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March 20, 2019

VIA ELECTRONIC FILING

Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street S.W.
Washington, D.C. 20554

**Re: Ex Parte Notice
PS Docket No. 11-60; PS Docket No. 18-339**

Dear Ms. Dortch:

On March 18, 2019, Chairman Pai, along with Nathan Leamer, visited Georgia Power Company's storm center at its headquarters in Atlanta. Attending the meeting on behalf of Georgia Power were the following:

- David Maske, Storm Center Director;
- Danny Lindsey, Senior Vice President of Power Delivery;
- Allen Bell, Distribution Support Manager;
- Ike Harbuck, Storm Center Operations Project Manager;
- Natalie Beasman, inside counsel; and
- Eric Langley, outside counsel.

During the meeting, Georgia Power explained how its storm center works and how Georgia Power prepares for and responds to disasters. Georgia Power used the enclosed slide deck to guide the conversation with the Chairman.

Though this meeting was more informational in nature, we are filing this notice pursuant to Section 1.1206(b) of the Commission's rules out of an abundance of caution given Georgia Power's participation in the above-referenced dockets through its affiliate, Southern Company Services, Inc.

Sincerely,

s/ Eric B. Langley

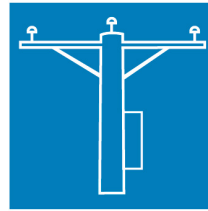
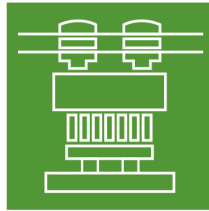
Eric B. Langley

Enclosure

cc: Chairman Ajit Pai (ajit.pai@fcc.gov)
Nathan Leamer (nathan.leamer@fcc.gov)



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Georgia Power

March 18th, 2019





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Georgia Power Focus – *Customer Satisfaction!*

Reliability

- **Keeping the lights on**
 - Frequency of outages
- **Getting the lights back on quickly**
 - Duration of Outages



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Georgia Power Overview

- 24,088 Square Miles Service Territory
- 155 Counties
- 12,400 Miles of Transmission lines



- 50,000 Miles of overhead Distribution lines
- 25,000 Miles of underground Distribution lines
- 670,000 Transformers
- **2.53 Million Customers!**



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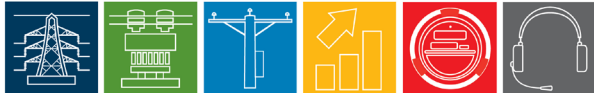
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Storm/Emergency Preparation and Response





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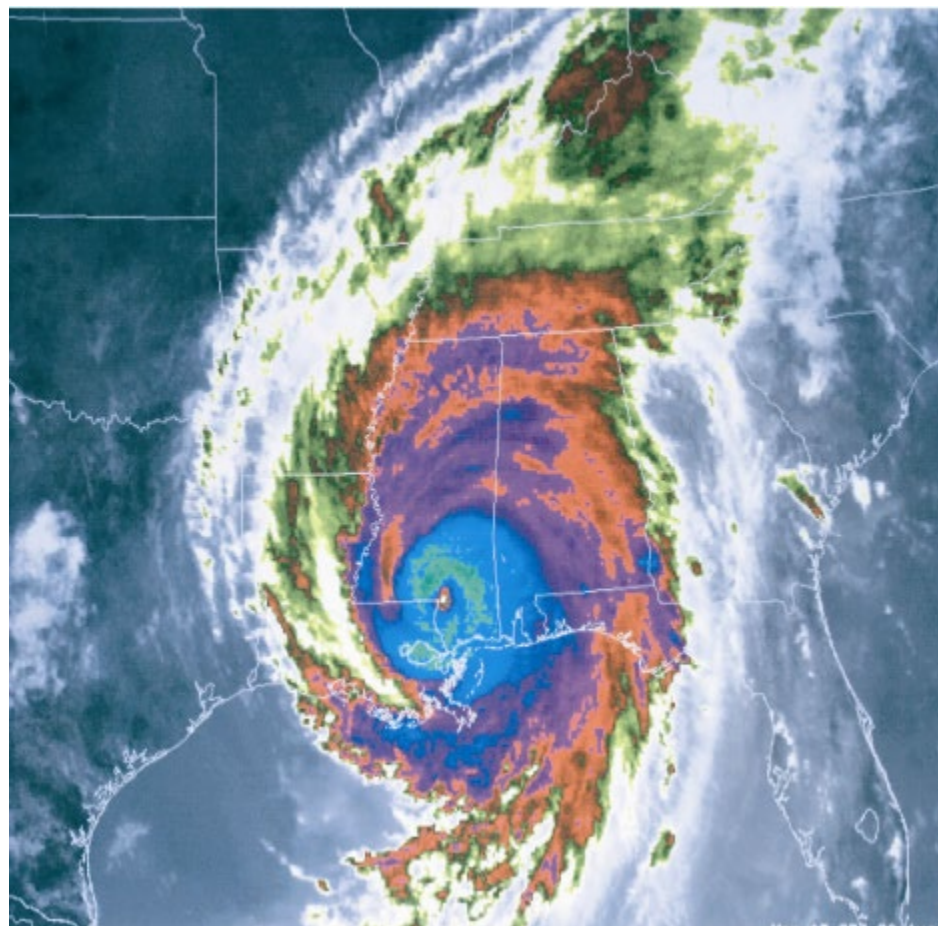
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What are our challenges?

