UTILITIES COMMISSION, CITY OF NEW SMYRNA BEACH, FLORIDA

UCNSB Response to Staff's First Data Request

Docket No. 20170215-EU

Ellen Fisher, Communications Coordinator
12/18/2017

The answers to the data request are incorporated into the staff's letter attached. These answers have been a collaborative effort of UCNSB staff from the Human Resources, Electric Operations and System Operations Departments. Any questions can be directed to Ellen Fisher, efisher@ucnsb.org.

STATE OF FLORIDA

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.
Note: The Utilities Commission, City of New Smyrna Beach (UCNSB) was not affected by Hurricanes Hermine, Maria or Nate. Responses are for Matthew and Irma only.

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.
      Internal meetings began 4-5 days before impact. Topics included when management would declare an emergency (for staffing plans), expected impacts based on storm track, coordination of mutual aid, external communication, and hospitality plans for staff and management.
   b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.
      Approximately one week before expected landfall.
   c. Date mutual aid was requested and nature of request.

Matthew – Mutual aid requested approximately 10/5/16. Irma – Mutual Aid requested September 7, 2017.

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.
Engineering and meter (approximately 10 employees) personnel were assigned to crew leaders to document work completed and assist mutual aid crews with work locations. Customer service and administrative personnel (approximately 8 employees) were assigned to communicate with the customers and assist with logistics (lodging, food delivery, etc.) Line workers and crew leaders worked as crews or assisted mutual aid crews to ensure safe restoration. Support was also provided by Executive (2), internal communications /support (2) for customer/employee communications, food delivery; and IT (4) information technology needs, satellite phones, call cards, etc.

3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?
When the mutual aid partners left their home territory to travel to New Smyrna Beach.

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.
After the storm has passed, and it is safe to assess the damage, the line supervisor and those crew leaders and lineman who have reported (generally 8-12 employees) are given specific feeders/areas to assess. The primary focus is on the main feeder health, with laterals and pull offs left for the secondary assessments. The information regarding the laterals is relayed to the UCNSB dispatch center for recording. A large percentage of UCNSB customers are located on the barrier island which was evacuated for Matthew and Irma. When that is the case, initial assessment generally focuses on the mainland area.

5. Please provide a description of how damage assessment data is updated and communicated internally.
Daily briefings and work assignments were conducted before the start of each work day.

Restoration Workload

6. Please provide a detailed description of how the utility determines when and where to start restoration efforts.
When conditions are deemed safe for evaluation, supervisors and crew leaders are assigned specific feeders/areas to patrol. The transmission system is evaluated first, as are feeders that serve priority loads (Electric Operations Center, public safety facilities, hospital, and utility water and wastewater facilities, commercial district).

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
Miguel Rodriguez (Matthew Only)	40	0
Mike Mines	30	10
Robert Walsh	30	10

8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments. As restoration work is completed, mutual aid crews are generally reassigned to other areas under the guidance of UCNSB employees to assist in restoring those areas that require more work for less gain (pole or transformer replacement for only a few customers). In addition, UCNSB employees may

begin working staggered shifts to restore customers who were originally restored, but have since discovered issues (partial power from broken neutral, etc.)

9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate. Mutual aid crews were generally released when it was determined that the system was "fully restored".

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) Matthew – 0; Irma - 0
    b. Days of lodging provided for mutual aid partners (Person-Days) Matthew – 228 room nights; Irma 91 room nights.
    c. Number of meals provided for Utility personnel Matthew – 600, Irma - 600
    d. Number of meals provided for mutual aid partners Matthew 1,590, Irma – 1,320
    e. Number of Utility personnel injuries Matthew – 0, Irma - 0
    f. Number of mutual aid partner injuries Matthew – 0, Irma - 0
    g. Number of Utility personnel fatalities Matthew – 0, Irma - 0
    h. Number of mutual aid partner fatalities Matthew – 0, Irma - 0

    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: Passed New Smyrna Beach on Friday, October 7, 2016. We considered our system fully restored at the end of the day on Tuesday, October 11, 2016

