

STATE OF FLORIDA

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Public Service Commission

November 14, 2017

STAFF'S FIRST DATA REQUEST *via email*

To:

Duke Energy Florida, LLC (Matthew.Bernier@duke-energy.com, dianne.triplett@duke-energy.com)
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.
Internal meetings were held 5, 3, 2 and 1 day in advance of hurricane Matthew, Hermine and Irma. Topics of internal meetings were storm preparations, scheduling, personnel assignments, equipment status, anticipated needs assessments and anticipated/forecasted storm impacts.
 - b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.
One phone call was made 4 days in advance of hurricane Irma to FMEA in regard to availability of mutual aid line crews. Utility did not determine that mutual aid would be needed and no additional calls were made.
 - c. Date mutual aid was requested and nature of request.
City of Alachua did not request any mutual aid for any of the storms listed.

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.
Administrative Services - (City Manager, Assistant City Manager) – Responsible for overall coordination of city departments and Police Dept, Coordinate/Maintain communication with state agencies in regards to storm information updates and reporting requirements or needs. 3 personnel assigned.
Public Services - (Public Services Director, Engineering Dept, Electric Dept, Water/Wastewater Depts., Streets and Roads Dept, Utility Warehouse) – Participate in all coordination, preparations and planning in advance of storms. Execute all safe restoration plans (including but not limited to: clearing streets and roads of debris, responding to emergency needs/situations and restoring services to customers). 28 personnel assigned
Finance Department /Utility Billing – Responsible for customer contacts (outage location information) and communicating with restoration coordinator. - 5 personnel assigned
Human Resources – Responsible for personnel support efforts (meals, lodging, etc) - 2 personnel assigned

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

No mutual aid was received for any of the named storms listed

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.
Our utility experienced what we would categorize as minimal or no damage from any of the above named storms. However, our plan and process would increase proportional to the amount of damage suffered. Our initial damage assessment process is comprised of dividing the system (either by feeder or quadrant depending on the amount of damage sustained and/or concentration of damage sustained), survey and report. Report will include material needs, personnel and equipment necessary to make repair. For the named storms listed above 1-3 utility employees were utilized to provide the initial damage assessment. Initial damage assessment report was provided to Electric System Supervisor and Restoration Coordinator. Electric System Supervisor then communicates with electric line crew foremen to achieve repairs and restoration.
5. Please provide a description of how damage assessment data is updated and communicated internally.

Constant communication of damage assessment data is provided from field personnel to Restoration Coordinator and periodic updates are provided to the Electric System Supervisor and Electric Line Crew Foreman.

Restoration Workload

- 6. Please provide a detailed description of how the utility determines when and where to start restoration efforts.
Our electric utility evaluates all weather conditions (wind speed, lightning activity, flood conditions, etc.) to determine when safe restoration efforts can begin. We begin restoration efforts from a standpoint of critical infrastructure which supports emergency responders, restoration crews and community support first.
- 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
Electric System Supervisor	20+	1
Electric System Planner	20+	1
Electric Crew Foreman	15	1

- 8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.
Smaller crew compliments complete switching and isolation procedures early on in the restoration efforts. Once smaller (1-2 man) crews have completed these steps and damage assessment information is reported, personnel is combined to facilitate major repairs.
- 9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
Not applicable

Staffing Considerations

- 10. 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)
0 - 0
 - b. Days of lodging provided for mutual aid partners (Person-Days)
0 - 0
 - c. Number of meals provided for Utility personnel
2 meals during Hermine and 2 during Irma
 - d. Number of meals provided for mutual aid partners
0

- e. Number of Utility personnel injuries
0
- f. Number of mutual aid partner injuries
0
- g. Number of Utility personnel fatalities
0
- h. Number of mutual aid partner fatalities
0

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

None

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event.
Full restoration was complete at 1:00am Tuesday September 12th, 2017 for hurricane Irma. Full restoration was complete at 2:00am September 3, 2016 for Hurricane Hermine and at approximately 6:00pm October 7th, 2016 for Matthew.

