

STATE OF FLORIDA

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Public Service Commission

November 14, 2017

STAFF'S FIRST DATA REQUEST
via email

To:

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Florida Power & Light Company (ken.hoffman@fpl.com)
Gulf Power Company (jastone@southernco.com, rab@beggslane.com)
Tampa Electric Company (jbeasley@ausley.com)
Municipal Group (AZubaly@publicpower.com)
Lee County (dennie.hamilton@lcec.net)
Cooperative Group (mhershel@feca.com)

Re: Docket No. 20170215-EU - Review of electric utility hurricane preparedness and restoration actions.

To Whom It May Concern:

By this letter, the Commission staff requests that each utility provide responses to the following data requests.

Staging for Utility Personnel and Mutual Aid

1. 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: For Hurricane Hermine, internal meeting held on August 30, 2016. Topics discussed in meeting were:

- **Path of Storm**
- **Possible Damage Scenarios**
- **Trucks Stocked & Ready**
- **Crew and Personnel Assignments**
- **Food for Crews**

Mutual Aid was not needed for Hurricane Hermine. The damage OEU received from the storm was not severe enough to activate the ICS system. Normal crews were able to restore all power.

For Hurricane Matthew, internal meetings were held on October 4, 2016, October 5, 2016, and October 6, 2016. Topics discussed in each meeting were:

- **Path of Storm and Potential Impact**
- **Staging of Mutual Aid Crews**
- **Food and Lodging of Mutual Aid Crews**
- **When to Activate Mutual Aid**
- **When to Release Mutual Aid Crews**
- **Goals for Restoration**
- **Record Keeping and Damage Assessment**
- **Personnel Assignments**

Mutual Aid was requested on 10/6/16 to expedite restoration of power to OEUs Distribution System.

For Hurricane Irma, internal meetings were held on September 1, 2017, September 5, 2017, September 7, 2017, and September 10, 2017. Topics discussed in each meeting were:

- **Path of Storm and Potential Impact**
- **Staging of Mutual Aid Crews**
- **Food and Lodging of Mutual Aid Crews**
- **When to Activate Mutual Aid**
- **When to Release Mutual Aid Crews**
- **Goals for Restoration**
- **Record Keeping and Damage Assessment**
- **Personnel Assignments**

Mutual Aid was requested on September 7, 2017 to expedite restoration of power to OEUs Distribution System.

Hurricane's Maria and Nate did not impact OEU.

2. 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:* See attachments for Question #2**

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

Response:

Mutual Aid was not needed for Hurricane's Hermine, Maria, and Nate.

Costs began for Hurricane Matthew on October 6, 2016; and on September 8, 2017 for Hurricane Irma.

Damage Assessment Process

4. 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:

The Hurricanes that effected the city of Ocala were Hermine, Matthew and Irma. The effects of hurricane Hermine and Matthew on the system were similar and elicited an identical response for damage assessment. Hurricane Irma had a greater impact and thus elicited a larger response.

The damage assessment during Hermine and Matthew consisted of the utility utilizing our outage management system (oms) in conjunction with site investigation. The damage sustained by the utility was limited to numerous small or individual outages. Thus, the damage assessment was accomplished by 36 workers from our engineering, substation and system control group. The system control group would analyze the outages on the oms and if there was a question as to the extent or the veracity of a called in hazard they would then dispatch a damage assessment crew to get details. The damage assessment crews consisted of the 26 workers in engineering and meter shop. The assessment crews would verify the addresses, print out a facilities map for that single pole, drive to the location and visually verify outage request. Once on sight, the crew would assess damage to facilities. They would then radio back to an assessment leader or system control their findings. System control would use this information in their allocation or assignment of crews.

The damage to the city of Ocala's electric system during hurricane Irma was extensive and required a different assessment approach. Hurricane Irma knocked out 80% of the customers in the city's territory. This made the exclusive use of the outage management system impractical. The damage assessment was carried on by a group of up to 40 employees from our T&D division, engineering division, resource management group, meter division, substation division and compliance division. Initially the T&D crews were given priority feeders to immediately effect repairs after the hurricane. The crew leaders performed an initial patrol to get their crews working. The other groups were assigned in pairs to patrol those same priority feeders and other feeders that had no assessments. The assessment teams were looking for all damage levels from feeder damage to services pulled down. The teams were sent out with a hard copy map as well as an ESRI application on their phones or tablets. Their assignment was to ride out assigned feeders including all taps and record damage on both the paper hard copy and in the damage reporting application. The hard copy maps were then reviewed and prioritized by the storm coordinator. Based on recommendations from the storm coordinator, the management team assigned the crew leaders the maps to effect repairs.

After the initial assessment, the teams were used to field verify individual or small outages in areas that had been repaired. This stemmed from repaired services to minor damage that was overlooked during large area restoration. The teams once again used whole feeder maps and at times smaller maps to log damage for repair. Attached are some examples of the marked-up maps, samples of the ESRI Application maps and storm damage assessed.

See Attachments for Question 4 – Photograph Samples

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

Response:

The assessment teams would ride each feeder and record the damage on hard copy maps, and an application from ESRI.

The maps are turned over to our “Storm Coordinator” who would assess damage areas on the map, prioritize the maps and store the map. The “Management Team” would review the critical customer list to assign feeders to crew leaders. Crew leaders would be assigned the assessed/patrolled feeder maps. They would then work the assigned feeder and return the map at the end of the day. The crew leader would mark up all repairs made on the feeder map. The Storm Coordinator would take the map from the crews and once again prioritize damages and store the map. The Management Team would take the recommendations of the Storm Coordinator, crew leaders, and critical customers and plan the next day’s goals and assignments. Some crews would receive new assignments and maps others would continue where they left off the previous day’s map.

Damage assessments were communicated by means of hard copy maps, by using internet enabled applications, verbally by means of radio, and telephone.

Restoration Workload

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

Response:

- 1. Analyze System on Outage Management System and determine the extent of the damage as well as the number of outages.**
- 2. 230 KV transmission line integrity and status.**
- 3. 69 KV transmission line integrity and status.**
- 4. Substation and distribution lines integrity and status.**
- 5. System damage assessment prior to work beginning.**
- 6. Concentrating on the system feeds from transmission to distribution working from a circuit breaker.**
- 7. Get main circuits energized as well as critical needs shelters, assisted living facilities, water and wastewater facilities, and hospitals.**
- 8. Once main circuits are worked, concentrate on laterals.**

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

Personnel Responsible for Restoration Workload Assignments		
Title	Years of experience	Number of crews managed
General Line Foreman	30+	5
Line Crew Foreman	25+	5
Working Foreman	25+	3
Troubleman	20+	1

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

Response:

As the restoration process is proceeding and damage gets repaired the workload starts shifting into smaller and more concentrated areas. Crews will be downsized and sent to areas where the outages affect less customers out of power. We updated our outage predictions every three hours. This information was sent to the media, FMEA, FMPEA, as well as the local government. This information allows us to accurately determine the number of crews needed to complete the restoration process in a timely manner. The info also helped us determine when to release the mutual aid crews based on the remaining outages and estimated time of restoration.

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

Response:

Mutual aid crews were released when the last customer that could be restored, was restored.

Staffing Considerations

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

- Days of lodging provided for Utility personnel (Person-Days) **0**
- Days of lodging provided for mutual aid partners (Person-Days) **910 person days**
- Number of meals provided for Utility personnel **6,302**
- Number of meals provided for mutual aid partners **2,808**
- Number of Utility personnel injuries **0**
- Number of mutual aid partner injuries **1**
- Number of Utility personnel fatalities **0**
- Number of mutual aid partner fatalities **0**

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

Response:

Hurricane's Hermine, Maria, and Nate did not require the use of mutual aid, food, or lodging. No delays were encountered.

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

Response: For Hermine and Matthew, we were fully restored within 24 hours of the storm passing.

For Irma, we were fully restored 8 days after the storm passed.

Fully restored is considered to be when the last customer that could be restored, was restored.

Customer Communication

12. 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

Hermine – 8,378

Matthew – 12,688

Irma – 62,365

- b. Peak number of outages

Hermine – 47

Matthew – 29

Irma - 290

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

Response:

Hermine: Call Center Representatives (CSR) were used during normal business hours. The outage Interactive Voice Response (IVR) was operating 24/7 taking outage calls then submitting them to the Outage Management System (OMS).

Matthew: CSR's were used during normal business hours. The outage IVR was operating 24/7 taking outage calls then submitting them to the OMS.

Irma: Call Center was closed Monday 9/11 and Tuesday 9/12. During these times, the outage IVR handled all calls. The Call Center reopened on Monday 9/13 and worked through to Friday 9/22.

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

Response:

Hermine – 10

Matthew – 10

Irma – 10

- 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: No third-party entities were used during the hurricanes.

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

Response:

Prior to and during the week after Hurricane Irma struck our area, the Call Center received approximately 15,600 phone calls.

16. 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:

Call Centers, email, Social Media, Outage Map, IVR, Emergency Operations Center (EOC).

17. 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.

Response:

As the storm is occurring, customer contacts are handled by the outage IVR and the CSR's at the Customer Service Office. CSR's have the capability of entering tickets into the OMS via a web interface. During stand-down calls continue to be taken by the outage IVR. After the storm and during restoration efforts, the outage IVR and CSR's handle calls again. During all stages of the storm, CSR's, and EOC representatives forwarded emergency information directly into the Operations Center.

- 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: No delays have been identified.

18. 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 are categorized in the Outage Management System by the following: Power Out, Power On, Water and Internet. There are subcategories to Power On that include: Reconnect, Partial Power, Broken/Damaged Pole, Lights Blinking, Limb on Line, Wire Down and Streetlight.

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

Response: CSR's are sent updated restoration information every 3 hours via email through the Outreach division.

- 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: Scripts are not provided to CSR's.

20. Please describe the process the Utility uses to notify customers of approximate restoration times. The response should include at a minimum:
- How restoration time estimates were determined.
 - How customers are notified.
 - How restoration time estimates are updated.
 - How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.

Response:

Restoration times were determined by the number of customers out and number of personnel available for restoration work both internal and mutual aid. Customers were notified by press releases, social media, and by the outage management system once restored. Time estimates were updated daily as we received updated restoration numbers. Time estimates were updated internally and to EOC representatives at daily progress briefings. The public was updated as above.

Material Considerations

21. 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:
- Whether or not the Utility has fuel stored for these types of events
Response: Yes, we have adequate fuel inventory for storm-related events.
 - Whether or not fuel shortage was an issue during these events
Response: Fuel storage capacity was not an issue. FEMA assisted with fuel tankers for post-storm fuel needs.
 - Whether or not there were any delays due to fuel shortage
Response: No fuel delivery delays experienced; fuel supplier delivered as contracted.
 - Whether or not there were enough vehicles available during these events/any issues mobilizing crews
Response: Vehicle availability during the storms was at 100%. Crews from other agencies assisted with Electric T&D trucks and equipment for tree debris removal.
22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
Response: We had no complications or delays for the delivery of materials for Hurricane Irma. Our vendor worked with us to find and supply us with the items we requested during the storm. The went above and beyond to deliver after hours and on weekends. We did not get hit as hard from Matthew or Hermine that we had to buy materials in the same manner.

Restoration Process

23. 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:

Hermine:

Staging: Storm hit during business hours.

Deployment: Crews were already deployed.

Stand-Down: N/A

Re-Deployment: N/A

Allocation: Resources were allocated as damage was reported. Conditions did not get bad enough to stand-down.

Mutual Aid: N/A

Release of Mutual Aid: N/A

Date of last Outage Restored: 9/2/2016

Matthew:

Staging: Storm hit during business hours.

Deployment: Crews were already deployed.

Stand-Down: N/A

Re-Deployment: N/A

Allocation: Resources were allocated as damage was reported. Conditions did not get bad enough to stand-down.

Mutual Aid:

Release of Mutual Aid:

Date of last Outage Restored: 10/7/2016

Irma:

Staging: Pre-storm, crews were called in as outage progressed on Sunday 9/10.

Deployment: Crews were deployed as damage was being reported.

Stand-Down: 9/10 once sustained winds reached 30mph. Approximately 22:00.

Re-Staging: Post-storm, staging occurred on Monday 9/11 at 9:00 at the City Complex.

Re-Deployment: Monday 9/11 at 10:00.

Allocation: Crews were allocated based on priorities as defined in ERP.

Mutual Aid:

Release of Mutual Aid:

Date of last Outage Restored: 9/18/2017

24. Please explain how the Utility validates adherences and departures from its storm preparation plan.
- If the Utility does not assess departures from its storm plan, explain why not.
 - If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not.
 - 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:

OEU adheres to the integral portions of the Emergency Restoration Plan (ERP) during the restoration efforts. Minor departures of the plan are permitted. For example, skilled personnel can be reassigned depending on needs. At the end of each storms restoration efforts, meetings are held to determine what was done right and what can be improved upon in the ERP. Based from the outcome of those meetings, the ERP is modified. These modifications have included, changes in the organizational chart, the need for minor restoration crews and the need for material runners.

