Committee on Utilities & Telecommunications

Tuesday, September 13, 2005
9:00 AM – 12:00 PM
212 Knott Building

Allan G. Bense
Speaker

Ken Littlefield
Chair

AGENDA
UTILITIES & TELECOMMUNICATIONS COMMITTEE MEETING
TUESDAY, SEPTEMBER 13, 2005
9:00 AM – 12:00 PM
ROOM 212 – KNOTT BUILDING

ROLL CALL

CHAIR'S REMARKS

SECTION 1: COMMUNICATIONS ISSUES

Rick Hagen, Manager, Network Operations, BellSouth
Discuss: Storm preparation, planning, and restoration.

Charles Rehwinkel, State Vice President-Florida, Sprint
Discuss: Continue the discussion of damage in other states and the effects on Florida.

SECTION 2: HURRICANE RESPONSE

David McDonald, Director, Distribution Assets Management, Progress Energy
Discuss: How Progress and IOU's generally plans, prepare and effectively responds to a major storm.

Bryan Olnick, Restoration Manager, FP&L
Discuss: FP&L restoration efforts as they relate to Katrina

SECTION 3: GENERATION, CAPACITY, AND FUEL SUPPLY

Jim Dean, Director, Office of Strategic Analysis and Governmental Affairs, PSC
Discuss: The installed generation capacity for the state.

Ken Wiley, President & CEO, FRCC
Discuss: How the FRCC moves into action when there is a shortfall in either capacity or fuel.

David Rogers, Executive Director, Florida Natural Gas Association
Discuss: An overview of Florida's pipelines and the supply situation as a result of Hurricane Katrina.

David Mica, Executive Director, Florida Petroleum Council
Discuss: Petroleum Markets, Prices and Hurricanes

QUESTION AND ANSWER

ADJOURNMENT

SECTION 1: COMMUNICATIONS

BELLSOUTH

Living History: 2004
Making History: 2005

Florida WINNERS take a licking

and keep on ticking!

