

STATE OF THE UTILITY

May 2019

Item #190061

OPERATIONS SUMMARY

CORPORATE SAFETY

ENVIRONMENTAL

REGULATORY

PERSONNEL

May 2019

Safety

Employees

| | Current Month | | | YTD | |
|--------------------------------|---------------|------------|------|------------|------|
| | First Aid | Recordable | DART | Recordable | DART |
| Administration | 0 | 1 | 0 | 4 | 3 |
| WWW Systems | 1 | 1 | 0 | 7 | 1 |
| Energy Supply | 0 | 1 | 0 | 1 | 0 |
| Energy Delivery - Electric/Gas | 0 | 1 | 1 | 8 | 4 |
| GRUCom | 0 | 0 | 0 | 0 | 0 |
| Totals | | 4 | | 20 | |

Vehicles

| | Current Month | | | YTD | |
|--------------------------------|---------------|------------|-------------|------------|-------------|
| | Miles Driven | Recordable | Preventable | Recordable | Preventable |
| Administration | | 0 | 0 | 0 | 0 |
| WWW Systems | | 1 | 0 | 9 | 6 |
| Energy Supply | | 0 | 0 | 0 | 0 |
| Energy Delivery - Electric/Gas | | 2 | 1 | 8 | 6 |
| GRUCom | | 0 | 0 | 0 | 0 |
| Totals | | 3 | 1 | 17 | 12 |

May Mileage not yet reported

Environmental

Current Month

Notices of Violation 0

Emissions

DH1, DH2, DHCT3, JRKCC1

| | |
|------------------------|--------|
| CO ₂ (tons) | 92,783 |
| NO _x (tons) | 151 |
| SO ₂ (tons) | 61 |

DH Unit 2 (only)

| | |
|---------------------------|------|
| PM _{FILT} (tons) | 4 |
| Hg (lbs) | 0.60 |

DHR

| | |
|------------------------|---------|
| CO ₂ (tons) | 101,772 |
| NO _x (tons) | 31.8 |
| SO ₂ (tons) | 1.8 |

Regulatory

NERC

| | Current Month | FY to Date |
|-----------------------------------|---------------|------------|
| Notice of Violations | 0 | 6 |
| Self Reports/Potential Violations | 1 | 7 |

Personnel

| Row Labels | Sum of AUTHORIZED_FTE | Sum of FILLED_FTE | Sum of VACANCY | Last Month (April) |
|---------------------------------|------------------------------|--------------------------|-----------------------|---------------------------|
| Administration | 15.00 | 13.00 | 2.00 | 2.00 |
| Chief Operating Officer | 20.00 | 18.00 | 2.00 | 2.00 |
| Customer Support Services | 118.25 | 108.00 | 10.25 | 8.25 |
| Energy Delivery | 264.00 | 255.00 | 9.00 | 17.00 |
| Energy Supply | 145.00 | 145.00 | 0.00 | -1.00 |
| Energy Supply - District Energy | 10.00 | 10.00 | 0.00 | 0.00 |
| Finance | 43.00 | 30.00 | 13.00 | 14.00 |
| GRUCom | 38.00 | 30.00 | 8.00 | 9.00 |
| Information Technology | 66.00 | 53.00 | 13.00 | 13.00 |
| IT Governance & Compliance | 5.00 | 5.00 | 0.00 | 0.00 |
| Water Wastewater | 168.00 | 160.00 | 8.00 | 10.00 |
| Grand Total | 892.25 | 827.00 | 65.25 | 74.25 |

Utility Advisory Board Monthly Report – FY 2019 NERC compliance

Penalty violations

| <u>Determination date</u> | <u>Description</u> |
|---------------------------|----------------------------------|
| N/A | No penalties to-date for FY 2019 |

Non-Penalty violations (Compliance Exceptions or Find-Fix-Track)

| <u>Determination date</u> | <u>Description</u> |
|---------------------------|---|
| 12/4/2018 | GRU's Area Control Error (ACE), which is a calculation of electrical interchange on the system exceeded the Balancing Authority ACE Limit (BAAL) on three occasions |
| 12/10/2018 | Electronic authentication attempts were not limited for a portion of GRU's cyber assets that were part of a Critical Infrastructure Protection (CIP) network. |
| 2/19/2019 | A portion of the scheduled maintenance was not performed for generation station batteries that supply power to protection systems. |
| 2/19/2019 | Notification of a generator Automatic Voltage Regulator (AVR) status change was not made within the required time frame |
| 3/27/2019 | An alarm or alert was not issued in response to detected unauthorized access through a physical access point into a Physical Security Perimeter within the required time frame. Note: detected unauthorized access was a false alarm. |
| 4/23/2019 | GRU did not provide notification within the required time frame for a list of BES Elements that result in relay tripping during simulated extreme events |

Potential violations (Pending regulatory agency determination)

| <u>Report date</u> | <u>Description</u> |
|--------------------|--|
| 5/20/2019 | Underfrequency Load Shedding (UFLS) relay setting was incorrect for approximately one year |

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 11/2/2018.

NOVEMBER

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

DECEMBER

- 12/06/2018 Employee slipped on some oil on the concrete floor and injured his right knee.
- 12/19/2018 While prying open a valve box, debris was thrown around his safety glasses and into his eyes causing irritation

JANUARY

- 1/7/2019 While carrying materials to another department, employee struck her left hand, fracturing the hand. (late report) (DART – Lost time)
- 1/11/2019 Unknown debris blew into a meter reader's right eye, causing irritation.
- 1/27/2019 Working at the headworks to remove a stoppage exposed employee's eyes to aerosols causing eye irritation.

FEBRUARY

- 2/25/2019 Employee was bitten by a dog on left leg while in yard reading meters.

MARCH

- 3/1/2019 Employee chipped tooth when wrench slipped while loosening bolt.
- 3/10/2019 Employee sprained ankle stepping down from derrick control station into truck bed
- 3/18/2019 Debris was blown into employee's right eye, causing abrasion of the cornea.
- 3/28/2019 While working on the belt thickener, wind-blown dust/debris got into employee's eyes causing irritation.

APRIL

4/9/2019 Employee fell off a pipe trailer and fractured his left wrist when he tried to catch his fall with his hand. (DART – Lost time)

MAY

5/1/2019 While reorganizing material, employee dropped a heavy box on her L middle finger, splitting the nail

5/7/2019 Employee was struck in the nose by metal splinter during alignment of hydraulic press

5/23/2019 While returning from an overnight call-out, employee was stung in the hand by an unknown insect

5/23/2019 Employee was lifting a press die and strained his lower back. (DART – restricted duty)

JUNE

End of FY 2019

Utility Advisory Board Monthly Report – FY 2019 Vehicle Collision Summary

Vehicle Collisions (P) indicates preventable by our employee

OCTOBER

10/02/2018 Backing out of a long wooded drive vehicle caught on a downed tree branch that was lying beside the drive damaging the front bumper and air dam (P)

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

11/2019/2018 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)

DECEMBER

12/20/2018 While pulling into a drive-through lane, the intern scraped the driver's side of the pick-up bed on a bollard. (P)

12/20/2018 Pulling onto road employee drove over a culvert, damaging the lower front bumper and air dam (P)

JANUARY

1/8/2019 While driving into work, a deer ran out of the woods. While the driver saw the deer and braked, the deer still ran into the side of the truck.

1/10/2019 While moving into the right-turn lane, a dump truck came off a ridge in the pavement and left the right side of the roadway and into the ditch. Once the truck stopped, it rolled over onto its right side causing damage to the truck. (P)

1/15/2019 While pulling a pick-up truck next to a fire hydrant to deflect the water stream from flow testing, an intern scraped the side of the truck on the hydrant nozzle, causing minor body damage (P)

1/23/2019 While stopped in traffic on SW 75th Street, the GRU vehicle was rear-ended.

