




Gulf Coast  
Electric Cooperative

A Touchstone Energy® Cooperative 

12-15-2017

Public Service Commission  
**STAFF'S FIRST DATA REQUEST**

To Whom It May Concern:

This letter is to inform you, in response to the requested information by The Public Service Commission, we have considered all questions on the data request form and have answer each question to the best of our ability. We have also attached our "Disaster Response Plan" for reference, if needed. If you have any further questions, please feel free to call or email.

Sincerely,

Angie Morris  
Secretary  
Gulf Coast Electric Cooperative

COMMISSIONERS:  
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STATE OF FLORIDA



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# Public Service Commission

November 14, 2017

## STAFF'S FIRST DATA REQUEST *via email*

To:

Duke Energy Florida, LLC ([Matthew.Bernier@duke-energy.com](mailto:Matthew.Bernier@duke-energy.com), [dianne.triplett@duke-energy.com](mailto:dianne.triplett@duke-energy.com))  
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Cooperative Group ([mhershel@feca.com](mailto:mhershel@feca.com))

**Re: Docket No. 20170215-EU - Review of electric utility hurricane preparedness and restoration actions.**

To Whom It May Concern:

By this letter, the Commission staff requests that each utility provide responses to the following data requests.

### Staging for Utility Personnel and Mutual Aid

1. Please describe the pre-storm coordination process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. The description should include:
  - a. Dates and topics of internal meetings held after each storm was named.  
*Irma – First meeting September 5<sup>th</sup> of Management – Topic, was storm readiness. Second meeting was September 8<sup>th</sup> – Management and Employee – Topic, storm readiness and preparedness, equipping trucks, gas, generators.*  
*Nate – One meeting was noted – October 7<sup>th</sup> – Management – Topic – storm readiness.*  
*Hermine – First meeting August 31<sup>st</sup> 2016 – Management – Topic – Storm readiness.*
  - b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.  
*N/A*

- c. Date mutual aid was requested and nature of request.  
*N/A*
2. Please provide a detailed description of the utility's allocation of storm duties for all personnel. This should include a description of each function and the number of utility personnel assigned.  
*See Attached Disaster Plan*
3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?  
*N/A*

### **Damage Assessment Process**

4. Please provide a detailed overview of the initial damage assessment process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate, including the number of utility employees or contractors involved, their duties, and how initial damage assessment is disseminated within the utility to assist in restoration activities. Additionally, please provide photographs or other visual media that memorializes storm damage, which was documented during the initial damage assessment process.  
*Damage assessment was per Disaster Plan.  
No visual media was necessary.*
5. Please provide a description of how damage assessment data is updated and communicated internally.  
*The assessment was per Disaster Plan*

### **Restoration Workload**

6. Please provide a detailed description of how the utility determines when and where to start restoration efforts.  
*Start on 3 phase line and work our way out to the individual taps. GCEC system does have the ability to track medical accounts as well as oxygen dependent members and we do consider these areas as a priority for restoration depending on the severity of the damage to the areas substation.*
7. For Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please complete the following table on workload priority:

Personnel Responsible for Restoration Workload Assignments		
Title	Years of experience	Number of crews managed
<b>Operations Manager</b>	<b>30</b>	<b>5</b>

<b>Operation Supervisor</b>	<b>30</b>	<b>2</b>

8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.  
***Work load adjust based on restoration per branch, utilizing all cooperative employees and contractors, until entire system is 100% restored.***

9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.  
N/A

**Staffing Considerations**

10. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following, please provide the following:

- a. Days of lodging provided for Utility personnel (Person-Days)
- b. Days of lodging provided for mutual aid partners (Person-Days)
- c. Number of meals provided for Utility personnel
- d. Number of meals provided for mutual aid partners
- e. Number of Utility personnel injuries
- f. Number of mutual aid partner injuries
- g. Number of Utility personnel fatalities
- h. Number of mutual aid partner fatalities

Please note any delays in restoration associated with items e-h above.  
N/A

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event.  
***Irma – Restored with 36 hours of initial storm event.***  
***Hermine – Restored within 24 hours of initial storm event.***

**Customer Communication**

12. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following for each county in the Utility's service territory affected by the storms.

- a. Total number of customer accounts  
***Irma – 7,490 Customers without power***  
***Hermine – 1,460 Customers without power***
- b. Peak number of outages  
***Irma – 118 Total outages***  
***Hermine – 49 Total outages***

13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.  
***Irma – Customer service representatives were utilized on September 11 to relay information to dispatchers.***

14. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.  
***Irma - 7 Customer Service Reps in place***  
Were there additional personal deployed or 3rd party entities utilized to help address customer contacts during each named storm event? If so, how many?  
***N/A.***
15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.  
***Irma – 2,497 Calls***  
***Hermine – 631 Calles***
16. Please provide all methods (call centers, email, Utility website, etc.) utilized to submit and collect customer contacts before, during, and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.  
***Call centers, Website and Facebook***
17. Please describe the step by step process(es) by which customer contacts are addressed before, during, and after a named storm event. If different during each timeframe, please describe the step by step process during each separately. Pre storm is normal operation, during the storm, normal operations until or up to 40 mph sustained after which employees are called in service restored by: substation,  
***See Attached Disaster Plan. General Plan, II. A. and III. A, B, C. Pages 1-2.***
  - a. Did the Utility identify any delays in restoration as a result of addressing customer contacts related to Hurricanes Hermine, Matthew, Irma, Maria, and Nate? If so, please provide detail.  
***None Reported***
18. Please provide whether or not customer contacts are categorized (by concern, complaint, information request, etc.) If so, how are they categorized? If not, why not?  
***See Attached Disaster Plan. General Plan, III C. 3.***  
***Interactive Voice Response system is utilized to take customer contact information which allows dispatch to prioritize.***
19. Please provide a detailed description of how customer service representatives are informed of restoration progress.
  - a. Is there a script provided to each customer service representative to relay restoration progress to customers? If so, what is the process by which the script is created?  
***Consumers can receive updated outage information via the Interactive Voice Response system by way of dispatched information which is individual to each unique circumstance.***
20. Please describe the process the Utility uses to notify customers of approximate restoration times. The response should include at a minimum:
  - a. How restoration time estimates were determined. ***Personal***
  - b. How customers are notified. ***IVR System***

- c. How restoration time estimates are updated. ***Personal Thru IVR System***
- d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public. ***Designated Cooperative, Personal Via Phone, Internal Outage Viewer.***

### **Material Considerations**

- 21. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please provide a description of how vehicle fuel was procured for Utility personnel and mutual aid partners. As part of the response, please answer the following:
  - a. Whether or not the Utility has fuel stored for these types of events – ***Yes, onsite fuel tanks.***
  - b. Whether or not fuel shortage was an issue during these events - ***No***
  - c. Whether or not there were any delays due to fuel shortage - ***No***
  - d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews - ***None***
- 22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. ***No Delays to report***

### **Restoration Process**

- 23. Please provide a summary timeline of the utility's restoration process for each hurricane: Hermine, Matthew, Irma, Maria, and Nate. The timeline should include, but not limited to, staging, stand-down, deployment, re-deployment, allocation, mutual aid, release of mutual aid, and date last outage was restored. ***Irma – Sunday 7 am to Midnight Monday Night.***
- 24. Please explain how the Utility validates adherences and departures from its storm preparation plan. ***Never departs from plan***
  - a. If the Utility does not assess departures from its storm plan, explain why not. ***The plan allows for flexibility***
  - b. If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not. ***N/A***
  - c. Have departures from the Utility's storm preparation plan resulted in modification of the storm preparation plan during 2015 through 2017? If so, please explain how with examples. ***No***
- 25. Please explain how the Utility validates adherences and departures from its storm restoration plan. ***Never departs from plan***
  - a. If the Utility does not assess departures from its storm restoration plan, explain why not. ***The plan allows for flexibility***
  - b. If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not. ***N/A***
  - c. Have departures from the Utility's storm restoration plan resulted in modification of the storm restoration plan during 2015 through 2017? If so, please explain how with examples. ***No***

**Outages**

26. Please identify all counties, including reporting regions/division for each county if applicable, that were impacted (had outages or damage) due to Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

***Hermine – Gulf and Calhoun Counties***  
***Irma – Entire Coverage Area, All Counties***

27. Please complete the table below summarizing the wind speed and flooding impacts by county in the utility's service area. If the requested information is not available by county, please provide the information on a system basis. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Weather Impact				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
<b>Irma – Bay, Gulf, Calhoun</b>	N/A	45	1 inch	Reverse surge – Bays receded tens of feet
<b>Hermine - Bay</b>	35	69	2 inch	N/A

**Hardened and Non-Hardened Structures**

28. Please provide a county map or graphic indicating the geographic locations where the Utility's infrastructure was storm hardened after 2006. For purposes of this question, do not include vegetation management.