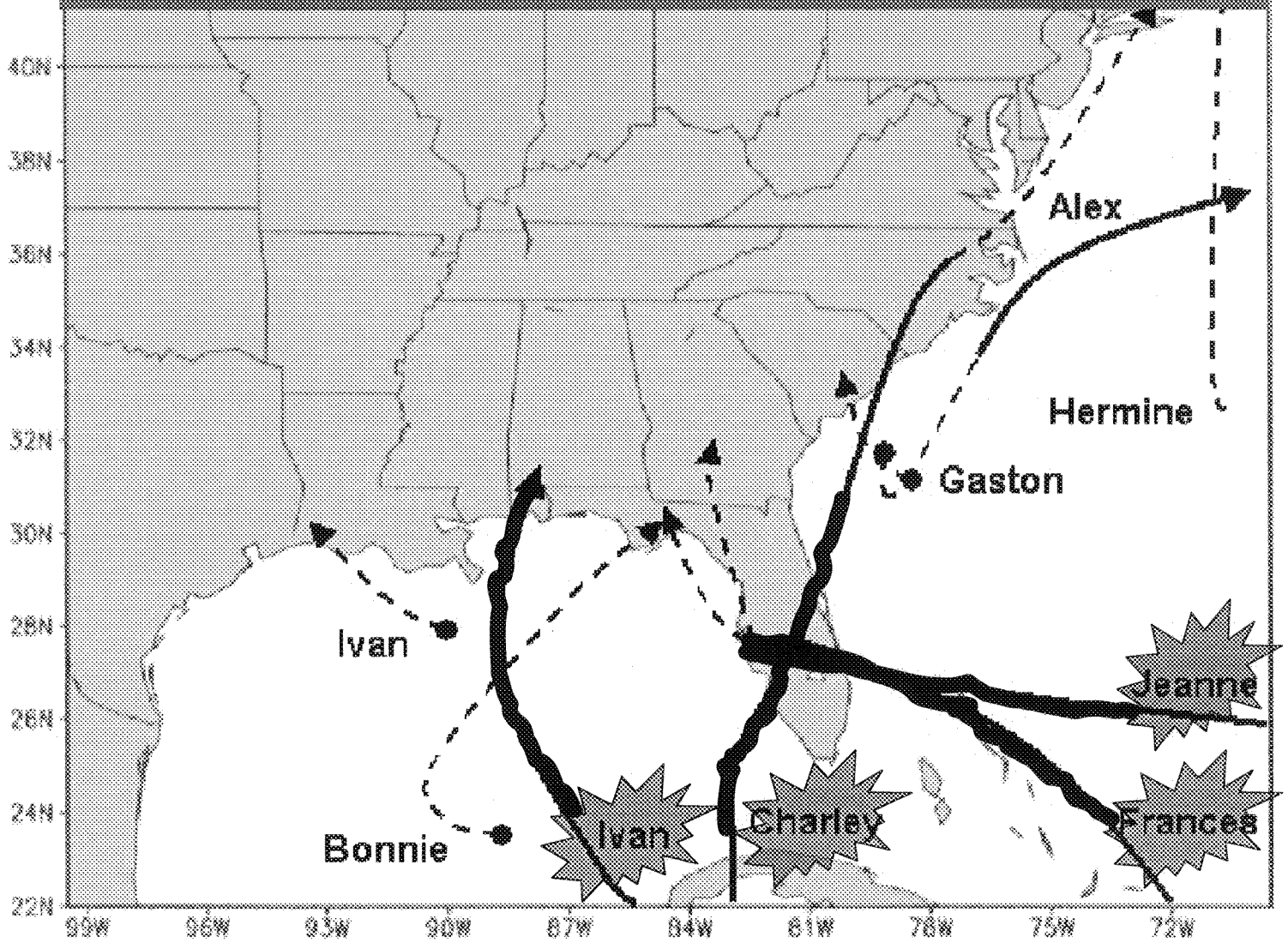
BELLSOUTH

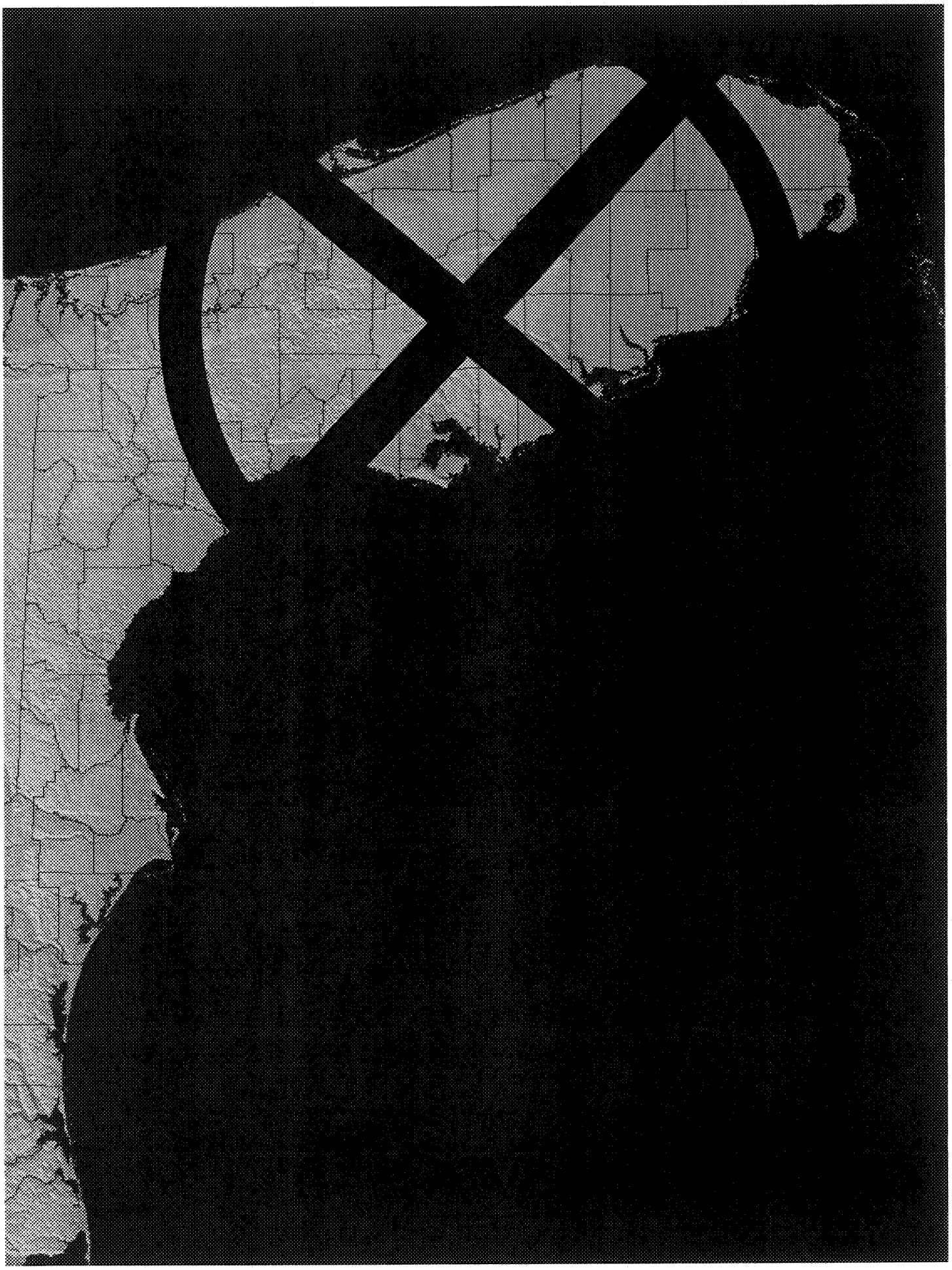
subtitle of today's presentation:
we spend our summer

So last year is not forgotten

- First time in recorded history that 4 major hurricanes hit Florida
- Probability of this occurring: too low to calculate
- Last time 4 hurricanes hit one state: Texas – 1886

Tracks Compared





Florida Network Restoration Facts

- **650K Troubles cleared by Victory date Nov 15 *(94 DAY RECOVERY)***
- **57K Drops Down**
- **12K Cable Spans Down**
- **5K Poles Down**
- **41K Surveys Completed**
- **$150M Total Cost in FL**

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At the peak. . .

- **785K Customers Affected**
- **70K Dispatchable Troubles**
- **40K Service Orders Pending**
- **2391 DLCs (4%) lost com power**
- **91 COs (41%) on Generator**

