



Tampa Electric & Peoples Gas Storm Preparation Overview

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TECO Prepares All Year

- Strengthen our system
- Prepare our people
- Restoration response

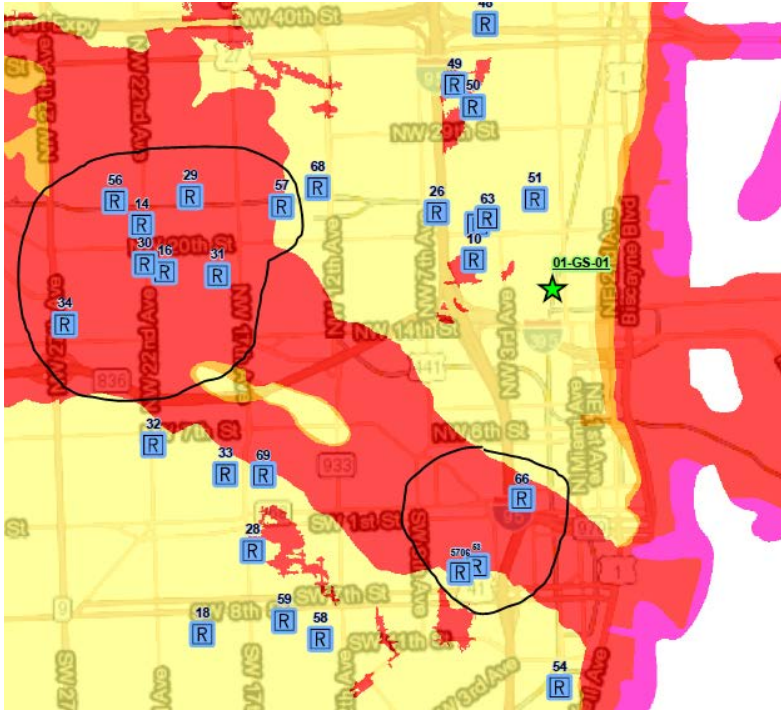


2016 Successes

- Affected by three storms
 - Colin
 - Hermine
 - Matthew
- Assisted other Florida utilities with restoration
- Updating Florida Mutual Assistance agreement



Peoples Gas response to Matthew



- Prepped all divisions along east coast
- Improved mapping allowed for better response planning

Peoples Gas response to Matthew

- Flooding in St. Augustine
 - 5 to 7 feet deep in about 2 mi²
- “Mutual aid” from about 40 PGS employees from throughout Florida

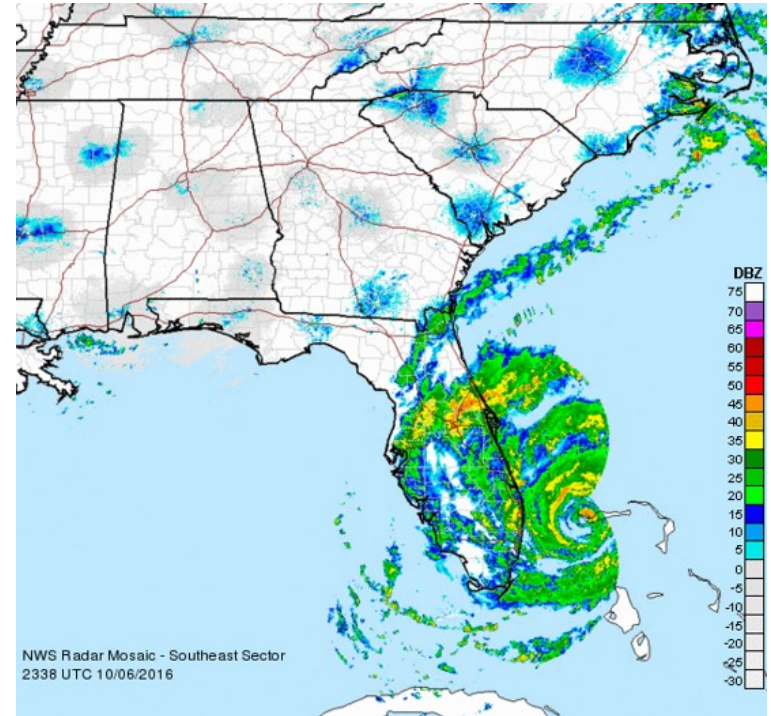


PHOTO: National Weather Service radar

Expanded Resources



Affiliation with Emera brings a bigger base of resources – for TECO and other utilities