MARCH

3/29/2019 Employee was backing a GRU vehicle into a parking space when a private vehicle cut behind, scraping the GRU bumper as it passed by. (P)

APRIL

4/21/2019 Employee was headed N. on 225 and a private vehicle ahead was turning right. GRU vehicle impacted the rear bumper of the private vehicle as it was turning. (P)

4/28/2019 While responding to Lift Station 123, employee took a right-hand turn too tightly and damaged the right rear wheel on a stormwater invert. (P)

MAY

5/18/2019 While stopped at the red light at the I-75 NB exit at the NW 39th Ave exit, a GRU service truck was rear-ended.

5/20/2019 Person came out of a porta-potti quickly, colliding with the side of truck.

5/21/2019 Employee back into a parked car while parking to repair a streetlight. (P)

JUNE

End of FY 2019

CUSTOMER SUPPORT SERVICES

Customer Operations

New Services

Revenue Assurance

Customer Operations Metrics Summary May 2019

| Active Accounts | May-19 | YTD Gain/Loss | FY18 |
|--------------------------------------|--------|---------------|--------|
| <i>Residential Contract Accounts</i> | | | |
| Total | 91,355 | 375 | 90,980 |
| Electric | 84,667 | 264 | 84,403 |
| Gas | 33,735 | 295 | 33,440 |
| Water | 63,386 | 281 | 63,105 |
| Wastewater | 59,277 | 265 | 59,012 |
| Telecomm | 124 | (5) | 129 |

| Active Accounts | May-19 | YTD Gain/Loss | FY18 |
|---|--------|---------------|--------|
| <i>Nonresidential Contract Accounts</i> | | | |
| Total | 13,579 | 97 | 13,482 |
| Electric | 11,002 | 67 | 10,935 |
| Gas | 1,660 | 17 | 1,643 |
| Water | 5,894 | 47 | 5,847 |
| Wastewater | 4,677 | 43 | 4,634 |
| Telecomm | 382 | 16 | 366 |

| New Installations | May-19 | FY19 To Date | FY18 |
|--------------------------|--------|--------------|------|
| Electric | 101 | 743 | 1512 |
| Gas | 54 | 343 | 463 |
| Water | 67 | 410 | 558 |
| Wastewater | 69 | 385 | 566 |
| Telecomm | 10 | 67 | 120 |

| Residential Disconnects | May-19 | FY19 To Date | FY18 |
|--------------------------------|----------|--------------|----------|
| Volume | 1,309 | 9,798 | 15,305 |
| Average Balance | \$221.45 | \$243.57 | \$250.07 |

| Call Center Volume | May-19 | FY19 To Date | FY18 |
|---------------------------|---------|--------------|---------|
| Residential ASA | 0:02:30 | 0:06:47 | 0:10:59 |
| Business ASA | 0:02:07 | 0:02:48 | 0:04:19 |
| CSR Calls | 16,352 | 103,940 | 142,989 |
| CSR Callbacks | 183 | 10,561 | 25,780 |
| IVR Self Service | 14,273 | 152,874 | 266,463 |
| Total | 30,625 | 256,814 | 409,452 |
| IVR/Total | 47% | 60% | 65% |

| Revenue Assurance | May-19 | FY19 To Date | FY18 |
|--------------------------|--------------|----------------|----------------|
| Referred to Collections | \$108,640.43 | \$1,470,682.56 | \$1,783,116.51 |
| Recovered | \$69,654.46 | \$561,741.12 | \$786,025.11 |

| Service Orders | May-19 | FY19 To Date | FY18 |
|-----------------------|--------|--------------|---------|
| Move Ins | 9,294 | 56,157 | 116,784 |
| Move Outs | 9,120 | 55,786 | 116,307 |

| Bills Generated | May-19 | FY19 To Date | FY18 |
|------------------------|---------|--------------|-----------|
| Paper Bills | 107,678 | 859,730 | 1,276,432 |
| eBills | 18,258 | 142,693 | 200,984 |
| Total | 125,936 | 1,002,423 | 1,477,416 |
| eBill/Total | 14% | 14% | 14% |

| Average Res Bill Amounts | May-19 | FY19 To Date | FY18 |
|---------------------------------|----------|--------------|----------|
| Electric (kWh) | 767 | 733 | 812 |
| Electric (\$) | \$113.95 | \$107.11 | \$118.11 |
| Gas (Therms) | 13 | 24 | 21 |
| Gas (\$) | \$26.63 | \$39.33 | \$34.13 |
| Water (kGals) | 5 | 5 | 5 |
| Water (\$) | \$31.58 | \$29.75 | \$30.34 |
| Wastewater (kGals) | 5 | 5 | 5 |
| Wastewater(\$) | \$36.56 | \$37.20 | \$36.86 |

| Payment Arrangements | May-19 | FY19 To Date | FY18 |
|-----------------------------|--------|--------------|--------|
| Total | 568 | 4,850 | 77,512 |

ENERGY DELIVERY

System Consumption

System Reliability

Major Projects – Electric & Gas

ENERGY DELIVERY - UAB REPORT - MAY 2019

Durations Reliability Report Between 5/01/2019 and 5/31/2019

Excludes Extreme Weather and Generation/Transmission Disturbances

| CUSTOMER DATA | RELIABILITY INDICIES | MONTHLY AVG GOAL |
|--|---|-----------------------------|
| Monthly Average Customers Served(C) | 98,508 Average Service Availability Index (ASAI) | 99.9877% |
| Total Hours of Customer Demand | 70,925,760 System Average Interruption Duration Index (SAIDI) | 5.31 4.5 Mins |
| Total Number of Outages | 77 Customer Average Interruption Duration Index (CAIDI) | 79.72 55 Mins |
| Total Number of Customers Affected (CI) | 6,556 System average Interruption Frequency Index (SAIFI) | 0.07 0.08 |
| Total Customer Minutes Interrupted (CMI) | 522,624 | |
| Total Customer "Out Minutes" | 9,715 Average Length of a Service Interruption (L-Bar) | 126.17 Mins |

Outage Duration Times

Average Hours: 2
Maximum Hours: 13
Minimum Hours: 0

Cause of Outages

| Cause | Overhead | Underground | Both | Total |
|--------------------------|-----------------|--------------------|-------------|--------------|
| 0. Undetermined | 11 | 3 | 1 | 15 |
| 1. Weather | 7 | 0 | 1 | 8 |
| 2. Vegetation | 13 | 4 | 2 | 19 |
| 3. Animals | 7 | 2 | 0 | 9 |
| 4. Foreign Interference | 0 | 0 | 0 | 0 |
| 5. Human Cause | 1 | 2 | 0 | 3 |
| 6. Equipment Failure | 5 | 13 | 5 | 23 |
| 7. All Remaining Outages | 0 | 0 | 0 | 0 |
| Total | 44 | 24 | 9 | 77 |

ENERGY DELIVERY - UAB REPORT - MAY 2019

Durations Reliability Report Between 01/01/2019 and 5/31/2019 *

Excludes Extreme Weather and Generation/Transmission Disturbances, Excludes TMED Days

| CUSTOMER DATA | RELIABILITY INDICIES | FISCAL YTD GOALS |
|--|--|---------------------|
| Monthly Average Customers Served(C) | 98,508 Average Service Availability Index (ASAI) | 99.9894% |
| Total Hours of Customer Demand | 354,628,800 System Average Interruption Duration Index (SAIDI) | 22.97 22.5 |
| Total Number of Outages | 317 Customer Average Interruption Duration Index (CAIDI) | 61.76 55 Mins |
| Total Number of Customers Affected (CI) | 36,645 System average Interruption Frequency Index (SAIFI) | 0.37 0.40 |
| Total Customer Minutes Interrupted (CMI) | 2,263,016 | |
| Total Customer "Out Minutes" | 58,498 Average Length of a Service Interruption (L-Bar) | 184.54 Mins |

