STATE OF THE UTILITY

January 2019

Item #180984

OPERATIONS SUMMARY

CORPORATE SAFETY
ENVIRONMENTAL
REGULATORY
PERSONNEL

January 2019

Safety			Employees	<u> </u>
		Current Month		
	First Aid	Recordable	DART	
Administration	0	0	0	
W/WW Systems	0	1	0	
Energy Supply	0	0	0	
Energy Delivery - Electric/Gas	1	1	0	
GRUCom	0	0	0	
Totals		2		

Year to Date				
First Aid	Recordable	DART		
0	2	2		
1	3	0		
0	0	0		
3	4	2		
0	0	0		
	9			

Vehicles

Administration W/WW Systems Energy Supply **Energy Delivery - Electric/Gas GRUCom Totals**

	Current Month	
Miles Driven	Recordable	Preventable
	0	0
	3	2
	0	0
	1	0
	0	0
0	4	

January mileage not yet reported

Year to Date				
Miles Driven	Recordable	Preventable		
48,769	0	0		
236,692	6	4		
30,184	0	0		
306,049	4	3		
26,918	0	0		
648,612	10			

Totals through December '18

Calendar Year to Date

Environmental

	Current Month
Notices of Violation	0
Emissions	
DH1, DH2, DHCT3, JRKCC1	
CO ₂ (tons)	75,201
NO _x (tons)	135
SO ₂ (tons)	61
DH Unit 2 (only)	
PM _{FILT} (tons)	5
Hg (lbs)	0.72

75,201
135
61.0

5	
0.72	

Regulatory

NERC

Notice of Violations Self Reports/Potential Violations

0	
1	

FY to Date

Personnel

	Authorized Positions	Filled Positions	Current Vacancies	Change from Last Mo.
Administration	15.00	13.00	2.00	0
Chief Operating Officer	20.00	19.00	1.00	-1
Customer Support Services	118.25	110.00	8.25	1
Energy Delivery	264.00	242.00	22.00	-2
Energy Supply	145.00	142.00	3.00	2
Energy Supply - District Energy	10.00	10.00	0.00	0
Finance	43.00	24.00	19.00	1
GRUCom	38.00	29.00	9.00	0
Information Technology	71.00	59.00	12.00	1
Water Wastewater	168.00	159.00	9.00	1
Grand Total	892.25	807.00	85.25	3.00

Utility Advisory Board Monthly Report – FY 2019 Safety Data Summary

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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 11/19/2018	Employee was driving a tractor trailer and as he made the turn off of Main Street onto 16 th 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)
<u>DECEMBER</u> 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)
<u>JANUARY</u> 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.
1/10/19	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)
1/23/19	While stopped in traffic on SW 75 th Street, the GRU vehicle was rear-ended.

End of FY 2019

CUSTOMER SUPPORT SERVICES

Customer Operations

New Services

Revenue Assurance

Customer Operations Metrics Summary January 2019

Active Accounts	Jan-19	YTD Gain/Loss	FY18
Residential Contract Accounts			
Total	0	(90,980)	90,980
Electric	91,082	6,679	84,403
Gas	59,092	25,652	33,440
Water	84,457	21,352	63,105
Wastewater	63,152	4,140	59,012
Telecomm	33,599	33,470	129

New Installations	Jan-19	FY19 To Date	FY18
Electric	119	383	1512
Gas	47	170	463
Water	57	188	558
Wastewater	69	194	566
Telecomm	7	33	120

Call Center Volume	Jan-19	FY19 To Date	FY18
Residential ASA	0:08:51	0:09:08	0:10:59
Business ASA	0:03:12	0:03:05	0:04:19
CSR Calls	22,743	55,395	142,989
CSR Callbacks	0	9,204	25,780
IVR Self Service	0	81,164	266,463
Total	22,743	136,559	409,452
IVR/Total	0%	59%	65%

Bills Generated	Jan-19	FY19 To Date	FY18
Paper Bills	125,137	440,615	1,276,432
eBills	19,082	70,471	200,984
Total	144,219	511,086	1,477,416
eBill/Total	13%	14%	14%