- Weather
 - **Hurricanes**
 - **Ice**
 - **Tornadoes**
 - **Wind**
 - **Lightning**
 - **Flooding**
- Other physical damage



S.E.R.P.

Storm Emergency Restoration Procedures (S.E.R.P.)

- Stemmed from an operational critique of the 1973 Ice Storm
- Mimicked the operational practices utilized by the US Military
- Key Functions
 - **Storm Leadership**
 - GPC Storm Center
 - Local Storm Director
 - Area Supervisor
 - **Intelligence**
 - Weather Forecasting
 - Damage assessment
 - **Manpower**
 - Damage Assessment crews
 - Company crews
 - Contract crews
 - Tree crews
 - **Logistics**
 - **Media Relations**
 - **Customer Service**





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Storm Restoration

- Pre-stage resources
- When does Damage Assessment begin
- Resource requests
 - Match to intelligence
- Progress of total restoration effort
 - Collapse resources
 - Sweeps



Intelligence

Weather Forecasting

- Engage with the NWS – three offices serving the State
- Subscribe to National Weather Forecasting services
 - Daily forecasts
 - Forecasts on demand - more in-depth and pin-pointed
 - Severe storm alerts

Damage Assessment

- Organize and assign two man Teams to patrol impact areas
- Collect damage statistics:
 - Quantify broken poles, downed conductors, trees on lines, etc
- Provided statistics and marked maps



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Manpower

Obtain, Organize & Assign Manpower

- Within GPC – ALL Departments!
- Sister Companies – Alabama, Mississippi
- Contractors
- SEE/EEI
 - Mutual Assistance – 27/8





