BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. UNDOCKETED

2021 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 ANDREW GILES FAY COMMISSIONER MIKE LA ROSA COMMISSIONER GABRIELLA PASSIDOMO
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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. We will go ahead and call the workshop to order.

Welcome to the Commission Workshop on the 2021 Hurricane Season Preparation. I just want to take a moment and talk about the importance of what we are doing today, and the awareness that we are bringing to the upcoming hurricane season.

I like to think that we have gotten so good at this, and I hate the fact that we have gotten so good at this, that sometimes we begin to take some things for granted, and I -- I don't ever want us to be in a position where we begin to gloss over things just because we've gotten really, really good at it.

I think that it's important for us to continue to put our efforts, and for the Commission to show that it is a top priority and a number one concern for us that our state be prepared, that our utility companies have the resources, materials, personnel available to make sure that our customers are back on-line in the event of a hurricane.

With that said, again, I do commend the utility companies that are in the state of Florida for the outstanding job that they do in hurricane

preparation and hurricane preparedness. And I want to thank all of you in advanced to for putting this presentation together, for updating and informing the Commission, keeping us in the loop with what is going on, and we look forward to hearing all of your presentations today.

So with that, I am going to ask staff, if they would, to read the notice. Ms. Tan.

MS. TAN: Thank you, Chairman.

Pursuant to notice filed on May 10th, 2021, we are gathered together at this time to discuss the 2021 Commission Workshop on Hurricane Preparedness.

CHAIRMAN CLARK: All right. Let's go ahead, and the purpose of the workshop is for our utilities to provide facts about the utilities' storm preparation activities. Each of the presenters is going to provide an overview of their utility storm preparation, the restoration process, customer and stakeholder outreach, vegetation management, pole inspections and lessons learned.

To extent possible, we kindly ask the presenters to avoid any discussions regarding any open dockets that are currently before the Commission. After each presentation, there will be an opportunity for questions from the Commissioners

and staff. So once your presentation is over, please hang on with us for a few minutes and let's see if there are any discussion.

First of all, we are going to begin with a joint presentation from Florida Power & Light and Gulf Power Company. Tom Gwaltney, Senior Director of Emergency Preparedness, and Paul Talley, Manager of Technical Services, are going to make those presentations.

Mr. Gwaltney.

MR. GWALTNEY: Thank you. And thank you, Commissioners, and all of the staff, and welcome to the workshop here. So we will go ahead and get started.

As said, I am Tom Gwaltney, the Senior Director for Emergency Preparedness for FPL.

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As was mentioned, this is going to be a joint presentation really combining Gulf and FPL together really as one company. And one of the big highlights here, you can kind of see where our service territory now actually extends from Miami now all the way to Pensacola, serving over 43 counties in the state of Florida.

And one of the big things here is the vast

majority of our customers, as you know, live within 20 miles of the coast. So we talk about hurricanes and tropical systems. If we don't see -- if we are not affected from a direct landfall, we are definitely going to be affected from some hurricane coming through the state of Florida.

And then you can kind of see some of the mileage, and then the poles and transformers, et cetera, that we have within our system.

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So as was discussed just a few moments ago, we are going to hit on all the topics from our storm preparation, our tried and true restoration processes, you know, our communications and outreach that we do with our customers, update our vegetation and our pole inspection programs, and some of the lessons learned we had over the past year.

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So we will start with the storm preparation and restoration processes.

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So one of the most important things we do here at FPL, and working with Gulf, is really our storm drill, our annual drill. And we actually just

completed this just about -- just a couple weeks ago, the first week of May. It's an entire week long process. We start with the 72-hour countdown, go through right down to the storm itself.

This year, we actually simulated a Category 2 hurricane impacting just around the Daytona Beach area, then exiting the west coast, and then reentering and hitting Pensacola within 24 hours later.

So it really helped simulate, you know, the restoration, the resource allocation and how we would work to manage this as one -- one entity and one company.

We also incorporated our pandemic related lessons learned, some of the industry guidelines, implementing some of the technology improvements to our storm damage forecasting.

Every year, we take our storm damage model, we tweak two. We add some of the history of what we -- of what occurred in the previous year and we help model that so it can become more accurate and beneficial.

In addition, one of the other big technology enhancements we have is our wire down application, which is really -- helps with our customers. Where

they can actually report a wire down and actually simulate or attach a picture so we can kind of understand what they are seeing out there as well. And then we conducted our management training workshops.

We do training year-round. It's a year-round process for us, but it really ramps up in January, and so we have been doing extensive training throughout these last several months in preparation. And these incident management training workshops really get the teams together that will be running some of these staging sites so that they can be actually be ready, already work together and perform as a well-oiled machine.

The other real important key process really is a mutual aid. You know, no company can do this by themselves. We need each other. Here within the state of Florida we rely on each other to help each other out, and then also externally.

We are part of the Southeastern Electric Exchange, which has over 59 members. EEI, the Edison Electric Institute, which is the national for all of the seven RMAGs throughout the country.

We are also big participants in the Florida Electric Power Coordinating Group. We actually

have a meeting next week with all of those partners in addition to AAIC.

And then one other part that we think is very critical is we've already gone to all of our vendors that have worked on our property before and we ensure we have contracts in place and ready. The last thing we want to do when is storm hits is try to figure out, you know, working out contracts, et cetera, with these vendors and third parties, so we get all of that done up prior to storm season. Of course, there will always be one or two, but we want to make sure we get everything we can done ahead of time and be prepared if the event occurs.

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I want to go over just a couple of things we've taken in reference to the COVID-19. I know some things have recently changed with the CDC, and we are going to be reevaluating some of our practices. But I will, say last year was very successful for both us and Gulf Power. We had four systems that affected our companies last year, and we felt very successful with our COVID protocols in the fact that we worked through them very efficiently; but also, we were able to do this and really have any delay in our restoration processes

for the customer, which is really the most important thing.

One of our big items is we developed Alpha and Bravo teams, where we separated our command and controls so that if an infection or something was to occur at one location, we had another location that could immediately stand up, or that was running simultaneously, but that could run -- could run the event for us.

In addition, you know, we've looked at our staging sites. We took all of our over 100 staging sites that we have already preplanned footprints, redesigned every one of those to ensure to minimize the number of personnel that were on those sites, we could ensure social distancing and really incorporate all of the COVID protocols and guidelines.

You know, with any type of storm, logistics is key; and especially in a COVID environment, it really required more folks to really help do that with all the cleaning and everything else that was necessary.

We did -- even at our commands centers, we actually had testing done and all of the testing protocols, including temperature checks, and then

even COVID testing as well. So a lot of stuff was done both in the field and even at our command centers.

Another important piece to a restoration really is the materials and pre-staging all of those, that inventory prior to a storm. We found that very beneficial last year as, you know, with the hurricanes that came in. And even other utilities, when you have so many storms, we found that coming near the end of a storm season, we found that some utilities, not within the Florida, however, that, you know, the material was a need. And we actually were able to help even provide some support to other utilities across the country.

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So one of the things we learned really came out of Hurricane Irma, and then that underground -- the overhead -- the underground system performed much better than our overhead system. So we're in the middle of our pilot, our Storm Secure Underground Program, where we are undergrounding some of the neighborhood lines. These are your laterals that are within, like, in a lot of back yards, et cetera.

So we looked at those, and we actually have

begun to underground some of those. We did over 200 last year. We've got over 300 we are doing this -- so far over 30,000 customers have had their service moved from overhead to underground so far in our program. And we continue to utilize the overhead to underground conversion program that we -- that was part of the agreement we had back after the '04 and '05 seasons.

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So now let's move into communication and outreach.

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You know, when you talk about communication, it's really, this is -- this is almost as important or as equally important as the restoration itself. You need to be able to communicate with your customers, before during and after an event. It is critical that you be able to tell your story, keep them updated. If you don't tell the story, somebody else is going to tell it for you. So you want to make sure you keep them informed. And it's not just the customers. It's the governmental agencies. It's the cities, the counties. It's everyone. So it's very, very key.

You know, we have daily news briefings and

news conferences, the ETR, which is the estimated time of restoration, very critical to the success. Within 24 hours, we are communicating a global ETR for our customers. And then 48 hours, getting to a county level. And within 72 after an event, we are actually giving it to a subcounty. And we are updating those continuously through an event, so if some area is restoring quicker, we will go and get those things updated as soon as possible. We want to make sure we give the customers the most accurate and the freshest information as possible.

In addition, in today's environment, social media has become critical and very, very key. We have a team that sets up and just dedicated to the social media. It's good. We will get, you know, pictures of things that may be, you know, a wire down, different things that may be out in the field. But it's also a way for us to communicate to the customer on what's going on. So that's a very key piece as well, because some folks they use social communication -- social media more than they do any other type of communication.

One other piece I think is really critical is our community response kiosk we put in the hardest hit areas. This has really been beneficial. So if

we have an area, let's say a tornado or some vast damage is in a particular area, we will set up one of these kiosks right in that area where the heavily damaged so we can have on-the-ground right there face-to-face communications with our customers of what's going on so that they can be updated, knowing where the crews are, what are they doing. And then also the most important thing, when do we think that their lights are going to get back on.

Next slide, please.

Continuing on with the customer outreach and communication. We -- every year, we to go all of our counties and we update our critical infrastructure function list and facilities to make sure we got the most accurate information possible, and the priorities of each of these counties.

So we meet with all of those EOCs. We get their -- get their importance what they think is the most critical. Of course, your hospitals, 911 centers, emergency operation centers, you know, police, fire, water treatment, et cetera, those are on there, but we also make sure some of the community feeders as well. We want to make sure that your groceries, your pharmacy, gas stations,

all of those can come up as well. Because the key for any restoration event is get the community back up and running and get back to some type of normalcy as quickly and as efficiently as possible.

We provide -- we did over a thousand presentations each year to different communities, homeowners' associations, et cetera, and having them understand what is our process, what we do, so that they can be fully aware and it's not going to be a surprise in an event; but it to also helps communicate to them what they can do to help be prepared in the event that we do have a hurricane or a tropical system affect us.

We also have had meeting that we have conducted with some of the third-party attachers. We are actually even scheduling some as well with our joint use, and then also even our local partners.

And then really, we want to be able to provide information on how safely private generation systems, like generators and private solar systems after a power outage. That is becoming more and more key as more people get generators and, you know, rooftop solar, et cetera, so we don't have any possibility of back feeds and other issues that

may come in with all the workers that are on the system, and a lot of them that are not even from the state of Florida that even may be external. So we want to keep safety as our paramount importance.

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Now we are going to get into the vegetation management program.

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So our feeders are really on a three-year average. That includes our mid-cycle maintenance that we do, because we will go through and look at the feeders and do hot spotting prior to the storm season as well.

Our laterals, between Gulf and FPL, are on a four- and six-year average cycle. So in 2020, over 13,000 feeder miles were done. Over 4,000 on our cycle, and then another 8,800, almost 9,000 on mid-cycle.

On the laterals, you can see that we did almost 4,000 miles of vegetation trimming. And we want to make sure before the peak of storm season, we've inspected and maintained all of our CIFs, critical infrastructure facility feeders to make sure they are good to go into the storm season.

On the transmission side, we inspect and we

have a protect program. So we inspect the right-of-way at least two times a year. We maintained almost 7,800 miles of line this past year. And we are sure to make sure we meet all the of the mandatory NERC and establish requirements.