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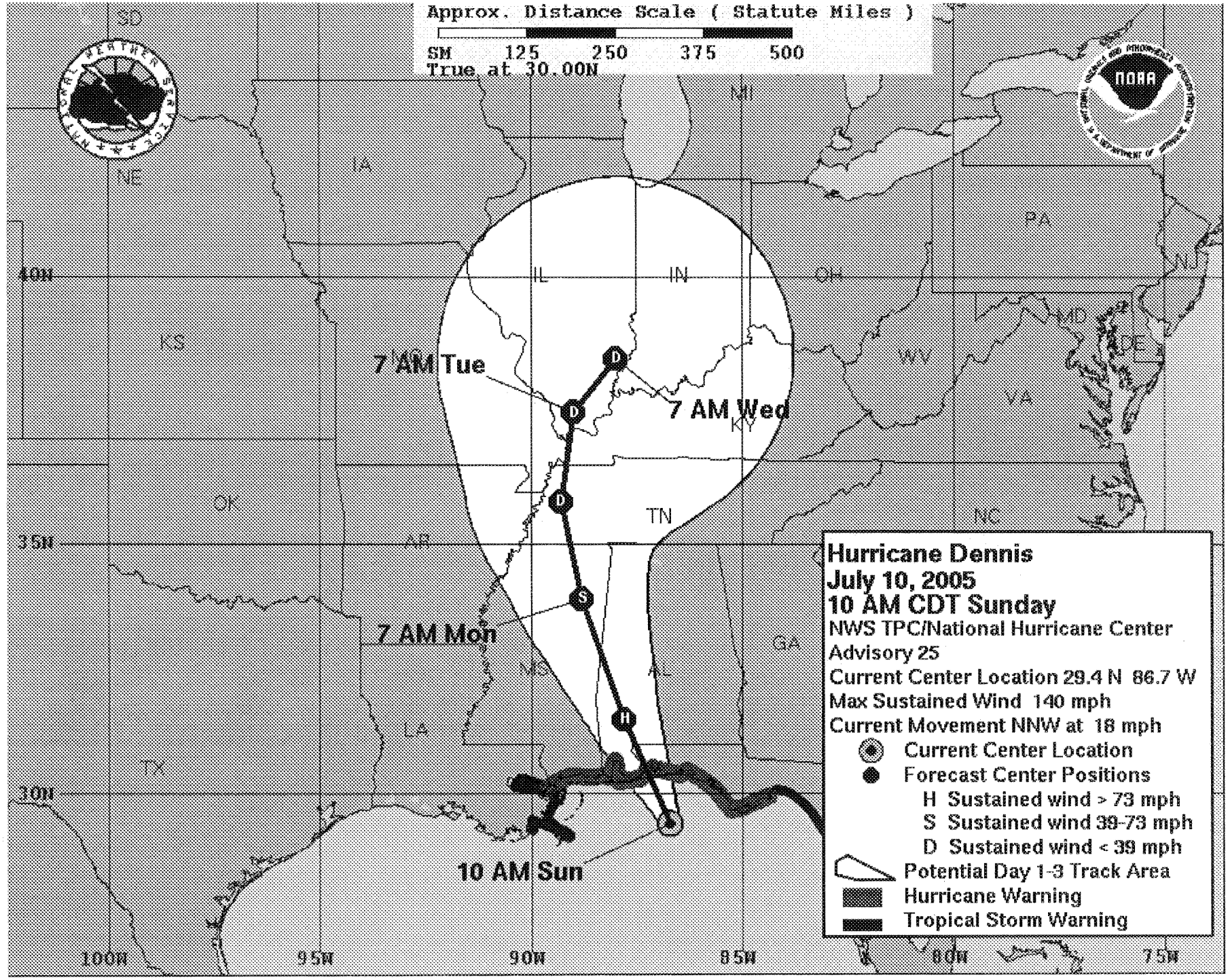
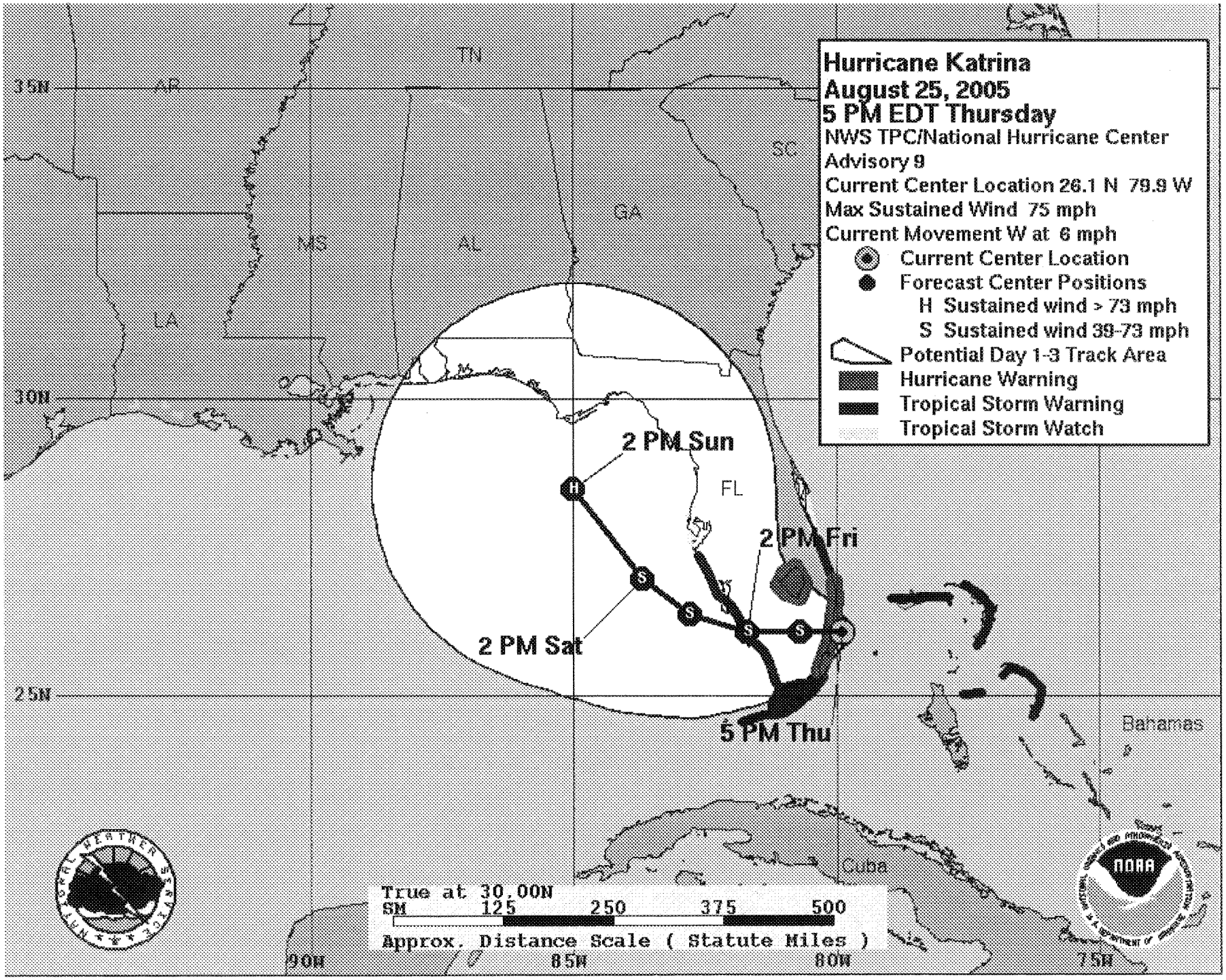
Forces Involved

- **1150 Total on Loaned Status**
- **500 BST Employees from Outside FL (many from Gulf States)**
- **120 from SBC**
- **225 Additional Placing Contractors**