    Irma: Passed New Smyrna Beach on Monday, September 11. We considered our system fully restored at the end of the day on Thursday, September 14, 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.
    a. Total number of customer accounts Matthew: 27,322; Irma: 27,673
    b. Peak number of outages Matthew: 27,322; Irma: 27,673

13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate. Our Customer Service representatives and HR/Communications staff answered calls, emails, Facebook comments and messages, and addressed questions by walk-in customers until our main office building was closed for the storm on 9/8/17. Our HR/Communications staff continued to work through the closure, on the weekend and throughout the storm as possible to communicate with our customers on Facebook, Twitter, Instagram, and the website, www.ucnsb.org. When it was safe to do so after the storm passed on 9/11/17, we brought back in our Customer Service representatives and additional department staff to answer phones and emails in the main office building. HR/Communications staff

continued 100% social media/web communications until full restoration. We remained fully staffed for customer needs until regular business resumed.

14. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate. Matthew: 8; Irma: 9
    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? Yes. Matthew: 6; Irma: 7

15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate. Matthew: 8,000; Irma: 11,000

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. Matthew: call center, walk-ins, radio, newspaper, emails, website (limited); Irma: call center, walk-ins, radio, newspaper, emails, Facebook, Twitter, Instagram, enhanced website capabilities to include text/email

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. During Matthew, customer contacts were largely reactive as our website capabilities were limited and we had no social media presence. Before and after the storm, we placed messages on our website and addressed customer questions as they came in through the phone and customer service email. We had no ability to communicate with the customers during the storm as we did not have social media and our website was locally hosted and inoperable during the storm. After the storm, we had our customer service representatives answering calls and emails to address customer issues. We also were able to post some information on our website after the server was restored. During Irma, we were able to be proactive about information our customers needed. Before, during and after the storm, we were able to post information on our website and social media pages. When it was safe to have staff back in the main building, we also answered calls and emails through our call center.
    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

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? Our community's main health and service providers are served from our main transmission lines, which are the first to be restored when it is safe to do so after a storm. All customer contacts from these vital service providers are prioritized to ensure they can in turn serve our other customers. For the most part, our other contacts are not categorized unless there is an emergency need (e.g. house on fire). Restoration sequence is a safety and service decision made by our electric operations team. We convey that to our customers to assure them no one area is given priority over another.

19. Please provide a detailed description of how customer service representatives are informed of restoration progress. All employees utilized to answer customer contacts are kept informed of the restoration progress via internal emails, telephone calls, and website and Facebook posts. Our priority is to update our Facebook and website pages (customers can opt in for emails from our website page) as this empowers our customers to keep themselves updated with the latest information, helping relieve frustration and delays in the call center. Customers expressed sincere appreciation for this ability as they could go on with their "normal" lives and know they would be notified - as soon as anyone else - that electric service had been restored in a particular area.
    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? No.

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. Information provided by Electric Operations/System Operations
    b. How customers are notified. Via HR/Communications and Customer Service representatives on social media, text messages, website, email, telephone calls and walk-in inquiries.
    c. How restoration time estimates are updated. From information provided by Electric Operations/System Operations via HR/Communications and Customer Service representatives on social media, website, email, text, telephone calls and walk-in inquiries.
    d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public. There is no discernable difference in the information we share with our customers, EOC and our employees.

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

    Used county fuel depot for Matthew with no issues. They were out of service for Irma. For Irma, UCNSB stored fuel in advance. In addition, UCNSB partnered with a local fueling company to provide diesel and gasoline for utility and mutual aid vehicles. UCNSB did not experience any issues or delays with insufficient fuel or vehicles. However, for a brief time, UC staff experienced difficulty filling personal vehicles used for UC purposes.

22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
As a result of focuses, continual strategic planning and materials supply management, UCNSB had no complications or delays or shortages of materials.

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 answer to question #11 has details of the full restorations for each storm. We released mutual aid on the day of our full restorations. The answer to question #8 addresses staging and deployment.

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.
    UCNSB does not assess departures. Since all storms are unique, the storm preparation plan is a basic outline rather than a detailed action plan.
    b. If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not. See answer to 24a.
    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. See answer in 24a.

