

STATE OF THE UTILITY

Item #180607

OPERATIONS SUMMARY

CORPORATE SAFETY

ENVIRONMENTAL

REGULATORY

PERSONNEL

Safety

Employees

	Current Month			Year to Date		
	First Aid	Recordable	DART	First Aid	Recordable	DART
Administration	0	0	0	0	2	2
W/WW Systems	0	0	0	0	1	0
Energy Supply	0	0	0	0	0	0
Energy Delivery - Electric/Gas	0	1	0	0	2	1
GRUCom	0	0	0	0	0	0
Totals		1			5	

Vehicles

	Current Month			Year to Date		
	Miles Driven	Recordable	Preventable	Miles Driven	Recordable	Preventable
Administration	12,319	0	0	32,564	0	0
W/WW Systems	68,698	0	0	162,212	2	1
Energy Supply	1,787	0	0	3,795	0	0
Energy Delivery - Electric/Gas	87,047	1	1	204,290	1	1
GRUCom	7,793	0	0	17,602	0	0
Totals	177,644	1		420,463	3	

Environmental

	Current Month	Calendar Year to Date
Notices of Violation	0	0
Emissions DH1, DH2, DHCT3, JRKCC1		
CO ₂ (tons)	56,141	1,776,673
NO _x (tons)	31	1,600
SO ₂ (tons)	0	507.1
DH Unit 2 (only)		
PM _{FILT} (tons)	0	52
Hg (lbs)	0.00	3.30

Regulatory

NERC		
Notice of Violations	0	0
Self Reports/Potential Violations	1	3

Personnel

	Authorized Positions	Filled Positions	Current Vacancies
Administration	16.00	13.00	3.00
Business Services and GRUCom	3.00	3.00	-
Chief Operating Officer	20.00	18.00	2.00
Customer Support Services	118.25	108.25	10.00
Energy Delivery	264.00	241.00	23.00
Energy Supply	145.00	143.00	2.00
Energy Supply - District Energy	10.00	10.00	-
Finance	43.00	25.00	18.00
GRUCom	35.00	27.00	8.00
Information Technology	70.00	60.00	10.00
Water Wastewater	168.00	160.00	8.00
Grand Total	892.25	808.25	84.00

Utility Advisory Board Monthly Report – FY 2019 Safety Data Summary

Employee Injuries (DART – days away, restricted duty, temporary transfer)

OCTOBER

- 10/08/2018 An employee was struck on both hands when a bathroom paper towel dispenser cover fell. Both hands were injured. (DART – restricted duty)
- 10/17/2018 While changing out a ball valve in a water line under pressure, the employee cut his finger on an old galvanized fitting.
- 10/21/2018 A line worker was injured during mutual aid assignment in the Panhandle. He suffered second degree burns on his left hand from an arc flash while he was cutting an energized 120V service line. (DART Lost time)
- 10/31/2018 While putting away boxes of piping elbows, employee felt a slight pull in her lower back. Employee sought medical treatment on 11/2/18.

NOVEMBER

- 11/09/2018 Employee was bitten by a dog on his left wrist while in a yard reading meters.
-

Utility Advisory Board Monthly Report – FY 2019 Vehicle Collision Summary

Vehicle Collisions (P) indicates preventable by our employee

OCTOBER

10/15/2018

While a GRU employee was driving into work, another car collided with a deer, which was then thrown into the windshield of his GRU truck.

10/30/2018

While driving in the Plant to speak to an operator, the employee made a left-hand turn and scraped a concrete bollard with his truck. (P)

NOVEMBER

11/19/2018

Employee was driving a tractor trailer and as he made the turn off of Main Street onto 16th avenue, the rear drivers tire on the trailer struck the front bumper on a vehicle that was stopped in the south bound turn lane causing damage. (P)

CUSTOMER SUPPORT SERVICES

Customer Operations

New Services

Revenue Assurance

Customer Operations Metrics Summary November 2018

Active Accounts	Nov-18	YTD Gain/Loss	FY18
<i>Residential Contract Accounts</i>			
Total	91,073	93	90,980
Electric	84,482	79	84,403
Gas	33,533	93	33,440
Water	63,135	30	63,105
Wastewater	59,080	68	59,012
Telecomm	130	1	129

Active Accounts	Nov-18	YTD Gain/Loss	FY18
<i>Nonresidential Contract Accounts</i>			
Total	13,505	23	13,482
Electric	10,962	27	10,935
Gas	1,651	8	1,643
Water	5,845	(2)	5,847
Wastewater	4,642	8	4,634
Telecomm	368	2	366

New Installations	Nov-18	FY19 To Date	FY18
Electric	74	178	1512
Gas	39	79	463
Water	40	81	558
Wastewater	36	81	566
Telecomm	2	14	120

Residential Disconnects	Nov-18	FY19 To Date	FY18
Volume	1,563	3,100	15,305
Average Balance	\$260.71	\$260.80	\$250.07

Call Center Volume	Nov-18	FY19 To Date	FY18
Residential ASA	0:10:16	0:10:28	0:10:59
Business ASA	0:03:14	0:03:17	0:04:19
CSR Calls	10,642	23,719	142,989
CSR Callbacks	2,676	5,471	25,780
IVR Self Service	20,062	42,779	266,463
Total	30,704	66,498	409,452
IVR/Total	65%	64%	65%