BELLSOUTH


Approx. Distance Scale (Statute Miles)
SM 125 250 375 500
True at 30.00N
SD
NE
IA
MI
PA
NJ
IL
IN
OH
MD
DE
KS
WV
VA
KY
OK
TN
NC
AR
MS
AL
GA
LA
TX
40N
35N
30N
100W
95W
90W
85W
80W
75W
7 AM Tue
7 AM Wed
7 AM Mon
10 AM Sun
Hurricane Dennis
July 10, 2005
10 AM CDT Sunday
NWS TPC/National Hurricane Center
Advisory 25
Current Center Location 29.4 N 86.7 W
Max Sustained Wind 140 mph
Current Movement NNW at 18 mph
Current Center Location
Forecast Center Positions
H Sustained wind > 73 mph
S Sustained wind 39-73 mph
D Sustained wind < 39 mph
Potential Day 1-3 Track Area
Hurricane Warning
Tropical Storm Warning


Hurricane Katrina
August 25, 2005
5 PM EDT Thursday
NWS TPC/National Hurricane Center
Advisory 9
Current Center Location 26.1 N 79.9 W
Max Sustained Wind 75 mph
Current Movement W at 6 mph
Current Center Location
Forecast Center Positions
H Sustained wind > 73 mph
S Sustained wind 39-73 mph
Potential Day 1-3 Track Area
Hurricane Warning
Tropical Storm Warning
Tropical Storm Watch
2 PM Sun
2 PM Fri
2 PM Sat
5 PM Thu
TN
AR
SC
GA
MS
AL
LA
FL
Bahamas
Cuba
35N
30N
25N
90W
85W
80W
75W
True at 30.00N
SM 125 250 375 500
Approx. Distance Scale (Statute Miles)

Katrina's Impact on Florida

- 8/26
  - 10 Central Offices on Engine (loss of comm power)
  - 35,461 lines affected by DLC (loss of comm power)
    - Most in Dade & Broward Counties
    - Deployed Generators to sites
- 8/29
  - 0 Central Offices on Engine
  - 0 DLC lines affected
- At the Peak
  - 900 Poles Down
  - 2131 Spans of Cable Down
  - 4857 Service Drops Down

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Success/Lessons Learned/Opportunities

- **Improved Partnership With Power Utilities**
  - **Mutual Support**
  - **On-site Representation**
- **Vendor Manufacturing**
  - **Utilized relationships to ramp up production**
- **Restoration Strategy**
  - **Utilized 2-Man Placing Crews paired with Premises Technicians**
- **Performed Block-by-Block Sweeps**
- **Throw away the "play book"**

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Success/Lessons Learned/Opportunities

- **Safety**
  - **Zero Tolerance = Zero Fatalities**
- **Pre-Storm Terminal Wrapping**
  - **Prototype approved and available**
- **Coastal placement of Terminals**
- **New "Oil Rig" Strategy**

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Success/Lessons Learned/Opportunities

- **Homeland Security Reporting**
  - **BLS only data to hit the President's desk = Reporting Integrity**
- **Created Remote SOC's to Ease Work Center Congestion**

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Success/Lessons Learned/Opportunities

- **Refine Existing Tools**
  - **OSS Limitations**
- **Use New Tools**
  - **GIS Intelligence Mapping**
    - **Value added tool for staging & potential damage assessment**
- **Tweaking Generator Pool**
- **Evaluate Staging Locations**

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Success/Lessons Learned/Opportunities

- **Fueling**
  - **Used 1.25M Gallons of Fuel**
  - **Gaps with road closures – I-10 Bridge**
- **PR Opportunities**
  - **Evaluate the way information is distributed**

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Success/Lessons Learned/Opportunities

- **Re-evaluate Employee Housing**
  - **Lack of Available Hotel Rooms**
  - **Inadequate Housing – rent by the hour**
  - **Many Companies Competing for Rooms**
- **HR/Labor/Contractual Issues**
  - **Contract gaps need to be closed**
  - **Employee Expectations During Emergencies**
- **Supply Chain Relationships**
  - **Evaluate Trucking Contracts**

Success/Lessons Learned/Opportunities

- **Restoration Issues**
  - **Florida Has Many Part-Time Residents**
    - **No Access**
  - **Additional Troubles Caused During Demolition of Damaged Homes/Trailers**
  - **Additional Troubles Caused During Reconstruction of Homes/Trailers**
  - **Wet inside Wires Caused by Storm Surge**
- **Carrier of Last Resort**
  - **Multi-Family Dwellings**
  - **Address Change in Statute**

BellSouth Preparedness

- Emergency Organization Structure
  - Corporate ECC in Atlanta
  - State EOC in Miami (Power Company Reps)
  - 6 District EOC's
    - Dade
    - Broward
    - West Palm
    - Orlando
    - Jacksonville
    - Pensacola

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BellSouth Preparedness

- HQ Committee's under the ECC Manager
  - Wireless & Wireline Carrier Services
  - Customer Market Support
  - Network Systems
  - Network Escalations
  - Work Management Center
  - Tent City
  - Logistics
  - Corporate and National Security
  - HR Crisis Team
  - CRES ERC
  - OSPE/OSPC

BellSouth Preparedness

- Mapping/GIS
- Manpower/Travel
- PR
- Central Office
- Generators
- Radio Team
- Corporate Communications

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BellSouth Preparedness

- Prior to Hurricane Season…
  - ***EVERY*** organization holds coordination mtgs
    - Prepare, educate
    - Identify interfaces and define roles
  - As Storm Approaches
    - Corporate and State EOCs open
      - Track storm details (strength, landfall, timing)
      - Material, Equipment, and People Staging
    - Districts prepare the plant
    - As winds hit 30+ mph employees are released
    - Central Offices are manned continually
      - Engine backup
      - Pumps operating

BELLSOUTH

BellSouth Preparedness

- Immediately following the storm…
  - Employees report to work
  - Safety Briefings (critical)
  - Survey Teams deployed to provide initial assessment
  - Survey Teams redeploy to conduct detailed reviews
    - Equipment & Material needs (poles, cable, attachments, power issues preventing restoration)
- Coordination in ECC/EOC
  - Address Critical Needs First
    - State/Federal Requirements (FEMA)
    - Local Needs (Police/Fire/Hospitals)
    - 911
    - Wireless Carriers

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BellSouth Preparedness

- Assess and Plan Force Requirements
  - 1st Move People within the State
  - 2nd Rehire previous employees/Hire New Employees
  - 3rd Move forces between States
  - 4th Utilize Contracted Forces
    - Other RBOCS
    - Outside Line Placing Crews
- Address Force Majeure
  - Massive force movements creates increased impact in more areas
  - Apply rebates and credits to Retail Customers
  - Waive jack fees on repairs

BELLSOUTH

In Closing…

- **BellSouth's spirit of service is alive and well**
- **We will act and adjust to whatever mother nature throws at us**
- **We are better now than ever before and we are prepared like never before**

BELLSOUTH

THANK YOU!

