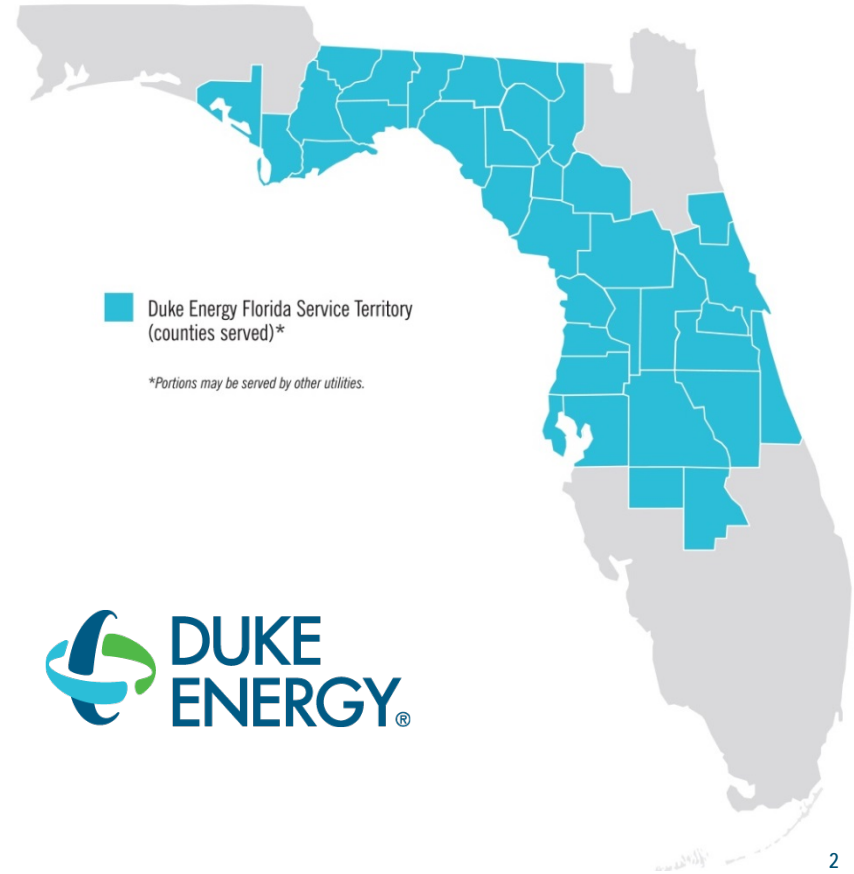


May 19, 2020

2020 Florida Public Service Commission
Hurricane Season Workshop

At Duke Energy Florida, we power more than 4 million lives

- Service territory includes:
- Service to 1.8 million retail customers in 35 counties
- 13,000 square miles
- More than 5,200 miles of transmission lines and 32,000 miles of distribution lines
- Owns and operates nearly 10,200 MWs of generating capacity
 - Gas – 88.5%
 - Coal – 10.9%
 - Solar 0.6%
 - Oil – 0.1%



Duke Energy Florida is prepared for 2020 hurricane season

Operational preparation is a year-round activity

- Transmission & Distribution Systems Inspected and Maintained
- Storm Organizations Drilled & Prepared*
- Internal and External Resource Needs Secured*
- Response Plan Continuously Improved



*Adapting to COVID-19 protocols

Coordination with County and State EOC Leaders

- Structured Engagement and Information Sharing Before, During and After Hurricane
- Coordination with county EOC priorities*
- Public Communications and Outreach