Payment Arrangements	Jan-19	FY19 To Date	FY18
Total	0	2,822	77,512

Active Accounts	Jan-19	YTD Gain/Loss	FY18
Nonresidential Contract Accounts			
Total	0	(13,482)	13,482
Electric	13,519	2,584	10,935
Gas	4,637	2,994	1,643
Water	10,966	5,119	5,847
Wastewater	5,844	1,210	4,634
Telecomm	1,655	1,289	366

Residential Disconnects	Jan-19	FY19 To Date	FY18
Volume	0	5,417	15,305
Average Balance	\$0.00	\$252.09	\$250.07

Revenue Assurance	Jan-19	FY19 To Date	FY18
Referred to Collections	\$156,165.16	\$718,317.64	\$1,783,116.51
Recovered	\$58,630.77	\$259,129.84	\$786,025.11

Service Orders	Jan-19	FY19 To Date	FY18
Move Ins	6,899	26,369	116,784
Move Outs	7,099	26,504	116,307

Average Res Bill Amounts	Jan-19	FY19 To Date	FY18
Electric (kWh)	696	775	812
Electric (\$)	\$100.54	\$112.12	\$118.11
Gas (Therms)	37	23	21
Gas (\$)	\$54.99	\$37.90	\$34.13
Water (kGals)	4	5	5
Water (\$)	\$28.11	\$29.85	\$30.34
Wastewater (kGals)	4	5	5
Wastewater(\$)	\$39.44	\$37.06	\$36.86

ENERGY DELIVERY

ELECTRIC T&D SYSTEM RELIABILITY GAS

ENERGY DELIVERY - UAB REPORT - JANUARY 2019

Electric System Consumption

	2019			2	018			
	CONSUMPTI	ON	CUSTOMERS		CONSUMP	TION	CUSTOMERS	
Feed-In-Tarrif - Residential	66	KWH	101		55	KWH	102	
Feed-In-Tarrif - General Service	2,932	KWH	155		2,529	KWH	159	
Electric - GS - Demand - Regular	43,914,289	KWH	1,235		44,658,044	KWH	1,234	
Electric - General Service Demand PV	761,240	KWH	20		678,158	KWH	17	
GREC Startup Supplemental and Standby					-		1	
Electric - GS - Kanapaha w Curtail Cr	991,200	KWH	1		1,029,600	KWH	1	
Electric - GS - Demand - Large Power	6,985,440	KWH	7		7,254,520	KWH	8	
Electric - GS - Murphree Curtail Credit	1,332,000	KWH	1		1,324,800	KWH	1	
Electric - GS Large Demand PV	3,297,600	KWH	2		3,160,800	KWH	2	
Electric - GS - Non Demand	12,324,023	KWH	9,736		14,009,446	KWH	9,699	
Electric - General Service PV	99,179	KWH	63		105,290	KWH	55	
Electric - Lighting - Rental	941,811	KWH	4,200	n	1,011,944	KWH	4,483	n
Electric - Lighting - Street - City	1,419,991	KWH	13	n	791,871	KWH	14	n
Electric - Lighting - Street - County	202,527	KWH	2	n	298,668	KWH	2	n
Electric - Lighting - Traffic	4,542	KWH	2	n	4,483	KWH	2	n
Electric - Residential - Non TOU	57,959,652	KWH	85,709		73,037,298	KWH	85,342	
Electric - Residential PV	227,820	KWH	334		233,167	KWH	241	_
Total Retail Electric (n =not included in total)	130,464,312	KWH	97,364	=	145,493,707	KWH	96,862	
City of Alachua	10,310,000	KWH	23,992	KW	11,804,000	KWH	28,343	KW
City of Winter Park	-	KWH	-	KW	7,440,000	KWH	10,000	KW
Total (Native) Electric	140,774,312	KWH			166,844,673	KWH		

Gas System Consumption

	2019		20	18
	CONSUMPTION	CUSTOMERS	CONSUMPTION	CUSTOMERS
Gas - GS - Regular Service (Firm)	938,405 THM	1,384	1,018,928 THM	1,399
Gas - GS - Regular Service (Small)	22,678 THM	296	23,710 THM	258
Gas - GS - Interrruptible - Regular Serv	16,000 THM	1	16,000 THM	1
Gas - GS - Interrruptible - Large Volume	485,976 THM	7	547,564 THM	7
Gas - Residential - Regular Service	1,215,613 THM	33,817	1,845,718 THM	33,556
Total Retail Gas	2,678,672 THM	35,505	3,451,920 THM	35,221
Gas - GS - UF Cogeneration Plant	3,724,534 THM	1	3,831,296 THM	1
Gas - Residential - LP - Basic Rate	7,012 GAL	201	11,229 GAL	198
GREC Gas (PGA only)			- THM	C

^{*}Obtained from Monthly Billing Summary prepared by Todd Kamhoot.