BELLSOUTH

SPRINT

HURRICANE KATRINA: Sprint's Response to Major Switch and Network Outage in New Orleans and Biloxi

Charles J. Rehwinkel

State Vice President - Florida

Presentation to the Florida House Utilities & Telecommunications Committee

September 13, 2005

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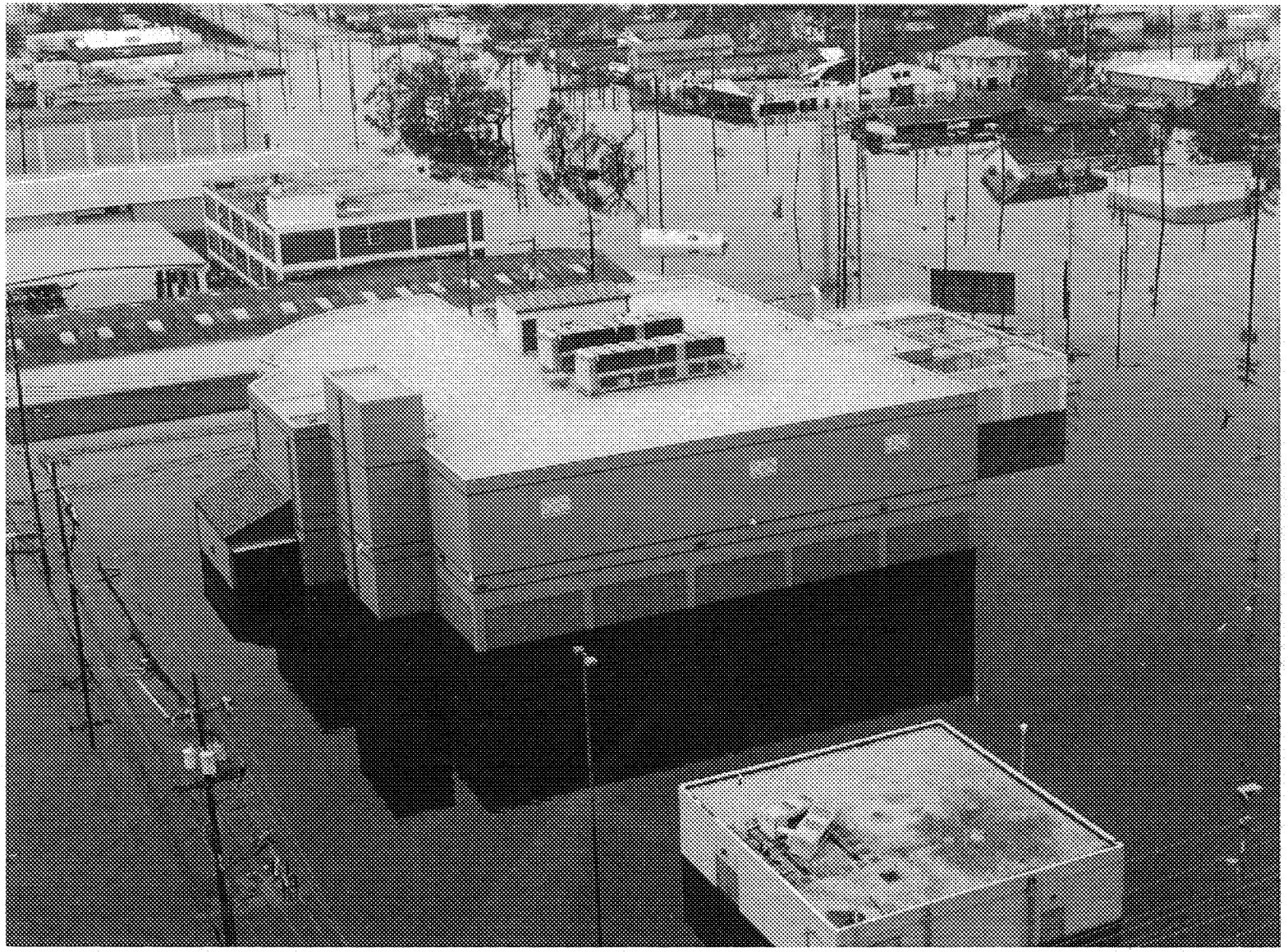

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- ***Hurricane Katrina Strikes New Orleans and Biloxi Areas***

  The hurricane struck at mid-day August 29, 2005

  The levees began breaking on August 30, 2005

- ***Major Network Facilities Lost Due to Hurricane Katrina***

  Major DMS 250 long distance switch (Flood Damage Due to Levee Break)

  2 fiber optic regenerator sites (Storm Surge)

  Biloxi POP (Storm Surge)

- ***Customer Impacts***

  A region-wide major outage occurred in long distance service (landline and wireless).

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- ***Customer Impacts (Cont.)***

  5,284 NPA/NXX combinations across 32 NPAs (Area Codes), primarily in the states of Louisiana, Alabama, Mississippi, and Florida.

  Sprint and its wireless affiliates lost long distance connectivity to five wireless mobile switching centers (MSC). This prevented wireless customers who had evacuated from the area from receiving long distance calls. (Evacuees in Florida and callers in Florida among those affected.)

- ***Outage Assessment and Recovery Efforts Begin Immediately***

  At approximately 8:00 a.m. on 8/30/05, Sprint Local notified Sprint Nextel (Long Distance) of loss of Ft. Walton Beach operator services and significant call center failure for customer service and repair dispatch capability. Both of these switch loss driven impacts were restored before 5 p.m. on 8/30/05.