RESTORATION

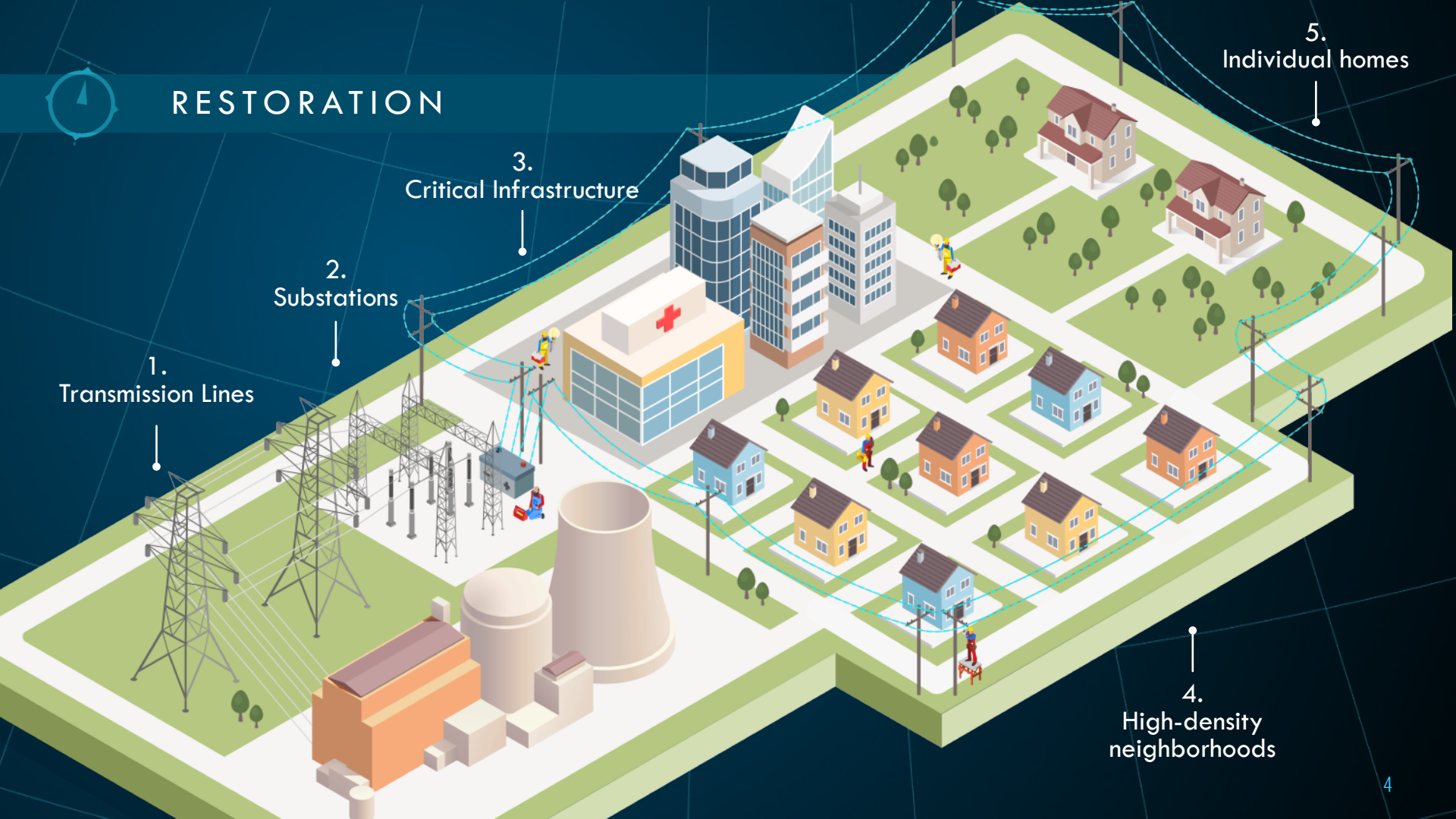
1. Transmission Lines

2. Substations

3. Critical Infrastructure

4. High-density neighborhoods

5. Individual homes



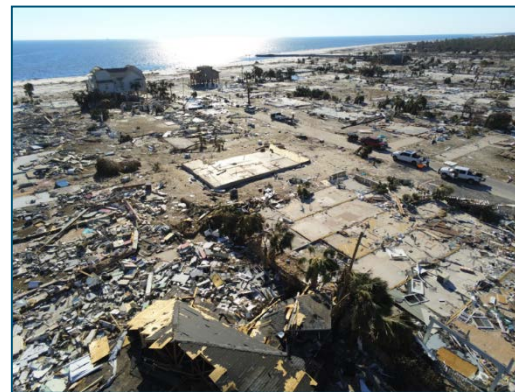
Storm Plan – Lessons Learned and Improvements