ENERGY DELIVERY - UAB REPORT - JANUARY 2019

Durations Reliability Report Between 1/01/2019 and 1/31/2019

Excludes Extreme Weather and Generation/Transmission Disturbances

CUSTOMER DATA	RELIABILITY INDICIES		MONTHLY AVG GOAL
Monthly Average Customers Served(C)	98,143 Average Service Availability Index (ASAI)	99.9831%	
Total Hours of Customer Demand	70,662,960 System Average Interruption Duration Index (SAIDI)	7.31	4.5 Mins
Total Number of Outages	40 Customer Average Interruption Duration Index (CAIDI)	59.23	55 Mins
Total Number of Customers Affected (CI)	12,106 System average Interruption Frequency Index (SAIFI)	0.12	0.08
Total Customer Minutes Interrupted (CMI)	717,007		
Total Customer "Out Minutes"	4,074 Average Length of a Service Interruption (L-Bar)	101.85 թ	1ins

Outage Duration Times

Average Hours: 1 Maximum Hours: 7 Minimum Hours: 0

Cause of Outages

Cause	Overhead	Underground	Undetermined	Total
1. Weather	1	0	0	1
2. Vegetation	8	0	1	9
3. Animals	6	1	0	7
4. Foreign Interference	0	0	0	0
5. Human Cause	2	2	1	5
6. Undetermined	8	2	1	11
7. Equipment Failure	3	1	2	6
8. All Remaining Outages	1	0	0	1
Total	29	6	5	40

* Durations Reliability Report Between 01/01/2019 and 1/31/2019

Excludes Extreme Weather and Generation/Transmission Disturbances

CUSTOMER DATA	RELIABILITY INDICIES		FISCAL YTD GOALS
Monthly Average Customers Served(C)	98,143 Average Service Availability Index (ASAI)	99.9831%	
Total Hours of Customer Demand	70,662,960 System Average Interruption Duration Index (SAIDI)	7.31	54 Mins
Total Number of Outages	40 Customer Average Interruption Duration Index (CAIDI)	59.23	55 Mins
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Average Hours: 1 Maximum Hours: 7 Minimum Hours: 0

Cause of Outages

Cause	Overhead	Underground	Undetermined	Total
1. Weather	1	0	0	1
2. Vegetation	8	0	1	9
3. Animals	6	1	0	7
4. Foreign Interference	0	0	0	0
5. Human Cause	2	2	1	5
6. Undetermined	8	2	1	11
7. Equipment Failure	3	1	2	6
8. All Remaining Outages	1	0	0	1
Total	29	6	5	40

ENERGY DELIVERY - UAB REPORT - JANUARY 2019

Energy Delivery - Major Projects

Major Electric Design Projects

West

- > Celebration Point (New Development)
- > SW 8th Ave / SW 20th Avenue (OH to UG conversion)
- > Tower Rd Market West (Mixed-use development)/Grand Oaks Community

<u>East</u>

- > SE 4th St Roadway Project (OH to UG conversion)
- > CRA South Main Street (OH to UG conversion)
- > Murphree Water Plant (OH to UG Conversion and rebuilt)

Major Gas Design Projects:

- > Main Installation Lugano Subdivision 2360'
- > Main Installation Oakmont Subdivision Phase 3 10600'
- > Main Relocation Duck Pond Mains and Services 3100' Bare Steel
- > Main Installation Coleman Ext. W. University Ave
- > Main Replacement Tower Rd. Mixed Use 680'

New Gas Services installed in January 2019: 38 New Customers

ENERGY SUPPLY

SYSTEM STATISTICS ENERGY DISTRIBUTION FUEL

January 2019

Source

Energy Supply - CAPACITY

Energy Supply - Performance Parameter

Unit Capability output - MWn

	Offic Capability Output - WWWII
DH-2	228
DH-1	67*
Kelly CC	108
CT's	106
Grid	2 X 224
DHR	102.5

