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Office of Community Relations

FILED 12/21/2017  
DOCUMENT NO. 10785-2017  
FPSC - COMMISSION CLERK

To:

Public Service Commission

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


To Whom It May Concern:

Please be advised this submission is related to the subject matter above and is answered on behalf of Gainesville Regional Utilities (GRU). The answers are incorporated into staff's attached letter.

Please contact me should you have any questions or concerns.

Thank you.

Sincerely,



S. Yvette Carter  
Community and Government Relations Officer

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))  
Tampa Electric Company ([jbeasley@ausley.com](mailto:jbeasley@ausley.com))  
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.
    - Hermine
      - 8/30/2016  
(1100) 72/48hr Organizational Storm Preparedness Meeting
      - 9/1/2016  
(0900) T.S. Hermine Status Update Meeting (AM)  
(1330) Storm Update: T.S. Hermine

*9/2/2016*

(0500) Hermine Storm Update  
(1200) Hermine Operational/Situational Update Mtg  
(1700) Operational Update Briefing (PM)

*9/3/2016*

(0500) Operational Update Briefing (AM)  
(1700) Operational Update Briefing (PM)

*9/6/2016*

(0930) Hermine Planning Section Documentation  
(1400) Hermine Costs Follow-Up

*9/7/2016*

(0800) Hermine Debrief/Lessons Learned

- Matthew

*10/4/2016*

(1100) Matthew Planning Section Meeting  
(1400) Hurricane Matthew Organizational Planning Meeting

*10/5/2016*

(1100) 48hr Organizational Planning Update Meeting  
(1500) Planning Section Meeting: Finalize Roles

*10/6/2016*

(1000) 24hr Organizational Planning Update Meeting (AM)  
(1600) 24hr Organizational Planning Update Meeting (PM)

*10/7/2016*

(0700) Operational Update Briefing (AM) (Initiate Ops Period #1)  
(1700) Operational Update Briefing (PM)

*10/8/2016*

(0400) Planning Unit Briefing  
(0500) Operational Update Briefing (AM)

*10/11/2016*

(1530) Planning Unit Debrief Meeting: Hurricane Matthew

*10/12/2016*

(1100) Hurricane Matthew Hot Wash/Lessons Learned

- Irma

*9/6/2017*

(1030) Hurricane Irma Planning Section Prep Mtg  
(1300) Irma Coordination Meeting

*9/7/2017*

(0900) 96hr Planning Section/ICS Coordinators Prep Meeting  
(1300) 96hr Organizational Planning Update Meeting

*9/8/2017*

(0930) 72hr Planning Section Prep Mtg  
(1030) Operational Periods Alpha/Bravo Teams Discussion Mtg  
(1300) 72hr Organizational Planning Update Meeting  
(1500) Planning Section Prep Mtg;

*9/9/2017*

(0800) 48hr Planning Section Prep Mtg  
(0900) 48hr Organizational Planning Updates Briefing (AM)  
(1000) Planning Section Debrief  
(1530) 48hr Organizational Planning Updates Briefing (PM)

*9/10/2017*

(0430) 24hr Planning Section Prep Mtg  
(0500) 24hr Organizational Planning Updates Briefing (AM)  
(0900) Planning Update Meeting/Initiation of Operational Periods  
(1700) Operational Update Briefing (PM)

*9/11/2017*

(0430) Planning Section Prep Mtg  
(0500) Operational Update Briefing (AM)  
(1700) Operational Update Briefing (PM)

*9/12/2017*

(0430) Planning Section Prep Mtg  
(0500) Operational Update Briefing (AM)  
(1630) Planning Section Prep Mtg  
(1700) Operational Update Briefing (PM)

*9/13/2017*

(0500) Operational Update Briefing (AM)  
(1100) Emergency Storm Update Meeting: Santa Fe River  
(1700) Operational Update Briefing (PM)

*9/14/2017*

(0700) Operational Update Briefing (AM)  
(1700) Operational Update Briefing (PM)

*9/15/2017*

(0700) Operational Update Briefing (AM)  
(1700) Operational Update Briefing (PM)

*9/16/2017*

(0900) Operational Update Briefing (AM)  
(1700) Operational Update Briefing (PM)

*9/17/2017*

(0900) Operational Update Briefing (AM)  
(1700) Operational Update Briefing (PM)

*9/18/2017*

(0700) Operational Update Briefing (AM)

(1700) Operational Update Briefing (PM)

9/19/2017

(0700) Operational Update Briefing (FINAL)

- Nate

10/5/2017

(0830) Planning Section Meeting (“Nate’s Possible Visit”)

- b. Dates and topics of external communication pertaining to mutual-aid held after each storm was named.

Hermine mutual-aid talks began on 8/30/2016. The number of crews that were requested was based on the size of the storm. Due to the projected path being well north, no pre-staging was done.

Matthew 10/3/16; mutual-aid was discussed.

Irma 9/6/2017 Mutual-aid was discussed based on the forecasted track.

Based on storm track information we had no other mutual-aid planning for Nate or Maria.

- c. Date mutual-aid was requested and nature of request.

These are the timeframes when calls were made for each event. The timeframe for when crews were actually on the road headed our way varied drastically based on availability, where they were coming from, etc.

Hermine – Mutual-aid was requested on 9/1/2016 for any available crews. We needed around 50 line workers and 50 vegetation crews.

Matthew – Mutual-aid was requested on 10/5/2016 for 50 line workers and 50 vegetation crews.

Irma – Mutual-aid was requested for 50 line workers and 50 vegetation crews at that time.

- 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.

Please see Appendix A – GRU Emergency Personnel Assignments (p. 29)

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

Below are the timeframes when calls were made for each event. The timeframe for when crews were actually on the road headed our way varied drastically based on availability, where they were coming from, etc.