***Storm Hardening Actives Since 2006: No, storm hardening (conversion of overhead lines to underground, etc.) has occurred since 2006.***

29. Please complete the table below summarizing hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.  
*None*

<b>Hardened Facilities</b>		
<b>Hurricane</b>	<b>Number of Facilities Requiring</b>	
	<b>Repair</b>	<b>Replacement</b>
<b><i>Transmission</i></b>		
Structures		
Substations		
<b>Total</b>		
<b><i>Distribution</i></b>		
Poles		
Substation		
Feeder OH		
Feeder UG		
Feeder Combined		
Lateral OH		
Lateral UG		
Lateral Combined		
<b>Total</b>		
<b><i>Service</i></b>		
Service OH		
Service UG		
Service Combined		
<b>Total</b>		



30. Please complete the table below summarizing non-hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

<b>Non-Hardened Facilities</b>		
<b>Hurricane</b>	<b>Number of Facilities Requiring</b>	
	<b>Repair</b>	<b>Replacement</b>
<b><i>Transmission</i></b>		
Structures		
Substations		
<b>Total</b>		
<b><i>Distribution</i></b>		
Poles		<b>3</b>
Substation		
Feeder OH		
Feeder UG		
Feeder Combined		
Lateral OH		
Lateral UG		
Lateral Combined		
<b>Total</b>		
<b><i>Service</i></b>		
Service OH		
Service UG		
Service Combined		
<b>Total</b>		

31. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the five highest volume of outage causation that impacted the Utility's service area.  
***Downed Trees***
32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.  
***Wind and Trees***
33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate.  
***N/A***
34. How many outages were avoided by automated feeder switches during Hurricanes Matthew, Hermine, Irma, Maria, and Nate? Please explain how the data for each event was collected.  
***N/A***

**Critical Infrastructure Restoration**

35. Please complete the table below for all critical infrastructure facilities (CIFs), by location (city/county) and facility type, which lost power, the restoration time for the CIFs and the cause of the outage (such as wind, storm-surge, flooding, debris, etc.) and facilities structure type that required replacement and/or repair. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate.  
*None*

Hurricane (Name) – CIF						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
					Repair	Replace
				<i>Transmission</i>		
				Structures		
				Substations		
				<b>Total</b>		
				<i>Distribution</i>		
				Poles		
				Substation		
				Feeder OH		
				Feeder UG		
				Feeder Combined		
				Lateral OH		
				Lateral UG		
				Lateral Combined		
				<b>Total</b>		
				<i>Service</i>		
				Service OH		
				Service UG		
				Service Combined		
				<b>Total</b>		

**Underground Facilities**

36. Please provide an assessment of the performance of underground facilities during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. As part of this assessment please summarize the number of underground facilities that required repair or replacement for each event.  
*N/A*
37. Please provide a discussion what programs/tariffs the utility has in place to promote.
- a. Undergrounding of new construction (e.g., subdivisions)
  - b. Conversion of overhead to underground
- N/A*

Please file all responses electronically no later than December 15, 2017 from the Commission's website at [www.floridapsc.com](http://www.floridapsc.com), by selecting the Clerk's Office tab and Electronic Filing Web Form. Please contact me at [wtaylor@psc.state.fl.us](mailto:wtaylor@psc.state.fl.us) or at 850.413.6175 if you have any legal questions, or contact Emily Knoblauch for technical questions at [eknoblau@psc.state.fl.us](mailto:eknoblau@psc.state.fl.us) or at 850.413.6632.

Sincerely,

*/s/Wesley Taylor*

Wesley Taylor  
Attorney

WDT/as

cc: Office of Commission Clerk  
Office of Public Counsel ([kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us), [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us))



**Amended September 2017**



**Gulf Coast  
Electric Cooperative**

A Touchstone Energy® Cooperative 

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# Disaster Plan

## I. Purpose

To set forth objectives and procedures for preparations and restoration of our utility distribution system as a result of a hurricane or other natural disaster.

## II. General Plan

### A. Disaster Preliminary Preparedness

1. General: All parts of the Gulf Coast Electric Cooperative service territory are subject to natural disaster at any time, and usually with limited or no advance warning. In the event of imminent threat or occurrence of widespread or severe damage to the property/service facilities of GCEC, the Disaster and Emergency Response Plan is to be implemented for the purpose of: 1) coordination of activities relating to disaster prevention, preparedness, response and recovery by all employees and by Statewide Emergency efforts and 2) to acknowledge this effort may expand to include state-local-federal agencies and offices.

The principal threat of a natural disaster to GCEC's service territory lies with the annual hurricane season. This entire area is susceptible to the effects of hurricanes. High winds, wave action and flooding cause destruction at the shoreline, while wind and water damage can extend far inland. Hurricanes often spawn tornadoes or cause flooding from extensive rains. In respect of the potential destruction force and the annual threat, this manual centers on hurricanes.

2. Maintain and update reference lists and exhibits.
3. Schedule annual/semi-annual meetings to review and/or revise the manual.

## III. General Consideration For All Employees In Conjunction With A Hurricane Disaster

### A. Hurricane Watch

1. Be prepared to evacuate, if called for by the government body or if for personal reasons, at least ten (10) hours before storm conditions begin. **Be sure to check with your supervisor before evacuating.**

Supplies - To take with you if you evacuate (or to bring back) or to maintain at home if you stay:

- Food and drinking water to last 3-4 days
- Dependable lights, at least two (2) flashlights and a lantern (no kerosene or candle power lights)
- Gasoline powered chain saw
- Shovel, broom, mop, hammer, nails
- Fire extinguisher

This list is not all inclusive – it does not record what is recommended to protect your home should you evacuate or to keep the fuel tank of vehicle full, etc. You may wish to keep newspaper articles on this subject or contact the Florida Emergency Management Agency.

