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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.

The responses below are being provided for the Reedy Creek Improvement District (RCID) service territory.

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.
Hermine: N/A; no storm impact within service territory.
Matthew: October 1, 2016, RCID began monitoring this storm on a daily basis and confirmed ride-out crew staffing requirements, including staging locations. Beginning October 4, 2016, daily meetings were held within the leadership team to discuss potential storm impacts, pre-storm preparedness, staffing plans, staffing staging locations, equipment staging and food for ride-out crews. Pre-storm monitoring continued through October 7, 2016 as the storm's greatest impacts were experienced.
Irma: September 5, 2017, RCID began monitoring this storm on a daily basis and confirmed ride-out crew staffing requirements, including staging

locations. Beginning September 6, 2017, daily meetings were held within the leadership team to discuss potential storm impacts, pre-storm preparedness, staffing plans, staffing staging locations, equipment staging, and food for the ride-out crew. Pre-storm monitoring continued through September 10, 2017 as the storm's greatest impacts were experienced.

Maria: N/A; no storm impact within service territory.

Nate: N/A; no storm impact within service territory.

- b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.
N/A; mutual aid was not required for any named storm.
 - c. Date mutual aid was requested and nature of request.
N/A; mutual aid was not requested for any named storm.
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.
The RCID service territory is divided into 3 zones/locations for staffing/equipment staging purposes. These staging locations include the Central Energy Plant (CEP), Epcot Central Energy Plant (ECEP) and the South Service Area (SSA) Operations Building. Staffing at each location is as follows...CEP (4 Power Distribution techs, 2 Power Systems techs, 2 Instrumentation & Control techs, 1 Power Distribution supervisor, 2 Energy Control Center operators, 1 Energy Control Center supervisor, 1 Chief Operating engineer, 1 Electric Operations manager), ECEP (4 Power Distribution techs, 2 Power Systems techs, 2 Instrumentation & Control techs, 1 Power Distribution supervisor), and SSA (3 Power Distribution techs, 1 Power Distribution supervisor). All crews continue preparedness efforts across the entire service territory until a decision is made to stay indoors for storm ride-out purposes. At that point, all crews proceed to their assigned ride-out zone/location for check-in.
3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?
N/A; mutual aid was not requested for any named storm.

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.
Hermine: N/A; no storm impact within service territory.
Matthew: Once the storm had passed and the "all clear" was provided by the local hurricane command center, ride-out crews were allowed to ride the service territory to perform the initial damage assessment. No damage was experienced with this storm.

Irma: Once the storm had passed and the “all clear” was provided by the local hurricane command center, ride-out crews were allowed to ride the service territory to perform the initial damage assessment. The only damage experienced in this storm was minor tree damage near a single overhead line. Crews took photos of the tree damage and forwarded to leadership for additional action. A contractor was hired to address the tree damage.

Maria: N/A; no storm impact within service territory.

Nate: N/A; no storm impact within service territory.

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

Damage assessment data is collected once the crews are safely allowed to travel within the service territory. Photographs are taken of all damage so that action plans can be developed for any repairs needed. This data is shared within the Electric Operations division and with senior leadership. As needed, status updates are provided to leadership as action is being taken to correct any damage.

Restoration Workload

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

If service restoration is required, RCID would first ensure it was safe to travel throughout the service territory. Next, leadership direction would be provided from the local hurricane command center as to how crews are dispatched for restoration efforts. This direction would be based on what impacts are being experienced in the overall electrical system. Over the last several years, RCID has experienced no restoration efforts associated with named storms.

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, Electric Operations	2+	19
Chief Electrical Operations Engineer	26+	19
Supervisors, Power Distribution	Avg. 6+	3-8

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

N/A; restoration efforts were not required for any named storm. Only minor tree damage was experienced near a single overhead line during Hurricane Irma.

9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
N/A; mutual aid was not required.

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)
Hermine: N/A; no storm impact within service territory.
Matthew: 25 persons – 1 day
Irma: 27 persons – 2 days
Maria: N/A; no storm impact within service territory.
Nate: N/A; no storm impact within service territory.
 - b. Days of lodging provided for mutual aid partners (Person-Days)
N/A; mutual aid was not required.
 - c. Number of meals provided for Utility personnel
Hermine: N/A; no storm impact within service territory.
Matthew: 3 meals
Irma: 6 meals
Maria: N/A; no storm impact within service territory.
Nate: N/A; no storm impact within service territory.
 - d. Number of meals provided for mutual aid partners
N/A; mutual aid was not required.
 - e. Number of Utility personnel injuries
None
 - f. Number of mutual aid partner injuries
N/A; mutual aid was not required.
 - g. Number of Utility personnel fatalities
None
 - h. Number of mutual aid partner fatalities
N/A; mutual aid was not required.
- Please note any delays in restoration associated with items e-h above.
N/A; no injuries or fatalities experienced.

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event.
During all named storms, the RCID service territory never lost primary power that required restoration efforts.