^{*}DH1 slight derate due to gas filter restriction in Dec

Month	YTD	Budget YTD	Delta Budget
72,752	143,746	74,835	68,911
-	46,194	24,742	21,452
543	209,404	304,612	(95,208)
209	4,398	171	4,227
10,418	26,817	52,866	(26,049)
66,186	210,996	139,237	71,759

Fuels Consumed

Coal - Tons
Gas - MCF
Fuel oil - Gals
Biomass - Tons

Month	onth FYTD Budget YTD		Delta Budget
27,289	59,499	42,453	17,046
233,295	2,883,636	3,046,240	(162,604)
6,914	9,531	-	9,531
81,945	274,959	176,356	98,603

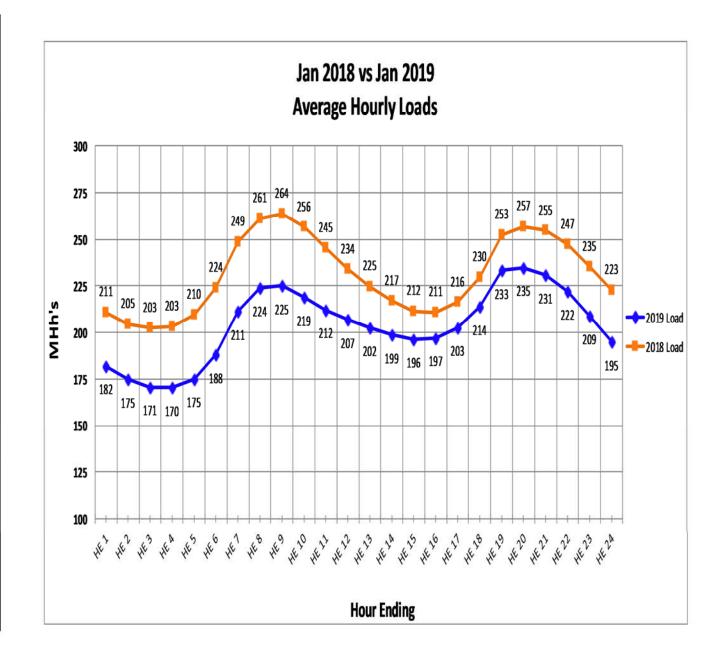
Availability/Capacity

DH-2
DH-1
Kelly CC
DH CT-1
DH CT-2
DH CT-3
DHR*

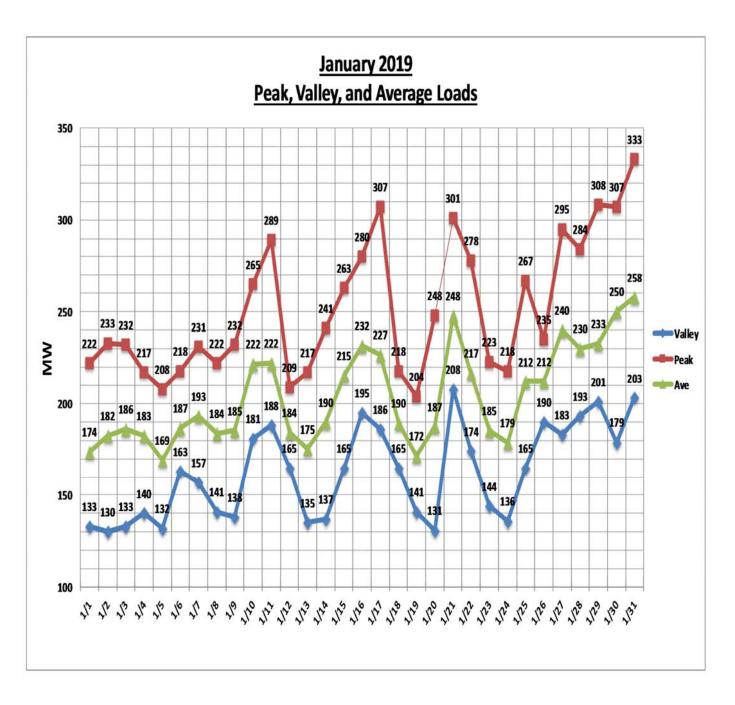
Availability			Capacity			
Month	FY 2019 YTD FY 2018 YTD		Month	FY 2019 YTD	FY 2018 YTD	
100.00%	55.47%	96.26%	44.79%	22.77%	30.89%	
94.60%	98.65%	90.09%	0.00%	22.10%	27.88%	
100.00%	99.84%	75.30%	1.33%	67.48%	47.93%	
99.46%	99.53%	98.89%	0.05%	0.25%	0.41%	
95.58%	97.97%	96.00%	0.49%	0.29%	0.71%	
98.87%	94.94%	50.63%	0.18%	1.83%	4.93%	
99.81%	91.54%	80.41%	98.13%	80.15%	23.69%	

