



Big Wins in FY17

Thursday, Feb. 8, 2018

Big Wins

- Deerhaven Renewable Generating Station – DHR
- Storm Recovery
 - Hurricane Matthew– Friday, Oct. 7, 2016
 - Hurricane Irma – Monday, Sept. 11, 2017
- Operational Excellence
 - Safety
 - Electric
 - Gas
 - Water/Wastewater
 - Customer Service and Operations
 - Human Resources
 - Community Relations
- Collaboration

Deerhaven Renewable Generating Station (DHR)

- Memorandum of Understanding approved by City Commission on April 19, 2017
- GRU took ownership of Deerhaven Renewable Generating Station (formerly GREC) Nov. 7, 2017
- Since acquiring the plant GRU has saved **more than \$11 million** (as of Wed., Feb. 7th)

Deerhaven Renewable Generating Station (DHR)

- Immediate reduction on operation costs for electric fleet
- DHR now GRU's second cheapest unit to run
- Increased sustainability and fuel cost stability
- Puts GRU a step ahead of potential forthcoming environmental regulations

Deerhaven Renewable Generating Station (DHR)

- Established “Why Buy GREC?” website to publish all public documents, answer frequently asked questions and update customers
- Hosted two public forums, participated in a third, and collaborated on several Gainesville Sun editorials

