) of special/specific messaging.

IVR:

- Same as Call Center CSR

HVCA:

- The HVCA process is similar to CSR process except it does not attempt to communicate remotely with the meter or request the customer to check the breakers. An outage ticket is generated or confirmed (if existing) and a restoration update is provided (if available.)

Florida Public Service Commission Warm Transfers:

- A Customer Advocacy Representative will speak with the customer and follow the same process as a Call Center CSR.

Internal Referrals:

- A Customer Advocacy Representative will speak with the customer and follow the same process as a Call Center CSR.

Better Business Bureau:

- A Customer Advocacy Representative will speak with the customer and follow the same process as a Call Center CSR.

Community Action Team:

- Teams are only deployed post storm to the hardest hit areas to provide customer service support to the community. Tents are set up in neighborhoods and staffed with customer service representatives to assist customers with reporting outages, providing restoration updates, providing information on local resources (e.g., Red Cross, FEMA), and providing assistance such as cell phone charging stations, WIFI and water.

Area Information Managers (AIM):

- Before the storm, for assigned customers, every effort is made by the Customer Advisors to ensure the correct contact information is updated in FPL's Customer Information System. In addition, during FPL's annual Storm Dry Run (emergency preparedness drill), which is conducted prior to the hurricane season, the AIM organization makes contact with the Top Critical Infrastructure Functions (CIF) and public schools that are located in their storm work base area.

- After the storm and once the restoration effort is under way, AIM Teams are deployed to restoration areas and staging sites to monitor and provide restoration status reports regarding CIF customers, as well as to coordinate the investigation, resolution and reporting for Requests for Information and Requests for Action. The teams also maintain ongoing communication support with FPL's Command Center, Regional External Affairs managers and EOC representatives related to restoration activities and progress. AIM Teams also contact Top CIF customers and public schools by phone or via site visits to confirm the status of electrical service which is then documented in the Outage Communication System (OCS), depending on the phase of the restoration process.

Social Media:

The processes for addressing customer contacts through social media before a storm and during a storm are similar, except during a storm regular business (step 5) is deferred. During Irma, a message was posted to the top of FPL's Facebook and Twitter feeds notifying customers that we would be not be responding one-to-one to customer questions immediately following the event.

The process before the storm is outlined below:

1. We post a general message;
2. Customers may respond to the general message in Twitter and Facebook;
3. We monitor and analyze the responses; and
4. We respond using a one-to-many approach to answer the most common storm-related questions and concerns.
5. We continue to respond to customer concerns related to regular business on one-to-one basis.

The process for addressing customer contacts for social media, after a storm, is outlined below:

1. Initial days after the storm, when social volume is at extremely high levels:
 - a. We post general messages (primarily safety and restoration process);
 - b. Customers may respond to general messages in Twitter and Facebook;
 - c. We monitor and analyze the responses; and
 - d. We respond using a one-to-many approach to answer the most common questions and concerns.
2. As volume becomes manageable (varies by storm):
 - a. We continue with our one-to-many approach
 - i. We continue to post general messages (safety, restoration process and progress);
 - ii. Customers may respond to general messages in Twitter and Facebook;
 - iii. We monitor and analyze the responses;
 - iv. We respond using a one-to-many approach to answer the most common questions and concerns.

- b. We engage with customers one on one using replies, comments, and direct messages on Facebook and Twitter. This activity is conducted by an integrated team of Marketing & Communication and Care Center members.

FPL.com and Mobile Application:

Before, during and after a storm, customers who interact with FPL on FPL.com and our mobile application receive automated information regarding outage status provided by back-end systems. The customer interacts in the following ways:

1. PowerTracker
 2. Outage Reporting
 3. Storm Center
 4. Government Portal (local leader access only)
 5. Other standard on-line account transactions that remain active during an event.
- 17a. There were no restoration delays for Hurricanes Hermine, Matthew, Irma, Maria, and Nate resulting from the processes of addressing customer contacts.

QUESTION:

Please provide whether or not customer contacts are categorized (by concern, complaint, information request, etc.) If so, how are they categorized? If not, why not?

RESPONSE:

- Customer contacts, through all channels, are categorized through the generation of a touchpoint. The touchpoint categorizes the contact by the type of outage being reported (i.e. specific process), specific concern, and communication channel. The majority of these touchpoints are system generated as a result of a transaction being tracked in the system. The categories that are specific to the outage reporting process are:
 - Trouble call, outage reported, No Current, call rollover to High Volume Call Answering System (HVAC)
 - Trouble call, outage reported, Partial No Current, call rollover to HVAC
 - Customer Reported All Power Out-FPL Interactive Voice Response System (IVR)
 - Customer Reported Some Power Out-FPL IVR
 - Power Equipment And Reliability Liaison (PEARL)- All Power Out flow
 - PEARL - No loss of service report
 - PEARL - Some power out flow
 - Web Outage Reporting Systems - Web outage report
 - WOST - Web outage status check
- Customer contacts associated with Internal Referrals, Better Business Bureau, and Florida Public Service Commission Warm Transfers are further categorized by major and sub-categories.

| | |
|-----------------------|-------------------------|
| Backbilling | Lighting |
| Billing | Line Clearance |
| Claims-Cust Svc | Meter Reading |
| Claims-Power Delivery | New Service |
| Collection Charges | Order Processing |
| Collections | Other |
| Contacting FPL | Payments |
| Customer Relations | Physical Facilities |
| Deposits | Prior Indebtedness |
| DSM Programs | Revenue Protection |
| Fiber Optics | Service Charges |
| FPLES-VAPS | Service Interruptions |
| FPL-VAPS | Telemarketing |
| High Bills | Transmission/Substation |
| Interference | |

- Customer contacts associated with Community Action Teams are further categorized based on the assessment of the customer during the interaction. The categories used are complimentary, understanding, frustrated, rude, or unrelated. If the customer requested the concerned be elevated, a Request for Action (RFA) is reported.
- Customer contacts associated with Area Information Managers (AIM) are further categorized as “power on” or “power off”. In addition, AIMs categorize customer contacts as Requests for Information (RFI) or RFA.
- Any Request for Action (RFA) or Request for Information (RFI) from External Response Team (ERT) members would be captured and entered through the Critical Information Team (CIT) process and would be further categorized by the following CIT entry fields:
 - CIF
 - Crew Information
 - Customer Counts
 - Debris Removal
 - Equipment
 - ETR/Outage Info
 - FPL Interview
 - General Info (Data Request)
 - Maps
 - Media
 - Photo Op Request
 - Police/Fire Priority 1
 - Resources
 - Special Priority Request
 - Street Lights
 - Other
 - Smart Meter Bulk Ping
 - Shelter
- During a storm activation, all inbound social media messages on FPL’s Facebook and Twitter channels are categorized as follows:

Level of response required

- Tier 1 – No response, monitor only
- Tier 2 – Personalize and use pre-approved standard messages
- Tier 3 – Customized or escalated response, move to private channels
- Tier 4 – New response needed; no standardized response available

Theme* (Applied to Tiers 2 – 4 only)

- Agent
- Communications
- Crew
- Customer
- Financial
- Power
- Line Clearing
- Safety
- Special Needs
- System Issue
- Threat
- Other VOC
- FPL Community Presence

*During Irma, themes were only applied to inbound messages from Sept. 11 – Sept. 22; Themes were not applied to inbound messages during Hermine and Matthew.