And once again, before the peak of storm season, we want to be able to perform some aerial patrols to make sure we are in good shape going right into the storm.

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So let's talk a little bit about our pole and structure inspection program.

So between FPL and Gulf, we have now 1.4 million poles, about 1.2 million on the FPL side, and over 200,000 on the Gulf side. We are on an eight-year inspection cycle. We inspected over 172,000 poles last year; 150,000 wood, and also almost 22,000 concrete.

And you may say: Why do you inspect concrete poles? But we do inspect those. There is a visual inspection, because you want to make sure there is no cracks, you know, maybe a car hit a pole you weren't aware of, or so forth. So it's important that we actually inspect those as well. Some have -- you know, make sure lightning hadn't hit

it, or what have you. So it's important that we inspect our structures on the -- you know, all of our structures on the distribution side.

On the transmission side, we have over 81,000 structures, and we -- 100 percent annual inspection, visual inspection of those. And our inspection cycles is a six-year on the wood, and concrete/steel is on a 10-year cycle.

So those -- that has been another key program for us as well. And even on the FPL side, you know, we are in the process, and with Gulf, of moving all of our transmission structures to either concrete or steel, and we are at about 98 percent concrete and steel on the FPL side. In addition, we are working on the -- increasing the number on concrete and steel on the Gulf side as well.

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So I want to just talk a little bit about some of the lessons learned, because no matter -- next slide, please. I am sorry.

So no matter how well you may have performed an event, there is always lessons learned. There is always a way we can improve, and I think that's the key for our entire industry. And it doesn't matter whether we are affected, or someone else, or

another utility is affected, we pick up lessons learned whether it's on our system or if we go to support another system.

We had four storms, I mentioned earlier, that affected FPL and Gulf in 2020. Isaias, Sally, Zeta and Eta. Some of the experiences that really enforced some of our -- re-enforced some of our process initiative. The acquisition and pre-staging of material. I kind of talked a little bit about that earlier.

So we actually acquire enough material to handle a Category 4 event prior to storm season. So prior to June 1, we will have that much material on hand in the event we were to get a major hurricane or impact.

And as I mentioned earlier, it really paid off last year. We had plenty of material for the events that affected us. In addition, we were able to help supply material to other utilities throughout the nation when they needed materials. So that is a big lesson learned even from an industry standpoint.

The presting of resource. This is critical. You have got to have the folks in place so once the storm passes you can get the lights on. So we have

really worked hard on this from our processing sites, and how we stage them, and where we stage them, so they are out of harm's way. However, once the storm passes we can get into the restoration process. And it really is a key to get those folks on-site and ready to go with the material on-hand.

And we found that our hardening is beneficial. We tracked the, you know, any outages and all the feeders, you know, whether we have poles down, et cetera, you know, why, and from a forensic standpoint. And we really found that the hardening has been extremely beneficial, and really has paid off big dividends, not just for us, but most importantly for our customers and getting the restoration back on as soon as possible.

And now with the consolidation of FPL and Gulf, it's really given us an opportunity to take the Best Practices and share the coordination between each other. Nobody has, you know, the perfect playbook, so we always want to try to improve it and work together to do -- to be better.

And then just some of the mutual assistance that we provided in 2020.

Gulf had some fires very early in the year, and then here are some hurricanes. Not only were

we affected by Isaias, but we sent over 700 folks, between FPL and Gulf, up to New Jersey; the Derecho you may remember in Iowa; Hurricane Laura in Louisiana and Texas; Sally that affected Florida and Louisiana. So we actually provided resources, not just during some of these storms, you know, whether it be in Florida, but we also provided them out-of-state.

Hurricane Delta again, Louisiana. And then Zeta, we had resources that provided support throughout, really, the southeast, Louisiana, Mississippi, Alabama, Georgia and even up to North Carolina.

So that is just the hallmark of our industry as a mutual assistance, and it really -- we know if we are not in the barrel of getting hit, that we want to be able to go help support our fellow utility and our neighbors, and that's what -- what this industry does best.

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And I believe this concludes the presentation, and Paul and I will be happy to take any questions.

CHAIRMAN CLARK: All right. Commissioners, do you have any questions?

Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

And I recognize I am in Commissioner Brown's former seat, so I will look over you to instead of buzz in.

I may channel her a little bit here. I know storm restoration was a big issue for her while she was here, and made it a priority. And I appreciate the presentation and appreciate the Chair doing this workshop.

I found, when briefing on this, that most of my questions were really targeted towards the utilities, and so bear with me, Mr. Chairman, but I do have a few questions I would like to raise.

I am going to reference some slides, if that's helpful on your end, but your Slide 7 talks about some of the data as it relates to hardening of specific lines, and it says: In 2020 you provided about 216 projects; in 2021, 350 projects.

I saw this morning Public Utilities Fortnightly had put out a piece related to the storm hardening that FPL is doing. And I think, for a lot of reasons, it's good that that's being demonstrated around the country. I think some of the best policies and practices should be shared, but it did look like there is going to be a

continuous increase in the amount of projects that are approached each year, up until the point where it may get significantly higher than what we are able to do this year.

Can you just talk a little bit about that process and what we can expect to see as far as increased projects?

MR. GWALTNEY: Yeah, so, you know, this is -- well, we started with a three-year pilot, and it's continuing to ramp up. And in our hardening program, which is mainly on our feeders, which plan to complete that by 2024. So just in a few years, we should have all of our feeders either hardened or underground. And as we see the hardening of our feeders start to ramp down, we will be ramping up on the undergrounding process on our lateral program.

So it's all part, all-encompassing of our Storm Secure Program, and we will continue to ramp up on our underground, and we will -- you will see in a couple of years our start to ramp down on our feeder piece, so --

But it is planned to continue to increase that. And we will be filing with the Commission, you know, our plans for the next several years. I

believe there is a next -- a filing in June, and we will be continuing to file, moving forward, the number of projects we plan to do each year.

COMMISSIONER FAY: Okay. Great. Thank you.

And then my next question was on really Slide 9, it references Slide 9 and 10 under the customer and stakeholder outreach.

I know, because of COVID, a lot of practices had to be adjusted with the utilities and how the implementation of customer service is carried out. I have obviously been very vocal about some improvements in technology that helped the customer communication during these storms, but I want to ask you, do you -- now that we are once again going through some form of transition, do you envision centralized communication for customer service during storms, or are you seeing the opportunity to potentially have customer reps work virtually and still provide the services that the customer --

MR. GWALTNEY: I think you will probably see a combination of that. Really, for us -- and I will back up, because, you know, with last year with the COVID, you know, we usually have an individual or a representative from our customer service, external affairs at every one of our EOCs of all the

counties we represent, and municipalities -- and some of the larger municipalities. We couldn't be in person last year, so we were actually able to do that somewhat remote, but some of those conversations really need to happen even face-to-face in understanding what's going on.

So we are working with each one of those on that type of communication even right now for what is the plan even going into for this year.

And going to your question too, from a customer service standpoint. I continue to see us utilizing our customer care centers for handling the vast majority of calls, but, you know, there probably will be some folks that can handle remote.

I think the key, if anything that it's taught us -- and we have had, you have been utilizing this for years -- not everybody in Florida, we have a care center that's actually in El Paso, Texas. We have other folks in other backups just in case we can't handle the volume here within the state of Florida.

So we have several backups even today that we have in place to make sure we can have that ongoing communication with the customer in addition to our normal voice response system, et cetera.

And I mentioned the wire down app. I mean, we are looking for other applications that folks can use where they don't even have to call. They can go on an application and find out the status.

We have an application called Smart Outage, where a customer can go and take a look and then put in their premise, or address, and know if their lights are on or not, and have the latest ETR of what their, you know, of what their premise or house is, which is very good. And it's actually updated every four hours, four to eight hours as, you know, meters get pinged, because all of our meters, over five million meters, you know, have automated AMI. So we are able to kind of not just wait to see if a ticket is complete, but we can actually even tell if customers are in or out by pinging that particular meter.

So we have got many options to kind of help communicate with the customer.

COMMISSIONER FAY: No, that's great, because each customer might choose a different priority as to how they want to communicate, so that's why I think that automation can really be beneficial, but there are, especially a large part of our elderly population, they want to speak directly to a

customer service representative to get the information they need. So I appreciate you keeping that active during the storms. I know it's challenging.

My other question was just really, the Commission has talked about, and I think publicly in some other meetings, the Chair has even provided some feedback and correction as to how proactive a utility is on their outreach, because I have always understood it from the perspective of protecting against scams, that the utilities rarely reach out directly to a customer regarding their account information or other information, but it does seem that there tends to be more of a trend to provide proactive communication to customers about potential outages and storm issues, and so can you explain -- I mean, maybe it's just that they are not asked for their account information. Are certain things that customers can be educated on?

But I think that proactive outreach can be beneficial so I don't want to discourage it. I just want to make sure I understand how customers can decipher between something that may be a scam or may be a utility actually reaching out to them directly.

MR. GWALTNEY: I agree. And a key process for us is that proactive communication.

We will actually start -- you will start to see, you know, advertisements, whether it be targeted ads or communications to our customers about the upcoming storm season. We have -- and you will see things really ramp up when a storm is imminent, reminding people about vegetation, stuff around their houses. We remind folks about the use of generators.

There is a lot of proactive communication that we will do throughout the entire storm season reminding the customers, because we know a lot of customers -- you know, Florida is a growing state. There is new folks moving each and every day that have never experienced a hurricane, so it's very important that we do this proactive communication for all customers that -- you know, because like I said, some have never even experienced this, or have no idea what to expect.

So the communication for us is before, during and after. It does not stop. And as I mentioned, communication is really as important as the restoration itself.

COMMISSIONER FAY: Yeah, and just one more

question, Mr. Chairman. I appreciate it.

My last question is just about the mutual assistance. I think I had slide 16. You had some information about, I guess historically folks that you had helped under the mutual aid. I am a huge supporter of that for a lot of reasons, but it looked like, I think in Sal -- for Sally, you had some assistance listed in there, some assistance also to Florida.

I know that it's not uncommon for assistance to be provided out of the state. And when it comes to restoration, I think Florida, unfortunately, just by the very nature of the amount of storms we receive, have gotten better at that than a large part of the rest of the country. And I think when I we send resources to help the states, I recognize that the payments from those resources are coming from those other territories, but they are also helping to educate the linemen and the folks in those territories of some of the practices that we use. So I want to encourage that, but first of all, I just want to keep in mind that, you know, we have resources to help other parts of Florida when a storm hits landfall. And I recognize Irma was a little bit different, but under most of these

scenarios, it does appear that we have the potential of the neighboring territory to step up and help quickly for an area that might need that type of service.

So can you just elaborate maybe a little bit what occurred historically for our neighboring areas.

MR. GWALTNEY: Sure.

So Sally you had mentioned. So that was a, you know, storm, a Category 2 hurricane that affected Gulf Power. And so FPL -- we sent, you know, I think close to 2,000 employees and workers up to Gulf to help support them during that event.

Likewise, both us and Gulf, we provide support, you know, within the state and out-of-the state. So through this whole mutual assistance aid process, when somebody needs resources, you know, that we will go through the guidelines and then help be able to support.