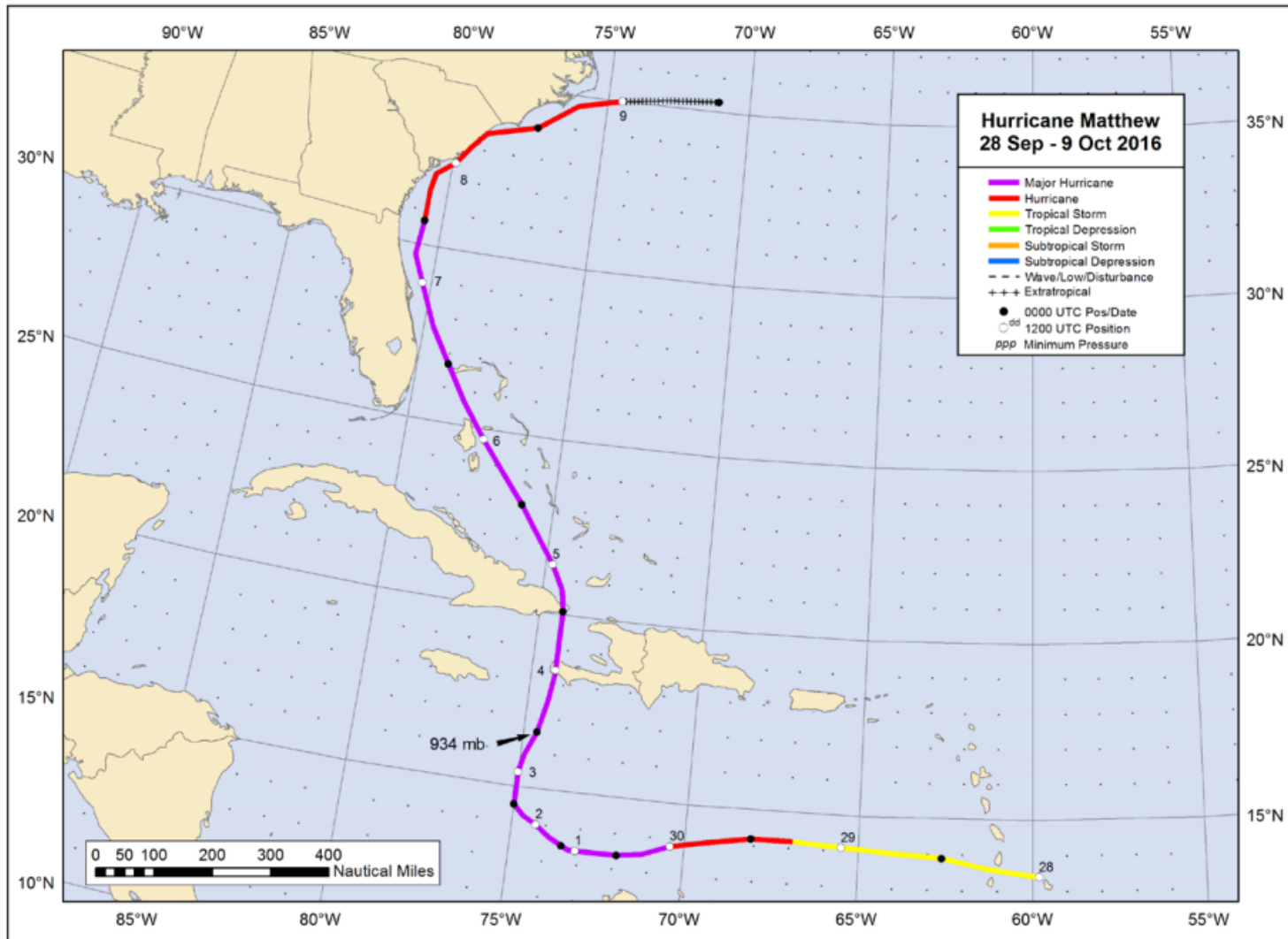
Storm Recovery

Two major storm events in FY17:

Hurricane Matthew – Friday, Oct. 7, 2016

Hurricane Irma – Monday, Sept. 11, 2017

Storm Recovery: Hurricane Matthew



Storm Recovery: Hurricane Matthew

- More than 7,000 customers affected Friday, Oct. 7, 2016
- More than 200 incidents processed, including downed wires
- **All customers restored by Saturday afternoon**
- GRU provided mutual aid to Jacksonville (JEA), Palm Coast, St. Augustine and Clay Electric
- Water/Wastewater crews dispatched Sunday-Tuesday to provide JEA with mobile generators for unpowered wastewater pumping stations

