Hurricane Preparedness
and
Hurricane Matthew Overview

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Storm Planning and Response

Preparation  Activation  Restoration  Business Continuity
Preparation

**Pre-Storm Planning**

- Culture of preparedness – safety first.
- On-going electric reliability improvements and storm hardening.
- Emergency Procedures, Storm and Communication Plans.
- Annual storm preparation, response planning and company-wide readiness exercises.
- System, facility, inventory inspections.
- Vegetation management program.
- Coordination with EOCs, other utilities and governmental agencies.
- Participation in SEE and SGA Mutual Assistance programs.
Electric, Natural Gas and Propane Storm Plans

- Storm Watch - initial activation.
- Duties and assignments reviewed.
- Inventory levels, logistics items, outside vendors confirmed.
- Storm Warning – full activation.
- Secure our buildings/facilities.
- Contact county EOCs, other local officials, contractors, and energy partners.
- Employees activate their family storm plans.
- Redeploy Call Center resources.
Activation

Electric, Natural Gas and Propane Storm Plans

- Equipment, fuel and key inventory dispersed.
- Logistics plan activated (lodging, meals, resupply).
- Internal crews from Florida, Delaware, Ohio ready to go.
- Mutual assistance process (Matthew - crews responded from Ohio and Gulf Power).
- *Amelia Island* - mandatory evacuation on Thursday – storm hits Friday afternoon.

Matthew: multiple FPU service areas under a Cat 4 warning
FPU First in Line to Return to Island

Electric, Natural Gas and Propane Crews Assemble for Return to Amelia Island
Matthew Impact Assessment

- Minimal damage to natural gas and propane systems.
- 90+% (14,000) of FPU electric customers without power on Amelia Island.
- 12 out of 13 island circuits were out of service.
- Transmission system feeding the south end of the island was down. No damage to storm hardened transmission poles.
Restoration

Eight Flags CHP

- Eight Flags turbine taken off-line on Thursday afternoon.
- Eight Flags Turbine restarted Saturday morning within 3 hours of returning to Island, ramped up slowly to follow load build.
- Facility was storm hardened during construction – elevated turbine, substation, gas metering, control room - no damage to any portion of the facility.
Systematic Repair Approach

- OMS and SCADA systems organize/prioritize restoration.
- Physical damage survey.
- Prioritize critical services, schools and businesses.
- Teamed external crews with FPU crew leaders.
- Tree crews sent ahead to remove debris and clear areas.
- Constant communication with Marketing, Customer Care kept customers, media and emergency services informed.
FPU staffed Call Centers and the Nassau County EOC 24x7 throughout Hurricane Matthew.

Constantly monitored social media. Engaged in more than 30,000 social media interactions.

All customer communication linked to one web landing page to ensure consistent, timely customer updates.

86% of outages restored by the end of first day (Saturday).

Less than 200 accounts without power by Sunday night.

All customers restored in 52 hours.
Lessons Learned

- Existing phone system limited our ability to re-route calls to non-impacted areas.
  - Entire phone system replacement currently in progress.
  - Provides the ability to operate storm call centers from multiple locations (including out of state locations).
- Employee access in certain leased office building facilities was restricted — the buildings close when a hurricane warning is issued.
  - Renegotiate access to leased office space. (New phone system resolves most of this issue).
- Better designate storm roles for non-operations personnel.
- Social media turned out to be the primary communications tool for reaching customers.
  - We have restructured our communications plan and staff responsibilities to accommodate our customers.
- You can never have enough porta-potty rentals.
Business Continuity

- Storm Preparedness Plans
- Expanded and Secured Use of Technology
- Storm Hardened Buildings and Facilities
- Improved Customer and Community Communication
- Employee Training
  - Family Preparation
- Lessons Learned

Emergency Preparation Checklist