

2012 Summer Reliability Forum: Storm Response Overview

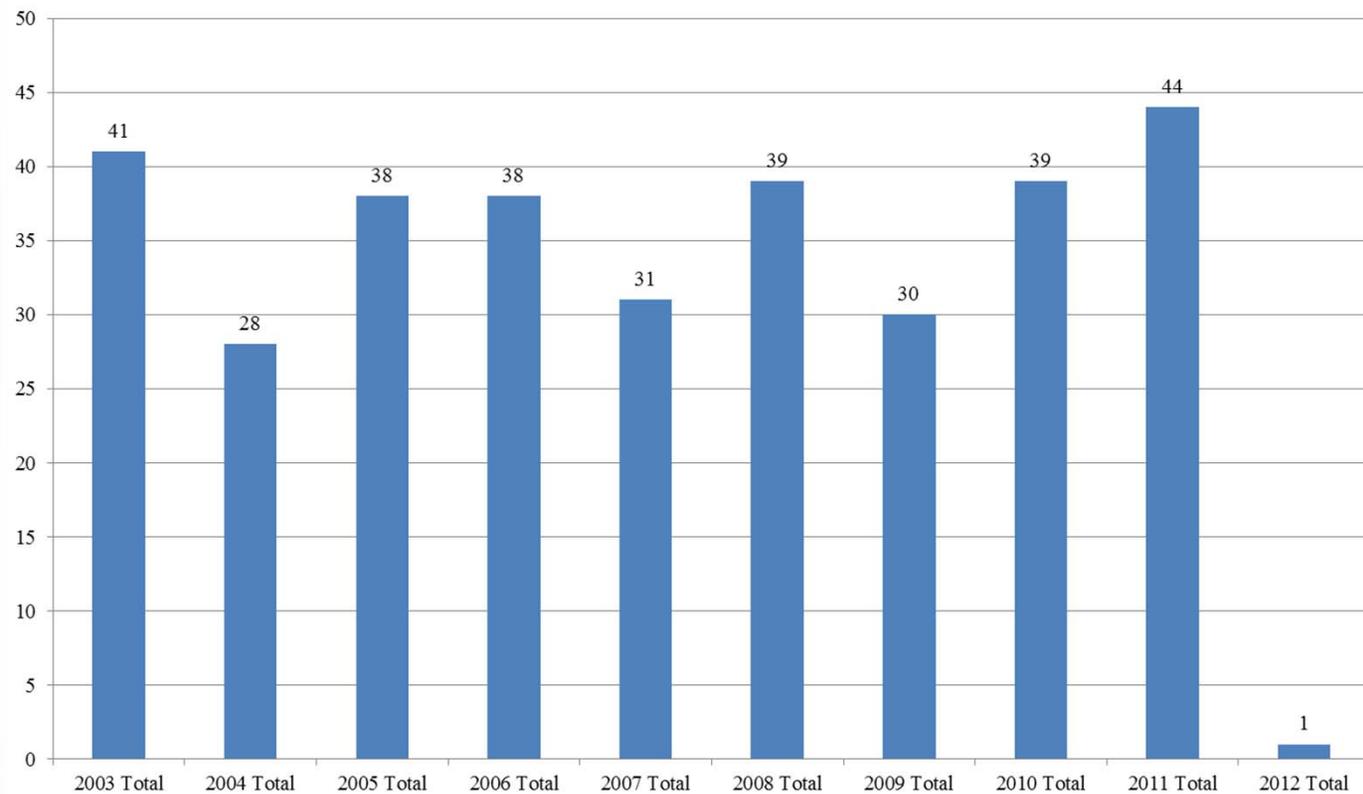


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