25. Please explain how the Utility validates adherences and departures from its storm restoration plan.
- If the Utility does not assess departures from its storm restoration plan, explain why not.
 - 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:

OEU adheres to the integral portions of the Emergency Restoration Plan (ERP) during the course of the restoration efforts. Minor departures of the plan are permitted. For example, skilled personnel can be reassigned depending on needs. At the end of each storms restoration efforts, meetings are held to determine what was done right and what can be improved upon in the ERP. Based off of the outcome of those meetings, the ERP is modified. These modifications have included, changes in the organizational chart, the need for minor restoration crews and the need for material runners.

Outages

26. 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:* Marion County was impacted by Hurricane Hermine & Irma.**

27. 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 – Hermine				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Marion	33	45	6.18	0

Weather Impact – Matthew				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Marion	23	39	3.0	0

Weather Impact – Irma				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Marion	Not Available	51	9.78	0

Hardened and Non-Hardened Structures

28. 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: See Attachment for Question #28

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

Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>		
Structures	0	0
Substations	0	0
Total	0	0
<i>Distribution</i>		
Poles	0	10
Substation	0	0
Feeder OH	0	0
Feeder UG	0	0
Feeder Combined	0	0
Lateral OH	0	0
Lateral UG	0	0
Lateral Combined	0	0
Total	0	10
<i>Service</i>		
Service OH	0	0
Service UG	0	0
Service Combined	0	0
Total	0	0

30. 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.

Non-Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>		
Structures	0	0
Substations	0	0
Total	0	0
<i>Distribution</i>		
Poles	0	37
Substation	0	0
Feeder OH	0	0
Feeder UG	0	0
Feeder Combined	0	0
Lateral OH	0	0
Lateral UG	0	0
Lateral Combined	0	0
Total	0	37
<i>Service</i>		
Service OH	0	0
Service UG	0	0
Service Combined	0	0
Total	0	0

31. 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:

OutageCause	CountOfID
Veg (Unprev)	441
Wind	325
Undetermined	54
Equipment	54
Scheduled	18

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

Response:

- 1) **Traffic delayed mutual aid crews from arriving.**
- 2) **Lack of housing caused mutual aid crews to stage further from Florida and longer travel times once the event passed.**
- 3) **Crew exhaustion.**
- 4) **Tree clearing.**
- 5) **Fuel shortages coming into Florida.**

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

Response: N/A, OEU does not have flood monitors and flooding was not a major factor for outages.

34. 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: OEU does not have automated feeder switches.

Critical Infrastructure Restoration

35. 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.

Response: See Attachments for Question #35.

Underground Facilities

36. 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: The utility had minimal underground facility damage from the Hurricanes.

37. 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: See attachments for Question #37.

Note –If further clarification is needed, please feel free to contact us at (352) 351-6600.

Please file all responses electronically no later than December 15, 2017 from the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form. Please contact me at wtaylor@psc.state.fl.us or at 850.413.6175 if you have any legal questions, or contact Emily Knoblauch for technical questions at eknoblau@psc.state.fl.us or at 850.413.6632.

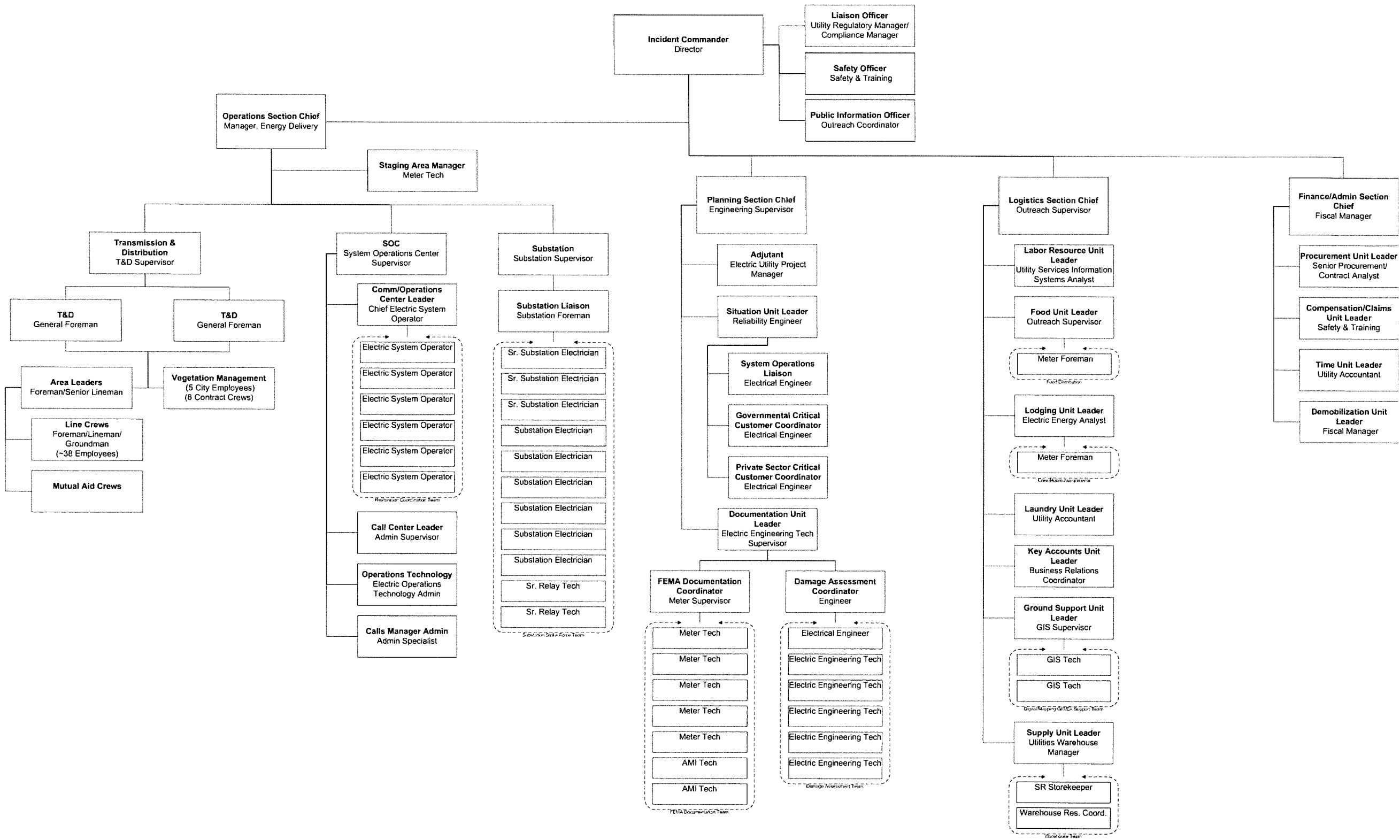
Sincerely,

/s/Wesley Taylor

Wesley Taylor
Attorney

WDT/as

cc: Office of Commission Clerk
Office of Public Counsel (kelly.jr@leg.state.fl.us, sayler.erik@leg.state.fl.us)





2017

Emergency Restoration Plan



Incident Command Structure

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Introduction

This plan details the process to be carried out by Ocala Electric Utility (OEU) in response to incidents that cause significant damage to the electric system. The purpose of this plan is to provide for restoration of Ocala Electric Utility's (OEU) electric services to the local community, management and coordination of emergency restoration within Ocala and its surrounding Electric Utility service territory, and procedures for requesting and allocating additional resources (through mutual agreements) from others outside of Ocala.

Incident Command System

Ocala Electric Utility has adopted the Incident Command System (ICS) set forth by FEMA. ICS is a standardized approach to incident management that allows for a coordinated response among various jurisdictions and agencies. Each employee of electric must successfully complete the ICS-100 (Introduction to the Incident Command System) and the ICS-700 (National Incident Management System, An Introduction) training courses offered by FEMA.

ERP Stages

Green – Normal daily operations.

Yellow – Multiple active outages that do not require additional resources outside of the Operations Section.

Red – Multiple active outages and damage that require the activation of at least a portion of the Planning, Logistics and/or Finance sections. Activation of these sections will be determined by the *Incident Commander* or designee. Restoration period is not anticipated to exceed 36 hours. This stage may require outside resources in the event that all internal resources have been exhausted.

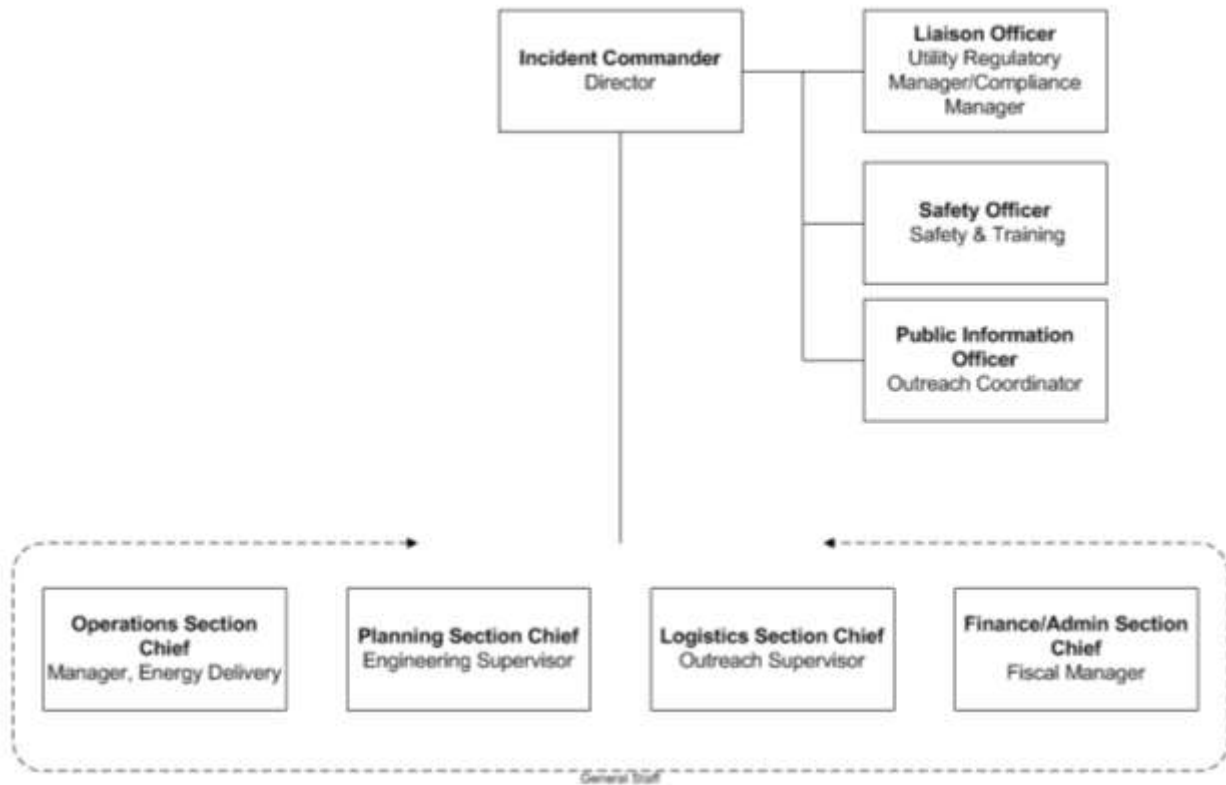
Black – Multiple active outages and damage to the electric system that is anticipated to exceed a 36 hour restoration period. Daily action plan meetings are required and all functions of the organizational chart are activated. This stage may require outside resources in the event that all internal resources have been exhausted. (This may also include generating capacity emergencies and shortages.)

Organizational Structure

Incident Command

The Incident Commander will set the incident objectives, strategies, and priorities and also has overall responsibility and authority for the incident.

The Command Staff is comprised of the Liaison Officer, Safety Officer, Public Information Officer and General Staff. These positions all report to the Incident Commander.



General Staff

The General staff is made up of four sections: Operations Section, Planning Section, Logistics Section and Finance/Admin Section. Each of these has a Section Chief that reports to the Incident Commander.

Operations

The Operations Section directs all response/tactical actions to achieve the incident objectives. The Operations Section may be the only section activated in response to an incident.

The Operations Section is comprised of three branches: Transmission & Distribution Branch, System Operations Center Branch and Substation Branch. Each of these branches has a Director that reports to the Operations Section Chief. The Staging Area Manager will also report to the Operations Section Chief.

Transmission & Distribution Branch

The Transmission & Distribution Branch (T&D) is responsible for the construction and repair of electric system and all associated equipment outside of substation fences.

