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December 15, 2017

Wesley Taylor, Esquire  
Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Docket No. 20170215-EU – Review of electric utility hurricane preparedness and restoration actions.**

Dear Mr. Taylor:

Enclosed please find Kissimmee Utility Authority's Responses to Staff's First Data Request. Please note that our responses are in blue.

Sincerely,

A handwritten signature in blue ink, appearing to read "A. Lacerte", is written over the typed name.

Arthur J. "Grant" Lacerte Jr., Esq.  
Vice President and General Counsel

Enclosure

COMMISSIONERS:  
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STATE OF FLORIDA



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# Public Service Commission

November 14, 2017

## STAFF'S FIRST DATA REQUEST *via email*

To:

Duke Energy Florida, LLC ([Matthew.Bernier@duke-energy.com](mailto:Matthew.Bernier@duke-energy.com), [dianne.triplett@duke-energy.com](mailto:dianne.triplett@duke-energy.com))  
Florida Power & Light Company ([ken.hoffman@fpl.com](mailto:ken.hoffman@fpl.com))  
Gulf Power Company ([jastone@southernco.com](mailto:jastone@southernco.com), [rab@beggslane.com](mailto:rab@beggslane.com))  
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Municipal Group ([AZubaly@publicpower.com](mailto:AZubaly@publicpower.com))  
Lee County ([dennie.hamilton@lcec.net](mailto:dennie.hamilton@lcec.net))  
Cooperative Group ([mhershel@feca.com](mailto:mhershel@feca.com))

**Re: Docket No. 20170215-EU - Review of electric utility hurricane preparedness and restoration actions.**

To Whom It May Concern:

By this letter, the Commission staff requests that each utility provide responses to the following data requests.

### Staging for Utility Personnel and Mutual Aid

1. Please describe the pre-storm coordination process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. The description should include:
  - a. Dates and topics of internal meetings held after each storm was named. [KUA held daily internal meetings after each storm was named. Those meetings included a variety of topics including storm tracking, materials inventory, staffing, mutual aid, logistics, communications and restoration activities \(if necessary\). Hurricane Matthew and Irma were the only storms that impacted KUA's service area and the internal meetings associated with it continued throughout the restoration effort.](#)
  - b. Dates and topics of external communication pertaining to mutual aid held after each storm was named. [KUA participated in the daily mutual aid coordination meetings held by the American Public Power Association \(APPA\) and Florida Municipal Electric Association \(FMEA\) for its members. KUA also participated in the Governor's daily meetings to discuss logistical challenges and each utility's readiness before the hurricanes and logistical needs associated with restoration and restoration progress after the hurricanes impacted Florida.](#)

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Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Hermine: KUA was not impacted by Hurricane Hermine and did not participate in any external meetings related to the hurricane.

Matthew: The Governor and/or his Representatives held daily meetings to discuss logistical challenges and each utility's readiness before the hurricanes and logistical needs associated with restoration and restoration progress after the hurricanes impacted Florida. The meetings held by KUA or by the Governor's office were as follows:

October 4, 2016	KUA Staff Meeting
October 5, 2016	Hurricane Matthew Preparedness Meeting
October 5, 2016	FMPA Briefing on Hurricane Matthew Preparedness
October 6, 2016	Hurricane Matthew Meeting

Irma: The Governor and/or his Representatives held daily meetings to discuss logistical challenges and each utility's readiness before the hurricanes and logistical needs associated with restoration and restoration progress after the hurricanes impacted Florida.

September 6, 2017	Governor's CEO call
September 8, 2017	Hurricane Irma's KUA Staff Meeting
September 9, 2017	Governor's Electricity Utility CEO Conference Call
September 10, 2017	Governor's Electric Utility CEO Conference Call
September 11, 2017	Florida Public Power Update Conference Call
September 11, 2017	FMEA/FMPA Municipal Storm Response Coordination
September 11, 2017	Governor's Conference Call
September 11, 2017	Florida Public Power Update Conference Call
September 11, 2017	FMEA/FMPA Municipal Storm Response Coordination
September 12, 2017	FMEA Conference Call
September 12, 2017	Governor's Conference Call

September 12, 2017	FMEA/FMPA Municipal Storm Response Coordination Call
September 13, 2017	Governor's Electric Utility Conference Call
September 15, 2017	Governor's Conference Call with Electric Utilities
September 16, 2017	Governor's Conference Call
September 17, 2017	Governor's Conference Call
September 18, 2017	Governor's Conference Call
September 19, 2017	Governor's Conference Call
September 20, 2017	Governor's Conference Call

Maria: The Governor and/or his Representatives held daily meetings to discuss logistical challenges and each utility's readiness before the hurricanes and logistical needs associated with restoration and restoration progress after the hurricanes impacted Florida.