Stormy 2011

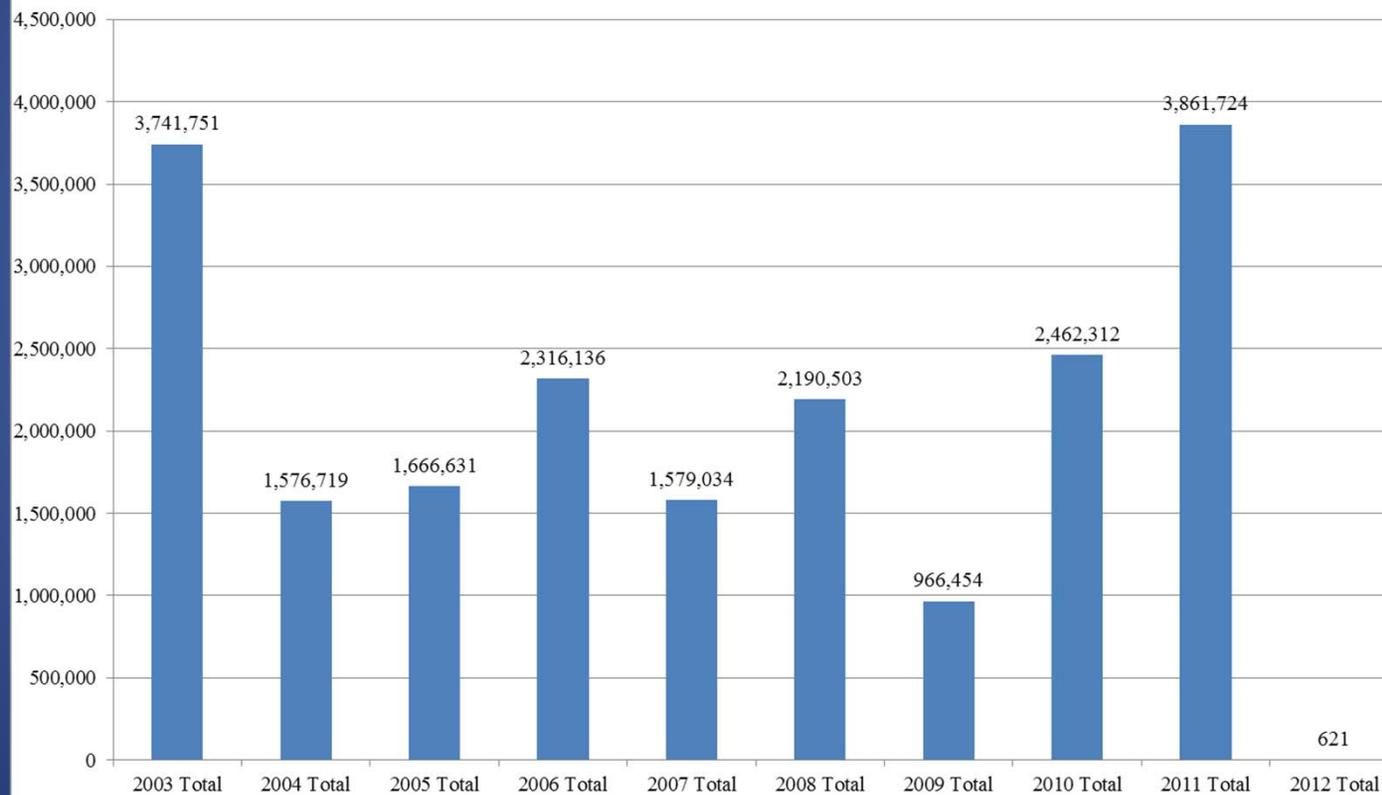
Total 67.1 Reportable Storms for EDCs 2003-2012