And we've helped our neighbors and, you know, whether it be even cooperatives or municipalities, you know, when they've needed assistance as well, and we help each other.

I had mentioned the Florida Electrical Coordinating Group. We actually meet -- that's

just the Florida utilities. That includes municipalities, co-ops and the IOUs. And we actually have a meeting this coming Monday. But we meet at least once a year, sometimes twice a year, and just talk about the mutual assistance and how we can support one another.

So as I mentioned, this is -- this is a, you know, a brotherhood and sisterhood that we all work together and we will help, you know, whoever needs assistance we are -- each of our companies are willing to help the other.

COMMISSIONER FAY: Great. Yeah. I appreciate the time and the feedback.

That's all I had Mr. Chairman. Thank you.

CHAIRMAN CLARK: Thank you, Commissioner Fay.

Other Commissioners have questions?

Commissioner Graham.

COMMISSIONER GRAHAM: Thank you, Mr. Chairman.

My question goes back to what we were just dealing with in IA, Senate Bill 1944, that pole bill. Now, granted the Governor still has to sign that, and we have to go through rule -- go through setting the rule. But I guess the question I have is, what do you guys see that this bill can do for you, this pole bill, or what would you like to see

that it can do for you during hurricane restoration?

MR. GWALTNEY: I mean, Commissioner, can I just get a little bit of idea of what's in that bill, or -- I am trying to recall what's in that -- you said the O bill?

COMMISSIONER GRAHAM: The pole bill.

MR. GWALTNEY: Oh, the pole bill. Okay. I am sorry.

So that one we are taking a hard look at. So with the, you know, when we look at the third-party attachers, and some of the other folks that are on these poles, and what we are going to be able to do, it's very critical. I mean, we found during these event, we've had more -- more of the poles that came down are actually not our own poles. They may be a cable TV, telecom or, you know, telephone poles, et cetera.

So it's something that we are working through right now, but, you know, our goal, no matter what, is to get the lights back on. So we are going to -- we end up replacing a lot of those poles ourselves with one of our poles to get the lights on.

So from a restoration process, I don't --

there really won't be a change as far as getting the lights on, and so forth. We are going to do that. Where I think you will see some changes is if some of the other part, be it county possible pole ownership, et cetera, because, you know, we are going to have places where, you know, it's an FPL -- let's just -- I will just use FPL for example.

An FPL pole is there. We know we have buried now our services, and so forth, the third-party attacher has not removed off the pole, there is really no sense of us to put that pole back up. So we would be looking for those third-party attachers to either, you know, maybe they need to install a pole if they want to maintain their lines overhead or not, but it's something we are going to have to work through with those third-party attachers.

COMMISSIONER GRAHAM: Paul, anything?

MR. TALLEY: Commissioner Graham, I think that, you know, everybody maintaining and focusing on their hardware and having some type of common inspection cycle so that the assets across the whole state are maintained in some type of common way, you know, I think that would be -- the strengthening of all the systems that all of us are

on would be a great addition to what may come out of that bill.

COMMISSIONER GRAHAM: Okay. Thank you, Mr. Chairman.

CHAIRMAN CLARK: Thank you.

Commissioner La Rosa.

COMMISSIONER LA ROSA: Thank you, Chairman.

And Commissioner Fay did a great job of asking questions, obviously, regarding communication and vegetation. Obviously, that is a key point in the hurricane process, of course, before, during and after.

My thoughts were around more of what I am going to call planned developments. As the state grows, we are seeing more large-scale developments, you know, the design and plan and ultimately built out many times, almost every time, managed by an HOA or even a CSS in some cases.

From the communication perspective, specifically kind of toward, like, the vegetation process, which many times, you know, common areas and right-of-ways and whatnot on landscaping is controlled and maintained by an HOA or even by a CDD. What type of communications do you guys have specifically to them, whether it be, you know, the

management of that or a CDD board, to help kind of, I don't know, get in front of some of the vegetation issues, you know, when we are kind of prepared for a storm, or how they can kind of best prepare for a storm? And do understand -- also understanding that a lot of those subdivisions or planned developments are typically underground, but just kind of curious from a communication perspective of what happens and what occurs, and if that's kind of looked upon as you guys are having those lines open.

MR. GWALTNEY: Yes, sir.

You may recall, like, on the slide on the communications, we actually had -- it was over 1,000, I think the number was closer to 1,200 community outreach meetings we had over the past year, and A lot of those at homeowners' associations.

So we work with the individual within FPL, the area managers, which, you know, to identify -- as you mentioned, a lot of subdivisions are actually underground, but there are some that are overhead and then some that may have some stuff on the outskirts of the property that overhead lines are on before they go underground into the subdivision

where they may have some landscaping. And that's where our right tree right place takes a huge, you know, piece that we communicate constantly with a lot of these homeowners' associations, and then also even going into storm season reminding them as well.

You know, these palm trees, et cetera, some of these palm fronds can grow back even after trimming, you know, in three to six months. So it's a -- and, you know, we are always in the growing season. So, you know, it's something that we are constantly communicating with the owners, and really trying to make sure -- and that's why I made that comment on the right tree the right place. Really, let's get the right type of vegetation so it does not affect the utility lines but also provides them the aesthetic, you know, pleasing, you know, appearance that they want for their particular development.

COMMISSIONER LA ROSA: All right. Thank you.

I'm good, Chairman. Thank you.

CHAIRMAN CLARK: Thank you, Commissioner La Rosa.

Any other questions?

Commissioner Passidomo.

COMMISSIONER PASSIDOMO: Thank you, Mr. Chairman.

And thank you, Mr. Gwaltney and Talley for your presentation.

I kind of want to just echo a little bit of Commissioner Fay's questions about customer communication. You mentioned you have a couple of, like, apps and things like that. And I think that's a really valuable way of reaching out to customers during, you know, during troubling times when they are dealing with power outages.

I just want to know, you know, how do you -- how do you kind of advertise these different mechanisms of communication? Is there, like, a QR code or something like that on a bill that will -- on a customer's bill prior to the hurricane season so that they know that they have these resources ahead of time? How do you just -- you know, how do you kind of reach out to customers to know that there are these ways to communicate with them?

MR. GWALTNEY: Yeah. So we will use every type of communication possible. We will -- we will do -- I am not sure about a QR code specifically on a bill, but we will, you know, communicate through the bills. We communicate through, you know,

advertisement. It may be even through a television ad or a print ad on social media. So we have, you know, our Facebook sites and et cetera.

So we use all of the modes of communication to try and get that information out to our customers. And then it's also, as I mentioned, you know, prior to a storm coming in, that's when we will go and reemphasize a lot of our messaging and our communications, and they will go to the, you know, the TV media. It will go to, you know, advertisements. It will go whatever -- radio, whatever -- all forms of communication we utilize to make sure we get the message out for folks to, one, to be prepared, and two, how they can communicate with us, and we are monitoring all of those channels as well.

COMMISSIONER PASSIDOMO: Thank you. I am good.

CHAIRMAN CLARK: All right. I want to take just a couple of minutes to talk about a couple of items, and I'm probably going to get on a soapbox more than I am going to ask questions. I want to make certain that at least there are some points that are made that the utilities continue to consider.

Beginning with right-of-way and vegetation management, and I just want to signal, I hope the utilities are taking a more aggressive approach to right-of-way. I appreciate, Mr. Gwaltney, the right tree -- right place right tree concept, but the rate right-of-way is no place for a tree, and to just reinforce that to the utilities that we've had that discussion at this commission, at the Commission level to say, you know, we are going to support the utilities having the resources that they need to make sure that the right-of-ways are maintained to the right level. I just want to put that sentiment out there.

The second is in regard to communications. We have talked about the preparedness -- and our utilities do a phenomenal job in communicating, messaging up to and prior to storms hitting. I think we are -- I usually have a concern is once we are in the middle of an event, having contingency plans to deal with communication strategies, communication mediums, we are able to get messages out into areas where there are no communication vehicles.

We, as going -- looking back referencing Hurricane Michael, what we saw with cell tower

networks during that particular storm left us kind of in a vulnerable position. And I know we began -- I watched the utilities begin to scramble with some new messaging techniques.

And I really like the fact that you said you are starting the mobile kiosk. I have seen one of those in action, not during an emergency situation, but do you plan to deploy the emergency kiosk during a mass hurricane type event?

MR. GWALTNEY: Yes, sir. We actually did -- had several of those during Hurricane Irma. I can speak specifically, like, Pinecrest, for example, down in South Florida, which was a subdivision, or an area that was heavily damaged with vegetation. But we had it throughout our state. We utilized those kiosks, and Gulf does as well. And I will have Paul communicate a little bit of what they have done during is Sally.

But, yes, that is an important piece for our communication. And it's really key, like I mentioned, to get that face-to-face and be right there in the middle of it so the customers feel comfortable that you are addressing their needs, and that we have the crews there, and we are there to get the lights on.

We make sure there is, you know, there is also like typically food -- I mean, water and ice, and so forth. But we also have communication there, so our representatives can actually take a look and understand what the status of -- of the restoration that's going on, you know, up-to-date right there on site.

So we found it very beneficial, and we plan to deploy those as needed in any of the heavily damaged areas that may have.

And I will turn it over to you, Paul.

MR. TALLEY: Yeah, and our plan for Sally was not quite as much impact on the communications systems as we had during Michael, but we implemented some of the same type processes, where we used print media and set up near where they were doing food and water distributions, where communities in hard hit areas were coming together, we would focus on those areas and provide those customers with information through whichever means they felt they needed, whether it was social media, or print, or face-to-face communications with our marketing group or our customer service group, really tried to focus on providing customers information in the way they wanted to receive it.

CHAIRMAN CLARK: Great. And I, do -- I thank you for that effort. I just want to make a reminder and a pitch that there is a lot of locations in the state of Florida that they are not all in cities, populations of 100,000 or higher. There is a lot of small towns and cities that are equally impacted. And I realize there is a very thin amount of resources to be spread during this time, but one of the things I always said utilities do really do good at committing resources prior to an event. And then when an event occurs, we tend to want to shift those resources, but maintaining important level of communication and outreach during these times is very, very important, and I appreciate you guys committing to that.

And my third and final question relates to the concept of mutual aid. One of the biggest issues that we faced a couple of years ago were situations where we were looking to begin to overlap the different types of utilities in assisting each other, be it cooperatives, municipals investor-owned utilities. There seemed to be some disconnects at that time related to, I guess sovereign immunity issues, some liability issues. There were some, I think, early discussions put in

place to try to overcome those.

Where do you guys feel we are in terms of an internal mutual aid assistance to other types of utilities? Have those issues fully resolved in you guys mind?

MR. GWALTNEY: I will go ahead and start, and Paul can chime in as well.

So as I mentioned, we actually have a meeting -- another meeting this coming Monday, I believe it, you know, with the munis, the co-ops and the IOUs in the state of Florida. I believe it definitely has improved, but I still believe there is more room for us to go to work together.

I think we work together very well. It's a matter of kind of getting some of the legal pieces taken care of, but I think it's in a much better position than it was, you know, a couple of years ago, but it's, you know, we still have a little bit more work to go.

Paul.

MR. TALLEY: No, that's exactly what I would have said.

CHAIRMAN CLARK: So what I heard was we made improvements, but we still have a ways to go.

