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# Q3

# Operational Report



More than Energy

Gainesville Regional Utilities

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**Customer Operations**  
**Energy Delivery**  
**Energy Supply**  
**Water/Wastewater**  
**Safety**

**Q3 Operational Report**  
**© Gainesville Regional Utilities**

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# Customer Support Services

**Q3 Highlights**

**Reliability**

**Environmental Stewardship**

**Community**

# Customer Support Services

## Q3 Highlights



- ❖ Executed Speech Analytic Software Order and GTC/DPA
- ❖ Upgrade of iNovah Payment Software to a cloud solution
- ❖ Continued Partnerships with:

Government Affairs and Community Relations for various opportunities to engage customers.

Community Action Agency Utility Assistance Venue – May 2022

GRU in the Neighborhood – April 25<sup>th</sup> & May 31<sup>st</sup>

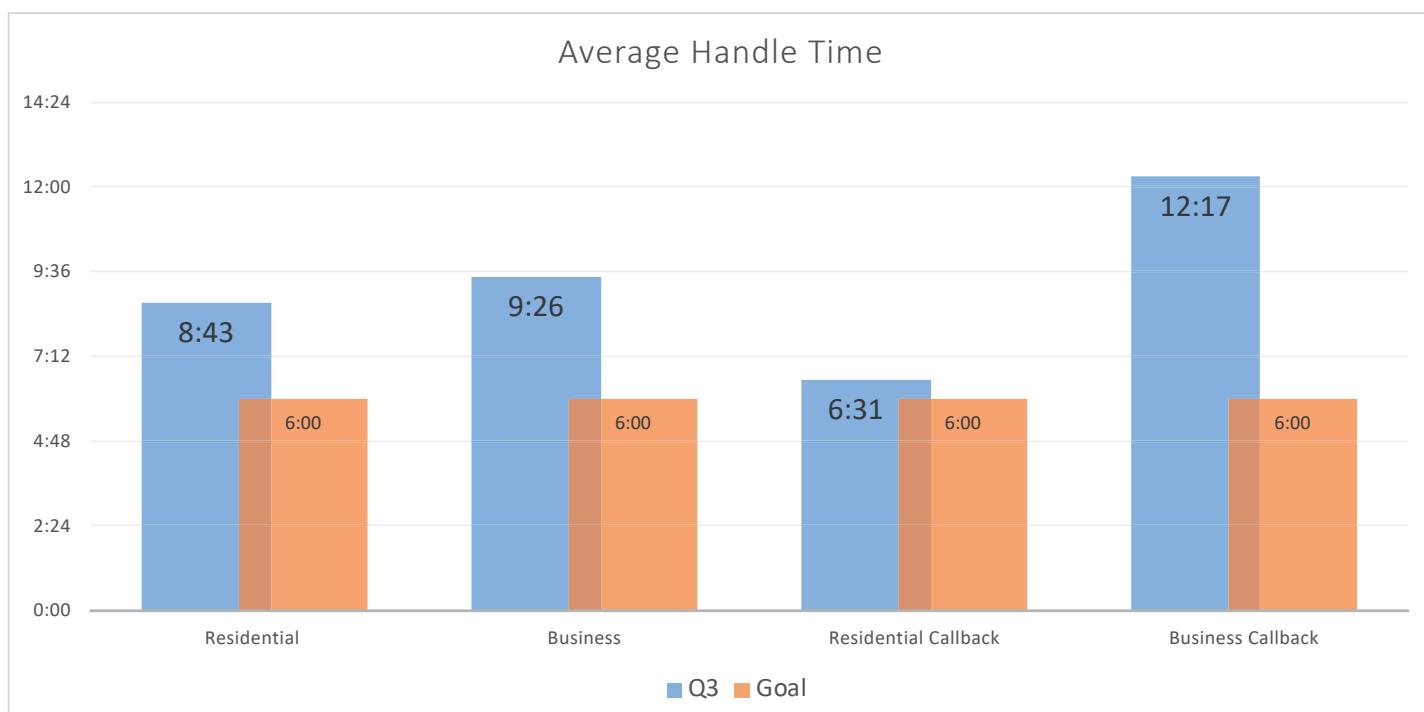
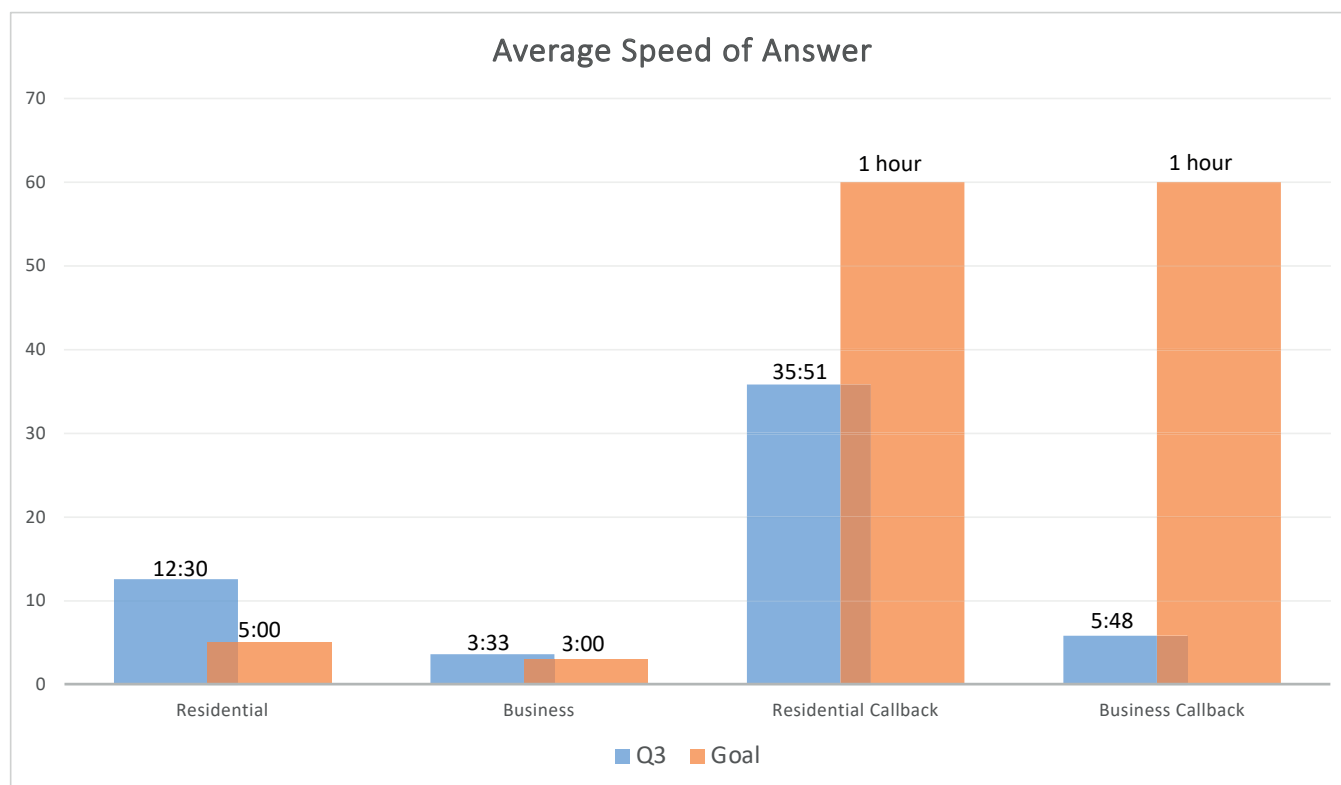
City Services Fair – June 25, 2022



Will Dougherty, right, a customer service representative at GRU, guided residents on how to read their utility bills properly during the 'GRU in the Neighborhood' event at Dayspring Baptist Church in northeast Gainesville. Photo By Voleer Thomas/For The Guardian