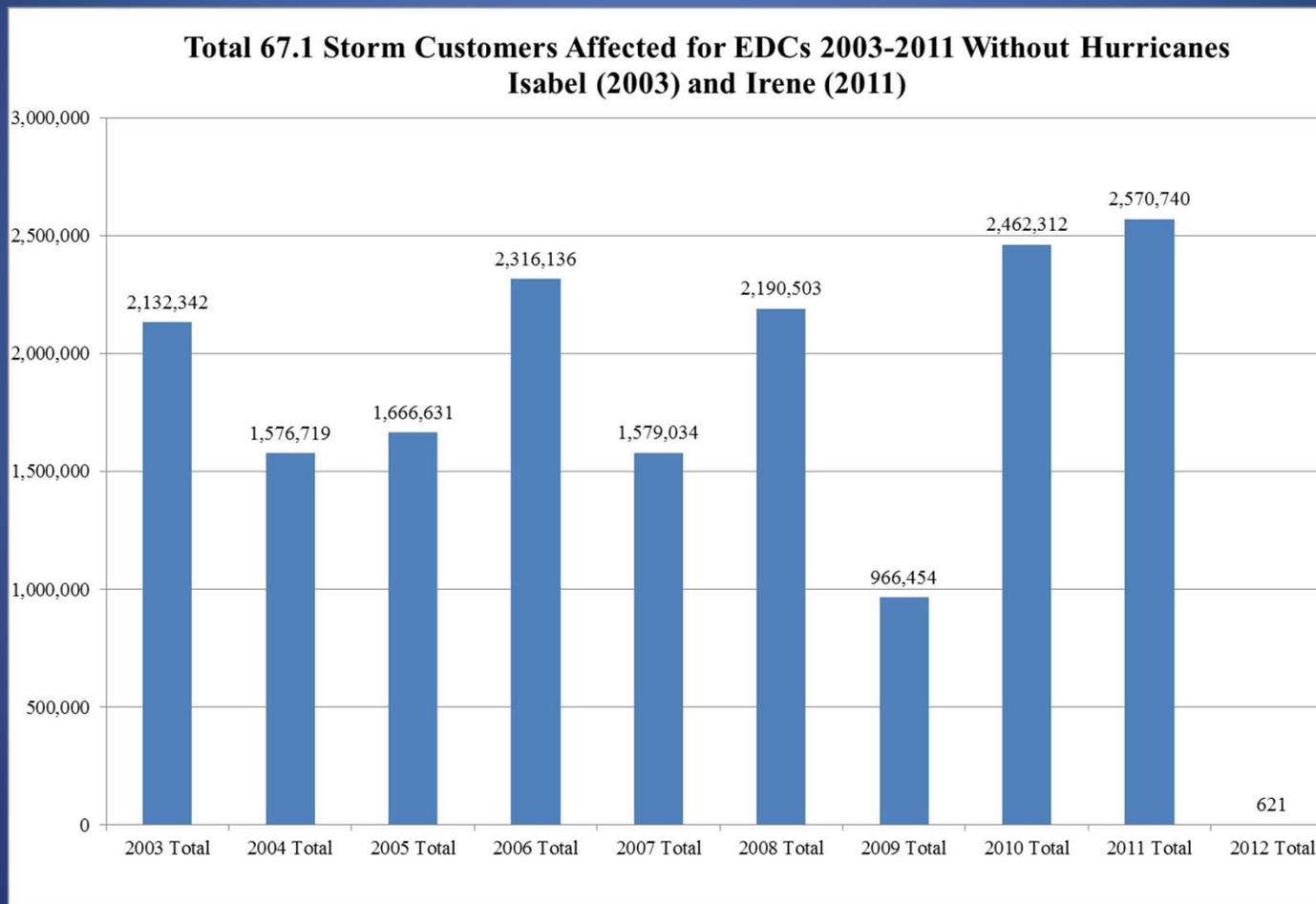
Customers Affected

Total 67.1 Storm Customers Affected for EDCs 2003-2012



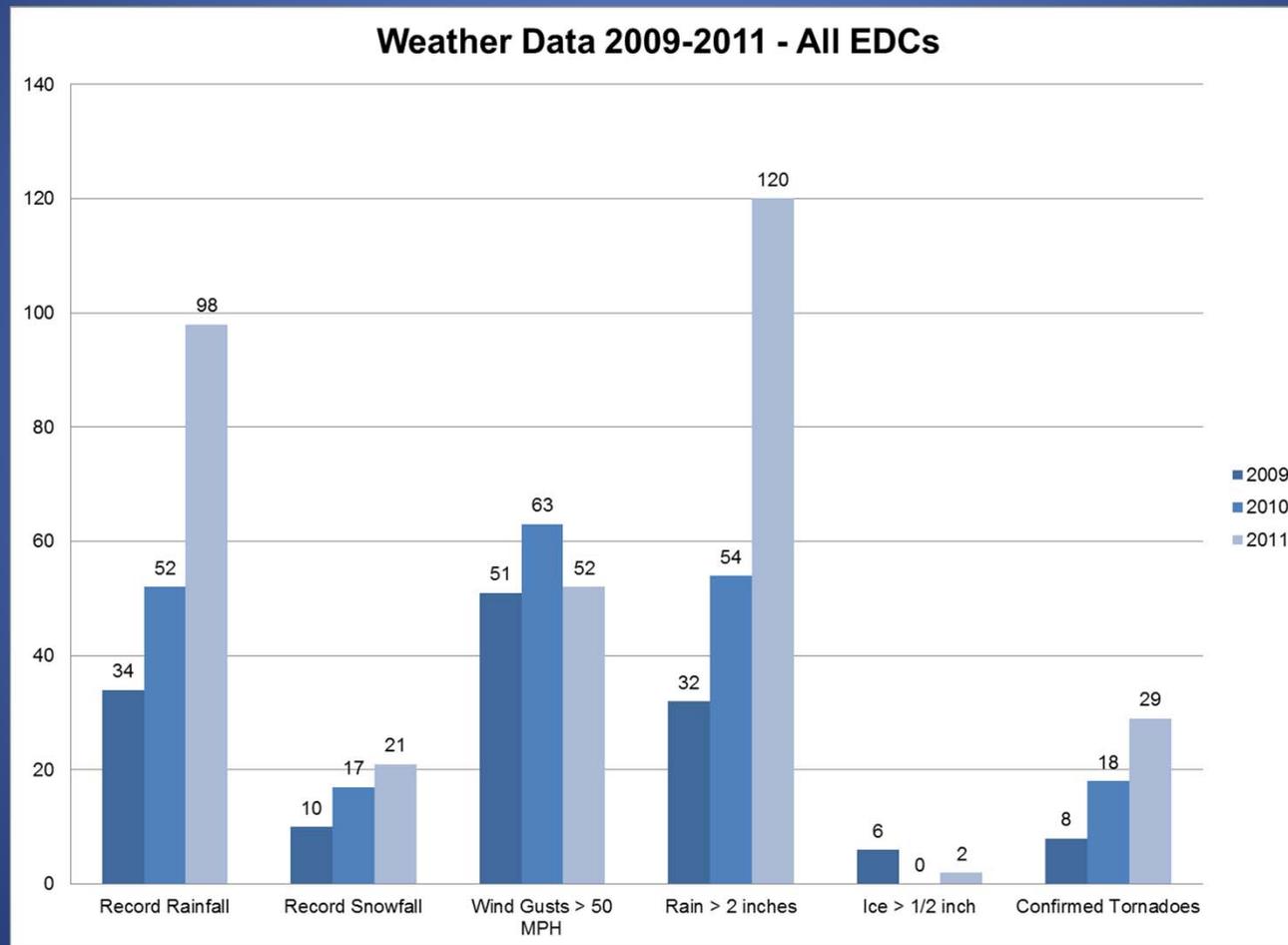


