BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. UNDOCKETED

2022 HURRICANE SEASON
PREPARATION BRIEFING BY
FLORIDA ELECTRIC UTILITIES.
_____/

PROCEEDINGS: COMMISSION WORKSHOP

COMMISSIONERS PARTICIPATING: CHAIRMAN ANDREW GILES FAY
COMMISSIONER ART GRAHAM
COMMISSIONER GARY F. CLARK
COMMISSIONER MIKE LA ROSA
COMMISSIONER GABRIELLA PASSIDOMO

DATE: Tuesday, May 17, 2022

TIME: Commenced: 9:30 a.m.
Concluded: 11:30 a.m.

PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: DANA W. REEVES
Court Reporter and
Notary Public in and for
the State of Florida at Large

PREMIER REPORTING
112 W. 5TH AVENUE
TALLAHASSEE, FLORIDA
(850) 894-0828

APPEARANCES:

PSC Staff:

Penelope Buys
Lee Eng Tan
Matthew Jones

Florida Power & Light Company and Gulf Power Company:

Tom Gwaltney

Duke Energy Florida, LLC:

Todd Fountain

Tampa Electric Company:

Ed Mora

Florida Public Utilities Company:

Jorge Puentes

JEA:

Ricky Erixton

Talquin Electric Cooperative, Inc.:

Mike Grice

P R O C E E D I N G S

CHAIRMAN FAY: All right. Good morning, everyone. I'd like to welcome you to the Commission workshop on the 2022 Hurricane Season Preparation.

Staff, will you please read the notice?

MR. JONES: By notice issued on May 6th, 2022, this time and place has been set for a hearing. The purpose of this hearing is more fully set out in the notices.

CHAIRMAN FAY: Great, thank you Mr. Jones.

Commissioners, we -- this is our annual workshop that we provide to essentially provide information for us and staff. We will touch on some of the storm preparation restoration process, the customer and stakeholder outreach, vegetation management, pole inspections, and some of the lessons learned. To the extent possible, we'll just remind the parties to stay away from any docketed-related matters as it relates to their presentation and their workshop today. And then after each presentation, Commissioners, I'll allow you to ask whatever questions of the presenter that you would like.

And we have Commissioner Graham with us on the

line. So, Commissioner Graham, just inject at the end of these presentations. If there's anything you'd like to ask, feel free to do so.

So, with that, we will start with our first presenter from Florida Power and Light, which is Mr. Tom Gwaltney, the Senior Director of Emergency Preparedness. Mr. Gwaltney, you're recognized.

MR. GWALTNEY: Thank you, Chairman. So I appreciate, you know, being here today for the workshop.

So, as you mentioned, my name is Tom Gwaltney. I'm the Senior Director of Emergency Preparedness for PL and NextEra. And this year really marks some milestones, as well. Thirty years ago, this storm season, Hurricane Andrew hit and devastated South Florida, and even just as well as five years ago with the Hurricane Irma coming through and really affecting the entire state, except for the Panhandle. So a couple of milestones this year.

So when you look at FPL, as a whole, with the introduction now and total integration of Gulf into our system in the Northwest region, we're now serving up to 43 counties. You can see the number of miles and then also, you know, over 1.4 million poles. But one of the unique characteristics for

us is now we have over 600 miles of coastline that we're responsible for in addition of our 5.7 million customers. Over 85 percent of them actually live within 20 miles of the coast, so you can understand how critically important is for us doing this hurricane workshop.

As you mentioned, we're all going to be talking on these -- you know, the storm preparation, our customer communication, vegetation, pole inspection, and also lessons learned. So we'll jump right into it on the storm preparation.

So, for us, it's really a year-round process. We actually concluded our annual storm drill last week, and it's actually a full week event. Every employee at FPL actually has a storm assignment. You may have your regular job, but everybody also has a storm assignment as well. And this drill was corporate-wide. We started on Monday with our 72-hour calls, et cetera, and we actually simulated a hurricane affecting the Panhandle up in Pensacola.

We actually engage many strategic partners. I appreciate Commissioner Graham actually attended along with the General Counsel of the Public

Service Commission, but we also included, you know, the Florida Highway Patrol. We had many other members of Homeland Security, et cetera, there, in addition to EEI, trying to bring them all together. You know, because whenever you have a storm response, it's not just the utility, it's everybody and all the strategic partners working together.

So in addition, you know, we've looked at a lot of our technology improvements, as well. Some of the things that we've done as far as our storm damage model, every year we constantly upgrade and tweak that to make it based on whatever the past history was from the previous year. And, in addition, we've introduced some new technology on our -- what we have stormforce, which is kind of taking a look at, you know, how we -- our resource management tool, really upgrading that and bringing it to a new level. We've actually taken three different systems, bring them together into one to make it much more efficient when we're actually on the acquisition and allocation of those resources during an actual event.

We conducted incident management training workshops, and that's where we take our leadership and we actually make sure that they understand

their roles for the storm season, because it's very critical -- you want to make sure that when you have an event that everybody is ready and they don't have to go back and think about what do I need to do. They already know and it's already drilled into their memory.

And we look at mutual assistance. No utility can handle a restoration event on their own. So we really rely on each other. It really doesn't matter what logo's on any of our shirts. We're all in this together to get the lights back on and get the people back up and running, get their lives back to normal.

We're very active, as many of them are here in the IOU's in the southeastern electric exchange, EEI, and also the Florida Electric Coordinating Group. A lot of these meetings -- we just recently had our spring meetings, and just even within the Florida Electric Coordinating Group, just a few weeks ago, we had a virtual meeting, which went extremely well -- you know, went extremely well. And one of the events even from that was a share -- you know, how do we share resources? And, you know, we provided all of our contract resources with their names, contact numbers so that, you

know, in the event that they need some resources, you know, they could actually even acquire some of our contractors to help, as well, because they already have contracts in place and it would help them on the back end, you know, when they go for recovery against FEMA or what have you. So really working closely with all of our -- all of our partners here in the utility industry.

Another item that's critically important right now is just making sure you're ready for the storm, not just from a resource perspective, because we go and we get all of our contracts with our contractors -- any of them that have actually even been on our system done before storm season, we've already got that done, but it's also even material. And then also logistics, making sure all those things are in place. And we have over 110 identified staging sites. We make sure all those are good to go. We are contacting all of those locations to make sure everything is still up to speed. We actually have pre-planned logistics as far as exactly where everything is going to be. The actual layout of a staging site is already pre-planned so that when we actually activate one, we can get it up and running within 24 hours.

And then also with -- on the material side, we actually had -- make sure that prior to June 1 we can handle a category-four hurricane, so we make sure we get the material up there. We know with the supply chain issues, it's important to get that, and we're continuing to make sure we have the material necessary in the unfortunate event that we do get, you know, have an event.

But moving into the customer communication and stakeholder outreach, it's just as important on the communications as it as a restoration event. You got to make sure you're actually telling your story and you're actually communicating with the customers, so the customers actually understand what's going on, when they can expect power, et cetera. So -- and that is also another continual process. We'll start before storm season and then you'll see a lot more -- with the storm season actually starting just a couple of weeks away here at the beginning of June, you'll see a lot more communication coming out for folks to be ready. And then also you'll have the communications up to an event and then during the event and then post-event.

And one of the biggest things, it's the

estimated time of restoration. Within 24 hours after a storm that leaves our property, we're going to make sure that we have a estimated time of restoration for the entire system. And then at 48 hours, we'll break it down into a county level. And then within 72 hours, a sub-county level. And that's as we get more assessments, we can give a better idea. But we'll actually update those ETR's throughout an event because you may -- even though you may have an event that lasts five days, somebody may be back on in two days. We want to make sure that they understand, hey, you're going to be back on in a couple days versus actually the five days and just see a long-term. So as we know and have more certainty, we make sure we update that throughout the event.

And as -- you know, when I talk about the communication, we use all forms of media, social media, et cetera. We have our daily news conferences, our press releases. But, you know, in today's environment of the social media, that's critically important and we make sure that we're constantly monitoring all of those avenues and pushing out that same information across all channels for all, you know, customers.

In addition, we actually even have the governmental portal website, as well, that we use with our municipalities throughout the state so they can understand and they actually have numbers that would do. We also report to the state hourly outage information, et cetera. So there's a lot of reporting that goes out and we make sure that, you know, that communication is continual and everybody understand what the status is.

Continue on the communication piece. Another important aspect is we meet prior to the storm season with all the emergency operations centers of all the counties we serve. We make sure that what are the priorities of the county, and get about 20 percent of our main feeder backbones to understand that they are our critical infrastructure that feeds, like, their hospitals, 911 centers, emergency operation centers, making sure all of those -- what are the most important for that county, for us to make sure that in the event that they are affected, what do they want on first? Because you can't -- everything can't be our priority or nothing is. So we make sure we meet with each of those counties, go over with them and kind of agree to what those priorities are. And we

make sure that, you know, we're good to go there.

In addition to those emergency operation centers during an actual event, we'll actually house and give them crews right there. And if it's safe to do so, actually have them, you know, harbor with the -- at that emergency operation center. So that may immediately, after a storm passes, we can have those crews help with the county where they're going and they're clearing roads and possibly to move lines, make things safe for the public. So that's another important thing that we do with the counties immediately following an event.

We conduct over 1,000 presentations a year where we go to homeowner's associations, school boards, I mentioned the municipalities, businesses, et cetera. So it's a constant event, you know, event for us to go and communicate out to these -- to the different businesses and municipalities.

Also, in the area of solar, you know, we make sure that we're communicating and get proper links out there for the website to make sure that folks that do have solar or battery backup systems, to make sure they understand, you know, post-storm, you know, the utilization of that and making sure there's proper disconnection so that we don't have,

you know, electricity coming back on the grid, et cetera, and how to safely manage their own particular system.

Moving into vegetation management. We -- our feeders maintain on a three-year cycle, and then our laterals are on a six-year cycle. So last year we trimmed over 13,000 miles of our feeders, 4,500 -- over 4,500 on a cycle, but we also mid-cycled about 8,700 miles. And those are actually going and taking a look at those and hotspotting to see if there's any main issues right before storm season, especially on our critical infrastructure facilities, like your hospitals, 911 centers that I mentioned, to make sure those areas are clear, and that we're not going to have some incidental possible contact. You never can prevent anything and with the windblown debris, but whatever we can mitigate ahead of time, we're going to make sure we take care of.