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
Utility's entire service area is in Alachua County
Hurricanes Irma – 4530 customer accounts
Matthew – 4471 customer accounts
Hermine – 4473 customer accounts
 - b. Peak number of outages
Irma: Approximately 1850 customers out at peak
Matthew: Approximately 700 customers out at peak
Hermine: Approximately 2800 customers out at peak
13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
Call center customer services representatives (utility billing/customer service personnel and police dispatch personnel) assumed their regular duties and responsibilities at any time they were not involved in taking outage calls.
14. 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?
During regular business hours outage calls are answered by the customer service/utility billing staff (3-5 personnel). After hours outage reporting goes to Police department dispatch (2-3 personnel). During the above named storms additional personnel was added (2-4 personnel) for anticipated peak outage conditions and calls were routed to customer service/utility billing staff.

15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
Information not available
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.
Outage reporting number, police dispatch and email were utilized.
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.
Customer contacts are received, written down and information is forwarded directly to Electric department personnel responsible for responding to outage condition before named storm events. Calls are received, written down and information forwarded to Restoration Coordinator during and after until complete restoration is achieved.
 - 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. ***No***
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? ***Customer contacts are categorized by concern. Hazardous conditions (emanate danger to life or property) as a priority, outage information and information requests are compiled and addressed.***
19. Please provide a detailed description of how customer service representatives are informed of restoration progress. ***Customer service reps are notified/updated periodically by restoration coordinator.***
 - 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? ***There is no script***
20. 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.
Electric department personnel responsible for outage restoration assess damage reports, evaluate outage numbers and report accordingly to City Manager/Assistant City Manager estimated restoration timeframes.
 - b. How customers are notified.
Customers are notified upon request as they call to inquire about restoration timeframes based on the information they have been provided by the restoration coordinator. Information is also posted on the City's website and social media.
 - c. How restoration time estimates are updated.
Repeat step a. at periodic intervals
 - d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.

City Manager/Assistant City Manager and electric department personnel responsible for restoration communicate via phone and email to disseminate information internally. City Manager/Assistant City Manager communicate via phone and email to county and state EOC as well as post restoration updates via City website for customers.

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: *Arrangements/Contacts were made prior to storms affecting the utility with local vendors to insure fuel needs could be met.*
- a. Whether or not the Utility has fuel stored for these types of events
The utility has a small amount of fuel storage capabilities (aprox. 500 gal diesel fuel)
 - b. Whether or not fuel shortage was an issue during these events
Fuel shortage was not an issue for utility during any of the events
 - c. Whether or not there were any delays due to fuel shortage
Very modest delays during Hurricane Irma and no delays during any of the other events
 - d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews
City utility crews had enough vehicles available
22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
No complications or delays experienced

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.
- Hurricane Hermine: 2 Man crew was staged at utility's operations center approximately 10 hours in advance of anticipated worst conditions (crew's responsibility is to respond to emergency conditions and maintain critical accounts as long as conditions would permit). Remaining electric personnel and all departments and support were scheduled to come in at the anticipated earliest safe travel time after storm cleared the area.*
- Hurricane Matthew: Same plan and approach as Hurricane Hermine*
- Hurricane Irma: 3 man crew was staged at utility's operation center approximately 12 hours in advance of anticipated worst conditions (crew's responsibilities were the same as previous storms Hermine and Matthew). Damage assessment personnel and Restoration Coordinator staged in advance along with additional customer service personnel at City Hall (Storm Safe Location) in order to begin receiving customer*

contacts, plan damage assessment and restoration efforts in advance of remaining electric staff and other department support personnel.