  Sprint LTD and Sprint Nextel utilized industry relationships to acquire temporary capacity from another IXC to immediately restore originating 1+ calling on the evening of 8/30/05. Toll free services did not work because there was no access to Sprint's DMS 250 network.

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- ***Outage Assessment and Recovery (Cont.)***

To restore all outbound and inbound long distance for 27 exchanges in Sprint local's northern Florida region to the Sprint long distance network, Sprint Long Distance and Sprint Local began provisioning seven DS3s on 8/30. Tallahassee exchanges were restored on 9/1; all others were restored by 9/3. BellSouth worked with us to provision four of the DS3s required to accomplish this solution.

While provisioning the DS3s, Sprint partnered with several other long distance providers, BellSouth, and 22 independent LECs to allow some 1+ and toll free calls to be temporarily rerouted away from Sprint's own network to an alternate path.

Sprint Nextel's equipment providers have performed exceptionally well in quickly delivering products to our switch sites to aid in the recovery.

These efforts have resulted in the restoration of approximately 97% of the 1+ calling impacted in Florida.

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- ***Outage Assessment and Recovery (Cont.)***

Sprint has aggressively pursued creative and unique solutions to restore service. One example is leveraging local number portability to port all 220,000 Kenner (New Orleans) MSC wireless customers to MSCs in Texas. This allowed these customers to regain the ability to receive long distance calls. According to NeuStar, with whom we partner to make such changes, this is an industry-first solution that has warrant for consideration in national disaster recoveries. (The FCC approved this on an expedited basis.)

Restoration efforts are active for our Biloxi POP. New Orleans POP restoration is day to day dependent on our ability to gain access to the office due to flood waters and has no ETA for recovery at this point. Regarding 1+ long distance service, all traffic is being rehomed to other DMS 250s as a permanent solution.

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- ***Conclusion:***

  Sprint Long Distance customers in Florida were impacted by a Storm event that did not physically touch the Network in the State.

  Due to a quick response, creativity and dedicated employees working long hours 24/7 and the cooperation among many competitors in the industry, many Sprint customers long distance calling to and from Florida was restored in a very timely fashion.

- ***Questions?***

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SECTION 2: HURRICANE RESPONSE

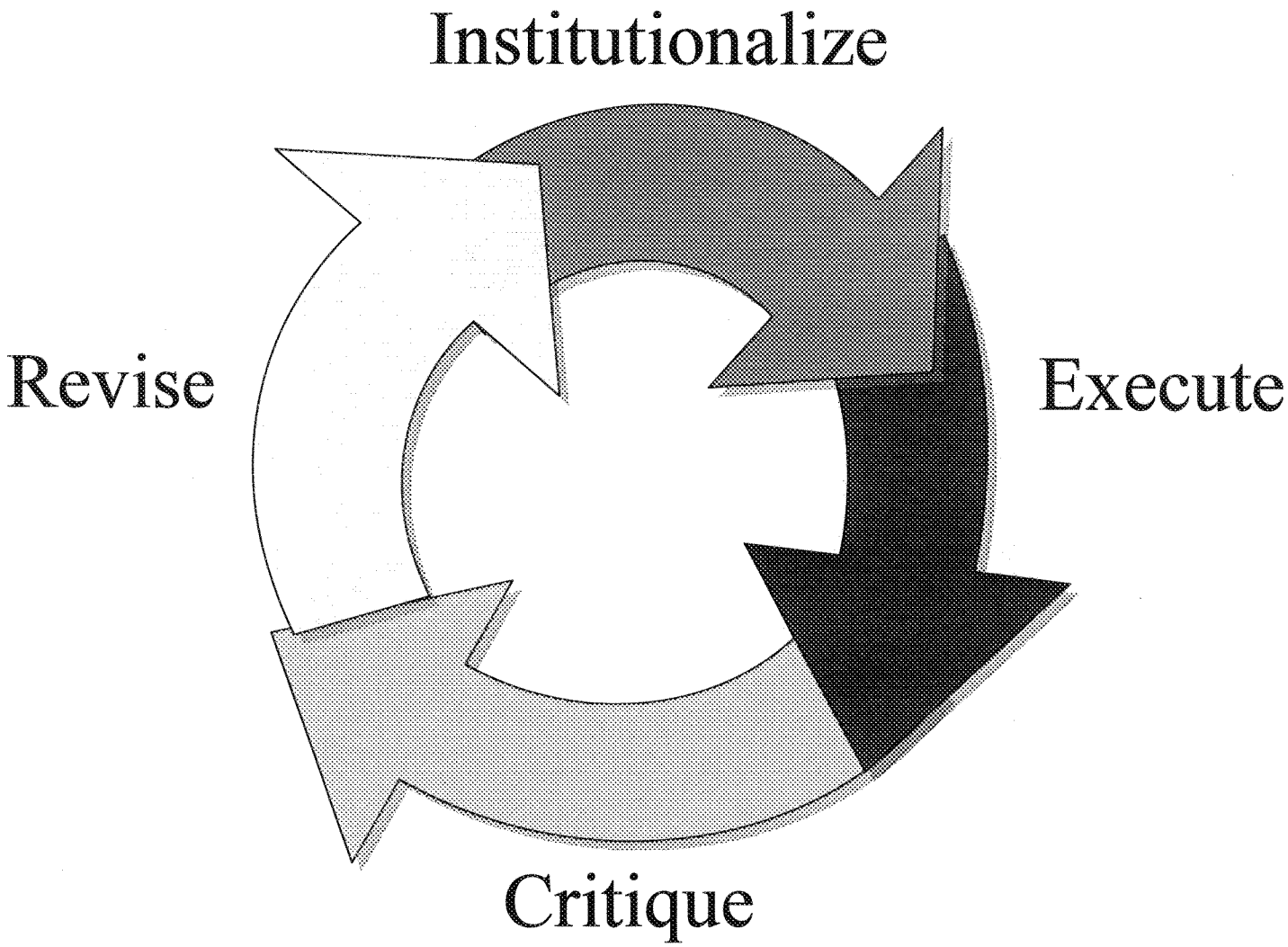
PROGRESS ENERGY

When Nature Strikes…

… The Employees of
Progress Energy Respond.

