



Lessons Learned Hurricane Michael Customer Operations

Storm Damage

- > 90% customers out
 - 122 of 165 circuits out of service
- 30% of City's substations out of service
- >50% of City's transmission lines out of service
- 14% of our Gatekeepers were not communicating. 247 of 288 offline
- Began losing battery power back-up on Friday

Damage at a glance

- 267 poles replaced
- 214 transformers replaced
- 27,474 feet of wire
- 2,200 insulators

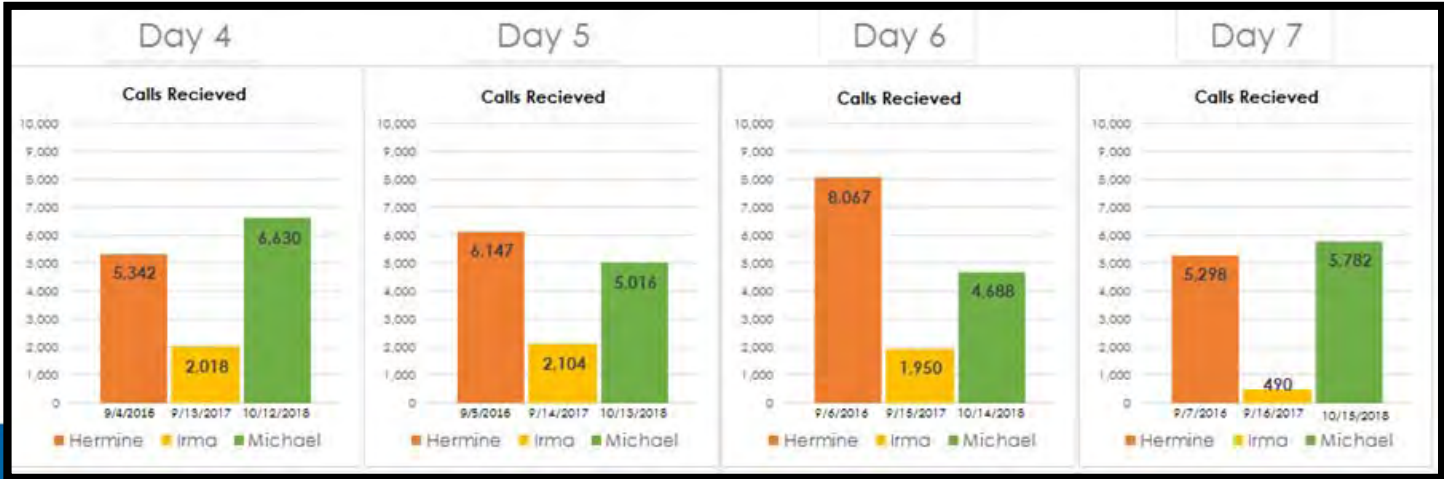
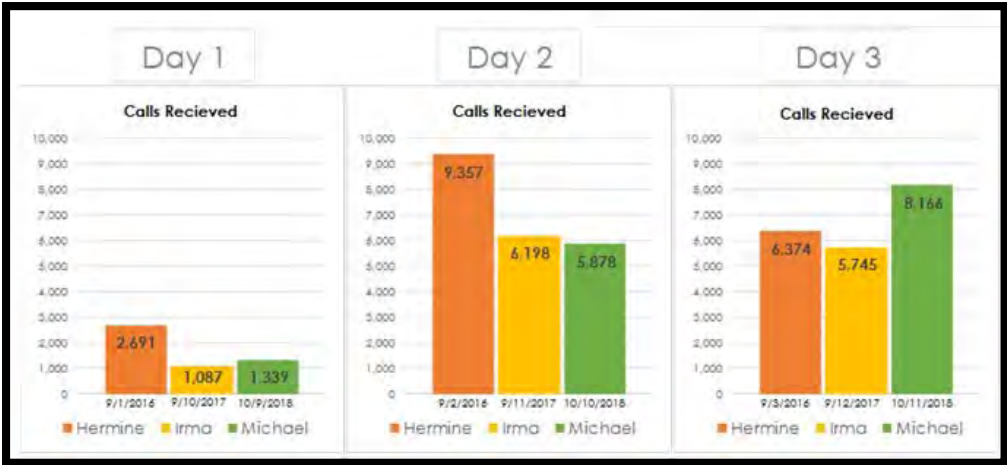


Field Restoration Resources (Peak)

- 843 resources
 - 430 Line Mutual Aid
 - >43 cities from 15 states
 - 1 IOU
 - 1 Contractor
 - 266 Tree Crews
 - 2 Contractors
 - 147 City personnel
- ~13,500 man-hours a day

Phone Inquiry Storm Comparison

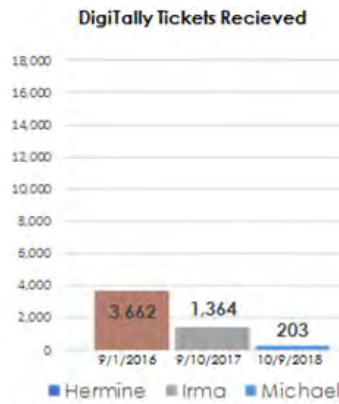
Hermine Category 1 Hurricane Landfall/TLH Impact Thursday 9/1/2016 73.6k+ Reported Outages	Irma Tropical Storm Landfall/TLH Impact Sunday 9/10/2017 56k+ Reported Outages	Michael Category 4 Hurricane Landfall/TLH Impact Wednesday 10/10/2018 114k+ Reported Outages
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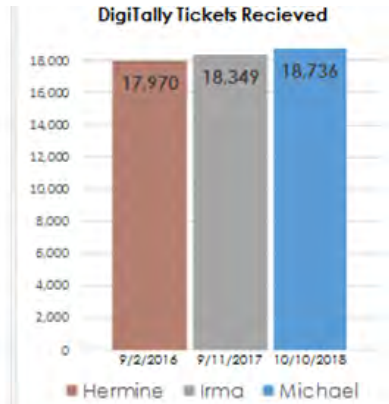
DigiTally Storm Comparison