The T&D Branch is comprised of the T&D Supervisor (Branch Director), T&D General Foreman, Area Leaders, Line Crews, Vegetation Management and Mutual Aid Crews.

System Operations Center Branch

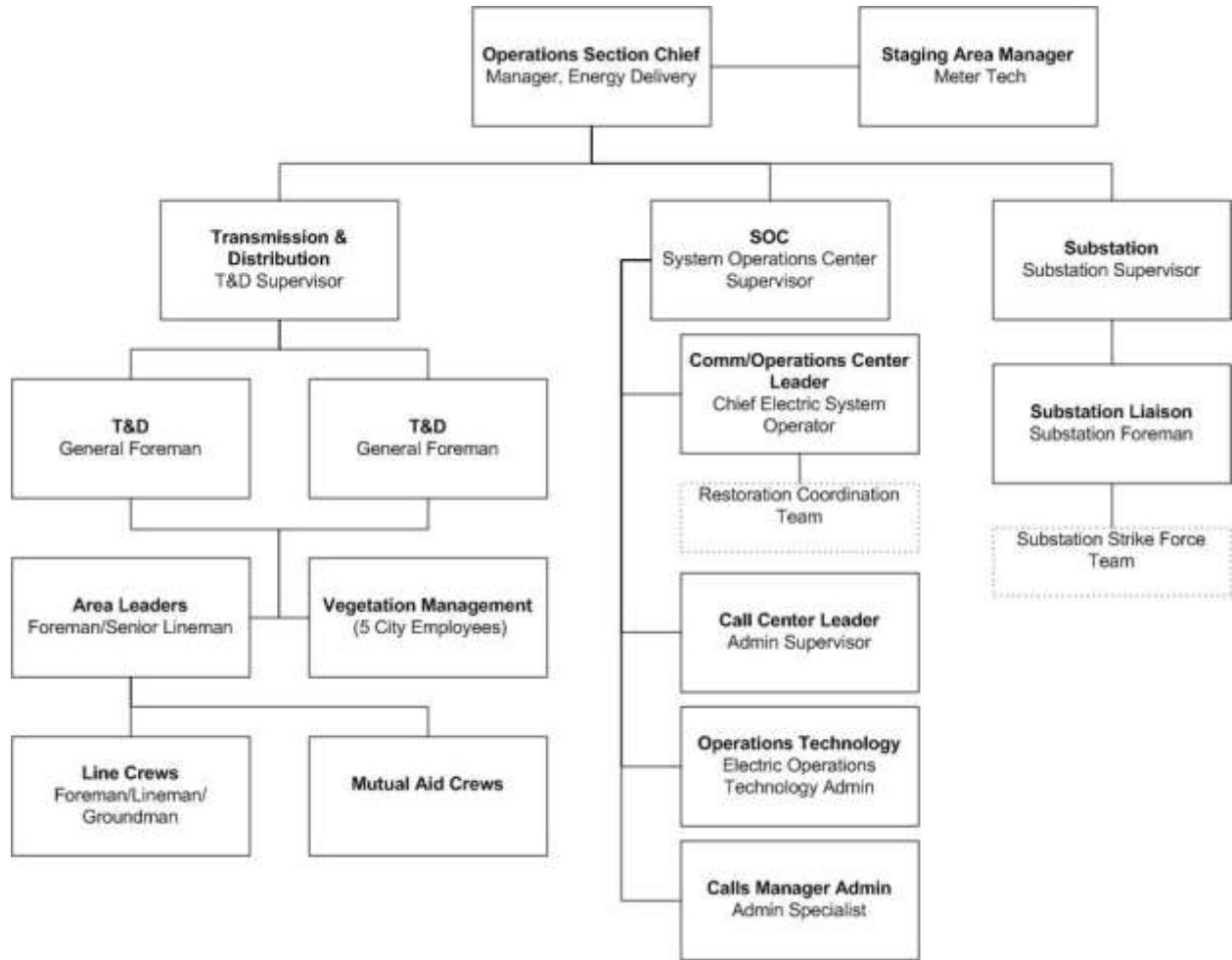
The System Operations Center Branch (SOC) is responsible for dispatching outages, coordinating switching, ensuring communication systems (Radios (including tower), cell towers and landlines) are up and operating, coordinating response to electrically hazardous sites, ensuring the reliability of SCADA and OMS systems, actively monitoring and reporting weather conditions and properly documenting outage restorations.

The SOC Branch is comprised of the System Operations Center Supervisor (Branch Director), Communications/Operations Center Leader, Restoration Coordination Team, Call Center Leader, Operations Technology and Calls Manager Admin.

Substation Branch

The Substation Branch is responsible for the construction and repair of the substation grid and all associated equipment inside of substation fences, assisting in switching operations and maintaining the SCADA relaying network.

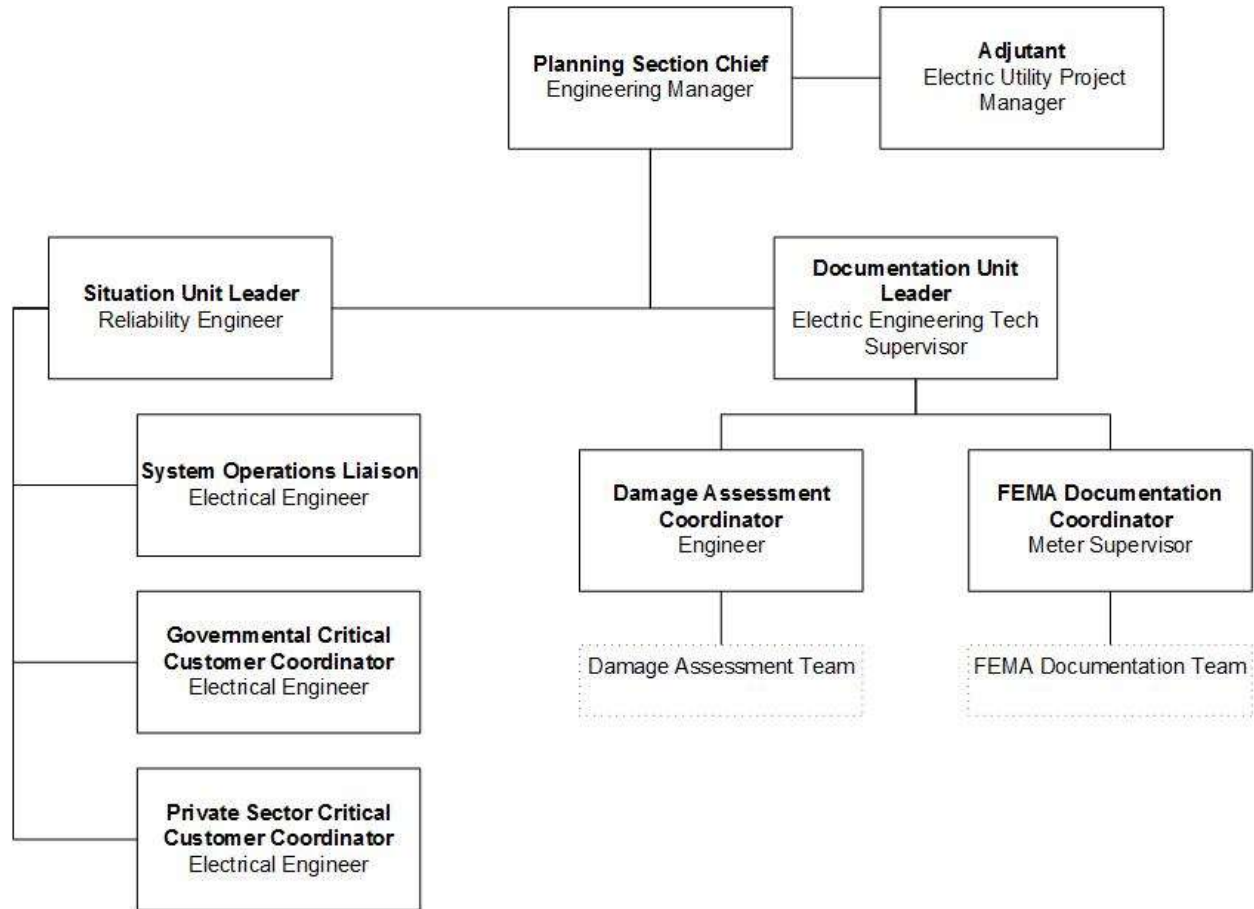
The Substation Branch is comprised of the Substation Supervisor (Branch Director), Substation Liaison and Substation Strike Force Team.



Planning

The Planning Section will collect and evaluate incident system outage and damage information, ensure complete damage assessment documentation is maintained and complete FEMA documentation is maintained.

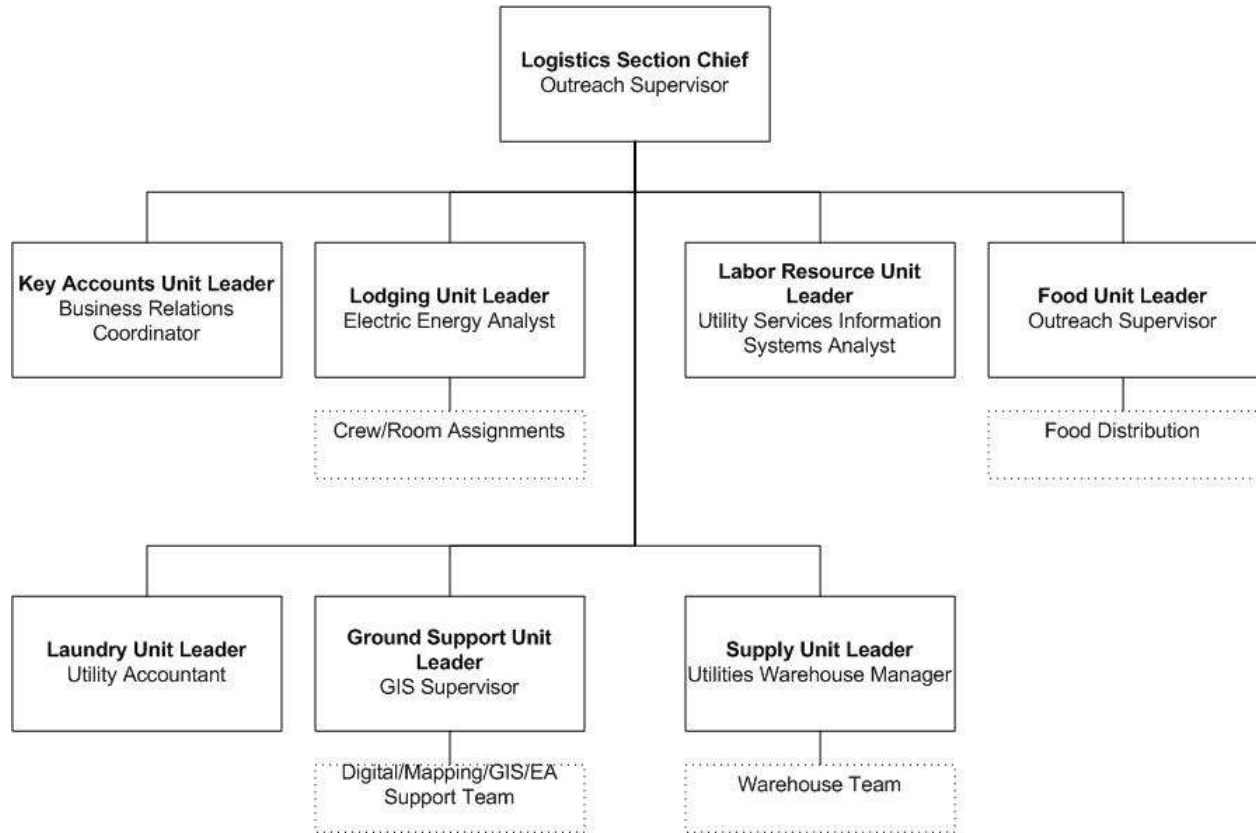
The Planning Section is comprised of the Planning Section Chief, Adjutant, Situation Unit Leader, System Operations Liaison, Governmental Critical Customer Coordinator, Private Sector Critical Customer Coordinator, Documentation Unit Leader, Damage Assessment Coordinator, FEMA Documentation Coordinator, Damage Assessment Team and FEMA Documentation Team.



Logistics

The Logistics Section is responsible for ordering, obtaining, maintaining and accounting for personnel, equipment and supplies. Logistics will also setup food and laundry services and for all responders and lodging and for Mutual Aid crews.