Hermine – 2 to 3 days prior

Matthew – 4 days prior

Irma – 5 days prior

### **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.

#### Damage Assessment Process

20 assessor teams (40 personnel total, 20 assessors/20 drivers) for Electric assessment.

12 assessors for Fiber Optic

1 assessor for Water/Wastewater

3 support staff personnel for assessment document support

2 Lead personnel for assessors

When deemed safe and storm has passed, assessors assigned areas of damage per Outage Management System (OMS) tickets. Assessor Teams were assigned non-fused “backbone” (12kv distribution system from substation breaker to first fuse—mainline only) to assess main electric distribution system. Teams used electronic GIS map with electric facilities on field laptops or tablets to assess damage and identify damage by type (pole down, wire down, etc.). Assessors also assigned to Aerial Cable lines that can remain hot on the ground for public and crew safety. Some assessors used hardcopy maps to hand-write damage data directly on maps. Once assigned area was surveyed, computers or hardcopy maps were brought back to storm assessment staging area for either data upload into the GIS system or manual input into system. This process was practiced until all main line backbone was field assessed for damage and logged. Logged damage was relayed to Incident Command Leaders to use in assessing damage extent and to justify the need for mutual-aid crews.

Along with the damage assessment process discussed above, there are a few photos of the damages that were documented in our service territory from Irma:











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

Damage assessment data was uploaded to system for visual display on a continuous basis as received from field assessors and marked-up maps were delivered to line coordination staff. This was supplemented by continuous communication between T&D line coordination staff/Incident Command and GIS mapping staff. Areas of assessed damage and crew restoration area assignments communicated visually using OMS/GIS through periodic operational update meetings.

### **Restoration Workload**

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

GRU begins restoration efforts as soon as it's safe to have employees out in the field. Safety is determined by both field personnel as well as weather reports of impending weather. There is no clearly delineated 'Start' to the recovery and restoration of the Energy Delivery (ED) system following an event. System recovery and restoration requirements are dependent upon the conditions the field crews discover. To that end, the Incident Command post should have already been established with personnel reviewing

the 'in-progress' impact of the incident using available generation and electric transmission & distribution system sensors and reports and other ED system reports.

GRU's restoration efforts are focused on public safety. The restoration sequence is based on a hierarchical system designed to allocate resources in an efficient manner. We will restore the greatest number of customers in the shortest period of time prioritized by our critical facilities. Energy Delivery's restoration priorities are:

- A. Generation, Transmission Lines, and Substations
- B. Primary Distribution Feeder Circuits
- C. Critical Facilities (e.g. hospitals, nursing homes, shelters, etc.)
- D. Lateral Tapped Distribution Lines
- E. Distribution Transformers, Secondary, and Service Lines to Individual Homes and Businesses

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

<b>Personnel Responsible for Restoration Workload Assignments</b>		
Title	Years of experience	Number of personnel managed
Eric Harris	20	25
Tim Givens	15	25
Ray Jordan	20	25

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

Once we have prioritized the work assignments field managers were given top ranked priorities first. We prioritized based on circuits and our field managers had specific quadrants of our service area. The work was given to field crews and monitored for percent completed to have the next circuits ready when they were completed.

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

Once all work was assigned and all aspects covered crews were released based on no work available and all assignments had adequate crew coverage.

### 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)
    - Hermine: None
    - Matthew: None
    - Irma: 4 employees – 8 nights  
1 employee – 5 nights  
3 employees – 3 nights  
1 employee – 1 night
    - Maria: None
    - Nate: None
  - b. Days of lodging provided for mutual-aid partners (Person-Days)
    - Hermine:  
20 Partners – 2 nights  
105 Partners – 1 night
    - Matthew:  
56 rooms were reserved, but they went unused since GRU did not experience significant outages.
    - Irma:  
72 partners – 6 nights  
105 partners – 5 nights  
1 partner – 3 nights  
65 partners – 2 nights  
30 partners – 1 night
  - c. Number of meals provided for Utility personnel
    - Hermine: 952
    - Matthew: 1,377
    - Irma: 8,689
  - d. Number of meals provided for mutual-aid partners
    - Hermine: 441
    - Matthew: 381
    - Irma: 5,456
  - e. Number of Utility personnel injuries: Hermine 0; Matthew 0; Irma 1; Maria & Nate N/A
  - f. Number of mutual-aid partner injuries: Zero (0) injuries reported

- g. Number of Utility personnel fatalities: Zero (0) fatalities
- h. Number of mutual-aid partner fatalities: Zero (0) fatalities

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.

GRU considers all customers restored when power has been restored to all customers capable of receiving power. Date and time for last customer restored for each storm:

Hermine	(9/4/16)	14:51
Matthew	(10/8/16)	00:49
Irma	(9/20/17)	00:05

### 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 electric customer accounts

Hermine	September 2016	93,857	
Matthew	October 2016	93,857	
Irma	September 2017	96,112	
Maria	September 2017	96,112	No Impact
Nate	October 2017	96,264	No Impact

- b. Peak number of outages

Hermine - September 2<sup>nd</sup> 2016

Total number of customer accounts affected was 32,430

Peak number of outages was 116

Matthew - October 7<sup>th</sup> 2016

Total number of customer accounts affected was 5,691

Peak number of outages was 54

Irma - September 10<sup>th</sup> 2017

Total number of customer accounts affected was 53,542. Peak number of outages was 1,072

Maria - No Impact

Nate - No Impact

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

Before:

- Initiate Alternate Call Center Drills
- Establish shifts and rest periods
- Confirm employee emergency contact information
- Reduce staff by the number of "Gray Sky" personnel
- Deploy "Gray Sky" staff in advance of the storm to ensure safety during the storm and availability to customers after the storm

During:

- House Gray Sky crew (provide meals)
- Process pending work (start /stop service requests, bill disputes, payment arrangements, service orders, public records requests, lien searches, bill adjustments, etc. ) received via email and fax

After:

- Reserved staff refers to [gru.com/employees](http://gru.com/employees) or call (352) 393-1068 for weather updates
- Contact Reserved Staff with schedule updates
- Answer inbound calls (outage reports, payment arrangements, status updates, emergency assistance referrals, etc.)
- Respond to IVR (voicemails) of power outages and down wires and trees
- Outbound calls in response to IVR reports
- Daily briefings
- Respond to inquiries, requests and concerns via email
- Execute activity logs

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

Hermine	48	
Matthew	40	
Irma	72	
Maria	48	No Impact
Nate	48	No Impact

- 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?

