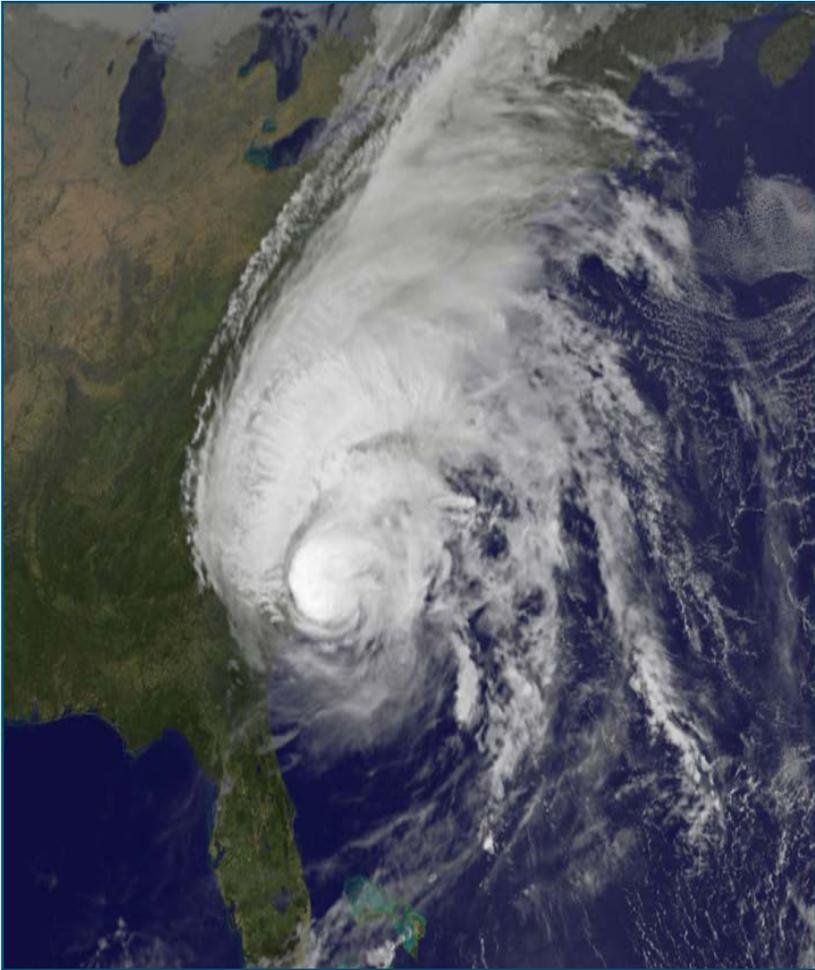




Docket No. ND 2016-66-E: Duke Energy Carolinas, LLC, Duke Energy Progress, LLC -  
Allowable Ex Parte Communication Briefing to Discuss  
the Impact of Hurricane Matthew on Duke Energy System, Response and Restoration  
Before the Public Service Commission of South Carolina –  
Presented by Bobby Simpson and Mindy Taylor

December 13, 2016

- Preparations
- Impacts / Damage
- Restoration Efforts
- Community / Customer Outreach & Communications
- Lessons Learned



Satellite image of Hurricane Matthew the morning of October 8.  
*NASA/NOAA GOES Project*

- Category 1 storm
- Hit Carolinas Oct. 8
- 1.5 million Duke Energy customers without power
- 680,000 at peak
- More than 20 counties with 90% or more of Duke Energy customers in the Carolinas without power at peak
- Damage similar to Hurricane Hugo
- Fifth worst hurricane – in terms of peak power outages – to Duke Energy’s service area in recorded history
- Delivered historic rainfall levels – 12 to 18 inches
- Declared a 1000-year flood by NOAA

# Preparations



Sunday, Oct. 2

Matthew will come close to but remain offshore of the Carolinas coast



Wednesday, Oct. 5

Heavy rain / strong wind gusts expected east of I-95 and along the immediate coastline, but only scattered showers / light winds inland



Friday, Oct 7

More rain anticipated with the storm tracking further inland



## In South Carolina...

- 4 staging sites
  - Florence Darlington Tech (SIMT)
  - Florence Civic Center
  - Sumter County Spec Bldg
  - Dillon
- Hotel rooms booked = 1,295
- Cots / sleep trailers = 4,634
- Meals provided = 69,350