Outage Duration Times

Average Hours: 3
Maximum Hours: 29
Minimum Hours: 0

Cause of Outages

| Cause | Overhead | Underground | Both | Total |
|--------------------------|------------|-------------|-----------|------------|
| 0. Undetermined | 48 | 11 | 3 | 62 |
| 1. Weather | 24 | 3 | 11 | 38 |
| 2. Vegetation | 102 | 15 | 3 | 120 |
| 3. Animals | 32 | 4 | 0 | 36 |
| 4. Foreign Interference | 0 | 1 | 1 | 2 |
| 5. Human Cause | 13 | 10 | 5 | 28 |
| 6. Equipment Failure | 19 | 40 | 11 | 70 |
| 7. All Remaining Outages | 1 | 0 | 1 | 2 |
| Total | 239 | 84 | 35 | 358 |

* REPORTED AS CALENDAR YEAR

ENERGY DELIVERY - UAB REPORT - MAY 2019

Electric System Consumption

| | 2019 | | 2018 | |
|---|------------------------|----------------|------------------------|----------------|
| | CONSUMPTION | CUSTOMERS | CONSUMPTION | CUSTOMERS |
| Feed-In-Tariff - Residential | 53 KWH | 101 | 45 KWH | 101 |
| Feed-In-Tariff - General Service | 1985 KWH | 156 | 2,777 KWH | 157 |
| Electric - GS - Demand - Regular | 48118827 KWH | 1,208 | 54,713,984 KWH | 1,251 |
| Electric - General Service Demand PV | 737131 KWH | 19 | 1,139,907 KWH | 17 |
| Electric - GS - Kanapaha w Curtail Cr | 1,005,600 KWH | 1 | 1,062,000 KWH | 1 |
| Electric - GS - Demand - Large Power | 7,440,880 KWH | 7 | 9,554,520 KWH | 9 |
| Electric - GS - Murphree Curtail Credit | 1,372,800 KWH | 1 | 1,444,800 KWH | 1 |
| Electric - GS Large Demand PV | 3,679,200 KWH | 2 | 3,499,200 KWH | 2 |
| Electric - GS - Non Demand | 14,892,228 KWH | 9,799 | 13,541,460 KWH | 9,697 |
| Electric - General Service PV | 88,682 KWH | 63 | 74,404 KWH | 57 |
| Electric - Lighting - Rental | 979,815 KWH | 4,230 <i>n</i> | 1,104,299 KWH | 4,616 <i>n</i> |
| Electric - Lighting - Street - City | 724,500 KWH | 12 <i>n</i> | 780,925 KWH | 14 <i>n</i> |
| Electric - Lighting - Street - County | 163,165 KWH | 2 <i>n</i> | 296,289 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 | 63,983,651 KWH | 86,089 | 57,280,663 KWH | 85,819 |
| Electric - Residential PV | 149,387 KWH | 358 | 96,819 KWH | 283 |
| Total Retail Electric (<i>n = not included in total</i>) | 143,342,446 KWH | 97,804 | 144,596,634 KWH | 97,395 |
| City of Alachua | 12,570,000 KWH | 27,064 KW | 11,351,000 KWH | 23,189 KW |
| City of Winter Park | - KWH | - KW | 7,440,000 KWH | 10,000 KW |
| Total (Native) Electric | 155,912,446 KWH | | 163,387,634 KWH | |

Gas System Consumption

| | 2019 | | 2018 | |
|---|----------------------|---------------|----------------------|---------------|
| | CONSUMPTION | CUSTOMERS | CONSUMPTION | CUSTOMERS |
| Gas - GS - Regular Service (Firm) | 706,409 THM | 1,392 | 765,140 THM | 1,407 |
| Gas - GS - Regular Service (Small) | 7,772 THM | 285 | 10,920 THM | 256 |
| Gas - GS - Interruptible - Regular Serv | 17,070 THM | 1 | 21,811 THM | 1 |
| Gas - GS - Interruptible - Large Volume | 343,850 THM | 6 | 399,459 THM | 7 |
| Gas - Residential - Regular Service | 407,136 THM | 33,967 | 422,890 THM | 33,721 |
| Total Retail Gas | 1,482,237 THM | 35,651 | 1,620,220 THM | 35,392 |
| Gas - GS - UF Cogeneration Plant | 2,357,617 THM | 1 | 3,479,357 THM | 1 |
| Gas - Residential - LP - Basic Rate | 2,952 GAL | 202 | 2,873 GAL | 198 |

*Obtained from Monthly Billing Summary prepared by Todd Kamhoot.

ENERGY DELIVERY - UAB REPORT - MAY 2019

Energy Delivery - Major Projects

Major Electric Design Projects

West

- > Tower Rd Market West - Mixed-Use Development) / Grand Oaks Community
- > SW 8th Ave / SW 20th Ave - OH to UG Conversion
- > Celebration Pointe - New Development
- > Campus Circle - Residential Development
- > Chestnut Plantation Phase 2 - Residential Development

East

- > CRA South Main Street - OH to UG Conversion
- > Murphree Water Plant - OH to UG Conversion and Rebuild
- > Hub on Campus I - 8 story mixed-use development
- > Hub on Campus II - 7 story mixed-use development
- > Campus Advantage Apartments - 5 story student apartments

Major Gas Design Projects:

- > Main Installation – 13800 Block SW 8th Avenue - 2900'
- > Main Replacement – Duck Pond Mains & Services - 3100' Bare Steel - Finished
- > Main Installation – Oakmont Subdivision – ongoing – 10600'
- > Main Installation – Town of Tioga Phase 18 - 2023'
- > Main Replacement - NW 3rd Street North of Univ. Ave - 5700' - Finished

New Gas Services installed in May 2019: 35 New Customers

ENERGY SUPPLY

SYSTEM STATISTICS

ENERGY DISTRIBUTION

FUEL

MAY 2019

Source

Energy Supply - CAPACITY

Unit Capability output - MWn

| | |
|----------|---------|
| DH-2 | 228 |
| DH-1 | 67* |
| Kelly CC | 108 |
| CT's | 106 |
| Grid | 2 X 224 |
| DHR | 102.5 |

Energy Supply - Performance Parameter

| | Month | YTD | Budget YTD | Delta Budget |
|--|--------|---------|------------|--------------|
| | 65,750 | 378,936 | 394,039 | (15,103) |
| | 17,550 | 94,492 | 30,472 | 64,020 |
| | 1,732 | 271,089 | 494,921 | (223,832) |
| | 3,411 | 8,300 | 243 | 8,057 |
| | 29,822 | 67,815 | 110,014 | (42,199) |
| | 67,783 | 401,676 | 139,237 | 262,439 |