Hermine	0
Matthew	<u>8 personnel</u> One (1) Purchasing Agent Five (5) from Marketing and Communications Two (2) from PHOS (social media vendor)

Irma	<u>7 personnel</u> Five (5) from Marketing and Communications Two (2) from PHOS (social media vendor)
Maria	0
Nate	0

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

Hermine	09/2/16 - 09/4/16	995 calls
Matthew	10/7/16 - 10/9/16	379 calls
Irma	09/10/17 - 09/17/17	3,189 calls
Maria	No Impact	
Nate	No Impact	

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.

GRU managed customer contacts by the use of the following:

- \* Call Center
- \* Lobby
- \* E-Mail
- \* Website
- \* Storm Central
- \* IVR
- \* Social Media (Facebook / Twitter)

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.

Phone:

*Standard of Performance* – Ensure the safety and reliability of the customer and community with regard to Utility Emergencies. Ensure the safety and reliability of the customer and community with regards to Gas and Water Service. Representative should be able to gather information from customer in regards to power quality issues they are experiencing at their address and properly transfer given information into the Responder web reporting system. Representative should be able to provide information to the customer that will aide them in locating and temporarily turning off their metered utility service without performing a Move Out in SAP.

If trees are near main power lines then GRU will evaluate the tree on the property that is growing near the main, high voltage power lines (lines that do not directly connect to the

home or business). A GRU Forester will perform an on-site assessment of the tree within 14 business days and report the findings. An online request thru Responder is needed to create this order.


If Trees are near lines connected to a home or business called service drops and are low-voltages lines. Property owners are responsible for maintaining limbs that are above but not interfering with the service drops and dead trees adjacent to service drops. GRU offers free disconnect for property owners or tree companies working near the lines for safety. If a tree appears to be interfering with the service drop lines, GRU will perform an onsite assessment. Enter an online Responder order for this. For additional questions or concerns contact Public Works at extension 1813.

Property owners are responsible for removing debris and downed trees that are not endangering power lines. Damaged or fallen trees can be dangerous if handled incorrectly because they are sometimes under tension, like a coiled spring. GRU recommends hiring a professional to clear up vegetation debris. For more information about debris pick up customers can call:

- Gainesville Solid Waste Division: 352-334-2330 (Gainesville Residents)
- Alachua County Waste Collection: 352-338-3223 (County Residents)

Customers should not attempt to get close to the line or remove or trim foliage within ten (10) feet of a power line.

Assess the call to determine if a Responder order/request is needed or if ticket should be entered via [www.gru.com](http://www.gru.com). Gru.com is used when tree/limb is not causing any immediate danger to power lines.

 For [www.gru.com](http://www.gru.com) locate Customer Service menu underneath quick links and choose "Tree Trimming/Removal". Input all information in required fields. Further details can be entered in message box.

1. To report electric emergencies you will need to Open Responder
  - a. Pull up GRUPerNET and in the upper right hand corner, select "Jump to". A drop down menu will appear to the right.
  - b. On the drop down menu, Select Electric, then Systems Control, this will bring up the System Control menu.
  - c. Select Responder Outage Management System ( a lightning Icon will be to the left of this choice)
  - d. A log in screen with the user name and password will appear, enter your user name and password.
  - e. The Responder Web Portal will then open, once password and login are entered at the top, Select Customer Service and the customer call screen will open.
  - f. Enter in one or more of the following: phone number, first and last name, address, or account number. (Account number for responder is really the Installation number in SAP). This Information will open up the Location Call screen.



- g. On the location call screen first check in the upper right hand corner to see if this is an already reported outage. If it is, STOP and inform the customer we are working on this. If not, select the correct Emergency in the Trouble Box, matching the type of emergency.
  - h. Select if the Emergency is a Public Safety Hazard.
  - i. Leave the cause box blank.
  - j. In the remarks box enter any pertinent information describing the emergency (again, leave the cause box blank).
  - k. Verify that the phone number in responder is correct, enter a call back number in the remarks box if the phone number is incorrect or currently down if a power outage.
  - l. Review to make sure all information is correct then choose submit. This creates the OMS ticket and the emergency will now be handled by system control.
  - m. Memo the account with a contact.
2. In Responder, customer service representatives can see the scope of an outage if the outage has been reported on the customer location tab. The dashboard will show all known outages in Geospatial, Analytical, and Tabular form.

#### Power Quality Tickets

1. Access customer's account
2. Listen to customer's concern to determine appropriate action.
  - a. If Responder ticket is needed be sure to gather details on what is occurring at the address, name and phone number of person reporting the incident.
3. Logon to Responder via Grupernet <http://grupernet/>
4. Using the links in the top left corner, select
  - a. "Jump to."
  - b. Next choose "Electric,"
  - c. Then select "Systems Control."
  - d. From the Electric System Control Page, choose the link Responder Outage Management System.
  - e. Enter your username and password to access the management database. From the toolbar select Customer Service to load the Customer Call Ticket. Each available space is a search option, if searching for a business partner by name both last and first name fields must be completed. (Most commonly the address will be sufficient)
  - f. Enter or Click the Search tab located in lower right corner of the screen.
5. Click the Link "Select" next to the electric meter number under the Search Results heading Account
6. Automatically you will be advanced to the Call Entry Folder to enter Outage Information. From the header "Trouble," using the dropdown choose "other."
7. Detail in remarks field the information you gathered from the customer and include name and phone number of person reporting the incident.

