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December 15, 2017

Ms. Carlotta Stauffer, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850

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

Dear Ms. Stauffer:

Attached for electronic filing is Gulf Power Company's response to Staff's First Data Request in Docket 20170215-EU.

Sincerely,

A handwritten signature in blue ink that reads "Rhonda J. Alexander".

Rhonda J. Alexander
Regulatory, Forecasting and Pricing Manager

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Attachments

cc: Gulf Power Company
Jeffrey A. Stone, Esq., General Counsel
Beggs & Lane
Russell Badders, Esq.
Florida Public Service Commission
Wesley Taylor, Office of the General Counsel
Emily Knoblauch, Division of Engineering

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.
 - b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.
 - c. Date mutual aid was requested and nature of request.

RESPONSE:

Pre-storm preparations and coordination starts well before storm season and the threat of possible impact. Below is an outline of formal meetings conducted by the Gulf Power Corporate Emergency Management Center (CEMC) leadership for the requested events. Every coordination meeting includes updates, future plans, and possible needs associated with each area of the CEMC (listed in response to Item No. 2). This response does not include the internal and external meetings held by the various CEMC Leaders, their teams, and other entities associated with pre-storm coordination.

- a. Hermine: On 08/31/16 and 09/01/16, Gulf Power held formal meetings to discuss Hermine's potential impact, the potential need for additional resources to assist with restoration, and planning for how to handle the logistics associated with restoration efforts.

Matthew: On 10/05/16 and 10/06/16 Gulf Power held formal meetings to discuss Matthew's potential impact and how Gulf Power would respond to mutual assistance requests.

Irma: On 09/05/17, 09/08/17, 09/09/17, and 09/10/17 Gulf Power held formal meetings to discuss Irma's potential impact, the potential need for additional resources to assist with restoration, and planning for how to handle the logistics associated with restoration efforts.

Maria: Gulf Power did not hold any formal meetings related to Maria.

Nate: On 10/05/17 and 10/06/17 Gulf Power held formal meetings to discuss Nate's potential impact and determine resource needs.

b. Hermine: Gulf Power participated in formal calls with other Southern Company operating companies and the Southeastern Electric Exchange on 08/29/16, 8/30/16, 09/01/16, 09/02/16, and 09/03/16 to discuss resource allocation among utilities to assist with restoration.

Matthew: Gulf Power participated in formal calls with other Southern Company operating companies and the Southeastern Electric Exchange on 10/05/16, 10/06/16, 10/07/16, 10/08/16, and 10/10/16 to discuss resource allocation among utilities to assist with restoration.

Irma: Gulf Power participated in formal calls with other Southern Company operating companies and the Southeastern Electric Exchange between 09/05/17 and 09/13/17 to discuss resource allocation among utilities to assist with restoration.

Maria: Gulf Power did not participate in any calls related to Maria.

Nate: Gulf Power participated in formal calls with other Southern Company operating companies and the Southeastern Electric Exchange between 10/05/17 and 10/08/17 to discuss resource allocation among utilities to assist with restoration

c. Hermine: Gulf Power requested Southern Company assistance for distribution line resources on 9/01/16.

Matthew: Gulf Power did not request assistance.

Irma: Gulf Power did not request assistance.

Maria: Gulf Power did not request assistance.

Nate: Gulf Power requested outside assistance for distribution line and vegetation management resources on 10/05/17.

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.

RESPONSE:

As part of Gulf Power's Storm Restoration Procedure, each employee is assigned a storm restoration role. These initial assignments may change as business or restoration needs change and are based upon individual skills and training. Gulf Power's Corporate Emergency Management Center (CEMC) organization is broken down into 22 functional support teams with primary and backup leadership as shown below:

<i>Functional Group</i>	<i>Total Employees</i>	<i>Functional Group</i>	<i>Total Employees</i>	<i>Functional Group</i>	<i>Total Employees</i>
Accounting, Finance, and Treasury	11	Distribution	518	Technology	27
Aircraft Operations	5	Emergency Operations Center	16	Logistics	117
CEMC and CEMC Staff	27	Environmental	3	Risk Management	4
Check In	14	External Affairs	5	Safety and Training	12
Contract Services	10	Facilities	15	Security	10
Corporate Communications	17	Fleet Services	16	Supply Chain	42
Customer Care Center	104	Generation	288	Transmission	95
Customer Operations	4	Human Resources	12		

*Numbers shown represent the 2017 Storm Manual initial assignments and will fluctuate based on and movement of resources to business needs response to the incident.

3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria and Nate begin to accrue for receiving mutual aid?

RESPONSE:

Accounting accruals for storm mutual assistance began in the month the storm occurred. Gulf Power was not affected or did not require mutual aid for Hurricanes Matthew, Irma or Maria and did not have accounting accruals for those storms.

Hermine: September 2016
Nate: October 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.

RESPONSE:

Gulf Power managed restoration efforts for Hurricanes Hermine, Irma, and Nate from the Distribution Control Center (DCC) and did not fully activate personnel at the substation team level.

The Trouble Call Management System (TCMS) utilized by Gulf Power provides accurate information regarding outage and trouble events, and these events were dispatched to crews and other personnel in the field to conduct initial damage assessment and make repairs.

Resources available to the DCC for damage assessment were line and service crews, and engineering personnel. As outage information came to the DCC, the outage information was either assigned to line or service crews or to engineers to assess the cause of the outage. As line or service crews could, upon arriving at the trouble location, they would assess the damage and make repairs. Engineers would be assigned events, assess damage, and communicate resource requirements back to the DCC for vegetation and line resource management.

Please see Gulf's response to Item No. 7 which shows the resources available for initial damage assessment for the requested events.

Please see pages 2 through 9 for images from Hurricanes Irma and Nate.