*DH1 slight derate due to gas filter restriction in Dec

Fuels Consumed

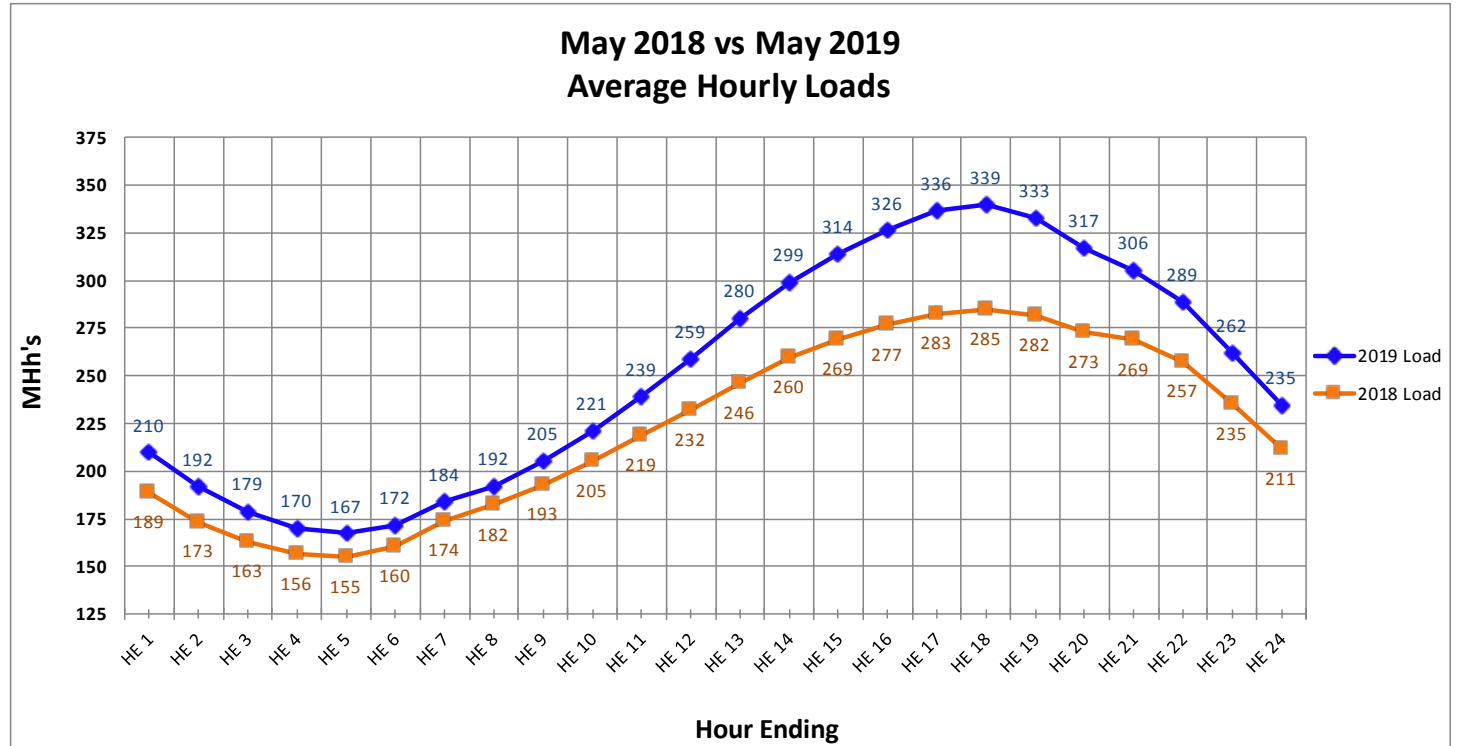
| | Month | FYTD | Budget YTD | Delta Budget |
|-----------------|---------|-----------|------------|--------------|
| Coal - Tons | 24,383 | 147,731 | 212,517 | (64,787) |
| Gas - MCF | 527,946 | 4,828,757 | 4,904,939 | (76,182) |
| Fuel oil - Gals | - | 9,531 | - | 9,531 |
| Biomass - Tons | 83,800 | 514,487 | 176,356 | 338,130 |

Availability/Capacity

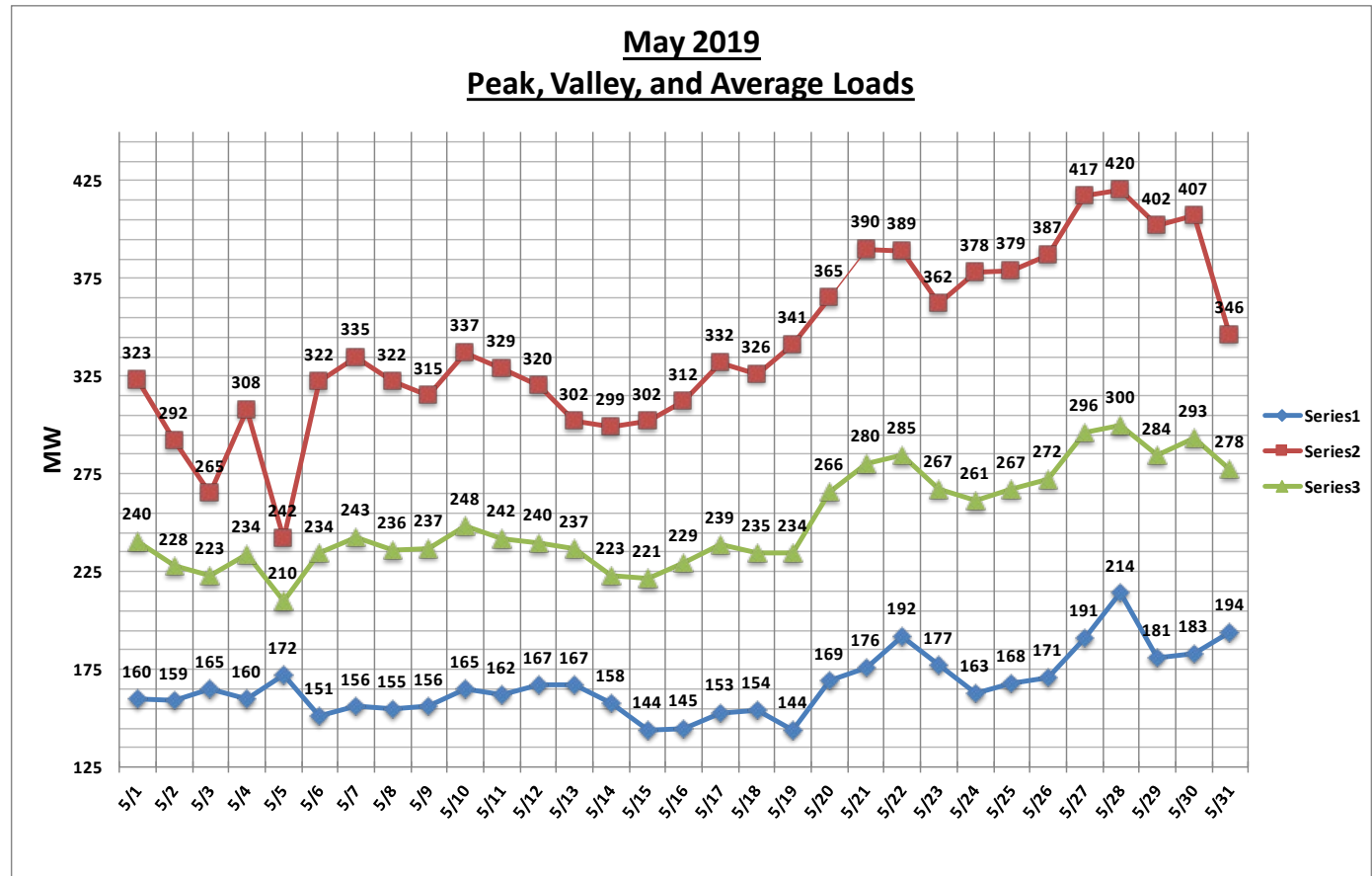
| | Availability | | | Capacity | | |
|----------|--------------|-------------|-------------|----------|-------------|-------------|
| | Month | FY 2019 YTD | FY 2018 YTD | Month | FY 2019 YTD | FY 2018 YTD |
| DH-2 | 100.00% | 77.41% | 96.26% | 41.46% | 30.55% | 30.89% |
| DH-1 | 100.00% | 99.32% | 90.09% | 33.40% | 22.65% | 27.88% |
| Kelly CC | 25.34% | 71.07% | 75.30% | 3.17% | 44.15% | 47.93% |
| DH CT-1 | 100.00% | 99.41% | 98.89% | 0.06% | 0.18% | 0.41% |
| DH CT-2 | 100.00% | 94.33% | 96.00% | 0.06% | 0.16% | 0.71% |
| DH CT-3 | 83.58% | 94.56% | 50.63% | 6.01% | 1.84% | 4.93% |
| DHR* | 100.00% | 85.68% | 80.41% | 100.00% | 76.91% | 23.69% |