8. Always include your initials and extension at the end of your text so that System Control (SC) can reach you in a timely fashion if additional information is needed for the responding technician.
9. If the customer request a callback, please be sure to check the Callback Requested box
10. Submit
11. Add contact to customers account of concerns and action taken

*Action taken by System Control after call or ticket is received:*

- SC dispatches line personnel to the site for problem evaluation and possible repair
- Line Worker will check the service from the meter socket to the transformer. The following items will be checked:
  - Voltage
  - Current
  - Conductors (visual inspection)
  - Connectors (visual & voltage inspection)
  - Load (beast)
  - Transformer (visual inspection)
- If the Line Worker finds a problem it will be fixed immediately, if possible and the call is closed out.
- If the Line Worker does not find any problems or is unable to completely correct the problem then SC enters in SAP a Power Quality Standard service order and sends it to Gas & Electric Measurement (GEM) to resolve the issue.
- Final resolution to power quality calls will reside within the power quality section of GEM.

*Gas Emergency:*

1. Greet customer
2. When customer identifies that they smell gas, advise them to stay on the line, record their pertinent info (Customer name, phone number, and address); in case call is lost in the transfer process and advise them that they will be transferred to the Gas Emergency line.
3. Ask customer to hold while you transfer them to the Gas Emergency Dispatcher.
4. Transfer call to ext. 2550 select option # 2.
  - a. Wait for emergency gas dispatcher to answer
  - b. Give emergency gas dispatcher pertinent information – customer's name address and phone number.
  - c. Wait till dispatcher requests transfer of customer before completing the transfer.
  - d. Add Contact with summary of transaction/call


Gas EMS Restore Requests

Refer to Field Service - Gas Emergency Restoration should be processed when a customer's gas service has been turned off due to an emergency shut down for repair, and the customer has not been turned back on. Customer should have a red tag hanging at their home indicating that Gas service has been disconnected and to call the office for restoration. Performance Steps

1. Search for customer in SAP using address, name, or SSN#.
2. After customer's account is found, go to the Documents tab located on the 80% screen and check for an EMS Restore service order to verify what action took place in the field and to confirm that the gas service was left off.
3. Verify that the customer's phone number on file is correct. If not take necessary steps to correct the phone number.
4. Verify when the customer will be home for us to come out to restore service. Access to the unit must be made available to GRU Technician for service restoration and completion of safety inspection on gas appliances.
5. Transfer caller to the gas emergency line ext 2550.
6. Add a Gas Service Contact – which should contain a summary of the customer contact.

Water Emergencies:

1. Greet customer
2. when customer identifies that they have a water emergency record pertinent info (Customer name, phone number, and address) in case call is lost
3. ask customer to hold while you call the water waste water dispatcher
4. Contact ext 2711 for the water/waste water dispatcher
  - a. Wait for water/waste dispatcher to answer
  - b. Give dispatcher the pertinent information (customer's name address and phone number)
  - c. Transfer caller
  - d. Update account, if applicable
  - e. Add Contact with summary of transaction/call

 The Water Meter is the only service that can be turned off manually by the customer without involving GRU

If Customer is unable to locate, CSR can use SAP for water meter location:

1. Enter customer's information into SAP
2. From the navigation screen right click on the meter device under water
3. From the drop down list select "display device location"
4. Provide customer with the location of their water meter (information stored in SAP in terms of a clock. This must be translated to the customer. Exp: 6 o'clock = front door, 3 o'clock = right side of house, etc.)
5. Advise customer to remove water meter cover
  - Reach down and turn knob that is in the upper right corner of meter
  - Make the knob perpendicular to the meter to stop the water flow
  - When ready to turn water back on, turn knob parallel to meter

- If unable to either locate or turn off meter, contact water dispatch (2711) to have service tech dispatched to turn off water.
- Memo account with summary of transaction/call.

Wastewater Emergencies:

1. Greet customer
2. When customer identifies that they have a waste water emergency record pertinent info (Customer name, phone number, and address) in case call is lost.
3. Ask customer to hold while you call the water/wastewater dispatcher
4. Contact ext 2711 for the water/waste dispatcher
5. Wait for water/waste dispatcher to answer
6. Give dispatcher the pertinent information (customer's name address and phone number)
  - a. Transfer caller
  - b. Memo account with summary of transaction/call

Common Situations

Electric – Customers reporting power outage, partial power, line low or down, tree on wire, arching wire (sparking) etc.

- Customer calls requesting tree limb(s) to be trimmed or removal of a tree that is near, around, or on a power line(s).
- Business partner calls to advise that one side of their home has power and the other doesn't, lights dimming when using appliances, new light bulbs burning out in short amount of usage.

Gas – Customer is smelling gas etc.

- Customer calls in if they either have no gas due to EMS disconnect or there was a red tag left for them to call to get gas restored.

Water – No water, low water pressure, water leak in street, water bubbling in meter box, customer unable to locate water meter to perform emergency shut off due to water leak and or plumbing repairs, etc.

Wastewater – Sewage backup, etc.

E-Mail:

1. Review Request, Inquiry, or Concern
2. Pull up account in SAP by performing a BP Search within the Application Area.
3. Resolve issue (*Using Emergency Performance Standards*).
4. Email response to the Customer
5. Right click on Contract Account number and select "Create Contact".

IVR:

1. Review Request, Inquiry, or Concern
2. Pull up account in SAP by performing a BP Search within the Application Area.
3. Resolve issue (*Using Emergency Performance Standards*).

4. If a trouble ticket has been entered, confirm with customer to prevent duplicate entries
5. Mark item as READ (refrain from deleting)

Lobby:

1. Verify the Customer
2. Accept Request, Inquiry, or Concern
3. Pull up account in SAP by performing a BP Search within the Application Area.
4. Resolve issue (*Using Emergency Performance Standards*).
5. Right click on Contract Account number and select "Create Contact".