Notes:

- In addition to storm-related customer inquiries/messages, the inbound message count also includes general commentary from non-customers, non-storm-related customer inquiries and media activity.

QUESTION:

Please provide a detailed description of how customer service representatives are informed of restoration progress.

- a. Is there a script provided to each customer service representative to relay restoration progress to customers? If so, what is the process by which the script is created?

RESPONSE:

Customer facing employees are provided approved messaging prepared by the Emergency Communication Team at FPL's Command Center. This ensures that we provide customers with timely and consistent information across all contact channels. Messaging can be for all outages or for specific areas based on feeder number, zip code, service territory district boundaries (similar to county boundaries), or area codes associated to a customer's account. The restoration information is updated in the customer information system as well as communicated to employees through internal communications, process updates, daily stand-up meetings, restoration calls and training sessions (as needed.)

- a. For Call Center, Customer Service Representatives' scripts are developed from key messages provided by the Emergency Communication Team (ECT) at our Command Center. This ensures that we provide customers with timely and consistent information across all contact channels. The Community Action Team and Area Information Managers use the same messaging provided by the Emergency Communication Team, which is issued to them in a talking point document daily.

QUESTION:

Please describe the process the Utility uses to notify customers of approximate restoration times. The response should include at a minimum:

- a. How restoration time estimates were determined.
- b. How customers are notified.
- c. How restoration time estimates are updated.
- d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.

RESPONSE:

- a. Initial estimated times of restoration (ETR) are developed using infrastructure damage forecasts developed from FPL's damage assessment model, trouble ticket data, initial damage assessment data along with estimated available resources (internal and external).
- b. Customers and the public are notified through various customer communication channels, including social media, geo-targeted media (e.g., radio, TV, newspaper, etc.), inbound and outbound calls, FPL.com, and the FPL app.
- c. Estimated restoration times are continually being updated as new damage assessment, trouble ticket and work completed information becomes available.
- d. Estimated restoration times are disseminated internally by our ETR coordination team through various systems (e.g., FPL's outage communication system), emails and conference calls. As estimated times of restoration are developed/updated, FPL's communications team provides updates to the county and state EOCs. See FPL's response to subpart (b) above for how FPL disseminates this information to the public.

QUESTION:

Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please provide a description of how vehicle fuel was procured for Utility personnel and mutual aid partners. As part of the response, please answer the following:

- a. Whether or not the Utility has fuel stored for these types of events
- b. Whether or not fuel shortage was an issue during these events
- c. Whether or not there were any delays due to fuel shortage
- d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews

RESPONSE:

Depending on the scale/impacts of the storm, vehicle fuel is procured for FPL utility personnel, mutual aid partners (if involved) and contractors (after they are on-boarded with FPL) from FPL-owned supplies, vendor-owned supplies, purchased from terminal suppliers and from retail locations.

- a. FPL does maintain fuel storage for emergency restoration events. During storm season, FPL typically maintains a leased/owned fuel inventory (diesel and unleaded fuel) in excess of 3 million gallons, the vast majority of which is FPL-owned.
- b. During Hurricane Irma, some contractors traveling into the state had difficulty finding retail stations from which to refuel. Supply was limited due to high demand and ports and fuel terminals being closed as a result of the storm. Once contractors arrived and were on-boarded, there were no additional fuel shortage issues. FPL had no such issues with the other three storms (Hermine, Matthew and Nate) that impacted its service territory.
- c. Overall storm restoration periods were not extended as a result fuel shortages.
- d. As a result of the Hurricane Harvey restoration efforts in Texas and Louisiana, obtaining fueling equipment was a challenge just prior to Hurricane Irma making landfall. However, fueling equipment soon become available and was sufficient during the restoration effort.

QUESTION:

Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

RESPONSE:

There were no complications or delays related to shortages or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma or Nate. FPL's service territory was not impacted by Hurricane Maria.

QUESTION:

Please provide a summary timeline of the utility's restoration process for each hurricane: Hermine, Matthew, Irma, Maria, and Nate. The timeline should include, but not limited to, staging, stand-down, deployment, re-deployment, allocation, mutual aid, release of mutual aid, and date last outage was restored.

RESPONSE:

See the table below:

| | Nate | Irma | Matthew | Hermine |
|---|-------------|-------------|----------------|----------------|
| Storm Preparations Begin | 10/6/2017 | 9/5/2017 | 10/2/2016 | 8/24/2016 |
| Command Center Activated | N/A | 9/5/2017 | 10/3/2016 | 8/25/2016 |
| External Resources Acquisition Initiated | N/A | 9/5/2017 | 10/4/2016 | 8/25/2016 |
| Staging Initiated | N/A | 9/8/2017 | 10/5/2016 | 8/31/2016 |
| Storm Impacts Begin (Weather) | 10/8/2017 | 9/9/2017 | 10/6/2016 | 8/31/2016 |
| Storm Impacts End (Weather) | 10/8/2017 | 9/11/2017 | 10/8/2016 | 9/3/2016 |
| Restoration Resources Initially Deployed | 10/8/2017 | 9/11/2017 | 10/6/2016 | 9/2/2016 |
| First Mutual Assistance Released | N/A | 9/17/2017 | 10/8/2016 | 8/26/2016 |
| All Mutual Assistance Released | N/A | 9/24/2017 | 10/14/2016 | 8/26/2016 |
| Customers Essentially Restored | 10/8/2017 | 9/19/2017 | 10/11/2016 | 9/2/2016 |

N/A - Not Applicable; Hurricane Maria did not impact FPL's service territory.

QUESTION:

Please explain how the Utility validates adherences and departures from its storm preparation plan.

- a. If the Utility does not assess departures from its storm plan, explain why not.
- b. If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not.
- c. Have departures from the Utility's storm preparation plan resulted in modification of the storm preparation plan during 2015 through 2017? If so, please explain how with examples.

RESPONSE:

FPL validates adherence and departures from its storm preparation plan during its annual training cycle. Following training exercises, FPL conducts after-action reviews or lessons learned to determine what went well and, more importantly, what can be improved. As part of our annual training cycle, the importance of remaining process disciplined is emphasized. Any variations from process are treated as exceptions and documented for subsequent review and follow-up. No departures from our preparation plans have been identified; however, we have added to our processes, based on best practices implemented during a restoration event that were determined to be sustainable.

QUESTION:

Please explain how the Utility validates adherences and departures from its storm restoration plan.

- a. If the Utility does not assess departures from its storm restoration plan, explain why not.
- b. If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not.

Have departures from the Utility's storm restoration plan resulted in modification of the storm restoration plan during 2015 through 2017? If so, please explain how with examples.

RESPONSE:

Following storm restoration drills and exercises and severe weather events impacting FPL's service territory, FPL conducts after-action reviews or lessons learned to assess what went well and, more importantly, what can be improved. As part of our annual training cycle, as well as when we are in the midst of restoration efforts, the importance of remaining process disciplined is emphasized. Any variations from process are treated as exceptions and documented for subsequent review and follow-up. No departures from our restoration plans have been identified; however, modifications to processes, based on lessons learned or best practices are implemented if they are determined to be sustainable.