Storm Name	Category	Impact Date	Reported Outages
Hermine	Category 1 Hurricane	Thursday 9/1/2016	73.6k+
Irma	Tropical Storm	Sunday 9/10/2017	56k+
Michael	Category 4 Hurricane	Wednesday 10/10/2018	114k+

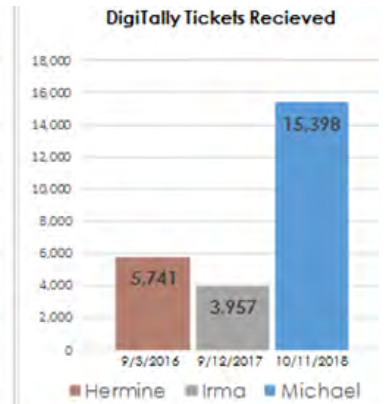
Day 1



Day 2



Day 3



Day 4



Day 5



Day 6

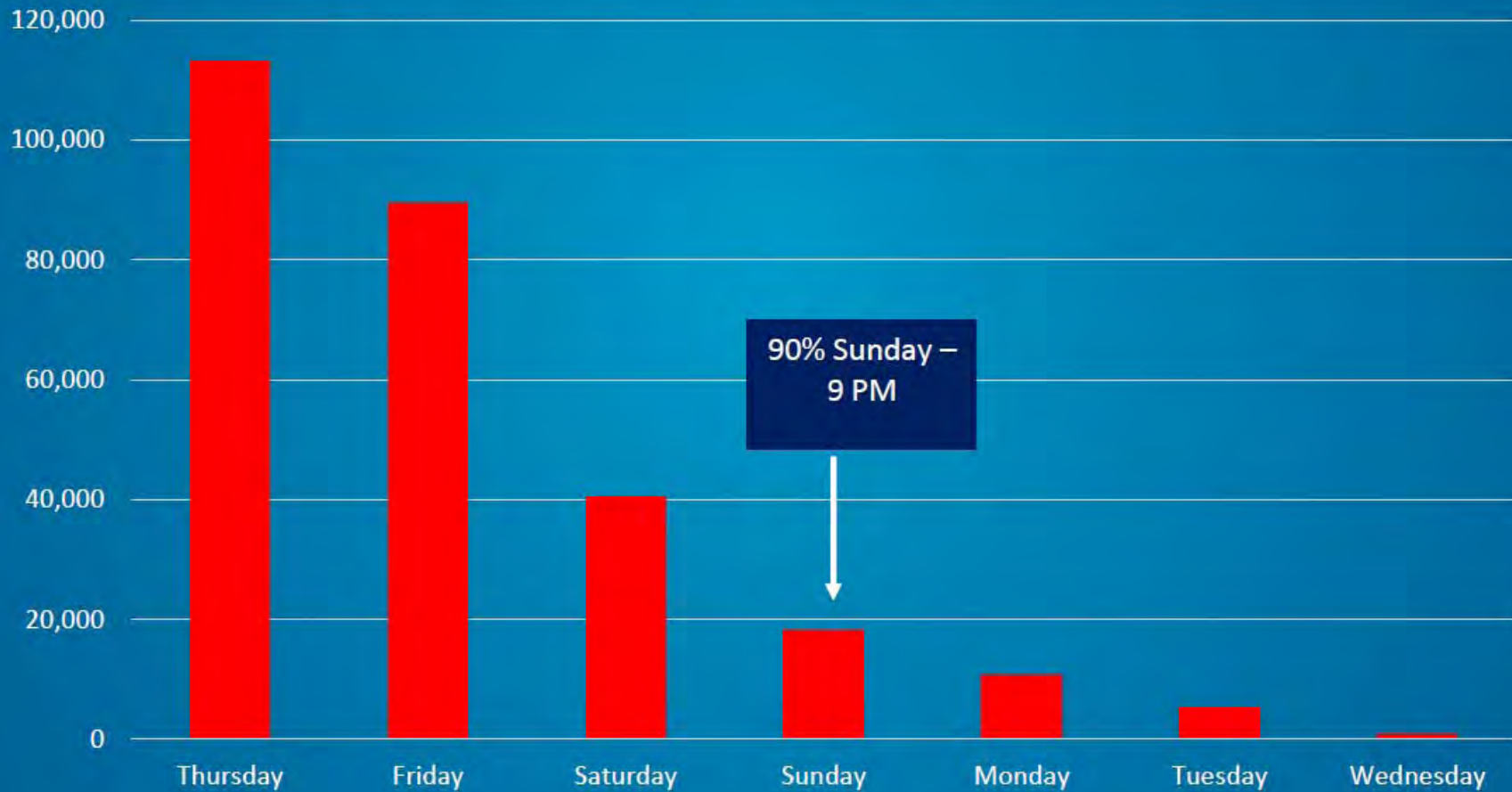


Day 7



One Contact, One Call, One Resolution

Customer Restoration Timeline



Mutual Aide

*Photo was taken during Hurricane Michael of **Rudy Stivers**, Resolution Team member and his daughter Riley.*



Thank you to Rudy with the City of Tallahassee Utilities, his wife Jeanette, and daughter Riley for the kind message and photos! **#OUCproud**
#FLpublicpower #publicpower

“From a grateful COT Utilities staff member and Tallahassee citizen. OUC is getting it done!”

One Contact, One Call, One Resolution

Question & Answer Session

