

STATE OF FLORIDA

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Public Service Commission

November 14, 2017

STAFF'S FIRST DATA REQUEST
via email

To:

Duke Energy Florida, LLC (Matthew.Bernier@duke-energy.com, dianne.triplett@duke-energy.com)
Florida Power & Light Company (ken.hoffman@fpl.com)
Gulf Power Company (jastone@southernco.com, rab@beggslane.com)
Tampa Electric Company (jbeasley@ausley.com)
Municipal Group (AZubaly@publicpower.com)
Lee County (dennie.hamilton@lcec.net)
Cooperative Group (mhershel@feca.com)

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

To Whom It May Concern:

By this letter, the Commission staff requests that each utility provide responses to the following data requests.

Staging for Utility Personnel and Mutual Aid

1. Please describe the pre-storm coordination process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. The description should include:
CHELCO reviews and updates our hurricane response plan annually as appropriate. We rely on this plan along with updated weather projections through several media outlets and past experience to determine the level of response and timing of any impact to our service area. Every storm is different; response plans can only provide a base for preparation.

The only weather event that impacted CHELCO's service area this season was Hurricane Nate on October 8th, 2017. CHELCO's preparation and response for this event was based on our Hurricane Preparedness & Response Plan along with past experience for such events for our service area.

Operational staff met on October 6, 2017 to review projected path and intensity of the storm. Due to the impact being over the weekend we assigned additional

Operations personnel, supported by other appropriate departments to be in a position to respond as needed. We secured lodging for 30 mutual aid personnel as a precaution if impact was greater than anticipated. We participated in daily conference calls with the Florida Electric Cooperative group and the Governor from September 6 through September 15 for Hurricane Irma and from October 6 to October 8, for Hurricane Nate.

No mutual aid was required.

2. Please provide a detailed description of the utility's allocation of storm duties for all personnel. This should include a description of each function and the number of utility personnel assigned.

October 7, 2017

(1) Operations Supervisor - Oversight and support of the response and safety of assigned field personnel.

(2) Energy Control Operators – monitor the system, take member calls, direct and coordinate the overall restoration process.

(7) Lineman – Respond to outages and other needs as assigned.

(1) Apprentice Lineman – Assigned as part of the supporting field staff.

(2) Member Services – Support of the Energy Control Center and taking members calls.

(6) Other support – Assigned as part of the supporting field staff.

October 8, 2017

(4) Operations Supervisors - Oversight and support of the response and safety of assigned field personnel. Directing in-house contractor crew.

(2) Energy Control – monitor the system, take member calls, direct and coordinate the overall restoration process.

(43) Lineman – Respond to outages and other needs as assigned.

(2) Apprentice Lineman – Assigned as part of the supporting field staff.

(3) Member Services - Support of the Energy Control Center and taking members calls.

(8) Other support – Assigned as part of the supporting field staff.

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

No response required. Mutual aid was not required for any event.

Damage Assessment Process

4. Please provide a detailed overview of the initial damage assessment process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate, including the number of utility employees or contractors involved, their duties, and how initial damage assessment is disseminated within the utility to assist in restoration activities. Additionally, please provide photographs or other visual media that memorializes storm damage, which was documented during the initial damage assessment process.

As stated, Hurricane Nate was the only storm that impacted CHELCO in the 2017 season.

Reported outage began around 1:30 AM on the morning of 10/8/17. ECC called out assigned response crews to address outages as they came in. These assigned response crews addressed all reported outages until 6:30AM on the morning of 10/8/17.

All remaining personnel reported to the Operations Center at 6:30 AM as planned and were dispatched to any existing outages across the system.

One contractor crew was used to support the restoration process lead by an Operations Supervisor.

5. Please provide a description of how damage assessment data is updated and communicated internally.

CHELCO's outage map is automatically updated as outages are reported and/or cleared.

Restoration Workload

6. Please provide a detailed description of how the utility determines when and where to start restoration efforts.

The following guidelines would apply to determine when and where to start restoration efforts:

Weather conditions would have to be considered safe enough for both internal and any additional responding personnel to begin work.