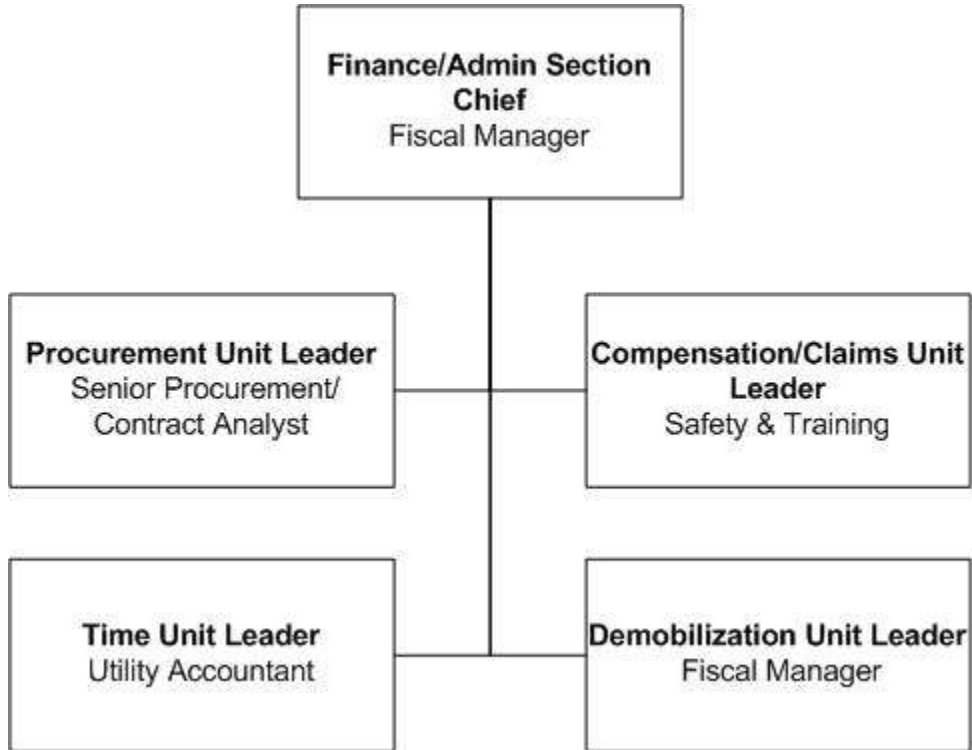
The Logistics Section is comprised of the Logistics Section Chief, Labor Resources Unit Leader, Food Unit Leader, Food Distribution, Lodging Unit Leader, Crew/Room Assignments, Laundry Unit Leader, Key Accounts Unit Leader, Ground Support Unit Leader, Digital/Mapping/GIS/EA Team, Supply Unit Leader and Warehouse Team.



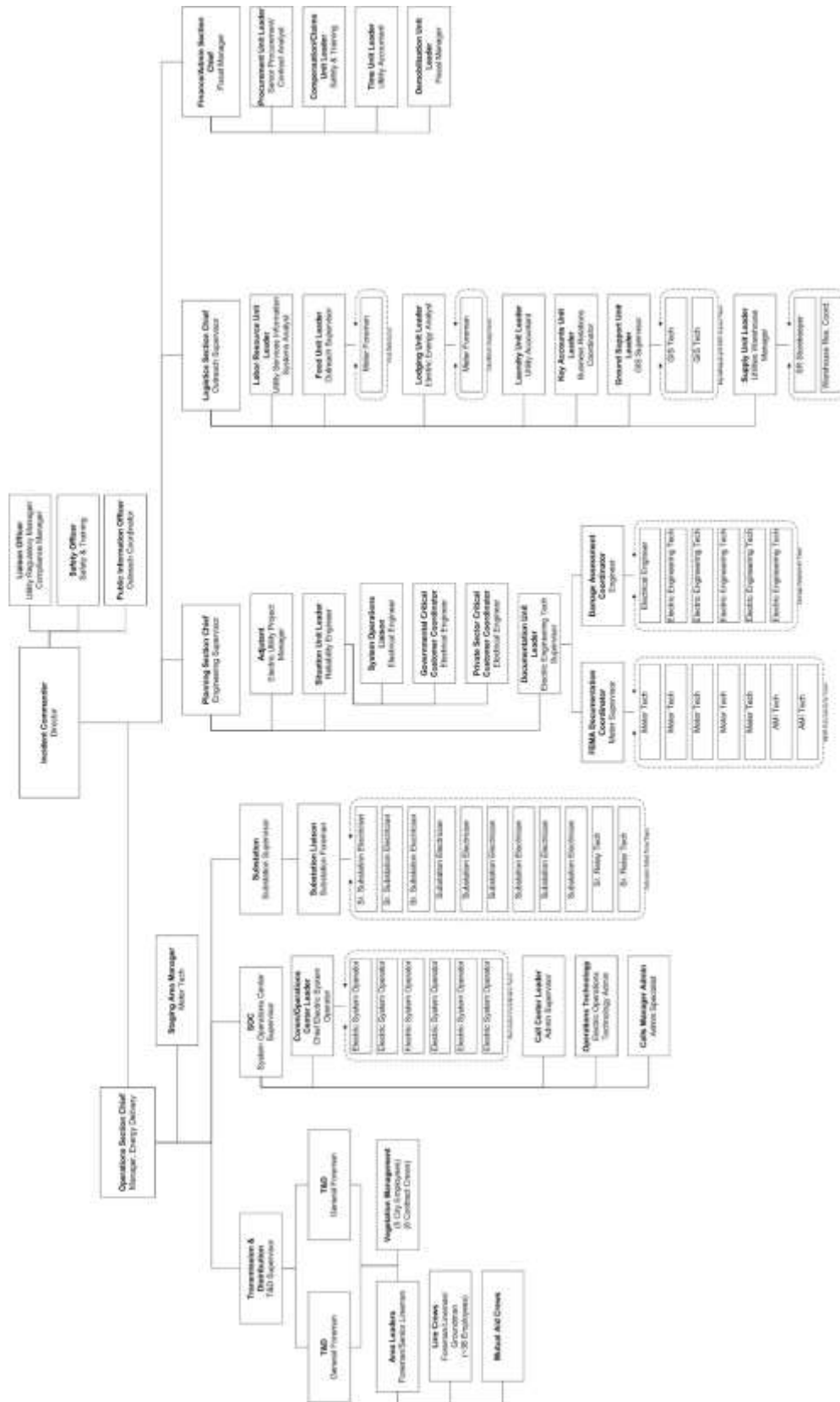
Finance/Admin

The Finance Section is responsible for ensuring authorizations are in place to carry out restoration efforts, all financial reporting, procurement, cost analysis, and documentation of expenditures to ensure reimbursement efforts are successful.

The Finance Section is comprised of the Finance/Admin Section Chief, Procurement Unit Leader, Comp/Claims Unit Leader, Time Unit Leader and Demobilization Unit Leader.



OEU Organizational Chart



EOC

The Marion County EOC is located at the Marion County Sheriff's Office. When activated, the *Liaison Officer* will report for duty at the assigned Ocala Electric Utility workstation.

Job Specifications

By Section

Command

Incident Commander – is responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved.

Team: Tactics/Planning Team

Liaison Officer (stationed at Marion County EOC) – is responsible for monitoring and updating the WebEOC portal, responding to assistance requests generated by other agencies and/or by citizen reports, communicating updates from other agencies to the **Incident Commander**, conveying available operational restoration information to other EOC agencies, communicating emergency hazards to the **Call Center Leader** and assist in identifying electric territorial ownership.

Reports to: Incident Commander

Safety Officer –will monitor restoration operations and advises the Incident Commander/Unified Command on all matters relating to operational safety, including the health and safety of personnel conducting the restoration effort.

Reports to: Incident Commander

Public Information Officer – ensures all digital communications are coordinated through one source for consistent message to the public and monitoring of public reaction on various digital outlets and appropriate response required.

Reports to: Incident Commander

Alternate: City's Office of Public Communications

Operations Section

Operations Section Chief – activates and supervises organization elements in accordance with the Incident Action Plan (IAP) and directs its execution, directs the preparation of Unit operational plans, requests or releases resources, makes expedient changes to the IAP, as necessary; and reports such to the Incident Commander.

Reports to: Incident Commander

Alternate: T&D Supervisor

Staging Area Manager – will establish staging area layout, establish check-in functions and document outside resources and work with Logistics on transportation to and from hotel, meals and assignment locations.

Reports to: Operations Section Chief

Alternate: Meter Tech

Transmission & Distribution (T&D)

Transmission & Distribution (T&D) – is responsible for the construction and repair of electric system and all associated equipment outside of substation fences.

T&D Supervisor – is responsible for overseeing all of the construction and repair activities outside of the substation fences. Ensures resources are deployed to meet the goals set forth in the most efficient way practical.

Reports to: Operations Section Chief

Alternate: General Foreman

T&D General Foreman – will assign work priority, location, and resources to area leaders.

Reports to: T&D Supervisor

Alternate: Line Crew Foreman

Area Leaders – will utilize crew members and other resources to meet the priorities set forth by the General Foreman.

Line Crews – will repair or install equipment to restore power following safety protocols.

Reports to: T&D General Foreman

Vegetation Management – will clear vegetation debris from electric equipment and right-of-ways.

Reports to: T&D General Foreman

Mutual Aid Crews – will repair or install equipment to restore power following safety protocols under the guidance of an Area Leader.

Reports to: Area Leader

System Operations Center

System Operations Center (SOC) – is responsible for dispatching outages, coordinating switching, ensuring communication systems (Radios (including tower), cell towers and landlines) are up and operating, coordinating response to electrically hazardous sites, ensuring the reliability of SCADA and OMS systems, actively monitoring and reporting weather conditions and properly documenting outage restorations. The SOC will provide information to the **Public Information Officer** for public posting, provide information to the **System Operations Liaison** or **Situation Unit Leader** and assist in establishing the daily incident action plan. This unit is led by the **System Operations Center Supervisor**.

Reports to: Operations Section Chief

System Operations Center Supervisor – is responsible for leading the System Operations Center team, attending daily action plan meetings and providing detailed outage/restoration information. See **System Operations Center (SOC)**

Reports to: Operations Section Chief

Alternate: Communications/Operations Center Leader

Team: Action Plan Team

Communications/Operations Center Leader – is responsible for assigning radio channels, responding to loss of communications (includes radios, cell towers and landlines), approving or denying switching, ensuring restoration priorities are followed and leading the Electric System Operator crew.

Reports to: System Operations Center Supervisor

Alternate: Journeyman Electric System Operator

Team: Situation Team

Call Center Leader – is responsible for assisting call center representatives and providing electrically hazardous site information reported by customers to the **Communications/Operations Center Leader**. Is also the point of contact for the **Liaison Officer**.

Reports to: System Operations Center Supervisor

Alternate: Calls Manager Admin

Operations Technology – is responsible for ensuring the Supervisory Control and Data Acquisition (SCADA) system uptime and the Outage Management System (OMS) uptime. This includes all software and hardware components and also the communication lines between the substations and from substations to SCADA system.

Reports to: System Operations Center Supervisor

Alternate: IT Security Officer

Calls Manager Admin – is responsible for assisting the SOC with customer call records and estimated times of restoration on outage tickets in the Outage Management System (OMS). This position may be reassigned when the Call Center is activated.

Reports to: System Operations Center Supervisor

Substation

Substation – is responsible for the construction and repair of the substation grid and all associated equipment inside of substation fences, assisting in switching operations and maintaining the SCADA relaying network.

Substation Supervisor – is responsible for overseeing all of the construction and repair activities inside of the substation fences. Ensures resources are deployed to meet the goals set forth in the most efficient way practical.

Reports to: Operations Section Chief

Alternate: Substation Liaison

Substation Liaison – directs the activities of the Substation Strike Force Team.

Reports to: Substation Supervisor

Alternate: Substation Electrician

Substation Strike Force Team – is responsible for inspecting Substations for potential hazards, repairing damage inside substation fences, assisting in switching operations, ensuring SCADA relay network communications and maintaining communication lines between substations. These positions may be reassigned to Transmission & Distribution crews.

Reports to: Substation Liaison

Planning Section

Planning Section Chief – is Responsible for collecting and evaluating incident system outage and damage information. Assists with the preparing and documenting of the Incident Action Plan.

Reports to: Incident Commander

Alternate: Situation Unit Leader

Adjutant – will assist the Planning Section with administrative needs, documentation, and compiling and organizing details and information pertaining to the incident.

Reports to: Planning Section Chief

Situation Unit Leader – is responsible for compiling damage and outage information from all sources and preparing up to date and accurate system situation reports, makes recommendations on which outage to attack next based on number of customers out, customer priority, extent of damage, personnel available, and estimated restoration time.

Reports to: Planning Section Chief

Alternate: System Operations Liaison

System Operations Liaison – will work closely with the **System Operations Center Supervisor** to prepare reports on number of outages, number of customers out, outages by number of customers out, assigned and unassigned outages, and outage/damage locations, will supply information to **Situation Unit Leader** and **Damage Assessment Coordinator** for damage patrol of unassigned outages.

