April 16, 2018

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

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

Dear Ms. Stauffer:

As requested, attached is Gulf Power Company’s 2018 Hurricane Preparedness Briefing to be presented at the May 2-3, 2018 Informal Meeting. Gulf Power’s presentation will be presented by:

Ms. Adrianne Collins
Gulf Power Company
Power Delivery Vice President
850-444-6380

Please call if you have any questions.

Sincerely,

Rhonda J. Alexander
Regulatory, Forecasting and Pricing Manager

cc: Gulf Power Company
    Jeffrey A. Stone, Esq., General Counsel
    Beggs & Lane
    Russell Badders, Esq.
    Florida Public Service Commission
    Tom Ballinger, Division of Engineering
Preparation – Before a storm
A culture of preparedness

- Asset protection
- Facility inspections
- Maintenance
- Storm hardening measures
- Drills, training, and improvements
- Material inventory
- Activation of CEMC/prepare employees
- Mutual assistance/secure and stage resources
- Logistics
- Communicate with customers/other stakeholders
Restoration – After a storm
Safely restoring hope

- Initiate restoration and recovery plan
- Evaluate damage/accessibility
- Begin restoration efforts
  - Restoration of critical facilities
  - Vegetation clearing, debris removal, mainline feeders, laterals, service for those who can take power
- Consolidate resources
- Communicate progress & restoration estimates to customers and other stakeholders
- Provide mutual assistance
System Performance
Storm hardened vs. Non-hardened

- $250M invested in storm hardening over the last 10 years
- Focus has been on critical infrastructure (hospitals, commercial corridors, shelters, etc.)
- 89% of Transmission structures are storm hardened
- More than 24,000 Distribution poles have been hardened in accordance with storm hardening plan
- Minimal damage to Gulf Power’s system as a result of recent hurricanes; all outages restored within 24 hours (*No hardened facilities were damaged*)
- Majority of poles that were damaged were not owned by Gulf Power
System Performance
Overhead vs. Underground

- 25% of Distribution lines are underground
- For the limited number of outages experienced in Hurricanes Irma and Nate, 2% of total outages were on the underground system
- Underground is still susceptible to outages:
  - Lightning
  - Dig-ins
  - Flooding
  - Storm Surge
  - Uprooted trees
  - Equipment Failures
  - Cable Failures
- On average, underground customers may experience fewer outages
- However, these outages typically last 80% longer than overhead outages
• Nearly 50% of Gulf Power customers live within 1 mile of the coast or major body of water
For Hurricanes Irma and Nate, Gulf Power did not encounter any impediments to restoration efforts.

While there are always minor issues that cannot be predicted, Gulf Power continues to work well with local entities, mainly through the EOCs, to eliminate hurdles:

- Road closures and damage
- Bridge closures
- Debris removal
- Vegetation management

Pensacola Flood – 2014
Customer Communications

Before a storm

- Regional storm preparedness ads run before and during storm season
- Digital ads promoting storm readiness
- Digital billboard ads – weather triggered
- Sponsor Florida Public Radio Emergency Network
- Storm PSAs on local radio stations
- GulfPower.com/storm webpage
- Social media
Customer Communications
During and after a storm

- Storm Center website
- Outage map
- Gulf Power App
- Text alerts
- Social media (Facebook, Twitter, Instagram)
- Customer Care Center
- Media relations
- EOC communications
Suggested Improvements

• Continue to implement our Ten-point plan and make adjustments based on industry best practices and through lessons learned after each storm event
Goal: To expand and enhance efforts to educate targeted stakeholders and customers on major storm outages and help manage expectations of restoration after a major storm.

Education points include:
• What is a major storm and why they should be viewed differently than a regular storm
• Why customers should still expect outages (including potentially prolonged outages) when a major storm hits
• How we restore power