

FILED 12/15/2017  
DOCUMENT NO. 10657-2017  
FPSC - COMMISSION CLERK

# STAFF'S FIRST DATA REQUEST

Escambia River Electric Cooperative

Alex Scanlon: Manager of Engineering



STATE OF FLORIDA



COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
ART GRAHAM  
RONALD A. BRISÉ  
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](mailto:Matthew.Bernier@duke-energy.com), [dianne.triplett@duke-energy.com](mailto:dianne.triplett@duke-energy.com))  
Florida Power & Light Company ([ken.hoffman@fpl.com](mailto:ken.hoffman@fpl.com))  
Gulf Power Company ([jastone@southernco.com](mailto:jastone@southernco.com), [rab@beggslane.com](mailto:rab@beggslane.com))  
Tampa Electric Company ([jbeasley@ausley.com](mailto:jbeasley@ausley.com))  
Municipal Group ([AZubaly@publicpower.com](mailto:AZubaly@publicpower.com))  
Lee County ([dennie.hamilton@lcec.net](mailto:dennie.hamilton@lcec.net))  
Cooperative Group ([mhershel@feca.com](mailto: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.
    - Escambia River Electric Cooperative was not affected by Hurricanes Hermine, Matthew, Irma or Maria. Hurricane Nate is the only storm that affected Escambia River Electric Cooperative. A meeting was held on October 6<sup>th</sup> 2017 prior to Hurricane Nate making landfall (October 8<sup>th</sup>, 2017) to discuss preparation and planning. The meeting reviewed the Escambia River Electric Cooperative Emergency Response Plan in detail. The key points discussed include: Informing personnel of the listed contacts, restoration priorities and preparation, disaster support plans, and a list of references to be used.

- b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.
    - Conference calls were held from September 6<sup>th</sup> to September 15<sup>th</sup> with FECA for Hurricane Irma. Conference calls were held with FECA daily from October 5<sup>th</sup> to October 8<sup>th</sup> for Hurricane Nate.
  - c. Date mutual aid was requested and nature of request.
    - There was no mutual aid requested for any of the aforementioned hurricanes.
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.
    - Linemen and helpers assigned to perform restoration efforts: 31
    - Water Servicemen assigned to maintain and restore water: 2
    - Dispatchers assigned to receive calls and dispatch crews: 5
    - Mechanics assigned to perform maintenance when required: 2
    - IT workers assigned to restore communications systems: 2
    - General Manger to coordinate all efforts: 1
    - Engineers assigned to assist in all necessary operations: 2
    - EOC representatives assigned to report to the EOC: 2
  3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?
    - Escambia River Electric Cooperative did not receive any mutual aid for these storms. Hurricane Nate is the only storm that affected Escambia River Electric Cooperative, and the results of this storm were minor enough that no aid was requested.

**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.
  - The initial damage assessment starts with crews responding to outages. Our OMS predicts outages based on offline meters and members calling into our IVR (interactive voice recording). Crews report damage that is spotted when responding to these outages. There are approximately 30 people that are on crews responding to outages. Once the damage is reported, our operations department itemizes the damages and then decides what the course of action will be. This entails recording the damages and assigning a crew to perform the repairs. The storm damage for Hurricane Nate was very minor. Our outages were due mostly to temporary faults, not because of failure of equipment.
  
5. Please provide a description of how damage assessment data is updated and communicated internally.
  - Once crews are on location they call our dispatchers that record all damages. The dispatchers then relay the information to our operations department. All replacements and repairs are recorded. Communication is performed verbally from dispatchers to operations then to crews as needed. These repairs are later added onto work orders to keep record of what work was performed and the materials that were replaced.

**Restoration Workload**

6. Please provide a detailed description of how the utility determines when and where to start restoration efforts.
  - Escambia River Electric Cooperative has a comprehensive list of circuit priorities. Those can be found in the following table.

Substation	Circuit	# of Cons	Circuit Priority (A = highest)	Reason
<i>Jay</i>	Century	672	A	EREC Office, Water Well (school), 4 lift stations, Treatment Plant, Water Well (park)
<b>Priority 1</b>	Jay	670	B	Jay Hospital, Jay High School, 2 Lift Stations, Water Well & Tower
	Mt. Caramel	396	C	Mt. Caramel Tower, Jay Elementary, Lift Station (school)
	Cora	614	D	
<i>Oak Grove Graham</i>	Walnut Hill	536	A	EREC Office, Ernest Ward School, Cell Tower
<b>Priority 2</b>	Nokomis	715	B	Gas Station, Radio Tower
	Barrineaeue Park	472	C	Water Well
	Genesis	1	D	Genesis Oil
	Hwy 97	254	E	Water Well
	Lambert Bridge	231	F	

