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In Reply Refer to:
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December 13, 2019

VIA E-PORTAL FILING

Mr. Adam J. Teitzman
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

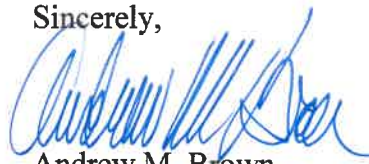
Re: Docket No. 20190109-GU - In re: Petition of Peoples Gas System for Recovery of Costs Associated with Hurricane Michael and Replenishment of Storm Reserve

Dear Mr. Teitzman:

Attached for electronic filing in the above docket on behalf of Peoples Gas System, please find its Revised Response to Staff's First Data Request (No. 8).

Your assistance in this matter is greatly appreciated.

Sincerely,


Andrew M. Brown

AB/plb
Attachment

cc: Office of Public Counsel (via email: fall-fry.mireille@leg.state.fl.us)
Ms. Paula K. Brown
Ms. Kandi M. Floyd
Ms. Karen Bramley
Mr. Luke Buzard

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for recovery of costs associated
with Hurricane Michael and replenishment of
storm reserve, by Peoples Gas System

Docket No. 20190109-GU
Submitted for Filing: 12-13-2019

**NOTICE OF SERVICE OF REVISED RESPONSE TO
STAFF'S FIRST DATA REQUEST (No. 8)**

Peoples Gas System, by its undersigned attorneys, files this its Notice of Service
of Revised Response to Staff's First Data Request (No. 8).

Dated this 13th day of December, 2019.



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Attorneys for Peoples Gas System

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Notice of Service of Peoples Gas System's Revised Response to Staff's First Data Request (No. 8) has been furnished via electronic mail to the following, this 13th day of December, 2019:


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Andrew M. Brown

PEOPLES GAS SYSTEM
DOCKET NO. 20190109-GU
STAFF'S FIRST DATA REQUEST
REQUEST NO. 8
PAGE: 1 OF 2
FILED: SEPTEMBER 27, 2019
REVISED: DECEMBER 13, 2019

8. Refer to page 15, lines 3-6. Please provide examples of lessons learned by Peoples from Hurricane Michael.
- A. (a) **Lesson Learned:** Division administrative staff were taken away from their normal job positions to fulfill EOC representative positions. As a result, there was a lack of staff to document and carry out administrative work during the recovery response.
- Recommended Action:** The Peoples Coordinator of Emergency Management will work with the Community Affairs team to supplement EOC representatives during times of prolonged activations, as well as bring in EOC representatives from inactivated counties to assist if needed. Additional personnel in non-critical roles should be assigned to the planning section to assist with documentation and administrative work as needed.
- (b) **Lesson Learned:** There was significant dependence on one cellular communications provider during the response leading to communication limitations.
- Recommended Action:** Alternate carrier agreements shall be secured and made available during emergency response. Additional phones or SIM cards shall also be made available. Agreements with mobile communications carriers for delivery of mobile repeaters post-storm shall be pursued.
- (c) **Lesson Learned:** During the response to Hurricane Michael, Peoples was able to utilize an empty lot adjacent to the service area office for the base camp; however, every service area does not have a similar area if needed.
- Recommended Action:** Primary and secondary incident base locations shall be determined prior to storm season for each service area. Formal contracts with land/business owners should be pursued in this process.
- (d) **Lesson Learned:** The initial convoy to Panama City was large, making it difficult to keep the company responders together. This convoy was also inhibited by a lack of law enforcement escort.

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Recommended Action: Create a plan or a section within the emergency preparedness plan for how convoys should be structured. This plan may include breaking up the response team into several groups of vehicles and proactively working with TECO Corporate Security and/or the State Emergency Operations Center to secure law enforcement escorts for each convoy.

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