Social Media:

1. Review Request, Inquiry, or Concern
2. Post general status updates
3. When deemed necessary, respond that the customer will be contacted by the utility
4. Information passed to Supervisor(s) or CSR to:
5. Resolve issue (*Using Emergency Performance Standards*) or as needed.
6. Customer Service provides feedback via phone calls to customer, Marketing and Communications, PHOS, or designee

Public Officials:

1. Accept Request, Inquiry, or Concern
2. Relay to Proper Source (Managers, Marketing and Communications) or
3. Refer customer to the utility
4. Information passed to Supervisor(s) or CSR to:
5. Resolve issue (*Using Emergency Performance Standards*).
6. Follow-up with the Customer via outbound call
  - 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.  
Hermine – Undetermined  
Matthew – None  
Irma – None  
Maria – No Impact  
Nate – No Impact

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?

Yes, customer contacts are categorized as:

\*No Power

\*Flickering Lights

- |                        |                     |
|------------------------|---------------------|
| *Wires Down            | *Wires Low          |
| *Tree on Wire          | *Sewer Leak         |
| *Partial Power         | *Sewer Blocked      |
| *Water Leak Inside     | *Water Leak Outside |
| *Water No/Low Pressure | *Gas Problem        |
| *Other                 |                     |

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

Customer Service representatives are notified hourly via email correspondence from the Systems Control Manager of the Storm Scorecard which identifies the following:

- \*Customer Count
- \*Customers Restored
- \*Incident Count
- \*Incidents Restored

Additionally, outage statistics are provided which include:

- \*Call Count
- \*Circuit Lockouts
- \*Reclosers
- \*Fuses

- 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?

Yes (script shown below):

- We certainly understand and share your concern.
- Crews are working as fast as possible and we are making great progress!
- Of the 17,000 customers without power – we have restored 7,000 customers.
- We will have a better idea of the estimated times for restoration by noon.

Helpful tips are also distributed via email by the departments QA/QC Sr. who provides language based on lessons learned in prior storms and frequently asked questions. Once employees review the information, feedback can be relayed as scripted, or paraphrased.

During AM/PM briefings, Department Heads and Team leads provide verbal updates which are then relayed to staff during shift changes. Additional information is provided as received thru communication updates via GRUDaily (the organization's electronic newsfeed).

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.  
During the storm restoration is determined by the damage assessment crew determination which is facilitated by Engineers who create a materials list for repairs. Based on the materials list the ETR is established.
- b. How customers are notified.  
Once entered into OMS, the customer is notified once the customer uses the IVR to report or inquire about their outage. The IVR then communicates whether or not a crew has been assigned and the ETR.
- c. How restoration time estimates are updated.  
As information is received from field crews, updates are entered manually per outage. Depending on if the outage is related to a lateral or transformer the associated parties are contacted. If circuits are out but fuses are also impacted, the updates are entered using RESPONDER OMS to Report the location. In some cases, a fuse may be related to an existing outage however, OMS may be used to separate outages by type to ensure completion of restoration.
- d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.  
Outages are identified on the Outage map by incident numbers. Liaisons with the City and County are also able to remote into computers to access information. Hourly reports were primarily used to identify the number of customers restored, but not the ETR. Initially, ETR was communicated using worst case scenario. Information was fine-tuned as more information became available.

### **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  
The Fleet department has reserve fuel at Lewis Oil as part of the emergency services provided by the fuel contract.
  - b. Whether or not fuel shortage was an issue during these events  
No; supply at each fuel location was brought to 80%-100% capacity at least a week prior to the storms.
  - c. Whether or not there were any delays due to fuel shortage  
No fuel shortage

- d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews

There were no issues mobilizing crews

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

GRU did not experience any delays or shortages, but supplies and equipment were ordered ahead of the storm.

### 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.

Hermine – The first operational period began at 1700 on 9/1/16 (Thursday) and the last operational period ended at 1700 on 9/3/16 (Saturday).

Matthew – The first operational period began at 0700 on 10/7/16 (Friday) and the last operational period ended at 1700 on 10/8/16 (Saturday).

Irma – The first operational period began at 0900 on 9/10/17 (Sunday) and the last operational period ended at 0700 on 9/19/17 (Tuesday).

Maria – No Impact

Nate – No Impact

24. Please explain how the Utility validates adherences and departures from its storm preparation plan.

GRU validates adherences to and departures from the storm preparation plan post-storm during debrief and lessons learned meetings. We discuss successes that worked well, as well as opportunities for improvement, and evaluate improvements from previous incidents. The improvements may include process improvements, training modifications, etc.

- 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



- 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; 2015-2016 we determined there was a need to add a detailed assessment process (DADs) as well as improve our mutual-aid contracts. In 2017, we simplified the assessment process by only having one assessment activity versus assessing the system twice; we combined the Rapid Assessment of Damages (RADs) with DADs. We also clarified our incident levels in our Emergency Response and Preparedness Guide (e.g. improved description of our incident levels).

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.

The only deviation from our storm plans from the past was that we now pre-stage mutual-aid help ahead of the storm.

- b. If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not.

N/A

- 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.

Now the staging of Mutual-aid crews is very important due to availability. Every utility is now pre-staging so it makes it very difficult for the smaller utilities to get the help they need due to finances.

## 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.

Alachua County had damages associated with Hermine, Matthew and Irma. No damages from Maria or Nate.

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.