2016 Mutual Assistance:

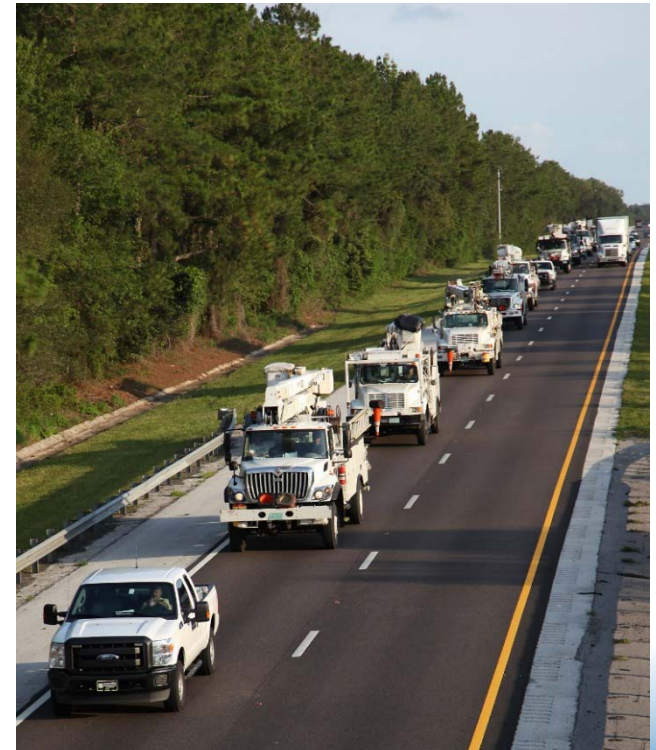
- JEA
- Duke
- Grand Bahama Power



Mutual Assistance Lessons Learned

Best restorations require:

- Fast & efficient damage assessment
- Effective work-order creation
- Organized dispatch & closeout of work
- Flexible internal and external resource management of:
 - Tree crews
 - Restoration resources
 - Line crews



Strengthen our System

Since 2004, TECO has invested \$516+ million to harden our system. In the next three years, TECO will invest \$160 million more.

In 2016, we:

- Trimmed trees along 1,300+ miles of line
- Upgraded nearly 6,000 poles
- Hardened 1,000+ structures



Prepare our People

- Training
- Mock storm drills
- Federal, state & local coordination
- Technology to improve response



Restoration Response

- Damage assessment
- Work management
- Resource management
- Communications



Technology to Improve Response

- Mobile command centers
 - Allow for incident bases in remote areas
- Better resource management:
 - Crew-management software
 - SEE's Common Roster
 - EEI's Ramp-Up tool



New in 2017: FORTS

Seven Fold-Out Rigid Temporary Shelter (FORTS)

- Mobile command posts
- Temporary office space in the field



Modern Grid

- New CRM system creates strong foundation for improved network
- Installed new reclosers
- Installed 2,100 advanced meters in south Tampa
 - Another 2,700 to be installed this year
 - Learning how this technology will help speed restoration



Restore Service Quickly

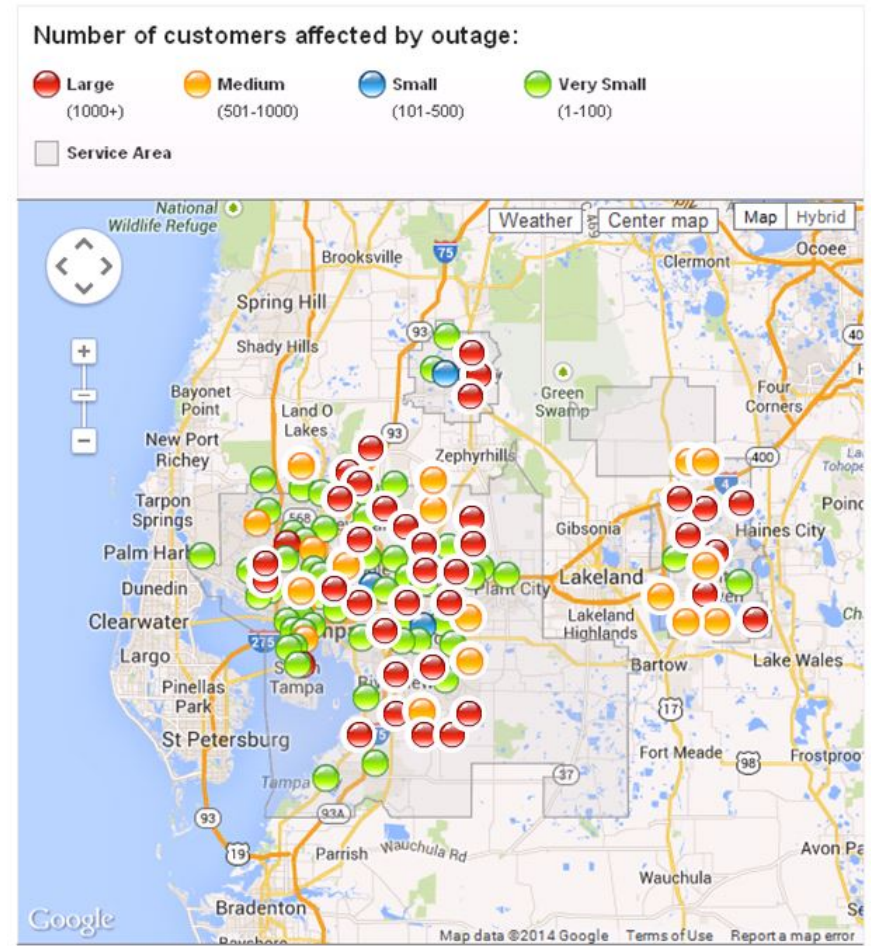
Goal: Restore power to the largest number of customers in the shortest possible time



1. Critical facilities first (Hospitals, police & fire stations, etc.)
2. Water and sewer
3. Schools, groceries, gas stations
4. Largest groups of customers
5. All remaining circuits

Communicate with Customers

- Increased reliance on proactive social media, particularly Twitter
- Outage Map
 - tampaelectric.com/outagemap
 - Size, cause, status and ETR



Number of customers without power: 138,723

Communicate with Customers