**Returning to Work - All employees are expected to return to work as soon as it is safe to do so. Your supervisor should be consulted to determine when it is safe.**

**While making evacuation plans, please take this into account.**

- B. Hurricane Warning and Hurricane Conditions** – During the period of Hurricane Warning and Hurricane Conditions, there are many activities/events that have to be considered – any action depends on an unpredictable act of nature and therefore no schedule with time references can be maintained. Maintain a constant awareness of the weather conditions via the Weather Service.
1. Adhere to advisories and orders issued by the various government agencies – particularly the State of Florida Emergency Management Agency.
  2. Maintain continuous manning of the Disaster Control Center.
  3. Make preparations for transferring load from any substations subject to flooding – including de-energizing the substation transformers and transmission line tap.
  4. Take necessary action to by-pass breakers and switch feeds in areas subject to flooding; also, to place selected circuits on non-automatic reclosing if ordered.
  5. Provide for the restoration of service as long as possible during the Hurricane Warning period. All work will stop when conditions become unsafe. The safety factor overrides any one or more rules based on the description of weather conditions. Due to the size of our service area and the changing weather conditions, no set rule can apply.
- C. Post Hurricane** – During the period of Post Hurricane, there are many activities/events which have to be considered – any action depends on an unpredictable act of nature and therefore no schedule with time references can be maintained.
1. Adhere to advisories and orders issued by various governmental agencies, particularly the State of Florida’s Emergency Management Agency.
  2. Make an assessment of the damage sustained.
  3. Establish a priority list for restoration of service by:
    - i. Substations
    - ii. Circuits for substations
    - iii. Three phase or single-phase taps to emergency relief centers
      - a. We will also consider requests for priority by FEMA, municipalities, utilities or other agencies.
    - iv. Three-phase taps to major permanent residential areas such as city areas
    - v. Three-phase or single-phase taps to major residential areas
    - vi. Three-phase or single-phase taps to members with accounts noted as medical needy
    - vii. All others
  4. Inform employees, particularly those assigned to answer member inquiries, of the damage sustained and the status of restoration of service and via the communication media inform the member. Maintain communication with the member – assisting the member with as accurate and informative information as possible.
  5. Adhere to safety rules.
  6. Repair according to accepted engineering standards; make careful notes of emergency exceptions and follow up later.



## **Organizational Charts**

The following organizational charts depict reporting relationships and job titles for time periods before, during and after a disaster. The organizational structure is initiated and terminated by the CEO/General Manager.

The organizational charts and position descriptions have been designed to respond to a hurricane or disaster where 100% of the lights are out. Changes to these charts and position descriptions may be necessary depending on the extent of damage.

## GCEC Phase I Organizational Structure

**Phase I** – There is a severe weather system threatening our service area. The weather system is expected to approach our service area in approximately 24 to 48 hours. The National Weather Service may have issued a hurricane watch.



## **GCEC Phases II- V Organizational Structure**

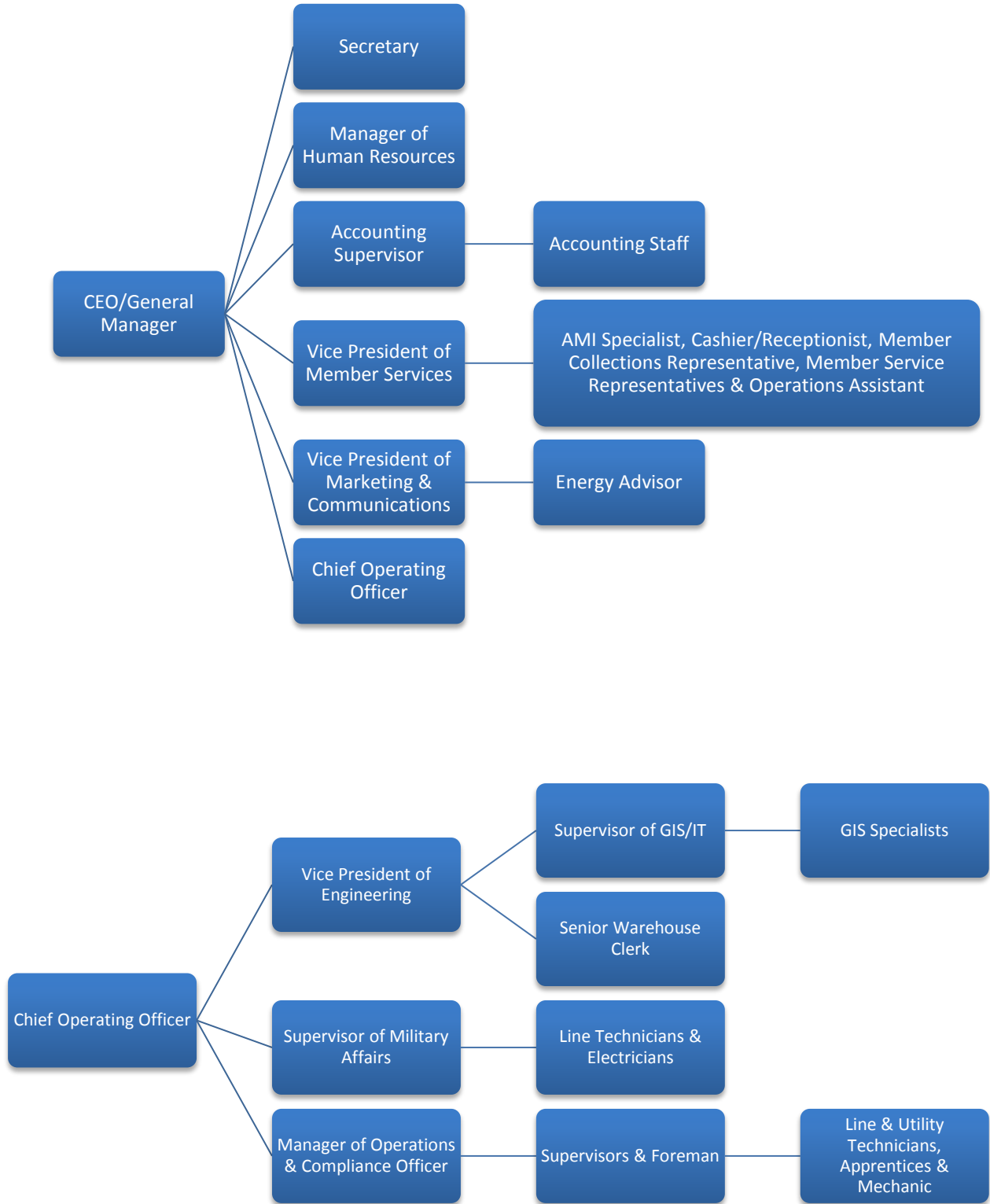
**Phase II** – The National Weather Service has issued a hurricane warning and the storm is expected within 24 hours. Normal work schedules may be interrupted to prepare the utility systems and cooperative properties to withstand the approaching storm. Non-emergency work will be halted, and equipment will be placed in a secure area. Employee briefings will be conducted on storm procedures.

**Phase III** – A hurricane is expected to make landfall within 24 hours. All work activities will cease, and all crews will return to their reporting offices. Employees will be advised as to their responsibilities in maintaining contact with management and, when necessary, employees will be allowed time to secure their families for the duration of the storm. Management shall maintain an accurate listing of the expected location of each of their employees.

**Phase IV** – During the actual storm period, all affected employees should seek shelter in an approved and secure area. Each employee shall advise his or her supervisor of his or her expected location during the storm. Immediately upon release from the shelter, or when it is reasonably safe to do so, each employee must contact his or her respective office for advisement.

**Phase V** – The hurricane has cleared the area, and weather conditions are such that restoration procedures can now be implemented.