<b>Meteorological Data</b>					
<b>Storm Name</b>	<b>Hermine</b>	<b>Matthew</b>	<b>Irma</b>	<b>Maria</b>	<b>Nate</b>
Tropical dates	8/28/16 - 9/3/16	9/28/16 - 10/9/16	8/30/17 - 9/16/17	9/16/17 - 9/30/17	10/4/17 - 10/11/17
Category	1	5	5	5	1
Max Winds	80 mph	165 mph	183 mph	175 mph	90 mph
<i>27. Weather Impacts</i>					
County Impacted	Alachua	Alachua	Alachua	N/A	N/A
Minimum Barometric Pressure	1003.7 mb	996.5 mb	979.5 mb	N/A	N/A
Maximum Sustained winds	27 mph	33 mph	45 mph	N/A	N/A
Maximum Gusts	51 mph	48 mph	61 mph	N/A	N/A
Maximum Rainfall	4.85 inches	1.49 inches	12.94 inches	N/A	N/A
Maximum Storm Surge	N/A	N/A	N/A	N/A	N/A
Timing of Highest Impact	9/2/16; 0053 Local	9/7/16; 1417 Local	9/11/17; 0017 Local	no impact locally	no impact locally

### **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.

GRU has an ongoing pole inspection program with Osmose. Our territory is divided into eight (8) pole inspection regions. The utility has approximately 33,920 wood poles, and we do not inspect or treat poles that are less than 10 years old. The total number of poles inspected from 2006-2013 was 25,903. The pole inspection program began in 1996, and by the end of 2018 GRU will have completed its third complete cycle. Below are the last four years of pole inspection data:

2014 – 102 rejects out of 3,362 poles checked (3%)

2015 – 37 rejects out of 3,130 poles (1.2%)

2016 – 135 rejects out of 5,052 poles (2.7%)

2017 – 46 rejects out of 4,296 poles checked (1.1%)

In the first three years of the program, GRU had approximately 1,000 rejected poles. Currently we have 30 to 50 per year. In 2013 the utility changed the class of the wood

pole standards. In the front log GRU went from predominantly class 4 poles to class 2 CCA poles. In the rear lot the standards went from predominantly class 5 poles to class 4 penta poles. GRU also ended the program in 2013 to install Hendrix (aerial) cable, also known as Messenger cable.

During non-hurricane years, GRU experiences approximately 20 broken poles, 16 of which have Messenger cable. The increase in pole class and the discontinued use of Messenger supported cable will pay off in the long run as did the pole inspection program.

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.

GRU does not currently track hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and 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.

Only two (2) of the five (5) hurricanes mentioned (Hermine and Irma) affected GRU's electric service territory for a period greater than 24 hours. Hermine required two (2) days of restoration and Irma required eight (8) days. Currently our documentation is not categorized in such a way that allows for the data to be broken down in the format requested, nor does it differentiate between hardened and non-hardened facilities.

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.

Trees are the primary outage causation from the hurricanes in GRU's electric service territory.

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

- 1) Availability of Labor (Manpower)
- 2) Rear Lot Facilities

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.

None; GRU does not have automated feeder switches installed in its electric system.

### **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.

Please see Appendix B – Storms Priority Summary (p.33)

### **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.

The underground system performed very well during the various hurricanes. Any issues were related to flooding; approximately five (5) incidents.

37. Please provide a discussion what programs/tariffs the utility has in place to promote
- a. Undergrounding of new construction (e.g., subdivisions)  
By city ordinance all new development (residential & commercial) will be underground.
  - b. Conversion of overhead to underground  
GRU will convert overhead (OH) to underground (UG) at the customer's expense. GRU will relocate OH to UG if OH has to be relocated (road-widening) and customer pays the differential (Subtract the cost of OH relocation from the cost to Underground).

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

Staff's First Data Request  
Docket No. 20170215-EU  
Page 28

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))

**APPENDIX A – GRU Emergency Personnel Assignments (Question #2)**

# of Personnel Assigned to Role	GRAY SKY ASSIGNMENT	UNIT NM	# of Personnel Assigned by Department
4	Incident Commander	Incident Command	
4	Section Chief - Finance/Admin & Alternates	Incident Command	
1	Section Chief - Logistics	Incident Command	
2	Section Chief Operations & Alternate	Incident Command	
2	Section Chief - Planning & Alternate	Incident Command	
6	City Liaison	Incident Command	
5	County Liaison	Incident Command	
2	Comp/Claims Unit Leader & Alternate	Incident Command	
3	Customer Service Unit Leader & Alternates	Incident Command	
1	Demobilization Unit Leader	Incident Command	
2	Documentation Unit Leader	Incident Command	
3	Facilities Unit Leader & Alternates	Incident Command	
3	Food Unit Leader & Alternates	Incident Command	
3	Ground Support Unit Leader & Alternates	Incident Command	
3	GRUCom/Radio Unit Leader & Alternates	Incident Command	
1	IT Operations Unit Leader	Incident Command	
2	Medical Unit Leader & Alternate (GFR)	Incident Command	
2	Natural Gas Unit Leader	Incident Command	
1	Physical Security Unit Leader	Incident Command	
2	Planning Admin Alt./Coordinator	Incident Command	
1	Procurement Leader for Warehouse	Incident Command	
2	Procurement Unit Leader & Alternate	Incident Command	
4	Public Information Office	Incident Command	
2	Resource Unit Leader & Alternate	Incident Command	
3	Safety Officer	Incident Command	
1	Security Alternate (Contract w/Admiral Security)	Incident Command	
1	Services Branch Director	Incident Command	
1	Situation Unit Leader	Incident Command	
2	Staging Area Manager - Incident Command	Incident Command	
1	Substations Unit Leader	Incident Command	
4	Supply Unit Leader & Alternates	Incident Command	
3	System Control Unit Leader & Alternates	Incident Command	
2	Time & Cost Unit Leader	Incident Command	
1	Utility Oversight by General Manager	Incident Command	
2	W/WW Unit Leader	Incident Command	82
	Assessor - Assess Damage to Electric Systems	GRU-Energy Delivery	47
51	Assessor - Assess Damage to Electric Systems	GRU-Energy Supply	4
17	Assess Damage to GRUCom Systems	GRU-GRUCOM	17
	Driver for Electric System Assessment	GRU-Administration	3
		GRU-Customer Support	
	Driver for Electric System Assessment	Services	5
	Driver for Electric System Assessment	GRU-Energy Delivery	7
	Driver for Electric System Assessment	GRU-Energy Supply	12
	Driver for Electric System Assessment	GRU-Finance	1
39	Driver for Electric System Assessment	GRU-I.T.	11
2	Documentation for Emergency Management	GRU-Administration	2
55	Customer Service Call Center - Answer Customer Calls	GRU-Customer Support	
		Services	68