Irma



P-100963, out of
Chipley Substation.
1/0 Secondary pulled
down by off right of
way tree, Neutral
broken.



P-120813, out of
Chipley Substation.
Off right of way dead
tree damaged #6 CU
wire.



P-117965, Out
of Chipley
Substation.
Limb fell across
line.

NATE



P-070919, out of
Bayou Chico
Substation. Off right
of way tree fell on
service wire taking
down stub pole and
customer's mast.



P-070918, out of Bayou Chico Substation. Off right of way tree fell on service wire taking down stub pole and primary pole across the street.



P-079472, out of Bayou Marcus Substation. Off right of way tree fell and broke primary pole and conductor.

5. Please provide a description of how damage assessment data is updated and communicated internally.

RESPONSE:

Damage assessment data for Hurricanes Hermine, Irma, and Nate was primarily handled through predictive software in the Trouble Call Management System (TCMS) program and aided by engineering and field personnel as outlined in Gulf's response to Item No. 4.

During a major event that would require full activation of internal and external resources, damage assessment data is gathered at the substation level by Damage Assessment Teams (DATs) who report to Substation Team Leaders (STL). Once the STL has gathered information associated with damage assessment that data is translated into resources requests (material, vegetation maintenance resources, line resources, and other required resources) that are sent up to the area leadership for resource allocations.

Restoration Workload

6. Please provide a detailed description of how the utility determines when and where to start restoration efforts.

RESPONSE:

Either Gulf's Distribution Control Center or the Corporate Emergency Management Center will direct the restoration activities depending on the severity of the event.

Restoration begins with a coordinated company effort to proactively monitor weather predictions. These predictions are used to determine possible landfall, damage, resource allocations, and when storm conditions would allow for personnel to safely begin damage assessment and service restoration.

Resources are initially assigned and often moved to pre-landfall areas that would allow for quick response, but at the same time keeps these vital resources and equipment out of harm's way. Once weather conditions are safe, and personnel have the ability to physically access the impacted areas, and perform damage assessments, the restoration process can begin.

Outage prediction information from the Transmission and Distribution Control Centers is used to further assist in the decision-making and the allocation of resources needed.

Every weather event is different and a flexible plan is required to restore service in an efficient and safe manner. The general plan is to restore Generation and Transmission resources first to energize local substations. Substation Team Leaders have critical customer lists that include hospitals, nursing homes, lift stations, first responders, Emergency Operations Centers (EOC) and similar facilities and when possible, they will strive to restore power to these locations. Following critical customers, the focus is turned to restoring the greatest number of customers in the shortest amount of time based on the damage assessments and available resources.

7. For Hurricanes Hermine, Matthew, Irma, Maria and Nate, please complete the following table on workload priority:

RESPONSE:

Hermine: Personnel Responsible for Restoration Workload Assignments							
Title	Years of experience	Number of Crews Managed					
CEMC Manager	26	Gulf Power	Contract		Mutual Aid		Total
			Line	VM	Line	VM	
Power Delivery General Manager	37						
Power Delivery Services Manager	37	218	22	19	0	58	317

Irma: Personnel Responsible for Restoration Workload Assignments							
Title	Years of experience	Number of Crews Managed					
CEMC Manager	25	Gulf Power	Contract		Mutual Aid		Total
			Line	VM	Line	VM	
Power Delivery General Manager	37						
Power Delivery Services Manager	37	218	22	28	0	0	268

Nate: Personnel Responsible for Restoration Workload Assignments							
Title	Years of experience	Number of Crews Managed					
CEMC Manager	25	Gulf Power	Contract		Mutual Aid		Total
			Line	VM	Line	VM	
Power Delivery General Manager	37						
Power Delivery Services Manager	37	218	173	209	0	41	641

8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.

RESPONSE:

Either Gulf's Distribution Control Center (DCC) or the Corporate Emergency Management Center (CEMC) will direct the restoration activities depending on the severity of the event.

For major events, the Power Delivery Services Manager as part of the CEMC will make the initial resource allocation to the District Operation Managers (DOM's) which represent Gulf's three Districts. The CEMC Manager secures mutual aid resources (personnel and equipment) as needed and provides those resources to the Power Delivery Services Manager.

CEMC Staff maintains information on all resources and assignments in a tracking tool (Disaster Resource Management Tool - DRM).

Resources are allocated based on customer outage numbers, combined with damage assessment updates gathered to determine system status.

Multiple times a day, outage data and damage assessments are reviewed and discussions held within the DCC or CEMC to determine if additional resources are needed, or when resources should be moved.

As power restoration progresses, resources become more concentrated into the hardest hit areas. When their assistance is no longer required, resources are released, potentially to other utilities that may need assistance.

9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria and Nate.

RESPONSE:

Gulf's Corporate Emergency Management Center (CEMC) directs the restoration activities.

Hermine: The resources that were brought in were released without being needed for any work after it was determined that Hurricane Hermine would not impact Gulf Power's system.

Matthew: Gulf Power did not require any mutual aid assistance.

Irma: The system's restoration was completed by available resources in one day. Mutual assistance vegetation management crews that had been brought in were released because of a lack of work.

Maria: Gulf Power did not require any mutual aid assistance.

Nate: Gulf Power had mutual assistance crews dispersed throughout the service area in anticipation of customer outages, system damage, and expected work to restore power. As the day progressed, the outages became concentrated in the Central District around the Fort Walton Beach area. As power was restored throughout the rest of the service area, crews were re-deployed to Central District to finish the restoration. By the end of the day, all mutual assistance resources were released when power was restored throughout the system.

Staffing Considerations

10. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following, please provide the following:
- a Days of lodging provided for Utility personnel (Person-Days)
 - b Days of lodging provided for mutual aid partners (Person-Days)
 - c Number of meals provided for Utility personnel
 - d Number of meals provided for mutual aid partners
 - e Number of Utility personnel injuries
 - f Number of mutual aid partner injuries
 - g Number of Utility personnel fatalities
 - h Number of mutual aid partner fatalities

Please note any delays in restoration associated with items e-h above.