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
Orange County: 1,453
 - b. Peak number of outages

None

13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
RCID's Energy Control Center is operated and staffed 24/7 to answer and respond to customer calls.
14. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
Hermine: N/A; no storm impact within service territory. Routine staffing maintained.
Matthew: 3
Irma: 3
Maria: N/A; no storm impact within service territory. Routine staffing maintained.
Nate: N/A; no storm impact within service territory. Routine staffing maintained.
 - 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?
No
15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
Hermine: N/A; no storm impact within service territory.
Matthew: 2; not related to RCID's primary electric service. Customers reported issues on the secondary side.
Irma: 1; not related to RCID's service territory.
Maria: N/A; no storm impact within service territory.
Nate: N/A; no storm impact within service territory.
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.
Energy Control Center, email & company cell phones.
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.
Customer contacts are addressed and triaged appropriately as they come into the Energy Control Center before, during and after a named storm event.
 - 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.
N/A; restoration was not required during any named storm.
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 categorized and prioritized based on severity of service concern.

19. Please provide a detailed description of how customer service representatives are informed of restoration progress.
RCID's Energy Control Center operators continually monitor radio traffic associated with any restoration within the service territory. These operators also support and participate in all electrical switching requirements initiated from the crews 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?
Service restorations were not required for any named storm. If service restorations are required, a script would be provided to the operators by the Energy Control Center supervisor or Electric Operations manager.
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.
b. How customers are notified.
c. How restoration time estimates are updated.
d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.
N/A; restoration was not required during any named storm.

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
- Continued access to vehicle fuel is available within RCID's service territory at multiple locations for use before, during and after any named storm. No fuel delays were ever experienced. Vehicles were available for all crews before, during and after any named storm.**
22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
RCID experienced no material delays during any named storm.

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.

N/A; restoration was not required during any named storm.

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

RCID has a Power Distribution supervisor assigned to each of the three zones/locations that are designated for storm ride-out. Each supervisor is responsible for validating the assigned crews' adherence to the overall storm preparation plan. Any departures from this plan must be approved by the manager, Electric Operations and the local hurricane command center leadership. At the conclusion of each named storm requiring ride-out crews, a post-storm review is held to document departures from the storm preparation plan and to update the overall Hurricane Preparedness Plan.

a. If the Utility does not assess departures from its storm plan, explain why not.

N/A

b. If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not.

N/A

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.

Minor changes were documented in the overall Hurricane Preparedness Plan due to learnings from the most recent named storms (Matthew, Irma) affecting the RCID service territory. These changes related to pre-storm tasks assigned during the different phases leading up to the storm impact. Also, changes were made to the meal planning/menus in support of the storms.

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

RCID has a Power Distribution supervisor assigned to each of the three zones/locations that are designated for storm ride-out. Each supervisor is responsible for validating the assigned crews' adherence to the overall storm restoration plan. Any departures from this plan must be approved by the manager, Electric Operations and the local hurricane command center leadership. At the conclusion of each named storm requiring ride-out crews, a post-storm review is held to document departures from the storm restoration plan and to update the overall Hurricane Preparedness Plan.

a. If the Utility does not assess departures from its storm restoration plan, explain why not.

N/A

b. If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not.

N/A

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.

N/A; restoration was not required during any named storm.

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.

None

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.

