BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. UNDOCKETED

2020 HURRICANE SEASON PREPARATION BRIEFING BY FLORIDA ELECTRIC UTILITIES.

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PROCEEDINGS:	COMMISSION WORKSHOP
COMMISSIONERS PARTICIPATING:	CHAIRMAN GARY F. CLARK COMMISSIONER ART GRAHAM COMMISSIONER JULIE I. BROWN COMMISSIONER DONALD J. POLMANN COMMISSIONER ANDREW G. FAY
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PLACE:	Betty Easley Conference Center Room 148 4075 Esplanade Way Tallahassee, Florida
REPORTED BY:	DEBRA R. KRICK Court Reporter and Notary Public in and for the State of Florida at Large

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P R O C E E D I N G S

CHAIRMAN CLARK: All right. Good afternoon, everyone. We will call this meeting to order. The purpose of our meeting today is a hurricane season preparedness workshop.

I will ask staff if they would to please read the notice.

MS. PASSIDOMO: Thank you, Mr. Chairman, pursuant to notice issued on May 11th, 2020, we are gathered at this time to discuss the 2020 Commission Workshop on Hurricane Preparedness.

CHAIRMAN CLARK: Thank you very much.

Just a couple of brief opening comments. We are just a few weeks away from hurricane season beginning. There is no question in my mind that Florida is probably the best prepared state and is -- is the absolute best at dealing with these types of challenges when they arise, but with that said, we must keep striving to a improve, and to remain focused on ensuring the safety and the reliability of our system and to our citizens and to our employees.

In light of this ever-pressing concern today, we are going to review the steps that our investor-owned utilities, our municipalities and

our coops are taking on the ground to -- on the ground level to make sure that, in the unfortunate event that we are faced with a major storm this year, that we have done everything in our power to properly prepare, to posture -- to restore power to our citizens and to our businesses.

With that in mind, we have several of our utilities here today that are going to make presentations. We've asked each of our companies to focus on five key areas, storm preparation, the restoration process, customer stakeholding, vegetation management, pole inspections and lessons that they may have learned from the previous storms that we have dealt with.

In our order of presentations today, I will call on each of you to begin your presentation. But just as a reminder, we would like to try to limit -- we have, I believe, seven presentations today. So we would like to limit those to around 15 minutes each, and encourage each of you to allow a little bit of time for Commissioners to ask any pertinent questions that -- that they have, or anything that might come up during the -- the presentation. If you are so inclined to allow interruptions in your presentation, just let them

know.

And, Commissioners, I can see your green lights. If you unmute your phone, I can see your green light and we will call on you, recognize you accordingly.

And I would like to welcome Commissioner Fay back to the -- to the podium today as well. Good to have you back. It's good to have somebody else up here for a change.

With that said, we will begin this morning -- this afternoon, if you will, with a presentation from Mr. Tom Gwaltney with Florida Power & Light.

Mr. Gwaltney, are you on the line?

MR. GWALTNEY: Yes, sir.

CHAIRMAN CLARK: All right. The floor is yours.

MR. GWALTNEY: Okay. Thank you. And good afternoon. I am Tom Gwaltney, the Senior Director of Emergency Preparedness for Florida Power & Light.

Let's go to the next slide, please.

You can see some of the statistics for FPL. You know, at FPL, we serve over five million customers and roughly a little more than half the residents of Florida, of which there are in about

35 different counties within the peninsula.

One unique thing is about 90 percent of our customer base actually lives within 20 miles of the coast. And as a result, it's really imperative that we are prepared to handle the most severe of any tropical systems, especially hurricanes.

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So I am going to cover various topics that we just kind of reviewed, you spoke a minute ago what we are doing to ensure we are ready.

The up -- as you stated, the upcoming season actually starts within, basically two weeks, and it's off to a fast start, as we know -- you know, there is actually a tropical system as we speak.

We are also going to talk about how and what we are doing to encourage customers to prepare for the season and how we communicate with them after an event; where we stand with our vegetation management and our pole inspection programs; lessons learned from the events that we have taken part in; and also discuss the restoration process changes resulting from a pandemic.

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Okay. First up on the list is storm preparation and -- and resource -- and restoration

processes.

Planning and preparation for hurricane season is a year-round process for us at FPL. It's not just, you know, right before the season begins. Our annual storm drill is quite honestly the most important activity we do to ensure we are ready for the start of the storm season.

During this drill, we actually simulate our response to a mock hurricane. This includes injects, unplanned scenarios that we actually work through during the event. Our actual dry run this year will be June 22nd through June 26th.

Everyone in our company actually has a storm role and participates in this event. And this year, more than ever, we will be utilizing our processes of responding to a hurricane during a global pandemic.

We are also going to be setting up a processing and microsite to exercise and to test some of our new pandemic plans and footprints to ensure our sites, you know, will be running smoothly in case we actually need them.

Staging in a microsite is actually a miniature city for our out-of-state workers. They provide all the life support services that we need for

them. It has material, possibly, you know, food, parking, lodging, showers, laundry, et cetera, and really a key piece for our restoration as it puts the workers as close as possible to the work that needs to be done.

We will also be implementing technologies to help our forecasting and restoration capabilities. We've updated our storm damage model. We incorporated all the impacts we had during Hurricane Irma. We developed an algorithm to analyze our AMI, our smart meter data, so we can proactive identify potential damage even before we get patrols there once our feeders have been restored.

We will also be implementing our new iStormed application to streamline the time and expense reporting of -- of our external resources.

And lastly, we are very involved with the industry organizations throughout the year. This includes mutual assistance, best practices, and also updating our contracts with our vendors.

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Additionally, it's important to take logistics into consideration well in advance of any hurricane

impacting our territory. We work closely with the FDOT and FHP to streamline to get our convoys from Point A to Point B as quickly as possible. This was really evident during Irma, when you recall about six-and-a-half million Floridians fled the state, but then all came back at the same time. And with those other additional external resources coming in, we actually -- the FHP did a fantastic job meeting with -- meeting those crews and modules, and were able to escort them from the state line to where we needed them most.

We evaluate our fuel inventories. We actually have a storage tank with over three million gallons of fuel that we have and is ready for the storm season.

We ensure we have plenty of lodging for the crews. This includes looking at our hotels, what Category 5 hotels are available, utilization of mobile sleepers and also tents.

The other -- in addition, we make sure we also have materials in place for quick restoration. We actually stock up so that we can handle a Category 4 storm, and we will actually have those materials in place by June -- by June 1.

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In addition to our preparing for the storm season, all the -- all the work we do to build a stronger and smarter grid, communication is just as important. It's paramount that our customers prepare for the hurricane season just as we do. Our grid has benefited our customers, but we all know with a major hurricane, such as the recent storms we have seen with Irma, Michael and also Dorian, there are going to be outages.

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We have an annual TV and print ad campaign promoting our preparation. In addition, we leverage local media, social media, and have targeted communications.

We will bring in reporters, and we actually had embedded reporters during Hurricane Irma and Hurricane Dorian. We run target ads and communications are through email, Facebook and Twitter. We hold daily news conferences, press conferences, and we send out informative news releases after a storm. We will also open up kiosks in the hardest hit areas so we can have that local communication with the local residents.

Our storm communications will include estimated times of restoration, when a clear and

competent ETR is determined. And that's typically within 24 hours after the storm has left our service territory.

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We have conducted annual storm preparedness meeting with our EOCs to get the restoration priorities. The county owns and manages the priority list to provide to the company.

We performed over nearly 1,000 storm preparation presentations within the community on reliability, even vegetation as Right Tree and Right Place. We do these with homeowners' associations, businesses, schools and municipalities.

We've also met with some of our third-party attachers and joint use partners.

We communicate -- we've also communicated, you know, the criteria for operating solar equipment during an outage. We have information on our website -- web page and also linked to other websites that provide information on inverters and battery systems.

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You know, we all know we live in a very tropical climate, so we -- our vegetation grows

year-round. Tree limbs and branches along -- are a leading cause of power outages, in addition to other blown -- windblown debris during a hurricane.

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So you can see from the numbers in the screen, we have a very robust vegetation management program. On the distribution side, our feeders are on a three-year cycle, and then we also do mid-cycle trimming, and in our laterals, a six-year cycle. We trimmed over 111,450 miles on our feeders, and almost 4,000 miles on our laterals.

We are also, before the peak of storm season, going to inspect and trim all of the circuits that serve our critical infrastructure facilities, like our emergency operations centers, hospitals and 911 centers.

On the transmission side, we inspect the right-of-way at least two times year. We maintain all the clearances, and make sure we meet the NERC established guidelines. And before the peak of storm season, we will actually perform aerial assessments as well.

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Another important component is our pole inspection program. We routinely inspect our poles

for strength and integrity to determine if they meet our specifications.

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On the distribution side, we just completed our sixth year of our second eight-year cycle. And you can see through this, we inspected almost 150,000 poles on our distribution system.

On the transmission system, we visually inspect all of them 100 percent annually, and then our wood are on a six-year strength and load test cycle, and concrete on a 10-year cycle. And you can kind of see the results of what we looked at during this past year.

We will complete the changeout of all of our woods transmission structures by the end of 2022. We roughly have around 2,500 wood structures left in our transmission system.

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Lessons learned: You know, there is always room for improvement. We don't just evaluate our events, but we evaluate the events, we go and support others and always find ways to improve.

Next slide, please.

Hurricane Dorian was no exception. It was a powerful storm that just sat off our coast, right

off of West Palm Beach, 90 miles away, for almost a couple -- for at least two days. The flexibility of pre-deployed resources, when you bring those resources down, you must make sure they stay out of harm's way, but you want them close enough so where they can respond quickly after a storm. And when you have a lot of changes in a storm and dynamic, you got to be flexible.

We developed a storm rider plan. This is a plan for central and rapid response resources to ride out the storm. It includes utilizing all of our Category 5 facilities, including -- throughout the state, including our command and control centers.

These resources are staged at these Category 5 facilities, and are ready to begin restoration efforts as soon as the winds subside and it's safe to work.

In addition, the staging site challenges of an uncertain forecast, we actually pre-position materials, C4s, our mobile offices, we actually move those and get stuff ready, you know, throughout our state in our staging sites so they can be ready, and with that uncertain forecast, we -- you know, once again, that flexibility is

important.

You know, we also assisted other utilities during their time of need in 2019, and we helped California with the fires. You may recall the power safety -- the public safety power shutdown they did in -- in California. We were actually the first utility outside of the Western Regional Mutual Assistance Group in the United States to go and support that effort.

Hurricane Barry in Louisiana, the tornadoes in Texas. And they all come down to one thing. They just reinforce our process initiatives of you need a well-defined developed plan, pre-staging of the resources, and really how hardening is beneficial.

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This year is going to bring a whole new set of challenges to this industry, a pandemic, it's a whole new world for us.

Our restoration philosophy will not change, however, our approach will change. And we must incorporate a whole new set of safety measures to keep our workers, our employees and our customers safe.

Next slide, please.

Thank you.

You know, we at FPL, we plan for -- for everything, and the pandemic is no -- no different. We actually have a pandemic plan, we already had, and it is reviewed yearly. We actually had it updated back in October of 2019.

One of the items that we saw that really needed to add to is take it addition to, you know, how do you use a pandemic and a -- deal with a pandemic and an actual major storm restoration at the same time? So there is several items we -- we are incorporating this year going into -- into this season.

Our critical roles will require multiple teams at separate locations. We are calling them an Alpha and Bravo. So where there may be 16 people on a given team, it will be eight in one location, eight in another, maximizing the use of working remote for some of the roles.

You know, there will be less mutual assistance from outside support maybe available. It will be hard to -- it will be highly unlikely that we could amass a restoration workforce of 28,000 that we did during Hurricane Irma.

We are reducing our staging site personnel and increasing the number of microsites, so there will

be a lot more sites to say grace over. And with that, it's going to increase our logistical support that will be necessary. A site at one time used to be 1,500 or 2,000 workers. We will not have any site with more than 500 workers on it.

We going to incorporate COVID testing at our command centers, and temperature testing of all workers at all sites throughout the company.

And the company -- you know, we are actively seeking ways to mitigate any of these impacts. We know that the pandemic will bring additional challenges, but we are going to continue to -- to fine-tune our system to get it the best that we can.

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And this concludes my presentation, so any questions?

CHAIRMAN CLARK: All right. Any Commissioners have any questions?

Commissioner Brown, we will start with you.

COMMISSIONER BROWN: Thank you. I have a few questions, and I appreciate you running through these slides pretty clearly -- can you hear me?

MR. GWALTNEY: Yes, ma'am.

COMMISSIONER BROWN: Okay. Great.

I wanted to really talk about the pandemic. And I appreciate you going through some of the restoration process changes that you already had in place.

Do you -- how much does FPL rely on mutual aid during hurricane season with regard to how it's going to operate moving forward with the current state of affairs?

MR. GWALTNEY: Yeah, so mutual assistance is critical to the utility industry. For example, we may increase at least 10-fold the number of resources we bring in and the number of resources we actually have on our system today. So if we have 2,000, we would -- quite honestly, we would probably look actually -- I would he say five times, we would look to bring in about -- you know, we could bring up to 10,000. I will just bring up Irma, for example.

Irma, you know, I mentioned the 28,000. We had almost 11,000 external line and about another 8,000 vegetation. So that was pretty much close to 20,000 external workers. And we probably had close to only 3,000 to 4,000 on our system at that time. So it's very, very important to the restoration effort.

COMMISSIONER BROWN: Thank you for that example.

So really what I want to talk about is how those mutual aid agreements are going to be affected. Obviously, every state right now is handling the pandemic differently. Some states are projected not even to open up for several more months even for Phase I. Have you been having a dialogue with those different operations under their -- under your mutual aid agreement?

MR. GWALTNEY: Yes, ma'am.

So there have been on several -- several fronts. So you may be familiar with the ESCC, the Electric Subsector Coordinating Council has produced some guidelines. We work strongly with the EEI. I actually sit on the EEI as a single point of contact for FPL, and we have two calls every week, and have been doing this for the last, since probably sometime in March. But there have been calls throughout -- this whole spring with all of our mutual assistance partners throughout the industry.

Also part of AIC Best Practices team, as we are developing practices -- best practice for the whole industry. So, you know, we are all very much

involved in this. We've got some good set of guidelines. We have developed our guidelines based on some of the, what -- what best practices we have seen in the industry and what's already happened.

There has actually been a couple of events -- there were some tornadoes in Alabama, in Arkansas. There also was a nor'easter up in the northeast. So we have always -- we've gotten a small glimpse kind of what things would like moving forward.

COMMISSIONER BROWN: Good. And it's good to hear that you all are being proactive in your dialogue.

You talked about how many -- how much crew you would anticipate, I guess, during a restoration and trying to put in different measures in place to protect the employees' health, of course, during the restoration process.

Do you anticipate that given the amount of additional measures that probably need to go get involved, do you anticipate increased costs incorporated into the restoration process during a typical hurricane season like the one that we are going to have coming up?

MR. GWALTNEY: The quick answer is, yes, ma'am.

So when -- as I mentioned, when you look at the larger number of sites we are going to need, that's going to require more logistics to kind of oversee that -- that workforce. So instead of having them all in a one-stop-shop, you have got, instead of maybe where one site was before, you have three sites or four sites. So the number of sites in that oversight is going to introduce some additional costs.