RESPONSE:

Item	Irma	Nate	Hermine	Matthew	Maria
a.	130 Persons – 1 Day	215 Persons – 2 Days	0	N/A	N/A
b.	0	252 Persons – 2 Days	97 Persons – 1 Day		
c.	1,442	1,066	0		
d.	N/A	908	194		
e.		N/A	N/A		
f.					
g.					
h.					

*Utility personnel includes native line and vegetation management contractors.

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event.

RESPONSE:

Hermine: Gulf Power began the event on 09/01/16 at 11:00PM and exited the event on 09/02/16 at 5:00 AM EST.

Irma: Gulf Power began the event on 09/10/17 at 2:30 PM and exited the event on 09/12/17 at 6:30 AM EST.

Nate: Gulf Power began the event on 10/07/17 7:30 PM and exited the event on 10/08/17 at 7:30 PM EST.

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
 - b Peak number of outages

RESPONSE:

District	Item/County	Hermine	Matthew	Irma	Maria	Nate
a.						
Central	Okaloosa	N/A	N/A	92,602	N/A	92,627
	Walton			23,143		23,174
Eastern	Bay	N/A	N/A	101,709	N/A	101,772
	Holmes			2,581		2,592
	Jackson			1,398		1,398
	Washington			6,481		6,472
Western	Santa Rosa	N/A	N/A	68,697	N/A	68,898
	Escambia			152,699		152,702
b.						
Central	Okaloosa	N/A	N/A	807	N/A	17,263
	Walton			185		23
Eastern	Bay	N/A	N/A	3,925	N/A	1,729
	Holmes			126		71
	Jackson			89		0
	Washington			2,399		345
Western	Escambia	N/A	N/A	2,886	N/A	10,519
	Santa Rosa			315		10,775

13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria and Nate.

RESPONSE:

Customer Service Representatives (CSRs) are routinely available to customers by answering calls, responding to online requests and communicating through online customer chat. For the hurricanes in question, CSRs in the Customer Care Center were utilized in their normal capacity of assisting customers as mentioned above.

In preparation for Irma and Nate, staffing was adjusted before, during and after the storms made landfall to ensure adequate coverage was in place to eliminate any shift changes during the height of the storm. Please see Gulf's response to Item No. 17 that clearly outlines how Gulf's staffing is managed in the Customer Care Center during these times.

14. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
- 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?

RESPONSE:

Item	Hermine	Matthew	Irma	Maria	Nate
No. Cust Svc. Reps.	79	79	73	73	71
Additional 3 rd Party Reps.	0	0	0	0	0

15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

RESPONSE:

Gulf Power experienced no outages due to Hurricanes Hermine, Matthew or Irma.

Item	Hermine	Matthew	Irma	Maria	Nate
No. Cust Contacts Recvd.	0	0	2,496	0	7,366

*Number of contacts represent outage-related contacts reported by phone and Online Customer Care (OCC)

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.

RESPONSE:

Normal methods or channels available to customers to report outages include:

- Phone (self-serve) via the Interactive Voice Response system
- Phone (representative assisted)
- Online customer care (self-serve)
 1. www.gulfpower.com
 2. Gulf Power mobile app

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.
- 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.

RESPONSE:

Customers may report outages using the Interactive Voice Response system (IVR), by speaking directly to a customer service representative, or by reporting the outage online. During a storm event, these channels remain available to customers pre-storm, during the storm, and post-storm.

If a storm is not a direct threat to the service area, normal operations are maintained. While operations remain normal, storm plans are reviewed and potential scenarios are considered with preparation for appropriate actions should the storm change course and become a threat to the service area.

In the event of a storm that is a direct threat to the Company's service area, the Customer Care Center goes into a storm mode of operation, as follows:

- Pre-Storm
 - Customer service representatives are assigned to one of three 8-hour shifts that are activated and rotated post-storm throughout restoration.
 - A smaller group of representatives and supervisors are identified to work during the storm to receive customer contacts. All other representatives are sent home prior to the storm's arrival.
 - The Customer Care Center relocates computers and phones to Gulf Power's storm center to safely maintain operations throughout the storm.
- During the storm
 - The Customer Care Center remains available for customers with a smaller group of representatives at the Company's storm center.
- Post-storm
 - The three 8-hour shift rotations begin and continue throughout restoration. The Customer Care Center will return to its normal schedule only once restoration is complete.

No delays in restoration were identified as a result of addressing customer contacts related to Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

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?

RESPONSE:

When customers call the Gulf Power Customer Service phone number for assistance, their call type is categorized based upon the menu selection the customer makes using the Interactive Voice Response System (IVR).

Outage calls are identified through the following ways:

1. Selecting an outage option from the IVR menu on the main customer service line.
2. Any calls to Gulf Power's special power outage phone number.

Outages reported online are identified in the internal reporting tool used to collect all online transactions.

19. Please provide a detailed description of how customer service representatives are informed of restoration progress.
 - 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?

RESPONSE:

Customer Service Representatives at Gulf Power do not receive a script to recite to customers regarding restoration efforts. While the CSRs receive all official communications regarding restoration progress sourced from Corporate Communications, the Customer Care Center utilizes Yammer as its primary source of information and restoration progress.

Yammer is an internal social media platform. The Customer Care Center (CCC) maintains its own Yammer group for storms. There are two individuals on the Customer Care Center Management Team whose storm assignment is to continually monitor the storm and update Yammer to provide on-going communications to the representatives in the Center throughout the storm event. As soon as a storm is named, communication begins with all employees assigned to the CCC. Pre-storm, during the storm and all post-storm and restoration information is funneled to the representatives through this channel. Yammer is one place for all information to reside, with the option for representatives to pose questions if needed and for all to see the answer.

