

STATE OF FLORIDA

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DONALD J. POLMANN
GARY F. CLARK



OFFICE OF THE GENERAL COUNSEL
KEITH C. HETRICK
GENERAL COUNSEL
(850) 413-6199

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:
 - a. Dates and topics of internal meetings held after each storm was named.
 - b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.
 - c. Date mutual aid was requested and nature of request.
 - **First meeting was held on Tuesday September 5 2017**
 - **In contact with mutual aid September 10**
 - **September 11**
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.

Section III: General Description of Emergency Support Functions

ESF #	Function	Description
1	TRANSPORTATION Mike Bolin 863-223-5359	Provides coordination and liaison with the County, State and Federal ESFs for the allocation and mobilization of transportation resources in support of City.
2	COMMUNICATIONS Jackie Cannon 863-226-8476 Sheryl Williams 863-226-8505 Melissa Wessell 863-559-1450	Provides emergency radio and telecommunications services for City and locally based volunteer organizations; and coordinates with City, County, State and Federal ESFs and other organizations to restore and maintain communications services needed for response.
3	PUBLIC WORKS AND ENGINEERING Jackie Cannon 863-226-8476 Shane Coulter 863-269-6010	Provides for the restoration of City public works systems, provides engineering services needed by other City ESFs and coordinates with County, State and Federal ESFs as needed
4	FIRE FIGHTING Fire Chief 863-577-9311	Provides fire detection, suppression and prevention services in the City and at critical facilities; staffs command teams at incident sites during ESF operations, as needed
5	INFORMATION AND PLANNING Sheryl Williams 863-226-8505 Melissa Wessell 863-559-1450	Collects, analyzes, disseminates, and archives critical information on disaster impact and emergency operations by City ESFs; coordinates with other County, State and Federal ESFs on information management relevant to City response operations.
6	MASS CARE Polk County 863-534-6000	Provides Coordination with support for City, County, State, Federal and volunteer organizations responsible for sheltering and care including providing temporary sources of food and potable water for the City's population impacted by a disaster.
7	RESOURCE MANAGEMENT Fred Hilliard 863-226-8350	Secures and allocates material resources for City ESFs through any necessary means, including implementation of mutual-aid agreements and in support of other County, State and Federal ESFs as needed.

3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?
 - **Crews arrived Tuesday September 12 2017**

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.
 - We had 5 assessment teams go out and do damage evaluation
5. Please provide a description of how damage assessment data is updated and communicated internally.
 - Met at lunch and end of work day marked off list

Restoration Workload

6. Please provide a detailed description of how the utility determines when and where to start restoration efforts.
 - Water plant, well #2 downtown business circuit 1
 - Wastewater treatment plant and most customers circuit 3
 - 3 schools and sewer lift station circuit 5
 - Sewer Lift stations Customer count circuit 2
 - Remaining customers circuit 4
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
Public works Director	28	3

8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.
 - Just continued to work till complete
9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
 - When all work and clean up was completed

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) 0
 - b. Days of lodging provided for mutual aid partners (Person-Days) 8
 - c. Number of meals provided for Utility personnel 30
 - d. Number of meals provided for mutual aid partners 30
 - e. Number of Utility personnel injuries 0

- f. Number of mutual aid partner injuries 0
- g. Number of Utility personnel fatalities 0
- h. Number of mutual aid partner fatalities 0

Please note any delays in restoration associated with items e-h above.

- 11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event. **September 18 2017 Irma**

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.

- a. Total number of customer accounts **2640**
- b. Peak number of outages **2640**

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

- **We used them to answer calls , run material to crews, pick up material at vendors**

- 14. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate. **3**

- 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?

- 15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate. **-n/a**

- 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. **Phone email, contact**

- 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. **We answered as many as we could address the as quickly as possible**

- 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.

- 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? **Tried to but not always, emergency an non-emergency**

- 19. Please provide a detailed description of how customer service representatives are informed of restoration progress. **With a list of completion**

- 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?

20. Please describe the process the Utility uses to notify customers of approximate restoration times. The response should include at a minimum: **n/a we did not give a time**
- How restoration time estimates were determined.
 - How customers are notified.
 - How restoration time estimates are updated.
 - How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.

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: **contract thru Polk county**
- Whether or not the Utility has fuel stored for these types of events **no**
 - Whether or not fuel shortage was an issue during these events **no**
 - Whether or not there were any delays due to fuel shortage **no**
 - Whether or not there were enough vehicles available during these events/any issues mobilizing crews **no**
22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. **none**

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.
- **Staging was done at the warehouse with all crews and safety meeting**
 - **Work stopped at around 6 or 7 every night**
 - **Mutual aid was released September 18 with closing meeting**
 - **Last customer had power on September 17**
24. Please explain how the Utility validates adherences and departures from its storm preparation plan. **n/a**
- If the Utility does not assess departures from its storm plan, explain why not.
 - If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not.
 - 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.
25. Please explain how the Utility validates adherences and departures from its storm restoration plan.
- 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.

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. **Polk**

- 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. **N/A**

Weather Impact				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)

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/**A**

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		
Substations		
Total		
<i>Distribution</i>		
Poles	40	30
Substation		
Feeder OH		
Feeder UG		
Feeder Combined		
Lateral OH		
Lateral UG		
Lateral Combined		
Total		
<i>Service</i>		
Service OH		
Service UG		
Service Combined		
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>		
Structures		
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		

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. **wind**
32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time. **N-A**
33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. **None**
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. **We shut our substation down at 3:30 on September 10 when winds became intence**

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. **Substation was shut down at 3:30 pm September 10**

Hurricane (Name) – CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
				<i>Transmission</i>		
				Structures		
				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. **None**
37. Please provide a discussion what programs/tariffs the utility has in place to promote
- a. Undergrounding of new construction (e.g., subdivisions) **all new construction is underground for residential an commercial**
 - b. Conversion of overhead to underground **none yet but in planning**

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)