## GCEC Phases II- V Organizational Structure



## **Pre-Disaster Position Descriptions - Annual Updates and Planning 2017 Disaster Plan**

- **CEO/General Manager**
  - Overall responsible for all pre-disaster activity.
  - Facilitate meetings to review disaster plan and discuss needed changes by April 1.
  - Communicate with all disaster coordinators as to any updates to the disaster plan.
  - Have disaster plan books ready for distribution before the May Board meeting.
  - Update any contact information for IT/Vendors listed on the emergency contact list.
  - Communicate with all disaster coordinators as to any updates to the disaster plan.
- **Vice President of Engineering**
  - Update any contact information for IT/Vendors and Utility/Joint use contacts listed on the emergency contact list.
  - Review and update ledger to be used for fuel usage by cooperative and contractor crews.
  - Review and update the system information and load reduction portions of the disaster plan.
  - Have the material supplier contact information reviewed and updated by the warehouse staff.
  - Have the fuel tank information and contacts reviewed and updated by the warehouse staff.
  - Review and document the procedure for estimating the number of customers out of power by March 1.
  - Review and document procedures regarding the protocol to follow subsequent to accounts that are off because of governmental or GCEC mandate by March 1.
  - Purchase excess of standard material prior to May 31.
  - Communicate with all disaster coordinators as to any updates to the disaster plan.
- **Supervisor of Military Affairs along with VP of Engineering**
  - Review and update the TAFB portion of the disaster plan.
  - Review and update TAFB contact information.
  - Review and update the critical facility list at TAFB.
  - Review and update electric and water equipment list for items at TAFB.
  - Check that there are printed copies of instructions for emergency start up procedures located inside each well house GCEC owns.
  - Ensure an adequate copy of the electric and water system map books are available. A copy should be located in each TAFB truck, each person responsible for reporting to TAFB and a copy stored at the district office.
  - Verify each employee required to report to TAFB has the proper badge to gain access to the base during a disaster situation.
  - Communicate with all disaster coordinators as to any updates to the disaster plan.
- **Vice President of Marketing & Communications**
  - Update any contact information for IT/Vendors listed on the emergency contact list.
  - Update all employee contact information by March 1.
  - Review and update the lodging, food services, newspaper, radio and television contact information.
  - Establish, review and/or revise the rules and regulations for the shelters by May 31.
  - Establish the anticipated occupancy count for the shelters.
  - Coordinate shelter proctor activity.

- Verify occupancy levels at office shelters with appropriate local fire departments.
- Establish and publish a list of pet shelters by May 31.
- Obtain, review and/or revise contracts from hotels, lodges and camps for lodging by May 31.
- Obtain corporate account relationships with all major hotels in the area.
- Obtain, review and/or revise contracts for cleaning service for all lodging facilities that do not provide such services (contracts will specify that bedding will be changed every other day) by May 31.
- Obtain, review and/or revise contracts with caterers by May 31 to include the following:
  - Three meals per day for each service area (breakfast carry out lunch and dinner).
  - Specific language that allows the number of meals to change daily.
  - Times for meals.
  - Flexibility to allow for times for meals to change.
  - Provision of styrofoam carry out plates.
  - The need, if any, for refrigerators, stoves or other appliances.
- Obtain, review and/or revise contracts with laundromats or group(s) willing to do a massive amount of laundry by May 31.
- Obtain, review and/or revise backup contracts with laundromats or group(s) willing to do a massive amount of laundry.
- Provide the secretary with contract originals.
- Communicate with all disaster coordinators as to any updates to the disaster plan.
- **Vice President of Member Services**
  - Update any contact information for IT/Vendors listed on the emergency contact list.
  - Review and update the large power/key accounts.
  - Review and update the medical accounts.
  - Communicate with all disaster coordinators as to any updates to the disaster plan.
- **Chief Operating Officer**
  - Update any contact information for IT/Vendors and Utility/Joint use contacts listed on the emergency contact list.
  - Review and update electric and water equipment lists.
  - Have the after-hours parts assistance contact information reviewed and updated by the mechanic staff.
  - Review and update ledger to be used for vehicle repair.
  - Secure and test portable generators.
  - Provide a list of entities providing emergency assistance.
  - Obtain, review and/or revise security contracts by May 31.
  - Establish criteria needed for security and assign responsibilities to security contacts.
  - Provide secretary with contract originals.
  - Mail letters to as many construction and ROW clearing contractors as practical by January 31.
  - Calculate the average daily rate for a typical crew and equipment for each contractor.
  - Compile a notebook of contractor information including average daily rate calculations.
  - Distribute a copy of notebook to the CEO and CFO.
  - Communicate with all disaster coordinators as to any updates to the disaster plan.

## **Pre-Disaster Position Descriptions – Phase I through Phase IV 2017 Disaster Plan**

- **CEO/General Manager**
  - Overall responsibility for all pre-disaster activity.
  - Maintain awareness of the disaster's path and progress. Review and evaluate weather information, making the decision to advance to the next storm phase.
  - Review disaster assignments.
  - Implement the disaster mode organizational structure.
  - Coordinate preparations through each Vice President.
  - Provide periodic updates regarding the pending disaster and recovery planning activity to the Board of Directors.
  - Authorize the de-energizing of distribution circuits as mandated by governmental authorities.
  - Authorize the closing and opening of offices for normal business.
  - Determine working hours and advise employees to seek shelter in a safe place, reporting back to work when it is safe to do so.
- **Supervisor of Accounting**
  - Review the Initial Damage Assessment Procedure.
  - Review disaster assignments.
  - Coordinate system preparations with other Vice Presidents and report status to the CEO.
  - Coordinate disaster accounting procedures.
  - Keep the CEO informed as the condition of the cooperative's pre-disaster preparation progress.
  - Prepare and distribute disaster accounting memos.
  - Brief accounting department on their duties and responsibilities. Reassign employees to other departments if available and needed.
  - Coordinate with the CEO and other Vice Presidents for pre disaster safety related issues and provide any needed assistance to implement plans for the safety of employees and the public.
  - Coordinate with FEMA.
  - Ensure work stops as soon as conditions become unsafe to continue.
  - At the CEO's request advise employees to seek shelter in a safe place, reporting back to work when it is safe to do so.
- **Secretary**
  - Assist CEO as directed.
  - Ensure that contract originals and agreements for caterers, lodging, laundry, security and employee services are stored in a safe location.
  - Coordinate with the Vice President of Marketing and Communications on the purchase of towels, wash cloths, sheets, blankets, pillows, inflatable mattresses and pumps for the Wewahitchka office.
  - Coordinate with the Vice President of Marketing and Communications on the purchase of soap, shampoo, conditioner, tooth brushes, toothpaste, gold bond powder, lotion, bug spray, hand cleaner and medical need items for the Wewahitchka office.
  - Coordinate with the Vice President of Marketing and Communications on the purchase of snacks, drinks, fresh fruit, supplies for serving food, ziploc bags, boxes to carry items into field and ice chests for the Wewahitchka office.
  - Contact accounting for the work order number that will be used for disaster recovery.

- Secure a location where food and food serving supplies can be stored for easy preparation.
  - Help set up tables and chairs for meals.
  - Purchase snack bags, fresh fruit, food serving supplies, medical need items and other items requested as needed.
  - Obtain a supply of large, heavy duty garbage bags for laundry.
  - Secure a place to collect all receipts.
- **Vice President of Engineering**
    - Review the Initial Damage Assessment Procedure.
    - Review disaster assignments.
    - Coordinate system preparations with other Vice Presidents and report status to the CEO.
    - Hold a conference with staff to develop short-range plans.
    - Coordinate with the Warehouse Supervisor on proper stocking of equipment.
    - Contact all warehousemen for disaster supply inventory.
    - Contact accounting for the work order number that will be used for disaster recovery.
    - Keep the CEO informed as the condition of the cooperative's pre-disaster preparation progress.
    - Make recommendations to the CEO.
    - Ensure distribution circuits, or portions thereof, are de energized as authorized by the CEO.
    - Contact each governmental authority who has mandated distribution circuits, or portions thereof, to be de-energized and inform them that such circuits will not be re-energized until they have been patrolled, damages have been repaired and it is safe to do so and that this process could take days or weeks.
    - Coordinate with the Supervisors of Engineering, GIS/IT and Warehouse for implementation and briefings of employees concerning their duties and responsibilities. Reassign employees to other departments if available and needed.
    - Appoint employees to attend EOC meetings and press conferences in each county.
    - Coordinate with the CEO and other Vice Presidents for pre-disaster safety related issues and provide any needed assistance to implement plans for the safety of employees and the public.
    - Ensure work stops as soon as conditions become unsafe to continue.
    - At the CEO's request advise employees to seek shelter in a safe place, reporting back to work when it is safe to do so.
    - Attend city meetings and communicate with the Vice President of Engineering on decisions made by city officials regarding restructure procedures.
    - Attend EOC office and city press conferences.
    - Communicate with EOC contact.
    - Review the Initial Damage Assessment Procedure.
    - Review disaster assignments.
    - Coordinate system preparations with other Vice Presidents and report status to the CEO.
    - Contact each governmental authority who has mandated distribution circuits, or portions thereof, to be de-energized and inform them that such circuits will not be re-energized until they have been patrolled, damages have been repaired and it is safe to do so and that this process could take days or weeks.
    - Ensure all employees scheduled to work at Tyndall AFB have the proper identification cards.
    - Prepare and secure the Tyndall office and warehouse facilities and get them ready for the storm.
    - Make sure transportation facilities are anchored down.
    - Contact accounting for the work order number used for disaster recovery.