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.
 - b How customers are notified.
 - c How restoration time estimates are updated.
 - d How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.

RESPONSE:

- a. Estimated restoration times are determined by multiple factors including the number of customers affected, number of individual outage events, devices affected (substation, breakers, mainlines, poles, equipment and taps), the number of on system crews available, and the number of outside crews that are secured, and ETAs supplied by crews. These factors combined with the information gathered during initial feeder patrols and crew working during the storm are then used to determine estimated restore times for areas and individual customers.

- b. Gulf Power provides continuous updates to customers before, during, and after storms. Communications to the public are provided through:

Gulf Power App: Gulf Power provides and advertises a free Power Out phone app. The app allows customers to access our Power Outage map, report an outage, or monitor the status of an outage. The app also provides access to other Gulf Power social media and websites.

Power Out Alerts: Customers can sign up to receive texts, emails or phone calls regarding outages at a home or business for no charge.

Social Media: Gulf Power's Facebook page and Twitter feed provides updates 24/7 during a major storm, including restoration information.

News Releases/News Media: After a storm has passed, Gulf has at least two news releases a day, coordinated with the State Emergency Operations Center (EOC) website updates. News releases include information on how to communicate with Gulf Power, storm safety tips, information about our crews, and outage restoration.

PSAs: Gulf also has pre-recorded public service announcements that play on local radio stations sharing safety tips and information about how to connect with Gulf Power.

- c. Revised restoration times are updated automatically through our Power Outage map which is accessible through our website (www.gulfpower.com) and our Gulf Power App. Customers that are signed up through our Power Out alert system will receive updates via text, phone or email about the status of their outage as it changes. Social media is also used for these updates.
- d. We work closely with state and local officials throughout our service area to communicate restoration information. Throughout major storms Gulf Power places representatives at all affected county Emergency Operation Centers (EOCs) as well as the State EOC to provide timely restoration updates.

After a storm has passed, Gulf has at least two news releases a day, coordinated with the State EOC website updates. News releases include information on how to communicate with Gulf Power, storm safety tips, and information about our crews, and outage restoration.

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:
- a. Whether or not the Utility has fuel stored for these types of events
 - b. Whether or not fuel shortage was an issue during these events
 - c. Whether or not there were any delays due to fuel shortage
 - d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews

RESPONSE:

- a. As part of the Gulf Power Storm Restoration Plan, there are contracts in place that secure fuel resources before and during major events. Prior to storm season, fuel levels at each of the operating facilities is increased and maintained at optimum levels.
- b. For the storm events in question, fuel resources were not an issue for Gulf Power.
- c. For the events in question, there were no fuel shortages or delays caused by such.
- d. For the events in question, Gulf Power had sufficient fuel and equipment available.

22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

RESPONSE:

As part of the Gulf Power Storm Restoration Plan, material inventory levels on critical items are increased prior to storm season. Gulf Power did not experience any complications or delays such as shortages or delayed delivery of materials for Hermine, Matthew, Irma, Maria, or Nate.

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.

RESPONSE:

Every event is different and the restoration process is a very fluid, day-to-day process based on available knowledge.

Hermine: Gulf Power began having internal discussions about the potential impact of Hermine on 08/31/16. Gulf was affected by Hermine on 09/01/16 and exited the event on 09/02/16. Gulf activated the logistics support for the event on 08/31/16 to ensure plans were in place to provide lodging, fueling, feeding, etc. Gulf Power then sent assistance to Georgia Power and the City of Tallahassee on 09/02/16. Gulf Power released the assistance it had secured from Mississippi Power on 09/01/16.

Matthew: Gulf Power began having internal discussions about the potential impact of Hurricane Matthew on 10/05/16. Gulf Power did not escalate preparations for the storm. On 10/08/16, Gulf sent assistance to Florida Public Utilities and Georgia Power.

Irma: Gulf Power began having internal discussions about the potential impact of Irma on 09/05/17. On 09/08/17, Gulf Power activated the logistics support for the event to ensure plans were in place to provide lodging, fueling, feeding, etc. Gulf Power was affected by Irma on 09/10/17 and exited the event on 09/12/17. On 09/12/17, Gulf Power provided assistance to Georgia Power and Tampa Electric Company. When crews were released from those utilities, some were sent to assist Florida Power and Light.

Maria: Gulf Power did not have any activities related to the event.

Nate: Gulf Power began having internal discussions about the potential impact of Nate on 10/05/17. Gulf Power activated the logistics support for the event on 10/06/17 to ensure plans were in place to provide lodging, fueling, feeding, etc. Gulf Power was affected by the event on 10/07/17 and exited the event on 10/08/17. Release of mutual aid/outside resources acquired happened on 10/08/17. Gulf Power did not provide mutual aid to anyone for Nate.

24. Please explain how the Utility validates adherences and departures from its storm preparation plan.
- a. If the Utility does not assess departures from its storm plan, explain why not.
 - b. If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not.
 - 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.

RESPONSE:

- a. Gulf Power's Storm Restoration Plan is intended to be flexible and scalable for the events which impact Gulf Power, and because of this, departures nor adherences are tracked.
- b. Gulf Power's Storm Restoration Plan is intended to be a framework that puts the right personnel in position to make decisions that allow the restoration process to go forward in an efficient and effective manner, and for this reason departures are not memorialized
- c. While departures are not assessed, and memorialized in an official manner feedback, best practices, and lessons learned are gathered, discussed, and changes implemented if deemed necessary. This would include our "storm drill" events as well. Some examples would include changes in how outages numbers are communicated internally between different Corporate Emergency Management Center (CEMC) teams. Another would be changes in the CEMC organizational chart that allows for a more streamlined approach to resource allocation.