But that's what we are doing right now. We are looking 20 ways to how can we mitigate those costs. What can we do and how can we streamline activities utilizing technology? Where can we eliminate some of that?

So that's part of the ongoing process they are working through. But, yes, we do anticipate that there could be, you know, additional costs.

We also don't know -- you know, there are some areas within the country that some of the resources actually have additional rates that they have for dealing with a pandemic. So we are not sure if that's going to be incorporated as well. It really depends on, quite honestly, when a storm and what the environment is at that time, and how -- you know, what's going on probably within the state of

Florida.

COMMISSIONER BROWN: So -- so everybody in the media keeps saying that we are going to have a very active hurricane season. What is your prediction?

MR. GWALTNEY: That's what -- our meteorologist says it will be a very active season as well. And unfortunately, Florida is kind of right in the -- you know, is the -- is the high point with that. So we are seeing, you know, very high percentages of possible impact of a hurricane of over 60 percent, and even on a major hurricane, a over 30 percent chance of hitting the state of Florida.

However, we are all going to be prepared, and I know all of the utilities within Florida are going to work together. And, you know, we were very fortunate last year, and hopefully will be very fortunate again this year.

COMMISSIONER BROWN: Okay. Thank you. Well, keep up the good work and stay safe during this season.

MR. GWALTNEY: Thank you.

CHAIRMAN CLARK: Thank you, Commissioner Brown.

Commissioner Polmann.

COMMISSIONER POLMANN: Thank you, Mr. Chairman.

And thank you, sir. I appreciate your presentation. Very informative, and just a couple of questions, and I think I will follow the order in which they came up, if I recall.

You had mentioned aerial assessment, I think that was in the context of vegetation. Could you just explain briefly the -- the type of aerial assessment that you are using for that? What does that --

MR. GWALTNEY: Yeah, so -- I am sorry, yes, sir.

So that is on our transmission system. And we typically utilize fixed-wing aircraft that will go and do those aerial assessments. We also have quite -- quite a few drones, and we actually utilize drones.

Typically, our drones will actually be inspecting the structures and inspect -- and doing inspections versus doing the quick fly-over of looking for vegetation. But it is included, and our drones will look at the vegetation while they are at that -- at those structures and those facilities. However, to do the large amount of

miles in a quicker fashion, we typically will utilize the fixed-wing aircraft.

COMMISSIONER POLMANN: Thank you.

I -- I know in the past we have heard about use of drones for various applications in restoration. What -- what is the status of your -- your ability and limitations on using drones in restoration work? Is it still line of sight in terms of how you use that technology?

MR. GWALTNEY: It's actually a combination of both. We actually did over 1,300 missions during our last event, and so we -- and it's been a combination.

We actually are one of two entities in the United States that were able to get some waivers from the FAA to pilot some of the BVLOS, which is beyond your visual line of sight, we actually helped some other utilities during Irma with some night -- night missions as well.

So one of the key pieces for us is we know certain areas where the storm is going to hit, that we will actually put in emergency COAs in advance that we want to fly these particular areas so that we have them ready and approved so once the winds subside we can actually get in there.

But we have a very robust program. We have many, many vendors in addition to our own fleet of drones, and we actually are in the process of testing a fixed-wing drone that can fly, I believe, up into 50-mile an hour winds that we hope to be on property later this fall. I am not sure if it will be ready for this storm season, but it will definitely be ready for next storm season.

COMMISSIONER POLMANN: In -- in your last slide, you mentioned maximizing use of working remotely for some roles. And I am wondering if there is some -- some nexus between that remote work and the notion of remote sensing, which in the context of the drones, for example, this idea of being remote, and combining that with the pandemic, the personal health and safety, there seems to be a combination of a number of factors here that encourage this idea of -- of being as remote as you can and still trying to be efficient and effective, and so forth.

I am wondering if you have a working group, and maybe in coordination with other utilities, and so forth, trying to examine this notion of using the technology and the remoteness, and so forth. The drone is an excellent example of this, but then

you have to get approval, and so forth and so on. So is this a -- maybe not ready yet for field application, but is that an evolving technology in the coming year?

MR. GWALTNEY: I guess I would say it's an evolving technology. We currently were able during Dorian as well to what we call drone in a box, where we took a drone, and it was -- actually had a predetermined flight path that nobody had to worry about. You could just be remote and actually watch the -- as the drone surveyed the given area where we had it patrol.

So we do have that available. We are doing it. It is in the beginning stages, but it's definitely something, you know, we are -- we are continuing to move forward on. And actually utilizing even artificial intelligence, and so forth, you know, our drones and some of the technology, you know, that, you know, learning that you can do, the computer learning as far as, you know, unders -- you know, where it can go and look at an insulator and understand that it's broken or cracked, and is there a way to be able eventually get back to where that can create a ticket and you know that, hey, here's the damage, and you didn't

even have to send a person out there. This drone was able to -- to -- to find this and report it.

So, yeah, it's definitely technology, and I think we, you know, it's exciting where things can go.

COMMISSIONER POLMANN: I think -- I think part of that comes to mind is rather than simply a visual sensor, put the other sensors on the drone that could identify, you know, the type -- the type of electron or electrical issue at the site.

So, Mr. Chairman, this is the last question here.

Your -- your last side identified increasing number and limitations in lodging because of pandemic issues, when there is an he evacuation order and people are moving around the state, of course they will be looking for lodging as well. I am sure you are working on that. Do -- do you anticipate that being a particularly severe management and logistical issue?

MR. GWALTNEY: Yes, sir. I mean, I believe it's going to be -- it's definitely something we are working on. We are talking to several of the hoteliers and brands as we speak. We have been doing that for the last month or so, because we

have also looked at, you know, even do we need to -- like our command center, do we need to even sequester employees into -- into a place well.

So we have looked at several of those things, and the State has even mentioned about not utilizing shelters and utilizing hotels. So they will most likely be a -- you know, there could definitely be a strain on the hotels.

We are actually reaching out to our utility partners and a lot of our vendors now as well to say, okay, if we can't get the hotels -- and most -- most in the industry want to go one person per room.

We are also asking them -- and then a lot of them said they can go two people per room, because a lot of them are riding in the same truck. If they are riding in the same truck, why can't they be in the same hotel room? And we would provide them, like, sanitary -- you know, the wipes -- the Clorox wipes, or what have you, so they can clean, you know, their own -- the restroom facilities in between each other, and so forth. So we are looking at a lot of different options.

Also, you know, our mobile sleepers, where they used to sleep 16, we are working with our

medical director, et cetera, maybe putting in a HEPA filter to where we can go and actually sleep eight in there instead of the 16, but it keeps the distancing where nobody is above or below or directly across one another.

The days -- probably this year you will not see those mega sleepers that would sleep 36 or 42 people in some of those large tents that have just a lot of folks in there. Most of them -- you know, even in a tent, we would look to -- you would need, you know, six feet spacing all around each -- each cot, so it would take a lot more square footage.

But we are looking at all avenues, fixed structures as well. Because during an event, we are going to utilize whatever we can. You know, it may be an opportunity, you know, if schools are not open, do you utilize -- can you utilize gymnasiums? There are going to be other options, and we are going to have to look at -- everything is on the table during an event.

COMMISSIONER POLMANN: Thank you, Mr. Gwaltney. It sounds very thorough. I -- I appreciate your responses.

And thank you, Mr. Chairman. That's all I have.

CHAIRMAN CLARK: Thank you, Commissioner Polmann.

Commission Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

I appreciate Commissioner Polmann's comments about the drones. I think the innovation technology in that area obviously is moving at a fast pace, and I believe that technology will save lives and hopefully speed up the -- the process for recovery, so I am glad to see investments in those areas.

I did want to ask on slide 15, you referenced mutual assistance provided and not related to any specifics of those specific programs, there are costs associated with that type of mutual assistance.

I just wanted to -- to make sure I understand it correctly. Typically the entity -- for example, California, the entity is that requests that additional service would bear the cost of doing that work, is that -- is that accurate?

MR. GWALTNEY: Yes, sir, that is correct. That includes all operating and overhead expenses as well.

It is -- that is the key to the mutual

assistance agreement. It should not cost the responding utility anything. It's not fair for their customers to have to share the burden to support another entity, so it is -- each utility is made whole. There is no profit, but everybody is made whole.

COMMISSIONER FAY: That's good. Thank you.

Just one more, Mr. Chairman. Thank you.

It's more of a comment. Commissioner Brown mentioned the -- the challenges that we are going to have going forward. I think for a larger utility, those problems can increase even more because of the -- the amount of manpower that is required to get the grid back up and running.

Do you -- do we have any sort of basis or maybe something that -- that other utilities or other states have used when they've had scenarios of concerns of outbreaks in order to -- to move quickly but still get our -- our lines up?

You touched on some examples related to the distance and potentially having people in -- in separate hotel rooms. But it sounds like it's -- the complexities of getting the grid up and ensuring the safety of the line workers at the same time is going to be extremely complex and

complicated and may lead to additional delays and/or charges. And I am just wondering, from a preparation standpoint, if there is any point of reference as to improving our ability to do that as a state?

MR. GWALTNEY: I could tell you what we are actually doing. So -- I mean, we think it's critical so we actually developed a questionnaire that we will be sending to all responding utilities and vendors that are actually coming and what to expect.

We are also going to make sure -- and in part of that document is they need to check themselves to make sure they are not bringing anybody that -- that has a fever, or that's feeling ill or has any symptoms.

Once they go to our processing site, we are going to actually temperature check them. If they are not -- if they register above 100.4 degrees, they will not going to be able to participate. And we're going to be moving them -- they won't even be allowed on a processing site, and they will be moved over to a nursing station to be further evaluated.

Likewise, we are going to be having daily

temperature checks for every one of the workers every day as they come into every one of those staging or microsites. We are actually going to develop a badge, and it's going to be color coded so that they will be wearing so we know they were temperature checked for that particular day and we are fine. And they will be, again, asking questions to make sure there has been no changes in their health.

All of these items in the staging site that I -- some of the ones that I mentioned, how we do our dining, prepackaged meals. Individual box. No more buffet style. There is a myriad of -- of items we have documented on how we will run these sites and to keep, you know, those workers safe.

We are also going to limit -- the reason we are utilizing so many sites is to limit the crew movement. We are going to keep modules together so the group that travels together stays together and is limited with interaction with other folks.

So there is -- you can imagine the amount of number of different details we've actually got in place. Our document, quite honestly, is over 100 pages right now on different items we are going to -- we have incorporated on how we deal with the

pandemic at the same time we do a storm restoration.

COMMISSIONER FAY: That's great. I don't know -- I don't think you can prepare too much for something like this. I appreciate it. Thanks.

CHAIRMAN CLARK: All right. Commissioner Graham.

COMMISSIONER GRAHAM: Thank you, Mr. Chairman.

One quick question, follow-up on -- excuse me -- follow-up on Commissioner Brown's question about mutual aid.

I know most of the times the IOUs like to hang with the IOUs, the munis with the munis and the coops with the coops, but one of the things Governor Scott did years ago was drag all three together.

Are you guys reaching out to the munis and the coops as well when you are planning all of this stuff moving forward?

MR. GWALTNEY: Yes, sir. Matter of fact, I believe it was last week, we actually -- the Florida Electric Coordinating Group had our annual meeting. Even though typically meet together face-to-face, we actually did a virtual webinar just last week for several hours and discussed

really a lot of the items that -- that are dealing with today's environment with the pandemic, and how to help each other.

And I can tell for you us at FPL, we have actually supplied resources to, you know, both munis and coops during -- during events, and we will continue to do so. I think the state has come much closer together, and -- and these meetings we have been having over the last several years have -- have really brought the entire industry closer.

COMMISSIONER GRAHAM: Thank you.

Thank you, Mr. Chairman.

CHAIRMAN CLARK: Thank you, Commissioner Graham.

One final question, Mr. Gwaltney, in regards to mutual aid, I think that seems to be a recurring theme here, and I believe it's -- it should stress the importance. That's one of the things that's on everyone's mind, is the concern that should we have an event occur right now, the ability to bring additional crews and resources in to work. And you mentioned that you had had conversations with many of the different groups and your normal, I guess, counterparts in terms of how mutual aid is going to

work. But do we have any commitments right now that should we have an event, let's just say unfortunate that happened next week, we called for a thousand crews, are we going to have folks say, no, we are not sending in employees right now? Have you factored that in, or had specific discussions on when you send us crews tomorrow if we needed them?

MR. GWALTNEY: Yes, we actually have. We have -- and actually it's something that comes up quite regularly and, you know, and it's not just within our utility and industry partners, but we have also reached out to our vendors.

We actually -- excuse me -- talked to our top 20 vendors that provided the most resources in our last couple events. And quite honestly, most all of them are willing to go, and it really depends on what's happening at that particular time. If they have -- like for some of the utilities, if they are having an outbreak in their area, they would not be able to support, which you can imagine, as they typically would.

However, one of the keys are, you know, by instituting these additional guidelines that I spoke about earlier about none of the mega sites

with 2,000 people on them, but reducing the size on our sites and going down to smaller staging sites and microsites, and the issues we are doing with how we do -- how we are doing the meals, how we are doing the lodging, all of these things -- and sleeping arrange.

Right now, I feel confident we will be able to get resources. It's kind of hard to imagine we would be getting the -- the tens of thousands of resources, but I definitely believe, you know, if an event was to happen, we would be able -- we would have the strong possibility of getting quite a few resources.

No entity right now has said, no, I am not going to support, or anything like that. Everybody has stated, even in our Southeastern Electric Exchange Mutual Assistance Committee group, everybody is committed to help one another, and I am not aware of any numbers changing. But we all know that just depends on what a utility is experiencing at that particular time.

CHAIRMAN CLARK: Right. Great. Thank you very much for that answer.

Any other final questions for Mr. Gwaltney?

All right. Thank you very much for your

participation with us today.

MR. GWALTNEY: Thank you, sir.

CHAIRMAN CLARK: All right. Next up from Duke Energy Mr. Jason Cutliffe.

Mr. Cutliffe, are you on the line.

MR. CUTLIFFE: Yes, sir. Good afternoon, everybody.

CHAIRMAN CLARK: You are recognized.

MR. CUTLIFFE: Thank you.

I am Jason Cutliffe. I am the General Manager for Emergency Preparedness for Duke Energy Florida.

I would begin by sharing that in respect for time, I'm going to hit the highlights of the presentation that's been provided, and that will leave time for questions.

The -- when the pandemic first struck in mid-March, Duke Energy Florida moved into an incident command mode where we used our hurricane fortification to prepare for and to ensure our -- our employees and customers were safe were the first priority, and then we would be able to maintain continuity of -- (inaudible) -- with us to look for options from our employees and contractors.

So I will reference some items in advance in

our hurricane plan because of the impact, and there are some other elements that we have had to adjust the schedule for, and I -- I will point those out as we go.

So could we advance to slide two?

All right. So Duke Energy Florida territory is shown there. What I would point out is the customer base of 1.8 million -- and I will reference that in a later slide in terms of our reach to customers for communication in 2020 with storm messaging.

Next slide, please.

