

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: December 21, 2017
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Emily Knoblauch, Engineering Specialist, Division of Engineering *EK TS*
RE: Docket No. 20170215- EU - Review of electric utility hurricane preparedness and restoration actions.

Please file the attached "City of Bushnell - Letter dated 11/14/17, with attached response to staff's first data request," in the above mentioned docket file.

Thank you.

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STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
KEITH C. HETRICK
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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:
 - a. Dates and topics of internal meetings held after each storm was named. **Daily meetings were named for each storm after they were named and were attended by all City Senior Staff. Progress on storm check lists and procedures were reviewed, along with current and forecast storm conditions.**
 - b. Dates and topics of external communication pertaining to mutual aid held after each storm was named. **Regular communications were held with FMEA to prepare for mutual aid if needed.**
 - c. Date mutual aid was requested and nature of request. **None requested.**
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.
- 3.

Storm Preparation

Utility Line Personnel (5)—secured utility grounds, checked line clearance for trees and other debris, and checked inventory for items needed during a storm.

Utilities Programs Coordinator (buyer)—purchased emergency safety items and commonly used inventory items that would be depleted during a storm.

Utilities Director—met with all utilities and customer service personnel to go over storm duties and schedules. Stayed in touch with the emergency management team and FMPA.

Customer Service Personnel—prepared spreadsheets and scheduled personnel to receive all emergency calls during and after the storm.

During Storm

Utilities Line Personnel—on standby to respond to outages.

Customer Service Personnel—on duty to respond to customer calls and reported outages.

Utilities Director—on duty to monitor all calls and to prepare all utilities personnel for outages. Stayed in contact with Duke Energy to monitor transmission.

Post-Storm

Utilities Line Personnel (5)—taking calls to respond to customer outages; clearing trees and limbs from lines; repairing all poles, lines and other equipment damaged during the storm.

Utilities Director—checking customer outages and staying in contact with Duke Energy to track when the transmission service would be restored.

Utilities Programs Coordinator (Buyer)—stayed in contact with fuel supplier to keep emergency generators replenished with fuel.

Customer Service Personnel—carefully tracked and communicated all outages reported to the utility line personnel in order to restore power to the customers according to need.

4. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid? **We did not require mutual aid.**

Damage Assessment Process

5. 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.

All utilities line personnel and the Utilities Director physically drove the entire system looking for damaged poles, lines and equipment, assessed the damage, and prioritized according to the extent of the damage and the number of customers who would be affected by the restoration.

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

The damage assessment data was updated and communicated by the City's emergency radio system as all phone service and computers were down.

Restoration Workload

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

The City begins by starting with special needs customers then all critical facilities such as water and wastewater plants, emergency shelters and schools followed by the largest number of customers affected by the restoration.

8. 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
Utilities Director	40+	2
Line Supervisor	20+	2

9. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.
Restoration workload is dependent on the amount of damage and how long it will take to repair an area to be restored.
10. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate. **N/A**

Staffing Considerations

11. 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) **N/A**
 - c. Number of meals provided for Utility personnel **200**
 - d. Number of meals provided for mutual aid partners **N/A**
 - e. Number of Utility personnel injuries **0**
 - f. Number of mutual aid partner injuries **N/A**
 - g. Number of Utility personnel fatalities **0**
 - h. Number of mutual aid partner fatalities **N/A**
- Please note any delays in restoration associated with items e-h above. **N/A**

12. Please provide a detailed description of when your Utility was considered fully restored from each named storm event. **Irma was the only storm that required restoration and we were fully restored on September 13 @ 12:01 p.m.**

Customer Communication

13. 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 **Sumter—1051 electric customers**
 - b. Peak number of outages **Sumter--1051**

14. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
 - **Hurricane Hermine**
 - o **Before:** Customer service representatives(CSR's) informed customers of shelter information and provided them with storm preparation tips. CSR's were prepared to be stationed at City Hall during the storm in order to answer phones; however it turned out that this was not necessary.
 - **For Hurricane Irma**
 - o **Before:** Customer service representatives(CSR's) informed customers of shelter information and provided them with storm preparation tips. CSR's were prepared to be stationed at City Hall during the storm in order to answer phones.
 - o **During:** We had up to three individuals stationed at City Hall to answer the phones and to keep the public informed.
 - o **After:** All CSR's reported to work as normal on Tuesday, September 12th to answer the phones and inform the public about outages/restoration times.

15. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, **Irma**, Maria, and Nate. **Up to 3 individuals at various times during Irma.**
 - 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?
 - o **We did not use any 3rd party entities.**

16. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
 - **None during Hermine. Approximately 75 customers called into the call center during Hurricane Irma.**

17. 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.
 - **Call center, email and website.**

18. 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.
 - **Before:** CSR's answered all questions/concerns as they came in and if they were not able to answer them then they took their contact info and called them back once we got the information.

- **During:** Made notes of the information and concerns during the storm and gave this information to the Utilities Director for resolution as soon as we were able to safely address them.
 - **After:** The customers contacted us, we called the Utilities Director to take care of the issue. After the Utility Director informed us that it was taken care of, we called the customer back to verify that their power had been restored or the issue had been resolved.
- 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.
 - o The only delays were due to issues on the customers side that had to be repaired before they could be restored. I.E. Damaged weatherheads or meter poles.
19. 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?
- **Safety complaints are addressed first.**
20. Please provide a detailed description of how customer service representatives are informed of restoration progress.
- **CSR's are informed of restoration directly from the Utility Director or lead supervisor in the field.**
- 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?
 - o There is no script but all CSR's are given the same information so everyone is on the same page.
21. 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. **We did not provide exact restoration times to customers; we only stated that we would have them restored as soon as possible.**
 - b. How customers are notified. **We notified customers by phone if they called in.**
 - c. How restoration time estimates are updated. **We did not update or provide exact restoration times to customers; we only stated that we would have them restored as soon as possible.**
 - d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public. **We had someone answering the phones at City Hall to relay the updates to the public as they called in and we also relayed the updates through the EOC. We had someone in constant contact with the EOC and the state during and after Hurricane Irma.**
- **Please note: We contracted with a third party provider for mass notifications for our customers right before Hurricane Irma formed however we did not have this set up in time to be used for Hurricane Irma updates and information.**

Material Considerations

22. 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:
- Whether or not the Utility has fuel stored for these types of events **YES**
 - Whether or not fuel shortage was an issue during these events **YES**
 - 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 **YES**
23. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, **Irma**, Maria, and Nate. **Irma—N/A**

Restoration Process

24. 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 City of Bushnell was pre-staged to respond when needed. Other than the actual day of the storm there was no stand-down time. All personnel were allocated immediately after the storm was over. No mutual aid was used, and the date of the last outage was September 13.
25. Please explain how the Utility validates adherences and departures from its storm preparation plan.
- If the Utility does not assess departures from its storm plan, explain why not.
The City did not depart from its storm plan.
 - If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not. **N/A**
 - 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. **The City of Bushnell was involved with only one storm and that was Irma. Therefore, no changes were made previously, and none were made this time.**
26. 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. **No departures from the storm plan during restoration were made. The storm restoration plan is fairly flexible.**
 - If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not. **N/A**
 - 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. Once again, because the City of Bushnell was involved with only Irma, and no changes were needed.

Outages

27. 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. **Irma--Sumter**

28. 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)
Sumter	46-70	75	8-11	0—not impacted.

Hardened and Non-Hardened Structures

29. 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.

30. Please complete the table below summarizing hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, **Irma**, Maria, and Nate. **NONE—all damage was caused by trees.**

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. 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. **NONE—All damage was caused by trees.**

Non-Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
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		

32. 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. **Only Irma impacted the Utility's service area.**
33. For Hurricanes Matthew, Hermine, **Irma**, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time. **The only driver was fallen trees.**
34. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. **N/A**
35. 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. **N/A**

Critical Infrastructure Restoration

36. 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
Bushnell Community Center	Sumter	24 hours	Wind			
Bushnell Elementary School	Sumter	24 hours	Wind	Transmission	N/A	N/A
South Sumter High	Sumter	24 hours	Wind	Structures		
Lift Stations	Sumter	24 hours	Wind	Substations		
Water Plants	Sumter	24 hours	Wind	Total		
				Distribution		
				Poles		4
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH	6	2
				Lateral UG		
				Lateral Combined		
				Total	6	6
				Service		
				Service OH	50	10
				Service UG		
				Service Combined	50	10
				Total	50	10

Underground Facilities

37. 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. **Excellent—no problems and no failures of the underground facilities.**
38. Please provide a discussion what programs/tariffs the utility has in place to promote
- Undergrounding of new construction (e.g., subdivisions) **New construction standards require all new subdivisions and house services to be underground.**
 - Conversion of overhead to underground **N/A**

Staff's First Data Request
Docket No. 20170215-EU
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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)