

FLPSC Hurricane Preparedness Workshop

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Utilities Commission, City of New Smyrna Beach | May 2020

Overview

Areas covered in this presentation

- Background of Utilities Commission, City of New Smyrna Beach
- Hurricane Preparedness
- Hurricane Dorian '19 vs. Hurricane Matthew '16
- Incident Response and Communications
- Lessons Learned
- Summary

Background

Utilities Commission, City of New Smyrna Beach

- UCNSB is a non-taxing, political subdivision of the State of Florida, created by Special Legislative Act
 - UCNSB is just one of the 34 municipal electric utilities in the state - exclusively committed to serving our customers, not investors. UCNSB is funded solely through utility revenues and is not a taxing authority
- UCNSB offers electric, water, wastewater, and reuse water services to approximately 29,000 residential and commercial customers, with a peak system load of approximately 109 MW
- Electric service territory is approximately 71.9 square miles
 - UCNSB owns and maintains approximately 231 miles of overhead and 33 miles of underground electric circuits



Hurricane Preparedness

Hurricane Preparedness

Stock, Veg Management, Reliability Programs

Storm Stock

- Tools, equipment, supplies, PPE, and food
- Preparations for agreements with local restaurants for meals

Pole Inspection & Replacement Program

- 8-year inspection cycle, last completed in 2019
- Replacing deficient poles on a prioritized basis

Vegetation Management

- From annual feeder mains trimming with hot spot lateral trimming
- To annual three-year feeder mains and laterals trimming cycle

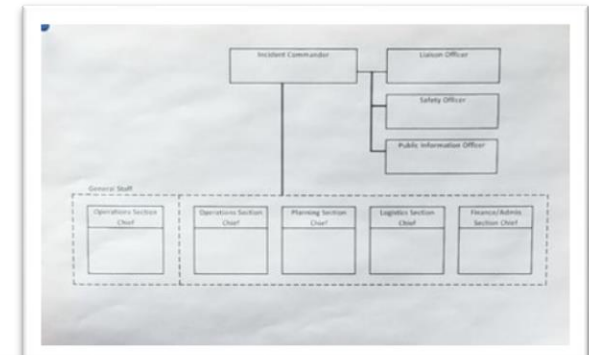
Storm Hardening & Reliability Program

- Automation device evaluation and placement
 - Trip savers; Sectionalizing equipment (reclosers); Evaluating/Implementing automated load transfer schemes
- New protocols
 - Selective undergrounding; new pole standards (i.e., use of concrete poles)

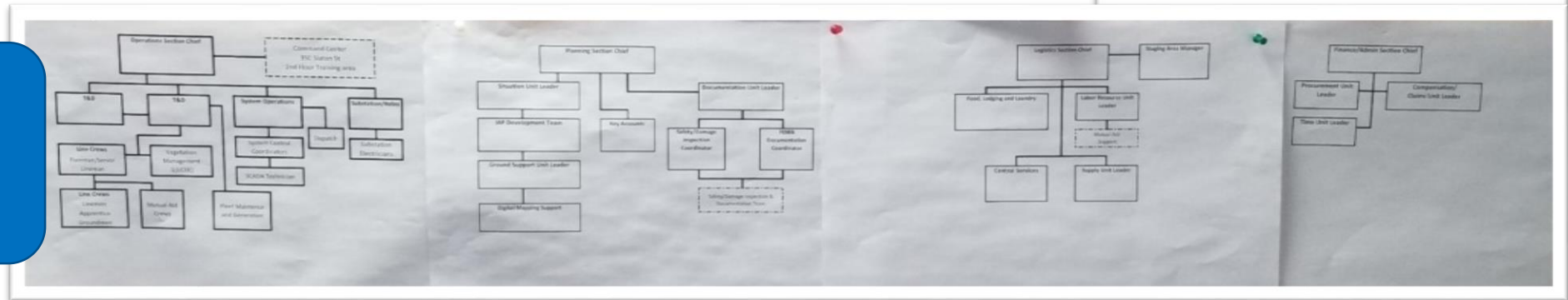
Hurricane Preparedness

Storm Playbook and Incident Command

- Storm Playbook was developed and utilized to steer incident planning and response
- “Storm Center” location and key roles identified
 - Utilized central Storm Center to coordinate entire effort
 - Expanded use of UC staff for storm event roles