25. Please explain how the Utility validates adherences and departures from its storm restoration plan.
- 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.

RESPONSE:

Please see Gulf's response to Item No. 24.

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.

RESPONSE:

District	County	Hermine	Matthew	Irma	Maria	Nate
Central	Okaloosa	N/A	N/A	Impacted	N/A	Impacted
	Walton			Impacted		Impacted
Eastern	Bay	N/A	N/A	Impacted	N/A	Impacted
	Holmes			Impacted		Impacted
	Jackson	N/A	N/A	Impacted	N/A	Not Impacted
	Washington			Impacted		Impacted
Western	Escambia	N/A	N/A	Impacted	N/A	Impacted
	Santa Rosa			Impacted		Impacted

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.

RESPONSE:

Weather Impact – Hurricane Irma					
District	County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Central	Okaloosa	27.7	42.5	0.75 - 1.00	N/A*
	Walton	25.3	33.0	1.00 - 1.50	
Eastern	Bay	34.0	45.0	1.00 - 1.50	
	Holmes	23.0	37.0	1.50 - 2.00	
	Jackson	31.1	46.1	1.50 - 2.00	
	Washington	10.0	27.0	1.50 - 2.00	
Western	Santa Rosa	28.9	40.3	0.50 - 0.75	
	Escambia	30.0	42.6	0.10 - 0.25	

Weather Impact – Hurricane Nate					
District	County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Central	Okaloosa	39.1	57.5	8.00 - 10.0	N/A*
	Walton	36.0	38.0	2.00 - 2.50	
Eastern	Bay	38.0	50.0	1.50 - 2.00	
	Holmes	6.0	0.0	1.50 - 2.00	
	Jackson	25.3	33.4	0.50 - 0.75	
	Washington	8.0	17.0	1.50 - 2.00	
Western	Santa Rosa	28.4	45.4	6.00 - 8.00	
	Escambia	40.3	53.0	4.00 - 5.00	

* Gulf Power was not impacted by Storm Surge

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.

RESPONSE:

Please see pages 2 through 4.

Revised 11/30/2017



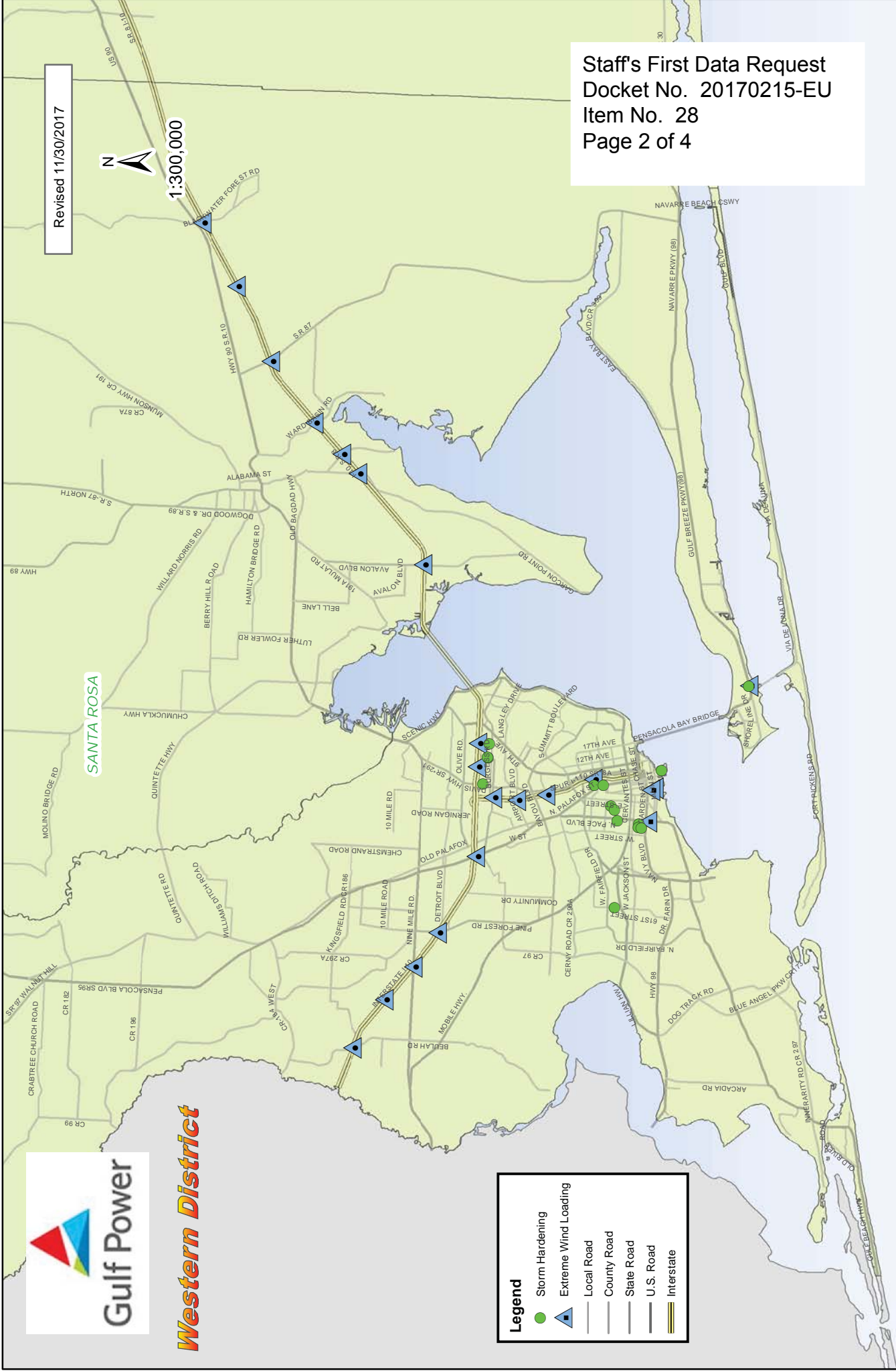
1:300,000

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Data Sources:
Gulf Power GIS Department
Florida Geographic Data Library
Created By: Justin Schmalzbach
WESTERN PSC Report/Map

Path: B:\ArcMap Projects\Inverstate Crossings\WESTERN PSC Report/Map

NOTE: Due to the position changes taking place with the Inverstate Crossings, the accuracy, completeness, or reliability of any facility maps or data provided by Gulf Power and disclaims any and all liability that results from the use of these maps or data. Any subsequent disclosure of such information is forbidden without the express written authorization of Gulf Power.