- Check the amount of liquid chlorine on hand is sufficient enough to begin restoration efforts.
- Coordinate with the CEO and other Vice Presidents for pre-disaster safety related issues and provide any needed assistance to implement plans for the safety of employees and the public.
- Keep the CEO informed as the condition of the cooperative's pre-disaster preparation progress.
- Ensure work stops as soon as conditions become unsafe to continue.
- At the CEO's request advise employees to seek shelter in a safe place, reporting back to work when it is safe to do so.
- **Supervisor of Military Affairs**
  - Assist in preparing and securing the Tyndall office and warehouse facilities for the storm.
  - Assist in anchoring down the transportation facilities.
  - Inform the Warehouse Supervisor of needs for material, supplies, services, etc. that may require pre-disaster contact with vendors.
  - Contact accounting for the work order number used for disaster recovery.
  - Assist in checking liquid chlorine amounts on hand. Make arrangements to purchase more if needed before disaster occurs.
  - Make sure all vehicle fuel tanks, equipment fuel tanks and extra fuel tanks are full.
  - Keep accurate records of fuel usage by all employees or contractors working for GCEC at Tyndall AFB.
  - Coordinate any needed equipment or vehicle repairs with the Manager of Operations.
  - Keep accurate records of equipment and vehicle repairs completed at Tyndall AFB.
  - Coordinate with the Vice President of Military Affairs and Vice President of Operations for pre-disaster safety related issues.
  - Ensure work stops as soon as conditions become unsafe to continue.
  -
- **Supervisor of GIS/IT**
  - Review and document the procedure for using a backup internet connection.
  - Ensure servers and storage area networks are in working condition.
  - Resolve IT related user problems as they arise.
  - Ensure back up procedures are completed according to plan.
  - Perform emergency hardware and network access requirements.
  - Perform any emergency reporting needs.
  - Assure employees power off all equipment not in use and cover with plastic bags.
- **Warehouse Supervisor**
  - Contact accounting for the work order number used for disaster recovery.
  - Ensure that in-house storm stock is in supply.
  - Ensure construction, ROW and service crews are properly stocked.
  - Ensure Southport, Tyndall and Wewahitchka offices are properly stocked.
  - Coordinate with other employees on the proper stocking of equipment being received.
  - Determine supply needs that will require pre-disaster contact with vendors.
  - Notify vendors of needs of common material (splices, conductor, crossarms, service wire, etc.).
  - Record vendors inventory of common material (splices, conductor, crossarms, service wire, etc.).
  - Maintain communication with Vice Presidents.
  - Monitor inventory levels closely to maintain for restoration purposes in all warehouses.

- Ensure that all fuel tanks are filled at both offices.
- Contact fuel suppliers and material vendors to arrange for deliveries to the offices.
- Supervise and coordinate the topping off of fuel tanks.
- Ensure accurate records of fuel usage are kept.
- Secure the warehouses and material storage areas.
- Assist in securing office facilities and preparing them for the storm.
- Determine that all final deliveries of fuel and supplies have been received.
- **Vice President of Marketing and Communications**
  - Review the Initial Damage Assessment Procedure.
  - Review disaster assignments.
  - Coordinate system preparations with other Vice Presidents and report status to the CEO.
  - Hold a conference with staff to ensure that all employees understand their responsibilities.
  - Communicate with the CEO and dispatch for the latest information available.
  - Serve as the news media contact and office spokesperson.
  - Write, proof, approve and send out all news releases.
  - Proof and approve all internal newsletters.
  - Update website, message boards and social media accounts.
  - Contact the establishments that have agreed to provide food and lodging.
  - Make folders of hotels in your area that we will be using with contact name, phone numbers and number of rooms available.
  - Make folders for each hotel or lodge with directions typed out as well as maps.
  - Coordinate the purchase of towels, wash cloths, sheets, blankets, pillows, inflatable mattresses and pumps for the Southport office.
  - Coordinate the purchase of soap, shampoo, conditioner, tooth brushes, toothpaste, gold bond powder, lotion, bug spray, hand cleaner and medical need items for the Southport office.
  - Coordinate the purchase of snacks, drinks, fresh fruit, supplies for serving food, ziploc bags, boxes to carry items into field and ice chests for the Southport office.
  - Purchase and coordinate the delivery of bulk ice and the storage equipment to keep bulk ice at all offices.
  - Contact accounting for the work order number that will be used for disaster recovery.
  - Secure a location where food and food serving supplies can be stored for easy preparation.
  - Purchase snack bags, fresh fruit, food serving supplies, medical need items and other items requested as needed.
  - Obtain a supply of large, heavy duty garbage bags for laundry.
  - Secure a place to collect all receipts.
  - Help set up tables and chairs for meals.
  - Coordinate with the CEO and other Vice Presidents for pre-disaster safety related issues and provide any needed assistance to implement plans for the safety of employees and the public.
  - Review medical priority accounts with other Vice Presidents and county authorities for possible evacuation.
  - Make contact with local emergency operations centers to advise of medical priority accounts.
  - Keep the CEO informed as the condition of the cooperative's pre-disaster preparation progress.
  - Ensure work stops as soon as conditions become unsafe to continue.
  - At the CEO's request advise employees to seek shelter in a safe place, reporting back to work when it is safe to do so.

- **Vice President of Member Services**

- Review the Initial Damage Assessment Procedure.
- Review disaster assignments.
- Coordinate system preparations with other Vice Presidents and report status to the CEO.
- Implement office employee briefings concerning duties and responsibilities.
- Determine a cutoff time for posting cash receipts and making bank deposits.
- Determine if checks should be processed in advance after consultation with the CFO.
- Enter all completed meter books into the system.
- Formulate a target member population message for automatic calling; implement same accounts that are off because of governmental mandate.
- Assist in training users to update the status of accounts that are off because of mandate.
- Schedule call center shifts.
- Formulate dispatcher and OMS work schedules.
- Help in answering member questions by providing updated information to call center employees.
- Coordinate with the CEO and other Vice Presidents for pre-disaster safety related issues and provide any needed assistance to implement plans for the safety of employees and the public.
- Keep the CEO informed as the condition of the cooperative's pre-disaster preparation progress.
- Ensure work stops as soon as conditions become unsafe to continue.
- At the CEO's request advise employees to seek shelter in a safe place, reporting back to work when it is safe to do so.

- **Chief Operating Officer**

- Review the Initial Damage Assessment Procedure.
- Review disaster assignments.
- Coordinate with Southport, Wewahitchka and Tyndall Supervisors with regards to crew and equipment needs.
- Ensure construction, ROW and service crews are properly stocked.
- Contact accounting for work order number used for disaster recovery.
- Contact the Warehouse Supervisor for disaster supply inventory.
- Verify office and transportation facilities have been properly anchored down and are ready for the storm.
- Coordinate system preparations with other Vice Presidents and report status to the CEO.
- Implement employee briefings concerning duties and responsibilities. Assign personnel to work initially either in Southport, Tyndall or Wewahitchka district, depending on where manpower needs seem to be, evaluating the projected storm path as much as possible.
- Coordinate with the CEO and other Vice Presidents for pre-disaster safety related issues and provide any needed assistance to implement plans for the safety of employees and the public.
- Keep the CEO informed as the condition of the cooperative's pre-disaster preparation progress.
- Ensure work stops as soon as conditions become unsafe to continue.
- At the CEO's request advise employees to seek shelter in a safe place, reporting back to work when it is safe to do so.