September 26, 2017	Puerto Rico Update with Kissimmee
September 27, 2017	County Emergency Management Meeting
October 2, 2017	Conference Call on Puerto Rico
October 10, 2017	Intergovernmental Meeting Puerto Rico

Nate: The Governor and/or his Representatives held daily meetings to discuss logistical challenges and each utility's readiness before the hurricanes and logistical needs associated with restoration and restoration progress after the hurricanes impacted Florida.

October 5, 2017	Governor's Conference Call Tropical Storm Nate
October 7, 2017	Governor's Conference Call

- c. Date mutual aid was requested and nature of request. KUA requested line crew mutual aid for Hurricanes Matthew and Irma. The request for Hurricane Matthew was initiated on the morning of October 6, 2016. The request was rescinded on the next morning after minimal impacts to KUA's electric system. With respect to Hurricane Irma, KUA requested line crew mutual aid on September 7, 2017. The mutual aid crews were released on September 14, 2017 once restoration was complete.

2. Please provide a detailed description of the utility's allocation of storm duties for all personnel. This should include a description of each function and the number of utility personnel assigned. KUA follows the Incident Command System (ICS) established by the National Incident Management System (NIMS). Pursuant to the ICS structure, KUA has allocated storm duties among each of its departments. All KUA employees are expected and directed to contribute to KUA's storm preparation and restoration efforts. The allocation of storm related functions is set forth in KUA's Emergency Operations Plan (EOP) where each employee is assigned to one of the following areas: i) Operations (156 employees), ii) Logistics (40 employees), or iii) Customer Relations (100 employees).
3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?

Hurricane Matthew

10/6/2016

Hurricane Irma

9/12/2017

### Damage Assessment Process

4. Please provide a detailed overview of the initial damage assessment process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate, including the number of utility employees or contractors involved, their duties, and how initial damage assessment is disseminated within the utility to assist in restoration activities. Additionally, please provide photographs or other visual media that memorializes storm damage, which was documented during the initial damage assessment process. KUA's initial damage assessment process included: i) deploying damage assessment teams to determine the extent of the system impacts, ii) determining the required resources (manpower, equipment, and materials) needed to complete the restoration process as rapidly and safely as possible, iii) deploying the resources systematically to facilitate the most efficient restoration, iv) providing restoration estimate timelines for customers.









5. Please provide a description of how damage assessment data is updated and communicated internally. Data is uploaded to KUA's damage assessment application by the assessment teams. This application is overlaid onto KUA's outage map which is used by operations personnel to dispatch crews. As the repairs are made and power is restored, the outage map is updated and viewable to all involved in the restoration efforts.

### **Restoration Workload**

6. Please provide a detailed description of how the utility determines when and where to start restoration efforts. KUA begins its restoration efforts when the sustained winds reduce to 35mph. In general, the restoration efforts are coordinated to restore electric service in the following order or priority:
  - Power plants
  - Transmission lines
  - Substations
  - Main distribution feeders
  - Priority facilities (i.e. emergency service facilities, etc.)
  - Distribution line lateral
  - Individual transformers and services

7. For Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please complete the following table on workload priority: [Note: KUA's response below is limited to Hurricanes Matthew and Irma.](#)

Personnel Responsible for Restoration Workload Assignments		
Title	Years of experience	Number of crews managed
<a href="#">Assistant Vice President – Engineering &amp; Operations</a>	32	<a href="#">6 substation electricians and 4 relay technicians</a>
<a href="#">Manager – T&amp;D Operations</a>	26	<a href="#">6 5-person and 5 2-person crews</a>
<a href="#">Manager – Distribution Engineering</a>	22	<a href="#">21 2-person assessment teams</a>

8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments. [As the restoration progresses, personnel may be re-assigned from one area to another to further support the restoration efforts. An example of this would be members of the damage assessment teams assisting with design, allocating materials, or mutual aid crews once the assessments are complete. This is somewhat fluid and re-assignments are based on the operational needs. Another example would be KUA's call center staffing and hours of operation which adjusts based on call volume.](#)
9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate. [As indicated in response 1c, KUA requested mutual aid for Hurricanes Matthew and Irma. The aid requested for Hurricane Matthew was rescinded after KUA experienced minimal impacts to its electric system. For Hurricane Irma, mutual aid was not released until all customers who could receive power were restored.](#)