Restoration crews will be assigned to all substations. As power is restored to individual circuit feeders, crews will be reassigned as appropriate to assist with the repair of other damaged equipment and lines across the system.

Medical, police, fire, sewer, lodging, food, fuel and water services facilities should receive the highest priority.

7. For Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please complete the following table on workload priority:

Personnel Responsible for Restoration Workload Assignments		
Title	Years of experience	Number of crews managed
V.P. of Operations	38+	
Operations Supervisors (4)	22 to 40 years	6 to 8 each
Energy Control Operators (2)	6 to 25 years	24

8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.

As electrical power is restored to individual substations, circuit feeders and tap lines in a geographical area, crews will be reassigned as appropriate to assist with the repair of other damaged equipment and lines within our service area.

Once we have condensed crews into an area that is sufficient to handle damages we begin to determine when to begin releasing personnel and equipment that is no longer needed.

9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
Hurricane Nate was the only system that impacted our service area. Mutual aid was not required for that situation.

Staffing Considerations

10. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following, please provide the following:
- a. Days of lodging provided for Utility personnel (Person-Days) - None
 - b. Days of lodging provided for mutual aid partners (Person-Days) - None
 - c. Number of meals provided for Utility personnel - One
 - d. Number of meals provided for mutual aid partners - None
 - e. Number of Utility personnel injuries - None
 - f. Number of mutual aid partner injuries- None
 - g. Number of Utility personnel fatalities - None
 - h. Number of mutual aid partner fatalities - None
- Please note any delays in restoration associated with items e-h above. - None

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event.

Matthew – Not applicable
Irma – Not applicable
Maria - Not applicable

Hurricane Nate- Began impacting our service area around 1:30 AM on 10/8/17 with four single outages reported. At the peak of the outages we had a maximum of 1600 members out of power for a couple of hours. All members had been completely restored by 5:30 PM the afternoon of the October 8, 2017.

Customer Communication

12. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following for each county in the Utility's service territory affected by the storms. Total number of customer accounts Total number of accounts by County:

Okaloosa	- 1977 members
Walton	- 1493 members
Eglin AFB	- 404 members
Holmes	- 125 members
Santa Rosa	- 29 members
Total	= 4028 members

Peak number of outages = 110

13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate. For Hurricane

Nate; Oct 7, 2017, two member service reps (MSR's) were assigned to be on standby and report into the Energy Control Center if call volume increased to a point that ECC with IVR assistance was no longer handling effectively.

Three member service reps (MSR's) were assigned to come into the Energy Control Center on Sunday morning at 6:30 AM to begin assisting with phone calls. Additional MSR's had been identified to assist if conditions mandated it.

14. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

- a. Were there additional personal deployed or 3rd party entities utilized to help address customer contacts during each named storm event? If so, how many? **None**

15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate. **For Nate; 1,149 calls.**

16. Please provide all methods (call centers, email, Utility website, etc.) utilized to submit and collect customer contacts before, during, and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

The Energy Control Center Operators, IVR system and minimal support from up to three Member Service Reps handled all calls coming in by telephone. The Communications

Department did get several emails and other social media contacts during the event related to outages and passed them to the ECC.

17. Please describe the step by step process(es) by which customer contacts are addressed before, during, and after a named storm event. If different during each timeframe, please describe the step by step process during each separately.

Member contacts are received via three options. 1) Social media. 2) IVR system. 3) Direct phone call from members. All contacts are handled the in the same manner during all times of a specific event. An outage ticket is created using one of multiple forms of location identifiers, i.e. street address, name, or phone number, etc. Any contact pertaining to a non-outage call will be assigned a service order to be worked in conjunction with restoration efforts.

a. Did the Utility identify any delays in restoration as a result of addressing customer contacts related to Hurricanes Hermine, Matthew, Irma, Maria, and Nate? If so, please provide detail.
No delays were encountered.