Incident Command Roles



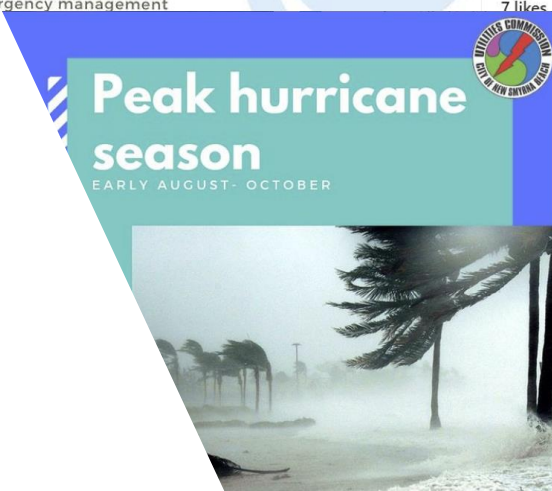
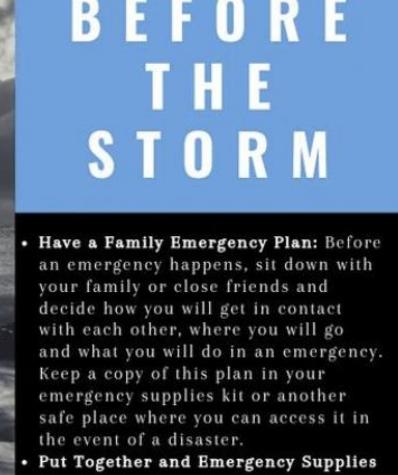
Hurricane Preparedness

Storm Playbook and Incident Command

- Storm leadership team began meeting and implementing initial elements of the playbook the week before the storm was projected to make Florida landfall
- Preparation and ample lead time meant potential issues could be better anticipated and resolved prior to storm
- Expectations for all staff clearly presented prior to event
- Leveraged FMEA to obtain mutual assistance resources
- City provided land adjacent to NSB Airport for crew staging area

Pre-Storm Communications

- Postings began at the start of hurricane season
 - Making preparations; posts about generator safety; lines down safety; power restoration; etc.
- Worked with FMPA and other municipal utilities on a Power Restoration Process Whiteboard Video
 - Showing the power restoration process and priorities; completed version was available just in time for Hurricane Dorian
- Social Media/Website Posts began prior to Dorian's projected landfall
 - Posts were prepared & scheduled in advance to post automatically throughout the weekend
 - Utilized FMEA's "canned" hurricane messages to ensure we had full range of topics covered



Hurricanes Dorian ('19) vs. Matthew ('16)