Customers Affected – Less Direct Hurricane Impacts



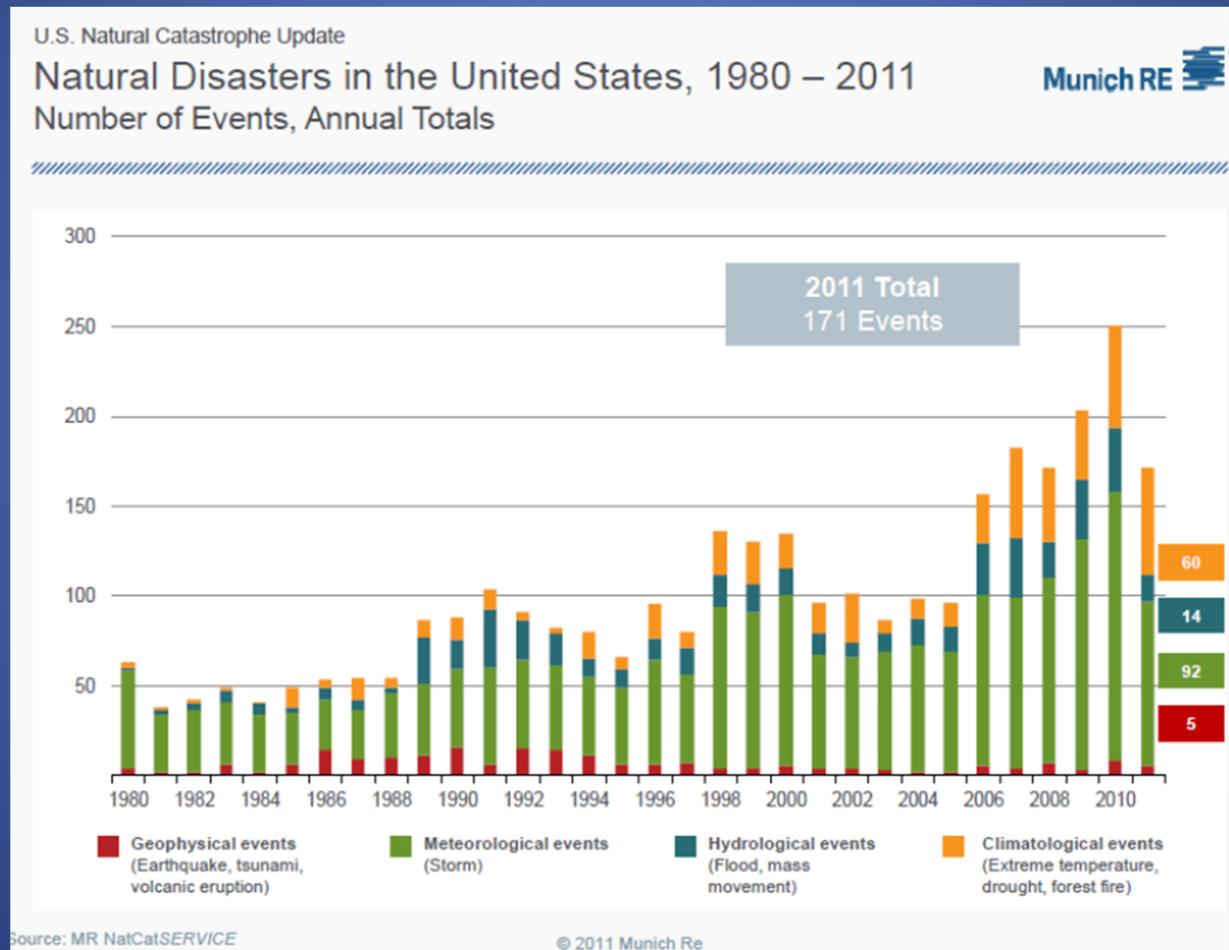


Increase In Severe Weather Experienced By EDCs



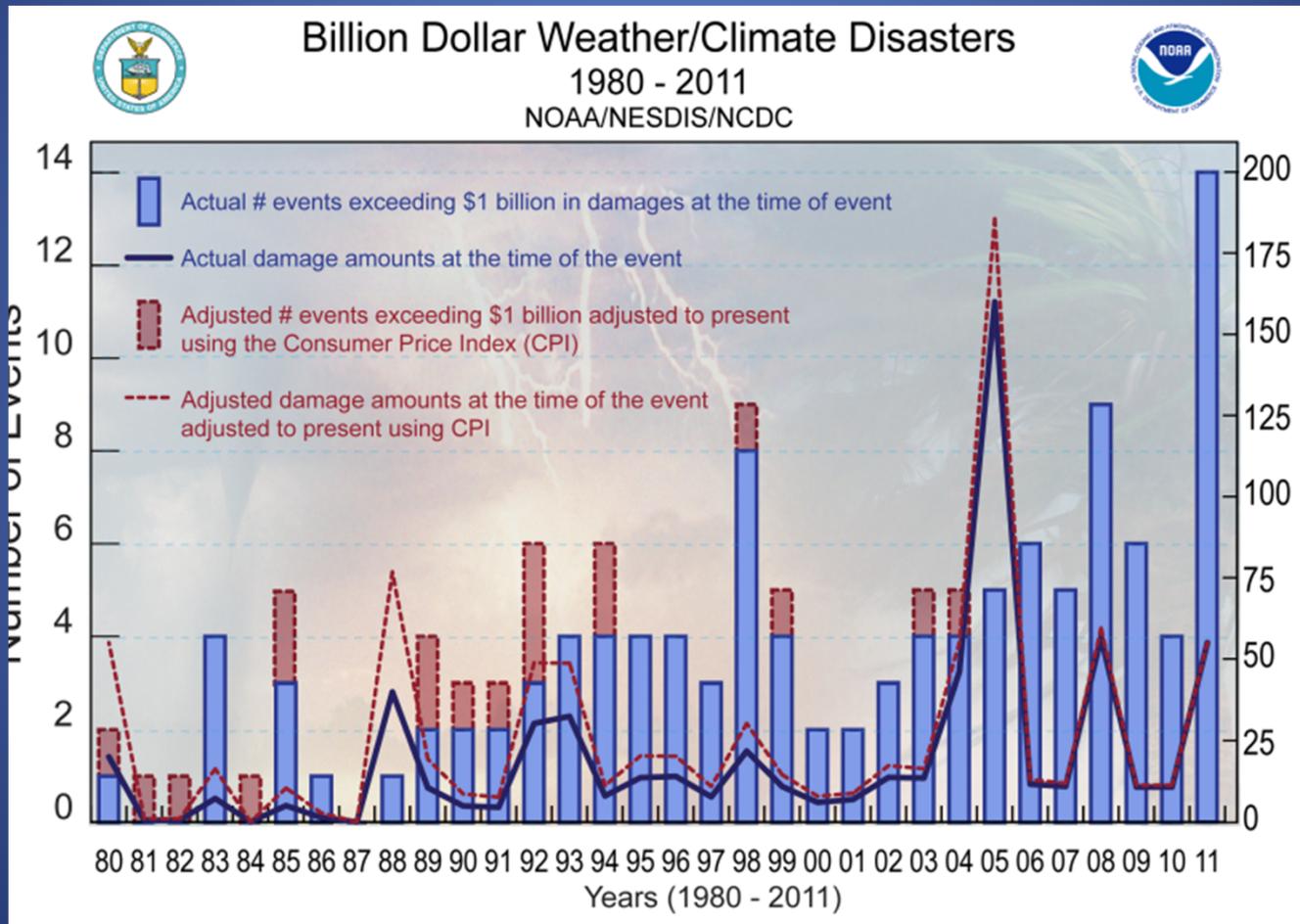