Progress Energy

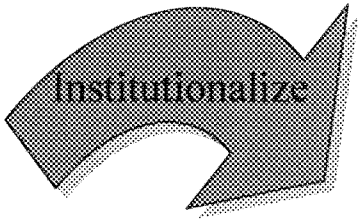
Major Storm Response Plan



Focusing on Continuous Improvement

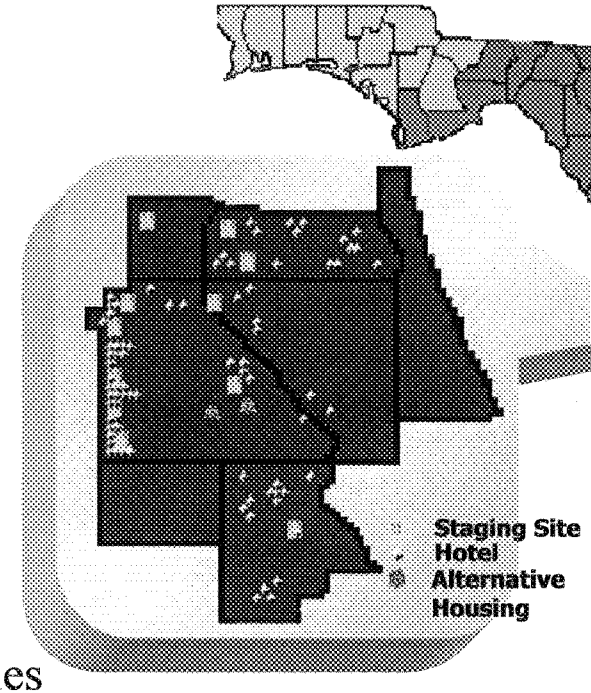
Progress Energy

Major Storm Response Plan



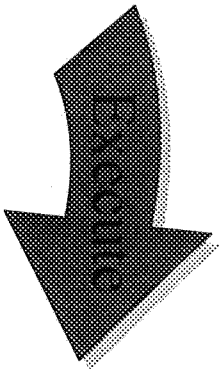
Institutionalize the Plan

- Operational Readiness
  - Systems
  - Contracts
  - Communication
- Organizational Readiness
  - Roles & Responsibilities
  - Training
- Readiness Drills



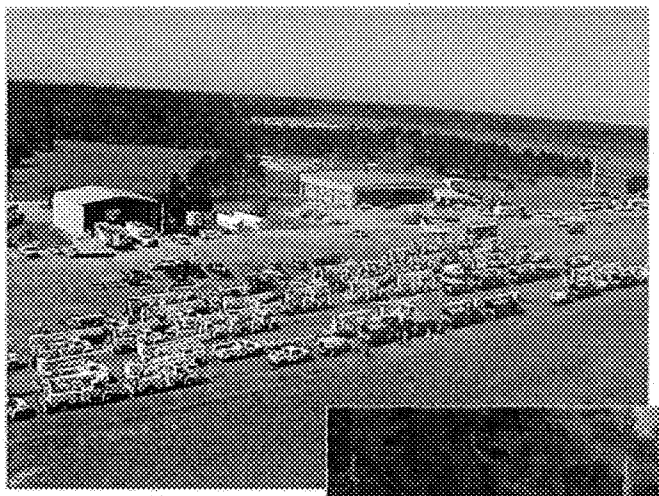
Progress Energy

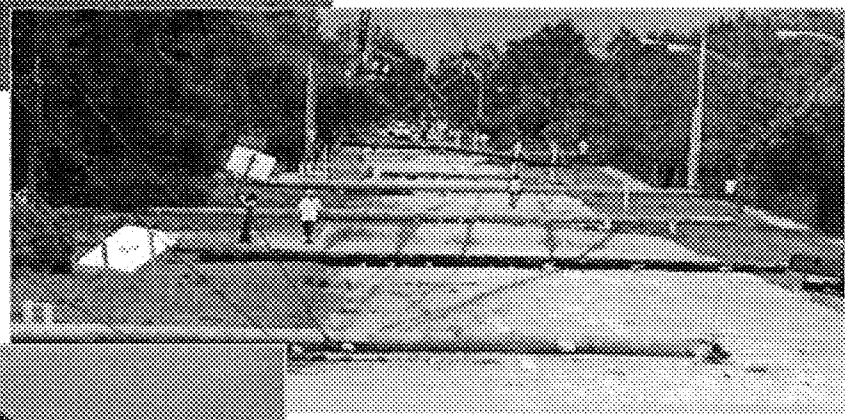
Major Storm Response Plan

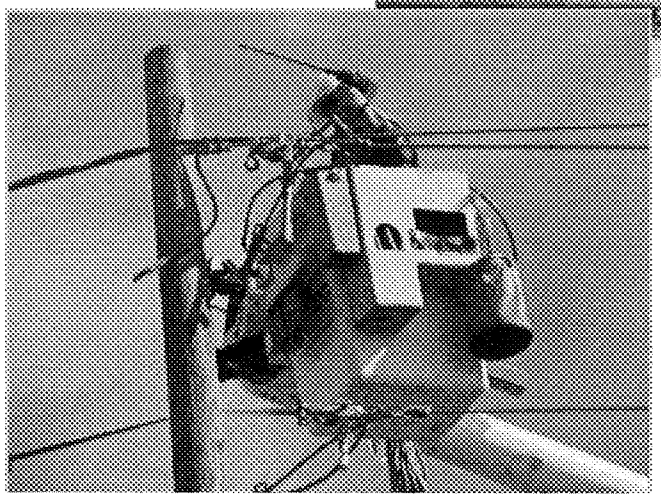


Execute the Plan

- Pre-Storm
  - Predict Damage
  - Secure Resources
  - Ensure Readiness
- Restoration of Service
  - Assess Damage
  - Work the Priorities
  - Communicate Efforts
- Restoration of System
  - Pre-Storm Conditions