### Staffing Considerations

10. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following, please provide the following: [These answers are applicable to Irma only and in some cases may include the answer "None"](#).
- Days of lodging provided for Utility personnel (Person-Days) – [None](#)
  - Days of lodging provided for mutual aid partners (Person-Days) - [4 days – 96 people](#)
  - Number of meals provided for Utility personnel - [4,755](#)
  - Number of meals provided for mutual aid partners - [894](#)
  - Number of Utility personnel injuries – [None](#)
  - Number of mutual aid partner injuries – [None](#)



- g. Number of Utility personnel fatalities -  
None
- h. Number of mutual aid partner fatalities -  
None

Please note any delays in restoration associated with items e-h above.  
None

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event. *Note: KUA's response below is limited to Hurricanes Matthew and Irma.*  
KUA considers its system fully restored when electric service has been returned to every customer impacted by the storm event that can receive power. KUA's electric system was fully restored on October 7, 2016 for Hurricane Matthew and September 14, 2017 for Hurricane Irma.

### Customer Communication

12. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following for each county in the Utility's service territory affected by the storms.
- a. Total number of customer accounts –
    - Hurricane Matthew – 73,011
    - Hurricane Irma – 74,645
  - b. Peak number of outages
    - Hurricane Matthew – 1,852
    - Hurricane Irma – 36,021
13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate. *Call center personnel were utilized to answer incoming customer inquiries before, during and after the storms. The primary contact reason was to report a power outage and receive status updates.*
14. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate. *41 employees were available to answer customer inquiries*
- a. Were there additional personal deployed or 3rd party entities utilized to help address customer contacts during each named storm event? If so, how many? *No, that was not needed in our restoration efforts for Matthew and Irma.*
15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate. *During Hurricane Irma, September 11 and 12, 2017, total contacts received were 14,761. Of those, 10,963 were phone calls and 3,798 were electronic contacts (website/chats). During Hurricane Matthew October 6 and 7, 2016 1,119 calls were received and 87 electronic contacts.*

16. Please provide all methods (call centers, email, Utility website, etc.) utilized to submit and collect customer contacts before, during, and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate. We utilized the following: [KUA utilized the following methods: primary phone system, automated outage call system, web chat, web form, and text message.](#)
17. Please describe the step by step process(es) by which customer contacts are addressed before, during, and after a named storm event. If different during each timeframe, please describe the step by step process during each separately. [The reason for the contact is determined. If the contact is to report an outage the customer service representative will determine if the location is part of a known outage. If not, the outage is reported. This process does not change based on the timeline of the event. If the contact is for any reason other than to report an outage, the contact is handled through KUA's normal procedures.](#)
  - a. Did the Utility identify any delays in restoration as a result of addressing customer contacts related to Hurricanes Hermine, Matthew, Irma, Maria, and Nate? If so, please provide detail. [No delays were experienced as a result of addressing customer contacts related to the two hurricanes that affected KUA, Matthew and Irma.](#)
18. Please provide whether or not customer contacts are categorized (by concern, complaint, information request, etc.) If so, how are they categorized? If not, why not? [Calls are always categorized into eight categories: Bill Payment, Bill Question, Payment Arrangement, General Inquiry, Open-Close-Transfer Account, Field Issues \(including outages\), Reconnect, E-bill.](#)
19. Please provide a detailed description of how customer service representatives are informed of restoration progress. [Customer service receives updated restoration information from Corporate Communication via email. Information includes number and percent of customers impacted, safety notifications, restoration progress. Customer Service also receives public notifications including how to report an outage, how restoration efforts are conducted, assessment progress and critical infrastructure restoration updates in addition to mutual aid updates.](#)
  - a. Is there a script provided to each customer service representative to relay restoration progress to customers? If so, what is the process by which the script is created? [Our scripting is based on established priority restoration efforts and is included as part of our EOP.](#)
20. Please describe the process the Utility uses to notify customers of approximate restoration times. The response should include at a minimum:
  - a. How restoration time estimates were determined. [Restoration times are developed based on past experience repairing like facilities and the severity and extent of damage.](#)
  - b. How customers are notified. [KUA notified the Osceola County Emergency Operations Center \(EOC\) of restoration updates for further dissemination.](#)
  - c. How restoration time estimates are updated. [Restoration times are updated based on feedback received from field crews on the progression of the repairs. The estimates are then updated by system operations.](#)

- d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public. Estimates are disseminated continuously throughout the recovery effort during restoration status updates. The estimates are shared with the County EOC who, in turn, can share that information with other EOC representatives.