Revenue Assurance	Nov-18	FY19 To Date	FY18
Referred to Collections	\$175,654.72	\$407,343.47	\$1,783,116.51
Recovered	\$67,563.93	\$155,178.14	\$786,025.11

Bills Generated	Nov-18	FY19 To Date	FY18
Paper Bills	106,412	212,521	1,276,432
eBills	17,354	35,219	200,984
Total	123,766	247,740	1,477,416
eBill/Total	14%	14%	14%

Service Orders	Nov-18	FY19 To Date	FY18
Move Ins	6,153	13,299	116,784
Move Outs	5,885	12,745	116,307

Payment Arrangements	Nov-18	FY19 To Date	FY18
Total	672	1,690	77,512

Average Res Bill Amounts	Nov-18	FY19 To Date	FY18
Electric (kWh)	722	857	812
Electric (\$)	\$105.17	\$123.27	\$118.11
Gas (Therms)	11	10	21
Gas (\$)	\$24.87	\$23.57	\$34.13
Water (kGals)	5	5	5
Water (\$)	\$31.32	\$31.09	\$30.34
Wastewater (kGals)	5	5	5
Wastewater(\$)	\$36.90	\$36.65	\$36.86

ENERGY DELIVERY

System Consumption

System Reliability

Major Projects – Electric & Gas

ENERGY DELIVERY - UAB REPORT - NOVEMBER 2018

Electric System Consumption

	2018		2017	
	CONSUMPTION	CUSTOMERS	CONSUMPTION	CUSTOMERS
Feed-In-Tariff - Residential	62 KWH	102	52 KWH	104
Feed-In-Tariff - General Service	2,728 KWH	155	2,426 KWH	157
Electric - GS - Demand - Regular	49,192,337 KWH	1,232	49,921,078 KWH	1,237
Electric - General Service Demand PV	823,725 KWH	18	657,476 KWH	15
GREC Startup Supplemental and Standby			452,351	1
Electric - GS - Kanapaha w Curtail Cr	1,012,800 KWH	1	997,200 KWH	1
Electric - GS - Demand - Large Power	8,675,560 KWH	9	8,036,440 KWH	8
Electric - GS - Murphree Curtail Credit	1,545,600 KWH	1	1,444,800 KWH	1
Electric - GS Large Demand PV	4,269,600 KWH	2	4,250,400 KWH	2
Electric - GS - Non Demand	14,304,717 KWH	9,661	14,168,512 KWH	9,782
Electric - General Service PV	131,917 KWH	58	100,591 KWH	53
Electric - Lighting - Rental	976,773 KWH	4,193 <i>n</i>	1,011,528 KWH	4,607 <i>n</i>
Electric - Lighting - Street - City	761,609 KWH	14 <i>n</i>	792,176 KWH	14 <i>n</i>
Electric - Lighting - Street - County	223,875 KWH	2 <i>n</i>	299,356 KWH	2 <i>n</i>
Electric - Lighting - Traffic	4,542 KWH	2 <i>n</i>	4,542 KWH	2 <i>n</i>
Electric - Residential - Non TOU	59,694,031 KWH	85,210	56,991,966 KWH	86,049
Electric - Residential PV	192,947 KWH	317	124,085 KWH	227
Total Retail Electric (<i>n = not included in total</i>)	141,812,823 KWH	96,766	137,147,377 KWH	97,637
City of Alachua	9,604,000 KWH	20,741 KW	9,025,000 KWH	18,153 KW
City of Winter Park	7,200,000 KWH	10,000 KW	7,200,000 KWH	10,000 KW
Total (Native) Electric	158,616,823 KWH		153,372,377 KWH	

Gas System Consumption

	2018		2017	
	CONSUMPTION	CUSTOMERS	CONSUMPTION	CUSTOMERS
Gas - GS - Regular Service (Firm)	711,217 THM	1,365	725,010 THM	1,395
Gas - GS - Regular Service (Small)	9,956 THM	289	11,458 THM	257
Gas - GS - Interruptible - Regular Serv	44,902 THM	1	20,224 THM	1
Gas - GS - Interruptible - Large Volume	418,761 THM	7	421,385 THM	7
Gas - Residential - Regular Service	369,095 THM	33,553	442,796 THM	34,008
Total Retail Gas	1,553,931 THM	35,215	1,620,873 THM	35,668
Gas - GS - UF Cogeneration Plant	2,773,821 THM	1	3,517,164 THM	1
Gas - Residential - LP - Basic Rate	2,661 GAL	200	3,167 GAL	196
GREC Gas (PGA only)			13,400 THM	1

*Obtained from Monthly Billing Summary prepared by Todd Kamhoot.