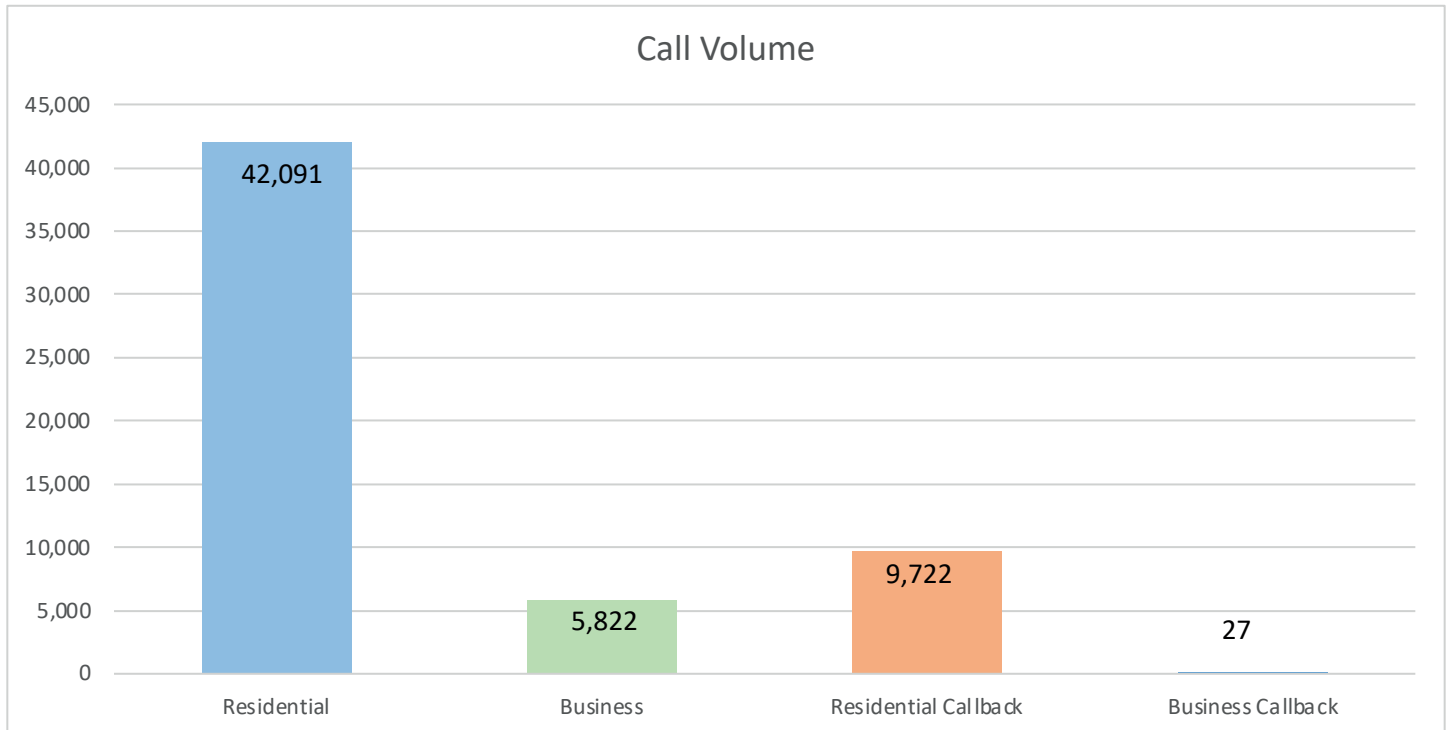
# Customer Support Services

## Q3 Reliability

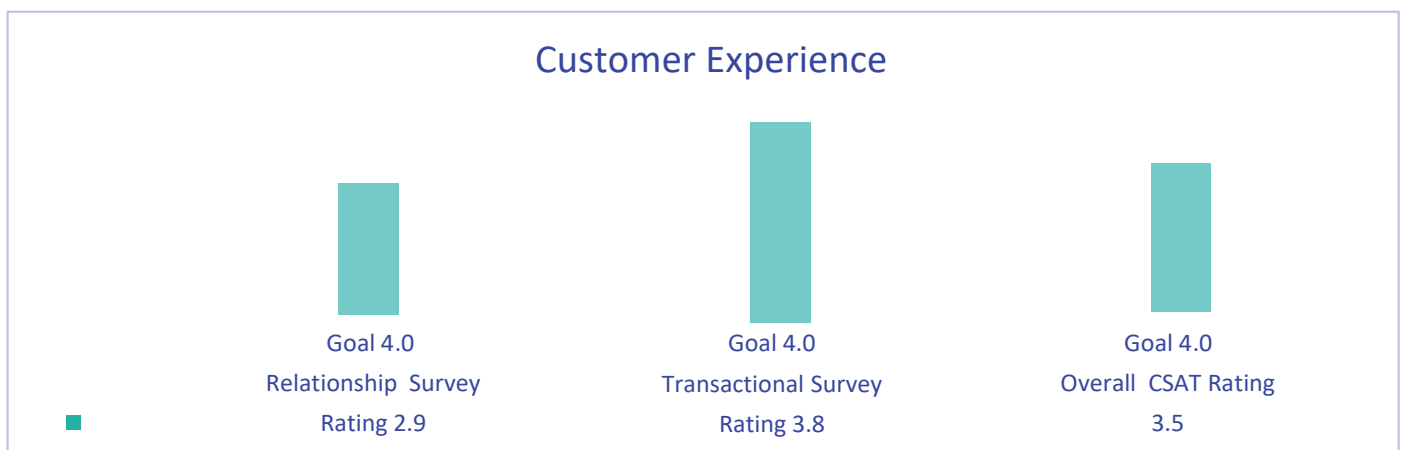


# Customer Support Services

## Q3 Reliability



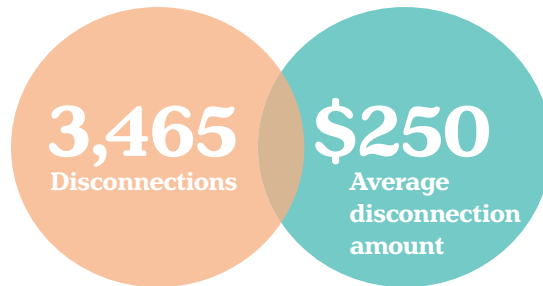
## Customer Experience



# Customer Support Services

## Q3 Reliability

### Disconnections



### Number of Customers Assisted with Bill Payment



ERAP



OUR Florida



SS Vouchers

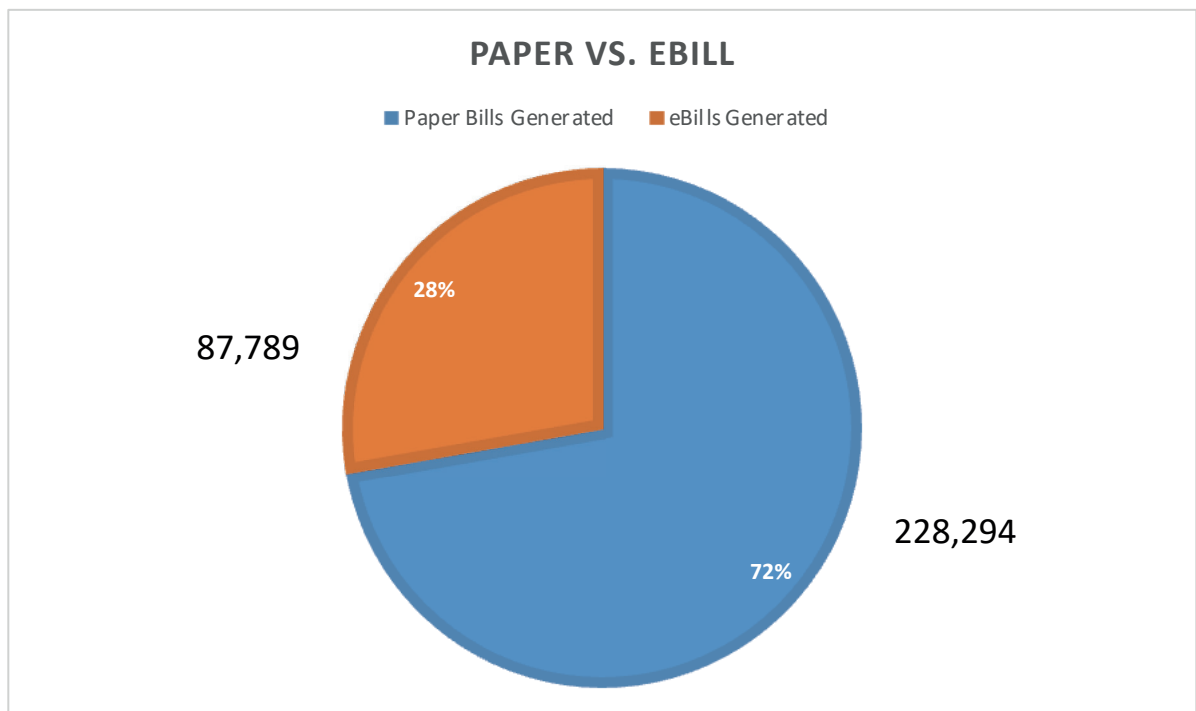
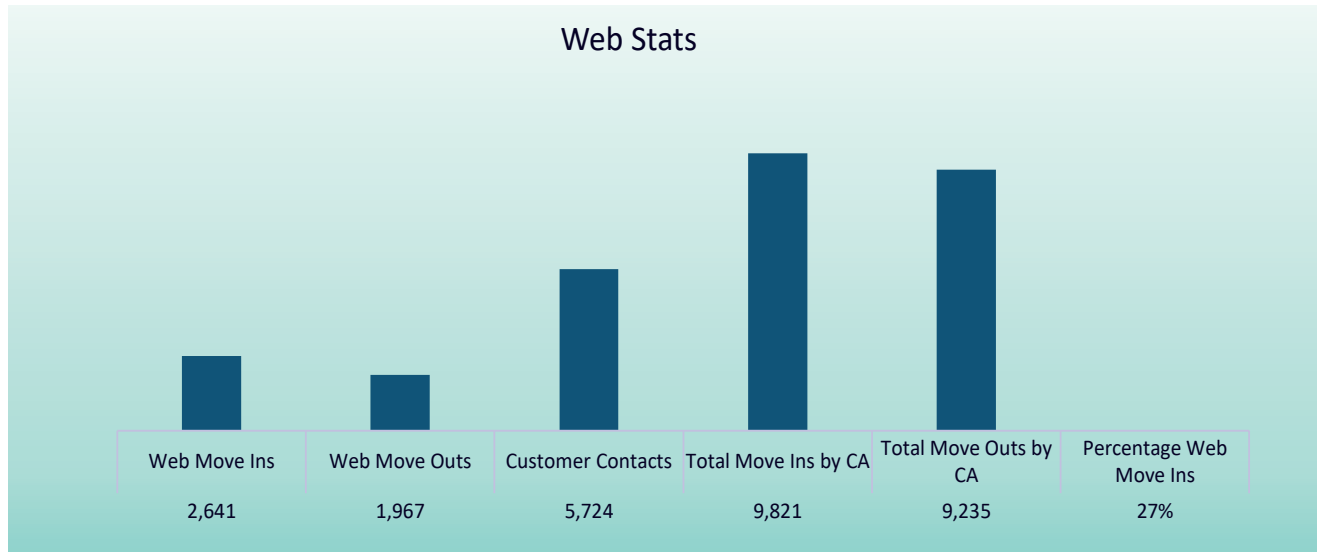
**ERAP** stands for Emergency Rental Assistance Program and is a Federal Grant intended to assist households who cannot pay or are having difficulty paying rent and/or utilities due to the COVID-19 pandemic.

**OUR Florida** is a program of the Florida Department of Children and Families. Funding is provided by the federal Emergency Rental Assistance Program.

**SS Vouchers** are Social Service Vouchers, which include Project Share dollars (Catholic Charities, Salvation Army, and Gainesville Community Ministries) in addition to Central Florida Community Action Agency (CFCAA.)

# Customer Support Services

## Q3 Environmental Stewardship





# Customer Support Services

## Q3 Community



## LEEP Metrics

- Total Customers Served: 32
- Total Money Spent: \$190,359.00



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# Energy Delivery

**Q3 Highlights**

**Reliability**

**Environmental Stewardship**

**Community**

## Q3 Highlights

- Installed the two new 44 MVA Power Transformers at Sugarfoot and made significant relay improvements
- Completed the Transmission Line # 5 Relay Upgrade Project and Dynamic Disturbance Recorder (DDR) installation at Kelly West Substation
- We were able to complete this complex project on a short schedule due the Unit # 2 Cooling Tower Incident
- Met meet NERC requirements for vegetation clearance from GRU transmission lines.
- Assisted City of Ocala with restoration of their electric customers after a significant summer storm as part of our mutual aid agreement.
- Gas Completed subdivision work in the following:
  - Finley Woods 2 (3,986') – Compete
  - Oakmont Sub. Phase 5 – SW 122nd Ave – 9,000'
  - Grand Oaks Ph. 4 – SW 24th Ave – 3,800'
  - West Gate Publix – SW 34th St – 780'