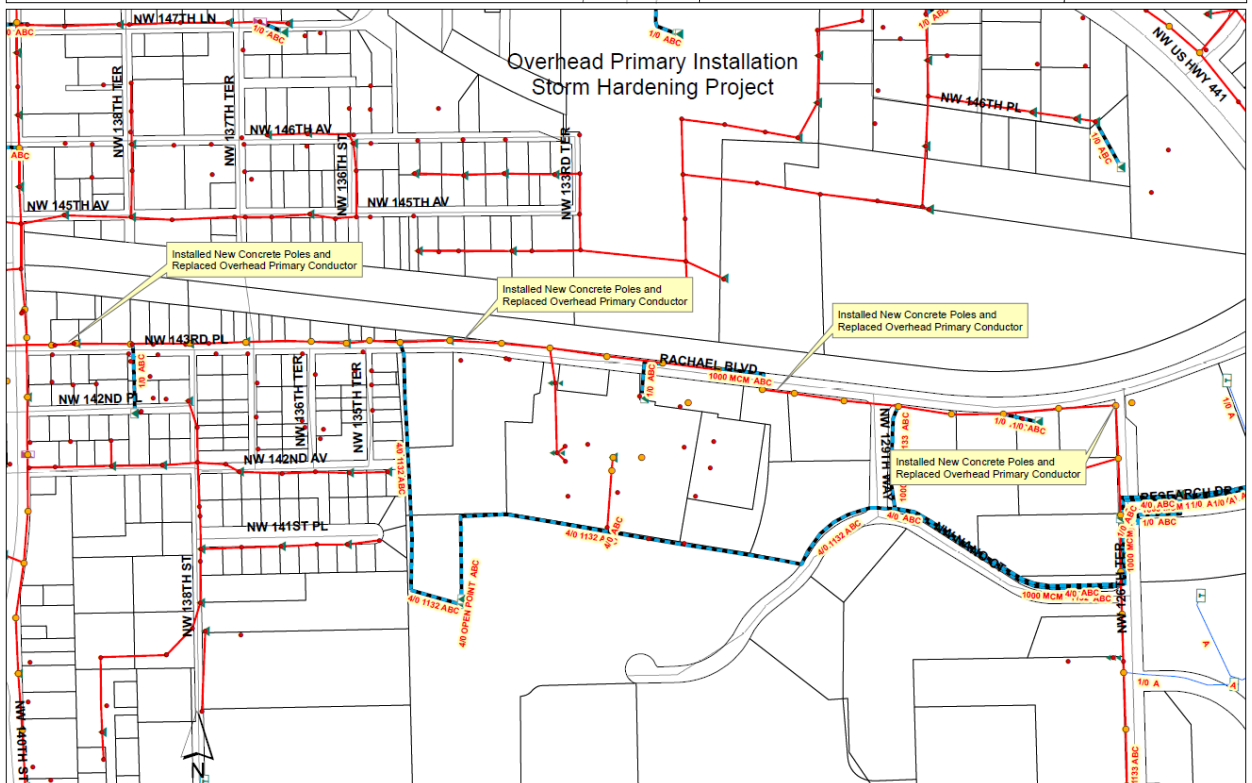
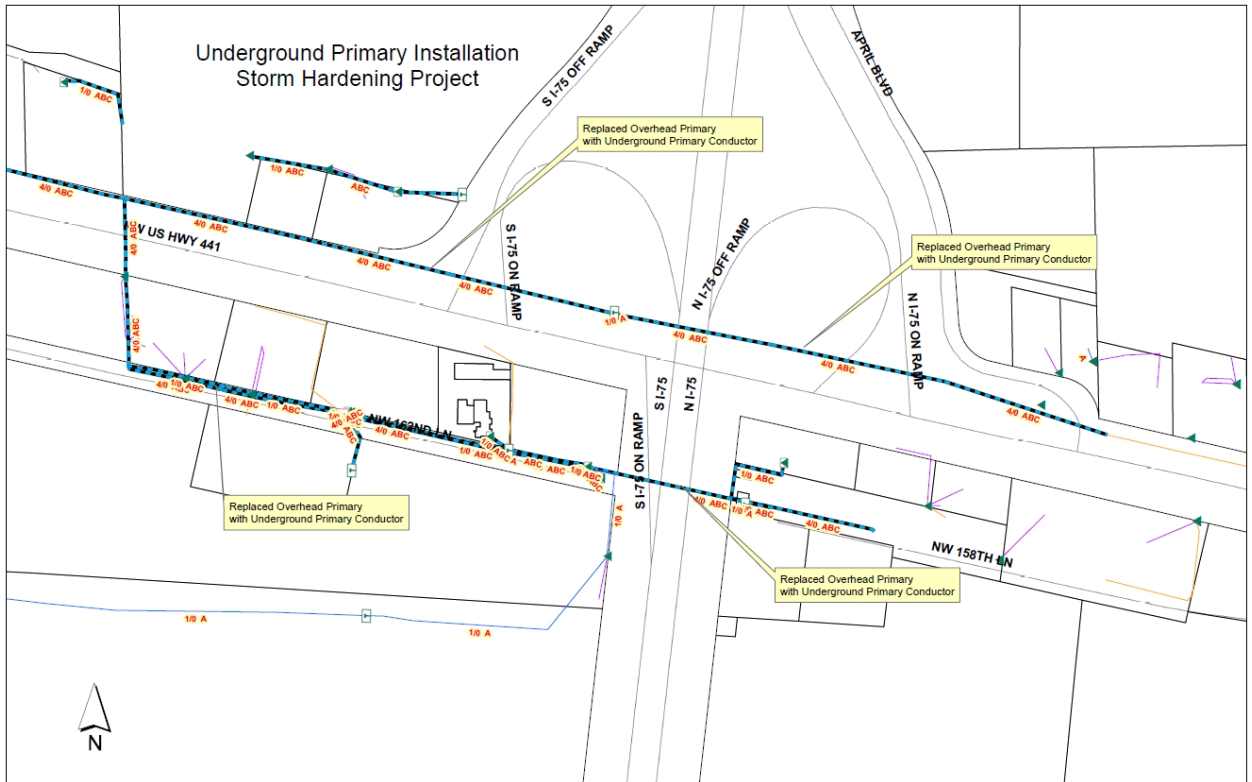
24. Please explain how the Utility validates adherences and departures from its storm preparation plan.

