



Rhonda J. Alexander
Manager
Regulatory, Forecasting & Pricing

One Energy Place
Pensacola, Ft. 32520-0780
850 444 6743 tel
850 444 6026 fax
rjalexad@southernco.com

April 16, 2018

Ms. Carlotta Stauffer, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

Re: Docket No. 20170215-EU – Review of electric utility hurricane preparedness and restoration actions

Dear Ms. Stauffer:

As requested, attached is Gulf Power Company's 2018 Hurricane Preparedness Briefing to be presented at the May 2-3, 2018 Informal Meeting. Gulf Power's presentation will be presented by:

Ms. Adrienne Collins
Gulf Power Company
Power Delivery Vice President
850-444-6380

Please call if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Rhonda J. Alexander".

Rhonda J. Alexander
Regulatory, Forecasting and Pricing Manager

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Attachments

cc: Gulf Power Company
Jeffrey A. Stone, Esq., General Counsel
Beggs & Lane
Russell Badders, Esq.
Florida Public Service Commission
Tom Ballinger, Division of Engineering



Hurricane Workshop

May 2018

*Presented by
Adrienne Collins
Power Delivery Vice President*



Preparation – Before a storm

A culture of preparedness



- Asset protection
- Facility inspections
- Maintenance
- Storm hardening measures
- Drills, training, and improvements
- Material inventory
- Activation of CEMC/prepare employees
- Mutual assistance/secure and stage resources
- Logistics
- Communicate with customers/other stakeholders



Restoration – After a storm

Safely restoring hope



- Initiate restoration and recovery plan
- Evaluate damage/accessibility
- Begin restoration efforts
 - Restoration of critical facilities
 - Vegetation clearing, debris removal, mainline feeders, laterals, service for those who can take power
- Consolidate resources
- Communicate progress & restoration estimates to customers and other stakeholders
- Provide mutual assistance



System Performance

Storm hardened vs. Non-hardened



- \$250M invested in storm hardening over the last 10 years
- Focus has been on critical infrastructure (hospitals, commercial corridors, shelters, etc.)
- 89% of Transmission structures are storm hardened
- More than 24,000 Distribution poles have been hardened in accordance with storm hardening plan
- Minimal damage to Gulf Power's system as a result of recent hurricanes; all outages restored within 24 hours (*No hardened facilities were damaged*)
- Majority of poles that were damaged were not owned by Gulf Power

System Performance

Overhead vs. Underground



- 25% of Distribution lines are underground
- For the limited number of outages experienced in Hurricanes Irma and Nate, 2% of total outages were on the underground system
- Underground is still susceptible to outages:
 - Lightning
 - Dig-ins
 - Flooding
 - Storm Surge
 - Uprooted trees
 - Equipment Failures
 - Cable Failures
- On average, underground customers may experience fewer outages
- However, these outages typically last 80% longer than overhead outages