# Energy Delivery

## Q3 Reliability

### Customer Average Interruption Duration Index

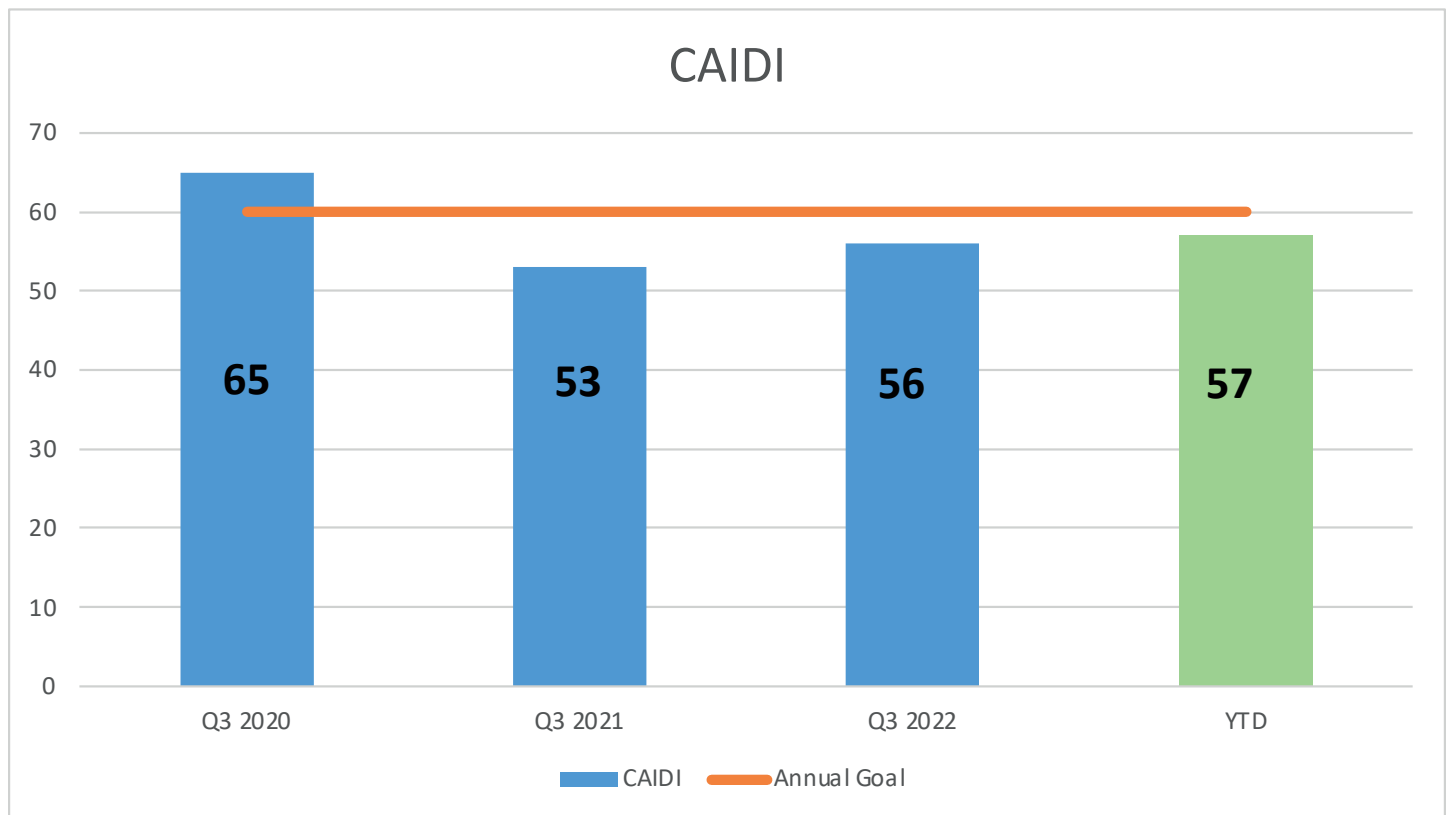
Customer Average Interruption Duration Index (CAIDI): The average restoration time in the third quarter for a GRU customer.

Benchmarks:

GRU annual goal: 60

GRU year to date: 57

State maximum: 78.77



# Energy Delivery

## Q3 Reliability

### System Average Interruption Frequency Index (SAIFI)

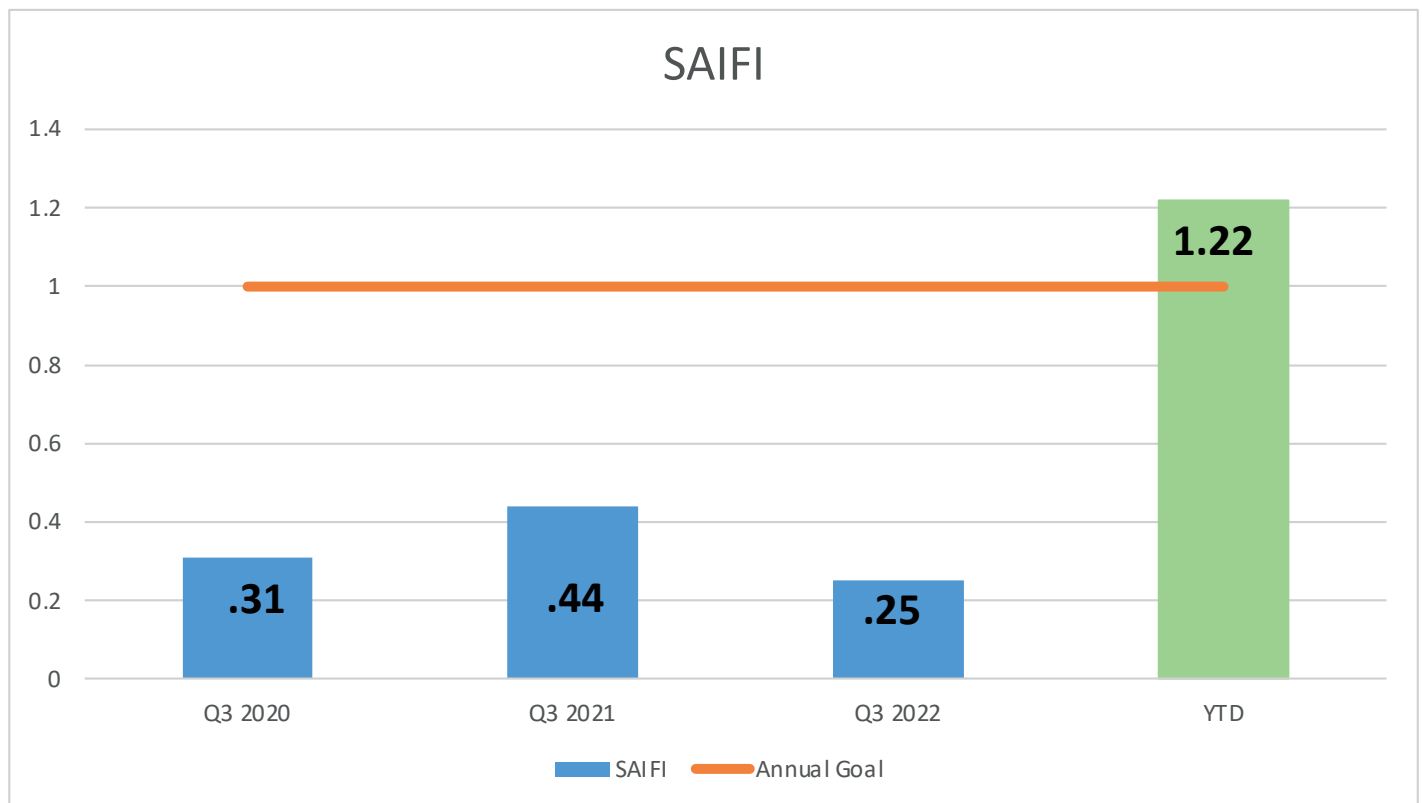
System Average Interruption Frequency Index (SAIFI): The average number of interruptions a GRU customer experienced in the third quarter.

Benchmarks:

GRU annual goal: 1.0

GRU year to date: 1.22

State maximum: 1.82



# Energy Delivery

## Q3 Reliability

### Incidents

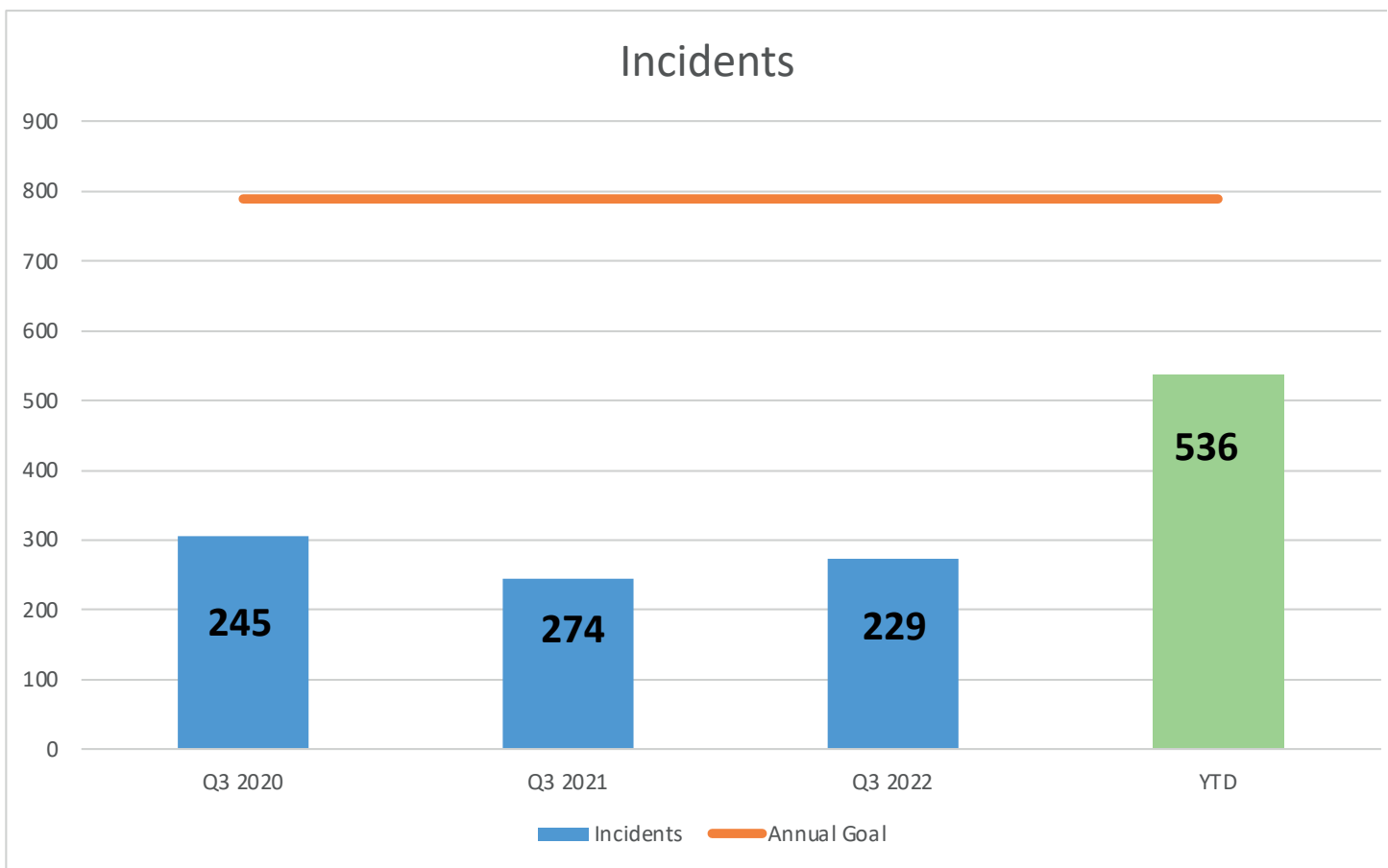
Incident: Any disturbance in GRU's system that creates power loss for longer than a minute.