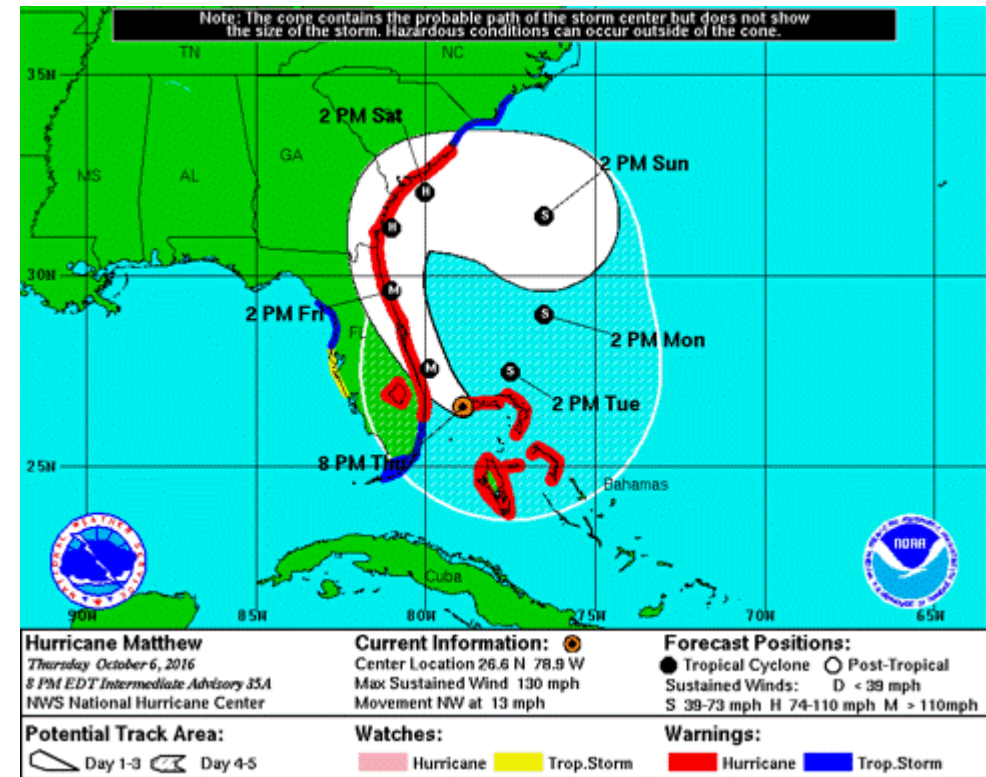
Dorian '19 vs. Matthew '16

Similar Paths and Coastal Threats