All right. As I -- as I thought about communicating this message today it occurred to me the last couple of days that really the -- the items we do annually fall into really three categories. One is those items change very little due to the pandemic. Those that have changed a great deal because we are always learning and improving is a category that we aren't even talking about of areas that are changing because of the COVID protocol I will go over as well.

In terms of maintenance of the transmission and distribution system, there is some -- some specifics at the back of this presentation that

provide our status.

I will share that our -- our distribution vegetation management cycles are set for three years annually for our backbones and five years for laterals. We trimmed just over 5,400 miles, 18,000 in 2019.

And doing the math, on a 3/5 cycle, we -- we have a cycle year, or a cycle completion year for both of those subgroups in 2020. So 2020 is the third year of backbone cycle, it's also the fifth year of the lateral cycle. And we are on track this year to ensure that we are complete and up to speed on all those miles to stay in compliance.

Our -- our wood poles are inspected on an eight-year cycle. We did just over 88,000 inspections in 2019. So that also is on track in our maintenance.

And the maintenance plan, the upgrades of the grid to hardening, the automation is one of the items, you know, while we are improving all the time it has not changed. Obviously, it's part of the -- the pandemic protocol. But one thing that has -- are storm driven that we have scheduled for April, that we do every year, was converted to a shorter exercise, operational exercise, and we

rescheduled -- (inaudible) -- it involves storm drills for the end of June.

One of the elements of that drill is going to be prepared -- (inaudible) -- the effort remotely. And that's one of the items that we got some early practice in in mid-March, when we moved all of our employees that could be sent home or working remote into that mode. And through that process we went from, you know, somewhere around a 90-percent workforce that reports to a building somewhere and 10 percent that were remote, we -- we've cut those percentages. So in the course of a couple of days, we went to nearly a 90-percent remote workforce and only about 10 percent actually reporting it to a facility.

And what that allowed us to do is a real test of our systems, the infrastructure, the -- the ability of upgrades and -- and normal maintenance that takes place on our applications while people are working from home or in a remote location. And as we go into the -- the summer hurricane season, that's -- you know, that's going to be to our benefit.

One of the things that is changing due to the pandemic, as I mentioned previously, is the

external resource needs. I will mention in more detail in a moment, I will walk through some of those gaps and ensure we've got adequate restoration resources available.

And the other item specifically is the coordination with the county EOCs who are partners for any successful hurricane restoration.

When the pandemic began, we identified 118 feeders that served either hospitals or assisted living facilities with 150 or more beds, and initiated -- (inaudible) -- patrols and repairs, and that was primarily in anticipation of a reduced workforce that could have been created by the flu.

That may not happen. If it doesn't, then we are going to be better off, because those -- that's 10 percent of our feeders. But those -- those facilities have now had an infrared scan performed on their -- on the facilities that serve them. We did backbone patrols for -- (inaudible) -- conditions, did a review of that coordination on those circuits, and then -- then inspected previous -- (inaudible) -- find any corrective actions that were appropriate there, and so we are about 90 percent -- (inaudible) -- the follow-up for each of those feeders, but that will strengthen service

into those most critical facilities.

And then lastly, with our EOCs, we have a mature and robust process to provide Duke representatives in each one of the EOCs that we serve as direct coordination of our restoration, and we are preparing to do that remotely in partnership with each of those EOCs. And that will include coordination of our road clearing support. We provide buckets to those counties so that they clear lines and quickly open up roads for emergency transportation.

Next slide, please.

I share this just as a reference of a restoration plan that -- (inaudible) -- plan to carry out the prioritization of feeders and the marshaling of resources has -- has not changed, even though we have invested in the grid, we are hardening and we are automating, whether we mitigated at -- from 5,000 to 500 customers, we still have to put line up and repair damaged facilities. And so we will execute our plans working from the source out.

And again, that's where the -- calling the COVID feeders, the hospitals and assisted living facilities, the extra work that's been done there

will -- we've corrected some deficiencies that were existing there.

Next slide, please.

I would like to share some -- some lessons learned for 2020. And as I mentioned, some things can -- (inaudible) -- liberty to get better, and other things we are adjusting to the COVID protocols.

Our alternative housing option, you know, there were about -- in Irma, Hurricane Irma, we used about -- 30 percent of our housing was -- was sleeper trailers and 70 percent hotel rooms. When we started to Hurricane Michael, we -- (inaudible) -- those percentages, and it was about 70 percent sleeper trailers and 30 percent hotels, but we -- we lost our capability to use those on-site trailers, and we are working with the vendors on, you know, what will change with the -- with the social distancing and the sanitation protocols that come.

We are implementing in 2020 some efficiency pleasures that will help us increase the number of productive work hours in daylight, doing that by reflecting daily timesheets to ensure the start/stop time that we need to be with all our

crews, and we will have an -- (inaudible) -- in place this year that will allow us to ensure that meals and fuel that are used by the crews that we bring in are provided by Duke Energy, so that we A, save -- you know, that will lower costs, and just as importantly, it's quicker to get people on a staging site when we have fuelers that can do that at night when crews are resting, versus putting -- (inaudible) -- and it's more efficient to serve meals in those locations as well. We can do it in a way that it's quicker, and all of that translates into more productive restoration hours during daylight for a better managed event.

In terms of the COVID-19 changes being driven with our logistics plan, we are meeting with each of our vendors and we are working through lessons learned from -- from their experiences. We actually had a conversation with one today who had supported ambulance drivers and medical service providers in New York, who were there for response.

And what -- we are going to be incorporating those changes into our staging site plan. We are looking at measures like reducing work crews -- (inaudible) -- and ensuring that they stay together, so that their eating arrangements, their

showering arrangements, their sleeping arrangements limit the interactions of people on these staging sites, so that if they are -- (inaudible) -- that the contact tracing is simpler and fewer people are affected by that.

We are working through EEI and SDE and the Florida Coordinating Group on ensuring that personal protective equipment is available, and that we've got agreements in place and can get support as we need it.

We -- Duke Energy, in the last two hurricanes, we had about 80 percent of the off-system support that we have acquired has been through contractors, through vendors, and about 20 percent comes through the mutual assistance. So we are ramping up our outreach to those vendors. There are over 100 that we are in the process of sending some of the methods of payment agreements to right now.

We have included the process change, as I mentioned earlier, like the daily timesheet approvals and the expectation for meal and fuel being -- being acquired by that- Duke Energy provides. We have added some provisions for -- for routing, so when those crews come to us, we know what roads they are traveling and we are aware of

any traffic congestion, we can convey that at the time.

But that -- that's a big part of our resource plan, is are those -- those contractors and vendors that come from all over the country, and we are sending notices now. We do that every year. We are validating those to make sure -- (inaudible) --

And then in terms of communication, I will share a couple of examples in a minute, but we are -- we are able to communicate the restoration status and status of crew movement at a more granular level in 2020 as a result of continuous improvements and lessons elsewhere. And also, show those renderings on a map so the customers can see how they are affected an when they can expect their lights to come back on.

And in terms of operations, Duke Energy Florida implemented an organization change at the first of the year, which aligns with our compact in smaller estimate -- our ETR zone, and our local leadership is also the incident command leadership in a major event, so our -- our leaders have oversight over not just construction and restoration resources -- (inaudible) -- and work management and most functions that are -- that are

required to -- (inaudible) -- they have that now with their daytime rule, and then when we shift into hurricane restoration mode this summer, they will be, you know, less of a -- less of an adjustment for them to make.

So I will share a bit more detail on these items. Go to the next slide, please.

I mentioned the smaller restoration zones. This particular rendering is -- was -- was created in Hurricane Michael and provided our operations up into these zones. We were able to produce this map and post it on our external website.

Since that time, the -- the applications have been up updated, so our operational plan reflects this -- these smaller -- smaller zones for restoration and management of the work. And our external map has been upgraded to allow drilling down into these smaller areas with customer information as well.

Next slide, please.

So in terms of communication, I am sure we've all seen this with -- with the stay-at-home orders in place. Everybody is -- has a heightened sensitivity to any kind of electric power interruption. We have increased the amount of

information that we are able to share any time there is an outage, and we will carry that practice into our hurricane plan for 2020.

So we -- we have an objective. In a -- in a mid-level event, we intend to provide information to customers that are off at least twice per day. And that may be a cost code for why they are off, it may be the estimated time of restoration; but in the process of gathering that, we will provide information, at least tell them when they can expect to have that detail so that we don't have any long areas of silence or access of information. And of course that will also be available to them on the external map.

For a major event like a hurricane, our plan includes at least one communication each day to our customers through these -- these -- push it out to them. So they have something from -- that's useful for their personal planning, again, at least once a day.

Next slide, please.

This is an image of -- of the upgraded external outage map that includes the ability to -- to drill down into the smaller areas. So this can be tailored based on a specific hurricane and a

specific restoration effort; and again, in concert with outbound emails and texts that allows customers to see what the status of the restoration is and how it effects them.

Next slide, please.

I mentioned Duke Energy Florida had 1.8 million customers. We continually collect mobile phone numbers and email addresses so that we can provide this information in a hurricane. We currently have just over a million and a quarter in our database. So -- so at this point, a little over two-thirds of our customers we can push this messaging to. It also relieves some of the congestion on the phone lines with people calling in to get that information as well.

Next slide, please.

And no description of a -- of a well-organized and compassionate response would be complete without reference to support for customers in the aftermath of a -- of a major hurricane. And again, going back to Michael, which was the last major that -- that we restored, we will dispatch the field team the best practice that was learned in Mexico Beach where we will have customer service information and support for customers on-site. We

have agents who were in -- in the Panhandle providing that. With the pandemic accommodation, we will certainly have changes to face coverings, and sanitation, and distancing that will be part of that plan, but we still intend to send people directly to the location.

And then there are a number of billing and payment accommodations and relaxed some of those requirements that we have done in -- in the past several hurricanes that we will continue into 2020.

All right. Next slide, if you could go to slide 14. Very good. Thank you.

So I want to comment on things here more specifically that were asked of the presenters coming in today.

I mentioned the scope and method -- (inaudible) -- documents that are -- are being sent out to our hundred plus vendors that are a large part of our restoration workforce to where we will be requiring travel routes from those partners so we can help them get to our territory more efficiently. It will also include the other items that will increase our efficiency and our ability to -- to drive more productive man-hours to the daylight time.

And as we explore some of the changes going that are going to be needed on our staging sites due to the flu, one of the -- one of the things that I think will be part of it is more use of staggered meal times, staggered departure and arrival times back to those staging sites, and all of these improvements in our scope and methods of payments to contracts are going to help us more tightly control start and stop times. That's going to pay dividends when we make that part of our -- our -- our pandemic accommodation.

And then in terms of material, we have what we call storm kits. Each kit is an assembly of eight large footlocker size boxes. And those kits, each one contains enough material to supply 400 restoration lines in three days. So we have got eight kits each will supply the linemen, so we are covered for just over 3,000 restoration workers for three days. And that bridges us for the time when our supply team organization can reach outside of Florida and resupply as we need, but -- but we are ready to go in case supply lines are -- are hindered for the first 24 to 48 hours.

All right. Could we go to slide 22, and I am going to -- I'm going to wrap up there?

CHAIRMAN CLARK: 22.

MR. CUTLIFFE: 22, yeah. Thank you. Thank you.

So just in summation, I mentioned the lessons learned. Our organization and our restoration plans have been aligned in 2020 for smaller, more targeted zones, and better information to customers.

Our operational leaders have responsible -- responsibility for multiple functions in their -- in their day job, and that carries over into our hurricane plan. And we get are strengthening our off-line plans, which include the ability to provide information in case there are interruptions in our outage management functionality, and any kind of loss of telephone service, we are able to go back to paper and other processes to ensure that that work continues.

And there -- as we -- as we continue to adapt to the -- the pandemic protocol, I mentioned we are in conversation with our logics vendors, and we are participating closely with industry organizations like EPI and SEE. The COVID requirements are going to evolve as we go through the summer. We are -- we are engaged with all those key stakeholders, and

we will -- we will work with them and -- and make adjustments as appropriate. And our -- our strategy will continue to adapt as it needs to as we go forward.

So with that, I will -- I will close and be happy to make any -- (inaudible) --

CHAIRMAN CLARK: All right. Thank you, Mr. Cutliffe.

Commissioners, any questions?

Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

And I -- you don't necessarily need to go back to the slide, but on slide 10, you -- you mentioned the insurance -- basically letters related to insurance claims and then recovery through FEMA.

I know with the -- the current pandemic, there is a lot of discussion about business disruption and claims made through insurance companies.

Can you just elaborate on -- on what you are doing to -- to make sure those notices get out fairly quickly?

MR. CUTLIFFE: Yes, sir. It varies from -- from the utility are necessary for insurance processing. So A lot of customers, they don't have access to printing capabilities, they are --

(inaudible) -- so what our plan includes, when we send our on-site teams to the affected areas, they have the capability to print off those letters and provide them to customers so they can more quickly process their insurance claim.

In terms of the FEMA support, we are not eligible for any of the FEMA reimbursement, if you will. So that is -- we are -- we are supporting other entities with this information -- (inaudible) --

COMMISSIONER FAY: And that would be the municipalities that would need that information?

MR. CUTLIFFE: Yes, sir.

COMMISSIONER FAY: Okay. Great.

And then just one more question, Mr. Chairman.

It was mentioned earlier with Florida Power & Light regarding the drones or the unmanned aircrafts to be used for different reasons. On slide, let's see, 21, there is a mention of using a helicopter for a -- a complete transmission overview at least, I guess, twice annually.

Can you just explain -- I -- I know the technology is evolving quickly, but the reasons why a manned aircraft, or something like that, would be better than using something that's unmanned?

MR. CUTLIFFE: We use a combination of -- of means, if you will. We have fixed-wing that does more frequent patrols looking for vegetation conditions and -- and encroachments on the transmission rights-of-way.

Helicopters are used for more targeted, more targeted infrared scanning and then more targeted inspections, including LiDar in some cases to check clearances.

And we also have something that we use, both for transmission and distribution, which are obviously far more -- (inaudible) -- in their ability to get in close and provide images and infrared scanning readouts of insulators and connections -- (inaudible) --

So all three are used, and following a hurricane, we use all three as well.

COMMISSIONER FAY: Great. Thank you.

That's all I had.

CHAIRMAN CLARK: Thank you, Commissioner Fay.

Any other Commissioners?

Commissioner Brown.

COMMISSIONER BROWN: Thank you.

I just have a question regarding your new customer delivery organization that is intended to

include customer service. Does that also include the comm-- continued communication, the ETR communication?

MR. CUTLIFFE: Yes, ma'am, it does. And we -- we went from previously a functional organization to a geographic-based organization. So -- so a leader in an operating center is now over essentially all functions performed out of that geographic location.

So when there is, you know, damage assessment required in order to identify the scope of work, and then some, obviously some field expertise to assess the length of time that it will take, all those different functions that contribute to an accurate ETR are -- are now under single leadership.

COMMISSIONER BROWN: And in terms of communications, your own, this broadband and wireless communications, has Duke incorporated a failsafe or the company -- I know some companies previously in hurricanes past, they have had problems with their third-party telecommunications provider during a storm. Has Duke incorporated any type of measures to deal with that if your system goes off?