Benchmarks:

GRU annual goal: 790

GRU year to date: 536

State maximum: 1,132

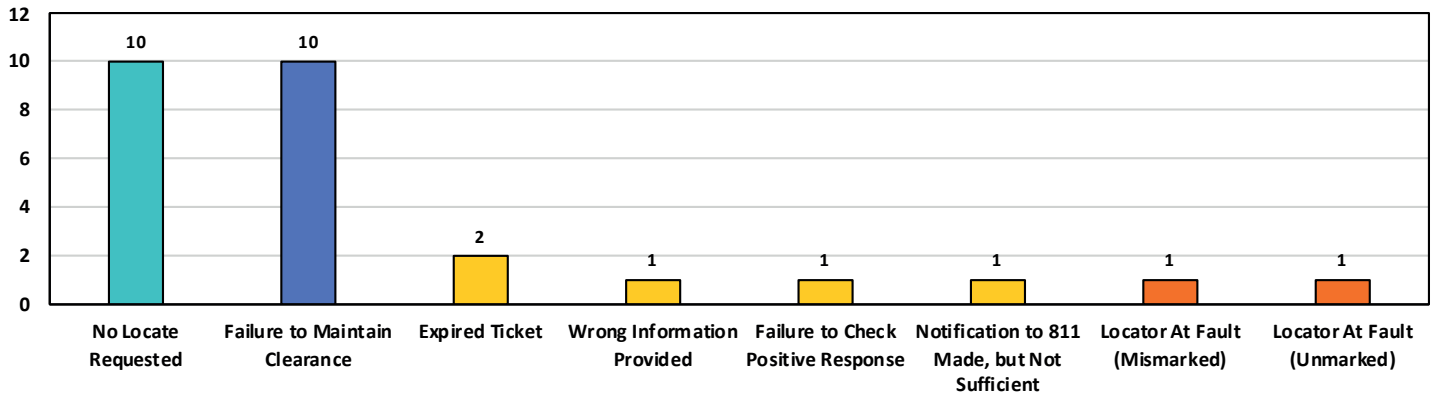


# Energy Delivery

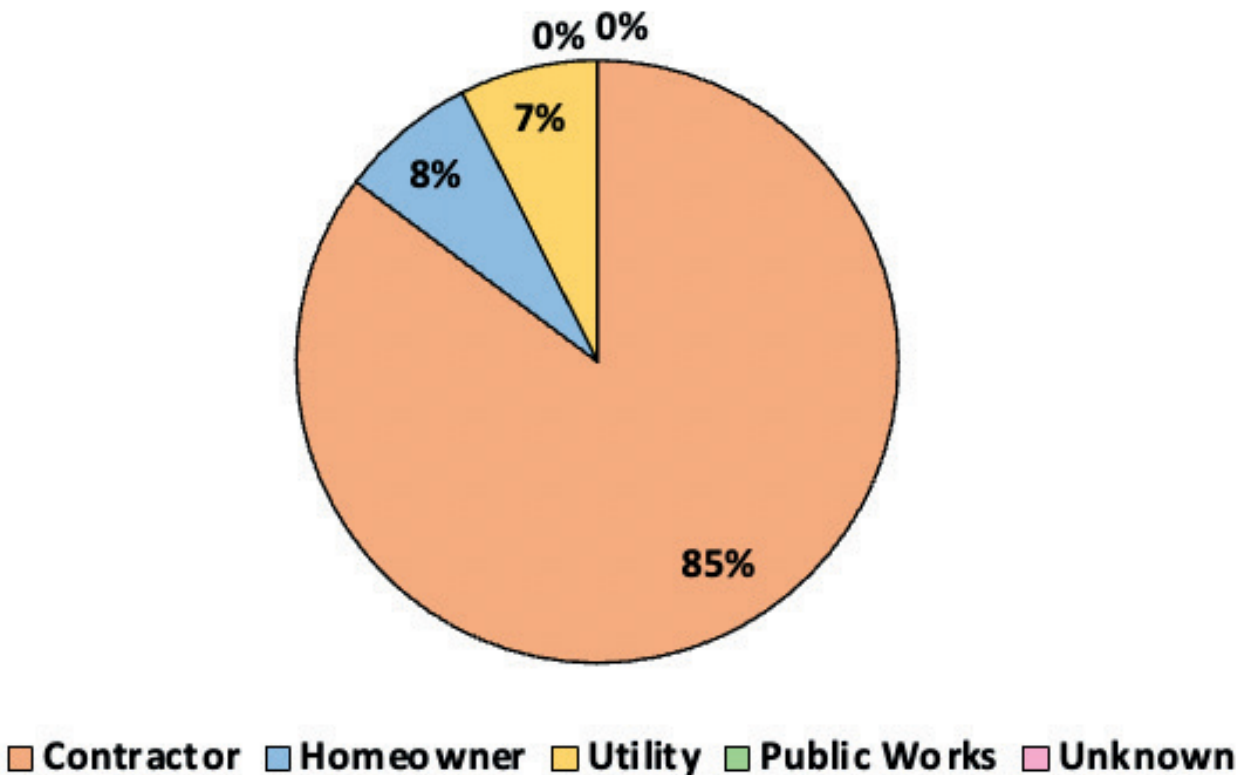
## Q3 Reliability

GRU educates contractors and homeowners about the dangers of digging in unmarked ground. The following charts show damages to the natural gas system for the previous quarter.

### Damages to Natural Gas System by Root Cause



### Total Excavation Damages by Damaging Party

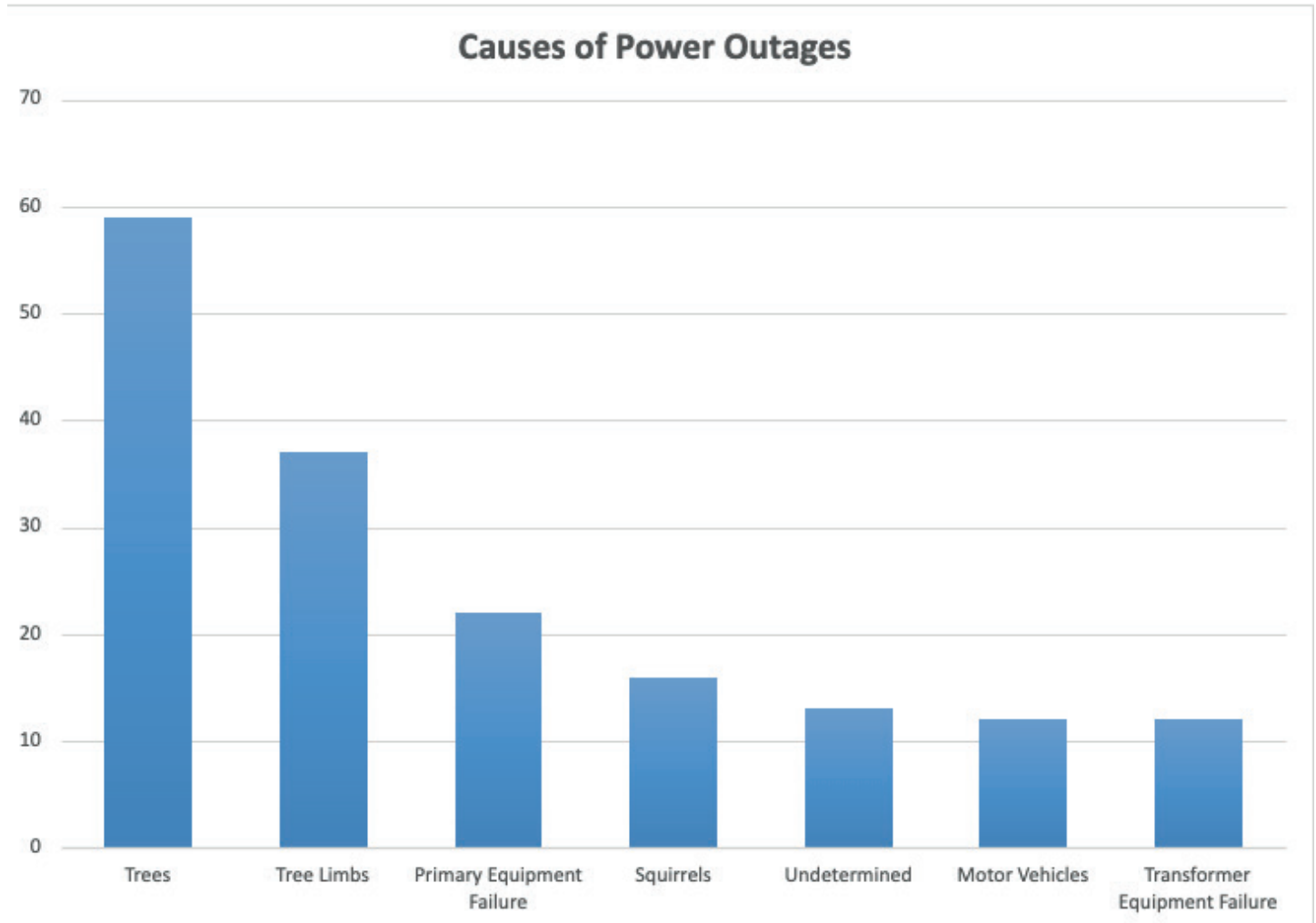


# Energy Delivery

## Q3 Environmental Stewardship

### Incidents by Cause

GRU's foresters work with contractors throughout the year to clear trees and tree limbs away from power lines to support the reliability and safety of our transmission and distribution system.





# Energy Delivery

## Q3 Community

GRU has earned a Reliable Public Power Provider (RP3)<sup>®</sup> designation from the American Public Power Association for providing reliable and safe electric service. The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. GRU joins 274 public power utilities nationwide that hold the RP3 designation.