Logistics

- Alternative housing options
- Daily Timesheet review and Meals/Fuel exception approval to maximize repair time in productive daylight hours
- COVID-19 distancing and sanitation protocols
 - Working with logistics vendors to understand staging site impacts
 - Collaborating with Regional Mutual Assistance Groups on changes and accommodations

Communication

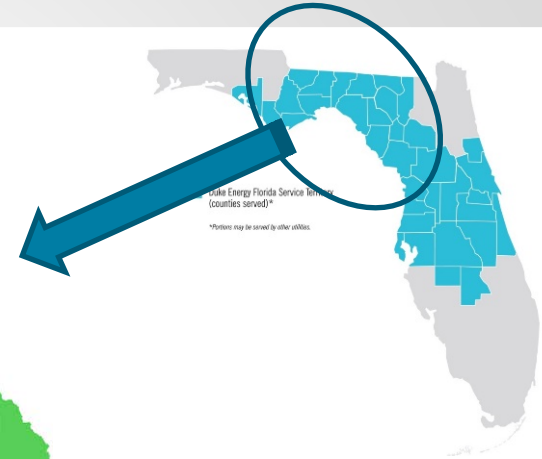
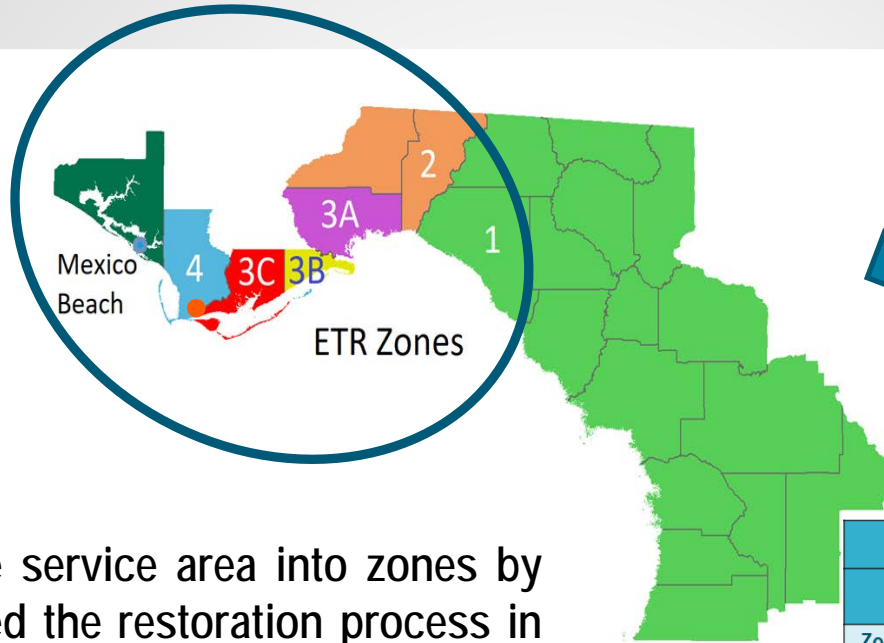
- More focused and granular ETR messages for enhanced customer communications
- Improvements to outage maps
- Continued strengthening of off-line plans including damage assessment (for loss of cell phone communication) and ETR communication (for interruption to OMS)



Operations

- New Customer Delivery organization 1/1/2020 to improve customer service, restoration efficiency, and employee engagement
- Compact restoration/ETR zones

ETR Performance by Zone



Ability to divide service area into zones by county has aided the restoration process in the areas of resources, staging and logistics and customer communications