ENERGY DELIVERY - UAB REPORT - NOVEMBER 2018

Durations Reliability Report Between 11/01/2018 and 11/30/2018

Excludes Extreme Weather and Generation/Transmission Disturbances

CUSTOMER DATA	RELIABILITY INDICIES		MONTHLY AVG GOAL
Monthly Average Customers Served(C)	97,963	Average Service Availability Index (ASAI)	99.9955%
Total Hours of Customer Demand	68,182,248	System Average Interruption Duration Index (SAIDI)	1.86
Total Number of Outages	48	Customer Average Interruption Duration Index (CAIDI)	42.9
Total Number of Customers Affected (CI)	4,247	System average Interruption Frequency Index (SAIFI)	0.04
Total Customer Minutes Interrupted (CMI)	182,181		
Total Customer "Out Minutes"	6,155	Average Length of a Service Interruption (L-Bar)	128.23 Mins

Outage Duration Times

Average Hours: 2
Maximum Hours: 11
Minimum Hours: 0

Cause of Outages

Cause	Overhead	Underground	Undetermined	Total
1. Weather	6	1	0	7
2. Vegetation	12	2	1	15
3. Animals	5	1	0	6
4. Foreign Interference	0	0	0	0
5. Human Cause	4	1	0	5
6. Undetermined	4	1	0	5
7. Equipment Failure	1	6	3	10
8. All Remaining Outages	0	0	0	0
Total	32	12	4	48

* Durations Reliability Report Between 01/01/2018 and 11/30/2018

Excludes Extreme Weather and Generation/Transmission Disturbances

CUSTOMER DATA	RELIABILITY INDICIES		FISCAL YTD GOALS
Monthly Average Customers Served(C)	97,963	Average Service Availability Index (ASAI)	99.9888%
Total Hours of Customer Demand	782,920,296	System Average Interruption Duration Index (SAIDI)	53.76
Total Number of Outages	815	Customer Average Interruption Duration Index (CAIDI)	47.6
Total Number of Customers Affected (CI)	110,634	System average Interruption Frequency Index (SAIFI)	1.13
Total Customer Minutes Interrupted (CMI)	5,266,667		
Total Customer "Out Minutes"	117,416	Average Length of a Service Interruption (L-Bar)	144.07 Mins

Outage Duration Times

Average Hours: 2
Maximum Hours: 17
Minimum Hours: 0

Cause of Outages

Cause	Overhead	Underground	Undetermined	Total
1. Weather	93	22	12	127
2. Vegetation	236	20	11	267
3. Animals	49	7	6	62
4. Foreign Interference	0	0	0	0
5. Human Cause	26	27	4	57
6. Undetermined	41	19	1	61
7. Equipment Failure	59	134	47	240
8. All Remaining Outages	0	0	0	0
Total	504	229	81	814

ENERGY DELIVERY - UAB REPORT - NOVEMBER 2018

Energy Delivery - Major Projects

Major Electric Design Projects

West

- > North Florida Regional Medical Ctr (Relocation of Electric Facilities)
- > Celebration Point (New Development)
- > SW 8th Ave / SW 20th Avenue (OH to UG conversion)

East

- > COG SE 4th St (OH to UG conversion)
- > CRA South Main Street (OH to UG conversion)
- > Murphree Water Plant (Total Electric Rebuilt)

Major Gas Design Projects:

- > Main Installation – Lugano Subdivision - 2360'
- > Main Installation - Heartwood Sub - SE 8th Avenue - 1470'
- > Main Relocation – SW 40th Blvd – Move main for road work - reimbursable
- > Main Installation – The Vue - Archer Rd at SW 43rd St - 2600'
- > Main Replacement – NE 6th Ave and NE 7th Ave - 3100'

New Gas Services installed in November 2018: 37 New Customers

ENERGY SUPPLY

SYSTEM STATISTICS

ENERGY DISTRIBUTION

FUEL

November 2018

Source

Energy Supply - CAPACITY

Energy Supply - Performance Parameter

Source	Unit Capability output - MWn	Month	YTD	Budget YTD	Delta Budget
		DH-2	228	-	32,165
DH-1	75	17,104	34,624	13,346	21,278
Kelly CC	108	73,663	142,203	148,712	(6,509)
CT's	106	3,623	4,045	138	3,907
Grid	2 X 224	5,701	10,251	32,779	(22,528)
DHR	102.5	56,472	108,750	87,974	20,776