QUESTION:

Please identify all counties, including reporting regions/division for each county if applicable, that were impacted (had outages or damage) due to Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

RESPONSE:

Please see FPL's response to Staff's First Data Request No. 12. To date, FPL has not developed this information at the FPL management area level.

QUESTION:

Please complete the table below summarizing the wind speed and flooding impacts by county in the utility's service area. If the requested information is not available by county, please provide the information on a system basis. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

| Weather Impact | | | | |
|----------------|-------------------------------|---------------------|---------------------------|----------------------------|
| County | Maximum Sustained Winds (MPH) | Maximum Gusts (MPH) | Maximum Rainfall (inches) | Maximum Storm Surge (Feet) |
| | | | | |
| | | | | |
| | | | | |

RESPONSE:

For the information requested for Hurricanes Hermine, Matthew and Irma, see the table below. No information is being provided for Hurricanes Maria (did not impact FPL's service territory) and Nate (its impacts on FPL's service territory were limited and there does not appear to be any sustained tropical storm force winds that occurred in FPL's service territory). Also, the information for the 2017 hurricanes (Irma, Maria and Nate) are considered preliminary since the National Hurricane Center's final reports for these storms have not yet been issued.

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| County | Max. Sustained Winds (MPH) | | | Maximum Wind Gusts (MPH) | | | Rainfall (Inches) | | | Storm Surge (Feet) | | |
|--------------|----------------------------|---------|------|--------------------------|---------|------|-------------------|---------|---------|--------------------|---------|------|
| | Hermine | Matthew | Irma | Hermine | Matthew | Irma | Hermine | Matthew | Irma | Hermine | Matthew | Irma |
| Alachua | 34 | 31 | 64 | 52 | 48 | 99 | 4.85 | 1.49 | 12.4 | | | |
| Baker | 32 | 30 | 65 | 50 | 46 | 100 | | | 9.76 | | | |
| Bradford | 32 | 32 | 62 | 50 | 49 | 96 | | | 11.74 | | | |
| Brevard | 26 | 80 | 75 | 39 | 121 | 114 | | 17.01 | 11.84 | | | |
| Broward | 19 | 39 | 83 | 29 | 60 | 127 | | 1.61 | 9.72 | | | 2.7 |
| Charlotte | 30 | 26 | 70 | 45 | 39 | 104 | 4.47 | | 6 to 10 | | | |
| Clay | 39 | 44 | 73 | 60 | 68 | 112 | | | 11.32 | | | |
| Collier | 25 | 26 | 95 | 38 | 40 | 144 | | | 10.55 | | | 6.5 |
| Columbia | 34 | 26 | 62 | 52 | 40 | 95 | | | 8.44 | | | |
| De Soto | 24 | 20 | 66 | 36 | 30 | 100 | | | | | | |
| Duval | 41 | 59 | 89 | 61 | 88 | 136 | 2.53 | 8.91 | 11.11 | | | |
| Flagler | 34 | 68 | 64 | 51 | 102 | 97 | | | 8.48 | | | 4.19 |
| Glades | 20 | 30 | 71 | 30 | 45 | 106 | | | 6.6 | | | |
| Hardee | 24 | 23 | 74 | 36 | 34 | 111 | | | | | | |
| Hendry | 21 | 30 | 70 | 31 | 42 | 102 | | | 10.31 | | | |
| Highlands | 21 | 29 | 68 | 31 | 43 | 103 | | | | | | |
| Indian River | 21 | 64 | 75 | 32 | 97 | 116 | | 3.55 | 10.61 | | | |
| Lee | 29 | 26 | 72 | 43 | 40 | 110 | 1.49 | | | | | |
| Manatee | 38 | 30 | 80 | 57 | 45 | 122 | 10.00 | | | | | |
| Martin | 21 | 61 | 79 | 32 | 92 | 119 | | 4.18 | 10.53 | | | |
| Miami-Dade | 21 | 31 | 85 | 32 | 48 | 127 | | | 3 to 8 | | | 6 |
| Monroe | 29 | 30 | 104 | 44 | 46 | 159 | | | | | | |
| Nassau | 37 | 45 | 89 | 57 | 68 | 135 | | | 12.7 | | | 3.6 |
| Okeechobee | 20 | 34 | 72 | 29 | 50 | 107 | | | | | | |
| Orange | 25 | 48 | 71 | 37 | 73 | 110 | | 6.17 | 11.58 | | | |
| Osceola | 22 | 45 | 70 | 34 | 69 | 108 | | | 10.61 | | | |
| Palm Beach | 21 | 49 | 85 | 32 | 75 | 127 | | | 10.35 | | | 2.7 |
| Putnam | 36 | 48 | 59 | 55 | 74 | 91 | | | | | | 3.6 |
| Sarasota | 35 | 29 | 72 | 53 | 43 | 108 | 10.71 | | 3 to 8 | | | |
| Seminole | 24 | 47 | 66 | 37 | 72 | 101 | | | 11.74 | | | |
| St Johns | 39 | 73 | 79 | 60 | 109 | 121 | | 8.81 | 10.22 | | 8.39 | 5.61 |
| St Lucie | 21 | 66 | 84 | 32 | 99 | 127 | | | 21.66 | | | |
| Suwannee | 41 | 24 | 58 | 62 | 37 | 88 | | | | | | |
| Union | 32 | 29 | 62 | 48 | 45 | 95 | | | | | | |
| Volusia | 32 | 72 | 78 | 49 | 109 | 116 | | 5.06 | 11.82 | | | |

Notes: Wind data sources are WeatherFlow, Climate Forecast Applications Network (CFAN), NOAA URMA and GFS products and ECMWF products; all wind data is at the standard measuring height of 10 meters; wind gusts inside tornadoes and other mesoscale features

associated with tropical cyclones may have been greater than indicated in the provided data; storm surge data source is NOAA Post Tropical Cyclone Reports; rainfall data source is from NOAA Post Tropical Cyclone Reports; rainfall totals are provided primarily only for the counties with larger rainfall amounts.

QUESTION:

Please provide a county map or graphic indicating the geographic locations where the Utility's infrastructure was storm hardened after 2006. For purposes of this question, do not include vegetation management.

RESPONSE:

As FPL does not have the requested information in a map or graphic, it is providing the number of feeders hardened (per Rule 25-6.0342 and through FPL's priority feeder program) per county in the table below.