County	Number of S.C. Customers Out at Peak
Chesterfield	9713
Clarendon	6106
Darlington	19335
Dillon	10235
Florence	47636
Georgetown	1656
Horry	1515
Kershaw	1456
Lee	6926
Marion	12076
Marlboro	3774
Sumter	26510
Williamsburg	6569
<b>TOTAL</b>	<b>153,507</b>

- 308,062 Duke Energy South Carolina customers without power at some point during the storm
  - 293,566 = Duke Energy Progress
  - 14,496 = Duke Energy Carolinas
  
- 153,507 Duke Energy South Carolina customers were without power during peak
  
- In some counties, more than 90 percent of people served by Duke Energy were without power at some point

## Transmission / Distribution Damage



- 115 substations out of service (39 in S.C.)
- 58 transmission lines out of service (18 in S.C.)
- 284 miles of downed distribution wire
- 1,906 broken poles
- 800 damaged transformers



# Damage









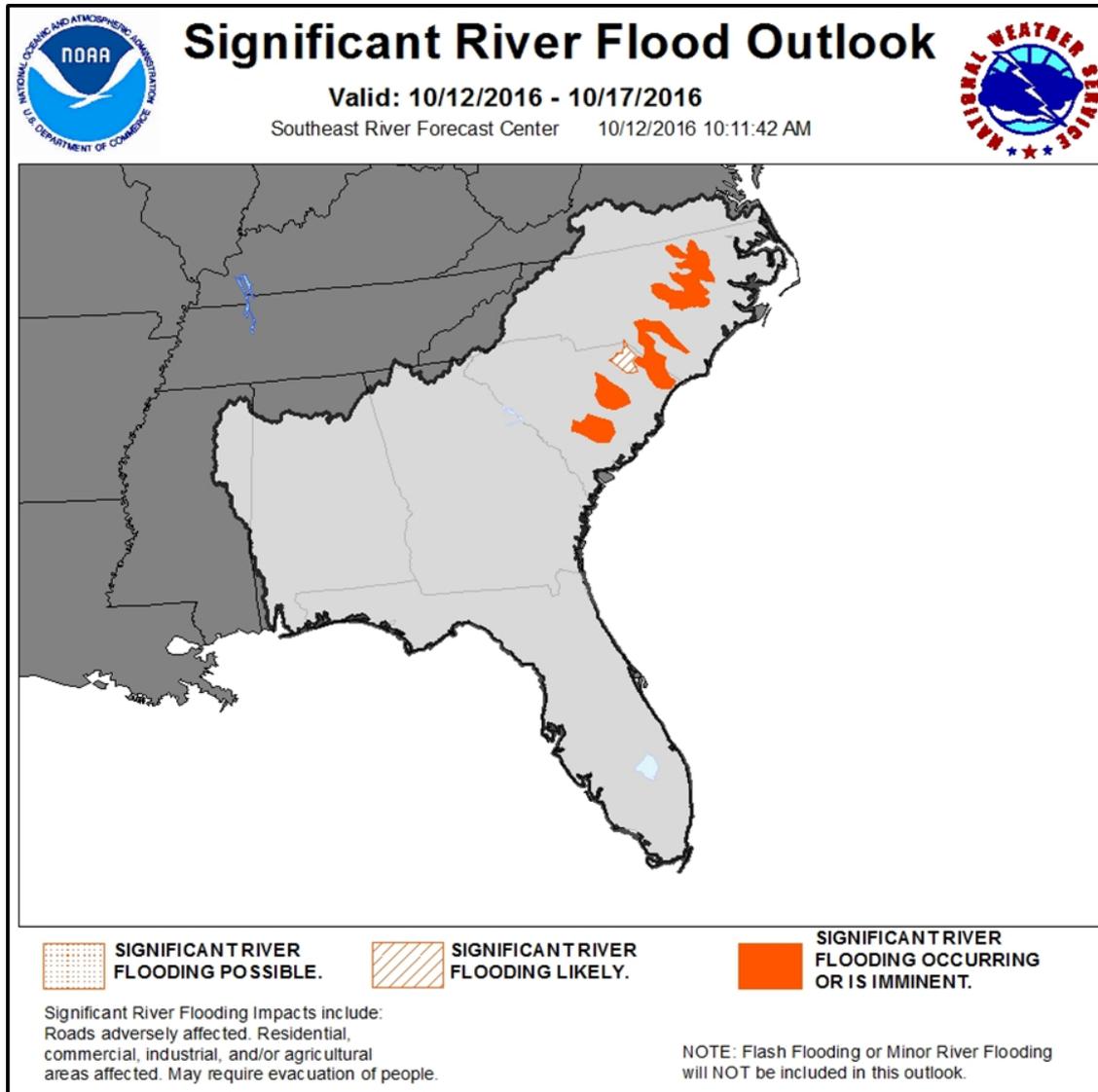
# Historic Flooding



# Historic Flooding



# Historic Flooding / Impacts to Restoration

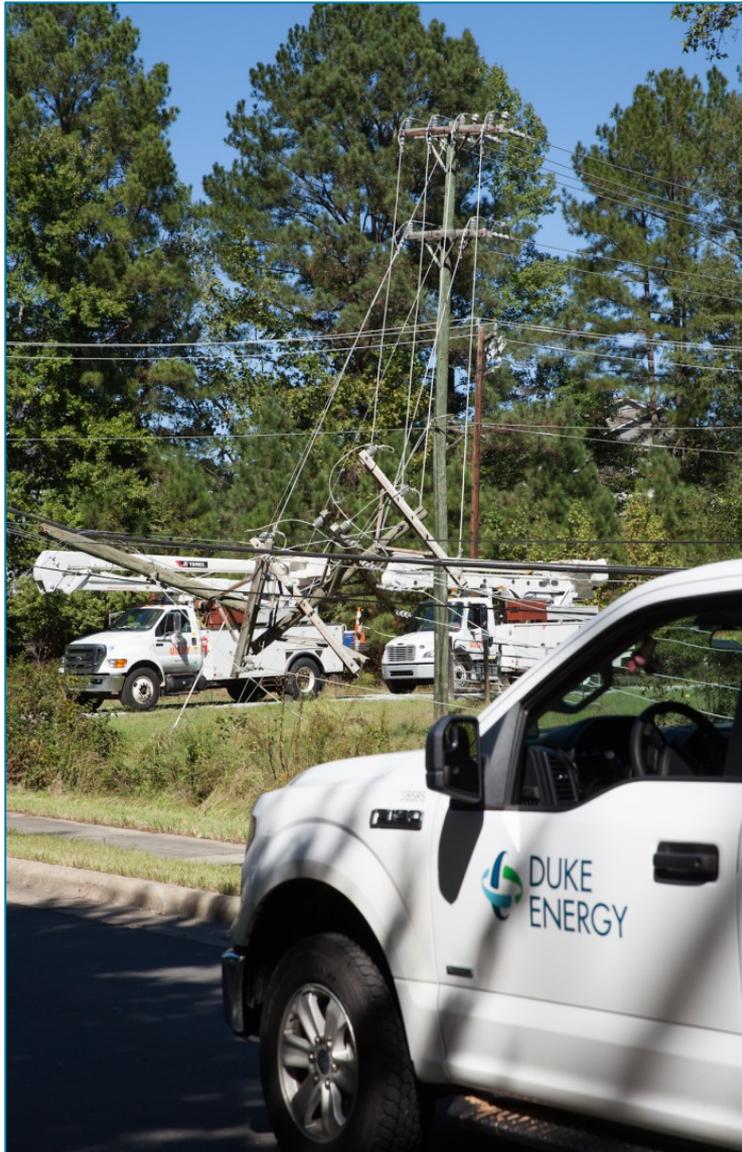


- Accessibility of equipment
- Washed out / caved in roads
- Exposed cables (due to soil erosion)
- Trash / debris inside cabinets
- Pre-restoration of underground cabling / equipment to ensure safety
- About 13,000 customers' homes / businesses potentially flooded beyond a point where safe restoration could occur

## PEAK OUTAGES

Rank	Storm/Event	TOTAL
1	 Ice Storm 12/02	1,839,000
2	 Hurricane Fran 9/96	1,202,000
3	 Hurricane Hugo 9/89	876,000
4	 Ice Storm 12/05	700,000
<b>5</b>	 <b>Hurricane Matthew 10/16</b>	<b>684,000</b>
6	 Ice Storm 2/96	650,000
7	 Hurricane Floyd 9/99	537,000

## Restoration



- 155,000 Duke Energy customers were without power in South Carolina on Oct. 9
- Most customers restored by Saturday night, Oct. 15
- By Oct. 27, fewer than 700 accounts across both North and South Carolina remained without power because the premises were either unsafe to receive power or condemned