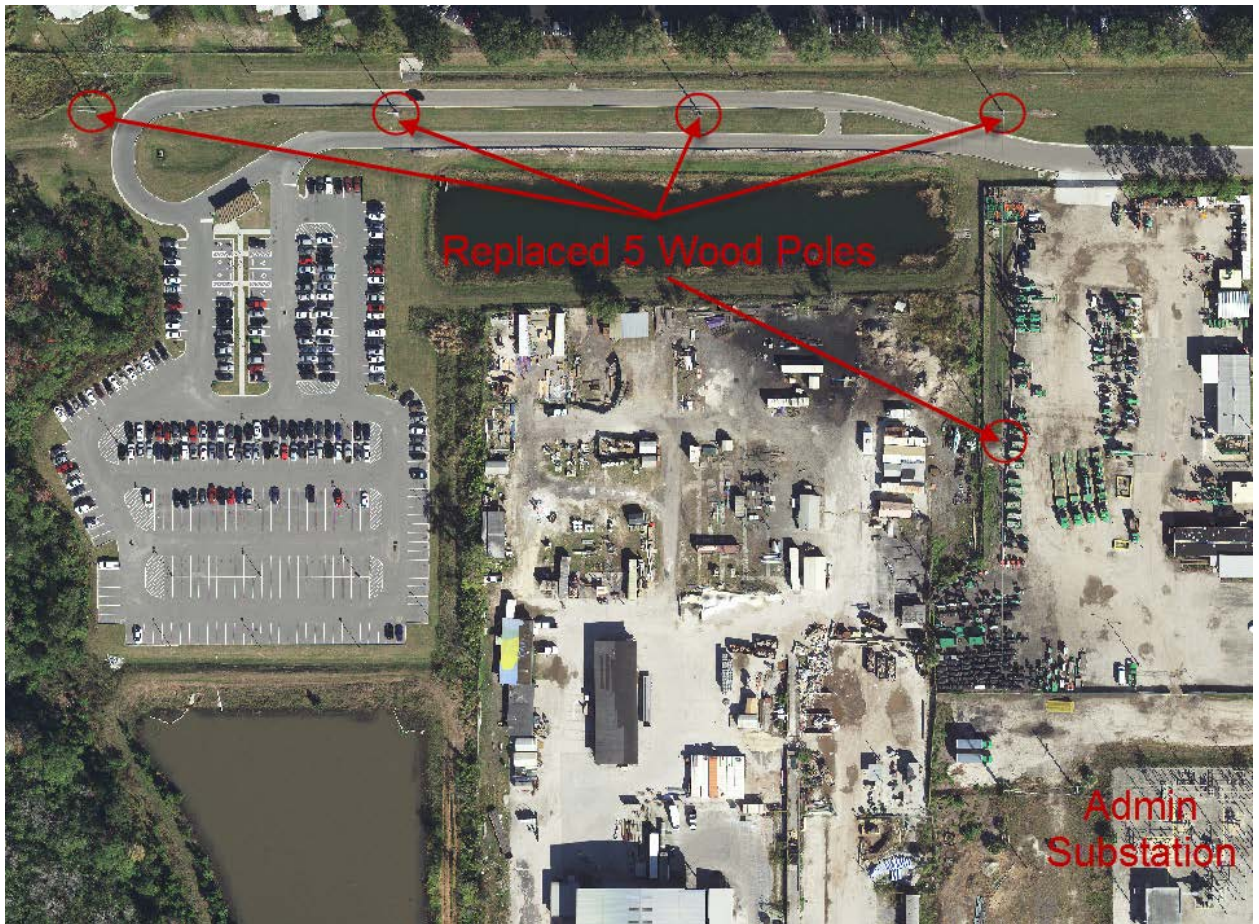
For Hurricanes Hermine, Maria and Nate, no storm impact was experienced within the RCID service territory. The data for Hurricanes Matthew and Irma is below.

Weather Impact				
System	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Matthew	45	60	3	N/A
Irma	63	80	9	N/A

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.

After 2006, a section of RCID's overhead infrastructure was storm hardened near the Admin substation with the change out of 5 wood poles with galvanized steel poles. This work was completed in 2009. Below is a graphic of the area.



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.
No hardened facilities within the RCID service territory required repair or replacement as a result of any named storm.

Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>		
Structures	0	0
Substations	0	0
Total	0	0
<i>Distribution</i>		
Poles	0	0
Substation	0	0
Feeder OH	0	0
Feeder UG	0	0
Feeder Combined	0	0
Lateral OH	0	0
Lateral UG	0	0
Lateral Combined	0	0
Total	0	0
<i>Service</i>		
Service OH	0	0
Service UG	0	0
Service Combined	0	0
Total	0	0

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.
No non-hardened facilities within the RCID service territory required repair or replacement as a result of any named storm.

Non-Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>		
Structures	0	0
Substations	0	0
Total	0	0
<i>Distribution</i>		
Poles	0	0
Substation	0	0
Feeder OH	0	0
Feeder UG	0	0
Feeder Combined	0	0
Lateral OH	0	0
Lateral UG	0	0
Lateral Combined	0	0
Total	0	0
<i>Service</i>		
Service OH	0	0
Service UG	0	0
Service Combined	0	0
Total	0	0

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.
N/A; no outages were experienced during any named storm.
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; restoration was not required during any named storm.
33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate.
N/A
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.

None

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.

No critical infrastructure facilities within the RCID service territory lost power during any named storm. Also, no facilities structure type required replacement and/or repair during any named storm.

Hurricane (all named storms) – CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
None					Repair	Replace
				<i>Transmission</i>		
				Structures	0	0
				Substations	0	0
				Total	0	0
				<i>Distribution</i>		
				Poles	0	0
				Substation	0	0
				Feeder OH	0	0
				Feeder UG	0	0
				Feeder Combined	0	0
				Lateral OH	0	0
				Lateral UG	0	0
				Lateral Combined	0	0
				Total	0	0
				<i>Service</i>		
				Service OH	0	0
				Service UG	0	0
				Service Combined	0	0
				Total	0	0

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.

Matthew: The performance of RCID's underground facilities was excellent. No underground facilities required repair or replacement.

Hermine: N/A; no storm impact within service territory.

Irma: The performance of RCID's underground facilities was excellent. No underground facilities required repair or replacement.

Maria: N/A; no storm impact within service territory.

Nate: N/A; no storm impact within service territory.

37. Please provide a discussion what programs/tariffs the utility has in place to promote

a. Undergrounding of new construction (e.g., subdivisions)

The RCID service territory has approximately 296 miles of distribution lines with less than 2 miles of it overhead, resulting in over 99% of the distribution underground. All new distribution is constructed underground as defined by the design standard.

b. Conversion of overhead to underground

The RCID service territory has less than 2 miles of overhead, representing less than 1 percent of the total distribution. Any conversions from overhead to underground are prioritized in future year's planned work budgets against other utility asset enhancement projects.

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)