Please note: KUA restored 100% of its customers impacted by Hurricane Matthew within 24 hours and Hurricane Irma within 75 hours.

### Material Considerations

21. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please provide a description of how vehicle fuel was procured for Utility personnel and mutual aid partners. As part of the response, please answer the following: Note: KUA's responses below are limited to Hurricanes Matthew and Irma.
  - a. Whether or not the Utility has fuel stored for these types of events -  
KUA normally has sufficient fuel on hand for these types of events. During Hurricane Irma, KUA had half of its normal unleaded fuel capacity due to on-site tank repairs.
  - b. Whether or not fuel shortage was an issue during these events –  
Fuel shortage was not an issue due to sufficient delivery.
  - c. Whether or not there were any delays due to fuel shortage –  
We ordered fuel in advance due to hurricane approaching, but if there was any more of a delay it could have been detrimental to the fleet operations.
  - d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews –  
There was an abundant amount of vehicles available.
22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. KUA experienced an issue with the delivery of fuel during Hurricane Irma. KUA ordered fuel seven days before the storm arrived and was told the delivery would be Friday, September 8<sup>th</sup>. Subsequently, KUA was informed that the delivery would be Monday, September 11<sup>th</sup>. But, KUA did not receive fuel until Tuesday, September 12<sup>th</sup> after the hurricane had passed. Fortunately, KUA still had enough fuel to support its restoration efforts, including those of mutual aid crews from outside KUA. Also, KUA did not experience problems with supply of other needed materials, such as overhead material and wood poles.

### Restoration Process

23. Please provide a summary timeline of the utility's restoration process for each hurricane: Hermine, Matthew, Irma, Maria, and Nate. The timeline should include, but not limited to, staging, stand-down, deployment, re-deployment, allocation, mutual aid, release of mutual aid, and date last outage was restored.  
Hurricane Matthew
  - Staging – Occurred when KUA service area was within 72 hours of projected storm path

- Deployment – Resources and damage assessment teams are deployed when the wind speeds reduced to 35 mph
- Allocation – Resources allocation are modified following the initial damage assessment (typically within first 24 hours)
- Mutual Aid – Requested on 10/6/2016
- Release of Mutual Aid – 10/7/2016
- Date Last Outage was restored – 10/7/2016

#### Hurricane Irma

- Staging – Occurred when KUA service area was within 72 hours of projected storm path
- Deployment – Resources and damage assessment teams are deployed when the wind speeds reduced to 35 mph
- Allocation – Resources allocations are modified following the initial damage assessment (typically within first 24 hours)
- Mutual Aid – Requested on 9/7/2017
- Release of Mutual Aid – 9/14/2017
- Date Last Outage was restored – 9/14/2017

24. Please explain how the Utility validates adherences and departures from its storm preparation plan. All Departments –  
KUA's storm readiness, standby, and restoration work is governed according to its Emergency Operations Plan (EOP), which was significantly updated to reflect lessons learned from KUA's experiences in 2004 with Hurricanes Charley, Francis, and Jeanne. Following each storm event, the utility performs a post-storm assessment to review our performance. At that time, deviations from the plan and lessons learned are discussed. As a result, the EOP is updated accordingly to reflect best practices.
- a. If the Utility does not assess departures from its storm plan, explain why not. *N/A*
  - b. If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not. *N/A, for same reason as stated in 24a.*
  - c. Have departures from the Utility's storm preparation plan resulted in modification of the storm preparation plan during 2015 through 2017? If so, please explain how with examples. *Yes, following the 2016 storm season KUA modified its approach to damage assessment to improve the overall restoration process.*
25. Please explain how the Utility validates adherences and departures from its storm restoration plan. *See Answer to 24. above.*
- a. If the Utility does not assess departures from its storm restoration plan, explain why not.
  - b. If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not.
  - c. Have departures from the Utility's storm restoration plan resulted in modification of the storm restoration plan during 2015 through 2017? If so, please explain how with examples.