MR. CUTLIFFE: Yes. The -- the way we address that is we have a -- we have a 900 megahertz radio system that in all of our emergency planning and our drill scenarios is our -- is our -- I wouldn't call it a last resort, but is our failsafe for communications to the field.

We -- we have been subject to commercial cell carrier unavailability in certain areas in the past, and we have developed off-line plans in order to accomplish our critical operational functions. In some cases, we can go back to paper. In other cases, we will use satellite radios or the 900 megahertz radio system to communicate.

COMMISSIONER BROWN: Good. That's good to hear.

And finally on page 16, is that a picture of you without the beard?

MR. CUTLIFFE: Yeah. It tells you how resourceful we have to be to get information out, so apparently they will put anybody on camera.

COMMISSIONER BROWN: Thank you so much. Stay safe this season.

MR. CUTLIFFE: Thank you.

CHAIRMAN CLARK: Thank you, Commissioner Brown.

All right. No other questions from Commissioners. I will turn to staff.

And, staff, my apologies for skipping you in the first round. Any of our staff members have any questions for Duke?

Okay. No questions from other Commissioners, no questions from staff.

Thank you, Mr. Cutliffe. We appreciate your presentation. Thank you for being here with us today.

MR. CUTLIFFE: My pleasure.

CHAIRMAN CLARK: All right. Next up, Tampa Electric, Mr. Phillip Reynolds.

Mr. Reynolds, are you on the line?

MR. REYNOLDS: I am.

CHAIRMAN CLARK: You are recognized.

MR. REYNOLDS: Can you hear me?

All right. Let's see, there we go.

So feel free to interrupt at any time if you have got questions, and I will try to breeze through this.

But my name is Phillip Reynolds. I am the manager of the Distribution Restoration group for Tampa Electric. So that group is made up of troubleshooters who are the first responders to

outages and customer issues, and then we have the distribution control room under my leadership here that manages distribution grid. So that's -- that's kind of the makeup here, maybe a little bit different than some other areas, so...

Let's go to the next slide, please.

The first thing I wanted to hit on is the vegetation management. As has been mentioned already today, vegetation is probably the largest driver of outages, and especially, you know, after a storm like Irma, we saw trees cause significant issues, and so we -- we definitely pay attention to our trim cycles.

And for the distribution side, we have a four-year trim cycle that we are in year -- we completed year three in 2019, and that's for all feeders and all laterals.

So for 2019, we did 1,665 miles of trimming and over, almost 4,000 hotspot locations trimmed. So that would be a tree that's grown a little bit faster than the trim cycle, a customer could call it in or a troubleshooter sees it, we go out there and take care of it, so...

On the transmission side, we -- we try to maintain a two-year cycle for the bulk electric

system, which is our 230 kV and 138 kV lines. And then a three-year cycle on the non-bulk electric 69 kV side.

For transmission last year, we did 523 miles of trimming, and equivalent to about 2,554 acres of right-of-way mowing.

Next slide, please.

For the pole inspection program, we -- we maintain two different pole inspection systems. One for our distribution system, which is an eight-year cycle. Last year, we did just under 39,000 poles inspected for groundline failure. Of that almost 39,000, we had 1,726 failed, and we replaced almost 3,400 poles. So we -- we do carry a little bit of a backlog as we try to address the critical poles first and then we will come back as budget allows to those that are less critically damaged. And so that's why you see the replacement number is a little bit higher than the failure number.

We have also seen recently, as we have been through this cycle now a few times, that our failure rate is going down. You know, for every pole inspected we are failing less poles.

We also reinforced 775 poles. So this would

have been with the steel truss, that if the pole meets certain criteria, we can use a steel -- steel truss, and that allows us to extend the life of the pole for a few hundred dollars compared to, you know, 4,000 or 5,000 for a full pole replacement. So we try to utilize that. It's not applicable in every situation, but in a lot of cases, it is.

On the transmission side, we are on a eight-year cycle as well. For that we did 808 poles inspected for groundline failure. 116 poles failed and we replaced 144. So, again, carrying some backlogs from the last year.

We do use several methods for inspection aerial infrared and ground patrol. And it's been kind of mentioned a couple of times here, we do have capability of using drones for that aboveground inspection, and that allows us to get into hard to access places and different things like that.

So we have roughly 80 percent of our system has been hardened into steel or concrete poles, and we are working diligently to get the remaining 20 percent of wood -- wood poles converted.

Next slide, please.

So some of the things we have done in 2019, in

addition to just pole replacement is to help harden our system. So we changed out 110 live-front switchgear with dead-front sealed submersible gears. And so we've started to see some issues with Cuban Treefrogs, and different other types of wildlife that get into these live-front gears, and just it causes problems for customers, not only in a hurricane scenario, but just kind of day-to-day.

So we have got a proactive program to replace those -- to replace all of them over the next few years. And last year, we did 110. Our goal -- our goal this year is to do over 200 of them. We are well on our way to that.

Another area we have seen some improvement on is the installation of reclosers. And so the recloser is kind of a sectionalizing device that limits the impact of an outage. So if a tree falls on a -- on a feeder, it -- it takes out just a smaller section of customers and allows the rest of the circuit to remain in power.

So we installed 58 three-phase reclosers last year, and 127 single-phase reclosers. And addition to that, over 1,200 fuse installation and coordinations, and added over 404 lightning arrester stations or repairs.

We also have embarked on some hardening projects and -- for hospitals, and those are well under way as well.

Next slide, please.

So for -- as has been mentioned here with the mutual assistance and -- and mock drills, the -- the pandemic kind of thrown us a little bit of a curveball and -- and we are dealing with that as best that we can.

So one of the things we are going to be using this year that wasn't available to us in the past is our ARCOS crew manager, and so when we receive foreign crews from outside, all of them will have this app they can download on their phone, and that allows us to track them via their phone GPS wherever they are at in the state traveling down here and then throughout our service territory. And this feeds into our crew management software that allows us to assign work and -- and visually manage the workload. And so this was not something we had available to us when Irma came through, and is a new tool make our management of the workforce much more efficient.

We do, you know, have -- we are planning for the situation where we may not receive much

assistance from outside our service territory. In that case, we will lean on our native contractors to help staff up and continue our restoration in the normal process of, you know, critical customers first.

We are participating in the ESCC, the SEE groups to -- to talk about best practices for managing instant base sites. One of the neat things that has come up as a result of this pandemic that I think is a positive thing is we have shifted all of our cost center operations to work from home setting. So that's not something that we would have ever have done had we not been spurred on by this virus to do that. And so I think this has a benefit for us if we do get a storm situation, because, you know, if we -- we have damage to our call center, or anything like that, we have all of these resources that are able with -- able to work from home and have the appropriate technology and computer software. So we think that's going to be a benefit for our customers.

We did complete an incident base review of all of our incident bases this year, and we are planning smaller scale local storm prep exercises

in lieu of the large, you know, the large-scale in-person exercises.

And one other, you know, benefit we have seen, again from the virus, is this -- we have supplement our control center operations into two -- two areas, one at our primary site of and other at our backup remote site. And so that has allowed the opportunity to make sure that backup site is working and is fully functional.

We have been up there for two months now. Found a lot of things that we needed to add, radio communication needed to be improved, and so that was a real good -- a positive thing having to work in a different way due to this virus.

Next slide, please.

As is mentioned with the mutual aid, we have been -- the EEI, the SEE, have been involved in those conversations. We have mutual agreements with them. We do have seven agreements with municipalities in Florida to support in a storm situation. We have over 100 -- we have access to over 100 different utilities and contractors for mutual assistance.

As part our plan and how we would change if we had to -- to bring foreign crews in, we do plan to,

at a minimum, scan for temperatures at a staging site. We -- we have been tossing around the idea, could we have everybody tested before they leave and come here? We are trying to work out the details for that, but at a minimum, we would like to do some temperature scanning.

We plan to do, again, split up meal times, have -- have boxed dinners and lunches. Sleeping arrangements will be by crews. So instead of the massive, you know, sleep trailers we have seen recently, we would like to -- to either utilize hotels if available, you know, a couple to a room per crew, or -- or, you know, less -- less people in the sleep trailers.

We are -- we are also preparing video presentations for the safety orientation, so that -- that can be shared remotely instead of done in person. And we are looking at additional -- expanding additional sites for incident bases.

We have conducted our emergency management outreach, and so we have got our updated critical customer list for 2020. And, again, we didn't hold an in-person session with the EOCs here due to the -- due to the virus.

Next slide, please.

One of the neat things that we are excited about coming on-line is our advanced distribution management system so that we, in short, call it the ADMS system, and so this system is a total revamp of our outage management system. It will change the -- the way that we manage our distribution grid. It adds a different level of intelligence to the distribution grid. It will help restore outages quicker through automated technology and -- and artificial intelligence.

There is a whole host of benefits to the ADMS system, and that is planning to come on-line later this year, not in time for the peak of storm season, but -- but definitely by the end of the year. And then for the next storm season, it's going to open up a -- a new world for us in terms of our ability to restore customers should we have a storm, but also in the realm of damage assessment, the ADMS tool has a field damage assessment component that we can even do, you know, material ordering, switching, and -- and a whole host of different things that will take our damage assessment to the next level and make it much more efficient.

Next slide, please.

From a customer outreach perspective, we've made significant improvements to our outage map in 2019 and 2020. So there is a lot more granularity to an outage. You can zoom in and see down to your specific address and region. There is more information provided when you click on an outage in terms of ETRs, and, you know, where -- if the crew is en route, if they are on-site, what the damage is.

We've also added the ability to directly report an outage from the outage map. We find that the outage map is kind of the first place people go, and so we've -- we've enabled the ability to do that.

We've also gone through and changed the way we communicate with customers in a sense of now we have those power updates programs, where customers can receive text messages, emails, automated phone calls, a whole host of different ways we communicate with customers so that they are -- they are in tune with what we are doing.

We've made improvements to our private CAD system, which helps refine our estimated times of restoration and get those a little more accurate for our customers. And all in all, I think we've

seen a big improvement in our JD Power sports with our customers, and I believe a lot of that is due to these -- these communications.

And one last area of outreach, and not necessarily related to -- to the storm aftermath, but the -- ahead of time, you know, every time we are doing a project that is hardening related, or is going to improve reliability, we are sending out proactive letters in the mail to those customers that are impacting to let them know we are working in their area and we've tried to make some improvements on their system. So just another touch point there.

Next slide, please.

So the last slide here is some lessons learned. I think, you know, the utility industry, the hurricanes is kind of what we do, especially in Florida, is dealing with storms. And every time we have a -- a local storm or we go on a mutual assistance trip, we try to take -- take some lessons learned from that. We have a debrief, when everybody gets back where the storm has been restored and just to talk about, you know, what we could do better for the next time.

So one area we identified was we need more --

more resources for our wire down teams. You know, we have -- you know, wires come down due to trees and wind, and it's kind of a public safety hazard. And we put in place wire -- wire setting teams that can at leasing -- you know, we call it babysitting the wire until somebody gets there that can -- that's trained that can adequately deal with the situation.

We have worked on, as I mentioned, enhanced granularity around our ETRs with some technology upgrades. We are working on increasing our ability to management additional incident bases as we have to spread out and not -- not be so condensed in one area.

I believe we had roughly 2,500 resources, distribution line resources in Hurricane Irma, which is well above what we -- we would normally see on a day-to-day basis in terms of internal workforce. And so the ability to manage a group like that, we definitely found was -- was an issue, and we need to, you know, need to make some improvements.

Kind of skip through some of these here.

As I mentioned the outage technologies, we -- we've streamlined it and added the ability to GPS

track foreign crews.

And then lastly, improving the invoice review process. So one of the biggest lessons learned from Irma was that there is a gap between the -- the accounting groups and the people that were on the -- you know, boots on the ground in the field. And so going forward, we have financial and accounting people embedded with the operations, and they will be reviewing the invoices right as they come in. They will be managing -- managing those charges. And I think it will give us a -- a lot better handle on -- on, you know, the charges we receive from contractors and foreign crews.

So with that, that's -- that's all I've got. I would be happy to take some questions.

CHAIRMAN CLARK: All right. Thank you, Mr. Reynolds.

Any questions?

All right. Doc -- do you have a question, Commissioner Polmann? Nope?

COMMISSIONER POLMANN: Yes, sir. Thank you very much.

You had mentioned -- thank you for your presentation, by the way.

MR. REYNOLDS: Yes.

COMMISSIONER POLMANN: Very informative.

One thing that customers are always concerned about, and I appreciate you mentioning it, was the estimated time for restoration. And I am very hopeful that all the utilities are making progress on better estimates for that. I think it's important that we not have unmet expectations. Of course, no one wants to be out of power. They -- they don't want to be out for an expended period. But I think it's -- it's critically important that we -- we not operating an expectation and then -- and then not meet that. It's very disappointing for folks.

So my -- my point is do you -- do you see a coordination in terms of, among the utilities, to find better methods or improve the abilities based on circumstances that are that are found out in the system? And I understand all the -- all the conditions are different, but do you see a coordinated effort as an industry to be better able to estimate, or is it all just so site specific and -- and -- and system specific that it's kind of each utility has their own method?

MR. REYNOLDS: That's a really great question, and I think -- maybe it was Hurricane Sandy up in

the northeast that really initiated this push for ETRs, and kind of understanding better what -- when a customer could be expected to be back in power.

And I think it -- it -- there is a discussion generally within the industry, because it's -- it's such oppressing topic, you know, through the SEE and other groups, but really what we've seen, and -- and a lot of the driver for the ETR is getting better, it's just the advanced technology.

So even as recently as 10 years ago, we didn't have the ability to, you know, I would say kind of look out into our system and see where the damage was and, you know, remotely or automatically restore power. It's still a very manual grid that -- that, you know, basically it existed for decades in a certain way, and we are just starting to see technological improvements, not only on the hardware side in the field, but on the computer side in the office. And so what that does is it allows us to drive towards better, more accurate ETRs because we are -- we are pulling in all of this data and we -- we have the -- the technological capability to refine and to -- to really drill down into -- to much more accurate ETRs.

So I think -- I think there is an industry push. I don't know necessarily that, you know, we are meeting, you know, on a regular basis with our peers talking about ETRs. But I think our -- our collective pressure on -- on technological vendors and field hardware vendors to improve their offerings to us so that we can implement them has allowed us to drive to more accurate ETRs.

Does that make sense?

COMMISSIONER POLMANN: Yes. Thank you very much.

I -- I know my personal experiences, having benefited from -- from improved technologies and switching systems, and so forth, where there is a -- historically, I have had some interruptions in -- in power delivery where, you know, a system would go out for a minute or two, and now I have, you know, something that may be interrupted for less than a second. I mean, you could --

MR. REYNOLDS: Right.

COMMISSIONER POLMANN: And -- and the system is immediately restored because there is advanced switching that takes care of the problem just automatically.

So, you know, those types of technical

improvements are becoming evident, and I think the challenge for the industry now is the use of the things like we've talked about with -- with unmanned systems and drone systems to do a -- do a quick survey and understand in terms of the distribution line, and so forth, how much has -- has been damaged? How much can readily be restored? What is the access? And what type of equipment needs to be replaced and those things? And you know, we are talking about days rather than, you know, weeks in certain cases, and kind of make those --

I appreciate the coordination and understanding among all the utilities that, you know, cus-- customer expectations are so critically important in being able to get as good an estimate as you can is really what -- what -- what drives that. And those are the kinds of complaints that we hear --

MR. REYNOLDS: Right.