Fuels Consumed

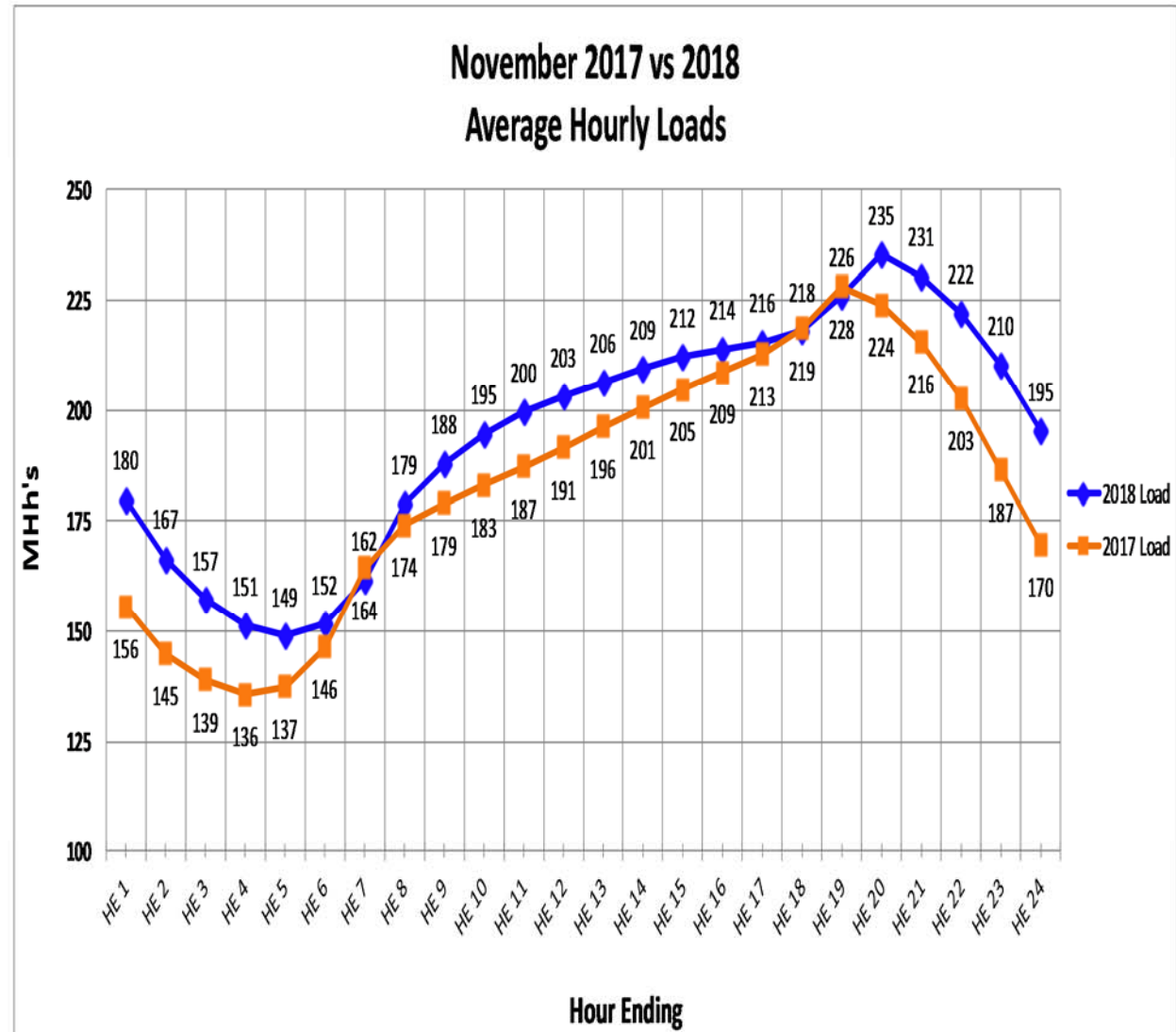
	Month	FYTD	Budget YTD	Delta Budget
Coal - Tons	-	13,694	9,157	4,537
Gas - MCF	878,892	1,820,157	1,510,802	309,355
Fuel oil - Gals	-	-	-	-
Biomass - Tons	73,626	143,311	111,894	31,417

Availability/Capacity

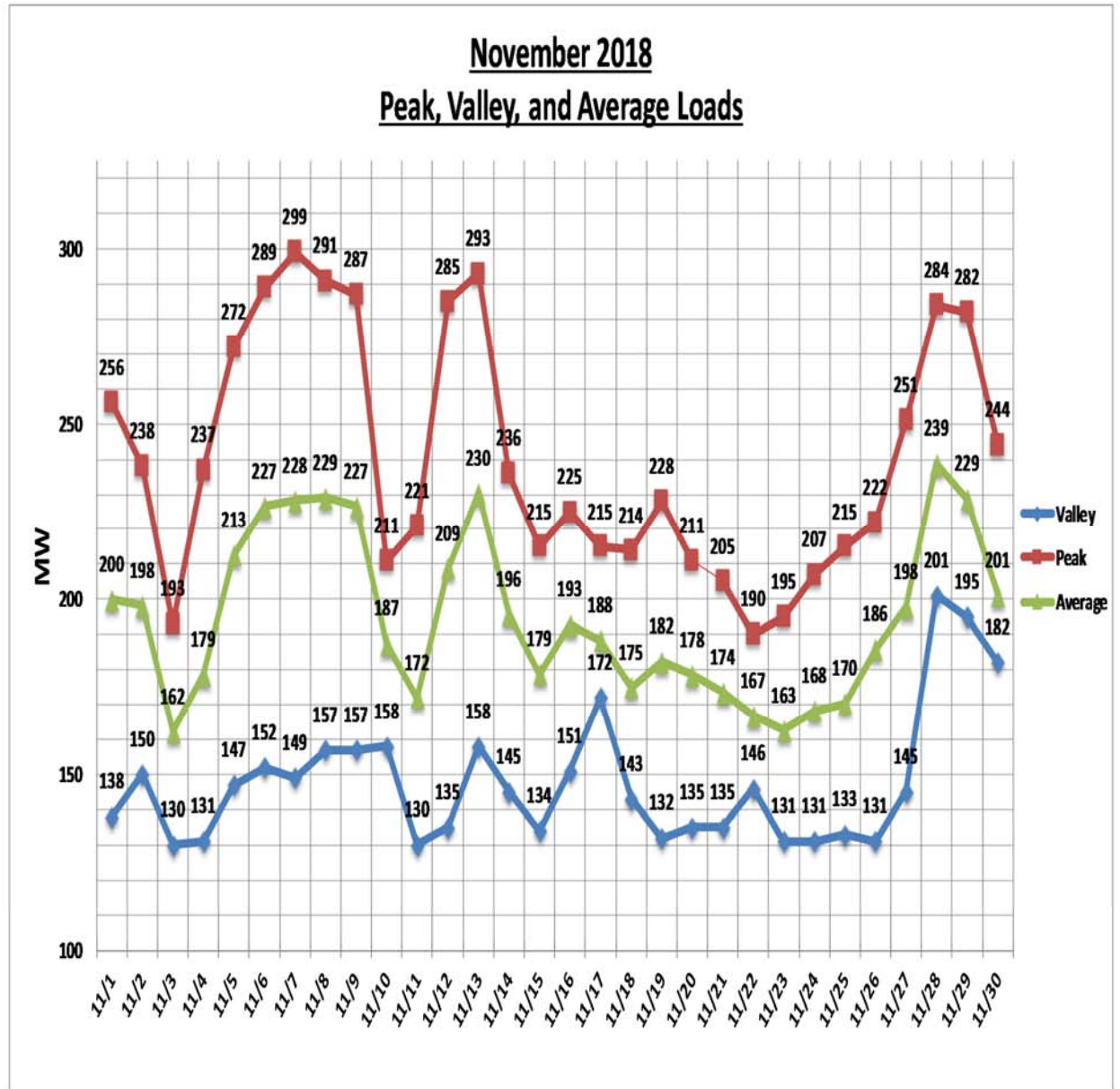
	Availability			Capacity		
	Month	FY 2019 YTD	FY 2018 YTD	Month	FY 2019 YTD	FY 2018 YTD
DH-2	0.00%	26.24%	96.26%	0.00%	10.62%	30.89%
DH-1	100.00%	100.00%	90.09%	33.24%	33.17%	27.88%
Kelly CC	100.00%	99.70%	75.30%	91.30%	81.21%	109.08%
DH CT-1	100.00%	100.00%	98.89%	0.05%	0.26%	0.41%
DH CT-2	100.00%	99.01%	96.00%	0.00%	0.05%	0.71%
DH CT-3	100.00%	90.86%	50.63%	6.63%	3.60%	4.93%
DHR*	100.00%	99.17%	80.41%	77.71%	83.07%	23.69%

