



The *Reliable One*®

# Hurricane Ian Storm Summary

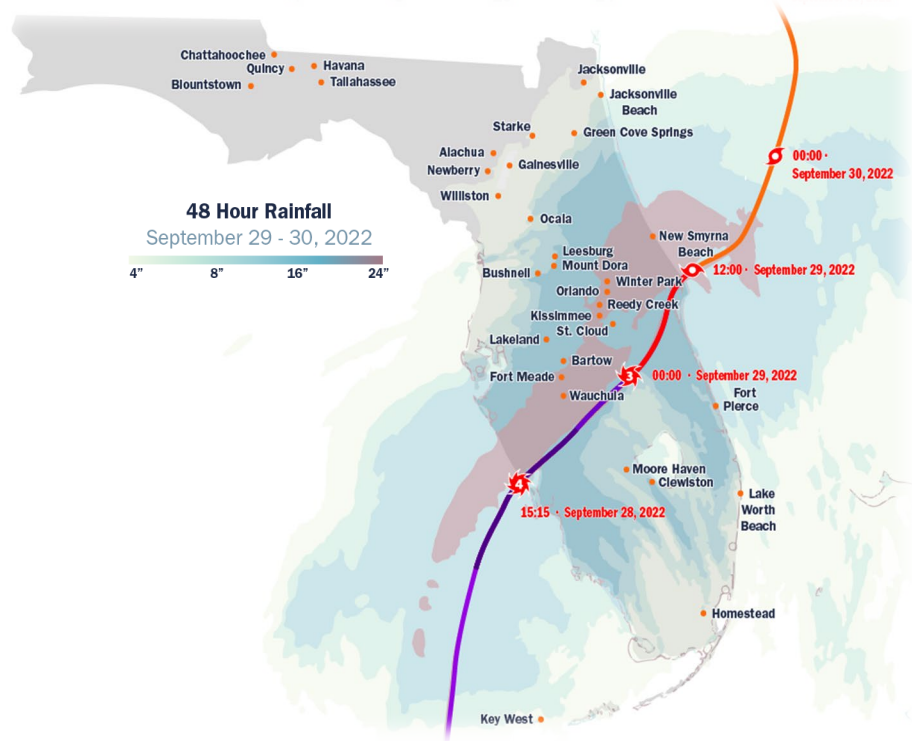
FPSC Meeting – May 23, 2023



RELIABLE • AFFORDABLE • SUSTAINABLE

# Hurricane Ian Rainfall

- Wettest September on record at OIA
- Many of Orlando's lakes overflowed after receiving nearly 15 inches of rain
- Preliminary damage estimates in Orange County indicate nearly \$161 million in property damage
- Preliminary estimates in Osceola County indicate that severe flooding affected or damaged 900 businesses and 3,200 dwellings, leading to around \$148 million in residential loss.





# Flooding



# Efficiency Success Factors

- Enacted ICS five days prior to storm
- Committed mutual aid resources early
- Staged Mutual Aid resources centrally
- Clearly communicated FEMA compliance to all crews
- Damage assessors integral in recovery
- Worked with local jurisdictions on flood mitigation and restoration







# PLANNING & OPERATIONS

# Resiliency & Storm Hardening

- 3 year vegetation trim cycle
- 8 year pole inspection program
- 65% of electric distribution system is underground
- 90% Transmission poles are steel/concrete



# Resiliency & Storm Hardening

- Primary impacts were to electric distribution system
  - Overhead Distribution
    - Downed trees & limbs making contact with overhead lines
    - Leaning poles and fewer broken poles
    - 16% of circuits were out at peak
  - Underground Distribution
    - Minimal impact to underground systems
    - Downtown area and major hospitals remained in power
- No impact to substations or transmission system
- No significant outages or damages to OUC facilities





# Resource Highlights

- Planning Prioritized restoration and developed daily action plans
- **127** Safety Inspection Resources
- Operations managed **180** OUC system resources
- **30** OUC Crew Leads directed **162** mutual aid line techs and **47** mutual aid tree trimming resources
- Nearly **400** total field resources





# Customer Outages & Restoration Phases

24 Hrs

## Feeder restoration

- Prioritize circuits with critical facilities first and then maximum number of customers affected