ETR Performance		
Restoration Zones by County	ETR Targets	Achieved
Zone 1 – Taylor, Madison, Hamilton, Suwanee, Columbia, Lafayette, Dixie	Thursday Oct-11	✓
Zone 2 – Jefferson & Leon	Friday Oct-12	✓
Zone 3A - Wakulla	Sunday Oct-14	✓
Zone 3B – Franklin East	Monday Oct-15	✓
Zone 3C – Franklin West (including St. George Island)	Wednesday Oct-17	✓
Zone 4 – Gulf minus St. Joe Beach	Thursday Oct-18	✓

Enhanced Customer Communications for Estimated Times of Restoration

- When we've identified or received a report of an outage that could impact their area
- While crews are performing damage assessment, when they can expect their next update or when an ETR will be available
- When a crew has arrived on site
- Cause of the outage
- When we expect to have service restored and adjust that time based on any changes in the estimate once repairs are underway
- When service in the area has been restored along with the number of customers that were impacted
- Ability to send supplemental campaigns:
 - Awaiting storm impacts
 - Damage assessment underway
 - Next available update no later than ...

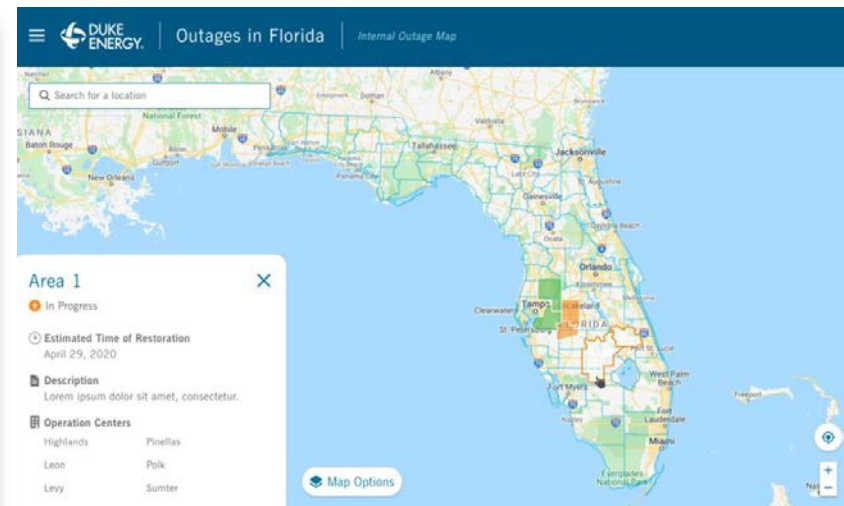
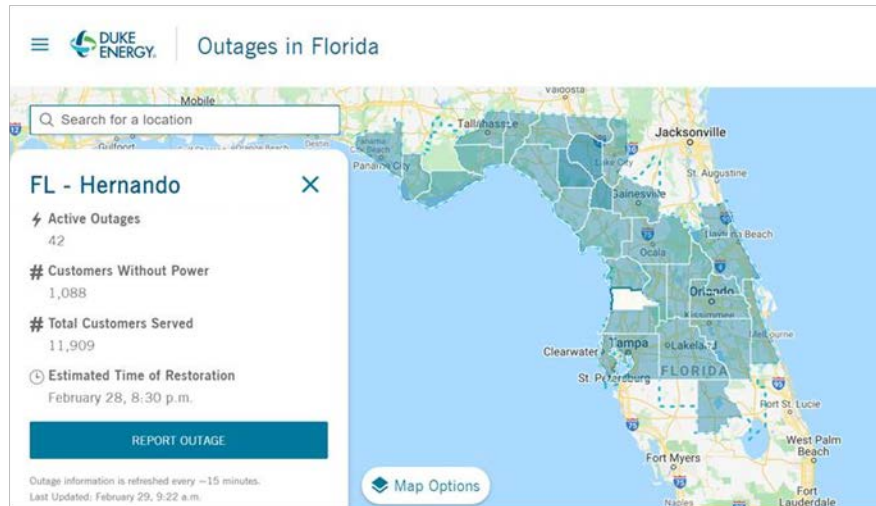
Duke Energy: severe storms caused numerous outages. Repairs & damage assessment are beginning in your area. Visit <http://duk.us/05> for updates. Learn more about our restoration process <http://bit.ly/DmgDef>. Please disregard if you have power. Text STOP to cancel updates.