COMMISSIONER POLMANN: -- so often that gets the media attention when -- when they don't get what they think they are going to get that that's a big problem. So thank you -- thank you for the presentation.

MR. REYNOLDS: You are welcome.

CHAIRMAN CLARK: Thank you, Commissioner Polmann.

Commissioner Brown.

COMMISSIONER BROWN: Thank you.

Yes, thank you for your presentation. You probably have the best radio voice we've heard yet in these meetings -- virtual meetings, so thank you for the headphones. It really -- you are really coming in loud --

MR. REYNOLDS: You're welcome.

COMMISSIONER BROWN: -- and clearly.

So Tampa Electric has been deploying smart meters, and I don't think you are currently fully, the whole territory has smart meters to date, right; isn't that correct?

MR. REYNOLDS: That's correct. That will be wrapped up next year.

COMMISSIONER BROWN: Which is very exciting. And just to tie along with the technology aspects, how do you see the smart meter benefiting customers during hurricane season?

MR. REYNOLDS: Right. So that's a -- that's an excellent question. And -- and in my role here, you know, I get to see the impact of that

firsthand, and so what the -- you know, it's really the AMI -- call it AMI infrastructure. So AMI combined with ADMS is really going to be what opens up the new world for customers.

So in the AMI world, whenever every, you know, everybody has got a smart meter, we will be able to see -- you know, the meter will tell us when it's out versus the customer saying, hey, I am out of power. Let me call the call center. And a troubleshooter shows up, and they figure out what's going on. It will be an instant communication directly from the meter to our system.

And when that integrates with -- with the ADMS, the distribution management software, what that's going to -- the -- the intelligence behind that software is going to see, okay, I have got meters here, here and here. This is probably where the damage is. And so -- I was going to respond to Commissioner Polmann's question.

So in the current world of restoration, when we have -- we have an outage and the feeder goes down, it's a -- it's a manual dispatch process. I will have a dispatcher here. We will tell a troubleshooter, go patrol the circuit and see what you find. That takes, you know, maybe up to an

hour just to assess the circuit. Then they have to do restoration.

In the -- in the new world, the technology will tell us, we think it's at this pole. Drive to this pole and see what's going on. And so they will drive directly there, say, yep, we got a branch laying on the line. Let me clear it. And it's -- it's -- you know, they are back in power very quickly.

But in the -- in the time it takes for that, you know, troubleshooter to drive there, the system is going to say, if I open this switch, close this switch, open this one, I can pick up 80 percent of the customers instantly and keep, you know, just the -- the damage isolated.

And so we are really close to being there. And in terms technology, I think -- you know, like I said, the meters will be fully rolled out next year. The ADMS software will be live, you know, by the end of this year, and so that -- that's going to be a whole different world for our customers than -- than what they are used to experiencing today.

COMMISSIONER BROWN: Well, great. I think that is the world that we need to be in, and so

that's exciting moving forward.

And are you going to be involved in any of the targeted undergrounding projects with regard to after a assessing the prone areas from hurricane season, are you going to be involved in that targeted undergrounding?

MR. REYNOLDS: So I am not involved necessarily in that group from -- from the aspect of picking which circuits. We would be involved in, you know, the construction side, and the switching, and figuring out where -- where load needs to go. But we haven't asked that management group in a separate SPP group, we're calling it that, that will create the matrix to -- to determine which -- which areas are -- are best suited for the -- the undergrounding program.

COMMISSIONER BROWN: Great. Looking forward to that, too.

And finally, I just can't stress enough. Earlier we, in our Internal Affairs meeting, we were talking about local, and everything is local, and I cannot stress the importance of Tampa Electric being at the local EOCs and communicating with -- with them around the clock during -- during a storm. It's so helpful to you. It's helpful to

the customers --

MR. REYNOLDS: Right.

COMMISSIONER BROWN: -- and it really helps get your message out even broader than what you are delivering.

MR. REYNOLDS: Right. We have a couple of dedicated people that are embedded at the EOCs when, you know, when that time comes and they ride out the storm and direct line to -- to my office here, I get all kinds of calls all the time from them, so...

COMMISSIONER BROWN: It's a rough journey, but we appreciate what you guys do. Thank you.

MR. REYNOLDS: Yep. You are welcome.

CHAIRMAN CLARK: Thank you, Commissioner Brown.

Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman. And thank you, Mr. Reynolds, for the information.

I know there has been some progress on a -- a project related to Tampa General Hospital, and actually with Commissioner Brown and Commissioner Polmann are from the Tampa area, and I know you have been moving forward with that project.

Is -- can you maybe give us an -- an update on

that -- that progress and how it relates to storm recovery and what the utility might be able to do in response to that?

I mean, it's a -- I know it's a trauma one hospital. It's nationally recognized for some of the care and things that they provide. I have just always had a concern about keeping constant electricity to that facility.

MR. REYNOLDS: Right. That's -- that's a great question, and, you know, we are still -- still under way on that. That project is a very complicated project both from the gas side and the electric side. You know, we are familiar with the area there, you know, being on an island, you know, getting underneath the -- the channel there. So we are well under way, and we expect to be done by the end of this year.

COMMISSIONER FAY: Okay. Great. Thank you.

CHAIRMAN CLARK: Okay. Any staff have any questions? Any staff?

MS. BUYS: No questions.

CHAIRMAN CLARK: All right. Well, thank you very much, Mr. Reynolds. Appreciate you being with us today.

MR. REYNOLDS: You are welcome.

CHAIRMAN CLARK: All right. Next up, Mr. Paul Talley with Gulf Power Company.

Mr. Talley, are you on the line?

MR. TALLEY: Yes, sir. And thank you, Chairman Clark. Can you hear me?

CHAIRMAN CLARK: Yes, sir. We can hear you loud and clear.

MR. TALLEY: Good. Thank you.

Good afternoon, everyone. My name is Paul Talley. I am currently the manager of Technical Services for Gulf Power Company, which includes our emergency preparedness and business continuity for the company, and I appreciate the opportunity to share our updates with the Commission today.

Next slide, please.

All right. So our goal today is to share a brief overview of the topics that were requested, and very similar to other ones that have been before us. I'm going to jump in.

Next slide, please.

All right. Gulf Power is grounded in a culture of constant preparedness, and it's not something that we just do for hurricane season. As an example, we've already provided mutual assistance this year to another utility in another

state. We've already responded to two different tornado events with seven confirmed tornadoes on our own system that caused major damage this year. And just the week before last, we dealt with a wildfire that impacted our customers in the Santa Rosa County area. So it is a constant battle for us, and we are constantly prepared.

Following each one of these events, we receive and review our response and look for ways to improve each time.

As you can see there on the slide, our storm drill is currently scheduled for the week of June 22nd, and that will be in conjunction with FPL and Mr. Gwaltney's team, and he has described that already.

This year's drill will focus not only on our severe weather response, but how we do that and achieve our historical restoration response success within a pandemic environment, which brings about a different set of challenges, which has already been discussed.

We are also in the process of going through our normal preparations for storm season and other areas of the company, working with our local government agencies, emergency management teams,

the State EOC and doing all of our employee training; increasing our material and fuel levels going into storm season; reviewing our vendor contracts; looking at our staging sites and revamping those for a pandemic, and all the rest of our preparedness tasks are ongoing currently.

Next slide, please.

All right. Gulf continues to be actively engaged in numerous industry organizations for mutual assistance. These groups have been very engaged over the last few months as the industry tries to put some guidelines and processes around mutual assistance in new pandemic environment. These changes have the potential to change the way we respond and restore power following a major events.

Gulf continues to prepare and plan with FPL. There is a lot of great teamwork going on between the two companies right now, and to make sure that we have an effective plan in place if either one of us are impacted.

Damage assessment and restoration begins in parallel. We talked about our restoration process. A lot of folks think that one waits on the other, but these are parallel operations, where we begin

restoring activities where we know there is damage close to the substations, and then, at the same time, scout the other areas, assess those damaged, get plans in place for both materials and resources.

Quickly setting accurate ETRs is both challenging and required these days. Our customers expect this. And I think following Michael, I feel like we really did a good job of -- of providing really granular targets that we were able to hit. That's not an easy challenge, as Mr. Polmann asked about just a few minutes ago, but it's critical in today's world.

As always, communication is key. That is both internal within our teams and our responding resources, and extremely critical with our customers and external partners.

Our first priority is to restore critical infrastructure, and sometimes, depending on the event, that does not take very long, which is where the storm hardening feeders benefit our customers, and then we focus on the largest number of customers in an area that we can restore as quickly and safely as we can.

That is followed by adjusting our resources

and staging sites to roll resources to other areas. Above all, we have to do this as -- with safety in mind. That includes our employees, our mutual assistance resources, our customers, and that will not be different this year as we add in safety around responding during a pandemic event.

Next slide.

This is our forensics. Gulf has a plan to collect forensics data this year if we are impacted with a major event. As part of the NextEra transition, we are working with FPL to align systems and processes to make this more efficient and consistent between the two companies, and to have the ability to share resources even for this process.

Next slide.

In 2019, Gulf provided mutual assistance to several companies. We were down for Dorian for FPL. And then we were in Texas to support Oncor have tornado events there.

And I threw in there that this year, we have already provided mutual assistance to Alabama Power following the tornadoes that struck across their state early last month. We were one of the few, maybe even the only utility that has been able to

provide mutual assistance during the pandemic. I was proud of our team that stepped up and volunteered to do that, and we had to do some things differently.

We did a great lessons learned after that I event that we shared with many utilities through the SEE and others. A great part of that event was all of our team was able to work and return safe and healthy following that event, and I will provide some additional comments around that trip in a few minutes.

Next slide, please.

In today's world, customer communication is critical to your restoration success. Gulf is prepared to provide customers with information and updates through whatever application and communication channels that our customers desire.

For Hurricane Michael, again, our communication team even printed material to hand out in areas that were heavily hit, where electronic communication was not available.

At the end of the day, our goal is to provide our customers with the information they need in a way they want to receive it every day, especially during a major event that upsets their lives. And

you can see all the options that are available there to gather information.

Next slide.

Gulf continues to partner with our local government officials and teams to ensure that we have a communication plan both before, during and after an event. Our goal is to understand their needs and respond to the priorities as best we can. This is an ongoing plan throughout the year that our time team works with those entities.

Our vegetation management team works with city and county officials and customers on vegetation management trimming and education around our Right Tree, Right Place program. Gulf takes serious our engagement in planning with all stakeholders, both locally and at the state level.

Next slide.

Specifically talking about our vegetation management programs, Gulf maintains a three-year cycle on our distribution mainline feeders and a four-year cycle on our laterals. We can continue to pursue additional trimming rights on our mainlines to protect them as part of our storm hardening plan. We are currently on cycle with all of these programs.

On the transmission side, we are up-to-date on all of our required NERC inspections and annual trimming for the 600 -- 1,600 miles of transmission system at Gulf.

Next slide.

Our inspection programs are in full swing right now as we proactively prepare for the upcoming storm season. This slide addresses our eight-year distribution pole inspection program, our transmission and structure inspection program. All of those are up-to-date and currently on track to meet their annual goals.

We are doing -- there has been several questions about drones and all. And this year, we are actually doing our feeder patrols and our pilot with drones, capturing those images to hopefully use in the future with AI, where we can quickly patrol those and identify where things have changed, and so that's something we are working on this year.

Next slide.

So kind of challenges and lessons learned. Right now every department and business unit at Gulf is working through their business continuity plans that continue to change every day to

determine how they operate in this new environment, or in a blue sky; but more importantly, putting together our plans for operating the business and providing for a major restoration effort during a pandemic.

Gulf's recent mutual assistance trip to Alabama was very beneficial for the team and allowed us to think through some things that will impact mutual assistance during this year.

One of the things we did, we broke our team, or normal large team -- excuse me -- into single smaller units for travel and accommodations. So we didn't have them at the same hotel. We didn't have them congregating together. They traveled separately. We kept them separate to eliminate cross-contamination between the groups. And it's difficult, right? People want to socialize and the social distancing is very tough.

Wearing of masks and social distancing is very difficult to maintain. The leadership had to stay focused on that, stay on top of -- just another farther part of our safety culture now. It's another piece of protective equipment.

Hotels and other common areas create challenges. You know, things you wouldn't think

about, or at least we didn't initially, elevators. All right. You go to a hotel. You expect everybody to jump on the elevator and to go their room. Well, now it takes quite a while longer to get everybody up an elevator if you are only doing two per elevator. So we are trying to work on guidance around that.

One person occupancy in a room seems to be the standard right now in the industry, if rooms are available. We've already talked about that some. I think housing is going to be one of our biggest challenges.

We also provided additional cleaning supplies for the teams to be able to clean their rooms in high-touch areas as they are going into those.

The host utility did a good job of limiting contact -- excuse me, did somebody have a question?

CHAIRMAN CLARK: There was no question. Go ahead.

MR. TALLEY: Okay. I am sorry. I heard something.

Our host utility did a good job of limiting contact with our personnel through the processing site. They did it through video. We are working on similar plans to do that. Safety briefings,

check in electronically, I thought they really did a good job will.

It's critical that we be able to respond to utility requests this year, but it's just as critical that our teams feel safe and we provide a safe environment for them to work. These are just some of the items that we will need to continue to refine and adapt to as we know more about the virus and about things when responding to mutual assistance requests.

As I said earlier, we continue working through our internal plans, as well as in the event that we have to activate our command center and request mutual assistance this year.

We are heavily engaged with FPL, Mr. Gwaltney's team, to get plans in place. Our current plans split our command center staff between two locations to limit the number of people that will be exposed if someone was sick, testing and daily thermal scans there.

In order to get crews to respond to our needs, we will have to be able to ensure their safety while on our system, and make sure they feel comfortable responding. Just some of the things we are looking at. Thermal scans daily;

questionnaires for all of those arriving; daily check protocols for elevated temperature; smaller staging sites to allow for social distancing, and food areas, showers, sleeping facilities, if needed; proactively cleaning and staging shifts in the staging area to keep teams separated as they are shifting through food lines and all. All meals need to be individually packaged to eliminate multi-touch items.

Gulf continues to be actively working with the SEE and others to make sure we incorporate the industry guidelines to ensure that crews, both our teams and others, know what to expect and have a consistent and safe environment.

So these are just a few of the many items that will present challenges this year as we have to rethink how we will respond to a major event on our system and get our customers' electric service restored as quickly and safely as possible.

That concludes my presentation today. I will take questions. Thank you.

CHAIRMAN CLARK: All right. Thank you, Mr. Talley.

Commissioners, any questions?

Commissioner Brown.

COMMISSIONER BROWN: Thank you.

Thank you for your presentation.

I have a question on slide eight. You talk about having a biannual meeting with 30 parties -- third-party attachers and joint use partners. So that's kind of been an ongoing issue for us post hurricane season. I'm just curious about the status of those interactions and how you are planning on addressing any issues that arise from those third-party attachers.