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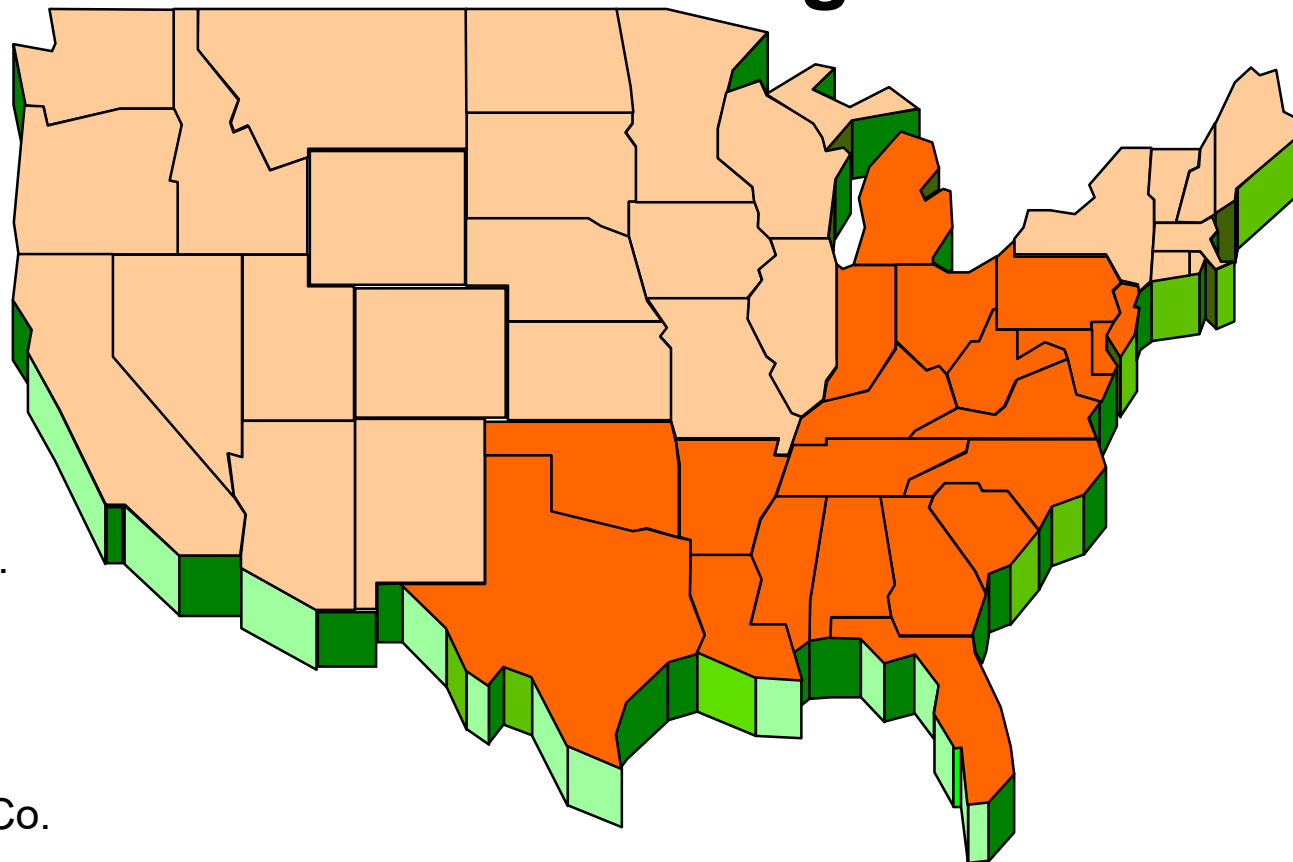
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Southeastern Electric Exchange

American Electric Power
Baltimore Gas & Electric Co.
CenterPoint Energy
Cleco
Dayton Power & Light
Dominion
Duke Energy
Entergy Corporation
First Energy
Florida Power & Light Co.
Florida Public Utilities Co.
LG&E / KU Energy
Oklahoma Gas & Electric Co.
Oncor
Peco
PHI, Inc.
PPL
South Carolina Elec. & Gas Co.
Southern Company
Tampa Electric Co.
Texas – New Mexico Power





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AEIC

Encourage research and enables the exchange of technical information and sharing of resources through a committee structure, staffed with experts from management of member companies, to solve challenges and create opportunities for electric utilities, worldwide.

AEIC Storm Restoration

- Over 170 members nationwide
- Specialized equipment list
 - Logistics Support list



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Communications

- **Various Electrical Providers to our tower sites**
 - **SoLinc Cell On Wheels (COW)**



Restoration Priorities

- Emergency facilities:
 - Hospitals, 911 centers, law enforcement, fire stations, water treatment plants, etc.
- Worst hit areas
- Most customers out
- Start from substations and work out
- Repair main line first
- Priorities don't always get power first (extent of damages)





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Hurricane Comparisons

	Michael - 2018	Irma - 2017	Matthew - 2016
Customer Outages	422,000	1,633,800	371,600
Peak Outages	205,000	950,000	250,000
Events	7,800	23,580	7,900
Broken Poles	2,000	1,625	1,000
Spans of Primary	4,800	4,500	2,600
Breaker Lockouts	275	582	220
Regions Impacted	8	11	3
Personnel	7000	8,500+	5,000
% of Customers Impacted	17%	67%	16%
Average days / customer	1	1	1.5
50% of Customers Restored	1	1.75	3.5
75% of Customers Restored	2.5	2.5	4.5
95% of Customers Restored	4	4.5	6.5



Communication w/ Customers

- Able to leverage CCCs (Call Centers) located at peer OpCos in the SoCo
- Voice Response Unit (VRU) able to field calls and relay messages
- Collect customer outage information that uploads to the Outage Management app
- Ga Power outage map – customer real time access
- Outage Alerts – Alerts customers when power is off and gives estimated time to restore
- Social Media
- Press releases