DHR tracking is from Nov. 7th, 2017 forward

January Average Hourly Loads				
Hour Ending	2018 Load	2019 Load		
HE1	211	182		
HE 2	205	175		
HE 3	203	171		
HE 4	203	170		
HE 5	210	175		
HE 6	224	188		
HE 7	249	211		
HE 8	261	224		
HE 9	264	225		
HE 10	256	219		
HE 11	245	212		
HE 12	234	207		
HE 13	225	202		
HE 14	217	199		
HE 15	212	196		
HE 16	211	197		
HE 17	216	203		
HE 18	230	214		
HE 19	253	233		
HE 20	257	235		
HE 21	255	231		
HE 22	247	222		
HE 23	235	209		
HE 24	223	195		



Date	Valley	Peak	Ave
1/1/2019	133	222	174
1/2/2019	130	233	182
1/3/2019	133	232	186
1/4/2019	140	217	183
1/5/2019	132	208	169
1/6/2019	163	218	187
1/7/2019	157	231	193
1/8/2019	141	222	184
1/9/2019	138	232	185
1/10/2019	181	265	222
1/11/2019	188	289	222
1/12/2019	165	209	184
1/13/2019	135	217	175
1/14/2019	137	241	190
1/15/2019	165	263	215
1/16/2019	195	280	232
1/17/2019	186	307	227
1/18/2019	165	218	190
1/19/2019	141	204	172
1/20/2019	131	248	187
1/21/2019	208	301	248
1/22/2019	174	278	217
1/23/2019	144	223	185
1/24/2019	136	218	179
1/25/2019	165	267	212
1/26/2019	190	235	212
1/27/2019	183	295	240
1/28/2019	193	284	230
1/29/2019	201	308	233
1/30/2019	179	307	250
1/31/2019	203	333	258



Energy Supply

Major Projects/Milestones Updates

Deerhaven(DH):

a. Process Plant Planned Outage is in progress and on track to complete by 2/10/2019.

2. Deerhaven Renewable(DHR):

- a. Boiler has a minor cold side boiler leak that is not impacting safe reliable operation or deteriorating. Will be fully addressed during the planned outage scheduled to start 3/30/2019, and run through 4/17/2019.
- b. The previously fire damaged Wagner Bulldozer is expected to return to plant site this week after repairs by Sun Machinery in South Carolina. Once machine returns we will work with Fleet to commission this machine and then send rental dozer back.

3. Kelly (JRK):

- a. Planned outage is set to start 2/16/2019 and run through 3/18/2019. Scope of work for this planned outage is:
 - i. CT4 Combustion Inspection
 - ii. Heat Recover Steam Generator (HRSG) inspection
 - iii. CT4 Generator Inspection
 - iv. Balance of Plant (BOP) inspections and preventative maintenance

4. South Energy Center (SEC):

a. Working with Wartsila on procuring all the required engine parts for engine 12,000 hour engine inspection anticipated to be conducted in late March. This will be an approximate one week outage once dates agreed upon with UF Health.