And I just want to put this out there. I know

we have presentations from the co-op and the munis coming up as well, and their representatives on the line, but this commission, I think, is committed to assisting in this process in whatever way we can, be it through whatever resources we have available.

Our number one priority in these times is restoration, and to make sure that every citizen in the state of Florida is restored in a timely manner. So we want to provide any resource that we can to help resolve these issues upfront, so when this time comes, we have those services available to everyone.

All right. That's all of my questions. Anybody else, any questions, follow up? Great.

Thank you guys for your presentation. Thank you for being here with us today.

All right. Next up, I believe -- wait, let me put my glasses on. Mr. Jason Cutliffe, General Manager of Emergency Preparedness for Duke Energy Florida.

Mr. Cutliffe, are you on the line?

MR. CUTLIFFE: Good morning, Commissioners, and thank you for the invitation to join you this morning to share our, Duke Energy's preparedness for hurricane season.

Could we advance to Slide 2, please? All right. Thank you.

So a couple of things I want to just start with is our service territory is as shown. We serve 1.9 million customers. And I will mention in a moment the value to those customers of a recent project that was completed. We have upgraded all of our meters to AMI technology, so it gives us some capabilities we did not have across the entire footprint even as early as last year.

Next slide, please.

Okay. So the preparation for hurricane season is always built on operational measures and in coordination with other emergency and first responders in the state that we partner with.

Our transmission and distribution system maintenance, we will be filing our first ever storm protection plan document June 1st. So there will be detail in that on specific maintenance and improvements.

I will share that our distribution wood pole plant is on an eight-year ground line inspection cycle, and we are up to -- we are up to standard on that.

Transmission wood poles are inspected visually

every four years, and ground line every eight years. And the concrete and steel transmission structures are inspected every six years.

Our vegetation management program, which is another foundational element of preparing the grid, our distribution system is on a three-year backbone and five-year average lateral cycle. And transmission network is based upon annual inspections, and trees are moved back for six years worth of growth as they are inspected each year.

And in addition to that, each year we do feeder backbone controls of our distribution grid for vegetation management issues, and we have completed those for this year on 1,265 feeders, and any tree removals that are identified in those controls have been moved into the work queue and will be completed by June 1st.

We held a storm drill April 20th and 21st. The drill modeled Hurricane King from 1950, so it provided a damage profile for all four of our operating zones to test and exercise the resource allocation and estimate a time of restoration calculation process.

And as has been mentioned previously, you know, a huge part of the plan is the ability to

bring outside resources into the state, and to effectively stage them ahead of landfall, pre-staging. And so we are in the process of updating contracts with over 100 vendors, both line and vegetation management. And these are -- these are contractors we don't normally do business with, but we need them in the event of a major hurricane; because like everyone else who will speak today, we increase our workforce by a factor of four to six in order to complete the repair work that's necessary after a major hurricane.

And last year was a very active year in terms of operational lessons learned. We had six out-of-state deployments. We had a spring storm in Isaias and Laura and Sally and Delta and Zeta. And we had four events that we responded to on system. So in terms of learnings from COVID and operations, we had quite a bit to work with last year, and I will share in a moment on another slide what some of those were.

On the coordination front, we are in the middle of our updates with our county and state emergency operation centers to capture any critical facilities, and we use that to assign restoration priorities to our feeders.

In the past, we have done that with face-to-face meetings. As of last year, we were learning how to do that remotely, but the communication continues. And we've got a staff of just over 90 people in our storm plan that are dedicated just to that information sharing with our counties so that if there is a critical infrastructure that is affecting normalcy for the community, we are able to immediately integrate that into our restoration plan.

And then another big part of our outreach to the community is just overall communications. And I have got a couple of slides I would like to share some -- (INAUDIBLE) -- in 2021 that we will be rolling out.

Next slide, please.

Okay. One of the things I like to emphasize when sharing this message is that even though we've had great progress in the automation of our grid with self-healing teams and automatic switching for faults, at this point in time, over 44 percent of our customers are served off of a feeder that is part of a self-healing network. In a hurricane, however, our plan has to be built on restoring and repairing from the source out. So we go from

generating stations out through transmission, and then down to distribution feeder backbones, and ultimately into neighborhoods and rural areas. So of our logistics and operations is built on that sequence.

Next slide, please.

Some specific lessons learned from 2020. Would all were adjusting on the fly to the COVID protocols. We worked with one of our logistics vendors to do a mock staging site near The Villages last in July. We got some very useful lessons out of that and incorporated those in our plan. And in this slide, have several bullets that came from that exercise. We are going to do it again this coming July, and we are currently including all of the COVID changes that were put in place last year.

This is a rapidly, you know, evolving front, so we are going to check and adjust as we go, and we get guidelines from the State and the CDC. So this may change, but as of this writing, we are observing all the protocols put in place last year.

And on the operational front, I mentioned the conversion of our matters to the AMI technology. So one of the features that gives us for customers is what's called a ping it application, and we can

remotely interrogate those meters as to whether they have voltage from the grid or not.

And what that does for us in a hurricane, is we can validate that all meters have been restored before our crews leave a neighborhood or an area; because a lot of customers aren't home, they've he evacuated or they are staying with, you know, friends or relatives, and it's very inefficient to send crews back when they do return home and find that there is, you know, possibly individual service damage. So the technology is very useful, and we are pleased have that across the entire footprint for 2021.

And then the next operational improvement that will be very significant for us is increasing work productivity by implementing a daily timesheet approval process for our off system crews. I mentioned a large number come in, and we are going to require prior approval to any exceptions for either the fuel or the meals that Duke Energy provides as part of support for the hurricane restoration.

So what that will do for us is focus the work hours on the most productive, which are the daylight core window between Sunrise and Sunset.

So we run a shift of 5:00 a.m. to 9:00 p.m., because that's when -- that bookends daylight in the fall in Florida. And our intention is to serve breakfast and give safety briefings before the sun comes up, and to serve dinner and fuel trucks after the sun has gone down. And in between those times, we want the crews out in the field turning wrenches in the most productive hours of the day.

So this process helps us do that. And we implemented this last year in a more or less manual means. And in 2021, we are rolling out automation of that process in the form of smart phone app called Team Card, and a web portal, which allows the crews and the vendors that we bring in to provide that information, receive those approvals in a realtime basis.

All right. Next slide, please.

Now I would like to share some of the communication changes for 2021, and really what we've done in the last couple of years is migrate the customer campaigns that have been put in place for what we call blue sky circumstances into our hurricane plan.

So we've got means in place to share outage information with customers today. If a contractor

digs into a cable, or if an animal gets into an overhead primary, we send three primary messages through the life of that outage to all customers affected. We communicate first that we are aware of the outage. Next we provide, as soon as it's available, the estimated time of restoration, as well as any other information that's relevant, like the crew that's been dispatched, the number of customers affected, the cause, and other details. And then finally, we communicate that restoration is complete. Again, customers aren't home. This allows them to understand what's going on.

So in 2021, we have migrated this into our hurricane plan. And the only exception is going to be in that third campaign, where we communicate restoration, we will disable that for the first 24 hours or so as we go through an operational process to energize all of our feeder backbones. And there is a risk that, through that switching and modeling in our system, we could send some erroneous restoration messages. So to prevent that from happening, we have a process to disable that restore campaign in the very early hours, and then once we finish our backbone isolation and restoration process we turn that on. And then the

messaging that goes out to customers is the same as we provide on any other day in the year.

And a comment on a question asked earlier about cybersecurity. We limit the information that is provided in these campaigns, and I will talk about the channels in a moment, but addresses for example, are truncated to eight characters so that there is not personal information, anything that could put the customer at risk that's being sent out.

Next slide, please.

So I mentioned the three primary campaigns. Interspersed among those is what we call an ad hoc campaign. That's where some of the unique hurricane information is inserted. In the past, without this -- these tools available, there was a period of radio silence from Duke Energy of about, you know, 24 hours or so while we did our damage assessment and we completed our feeder isolation and energization process. What we are able do now is, through that period, provide continuous information, and we target new information every four of it four to six hours, beginning with the all clear, where we share extent of damage, any crew movements that might be relevant. We try to

share any flooding or road access information, because again, a lot of the customers are not home. They've evacuated or they've gone to stay with others.

So we push that information out through our channels, and ultimately we want to get to the point where there is an ETR for each customer at their premise. So these ad hoc campaigns run up until that point. So once we've got an ETR that's relevant for that particular customer's account, then we update with specific crew information on the progress of that restoration.

Next slide, please.

And we all know that during an event, communication is -- is -- a lot can happen, right, so including cell phone access. So everything that we send out by text, outbound message or email is also available on our external outage map from our website. So if customers aren't able to access it through the normal means, they might be able to, on a day like today, they can go into the outage map, and the feedback we've gotten is a lot of customers utilized that channel, and they can drill down to their specific outage and gather the same information.

Next slide, please.

So just in summary. With this communication capability, we have collected, again, on a base of 1 9 million customers. We've got about 950,000 email addresses for residential and business customers that we use for this messaging. We've got about 1.4 million phone numbers where we can send texts and outbound calls. And we send it all, because we don't know which platforms are going to be working, so we push information out to all those channels. And we've got growing usage of our Duke Energy app, just over 370,000 users to this point, and it is growing.

So as we we've gone down this path, we have learned something since last year, as a matter of fact, we auto enroll our customers into this messaging campaign when we have either a valid email or a valid cell number to send the information to. There is an option for them to opt out. And we have a few that have chosen to do that, right?

So what we found out last year is that among that number there were some who we found out didn't intends to opt out of the program. They simply wanted to opt out of a specific outage where they

had received enough information, and they selected that option.

So beginning this year, we are setting up a pre-hurricane season program where we are going to reach out to all of those opt-out customers and, in fact, today is the first day of the first time we've done this. So we will be contacting them just to make sure that they did intend to opt out of the outage information program all together and that they -- we offer them another chance to enroll so that they are in the system and receiving this information for 2021. We will do that each year to make sure that we've got the best list available.

All right. Well, that concludes my prepared remarks this morning. I would be happy to entertain any questions. And I will add, staff sent out some questions ahead of time, and we've provided some specific responses to each one of those bullet items, and it's attached to the appendix of this presentation. So I just wanted to note that any information I may have missed is in the appendix.

Thank you.

CHAIRMAN CLARK: Great. And thank you for that. Yeah, I was looking ahead at some of the

Q&As that were attached there. I think it may answer a lot of our questions, but I also apologize to staff about questions from the last presentation, I completely overlooked giving you an opportunity to ask questions, so I want to make sure I do that this round as well.

I will begin with Commissioners. Commissioners, do you have any questions?

I will start with Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

I appreciate the presentation. My question really, it ties into that customer communication that you have talked a lot about. The numbers that you provided I think are very telling, but I just want to make sure I understand the whole story.

The auto enroll component, I think, makes a lot of sense for customers, and I think if I understood what you were stating a few minutes ago, that you are going to make sure there is clarification that those who opted out weren't intending to just opt out for that specific outage, that they want to continue to receive information in the future. But my concern is how the utility finds that sweet spot for communication. I mean, to a certain extent you could have very limited

proactive communication. On the other end, like, you know, I don't -- I don't care that my car's extended warranty is expired, like, I am tired of receiving this call. Like, at some point you start to say this is -- this is not helpful. I am getting too much information. So how do you find where that middle ground is based on customer feedback?