DHR tracking is from Nov. 7th, 2017 forward

November Average Hourly Loads		
Hour Ending	2017 Load	2018 Load
HE 1	156	180
HE 2	145	167
HE 3	139	157
HE 4	136	151
HE 5	137	149
HE 6	146	152
HE 7	164	162
HE 8	174	179
HE 9	179	188
HE 10	183	195
HE 11	187	200
HE 12	191	203
HE 13	196	206
HE 14	201	209
HE 15	205	212
HE 16	209	214
HE 17	213	216
HE 18	219	218
HE 19	228	226
HE 20	224	235
HE 21	216	231
HE 22	203	222
HE 23	187	210
HE 24	170	195



Date	Valley	Peak	Ave
11/1/2018	138	256	200
11/2/2018	150	238	198
11/3/2018	130	193	162
11/4/2018	131	237	179
11/5/2018	147	272	213
11/6/2018	152	289	227
11/7/2018	149	299	228
11/8/2018	157	291	229
11/9/2018	157	287	227
11/10/2018	158	211	187
11/11/2018	135	285	209
11/12/2018	135	285	209
11/13/2018	158	293	230
11/14/2018	145	236	196
11/15/2018	134	215	179
11/16/2018	151	225	193
11/17/2018	172	215	188
11/18/2018	143	214	175
11/19/2018	132	228	182
11/20/2018	135	211	178
11/21/2018	135	205	174
11/22/2018	146	190	167
11/23/2018	131	195	163
11/24/2018	131	207	168
11/25/2018	133	215	170
11/26/2018	133	222	186
11/27/2018	131	251	198
11/28/2018	201	284	239
11/29/2018	195	282	229
11/30/2018	182	244	201
12/1/2018	134	251	194



Major Energy Supply Projects/Milestones

1. Deerhaven Unit #2 (DH2) Planned Outage began on 10/16/2018 and is originally scheduled for completion on 12/3/2018, but was moved out a week due to delays in discovery work, as well as delays by contractor in completing the Aux Cooling Tower Refurbishment. Current schedule outage completion date is 12/10/2018.
 - a. Critical path is the Aux Cooling Tower distribution fill and south wall refurbishment. The tower has 2 cells and North Cell is already released to allow for unit startup. The South Cell is projected to be complete 12/8/2018. All other outage work is on track for our revised outage schedule.
 - b. As an update to discovery reported previously: The Main Steam Piping metallurgy issue was further investigated comprehensively by Applied Technical Services (ATS). Their thorough evaluation through numerous non-destructive testing techniques/methodologies identified no abnormal metallurgical issues with the piping, thus allowing for continued operation until next planned outage in 18 months. This will allow adequate time to acquire the right replacement piping and plan the work.
2. Deerhaven Renewable (DHR);
 - a. The previously damaged Wagner Dozer is under repair by Sun Machinery with expected return date of late February.
 - b. Boiler has a small cold side tube leak that will require a Short Duration Outage (SDO) to fully evaluate and repair once Deerhaven Unit #2 is fully restored. This tube leak is not impacting safety or reliability of the unit, and has shown no deterioration since initially discovered 11/10/2018.