Reports to: Situation Unit Leader

Governmental Critical Customer Coordinator – will gather and compile all information related to outages affecting governmental customers such as, City, County, State, Police, Sheriff, Fire, and School Board and quantify and prioritize each governmental outage.

Reports to: Situation Unit Leader

Private Sector Critical Customer Coordinator – will identify and prioritize critical customers (residential, commercial, and institutional) without power. Priority should be given to hospitals, nursing homes, assisted living facilities, hotels, restaurants, grocery stores, and fueling stations.

Reports to: Situation Unit Leader

Documentation Unit Leader – will ensure that major outages not yet being worked are patrolled and documentation is prepared (pictures, material list, damage summary) prior to assigning resources and is responsible for FEMA records needed for reimbursement.

Reports to: Planning Section Chief

Alternate: FEMA Documents Coordinator

Damage Assessment Coordinator – is responsible for the initial feeder rapid assessment to determine if feeders can be brought back online quickly by removing taps and laterals, will also prioritize and issue patrol assignments for damage assessment.

FEMA Documentation Coordinator – will ensure that all restoration information forms required by FEMA for reimbursement are completed correctly and filed along with pictures of the damage site in the assigned electronic folder for future evaluation and reimbursement.

Damage Assessment Team – 2-person teams that will conduct the initial rapid assessment if needed, will move right into damage assessment for major outages not yet assigned and crew support for FEMA documentation.

FEMA Documentation Team – 2-person teams that will conduct the initial rapid assessment if needed, will move right into damage assessment for major outages not yet assigned and crew support for FEMA documentation.

Logistics Section

Logistics Section Chief – is responsible for the preparation and implementation of resources to ensure minimum interference with restoration efforts, meet with the Tactics/Planning Team meeting each morning and gather information as to how best meet the logistical needs of the restoration and communicate with each unit leader the projected needs of the day and ensure the implementation of goals/tasks.

Reports to: Incident Commander

Alternate: Labor Resource Unit Leader

Labor Resources Unit Leader – is responsible for meeting with the **Logistics Section Chief** each morning and determining the resources needed to successfully complete the day's logistics needs, reach out to each Division and other City Departments to identify and coordinate the needed resources for the day.

Reports to: Logistics Section Chief

Alternate: Logistics Section Chief

Food Unit Leader – is to pre-plan various means to ensure smooth and uninterrupted food supplies through agreements with local food suppliers and/or purchases. When activated the Leader will meet with the **Logistics Section Chief** each morning to determine the needs of the restoration effort and to provide updates on the needs of their unit. The Leader will then communicate the plans for the day and provide support to ensure the objective is met.

Reports to: Logistics Section Chief

Alternate: Key Accounts Unit Leader

Lodging Unit Leader - is to pre-plan housing arrangements in preparations for the activation of the ERP and the need to provide lodging for outside utilities/contractors. Once the ERP is activated the Lodging Unit Leader will meet with the **Logistics Section Chief** each morning to determine projected housing needs.

Reports to: Logistics Section Chief

Alternate: Logistics Section Chief

Laundry Unit Leader – will meet with the **Logistics Section Chief** each morning and determine expected services needed and request resources based on project work load, oversee the coordination with Laundry Service Providers and/or implement and oversee small in-house laundry operations.

Reports to: Logistics Section Chief

Alternate: Electric Energy Analyst

Key Accounts Unit Leader – is responsible for direct communication between the key customer and the utility, including managing the Critical Care Customer Answering Service by way of cell. The duties will include providing updated information specific to the key accounts in the area of restoration times, severity of damage and any other information impacting the business to ensure informed operational decisions can be made. The unit will work closely with the **Public Information Officer** to post relevant information for the community.

Reports to: Logistics Section Chief

Alternate: Logistics Section Chief

Ground Support Unit Leader - will meet each morning with the **Logistics Section Chief** and based on information will determine the mapping needs are printed and available, processes that will need updated are implemented and ensure that all digital apps being used are in working order and that support is ready and available for the field crews. GIS Technicians who report to the Ground Support Unit Leader will assist with digital support, mapping, GIS and Engineering Analysis.

Reports to: Logistics Section Chief

Alternate: GIS Tech

Supply Unit Leader – is responsible for supplying all materials, PPE Equipment, and tools to the City's utility crews and mutual aid crews, coordinating with all other departments to make sure all needs are met, maintaining stocking quantities on material and procure them as needed and keeping all records of material quantities and cost for reporting purposes after.

Reports to: Logistics Section Chief

Alternate: Senior Storekeeper

Finance/Admin Section Chief

Finance/Admin Section Chief – is responsible for ensuring authorizations are in place to carry out restoration efforts, all financial reporting, cost analysis, and documentation of expenditures to ensure reimbursement efforts are successful.

Reports to: Incident Commander

Alternate: Incident Commander

Procurement Unit Leader – is responsible for administering all financial matters pertaining to vendor contracts, leases, fiscal agreements and mutual aid assistance.

Reports to: Finance Section Chief

Compensation/Claims Unit Leader – is responsible for the overall management of administrative matters pertaining to compensation for injury and claims-related activities for an accident.

Reports to: Finance Section Chief

Time Unit Leader – is responsible for equipment and personnel time recording. This will include documentation of external resources. Works with the Documentation Coordinator to ensure adequate documentation is occurring and review documentation for reimbursement efforts. Works with the Labor Resources Unit Leader to ensure proper documentation of external resources is occurring.

Reports to: Fiscal Manager

Alternate: Fiscal Manager

Demobilization Unit Leader – is responsible for coordinating the compilation of documentation needed for reimbursement efforts and working with local, state and federal agencies to achieve the maximum reimbursement.

Reports to: Finance/Admin Section Chief

Alphabetical Order

Adjutant – will assist the Planning Section with administrative needs, documentation, and compiling and organizing details and information pertaining to the incident.

Reports to: Planning Section Chief

Area Leaders – will utilize crew members and other resources to meet the priorities set forth by the General Foreman.

Call Center Leader – is responsible for assisting call center representatives and providing electrically hazardous site information reported by customers to the **Communications/Operations Center Leader**. Is also the point of contact for the **Liaison Officer**.

Reports to: System Operations Center Supervisor

Alternate: Calls Manager Admin

Calls Manager Admin – is responsible for assisting the SOC with customer call records and estimated times of restoration on outage tickets in the Outage Management System (OMS). This position may be reassigned when the Call Center is activated.

Reports to: System Operations Center Supervisor

Communications/Operations Center Leader – is responsible for assigning radio channels, responding to loss of communications (includes radios, cell towers and landlines), approving or denying switching, ensuring restoration priorities are followed and leading the Electric System Operator crew.

Reports to: System Operations Center Supervisor

Alternate: Journeyman Electric System Operator

Team: Situation Team

Compensation/Claims Unit Leader – is responsible for the overall management of administrative matters pertaining to compensation for injury and claims-related activities for an accident.

Reports to: Finance Section Chief

Damage Assessment Coordinator – is responsible for the initial feeder rapid assessment to determine if feeders can be brought back online quickly by removing taps and laterals, will also prioritize and issue patrol assignments for damage assessment.

Damage Assessment Team – 2-man teams that will conduct the initial rapid assessment if needed, will move right into damage assessment for major outages not yet assigned and crew support for FEMA documentation.

Demobilization Unit Leader – is responsible for coordinating the compilation of documentation needed for reimbursement efforts and working with local, state and federal agencies to achieve the maximum reimbursement.

Reports to: Incident Commander

Documentation Unit Leader – will ensure that major outages not yet being worked are patrolled and documentation is prepared (pictures, material list, damage summary) prior to assigning resources and is responsible for FEMA records needed for reimbursement.

Reports to: Planning Section Chief

Alternate: FEMA Documents Coordinator

FEMA Documentation Coordinator – will ensure that all restoration information forms required by FEMA for reimbursement are completed correctly and filed along with pictures of the damage site in the assigned electronic folder for future evaluation and reimbursement.

FEMA Documentation Team – 2-man teams that will conduct the initial rapid assessment if needed, will move right into damage assessment for major outages not yet assigned and crew support for FEMA documentation.

Finance/Admin Section Chief – is responsible for ensuring authorizations are in place to carry out restoration efforts, all financial reporting, cost analysis, and documentation of expenditures to ensure reimbursement efforts are successful.

Reports to: Incident Commander

Alternate: Incident Commander

Food Unit Leader – is to pre-plan various means to ensure smooth and uninterrupted food supplies through agreements with local food suppliers and/or purchases. When activated the Leader will meet with the **Logistics Section Chief** each morning to determine the needs of the restoration effort and to provide updates on the needs of their unit. The Leader will then communicate the plans for the day and provide support to ensure the objective is met.

Reports to: Logistics Section Chief

Alternate: Key Accounts Unit Leader

Governmental Critical Customer Coordinator – will gather and compile all information related to outages affecting governmental customers such as, City, County, State, Police, Sheriff, Fire, and School Board and quantify and prioritize each governmental outage.

Reports to: Situation Unit Leader

Ground Support Unit Leader - will meet each morning with the **Logistics Section Chief** and based on information will determine the mapping needs are printed and available, processes that will need updated are implemented and ensure that all digital apps being used are in working order and that support is ready and available for the field crews. GIS Technicians who report to the Ground Support Unit Leader will assist with digital support, mapping, GIS and Engineering Analysis.

Reports to: Logistics Section Chief

Alternate: GIS Tech

Incident Commander – is responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved.

Team: Tactics/Planning Team

Key Accounts Unit Leader – is responsible for direct communication between the customer and the utility, including managing the Critical Care Customer Answering Service by way of cell. The duties will include providing updated information specific to the key accounts in the area of restoration times, severity of damage and any other information impacting the business to ensure informed operational decisions can be made. The unit will work closely with the **Public Information Officer** to post relevant information for the community.

Reports to: Logistics Section Chief

Alternate: Logistics Section Chief

Labor Resources Unit Leader – is responsible for meeting with the **Logistics Section Chief** each morning and determining the manpower needed to successfully complete the day's logistics needs, reach out to each of the Divisions and other City Departments to identify and coordinate the needed manpower for the day.

Reports to: Logistics Section Chief

Alternate: Logistics Section Chief

Laundry Unit Leader – will meet with the **Logistics Section Chief** each morning and determine expected services needed and request manpower based on project work load, oversee the coordination with Laundry Service Providers and/or implement and oversee small in-house laundry operations.

Reports to: Logistics Section Chief

Alternate: Electric Energy Analyst

Liaison Officer (stationed at Marion County EOC) – is responsible for monitoring and updating the WebEOC portal, responding to assistance requests generated by other agencies and/or by citizen reports, communicating updates from other agencies to the **Incident Commander**, conveying available operational restoration information to other EOC agencies, communicating emergency hazards to the **Call Center Leader** and assist in identifying electric territorial ownership.

Reports to: Incident Commander

Line Crews – will repair or install equipment to restore power following safety protocols.

Reports to: T&D General Foreman

Lodging Unit Leader - is to pre-plan housing arrangements in preparations for the activation of the ERP and the need to provide lodging for outside utilities/contractors. Once the ERP is activated the Lodging Unit Leader will meet with the **Logistics Section Chief** each morning to determine projected housing needs.

Reports to: Logistics Section Chief

Alternate: Logistics Section Chief

Logistics Section Chief – is responsible for the preparation and implementation of resources to ensure minimum interference with restoration efforts, meet with the Tactics/Planning Team meeting each

morning and gather information as to how to best meet the logistic needs of the restoration and communicate with each unit leader the projected needs of the day and ensure the implementation of goals/tasks.

Reports to: Incident Commander

Alternate: Labor Resource Unit Leader

Mutual Aid Crews – will repair or install equipment to restore power following safety protocols under the guidance of an Area Manager.

Reports to: Area Manager

Operations Section Chief – activates and supervises organization elements in accordance with the Incident Action Plan (IAP) and directs its execution, directs the preparation of Unit operational plans, requests or releases resources, makes expedient changes to the IAP, as necessary; and reports such to the Incident Commander.

Reports to: Incident Commander

Alternate: T&D Supervisor

Operations Technology – is responsible for ensuring the Supervisory Control and Data Acquisition (SCADA) system uptime and the Outage Management System (OMS) uptime. This includes all software and hardware components and also the communication lines between the substations and from substations to SCADA system.

Reports to: System Operations Center Supervisor

Alternate: IT Security Officer

Planning Section Chief – is Responsible for collecting and evaluating incident system outage and damage information. Assists with the preparing and documenting of the Incident Action Plan.

Reports to: Incident Commander

Alternate: Situation Unit Leader

Private Sector Critical Customer Coordinator – will identify and prioritize critical customers (residential, commercial, and institutional) without power. Priority should be given to hospitals, nursing homes, assisted living facilities, hotels, restaurants, grocery stores, and fueling stations.