- **Manager of Operations**

- Assist in preparing and securing the offices and warehouses for the storm.

- Supervise the anchoring down of office and transportation facilities. Verify they are all secure and ready for the storm.
- Assist in assuring the construction, ROW and service crews are properly stocked.
- Contact accounting for the work order number used for disaster recovery.
- Inform the Warehouse Supervisor of needs for material, supplies, services, etc. that may require pre disaster contact with vendors.
- Supervise the proper stocking of the Southport and Wewahitchka construction, ROW and service crews and equipment.
- Ensure that all vehicles and equipment are fueled and ready for service.
- Coordinate any needed equipment or vehicle repairs.
- Ensure all vehicles and buildings are tied down and secure.
- Ensure work stops as soon as conditions become unsafe to continue.
- **Mechanic**
  - Procure additional transportation supplies for vehicles (batteries, etc.).
  - Ensure vehicle repair work is completed.
  - Ensure accurate records of repairs are kept for equipment and vehicle repairs.
  - Assist in anchoring down transportation facilities.
- **Supervisors of Construction, ROW and Service**
  - Participate in review of hurricane procedures.
  - Stay in constant communication with the Vice President and Manager of Operations.
  - Implement employee briefings concerning duties and responsibilities.
  - Suspend normal work duties.
  - Ensure that the offices have emergency radio/communication systems operable in case of no power.
  - Ensure that the offices have the generators operable.
  - Inform the Warehouse Supervisor of needs for material, supplies, services, etc. that may require pre disaster contact with vendors.
  - Contact the Warehouse Supervisor for disaster supply inventory.
  - Coordinate and assist the Warehouse Supervisor with proper stocking of equipment.
  - Check all equipment and vehicles for tools and supplies.
  - Coordinate any needed equipment or vehicle repairs with the Manger of Operations.
  - Keep accurate records of fuel usage by crews.
  - Coordinate with the Vice President of Operations for pre-disaster safety related issues.
  - Coordinate post-storm ROW needs.
  - Locate all equipment and vehicles in a safe location.
  - Store material in a safe manner to prevent wind damage.
  - Assist in anchoring down the office and transportation facilities.
  - Assist in preparing and securing the offices and warehouse facilities for the storm.
  - Assist in topping off all vehicle and equipment fuel tanks.
  - Keep accurate records of repairs needed on equipment and/or vehicles.
  - Ensure work stops as soon as conditions become unsafe to continue.
  - At the CEO's request advise employees to seek shelter in a safe place, reporting back to work when it is safe to do so.

## **Post-Disaster Position Descriptions – Phase V 2017 Disaster Plan**

- **CEO/General Manager**
  - Assist with the preparation of damage assessments in conjunction with Engineering, Marketing and Communications, Military Affairs and Operations.
  - Alert Statewide Association and contractors of the possible need to use outside help (Statewide Emergency Assistance Plan).
  - Assist the Vice President of Marketing and Communications with news media releases.
  - Monitor activities in all areas to ensure that procedures are universally administered.
  - Authorize credit card limit changes.
  - Set aside purchasing policies as required.
  - Overall responsible for all post-disaster activity.
  - Make changes as required in organization and/or major functionality allowing for a flexible, efficient restoration.
  - Get the lights on quickly, efficiently, and safely.
  - Terminate the Disaster Mode Organization Structure.
  - Determine working hours and relay this information to all Vice Presidents.
  - Provide periodic updates regarding the disaster and recovery to the Board of Directors.
  - Authorize the de-energizing of distribution circuits as mandated by governmental authorizes.
  - Authorize the closing and opening of offices for normal business.
  - Authorize and determine the charges for meter poles, meter bases and associated equipment.
  - Get disaster damage assessment.
- **Supervisor of Accounting**
  - Maintain contact with the CEO for advisement.
  - Coordinate disaster accounting procedures.
  - Act as the liaison between the cooperative and FEMA as well as any other federal or state agencies.
  - Provide employees with post-disaster information and services (FEMS, State, EMA, etc.)
  - Prepare and maintain financial and disaster data reports as needed for financial relief or assistance from FEMA.
  - Coordinate communication with all offices and marketing.
  - Create and distribute special disaster accounting and finance reports and memos as needed.
  - Assign employees as needed to telephone response, meal preparation assistance or warehouse for recordkeeping.
  - Ensure that work progresses in an orderly, prioritized fashion.
  - Get disaster damage assessment.
  - Handle key accounts.
  - Maintain estimates of damage to buildings and similar properties making sure it is carefully documented and kept separate from line expenses.
  - Keep proof of workers compensation coverage for all contract crews on file. Any non-compliance will be considered a serious safety violation.
  - Coordinate receipt of accounting information from contractors.
  - Coordinate special reporting needs.
  - Cut emergency checks.

- Adjust credit card limits and maintain records.
- Complete credit card applications and distribute cards as needed; maintain records.
- Keep the CEO informed of cash flow and status of accounting functions.
- Accumulate cost estimates for FEMA and other agencies.
- **Secretary**
  - Assist CEO as directed.
  - Secure name tags and distribute to other offices if needed.
  - Coordinate the purchase and distribution of snacks, drinks, fresh fruit, supplies for serving food, ziploc bags, boxes to carry items into field and ice chests for all offices as needed.
  - Coordinate the purchase and distribution of towels, wash cloths, sheets, blankets, pillows, inflatable mattresses and pumps for all offices as needed.
  - Coordinate the purchase and distribution of soap, shampoo, conditioner, tooth brushes, toothpaste, gold bond powder, lotion, bug spray, hand cleaner and medical need items for all offices as needed.
  - Ensure that receipts are obtained for all items purchased. A location for receipts should be available.
  - Designate a person in the field that will deliver the food to the crews.
  - Assign team members to deliver plates to the designated person in the field.
  - Assign help to set up and clean up meals.
  - Assign help to prepare the needed number of carry out plates for crews in the field.
  - Set up a drop off and pick up place (at each area) for laundry and make sure it is large enough to hold several bags of laundry. Give this location to the crews.
  - Make laundry tags and have ready for laundry bags.
  - Set up shelter areas.
  - Supply camps with clean towels and linens.
  - Change linens at facilities every other day where no cleaning contract is available.
  - Supply rooms with needed toiletries and keep them supplied.
  - Make sure toiletries are available at all offices and locations where they might be needed.
  - Create banners for all eating areas.
  - Set up message board monitors for TV coverage.
  - Help set up tables and chairs for meals.
  - Secure location for snack bags and fruit supplies.
  - Bag snack bags to go and keep those supplied.
  - Deliver sandwiches, etc. when leading crews to rooms where workers have come in and need to go to bed but need to eat first.
  - Help prepare the needed number of carry out plates for those working in the field. (Expect the number of carry out plates to change daily.)
  - Assure the caterer has enough food to serve at each meal.
  - Ensure an adequate supply of drinks, snacks, fruit, ziploc bags, boxes and ice. Purchase as necessary.
  - Make sure of turnaround time for laundry and communicate to crews.
  - Be prepared to buy and deliver clothes if items are lost by cleaning service.
  - Update restoration progress daily on banners in eating areas.
- **Vice President of Engineering**
  - Direct the Engineering crews to begin damage assessment as soon as safe.
  - As soon as safe and as needed, assist in the initial damage assessment of the more heavily damaged areas of the system.
  - Review all initial damage inspection forms for completion.
  - Ensure distribution circuits, or portions thereof, are de energized as authorized by the CEO.