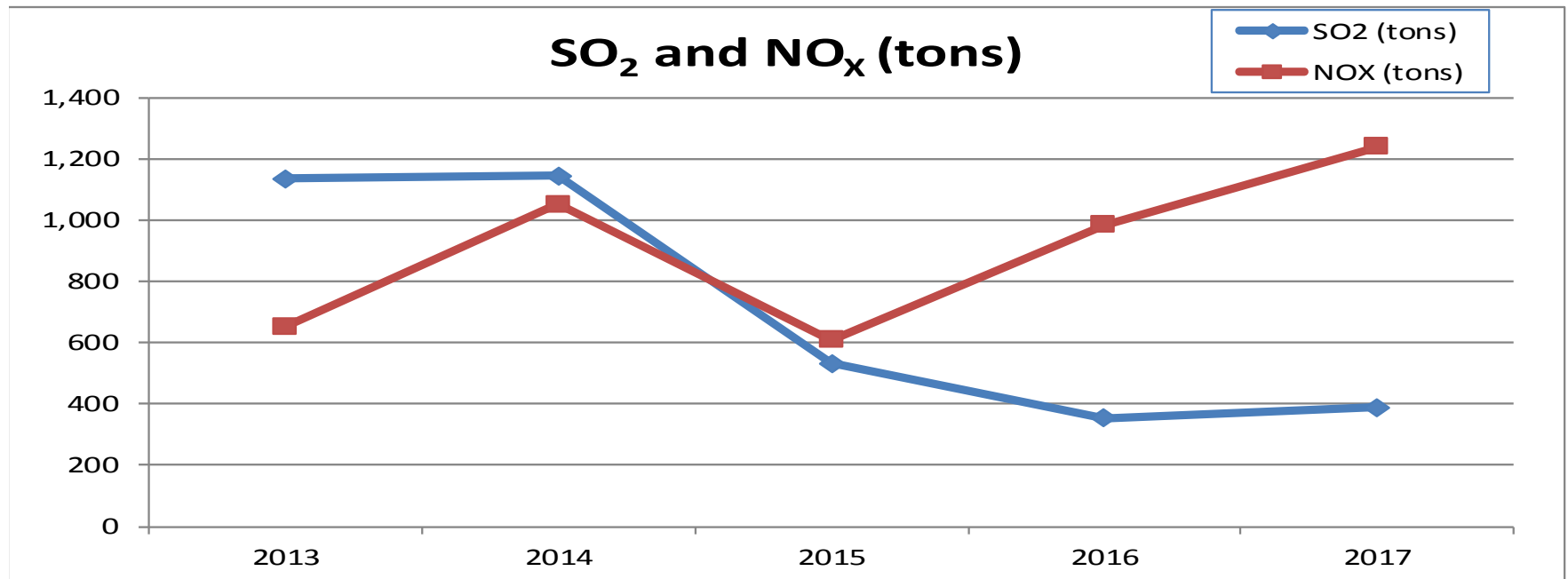
ENVIRONMENTAL PERMITTING

EMISSIONS DATA

Yearly Emissions

	SO ₂ (tons)	NO _x (tons)	Mercury (lbs)	PM (tons)	CO ₂ (tons)
2013	1,134	653	6.64	112	1,177,703
2014	1,144	1,052	6.23	32	1,192,647
2015	532	608	5.49	47	1,260,423
2016	354	984	2.92	61	1,216,690
2017	389	1,239	2.40	52	1,037,711
2018 YTD	507	1,600	3.30	52	1,776,673