3	Customer Service Call Center - Main Console	GRU-Customer Support Services	
9	Email/Social Media Advocate	GRU-Customer Support Services	
1	Priority Customers Support	GRU-Energy & Business Services	
2	City Liaison at EOC; then Field Services Tech	GRU-Energy Delivery	
2	County Liaison at EOC; then Field Services Tech	GRU-Energy Delivery	
3	Distribution System Operator	GRU-Energy Delivery	
45	Electric Line Worker	GRU-Energy Delivery	
1	Energy Delivery Engineering Support	GRU-Energy Delivery	
2	Energy Delivery General Support (Runner)	GRU-Energy Delivery	
1	Energy Delivery Technical Support	GRU-Energy Delivery	
15	Field Services Technician	GRU-Energy Delivery	
3	GIS Mapping Support	GRU-Energy Delivery	
30	Ground Help Construction/Restoration	GRU-Energy Delivery	
13	Secure Substations	GRU-Energy Delivery	
4	Staging Area Manager - EOC/Springhill	GRU-Energy Delivery	
11	Systems Control	GRU-Energy Delivery	
5	Vegetation Support	GRU-Energy Delivery	
18	Wires Down - Spotter	GRU-Energy Delivery	
6	Wires Down-Call Check Dispatcher (Mutual Aid)	GRU-Energy Delivery	161
5	Control Room Operator	GRU-Energy Supply	
12	Deerhaven Plant Support	GRU-Energy Supply	
1	Director of Production - Storm Response at Energy Supply	GRU-Energy Supply	
1	Energy Supply Facilities Maintenance Storm Response	GRU-Energy Supply	
1	Energy Supply Logistics	GRU-Energy Supply	
1	Manage Energy Supply Business Services	GRU-Energy Supply	
1	Materials Supervisor - Storm Response at Energy Supply	GRU-Energy Supply	
5	Outage/Major Maintenance - Storm Response at Energy Supply	GRU-Energy Supply	
1	Power Plant Control Specialist	GRU-Energy Supply	
1	Power Plant Instrumentation,Controls & Electrical Supervisor	GRU-Energy Supply	
1	Power Plant Lab Supervisor	GRU-Energy Supply	
3	Power Plant Lab Technician	GRU-Energy Supply	
1	Power Plant Maintenance Supervisor	GRU-Energy Supply	
14	Power Plant Mechanic	GRU-Energy Supply	
12	Power Plant Operator	GRU-Energy Supply	
7	Power Plant Production Specialist	GRU-Energy Supply	
10	Power Plant Shift Supervisor	GRU-Energy Supply	
8	Power Systems Operations	GRU-Energy Supply	
9	PowerPlant Instrumentation,Controls & Electrical Technician	GRU-Energy Supply	
4	Process Plant Operator	GRU-Energy Supply	
1	Process Plant Supervisor	GRU-Energy Supply	
1	Production Assurance - Storm Response at Energy Supply	GRU-Energy Supply	
2	Production Leader	GRU-Energy Supply	
20	Production Technician	GRU-Energy Supply	
1	Safety Specialist	GRU-Energy Supply	123
4	GRUCom Analyst	GRU-GRUCOM	
2	GRUCom Customer Service	GRU-GRUCOM	
4	GRUCom Engineering Support	GRU-GRUCOM	
1	GRUCom IT Support	GRU-GRUCOM	13

Staff's First Data Request

Docket No. 20170215-EU

Page 31

1	GRUCom Technical Support	GRU-GRUCOM	
1	Work Management Coordinator for GRUCom	GRU-GRUCOM	
3	Communication Resource for WebSite	GRU-I.T.	
13	Computing Infrastructure Restoration	GRU-I.T.	
9	IT Call Center	GRU-I.T.	
5	Network and Phone System Restoration	GRU-IT	30
12	Assess Damage to W/WW Systems (W/WW Engineering)	GRU-W/WW	12
2	W/WW Dispatch	GRU-W/WW	
10	W/WW Engineering Technical Support	GRU-W/WW	
3	W/WW Facilities Operations & Maintenance Manager	GRU-W/WW	
1	W/WW Facilities Unit Leader	GRU-W/WW	
1	W/WW GIS	GRU-W/WW	
1	W/WW ICS Planning	GRU-W/WW	
2	Wastewater & Lift Station SCADA monitoring	GRU-W/WW	
9	Wastewater Collection Crew Leader	GRU-W/WW	
22	Wastewater Collection Services Operator	GRU-W/WW	
2	Wastewater Collection Supervisor	GRU-W/WW	
3	Wastewater Collection Technical Support	GRU-W/WW	
1	Water Distribution & Wastewater Collection System Director	GRU-W/WW	
6	Water Distribution Crew Leader	GRU-W/WW	
21	Water Distribution Services Operator	GRU-W/WW	
3	Water Distribution Supervisor	GRU-W/WW	
1	Water Distribution Technical Support	GRU-W/WW	
3	Water Plant Instrument Tech	GRU-W/WW	
1	Water Plant Lab Tech	GRU-W/WW	
1	Water Plant Logistics	GRU-W/WW	
1	Water Plant Manager	GRU-W/WW	
6	Water Plant Operator/Mechanic	GRU-W/WW	
2	Water Plant Supervisor	GRU-W/WW	
1	Water Reclamation Facilites & Lift Station General Help	GRU-W/WW	
6	Water Reclamation Facilites & Lift Station Instrument Tech	GRU-W/WW	
9	Water Reclamation Facilites & Lift Station Mechanic	GRU-W/WW	
15	Water Reclamation Facilites & Lift Station Plant Operator	GRU-W/WW	
3	Water Reclamation Facilites & Lift Station Supervisor	GRU-W/WW	
1	Water Reclamation Facilites Lab Supervisor	GRU-W/WW	
3	Water Reclamation Facilities LabTechnician	GRU-W/WW	140
	Administrative Support to General Manager	GRU-Administration	1
	Administrative Support for GRUCom	GRU-GRUCOM	1
	Administrative Support for W/WW	GRU-W/WW	5
	Administrative Support to Energy Delivery	GRU-Energy Delivery	13
22	Administrative Support to Energy Supply	GRU-Energy Supply	2
	FEMA Form Receipt & Review - Energy Delivery @ EOC	GRU-Finance	6
	FEMA Form Receipt & Review - Energy Delivery @ Spring Hill	GRU-Finance	3
	FEMA Form Receipt & Review - Mutual Aid @ EOC	GRU-Finance	4
	FEMA Form Receipt & Review - W/WW @ EOC	GRU-Finance	3
18	FEMA Form Receipt & Review - W/WW @ Kanapaha	GRU-Finance	2
	Food Unit Support	GRU-Administration	2
	Food Unit Support	GRU-Customer Support	
	Food Unit Support	Services	13
	Food Unit Support	GRU-Energy Supply	9
	Food Unit Support	GRU-Finance	4
37	Food Unit Support	GRU-I.T.	9