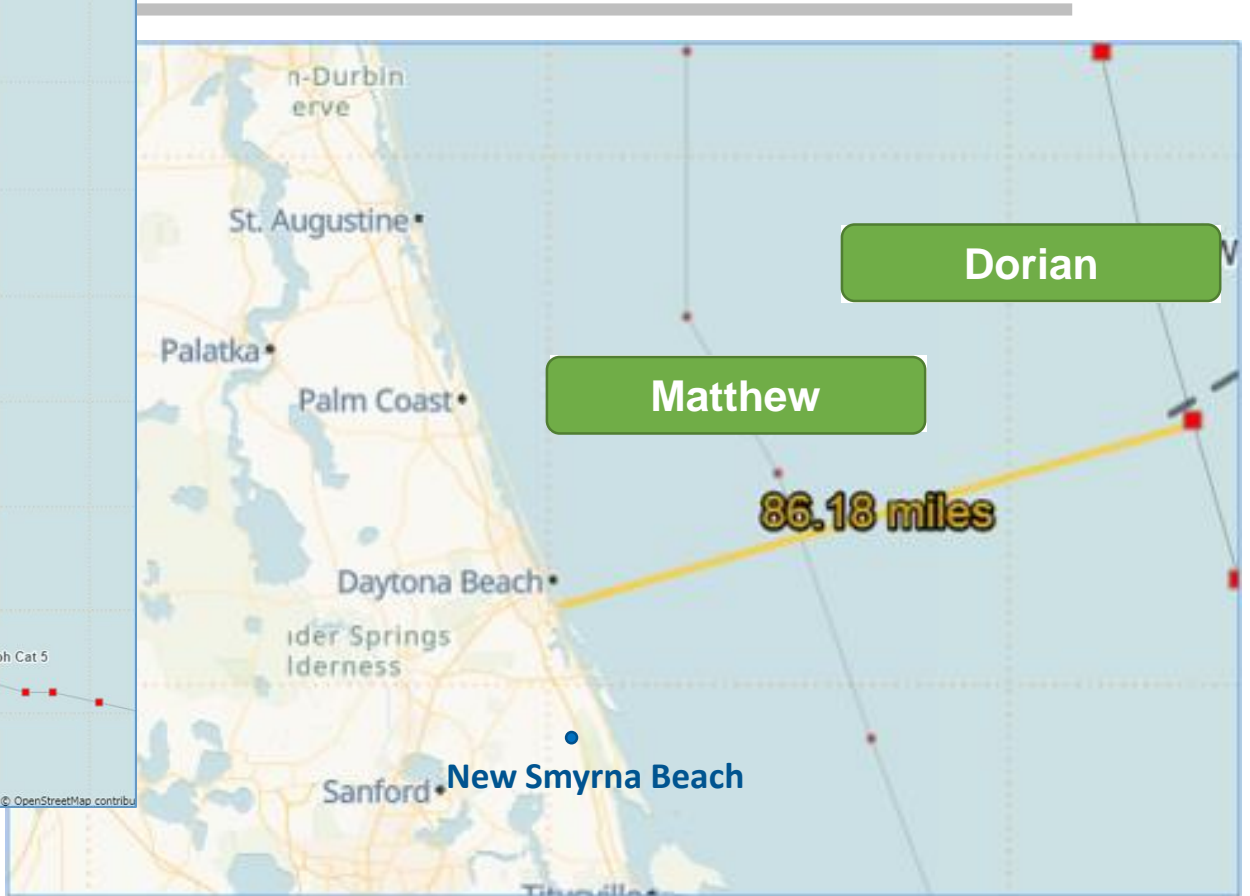
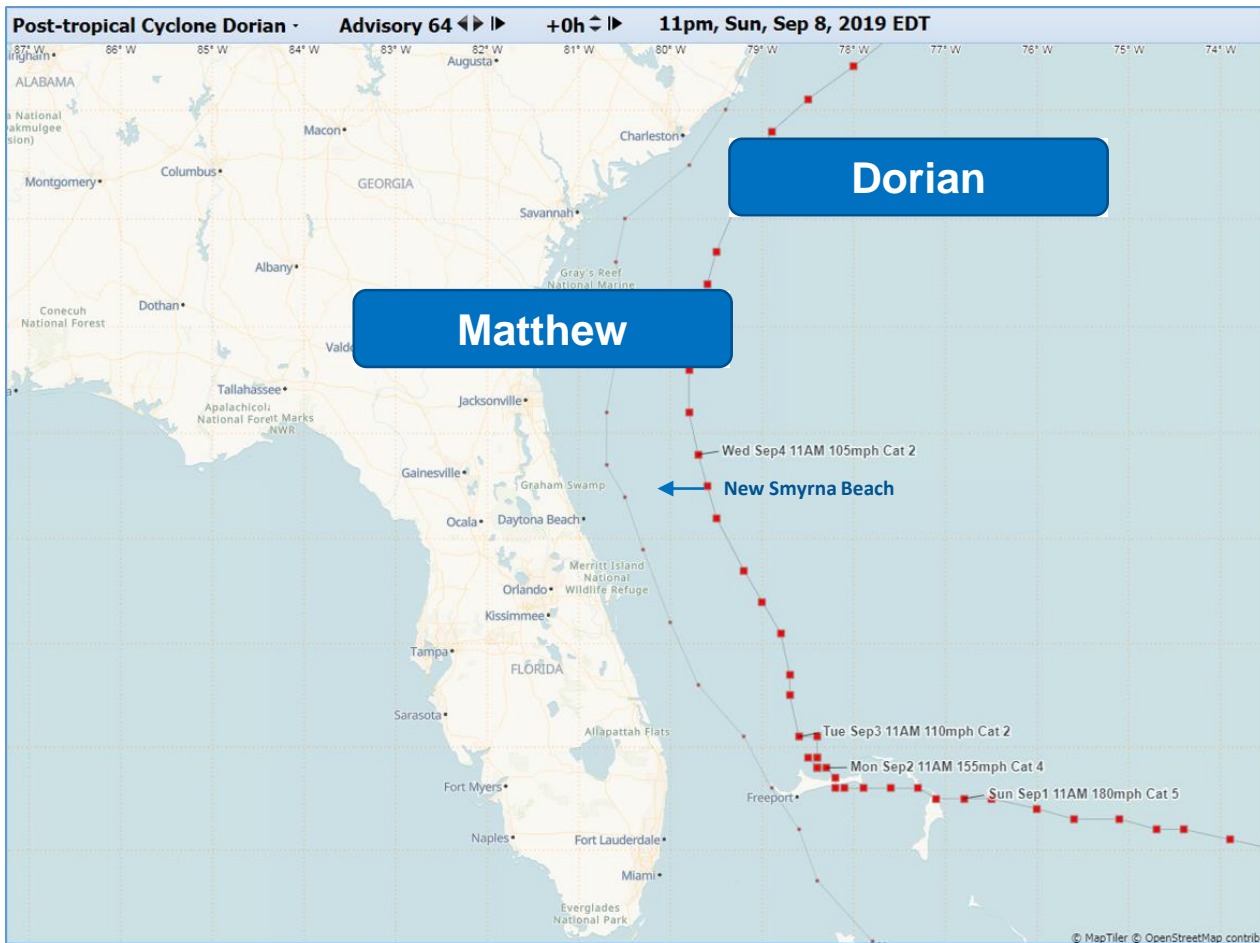
Dorian T-48 Hours