Post event meetings are held to evaluate storm preparation, restoration planning and execution. It is during these meetings adjustments are made for future storms. No departures from storm preparation plans were needed for any of the listed events.

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

Post event meetings are held to evaluate storm preparation, restoration planning and execution. It is during these meetings adjustments are made for future storms. No departures from storm preparation plans were needed for any of the listed events.

- 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.
- c. 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.



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>	N/A	N/A
Structures		
Substations		
Total		
<i>Distribution</i>		
Poles		
Substation		
Feeder OH		
Feeder UG		
Feeder Combined		
Lateral OH		
Lateral UG		
Lateral Combined		
Total	NONE	NONE
<i>Service</i>		
Service OH		
Service UG		
Service Combined		
Total	NONE	NONE

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>	N/A	N/A
Structures		
Substations		
Total		
<i>Distribution</i>		
Poles	8	8
Substation	0	0
Feeder OH	0	0
Feeder UG	0	0
Feeder Combined	0	0
Lateral OH	20	0
Lateral UG	0	0
Lateral Combined	0	0
Total	8	8
<i>Service</i>		
Service OH	12	2
Service UG	0	0
Service Combined	0	0
Total	12	2

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.
Wind and rain blowing trees or tree limbs into the power lines, Lightning
32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.
1.) Severe weather conditions
2.) Debris removal from power line ROW
3.) Debris removal from streets and roadways
4.) Ratio of outages to available personnel to restore/Volume of Outages
33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate.
N/A
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. ***No automated feeder switching in our electric system.***

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.

Hurricane Irma – CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
Sewer Lift Station	Alachua	10hrs	Wind		Repair	Replace
				<i>Transmission</i>		
				Structures		
				Substations		
				Total		
				<i>Distribution</i>		
				Poles		1
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH	1	
				Lateral UG		
				Lateral Combined		
				Total	1	1
				<i>Service</i>		
				Service OH		
				Service UG		
				Service Combined		
				Total		

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.

Underground facilities within our system performed well. None of our underground facilities required repair or replacement as a result of storm conditions/damage.

37. Please provide a discussion what programs/tariffs the utility has in place to promote
- a. Undergrounding of new construction (e.g., subdivisions)
All new construction for subdivisions or developments is required to be underground electric and the developer is responsible for the cost of the infrastructure within.

- b. Conversion of overhead to underground
No programs/tariffs are in place to promote conversion at this time

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)