Trending Increase In Natural Disasters In US





Trending Increase In Costs





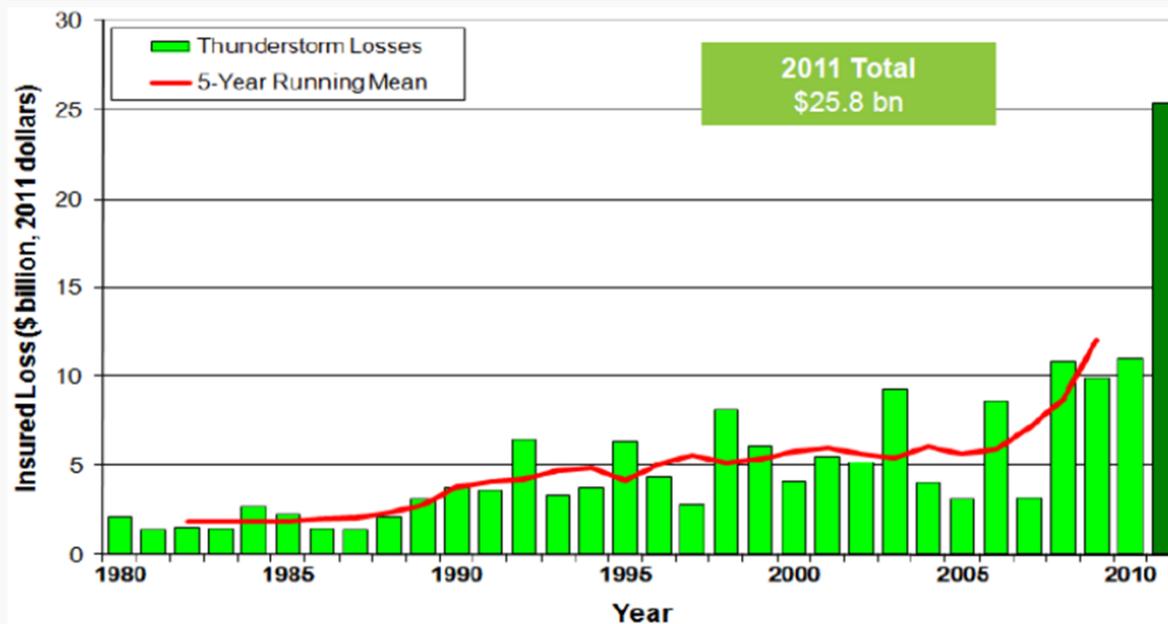
Trending Increase In Costs - Thunderstorms

U.S. Natural Catastrophe Update

U.S. Thunderstorm Loss Trends Annual Totals 1980 – 2011



Average thunderstorm losses have increased fivefold since 1980.