Matthew T-48 Hours



Dorian '19 vs. Matthew '16 Paths



A T-48 to 24 Hours a North-Northeast shift pushed Hurricane Dorian just far enough offshore to reduce impact - preparations had to be similar



Incident Response & Communications

Incident Response

Dorian's Impact to NSB

- Winds increased the night of Tues 9/3, then peaked at 60 mph at 0400 on Wed 9/4, gusts causing outages continued through around 1600
- By 1600 Wed 9/4, over 50% of our customers (15,363) customers were impacted by 38 outage events with 1,214,458 customer minutes interrupted
- Restoration was complete in less than 24-hours

Published by Hootsuite [?] · September 4 at 2:28 PM ·
Yacht Club Island - Riverside Dr., Commodore, and Live Oak is currently experiencing a power outage. Crews are onsite.



Utilities Commission, City of New Smyrna Beach
Published by Hootsuite [?] · September 4 at 11:06 AM ·

... damaged switch is causing partial power in some areas of including S. Atlantic. Please be patient. You may experience outage while we clear the line - customers south of 13th Ave



Incident Response It's *Go Time!*

Opened Storm Center

On-the-job training as we worked to implement new procedures

Paramount to have all key Incident Command and communication players in the same building

Real-time outage spreadsheet and maps of major outage locations enabled timely website and social media based communications

Posted photos of employees working the storm to provide customers a view of the work being performed

Received many accolades from customers, not only for restoration efforts, but also for communications

Utilities Commission, City of New Smyrna Beach, Florida
Published by Hootsuite [?] · September 4 at 11:17 AM ·
While you may be getting out and about today, please be aware of downed power lines. Remember to stay safe and NEVER approach a downed line.
#PublicPower #FLPublicPower #Dorian2019UC



28 Engagements

Utilities Commission, City of New Smyrna Beach, Florida
Published by Hootsuite [?] · September 4 at 12:49 PM ·
Hurricane Dorian Briefing #2 - 9/4/2019
Dorian's bands have continued to bring wind and rain causing sporadic outages, most of them due to limbs and trees on power lines. Crews have been responding, restoring power all over the city, including changing out a broken power pole, a damaged transformer, and downed power lines. As of 12:30 pm, we have about 9 total outages. As the day progresses, we may see additional outages as wet limbs break away and fall on lines. Our crews are continuing to respond. Call Center Staff are available so please call 386.427.1366 to report outages. We will continue to provide outage and restoration information on our Social Media pages - Facebook, Instagram, and Twitter.