DHR tracking is from Nov. 7th, 2017 forward

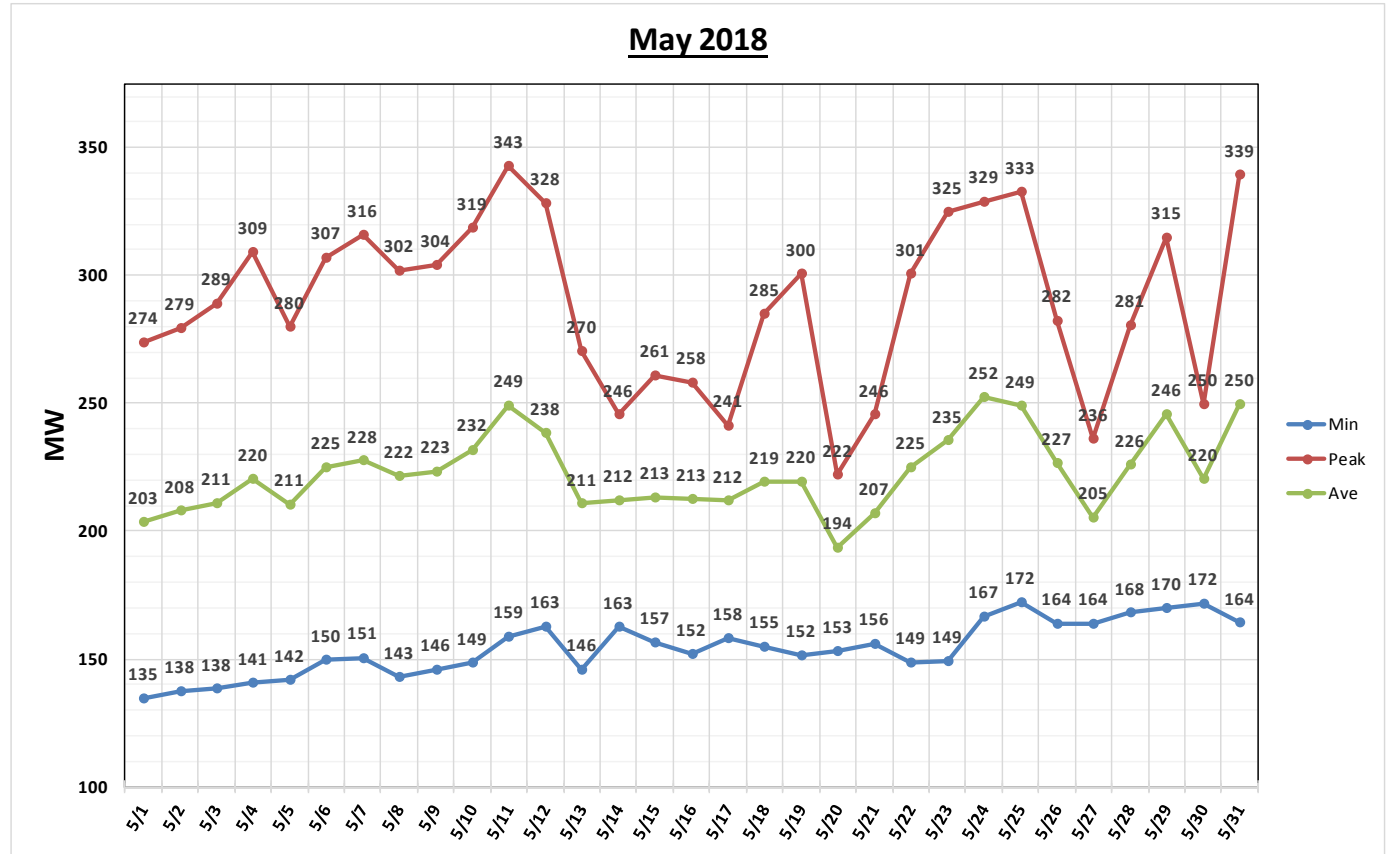
| May Average Hourly Loads | | |
|--------------------------|-----------|-----------|
| Hour Ending | 2018 Load | 2019 Load |
| HE 1 | 189 | 210 |
| HE 2 | 173 | 192 |
| HE 3 | 163 | 179 |
| HE 4 | 156 | 170 |
| HE 5 | 155 | 167 |
| HE 6 | 160 | 172 |
| HE 7 | 174 | 184 |
| HE 8 | 182 | 192 |
| HE 9 | 193 | 205 |
| HE 10 | 205 | 221 |
| HE 11 | 219 | 239 |
| HE 12 | 232 | 259 |
| HE 13 | 246 | 280 |
| HE 14 | 260 | 299 |
| HE 15 | 269 | 314 |
| HE 16 | 277 | 326 |
| HE 17 | 283 | 336 |
| HE 18 | 285 | 339 |
| HE 19 | 282 | 333 |
| HE 20 | 273 | 317 |
| HE 21 | 269 | 306 |
| HE 22 | 257 | 289 |
| HE 23 | 235 | 262 |
| HE 24 | 211 | 235 |



| Date | Valley | Peak | Ave |
|-----------|--------|------|-----|
| 5/1/2019 | 160 | 323 | 240 |
| 5/2/2019 | 159 | 292 | 228 |
| 5/3/2019 | 165 | 265 | 223 |
| 5/4/2019 | 160 | 308 | 234 |
| 5/5/2019 | 172 | 242 | 210 |
| 5/6/2019 | 151 | 322 | 234 |
| 5/7/2019 | 156 | 335 | 243 |
| 5/8/2019 | 155 | 322 | 236 |
| 5/9/2019 | 156 | 315 | 237 |
| 5/10/2019 | 165 | 337 | 248 |
| 5/11/2019 | 162 | 329 | 242 |
| 5/12/2019 | 167 | 320 | 240 |
| 5/13/2019 | 167 | 302 | 237 |
| 5/14/2019 | 158 | 299 | 223 |
| 5/15/2019 | 144 | 302 | 221 |
| 5/16/2019 | 145 | 312 | 229 |
| 5/17/2019 | 153 | 332 | 239 |
| 5/18/2019 | 154 | 326 | 235 |
| 5/19/2019 | 144 | 341 | 234 |
| 5/20/2019 | 169 | 365 | 266 |
| 5/21/2019 | 176 | 390 | 280 |
| 5/22/2019 | 192 | 389 | 285 |
| 5/23/2019 | 177 | 362 | 267 |
| 5/24/2019 | 163 | 378 | 261 |
| 5/25/2019 | 168 | 379 | 267 |
| 5/26/2019 | 171 | 387 | 272 |
| 5/27/2019 | 191 | 417 | 296 |
| 5/28/2019 | 214 | 420 | 300 |
| 5/29/2019 | 181 | 402 | 284 |
| 5/30/2019 | 183 | 407 | 293 |
| 5/31/2019 | 194 | 346 | 278 |