<i>Chumuckla</i>	West	489	A	Chumuckla School, Booster Station, Gas Station
<b>Priority 3</b>	South	233	B	Chumuckla Water, EREC Comms
	East	56	C	Research Center
	Byrneville	813	A	Nursing Home, TV Tower, Byrneville School, 4 Lift Stations
<b>Priority 4</b>	Bratt	385	B	Northview, Water Well, Cooper's, Bratt School
	Cox Rd	351	C	Cell Towers, Bluff Springs Campground
<i>Wallace</i>	River	733	A	Ashley Plantation, Water Well, Wallace Lake Rd, Water Well
<b>Priority 5</b>	Chumuckla	187	B	Water Well
	Tunnel	287	C	Booster Station
	Willard Norris	328	D	Cell Tower
<i>Wye</i>	North	594	A	Gas Station, Water Well, Fire Department, Work Camp
<b>Priority 6</b>	South	503	B	Gas Station, Berrydale Water
	West	137	C	
	<i>Allentown</i>	East	356	A
<b>Priority 7</b>	West	443	B	
	<i>Munson</i>	South	564	A
<b>Priority 8</b>	West	244	B	Radar Tower
	North	383	C	FL Gas & Transmission

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
Manager of Operations	30	5

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

- Our workload remained steady for Hurricane Nate because the damage was relatively small and we only ran 5 crews. Because of this we had little to no workload adjustments. When a crew finished repairing and reporting all damage in their nearby area, they either reported back to the office location, or to the nearest outage that needed repair. This was communicated by our dispatchers and OMS software.

9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

- There was no mutual aid received for any of the storms listed.

**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)
  - 0-0
- b. Days of lodging provided for mutual aid partners (Person-Days)
  - 0-0
- c. Number of meals provided for Utility personnel
  - 2
- d. Number of meals provided for mutual aid partners
  - 0
- 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.

- There were no delays in restoration due to the items listed above.

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event.
  - For Hurricane Nate which made landfall on October 8<sup>th</sup> we were fully restored at 1:00 p.m. that afternoon. All major outages were restored and there were minimum calls received at and after this time. The majority of outages were before the storm made landfall, so we were fully restored by the time the storm had even passed our area.

### **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: 1,587
    - Escambia: 707
    - Santa Rosa: 880
  - b. Peak number of outages:
    - Escambia: 19
    - Santa Rosa: 34
13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
  - Leading up to Hurricane Nate we have our usual customer service representatives answering calls and questions from consumers. After hours calls are directed to a dispatcher from Power South, and we also utilize an IVR (Interactive voice recording) which notifies our OMS to report and record outages.
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?
  - The only customer service representatives were employees of Escambia River Electric Cooperative, we did not employ any third-party entities. We have six customer service representatives that responded during regular business hours and one dispatcher from Power South who is our generation/transmission provider.
15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
  - Hurricanes Hermine, Matthew, Irma and Maria did not affect our area. Escambia River Electric Cooperative received 343 calls before, during, and after Hurricane Nate.
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.
  - Our customer service representatives are used during regular business hours to collect customer contacts. We use an interactive voice recording to record contacts and outages that occur during non-business hours, which is then automatically input into our OMS software than can predict outages.
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.
  - 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.
    - All of our customer contacts are input into our OMS software. This software can predict outages based on customer contacts and meter activity. All of our restoration priorities are based on the table that was given in question #6. There were no delays during restoration as our OMS software updates in real time and our dispatchers monitor it's activity.
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 categorized.
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?
    - Our customer service representatives are informed of restoration progress from our Director of Member Services. The DMS is informed directly from our Director of Operations. There is a script that is used to relay information to the customers. The scripts were created to be concise, accurate, and informative.

20. Please describe the process the Utility uses to notify customers of approximate restoration times. The response should include at a minimum:
- a. How restoration time estimates were determined.
    - Restoration times are based on our OMS software, estimates from our line crew, previous experience, extent of damage, and the priority of the location.
  - b. How customers are notified.
    - We have a live outage map on our website that our customers can view to see the restoration time estimates in real time.
  - c. How restoration time estimates are updated.
    - Our OMS system automatically updates the map and restoration times.
  - d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.
    - We have representatives at both county EOCs that relay that information. For the storms that this report is concerned, we did not have outages that required presence at the EOC.