As of 12/31/16

| County | Number of Hardened Feeders |
|--------------|----------------------------|
| Baker | 4 |
| Bradford | 1 |
| Brevard | 60 |
| Broward | 159 |
| Charlotte | 14 |
| Clay | 1 |
| Collier | 12 |
| Columbia | 5 |
| De Soto | 4 |
| Flagler | 9 |
| Hendry | 3 |
| Indian River | 6 |
| Lee | 33 |
| Manatee | 22 |
| Martin | 16 |
| Miami-Dade | 154 |
| Nassau | 3 |
| Okeechobee | 4 |
| Palm Beach | 109 |
| Putnam | 9 |
| Sarasota | 34 |
| Seminole | 13 |
| St Johns | 18 |
| St Lucie | 18 |
| Suwannee | 3 |
| Union | 1 |
| Volusia | 45 |
| Total | 760 |

QUESTION:

Please complete the table below summarizing hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

RESPONSE:

FPL does not maintain its accounting records at the level of detail required to provide the requested information as they do not differentiate hardened facilities from non-hardened facilities, nor do they track which assets were repaired. However, FPL does track certain assets, at the total system level, that were requested and replaced during each hurricane as reflected in the tables below. Note, FPL did not track storm repairs/replacements for Hurricanes Maria and Nate as Hurricane Maria did not impact FPL's service territory and Nate had limited impact. Also, the Hurricane Matthew capital associated with follow-up work and all of the Hurricane Irma capital (during storm and follow-up work) details are not yet available by plant account as these costs have not yet been unitized from account 106 to account 101 by plant account.

| Hurricane Matthew | Number of Facilities Requiring | |
|----------------------------|---------------------------------------|--------------------|
| | Repair | Replacement |
| <i>Transmission</i> | | |
| Structures | N/A | 0 |
| Substations | N/A | 0 |
| | | |
| Total | N/A | 0 |
| <i>Distribution</i> | | |
| Poles | N/A | 656 |
| Substation | N/A | 0 |
| Feeder OH | N/A | 0 |
| Feeder UG | N/A | 0 |
| Feeder Combined | N/A | 0 |
| Lateral OH | N/A | N/A |
| Lateral UG | N/A | N/A |
| Lateral Combined | N/A | N/A |
| Total | N/A | N/A |
| <i>Service</i> | | |
| Service OH | N/A | N/A |
| Service UG | N/A | N/A |
| Service Combined | N/A | N/A |
| Total | N/A | N/A |

| Hurricane Hermine | Number of Facilities Requiring | |
|---------------------|--------------------------------|-------------|
| | Repair | Replacement |
| Transmission | | |
| Structures | N/A | 0 |
| Substations | N/A | 0 |
| | | |
| Total | N/A | 0 |
| Distribution | | |
| Poles | N/A | 19 |
| Substation | N/A | 0 |
| Feeder OH | N/A | 0 |
| Feeder UG | N/A | 0 |
| Feeder Combined | N/A | 0 |
| Lateral OH | N/A | N/A |
| Lateral UG | N/A | N/A |
| Lateral Combined | N/A | N/A |
| Total | N/A | N/A |
| Service | | |
| Service OH | N/A | N/A |
| Service UG | N/A | N/A |
| Service Combined | N/A | N/A |
| Total | N/A | N/A |

Notes:

N/A – Information is not available at this level of detail in FPL’s accounting records.

For substations and feeders, FPL has stated 0 since no entire substation or feeder was replaced. However, these facilities consist of many pieces of equipment (e.g., wire, cable, breakers, transformers, cross arms and arrestors) some of which may have been replaced.

QUESTION:

Please complete the table below summarizing non-hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

RESPONSE:

Please see FPL's response to Staff's First Set of Data Requests No. 29.

QUESTION:

For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the five highest volume of outage causation that impacted the Utility's service area.

RESPONSE:

Below are the top five outage causes for all ticket types (e.g., feeder, lateral, transformer, etc.) for each storm, as recorded in FPL's outage management system:

Hurricane Hermine – Vegetation; Other Weather; Equipment Failure; Unknown; Other
Hurricane Matthew – Other Weather; Vegetation; Other; Equipment Failure; Unknown
Hurricane Irma – Other Weather; Vegetation; Equipment Failure; Other; Unknown
Hurricane Maria – N/A (did not impact FPL's service territory)
Hurricane Nate – Equipment Failure; Vegetation; Unknown; Animals; Other

QUESTION:

For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.

RESPONSE:

While the requested information is not specifically tracked by FPL, for Hurricanes Matthew and Irma, vegetation issues (e.g., clearing the roads, clearing fallen limbs/trees, replacing broken poles due to fallen limbs/trees), flooding due to excessive rain and/or storm surge and the storms' paths and associated system-wide impacts adversely affected the pace of restoration. Additionally, Hurricane Matthew's path resulted in limited hotel accommodations along the east coast, which caused crews to be lodged in areas further inland. This caused lengthier than desired drive times which impacted crew productivity. Notwithstanding the challenges posed by these issues, customer restoration for Hurricane Matthew and Hurricane Irma was essentially complete in four days and ten days, respectively.

QUESTION:

If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

RESPONSE:

For Hurricanes Matthew and Irma, flood monitoring alarms provided early detection of flood waters inside the St. Augustine Substation. As a result of the alarms, the substation was de-energized remotely from the control center, preventing significant damage, which can occur if the station is flooded while energized. Also, flood doors installed on the St. Augustine relay vault protected the critical electronic control equipment inside the building from flood waters. For Hurricane Irma, the flood monitoring alarms at the South Daytona Substation also provided early detection of flood waters and, as a result, it too was de-energized to avoid significant damage. Substation flooding was not an issue for Hurricanes Hermine, Maria and Nate.

QUESTION:

How many outages were avoided by automated feeder switches during Hurricanes Matthew, Hermine, Irma, Maria, and Nate? Please explain how the data for each event was collected.

RESPONSE:

For the hurricanes requested, in total, there were nearly 700,000 outages avoided due to automated feeder switches – approximately 118,000 for Hurricane Matthew, 33,000 for Hurricane Hermine and 546,000 for Hurricane Irma. For Hurricane Nate, this information was not tracked. Hurricane Maria did not impact FPL's service territory.

FPL's control centers verify the customers interrupted (CI) on each feeder outage ticket by performing a trace on the specific feeder section that experienced an interruption (i.e., an outage that lasted for at least one minute). If an automated feeder switch (AFS) operated on a feeder experiencing an interruption, the CI for each such feeder ticket was reduced to reflect only those customers that actually experienced an interruption. Once all feeders were verified, the CI avoided was summarized.

QUESTION:

Please complete the table below for all critical infrastructure facilities (CIFs), by location (city/county) and facility type, which lost power, the restoration time for the CIFs and the cause of the outage (such as wind, storm-surge, flooding, debris, etc.) and facilities structure type that required replacement and/or repair. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

| Hurricane (Name) – CIF | | | | | | |
|----------------------------------|---------------------|---------------------|-----------------|--------------------------------|--------|---------|
| CIF Name/Type (i.e. Hospital) | County/ Location | Restoration Time | Outage Cause | Number of Facilities Requiring | | |
| | | | | | Repair | Replace |
| | | | | Transmission | | |
| | | | | Structures | | |
| | | | | Substations | | |
| | | | | Total | | |
| | | | | Distribution | | |
| | | | | Poles | | |
| | | | | Substation | | |
| | | | | Feeder OH | | |
| | | | | Feeder UG | | |
| | | | | Feeder Combined | | |
| | | | | Lateral OH | | |
| | | | | Lateral UG | | |
| | | | | Lateral Combined | | |
| | | | | Total | | |
| | | | | Service | | |
| | | | | Service OH | | |
| | | | | Service UG | | |
| | | | | Service Combined | | |
| | | | | Total | | |

RESPONSE:

Included within FPL’s storm hardening filings, including its most recent Petition for Approval of Storm Hardening Plan (Docket No. 20160061-EI) and its Annual Reliability Filing to the Florida Public Service Commission dated March 1, 2017, FPL addresses system hardening of feeders serving critical infrastructure such as hospitals, 911 centers and police/fire stations. Below is the requested information for hardened feeders serving these critical infrastructure facilities that experienced an outage during Hurricanes Hermine, Matthew and Irma. There were no hardened feeders serving CIFs that experienced an outage as result of Hurricane Nate. Also, Hurricane Maria did not impact FPL’s service territory. See FPL’s response to Staff’s First Data Request No. 29 for repair/replacement of hardened facilities. The outage duration provided for each CIF feeder is an average duration (i.e., total customer minutes interrupted / total number of customer interruptions) for the entire feeder. FPL notes that, as a result of smart grid technology (e.g., automated feeder switches) and other sectionalizing devices, additional protection against service interruptions can be provided for CIF customers, even beyond the hardening of CIF feeders.