MR. TALLEY: Yeah, so, you know, we -- we have historically really worked on our relationship with those attachers, and these biannual meetings have really helped with that, to understand their issues. They understand our needs, especially around storm hardening, where we have got major work going on and making sure they are engaged early in that process, and so --

COMMISSIONER BROWN: Do they contribute to -- I'm sorry. Do they contribute to the storm hardening on your pole?

MR. TALLEY: What do you mean contribute? I am sorry.

COMMISSIONER BROWN: Monetary or in any -- another form.

MR. TALLEY: No. No. They -- we typically -- we let them know where the projects are because they will have to move their facilities from the old poles to those storm hardened poles, and also that communication is mainly around that process. And in some cases, they are the pole owners, and they have to set the poles that we request.

COMMISSIONER BROWN: Are you aware of any of these third parties hardening their poles -- their own poles that you potentially attach to on their own?

MR. TALLEY: I am not aware it.

COMMISSIONER BROWN: So the Commission had a meeting with these third parties, some telecom companies last summer and utilities, and the hope was the continued dialogue, so that there is -- during a hurricane or another catastrophic event, that there will be a collaborative relationship among third parties. And I just want to make sure that -- you know, it sounds like Gulf Power is doing everything to facilitate that with their -- their own third-party attachers, but continuing those communications with -- with the various telecom companies out there is beneficial.

MR. TALLEY: I agree. It's -- you know,

it's -- we've kind of moved in different directions, and -- and we kind of have to push that one down the road, but at least in our area, they have been very responsive.

We have specific people that, even during Michael, were on the ground there facilitating that communications, where we had -- where we saw things they needed to work on, or where we were fixing things for them trying to keep that line of communication very open and transparent between them.

COMMISSIONER BROWN: Thank you. Appreciate it.

CHAIRMAN CLARK: Thank you, Commissioner Brown.

Other Commissioners, any questions?

Commissioner Polmann.

COMMISSIONER POLMANN: Thank you, Mr. Chairman.

On that same page, sir, you mentioned the Right Tree, Right Place, and that is an item that we've discussed at the Commission in the past several times.

Do you believe there has been any -- any progress with the local governments in -- in regard

to the easements, the rights-of-ways and such that you may have facilities in on any coordination or -- or consistency on how the public rights-of-ways are -- are being managed to the benefit of -- of placement of your -- of your facilities and keeping those trees out, or do you not have that issue?

MR. TALLEY: No. I -- I think everybody has that. I think the issue, though -- I think the word that caught me was consistency, and there -- there is not a lot of consistency.

And, you know, trees are -- is a very tough subject. And for Gulf, one of the things we have been doing as part of our storm hardening is trying to purchase additional easements for the trimming rights to -- because a lot of times we get pushed to the edge of the right-of-ways with road widening, and it's very tough to maintain those clearances that you need for reliable service.

So we are doing a lot of things there, but I will say the cities, they get it. They understand it. We have had some good conversations with them, and I think there has been some movement in the right direction there around partnering together and making sure that, you know, we don't want to

impact beautification stuff, and they don't want to impact reliability. And I think we continue to partner very well with them and move in the right direction.

CHAIRMAN CLARK: All right. Thank you.

Any other questions from Commissioners?

Commissioner Polmann.

COMMISSIONER POLMANN: No, that's all I had, Mr. Chairman. Thank you very much.

CHAIRMAN CLARK: Thank you.

All right. If there are no further questions, any member of the staff have any questions?

All right. Thank you --

MS. BUYS: No questions.

CHAIRMAN CLARK: Did she say no questions? Okay.

MR. TALLEY: Thank you, Chairman Clark.

CHAIRMAN CLARK: All right. Thank you, Mr. Talley. We appreciate you being with us today.

All right. Next up Florida Public Utilities, Mr. Jorge Puentes.

Mr. Puentes, are you available?

MR. PUENTES: Yes, sir, I am available. Can you hear me?

CHAIRMAN CLARK: Yes, sir, we can hear you.

MR. PUENTES: And you can see me, too, right?
CHAIRMAN CLARK: I am sorry, speak up.
MR. PUENTES: All right. Well, good afternoon -- I am sorry?
CHAIRMAN CLARK: Can you speak up just a little bit? You are a little bit muffled.
MR. PUENTES: Okay. How about that?
CHAIRMAN CLARK: A little better.
MR. PUENTES: Is that --
CHAIRMAN CLARK: Can everyone else hear him okay?
UNIDENDIFIED SPEAKER: He could speak up just a little bit.
CHAIRMAN CLARK: Speak up just a little more, if you would.
MR. PUENTES: Okay. One, two, three, can you hear me better?
CHAIRMAN CLARK: Yes, sir, we can hear you. Go ahead.
MR. PUENTES: Okay. Thank you.
Thank you. Good afternoon, everyone. My name is Jorge Puentes. Most people call me George, but I respond to both, and that's quite fine. I am the Manager of Technical Engineering at Florida Public Utilities.

Next slide, please.

As most of you know, Florida Public Utilities is one of the smallest investor-owned utilities in Florida. Most of our territory is gas and natural propane related, but we have two electric divisions, one on the northeast corner of -- in Amelia Island and the other one in Marianna. We have over 28,000 customers with 15.8 miles of transmission lines, and about 905 miles of distribution.

Next slide, please.

In the next couple of slides, I will provide you with an overview of our restoration preparation and activation processes.

Next slide, please.

At FPU, we have the culture of preparedness where we have safety as the first concern. As we were planning for this storm season, we also have to deal with the COVID-19 epidemic, and led us to create some pandemic procedures, which has made us look at things totally different.

I believe Paul Talley was talking about people getting in an elevator, and now it's going to take longer for them to go up. And it -- it's such a minor thing, because now you can't jam everybody in

an elevator like we used to do.

So there is many things that in practice, the additional PPE, protective protection equipment that we have to have; certain ways we deal with the customers; the mutual aid implications that all our colleagues have been talking about.

For example, what would you do if you are bringing new crews that are coming over? We are thinking of using onboarding videos to avoid meetings. Also using one person per room. Things like that that we never had to consider before just makes it more challenging for preparing for the 2020 storm season.

But as a company, we globally plan and have a tabletop exercise, or as a matter of fact, tomorrow, May 20th, would have our major exercise. But individually, in smaller groups, we have been dealing with and focusing on lessons learned from the Hurricane Michael. As you recall Hurricane Michael nearly destroyed all of our territory in the northwest region in 2018. So we have taken several lessons from that hurricane and applied it to the procedures that we are implementing this year.

So and among some of those procedures, we have

issued logistics procedures that we feel are going to be helpful in 0in planning.

Next slide, please.

As we continue to prepare for the storm, we have ensured that brochures and websites and information are available for billing inserts and any public announcement to ensure that our procedures and storm communication plans are in progress. One of the key things that we have to consider is staging, especially for the island.

In the island, we have to -- sometimes are asked to he evacuate. And if we are asked to evacuate, then that makes it very difficult trying to secure the staging area. So we -- we -- depending on the storm path, we have to make sure that we acquire the right staging locations.

We -- also storm assignments and IT and operations and customer care. And also, we engage with contractors who have signed restoration agreements with us to ensure that they are there when we need them.

Next slide, please.

As we continue to prepare, we ensure that all the material, supplies are in order. Most of our staff are in the right level. And we like to also

have very strong coordination with our cities, our counties and local EOCs. We provide individuals that man those locations during hurricanes, and we have developed a very good working procedure with them.

We also like to participate at many of the Southeastern Exchange meetings in mutual assistance, as well as the various municipalities, and including the Edison Electric Institute storm drill.

Next slide, please.

Once our storm process is activated, we begin storm watch, watching depending to see what -- trying to predict and follow where the path is going.

During this -- during this time, we again review assignments, make sure that meals, hotels and outside vendors are all confirmed, fuel inventory is checked, and that all equipment is ready.

Once the storm is activated and we are storm warning type of timeframe, we secure our building, our facilities. We stay in contact with our EOCs and other partners, and we also encourage our employees to go and take care of their storm plans

for themselves. And once we are getting close to that, we also -- close to the hurricane impacting, we redeploy our co-center resources.

Next slide, please.

Once the hurricane has impacted the area and we begin restoration, we use our SCADA system, and -- to organize and prioritize the physical locations of where we are going to begin the -- the damage assessment. We have all our teams work with other crew leaders. And if we have a special report from other companies, we ensure that they are properly coordinated. Three crews, for example, are sent ahead of time to remove debris so that we can have clear areas for the line crews that can begin working.

And the priority that we restore the system is we begin restoring generation. Then after that, the transmission line substations, and then the distribution feeders. Of course, we continue to have in our mind the priority level, the hospitals, police, fire, EOC, and all the shelters for elderly care, work utility source, and then of course, food, retailers and restaurants.

Next slide, please.

In terms of the communication during and after

the storm, we at FPU provide a 72-, 48-hour and 12 increment update, and we do this in various ways, by providing IVR message, email blasts, social media posts and public service announcements.

Next slide, please.

In terms of our digital communications, we have received positive feedback because all of our information comes into one page, and there we have -- from there, they can group the go-to other locations where they are able to see the current areas that are being impacted by outages, how much outages are currently in that area. And also we tell them our estimated time of restoration. And all of this is in that one page landing, and we have received, again, very positive feedback.

Next slide, please.

In terms of -- as we discuss our vegetation management, I can report that we have visually inspected all our distribution feeders. Our vegetation management is a three-year trim cycle for feeders and a six-year cycle for distribution feeders -- laterals, I mean. I am sorry. And up-to-date, we have done four total cycles of the three-year trimming for the feeders, and for the distribution, we have done two cycles -- two

six-year cycles.

In 2019, we trimmed 45 -- about 46 miles of distribution feeders, and trimmed 70 -- about 77 miles of laterals.

We also do hot -- hotspot trimming around our distribution lines and laterals, and so that -- those figures are included in those numbers that I just provided to you.

Next slide, please.

In terms of our wood pole inspections, we have an eight-year cycle. We have done, since the inception of the program, 1.5 cycles. The transmission and the distribution inspections are also included in those cycles.

And from the beginning of the eight-year cycle, we have inspected 13,000 -- almost 14,000 poles. And if you recall, during 2018, Hurricane Michael impacted us, so -- so devastatedly in northwest that we weren't able to do the inspections on the wood poles, so we moved that inspection for 2019.

So in 2019, we performed 2018 and 2019 distribution inspections. We inspected a total of 7,415 poles. And out of those, 522 did not pass inspection, and we were able to replace 42 poles in

2019.

Next slide, please.

In terms of the lessons -- suggested improvements and lessons learned, as -- as we did last year when we learned so many lessons from Hurricane Michael, we -- we brought -- we still believe that some of the good things that we are doing is to continue to invest in all storm hardening initiatives, which have proven to be very useful for all of our utilities; continue to invest in technology that advances hurricane prediction and improve our OMS, GIS, IVR technology.

One thing that we are looking is we are working with our vegetation contractor, and we are trying to analyze which cycle would be better for our territory, and we might implement a different cycle in the future.

We've worked -- another lesson learned is to work closely with customers to avoid putting debris on top of pad-mounted transformers, which -- because otherwise they get taken away in the debris collection after the storm.

We also want to continue to improve our internal resource allocation, as well as securing mutual aid resources, and continue to enhance

communication. You can never have enough communication with our local EOCs and customers.

At this time I will -- next slide, please -- I will offer anyone to see if they have any questions.

CHAIRMAN CLARK: All right. Questions for Mr. Puentes? Anyone?

Commissioner Polmann.

COMMISSIONER POLMANN: Thank you, Mr. Chairman.

Mr. Puentes, I appreciate your presentation. Thank you for being with us today.

MR. PUENTES: Thank you, sir.

COMMISSIONER POLMANN: I see you -- you have service in well over half of the counties in Florida and -- and service essentially in every region of the state across many -- many different parts, certainly many -- many different -- I would say the geographic spectrum, the vegetation spectrum and even cultural, if you will.

So in your lessons learned, and so forth, and in -- and in your standard practices, if you will, I think you are probably unique among the utilities perhaps, typically as a smaller utility.

What do you -- what do you see, or what have

you learned in terms of how you deal with the different characteristics?

I know you are trying to be uniform. You are trying to be consistent in the -- in the sense of being very efficient, but are you particularly challenged with having to do things very differently in different areas? What can you tell us?

MR. PUENTES: Yes.

And, Commissioner Polmann, as you said, our territory is -- is -- is vast in -- in Florida, but it's mostly related to natural gas and propane. So our electric divisions are separated by 250 miles, one being in Marianna and one being in -- in -- on the island in Fernandina Beach.

What we have found is that working with the local government is very useful because trees are always a challenge. Customers are very picky about their trees. They don't want their vegetation to be touched. However, they do want to have the electricity available. So it's a balancing act that we work constantly with.

For example, what we have opted to do is form a solid relationship with the local government so that the local government and we, together, can go

and talk to, for example, a specific customer that does not want their trees to be touched, and that is affecting other customers down the line. That has worked for us. So we have use a different approach where, if needed.

Now, if we go to the northwest side, which is more like a rural utility, almost like a co-op, there the approach is a little bit different. Folks are not as worried on the trees. They give us a little bit more flexibility, and -- but we do work with the local government to help us out. So it's a challenge.

I hope I answered your question.

COMMISSIONER POLMANN: Yes, absolutely. And I thoroughly familiar with the damage down the line, so to speak, because in my neighborhood I have all underground electric power, so in Hurricane Irma, for example, we had no damage to our electric service facilities, but I was out of power for six days because there was damage on the main road, you know, three or four blocks from my house, and the damage all along that road, and it took them many days to restore the circuits that fed into my community even though I had no damage in my community.

MR. PUENTES: Yes.

COMMISSIONER POLMANN: So someplace else where there is damage certainly affects communities. So I understand what you are saying, is the people -- people that are concerned about their trees, for example, they may get damage to their trees -- there as line in their trees because their trees could be affecting many other communities, so they don't -- they -- you need to do the best you can, and so I appreciate the -- the challenges that you have.

Thank -- thank you very much.

MR. PUENTES: Thank you, sir.

CHAIRMAN CLARK: Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

Just a quick question. You mentioned the -- the debris near the -- the transformers. That was something I wasn't aware of, but it makes sense if the debris is placed near or on top of an underground component, it could -- it could be damaged. What -- what are you doing to inform customers, or to ensure that that doesn't happen?

MR. PUENTES: Commissioner Fay, where we do it to try to establish communication with the folks that are collecting the debris, also we have work

with those contractors and also try to work with the government and informing that.

But -- but it's a challenge because depending on the -- on the storm, you -- you have to be careful of where you put the debris, but sometimes there is no other location, especially we saw that in Marianna, when the whole area was devastated. There was trees and debris all over the place. And we try to work with them as much as we can.

COMMISSIONER FAY: Great. And just one more, Mr. Chairman.

It looks like for your -- your pre-storm communication, you have a number of different mechanisms, but from what I can see on there, I think you have -- I think you have got email, which is referred to e-blast on there, but then it doesn't look like you have text messaging. Is there any reason you don't use that form of communication? Or maybe you do and it's just not on there.