Source: Property Claims Service
MR NatCatSERVICE

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Trending Increase In Costs – Winter Events

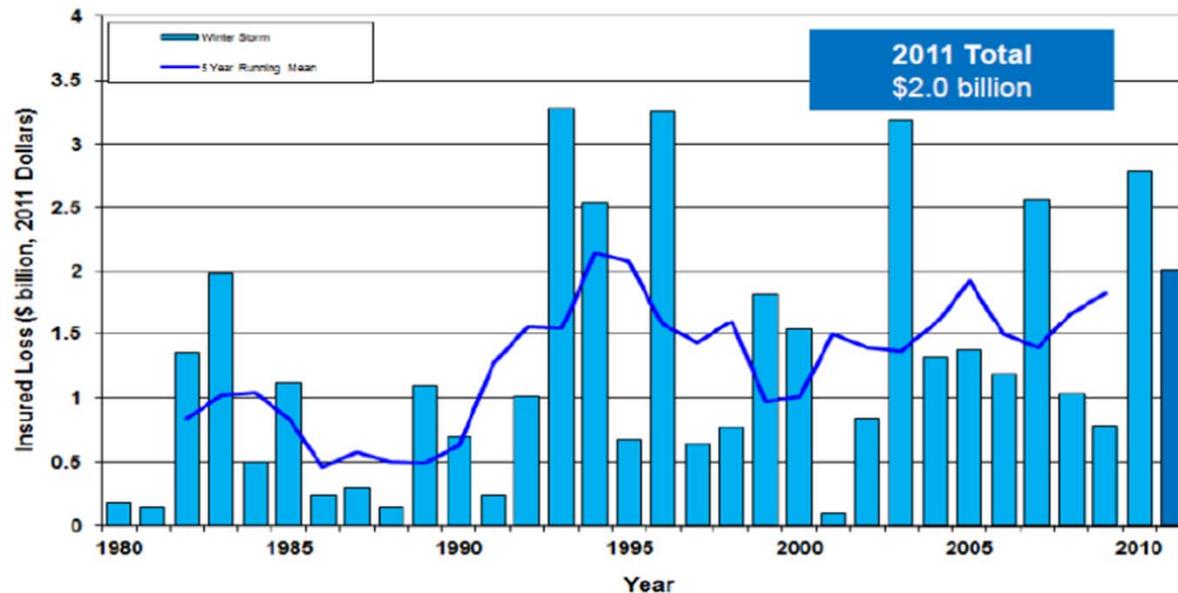
U.S. Natural Catastrophe Update

U.S. Winter Storm Loss Trends

Annual totals 1980 – 2011



Average annual winter storm losses have almost doubled since the early 1980s.



Source: Property Claims Service
MR NatCatSERVICE

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Key Storm Response Initiatives

- Implemented new regulations and policy statement on outage reporting and communications
- Met with EDCs in March to continue best practice discussion
- University of Florida's Public Research Center – best practice sharing
- EDCs addressed Call Center and ETR Issues



Key Storm Response Initiatives (Continued)

- PUC participated in EDCs storm response exercises – will be an ongoing effort
- Collected data from EDCs on call center and critical customer processes, weather and outages – forthcoming PUC Reports



Outage Reports – Highlighted Recommendations

- EDCs need to improve handling of high-volume call periods and accuracy of ETRs
 - Addressed in forthcoming report – many improvements implemented
- EDCs need to strengthen relationships with local and county EMAs and Elected Officials
 - EDCs now providing liaisons to 911 and County EOCs



Outage Reports – Highlighted Recommendations (Continued)

- The PUC and EDCs should further study the trend in increased severe weather events and improving resiliency of infrastructure and mitigation of storm damages
 - The needs and vulnerabilities identified should be considered in Long-Term Infrastructure Improvement Plans
- PUC staff will continue to compile data on reportable storms



Outage Reports – Highlighted Recommendations (Continued)

- EDCs shall continue to implement corrective actions for worst-performing-circuits
 - Corrective actions should be complete by close of calendar-year quarter WPC was identified
 - TUS will continue thorough review of corrective actions
- EDCs should review vegetation management trimming cycles and methods in high outage-occurrence areas, including off right-of-way vegetation
- EDCs should also review other mitigation actions such as reclosers and sectionalizers and consider these in their Long-Term Infrastructure Improvement Plans



Questions / Concerns

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