Therefore, not all CIF customers on a CIF feeder may have actually experienced a service interruption during an outage of their feeder or, if they did, their outage duration could have been less than the feeder's average outage duration.

Hurricane Hermine

| Location / Management Region | Feeder Number | Primary CIF Facility Served* | Outage Cause | Feeder Outage Duration (minutes) |
|------------------------------|---------------|------------------------------|--------------|----------------------------------|
| Central Florida | 102361 | Sewage Treatment | Vehicle | 41 |
| North Florida | 301132 | Hospital | Storm | 194 |
| North Florida | 301138 | Hospital | Vegetation | 266 |
| North Florida | 300631 | Fire | Storm | 448 |
| North Florida | 300634 | Special Needs Shelter | Storm | 203 |
| West Dade | 807035 | Fire | Storm | 3 |
| Manasota | 500933 | 911 | Vegetation | 78 |

Hurricane Matthew

| Location / Management Region | Feeder Number | Primary CIF Facility Served* | Outage Cause | Feeder Outage Duration (Minutes) |
|------------------------------|---------------|------------------------------|--------------|----------------------------------|
| Boca Raton | 402835 | 911 | Storm | 8 |
| Boca Raton | 409862 | Hospital | Storm | 17 |
| Boca Raton | 407931 | 911 | Storm | 1508 |
| West Palm Beach | 408664 | EOC | Storm | 471 |
| Brevard | 200431 | Hospital | Storm | 714 |
| Brevard | 200432 | 911 | Storm | 711 |
| Brevard | 200734 | Hospital | Storm | 1380 |
| Brevard | 203032 | Gas Supply | Storm | 2200 |
| Brevard | 201637 | Sewage Treatment | Storm | 621 |
| Brevard | 205631 | Fire | Storm | 513 |
| Central Florida | 204061 | Sewage Treatment | Storm | 1080 |
| Central Florida | 205363 | 911 | Vegetation | 769 |
| Central Florida | 101037 | Media Center | Storm | 3006 |
| Central Florida | 100838 | Police | Storm | 2310 |

| | | | | |
|-----------------|--------|-----------------------|------------|------|
| Central Florida | 100837 | Sewage Treatment | Vegetation | 3480 |
| Central Florida | 106063 | Water Treatment | Storm | 1809 |
| Central Florida | 204636 | 911 | Vegetation | 986 |
| Central Florida | 102361 | Sewage Treatment | Storm | 3292 |
| Central Florida | 102366 | Water Treatment | Storm | 1716 |
| Central Florida | 111132 | Sewage Treatment | Vegetation | 1242 |
| Central Florida | 105062 | Sewage Treatment | Storm | 1158 |
| Central Florida | 102031 | Sewage Treatment | Storm | 2269 |
| Central Florida | 101541 | Hospital | Vegetation | 1914 |
| North Florida | 106236 | Water Treatment | Vegetation | 1041 |
| North Florida | 106232 | Hospital | Vegetation | 625 |
| North Florida | 100334 | Special Needs Shelter | Vegetation | 126 |
| North Florida | 300631 | Fire | Storm | 317 |
| North Florida | 301464 | 911 | Storm | 654 |
| North Florida | 300963 | Water Treatment | Vegetation | 42 |
| North Florida | 300961 | Hospital | Vegetation | 53 |
| North Florida | 300964 | Hospital | Vegetation | 33 |
| North Florida | 102631 | Water Treatment | Unknown | 650 |
| North Florida | 101634 | Water Treatment | Vegetation | 25 |
| Treasure Coast | 408262 | Government Facility | Storm | 526 |
| Treasure Coast | 402932 | Water Treatment | Storm | 625 |
| Treasure Coast | 408765 | Sewage Treatment | Storm | 1512 |
| Treasure Coast | 401137 | Nursing Home | Vehicle | 35 |
| Treasure Coast | 400663 | Water Treatment | Storm | 1815 |
| South Dade | 805733 | 911 | Storm | 29 |
| South Dade | 810366 | 911 | Storm | 43 |

| | | | | |
|-----------|--------|---------------------|-------|---|
| West Dade | 810165 | Government Facility | Storm | 3 |
|-----------|--------|---------------------|-------|---|

Hurricane Irma

| Location / Management Region | Feeder Number | Primary CIF Facility Served* | Outage Cause | Feeder Outage Duration (Minutes) |
|------------------------------|---------------|------------------------------|-------------------|----------------------------------|
| Boca Raton | 400533 | 911 | Storm | 756 |
| Boca Raton | 400733 | Government Facility | Other | 2680 |
| Boca Raton | 400932 | Water Treatment | Storm | 3258 |
| Boca Raton | 400934 | EOC | Storm | 2 |
| Boca Raton | 401933 | 911 | Storm | 997 |
| Boca Raton | 401936 | Government Facility | Storm | 2165 |
| Boca Raton | 402833 | 911 | Equipment Failure | 5 |
| Boca Raton | 402835 | 911 | Storm | 1752 |
| Boca Raton | 403232 | Waste Water Pump | Storm | 1798 |
| Boca Raton | 403235 | Acute Care | Storm | 2 |
| Boca Raton | 403633 | Water Treatment | Storm | 2176 |
| Boca Raton | 404233 | Police | Storm | 1381 |
| Boca Raton | 404739 | Police | Storm | 2 |
| Boca Raton | 404839 | Water Treatment | Storm | 2989 |
| Boca Raton | 405032 | Water Treatment | Storm | 2 |
| Boca Raton | 405461 | Critical Well Fields | Storm | 1676 |
| Boca Raton | 405864 | Critical Well Fields | Storm | 3041 |
| Boca Raton | 405866 | Fire | Storm | 2300 |
| Boca Raton | 405867 | Fire | Storm | 2439 |
| Boca Raton | 406532 | 911 | Storm | 2730 |
| Boca Raton | 407931 | 911 | Storm | 51 |
| Boca Raton | 409634 | Acute Care | Storm | 3 |
| Boca Raton | 409862 | Hospital | Storm | 1637 |
| Boca Raton | 410362 | Acute Care | Storm | 317 |