Storm Recovery: Hurricane Matthew



Waiting for Irma

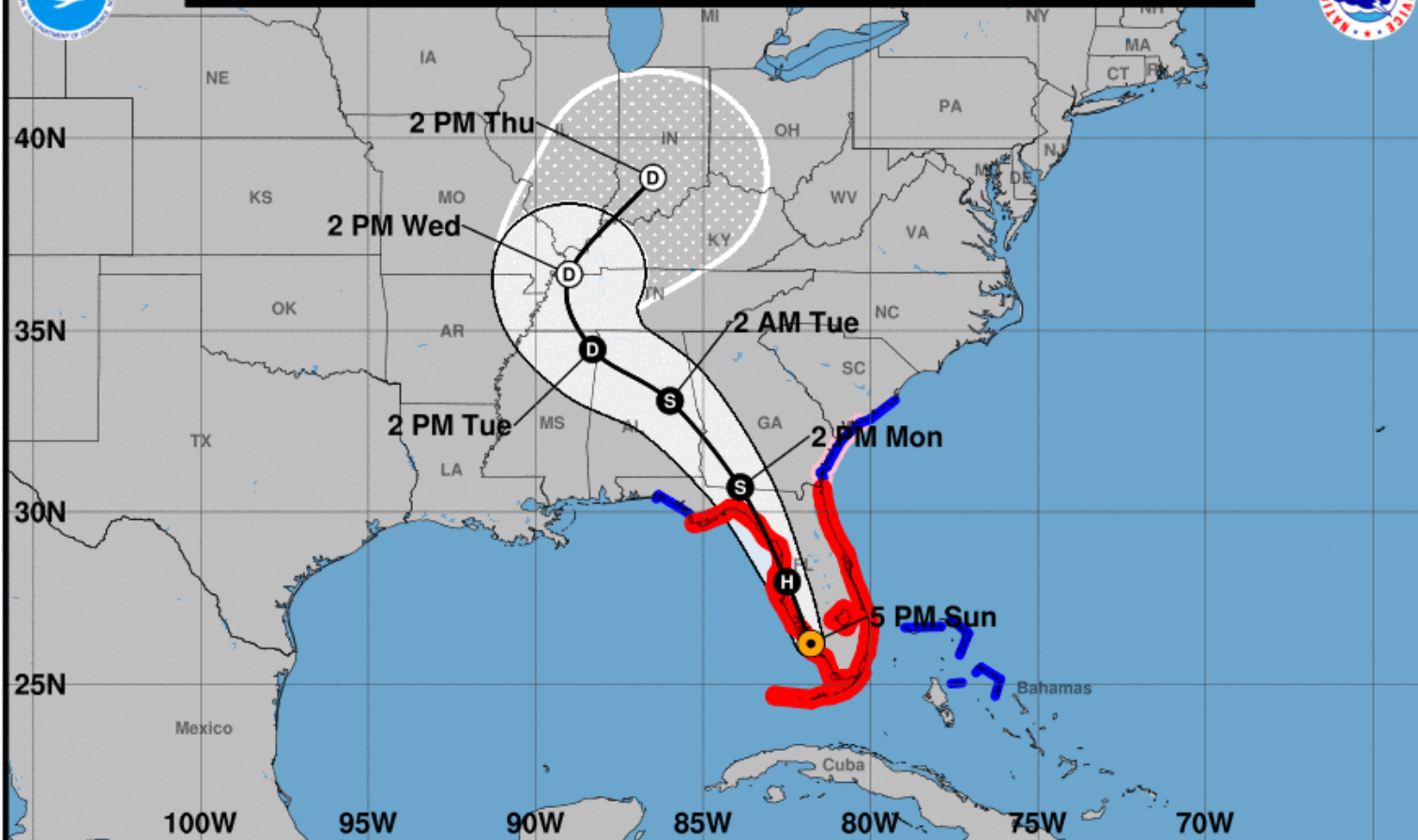
LOCAL SHELTERS FILL TO CAPACITY



Ron Conroy rides his bike near Innovation Hub in downtown Gainesville as rain from Hurricane Irma starts to blanket the city Sunday. As Hurricane Irma approached from South Florida, some Gainesville residents got a few last hours outside before strong winds arrived. (BRAD McCLenny/THE GAINESVILLE SUN)



Note: The cone contains the probable path of the storm center but does not show the size of the storm. Hazardous conditions can occur outside of the cone.



Hurricane Irma
 Sunday September 10, 2017
 5 PM EDT Advisory 47
 NWS National Hurricane Center

Current information: ●
 Center location 26.2 N 81.8 W
 Maximum sustained wind 110 mph
 Movement N at 14 mph

Forecast positions:
 ● Tropical Cyclone ○ Post/Potential TC
 Sustained winds: D < 39 mph
 S 39-73 mph H 74-110 mph M > 110 mph

Potential track area:
 Day 1-3 Day 4-5

Watches:
 Hurricane Trop Storm

Warnings:
 Hurricane Trop Storm

Storm Recovery: Hurricane Irma

- Gainesville and surrounding areas impacted with approximately 12 inches of rain and wind gusts of 70 miles per hour
- Building from past successes and lessons learned, GRU assigned “gray sky” roles to nearly every employee (833) in advance of the storm

PARTING SHOT

Irma swamps Jacksonville; dozens rescued



A house slides into the Atlantic Ocean in the aftermath of Hurricane Irma in Ponte Vedra Beach, Monday. [GARY LLOYD MCCULLOUGH/THE FLORIDA TIMES-UNION VIA AP]

Panama City News Herald – Sept. 12, 2017

Relief. Return. Cleanup. And mostly in the dark.

Irma left mess in Tampa Bay, thrashed Keys, swamped Jacksonville.



CHRIS URSD / Times
Steve Miccio, 53, secures a limb with a rope as he and others work to remove a tree from the roof of his Gulf Road home Monday in Tarpon Springs. Miccio and his family weren't home when it fell.

Tampa Bay Times – Sept. 12, 2017

Storm Recovery: Hurricane Irma

- **No major water service interruptions**
- 53,542 electric customers (56 percent) lost power
- **Majority of customers restored within 48 hours**
- GRU received assistance from utility crews from City of Alachua, Tennessee, Kentucky, Indiana, North Carolina, Georgia, Oklahoma, Texas, Connecticut and Tallahassee
- 46 GRU crews and 126 mutual aid crews working on lines
- 27 GRU crews and 27 mutual aid crews working on trees

Storm Recovery: Hurricane Irma

- GRU employees worked more than 40,000 hours
- Mutual aid responders worked 28,000 hours
- During 68,000 hours of restoration and recovery **only one minor injury was reported**
- Hurricane Irma is the fifth costliest storm ever recorded (\$50 billion in damages)

Storm Communications: Hurricane Irma

- Trained and equipped new Social Media Advocacy Group for 24 hour updates and customer communications on all GRU social media channels
- Implemented a 24 hour on-call schedule to answer media calls, aid social media advocates and update internal channels
- Used Everbridge mass-notification system for employee updates

Operational Excellence: Safety

- SafeStart human error prevention training rolled out to employees in October 2016 with 90 percent of employees trained in four months
- **Reduced recorded injuries by almost 50 percent (35 recorded injuries)**
- **Recorded injuries were less severe than in recent past**
- **Reduced total cost of recorded injuries by 84 percent (\$14,428)**