And then also in on the transmission side. We inspect our right-of-ways more than twice a year. We stay within the NERC-established requirements and we make sure we're providing all those aerial patrols pre-storm-season, as well, to make sure we're good to go.

In the area of pole inspections, you know, we maintain an eight-year cycle in our distribution. We have over 1.4 million distribution poles out there. So last year, we inspected over 178 -- almost 180,000 poles. You can see the majority of them the wood, and then also some concrete, as well.

And then on the transmission side, we do 100 percent annual inspection, and the wood are on a six-year cycle and the concrete or steel are on a ten-year cycle. It should be noted on our FPL side legacy, we're down to less than 500 poles that are still wood on our transmission. By the end of this year, all of our -- on the FPL system, all of the wood poles be transferred out to either concrete or steel. On the former Gulf system in our northwest region, there's about 5,000 transmission poles that are still wood, and we're actively replacing those to get back to -- you know, to get on our schedule and to get them changed all out to wood and concrete -- I mean from concrete and steel.

And then we take a look at lessons learned. Whether we have an event or we go help another utility, it's really important that you take a look at, you know, what can you learn from these

different events. You know, even the events we participated in last year, some of the key pieces and takeaway are really the pre-staging of resources, but also the materials, making sure you get those materials to where they're needed. We even saw this with other utilities, you know, in the nation that we went to help support.

The use of non-traditional resources. One of the things we've done is taken a look at some of our underground resources. Although they can't do some of the overhead work, they can do a lot of these lower-level tickets when you talk about transformers and service type work on the overhead side. So we've really taken a look at those resources and actually have moved them into doing more of that type of work for us for an actual event, which we think is going to really help reduce the number of resources we may need externally, but also get the lights on quicker, as well. And we've seen some tremendous benefits, you know, with our hardening, as we continue to do that and work through that, as we'll have all of our feeders hardened by the end of 2025.

And then when you look at mutual assistance last year, we actually provided quite a bit of

mutual assistance last year, starting way back in February with some winter storms. We helped Gulf last year in April, Tropical Storm Henri. We sent folks to the north. And then, of course, Hurricane Ida, which hit into New Orleans and the whole Louisiana area, which we sent quite a few folks and a huge deployment there, as well.

And one of the big lessons learned that really came out of really with COVID and the pandemic is even though we traditionally have very large staging sites, you'll see those, maybe 2,000-plus, we've really moved to a lot more of what you want to maybe call satellite sites, or micro sites, where we can put fewer numbers of crews in a smaller area. But the key is getting that more into where the severe damage is so you don't -- you don't have that travel time, so you can maximize the productivity that those crews have and be able to get out -- get to the locations quicker and get the rest of -- you know, get the lights on even faster. So that's one of the big -- one of the lessons learned. We even came out of, you know, COVID, inadvertently, by coming into those smaller sites. You have more of them, however, they're closer to the damage and getting them into the

pockets where maybe I can't get a big site, but maybe I could get 150 people in an area, but I can maybe get that neighborhood on a lot quicker by having those folks right there versus having them travel maybe 20 or 30 minutes to get to that site. Those are the type of things that really came out, were very helpful for us.

And that concludes the presentation. And happy to answer any questions.

CHAIRMAN FAY: Great. Thank you, Mr. Gwaltney. Commissioners, I will take any questions on this presentation.

With that, I might have a few for you. If you wouldn't mind, I'm going to reference your slides, just to have kind of a basis of the question. On slide seven, you mentioned the municipalities and the government portal website. I'm presuming -- I know you work with the state EOC, too. So are there also state and federal portals that you're able to submit information to, or are there other methods that you provide that?

MR. GWALTNEY: So we do provide information to the governmental portal website, which is available, both the state and the local, but we also have folks that are at the state EOC, because

a lot of times they may ask for additional or other types of information, and we're providing that information directly to them. We're actually on site and we have a representative that sits in the ESF12 room right there at the EOC that we have constant contact with, and any questions that come up there, we're able to answer it and get that information as soon as possible.

CHAIRMAN FAY: Okay. Great. And then on slide 14 -- well, actually, I'll go to slide 12 first. You had some information here about the pole inspection. This might be more towards the pole process than necessarily the hurricane preparation, but is there -- I know you have the incorporation of a lot of drones and other technology to try to create efficiencies in these poles. I know there's a lot of technology. For example, now when I go to get my tire checked, instead of putting something on the tire to measure it, they just stick a digital device up against it and it essentially tells me what's left on the tire. Are there advancements in pole inspection that create efficiencies and maybe allow us to have a better idea of long-term, when these poles are going bad?

MR. GWALTNEY: You know, we have our pole inspection, and not so much maybe when the pole is going bad because we're on that eight-year cycle, but I guess when you're talking technology, one of the things that we're actually piloting right now are called pole tilt sensors where you can actually put on the pole, and then it'll be able to tell us that that pole is tilting more than 15 degrees. So you can tell if a pole is severely leaning, or maybe it's down. So it's -- just some of the technology that we're looking at, we're trying out, to understand -- you know, anything we can do to get that assessment quicker and know kind of what your damages is, you can be able to give quicker ETR's and then also making sure you get the right resources at the right place. So we're constantly looking at those. But that's just one example of some of the technology, when you talk about poles, that we're looking at. It's not so much the health of the pole, but actually, is there anything different on that.

And then, you know, we're constantly looking at -- you know, with the drones, and then even possible satellite, you know, is there ways to go and do change detection where you can actually

understand what your system looks like before an event, be able to -- you know, whether it be drone or some type of satellite or what type of coverage, and then is there any way to do any type of change detection? I mean, that's not something that's fully implemented right now, but it's something that we're going to and trying to move to, to where you can get that information a lot quicker.

CHAIRMAN FAY: Okay. Great. Yeah, it seems like that's -- that technology would be effective, knowing preemptively what would be going down.

Just the last question for you. On your mutual assistance, which is on slide 14, I know that as a utility, FPL has a lot of experience in restoration, and I think probably nationally considered one of the best. I can't help but take some concern in the reality that we want to help everyone but that we sent -- I say we as the state -- utilities sent folks to New York. Is there a reason maybe, you know, as far as we could be north and south on the east coast of the country, that we would be sending people up to New York for assistance?

MR. GWALTNEY: We will send people -- I guess I'll back up a second. So we make sure that our

system and we're good to go. However, during an actual event, if it's only affecting a certain area of the country and they need -- they'll need resources, we'll go help them, just like if we're hit with -- like, you know, God forbid, like another Andrew or even like with Irma, we have resources from, you know, New England and stuff coming down to kind of help support us.

So the beauty of the whole mutual assistance agreements and piece is that we're all in it to work together and we'll go wherever we can and whatever makes sense. Just like for us, we're not going to pull resources from that far away unless we have no other closer resources and we actually truly need those and it's cost effective. And, likewise, I'm sure they're making that same. If they could -- if they were hit significantly, could not get those additional resources, you know, and they said, hey, can you come help, then we would go and help, you know, provide some support to those utilities. So it's really a -- you know, a brotherhood and sisterhood, we all work together to help each other. And typically you won't go that distance. Usually typically it will be in the southeast, or even within the state, but it's, you

know, whoever needs it, just like what happened in, you know, in Louisiana the last two years, kind of reminds me of our '04 and '05 seasons. You know, we're going to go help them, because we never know when we're going to be in a barrel and we want to make sure we're going to be able to get the -- be reciprocated and get that support, as well.

CHAIRMAN FAY: And all those costs are borne by the state that --

MR. GWALTNEY: Yes. All the costs -- the mutual assistance, there's no burden to any of the ratepayers. It all goes to the requesting utility. So it's all costs, it includes benefits and everything. So there's absolutely no hardship to the actual by responding. They pay everything, including the administrative benefit -- I mean, all of it, vacation. All that stuff gets built into that cost and then that utility requesting accepts all the liability and all of the costs for that -- that support.

CHAIRMAN FAY: Great. Thank you. That answers all my questions. Commissioner Clark.

COMMISSIONER CLARK: Would you even go so far as to say that when you do have to send crews like that, it actually reduces the cost to Florida

ratepayers because that expense for those employees is now being borne during that time period by another utility company.

MR. GWALTNEY: Yeah, if we sent FPL crews, it could -- it could conceivably reduce some of the costs.

COMMISSIONER CLARK: Just a couple of observations. And last year during the report there are three things that I keyed on. I want to thank you guys for addressing those, in this report, there are three things that are very important to me, one of those being mutual aid. But going a step further, we addressed last year some of the concerns that had been brought up after Hurricane Michael related to the ability of the different types of utilities within the state to offer mutual assistance, i.e., the crossover between investor-owned cooperatives and municipals. Has there been any progress made in terms of the release of liabilities or the other issues that were associated with performing work for those other utilities where we had the sovereign immunity issues and the liability releases?

MR. GWALTNEY: We're continuing to work on that. We have not solved that full issue as of

yet. What we have done is -- I mean, like even us, we have several agreements right now with, you know, several municipalities. One of the big things that, like I mentioned earlier, that in our discussion we had as a group just a few weeks ago, was on the contractor issue, and that's why I kind of mentioned the fact of providing the list of contractors with their contact information, because that's a huge resource that's used during an actual event. And it's not to say that that hasn't happened, because I can tell you during many other events, we've -- you know, and I'll speak for FPL -- we've actually supplied contractors to cooperatives and municipalities and so forth. So there's not a non -- where there's not support. However, that liability indemnification we're still working on and looking for, you know, avenues to kind of get that through. But as -- almost like I said, it's almost that first step is making sure that they have that information on the contractors so they can have those contracts in place, and it'll be very easy if I get a call from, you know, municipality ABC, hey, I need and can you send me a vendor X, and I can say, sure, here's 100 of vendor X, and I could send that way. That way it's, you

know -- it'd be beneficial then.

COMMISSIONER CLARK: I just want to keep this in the forefront of our minds, because when we do have a disaster, these issues keep coming up and people can't understand why we have folks that are coming in from out of town when we have utilities right next door that could be helping. I just want to keep that kind of out there in front of everyone, that it is something that we're working on. It's not easily solved. I do understand that. It's a very difficult issue to solve and we're going to have to get around some of that sovereign immunity issue, and maybe our legislature can help us with that during these specific times. But I want to keep that out front.