Reports to: Situation Unit Leader

Procurement Unit Leader – is responsible for administering all financial matters pertaining to vendor contracts, leases, fiscal agreements and mutual aid assistance.

Reports to: Finance Section Chief

Public Information Officer – ensures all digital communications are coordinated through one source for consistent message to the public and monitoring of public reaction on various digital outlets and appropriate response required.

Reports to: Incident Commander

Alternate: City's Office of Public Communications

Safety Officer –will monitor restoration operations and advises the Incident Commander/Unified Command on all matters relating to operational safety, including the health and safety of personnel conducting the restoration effort.

Reports to: Incident Commander

Situation Unit Leader – is responsible for compiling damage and outage information from all sources and preparing up to date and accurate system situation reports, makes recommendations on which outage to attack next based on number of customers out, extent of damage, personnel available, and estimated restoration time.

Reports to: Planning Section Chief

Staging Area Manager – will establish staging area layout, establish check-in functions and document outside resources and work with Logistics on

Reports to: Operations Section Chief

Alternate:

Substation – is responsible for the construction and repair of the substation grid and all associated equipment inside of substation fences, assisting in switching operations and maintaining the SCADA relaying network.

Substation Liaison – directs the activities of the Substation Strike Force Team.

Reports to: Substation Supervisor

Alternate: Substation Electrician

Substation Strike Force Team – is responsible for inspecting Substations for potential hazards, repairing damage inside substation fences, assisting in switching operations, ensuring SCADA relay network communications and maintaining communication lines between substations. These positions may be reassigned to Transmission & Distribution crews.

Reports to: Substation Liaison

Substation Supervisor – is responsible for overseeing all of the construction and repair activities inside of the substation fences. Ensures resources are deployed to meet the goals set forth in the most efficient way practical.

Reports to: Operations Section Chief

Alternate: Substation Liaison

Supply Unit Leader – is responsible for supplying all materials, PPE Equipment, and tools to the City's utility crews and mutual aid crews, coordinating with all other departments to make sure all needs are met, maintaining stocking quantities on material and procure them as needed and keeping all records of material quantities and cost for reporting purposes after.

Reports to: Logistics Section Chief

Alternate: Senior Storekeeper

System Operations Center (SOC) – is responsible for dispatching outages, coordinating switching, ensuring communication systems (Radios (including tower), cell towers and landlines) are up and operating, coordinating response to electrically hazardous sites, ensuring the reliability of SCADA and OMS systems, actively monitoring and reporting weather conditions and properly documenting outage restorations. The SOC will provide information to the **Public Information Officer** for public posting, provide information to the **System Operations Liaison** or **Situation Unit Leader** and assist in establishing the daily incident action plan. This unit is led by the **System Operations Center Supervisor**.

Reports to: Operations Section Chief

System Operations Center Supervisor – is responsible for leading the System Operations Center team, attending daily action plan meetings and providing detailed outage/restoration information. See **System Operations Center (SOC)**

Reports to: Operations Section Chief

Alternate: Communications/Operations Center Leader

Team: Action Plan Team

System Operations Liaison – will work closely with the **System Operations Center Supervisor** to prepare reports on number of outages, number of customers out, outages by number of customers out, assigned and unassigned outages, and outage/damage locations, will supply information to **Situation Unit Leader** and **Damage Assessment Coordinator** for damage patrol of unassigned outages.

Reports to: Situation Unit Leader

T&D General Foreman – will assign work priority, location, and resources to area leaders.

Reports to: T&D Supervisor

Alternate: Line Crew Foreman

T&D Supervisor – is responsible for overseeing all of the construction and repair activities outside of the substation fences. Ensures resources are deployed to meet the goals set forth in the most efficient way practical.

Reports to: Operations Section Chief

Alternate: General Foreman

Time Unit Leader – is responsible for equipment and personnel time recording. This will include documentation of external resources. Works with the Documentation Coordinator to ensure adequate documentation is occurring and review documentation for reimbursement efforts. Works with the Labor Resources Unit Leader to ensure proper documentation of external resources is occurring.

Reports to: Fiscal Manager

Alternate: Fiscal Manager

Transmission & Distribution (T&D) – is responsible for the construction and repair of electric system and all associated equipment outside of substation fences.

Vegetation Management – will clear vegetation debris from electric equipment and right-of-ways.

Reports to: T&D General Foreman

Restoration Priorities

Electric Facilities

1. 230kV transmission feeders and substations.
2. 69kV sub-transmission feeders and substations.
3. 12kV feeder backbone
4. 12kV laterals
5. Fiber

Priority Customers

1. Hospitals, medical facilities, and critical care shelters

2. Water and wastewater facilities
3. Emergency shelters
4. Essential services:
 - Grocery stores
 - Banks
 - Restaurants
 - Hotels
 - Communication facilities
 - Public Safety: Fire, Police, Sheriff

Communications

1. Protective Relay Network
2. SCADA Network
3. 800MHz Radio System
4. Telephone
5. City Network

Radio Communications

Heavy radio use is to be expected. The *Comm/Operations Center Leader* will assign radio channels as necessary to separate radio traffic across multiple channels for efficiency. In an effort to reduce radio traffic please speak clearly, accurately, concisely and in a timely manner. 'Mayday' will always take priority, wait your turn and use proper three-way communication. Car to car may be utilized to reduce unnecessary traffic.

Mutual Aid

Mutual Aid crews assisting with the repair of the OEU electric system should follow the chart below.

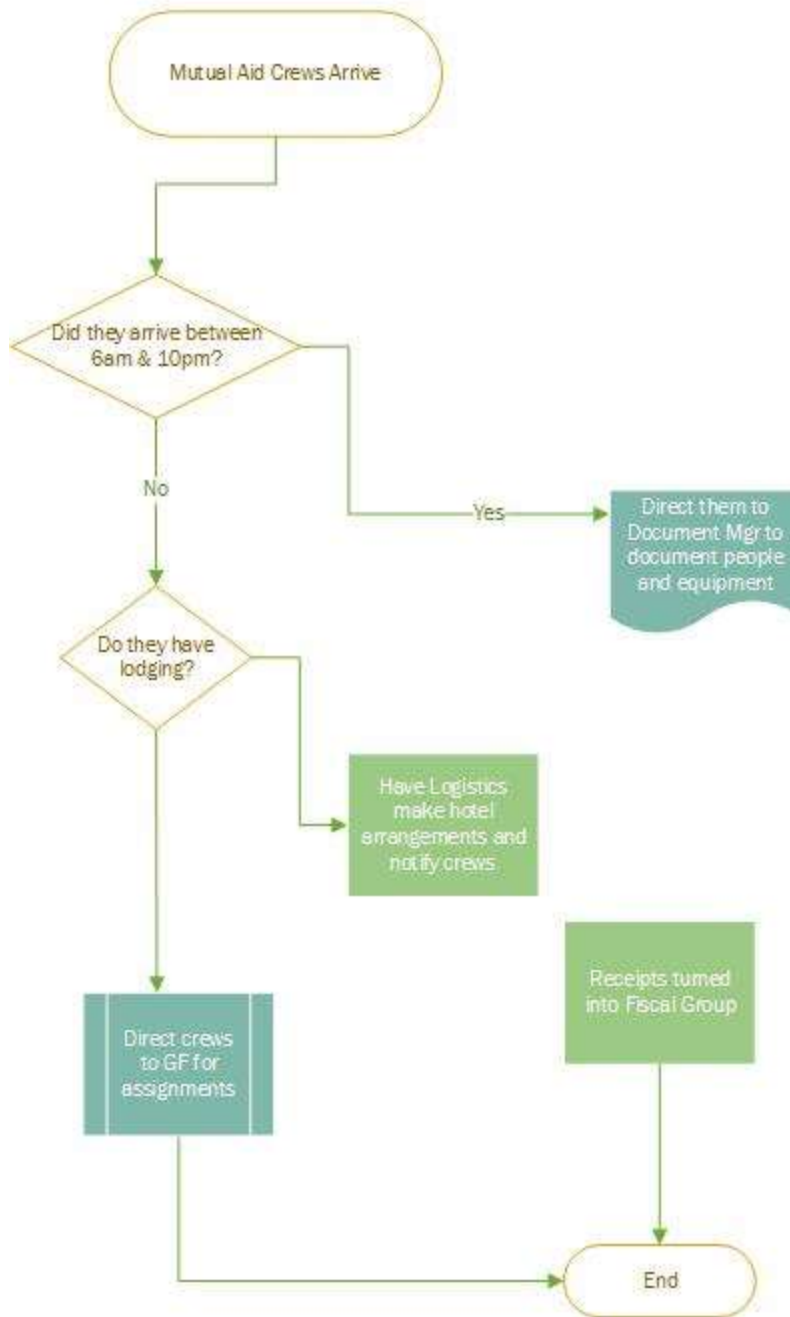
[flowchart image]

To find more detailed information on Mutual Aid, see Appendix C.

Staging Area

The staging area will be selected and assigned according to the needs of the event. The purpose of the staging will be to provide a specified location for all outside agencies to report upon arrival. Upon arrival, the staging area manager will document incoming agents and equipment. The Staging Area Manager will then provide preliminary information regarding food, shelter and where to report for in-processing and work assignments.

MUTUAL AID CREWS FLOW CHART



Backup System Operations Center

The backup Operations Center is located at the Shaw Substation. A fully operational workstation is setup with SCADA, OMS, radio, phone, printer and maps. All functions of the backup Operations Center are tested monthly.

Command & General Staff Team

The Incident Commander may meet with the Command and General Staff to gather input or provide direction prior to a foreseen incident. This meeting occurs as needed and should be as brief as possible.

Tactics/Planning Team

The Tactics/Planning Team will meet daily at 04:30 to determine the objectives and goals for the day. The *System Operations Center Supervisor* will bring the previous days Situation Team report. Each additional team member will provide information from their respective areas as needed to make strategic decisions.

Required Attendees:

Incident Commander
Operations Section Chief
System Operations Center Supervisor
Planning Section Chief
Logistics Section Chief
Call Center Lead (Admin Supervisor)

Operations Briefing

After adjournment of the Tactics/Planning meeting, an operations briefing will be held in the Ready Room. This meeting will provide the daily action plan to the organization and will typically occur at 06:00. All sections and branches are encouraged to attend, or may have their own operations briefing.

Execute Plan & Assess Progress

Once the operations briefing is completed, all staff begins execution of the plan. Each section chief will assess their sections progress throughout the day and make adjustments as necessary.

Situation Team

When work has ceased for the day, the Situation Team will meet to discuss the day's accomplishments and the current status of the electric system. This meeting will typically occur at 22:30. The information shared in this meeting will be passed to the *System Operations Center* upon meeting adjournment by the *Comm/Operations Center Leader*.

Required Attendees:

Situation Unit Leader
T&D Supervisor or General Foreman
Comm/Operations Center Leader
Other City Representatives

Reporting for Duty

Report to your work area and find your supervisor.

During escalating events, remain in a safe area. OEU will notify you when it is time to report to your work area. If communications are down, report as soon as safely possible.

If there is damage to your property or the safety of your family is in question, please take care of them before reporting to work and let your supervisor know.