- Conduct detailed damage assessment of circuits.
- Get disaster damage assessment.
- Lead in preparation and planning for each office.
- Ensure appointed employees are attending EOC meetings and press conferences in each county.
- Coordinate the restoration of transmission and substation facilities with PowerSouth.
- Contact each governmental authority who has mandated distribution circuits, or portions thereof, to be de-energized and inform them that such circuits will not be re-energized until they have been patrolled, damages have been repaired and it is safe to do so and that this process could take days or weeks.
- Responsible for Wewahitchka District activity if Vice President of Operations is working in the Southport area.
- Coordinate city and county special preparations and requirements with each office.
- Ensure constant communication with city and county engineers regarding inspections that have been received from each municipality.
- Keep MSR's aware of any changes in procedures made by city officials.
- Coordinate GIS/IT disaster recovery.
- Communicate to area leaders the location of damaged AMI equipment.
- Coordinate initial damage assessment of communication facilities, SCADA facilities, UPS systems, re-closer controls and regulator controls.
- Assure crews are briefed on working hours and that these hours are not exceeded.
- Get the lights on quickly, efficiently and safely.
- Ensure that work progresses in an orderly, prioritized fashion.
- Keep the CEO informed as the condition of the cooperatives electrical system and progress of the restoration effort.
- Ensure that restoration work is completed in accordance with accepted engineering standards.
- Ensure that the nature and location of any temporary restoration work is safe and recorded.
- Repair communication towers, antennas and other communication facilities.
- Repair RTU's, re-closer controls, regulator controls and UPS systems.
- Distribute and review outage reports two (2) times per day.
- When normal work routines are again established, all excess material will need to be credited back in with material charged to proper work orders at that time.
- Assure crews are briefed on working hours and that these hours are not exceeded.
- Attend meetings and press conferences (city, EOC, etc.) and communicate any decisions made by city officials regarding restructure procedures with the Vice President of Engineering.
- Communicate with the EOC contact.
- Assist with the preparation of damage assessment in conjunction with Engineering, Marketing/Communications and Operations.
- Assure crews are briefed on working hours and that these hours are not exceeded.
- Ensure that work progresses in an orderly, prioritized fashion.
- Get service restored quickly, efficiently and safely.
- Ensure that restoration work is completed in accordance with accepted engineering standards.
- Check the water supply immediately; if the Bay County system is down begin the emergency start-up procedures.
- Assess all buildings and grounds and complete or coordinate repairs as needed.

- Assure crews begin initial damage assessments according to the TAFB critical facility list.
- Ensure damage assessments for buildings and similar properties are kept separate from line expenses.
- Establish port-o-let locations at each office facility if required.
- Coordinate dumpster needs with warehouse personnel at each office.
- **Supervisor of Military Affairs**
  - Assist with damage assessment.
  - Assure crews are briefed on working hours and that these hours are not exceeded.
  - Assist the Vice President and Manager of Operations with coordinating specific reporting responsibilities to crews.
  - Coordinate and accept all assignments from management.
  - Prepare for the restoration of power and water.
  - Assist in immediately checking the water supply; if the Bay County system is down begin the emergency start-up procedures.
  - Assist the Vice President and Manager of Operations with records for the damage assessment.
  - Coordinate with the Vice President and Manager of Operations on road clearing problems.
  - Get service restored quickly, efficiently and safely.
  - Ensure that restoration work is completed in accordance with accepted engineering standards.
  - Ensure that work progresses in an orderly, prioritized fashion.
  - Maintain records of all repairs and times of completion for reporting purposes.
  - Maintain records of all locations that are not returned to active service.
- **Supervisor of GIS/IT**
  - Perform IT disaster recovery.
  - Ensure servers and storage area networks are in working condition.
  - Perform emergency hardware and network access requirements.
  - Assist in network testing.
  - Coordinate with each office on telephone system repairs.
  - Resolve IT related user problems.
  - Publish electronic phone number list as numbers change.
- **Warehouse Supervisor**
  - Contact suppliers for material and have one contact person from the suppliers with their cell phone.
  - Notify vendors of needs of common material (splices, conductor, crossarms, service wire, etc.).
  - Record vendors inventory of common material (splices, conductor, crossarms, service wire, etc.).
  - Purchase material as needed.
  - Communicate the purchase order number to vendors for disaster related purchases.
  - Coordinate delivery of material.
  - Get with accounting to check on receiving material and physical inventory.
  - Assist in receiving material and verifying invoices.
  - Secure packing lists and freight bills in a designated area.
  - Assist with physical inventory if needed.
  - Ensure each warehouse receives adequate quantities and types of material.
  - Update the Vice President of Engineering and Operations on critical or out of stock items.
  - Ensure crews and equipment are properly stocked.



- Perform physical inventory per accounting guidelines.
- Maintain inventory levels sufficient for disaster recovery.
- Assist in issuing and loading material for crews.
- Keep track of material issued by contractor/crew.
- Consolidate like material in the warehouse when possible.
- Move material to staging areas around warehouse dock.
- Stack high use items (splices, fuses, etc.) on pallets for quick access.
- Assist in estimating the amount of help needed in the warehouse.
- Secure additional warehouse help for all areas.
- Identify the number of outside employees providing help in each warehouse each day.
- Coordinate warehouse help in making hand coils of overhead conductor.
- Box, count, label and palletize material that is returned.
- Clean up trash boxes and scrap from warehouse.
- Ensure adequate fuel supplies at all times.
- Arrange for fuel delivery using regular fuel suppliers.
- Ensure accurate records of fuel usage are kept for cooperative crews and contractor crews.
- Ensure adequate supply of flashlights, batteries, rain suits, etc.
- Ensure damage to buildings and similar properties is carefully documented and kept separate from line expenses.
- When a normal work routine is again established, all excess material will be credited back in with material charged to proper work orders at that time.

### **Vice President of Marketing and Communications**

- Get disaster damage assessment.
- Serve as the news media contact and office spokesperson.
- Communicate with the CEO and dispatch for the latest information available.
- Write, proof and send out all news releases and internal newsletters.
- Update website, message boards and social media accounts.
- Take photographs and post-disaster videos.
- Communicate updated information to MSR's
- Keep MSR's aware of any changes in procedures made by city officials.
- Provide employees with post-disaster information and services (FEMA, State, EMA, etc.).
- Ensure that work progresses in an orderly, prioritized fashion.
- Assist in locating day care facilities as needed.
- Provide all contract crews with temporary I.D. cards.
- Secure name tags and distribute to other offices if needed.
- Plan for the provision of food, water and housing for cooperative personnel and out-of-town crews, if required.
- Coordinate the purchase and distribution of snacks, drinks, fresh fruit, supplies for serving food, ziploc bags, boxes to carry items into field and ice chests for all offices as needed.
- Coordinate the purchase and distribution of towels, wash cloths, sheets, blankets, pillows, inflatable mattresses and pumps for all offices as needed.
- Coordinate the purchase and distribution of soap, shampoo, conditioner, tooth brushes, toothpaste, gold bond powder, lotion, bug spray, hand cleaner and medical need items for all offices as needed.
- Purchase and coordinate the delivery of bulk ice and the storage equipment to keep bulk ice at all offices as needed.
- Ensure that receipts are obtained for all items purchased. A location for collect receipts should be available.