### **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
    - Escambia River Electric Cooperative has approximately 2,500 gallons of both diesel and gasoline on location.
  - b. Whether or not fuel shortage was an issue during these events
    - Fuel shortage was not an issue. The only storm that affected EREC was Hurricane Nate, and the results were not drastic in our area.
  - c. Whether or not there were any delays due to fuel shortage
    - There were no issues.
  - d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews
    - We only had minor damage, therefore we had enough vehicles to mobilize the necessary crews.
22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
- N/A

### **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 hurricane that affected Escambia River Electric Cooperative was Hurricane Nate.



- Staging: October 6<sup>th</sup>, 2017
- Deployment: October 7<sup>th</sup>, 2017
- Date of last outage: October 8<sup>th</sup>, 2017

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

- Our storm preparation plan is very effective with minimal wasted energy. We have used this plan for previous storms and everything operated smoothly and efficiently with no errors. We stick to this plan because it is indeed necessary, and it works as designed.

- 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.

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

- Our storm restoration plan is very effective with minimal wasted energy. We have used this plan for previous storms and everything operated smoothly and efficiently with no errors. We stick to this plan because it is indeed necessary, and it works as designed.

- 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.

**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.
- Escambia County, FL - Byrneville, Barrineau Park
  - Santa Rosa County, FL – Wallace, Jay, Chumuckla, Wye, Allentown
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)
Escambia	50	85	2-4	2-5
Santa Rosa	52	85	2-4	2-5