48 Hrs

72 Hrs

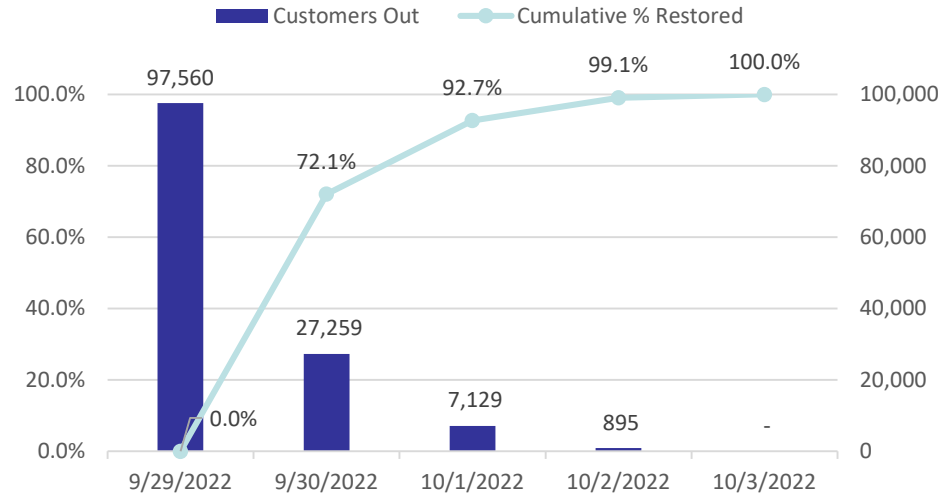
## Lateral restoration

- Substantial completion

96 Hrs

Service-level restoration,  
Reinstates and non-outage incidents

## Ian Restoration Rate



24 Hrs

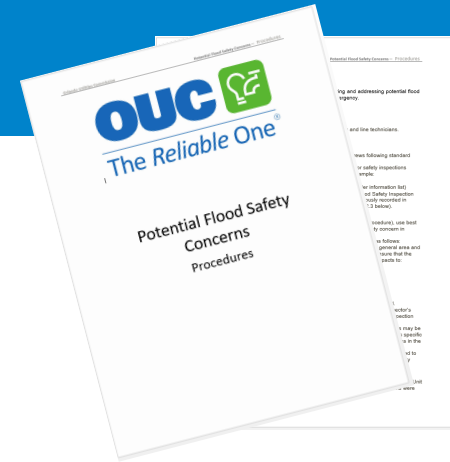
48 Hrs

72 Hrs

96 Hrs

# Flooding Challenges

- Localized flooding impacted OUC more than ever experienced
- Approximately 200 residential customers affected due to flooding
- New OUC Flood Hazard Mitigation Procedures for isolating and reinstating customers
- Collaboration between Planning, Operations, PIO, EOCs, and local jurisdiction