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# Energy Supply

**Q3 Highlights**

**Reliability**

**Environmental Stewardship**

**Community**

## Q3 Highlights

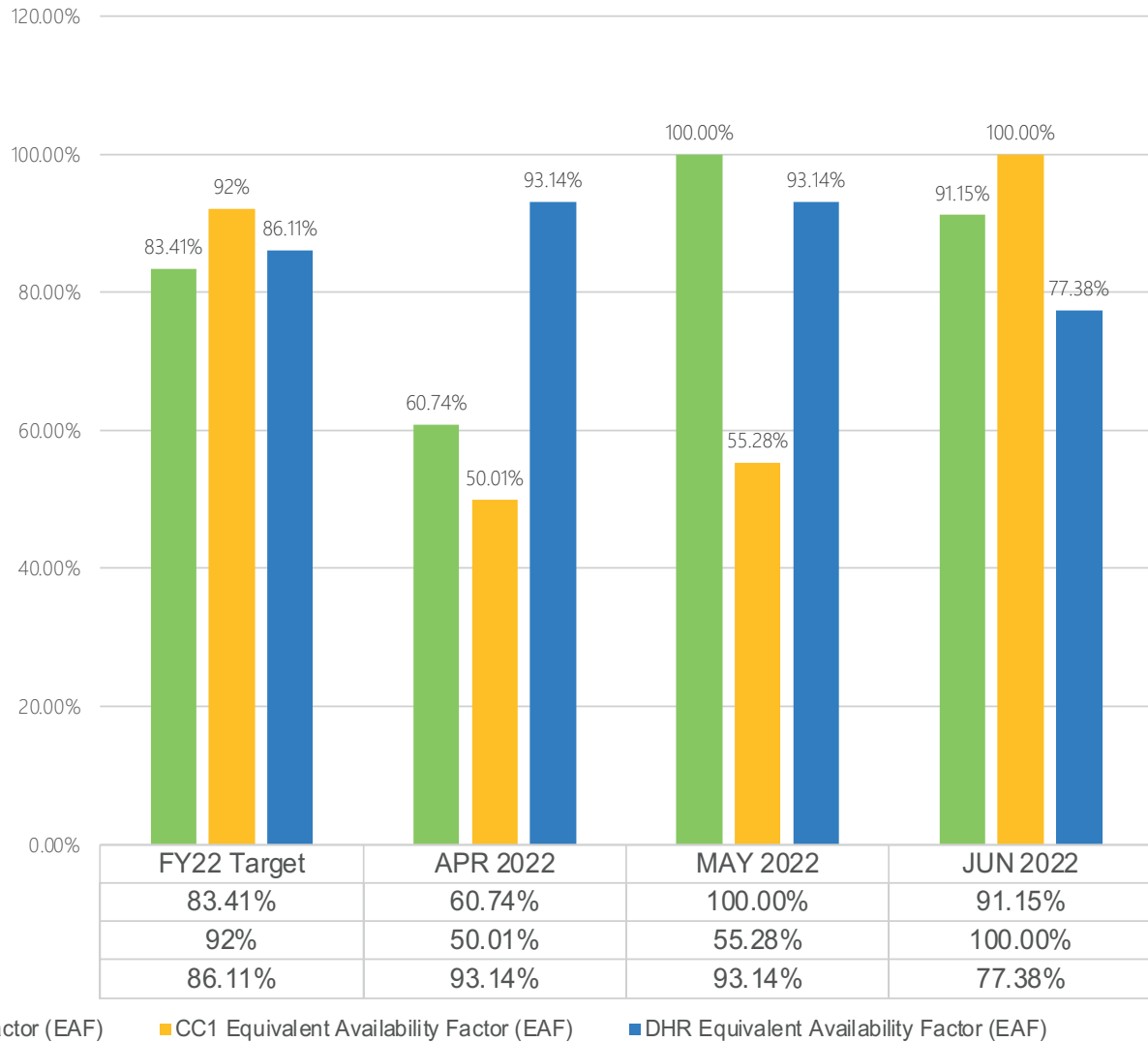
- For Deerhaven Renewable (DHR) to resolve 13 MW de-rate issue with the new Induced Draft (ID) Fan Variable Frequency Drive (VFD) installed in 2021, we conducted a short duration outage the week of 6/5/2022 to upgrade the fan motor. Unit restored to service, and tested to full load capability on 6/12/2022, thus de-rate removed. In parallel we are planning to tune unit in July to conduct another round of full load testing for any performance improvement as a result to the ID Fan VFD Project.
- For Deerhaven Unit #2 (DH2) following cooling tower fire in mid-February, during planned outage that was scheduled through 3/30/2022, the unit was delayed by these repairs and place back into service on 4/13/2022.
- Cooling Tower restoration update: DH2 went back into service with cooling tower 3 through 10 in operation on 4/13/2022, cell 2 was put back in service 4/24/2022 and cell 1 is released by contractor as complete on 6/13/2022. For cell 1 the last step is to have the fire suppression (deluge system) installed before full release. Having at least 9 cells, which we have now, is all that is required to meet full load capability.
- Cost for repairs to date is around \$3.2 Million, of which GRU has a deductible of \$500 thousand. We will be working with our insurance carrier to recover our deductible from the contractor responsible for the fire damage.
- For Deerhaven Unit #1 (DH1) we are planning the unit lifetime assessment in fall of 2022, with goal of being able to safely, and reliably, extend life of unit beyond December of 2022. The RFP for this work is on the street with proposals expected back in late July.
- For Kelly Combined Cycle Unit #1 (JCC1) we completed new turbine/generator warranty outage between 4/16/2022 through 5/13/2022. We had just a few issues that we are tracking through the next planned outage.

# Energy Supply

## Q3 Reliability

### Equivalent Availability Factor

EAF is defined as the Fraction of a given operating period in which a generating unit is available without any outage or equipment.

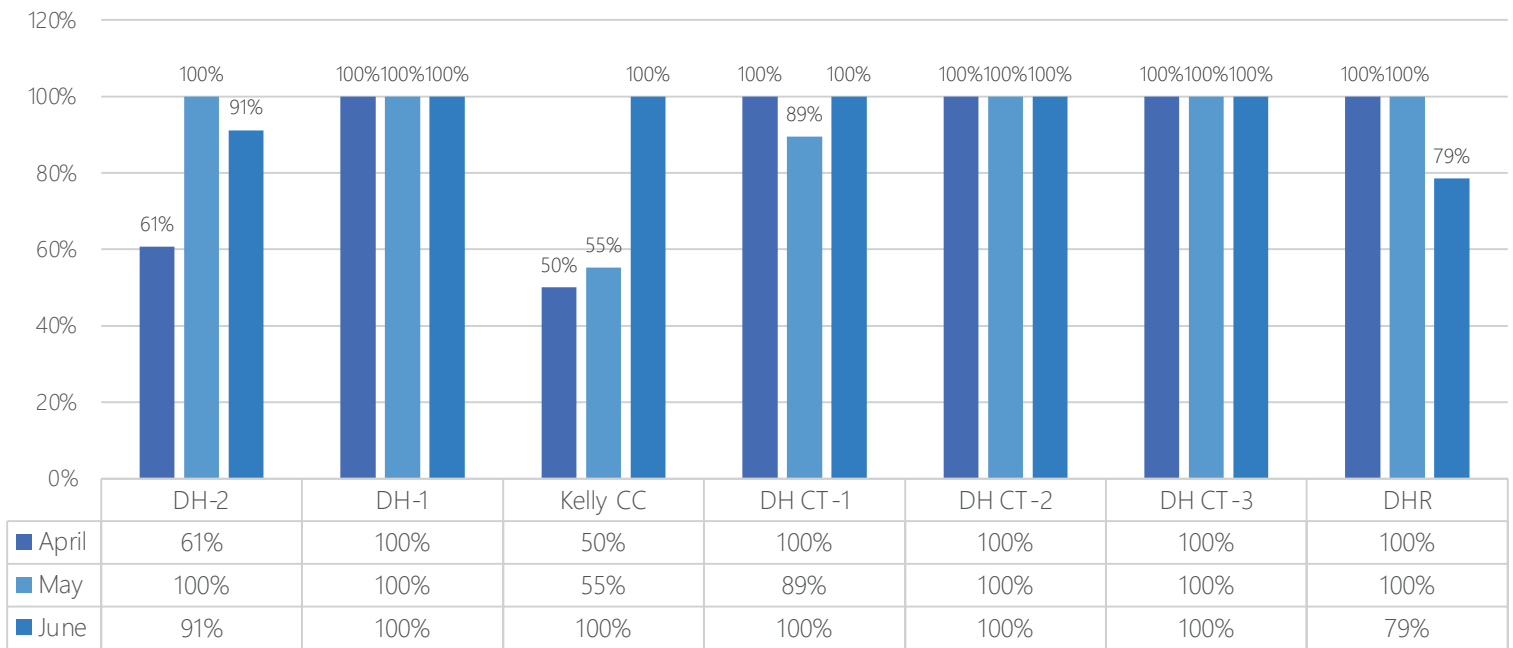


# Energy Supply

## Q3 Reliability

### Availability

Availability is defined as the hours or percentage of hours that a generating unit is available for service.