MR. CUTLIFFE: Yeah, Commissioner, I think we need to be sensitive to that. I don't believe we are near that tipping point at this juncture.

As I mentioned, the ad hoc messaging that we send out in the first 24 hours fills the gap. There was a void there in the past while we were -- while we were trying to determine ETRs for those customers.

So the feedback we have received is that early information is valuable and appreciated. And I think we've all just got to be very sensitive to those concerns of, you know, stop pushing information to me, and make things like the opt-out option available. Just -- we just want to validate that folks really intended for that and weren't just giving a response to one particular outage.

COMMISSIONER FAY: Great.

And then, Mr. Chairman, just for clarity. Mr. Cutliffe, were you going to go over the topics for discussion, or were you stating that you are happy to answer questions on that now?

MR. CUTLIFFE: I am happy to answer questions on that now.

COMMISSIONER FAY: Chairman, is that all right?

So my question is related to Slide 2, following that topic of discussion. You have storm preparation and restoration process there where you have referenced a model for the drills correlated to Hurricane King from 1950. I will be honest with you, I feel like I know a lot about Florida hurricanes. I have never heard of Hurricane King from 1950, and so it looked like it hit downtown Miami, from what I could tell; but is there a reason that the modeling was based off of that and not a more recent model?

MR. CUTLIFFE: Yes. It was modeled because of the path that it took after it made landfall, and one that we could pull some historic information for to feed into our meteorology models that would have affected all four of our operating zones.

A lot of recent hurricanes we have are very

impactful in, say, the west coast, not so much in central Florida, and we wanted an example that would require all of our operating organizations to go through the direct impact exercise.

COMMISSIONER FAY: Okay. That's helpful.

And then my last question was just on Slide 14, you talk about the pole inspections and the replacements. I know the Commission, specifically in these workshops, has had a lot of discussion about hardening and improving the sustainability and reliability of the grid.

How do you make a determination -- and staff educated me a little bit on this. I know there are replacement poles that are still wooden poles, but they are arguably still better. They are a higher quality, or more hardened by its definition. But how do you make what decision between replacing a pole that has failed an inspection with a, quote/unquote, hardened pole if, you know, wood, concrete or another material?

MR. CUTLIFFE: Yeah. So in the case of transmission, any wood pole that fails inspection replaced with steel or concrete. So -- and it's part of an intentional program to replace, ultimately, all wood poles with steel or concrete.

In the case of distribution, when we complete our ground line inspections, we do a visual of the pole top, we do a sound and bore of the ground line, we remove 18 inches of soil to check the integrity of that location. If for either reason the pole fails the structural minimums that are required, one of two things will happen. It's either replaced with a new pole that meets all of the NESC strength requirements, or if it's in one of our designated storm protection plan areas, we will replace it with an extreme wind designed pole, which goes but the NESC code requirements.

And we have designated those extreme wind areas based on susceptibility to hurricane winds and a balance of some customer exposure factors as well. And that's part of our storm protection plan.

COMMISSIONER FAY: So just a quick follow-up, do you have to balance -- like, are some of the hardened poles require more time to be replaced? And I am just thinking, like, when we had our storms here in Tallahassee, the wooden poles were really quickly distributed out and put back in to get lines back up. Are you -- I am guessing there -- it's not a black or white decision. There

is probably some analysis that you determine as far as how to expedite getting that power back up.

MR. CUTLIFFE: Yeah. It's generally -- in a hurricane restoration, we are doing like for like replacements. And part of the damage assessment that's done identifies the pole height and class. And our supply chain is built around providing a variety of the most commonly used poles to our staging sites. So we put back a pole that's as strong or stronger than the one that was damaged in the event.

COMMISSIONER FAY: Great. Thank you for your feedback and your presentation, Mr. Cutliffe.

Thank you, Mr. Chairman.

CHAIRMAN CLARK: Thank you.

Any other questions?

I will ask one quick one. FPL and Gulf both addressed this issue.

Has Duke committed to have a representative from the company in all of the EOCs, all the county EOCs in the areas they serve during the activation period?

MR. CUTLIFFE: Yes, sir. I would just qualify that in the county EOC is -- it's a case-by-case as we navigate COVID. Last year, we set up remote

support. So our commitment was we will be available to you just as if we were there. And so we will continue with that, but our plan, as I mentioned, has just over 90 people, and that includes about half of that staff, which is co-located with the EOCs as part of the ESF-12 to work with the priorities of that community.

CHAIRMAN CLARK: Great. Thank you. Good answer.

All right. Any other questions?

All right. Let's move right along.

Thank you very much, Mr. Cutliffe, for your presentation today.

Next up, Mr. Ed Mora, Director for Energy Control Center for Tampa Electric Company.

Welcome, Mr. Mora.

MR. MORA: Good morning, Commissioners.

My name is Ed Mora. I am the Director of the Energy Control Center for Tampa Electric. My responsibilities include the transmission control room, where the energy system room operators operate the transmission grid, the distribution control room and the trouble department, which includes storm restoration. We are excited about sharing some of the things that we are doing that

has us prepared for the upcoming hurricane season.

Next slide, please.

Start off with vegetation management. Our vegetation program combines a continuation of its existing filed and approved distribution and transmission plan. And for 2020, we had 280 dedicated distribution tree trim personnel throughout the company's seven service areas. These dedicated resources broken into two categories, proactive and reactive. And in 2020, we completed our fourth cycle for feeders and laterals. And you can see we trimmed over 1,630 miles and over 3,660 hotspots.

In 2020, we utilized approximately 25 contracted tree trim personnel to manage the company's transmission tree trimming requirements. We continued our efforts towards effective management as part of our coordinated plan with local governments and communities. We coordinate our work with them. And you can see we trimmed over 500 miles and mowed over 3,500 acres of our right-of-way.

Next slide, please.

Our wood pole inspection initiative is part of the comprehensive program initiated by the Florida

Public Service Commission for Florida investor-owned electric utilities to harden the electric system against severe weather. We have approximately 311,000 distribution and lighting wood poles appropriate for the inspection, and we are on an eight-year cycle targeted for inspections annually.

This program provides a systematic identification of poles that require repair, reinforcement or replacement to meet strict requirements of the National Electric Safety Code, and we inspected over 49,250 distribution poles in 2020.

We utilized three basic inspection procedures for determining the condition of wooden poles. The visual inspection, sound and bore, and excavation. We also perform hardware inspection and collect data in a database to include information related to pole class, material, vintage, location, pole strength and any pole deficiencies that require follow-up actions, if any.

For transmission, our approach includes the eight-year above ground structure inspection cycle, eight-year ground line wood inspection cycle, annual ground patrol, annual aerial infrared

patrol, our annual substation inspection cycle and the preclimb inspection requirement. Standardized reports are provided for each of the formal inspects, and deficiencies are identified during the inspections are entered into a maintenance database. And you can see that we have inspected over 650 transmission poles in 2020.

Next slide, please.

The transmission asset upgrades program is a systematic and proactive replacement program of all of Tampa Electric's remaining transmission wood poles with non-wood material. The company intends to complete this conversion from wood transmission poles to non-wood material poles during our timeframe of the 10-year SPP.

Tampa Electric's distribution overhead feeder hardening program strengthens the company's distribution system to withstand increased wind loading and harsh environmental conditions associated with extreme weather events. The program focuses on increasing the resiliency and sectionalizing capabilities of the distribution electric system to better withstand extreme weather and minimize outages, the outage durations in affected customer counts through two primary

insurance enhancements: Number one, the distribution feeder strengthening. And No. 2, distribution sectionalizing and automation.

As part of the program, we have been proactively replacing our live-front critical switchgears with the dead-front submersible gears. We changed out 110 of those in 2020. We are very excited about that.

Next slide, please.

Another proactive storm plan initiative we are excited about is utilizing industry standard guidelines from the Electricity Subsector Coordinating Council on mutual assistance. For example, we used many recommendations for our control room staffing for the COVID experience, like using backup control rooms for the night shifts, using shift teams, and decontamination protocols.

Another noteworthy improvement for storm preparedness and restoration has been a design, testing and implementation of our new advanced distribution management system, which the industry refers to as ADMS, which went to a live cut-over in April of this year. This system replaces our legacy outage management system, and I will talk

more to this project on the next slide. And we also have our annual mock storm drill scheduled for June 24th of this year.

Next slide, please.

A foundation component to our company-wide grid modernization initiative and storm preparedness is our new ADMS outage management software project. The ADMS is a state-of-the-art best practice IT solution for outage and distribution management system in one program. Increased customer experience and communications, increased reliability, asset management performance and distributed energy management are key drivers for this management system.

When fully implemented, Tampa Electric will have a live system that includes DMS and OMS. And by the end of the project, after additional module implementation, Tampa Electric will have a system with these additional capabilities: Distributed energy management, fault location, isolation and serves restoration, storm assist, damage assessment, volt var management and advanced network applications.

Next slide, please.

For our storm preparedness, we have seasoned

mutual aid agreements in place with many active decades of membership in the Southeastern Electric Exchange and with the Edison Electric Institute. We also have agreements in place with municipalities within the state of Florida.

We annually review our list of critical customers and have updated our restoration priority list for 2021. Our external communication templates have been prepared and reviewed for this year, which includes the pre-storm, post-storm and generator safety.

We have our internal emergency operation staffing plans updated for this year, and we have enough resources and plans to staff at each county and municipality served.

Next slide, please.

For customer outreach, for unplanned outages, we have three customer communication campaigns.

First, proactive notifications. We acknowledge that we are aware of new outage, and provide any known information, including the initial time for restoration or estimated time for restoration, the number of customers impacted, cause and status.

Second, the ETR update. We will notify our

customers when the ETR has changed more than two hours, and we will provide any more known information.

Third, restoration notifications. We notify our customers when an outage has been restored and provide any known information. All campaigns providing information out of the ADMS are sent to customers according to their preference, either call, text, email, or in the case of do not contact me at all.

And in addition, we send general communications during hurricanes to all customers. And examples include the pre-hurricane prep messaging, reminding customers to be ready and what our process is leading up to restoration, and also post-hurricane messaging advising where we are assessing damage.

Next slide, please.

In addition, we display continuous updates on our tampaelectric.com website for additional information for our customers. We have banner messaging addressing the weather and restoration efforts. We include videos and links to resource pages. And general outage and restoration content is made available and spotlighted on the site. Any

available ADMS data is displayed on the map so customers can monitor their outages. Customers can also report their outages by either logging in or providing information, like their account number, meter number, phone numbers or service address. And they get -- updates information tray on the map provides info on how they can also text us or sign up for outbound communication preferences.

The safety info information tray on the map provides downed power line safety tips and a link to brochure on the same topic.

Our social media coverage across multiple channels include Twitter, Facebook and YouTube. And we also place broadcast messaging to play at the start of our IVR to provide any important storm information.

Next slide, please.

We have improved our wire down process and have secured more resources internally and externally. This was a key find during Hurricane Irma for us. We implemented some expanded teams that we are excited about. And implemented more lessons learned are ADMS will gather more frequent damage assessment and restoration data from the field and incorporate into the outage management

and our work resource management systems more efficiently.

We have implemented our ARCOS technology to enhance tracking of crews and progress. We've streamlined outage communication technologies. And finally, we have improved our storm documentation and invoice review process.