| Date | Valley | Peak | Ave |
|-----------|--------|------|-----|
| 5/1/2018 | 135 | 274 | 203 |
| 5/2/2018 | 138 | 279 | 208 |
| 5/3/2018 | 138 | 289 | 211 |
| 5/4/2018 | 141 | 309 | 220 |
| 5/5/2018 | 142 | 280 | 211 |
| 5/6/2018 | 150 | 307 | 225 |
| 5/7/2018 | 151 | 316 | 228 |
| 5/8/2018 | 143 | 302 | 222 |
| 5/9/2018 | 146 | 304 | 223 |
| 5/10/2018 | 149 | 319 | 232 |
| 5/11/2018 | 159 | 343 | 249 |
| 5/12/2018 | 163 | 328 | 238 |
| 5/13/2018 | 146 | 270 | 211 |
| 5/14/2018 | 163 | 246 | 212 |
| 5/15/2018 | 157 | 261 | 213 |
| 5/16/2018 | 152 | 258 | 213 |
| 5/17/2018 | 158 | 241 | 212 |
| 5/18/2018 | 155 | 285 | 219 |
| 5/19/2018 | 152 | 300 | 220 |
| 5/20/2018 | 153 | 222 | 194 |
| 5/21/2018 | 156 | 246 | 207 |
| 5/22/2018 | 149 | 301 | 225 |
| 5/23/2018 | 149 | 325 | 235 |
| 5/24/2018 | 167 | 329 | 252 |
| 5/25/2018 | 172 | 333 | 249 |
| 5/26/2018 | 164 | 282 | 227 |
| 5/27/2018 | 164 | 236 | 205 |
| 5/28/2018 | 168 | 281 | 226 |
| 5/29/2018 | 170 | 315 | 246 |
| 5/30/2018 | 172 | 250 | 220 |
| 5/31/2018 | 164 | 339 | 250 |



Major Energy Supply Projects/Milestones/Updates

As of June 6th, 2019

1. Deerhaven (DH)
 - a. Deerhaven CT3 experienced a fail to ratchet event on 5/26/2019 after unit ran for some time to support load. Testing of the torque converter verified a failure of the clutch that was just replaced back in October 2018. We worked with the Torque Converter Original Equipment Manufacturer (OEM) of GE, and the Clutch OEM of Voith, to replace the clutch over the last week. Testing on unit for restoration began yesterday and we are continuing today to hopefully restore CT3 to full service. Note: for load purposes we have to fully restore CT3 to be able to go back to troubleshooting Kelly CT4 issues.
2. Kelly (JRK):
 - a. As reported previously Kelly CT4 had to be removed from service 4/7/2019 following spurious load runbacks of the unit from load of (70MW to 7MW). The cause of the actual runback is due to excessive turbine exhaust temperature spreads, so machine runback to protect machine when it sees these exhaust conditions. Working with GE Engineering we have been following their technical guidance in this issue resolution. In the Natural Gas flow path we identified foreign paste like material in the lines and fuel nozzles, as well as the internals of a strainer missing. Unit was disassembled for inspection and cleaning, fuel nozzles were replaced with refurbished nozzles. Unit was operationally tested on 5/25/2019 and we still had another runback after 5 hours of steady operation. The next steps in troubleshooting had to be delayed due to CT3 failure at Deerhaven. Once we get Ct3 back reliably we have a troubleshooting plan from GE for CT4 that we will follow, with the first step in replacing the compressor bleed valves that may be contributing to the differential temperature spread. Worth noting after CT3 failed to ratchet we have had to run CT4 a reduce load of up to 50 MW numerous times to meet bulk electric systems voltage control and load. So although CT4 is not fully released we are using this generation asset as a last run up to 50 MW until CT3 is fully restored.
3. South Energy Center (SEC):
 - a. Steam Chiller is down and waiting for parts to restore to service, and parts are expected week of 6/13/2019. This had no impact to hospital service.
 - b. We have a failed steam trap in the underground piping to the hospital that is contributing to steam coming out of one of the manways. We are working with UF Health to develop a schedule and plan to have a steam outage to repair this trap.

ENVIRONMENTAL PERMITTING

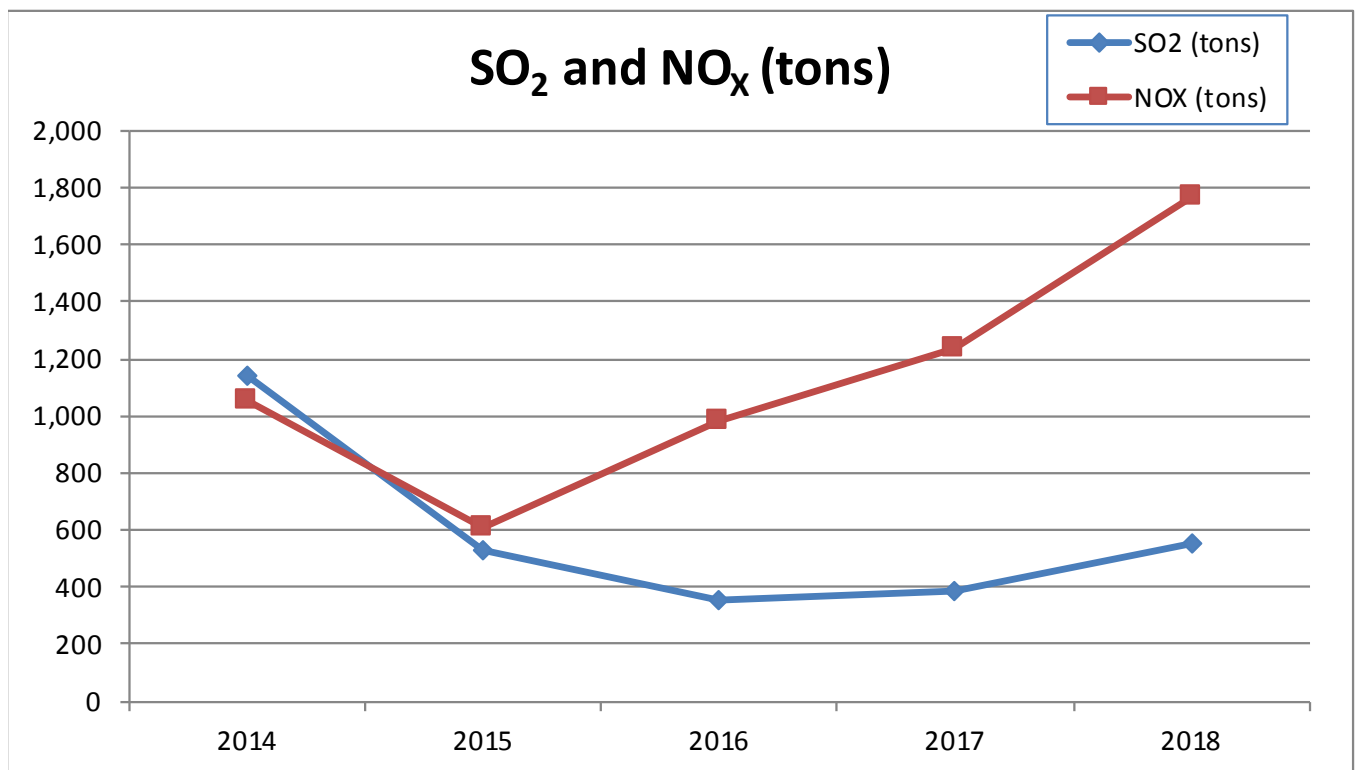
EMISSIONS DATA

Yearly Emissions

| | SO ₂ (tons) | NO _x (tons) | Mercury (lbs) | PM (tons) | CO ₂ (tons) |
|----------------|------------------------|------------------------|---------------|-----------|------------------------|
| 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 | 551 | 1,770 | 3.80 | 55 | 2,096,289 |
| 2019 (Jan-May) | 280 | 778 | 2.34 | 22 | 808,342 |

Mercury and Particulate values are for Unit 2 only.