Western District

Legend

- Storm Hardening
- ▲ Extreme Wind Loading
- Local Road
- County Road
- State Road
- U.S. Road
- Interstate

Revised 11/30/2017



1:450,000

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Data Sources:
Gulf Power GIS Department
Florida Geographic Data Library
Created By: Justin Schmalzbach
Path: B:\ArcMap Projects\Interstate Crossings\CENTRAL_PSC_Report.mxd








NOTE: Due to the position changes taking place with the Florida Geographic Data Library, the GIS Department will make every effort to keep this map updated.

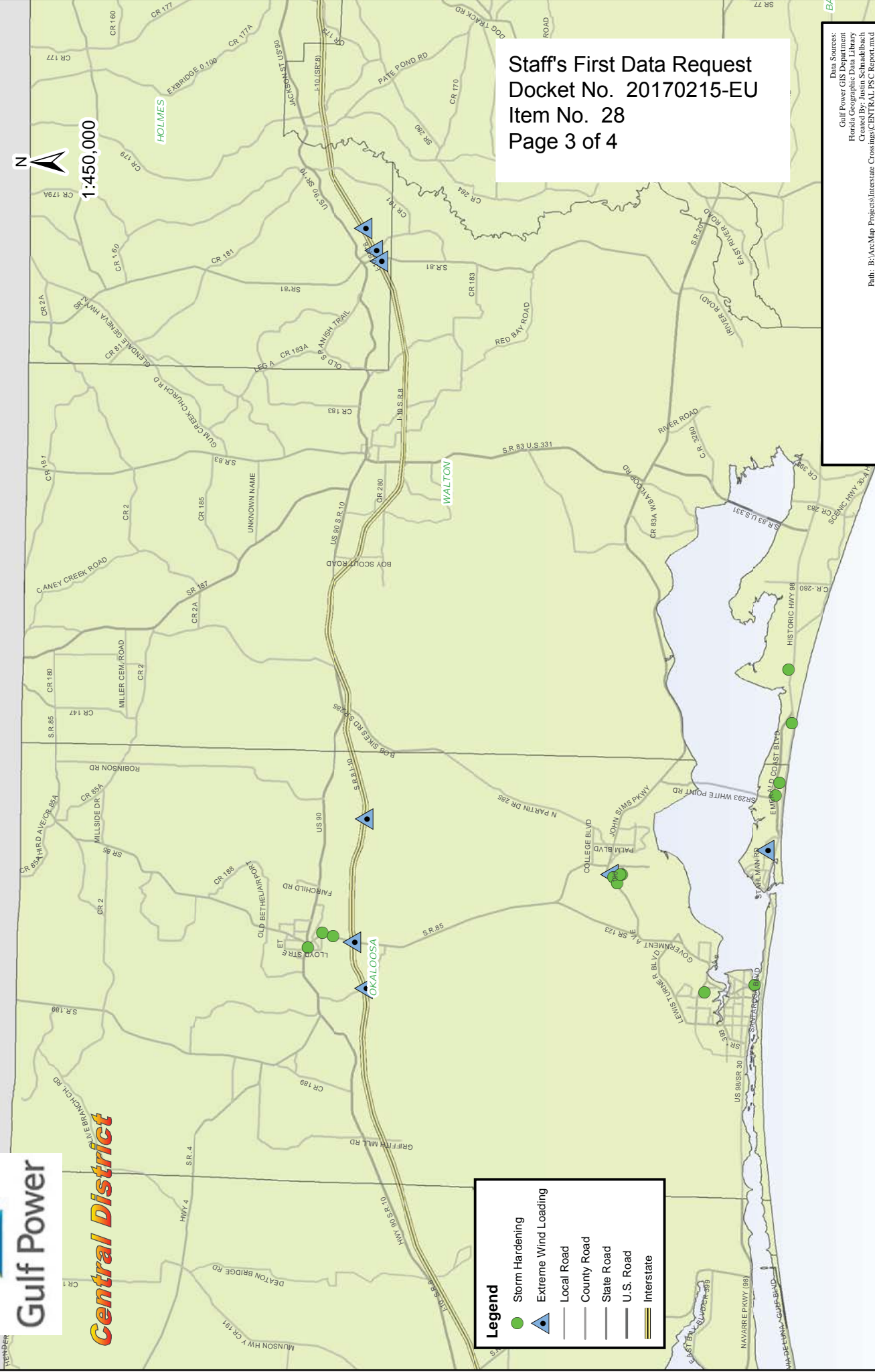
Gulf Power does not warrant or guarantee the accuracy, completeness, or reliability of any facility maps or data provided by Gulf Power and disclaims any and all liability that results from the use of these maps or data. Any subsequent disclosure of such information is forbidden without the express written authorization of Gulf Power.