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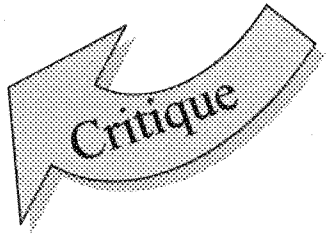
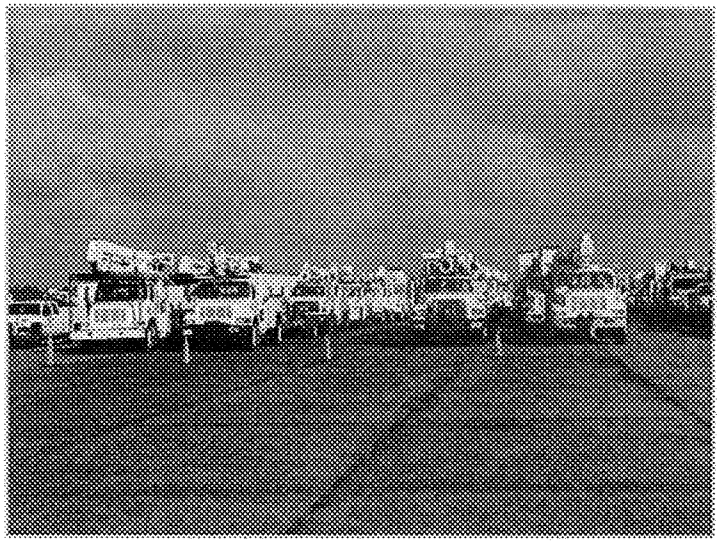
Major Storm Response Plan



Critique the Plan

- Audit the Plan
  - Lessons Learned Process
- Audit the Execution
  - Forensic Teams



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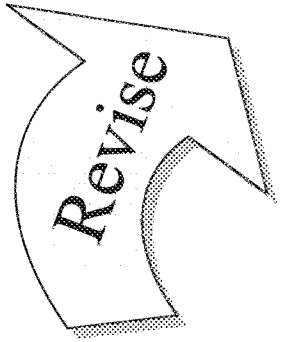
Major Storm Response Plan



Revise the Plan

- Best Practices
- Continuous Improvement

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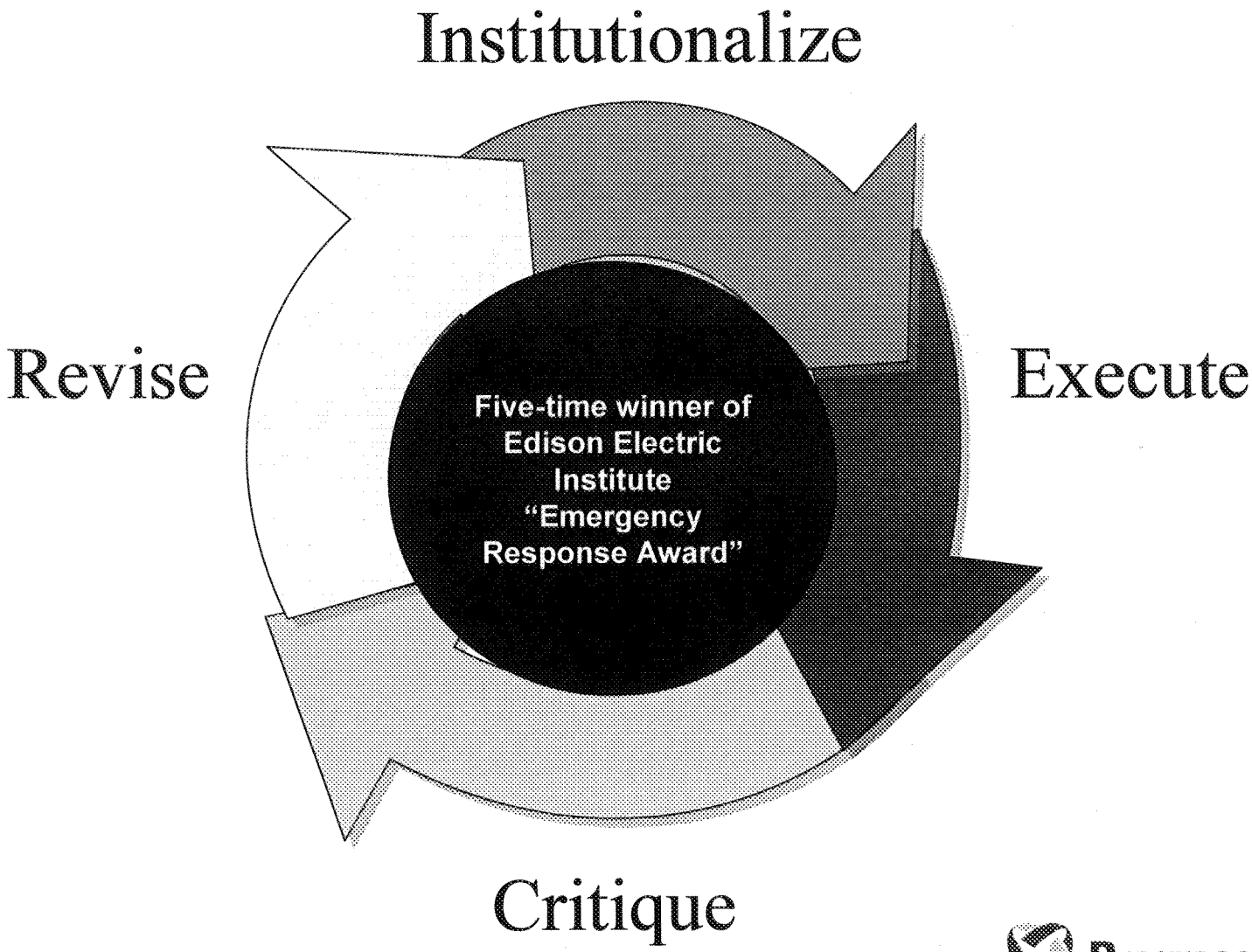
Major Storm Response Plan



Progress Energy

FL. POWER & LIGHT

SECTION 3: GENERATION, CAPACITY, AND FUEL

PUBLIC SERVICE COM.

FL. RELIABILITY
COORDINATING
COUNCIL

FL. NATURAL GAS
ASSOCIATION

FL. PETROLEUM
COUNCIL