MR. PUENTES: Text messaging is -- is not usually something that we have used. However, some customers do ask us, when they call in, to send them a reply via text because they are driving, or something, or they just prefer not to receive a

call. We -- we try to address what the customers would like to have.

COMMISSIONER FAY: Okay.

MR. PUENTES: But email, text -- texting -- texting is not exactly something that we do on a regular basis.

COMMISSIONER FAY: Okay. Thank you.

CHAIRMAN CLARK: Thank you, Commissioner Fay.

Mr. Puentes, I have just a couple of questions and observations as well.

I notice in -- in your reporting in your vegetation management, your trim cycles, I believe you are using a four-year, six-year rotation, four years on feeders and six years on laterals if I remember right. And I realize that's a system-wide approach from your perspective. What works in Fernandina probably may not be an applicable situation for Jackson County. Have you considered shorter trim cycles for the more rural areas?

MR. PUENTES: Yes, we are -- we are working on that, Commissioner. I mean, it is something that we are trying to balance out. And I think for the condensed populated area, it will require maybe a different cycle than it will require for the rural area.

And in the future, we will come up with a proposed cycle that would be provided to you in the storm hardening plan, and of course, your staff and everyone will have to review and approve.

CHAIRMAN CLARK: And my final -- thank you. Great.

My final question relates to ETR. One of the biggest probably obstacles we faced during Hurricane Michael was the ability to accurately estimate response time to outage -- recovery time for outages, and Gulf Power did a really good job of addressing that situation, and what their plan was, how they were going forward.

What specifically is FPU doing going forward to address meeting that customer expectation and projecting ERT in an accurate manner?

MR. PUENTES: We -- we have released to the linemen a lineman's app that is able to have the linemen provide the feedback from the field, and they are able to say when they are out at the outage, when they are looking at the situation right there, they are able to give us a better -- better way to communicate with us in feedback in saying, this repair will last two hours, three hours or four hours, or, no, this is one or two

days because this line has been brought down by a whole bunch of trees.

So it -- it -- it has helped us, and I think that that release of that lineman app to the linemen is going to provide us more accurate ETRs as we move forward. It's not perfect, but it will help us improve it as we go forward.

CHAIRMAN CLARK: Great. Great. Thank you very much.

Any other questions for Mr. Puentes?

All right. Thank you for joining us today. We appreciate it.

MR. PUENTES: Thank you so much.

CHAIRMAN CLARK: All right. Next up, Gulf Coast Electric, Mr. Francis Hinson.

Mr. Hinson, are you on the line?

MR. HINSON: Yes, sir. I am on the line.

CHAIRMAN CLARK: All right. You are recognized.

MR. HINSON: All right. Good afternoon, Chairman Clark and Commissioners. I am Francis Hinson with Gulf Coast Electric Coop. I am the Chief Operating Officer. And not only am I representing Gulf Coast Electric today, I am also representing the 16 other coops across the state of

Florida.

Gulf Coast Electric makes up about 16,500 members, and we have about 2,600 miles of overhead distribution line.

So let's go to our next slide, please.

The storm preparation and restoration process, we have a mutual aid agreements that are coordinated through FECA, and it works really well as they are able to assist Gulf Coast, as well as other coops across the state of Florida, in making sure that we don't overlap with bringing in way too many supplies or way too many vendors that may not be able to -- we won't be able to sustain.

The potential roadway congestion was also coordinated through FECA through the FHP, and we -- we realized during Hurricane Michael how important that was in the beginning process that all phone lines, red lights, any communications whatsoever was gone.

So the way that Gulf Coast was able to come out of that was PowerSouth, our GMT, they was able to fly down with helicopters some satphones and different things to help us be able to communicate through FECA and through our other distribution coops.

The fuel availability was also FECA coordinated. And it was done through Seminole and Foster Fuels. And since that time, we have taken steps of contacting these certain vendors and going ahead and getting agreements put in that is recognized by FEMA and the -- that they are able to review to make sure that we are on the same page.

The lodging, that was another thing that Hurricane Michael taught us was that no matter how well-planned you are and how many crews you have staged in an area, when a storm of this magnitude comes in and destroys the hotel that you was relying on, it changed the whole dynamics of the way you respond. Therefore, we already had a contract in place with Storm Services, and they was able to come in and provide tents, housing, food to keep us going.

And I will touch some more on that on the Corona situation presented us, and how we are going to reach with that.

Next slide, please.

The communication and outreach is done, of course, through Facebook and other websites that we have that is offered. And even a catastrophic emergency like we did experience, we actually had

other coops that stepped in and helped manage these pages to free up our employees.

And in a small setting like Gulf Coast Electric, you have basically 84 employees, and we serve six counties. So it -- it brings a little bit of stress trying to make sure that we get everybody covered.

The staffing assignments with the EOC, we was able to meet those and meet along with EOC, but we also utilized other coops across the state of Florida who was able to step in and put people in place in the EOC so that we could stay in constant contact with them as well.

The Florida Current monthly magazine, that runs articles regularly about what we see and how can be prepared for a storm.

Next slide, please.

For vegetation management, we actually run on a five-year rotation, which we cut that down some, after the Hurricane Michael, we cut more than a thousand miles of the line this year -- in 2019, I am sorry. And now we are actually going back through the whole system and cutting all the major trees and dead trees that was left due to the storm that are still dying continually every day.

The -- we took a very aggressive right-of-way management program to where we actually reclaimed every bit of the right-of-way. If it's 15-foot right-of-way, we went around the sky through the whole system.

Next slide, please.

Our pole inspections done on a eight-year cycle. We are -- as you can see, in 2019, we did 23,798 poles. 110 were replaced. More than 3,000 poles were replaced as a result of Hurricane Michael 18, and additional 63 in 2019 that was also damage that we found when we went back and did a full inspection.

Next slide, please.

Lessons learned. Third-party agreement, any time that you run into a -- a catastrophic storm like this, we learned that it's better to have all our written documents in place and that we have reached out with our -- the vendors and the contractors that are actually going to come in here and work, and we already have agreements signed and in place that are approved by our attorneys.

We also in the plan have implemented new towers in the Southport and in our Wewahitchka area office that, in the event of another storm, that we

will be able to communicate between each office.

And that's all I have. It's kind of short but to the point. I will entertain any questions.

CHAIRMAN CLARK: Thank you, Mr. Hinson.

Commissioners, any questions?

Commissioner Polmann.

COMMISSIONER POLMANN: Thank you, Mr. Chairman. Hopefully you won't be too disturbed by my background noise here.

I -- I am impressed by your reclaiming the entire right-of-way for the whole system. I wish every utility had that opportunity.

Is there a particular characteristic in your service area, were you able to go ground to sky throughout the whole thing by simply just characteristic of -- of being in a rural area where -- where folks understand what you are trying to do and need to do?

MR. HINSON: We did a very aggressive approach that we went to each individual house before we took the first tree once we started this program and we explained to them what we was trying to accomplish, and we was met by very little resistance.

And once you establish a -- a -- a guideline,

then you can't say that your neighbor was treated different than you were, and everybody falls in line and they start understanding. And now everybody is very appreciative of the approach that we had taken.

COMMISSIONER POLMANN: Yeah, that -- that makes sense. Once they understand and -- and folks start to get onboard, then it's easy -- it provides consistency, and it provides security that there will be the least amount of damage because of -- of trees being left in the right-of-way. When it's all clear, then you have the best circumstance. So that makes a lot of sense.

Thank you.

MR. HINSON: Yes, sir.

CHAIRMAN CLARK: Thank you, Commissioner Polmann.

Any other Commissioners have any questions?

Mr. Hinson, could you address the estimated response time? It's the same question I asked to Gulf and to FPU. What is Gulf Coast and what are the coops doing to help improve the estimated response time, the ability to notify and communicate with customers about when and how power is going to be restored?

MR. HINSON: The biggest challenge we faced this last time was the lack of communication. And even though we had several communication devices as far as AT&T, Verizon, and also the satphones -- which we learned satphones does not always work in -- in our certain areas as -- and also over at Tyndall Air Force Base revealed. So that was -- it was not very useful out there as well.

But what we actually did is we brought in a lot of our retirees that was able to come in and work, and we put them as birddogs that was going around ahead of all our crews and figuring out exactly what we had, because 99 percent of those were retired linemen, and they was able to come back, and that way it gave us a very good understanding.

In the very beginning of Hurricane Michael, when it first started, the aftermath, when I got in the helicopter itself -- which PowerSouth supplies us the helicopter at a needed basis -- it was hard to -- to figure out exactly what the ETA would be.

But we -- we looked back, and we figure about 20 days, 21 days. And when it was all said and done, 21 days, we had 100 percent of those that was available to receive power back on.

The biggest challenge you face is the people that are not able to be reached on Facebook, and that's the only source of communication, then you have people that starts coming to your offices, and you have to have security to try to keep the crowds back, because that is -- I noticed Mr. Polmann said he was without power for a week. But when you are out for 21 days, you are not as nice as you will be in a week.

CHAIRMAN CLARK: Great. All right. Thank you very much, Mr. Hinson.

Any other questions from any staff members?

All right. Thank you --

MS. BUYS: I do have a question.

CHAIRMAN CLARK: Okay. Thank you very much.

All right, next -- oh, I am sorry, did you have a question, Sam?

MS. BUYS: Yeah, this is Penelope Buys with staff.

CHAIRMAN CLARK: I am sorry, Penelope. Go ahead.

MS. BUYS: All right. The part of vegetation management, the five-year rotation, does that include both the feeders and the laterals?

MR. HINSON: Yes, ma'am.

MS. BUYS: Okay. Do you have a transmission --

(Multiple speakers.)

MR. HINSON: We don't have any transmission, but we put 100 percent of our system --

CHAIRMAN CLARK: Go ahead, Penelope.

MS. BUYS: Okay. That was the only questions. Thank you.

CHAIRMAN CLARK: Thank you very much.

Any other questions?

All right. Thank you, Mr. Hinson.

All right. Next up Mr. Joseph Bunch, New Smyrna Beach Utilities Commission.

Mr. Bunch, can you hear us?

MR. BUNCH: Yes, I can.

CHAIRMAN CLARK: You are recognized.

MR. BUNCH: Okay. Good afternoon, everybody. I am Joe Bunch, General Manager and CEO of the Utilities Commission of New Smyrna Beach.

And similar to my -- the prior gentleman, Mr. Hinson, who represented the coops, I have been asked to represent the municipal electric organizations this year.

So if you would, please, flip to the next slide.

Just a real quick overview of what we will be covering, a little background of my organization. What we do for hurricane preparedness, talking about the differences between Hurricane Dorian last year and Matthew in 2016; our incident response, lessons learned, summary and then a little bit of discussion around the Coronavirus.

Next slide, please.

Okay. So New Smyrna Beach is one of 34 municipal electric utilities in the state. And similar to municipals, like JEA and Orlando Utilities Commission, we actually have a separate commission or board, separate budget. And although we are died to the city, we have a bit of separation between us and those that are city departments.

We have 29,000 electric customers, 23,000 water customers, and our electric system peak is 109 megawatts.

Our service territory is condensed, it's about 72 square miles. We have 230 miles of overhead distribution, 21 miles of transmission lines, and on that transmission system we ties to both Duke and FPL transmission systems -- (inaudible) -- to.

The opening of the meeting, one of the

gentlemen, it could have been the Chairman or another Commissioner, said that Florida does a good job of preparing for the hurricanes. I want to echo those sentiments.

I joined the Utilities Commission at the very end of 2018. I spent 30 years in Exelon Utilities, with 25 years of that in gas and electric. And I will tell you, the gentleman did a really good job of covering their plans.

And also for a period of at least 20 years, we used a consultant who was from Florida, and a consultant consulted with a number of utilities on the line, so I will tell you, their plans are very good.

The reason FMEA asked us to present this year was New Smyrna Beach was probably closest to Hurricane Dorian as it passed our Atlantic Coast last year. Fortunately it didn't impact us seriously, but we did a lot to prepare.

So if you could split two slides out and we will slip right by the federal slide for the total slide next section. It should be hurricane preparedness.

UNIDENDIFIED SPEAKER: Next slide.

MR. BUNCH: Okay. The next slide, please.

Okay. So some similar to the others, seasonally, our transmission distribution organization, the director and all his staff verifies the we have got adequate storm stock to take on storms as well as keep the business going, tools, equipment, supplies, PPE, food, things like military style meals what they eat, that for a period of time we could supply overhead crews, or in the event of something like the Coronavirus, we could staff a facility in place of the event.

We've also got contractual agreements with some local restaurants for meals, and making it through those events. So we also have contractual fuel delivery plans in place.

In terms of our pole inspection and replacement program. We've got a eight-year inspection cycle. So in terms of 2019, last year we inspected 1,500 poles, or about an eighth of the system. We've only got about 12,000 poles. Last year also replaced 209 poles, and there are approximately 600 poles right now meeting what we call reject status from last year's prior inspection.

In 2019 and '20, we made the corrective replacements and remediation a priority. And that

will continue into next year. What we would like to see from a steady state -- standpoint, rather -- is being able to replace our priority rejects within one year, and non-priority poles within two years. It's going to take us at least to the end of next year, possibly into '22 to get there.

And again, similar to other utility peers, we do vegetation management, have a program. We are -- this year is a transition year for us. Historically, we have done targeted trimming and also hotspot trimming. We are transitioning this year, and just about ready to issue the RFP to a mileage base on the outset of a three-year cycle trimming for the distribution system. We will revisit the frequency later on, and that will include budget for the per mile trimming as well as some hotspot trimming as needed to address localized customer reliability needs.

And then lastly, as part of a grid modernization effort, we are updating our feeders, adding additional sectionalizing devices. Last year we put about 40 trip savers on the system, which augmented the recloser sectionalizes that we had. And then the next three years, we are working -- in the next three years, we plan to

implement a system-wide reliability improvement program that achieves sectionalizing targets on our distribution feeders to minimize the number of customers impacted by any particular outage, and particularly on our -- each area and the main roads coming into our community, we are going to look at selective undergrounding opportunity. We haven't defined exactly what those standards are going to be yet, but we are working with a consultant who will be developing some new protocols for us for the next six months as we enter efforts to do more selective undergrounding and hardening.

Okay, next slide, please.

Okay. In terms of hurricane event preparedness, we have a storm playbook that was developed, and it's utilized here as incident planning and response.

We do have a storm center that's housed -- collocated with our electric ops center, and that's what we are going to do, and have done this last year, a centralized storm response and management.

Previously, it was managed mainly by our field T&D organization. We segmented those roles, similar to what I am sure our peers are doing, where you have incident command managing the

planning response to the event, customer communications, and then on the field side, mainly focused on executing restoration plans and a safe -- in a safe manner.

Next slide, please.

So as I mentioned, at one point Hurricane Dorian was projected to, if not hit us, at least we were in the cone -- path of the cone, and it would have been a significant impact storm, much like some of the others -- other peers were talking about, and how Michael impacted the Florida coast a few years ago.

So about a week before we kicked off the storm leadership planning effort, and the folks that were key players began meeting and talking daily, beginning to develop plans and implementing the playbook. And then as we marched toward the T-minus 0 curve, we refined the plans and response to the event.

