Tampa Electric & Peoples Gas
Storm Preparation Overview
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President & CEO of Tampa Electric and Florida Operations
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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

YOU’RE A PRIORITY ON OUR BUCKET LIST.