| | | | | |
|------------------------|---------------|-------------------------|----------------|-------------|
| Boca Raton | 413231 | Acute Care | Storm | 3724 |
| Brevard | 200431 | Acute Care | Storm | 3134 |
| Brevard | 200432 | 911 | Storm | 1296 |
| Brevard | 200734 | Acute Care | Unknown | 2351 |
| Brevard | 201231 | Waste Water Pump | Storm | 107 |
| Brevard | 201632 | Acute Care | Other | 20 |
| Brevard | 201834 | 911 | Other | 2866 |
| Brevard | 201933 | Police | Other | 1145 |
| Brevard | 202031 | 911 | Storm | 1651 |
| Brevard | 203131 | 911 | Storm | 468 |
| Brevard | 203234 | 911 | Storm | 2935 |
| Brevard | 203331 | Coast Guard | Storm | 698 |
| Brevard | 203538 | Sewage Treatment | Storm | 614 |
| Brevard | 203934 | 911 | Storm | 964 |
| Brevard | 204132 | 911 | Other | 526 |
| Brevard | 204262 | 911 | Storm | 2423 |
| Brevard | 205535 | Hospital | Storm | 168 |
| Brevard | 205631 | Water Treatment | Storm | 2546 |
| Brevard | 207361 | Needs Shelter | Storm | 308 |
| Brevard | 208162 | Needs Shelter | Storm | 2594 |
| Brevard | 210531 | Police | Storm | 1617 |
| Central | 800440 | 911 | Storm | 6453 |
| Central | 800634 | Waste Water Pump | Storm | 3731 |
| Central | 803536 | Hospital | Storm | 75 |
| Central | 803545 | Hospital | Storm | 1548 |
| Central | 805031 | Acute Care | Storm | 1444 |
| Central | 805235 | Acute Care | Storm | 5258 |
| Central | 805237 | Acute Care | Storm | 3316 |
| Central Florida | 100135 | Fire | Unknown | 261 |
| Central Florida | 100832 | Sewage Treatment | Storm | 257 |

| | | | | |
|-----------------|--------|-----------------------------|------------|------|
| Central Florida | 100838 | Acute Care | Vegetation | 2175 |
| Central Florida | 100936 | Police | Storm | 2026 |
| Central Florida | 101138 | Sewage Treatment | Storm | 1319 |
| Central Florida | 101462 | Acute Care | Storm | 3332 |
| Central Florida | 101466 | 911 | Storm | 899 |
| Central Florida | 101931 | Water Treatment | Storm | 5 |
| Central Florida | 101934 | Sewage Treatment | Storm | 2368 |
| Central Florida | 101935 | Water Treatment | Storm | 1788 |
| Central Florida | 102031 | Waste Water Pump | Storm | 1029 |
| Central Florida | 102361 | Sewage Treatment | Storm | 549 |
| Central Florida | 103831 | Police | Storm | 2418 |
| Central Florida | 103834 | Critical Well Fields | Storm | 2346 |
| Central Florida | 105062 | Sewage Treatment | Storm | 3648 |
| Central Florida | 106063 | Water Treatment | Storm | 945 |
| Central Florida | 107161 | 911 | Vegetation | 3163 |
| Central Florida | 107162 | Air Transportation Facility | Vegetation | 878 |
| Central Florida | 109032 | Police | Vegetation | 854 |
| Central Florida | 200131 | Acute Care | Storm | 2466 |
| Central Florida | 201436 | Air Transportation Facility | Storm | 1407 |
| Central Florida | 204636 | 911 | Vegetation | 47 |
| Central Florida | 205363 | 911 | Storm | 1878 |
| Central Florida | 207262 | 911 | Storm | 2450 |
| Central Florida | 207931 | Water Treatment | Storm | 1257 |
| Gulfstream | 700234 | Critical Well Fields | Storm | 637 |
| Gulfstream | 700236 | Sewage Treatment | Storm | 1988 |

| | | | | |
|------------|--------|----------------------|-------------------|------|
| Gulfstream | 701534 | Government Facility | Storm | 3138 |
| Gulfstream | 701735 | Critical Well Fields | Storm | 5 |
| Gulfstream | 702031 | Waste Water Pump | Storm | 2147 |
| Gulfstream | 702833 | Hospital | Storm | 1105 |
| Gulfstream | 702835 | Hospital | Storm | 1778 |
| Gulfstream | 703133 | Police | Storm | 3800 |
| Gulfstream | 703436 | Police | Storm | 1840 |
| Gulfstream | 703832 | Fire | Storm | 3483 |
| Gulfstream | 703835 | Acute Care | Storm | 3621 |
| Gulfstream | 704131 | Police | Storm | 5359 |
| Gulfstream | 704135 | Hospital | Storm | 2696 |
| Gulfstream | 704262 | Police | Storm | 1963 |
| Gulfstream | 704762 | Acute Care | Storm | 770 |
| Gulfstream | 706161 | Police | Storm | 1319 |
| Gulfstream | 706166 | Acute Care | Storm | 193 |
| Gulfstream | 706367 | Acute Care | Storm | 1797 |
| Gulfstream | 706964 | EOC | Storm | 3534 |
| Manasota | 500234 | Government Facility | Storm | 872 |
| Manasota | 500239 | Government Facility | Equipment Failure | 1559 |
| Manasota | 500333 | Acute Care | Storm | 1426 |
| Manasota | 500334 | Water Treatment | Storm | 779 |
| Manasota | 500661 | Waste Water Pump | Unknown | 72 |
| Manasota | 500663 | Government Facility | Equipment Failure | 2636 |
| Manasota | 500664 | Government Facility | Storm | 736 |
| Manasota | 500933 | 911 | Vegetation | 1719 |
| Manasota | 501063 | EOC | Storm | 1300 |
| Manasota | 502563 | Government Facility | Vegetation | 2964 |

| | | | | |
|---------------|--------|----------------------|-------------------|------|
| Manasota | 503436 | Police | Storm | 211 |
| Manasota | 504135 | 911 | Storm | 1122 |
| Manasota | 504667 | 911 | Storm | 1060 |
| Manasota | 505165 | Acute Care | Storm | 116 |
| Manasota | 505264 | Sewage Treatment | Storm | 1486 |
| Manasota | 505764 | EOC | Vegetation | 1445 |
| Manasota | 507161 | Critical Well Fields | Storm | 2934 |
| Naples | 501232 | Acute Care | Other | 568 |
| Naples | 501234 | Government Facility | Storm | 1577 |
| Naples | 501237 | Hospital | Storm | 1054 |
| Naples | 503965 | Needs Shelter | Storm | 3488 |
| Naples | 506162 | 911 | Equipment Failure | 4035 |
| Naples | 506165 | EOC | Equipment Failure | 3503 |
| Naples | 506663 | Acute Care | Other | 322 |
| Naples | 506762 | Acute Care | Storm | 1714 |
| Naples | 507266 | Fire | Vegetation | 3331 |
| Naples | 507466 | Fire | Storm | 84 |
| Naples | 507661 | Acute Care | Storm | 1953 |
| Naples | 507761 | Acute Care | Storm | 4394 |
| Naples | 507763 | Government Facility | Storm | 1952 |
| North Dade | 801832 | Police | Storm | 793 |
| North Dade | 801836 | Water Treatment | Storm | 777 |
| North Dade | 802533 | 911 | Storm | 4993 |
| North Dade | 803438 | Acute Care | Storm | 1130 |
| North Dade | 804733 | Fire | Storm | 4566 |
| North Dade | 805932 | 911 | Storm | 247 |
| North Dade | 808733 | EOC | Storm | 6426 |
| North Florida | 100233 | Police | Storm | 1117 |
| North Florida | 100334 | Needs Shelter | Storm | 1906 |