**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.

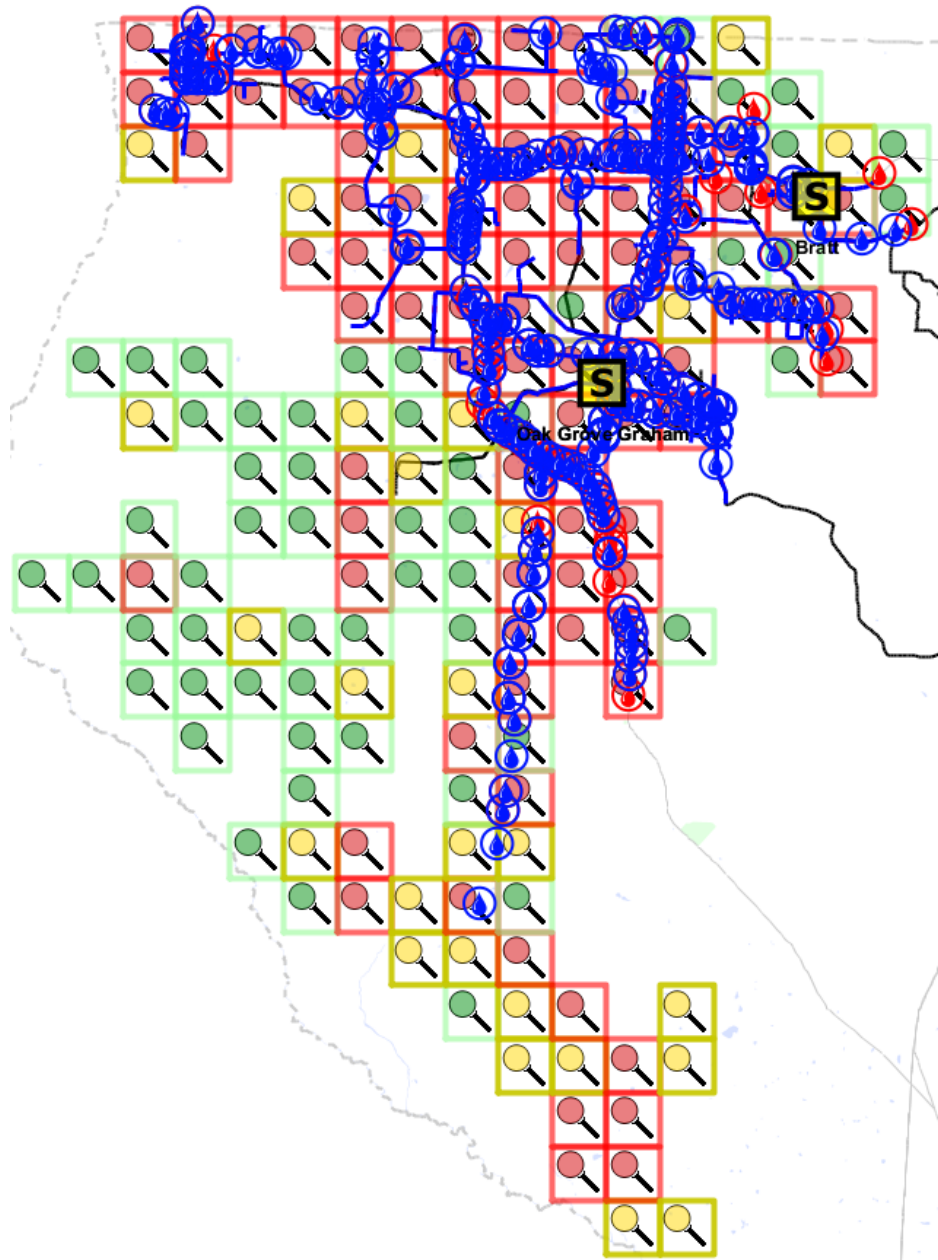


Figure 28A. Map of Escambia county hardened structures (Green).

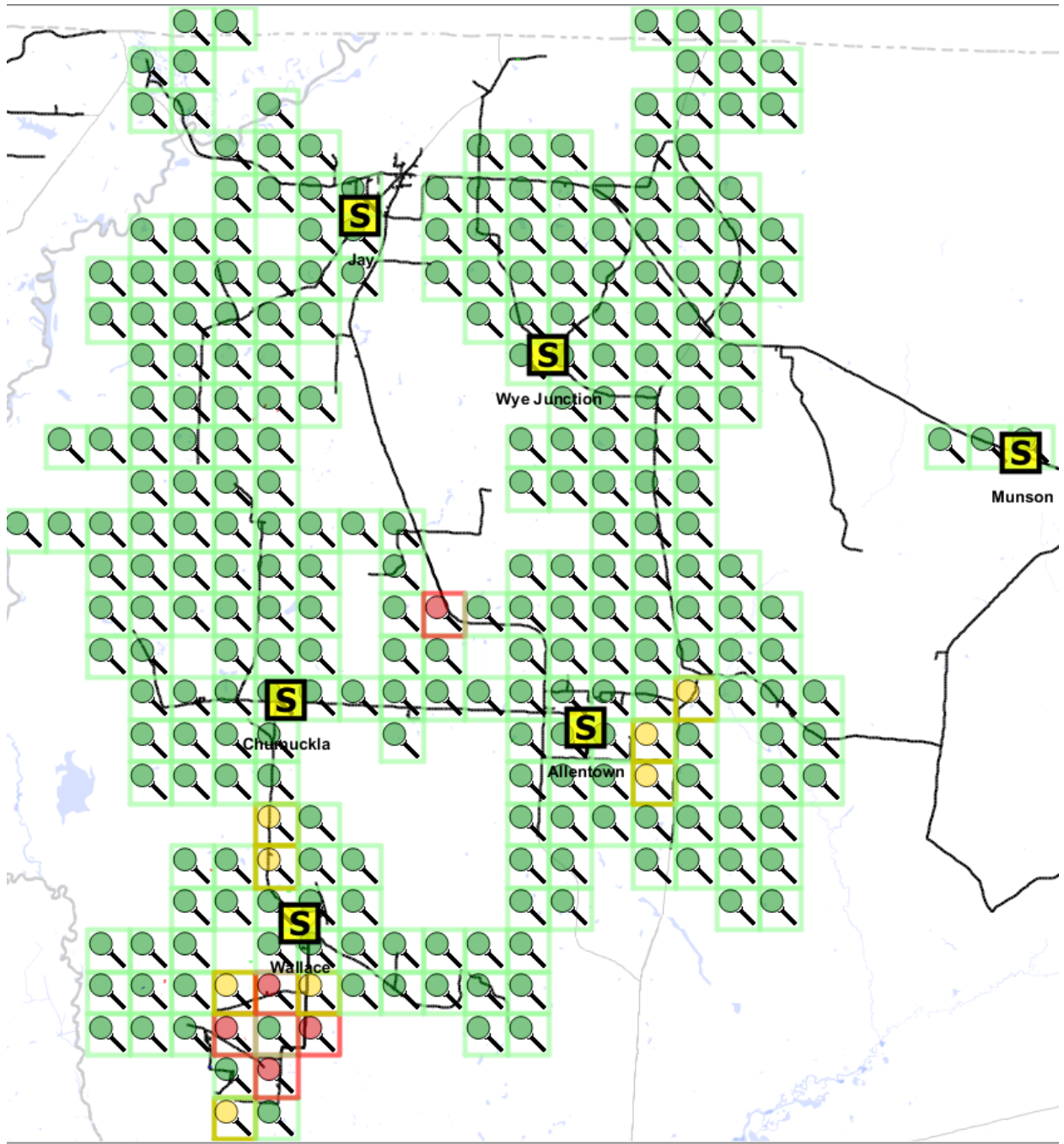


Figure 28B. Map of Santa Rosa hardened structures (Green).