We send these communications via the channel customers have selected as their preference (text, email and outbound calls). During major outage events, we also send communications to customers that are not actively enrolled if we have contact information.

Outage Map Enhancements

We continue to make enhancements and improvements to our new outage map. Advanced capabilities in 2020 include:

- Ability to place the map into a county lock-down view that gives ETR information at a high level
- Create unique Restoration Zones that may include multiple counties or operations centers



Direct to Customer Communications Capabilities

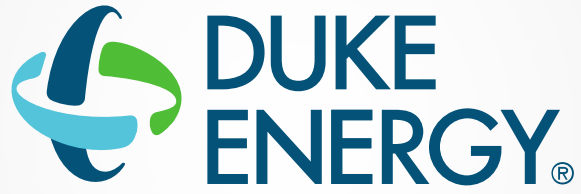
Communications Capabilities (As of May 1)

	Email	Phone Numbers/Hurricane Events Message Broadcast Service (text/outbound calls)
Residential	863,104	1.27 Million
Business	33,157	150,000
App Users	197,072	
Outage Alert Enrollment	1.24 million locations receive outage information (combination of email, text and voice)	

Flexibility During our Customers' Time of Need

- Mobilize team of Customer Care Representatives to hardest hit areas to assist customers in person
- Billing assistance for customers through extended or flexible payment arrangements
- Waive late-payment charges and other fees
- Special considerations for customers who experience significant property damage or total loss of residence
- Hold or suspend bills for certain customers in the hardest-hit areas to allow customers to focus on more immediate concerns
- Waive additional deposit and reconnection fees
- Provide outage letters to customers to support insurance claims, including FEMA
- Accounts of customers impacted by hurricane are documented to ensure special handling when they call to reconnect or restore service.





TOPICS FOR DISCUSSION

Storm Preparation and Restoration Processes

Utility hurricane drills scheduled for 2020

Due to the COVID-19 pandemic, DEF's 2020 hurricane drill has been rescheduled to the week of June 23rd. An operational hurricane exercise was held on the original April 28th drill date.

The June drill will be a combination of mock exercises and tabletop process/workflow reviews.

Mutual aid agreements for restoration

DEF is a member of the Southeastern Electrical Exchange Regional Mutual Assistance Group for IOU's. In addition, DEF is currently in the process of negotiating new line contracts with over 100 contractor companies for the 2020 storm season. DEF also has active Mutual Assistance agreements with several municipalities in the state.

Actions taken to address potential roadway congestion, motor fuel availability and lodging for restoration personnel

As part of DEF's annual planning process, we review our logistics vendor contracts and their ability to support alternate housing plans. We also review our hotel vendors' supply of hotel availability. Our transportation team reviews their fuel plan and alternatives for acquiring fuel. Restoration contractors must now submit a route plan before mobilizing, allowing DEF to advise enroute of any roadway closures.

Availability and inventory of equipment needed for restoration

As part of DEF's storm process, we keep Storm Material Boxes on hand, stocked and ready to deploy if needed to staging sites upon activation. For larger material needs, prior to a major storm, Supply Chain will assess inventory and provide a pre-storm delivery to strategic locations based on DEF's weather models.

Customer/Stakeholder Outreach and Communication

Status of meetings between the utility and city/county/state EOCs concerning storm preparedness and priority lists

DEF performs annual reviews both internally and with our county EOCs to review storm preparedness and the critical customer (priority) lists. These visits typically begin in March and continue through the end of storm season. Due to the COVID-19 response, many of the scheduled visits have been postponed as DEF continues taking precautions to protect the health and safety of our employees and community partners. To date, DEF has performed ten visits with county EOCs to discuss general storm preparedness and critical customer review. DEF's EOC representatives have contacted their respective EOCs in response to COVID-19.

Utility staffing assignments at local EOCs

DEF has forty-seven EOC representatives providing support directly to the county and state EOCs. DEF also has an additional forty-eight staff members providing support, including Liaison Incident Command Staff, government and community relations, and operations support dedicated to EOC priority requests.