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.
    UCNSB does not assess departures. Since all storms are unique, the storm restoration plan is a basic outline rather than a detailed action plan.
    b. If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not. See answer in 25a
    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 answer in 25a.

Outages

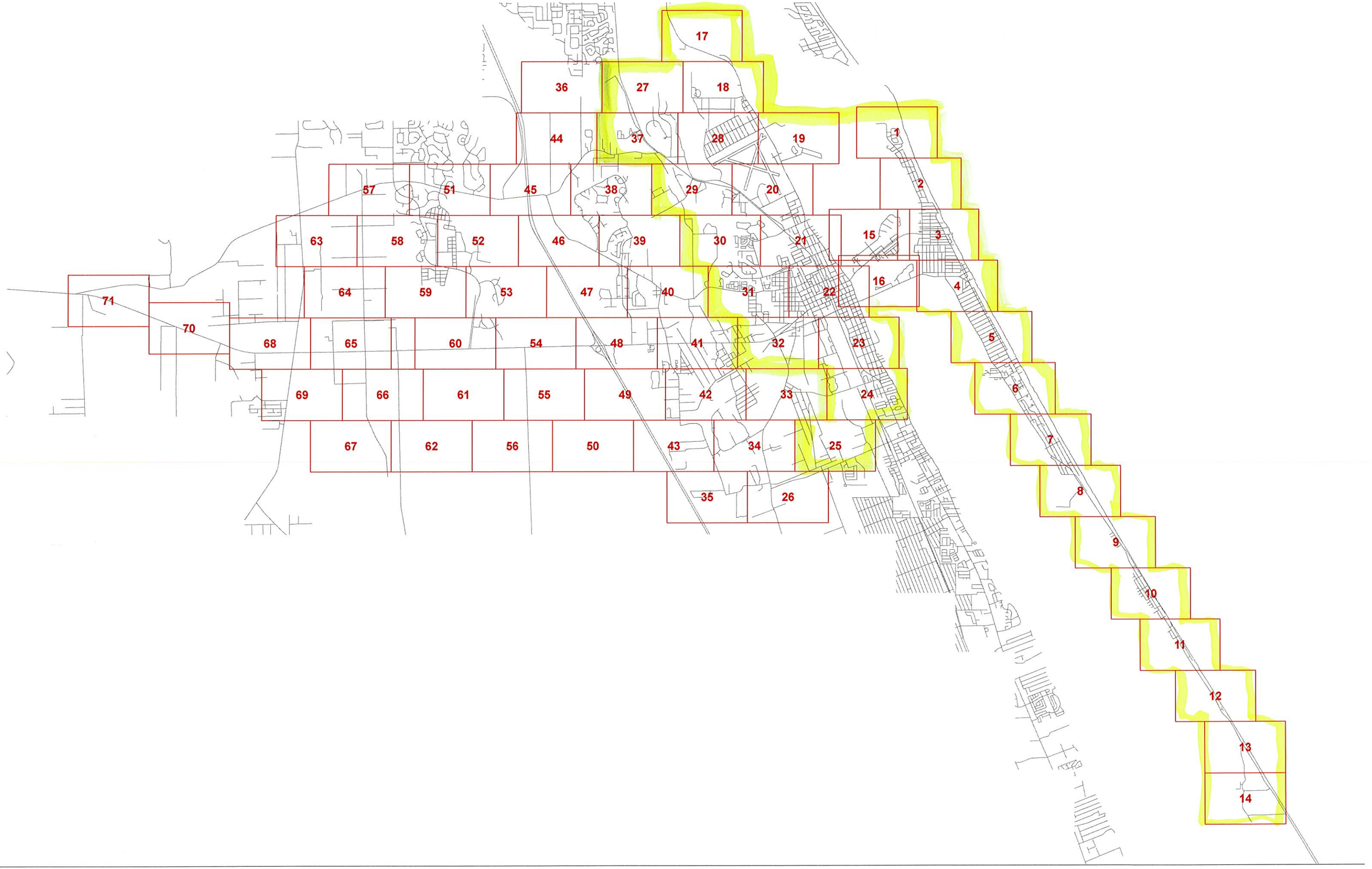
26. Please identify all counties, including reporting regions/division for each county if applicable, that were impacted (had outages or damage) due to Hurricanes Matthew, Hermine, Irma, Maria, and Nate. All UCNSB customers are within Volusia County.