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.

<b>Hardened Facilities</b>		
<b>Hurricane</b>	<b>Number of Facilities Requiring</b>	
	<b>Repair</b>	<b>Replacement</b>
<b><i>Transmission</i></b>		
Structures	0	0
Substations	0	0
<b>Total</b>		
<b><i>Distribution</i></b>		
Poles	2	15
Substation	0	0
Feeder OH	0	0
Feeder UG	0	0
Feeder Combined	0	0
Lateral OH	3	1
Lateral UG	0	0
Lateral Combined	3	1
<b>Total</b>	5	16
<b><i>Service</i></b>		
Service OH	2	11
Service UG	0	0
Service Combined	2	11
<b>Total</b>	2	11

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.
- We are continuously storm hardening all of our system. After Hurricane Ivan we have been upgrading our system in its entirety to avoid those results in the future. We are repairing and replacing poles daily that are deemed unreliable or are not up to standard.

<b>Non-Hardened Facilities</b>		
<b>Hurricane</b>	<b>Number of Facilities Requiring</b>	
	<b>Repair</b>	<b>Replacement</b>
<b><i>Transmission</i></b>	N/A	N/A
Structures	N/A	N/A
Substations	N/A	N/A
<b>Total</b>	N/A	N/A
<b><i>Distribution</i></b>	N/A	N/A
Poles	N/A	N/A
Substation	N/A	N/A
Feeder OH	N/A	N/A
Feeder UG	N/A	N/A
Feeder Combined	N/A	N/A
Lateral OH	N/A	N/A
Lateral UG	N/A	N/A
Lateral Combined	N/A	N/A
<b>Total</b>	N/A	N/A
<b><i>Service</i></b>	N/A	N/A
Service OH	N/A	N/A
Service UG	N/A	N/A
Service Combined	N/A	N/A
<b>Total</b>	N/A	N/A

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.
- Escambia River Electric Cooperative had very minimal effects from any of the aforementioned storms. Vegetation was the main cause of outages because we had minimal wind, lightning and rain.
32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.
- OMS software
  - Constant communication
  - Restoration plans in place
  - Minimal damages
  - Real time AMI information

33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate.
  - We did not have any flooding due to any of the hurricanes.
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 do not have any automated feeder switches implemented.

### 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.
- Nate was the only storm that affected our area and the physical damages were minimal and required minimal repairs and replacements.

Hurricane Nate- CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time (min)	Outage Cause	Number of Facilities Requiring		
EREC Office	Santa Rosa	263	Vegetation		Repair	Replace
Chumuckla School	Santa Rosa	380	Vegetation	<i>Transmission</i>		
Jay High School	Santa Rosa	384	Wind	Structures	0	0
Jay Elementary	Santa Rosa	501	Vegetation	Substations	0	0
FL Gas & Transmission	Santa Rosa	211	Vegetation	<b>Total</b>	0	0
Northview School	Escambia	308	Vegetation	<i>Distribution</i>		
Munson School	Santa Rosa	348	Wind	Poles	0	3
Chumuckla Water	Santa Rosa	244	Vegetation	Substation	0	0
Byrneville School	Escambia	244	Vegetation	Feeder OH	0	0
Bratt School	Escambia	308	Vegetation	Feeder UG	0	0
				Feeder Combined	0	0
				Lateral OH	0	0
				Lateral UG	0	0
				Lateral Combined	0	0
				<b>Total</b>	0	3
				<i>Service</i>		
				Service OH	4	0
				Service UG	0	0
				Service Combined	4	0
				<b>Total</b>	4	3

### 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.
- There was no flooding present due to the hurricanes in our area, therefore we did not have any issues with our underground systems/facilities.
37. Please provide a discussion what programs/tariffs the utility has in place to promote
- Undergrounding of new construction (e.g., subdivisions)
  - Conversion of overhead to underground



- We do not currently have any programs/tariffs that promote underground conversions or new underground versus new overhead.

Please file all responses electronically no later than December 15, 2017 from the Commission's website at [www.floridapsc.com](http://www.floridapsc.com), by selecting the Clerk's Office tab and Electronic Filing Web Form. Please contact me at [wtaylor@psc.state.fl.us](mailto: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](mailto: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](mailto:kelly.jr@leg.state.fl.us), [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us))