



Stephanie A. Cuello
SENIOR COUNSEL

July 14, 2022

VIA ELECTRONIC FILING

Adam J. Teitzman, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: *PSC Hurricane Workshop Informal Data Request; Undocketed*

Dear Mr. Teitzman:

Please find enclosed for filing, Duke Energy Florida, LLC's Response to Staff's Informal Data Request regarding the Hurricane Workshop.

Thank you for your assistance in this matter and if you have any questions, please feel free to contact me at (850) 521-1425.

Sincerely,

s/ Stephanie A. Cuello

Stephanie A. Cuello

SAC/mw
Attachment

**Duke Energy Florida, LLC's Response
to the Informal Data Request regarding the PSC Hurricane Workshop**

PSC-HW-DEF-01 - Request:

Have our customer call systems been tested to ensure they can handle the large volume of calls that we would experience if there were to be a statewide event.

- If so, what is the threshold in which they have been tested. What is the call volume that can be handled?

Response:

As part of Duke Energy's annual storm preparations, we work with a 3rd party vendor to test and stress our voice systems to validate system performance, reliability and identify interoperability issues for continuous improvement. The testing service generates a high volume of customer calls to simulate real-time conditions during normal and emergency situations. We held this test on 6/11/2022 and reached 8,000 concurrent calls. Based on historical experiences, the production call volume typically peaks at approximately 5,000 concurrent calls. With the results of the recent test, we have concluded our voice systems will perform as expected to meet the demands for this year's storm season.

PSC-HW-DEF-02 - Request:

Have we received any customer feedback that we can share with the commission in regards to our proactive outbound outage notifications?

- Have we received any feedback from customers that are notified that there has been an outage at their residence before they report it or if they were even aware of the outage by not being home?

Response:

Yes. In 2022, approximately 11,000 customer comments have been submitted to Duke Energy Florida regarding outages.

From these comments, the customer's sentiment towards outage alert messages is largely positive. A few examples of customer feedback are provided below:

- You send text message alerts with ETA on when it'll be back on. I didn't have to call and find out.
- Your communication is prompt and continuous, updating us until the problem is resolved. I appreciate that you let us know what the problem was. Crews were dispatched quickly, and power was restored before the estimated time given. Thank you!
- We were out of town, and didn't receive any type of correspondence, text, email, or phone call recorder, about our power being out and when it went back on. [at this time, this customer was not enrolled into the outage alerts program]
- We never got an email about the power outage. We were never updated and didn't know when the power would be restored. [at this time, this customer was not enrolled into the outage alerts program]
- We were not home but were notified by Duke that there was a power outage. When we got home, we had power so, what more could you ask for?
- We were not home at the time and appreciated the notification so we could get home to help our pets.