

CLEWISTON UTILITIES

141 CENTRAL AVENUE
CLEWISTON, FLORIDA 33440

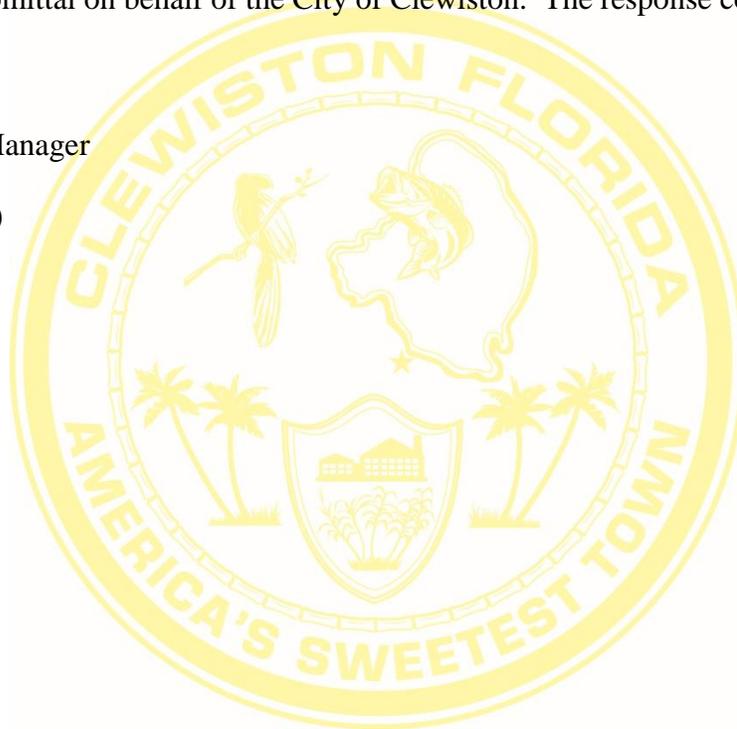
December 15, 2017

Subject: Docket No. 20170215-EU – Staff’s Data Request; Review of electric utility hurricane preparedness and restoration actions.

Mr. Taylor;

Please accept this submittal on behalf of the City of Clewiston. The response contains 16 pages.

Sincerely,
Lynne Mila
Safety/Compliance Manager
141 Central Avenue
Clewiston, FL 33440
678-200-8707



COMMISSIONERS:
JULIE I. BROWN, CHAIRMAN
ART GRAHAM
RONALD A. BRISÉ
DONALD J. POLMANN
GARY F. CLARK

STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
KEITH C. HETRICK
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

November 14, 2017

STAFF'S FIRST DATA REQUEST
via email

To:

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

Clewiston is 70 miles inland and was unaffected by Hermine, Matthew, Maria and Nate. Regarding Irma;

 - a. **on 9/5/17 Utilities Director Danny Williams met with electric superintendent to discuss strategy for trimming trees, stocking trucks with supplies, fueling trucks, tractors, chainsaws and generators.**
 - b. **FMEA Executive Director Amy Zubaly by e-mail September 6 requested data from Clewiston concerning our staffing: the numbers of internal**

employees for both lineworkers and tree/debris removal. On September 8 we received an e-mail from FMEA that dispatching of all out of state mutual aid crews to the city would be through FMEA.

- c. On September 5, 2017 we received an executed copy of the mutual aid compact and attachments from FMEA. The first crews arrived in Clewiston the evening of September 11.**
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.