	Warehouse & Procurement Unit Leader Alt.	GRU-Customer Support Services	1
	Warehouse Assistance	GRU-Customer Support Services	6
	Warehouse Assistance	GRU-Energy Delivery	4
	Warehouse Supervisor	GRU-Customer Support Services	1
	Warehouse - Supply Chain Specialist	GRU-Customer Support Services	3
25	Warehouse - Utilities Materials Specialist	GRU-Customer Support Services	10
1	Facilities Needs/Support	GRU-Customer Support Services	1

Total Number of Personnel Assigned

**841**

**Appendix B – Storms Priority Summary (Question #35)**

Hurricane Hermine – CIF						
CIF Name/Type (i.e. Hospital)	County/	Restoration Time	Outage Cause	Number of Facilities Requiring		
	Location				Repair	Replace
U OF F/Communications	Alachua/4500 NW 53RD AVE, IC 07/10	9:00	Wind			
GRU/Communications	Alachua/3805 NW 97TH BLVD, BD G	3:30	Wind	Transmission		
ALACHUA COUNTY BOARD OF COMM/Fire Rescue	Alachua/911 SE 5TH ST, POLE;IC 11/16;A&E	8:10	Wind	Structures		
ALACHUA COUNTY BOARD OF COMM/Law Enforcement	Alachua/3333 NE 39TH AVE, JAIL	3:17	Wind	Substations		
FEDERAL AVIATION ADMIN/Airport	Alachua/3880 NE 39TH AVE, AIRPORT	3:17	Wind	<b>Total</b>		
				<i>Distribution</i>		
				Poles		
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH		
				Lateral UG		
				Lateral Combined		
				<b>Total</b>		
				<i>Service</i>		
				Service OH		
				Service UG		
				Service Combined		
				<b>Total</b>		

Hurricane Matthew – CIF						
CIF Name/Type (i.e. Hospital)	County/	Restoration Time	Outage Cause	Number of Facilities Requiring		
	Location				Repair	Replace
GRU/Utilities	Alachua/1501 NE 53RD AVE	0:53	Wind			
ST OF FL DEPT OF CH & FAM SVC/Hospital	Alachua/1621 NE WALDO RD	1:24	Wind	Transmission		
				Structures		
				Substations		
				<b>Total</b>		
				<i>Distribution</i>		
				Poles		
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH		
				Lateral UG		
				Lateral Combined		
				<b>Total</b>		
				<i>Service</i>		
				Service OH		
				Service UG		
				Service Combined		
				<b>Total</b>		

Staff's First Data Request  
Docket No. 20170215-EU  
Page 34

Hurricane Irma – CIF						
CIF Name/Type (i.e. Hospital)	County/	Restoration Time	Outage Cause	Number of Facilities Requiring		
	Location				Repair	Replace
GRU/Utilities	Alachua/200 SE 16TH AVE	10:10	Wind			
FEDERAL AVIATION ADMIN/Airport	Alachua/3880 NE 39TH AVE, AIRPORT	3:39	Wind	Transmission		
ALACHUA COUNTY BOARD OF COMM/Law Enforcement	Alachua/3333 NE 39TH AVE, JAIL	18:37	Wind	Structures		
ALACHUA COUNTY BOARD OF COMM/Law Enforcement	Alachua/2621 SE HAWTHORNE RD	13:17	Wind	Substations		
ALACHUA COUNTY BOARD OF COMM/Fire Rescue	Alachua/911 SE 5TH ST	12:53	Wind	<b>Total</b>		
GRU/Communications	Alachua/3805 NW 97TH BLVD, BD G	11:51	Wind	Distribution		
GRU/Utilities	Alachua/4200 SW 63RD BLVD KANAPAHA PLANT	1:52	Wind	Poles		
DIVERSIFIED BROADCASTING INC/Communications	Alachua/6220 NW 43RD ST, BD 2	1:52	Wind	Substation		
ALACHUA COUNTY BOARD OF COMM/Government	Alachua/220 S MAIN ST	0:44	Wind	Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH		
				Lateral UG		
				Lateral Combined		
				<b>Total</b>		
				Service		
				Service OH		
				Service UG		
				Service Combined		
				<b>Total</b>		