Central District


Legend

-  Storm Hardening
-  Extreme Wind Loading
-  Local Road
-  County Road
-  State Road
-  U.S. Road
-  Interstate



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1:480,000

Data Sources:
Gulf Power GIS Department
Florida Geographic Data Library
Created By: Justin Schmalbach
EASTERN PSC Report/Map

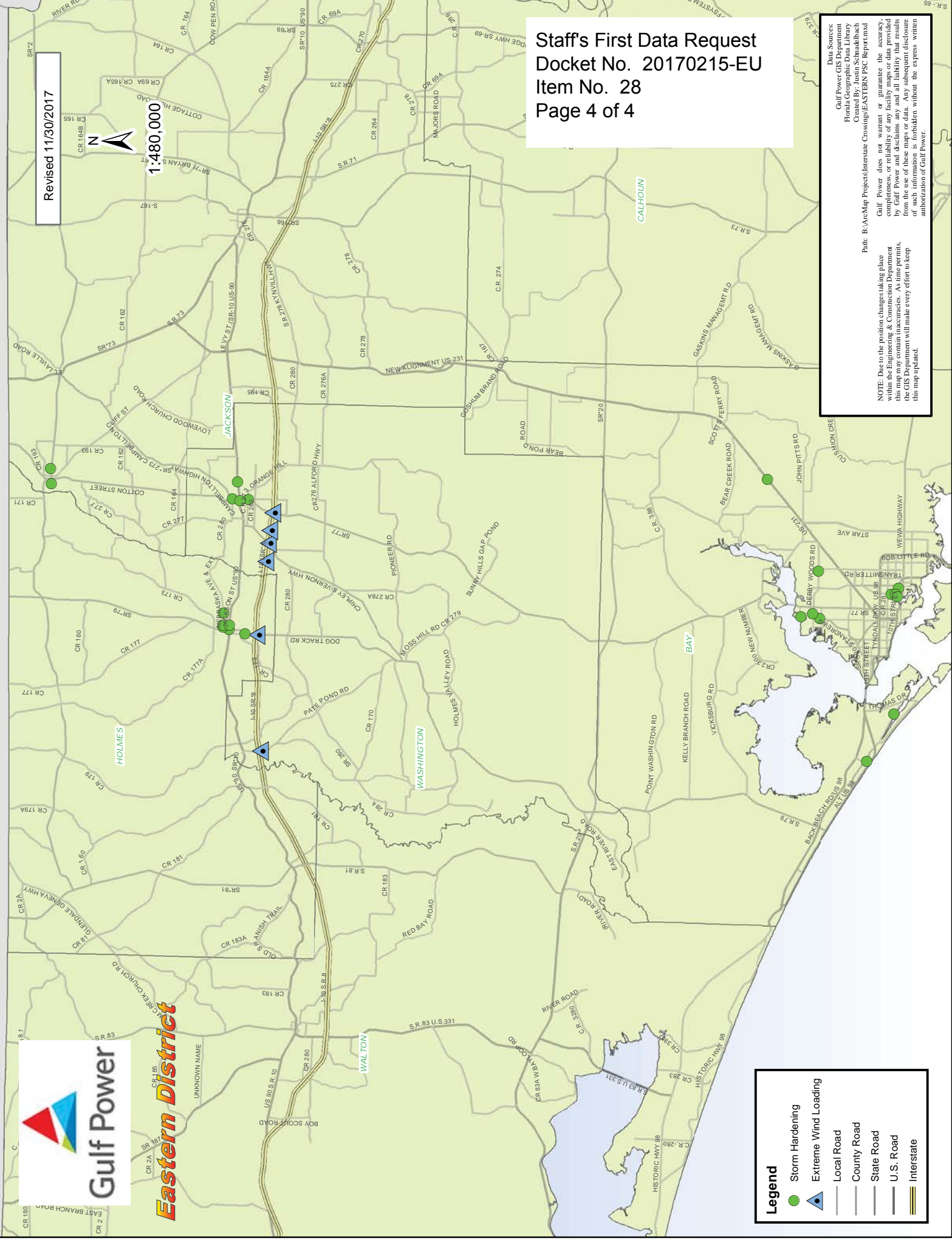
Path: B:\ArcMap Projects\Intestate Crossings\

NOTE: Due to the position changes taking place with the current location of this map may not remain accurate. As time permits, the GIS Department will make every effort to keep this map updated.

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Eastern District



- Legend**
- Storm Hardening
 - ▲ Extreme Wind Loading
 - Local Road
 - County Road
 - State Road
 - U.S. Road
 - Interstate

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.

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

RESPONSE:

Based on Gulf Power's records, we did not determine that any storm-hardened facilities were damaged during Hurricane Irma or Nate.

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.

RESPONSE:

Non-Hardened Facilities				
	IRMA		NATE	
	Number of Facilities Requiring		Number of Facilities Requiring	
	Repair	Replacement	Repair	Replacement
<i>Transmission</i>				
Structures	-	-	-	-
Substations	-	-	-	-
Total	0	0	0	0
<i>Distribution</i>				
Poles	-	1	-	5
Substation	-	-	-	-
Feeder OH	1	-	1	-
Feeder UG	-	-	-	-
Feeder Combined	-	-	-	-
Lateral OH	29	-	35	5
Lateral UG	-	1	-	1
Lateral Combined	-	-	-	-
Total	30	2	36	11
<i>Service</i>				
Service OH	36	2	58	1
Service UG	-	-	-	1
Service Combined	-	-	-	-
Total	36	2	58	2

*Includes AT&Tpoles

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.

RESPONSE:

Irma: The top five outage causes by number of events were Vegetation (164), Other Weather (41), Defective Equipment (18), Animal (10), and Unknown (9) out of a total of 252 events.

Nate: The top five outage causes by number of events were Vegetation (254), Other Weather (237), Defective Equipment (28), Lightning (26), and Animal (8) out of a total of 566 events.

32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.

RESPONSE:

For the listed events that affected the Gulf Power system, there are no major drivers that protracted service restoration time.