DHR data included starting in 2018.

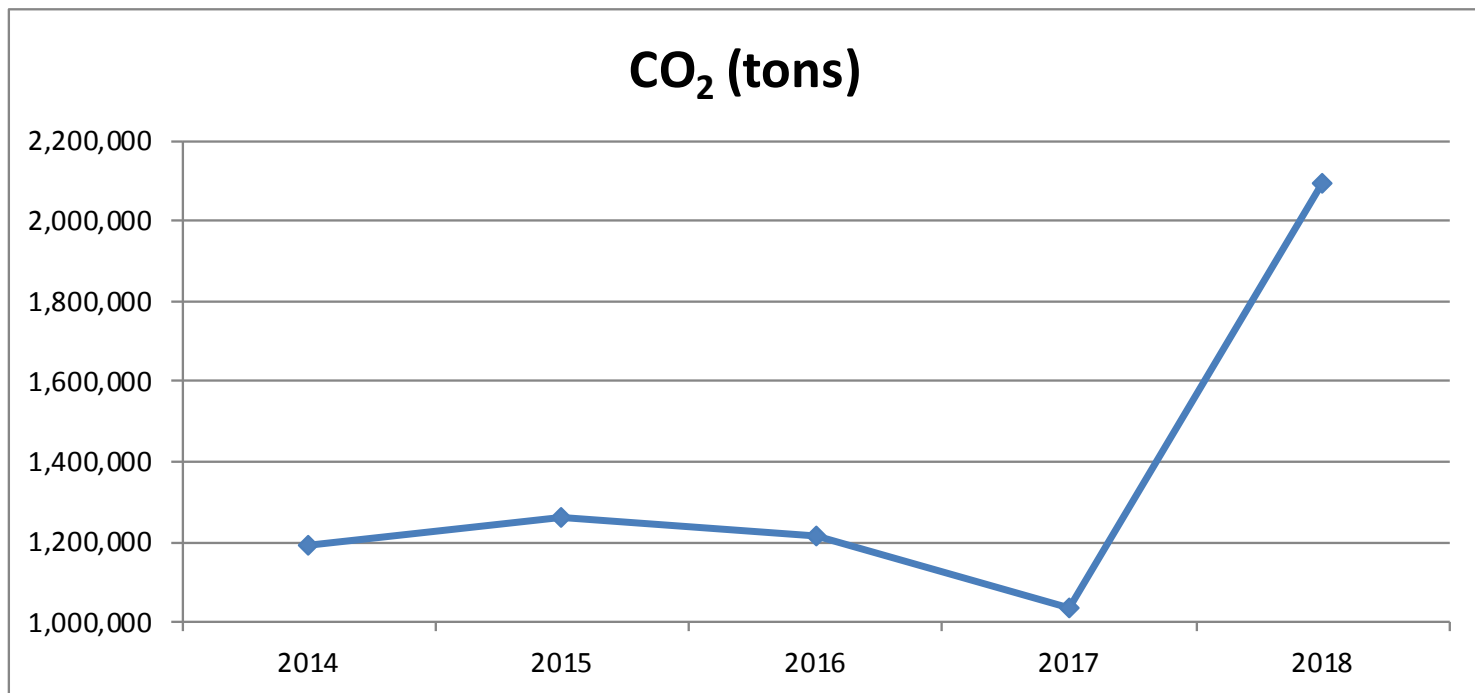


SO₂ was lower in 2015, 2016, and 2017 due to higher removal rate settings to assure compliance with the MATS Rule.

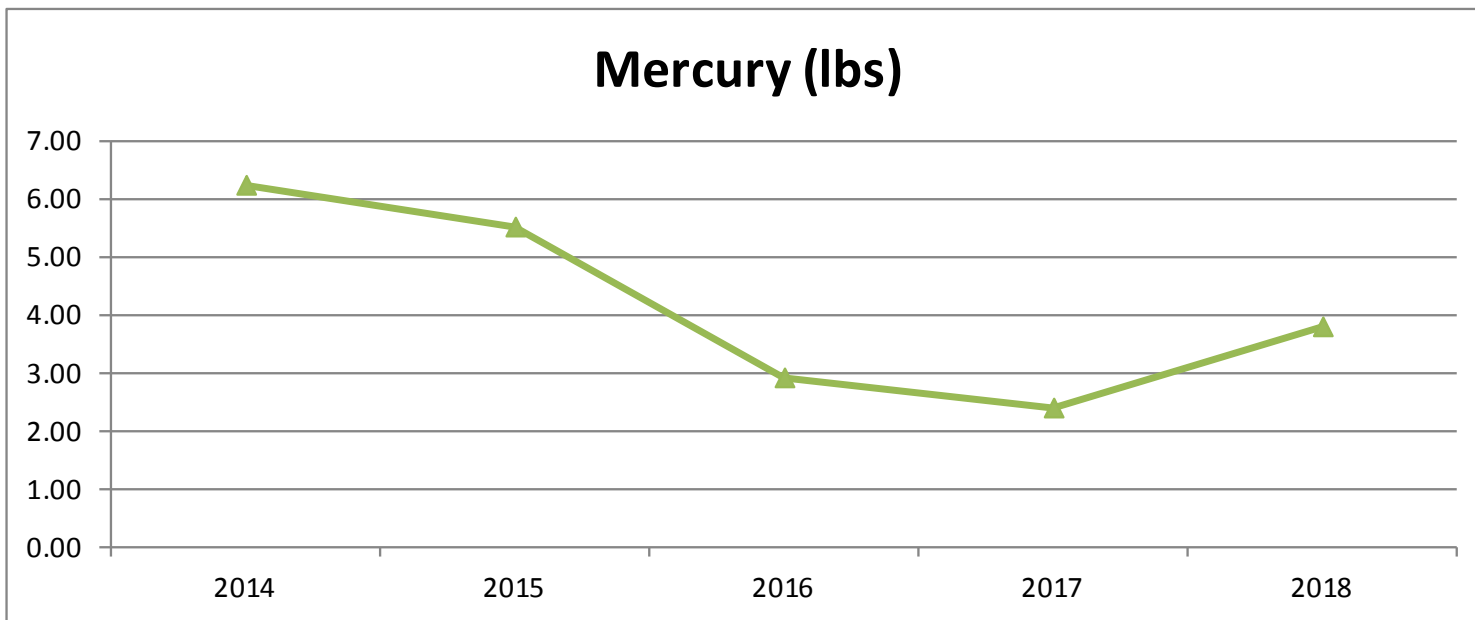
NO_x was higher in 2016 since it was more cost effective to use allowances than increase SCR removal rate. NO_x was higher in 2017 and 2018 since the Cross State Rule was no longer in effect for Florida.

DHR data included starting in 2018.