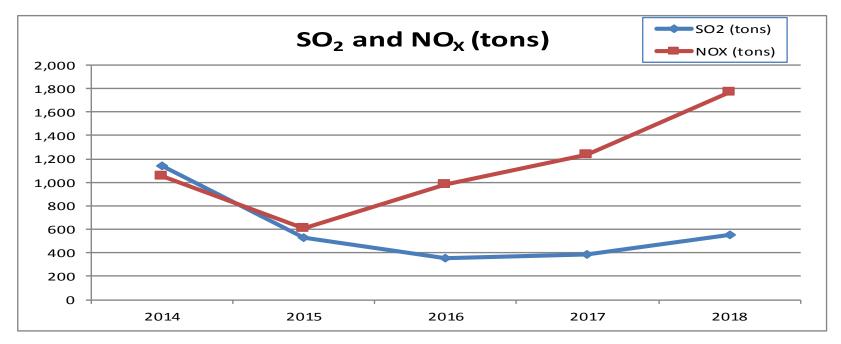
ENVIRONMENTAL PERMITTING

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.)	61	135	0.70	5	75,201

2017 and 2018 Mercury and Particulate values are for Unit 2 only. The 2019 YTD totals do not include DHR.

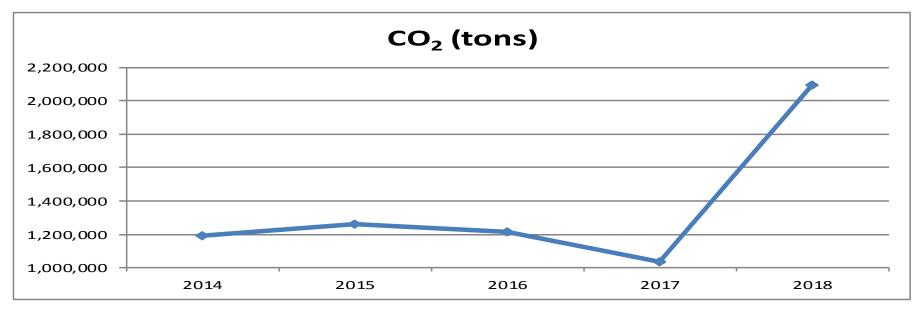


 SO_2 was lower in 2015, 2016, and 2017 due to higher removal rate settings to assure compliance with the MATS Rule.

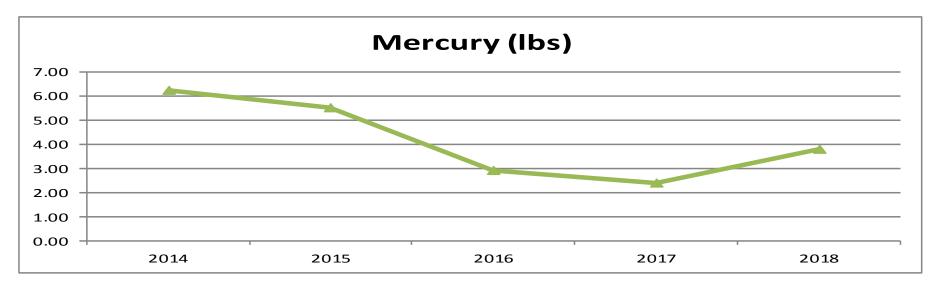
 NO_X was higher in 2016 since it was more cost effective to use allowances than increase SCR removal rate. NO_X was higher in 2017 since the Cross State Rule was no longer in effect for Florida.

2018 data includes DHR. The previous years did not include DHR.

Yearly Emissions

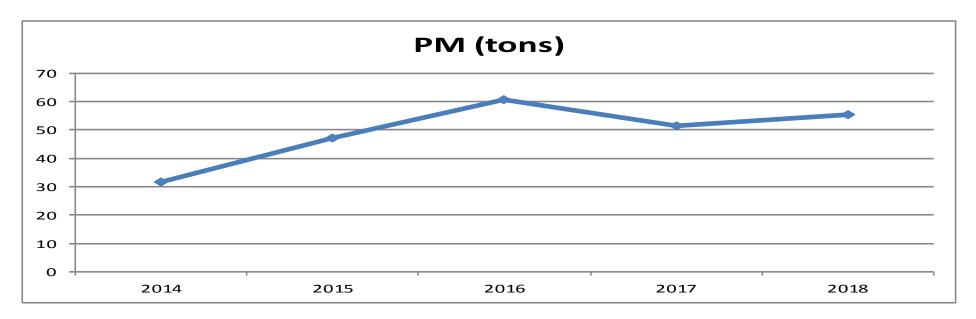


2018 data includes DHR. The previous years did not include DHR, thus the increase.