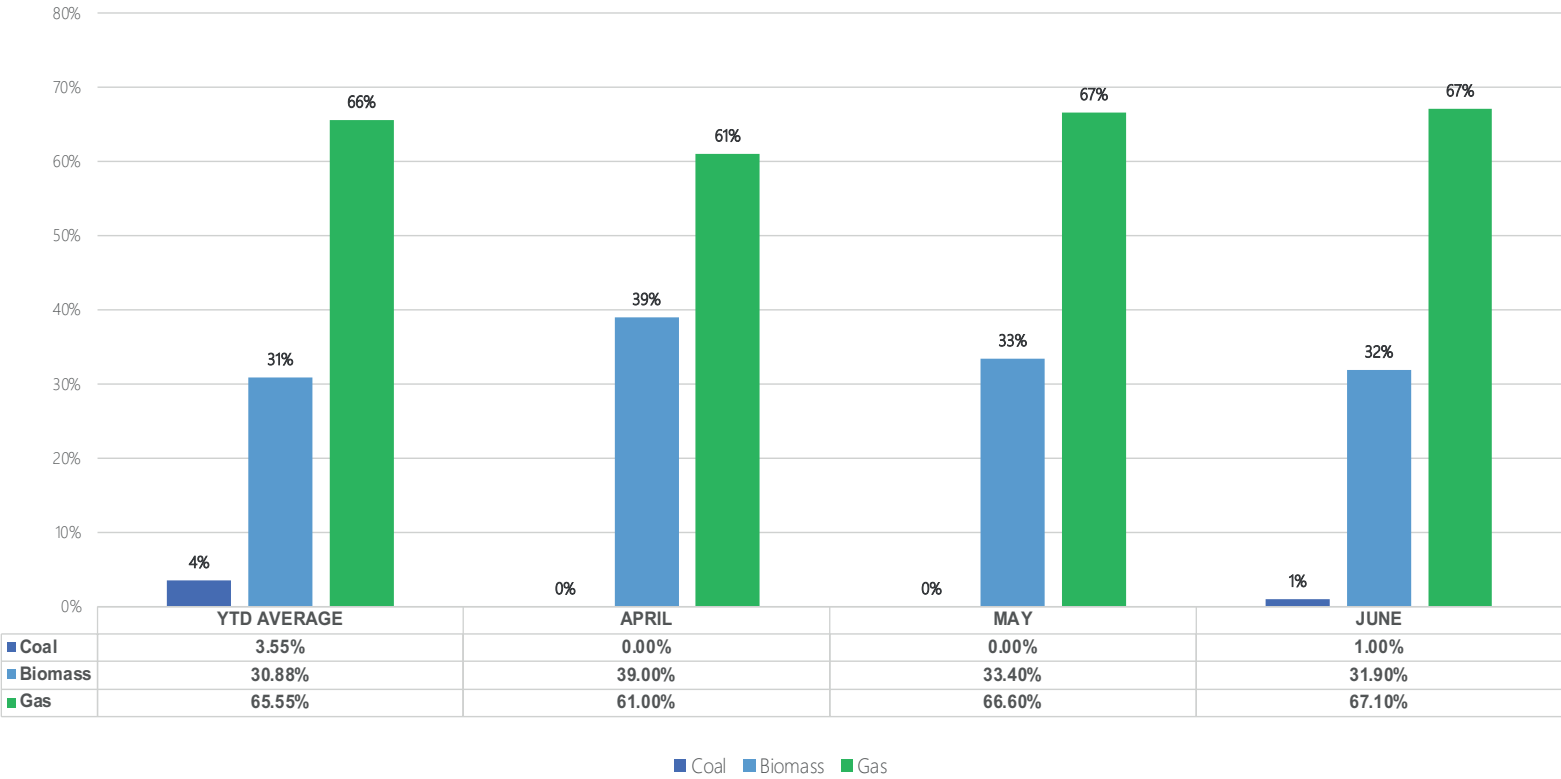


# Energy Supply

## Q3 Reliability

### Generation by Fuel Type

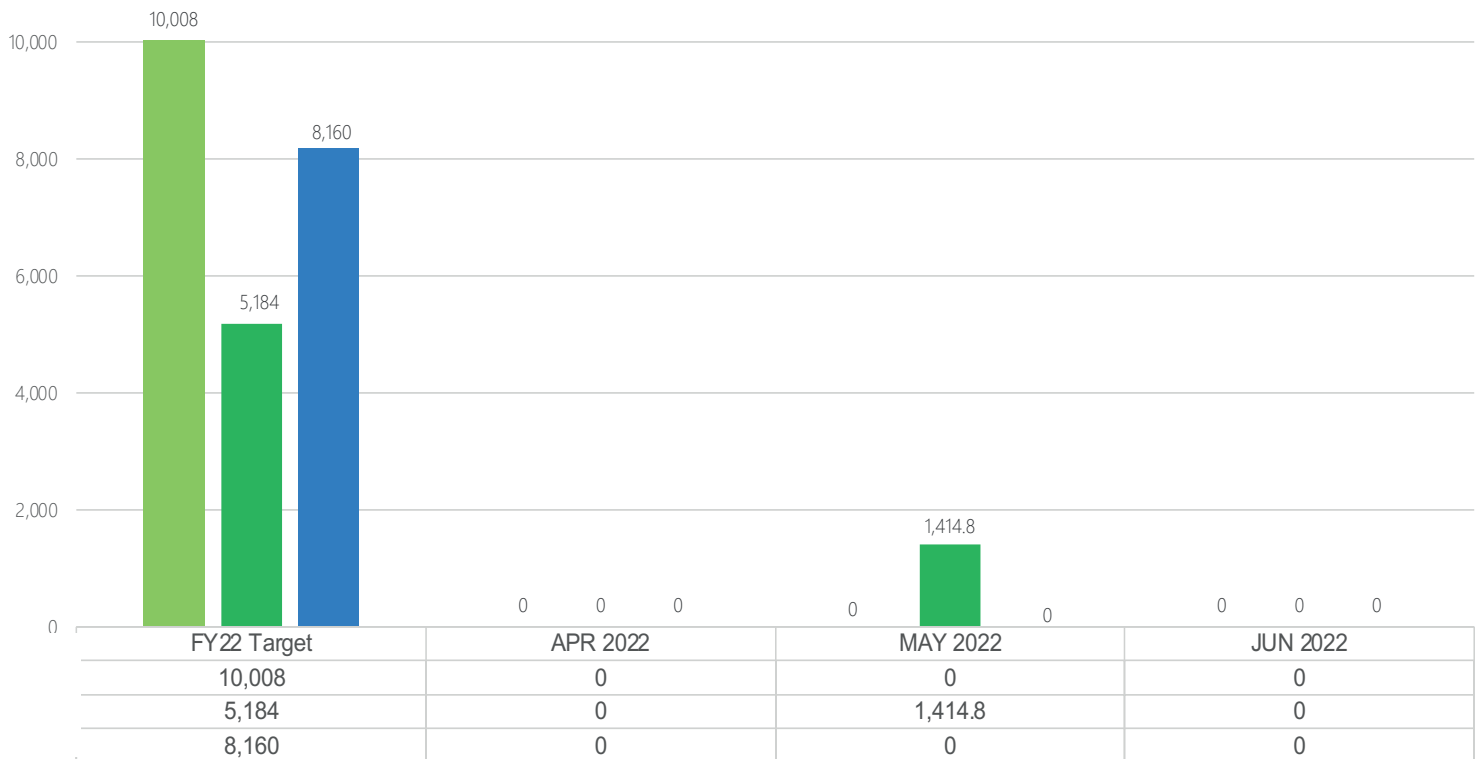
MWH - Fuel Type Data



# Energy Supply

## Q3 Reliability

### CT Unavailability



■ DH1 Unavailability (MWh)

■ DH CT1 & CT2 Unavailability (MWh)

■ DH CT3 Unavailability (MWh)

# Energy Supply

## Q3 Environmental Stewardship

### Energy Supply Notice of Violation (NOV)

Category	FY22 Metric Data	FY22 Target	YTD PERFORMANCE
Sustainability (Environmental & Regulatory)	Notice of Violation (NOV)	0	0
	NERC COMPLIANCE		
	NERC Violations <sup>1</sup>	0	0





# Energy Supply

## Q3 Community



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# Water/Wastewater

**Q3 Highlights**

**Reliability**

**Environmental Stewardship**

**Community**

# Water/Wastewater



## Q3 W/WW Highlights

- Delivered 2021 **Water Quality Reports** to **all** water system customers
- Received Florida Department of Environmental Protection **compliance** for Senate Bill 64 **Beneficial Surface Water Discharge** Plan for MSWRF & KWRF.
- KWRF aerator replacement project completed in the carousel plant and moving on to the old train 10 days ahead of schedule. The aerator replacements appear to have **increased the treatment capacity of the carousel by 25%**. The improved efficiency will be tracked going forward.
- Completed replacement of **800 feet of 12-inch water main** along Newberry Road. This project is needed to return a primary distribution main in service due to a pipe failure last year.
- Completed the **replacement of 1,000 feet of wastewater forcemain** at Newberry Road and 62<sup>nd</sup> Boulevard in a location of two previous forcemain breaks.
- **Congratulations!** KWRF, MSWRF & Lift Stations received the Florida Water and Environment Association's 2021 **Best in Class Safety Award**, the 2022 **Second in Class Safety Award**, and the Water Environment Federation's 2022 **George W. Burke, Jr. Award**.



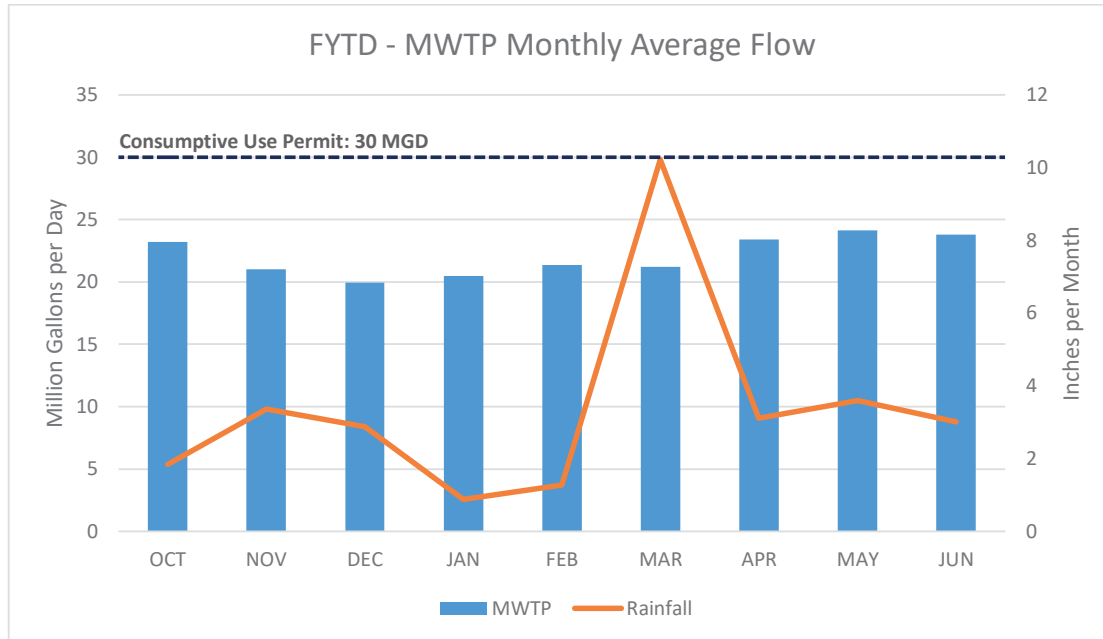
From left to right in the picture Gene White, Trish Eplee (Chair), Perez Grimes, David Herbella and Ryan Curry. Committee members not in the picture: Scott Holowasko, Todd Hines, Cody Dyal, and Greg Clements.