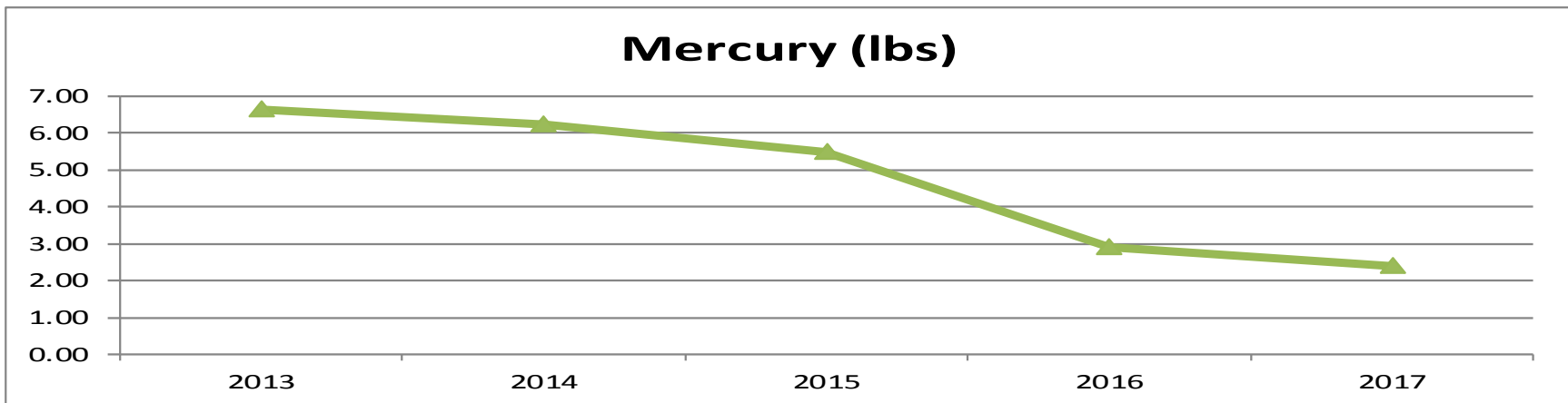
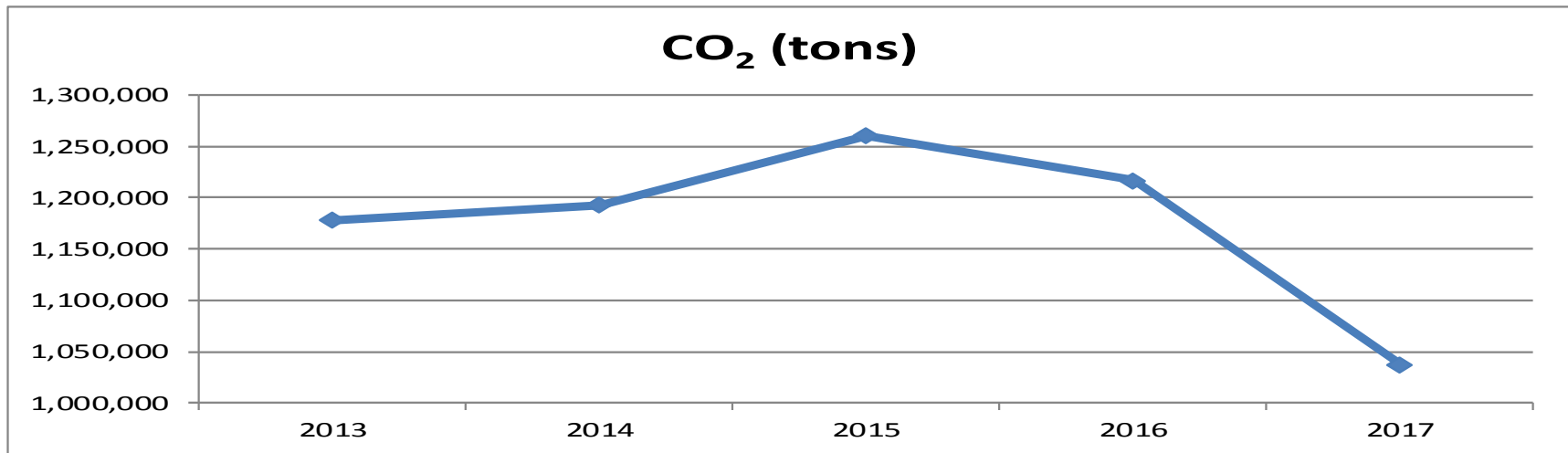
2017 and 2018 Mercury values are for Unit 2 only.



SO₂ was lower in 2015, 2016, and 2017 due to higher removal rate settings to assure compliance with the MATS Rule.

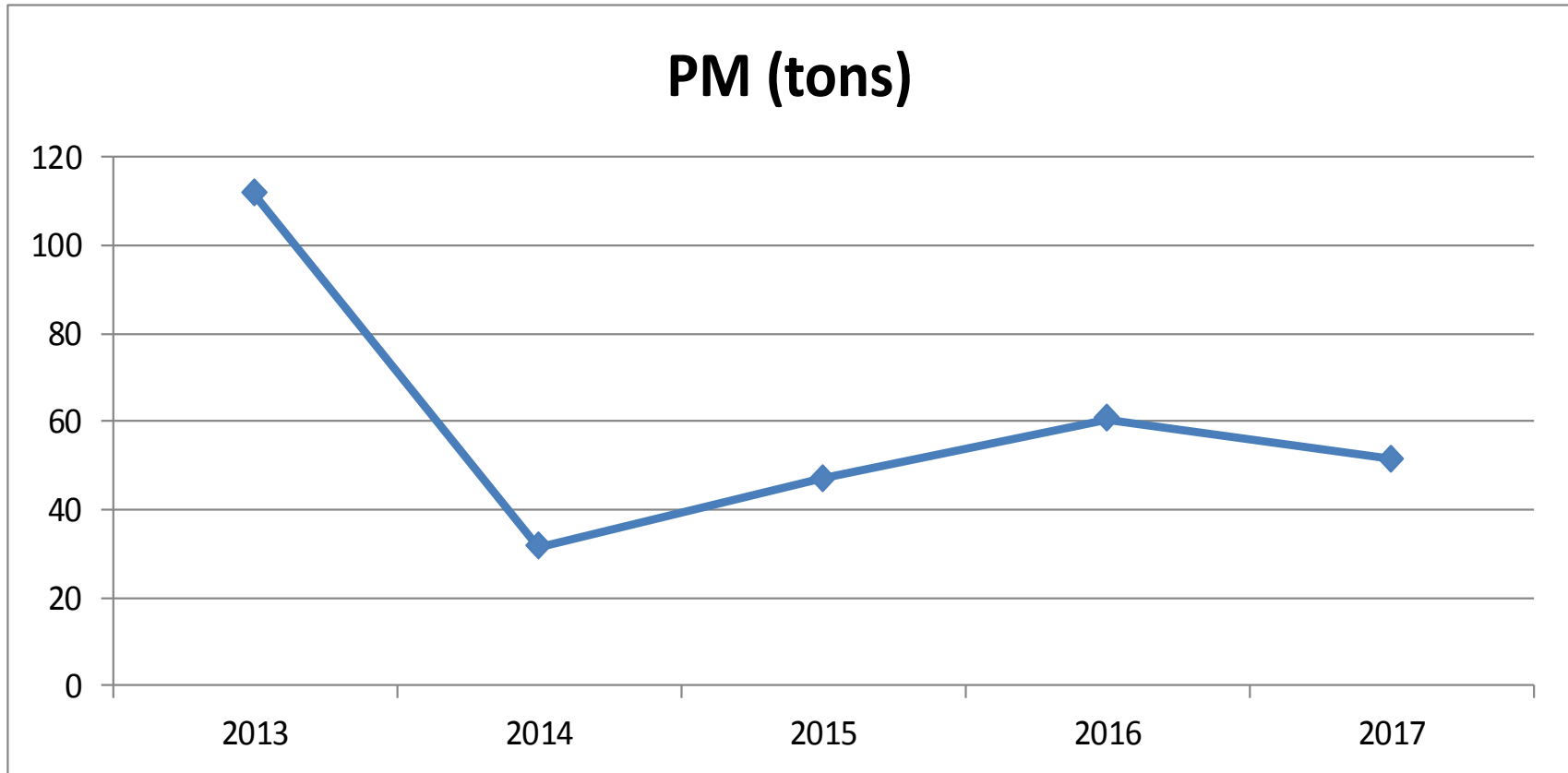
NO_x was higher in 2016 since it was more cost effective to use allowances than increase SCR removal rate. NO_x was higher in 2017 since the Cross State Rule was no longer in effect for Florida.