The second thing that I want to discuss is the -- your EOC support. With the expansion of FPL into the Panhandle, you've added a lot more counties and a lot more coverage area. And I guess my biggest concern is your ability to cover 43 counties, if we had a statewide disaster in terms of the EOC support. I appreciate all the utilities that have agreed to keep someone in the EOC during times that it was activated. In my opinion, that is absolutely one of the most important things and

one of the most important functions that we can have is that liaison between the utility company and the county, especially when it comes to -- early on during restoration periods, the ability to respond to emergency situations, the ability to make contact and have someone there that can get and dispatch line crews to certain areas that are needed in specific times is very, very critical, in my opinion. And I appreciate all of you. I think you all actually address this in your plans, but to make sure that you have the resources on hand and available, that's one of those areas where I'm going to be looking for accountability, should we have to activate a storm in the future.

And third, and finally, the other big thing that was a focus of mine is the vegetation management program. The aggressive cycles that you guys are putting in place now, I think is some of the best dollars that you can be spending. I know they're hard, dead expenses, but from a perspective, we have offered anything that the Commission can do to assist you when it comes to the battles that you face with the different municipalities and the different territories related to their vegetation management requirements

versus what is required and needed by utility company during this time. I think that the Commission is very, very interested in helping to make sure that you guys have the resources you need to handle those types of problems. So I appreciate all of you addressing those, any potential issues that you have in your presentations, as well. Thank you, Mr. Chairman.

CHAIRMAN FAY: Thank you, Commissioner Clark. Commissioner La Rosa, you're recognized.

COMMISSIONER LA ROSA: Thank you, Chairman. Jumping into the EOC issue, or discussion -- not necessarily issue -- on slide eight, you talked a little bit about being incorporated within the local counties. Does the counties, do they influence the restoration process or the areas of importance, you know, during a storm or after a storm?

MR. GWALTNEY: I would not say -- they do not influence the restoration process itself. Where their influence, as I mentioned, is really on the prioritization on what they -- what's most important for that particular county. For example, some counties say, hey, I need this jail, for example, to be -- is one of my top priorities and

so forth. I mean, outside of your hospitals, 911's and some of those. You know, there's usually several other things that are very critical to that particular county, and then those will be introduced and added to the list for -- as a prioritization for their, you know, their critical facilities that they need up and running. So that's kind of where their influence is, not so much in the process itself, but more in that initial group of priorities that's important for the county to run.

COMMISSIONER LA ROSA: Excellent. Thank you. I appreciate you saying it that way. I wasn't intending that to be negative influence. I meant to say, you know, prioritization. So, thank you.

A little bit related. Slide 14, you talked about the -- kind of like the micro systems, smaller groups and so forth. I guess, how do you select those micro groups? And then is there cooperation with maybe nearby territories or municipalities?

MR. GWALTNEY: Yeah. There's a lot of cooperation. We'll actually -- as I mentioned, we have like 110 sites pre-identified, but in an event, let's say something was to hit, let's say

Dade County for example, which is a pretty large county, so we would actually, you know, have areas where -- let's just say, Pine Crest, for example, was significantly impacted. We would be looking, working with that municipality. Is there some place close where -- you know, we would look at our substations. We have substations there and we -- usually has a little bit of property or something we can do on some of our existing footprint, or is there something we can work with the county to, hey, is there a little park where we can put in some mobile sleepers, life support systems, house like 100 folks, let's say, and run like a small pod out of that, a little team, for example. Those are the type of things you'll do -- we'll do, and work with the counties or municipalities rather, in an event that we have that on those micro sites. I mean, we have certain things that are pre-identified, but you really don't know where the damage is going to be until it happens, and then that's when you can actually go and say, okay, I need something here, do I have anything on our footprint? If not, what can I work with the municipalities and -- you know, it's a great partnership, because you've been talking all along,

even before storm season. So when something happens and you have somebody at the EOC said, hey, we need something in this area, they said, what about this, and then we'll be able to possibly utilize that small piece of property and put a small footprint, and whatever we could fit in there, you know, to go help in that event. So those micro sites have been really -- one of the things we, you know, like I mentioned, as a lesson learned -- a really -- a good thing for us, even moving forward, that we've incorporated in our overall plan.

COMMISSIONER LA ROSA: Thank you. And just a last item, really more of a comment, but vegetation management is also an important element to me. I know that there's been recent changes in the law over the last, you know, couple of years. And it seems like, you know, there's been certainly intention from all the companies as far as jumping in front of that and not letting that become an issue post-storm, you know taking care of that, you know, pre-storm. So, again, if there's -- you know, like Commissioner Clark said, if there's anything that we could do from our side, I'm certainly interested to hear more, to make sure

that there is as minimal thresholds or roadblocks that are in the way to allow you guys to do what you got to do when you identify problems, and obviously, as well as letting homeowners know and property owners know when there are problems or things that they can take care of. So, you know, thank you for that and I appreciate you guys touching on that.

MR. GWALTNEY: Thank you, sir.

CHAIRMAN FAY: Great. Thank you, Commissioner La Rosa.

Commissioner Passidomo, you're recognized.

COMMISSIONER PASSIDOMO: Thank you, Mr. Chairman.

I just have a quick question, because it's, you know, front line for all of us, really the supply chain issues. And are you having any concerns about buying pre-staging materials, or if that's part of your mutual aid agreements with those other utilities, you know, if they have materials that you need or, like vice versa, that you're sharing those when needed?

MR. GWALTNEY: Yeah. So -- and two pieces of that. You know, we always have, you know, worried -- I wouldn't say we're worried, but we're

also making sure that we have the proper amount of material on place. One thing we've done for many years is, as I mentioned, is building up the inventory to handle a category-four hurricane. So we're -- even over a week ago, just looking at our inventories, we should be in really good shape by June 1. Matter of fact, we were already there on several things. Transformers are one of the things that are a little bit harder to get, but we feel we're in very good shape and don't have any concerns right now.

And when you mentioned the mutual assistance, that was a big thing. We were able, for example, last year, to help provide -- actually, the last two years, to actually provide some material to some other utilities through mutual assistance in that -- that they had run low on. So that -- that is also the beauty of the whole mutual assistance program, as well, is that we're all working together. It's not just always resources and people, but it's whatever thing you need, it could be whether it's material.

Another example is last year, during Ida, we actually have -- we put for in community, when we talk about communication like kiosks, we actually

have these community response vehicles that were there. We actually sent two community response vehicles to Entergy in Louisiana last year to help with their community response and get folks, you know, where they could communicate within municipality -- you know, small areas and so forth. So the mutual assistance cuts across everything, and whatever we can do to help each other, even if it's foam board support, whatever, we always are there, and material is right there with it, as well.

Material, just depends -- a little different because a lot of utilities have different -- most of those -- you know, a lot of different voltages and so forth, but we do have a nice system to where we can put down exactly what the manufacturers, the information, and we'll send it out to all utilities, and then all utilities can respond directly if they end up having any of that material to help the requesting entity.

COMMISSIONER PASSIDOMO: Thank you. Very reassuring.

CHAIRMAN FAY: Thank you.

Next up we have Todd Fountain, the General Manager of Emergency Preparedness for Duke Energy.

Mr. Fountain, you're recognized -- Oh, you know, Mr. Fountain, I apologize. I passed up staff here. I don't know if we stole all your questions, but you're welcome if you have any questions.

MS. BUYS: Thank you, Chairman. I do have a question about the critical infrastructure. Would the EV charging stations be a critical infrastructure or --

MR. GWALTNEY: The EV stations as -- right now it's not as, like, the top 20 percent, so to speak, but they are -- they are critical from the standpoint -- you know, we've installed a bunch of those all along the turnpikes and some of the major interstates, et cetera. So we have the locations of those. And I wouldn't say they're, you know, hey, they're on the top 20, but they are part of our hierarchy, as far as when we look at -- when you go down in the prioritization, they're just not -- they're not at the level of the hospital, you know, your top CIF's, but they are a priority for us as far as how we -- what tier we put, you know, each of those circuits on. So they do have some priority, it's just -- I just don't want to get confused that they're the same as our critical, like a EOC or a 911.

MS. BUYS: So they would be more like a gas station or --

MR. GWALTNEY: Yeah, something like that are a little bit higher. We have community feeders, as well, that are on our -- our what we call critical infrastructure, and those have your grocery, your pharmacies and your gas station, because the main thing is to try and get the communities up and running as soon as possible. So even within our, you know, our main feeders that feed a hospital, we want to make sure you also have some infrastructure that's available so people can get food, medicine and gas.

MS. BUYS: Okay. My other question, I guess, it's more like a verification. You said the nontraditional resources were mainly for like the undergrounding equipment?

MR. GWALTNEY: Yeah. Yeah. It's just -- typically your underground folks will just work underground, but these underground resources do have the skill set to do some of the lower-level overhead type work, like service type work, because they do underground services and overhead services. There's not -- there's no difference in the voltage, et cetera, and it's something easy they

can do, either with a ladder, et cetera. So we actually have made sure we train them on some of the different stuff that they need to be able to do so that we can actually -- that's a whole set of resources that you can tap into, that if you don't have a lot of underground damage, you could actually use them on some of the overhead, but that's kind of what we wanted.

MS. BUYS: Okay. Thank you. That's all.

CHAIRMAN FAY: Great. Great question, Ms. Buys, especially on the EV chargers there. I almost passed you. Probably a question I should have asked. So I appreciate you bringing that up.

Mr. Fountain, you're recognized.

MR. FOUNTAIN: Thank you, Mr. Chairman. Good morning, everyone. As stated, Todd Fountain General Manager of Emergency Preparedness for Duke Energy Florida.

The county has about 1.9 million customers across 35 counties in Florida, maintain about 5,000 miles of transmission line, approximately 30,000 miles of distribution. Owned and operate the 11,000 megawatts of generated capacity across the Florida footprint.

Much like Florida Power and Light, we do a lot

of storm drills and training throughout the year and our inspection, so we do our transmission and distribution inspection every year, plus we do a vegetation inspection pre-storm season. Our hurricane hardening starts in February and ends June 1st. We have all the targets, they're identified to our suppliers by April 1st to have mitigated prior to storm season.

