Hurricane Preparedness Workshop for 2020

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Florida Public Utilities Company Service Areas

Service territory includes:
- Over 28,000 electric customers.
- 15.8 miles of transmission lines.
- 905 miles of distribution lines.
Overview of Preparation and Restoration Process

Preparation  Activation  Restoration
Preparation

Pre-Storm Planning

- Culture of preparedness – safety first.
- COVID-19 preventive measures
  - New FPU Pandemic Procedures
  - Working conditions and logistics
  - Additional PPE
  - Customer interfaces
  - Mutual Aid Implications
- Response planning and company wide readiness exercises including electric, natural gas and propane operations.
  - Company wide table top drill scheduled for May 20th.
  - Focus on lessons learned from Hurricane Michael and other hurricanes
  - Several new procedures in logistics are being implemented this year
Pre-Storm Planning

- Customer Outreach Programs
  - Hurricane/Storm Brochures
  - Website Information & Bill Inserts
  - Public Service Announcements
- Emergency Procedures, Storm and Communication Plans.
- Consider alternative staging options depending on storm path.
- Review staff assignments for Operations, IT and Customer Care.
- Engage with contractors who have signed restoration agreements to ensure their support.
Pre-Storm Planning

• System, facility and inventory inspections
  • Emergency materials and supplies included in emergency plan
  • Emergency items ordered and stocked prior hurricane season
• Coordination with city/county/state EOCs and other utilities
  • Ongoing communications with each organization
  • Participation occurs at all meetings
• Participation with the Southeastern Electric Exchange Mutual Assistance Committee
• Mutual Assistance agreements various municipalities within Florida
• Participation in Edison Electric Institute Storm Drills
Storm Watch - initial activation.
Duties and assignments reviewed.
Inventory levels, logistics items, meals, hotels and outside vendors confirmed.
Equipment, fuel and inventory levels checked for readiness.
Storm Warning – active
Secure our buildings/facilities.
Contact county EOCs, other local officials, contractors, and energy partners (SEE).
Employees activate their family storm plans.
Redeploy Call Center resources.
Systematic Approach

- OMS and SCADA systems organize/prioritize restoration.
- Physical damage survey.
- Teamed external crews with FPU crew leaders.
- Tree crews sent ahead to remove debris and clear areas.
- Restoration Priority Electric System:
  - Generation (Eight Flags, Inc)
  - Transmission (FPL Interconnection)
  - Substations
  - Distribution Feeders
- Restoration Priority Customers:
  - Hospitals
  - Police, Fire and EOC
  - Storm Shelters and Elderly Care Facilities
  - Water and Sewer Plants
  - Food Retailers and Restaurants
Customer Communication- Awareness Pre-Storm

In preparation for the storm, FPU published watch and warning notifications at the 72, 48 and 12 hour increments to local and national media outlets.

- Bill Inserts
- Print Ads
- Brochures
- IVR Messaging
- Press Releases
- E-Blasts
- Social Media Posts
- Website Updates
- Public Service Announcements
Digital Communications

All Digital Communications Linked to One Main Update Landing Page

FPUC.com and mobile website

Social Media Sites
Storm Hardening

Plans and Initiatives

- Vegetation Management:
  - Three year trim cycle for all distribution feeders (4 Total cycles completed)
  - Six year trim cycle for distribution laterals (2 Total cycles completed)
  - Three year trim cycle for transmission lines

- Accomplishments in 2019:
  - Trimmed 45.97 miles of distribution feeders
  - Trimmed 77.04 miles of distribution laterals.
  - Perform “hot spot” distribution trimming prior to hurricane season. Miles trimmed are included in totals above.
Plans and Initiatives

- Wood Pole Inspection:
  - Eight year cycle (1.5 Total cycles completed)
  - Transmission and Distribution inspections on the same cycle
  - Total poles inspected from beginning of this eight year cycle 13,998
  - During 2019, inspected poles scheduled for inspection in 2018 (delay due to Hurricane Michael). In addition to 2019 poles. Total of 7,415 poles inspected.
  - 2019 Poles replaced in 42
  - Poles that need to be replaced in upcoming years 522.
Suggested Improvements Based on Lessons Learned

- Continue to invest in all Storm Hardening initiatives
- Continue to invest in technology that advances hurricane prediction and communications.
- Continue to improve GIS, OMS, IVR implementations and other technologies.
- Finalize adjustments to vegetation management feeder and lateral cycles.
- Work closely with customers to avoid storing debris on top of pad-mounted transformers.
- Continue to improve internal resource allocation as well as effectively securing mutual aid resources.
- Continue to enhance communications with local officials, EOCs and customers.
Questions?

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