Customer communication messaging on storm preparation and on restoration efforts

We use numerous communications and multi-media channels to communicate to customers and other external audiences using mass media and direct-to-customer channels. Communications are developed and distributed during each phase of a hurricane event: Preparedness, assessment phase, restoration phase and “Thank You” after restoration is complete.

- News releases, press briefings, media interviews – print, TV and radio
- Text messaging
- Emails
- Outbound calls – Medical alert, healthcare facilities and broader communities. Customized scripts created as needed.
- Storm event webpage
- Outage Map
- Advertising – Storm Director videos
- Mobile App
- Social media – proactive and reactive
- Customer Care Center – VRU and live voice
- The current Interactive Voice Response system expanded to handle capacity of 2,500 concurrent calls.



Prepare now for Hurricane Dorian

Hurricane Dorian continues to gain strength as it heads toward Florida. According to the latest forecasts, Dorian could make landfall as a Category 4, bringing winds up to 130 mph. We're preparing now for potential damage and extended power outages and encourage you to do the same.

As with any hurricane, plan for strong winds, heavy rains and possible flooding. Keep safety top of mind and stay tuned to local news for the latest advisories from the National Weather Service, as well as state and local emergency management officials.

Here are some ways you can prepare:

Review your plan
[Have a plan](#) and create or update your hurricane kit.

Register for Outage Alerts
[Sign up here](#) to receive phone or email alerts or text REG to 57801 for text alerts.

Read up
Read our [storm safety information](#)





Duke Energy @DukeEnergy · 2s

#FL customers: Tropical force winds will cause outages due to flying debris, fallen trees, downed poles and lines. Prepare now by learning how to report an outage spr.ly/6013EAoCP.



Duke Energy @DukeEnergy · 11m

Evacuations are underway across the state of Florida. We strongly encourage you to follow the direction and guidance of emergency management and local officials to protect you and your family. Follow @FLSERT and get more info: spr.ly/6016EAZF0



Social Media Engagement



Duke Energy

Published by Sprinklr [?] · 2 hrs · ⚙️

Florida Customers: We continue to monitor Hurricane #Dorian closely and execute our emergency response plan. Our workers from Duke Energy and many utilities, including contract crews, are staged in safe locations and prepared to respond to outages. We urge everyone to make safety the highest priority and prepare now for potential impacts and outages. Get the latest info at: <http://spr.ly/6186EAYes>.



Duke Energy Retweeted



Sally Thelen @DE_SallyT · 2h

Here's an impressive clip of our @DukeEnergy line trucks waiting for #HurricaneDorian2019 at The Villages staging area. #WeAreDE



Direct to Customer Channels - Customer Notifications and Communications

- DEF notifies customers when we have identified or received a report of an outage that could impact their area.
- DEF notifies customers when a crew has arrived on site.
- DEF informs them of the cause of the outage.
- DEF informs them when we expect to have the service restored and adjusts the time based on any change in the estimate once repairs are underway.
- DEF informs customers when the service in the area has been restored along with the number of customers that were impacted

DEF does all this using the channel the customer has established as their preference – text messages and emails. During major events (hurricanes) we will send communications to customers who are not actively enrolled in the Outage Alert program by whatever means we have available.

NOTE: The communications channels we use for “auto-enrolled” proactive communications are email and text. We do not use outbound calls. However, for supplemental communications, we do use outbound calling.

DEF's current enrollment for Outage Alerts is 1.24 million. This includes enrollments to receive emails, text messages or outbound calls from the company.

DEF can also run supplemental customer communications campaigns, which can also be displayed and entered on our outage map, to communicate the following:

- Awaiting storm impacts (displayed while the storm is still upon us)
- Repairs & Damage Assessment underway (while Damage Assessment is occurring)
- Next available update no later than... (while we are determining Estimated Times of Restoration)

DEF also continues to make enhancements and improvements to our new outage map. We have capabilities in 2020 such as the ability to develop and show restoration zones and the ability to move the map to a county-only view when major hurricanes hit our area.