Helpful Links

Outages.ocalaf1.org

Public Outage Viewer (best viewed in Internet Explorer)

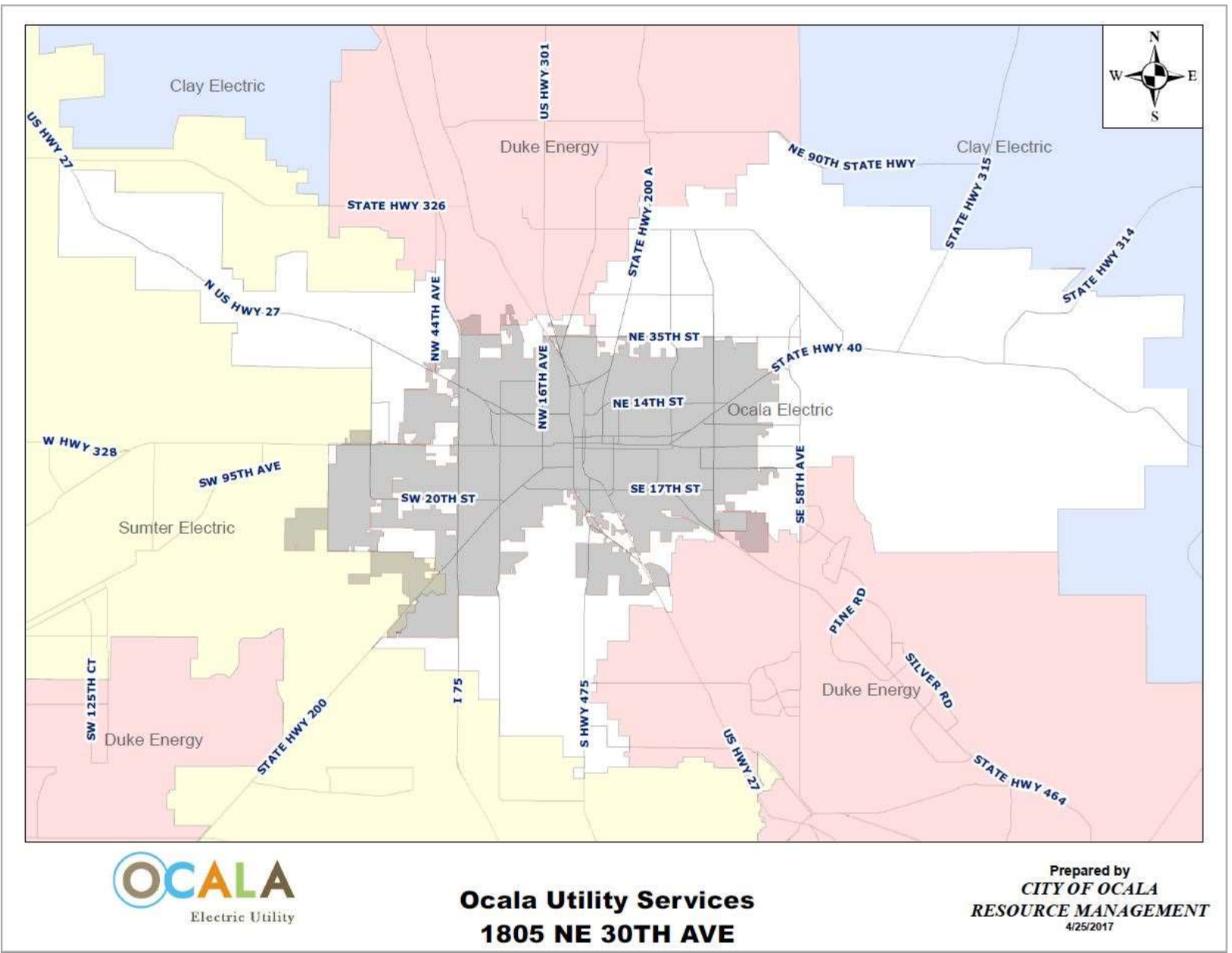
<http://10.100.2.106:7575/>

Internal Outage Viewer (best viewed in Internet Explorer)

<https://training.fema.gov/emiweb/is/icsresource/>

Incident Command resources

Service Territory Map



Ocala Utility Services
1805 NE 30TH AVE

Prepared by
CITY OF OCALA
RESOURCE MANAGEMENT
4/25/2017



OEU Electric Service Location	
SubtypeCD	
▲ AMR Data Collector	● Switch Closed
● AMR Repeater	● Switch Open
	○ Capacitor Bank
	● Recloser
	○ Fuse
---	--- URD Single Phase
---	--- URD Three Phase
---	--- OH Three Phase
---	--- OH Two Phase
---	--- OH Single Phase
◆ Urgent	◆ High Damage
◆ Medium Damage	◆ Low Damage
◆ No Damage	◆ Damage Event



CKT
744
Ocala
 Find your place

 SW 21 AVENUE RD
 Ocala, FL 34476
 PH: (352) 374-4323
 FX: (352) 481-4462

817 6875



- Switch Closed
- Switch Open
- Capacitor Bank
- Reducer
- Fuse
- URS Single Phase
- - - URS Three Phase
- - - URD Two Phase
- - - CH Three Phase
- - - CH Two Phase
- - - CH Single Phase
- Streets



CKT
793

OCALA

1" = 4" = 200'

0001 00 45 000
 Ocala, FL 32076
 352 352-4400
 352 352-4400

Disaster Documentation

Location of Damage: 14718 NE 14th St Pole Number(Elec) / Lift St (Water): G-354

Description of work performed: Straighten pole - re hanging primary wires

Description of materials used: ~~105~~ 105 sleeves automatic
10 Bell tight dead ends
Trimbler eyelets

City Vehicle/Equipment Number/Description: 22-499 Asplundh Tree Trimming Truck
Grand Island Utility
1555 - Bucket truck
1573 - Line truck

Description of rental equipment used:

Employee Names & Job Title	Date & Hours Worked
<u>Keith Green</u>	<u>9/16/17 - 3hrs</u>
<u>Garrett Peebles</u>	<u>" " " - "</u>

Contractor Names & Job Titles	Date & Hours Worked
<u>Dave Kunze</u>	<u>9/16/17 - 3hrs</u>
<u>Jake Bosak</u>	<u>" " " "</u>
<u>Scott Bauer</u>	<u>" " " "</u>
<u>Kevin Willey</u>	<u>" " " "</u>
<u>2 Asplundh crew members</u>	<u>" " " "</u>

Sheldon J. Finster
 Documentation Officer Signature

9/16/17
 Date

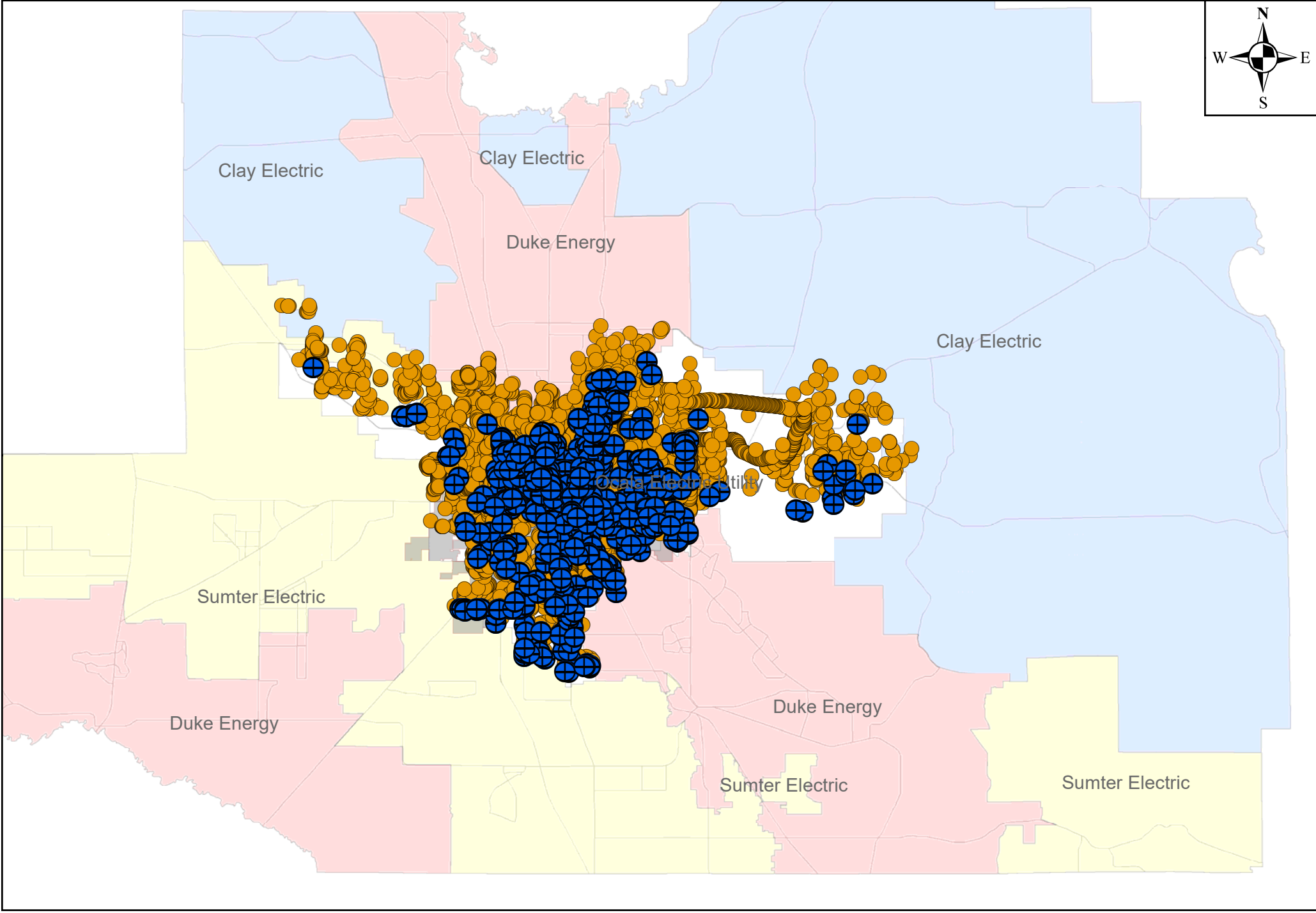
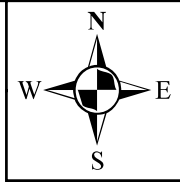


SE 13TH ST

SE 22ND AVE



STOP





Ocala Electric Utility
Map of Storm Hardend after 2006

Legend

-  642 Braced Poles
-  7,629 Replaced Poles

Prepared by
CITY OF OCALA
RESOURCE MANAGEMENT
12/11/2017

Question #35

Hurricane Hermine – CIF						
CIF Name/Type (i.e. Hospital)	County/Location	Restoration Time (In Minutes)	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
OPD Apartments	314 NE 23RD CIR APT 2	242 min	Limbs	<i>Transmission</i>		
Munroe Regional Medical Center	221 SW 11TH ST	66 min	Tree	Structures	0	0
MRMC Conference Center	1542 SW 1ST AVE	66 min	Tree	Substations	0	0
Munroe Regional Medical Center	1121 SW 1ST AVE	66 min	Tree	Total	0	0
OPD Apartments	308 NE 23RD CIR APT 1	242 min	Limbs	<i>Distribution</i>		
OPD Apartments	318 NE 23RD CIR APT 2	242 min	Limbs	Poles	0	0
MRMC Home Health Services	1101 SW 1ST AVE NOC/OPS	66 min	Tree	Substation	0	0
OPD Apartments	308 NE 23RD CIR APT 2	242 min	Limbs	Feeder OH	1	0
EMS Alliance Medical Centers	1041 SW 1ST AVE	66 min	Tree	Feeder UG	0	0
Munroe Regional Medical Center	200 SW 12TH ST 100-300	66 min	Tree	Feeder Combined	0	0
Deerwood Village Apartments - MRMC	1534 SW 1ST AVE	66 min	Tree	Lateral OH	1	0
MRMC Home Health Services	1101 SW 1ST AVE STE 201	66 min	Tree	Lateral UG	0	0
OPD Apartments	308 NE 23RD CIR APT 3	242 min	Limbs	Lateral Combined	0	0
OPD Apartments	308 NE 23RD CIR APT 4	242 min	Limbs	Total	2	0
MRMC Home Health Services	1101 SW 1ST AVE STE 202	66 min	Tree	<i>Service</i>		
OPD Apartments	308 NE 23RD CIR	242 min	Limbs	Service OH	0	0
OPD Apartments	308 NE 23RD CIR	242 min	Limbs	Service UG	0	0
Ocala Health Trauma	1431 SW 1ST AVE	66 min	Tree	Service Combined	0	0
Ocala Regional Medical Center	1431 SW 1ST AVE	66 min	Tree	Total	0	0
OPD Apartments	314 NE 23RD CIR APT 1	242 min	Limbs	Service Combined	0	0
M RMC Pre-Admission Testing Unit	324 SE 24TH ST	66 min	Tree	Total	0	0

Hurricane Irma – CIF						
CIF Name/Type (i.e. Hospital)	County/Location	Restoration Time (In Minutes)	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
Marion County Fire Department	3600 NW 70TH AVENUE RD	2205	Wind	<i>Transmission</i>		
Marion County Fire Department	2000 SW 60TH AVE	1470	Wind	Structures	5	1
Shady Community Club & Volunteer Fire Dep't.	7151 S MAGNOLIA AVE	7185	Tree	Substations	1	0
Marion County Drug Enforcement	1820 SW 60TH AVE	1425	Wind	Total	6	1
Marion Senior Services	1101 SW 20TH CT	15	Wind	<i>Distribution</i>		
OPD Apartments	314 NE 23RD CIR APT 2	4305	Tree	Poles	3	2
Marion County Fire Department	2000 SW 60TH AVE	120	Wind	Substation	0	0
Marion County Sheriff Office	692 NW 30TH AVE	1440	Wind	Feeder OH	52	0
Marion Regional Juvenile Detention Center	3040 NW 10TH ST MH	105	Wind	Feeder UG	0	0
Marion Regional Juvenile Detention Center	3040 NW 10TH ST MH	105	Wind	Feeder Combined	0	0
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 400	1440	Wind	Lateral OH	10	0
Marion Regional Juvenile Detention Center	710 NW 30TH AVE	1425	Wind	Lateral UG	0	0
Marion Regional Juvenile Detention Center	710 NW 30TH AVE	945	Wind	Lateral Combined	0	0
Ocala Police Department	36 SE 15TH TER	1425	Limb	Total	62	
Ocala Police Department	2400 W SILVER SPRINGS BLVD	5775	Tree	<i>Service</i>		
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 600	1425	Wind	Service OH	0	0
Marion County Sheriff Office	690 NW 30TH AVE	1440	Wind	Service UG	0	0
Marion County Sheriff Office	690 NW 30TH AVE	135	Wind	Service Combined	0	0
Ocala Police Department	402 S PINE AVE	45	Limb	Total	0	0
MVMC Conference Center	1542 SW 1ST AVE	45	Wind			
OPD Apartments	308 NE 23RD CIR APT 1	2865	Wind			
OPD Apartments	318 NE 23RD CIR APT 2	2865	Wind			
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 300	2865	Wind			
Hidden Pines	1840 SW 31ST AVE	2880	Wind			
Marion County Homeless Shelter	1315 SE 25TH LOOP	600	Limb			
MVMC Home Health Services	1101 SW 1ST AVE NOC/OPS	45	Wind			
OPD Apartments	308 NE 23RD CIR APT 2	2880	Wind			
Marion County Jail	700 NW 30TH AVE	1425	Wind			