18. Please provide whether or not customer contacts are categorized (by concern, complaint, information request, etc.) If so, how are they categorized? If not, why not?

Customer contacts are not necessarily categorized other than identifying the outage cause during a major storm event but concerns and complaints are documented through the "service order system" most often and forwarded to the appropriate staff member or department to follow up on when necessary or appropriate for the circumstances.

19. Please provide a detailed description of how customer service representatives are informed of restoration progress.

a. Is there a script provided to each customer service representative to relay restoration progress to customers? If so, what is the process by which the script is created?

During Hurricane Nate the supporting telephone assistance employees were in the Energy Control Center which enabled the ECC Operators to keep them fully aware of the restoration process along with the system outage map being displayed for their review.

During a larger event which would require a fully staffed Call Center, we provided timely updates to the Call Center Supervisor and each call center position has the ability on their computer to view a system outage map with the most updated outage number information available.

20. Please describe the process the Utility uses to notify customers of approximate restoration times.

We adjust the restoration estimated time based on a number of factors; past experience, total number of open outages on record over a given period, typical outage type and available staff to address the outages.

Our members are currently notified through multiple means; social media, our website, IVR, directly upon calling in to report an outage or issue and news release when appropriate.

Internally as required we use email or contact the Call Center Supervisor. We have staff assigned to the County EOC centers and provide this information directly to them as needed or required. We provide timely updates to the State through Florida Electric Cooperative organization.

Material Considerations

21. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please provide a description of how vehicle fuel was procured for Utility personnel and mutual aid partners. As part of the response, please answer the following:

- a. Whether or not the Utility has fuel stored for these types of events
- b. Whether or not fuel shortage was an issue during these events
- c. Whether or not there were any delays due to fuel shortage
- d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews.

CHELCO has its own fuel tanks on site for day to day and emergency needs. If posed with possible emergency conditions we will top off each tank and close the tanks for a period of time.

All fueling at that point is off site until a determination is made to re-open on site fueling. We did close the tanks over the weekend for Hurricane Nate but no other fueling issues were faced from any 2017 storms.

22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

No issues were faced related to shortages or delays prior to or during a storm event at CHELCO during the 2017 hurricane season.

Restoration Process

23. Please provide a summary timeline of the utility's restoration process for each hurricane: Hermine, Matthew, Irma, Maria, and Nate. The timeline should include, but not limited to, staging, stand-down, deployment, re-deployment, allocation, mutual aid, release of mutual aid, and date last outage was restored.

The only impact we faced during the 2017 season is from Hurricane Nate.

No additional outside assistance was required to address the damages or outage restoration process. Outages began around 1:30 AM on 10/8/2017 and ended at 5:30 PM that afternoon. Internal crews were used and all restoration coordination was handled through and by our Energy Control Center Operators and ECC Supervisor.

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

- a. If the Utility does not assess departures from its storm plan, explain why not.
- b. If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not.
- c. Have departures from the Utility's storm preparation plan resulted in modification of the storm preparation plan during 2015 through 2017? If so, please explain how with examples.

Yes, CHELCO revised the plan in earlier 2016 to add the "Hurricane Decision Matrices". The matrices are used by those in key positions to guide decisions on when to initiate certain actions in preparation for the storm. The matrices are divided by storm category and address the actions to take at projected hours until arrival of tropical force winds (i.e. within 96, 72, 48, or 24 hours) and based on projected impact probability (e.g. High probability of landfall in CHELCO service area).

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

- a. If the Utility does not assess departures from its storm restoration plan, explain why not.
- b. If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not.
- c. Have departures from the Utility's storm restoration plan resulted in modification of the storm restoration plan during 2015 through 2017? If so, please explain how with examples.

See above response.

Outages

26. Please identify all counties, including reporting regions/division for each county if applicable, that were impacted (had outages or damage) due to Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Counties within CHELCO service area that sustained outages related to Hurricane Nate: Walton, Okaloosa, Homes and Santa Rosa Counties.