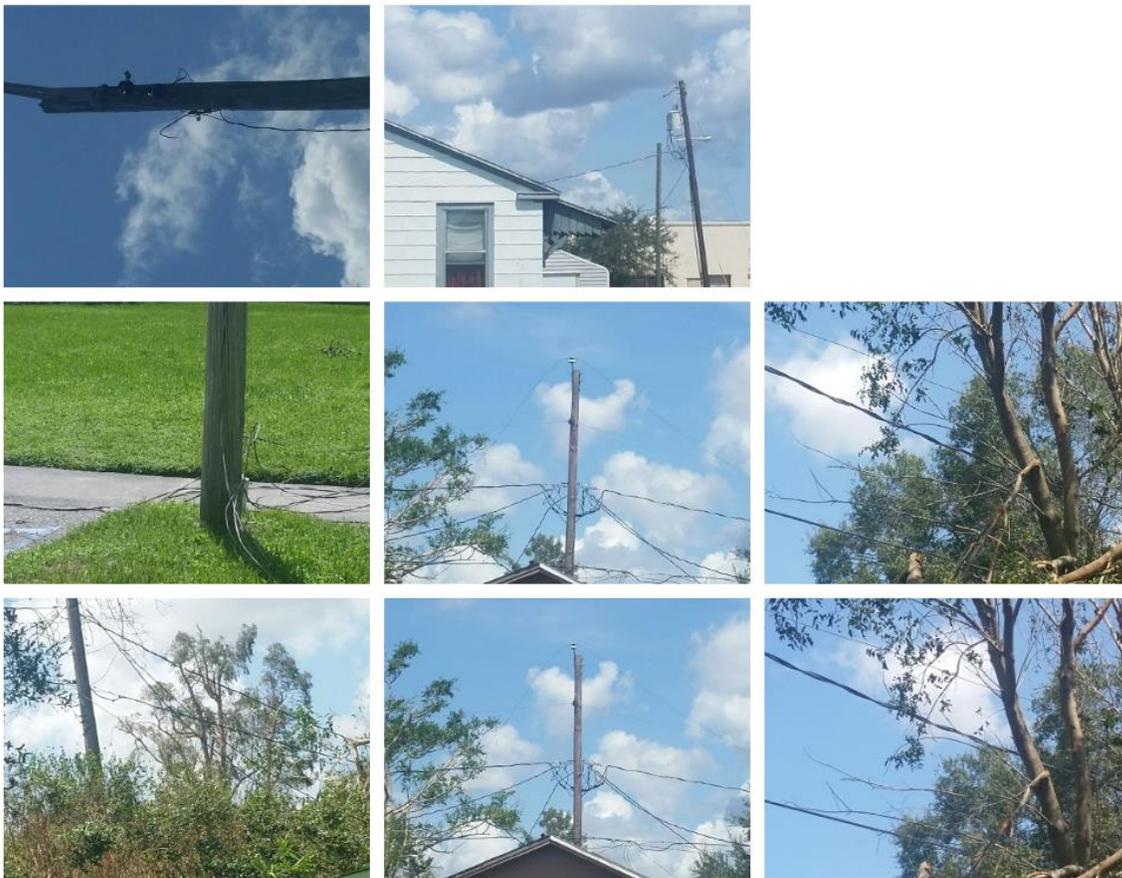
Essential personnel
Electric crew (4 linemen, 2 ground men) clear vegetation from distribution lines, inventory and stock trucks, replace chains on chainsaws, fuel all equipment, reattach power lines, replace poles, replace transformers
Utilities Director coordinate with the damage assessment team, issue any precautionary notices as required, implement maintenance and repair plan within service area, point of contact concerning mutual aid and reimbursement, may coordinate with the ICC if assistance is requested by the County EOC.
3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?

Clewiston is 70 miles inland and was unaffected by Hermine, Matthew, Maria and Nate. Regarding Irma, costs began to accrue for mutual aid on September 10, 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.

The initial damage assessment process for all Emergencies is performed by a Damage Assessment Team. The Fire Marshall (Emergency Management Director, EMD) will appoint a team leader that will oversee this team. Code Enforcement officers will assist as needed. All findings will be reported to Hendry County EOC through the City's Incident Command Center. (ICC).



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

The Primary Incident Command Center is located at the Utilities Office Building, 141 Central Avenue. The City Directors and Supervisors comprise the Incident Management Team and have authority to manage the incident or disaster under the direction of the IC.

Restoration Workload

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

The Emergency Manager Director coordinates all functions and implements the City of Clewiston Comprehensive Emergency Management Plan.

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

Personnel Responsible for Restoration Workload Assignments		
Title	Years of experience	Number of crews managed
Utilities Director	4	1 electric crew, 1 sewer/water crew, 2 plants
Electric Superintendent	25	1 electric crew

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

Workload adjusted based on criticality of service. Hospital and Water/Sewer plants were given first priority, etc..

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

Clewiston is 70 miles inland and was unaffected by Hermine, Matthew, Maria and Nate. Regarding Irma, crews were released by the Utilities Director as power was restored. Factors considered were the nature of the remaining work and the equipment and labor needed to completely restore power.