Hurricane Irma – CIF					
CIF Name/Type (i.e. Hospital)	County/Location	Restoration Time (In Minutes)	Outage Cause	Number of Facilities Requiring	
				Repair	Replace
Marion County Jail	700 NW 30TH AVE	1425	Wind		
Marion County Sheriff Office	692 NW 30TH AVE	135	Wind		
Deerwood Village Apartments - MRMC	1534 SW 1ST AVE	585	Wind		
Ocala Cluster Facility	3205 SE 17TH ST	1440	Wind		
OPD Apartments	308 NE 23RD CIR APT 3	2880	Tree		
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 200	1425	Wind		
Marion Regional Juvenile Detention Center	3040 NW 10TH ST MH#2	75	Wind		
Marion County Sheriff Office	692 NW 30TH AVE	135	Tree		
Ocala Police Department	38 SE 15TH TER	1440	Limb		
Marion County Fire Department	2000 SW 60TH AVE	120	Wind		
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 100	1440	Wind		
ResCare - The 2nd Street Group Home	3841 SE 2ND ST	4350	Limb		
OPD Apartments	308 NE 23RD CIR APT 4	2865	Wind		
American Tower Corporation	2201 NE 17TH PL BLDG A	1227	Wind		
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 500	1425	Wind		
Marion Regional Juvenile Detention Center	710 NW 30TH AVE CHILLER BLDG	1425	Wind		
Tivity Health	1440 SW 3RD AVE	45	Limb		
Brookdale Pinecastle Assisted Living	1801 SE 24TH RD	2865	Wind		
Brookdale Pinecastle Assisted Living	1801 SE 24TH RD	435	Wind		
OPD Apartments	308 NE 23RD CIR	2865	Wind		
OPD Apartments	308 NE 23RD CIR	720	Wind		
Marion County Fire Department	2000 SW 60TH AVE	120	Wind		
American Tower Corporation	2201 NE 17TH PL	1500	Wind		
Marion County Jail	700 NW 30TH AVE STE 200	1425	Wind		
Ocala Fire Station #4	3300 SW 20TH ST	1425	Wind		
Marion County Fire Department	2000 SW 60TH AVE	3470	Wind		
Marion County Jail	700 NW 30TH AVE STE 100	1425	Wind		
OPD Apartments	314 NE 23RD CIR APT 1	2865	Wind		

Hurricane Irma – CIF

CIF Name/Type (i.e. Hospital)	County/Location	Restoration Time (In Minutes)	Outage Cause	Number of Facilities Requiring	
				Repair	Replace
M RMC Pre-Admission Testing Unit	324 SE 24TH ST	6390	Wind		
Marion County Fire Department	3199 NE 70TH ST	1425	Limb		
Vanguard High School	7 NW 28th St	1425	Tree		
Vanguard High School	7 NW 28th St	2865	Tree		
Vanguard High School	7 NW 28th St	2865	Tree		
Vanguard High School	7 NW 28th St	2865	Tree		
Vanguard High School	7 NW 28th St	5775	Tree		

Hurricane Matthew – CIF

CIF Name/Type (i.e. Hospital)	County/Location	Restoration Time (In Minutes)	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
Marion County Sheriff Office	698 NW 30TH AVE	28 min	Tree	<i>Transmission</i>		
Marion County Sheriff Office	692 NW 30TH AVE	28 min	Tree	Structures	0	0
Marion County Sheriff Office	692 NW 30TH AVE TOWER	28 min	Tree	Substations	0	0
Marion Regional Juvenile Detention Center	3040 NW 10TH ST MH	28 min	Tree	Total	0	0
Marion Regional Juvenile Detention Center	3040 NW 10TH ST MH	28 min	Tree	<i>Distribution</i>		
Marion Regional Juvenile Detention Center	3040 NW 10TH ST	28 min	Tree	Poles	0	0
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 400	28 min	Tree	Substation	0	0
Sunshine State Medical Clinic Pa	1315 SE 25TH LOOP STE 104	129 min	Limb	Feeder OH	2	0
Marion County Jail	700 NW 30TH AVE	28 min	Tree	Feeder UG	0	0
Marion Regional Juvenile Detention Center	710 NW 30TH AVE	28 min	Tree	Feeder Combined	0	0
Marion Regional Juvenile Detention Center	710 NW 30TH AVE	28 min	Tree	Lateral OH	4	0
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 600	28 min	Tree	Lateral UG	0	0
Marion County Sheriff Office	690 NW 30TH AVE	28 min	Tree	Lateral Combined	0	0
Marion County Sheriff Office	690 NW 30TH AVE	28 min	Tree	Total	6	0
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 300	28 min	Tree	<i>Service</i>		
Hidden Pines	1840 SW 31ST AVE	374 min	Tree	Service OH	0	0
Marion County Homeless Shelter	1315 SE 25TH LOOP	129 min	Limb	Service UG	0	0
Hampton Manor Assisted Living	1500 SE 24TH RD	129 min	Limb	Service Combined	0	0
Marion County Jail	700 NW 30TH AVE	28 min	Tree	Total	0	0
Marion County Jail	700 NW 30TH AVE	28 min	Tree			
Marion County Sheriff Office	692 NW 30TH AVE	28 min	Tree			
Oakhurt Center - Rehabilitation	1501 SE 24TH RD	129 min	Limb			
Oakhurt Center - Rehabilitation	1501 SE 24TH RD	129 min	Limb			
Ocala Cluster Facility	3205 SE 17TH ST	113 min	Tree			
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 200	28 min	Tree			
Marion Regional Juvenile Detention Center	3040 NW 10TH ST MH#2	28 min	Tree			
Marion County Sheriff Office	692 NW 30TH AVE	28 min	Tree			
Marion Regional Juvenile Detention Center	710 NW 30TH AVE STE 100	28 min	Tree			

Sec. 70-603. - Residential subdivisions, multiple-occupancy developments and mobile home parks.

- (a) *Generally.* When requested by the applicant, or as required elsewhere in these ordinances, the utility will provide underground electric distribution facilities for residential subdivisions, multiple-occupancy developments and mobile home parks.
- (b) Pursuant to section 70-585 and before construction begins, the applicant will pay the following:
 - (1) 120 percent of the estimated cost to install all primary and secondary electric facilities. When construction is complete, the utility will make a final accounting and refund any excess funds or bill the applicant for any additional construction costs.
 - (2) A feeder recover fee as contained in the City of Ocala Utility Services Schedule of Tariffs.
- (c) *Service voltage* shall be 120/240 volt single phase.
- (d) *Responsibilities of applicant.* The responsibility of the applicant shall be to:
 - (1) Furnish details and specifications of the proposed development. The utility will use these in the design of the electric distribution system.
 - (2) Where the utility determines the transformer is to be located inside the building:
 - a. Provide the vaults necessary for the transformers and the associated equipment, including the ventilation equipment and sump pump;
 - b. Provide the necessary conduits for the utility to install cables from the utility's point of supply to the transformer as provided by the utility's plans and specifications;
 - c. Install conduits underneath all buildings when required for the utility to install cables. Such conduits shall be part of the overall conduit system designed for joining to the utility's facilities; and
 - d. Provide the service entrance conductors and raceways from the applicant's service equipment to the designated point of delivery within the vault.
 - (3) Where the utility determines that the transformers are to be located outside the building:
 - a. Provide the transformer enclosure or space for pad-mounted equipment, if required; and
 - b. Extend conduit of the size specified by the utility from the meter enclosure to the transformer or other secondary point of connection specified by the utility.
- (e) *Responsibilities of utility.* The utility will:
 - (1) Provide the applicant with the utility's plan to supply the proposed building or complex of buildings, and the specifications for the facilities to be provided by the applicant.
 - (2) Furnish and install primary or secondary conductors from existing or proposed facilities adjoining the property to the point of delivery.
 - (3) Furnish and install the necessary transformers and associated equipment located either outside the building or in the vaults within the building.
 - (4) Be solely responsible for the installation, operation and maintenance of all its electrical facilities. The city reserves the right to provide primary service to specific areas of the development on a priority and transformer loading schedule. Each increment of underground construction may be limited to an area that has been developed and where building construction is underway at the utility's discretion. An increment of the planned underground system may be installed prior to building construction upon payment by the applicant of the total cost to the city for furnishing and installing the facilities.
- (f) *Point of delivery.* The point of delivery shall be determined by the utility and will be on the side of the building that is nearest the point at which the underground secondary electric supply is available to the property. The point of delivery will only be allowed on the rear of the building by special

exception. The applicant shall pay the estimated full cost of service lateral length required in excess of that which would have been needed to reach the utility's designated point of service.

- (g) *Location of meter socket.* The applicant shall install a meter socket at the point designated by the utility in accordance with the utility's specifications. Every effort shall be made to locate the meter socket in unobstructed areas in order that the meter can be read without going through fences or other obstructions.

(Code 1961, § 21-44(A)(12)h.3; Ord. No. 1625, § 1, 1-3-84; Code 1985, § 24-125.3; Ord. No. 2041, § 3, 11-15-88; Ord. No. 2784, § 14, 9-16-97; Ord. No. 2906, § 2, 11-17-98; Ord. No. 5753, § 6, 12-18-07; Ord. No. 2010-2, § 2, 11-3-09)

Sec. 70-604. - Underground service laterals from overhead systems to new residential buildings.

- (a) *Generally.* When requested by the applicant, or as required elsewhere in these ordinances, the utility will install underground service laterals from overhead systems to newly constructed residential buildings containing not more than one separate dwelling unit and does not exceed 400 Amp service.
- (b) *Payment of costs.* The applicant will be required to pay, in advance of construction, an amount estimated to be the difference between the requested underground system and an equivalent overhead system.
- (c) *Responsibilities of applicant.* The responsibility of applicant shall be to:
 - (1) Have the service entrance equipment and meter installation arranged to accept underground service.
 - (2) Provide conduit from the meter enclosure to the utility's designated secondary source in accordance with the utility's current conduit policy.
 - (3) Coordinate with telephone and cable companies if the trench is to be shared by others.
- (d) *Responsibilities of utility.* The responsibility of the utility shall be to:
 - (1) Provide and install the secondary conductors in the meter base and at the service supply.

(Code 1961, § 21-44(A)(12)h.4; Ord. No. 1625, § 1, 1-3-84; Code 1985, § 24-125.4; Ord. No. 5753, § 7, 12-18-07)

Sec. 70-609. - Commercial customers replacing both primary and secondary overhead service with underground system.

- (a) *Generally.* Any customer who is presently served from an overhead system may have its primary and secondary service replaced with an underground system.
- (b) *Payment of costs.* The applicant shall pay, before construction begins, the estimated cost of underground service plus the remaining life of installed facilities less any salvage value and less the pro-rated replacement cost of like overhead facilities.
- (c) *Responsibilities of applicant.* The responsibility of the applicant shall be to:
 - (1) Furnish and install the primary and secondary conduits, secondary wiring, and associated secondary connections.
 - (2) Provide all trenching and backfilling.
 - (3) Install associated metering equipment supplied by the utility.
 - (4) Provide and install foundations for pad-mounted transformers.
 - (5) Provide physical protection for transformer equipment and provide adequate grounding for the transformer location. See section 70-606 if the transformer is to be located inside a building or vault.
- (d) *Responsibilities of utility.* The responsibility of the utility shall be to furnish and install all transformers, and primary cable, and make connection to the primary supply system.

(Code 1961, § 21-44(A)(12)h.9; Ord. No. 1625, § 1, 1-3-84; Code 1985, § 24-125.9; Ord. No. 2784, § 18, 9-16-97; Ord. No. 5753, § 113, 12-18-07)