27. Please complete the table below summarizing the wind speed and flooding impacts by county in the utility's service area. If the requested information is not available by county, please provide the information on a system basis. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Weather Impact				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Walton	40 mph	55 to 60 mph	3 to 4 inches	Minimal
Okaloosa	45 mph	60 to 65 mph	5 to 6 inches	Minimal

Hardened and Non-Hardened Structures

28. Please provide a county map or graphic indicating the geographic locations where the Utility's infrastructure was storm hardened after 2006. For purposes of this question, do not include vegetation management.



ConcretePoles.pdf

29. Please complete the table below summarizing hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>		
Structures	N/A	
Substations	N/A	
Total		
<i>Distribution</i>		
Poles	None	
Substation	None	
Feeder OH	None	
Feeder UG	None	
Feeder Combined	None	
Lateral OH	None	
Lateral UG	None	
Lateral Combined	None	
Total		
<i>Service</i>		
Service OH	N/A	
Service UG	N/A	
Service Combined	N/A	
Total		

30. Please complete the table below summarizing non-hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Non-Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>	N/A	
Structures		
Substations		
Total	None	
<i>Distribution</i>		
Poles	0	
Substation	0	
Feeder OH	2	
Feeder UG	0	
Feeder Combined	2	
Lateral OH	95	
Lateral UG	0	
Lateral Combined	95	
Total	97	
<i>Service</i>		
Service OH	7	
Service UG	0	
Service Combined	7	
Total	7	

31. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the five highest volume of outage causation that impacted the Utility's service area.

1. Off right of way tree failure
2. Equipment failure
3. Tree growth
4. Weather (wind/lighting)
5. Unknown causes

32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.

Some single outage service restoration times were extended due to outages only affecting two or less members. Based on CHELCO restoration guidelines, larger outages were restored first.

33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. **Not Applicable.**

34. How many outages were avoided by automated feeder switches during Hurricanes Matthew, Hermine, Irma, Maria, and Nate? Please explain how the data for each event was collected.

There were no outages avoided due to feeder automated switches on our system. **Critical Infrastructure Restoration**

35. Please complete the table below for all critical infrastructure facilities (CIFs), by location (city/county) and facility type, which lost power, the restoration time for the CIFs and the cause of the outage (such as wind, storm-surge, flooding, debris, etc.) and facilities structure type that required replacement and/or repair. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Hurricane (Name) – CIF						
CIF Name/Type (i.e. Hospital)	County/Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
Almarant Fire Dept.	Okaloosa	2 hours	Tree on OH line			
City of DeFuniak/well	Walton	1.5 hours	Tree limb on OH line	<i>Transmission</i>		
Fl Comm Svc Corp Wal Cty/lift station	Walton	55 minutes	Equipment Failure	Structures		
Florida Gas Transmission	Walton	5 hours	Tree failure w/OH lines down	Substations		
				Total		
				<i>Distribution</i>		
				Poles		
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH		
				Lateral UG		
				Lateral Combined		
				Total		
				<i>Service</i>		
				Service OH		
				Service UG		
				Service Combined		
				Total		

Underground Facilities

36. Please provide an assessment of the performance of underground facilities during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. As part of this assessment please summarize the number of underground facilities that required repair or replacement for each event.

37. Please provide a discussion what programs/tariffs the utility has in place to promote
a. Undergrounding of new construction (e.g., subdivisions)

b. Conversion of overhead to underground

Not applicable to CHELCO. We have no programs/tariffs in place to promote undergrounding or overhead to underground conversion.

Please file all responses electronically no later than December 15, 2017 from the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form. Please contact me at wtaylor@psc.state.fl.us or at 850.413.6175 if you have any legal questions, or contact Emily Knoblauch for technical questions at eknoblau@psc.state.fl.us or at 850.413.6632.

Sincerely,

/s/Wesley Taylor

Wesley Taylor
Attorney

WDT/as

cc: Office of Commission Clerk
Office of Public Counsel (kelly.jr@leg.state.fl.us, sayler.erik@leg.state.fl.us)