Irma: The average restoration time was 114 minutes. The main drivers that protracted service restoration time was the time it takes to clear downed trees and limbs from roads and facilities.

Nate: The average restoration time was 374 minutes. The main drivers that protracted service restoration was lingering weather and extended storm bands that remained in the area for almost 24 hours.

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

RESPONSE:

Gulf Power was not affected by any flooding from storm surge during the events in question.

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.

RESPONSE:

None of the facilities that are protected by Gulf Power's Automatic Transfer Schemes (ATS) or Self-Healing Networks (SHN) experienced outages due to Hurricane Irma or Hurricane Nate; therefore, these systems had no opportunity to function during the hurricanes. This was determined by reviewing Supervisory Control and Data Acquisition (SCADA) records and outage tickets for operations of devices that comprise these ATS and SHN systems.

Gulf Power was not affected by Hurricane Matthew, Hermine, or Maria.

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.

RESPONSE:

Hurricane Irma – CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
ECUA (CLS)*	Escambia	9/10/2017 17:05 (106 mins)	Trees			
ECUA (CLS)*	Escambia	9/11/2017 23:04 (380.42 mins)	Deterioration	Transmission		
ECUA (CLS)*	Washington	9/11/2017 16:46 (148 mins)	Trees	Structures	-	-
Northwest Florida Community Hospital (Hospital)	Washington	9/11/2017 15:18 (94 mins)	Wind/Rain	Substations	-	-
				Total	0	0
				Distribution		
				Poles	-	-
				Substation	-	-
				Feeder OH	1	-
				Feeder UG	-	-
				Feeder Combined	-	-
				Lateral OH	-	-
				Lateral UG	-	-
				Lateral Combined	-	-
				Total	1	0
				Service		
				Service OH	-	-
				Service UG	-	-
				Service Combined	-	-
				Total	0	0

*ECUA (CLS) = Emerald Coast Utilities Authority (Critical Lift Station)

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Hurricane Nate – CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
ECUA* (CLS)	Escambia	10/8/2017 07:39 (173.58 mins)	Wind-Blown Debris			
ECUA* (CLS)	Escambia	10/8/2017 11:48 (144.6 mins)	Trees	Transmission		
ECUA* (CLS)	Escambia	10/8/2017 07:35 (169.07 mins)	Wind/Rain	Structures	-	-
ECUA* (CLS)	Escambia	10/8/2017 07:39 (173.58 mins)	Wind-Blown Debris	Substations	-	-
ECUA* (CLS)	Escambia	10/8/2017 11:48 (241.22 mins)	Wind/Rain	Total	-	-
ECUA* (CLS)	Escambia	10/8/2017 07:15 (407 mins)	Trees	Distribution		
ECUA* (CLS)	Escambia	10/8/2017 04:09 (117.65 mins)	Trees	Poles	-	-
ECUA* (CLS)	Escambia	10/8/2017 11:14 (557 mins)	Wind/Rain	Substation	-	-
ECUA* (CLS)	Escambia	10/8/2017 07:35 (169.07 mins)	Wind/Rain	Feeder OH	-	-
ECUA* (CLS)	Escambia	10/8/2017 10:56 (501.52 mins)	Wind/Rain	Feeder UG	-	-
ECUA* (CLS)	Escambia	10/8/2017 09:56 (572.67 mins)	Wind/Rain	Feeder Combined	-	-
Bagdad Volunteer Fire Department (Fire)	Santa Rosa	10/8/2017 08:19 (126.45 mins)	Wind/Rain	Lateral OH	1	-
Dorcas Volunteer Fire Dt (Fire Dept.)	Okaloosa	10/8/2017 12:07 (486.35 mins)	Wind/Rain	Lateral UG	-	-
North Okaloosa Fire Dist (Fire Dept.)	Okaloosa	10/8/2017 05:36 (34.27 mins)	Wind/Rain	Lateral Combined	-	-
White Sands Manor (Nursing Home)	Okaloosa	10/8/2017 08:10 (268 mins)	Wind-Blown Debris	Total	1	-
Santa Rosa Energy LLC. (Utility)	Santa Rosa	10/8/2017 21:49 (170 mins)	Trees	Service		
				Service OH	-	-
				Service UG	-	-
				Service Combined	-	-
				Total	-	-

*ECUA (CLS) = Emerald Coast Utilities Authority (Critical Lift Station)

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.

RESPONSE:

Gulf Power was not affected by Matthew, Hermine, or Maria. Gulf Power's underground system performed well for both Hurricane Irma and Hurricane Nate.

Irma: Outages on overhead facilities comprised 98 percent of all outage and 99 percent of SAIDI and SAIFI. Two underground equipment items required repair or replacement—a section of direct-buried primary and a damaged riser.

Nate: Outages of overhead facilities comprised 99 percent of all outages, SAIDI, and SAIFI. Three underground equipment items required repair or replacement—a section direct-buried primary cable, a section of underground service conductor, and a flooded transformer.

37. Please provide a discussion what programs/tariffs the utility has in place to promote
- a. Undergrounding of new construction (e.g., subdivisions)
 - b. Conversion of overhead to underground

RESPONSE:

Gulf Power makes undergrounding of facilities available to all customers.

- a. Sections 6.3 and 6.4 of Gulf Power's tariff outline the process of undergrounding new construction. This process allows for a customer service focused process that balances the costs associated with the underground process.
- b. Section 6.5 of Gulf Power's tariff outlines the process for converting overhead facilities to underground. The process balances the desire of our customers with the cost of conversion.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

**IN RE: Review of electric utility hurricane
preparedness and restoration actions**)
)
)

Docket No.: 20170215-EU

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true copy of the foregoing was furnished by electronic mail this 15th day of December, 2017 to the following:

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