We do have storm organizations that are drilled and prepared. We just completed our storm drill. Ours was a three-day drill, April 5th, 6th and 7th. It's a combined transmission and distribution storm drill. We also participated recently in the EOC cyber attack drill. It was the end of May, as well as the GridEx drill that we did last November.

Much the same on internal-external resources. They're secured through the SAE. We participate in the same as Florida Power and Light in acquiring resources, as well as our peers in the midwest and Carolinas for Duke that we can pull from, as well, but the difference in the SAE, much like everyone else here.

Response plan, continuous improvement. Obviously we do the same after-action review of

every storm, every deployment, even our storm drill, we do after-action reviews to figure out things that we can learn, things we can improve on. We also did the grid-x, which threw some challenging items into the curve this year that we hadn't seen before. It was a very -- a very good drill to participate in.

First coordination with the county and EOC leaders. That's ongoing all year. Many meetings, much like our neighbors with the EOC's, meeting with them prior to storm season. During the storm, we do have an EOC contact due to the county EOC's, as well as dedicated line clearing, road clearing crews that are assigned to those resources, so enough to get in line and dispatch and get the resources. They have assigned buckets with them, as far as road clearing after a storm passes.

And public communications and outreach, we participate in many HOA meetings, counties meetings, anything to get the word out in communication.

Restoration. I'm sure we restore just like anyone else, restore the transmission lines, get our substations energized, work on our critical infrastructure as mentioned, and then deal with our

high-sensitive neighborhoods, so our largest customer outages, we start there and work our way down.

One of the things we do differently for Florida compared within Duke, and maybe within the state, I'm not sure, so when we lose a breaker, a feeder, circuit in our OMS, it's one particular outage. What we do is strip the fuses off, branch lines and everything off the backbone and create embedded outages among those, that way they're targeted outages and much -- if you have the outage, the outage number one is at breaker level and you have 2,000 customers, they're not getting their targeted information, maybe pulls down maybe a hard board up in the wire. So once we strip the backbone, get it reenergized, our damage assessors come in, assess each of those individual outages, put the information on there to make sure our crews are efficient when they get there. We don't want five bucket trucks going down the road trying to find the trouble. So it's identified in the outage. They have their information. Once they get there, they're going to restore the power, they set their ETR in that particular ETR for that outage goes to that customer. So it's a more

direct line for communications with the customer and improves our efficiency, as well.

Much of the same applications for the customers to get into our system through the web, social media or mobile app or IVR. Have all basic communications with the customers. Right now through email we can reach about 1 million customers. Residential -- around 19,000 business, and we have about 860,000 app users. We do promote our outage alert enrollment prior to each storm and throughout the year. Currently, we have about 300,000 customers that get outage alerts through email, about 850,000 prefer text and about 80,000 prefer the outbound call for their outage alert.

Continuous improvement on communications. Much like I mentioned, our process over the outages, we can get the direct information to the customer that pertains to their particular event, so they have real-time information as the event goes on. Similar, we try to have an ITR set within 24 hours of a storm passing and then work to turn that down to the county level and then down to -- (unintelligible).

We do have the Duke Energy website, DE.com that has the map, and we'll have the updated

banners from there that drives customers to the website to identify their outage and gain information from there, if they're not signed up on the other forms of communication through the other various applications.

In distribution, our vegetation management. Much has been mentioned. Our feeders and laterals are on three-year, five-year cycle. Three years on our feeders, five years on our laterals. Last year, we trimmed a little over 1,000 -- I'm sorry -- a little over 4,500 miles of distribution and almost 400 miles of transmission. And, also, as I mentioned, the hurricane hardening where we go out and control the line, identify any hazard trees that may have died in the previous year and get those removed. So we removed over 13,000 trees last year. The large majority of those are still coming in from Michael up in the panhandle.

Transmission does do the LIDAR trimming. We have not been able to iron down LIDAR for distribution due to the canopies and everything and not getting a look at it, but they are still working. From what I understand, they're very close to having that capability.

So that concludes my presentation.

CHAIRMAN FAY: Great. Thank you so much, Mr. Fountain.

Commissioners. Commissioner Clark, you're recognized.

COMMISSIONER CLARK: Two quick questions. You have about 1.4 million people enrolled in your text and outage notification system. One of the things that we saw, I believe, was during Michael was the massive number of calls coming in to the systems actually shutting systems down. How robust is your technology in that area and have you tested your system? How confident are you that if we have a massive statewide outage that your system is going to be able to handle all the calls that are coming in?

MR. FOUNTAIN: We have tested our system, and especially after Irma, but I do not have the exact number of how robust and what number it can handle. I can definitely get that for you and follow up with it.

COMMISSIONER CLARK: My next question is your targeted restoration. I was, I guess, a little bit confused at how that works. Is this -- this is not playing off of your smart meter technology. Basically, this is automated distribution where

you're opening and closing breakers to see what is on and what's off? I'm not understanding that.

MR. FOUNTAIN: No. So what we have is if you have a feeder breaker outage. Right. We'll send a crew to it. They'll start isolating anything they cannot ride out and get visualized on, and the amount of time it takes to open the fuse, manual opening the fuses, they'll open it up and continue down the line. And they move to the next feeder, damage assessors come in with those particular outages and put that image information directly on that outage. So when we come into restoration, our restoration crews are more efficient. They have all their information directly on that particular outage. Instead of at a breaker-level outage, they have each fuse and know exactly where it's at and where they can access the damage. So wires down 123 Main Street, but can't access it through that yard, you have to go through the other one. We don't want the crews circling the neighborhood to try to find out where -- the information is directly on that particular route.

COMMISSIONER CLARK: But it's a manual process. It's not an automated --

MR. FOUNTAIN: Yes, sir.

COMMISSIONER CLARK: Okay. That's what was confusing me. Thank you.

MR. FOUNTAIN: Yes, sir.

CHAIRMAN FAY: Is that it?

Just got a quick question for you on slide eight. You've got this notice out to customers about the outage -- outages occurring. And I know a lot of times when these outages occurs, customers will want to use smart devices to report that outage. Do you find that with the customers this is pretty helpful, like this proactive approach of almost a default the other way, we know you're out, if otherwise, notify us?

MR. FOUNTAIN: It does limit the number of calls that come into the call centers. But, yes, we have found it to be beneficial to proactively inform them.

CHAIRMAN FAY: Okay. Any customer feedback as to if they prefer that?

MR. FOUNTAIN: Not that I'm aware of, but I can follow up and see what we have on that.

CHAIRMAN FAY: Okay. Great. And then just sort of the same question that Commissioner Passidomo had asked the previous utility. The supply chain, you know, commentary is constant with

every industry at this point, and it sounds like there is some built-in backup, but there does seem to be, in every industry, some threshold where it's overwhelmed and the time line -- I will mention I'm doing a small construction project on my house. Right. And so the time line sometimes doesn't go exactly as it's presented. Does the utility have sort of a plan for when you exceed that threshold and need to tap into the supply line?

MR. FOUNTAIN: So we have agreements with our suppliers that what we have set aside for storm is not going to be used for blue sky day. So, to answer that question, no, we do not have a process for tapping into the reserve. We are comfortable, to the question earlier on what our material is in the supply chain issues, we actually began ramping up our storm supplies in February in preparation, which we usually do around May, June time frame. We began ramping up our storm supplies in February, which is just our basic material and pole material. As far as unique transformers and information, to your personal situation there, I know we do have long lead links, but we do not tap into our storm reserve to provide the material for that.

CHAIRMAN FAY: Great. Thank you.

With that, Commissioners, next we will move on to Ed Mora, Director of Energy Control Center for Tampa Electric Company. You're recognized.

MR. MORA: Good morning, Commissioners --

CHAIRMAN FAY: Mr. Mora, once again, I've forgotten staff and they're going to ask a really good question that I didn't allow them to ask them. Ms. Buys, my apologies again. You're recognized.

MS. BUYS: Thank you. Same question about the EV charging stations.

CHAIRMAN FAY: Hit your button. I'm sorry.

MR. FOUNTAIN: Much like Power and Light, it is not on the top priority with our critical infrastructure, but we have recognized a need and it is prioritized into our restoration.

MS. BUYS: Okay. Thank you.

MR. FOUNTAIN: Thank you.

CHAIRMAN FAY: Great. Thank you, Ms. Buys.

Mr. Mora, you're now recognized. I want to keep everyone in suspense for your presentation.

MR. MORA: All right. Thank you.

Good morning, Commissioners. My name is Ed Mora. I'm the Director of the Energy Control Center for Tampa Electric Company. Our responsibilities include the transmission control

room, distribution control room, the trouble department, which also includes storm restoration. We are excited about sharing some of the things that we are doing that has us prepared for the upcoming hurricanes.

Tampa Electric's vegetation management program combines a continuation of our existing filed and approved distribution and transmission plan. For distribution in 2021, we completed year one of four cycles for feeders and laterals. You can see that we trimmed about 1,630 miles and removed 450 hazard trees. In addition to those miles, we performed vegetation management on 721 distribution miles as part of our storm protection plan. The transmission in 2021, we're on a two-year cycle, and we trimmed 523 miles and mowed over 8,400 acres of right-of-way.

In addition to vegetation management, we also perform wood pole inspection. Our wood pole inspection initiative is part of a comprehensive program initiated by the Florida Public Service Commission, the Florida Investor Owned Electric Utilities, to harden the electric system against severe weather. Tampa Electric has approximately 311,000 distribution and lighting wood poles

appropriate for inspection. We're on an eight-year cycle for those inspections and we inspected over 19,800 distribution poles in 2021.

For transmission, we're on an eight-year inspection approach, which includes above-ground structure inspection, the ground line inspection, the annual ground patrol, and aerial infrared patrol, tree climb inspection and the annual substation inspection. You can see we inspected over 280 transmission structures in 2021.

Next we want to focus our conversation on SPP, hardening and reliability projects. Our storm protection plan sets out a systematic approach to storm protection focused on those projects that provide the highest level of reliability benefits at the lowest relative cost. 2021 was the second year of the company's 20 through 29 plan. Program focuses on increasing the resiliency and the sectionalizing capabilities of the distribution electric system to better withstand extreme weather, minimize outages, outage duration, and effective customer counts.