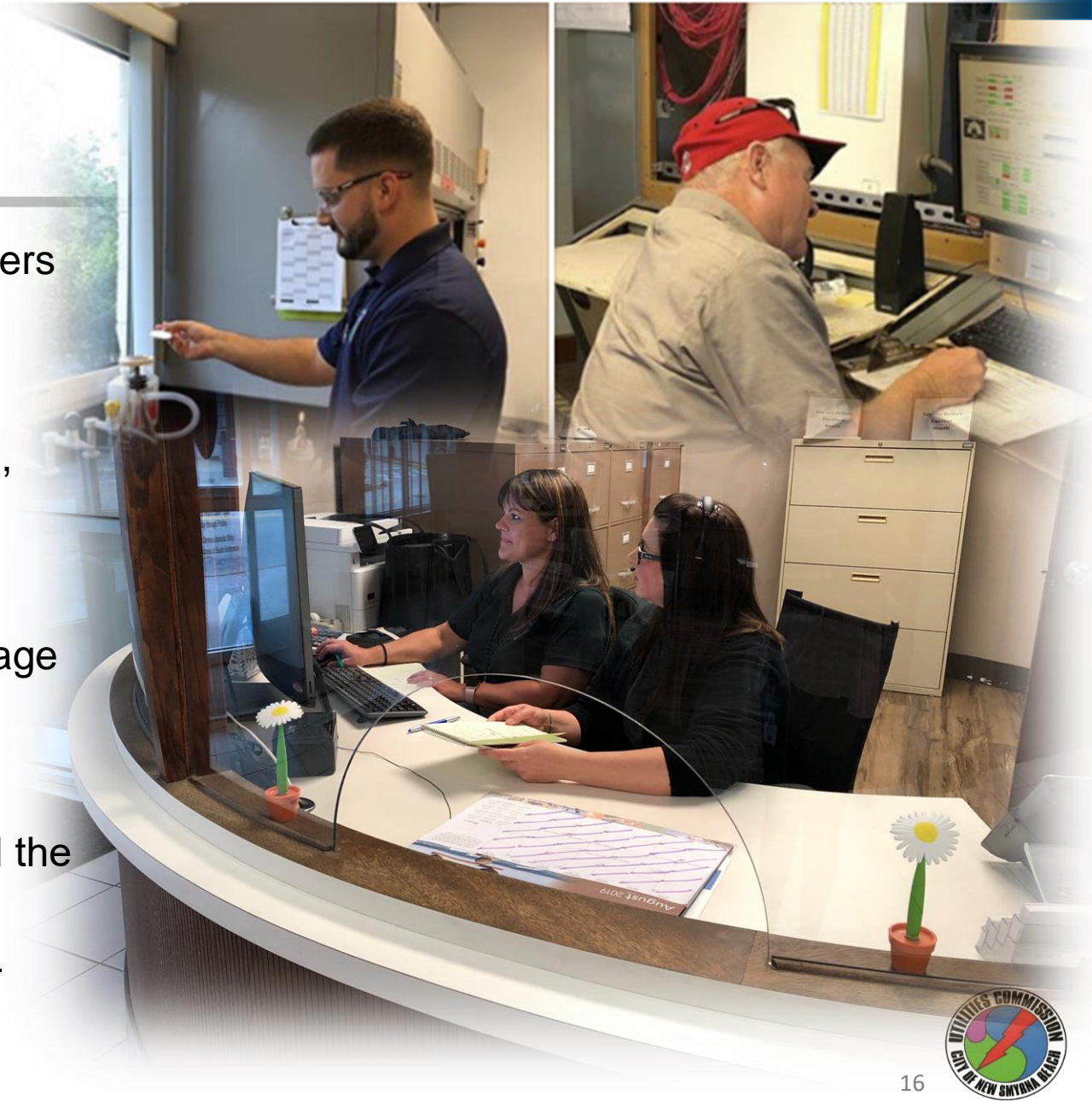
1,311 People Reached 182 Engagements
52 7 Comments 5 Shares



Lessons Learned

Lessons Learned

- Being prepared and coordinating with industry peers to leverage best practices and resources is paramount
- In a stressful event for employees and customers, messages early and often is critical to ensure stakeholders are informed
- Social media platforms enabled area specific outage and restoration updates and safety messaging - customers provided very positive feedback
- It is important to publicly thank all the key “behind the scene” players (*not just the line workers*) so the community has an understanding that it takes the whole team (*and it helps with morale*)



Summary

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UCNSB's Response and Recovery

- Hurricane Dorian posed a significant threat to the East Coast Florida Coastal Communities
 - Crossed Bahamas as Cat 5 Cyclone
 - T-48 Hour path and threat was virtually the same as Matthew, then North-Northeast turn reduced impacts
- Preparation, sharing mutual assistance resources key to being ready
 - Storm Playbook, Incident Command Structure, Mutual Assistance Resources and “all hands on deck” to support the effort
- Timely Communications
 - Social Media and website reach and keep customers informed throughout the event

COVID-19 Hurricane Considerations

Supporting All Municipal Utilities Response and Recovery

- 2020 Hurricane Season Concerns *due to COVID-19*
 - Lodging and Food availability
 - PPE and testing for Mutual Aid crews
 - Supplies – Additional Beyond Stock During Restoration/Recovery

Thank you for ongoing assistance and support.

Questions?