| | | | | |
|---------------|--------|-----------------------------|-------------------|------|
| North Florida | 100632 | Fire | Equipment Failure | 4349 |
| North Florida | 101634 | Critical Well Fields | Vegetation | 80 |
| North Florida | 102631 | Critical Well Fields | Storm | 3945 |
| North Florida | 102635 | Police | Vegetation | 86 |
| North Florida | 104731 | Water Treatment | Storm | 1629 |
| North Florida | 105132 | Fire | Storm | 2691 |
| North Florida | 106234 | Acute Care | Storm | 573 |
| North Florida | 106236 | Police | Storm | 1548 |
| North Florida | 300631 | Fire | Storm | 8 |
| North Florida | 300633 | 911 | Storm | 2367 |
| North Florida | 300634 | Needs Shelter | Storm | 3346 |
| North Florida | 300961 | Hospital | Vegetation | 660 |
| North Florida | 300963 | Water Treatment | Vegetation | 19 |
| North Florida | 300964 | 911 | Vegetation | 877 |
| North Florida | 301132 | Acute Care | Storm | 1697 |
| North Florida | 301138 | Acute Care | Equipment Failure | 3741 |
| North Florida | 301331 | EOC | Storm | 3243 |
| North Florida | 301464 | 911 | Storm | 929 |
| North Florida | 305232 | Critical Well Fields | Storm | 1735 |
| North Florida | 306133 | 911 | Storm | 1209 |
| North Florida | 307561 | Fire | Storm | 3313 |
| North Florida | 308061 | Air Transportation Facility | Vegetation | 1525 |
| Pompano | 701033 | Fire | Storm | 2794 |
| Pompano | 701134 | Acute Care | Storm | 3371 |
| Pompano | 702631 | Air Transportation Facility | Equipment Failure | 2443 |
| Pompano | 702632 | Needs Shelter | Storm | 3453 |
| Pompano | 702636 | EOC | Storm | 3965 |
| Pompano | 702936 | Police | Storm | 2436 |
| Pompano | 703533 | Government Facility | Storm | 2557 |
| Pompano | 703633 | EOC | Storm | 1321 |
| Pompano | 703635 | Government Facility | Storm | 1444 |
| Pompano | 703637 | Critical Well Fields | Other | 21 |
| Pompano | 703638 | Critical Well Fields | Storm | 3545 |

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|------------|--------|------------------|-------------------|------|
| Pompano | 703731 | Acute Care | Storm | 1303 |
| Pompano | 704563 | Hospital | Storm | 1688 |
| Pompano | 704564 | Acute Care | Storm | 406 |
| Pompano | 704665 | Needs Shelter | Storm | 4169 |
| Pompano | 705464 | Fire | Storm | 2072 |
| Pompano | 705468 | EOC | Storm | 3488 |
| Pompano | 705633 | EOC | Equipment Failure | 1381 |
| Pompano | 706462 | Fire | Storm | 5760 |
| South Dade | 801634 | Water Treatment | Storm | 4589 |
| South Dade | 802432 | Acute Care | Unknown | 2527 |
| South Dade | 802434 | Acute Care | Storm | 2102 |
| South Dade | 802731 | Fire | Vegetation | 565 |
| South Dade | 802735 | Waste Water Pump | Storm | 1974 |
| South Dade | 803138 | Water Treatment | Storm | 1542 |
| South Dade | 803236 | Water Treatment | Storm | 5129 |
| South Dade | 804236 | Fire | Storm | 4622 |
| South Dade | 804332 | Acute Care | Storm | 1431 |
| South Dade | 804339 | Acute Care | Storm | 1208 |
| South Dade | 804340 | Acute Care | Storm | 2002 |
| South Dade | 805733 | 911 | Storm | 5259 |
| South Dade | 805832 | Acute Care | Storm | 525 |
| South Dade | 806534 | 911 | Storm | 4185 |
| South Dade | 807339 | Fire | Storm | 2398 |
| South Dade | 807432 | Acute Care | Storm | 3668 |
| South Dade | 807433 | Water Treatment | Storm | 3056 |
| South Dade | 807438 | Acute Care | Storm | 3726 |
| South Dade | 807634 | Waste Water Pump | Storm | 511 |
| South Dade | 808264 | Police | Storm | 653 |
| South Dade | 808337 | Hospital | Storm | 1525 |

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|--------------|--------|-----------------------------|------------|------|
| South Dade | 808931 | Acute Care | Storm | 472 |
| South Dade | 809231 | Acute Care | Storm | 829 |
| South Dade | 809434 | Fire | Storm | 4476 |
| South Dade | 809666 | 911 | Vegetation | 147 |
| South Dade | 809667 | Air Transportation Facility | Storm | 3117 |
| South Dade | 810063 | Fire | Other | 233 |
| South Dade | 810366 | 911 | Storm | 5249 |
| South Dade | 810661 | Fire | Storm | 1741 |
| South Dade | 811264 | Fire | Storm | 1088 |
| Toledo Blade | 500763 | 911 | Storm | 7 |
| Toledo Blade | 500765 | Acute Care | Storm | 1 |
| Toledo Blade | 501137 | Acute Care | Storm | 1181 |
| Toledo Blade | 501431 | Government Facility | Storm | 7 |
| Toledo Blade | 501433 | 911 | Storm | 2881 |
| Toledo Blade | 501435 | Acute Care | Storm | 1013 |
| Toledo Blade | 501537 | POLICE | Storm | 7 |
| Toledo Blade | 501538 | Hospital | Storm | 7 |
| Toledo Blade | 502061 | Acute Care | Storm | 7 |
| Toledo Blade | 502461 | 911 | Storm | 277 |
| Toledo Blade | 502462 | Government Facility | Storm | 5038 |
| Toledo Blade | 502464 | Electric Bridge | Storm | 5258 |
| Toledo Blade | 503262 | Water Treatment | Storm | 8 |
| Toledo Blade | 503264 | 911 | Storm | 578 |
| Toledo Blade | 503265 | EOC | Storm | 1420 |
| Toledo Blade | 503761 | 911 | Storm | 1773 |
| Toledo Blade | 503765 | EOC | Storm | 7 |
| Toledo Blade | 503862 | Fire | Storm | 4206 |
| Toledo Blade | 503864 | Fire | Storm | 3163 |
| Toledo Blade | 503865 | Government Facility | Storm | 1374 |
| Toledo Blade | 504431 | Water Treatment | Storm | 7 |
| Toledo Blade | 504433 | 911 | Storm | 1069 |