## Nichols, S.C. – One Observer's Story

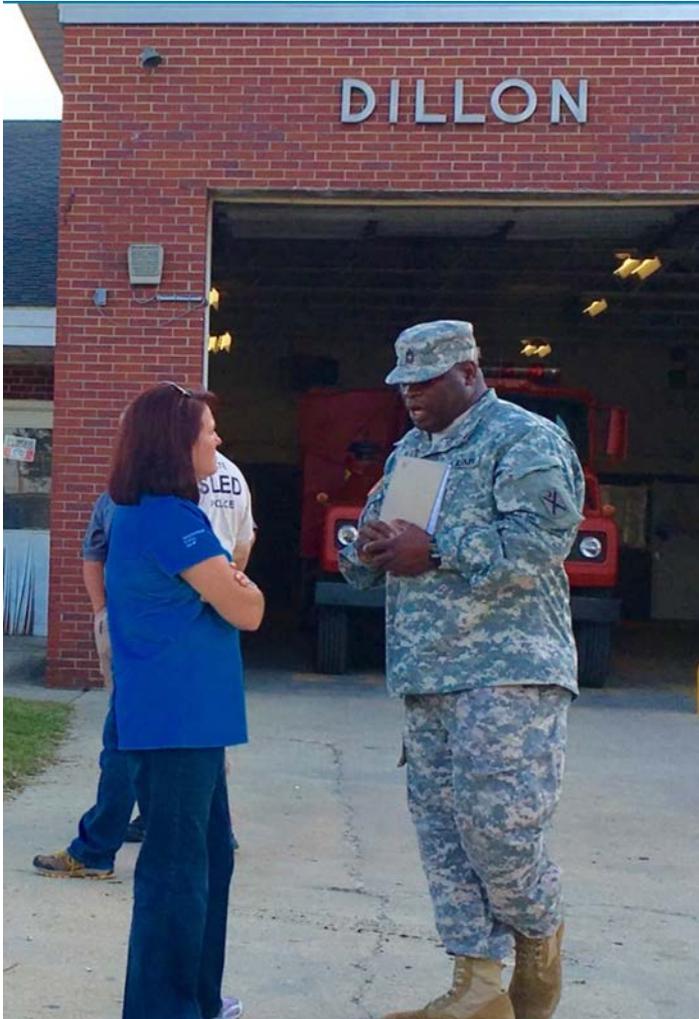


- Nichols sustained extreme flooding
- Massive damage to the town
- Substation significantly damaged
  - Required a partial rebuild
  - Work will be completed this month



# State / Local Communications

*Keeping Communities & Customers Informed*



- State level communications
  - SC Emergency Management Division and the ORS
- Local communications
  - County Emergency Management Directors, Mayors, City/County Managers

# Mass Communications

*Keeping Communities & Customers Informed*



- 11 news releases issued
- 300+ incoming media calls
- 377 media stories in S.C / N.C.
- 8.7 million views of social media content (136 original posts)
- 1.4 million views of outage maps (80% via mobile)
- 2 million customers reached through emails

# Storm Director Updates

Produced six storm director update videos and promoted via social media





News Center

[Our Perspective](#)

[Media Kit](#)

[Social Media](#)

[Outages](#)

[Illumination](#)



## Hurricane Matthew



3



View the latest updates on power restoration in aftermath of Hurricane Matthew.

### Restoration Times:

Carolinas



### Latest News & Resources

- Duke Energy donates \$325,000 to disaster relief efforts in the Carolinas and Florida
- Duke Energy outage numbers continue to drop; Carolinas' flooding impeding restoration efforts
- Duke Energy restores more than a million outages in the Carolinas; 235,000 customers still without power
- Duke Energy Florida crews restore nearly 300,000 customers; aim for full restoration tonight
- Duke Energy restores nearly 825,000 outages in North Carolina and South Carolina in the past 48 hours
- Duke Energy estimates power restoration times for Carolinas customers in aftermath of Hurricane Matthew
- Hurricane Matthew's damage exceeds projections in the Carolinas; Duke Energy to

- Hurricane Matthew website was updated several times a day with new videos, news releases and photos
- Site was redesigned to accommodate the initial focus on Florida then transitioned to focus on the Carolinas during the course of the storm

## Slideshow



- Added new slideshow feature to the Hurricane Matthew website

- 78 percent traffic to the site came from a mobile/tablet device
- 22 percent from a desktop computer



## Social Media Metrics

### Impressions (number of times content was used)

Facebook: 6,172,585

Twitter: 2,608,296

**Total: 8,780,881**

### Engagements (likes, comments, shares)

Facebook: 104,123

Twitter: 5,389

**Total: 109,512**

### Social media customer service

Incoming messages: 23,309

Responses: 10,191

Thank you from customers: 5,520



**Rodney Tiller** Thank you for all their hard work. Very grateful to have power restored not only to my home but also the whole community I live in. I hope these hard workers can get some much needed food and rest in between their long shifts and a few good long days to be with their families once this is all behind us. Again thanks from the very bottom of my heart.