And this concludes my presentation, and I am available to answer any questions you may have.

CHAIRMAN CLARK: Thank you, Mr. Mora.

Commissioners, do you have questions?

Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

And just one quick question. When you talk about the ETRs, it's -- to me, I think it's really beneficial for customers to have that. I just think the challenge is, you know, understanding the accuracy of those numbers. So if you provide an estimate and you exceed that estimate, then obviously the customers could have concerns about that based on what they've predicted.

And so what processes do you have in place to give some validation to what those ETRs are so that in the future you might be able to improve that accuracy?

MR. MORA: Yeah, that's a good question. Thank you, Commissioner.

So we have -- part of our restoration process are ETR teams. So we have specific teams at each of our seven incident bases within our service territory, and then we have our main functional ETR team that resides right here in the control center.

So we can drill down by each incident base and service area for each ETR, and that's so we can change them, or keep them the same, or continue to make them more accurate for each of the service areas.

COMMISSIONER FAY: Great.

And then on Slide 9, you mentioned the granularity of the ETRs. Was there something -- I was hoping you would talk about that a little bit, but is there something in that slide that you were intending to go over?

MR. MORA: Yes, so thank you for that.

So if we take one incident base, for example, that ETR team then can get just as granular as they can down to each customer, or subdivision, or particular specific area within that specific service area. So with that ETR team that's located out in the incident base, there is direct

communication with the incident base lead, the supervisors, and even our crews working in the field, and we can adjust them ad hoc in realtime.

COMMISSIONER FAY: Okay. Great.

Yeah, I think the information to customers giving some expectation of when they might see the restoration occur is valuable, so I appreciate that.

Thank you.

CHAIRMAN CLARK: Questions from the Commissioners?

Commissioner La Rosa.

COMMISSIONER LA ROSA: Thank you, Chairman.

And on the last slide, you mentioned streamlined outreach communication, I think you were talk about the ratepayer in that situation. Can you just expand a little bit more on that?

MR. MORA: Sure.

So what we've tried to do is here the last few years really learned some lessons here during Hurricane Irma, we go back, that was the recent large storm that we had to work on of working with our customer experience teams through our restoration project team here in the control center of really getting out there, and we actually

have -- we have portable, what we call, forts or kiosks that key put locally in severe damage areas. And we also a program called Boots on the Ground, where we can get our customer experience folks and other trained team members that may necessarily not be, you know, have, like, a different storm assignment, go out and assist our customer experienced team members in local hard hit areas.

COMMISSIONER LA ROSA: Great. Thank you.

CHAIRMAN CLARK: All right. I will conclude with, to me, it was the most blaring and obvious thing in the report. I mentioned that in your pole inspections, your failure rate on transmission poles, the number calculates to 17 percent on, I believe you are on a eight-year cycle on your transmission. Can you give any explanation of why that number is so high? I may be a little confused, but I think that's a very, very high number.

MR. MORA: All right. So I don't have, yeah, that calculation at my fingertips, and so I don't have that information to be able to speak to it at this time.

CHAIRMAN CLARK: Okay. And the distribution -- the distribution, the same way. It was, I

believe, a two-percent -- you have a two-percent failure rate in your distribution poles. I am not familiar with that -- if that's a -- compared to the industry, do you know if that's high or low?

MR. MORA: I do not know.

CHAIRMAN CLARK: Okay. All right. Thank you very much. We appreciate it, Mr. Mora.

Next up is Jorge Puentes, Manager of Technical Engineering for Florida Public Utility Company.

Mr. Puentes.

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

CHAIRMAN CLARK: Yes, sir, loud and clear.

MR. PUENTES: Okay. Perfect. Thank you so much, Commissioner and staff, for allowing FPU to present our hurricane preparedness for 2021. Again, my name is Jorge Puentes, but most people call me George, so that's perfectly fine.

Next slide, please.

As you know, we are a utility that deals not only with electric, but also with natural gas and propane. And actually, we are the smallest IOU that deals with the electric on the northeast corridor and in the northwest area. So we have about 28,000 customers, 15.8 miles of transmission, and about 900 -- 900 miles of distribution. So we

are the little electric guys that keep up the lights running in during hurricanes and any other emergencies.

Next slide, please.

What I would like to talk about now is give you an overview of how we do preparation, how we activate our process, and how we restore our system in case we have any emergencies like this.

Next slide.

FPU is a -- wants a culture of safety first, so we consider all of the safety criteria that every company has to consider. However, the COVID-19 did create some very difficult situations last year, and we have been addressing it for -- by using new implementing rules and procedures that allows employees to be safer during the response.

The company right now is planning to do a company-wide readiness exercise that's going to be done -- we were planning for the third week, but now it's going to be done actually next Tuesday, is the fourth week in May, and then we will also have another exercise on July 12th. And we will focus on several of the lessons learned from Hurricane Michael and other hurricanes, and continue to do our improvement on procedures and other logistic

matters.

Next slide, please.

See for the pre-storm planning, we initiate our customer outreach programs. We have bill inserts, we provide website information, several brochures, and then we, internally, get all our procedures, emergency procedures and storm communications plans ready.

We also consider staging options and consider where the storm path is traveling, and we might have to adjust that as the storm guess closer, but we take all of that into consideration.

We also review staffing assignments, both in operations and also our IT resources and customer care. We are constantly communicating with each other to allow for an efficient and optimal response.

And we also engage with contractors who have signed prior restoration agreements to provide their support during these emergency situations.

Next slide, please.

During that pre-storm planning, we also consider our inventory. We ensure that our emergency materials and supplies are included and are kept up to the highest level possible. And

also, we take a look at what is in stock and what can be arriving in the near future.

We coordinate very closely with other city, county and EOC and other utilities. We have ongoing communications with each of these organizations, and we participate in all meetings with the Southeastern Electric Exchange, and also we, in the Florida Coordinating Group, with IOUs and co-ops, we participate in those meetings and efforts as well.

Next slide, please.

Once the activation takes place, as a electric and natural gas and propane utility, we all continue to coordinate our efforts and maintain the view of where the hurricane, the path is going to arrive. And one thing that we have improved right now is the satellite telephones have been improved. We have now better communications to be implemented in the field, and we make sure that those are available prior to the actual storm coming in.

We secure our fuel inventory, and continue to take a look at our facilities and make sure that we make the final contacts with the local EOCs and activate employees' family personal emergency plans so that they coordinate with our emergency plans,

and we can work -- continue to work together and redeploy customer center resources that might have to be based in different locations as the path of the hurricane nears by.

Next slide, please.

Once the hurricane has passed through our territory, we begin our restoration and we apply a systematic approach. We use our OMS and SCADA systems. We take a survey of what has been physically damaged. We have several teams and crews that we have contracted with or come over to assist us.

One innovation that we have done recently is we created an onboarding video so that utilities that are going to be supplying their resources and help us to are able to see prior to arriving to our company, so it makes it easier for them to hit the ground running with all of their necessary resources to help restorate our facilities.

In terms of the priority of the restoration, we usually focus on the transmission and generation pieces, then we go to the substations, and then we try to ensure that they are in good shape, and then we bring in feeders and laterals.

Of course, as we do this, we consider very

much which are the top priority customers, such as hospital, police, fire or EOC offices. And in consideration, we take also where the storm shelters and elderly care facilities have been located, so we try to bring those areas with electricity as quickly as possible.

Of course, another area is sewer plants, and then restaurants and food retail facilities that are important to have as soon as possible.

Next slide, please.

In terms of communication awareness during the pre-storm, I have to say that we are honored that we were selected and we received an award in the 34th Annual Governor's Hurricane Conference for educating the public and provide information to the public. So that gives us a good piece of feedback that what we are doing in the communication areas is proving to be very effective.

Part of that program is, as I mentioned before, send bill inserts, print ads, brochures. We have IVR messaging, press releases, social media posts, website updates, and any other public service announcements.

Next slide, please.

In the -- one thing that we have also noticed

that the customers like is that all of our communications are geared towards directing all of them to a one-page website where all the of the information that they would need is right there, and they can access that information in case they would like to.

Next slide, please.

And in terms of the plans and initiatives that we have for the storm hardening, talking about the vegetation, we have a three-year cycle for all distribution feeders. And to date, we have completed about four-and-a-third cycles.

In terms of the distribution, we do a six-year cycle. And we have completed about 2.2 cycles, and the transmission is also trimmed in a three-year cycle.

In 2020, we accomplished about trimming 23 miles of distribution feeders, and we also trimmed about 71 miles of distribution laterals. Of course, through that trimming, we also do hotspots on our distribution prior to the hurricane, and we do some inspections prior to the hurricane arriving, and during the June 1st start of the season.

Next slide, please.

In terms of our woods pole inspections, we have an eight-year cycle. We have completed about 1.6 cycles. Our transmission and distribution inspections are on the same cycle. We use -- some of the poles that are wood are also inspected during the distribution process also.

The total poles inspected from the beginning of eight-year cycle has been 18,200, almost 200 -- 18,289; and during the 2020 inspection cycle, we did 4,291 poles. We have replaced 130. And poles that were needed to be replaced in the upcoming years, we are going to have about 262.

Next slide, please. Thank you.

In terms of suggested improvements based on lessons learned, we have learned several lessons from many of the hurricanes that have affected our facilities, and I think the Hurricane Michael that affected most the northwest division, that nearly destroyed all our division, gave us very good lessons.

One good lesson was to, especially when you have so many crews coming in and helping our facilities be restored, was to include in all those teams several folks that are keeping closer recordkeeping of what is being replaced and what is

being restored.

Also, other lessons that we have learned is increase security staging areas, so that we prevent individuals from entering. And also when you are locating these staging areas, to be able to make sure that they are in a good level area, and that it's not prone to flooding.

Other items that we suggest is to continue to invest in storm hardening initiatives, continue to invest in technology advances in hurricane prediction, and continue to invest in our internal technology, such as GIS, OMS or IVR technologies that are being implemented.

Next slide, please.

With that, we come to my conclusion of the presentation. And at this time, I would like to open it to the Commission and staff for any questions.

CHAIRMAN CLARK: All right. Commissioners, any questions?

Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

Just one quick question, Jorge, thank you for your presentation.

You know, Slide 7, you the redeploy call

center resources. I just want to make sure I understood what you meant by redeployment.

MR. PUENTES: Sure.

Basically we have all our customer care employees located at a particular location. For example, if they report to the northwest division, they have a location to where they go to work every day, and in the same sense happens in the northeast.

And while those are the electrical divisions, we also have folks that are centrally located in other offices -- centrally, I mean Florida, like, down in the -- near the Orlando area, or even further close to the West Palm Beach area, who manage the other part of the business that are doing customer support with natural gas and propane.

So when we hit an emergency, we all get together and redeploy those resources to where they are needed the most. If it's possible now with this new virtual environment, we have good communications, we might be able to have some of them stay at their locations. But that's what I meant by saying redeployment. I hope I answered your question.

COMMISSIONER FAY: Yeah. Thank you. And you answered what my follow-up is, with the virtual access, it changes the dynamic, and you might be able to utilize that to provide better assistance.

I did just want to add, I do appreciate, on Slide 10, you mentioned that single landing page. I think that's very helpful as far as a resource goes, and a great way to pump information out there, so I appreciate you for including that.