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) **0**
- b. Days of lodging provided for mutual aid partners (Person-Days)

Person	Days
14	4
8	3
13	2

- c. Number of meals provided for Utility personnel **15**
 - d. Number of meals provided for mutual aid partners **15**
 - e. Number of Utility personnel injuries **0**
 - f. Number of mutual aid partner injuries **1**
 - g. Number of Utility personnel fatalities **0**
 - h. Number of mutual aid partner fatalities **0**
- Please note any delays in restoration associated with items e-h above.

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event.
No power loss due to Hurricanes Hermine, Matthew, Maria, and Nate. With regard to Irma, our electric superintendent reported to the director that restoration was complete on September 15, 2017.
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 **4080 Hurricane Irma only**
 - b. Peak number of outages **4080**
13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
Before & during Hurricane Irma : none
After Hurricane: Answer telephones, distribute supplies, and coordinate repairs
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?
Hurricane Irma only
4 office (call center) employees, 6 electric department employees assisted by 4 water sewer department employees
15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate. **8,000 over the course of 6 days**
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. **Telephone**
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.

As calls are answered, work orders are made to report the outage to the Electric Crew Supervisor who then distributes them to be repaired.

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? **Restoration is done by assessing the areas that can repaired quickly and restore power to the largest number of customers. Then the more serious areas are addressed.**
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? **No script**
Briefed each morning of areas restored, areas to be addressed that day and areas not addressed and reason why they have not been restored (ie, damage to customer's weatherhead or home requiring customer to repair)
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. **By Electric Supervisor**
 - b. How customers are notified. **When calls came in and social media**
 - c. How restoration time estimates are updated. **When calls came in and social media**
 - d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public. **Hourly updates via reverse 911 telephone calls (code red); staff reported every 4 hours to county command via phone.**

Material Considerations

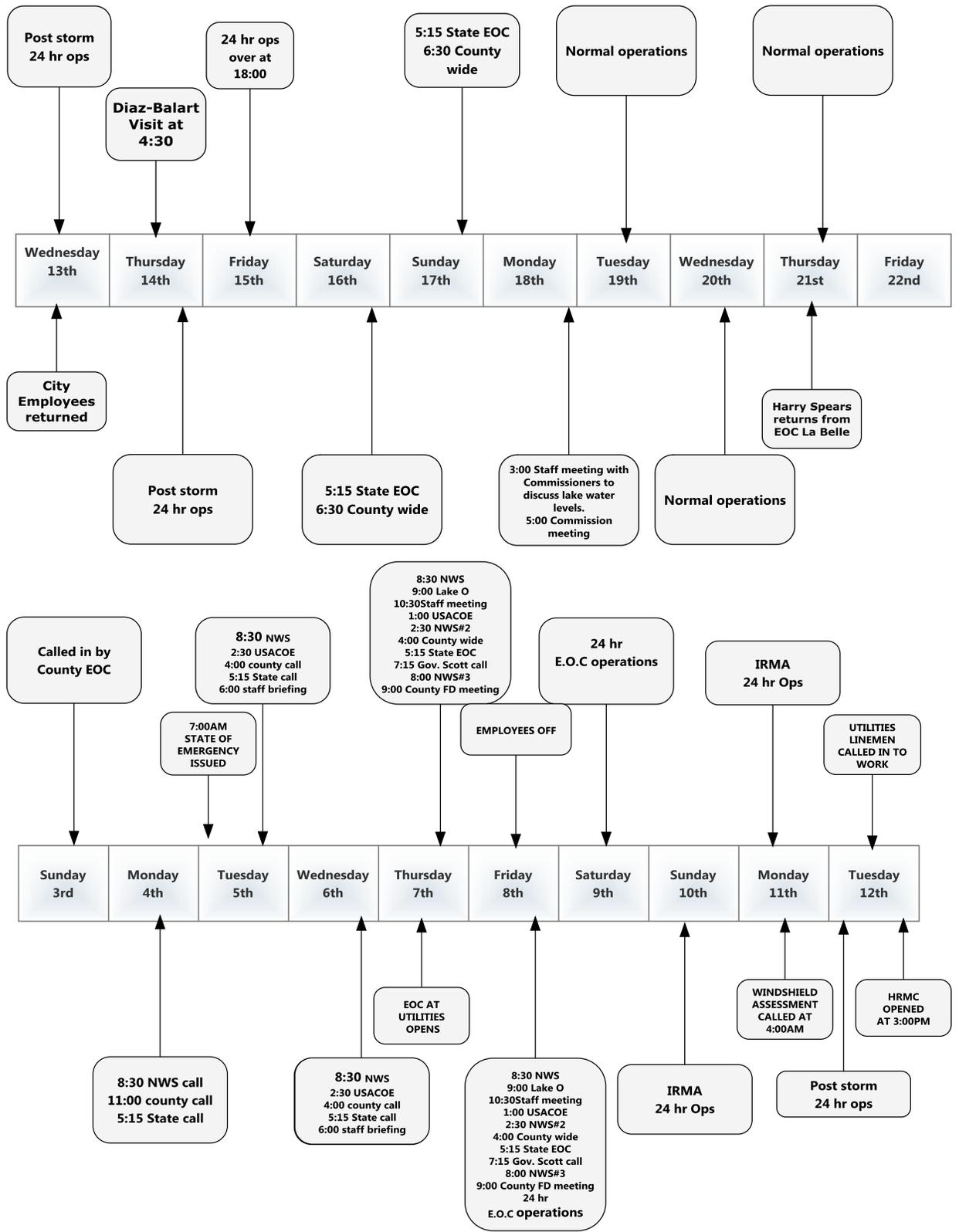
21. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please provide a description of how vehicle fuel was procured for Utility personnel and mutual aid partners. As part of the response, please answer the following:
 - a. Whether or not the Utility has fuel stored for these types of events: **we have a 2000 GAL gas & 2000 GAL diesel tank on site we top off all trucks, tractors, fuel cans, & equipment then get our main tank full. This has worked until we can get more delivered. We fueled our entire fleet to prepare for storm and we filled our gas pumps at our warehouse which provided fuel for all crews**
 - b. Whether or not fuel shortage was an issue during these events: **fuel was not an issue**
 - c. Whether or not there were any delays due to fuel shortage: **we had no delays getting fuel**
 - d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews: **yes we had enough vehicles**
22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. **We had a good**