Vegetation Management

Current trimming cycles for the distribution and transmission system

DEF performs distribution trimming on a weighted average cycle of 3 years for backbones and 5 years for laterals to balance system reliability, customer impact and cost effectiveness. Our 2020 Vegetation Management program is on schedule to meet feeder and lateral maintenance cycle commitments.

Trim cycles for Transmission vary depending on easement widths and field vegetation conditions. Time-based triggers can range from 2-8 years. Time triggers and field vegetation condition within and along the rights-of-way are both factors in determining the routine work cycles for Transmission.

Results of utility trimming in 2019 as filed in the Annual Report:

- Number of Circuits impacted: 807
- Total line miles trimmed: 5,480.46
- Number of Trim Locations: 40,715
- Number of Removals: 15,584

Pole Inspections

Current pole inspection cycles for the distribution and transmission system

Distribution pole inspection cycle is 1/8 of the population per year. Transmission plans for 2020 are to perform visual and sounding inspections on 1/4 of the wood pole system; and sound and bore inspections on at least 1/8 of the wood pole system. DEF Transmission plans to inspect at least 1/6 of our non-wood system. All three inspections wood - visuals and sound & bore, and non-wood, visual inspections, are performed by a contractor. The entire transmission system will also be aurally patrolled twice via helicopter in 2020.

Results of transmission and distribution pole inspections in 2019

Distribution inspected 88,252 poles in 2019 and identified 2,066 for replacement. Transmission inspected 12,441 structures in 2019 and identified 1,491 for replacement. Transmission Ground Patrols / Sound & Bore inspected 4,545 wood pole structures. This represents approximately 22% of the wood pole structures on the DEF Transmission system.

Lessons Learned

Discuss improvements in preparation and restoration based upon lessons learned from the last hurricane season

- DEF implemented a new organization design January 1st that will improve restoration efficiency, customer service and employee engagement.
- Management “zones” increased from 2 to 4.
- Operational leaders, who now have responsibility for multiple functions within their geographic area (i.e. restoration, construction, design, and work management), are also ICS Incident Commanders.
- Continued strengthening of off-line plans including Damage Assessment (for loss of cell phone communication) and ETR communication (for interruption to OMS)
- Increased restoration productivity from daily timesheet review and work hour exception process

Identify any changes to third-party agreements regarding restoration efforts

Scope and method of Payment agreements for Line, Vegetation Management, and Damage Assessment in 2020 include provisions for:

Daily Time Sheet Review & Documentation

- Daily time sheets will be reviewed and approved by the appropriate DEF Field Leader.
- This process improvement will enable DEF Field Leaders to build better daily work plans by giving them insight into (and control over) crew stop/start times.

16-Hr Work/8-Hr Rest Policy

- Restoration resources will be expected to work a maximum of 16 hours, with a minimum of 8 hours rest per day
- This process improvement enables DEF to maximize restoration efforts during daylight hours while promoting safety.

Meal, Fuel, & Lodging Policy

- Restoration resources will be expected to utilize the meal, fuel and lodging services provided to them by DEF; instead of making their own arrangements which might incur incremental costs.
- This process improvement works to manage resources' (restoration workers) expenses such as meals, fuel and lodging, which will help control costs.

Discuss improvements in customer communications

- Targeted customer communications – Capabilities have improved within customer and outage management systems, which enables us to access customer contact information and current outages so we can quickly pull lists to communicate.
- Communication channel contingency plans aligned to support business continuity
- Improvements to Estimated Times of Restoration (ETR) communications include the capability to disable communication campaigns by Op Center, which was put in place in 2019, for ITR (outage acknowledgement), ETRs and Restore. Before this enhancement, we could only pause by jurisdiction. This allows normal operations in areas not heavily impacted and customized communications in areas most adversely affected.

DEF can also run supplemental communications campaigns and have advanced capabilities with our Outage Maps during hurricane events:

- Options to place the map into a county lock-down view that only gives high-level ETR information
- Ability to create unique Restoration Zones that might include multiple counties or merge operational areas (Op Centers)