Thank you.

MR. PUENTES: Thank you, sir.

CHAIRMAN CLARK: Thank you. Other questions?

I will ask the same question I asked Mr. Mora I looked at your pole failure rate. If you add the poles to be replaced back to the poles that were replaced in 2020, the number inspected, it looked to me about like a nine-percent failure rate. I don't know what your forecast out for the ones, the 262 to be replaced are, but is that -- does that seem like a high failure rate to you?

MR. PUENTES: Sir, reviewing most of our poles, all of our poles are in an infrastructure that is really aging. However, the overall that I have seen is around seven to eight percent, which is kind of normal for us. So it is something that

we will continue to look at and implement, especially as we provide the storm protection plan in future years. So that's something that we will have to take into consideration. But our infrastructure, especially in the northwest area, was older, yes.

CHAIRMAN CLARK: I assume a lot of it was replaced two years ago and it's now brand new.

MR. PUENTES: Yes. We are taking advantage of that. Yes, sir.

CHAIRMAN CLARK: But if you look at a seven-percent failure rate, if you have been doing pole inspections for 10 years, you -- basically, at a seven-percent rate, you have replaced 70 percent of your poles, are we -- do we have the wrong depreciation schedule in place for wood poles?

MR. PUENTES: It would be something that would we would have to take a closer look at, Commissioner. At this point, I really don't have any more information that I can provide to you. We will take a closer look at that specifically when we file our storm protection plan.

CHAIRMAN CLARK: All right. Thank you very much.

MR. PUENTES: Thank you, sir.

CHAIRMAN CLARK: All right. Staff, any questions?

MS. TAN: I do not have any questions. Thank you.

CHAIRMAN CLARK: All right. Thank you very much, Mr. Puentes. I appreciate you being here today.

MR. PUENTES: Thank you, sir.

CHAIRMAN CLARK: Next up, Lynne Tejeda, General Manager and CEO of Keys Energy Service.

Welcome, Ms. Tejeda.

MS. TEJEDA: Good morning. Thank you. I will go ahead and get started.

My name is Lynne Tejeda, I am the General Manager and CEO of Keys Energy Services, and I am pleased to speak with you today on behalf of Keys and the Florida Municipal Electric Association, which represents 13 -- 33 municipal utilities in the state of Florida.

Keys is the southernmost utility in the Continental United States, serving the area from the Seven Mile Bridge to Key West. And we are literally in the most hurricane prone county in the nation. We have been impacted by 11 tropical storms and 10 hurricanes since 1992.

Next slide, please.

We are governed by a five-member elected utility board, and Key West is in a unique position of being literally at the end of Florida with just a single radial transmission line supplying energy to our island. As a result, the utility board requires a 60 percent on-island generation as backup to that tie line.

Next slide, please.

Our transmission line is our lifeline to the mainland. We own 67 miles of transmission in our service area, and we tie into the mainland through the Florida Keys Electric Cooperative transmission system of which we are partial owners.

Finally, we have 297 miles of 138 distribution served by nine substations. We have more than 13,000 distribution poles in our area, 72 percent are wood, or non-storm concrete, 18 percent are storm hardened concrete and about 10 percent are ductile iron poles.

We do have an inspection program, and we are regularly replacing the non-storm rated poles, and I will talk more about that shortly. And we are also actively removing rear easement pole lines to the front for easier access.

Next slide, please.

While Keys has been impacted by 21 tropical events over the last three decades, four hurricanes are standout, Hurricane Andrew in '92, Georges in 1998, Wilma in 2005, and Hurricane Irma in 2017.

THE WITNESS: You can see some of the details, but for us, Hurricane Andrew was completely a generation event. And as a result, our lessons learned including that it's critically important to have local generation available. And as a result, our utility board adopted that policy of 60 percent on-island backup generation.

Next slide, please.

Hurricane Georges was a Category 2 storm back in 1998, and it was a wind event that wreaked havoc on both our transmission and distribution systems. And I will never forget being in the control room and hearing the radio broadcast from the first scouter when he came back saying, it's bad. We have miles of lines down. It's hanging, it's on the highway and it's in the water.

We were expecting a minimal hurricane, and we didn't have any mutual aid or private contractors on standby yet. FMEA quickly coordinated the mutual aid response for distribution, and we were

simply lucky that FPL had mobilized Duke power transmission, and we picked them up to work on our transmission line.

So a very grave lesson that we learned was that in addition to having mutual aid available, it's important to have contracts in place, especially for transmission, since we have that radial line.

With transmission lines down, our power supply was unavailable, so we had to run our locally powdered diesel generation for nearly two weeks while they worked on the transmission line.

Historically fuel comes to Keys via barge, but unfortunately, after Hurricane Georges, the Army Corps didn't immediately reopen the channel, so we were forced to rely on tankers for delivery for a brief period. In just two days, we took on more than 400,000 gallons of fuel by tanker. So that was another lesson learned, that it's important to have the fuel supply and alternative means of receiving that fuel.

Hurricane Georges left considerable distribution damage for being just a Category 2. We lost 275 poles. And remember, these numbers were definitely before the PSC's storm hardening

efforts had been established.

Next slide, please. And the next slide, please.

Hurricane Wilma was devastating to our community due to severe flooding, but from the utility's perspective, restoration was pretty simple and smooth. We had a policy to elevate all pad mount transformers to the FEMA 100 year flood. It had been an expensive standard to maintain, and one that met with gripes from our employees who find it difficult to work on those platforms. But the policy clearly paid off during Wilma when our island was inundated with water and we didn't lose a single transformer to the flooding waters.

Next slide, please.

Hurricane Irma was by far the most devastating of all the storms we've experienced.

Next slide, please.

We actually lost transmission poles in two locations, which were fortunately on the parallel portion of the line.

In the left most picture, the pole snapped at the seafloor and was held up by the conductor. The bottom photo shows poles that were literally laying in the water. And then the top right photo shows a

broken insulator that caused intermittent outages, so had to rely on local generation when the line tripped off a couple of times before we identified the location, and then again when we were repairing the line.

Next slide, please.

Distribution damage was significant. While we increased our inventory levels during hurricane season, we were not prepared for the volume of replacements needed following Category 4 damage. Transformers for our voltages were particularly hard to come by from manufacturers, and we spent days finding utilities with our same voltage and buying or borrowing from their stock.

Our lesson learned from this storm was that it's important to have an extensive list of contacts with utilities for similar voltage as backup to the vendors and to the manufacturers.

Next slide, please.

We relied heavily on mutual aid activating beyond Florida since the entire state was impacted. FMEA coordinated with our national association, the American Public Power Association, to bring in utilities from as far west as Texas. Phones and internet were unavailable for about a week.

We relied exclusively on satellite phones to communicate with vendors, FMEA and FMPA. And this was a lesson learned for Keys, and we have since beefed up our satellite communications. And for the larger storms, we plan to station employees in Orlando to handle communications with vendors and to work on our customer outreach.

Next slide, please.

Keys has a longstanding hurricane plan. Each department has a section that covers pre-season, pre-storm, during storm and post-storm activities.

Pre-season activities could include contacting the EOC to confirm priority feeders, reviewing and renewing emergency contractors with vendors and contractors, and, of course, reviewing all of our construction documents, on-line drawings and material list.

During the recovery section, it includes inspection guidelines, crew assignments, customer communications through radio, website, social media and push texts.

We review our plan on an annual place and update accordingly, and host tabletop exercises every year in June. Most importantly we do briefs after every storm to discuss our successes and our

failures, and we brainstorm what we can do better. And some examples include, for instance, that on-island generation policy, minimum fuel here on the island, and updates retained for delivery.

Transmission, we make sure we have transmission contractors on standby.

For materials, we have established hurricane inventory levels and identified sister utilities with similar distribution voltages we can call on.

And as far as communications, we have increased our tools and added some new tools to communicate with customers via social media, push texts, and simply and traditionally a printed door hangers on to let us customers know if they need an electrician.

Next slide, please.

A successful plan is predicated on dedicated first responders. Our own staff is highly committed, and then we have the benefit of a highly committed network of utilities. First and foremost mutual aid assistance from FMEA and extended APPA family. We have a compact between Keys and other municipals have also signed with the IOUs and with the co-ops. And then finally, contracts with private businesses that provide line and

transmission work.

Last year, FMEA created a COVID-19 mutual ail principles that was widely adopted within Florida, and then served as a model for our national association's mutual aid program. The principles include requirements for both the aiding and requesting utilities, such as daily health screenings, no contact material distribution and guidance on social distancing and quarantining that clearly identifies who is financially responsible for costs associated with a sick worker. Keys responded to a couple of mutual aid events last year, and the principles were very effective.

Next slide, please.

Hurricane restoration really starts with having a strong infrastructure. We conduct yearly inspections on our transmission lines, and are repaired immediately upon any identified hotspot. We hire a helicopter every two years and one of our linemen makes the visual inspection of hardware for each pole.

Crews inspect the foundation and anchors every three to four years. And many of our poles are in the water, so these inspections are conducted from boat.

We invest in upgrades. Both Keys and the Florida Keys Electric Co-op are in the process of fortifying the transmission poles with life jackets cathodic, protection technology and replacing the existing polymer insulators that are several decades old with new polymer insulators.

Next slide, please.

We follow the guidelines from the PSC for pole testing and replacement. Initially we did inspections every eight years, in 2006 and '14; but through the utility's strategic planning, we decided to accelerate that to 50 percent every four years. We just completed around a round of testing and identified 308 reject poles. Incidentally, some of those were Keys and some were AT&T owned poles. Keys and AT&T have recently had several status calls to talk about how to approach both hurricane restoration replacement and pole hardening changeout. The plan is pretty simple, Keys takes the lead, but it is a struggle to negotiate the pole replacements whether during blue skies or gray skies since the telecoms don't have the same storm hardening rules that electric utilities do.

Additionally, this year we will begin working

an a FEMA funded project to replace nearly 500 poles on feeders that serve critical governmental facilities.

Next slide, please.

This graphic just depicts that replacing poles that have proven to be very effective investment in our infrastructure, during Hurricane Irma, there was not a single storm hardened distribution pole that fell. Only the hardened concrete non-hardened concrete or wood poles were the ones that broke or that came down.

Next slide, please.

And finally, we know the value of tree trimming to prevent outages and damage to distribution. We have an active tree trimming program. We visit transmission twice yearly and clear for 15 feet, and we trim primary distribution in a two-year cycle.

So that sums up our experiences and lessons learned and plans for the future, and I can respond to any questions at this point.

CHAIRMAN CLARK: All right. Thank you, Ms. Tejeda.

Do any Commissioners have any questions?

Staff, questions?

MS. TAN: No, sir, I don't have any questions.

CHAIRMAN CLARK: All right. Thank you for your presentation. Thank you for being with us today.

MS. TEJEDA: Thank you.

CHAIRMAN CLARK: And finally, we have Mr. Ryan Campbell, CEO of Escambia River Electric Cooperative.

Mr. Campbell, are you on the line?

MR. CAMPBELL: Yes, sir. Good morning.

CHAIRMAN CLARK: Good morning.

MR. CAMPBELL: Or it's good afternoon now, isn't it?

CHAIRMAN CLARK: Eastern, Central, yes.

