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STATE OF FLORIDA



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## Public Service Commission

December 21, 2017

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

James O'Conner  
City Manager  
1053 20th Place  
Vero Beach, FL 32960  
[citymgr@covb.org](mailto:citymgr@covb.org)

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

Dear Mr. O'Connor:

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

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

### **Restoration Workload**

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

8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.
9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

### **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 fatalitiesPlease 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.

### **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
13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
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?
15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
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.
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.
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?
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?
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.

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

## 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.
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.

Weather Impact				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)

## Hardened and Non-Hardened Structures

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

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

Hardened Facilities		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>		
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>		

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.

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

31. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the five highest volume of outage causation that impacted the Utility's service area.
32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.
33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate.
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.

### 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.

Hurricane (Name) – CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
			<i>Transmission</i>			
			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>			

### 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.
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

Staff's First Data Request

Docket No. 20170215-EU

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Please file all responses electronically no later than January 22, 2018 from the Commission's website at [www.floridapsc.com](http://www.floridapsc.com), by selecting the Clerk's Office tab and Electronic Filing Web Form. Please contact me at [wtaylor@psc.state.fl.us](mailto:wtaylor@psc.state.fl.us) or at 850.413.6175 if you have any legal questions, or contact Emily Knoblauch for technical questions at [eknoblau@psc.state.fl.us](mailto:eknoblau@psc.state.fl.us) or at 850.413.6632.

Sincerely,

*/s/Wesley Taylor*

Wesley Taylor  
Attorney

WDT/as

cc:      Office of Commission Clerk