As we ramped up our efforts in 2021, we hardened over 630 transmission structures by proactively replacing wood poles with non-wood

material and replaced and upgraded approximately 1,200 distribution poles. We also completed our substation extreme weather hardening study, which identified nine substation projects that we will be focusing our work on. Those substations were included in our April 2022 filing for the '22 to '31 storm protection plan.

As part of our grid modernization strategy and vision 2025 initiatives, we're striving to provide a more resilient grid that provides an always-on world class customer experience. To establish robust communications between the distribution network devices and the Energy Control Center, we have begun a design of a private long-term evolution known as LTE Communications Network. This network will enable distribution automation, in our Fault Location Isolation and Service Restoration control, known as FLISR.

Additionally, part of the grid modernization initiative is the design and construction of a new state-of-the-art hardened energy control center. Our current ECC has reached its end of useful life as our grid control center. New control center, when completed, will provide improved storm resiliency with a location that is inland and on

higher ground, and enhance our ability to provide uninterrupted service to our customers. We're planning on moving in in 2025.

Next I'll discuss our storm plan changes and our mock storm. Our automated call-out resource management software system is fully functional for assembling and tracking our internal and our foreign resource repair crews as part of our storm restoration process. Additionally, to improve our -- in our ability to handle a large influx of foreign crews, we have signed service level agreements with three turnkey logistics providers to implement base camp strategy. That will include things like sleep trailers, on-site meals, laundries and showers. For 2022, a series of hurricane preparedness seminars were conducted internally during the first week of May. The focus was on familiarizing team members with the playbooks to provide the tools needed to ensure they have key information available for storm restoration.

An exciting component of that exercise was actually through the DCC and the storm restoration team. A series of separate planning sessions were conducted to fine-tune our process and the whole

restoration process itself, and that included teams like the ETR team, or wire down team, interfaces with customer experience, and our key account representative, and our incident-based leadership team.

Additionally, we have a mock storm scheduled for May 26th, which the purpose is for activating our incident command system, utilizing our playbooks and checklists and reviewing our command call agenda.

And, finally, this year with the COVID restrictions lifted, we were successfully able to test our amateur radio capabilities with all four counties served by Tampa Electric. As a result, we have documented contact information and station and radio frequency.

As noted last year, other noteworthy improvement for storm preparedness and restoration has been the implementation of our new advanced distribution management system known as ADMS. We went into a live cutover in April of 2021. We now have the ability through the ADMS to decentralize dispatching from our incident bases and improve our reporting capabilities to our emergency operation centers and for the Florida Public Service

Commission purposes.

The ADMS damage assessment module is designed to allow assessors to download network circuit data and electronically identify damaged areas. The map view of the module displays company GIS assets and background maps. Through ADMS, damage assessment orders can be sent to field operations and then returned from the assessor. The module provides detailed storm damage summaries for operator and management decision-making during restoration events.

For storm preparedness, we have seasoned mutual aid agreements in place with many active decades of membership in the Southeastern Electric Exchange and the Edison Electric Institute. We also have agreements in place with municipalities within the state of Florida. Each year, during this time, we ramp up our stock on commonly used material for restoration. We call that 911 stock. In the event of a major storm response, we can lean on our Southeastern Electric Exchange mutual aid partners to address any specific material needs that may arise, mitigate any potential restoration delays.

Restoration takes priority over our new

construction and proactive storm hardening. Each year we're invited to participate in a variety of customer and community outreach events to promote hurricane preparedness. Thus far, we have participated in events in the city of Oldsmar, the Sun City Center, McDill Air Force Base, Hillsborough County, an NAACP open house, and other upcoming community events.

And, finally, we annually review our list of critical customers and have updated our restoration priority list for 2022. Our external communication templates have been prepared and reviewed for this year, which would include pre-storm, post-storm and generator safety. We have our internal emergency operations staffing plans updated for this year and we do have enough staff to resource at each county and municipality served.

I consider one of the most important tools for hurricane preparedness is customer communications. We strive to communicate proactively with accurate and useful information. For unplanned outages, we have three customer communication campaigns.

First, proactive notifications. We acknowledge that we are aware of an outage and provide any known information, like an estimated

time for restoration known as ETR. Second, an ETR update. We notify our customers if and when an ETR has been changed for more than two hours. And, third, restoration notification. We notify our customers when an outage has been restored. All campaigns providing information out of the ADMS are sent to our customers according to their channel preference: Call, text, email or do not call, in their preferred language, English or Spanish.

We recognize that storm and outage events are stressful for our customers. And one way to assist our customers is to continue to communicate during these times. To enhance our customer interaction, we display continuous updates on our Tampaelectric.com website for additional information. We have banner messaging addressing the weather and restoration efforts. Any available ADMS data is displayed on the maps so our customers can monitor their outages. To get updates and information on the map provides information on how they can also text us and sign up for outbound communication preferences. We also place broadcasting messaging that play at the start of the IVR to provide any important storm information.

And, lastly, we review our lessons learned.

We continually strive to add more resources to our wire down team to address life safety issues promptly. We annually train our internal and external management teams to operate incident bases in base camps. One of the recent lessons learned, or discussed during the Southeastern Electric Exchange Mutual Assistance Conference is how safety orientation is provided during onboarding process of the foreign crews. What we're planning on doing is implementing a virtual or mobile safety orientation strategy so that our crews can be working immediately upon arrival to have the greatest impact on storm restoration. And, as mentioned earlier, we have new logistics contracts with three turnkey base camp providers.

Thank you. And I'm available for any questions.

CHAIRMAN FAY: Great. Thank you for the presentation. Commissioners.

Commissioner Clark, you're recognized.

COMMISSIONER CLARK: I just want to key on one of the things you mentioned, the number one priority of every utility company during outage restoration is safety. When you were talking about your ADMS program, you mentioned it's a form of

decentralized dispatching, I guess you would say? How do you keep that concept tied back to safety? Centralized dispatching has a huge safety component built into it and you have one control center, knowing where everyone's at, how are you managing that aspect of it using ADMS?

MR. MORA: So what we end up doing is we hand over control to our incident bases for a particular substation or location within the community, so then we don't do anything in the control center until we hear back from the local incident base when they believe that everything else has been restored. We get notification. We make sure that no nobody is on the circuit or on the substation, then we energize them.

COMMISSIONER CLARK: I pitched you a softball there. That one was an easy one.

MR. MORA: Thank you.

CHAIRMAN FAY: Commissioners. Commissioner Passidomo, you're recognized.

COMMISSIONER PASSIDOMO: So I have a question. So I should have asked this to the other utilities. I apologize. It just came to my head. So you're on the spot now. So how do you vet these restoration vendors, you know, for that -- you're

using best practices, both environmental and safety, but especially now with cyber security protocols, you're trying to make sure they're incorporated?

MR. MORA: Again, we have mutual aid assistance with our SEE partnership and within EEI, and then also through -- we have a community group within our ADMS that one particular software that we end up using, we have the other utilities that work together to work through those issues to make sure that we have the right vendors in place and we have the right practices and procedures.

COMMISSIONER PASSIDOMO: So these are universal standards?

MR. MORA: Yes, they are.

CHAIRMAN FAY: Great. Thank you. Commissioner La Rosa.

COMMISSIONER LA ROSA: Thank you, Mr. Chairman. On slide 10, you talk about restoration notifications. In there you state that ETR's changes of more than two hours, the notification goes out and to customers. I guess, why two hours? Like, why that number? Why not if it changes by an hour or an hour and a half?

MR. MORA: So -- yeah, that's a good question.

And so working through something like that, like a responsive two hours, they're working with our customer experience teams and our key account representatives, getting feedback from our customers we're -- at that point, you know, they're starting to get a little uneasy as far as they haven't had an update yet. So there was feedback from our customers through our customer experience part of that.

COMMISSIONER LA ROSA: Would it be through notification only, or would they be able to, like, on the next slide you actually have on your website when there's an outage it states in there, you know, restored by 6:00 p.m. on this example. Does that get changed when the time changes, or is that also by that two-hour scale?

MR. MORA: Yeah. So that -- the information on the outage map comes from our ADMS. So when an ETR changes within the ADMS, it will transfer over to our outage so our customers can see that.

COMMISSIONER LA ROSA: Okay. I guess what I'm trying to figure out is that they can see the information, but they wouldn't get the notification unless it was over the two-hour --

MR. MORA: That is correct.

COMMISSIONER LA ROSA: Okay. And then just a quick question. Does that -- is that standard throughout the year, or is that just during storm seasons?

MR. MORA: The actual notifications?

COMMISSIONER LA ROSA: Yes.

MR. MORA: We do that throughout the year.

COMMISSIONER LA ROSA: That's what I thought. Thank you very much for your presentation.

MR. MORA: Thank you.

CHAIRMAN FAY: Great. Thank you. Just a quick question for you. You have a lot of information in here about the communication process and some of the changes that are being made. I'm all about technology and efficiencies, but does -- in your drill process, does the utility look at system failures as it relates to communication?

MR. MORA: Yeah, so in the ADMS cutover that we did last year, we called internally like a smoke test. So we loaded up the Hurricane Irma information through our ADMS and tested all of our customer experience interfaces through those and it performed well.

CHAIRMAN FAY: Okay. Great. And then another sort of quick question for you is on slide 10,

where Commissioner La Rosa was talking about the restoration notification process. The last bullet on there says ability to re-report outages if necessary. What do you mean by that?

MR. MORA: So if we end up doing any kind of restoration, let's say on a circuit that we've talked about before, and then in the -- on the unlikely event that the circuit went out again, that there will be an ability to be able to report -- re-report those outages back to our customers.

CHAIRMAN FAY: Okay. So they would have the notice of the original outage. There might be a reason it has to be taken back offline in the future, maybe even hours later. You would provide an additional notice at that time to the customer, and it's clear in that notice that this is actually another outage so they're not -- they're not confused as far as --

MR. MORA: That is correct. That is how we do --

CHAIRMAN FAY: Okay. Great.

With that, Commissioners, that will -- we'll allow Mr. Mora to take questions from staff. I won't miss you this time, Ms. Buys.

MS. BUYS: On slide three, with your transmission pole inspection, you gave some numbers for non-storm protection plan poles and storm protection plan poles. What's the difference?

MR. MORA: Let me get back to you on that.