# Telling the story from the field



Ryan Mosier  
@DE\_RyanMosier

Starting to get pics of damage in from @CityofSumter & #Sumter County. Stay away from downed power lines, report damage to @DukeEnergy.



11:00 AM - 8 Oct 2016

The Sumter Item, The State Newspaper, Nikki Haley



Ryan Mosier  
@DE\_RyanMosier

SC @DukeEnergy state prez Clark Gillespy & @CityofSumter Mayor Joe McElveen thank/join utility workers from KY, TN, FL for dinner.



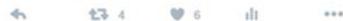
Ryan Mosier  
@DE\_RyanMosier

We're ready to feed a small army of #utility workers - like these folks from #Chatanooga - at our @CityofSumter staging area.



4:56 PM - 11 Oct 2016

The Sumter Item, Sumter Chamber, Sumter Police Dept. and 5 others



October 12 at 11:11am · 🌟

Here's a look at some of the challenges our crews are facing restoring power after #Matthew.



October 9 at

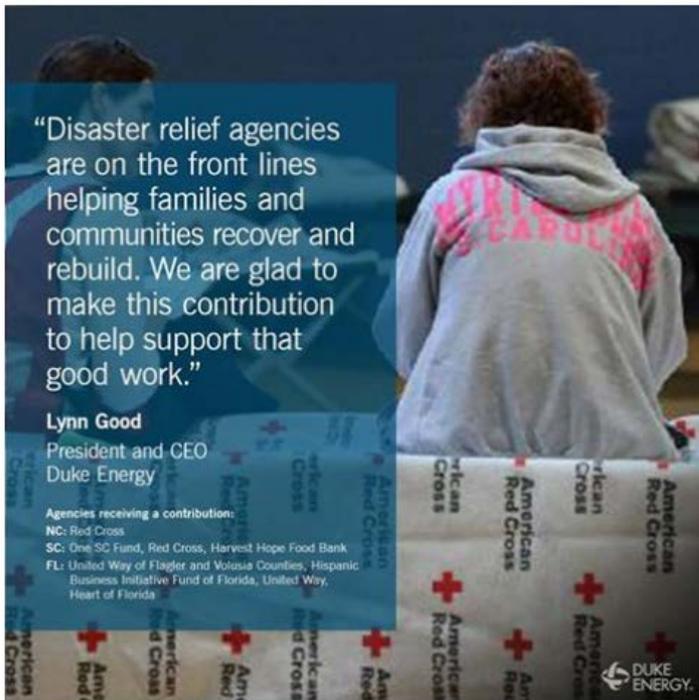
Hurricane #Matthew battered trees, power lines and poles in NC and SC. Here's what crews are up against as they hustle to restore your power.



# Helping Communities



Our hearts go out to the thousands of people in the Southeast still feeling the devastating effects of #Matthew. In addition to working nonstop to restore power, we're supporting the disaster relief efforts of the American Red Cross, Central Carolina Community Foundation, Harvest Hope Food Bank, The United Way of Flagler and Volusia Counties, Hispanic Business Initiative Fund of Florida and the Heart of Florida United Way, to help families and communities recover and rebuild in the Carolinas and Florida. <http://spr.ly/61848BdzQ>



“Disaster relief agencies are on the front lines helping families and communities recover and rebuild. We are glad to make this contribution to help support that good work.”

**Lynn Good**  
President and CEO  
Duke Energy

Agencies receiving a contribution:  
NC: Red Cross  
SC: One SC Fund, Red Cross, Harvest Hope Food Bank  
FL: United Way of Flagler and Volusia Counties, Hispanic Business Initiative Fund of Florida, United Way, Heart of Florida

You, Lisa Hoffmann Stryker and 179 others 8 Comments 39 Shares

## Duke Energy donates \$325,000 to disaster relief efforts in the Carolinas and Florida

- \$125,000 in North Carolina
- \$100,000 in South Carolina
- \$100,000 in Florida

Seven charities received the funds

Donation from Duke Energy Foundation;  
funded by shareholder dollars

# Lessons Learned