supply of materials on hand what we did need our sales reps got it fast. We had no delays

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.

Please see timeline.



24. Please explain how the Utility validates adherences and departures from its storm preparation plan. **The plan is updated by the EMD each year and approved by the City Manager. No departures from the preparation plan regarding electric restoration.**
- 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.
25. Please explain how the Utility validates adherences and departures from its storm restoration plan. **See 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.

Irma: Hendry county.

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. Hendry County

Weather Impact				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Hendry	80	95	10	none

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.

Feeder one we shorten spans from 450 ft to 180 ft. Feeder three we added poles to shorten spans Feeder four we added poles to shorten spans.

Please complete the table below summarizing hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Everything we lost was older equipment anything that had been storm hardened was fine.

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		

29. 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.

Non-Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>		
Structures	0	0
Substations	0	0
Total	0	0
<i>Distribution</i>		
Poles	0	8
Substation	0	0
Feeder OH	4	0
Feeder UG	0	0
Feeder Combined	4	0
Lateral OH		4
Lateral UG	0	0
Lateral Combined		4
Total		
<i>Service</i>		
Service OH	alot	50 est
Service UG	3	0
Service Combined		
Total		

30. 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.
- 1 **Trees**
 - 2 **pole top pins breaking**
 - 3 **old poles breaking**
 - 4 **no transmission lines**
 - 5 **URG failure**
31. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.
1. **The new ride with the police and fire department**
 2. **Trees**
 3. **Waiting for outside help to arrive**
32. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. **N/A**

33. 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

34. 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.

Hurricane (Name) – CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
				<i>Transmission</i>		
Hospital	Hendry	3 HR	wind	Structures		
Nursing home	Hendry		wind	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		

Underground Facilities

35. 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. **All of our underground was ok except a few that got pulled up by tree roots**

36. 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

**We budget 25,000 a year to improve underground services.
WE budget 25,000 a year to convert overhead to underground**

Please file all responses electronically no later than December 15, 2017 from the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form. Please contact me at 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 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, sayler.erik@leg.state.fl.us)