MS. BUYS: All right. And then I had the same question about the EV charging stations.

MR. MORA: Yeah, the same as our counterparts there. They're identified in our circuit priority list. They are -- and so they're not high like a 911 or a hospital or what have you, but they're identified on our circuit priority list. We know where they're at.

MS. BUYS: Thank you.

CHAIRMAN FAY: Great. Thank you, Ms. Buys.

Next up, we have Jorge Puentes, the Manager for Technical Engineering for Florida Public Utilities Company.

Mr. Puentes, you're recognized.

MR. PUENTES: Thank you, Chairman. And thank you, Commissioners. My name is Jorge Puentes and I had a slight change of title. I'm not the Technical Engineering Manager. I'm the Engineering Manager.

CHAIRMAN FAY: I don't know if that's a good

or a bad thing.

MR. PUENTES: Just a small change. But I do similar activities anyway.

Thank you, Commissioners, for allowing us to present to you our storm preparedness at FPU for this season.

As -- okay. As you know, we are the smallest IOU in Florida. We have nearly 30,000 electric customers and we do have also propane and natural gas businesses that we provide and distribute. However, there's only two electric divisions, one in the northeast and one in the northwest. We have about 16 miles of transmission lines, and 906 miles of distribution lines.

Now I'll proceed to provide you an overview of our preparation, activation and restoration for this hurricane season. We begin with pre-storm planning activities. We are also a culture that is, in essence, always prepared to take care of outages and we focus on safety, both of our customers and our employees. We take into consideration still COVID-19 pandemic procedures and restrictions, with all the other utilities and in our company.

We begin planning in early stages of the year.

We start in around March, and -- but our next company-wide tabletop exercise is scheduled for May 27, and it continues in mid-June, and if it's required, we do exercises as other hurricanes or storms approach. We do these exercises with natural gas and also propane operations companies. So it's a global initiative. We focus on lessons learned from other hurricanes, especially Michael, which nearly destroyed our northwest territory. And we focus on improve procedures.

We -- in the preparations stages, we have customer outreach programs where we provide the customers with website informations and bill inserts, public announcements and hurricane storm brochures. We begin to look at our major emergency procedures, storm communication plans. We consider several staging options, depending on the path of the storm, and we engage with contractors who have signed agreements with us. We also take a look at the facility system inventory and we begin to purchase materials, especially because of the supply chain issues we have noted. We coordinate with many of the city, county and state EOC's. As a matter of fact, we also participated in the recent Governor's hurricane conference that he had

a couple of days ago, and we made contact to our joint users to ensure that we have the proper storm contacts in case we need to get in touch with them. And we participate with many mutual aid assistance committees and the Edison Electric Institute and SEE.

Our activation starts by looking at storm watch, duties are reviewed and assigned, inventory levels are rechecked. Logistics, such as hotels, outside vendors and items like that are confirmed. We check for fuel, inventories and readiness levels. We continue then for storm warning and keep track of the storm. Contact our EOC's, local contractors or officials, and we activate emergency plans for our employees and our -- so that they can take care of their families prior to responding to the hurricanes.

And one thing we also do, since we're across the state, is have resources for call centers that are located in several different locations. We also commit to having an employee at the EOC locations that are affected by the path of the storm.

The restoration, we use our OMS -- we use our OMS system and SCADA systems to organize and

prioritize restoration. We've assessed physically the damage and we set up teams to -- team leaders to go and assess the different substations, transmission lines or circuits that are been -- that had been impacted. And the general order is we take care of the generation transmission and substations, then the distribution feeders. And we focus the priority on bringing back hospitals, police, fire, EOC, storm shelters, and water and sewer plants, and then food retailers and restaurants is in the order of priority that we provide restoration.

In terms of our customer awareness, we have -- we provide information, be it our printed ads, brochures, and we give information 72 hours, 48 hours and 12-hour increments on local media. We actually have all our digital communications land on one page so that the customer is able to find all the information in there, and we have also a mobile app that they can use.

In terms of the plans for storm hardening, the vegetation, I'd like to talk about. We have a -- currently we have a three-year cycle for feeders and a six-year cycle for distribution laterals. We currently are in the second year of a fifth-year

cycle on the distribution. And on the laterals, we are on the first year of the third cycle. What we have accomplished for 2021, we have trimmed nearly 31 miles of distribution feeders and about 80 miles of lateral. And these numbers, also you have the inclusion of hotspot trimming that we also do.

In terms of the wood pole inspections, we have about 31,700 poles, and we have -- we're on the sixth year of a second year eight-year cycle. We have completed a total inspection from the beginning of the program, about 67 percent of it, and that equates to 21,114 poles. In 2021, we specifically completed the inspection of 2,825 poles. And out of these poles, we had a failure rate of 3.86, and that equates to 106 poles that fail. We replaced 203 and we have upcoming replacements of 672.

In terms of some of the improvements based on lessons learned, I think one of the ones that most of utilities began to look is the supply chain disruptions. So we try to acquire all that material as quickly as we could and order early, also locate staging areas that are easily accessible, and not prone to flooding, or large enough to accommodate all the equipment, and

include record keeping staff when we do restoration, also increase security at offices and other areas where -- to prevent unauthorized entry.

One of the things we continue to do is continue to invest in storm hardening initiatives and continue to invest in technology that improves hurricane prediction, and continue to improve in our technology of GIS, OMS and IVR.

And, at this point, if -- I would entertain any questions.

CHAIRMAN FAY: Great. Thank you, Mr. Puentes.

Commissioner Clark, you're recognized.

COMMISSIONER CLARK: Yeah, just a couple of observations, Mr. Puentes. In regard to your service system in the northwest division, what percentage of that system would you say is practically brand new?

MR. PUENTES: I would say nearly 70 percent, approximately.

COMMISSIONER CLARK: About 70 percent. So your inspections, most of that, is that in the northeast? You have very little right-of-way to trim anymore. It's kind of limited.

MR. PUENTES: No. Actually, we continue to trim -- as you know, when the storm Michael passed

over and destroyed nearly the territory, there were still lingering effects of that, so we continue to trim. And I remember one question you asked me last year was about the failure rate of those poles. And initially, when we started doing the pole inspection program, we had higher rates, like in the double digits, but now as you can see, it's much lower.

COMMISSIONER CLARK: I think that's kind of where I was going with this is in the event, the unfortunate event a storm does hit that area, your system should be in a really good shape in those two counties, three counties in the Panhandle.

MR. PUENTES: We hope so. Yes, sir.

COMMISSIONER CLARK: Thank you.

CHAIRMAN FAY: Commissioner La Rosa, you're recognized.

COMMISSIONER LA ROSA: Thank you, Chairman.

And because you mentioned pole failures, and just to kind of give a little bit more intel in it, when you identify a pole's failed, how quickly is it replaced and is it detrimental to, you know, sustaining the next possible storm?

MR. PUENTES: Yes, we do. We have a contractor that does this for us. The contractor

goes out and inspects the poles and uses several methods to find out if the pole, the integrity of the pole and how bad the pole is, and then we're -- they're placed in a category. If it's a red tag pole, it needs to be replaced as soon as possible, and we include it into our normal schedule, but if it's a pole that has some -- still has some life, but needs to be replaced, we also put them in that.

COMMISSIONER LA ROSA: Thank you for clarifying that. It's not just failure, you're out? No, it's failure, it's a prioritize --

MR. PUENTES: Yes. Yes.

COMMISSIONER LA ROSA: Thank you.

CHAIRMAN FAY: Great. Other questions?

I just have one quick clarifying question for you. I know you mentioned as one of the smaller utilities, we've had some discussion about the supply chain issues. Is that something that is more challenging based on your size, or do you believe there's some prioritization there?

MR. PUENTES: We didn't notice the supply chain issues early on the -- during the year, so we tried to acquire the material early, but we also work with other utilities, as you know, during the Hurricane Michael, FP&L was very instrumental in

helping us out, and also the other companies trying to provide materials and also to help us with the restoration. So, we work very closely with the other utilities.

CHAIRMAN FAY: Great. Thank you. Ms. Buys, you're recognized for questions.

MS. BUYS: The question I have is the EV charging station for the critical infrastructure.

MR. PUENTES: We currently do not have as many EV stations in -- on the island and in the northwest either, but as they begin -- we have begin receiving applications for them. And, just like the other utilities, they are not the top priority. However, you do bring them in as other circuits or laterals are brought in. And I would say that they're also rated near the hotels and other facilities that we bring in a systematic way.

MS. BUYS: Thank you.

CHAIRMAN FAY: Great. Thank you.

And, with that, we'll move next to Mr. Ricky Erixton, Vice President of Electric Systems for JEA.

MR. ERIXTON: Thank you, sir.

To start on our first presentation here, I want to give some background on JEA. So JEA is the

largest public power utility in the state of Florida. It was also the eighth largest in the country. We serve over a million people in our electric service territory. We have about 904 square miles of service territory with over 7,000 miles of distribution. We have over 1,000 distribution transformers and have 3,000 megawatts of generation and purchased power under our control.

We are also one of Florida's largest water utilities as well. Over 370,000 customers on the water system and almost 300,000 on the wastewater system. So we provide very important services to the communities in northeast Florida.

So like my peers, we'll go through the various topics for discussion. Start with our storm prep and restoration process. As our -- as with my peers, we do annual drills every year. This year it's scheduled for June 6th to June 8th. We involve the company on this drill. We also do it in cooperation with the City of Jacksonville and the National Weather Service. We get scenarios and work through the products and tools that the weather service can provide us. We do this in conjunction with the City of Jacksonville.

Also have real emphasis on our NIMS model, the National Incident Management System. The City of Jacksonville utilizes that in all their response to emergencies, and we do as well, and we emphasize the use of that in our exercises. We also have challenging response scenarios, so we can alter thinking, collaboration on how to address different problems may come up during storms, but these are the table -- tabletop exercises we're doing this year.

Mutual aid. A lot of conversation around mutual aid. We also have several mutual aid agreements with various entities. Florida Municipal Electric Association is our primary one, and through them the American Public Power Association. So that enables us to get resources throughout the country, should we need them. We also provide mutual aid to many of these same entities across the country. We do have mutual aid agreements with the IOU's through the Florida Electric Coordinating Group in Tampa, FCG. We do have agreements with all of the IOU's in the state of Florida.