# Water/Wastewater

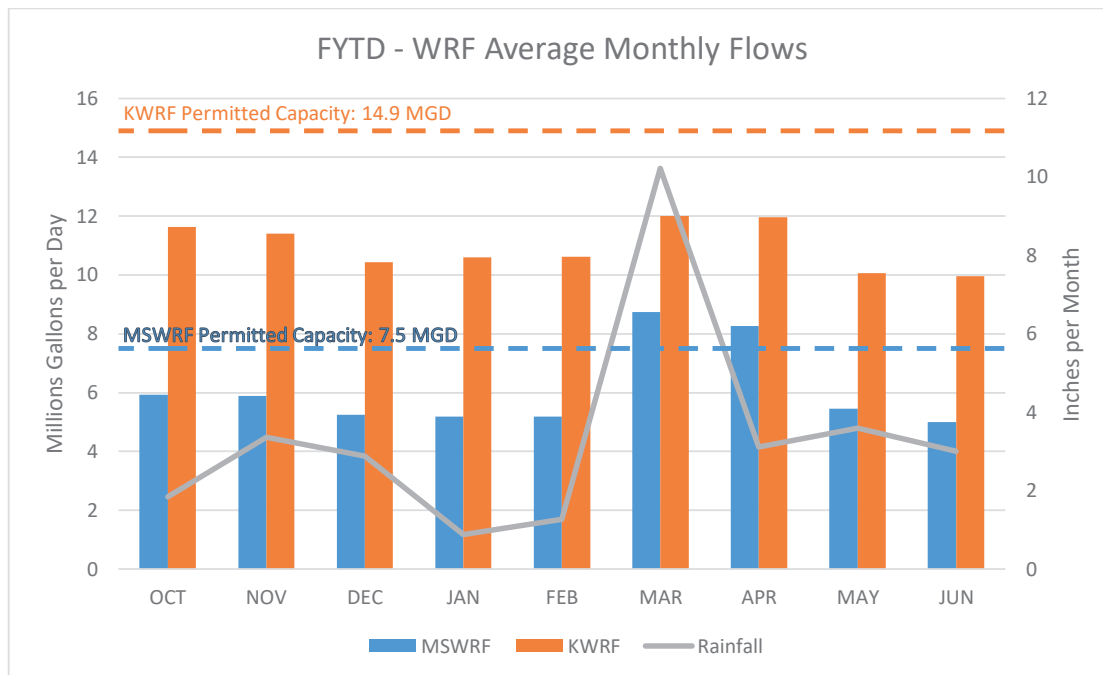


## Q3: W/WW Reliability

### Water Distributed to Customers



### Wastewater Collected and Treated



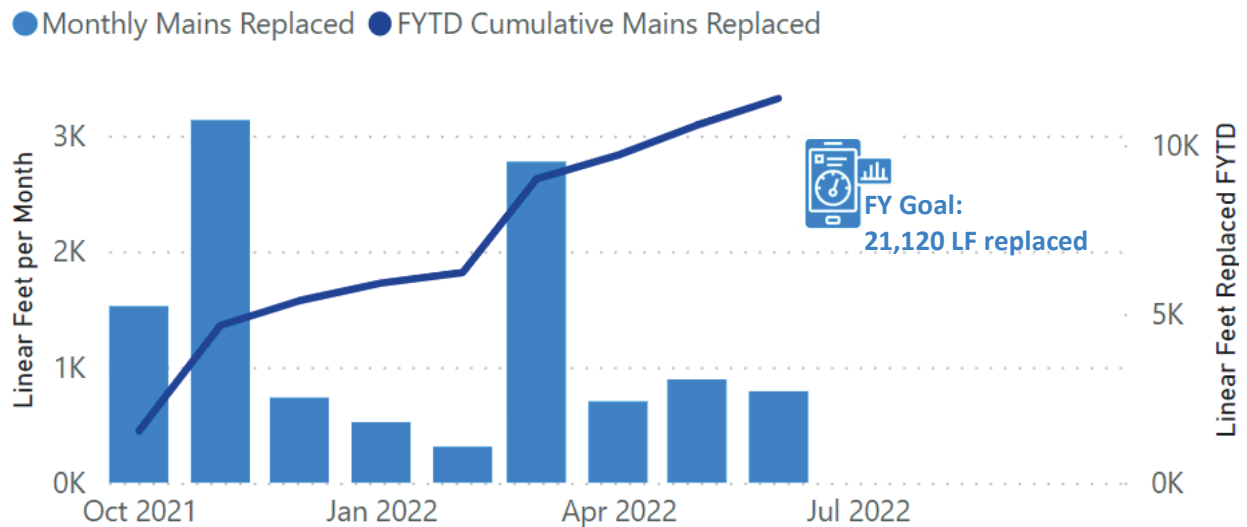


# Water/Wastewater



## Q3: W/WW Reliability

### Water Distribution System Galvanized Steel Mains Replaced



### Water Distribution System Replacements, FYTD

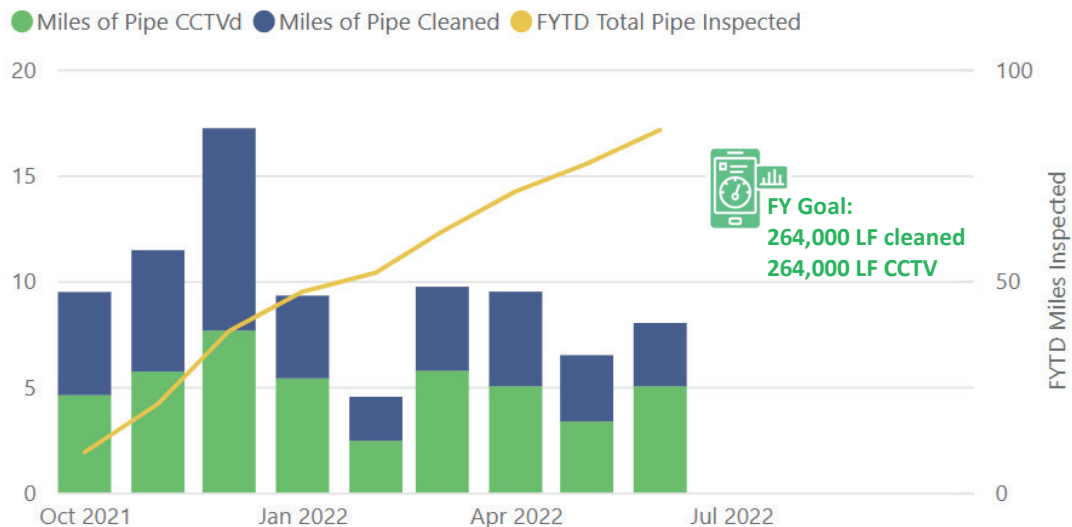


# Water/Wastewater

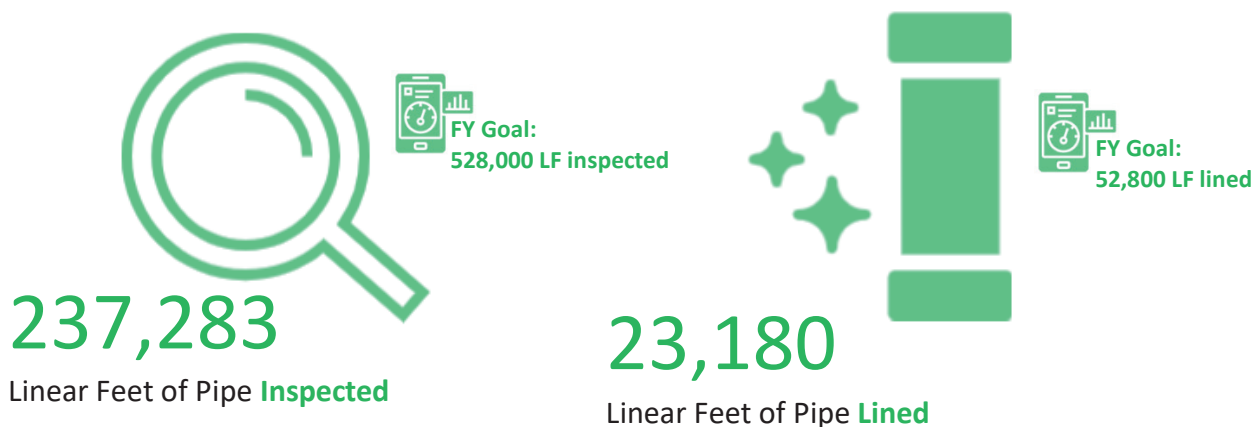


## Q3: W/WW Reliability

### Wastewater Collection System Preventative Maintenance



### Wastewater Collection System Inspections & Rehab, FYTD

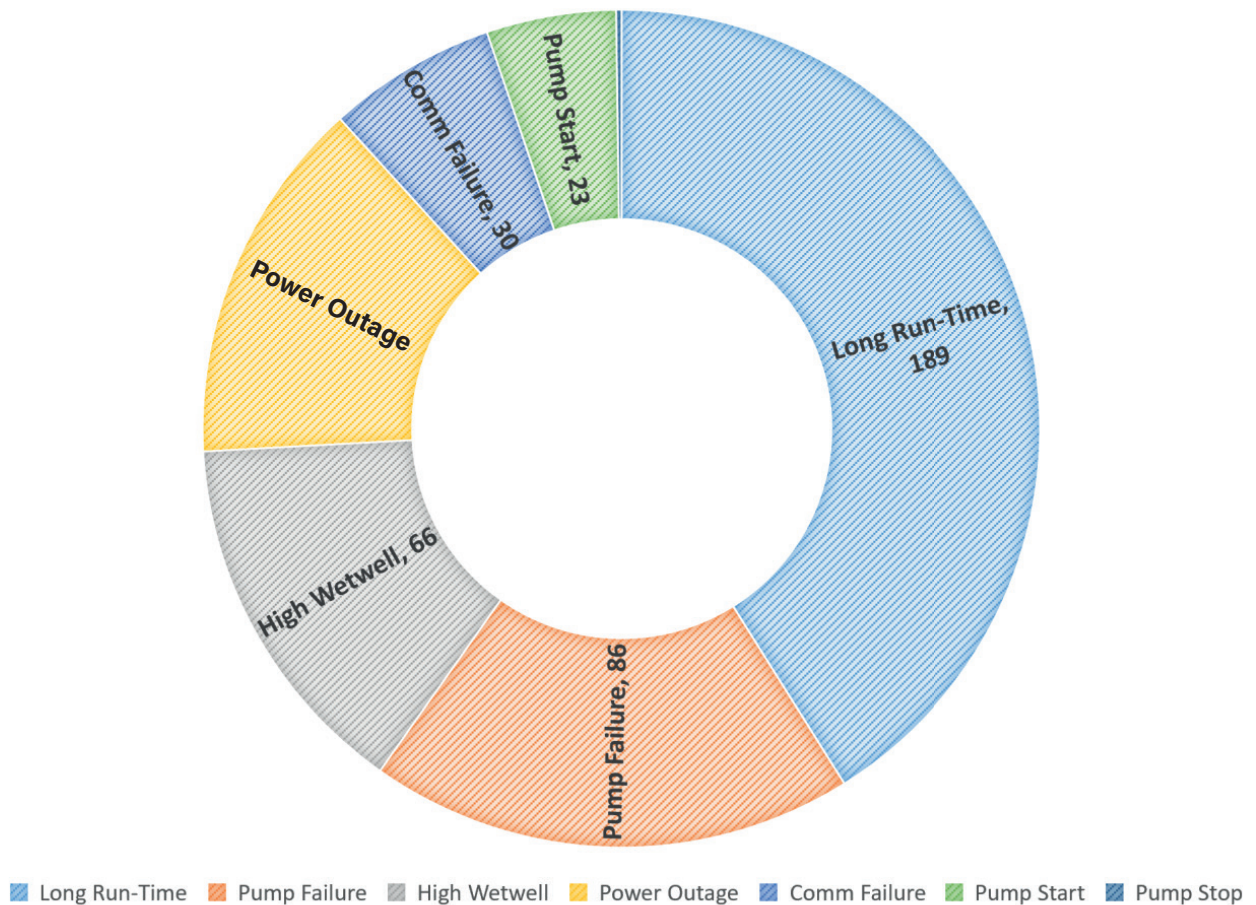


# Water/Wastewater



## Q3: W/WW Reliability

### Frequency of Lift Station Call-Outs, by Cause, FYTD



460

Total Lift Station **Call Outs**

# Water/Wastewater



## Q3: Environmental Stewardship

### Water Delivered and Beneficially Reused



**2 Billion**

Gallons of Water Delivered  
to Customers in Q3



**1.5 Billion**

Gallons of Water Beneficially Reused  
in our Community in Q3

### Water Quality Sampling

Water System Sampling



**15,977**

Q3 Samples

**47,931**

FYTD Samples

**1,655**

Q3 Samples

**5,064**

FYTD Samples



Water Reclamations



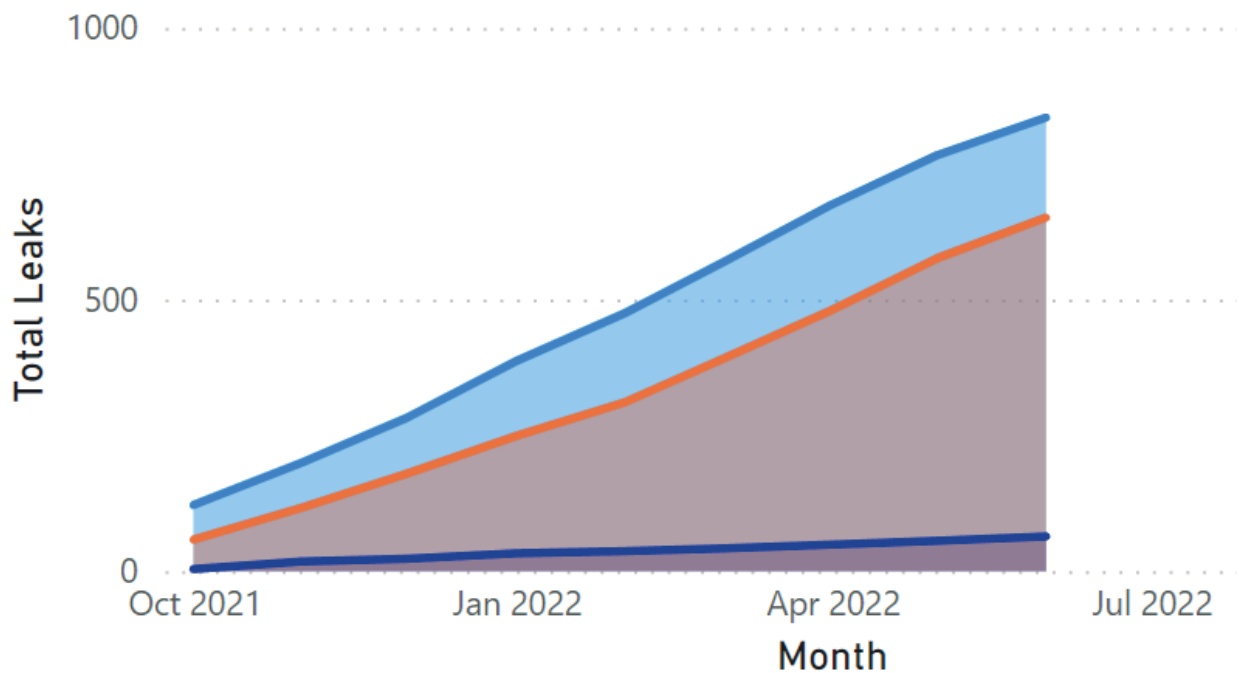
# Water/Wastewater



## Q3: Environmental Stewardship

### Water Distribution System Breaks & Leaks Repair, FYTD

● Services ● Mains ● Meters



1,551



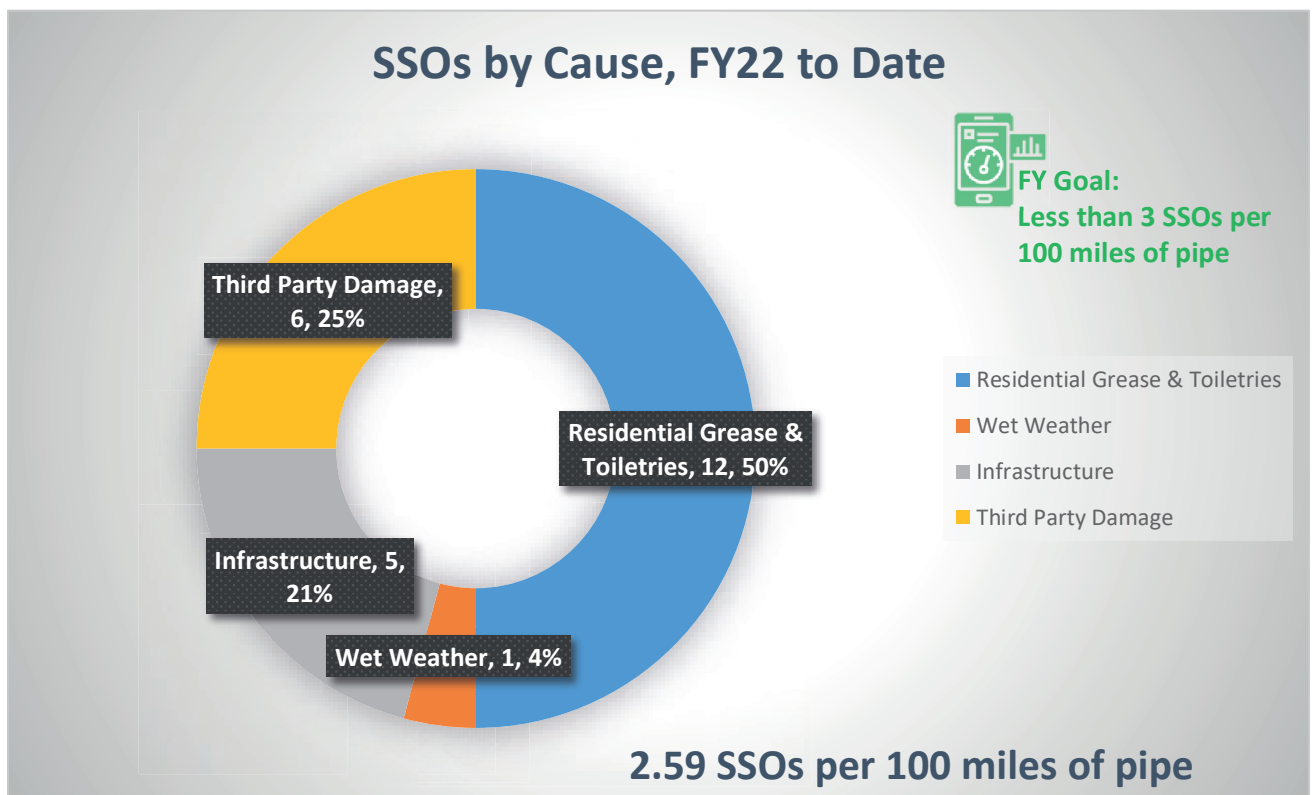
FTYD, Total Leaks & Breaks **Repaired**

# Water/Wastewater



## Q3: Environmental Stewardship

### Sanitary Sewer Overflows by Cause, FYTD



### Q3 Customers Outreach for Environmental Stewardship



Educational Outreach to **Prevent SSOs:**  
**200** Customers Reached

Educational Outreach to **Save Water:**  