MR. CAMPBELL: All right. Thank you very much for the opportunity to present to you on behalf of 15 electric distribution cooperatives in the state of Florida. I know it's never fun to be the one standing between you and lunch, so I will be thorough but brief.

Next slide, please.

Shaded in red is EREC's primary service territory.

Next slide, please.

This is our service area in relation to other

electric cooperatives in the state. Electric cooperatives provide electric service to Floridians from the northwestern most state line all the way down to the Florida Keys.

Next slide.

We are a not-for-profit member-owned electric cooperative with a democratically board of trustees. We cover most of the north ends of Escambia and the center the county, over 11,700 meters and 1,700 miles of distribution line. We have just under seven members per mile of distribution line.

We also serve water to members in Escambia County, operate a propane filling station, and we run a Post Office, but for this presentation, I have concentrated obviously on the power side of things.

Next slide, please.

Our mutual aid network consists of over 800 electric distribution cooperatives in 47 states, most municipals in the U.S. This allows the rebuild effort after a storm to be built consistently with the same rural utility service standards.

We keep a semi trailer load of common store

materials on hand to be used in case of a major storm. After hurricane season, we do use this stock for daily work, and replace the stock in the spring each year.

At our disposal, we have five bunk trailers with 33 bunks each, and a shower trailer with 10 showers, including two of them in the back that are sectioned off could be used for female showers, or whatever is needed if it's sectionalized.

We also have a trailer with an emergency response center inside, including computers, satellite phones, satellite internet and obviously a generator. These are all the things we feel we need to get started with the power restoration process even when there are no outside communications available.

Next slide.

Last year, as we all know, we had a couple of travelers come through our area, the first one being Hurricane Sally.

Next slide.

Hurricane Sally hit on September 16th as a Category 2 storm, and dropped over 26 inches of rain in our area. I personally had close to 29 inches at my house in my rain gauge.

We had two cooperatives from not far away, in Mississippi, and four cooperatives from Florida that came to help us. For COVID awareness, we kept one co-op in each of the five bunk trailers, and one co-op at a hotel in Crestview, because obviously there are none in Jay, Florida.

The cooperative in Crestview worked on our furthest east substation, and we shuttled food and fuel to them. This proved to be really efficient. We started with 95 percent of our membership without power, and 100 percent of members who could help power were restored on day five.

Next slide, please.

Our second traveler came through our area was Hurricane Zeta. As you can see, the most destructive purple area came right through our service area.

Most of us haven't thought much about Hurricane Zeta hitting Florida, but we were heavily affected by the storms that passed close by our corner of the state.

Next slide, please.

Hurricane Zeta hit October 28th as a Category 3 storm. The October 28 landing made the latest calendar year Continental U.S. major hurricane

landfall on record. The last record was October 25th, which was set by Tampa Bay Hurricane in 1921.

I didn't include a track on the previous slide because the track came out on May 12th, excuse me, which was after I turned in this presentation. Since it was not as much of a direct hit, and mostly affected the northern half of our system, we only required one mutual aid co-op to come in to help. We started with 53 percent of our membership without power, and had power back to all members who could accept it in under two days.

Next slide, please.

When requesting help from each storm, we requested the co-ops that could send the largest number of workers so we could receive help from fewer cooperatives. This was to help ensure we could keep the cooperative's employees with each other and not cross with other co-ops like is sometimes required during a storm.

Further focus was placed on getting co-ops within driving distance to speed up restoration and mitigate the need for prepositioning crews.

We served only boxed or bagged meals to keep any contamination from happening. And we limited access to indoor facilities and made all crew and

safety meetings outdoors.

Next slide.

EOC attends all EOC pre-storm season trainings and meetings, and we keep in constant contact with them throughout the year. We update them throughout any major weather events. And we have all of our contact information -- or excuse me, they have all of our contact information in case any needs arise on their end. And they are also copied on all correspondence to media to keep them informed as the process goes further.

We use our website, our app and Facebook primarily to communicate with members and other stakeholders throughout the storm process.

Next slide, please.

Our vegetation is on a five-year cut and trim cycle. We also have a spray program to help curb the bottom vegetation between the cycle. 22.4 percent of our system was trimmed or sprayed in 2020. That does not include any hotspots that came up throughout the year.

Next slide, please.

Our pole inspection program is on an eight-year cycle. In 2020, we inspected 16.3 percent of our poles, and had 96.4 pass rate. And

just to help answer questions that have asked previously, that is a pretty low pass rate, but it's normally lower. The reason it's a little higher these past few years is because after Hurricane Ivan we made the efficient and financial decision to straighten poles up and put them back in holes with new dirt rather than completely replace them. Obviously, that sped up the process a lot. But that, in about 15 years, and since then, it's really caused a lot of rot on poles right there at the ground level, and that's what's causing a little spike in the failure rate at this time.

Next slide, please.

One of the major benefits of Florida's electric cooperatives is we have a central statewide organization that helps us all to learn from each other, multiple cooperatives come together multiple times a year and voluntarily help each other to consistently improve.

After Hurricane Sally, to expedite the assessment process, we streamlined our damage assessment to each circuit out of each substation so that it will have its own assessor.

When the winds die down to a safe level, we

can go out and start damage assessment. We also identified some hard to get to right-of-ways and assigned our drone pilots to these areas so people riding the circuits are able to just skip the areas. This -- we feel this will help make the overall assessment more efficient.

And that concludes my presentation, if we have any questions.

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

Questions from Commissioners? Any questions?

COMMISSIONER GRAHAM: Question.

CHAIRMAN CLARK: Commissioner Graham. I am sorry. I can't see you.

COMMISSIONER GRAHAM: That's okay, Mr. Chairman. I am used to hiding in the shadows.

Ryan, how are you doing today?

MR. CAMPBELL: Doing fantastic, sir. How are you?

COMMISSIONER GRAHAM: Good.

I am looking at your cooperative mutual aid network, and I guess the first question -- because I heard you say many times you had mutual aid support from other co-ops. How are you guys as far as dealing with other munis or some of the IOUs?

It's just one of those things that we had one governor that was pushing real hard for everybody do things within the state of Florida because the biggest thing I hate to see is for us to have trucks running up 95 and up 75 going to help other states and there is people right here in our back yard that need the aid.

What's the communication like with you and those guys, or is this exclusively the network that you have?

MR. CAMPBELL: Well, I like what FPL said earlier, that there are some legal barriers that need to be worked out before we can have mutual aid with IOUs. Also, though we may not have actual mutual aid agreements with other utilities, with IOU utilities, we are in communication with all types of utilities after a storm and coordinate with them.

Now, specifically EREC is in a real good spot, because we can get help from, you know, even as far away as Louisiana, North Alabama and North Mississippi faster than some other Florida electric co-ops, just because, you know, you go around the bend and go down. So I mean, we are a lot closer. So we have a lot of co-ops very close to us that

are able to fill our need without having to go outside, a very close network.

COMMISSIONER GRAHAM: Well, those legal issues that you said prevent you from dealing with the IOUs, is there something, anything that we can do as our agency or, you know, legislators to help open those doors? I mean, I just -- I think this is -- I guess this is a forum where we need to start having those communications, so maybe collectively something we can make happen.

MR. CAMPBELL: Well, that's really a question for FEECA, our statewide. I don't get into that on a local level because we typically -- they represent all co-ops in the state. So that's really a more of a question for them. So I can reach out to you, or if you would like to reach out one of them.

I don't -- I don't get into that as much as far as the contracts go and the mutual aid, and that kind of thing. They typically coordinate that for us. That's another benefit for having them around. We are able to call them and tell them what they need, and they, you know, coordinate it, and then we call the companies that they have lined up and do the logistics part of it. So that really

helps out on that end. That's really a question for our statewide organization.

COMMISSIONER GRAHAM: Well, I think I will have one of our staff look into that, because I hate for it to be something that's simple that's stopping us from opening that door.

MR. CAMPBELL: Right. But like I said earlier, though, we haven't had the need for that. And I think that's -- that's partly why we haven't really gone down that path and really focused on it and worked out and ironed out all those issues. We just -- we haven't had the need. We have been able to fill all of our need very easily within co-ops.

COMMISSIONER GRAHAM: Well, I tell you, you are not going to be -- you are not going to be stressed anymore than you were last year hopefully.

MR. CAMPBELL: I hope not. That was -- and actually, that was my first full year here as CEO, so I got my first year with two major hurricanes so I am ready for the downslide.

COMMISSIONER GRAHAM: Welcome to the job, and thanks for being here with us, Ryan.

MR. CAMPBELL: Thank you very much.

CHAIRMAN CLARK: And Mr. Campbell followed a legend in the cooperative industry, Mr. Clay

Campbell who was his predecessor as CEO of Escambia River Electric. A great friend of mine, a great leader and just absolutely hero in the electric industry. We appreciate your service too, Mr. Campbell.

Any other questions?

Commissioner Fay.

COMMISSIONER FAY: Thank you, Mr. Chairman.

And my question is actually not for Mr. Campbell, so you are off the hook here, it's more of just a general question to the body.

I struggled with really where in the presentations this would be an appropriate question to ask, but I do think it's significant to what we will be facing this year, but the Legislature has looked at different requirements as far as backup generation for certain facilities. And I think that the idea behind that is some -- there is just such an urgency for some of those facilities to have that backup generation that the State has required it.

I wanted to see if any of the utilities could maybe opine or speak on how the requirements of generation impact the priorities of what potentially might need to be restored first, or I

guess whatever would be prioritized. And I know it's not specific to a slide and a presentation, but I think from a workshop perspective, it's something that has come up in the past, and just would like to hear if anybody has any feedback on that. I guess I would say any victims or volunteers that would want to touch that.

If not, Mr. Chairman, it's something I can discuss with staff.

MR. TALLEY: Commissioner Fay, this is Paul Talley at Gulf Power.

I know for us it has not changed anything in our priority of restoration. Most of those that were required to get generation are still considered critical infrastructure to us, and they are still priority restorations where we can make them in the restoration process.

COMMISSIONER FAY: Okay. And you are typically given that information from local -- either local officials or people who are on the ground in those local areas to make those decisions as what should be prioritized, correct?

MR. TALLEY: Yes, sir. We work with the EOCs well ahead of storm season to make sure that our priorities and theirs are aligned, and try to -- of

course, we are going to focus on the feeders, the big wire systems, and get as many people up as we can. And typically that's where the majority of your critical infrastructure is located, and so they help us identify which feeders are a priority, and that's where we start and focus our restoration resources to begin with.

COMMISSIONER FAY: Okay. Great. Thank you.

MR. TALLEY: And then part of that also is our marketing team is constantly in communication with those nursing homes and other facilities as well throughout the whole process to ensure that restoration process -- they know where we are, we are providing extra communication there to make sure that we meet their needs as quickly as we can.

COMMISSIONER FAY: Okay. Great, thank you for the answer.

Thank you.

CHAIRMAN CLARK: All right. And thank you, Mr. Campbell for being with us today as well.

All right. Are there any other matters that we need to address today? Commissioners, any questions, comments before we conclude?

All right. Seeing none, it is past lunchtime, so we are going to adjourn.

Thank you for all for being here today.

(Proceedings concluded.)

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 2nd day of June, 2021.

DEBRA R. KRICK
NOTARY PUBLIC
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EXPIRES AUGUST 13, 2024