We also go out and get storm contracts ahead of time. FEMA is very important to us. We get

reimbursements from FEMA, because we're municipality, so it's important to have these contracts in place ahead of time before the storm hits, because FEMA does not like to reimburse things when you do it on the fly. So it's very important for us to get these storm contracts in place ahead of time, both contractors from a utility restoration point of view and vegetation management.

Also, in the last few years COVID has been a big issue for the entire industry, for the entire country, world, obviously. We established some guidelines through the FMEA with our fellow municipals around the state on what to expect when receiving mutual aid and what to expect when you provide mutual aid. Those are very important guidelines for us to handle when we -- when mutual aid's required.

You heard of storm stock from various -- from our peers. We do the same thing. We review that every year prior to storm season. This year, supply chain has been mentioned. We recognize that as a potential problem. We've increased our storm stock for this year and did it early. We have orders coming in as we speak on a lot of our storm

stock materials, especially transformers. Again, that's been mentioned before. I sound like a broken record on some of that, but the transformers is a big deal, and we've identified that as a big deal and we're taking means to mitigate that.

Talk about some of our customer stakeholder communication outreach. So we do coordinate very closely with our local EOC's. We have a member of our team in the local EOC's in Duval County, Nassau County, Clay County and St. Johns County. These are the counties we have customers in. We have somebody from our -- who used to have certain jobs in a blue sky mode, we put them in a gray sky mode and sent them to the EOC's for close coordination and contact with our troops and our EOC and JEA. We also have dedicated persons strictly for emergency preparedness, and they're -- they're assigned to our EOC in the City of Jacksonville. So they have a direct line to us at our JEA EOC for any sort of emergency or issues that come up during the storm.

We do have some customer communication messaging we'll go over shortly, and we do have a third-party attacher designated for a contact. We do lease out a lot of our poles for space for,

like, AT&T and Comcast in our local area. So we have a contact for them to call should they need some sort of assistance or some sort of notification. We have a person they can call for that who can get with us in the EOC to get that handled.

Our priority list, like everybody else, we have one of those as well, and we update that annually. Same type of things, life-saving type customers, hospitals. We also make sure our service centers are on that priority list. So if we don't have power, we can't restore power to others. So we update that annually.

And in preparation of the EV charger question, well, we don't have many of those either, but similar to what George said, we have most of those installed at sites such as malls, shopping centers, grocery stores, things that are higher in the priority list, but not raising up to infrastructure where you have life-saving type infrastructure. They're more -- they're higher priority, as well. So we don't have very many of those yet, but they are along those same lines as those type of facilities.

Our customer communication messaging. After

Irma, we recognized that we needed to improve our customer communication. So we embarked upon a team and an initiative to improve that with our customers in our service territory. So we created something called Restoration 123. It's kind of our brand to help inform and educate our customers on our restoration process, and some of the things that they can do to help prepare for being out of power, being out of water during an event. We'll go through the various parts on that.

Phase one. Restoration 123, phase one. Public safety and infrastructure, everything you've heard from my peers, we go out and get the backbone, the feeders back up, handle the substations and/or transmission lines should they be damaged, work our way down to the customer. Phase one is really about getting the life-saving customers back on, hospitals, all those things we talked about earlier. During this phase we typically don't encourage customers to call in. This is the phase where we drive them to the outage map to show what we have so they can have information on what's currently out. However, we do, you know, have customer reps for them to call in, should they need to speak to a customer rep.

We have all those -- we staff up a customer center during an event. Like I said, we have a lot of blue sky people redeployed to the customer center to take those calls so we can address the customer's concerns.

We send out mass customer emails and social media updates during this time. We send them out updates on where we're working, what part of the city we're working, what part of the system we're restoring, so they have an idea as to where they can go to get ice and get medical supplies, things like that they may need during the time that the power's out.

In our phase two, this is when we get all that main backbone back in. Now we start moving in to the more neighborhood type part of our system. And in this phase we're working to get through everybody's back in on the -- on the laterals and all the lift stations, all those things that are required normal activity, normal business. This is the time that we encourage our customers to call in, make sure their outage is known if they're still out of power, to ensure that they're on the outage map. And, obviously, we still send out emails and continue to let them know through social

media where we are and what we're working so they can know what to expect.

And phase three is kind of our final repairs. A lot of this where the customer had overhead damage or things like that that may be not normal for regular outage. So, during this time, we again continue to contact and communicate with our customers and encourage them to call in to ensure that their outage is in our system.

All this is to help educate and inform our customers and community on how we work, how we respond to a storm and what they can do to help themselves. All this is on our JEA website. And we have a micro site where we call, Do More With JEA. It's both blue sky and gray sky. So blue sky, obviously what they can do in any normal day, how they can connect to the service, things of that nature, but also have a gray sky portion where they can go and see what they can do to prepare for a storm, like filling tubs up with water or keep the breaker off until the power's back, things to check for during storms. We do all these things to help educate and inform our local community of how to -- we respond to outages, but as well as things they can do to help themselves.

On the vegetation management, we have a two-and-a-half-year cycle, and we do all on two-and-a-half years. So mainline feeders, laterals and even service drops we do on two-and-a-half year cycle. Our community is very tree-friendly and they like trees, so we try to do a better job at trimming the trees on a more routine basis so it's less -- it's less disruptive to the residents.

Last year, in 2021, we maintained 1,200 miles of overhead transmission distribution. On the transmission side, we inspect our transmission right-of-ways two times a year by mowing them. We have approximately 740 miles of transmission, and we maintain these twice a year. All this is also to ensure that we're compliant with the NERC standard. Fact three is very important for NERC reliability standard, and we're very -- we take it very seriously, and this is a way to help make sure that we comply with that standard.

On our 2021 results over a five-year period, as you can see on the slide, our vegetation-related outages decreased by 22 percent. It's a very concentrated effort. Some of that, I must say, is due to two storms coming through, knocking a bunch

of stuff down that's no longer there. So it's not all based on what we did. Some of it is related to the storm, knocking it down. It did increase -- improve our numbers.

For our pole inspections, we have approximately 180,000 wood poles, do it on an eight-year cycle. We have a tool called a Resistograph that we'll use at the base of the pole that will actually tell you the integrity of the pole. As it drills in, it will give a graph to show you if it's very hard to drill in or very easy. Very easy just means there's rot inside the pole. It helps us prioritize when we replace that pole, if it indicates that it's not fully integrity. So that helps us prioritize and schedule pole replacements as we inspect our poles.

On the transmission side, we have almost 6,000 transmission structures of all types, wood, steel, concrete. We inspect those every five years, however, there's a couple that are more critical to our system and we put them on a two-year inspection to ensure that we have the most possible reliability of those to our system operations and rely on those very important circuits.

Some of our lessons learned. We deployed

several times in the last few years to others. That means that we will be happy to help anybody else as long as we don't have to call in for us. And, as part of that, we observed one of the receiving mutual aid companies having a video along with their information packs. We're doing the same thing, because that gives a very consistent message on what to expect while you're on our system, a lot hazards to look out for. Sometimes when you have different people doing it, when different crews come in, you may miss something that's -- it's very important to have a very consistent message on it. That's one of the improvements we made.

Also learned during some of our tabletop exercises during gray sky, we tend to assign people in blue -- from blue sky jobs in to gray sky jobs to do things to support the restoration efforts, sometimes multiple entities -- you know, find the same people to do different things at the same time. But we noticed that as a problem. We've addressed that.

As I mentioned earlier, FEMA -- it's very important for FEMA for us -- we had to submit documentation get reimbursed -- it's very important for us to ensure all of our field crews and all of

our personnel are well informed and early educated on how to complete these forms, making sure that we get the proper amount of reimbursement back to keep the cost down for our costumers.

Customer communication is critical. That's what we found out in Irma, and that's what Restoration 123 was designed, is to help improve that customer communication.

And Logistics is key. Any time we've had an event, especially during Matthew and Irma, logistics is just so important. Doesn't matter how many crews you have, if you don't have material, you don't have fuel, you don't have accommodations to give the crews, to rest, it's just not going to be successful. So we really, really focus on logistics and support that group very well to get -- ensure we have the support for our crew.

And that's it. Open to any questions you may have.

CHAIRMAN FAY: Great. Thank you. Commissioners, questions.

Commissioner Clark, you're recognized.

COMMISSIONER CLARK: Just a question regarding your trimming cycle. You showed what you were able to accomplish, but was that from changing the

cycle? Were you at a longer than two-and-a-half-year cycle?

MR. ERIXTON: Used to be back in the 2000's, before 2010, we were at a three-year cycle, but went to two-and-a-half-year cycle to improve our -- we had a lot of vegetation-related outages. But a two-and-a-half year cycle was an attempt to help improve that and the numbers bear that out.

COMMISSIONER CLARK: It's an aggressive cycle, but would you attribute the need to be on a two-and-a-half-year cycle to your tree-friendly community where you're not allowed to cut as much, you're getting smaller amounts each time you're having to go back and trim?

MR. ERIXTON: I would attribute it to responding to our community's concerns and needs.

COMMISSIONER CLARK: Good answer. Thank you.

CHAIRMAN FAY: Great. Just a quick question for you. It's more of a general question for operationally. It looks like you're doing a lot in this area. I know, on a federal level, there's a lot of discussion about funds being distributed to essentially harden or improve some of the critical infrastructure in our country. A lot of times those are directed through government agencies

and/or municipals. Is that something that may not be available to the IOU's, but as a municipality, are you able to go out and apply for some of that? Are you involved in that process that, you know, as it relates to storm hardening?

MR. ERIXTON: We have -- especially through the infrastructure bill that came in the past, we have acquired services from grant writers, and we're going after some of those dollars. So we are applying for some of those dollars to help improve our system.

CHAIRMAN FAY: Okay. Great. And then just you seem to be one of the only entities I've seen that has created a micro site, essentially a streamlined version of what you're trying to communicate to the customers. Is there a reason that you felt that was necessary, as maybe it relates to our senior population, or why you would create something like that?

MR. ERIXTON: Not necessarily to the senior population, just to help inform our customers and community to help them deal with storms and to help them understand what we do. It's really just about reaching out to the customer and trying to be more engaged with our customers.