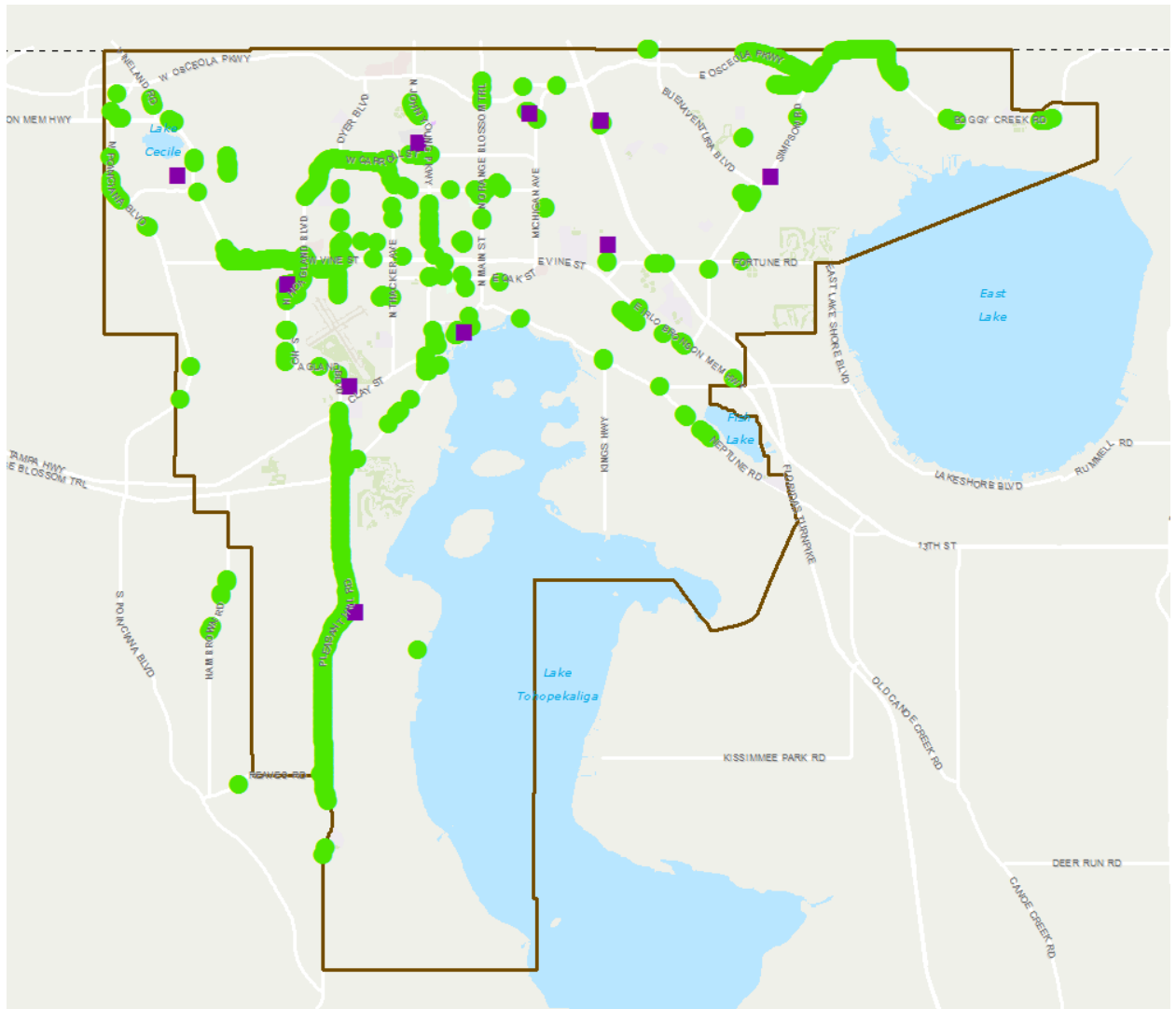
### Outages

26. Please identify all counties, including reporting regions/division for each county if applicable, that were impacted (had outages or damage) due to Hurricanes Matthew, Hermine, Irma, Maria, and Nate. [Osceola County was impacted by Hurricanes Matthew and Irma.](#)
27. Please complete the table below summarizing the wind speed and flooding impacts by county in the utility's service area. If the requested information is not available by county, please provide the information on a system basis. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate. [Note: KUA's response below is limited to Hurricanes Matthew and Irma.](#)

Weather Impact				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
<a href="#">Osceola (Matthew)</a>	22	27	0.03	N/A
<a href="#">Osceola (Irma)</a>	58	79	0.61	N/A

### Hardened and Non-Hardened Structures

28. Please provide a county map or graphic indicating the geographic locations where the Utility's infrastructure was storm hardened after 2006. For purposes of this question, do not include vegetation management.