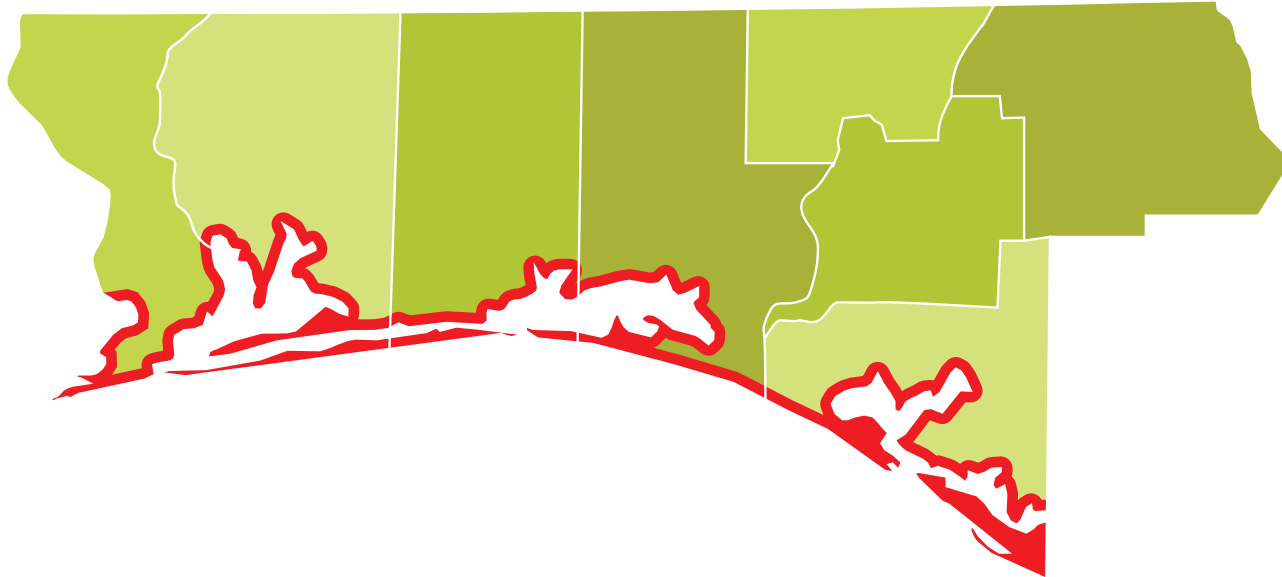
Pensacola Flood – 2014

System Performance

Overhead vs. Underground



- Nearly 50% of Gulf Power customers live within 1 mile of the coast or major body of water



Impediments to Restoration

“Roadblocks”

- For Hurricanes Irma and Nate, Gulf Power did not encounter any impediments to restoration efforts
- While there are always minor issues that cannot be predicted, Gulf Power continues to work well with local entities, mainly through the EOCs, to eliminate hurdles
 - Road closures and damage
 - Bridge closures
 - Debris removal
 - Vegetation management

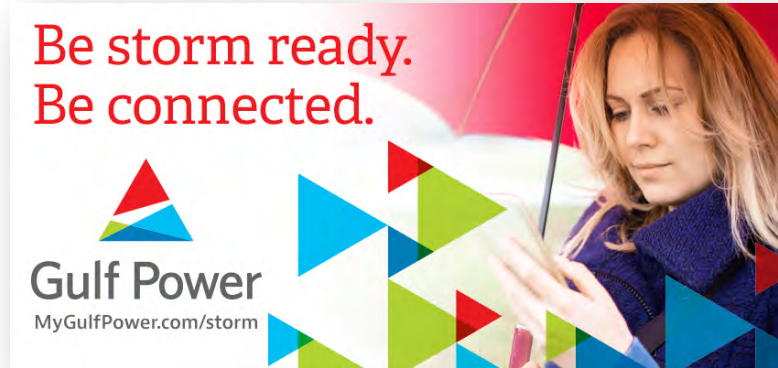


Customer Communications

Before a storm



- Regional storm preparedness ads run before and during storm season
- Digital ads promoting storm readiness
- Digital billboard ads – weather triggered
- Sponsor Florida Public Radio Emergency Network
- Storm PSAs on local radio stations
- GulfPower.com/storm webpage
- Social media



Customer Communications

During and after a storm



- Storm Center website
- Outage map
- Gulf Power App
- Text alerts
- Social media (Facebook, Twitter, Instagram)
- Customer Care Center
- Media relations
- EOC communications

The image shows a screenshot of a web browser displaying the "outagemap.gulfpower.com" website. The website interface includes a navigation bar with "Report Outage", "Check Status", and "Outage Alerts" buttons. A sidebar on the left provides statistics: "Active Outages: 1", "Total Customers Out: 9", "Total Customers Served: 452,399", and "System Reliability: 99.99%". The main area is a map of the Gulf Coast region with various colored markers indicating outage levels. A social media post from "Gulf Power Company" is overlaid on the right side of the map. The post text reads: "As you're preparing for Hurricane Irma, we hope you'll consider downloading the Gulf Power app as part of your plans. View the outage map: https://gulfpower.com/outages". Below the text is a video player showing a woman, Brandi Gomez, speaking. The video has 18,838 people reached and 113 likes. The post also shows recent activity, including a boost on September 9th.

Suggested Improvements

- Continue to implement our Ten-point plan and make adjustments based on industry best practices and through lessons learned after each storm event



Suggested Improvements

Communications – Managing Customer Expectations

Goal: To expand and enhance efforts to educate targeted stakeholders and customers on major storm outages and help manage expectations of restoration after a major storm.

Education points include:

- What is a major storm and why they should be viewed differently than a regular storm
- Why customers should still expect outages (including potentially prolonged outages) when a major storm hits
- How we restore power