CHAIRMAN FAY: Great. Thank you for your presentation. Ms. Buys, did he answer your question? Great. Thank you.

With that, Commissioners, last, but definitely not least, Mike Grice, the Director of Engineering from Talquin Electric Cooperative, you're recognized.

MR. GRICE: Thank you. First off, just to give you an understanding of where we're at, we serve electric water and wastewater services to the four-county service territory including Gadsden, the capital county here in Leon, Liberty and Wakulla. There's a few brief stats. I know you can see them, but we serve just over 2,700 miles of distribution overhead and then 500 underground. And then, of course, the other numbers you can see as well.

We are a member of FECA, the Florida Electric Cooperative Association. So we while we're nestled away here in the Big Bend area, the FECA network extends from Panhandle Florida down into Peninsula Florida.

Our vegetation management approach is we're on a five-year trim cycle, and we currently employ our ACRT, which is a contract planner, they help

support our small in-house staff to identify our -- the tree-cutting needs throughout the cooperative and prepare the contract crews to go out and cut the planned routes. We currently employ a three-tiered approach to our vegetation management. Once the planning is complete, we send out the lowest-cost approach, which is our mechanical, cutters. From there we move into hand-cutting anything that we cannot reach with mechanical cutting. And then we follow up that -- follow that up with a spring crew that helps mitigate future issues and helps us maintain the right-of-way that we have acquired.

We also maintain a hotspot -- we maintain multiple hotspot crews that help manage identified trouble trees that may be outside of the right-of-way, or that may have appeared between trim cycles, to manage those as they arise.

The contractors that we use, both the hand-cut and mechanical have a national presence, which is key to storm response that helps us be able to pull and leverage that resource pool and bring them to our area when needed during storms.

Our system inspection cycle, we're on an eight-year inspection cycle. We use a contract

crew for that purpose, as well. And when those contractors go on site, they inspect everything from below ground to above ground. So they're looking at everything from ground decay below ground to the pole condition above ground. They're drilling and boring, identified pole -- or certain criteria of poles to ensure that they're sound, and they're also looking at our hardware and our wire or code violations, deterioration that may make them more susceptible to storm damage.

Our system design currently is anything that we can put underground in new subdivisions, we are installing underground. We're also installing our new services underground, as well. We've found from previous storms that these help us focus on our larger areas of the storm response triage and allows us to keep our attention focused on larger restoration areas, and it also helps the members in their storm response, as well, because it minimizes damage that may arise from trees falling on secondary service wires, which can cause damage to their homes and their own equipment.

We focus on installing all of our primary distribution lines in a narrow profile configuration, which obviously helps mitigate trees

falling on the lines and damage when it does fall on the lines. Most of our system out of our 23 substations, 21 of those have been converted to 25 kV. That helps us both have redundancy of feeds, and it helps us get the lines back from different feeds, it helps them get on a little bit quicker during the restoration process, which is the next bullet point is we design our lines for redundant feeds to have capacity to feed members from multiple directions, and it gets us more bang for our buck from our substation feeds.

During the course of new line construction, we also add additional switches, which allows us to quickly isolate lines and manually divert paths of feeds from one substation to another.

Another thing we work on with our system design, which isn't bulleted here, is the material. We try to make sure we have redundant material and vendors assigned for our construction needs, which helps tremendously with the current supply stream constraints -- supply chain constraints we're seeing right now.

Our planning efforts, we have -- we haven't -- we maintain and continually update our ERP, our emergency response plan. We also have a annual

storm drill that we have recently completed. That involves the -- that involves all departments and every employee. Each employee within the cooperative is assigned a role within the emergency response plan that -- during storm mode, they report to different channels, and all employees are focused on the expedient restoration of service to our membership.

We also work with our statewide association for hurricane planning workshops in order to try to improve our planning throughout the state and ensure that our network is as strong as possible.

We also have a presence with our EOC in the -- with the county EOC in each of the four counties. We continually work with them in workshops and on phone calls to make sure that we are all on the same page, and we're meeting their needs as well as them to help support our needs during the restoration process.

So our member communication strategy is ultimately to provide as much information back to the members as possible. Pre-storm, we try to help the members understand what to expect, both from recent experiences, as well as what we're seeing from the prediction and models of the current storm

in the path so they can better prepare themselves to meet the needs -- or to meet their needs throughout the event. And then post-storm we try to let them know as much as we can, as far as the e-tour, getting their service restored, try to let them know what to expect so that they can better manage their needs throughout the course of the restoration.

Our reactive efforts right now, we have a really strong robust OMS system. We've proven that through the course of Hurricane Michael. We rode it out. It held up very well during Hurricane Michael. We were able to maintain that system with 98 percent of our system being offline, and it performed as expected. We have a contractor that we use, or a consultant that supports that restoration of the -- or the use of the OMS during the course of the restoration. The consultant that we use, they work in the background and then at nights when we're at minimal staff to ensure that the OMS is being updated and maintained correctly, to help us expedite and focus on our true trouble spots, and not the clutter that may be arrived at from all the calls that may be coming in throughout the outage.

We have a SCADA system that pairs with the OMS. It's the same menu -- or the same vendor provides our SCADA system that provides our OMS. So we have strong integration between those two systems that allows with keeping all the information on the forefront and accuracy of the systems. We have an AMI system that integrates very well with the OMS. It populates outages and helps us with our predictability of the OMS system to ensure that it's maintained correctly. And then we also have a system map that has an iOS app that we're able to provide the system map to contractors and mutual aid that arrive on the system, to support the restoration effort, to give them a little bit better picture of what our system looks like, and improve the restoration process.

From a personnel standpoint, we have 20 in-house crews that we use along with a large mutual aid network. We coordinate our mutual aid network through our statewide organization, FECA. They provide a regional support mechanism where they coordinate the mutual aid networks of our neighboring states and bring them in to help support us. And then we also, in the inverse, we help support the mutual aid efforts within both --

within Florida as well as outside of Florida. In fact, we sent crews to support the restoration last fall out in Louisiana.

Our construction contractor that we keep on system, same as the vegetation management contractor, they maintain a large national presence so that we're able to leverage that during the course of events and rely on them as being a primary source of crews, as well, in addition to the mutual aid crews that we bring on to the system. As you can see, during Tropical Storm Fred last fall, we had eight crews within a matter of 24 hours, most of those of arriving within a 12-hour period.

And another thing we perform, during our reactive efforts is we help stage employee -- cooperative employees at each one of our county EOC's. So each one of the four counties has Talquin employees co-located at their EOC to help coordination between the cooperative and the county personnel to try to minimize any communication issues that may arise.

With that, I'll turn over the floor to questions.

CHAIRMAN FAY: Great. Thank you, Mr. Grice.

Commissioner Clark, you're recognized.

COMMISSIONER CLARK: Thank you, Mr. Grice. One of the things that we saw during Hurricane Michael, and any catastrophic storm, was the amount of crews that we were bringing in to work at the different utility companies. Our ability to manage those crews, we had more help than we had people to direct those crews. Has there been any consideration given to working on that problem, or any -- I know that was kind of a new lesson learned for us during that time period. But going forward, you mentioned your iOS maps that you could give to visiting crews. Anything else that's done from a technology or a personnel perspective to help solve that problem?

MR. GRICE: Sure. With our -- I would say one thing we've done with personnel is ensured that we have as many bird dogs -- in-house employees that are familiar with our bird dog process as possible, so that we're able to reassign those resources to help with that crew management and get the -- be able to take on as many crews from outside as possible.

CHAIRMAN FAY: Commissioner La Rosa.

COMMISSIONER LA ROSA: Thank you, Chairman.

This is more of a comment than it is a question. I just want to say thank you to Talquin. A few months back, you guys allowed me to kind of, you know, get my boots on the ground there with you guys and see the operations firsthand, and a lot of the stuff that you talked about today, I was able to actually visualize, see and kind of put my hands on and see what you guys do. So thank you for the presentation. Certainly understand some of the challenges that you guys have, like everyone does in our state, but you guys uniquely with how widespread you guys are. But thank you for the detailed information that you've always communicated back to our office back and forth. Thank you, sir.

MR. GRICE: Thank you.

CHAIRMAN FAY: Great. Thank you. And I just had a quick question for you. On slide six you mentioned framing poles with narrow profile construction. I think of the priority being, of course, the validity of the poles during storms, but is this -- can you explain the process to me, I guess, what benefits?

MR. GRICE: So historically, many cooperatives framed poles using cross-arm construction, which

creates what you could call a basket on the pole. You would ultimately have an eight-foot-wide wingspan. Currently, all of our construction focuses on maintaining all of the conductors on one side of the pole, which mitigates the risk of a tree falling. It reduces the horizontal footprint of the conductors.

CHAIRMAN FAY: Great. Thank you. Ms. Buys.

MS. BUYS: I'm good. Thank you.

CHAIRMAN FAY: Great. Okay. Commissioner Passidomo, you're recognized.

COMMISSIONER PASSIDOMO: Thank you, Mr. Chairman. So I'm just going to -- I might just reiterate the question I had earlier. I mean, super impressive with your -- the size of the cooperative and all of these technologies that you've incorporated. Do you have -- using those outside -- these other, you know, the OMS system, the advanced metering system and using these outside vendors and stuff, how do you ensure that they're, you know, having cyber security practices? Because, unfortunately, we're seeing targets of smaller, you know, cooperatives or municipally-owned utilities. And so what are you doing to mitigate those issues?

MR. GRICE: Definitely understand. We have a very security-minded IT department that ensures that any handshake or deliverables of IT infrastructure, both coming into and outside of the cooperative is strongly vetted. And we try to maintain that, a DMZ environment or some system such as that to ensure that there there's nothing that can corrupt our data coming in or outside the cooperative as much as possible.

CHAIRMAN FAY: Great. Thank you.

So with that, I think that will conclude our workshop. I did just want to add, Commissioners, as you know, our staff has put all these presentations online, and so if you go to our homepage we have a hot topics button, and so if the public or anyone else wants to review these, they will be made accessible on that website.

With that, we will conclude our Commission Workshop for the 2022 Hurricane Season Preparedness.

(Proceedings concluded.)

CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DANA W. REEVES, Professional Court Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 31st day of May, 2022.

DANA W. REEVES
NOTARY PUBLIC
COMMISSION #GG970595
EXPIRES MARCH 22, 2024