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. We don't record rainfall, storm surge or gusts. Wind speeds should be available from weather service or other public records.

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.



ELECTRIC SYSTEM MAP SECTION INDEX

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 - Matthew		
Hurricane	**Number of Facilities Requiring**	
	Repair	**Replacement**
Transmission		
Structures	3	0
Substations	0	0
Total	3	0
Distribution		
Poles	2200	34
Substation	0	0
Feeder OH	13	0
Feeder UG	0	0
Feeder Combined	13	0
Lateral OH	60	14
Lateral UG	7	0
Lateral Combined	47	14
Total	2327	62
Service		
Service OH	400	150
Service UG	17	7
Service Combined		
Total	417	157
Hardened Facilities - Irma		
Hurricane	**Number of Facilities Requiring**	
	Repair	**Replacement**
Transmission		
Structures	7	1
Substations	0	0
Total	7	1
Distribution		
Poles	1000	7
Substation	0	0
Feeder OH	13	0
Feeder UG	0	0
Feeder Combined	13	0
Lateral OH	110	20
Lateral UG	3	1
Lateral Combined		
Total	1139	28
Service		
Service OH	450	50
Service UG	23	9

Service Combined		
Total	473	59

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 - Matthew		
Hurricane	**Number of Facilities Requiring**	
	Repair	**Replacement**
Transmission		
Structures	0	0
Substations	0	0
Total	0	0
Distribution		
Poles	1100	22
Substation	0	0
Feeder OH	0	0
Feeder UG	0	0
Feeder Combined	0	0
Lateral OH	60	11
Lateral UG	4	0
Lateral Combined		
Total	1164	33
Service		
Service OH	200	40
Service UG	9	2
Service Combined	209	402
Total	209	402
Non-Hardened Facilities - Irma		
Hurricane	**Number of Facilities Requiring**	
	Repair	**Replacement**
Transmission		
Structures	0	0
Substations	0	0
Total	0	0
Distribution		
Poles	700	5
Substation	0	0
Feeder OH	0	0
Feeder UG	0	0
Feeder Combined		
Lateral OH	175	25
Lateral UG	3	0
Lateral Combined		
Total	178	25
Service		
Service OH	250	50
Service UG	14	3

Service Combined		
Total	264	53

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. Vegetation, wind damage. We consider all outages to be caused by these 2 items.

32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time. Tree trimming, pole replacement, transformer replacement, damage to customer owned facilities – all ranked equally.

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. UCNSB does not utilize automated feeder switches.

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 (Matthew) – CIF						
CIF Name/Type (i.e. Hospital)	**County/ Location**	**Restoration Time**	**Outage Cause**	**Number of Facilities Requiring**		
Florida Hospital	Volusia		Feeder outage		**Repair**	**Replace**
				Transmission		
				Structures		
				Substations		
				Total		
				Distribution		
				Poles		
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH		
				Lateral UG		
				Lateral Combined		
				Total		
				Service		
				Service OH		
				Service UG		
				Service Combined		
				Total		

Hurricane (Irma) – CIF						
CIF Name/Type (i.e. Hospital)	**County/ Location**	**Restoration Time**	**Outage Cause**	**Number of Facilities Requiring**		
Florida Hospital	Volusia	4 hours	Feeder outage		**Repair**	**Replace**
				Transmission		
				Structures		
				Substations		
				Total		
				Distribution		
				Poles		
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH		
				Lateral UG		
				Lateral Combined		
				Total		
				Service		
				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. In the aftermath of Hurricane Matthew, many old, direct-bury services began to fail requiring customers to install conduit for new service laterals. The same occurred in the aftermath of Hurricane Irma - many old, direct-bury services have begun to fail requiring customers to install conduit for new service laterals.

37. Please provide a discussion what programs/tariffs the utility has in place to promote
    a. Undergrounding of new construction (e.g., subdivisions) Required by city code.
    b. Conversion of overhead to underground Customer responsible for conduit installation and full cost of installation including labor, less salvage value of overhead facilities.

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)