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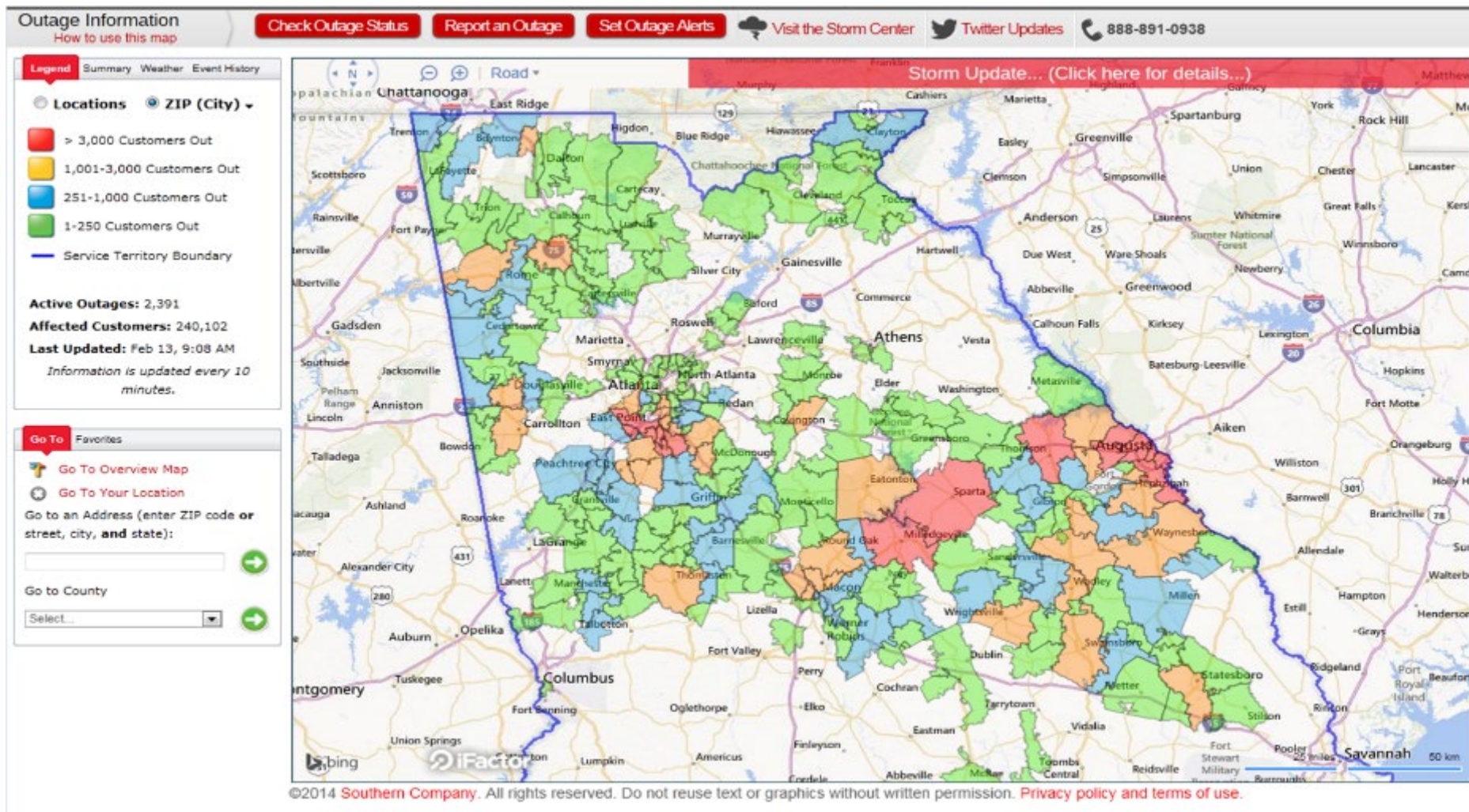


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Outage Map





Outage Alerts

- Receive text, email, and/or phone call with outage cause and estimated restoration time
- You can text REG to GAPWR (42797) to start the process from your phone

Manage Your Communications from Georgia Power

Power Outage Communications

Receive updates on the status of your power outage including estimated times of restoration, cause of the outage, and notification when the power has been restored. [View Terms and Conditions](#)

Type	Send To		Do NOT contact me between (ET)	Pause/Resume
Email	Nanny	abcdefg@abcdef... <input checked="" type="radio"/> HTML <input type="radio"/> Plain Text	<input checked="" type="checkbox"/> 11 PM and 7 AM	Pause Remove
Voice	Home	(111) 222-3333	<input checked="" type="checkbox"/> 1 AM and 7 AM	Resume Remove