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

Yearly Emissions



2019 YTD - January

	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	0.0	0.0			0.0			0.0	0.0
DH2	61.3	135.0	0.72	5.2	74,477.0			725,905.0	83,057.0
DHCT3	0.0	0.1			124.9			2,101.0	137.0
JRKCC1	0.0	0.2			599.1			10,079.0	730.0
DHR									
TOTAL	61.3	135.3	0.717	5.2	75,201.0			738,085.0	83,924.0

2019 - January

	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	0.0	0.0			0.0			0.0	0.0
DH2	61.3	135.0	0.7	5.2	74,477.0			725,905.0	83,057.0
DHCT3	0.0	0.1			124.9			2,101.0	137.0
JRKCC1	0.0	0.2			599.1			10,079.0	730.0
DHR									
TOTAL	61.3	135.3	0.717	5.2	75,201.0			738,085.0	83,924.0

2018													
State	Facility Name	Facility ID (ORISPL)	Unit ID	Associated Stacks	Year	Quarter	Program(s)	SO2 (tons)	Avg. NOx Rate (lb/MMBtu)	NOx (tons)	CO2 (short tons)	Heat Input (MMBtu)	
FL	Deerhaven Renewable Energy Center	57241	BFB1		2018	1	ARP	4.335	0.083	100.127	252437.6	2415603.6	100.1268
FL	Deerhaven Renewable Energy Center	57241	BFB1		2018	2	ARP	3.601	0.063	57.835	191990.1	1841888.3	57.83529
FL	Deerhaven Renewable Energy Center	57241	BFB1		2018	3	ARP	4.710	0.061	74.892	257909.0	2471689.1	74.89218
FL	Deerhaven Renewable Energy Center	57241	BFB1		2018	4	ARP	4.200	0.062	68.340	229958.3	2204503.0	68.33959
							Qtr 1-4	16.846	0.067	301.2	932295.1	8933684.1	

WATER/WASTEWATER

Production

Maintenance

Projects

Water/Wastewater January Dashboard

VVC	aler/vvaslew		агу Ба	Silboaid	
		Production			
Murphree Water Treatme	ent Plant	l			
	Jan 2019	FY to Date (mgd)	Permitted Capacity (mgd)	% of Permitted Capacity	Status
Average Daily Flow	21.0	21.9	30	73%	
Peak Daily Flow	24.2	27.3	54	-	
Main Street Water Reclai	mation Facility				
A Daile Eleve	Jan 2019	FY to Date (mgd)	Permitted Capacity (mgd)		Status
Average Daily Flow	7.9	6.5	7.5		
Kanapaha Water Reclam	ation Facility	l			
	Jan 2019	FY to Date (mgd)	Permitted Capacity (mgd)		Status
Average Daily Flow	13.0	11.8	14.9		
Water Reclamation Facil	ities (Combined)				
	Jan 2019	FY to Date (mgd)	Permitted Capacity (mgd)	% of Permitted Capacity	Status
Average Daily Flow	20.9	18.3	22.4	82%	
	M	laintenance			
Wastewater Collections		lon 2010 (Miles)	EVTD	Monthly Cool (miles)	
		Jan 2019 (Miles)	FYTD	Monthly Goal (miles)	
Miles of gravity mains	cleaned	8.0	24.0	5.0	
Miles of gravity mains	TV inspected	7.8	23.6	5.0	
Water Distribution					
		Jan 2019	FYTD	Monthly Goal	
Number of Water Serv	rices Replaced	84	284	75	
	SSO M	onthly Sum			
		January	YTD	GOAL	
Sanitary Sewer Overflo	ows	3	9	<16	

Water/Wastewater

Major Projects and Other Updates

MWTP Electric System Upgrade

- Structure nearly complete for the new electrical building.

MSWRF

- Aeration Basin and Headworks project planning and design are underway.
- East Clarifier demolition & rehab has begun.

Gravity Sewer Lining

- Priorities being established through I/I Assessment with a goal to line at least 10 miles of gravity sewer in FY19.

KWRF

- New Ops Building complete and operators moved in.
- Headworks rehab underway.