29. Please complete the table below summarizing hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate. **Note:** KUA's response below is limited to Hurricanes Matthew and Irma.

<b>Hardened Facilities</b>		
<b>Hurricane</b>	<b>Number of Facilities Requiring</b>	
	<b>Repair</b>	<b>Replacement</b>
<b><i>Transmission</i></b>	N/A	N/A
Structures		
Substations		
<b>Total</b>		
<b><i>Distribution</i></b>	N/A	N/A
Poles		
Substation		
Feeder OH		
Feeder UG		
Feeder Combined		
Lateral OH		
Lateral UG		
Lateral Combined		
<b>Total</b>		
<b><i>Service</i></b>	N/A	N/A
Service OH		
Service UG		
Service Combined		
<b>Total</b>		

30. Please complete the table below summarizing non-hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.  
KUA had two non-hardened distribution poles that required replacement.

<b>Non-Hardened Facilities</b>		
<b>Hurricane</b>	<b>Number of Facilities Requiring</b>	
	<b>Repair</b>	<b>Replacement</b>
<b><i>Transmission</i></b>		
Structures		
Substations		
<b>Total</b>		
<b><i>Distribution</i></b>		
Poles		2
Substation		
Feeder OH		
Feeder UG		
Feeder Combined		
Lateral OH		
Lateral UG		
Lateral Combined		
<b>Total</b>		
<b><i>Service</i></b>		
Service OH		
Service UG		
Service Combined		
<b>Total</b>		

31. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the five highest volume of outage causation that impacted the Utility's service area.  
For Hurricanes Matthew and Irma, KUA only experienced outages as a result of weather (wind, flooding, etc.) and vegetation.
32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.
- Weather
  - Road access
  - Access to personal property
  - Property Damage
  - Flooding

33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

N/A

34. How many outages were avoided by automated feeder switches during Hurricanes Matthew, Hermine, Irma, Maria, and Nate? Please explain how the data for each event was collected.

N/A

**Critical Infrastructure Restoration**

35. Please complete the table below for all critical infrastructure facilities (CIFs), by location (city/county) and facility type, which lost power, the restoration time for the CIFs and the cause of the outage (such as wind, storm-surge, flooding, debris, etc.) and facilities structure type that required replacement and/or repair. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate. *Note: KUA's response below is limited to Hurricanes Matthew and Irma.*

Hurricane (Name) – CIF						
CIF Name/Type (i.e. Hospital)	County/Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
Hospital	Osceola	7 hrs 51 min	Weather		Repair	Replace
Emergency Service Facility	Osceola	7 hrs 55 min	Weather	<i>Transmission</i>		
Hospital	Osceola	10 hrs 13 min	Weather	Structures		
Emergency Service Facility	Osceola	31 hrs 45 min	Weather	Substations		
Emergency Service Facility	Osceola	13 hrs 54 min	Weather	<b>Total</b>		
Emergency Service Facility	Osceola	14 hrs 38 min	Weather	<i>Distribution</i>		
				Poles		7
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH		
				Lateral UG		
				Lateral Combined		
				<b>Total</b>		
				<i>Service</i>		
				Service OH		16
				Service UG		
				Service Combined		
				<b>Total</b>		

**Underground Facilities**

36. Please provide an assessment of the performance of underground facilities during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. As part of this assessment please summarize the number of underground facilities that required repair or replacement for each event. *No underground facilities required repair or replacement.*
37. Please provide a discussion what programs/tariffs the utility has in place to promote
- a. Undergrounding of new construction (e.g., subdivisions) *Both the City of Kissimmee and Osceola County where all KUA customers reside have in place*

ordinances that require undergrounding of electrical distribution facilities for all new subdivisions.

- b. Conversion of overhead to underground – At KUA's discretion, overhead facilities can be converted to underground to improve reliability.

Please file all responses electronically no later than December 15, 2017 from the Commission's website at [www.floridapsc.com](http://www.floridapsc.com), by selecting the Clerk's Office tab and Electronic Filing Web Form. Please contact me at [wtaylor@psc.state.fl.us](mailto:wtaylor@psc.state.fl.us) or at 850.413.6175 if you have any legal questions, or contact Emily Knoblauch for technical questions at [eknoblau@psc.state.fl.us](mailto:eknoblau@psc.state.fl.us) or at 850.413.6632.

Sincerely,

*/s/Wesley Taylor*

Wesley Taylor  
Attorney

WDT/as

cc: Office of Commission Clerk  
Office of Public Counsel ([kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us), [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us))