



# HURRICANE HERMINE

Item #160373

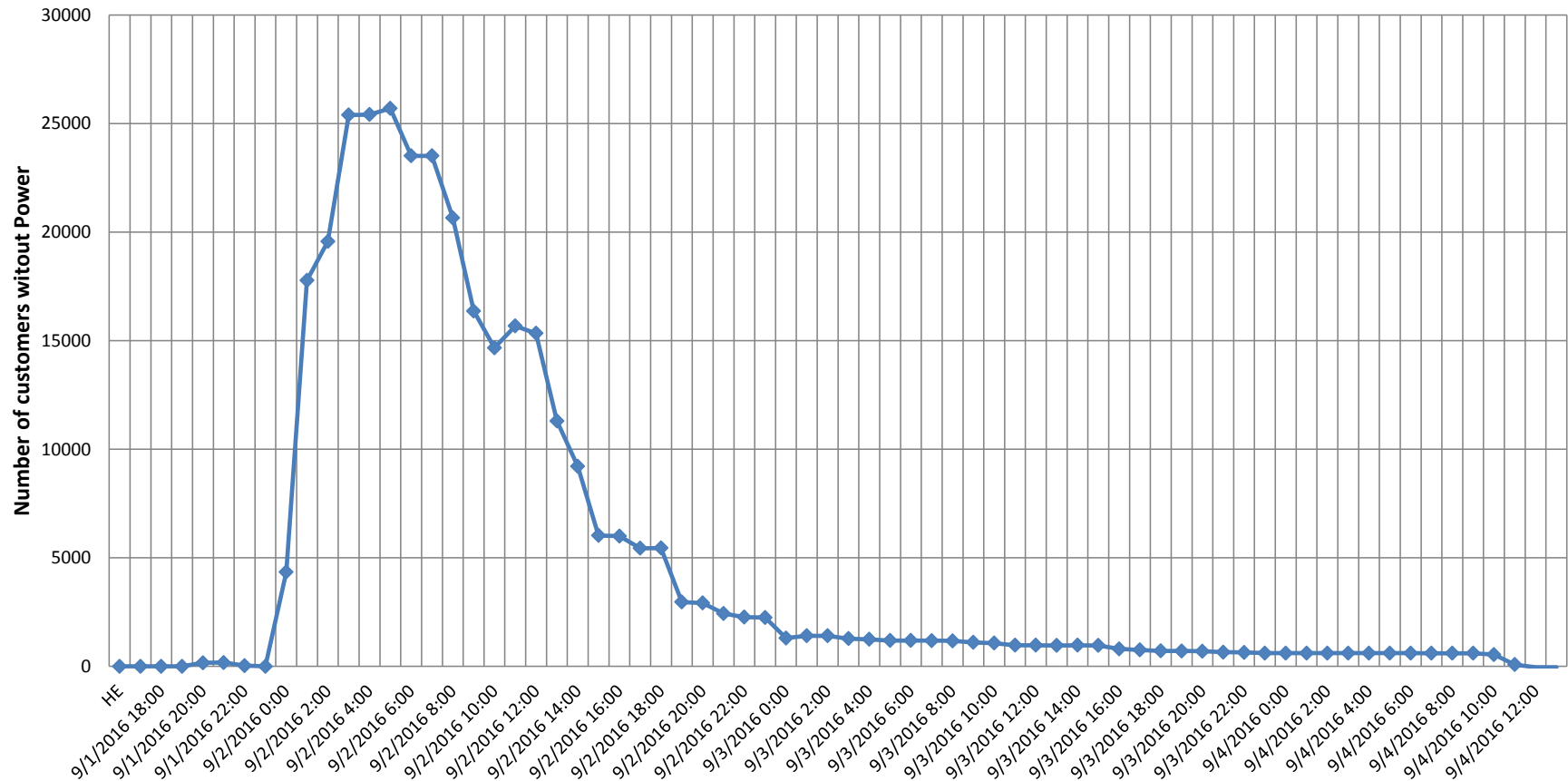
September 14, 2016

# How We Fared

- Generating plants not affected
- Murphree water plant on temp power 10 hours
- Some lift stations on generators
- No wastewater spillage
- No disruptions in the gas system

# Outages

Customers Affected by Hermine



# OUTAGE STATS

(Initial Numbers – Subject to Change)

- Total customers interrupted (CI) :28,400
- System Average Interruption Duration Index (SAIDI) – 132 Minutes
- Customer Average Interruption duration Index (CAIDI) – 373 minutes
- System Average Interruption Frequency Index (SAIFI) - .31
- Average Outage Duration (LBAR )– 17 Hrs.



# It Takes a Village

to Get the Lights Back On!

- 47 GRU Linemen
- 5 Mutual Aid Utilities
  - Contractors – 100 Linemen
  - 17 Additional Tree Trimmers
- Engineers, GIS techs
- Substation & Measurement Techs
- Gas Workers, Gas Line Techs
- Meter Readers, Line Locators
- Systems Control

# You Called, We Answered

- 12 CSRs answered calls all night - 40.5 hours over three days
- 511 calls answered live on trouble reporting line
- 3200 voicemail messages

Menu

KGNV KFIN 155kts 8gph 8500ft



FPL

From

To

Remaining

ETA

KGNV



KFIN

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Distance 57nm ETE 0h25m Fuel 5.2g

8:05 PM EDT



REC

00:00



ETE Dest

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Groundspeed

0 kts

GPS Altitude

175'

Vertical Speed

25 ft/m

Accuracy

10m



VFR & Wind



























