So we also set expectations for all staff. So this became an all-hands-on-deck event. As I mentioned previously, in prior hurricanes, our field T&D organization more or less beared the brunt for all the planning and restoration, and we brought much more of the staff to support their

efforts this year in the logistics area and the planning organizations, hotel plans, foods, we took all of those elements off of their shoulders and put them with the central planning organization.

We also work very closely with FMEA to obtain mutual assistance resources. Again, considering the size of our organization, we aren't large, but we had 100 or so mutual assistance resources that were obtained through FMEA, and we -- we staged them in an area adjacent to the New Smyrna Beach airport.

So as I listened to FPL, they are moving more of a micro staging area approach, and I was previously involved in one where you have thousands of people converging on staging areas. Ours is more of a micro area, so 100 external resources, whatever folks we would have locally supporting them, those were at the staging area to -- to support our response efforts.

Next slide, please.

Pre-storm communication. So we actually, about now, June 1 or so, with postings, our website, Facebook, you name it, all the social media locations, we start talking about storm safety, wires down safety, where is our power

restoration process, generator safety.

So we want the public and our customers thinking and being prepared at their level to deal with storms -- and we also worked with FMEA, FMP, and other utilities last year prior to the storm -- Dorian, rather, Hurricane Dorian, and put together a restoration process whiteboard video. So this book generically about how restore power, the priorities in which power will be restored.

And then lastly, once again, social media posts were prepared and scheduled in advance to -- to complement, if you will, the march of the hurricane as it was anticipated to occur.

We did that -- rather than trying to develop -- (inaudible) -- we modified the messaging to agree with things that occurred at a detail level throughout the plan. But in general, a lot of the messages were developed in advance and then supplied as the storm went on.

Some of the examples of those postings, actual examples are on the right-hand slide of that -- side of that slide, rather.

Okay, next slide, please.

So I just want to quickly contrast and compare Dorian in 2019 and Matthew in 2016, moving to the

next slide.

For those that are -- for those -- for those that are either familiar with hurricane restoration, you don't make decisions on the restoration the day that it's happening about how you are going to approach it. So secure your resources. Where do you deploy them in advance? Where you house them? Those decisions are made days in advance.

So we had all of our resources secured and ready to go in place T-minus 72. So they weren't all here that far in advance through FMEA, we had all the folks secured and we were just awaiting the approach and -- (inaudible) -- storm before we -- before the actual restoration.

However, the only difference between Matthew and Dorian is right around T-minus 48 hours, is Dorian, thank goodness, took a turn to the northeast, and the difference of about 50 miles made a huge difference on the severity of the impact, Matthew being much more severe to us and the rest of the central and northeast Florida Atlantic Coast.

Next slide.

Okay. So slide 11, again, on the right-hand

side, you actually see how far those hurricane paths were offshore. With New Smyrna Beach being just south of Daytona Beach and a little north of the Space Coast, Dorian passed 86 or so miles off the coast. Matthew was closer to 38 or 35, if I had to guess just by looking at it.

And again, that last T-minus 48 and 24 hour shift to the northeast really spared us, as well as the rest of the folks on the line from the Atlantic Coast.

In terms of our response, if had you could go to slide 13.

Okay. So September 3rd, that night we saw peak of the winds 60 miles an hour, which is not a lot by Gulf Coast or our Atlantic Coast experiences, but with hurricanes, it was pretty much a tropical storm event for us. Those winds did stick around and cause outages over through the rest of the -- that night and the following day.

So by 4:00 p.m., or 16:00 hours Wednesday, about 50 percent of our customers had been impacted by an outage. And fortunately we -- with resources on hand, not seeing significant system damage, we were able to restore 100 percent of the power within 24 hours. In contrast to Matthew, where

that full system restoration was about a four-day event.

Next slide, please.

Okay. So we -- when we got into the restoration mode, we opened the storm center for folks that didn't have training in advance. Some of those actually were trained on-the-job for new procedures from our storm book.

The incident command worked really well with our -- with most of our key players in the same building as our operational leadership.

We -- we did not get what I would call current generation -- (inaudible) -- in place. We have first generation advanced meter reading in place, which is the once a month type reading. We are in the middle of grid modernization and considering to upgrading to AMI, which would be your ability to ping meters, verify outages and restoration.

So that said, because we didn't have all those things in place, we went above and beyond the communication side. We leveraged our GIS system data. We -- as outages were happening, we posted that information on the website and on Facebook. And as you can see in that top center example, talking about an area that was out, why it was out,

and then we provided updates as the outages occurred.

So while we didn't have right now, today, all of those technologies in place, we did get a lot of really good feedback from our customers on -- on the outage updates, and then also letting them know as restoration was anticipated and it occurred. So it was really a positive event for our community in terms of appreciating the information that our folks provided.

Slide 16, please.

In terms of the event lessons learned, we really feel like being prepared and coordinating with out industry peers by way of FMEA was a really big help to us. I will be honest with you, having participated previously in the regional mutual assistance organizations, those, because of the size of the organizations and the number of resources being requested are typically pretty laborious multiple conference calls through FMEA, because we are talking smaller groups and smaller resources, they tend to occur quicker and easier, and for us as an organization, that was a positive.

Another lesson learned for us in a stressful event like a hurricane, you don't just have to

communicate with your customers. So employees and stakeholders, you got to talk to them about where they need to be, what time. As the event is occurring, what we think to be the next steps both for them, because their communication with families is important, and often that have folks at home holding up the house for them, performing a task that they may have normally performed as well, a dad, a partner, a relative.

Social media platforms we are looking at us again in terms of a specific area outage information and restorations. If we didn't do that and we didn't have the ability to do it, there were a lot more calls. So we think -- we think that held back the number of calls.

And then something we did internally with our employees was recognizing a lot of the folks beyond the scenes -- behind the scenes rather, so while it tends to be a linemen and operational event, and those folks get kudos, we -- we took extra steps internally with our employee communications folks to make sure our customer could rest. And people in operations, and people supporting things behind the crews were -- were thanked to help employee morale.

Okay, slide 18, please.

So in terms of our response in recovery, hotel -- I am sorry, Hurricane Dorian, posed a significant threat to the Florida east coastal communities. While it crossed the Bahamas as a Category 5 cyclone and extracted significant devastation there, we -- we were much more fortunate.

That said, the T-minus 48-hour path and threat was virtually the same as Matthew, so our preparation had to be similar. Mutual assistance resources working through FMEA was key to being ready. Having our storm playbook developed and up-to-date and ready to roll with an incident command structure and mutual resources in place was key.

And again, extending beyond the normal field side of effort coordinating the leadership of our response and turning it into more of an all-hands-on-deck event dramatically improved our success with the community.

And finally, communications between social media and website to help keep customers and the community informed throughout the event was also key for a successful outcome.

Next slide.

So as we pivot from 2019 and past hurricanes, and my peer predecessor said it really well before me, but COVID-19 does make things a little different, and it's posing challenges that we haven't really seen before. So as we speak, the Florida business community is reopening restaurants, supply chains for food, all of that is changing, and while lodging isn't necessarily anticipated to be a problem getting locally, all of the things related to how do you make sure your -- your employees are safe and your -- your mutual assistance crews are safe?

We are actually going to leverage some of -- of the communications I heard before this to improve our prep in this area. We do anticipate having to provide medical oriented PPE and testing for our mutual aid crews. We have thought through that.

Supplies, we have not had any communications from our supply chain partners that there will be an issue, but the last couple of months, my own perception is things are taking a little longer than they normally have, at least in my last year-and-a-half in this role with the Utilities

Commission. But we are trying to think through all those things are currently out there related to the Coronavirus as we approach the storm season.

We actually had our annual storm drill -- drill, rather, scheduled for the 20th, tomorrow. We are moving is that out into June anticipating that we will be able to have a few more feel people attending in person. But we do want to make sure that we -- we respect social distancing wherever we are and the Governor is reopening at that point in time.

And then finally, hopefully it's preparation for the storm or hurricane that didn't happen this year. That would be a good outcome for us.

So with that, let me pause and ask if there are any questions.

CHAIRMAN CLARK: All right. Thank you Mr. Bunch.

Any questions?

Commissioner Polmann.

COMMISSIONER POLMANN: Let's have Commissioner Graham since he was first.

CHAIRMAN CLARK: Sure.

Commissioner Graham.

COMMISSIONER GRAHAM: Thank you, Mr. Chairman.

You mentioned mutual aid. I had asked the question earlier about one of the IOUs, and you answered part of my question, that most all of your -- actually all of your mutual aid comes through Ms. Zubaly's group, and it works extremely well for you guys, but what happens if that communication guys dies down? What's the fallback on that?

MR. BUNCH: So we do have some existing agreements that are -- that have been in place that allow us to work through the IOUs as well for mutual assistance. I was told in prep for this presentation, that we have not asked to pull the trigger on that. But let's say -- and that's a really good question, Commissioner Graham.

If we got to the point where we couldn't secure enough resources through FMEA, we would also reach out to our IOU peers to see if we could get resources from them as well. We just have not got to the point that we had to go that route to this date.

COMMISSIONER GRAHAM: So you do have phone numbers and such if you need to pull that trigger, correct?

MR. BUNCH: Yes, sir.

COMMISSIONER GRAHAM: Okay. That's all -- that sounds great. I appreciate it.

CHAIRMAN CLARK: Thank you, Commissioner Graham.

Commissioner Polmann.

COMMISSIONER POLMANN: Thank you, Mr. Chairman. And thank you for your presentation, sir.

I -- the use of a command system, I -- I applaud your use of that. I have familiarity with that. I was trained in use of that system. I find it very -- very effective being deployed for incidents, both large and small.

And my question for you is, within the municipal systems, do you see that, or are you aware that that's being widely used across Florida, or -- or is it being advocated as kind of a standard?

MR. BUNCH: So again, my experience is limited here, but in the course of last year in preparation for Hurricane Dorian, everything I saw and, everybody I talked to used the terms that were based on the incident command system. There was an incident commander within EOC. There was an operations director. So I feel like it's pretty

well cemented in the community, at least that I have been exposed to here, and in the presentations that I have seen today. So I -- that's the limit of my exposure, so I can't comment behind that, Commissioner Polmann.

COMMISSIONER POLMANN: Okay. Well, thank you.

CHAIRMAN CLARK: Thank you, Commissioner --

COMMISSIONER POLMANN: That's all I have, Mr. Chair.

CHAIRMAN CLARK: Thank you, sir.

Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

Just real quickly, because Commissioner Graham asked part of my question.

Do -- do you think there are any opportunities, and -- and I don't know if you can necessarily speak for all the municipalities, but any opportunities to improve that mutual assistance or that mutual aid?

I know the commissioners that -- that have sat here before me, and that sit -- sit up here, or I guess sit virtually in their -- their chairs, have worked on this for a long time, and the State has seen significant improvement. I just want to make sure that's not -- not the end game. That there is

still work between all parties to improve those agreements.

MR. BUNCH: Again, my experience is limited to a year-and-a-half here, but I will say that I have seen and heard a lot of coordination between FMEA, my staff, operational staff, my communications staff, and I know there is pretty significant communications we have with FMEA and, you know, the national groups with APCA and such. What I don't have is a 20-year history to answer that based on more than a couple of events that I -- I have talked to my staff here about.

So again what I have seen worked well, and I know there is coordination both at the local level as well as national, similar to what I saw in the IOU states, just different groups.

COMMISSIONER FAY: Sure.

And, Mr. Bunch, that -- my colleagues here only let me use the new guy thing for about a rule -- for about a year, I guess, and then started heckling me pretty good, so good luck with that.

I did just want to really quick comment on your -- your slide 16, the last bullet point that you have there, it's important to publically thank all key behind-the-scene players, not just the line

workers so the community has an understanding that it takes the whole team. I really appreciate that -- that comment. I think that's very well said, and I am glad you included it in here.

I think our Chair mentioned it about our team here at the Public Service Commission. I think there is a lot of people that go into responding to these -- these storms, not just the linemen, and I think we should appreciate all those folks that keep the power running. So thank you for including that, and thank you for your time.

CHAIRMAN CLARK: Thank you, Commissioner Fay.

I -- I want to follow up with just an observation as well regarding your -- your mutual aid comment.

I think that while we have all of the parties on the line here today, we do need to reemphasize that, because, Mr. Bunch, the problem has never been related from municipal to municipal or coop to coop or IOU to IOU. It is when we look to the need to cross those two organizations, or three organizations up. And there has always been some hesitation between the different parties to sign the mutual aid agreements related -- or provided by the company that wasn't -- didn't look just like

them, if you will. I guess that's the best way I know how to say that.

So we do want to continue. That was a push that was made two years ago, and it was a commitment that this commission made to continue to work on that as well, but to continue to push to ensure that all three of the parties that are involved here were looking at ways to provide mutual aid to each other, to be a help to each other. They were some, in some of the cases, the closest, most available resources that could be made available to the -- the entities that were having problems at that particular time. So we do encourage all of you to continue to work on fine-tuning and polishing those mutual aid agreements out. So that's my comment.

Any other Commissioners have any of questions for Mr. Bunch?

Any staff members have questions for Mr. Bunch?

MS. BUYS: No questions.

CHAIRMAN CLARK: Did she say no questions? I don't know why I can't hear that one every time. No questions, okay.

All right. Thank you for joining us today,

Mr. Bunch. We greatly appreciate it.

MR. BUNCH: Thank you.

CHAIRMAN CLARK: All right. That concludes all of our presentations. And I just want to take a moment to say thank you to all of those that took time to present today. You all did an outstanding job. It was absolutely great information, information that I think will help us going forward as we help -- as we make decisions regarding the state.

I think it proves conclusively that the utility companies that are serving the citizens of the state of Florida are prepared, and that they are taking every step and every precaution necessary to make sure that they are caught adequately prepared, and they are going to continue to be able to continue to deliver safe and reliable power to the citizens with the state of Florida.

So with that said, are there any additional questions or comments regarding the process today, or any comments, general observations, any Commissioners?

Commissioner Polmann.

COMMISSIONER POLMANN: Thank you, Mr. Chairman.

I -- I feel this was a very good discussion, and in addition to presentations from -- from all the participants. So I appreciate input and the comments from all the Commissioners, and I am sure somebody was taking notes. If nobody is writing anything down, it's certainly on the video.

And if there is an opportunity, perhaps staff and our team can consolidate any of the substantive items that came up and share that back with -- with our staff. I would just like to have some -- some bit of a summary if that's appropriate, Mr. Chairman. I -- I feel that there was a lot of discussion, and if there are some key points that that -- that senior staff feels are worth sharing back -- back to the Commission offices, I would simply ask that that be done. I don't have any -- any form, format or extent of that effort. I would simply suggest it.

Thank you, Mr. Chairman.

CHAIRMAN CLARK: Great. We'll ask Mr. Futrell if he would to make us a key point summary from today's meeting and distribute that to staff. He is nodding that he will take care of that, Commissioner Polmann. That's a great idea.

Any other comments, any Commissioners?

Any staff have any input, final words?

Anybody? Last call.

All right. If not, we stand adjourned.

Thanking you for being with us today.

(Proceedings concluded at 4:10 p.m.)

CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DEBRA KRICK, Court Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED this 29th day of May, 2020.

DEBRA R. KRICK
NOTARY PUBLIC
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EXPIRES JULY 27, 2020