Yearly Emissions



Mercury was lower in 2016 and 2017 due to higher removal rate settings to assure compliance with the MATS Rule.

Yearly Emissions



2018 (January-November)

	SO ₂ (tons)	NO _x (tons)	Mercury (lbs)	PM (tons)	CO ₂ (tons)	SO ₂ Rate (lb/MMBtu)	NO _x Rate (lb/MMBtu)	HTIP (MMBtu)	GEN (MW-hours)
DH1	16.6	170.8			134,455.4			2,256,555.0	188,589.0
DH2	476.5	1,134.7	3.3	51.8	648,473.0			6,323,952.0	678,636.0
DHCT3	0.0	2.4			7,522.4			126,557.0	9,078.0
JRKCC1	1.4	63.3			283,885.3			4,776,934.0	559,249.0
DHR	12.6	229.2			702,337.0			6,729,181.0	526,435.0
TOTAL	507.1	1,600.4	3.300	51.8	1,776,673.1			20,213,179.0	1,961,987.0

Note: DHR data is thru September

2018 - November

	SO ₂ (tons)	NO _x (tons)	Mercury (lbs)	PM (tons)	CO ₂ (tons)	SO ₂ Rate (lb/MMBtu)	NO _x Rate (lb/MMBtu)	HTIP (MMBtu)	GEN (MW-hours)
DH1	0.1	21.5			14,565.0			245,099.0	19,010.0
DH2	0.0	0.0	0.0	0.0	0.0			0.0	0.0
DHCT3	0.0	0.8			3,155.2			59,098.0	3,667.0
JRKCC1	0.2	8.9			38,420.8			646,499.0	74,308.0
TOTAL	0.3	31.2	0.000	0.0	56,141.0			950,696.0	96,985.0

WATER/WASTEWATER

PRODUCTION

MAINTENANCE

Water/Wastewater November Dashboard

Production						
Murphree Water Treatment Plant						
		Nov 2018	FY to Date (mgd)	Permitted Capacity (mgd)	% of Permitted Capacity	Status
	Average Daily Flow	22.1	23.4	30	78%	
	Peak Daily Flow	24.6	27.3	54	-	
Main Street Water Reclamation Facility						
		Nov 2018	FY to Date (mgd)	Permitted Capacity (mgd)		Status
	Average Daily Flow	5.5	5.5	7.5		
Kanapaha Water Reclamation Facility						
		Nov 2018	FY to Date (mgd)	Permitted Capacity (mgd)		Status
	Average Daily Flow	11.4	11.4	14.9		
Water Reclamation Facilities (Combined)						
		Nov 2018	FY to Date (mgd)	Permitted Capacity (mgd)	% of Permitted Capacity	Status
	Average Daily Flow	16.9	16.9	22.4	76%	
Maintenance						
Wastewater Collections						
		Nov 2018 (Miles)	FYTD	Monthly Goal (miles)		
	Miles of gravity mains cleaned	5.6	12.6	7.5		
	Miles of gravity mains TV inspected	5.5	11.4	5.0		
Water Distribution						
		Nov 2018	FYTD	Monthly Goal		
	Number of Water Services Replaced	60	148	75		
SSO Monthly Summary						
		November	YTD	GOAL		
	Sanitary Sewer Overflows	0	3	<16		

Major W/WW Projects and Other Updates

MWTP Electric System Upgrade - Structure nearly complete for the new electrical building; working on building envelope.

MSWRF - Aeration Basin and Headworks project planning and design are underway. Filter rehab project half complete. East Clarifier rehab to begin Jan 2019.

Gravity Sewer Lining - Planning lining projects with goal to line at least 10 miles of gravity sewer in FY19.

KWRF - New Ops Building at substantial completion; headworks rehab underway; carousel piping and VFDs replacements.