[+ Add a way to contact me \(5 max\)](#)

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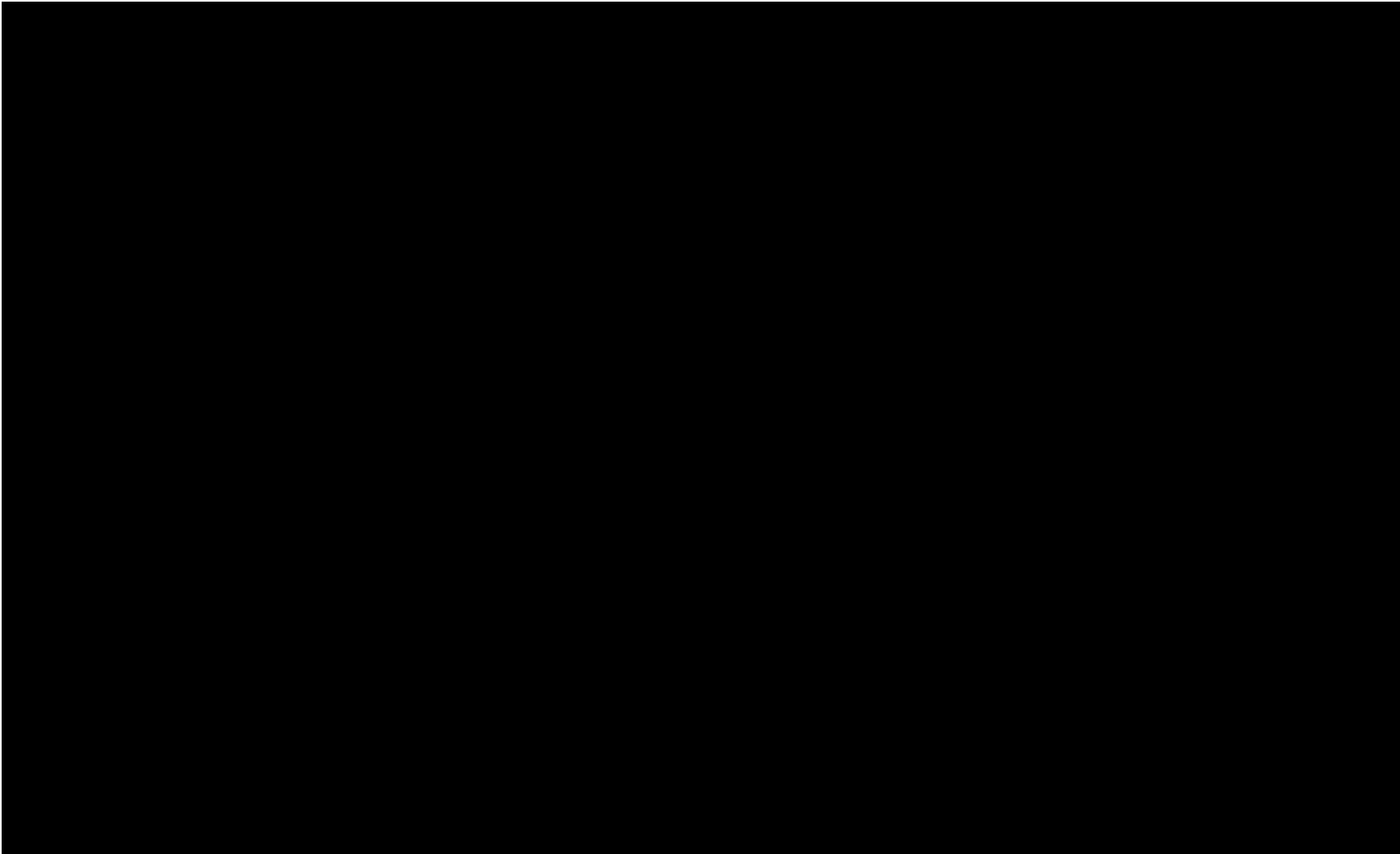
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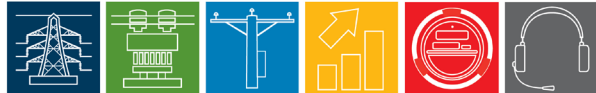


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Recognition

2018 EEI Emergency Recovery Award

for Hurricane Michael Storm response

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Edison Electric
INSTITUTE

* Eighth award given to Georgia Power since 2005



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Questions?