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|----------------|--------|-----------------------------|-------------------|------|
| Toledo Blade | 504761 | EOC | Equipment Failure | 6 |
| Toledo Blade | 505061 | Police | Storm | 638 |
| Toledo Blade | 505463 | Air Transportation Facility | Storm | 4 |
| Toledo Blade | 505464 | EOC | Storm | 4 |
| Toledo Blade | 505662 | Sewage Treatment | Storm | 7 |
| Toledo Blade | 506364 | Water Treatment | Storm | 8 |
| Toledo Blade | 506462 | 911 | Storm | 308 |
| Toledo Blade | 507961 | Sewage Treatment | Storm | 40 |
| Toledo Blade | 508463 | Fire | Storm | 5027 |
| Treasure Coast | 400663 | Water Treatment | Other | 2155 |
| Treasure Coast | 401135 | Police | Unknown | 554 |
| Treasure Coast | 401138 | Acute Care | Vegetation | 844 |
| Treasure Coast | 401632 | EOC | Storm | 254 |
| Treasure Coast | 401633 | Acute Care | Storm | 1546 |
| Treasure Coast | 401634 | Government Facility | Storm | 1718 |
| Treasure Coast | 401636 | Needs Shelter | Storm | 2399 |
| Treasure Coast | 401762 | Water Treatment | Storm | 1095 |
| Treasure Coast | 402932 | Water Treatment | Storm | 2510 |
| Treasure Coast | 404938 | Hospital | Storm | 1324 |
| Treasure Coast | 404939 | Acute Care | Storm | 1242 |
| Treasure Coast | 405763 | 911 | Storm | 1569 |
| Treasure Coast | 408331 | Government Facility | Storm | 2549 |
| Treasure Coast | 408765 | Sewage Treatment | Storm | 2449 |
| Treasure Coast | 410161 | Water Treatment | Storm | 2391 |
| Treasure Coast | 411561 | Government Facility | Storm | 2703 |
| Treasure Coast | 411662 | EOC | Storm | 1317 |
| West Dade | 800538 | Air Transportation Facility | Storm | 1870 |

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|-----------------|--------|-----------------------------|-------------------|------|
| West Dade | 801732 | Acute Care | Storm | 636 |
| West Dade | 801734 | Hospital | Storm | 2047 |
| West Dade | 801737 | Acute Care | Storm | 1231 |
| West Dade | 803034 | Fire | Storm | 1991 |
| West Dade | 803636 | Acute Care | Storm | 2028 |
| West Dade | 803637 | Fire | Storm | 1095 |
| West Dade | 804535 | Acute Care | Storm | 311 |
| West Dade | 805531 | Fire | Storm | 467 |
| West Dade | 805535 | 911 | Storm | 2152 |
| West Dade | 807037 | Hospital | Storm | 1050 |
| West Dade | 807231 | Waste Water Pump | Equipment Failure | 3006 |
| West Dade | 808061 | Police | Storm | 4695 |
| West Dade | 808166 | Police | Storm | 1882 |
| West Dade | 808168 | Acute Care | Storm | 2391 |
| West Dade | 809764 | Police | Storm | 2017 |
| West Dade | 810161 | Hospital | Storm | 816 |
| West Dade | 810162 | Critical Well Fields | Storm | 38 |
| West Dade | 810165 | Government Facility | Storm | 3376 |
| West Dade | 810265 | Fire | Storm | 343 |
| West Dade | 811064 | Police | Equipment Failure | 1867 |
| West Dade | 811562 | Fire | Storm | 2020 |
| West Dade | 811563 | Fire | Other | 32 |
| West Dade | 811564 | Police | Storm | 1564 |
| West Dade | 812162 | 911 | Storm | 4390 |
| West Palm Beach | 400334 | Acute Care | Vegetation | 302 |
| West Palm Beach | 400338 | Government Facility | Other | 2167 |
| West Palm Beach | 402634 | Acute Care | Storm | 1178 |
| West Palm Beach | 403034 | Air Transportation Facility | Storm | 18 |

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|-----------------|--------|-----------------------------|-------------------|------|
| West Palm Beach | 403736 | EOC | Storm | 1950 |
| West Palm Beach | 405264 | Needs Shelter | Storm | 1373 |
| West Palm Beach | 407234 | Water Treatment | Storm | 1626 |
| West Palm Beach | 407236 | Government Facility | Storm | 1593 |
| West Palm Beach | 407331 | 911 | Equipment Failure | 1155 |
| West Palm Beach | 408664 | EOC | Other | 4173 |
| West Palm Beach | 409431 | Acute Care | Storm | 1248 |
| West Palm Beach | 409762 | Government Facility | Storm | 1494 |
| West Palm Beach | 410231 | Air Transportation Facility | Storm | 1572 |
| West Palm Beach | 410232 | 911 | Storm | 1109 |
| West Palm Beach | 410531 | Acute Care | Storm | 859 |
| West Palm Beach | 411861 | Acute Care | Storm | 1927 |
| Wingate | 700136 | Fire | Storm | 2169 |
| Wingate | 700432 | Fire | Storm | 2314 |
| Wingate | 700737 | 911 | Storm | 223 |
| Wingate | 701431 | Seaport | Storm | 2382 |
| Wingate | 701437 | Government Facility | Storm | 3221 |
| Wingate | 701631 | Acute Care | Customer Request | 2029 |
| Wingate | 701638 | Fire | Storm | 1030 |
| Wingate | 701934 | Acute Care | Storm | 466 |
| Wingate | 701937 | Waste Water Pump | Vegetation | 1587 |
| Wingate | 703236 | Police | Storm | 835 |
| Wingate | 704663 | Hospital | Storm | 3211 |
| Wingate | 704664 | Fire | Storm | 1072 |
| Wingate | 706665 | Needs Shelter | Storm | 4478 |

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|----------------|---------------|-------------------------|--------------|-------------|
| Wingate | 707533 | Waste Water Pump | Storm | 5287 |
|----------------|---------------|-------------------------|--------------|-------------|

* Primary CIF customer served, as CIF feeders can serve more than one CIF customer

QUESTION:

Please provide an assessment of the performance of underground facilities during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. As part of this assessment please summarize the number of underground facilities that required repair or replacement for each event.

RESPONSE:

In general, for Hurricanes Hermine, Matthew, Irma and Nate (Maria did not impact FPL's service territory), FPL's underground facilities performed as expected and generally better than overhead facilities. The percentages below reflect the number of underground feeders and laterals that experienced an outage divided by the population of underground feeders and laterals impacted by each storm.

| <u>Hurricane</u> | <u>% UG Feeders Out / Total UG Feeders Impacted</u> | <u>% UG Laterals Out / Total UG Laterals Impacted</u> |
|------------------|---|---|
| Hermine | 0.2% | 0.1% |
| Matthew | 2% | 0.2% |
| Irma | 19% | 3.6% |
| Nate | 0% | 0.1% |

Underground outages and underground equipment facilities damage primarily resulted from wind-blown tree/debris impacts, trees that fell or uprooted and flooding and storm surge.

See FPL's response to Staff's First Data Request No. 29, for the requested information for underground feeders and laterals repaired or replaced.

QUESTION:

Please provide a discussion what programs/tariffs the utility has in place to promote

- a. Undergrounding of new construction (e.g., subdivisions)
- b. Conversion of overhead to underground

RESPONSE:

FPL offers two approved tariffs (see below) that promote placing facilities underground by providing incentives (i.e., reductions in contribution-in-aid of construction):

- a. FPL Tariff Sheet No. 6.100, Section 10.3 Underground Distribution Facilities for Residential Subdivisions and Developments; and
- b. FPL Tariff Sheet No. 6.300, Installation of Underground Electric Distribution Facilities for the Conversion of Overhead Electric Distribution Facilities.

Also, FPL's External Affairs managers make presentations (over 900 such presentations were made in 2016) to educate communities FPL serves on various topics of interest, including the incentives FPL provides for constructing new underground facilities and converting overhead distribution facilities to underground.