**10,750** Customers Reached

# Water/Wastewater



## Q3: W/WW Community



### W/WW OUTREACH HIGHLIGHTS

W/WW Systems continues their commitment to our Community with outreach across our service area. Activities included hosting Sister City delegates at Sweetwater Wetlands, educating young students on beneficial reuse, and discussing W/WW services at our City Services Fair.

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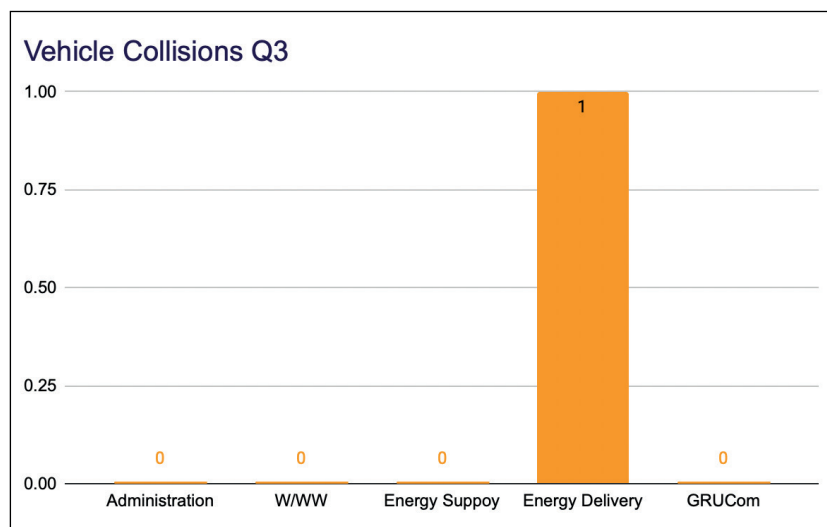
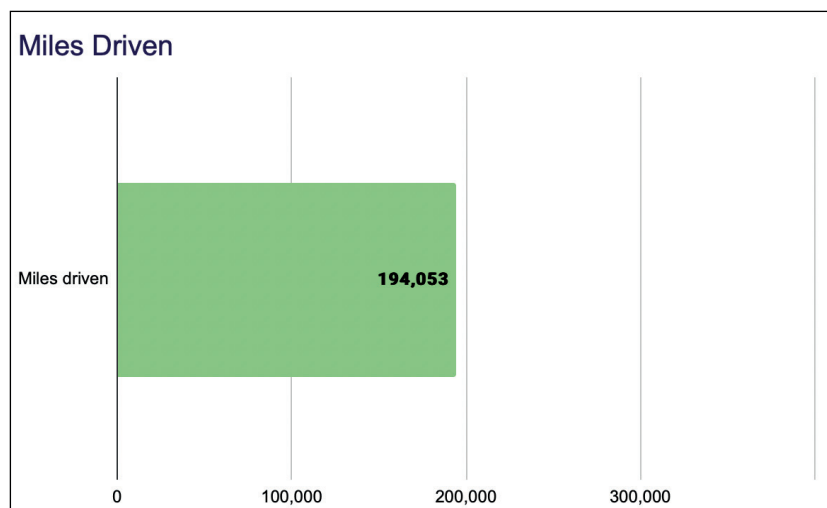
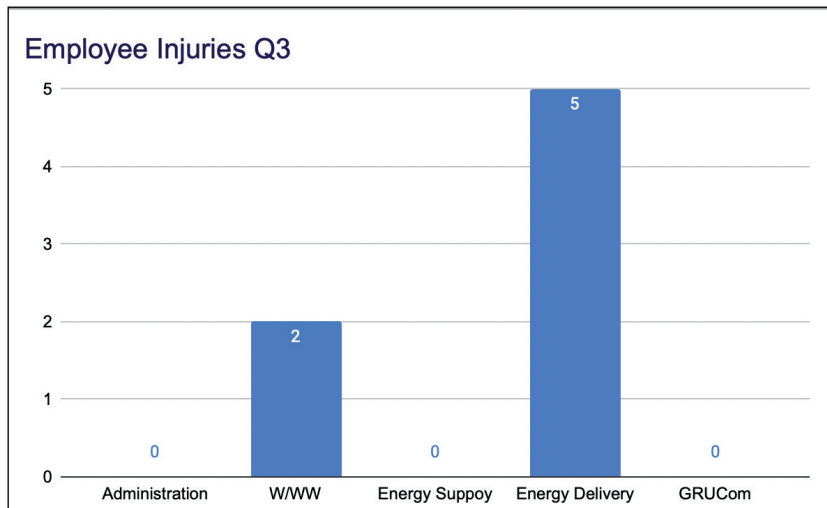
# Safety

**Q3 Highlights**

**Reliability**

**Environmental Stewardship**

**Community**



## Q3 Safety Data Summary

**Employee Injuries** (DART – days away, restricted duty, temporary transfer)

Month	Date	Description
April		
	4/6/22	Tooth chipped by wire strippers impacting mouth while stripping wire.
	4/10/22	Stepped from LS 135 lid onto the edge of the grass where it meets the pavement. Grass was at a different elevation from the pavement and employee's right foot slid and rolled his right ankle.
	4/21/22	Employee dislocated and cut first joint on right pointer finger during a fall while stepping down from a breaker pad
	4/22/22	While trying to open a storage cabinet, the handle broke, lacerating the palm of his right hand.
May		
	5/17/22	While working on a gas meter, an employee cut the outside of his right forearm on a sharp object that was beside the meter.
	5/23/22	Gas Meter Tech knocked a battery off of a shelf bruising her left foot.
June		
	6/17/22	Locator dropped a fiber optic pedestal lid on their right foot.

## Q3 Vehicle Collision Summary

**Vehicle Collisions** (P) indicates preventable by our employee

Month	Date	Description
April		
		None reported this month
May		
	5/4/22	Employee misjudged and scraped the passenger side of his vehicle on a storage
June		

## SAFETY OBSERVATIONS THROUGH JUNE 30