Operational Excellence: Electric

- **South Energy Center** nearly tripled capacity to accommodate UF Health Heart & Vascular and Neuromedicine hospitals
- As of Dec. 10, 2017, GRU provides uninterrupted power to these two new hospitals and the UF Health Shands Cancer Hospital
- This long-term revenue stream is expected to drive down rate pressure

Operational Excellence: Electric

- The lowest recorded vegetation-related outage numbers in about 15 years
- **Best in class among Florida municipal utilities** in Momentary Average Interruption Event Frequency Index (MAIFIE) – *Average frequency of momentary interruption events* for the average customer

Operational Excellence: Electric

Third best in class among Florida municipal utilities in the following measures:

- System Average Interruption Frequency Index (SAIFI) – Average *frequency* of interruptions for the average customer
- Customer Average Interruption Duration Index (CAIDI) – Average *repair time* for the average interrupted customer
- System Average Interruption Duration Index (SAIDI) – Average *duration* of interruptions for the average customer

Operational Excellence: Electric

- Continued undergrounding power lines for new construction, including significant projects such as Butler North and Celebration Pointe
- Undergrounded a 500-foot span of overhead on Millhopper Road that had gone down in numerous storms; about two-thirds FEMA funded
- **About 60 percent of GRU's powerlines are now underground**, improving reliability and community aesthetics

Operational Excellence: Gas

- Only 6,373 Mmbtus of unaccounted for gas (-0.10%)
- Industry standard is 2 percent
- 2 years of perfect inspections by the Public Service Commission

Operational Excellence: Water/Wastewater

- **Delivered more than 8 billion gallons of drinking water**
- **Reclaimed and reused more than 6 billion gallons of wastewater**
- Kanapaha Water Reclamation Facility (KWRF) received the 2017 Operational Excellence Award from the Florida Department of Environmental Protection (FDEP)
- Lined about 11.5 miles of gravity sewer and 550 manholes to improve efficiency and save customers money

Operational Excellence: Water/Wastewater

GRU crew taught 10 Kanapaha Middle School science teachers eight lesson plans demonstrating skills they use on a regular basis, including:

- Wetland vegetation and cover estimating
- Water quality sampling
- Soils properties and classification
- Soil infiltration rates and basin sizing
- Microorganism personality test
- Microorganism identification lab
- Dilution and measurements lab
- Building a water filter with various media

Operational Excellence: Customer Service

- Assisted struggling customers by making more than 94,000 payment arrangements and creating more than 12,000 installment plans
- **Moved all Friday service disconnects to the following week, mitigating extended disconnects and weekend connection fees**
- Customer Operations received the CS Week Expanding Excellence Award for Innovation in People and Process

Human Resources

- Working with Human Resources staff, GRU hired or promoted 200 people

Community Relations

- For the first time, GRU combined fundraising efforts with general government, **raising more than \$55,000 for local charities**
- GRU's 18th Annual Benefit Golf Tournament **raised \$25,500 for Williams Elementary School**
- Awarded six high school seniors \$4,000 each toward their college educations through the Brighter Tomorrow Scholarship Program
- GRU's Project SHARE payment assistance program **raised more than \$62,000 for customers in need**

Collaboration

- No fewer than 35-40 GRU/GG projects, initiatives, work groups and discussions are currently taking place.
- Urban Design Standards Team
 - Since October 2016, at the request of the City Commission, GRU has successfully collaborated with general government, local developers, and related development experts on policies, regulations, and practices that affect our local development plans.
 - This joint team continues to work on creative solutions to streamline and unify the development process.
- Formalized collaboration efforts
 - Chief Change Officer for GRU and Director of Strategic Initiatives for GG identifying existing collaborative projects and initiatives; discussing areas that need strengthening; and discovering ways in which GRU and GG diverge.

Notable Wins

- Our Cross Organizational Urban Design Standards Team received Innovative Team Award
- Housed 800-900 law enforcement personnel from across the state in preparation for the Richard Spencer event
- W/WW at First Magnitude brewing Clean Creek Revival
- Community Relations launched Employee Volunteer Network; more than 1000 volunteer hours with a cumulative impact of over \$24,000 *(based on the national rate of \$24.14/volunteer hour)*

Thank you for your time