# LOGISTICS





# 24/7 Logistics Team Workflow





# Behind the Scenes by the Numbers

**3,000**  
SNACK BAGS



**6,919**  
INDIVIDUAL  
MEALS



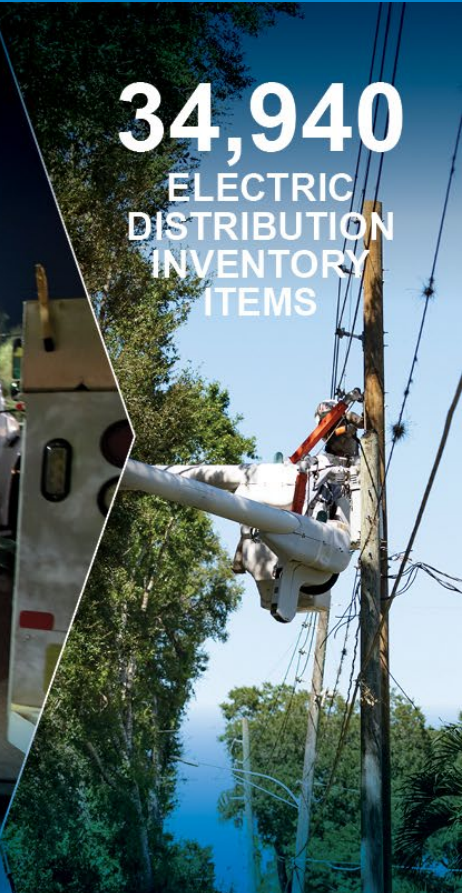
**1,380**  
POUNDS OF  
LAUNDRY



**17,962**  
GALLONS  
PUMPED



**34,940**  
ELECTRIC  
DISTRIBUTION  
INVENTORY  
ITEMS



# PUBLIC INFORMATION



ORANGE COUNTY LEADERS GIVE UPDATE ON IMPACT OF IAN

IMPACT OF IAN

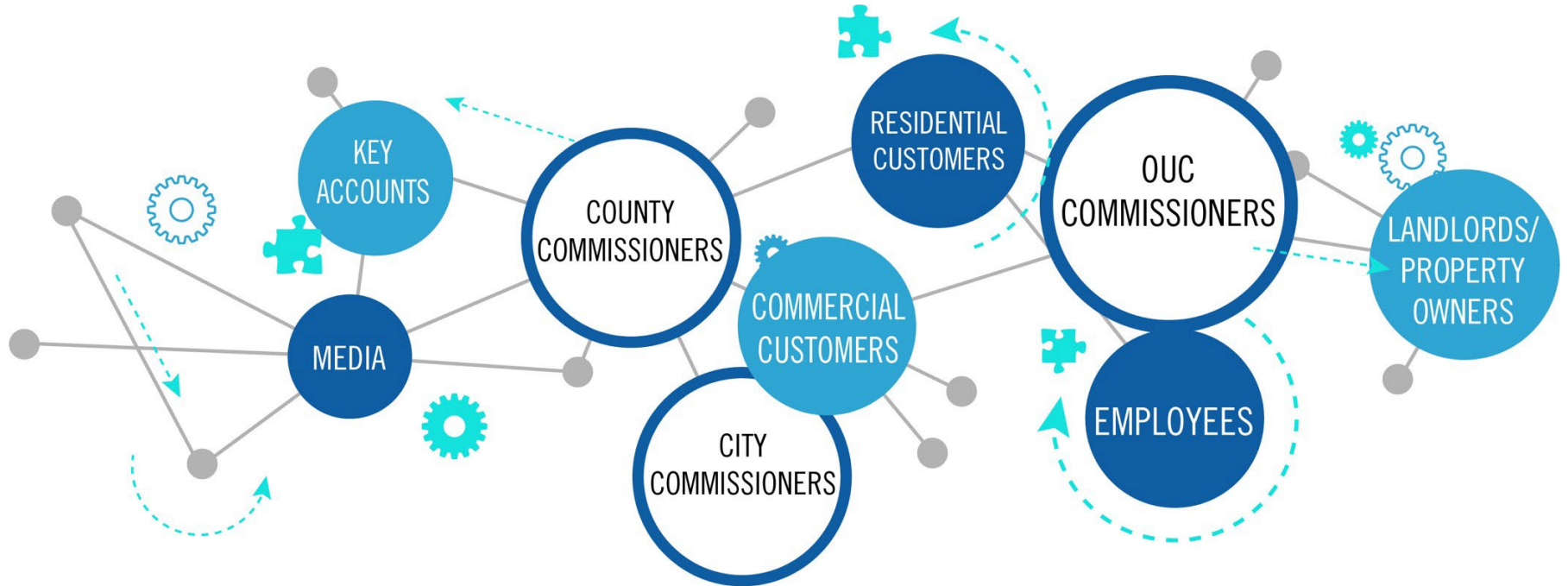


IMPACT OF IAN ► CURFEWS FLAGLER COUNTY

Countywide curfew will be in effect daily from 8 p.m. to 7 a.m



# Connecting with Stakeholders



# Customer Experience & 24/7 Contact Center

- Handled:
  - 15,829 Outage Calls
  - 1,288 Emails
- Implemented new flood call-handling procedures
- Communicated with Priority Customers and Key Accounts
- Maintained billing processes



# Flood Procedures & Communications

- Created call-handling procedures & FAQs
- Trained call center reps
- Explained process customers must take to have service restored if they live in a flooded area or experienced flooding in their homes
- Launched dedicated webpage (ouc.com/flood)
- Targeted customers impacted by flooding through alerts and NextDoor
- Promoted safety:
  - Water and electricity don't mix – avoid pooled water

***Collaboration was key!***

The screenshot shows the OUC website's 'Hurricane Ian Flooding & Power Restoration' page. The page features a navigation bar with links for 'Pay My Bill', 'Customer Support', 'Doing Business With OUC', 'Newsroom', 'Careers', 'En Español', 'Languages', 'Register', and 'Login'. Below the navigation is a search bar and a menu with categories like 'PHYSIC', 'RESIDENTIAL', 'BUSINESS', 'ENVIRONMENT & COMMUNITY', and 'ABOUT OUC'. A prominent 'Important Message' banner states: 'Customers without electricity due to flooding, click here. Customers with customer-owned electrical equipment that is damaged, click here.' The main content area is titled 'Hurricane Ian Flooding & Power Restoration' and includes a photograph of a worker in an orange safety suit inspecting a utility pole. The text explains that flooding has hampered power restoration efforts and that safety is the top priority. It lists reasons why a home might be flagged for unsafe conditions, such as unsafe restoration conditions, unsafe electrical equipment, or equipment deemed unsafe to remain energized. A four-step process is outlined for customers to follow once the water recedes, starting with contacting local government for an inspection and ending with OUC's attempt to restore power within 24 to 48 hours.