Yearly Emissions

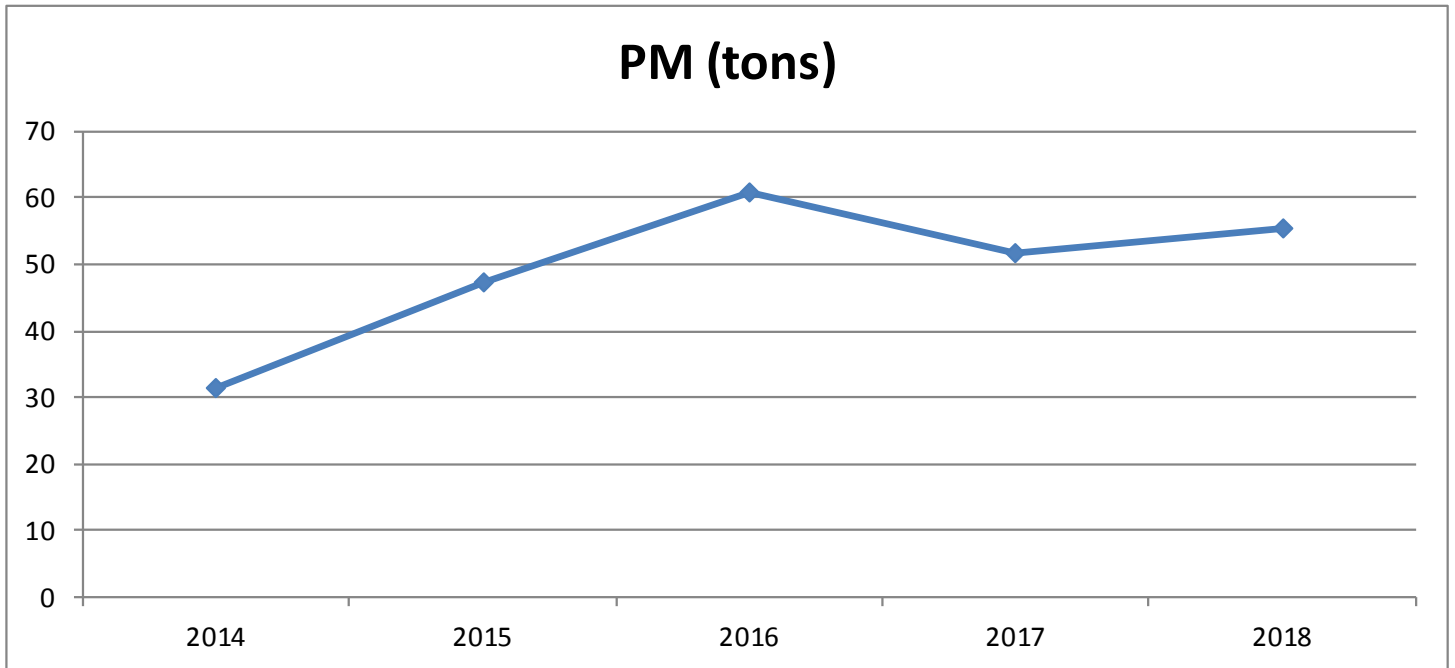


DHR data included starting in 2018.



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

Yearly Emissions



2019 YTD (Jan.-May.)

| | SO ₂ (tons) | NO _x (tons) | Mercury (lbs) | PM (tons) | CO ₂ (tons) | HTIP (MMBtu) | GEN (MW-hours) |
|--------------|------------------------|------------------------|---------------|-------------|------------------------|--------------------|------------------|
| DH1 | 0.2 | 55.7 | | | 40,106.3 | 674,888.0 | 54,254.0 |
| DH2 | 272.9 | 591.8 | 2.34 | 22.0 | 335,804.7 | 3,273,349.0 | 360,995.0 |
| DHCT3 | 0.0 | 1.1 | | | 3,850.0 | 64,771.0 | 4,429.0 |
| JRKCC1 | 0.2 | 9.0 | | | 33,933.3 | 570,981.0 | 62,773.0 |
| DHR | 7.1 | 120.2 | | | 394,648.1 | 3,782,969.0 | 290,816.1 |
| TOTAL | 280.4 | 777.8 | 2.339 | 22.0 | 808,342.4 | 8,366,958.0 | 773,267.1 |

2019 - May

| | SO ₂ (tons) | NO _x (tons) | Mercury (lbs) | PM (tons) | CO ₂ (tons) | HTIP (MMBtu) | GEN (MW-hours) |
|--------------|------------------------|------------------------|---------------|------------|------------------------|--------------------|------------------|
| DH1 | 0.1 | 20.8 | | | 14,880.9 | 250,397.0 | 19,772.0 |
| DH2 | 60.4 | 129.5 | 0.6 | 4.3 | 73,379.2 | 715,202.0 | 76,908.0 |
| DHCT3 | 0.0 | 0.7 | | | 3,028.5 | 50,955.0 | 3,473.0 |
| JRKCC1 | 0.0 | 0.4 | | | 1,494.6 | 25,146.0 | 1,729.0 |
| DHR | 1.8 | 31.8 | | | 101,771.6 | 975,469.3 | 76,402.2 |
| TOTAL | 62.3 | 183.2 | 0.565 | 4.3 | 194,554.8 | 2,017,169.3 | 178,284.2 |

WATER/WASTEWATER

PRODUCTION

MAINTENANCE

Water/Wastewater May Dashboard

Production

Murphree Water Treatment Plant

| | | May 2019 | FY to Date (mgd) | Permitted Capacity (mgd) | % of Permitted Capacity | Status |
|--|--------------------|----------|------------------|--------------------------|-------------------------|--------|
| | Average Daily Flow | 25.5 | 22.6 | 30 | 75% | |
| | Peak Daily Flow | 31.1 | 25.2 | 54 | - | |

Main Street Water Reclamation Facility

| | | May 2019 | FY to Date (mgd) | Permitted Capacity (mgd) | | Status |
|--|--------------------|----------|------------------|--------------------------|--|--------|
| | Average Daily Flow | 5.2 | 6.3 | 7.5 | | |

Kanapaha Water Reclamation Facility

| | | May 2019 | FY to Date (mgd) | Permitted Capacity (mgd) | | Status |
|--|--------------------|----------|------------------|--------------------------|--|--------|
| | Average Daily Flow | 10.7 | 11.8 | 14.9 | | |

Water Reclamation Facilities (Combined)

| | | May 2019 | FY to Date (mgd) | Permitted Capacity (mgd) | % of Permitted Capacity | Status |
|--|--------------------|----------|------------------|--------------------------|-------------------------|--------|
| | Average Daily Flow | 15.9 | 18.1 | 22.4 | 81% | |

Maintenance

Wastewater Collections

| | | May 2019 (Miles) | FYTD | Monthly Goal (miles) | |
|--|-------------------------------------|------------------|------|----------------------|--|
| | Miles of gravity mains cleaned | 7.3 | 49 | 5.0 | |
| | Miles of gravity mains TV inspected | 5.1 | 42 | 5.0 | |

Water Distribution

| | | May 2019 | FYTD | Monthly Goal | |
|--|-----------------------------------|----------|------|--------------|--|
| | Number of Water Services Replaced | 93 | 645 | 75 | |

SSO Monthly Summary

| | | May | YTD | GOAL | |
|--|--------------------------|-----|-----|------|--|
| | Sanitary Sewer Overflows | 0 | 15 | <16 | |

Water/Wastewater
Major Projects and Other Updates

1. MWTP Electric System Upgrade
 - a. Structure nearly complete for the new electrical building
 - b. Guard Shack complete

2. MSWRF
 - a. Aeration Basin and Headworks project planning and design are underway
 - b. East Clarifier demolition & rehab nearing completion

3. Gravity Sewer Lining
 - a. Priorities being implemented with a goal to line at least 10 miles of gravity sewer in FY19

4. KWRF
 - a. All carousels are back online