- Designate a person in the field that will deliver the food to crews.
- Assign team members to deliver plates to the designated person in the field.
- Assign help to set up and clean up meals.
- Assign staff to appropriate duties relating to meals, lodging or assisting MSR's with answering telephone calls and member response.
- Assign help to prepare the needed number of carry out plates for crews in the field.
- Set up a drop off and pick up place (at each area) for laundry and make sure it is large enough to hold several bags of laundry. Give this location to the crews.
- Make laundry tags and have ready for laundry bags. Distribute tags to other offices if needed.
- Assign rooms at hotels, lodges, camps and other facilities.
- Enter crew and lodging data into database.
- Set up shelter areas.
- Provide lodging for caterers at main office facilities if needed.
- Supply camps with clean towels and linens.
- Change linens at facilities every other day where no cleaning contract is available.
- Supply rooms with needed toiletries and keep them supplied.
- Make sure toiletries are available at all offices and locations where needed.
- Create banners for all eating areas. Distribute to other offices if needed.
- Set up message board monitors for TV coverage.
- Help set up tables and chairs for meals.
- Secure location for snack bags and fruit supplies.
- Bag snack bags to go and keep those supplied.
- Deliver sandwiches, etc. when leading crews to rooms where workers have come in and need to go to bed but need to eat first.
- Help prepare the needed number of carry out plates for those working in the field. (Expect the number of carry out plates to change daily.)
- Assure the caterer has enough food to serve at each meal.
- Ensure adequate supply of drinks, snacks, fruit, ziploc bags, boxes and ice. Purchase as necessary.
- Make sure of turnaround time for laundry and communicate to crews.
- Be prepared to buy and deliver clothes if items are lost by cleaning service.
- Prepare and distribute database generated reports.
- Update reports on restoration to the news media as directed by the CEO.
- Update restoration progress daily on banners in eating areas.
- Find special interest stories or information to share with contract and visiting cooperative employees each night. Distribute to other offices if needed.
- Coordinate the "check-out" of outside employees when leaving the cooperative.
- Assist with preparation of damage assessments (video, photo, etc.).
- **Vice President of Member Services**
  - Maintain contact with the CEO for advisement.
  - Assist with the coordination of communication between MSR's, dispatch and Marketing/Communications.
  - Formulate dispatcher, OMS and MSR's work schedules.
  - Coordinate telephone operations and response to member calls and inquiries about the restoration of power.
  - Coordinate with the Vice President of Marketing and Communications for the administration of food and lodging, using office personnel as needed.

- Ensure communication with field personnel regarding information from members of outages and restoration is done via radio.
  - Ensure member calls are being answered.
  - Ensure payments are being processed.
  - Ensure dispatch functions are being performed.
  - Train dispatchers and OMS users to update the status of accounts that are off because of government mandate.
  - Assist with telephone system administration.
  - Assist with the preparation of damage assessment in conjunction with Engineering, Marketing/Communications and Operations.
  - Ensure that work progresses in an orderly, prioritized fashion.
  - Assess damage to the AMI communication system.
  - Communicate the location of damaged AMI equipment.
  - Maintain a database of AMI equipment being replaced due to storm.
  - Get disaster damage assessment.
  - Keep MSR's aware of any changes in procedure made by city officials.
  - Notify the call center with all information pertaining to city and counties in our service territory.
  - Ensure that the call center is informed of received inspections.
  - Ensure the city inspections have account numbers or meter numbers and are referenced to individual accounts for data entry.
  - Keep inventory of received inspections and completed work.
  - Ensure data updates are entered into the computer as needed.
  - Update OMS records with account status.
  - Provide employees with post-disaster information and services (FEMA, State, EMA, etc.).
  - Provide employees with list of contractors available to assist in remedial and permanent post-disaster repairs needed at residences.
  - Provide employees with list of contractors available to assist in tree and limb removal.
  - Handle special member situations as they arise.
  - Handle key account questions.
  - Formulate a target member population message for automatic calling.
  - Update outage reports daily; provide to all Vice Presidents.
  - Coordinate any special reporting needs.
- **AMI Specialist**
    - Assess any damage to AMI Communication system.
    - Communicate to the Vice President of Member Services and Operations the location of damaged equipment.
    - Maintain a database of AMI equipment being replaced due to the storm.
- **Chief Operating Officer**
    - Stay in constant contact with the CEO and other Vice Presidents.
    - As soon as safe and as needed, assist in the initial damage assessment of the more heavily damaged areas of the system.
    - Review all initial damage inspection forms for completion.
    - Get disaster damage assessment.
    - Implement procedures to begin restoring service.
    - Determine available personnel and their locations.
    - Lead in the preparation and planning for crews.
    - Get the lights on quickly, efficiently and safely.

- Estimate the number of construction, ROW and service crews needed; equipment needs; and any other special needs for the entire system using input from other Vice Presidents, Manager of Operations and Supervisors at each office.
- Make initial contact with FECA regarding outside cooperative help (line workers, warehouse, dispatch, mechanics, etc.).
- Contact construction and ROW contractors and assure email is monitored for their availability responses.
- Coordinate with each office on crew and equipment needs as availability responses arrive from outside crews.
- Obtain complete data and ensure all information is up-to-date (insurance, position descriptions, etc.) for each contract/cooperative crew upon arrival and departure.
- Distribute a copy of the contractor information collected to the CFO.
- Deliver negotiated contractor rate sheets and other contractor data to the CFO.
- Collect enough additional contractor data so that upon arrival of contract employees the Vice President of Marketing and Communications knows which location the contract employees will report to for lodging and food needs.
- Report the number of contract and outside cooperative employees working on restoration daily to the CEO, CFO and Vice President of Marketing and Communications.
- Determine working hours.
- Assure crews are briefed on working hours and that these hours are not exceeded.
- Ensure all switching and tagging procedures are in effect for all applicable situations (see GCEC policy). All switching should be called back on the company radio to help ensure that everyone can hear and understand what is taking place.
- Prepare proper paperwork for storm reconnects and disperse to crews.
- Ensure that restoration work is completed in accordance with accepted engineering standards.
- Ensure that the nature and location of any temporary restoration work is safe and recorded.
- Ensure that work progresses in an orderly, prioritized fashion.
- Supervise restoration work.
- Ensure constant communication with the crew chief and lead contract crews to work destinations as needed.
- Inform the Manager of Operations and Supervisors regarding outside crew production concerns.
- Lead crews, contractor crews and outside utility crews as assigned.
- Ensure repairs to equipment and vehicles are completed.
- Coordinate reassignment of line restoration resources as required.
- Direct ROW clearance (lock-out, tag-out procedures).
- Responsible for line sectionalizing and “low side” bus at substations.
- Coordinate outside employee transfers from area to area.
- Coordinate the “check-out” and “check-in” of outside employees when transferred from one location to another.
- Coordinate the “check-out” of outside employees when leaving the cooperative.
- Coordinate all emergency field crew operations.
- Responsible for communications and coordination with PowerSouth Energy Cooperative Control Center.
- Coordinate the restoration of transmission and substation facilities with PowerSouth.
- Keep in contact with PowerSouth’s Operations Department to stay updated on the status of the transmission system outages.

- Monitor outside crew production.
- Keep the CEO and other Vice Presidents informed of the condition of the cooperatives electrical system and the progress of the restoration effort(s).
- Inform the Manager of Operations and Supervisors of the amount and type of equipment available.
- Print out reports daily and give to each area supervisor.
- Provide employees with post-disaster information and services (FEMA, State, EMA, etc.).
- Provide employees with a list of contractors available to assist in remedial and permanent post-disaster repairs.
- Provide employees with a list of contractors available to assist in tree and limb removal.
- Coordinate the removal of trees, limbs, etc. that need attention for occupancy purposes or prevent or mitigate further damage.
- Coordinate emergency assistance for employees.
- Assist in transportation issues as needed.
- Have a first aid station at each location with EMT from 5 a.m. – 8 a.m. and 8 p.m. – 11 p.m.
- Check that the first aid station is operational at the assigned times.
- Provide professional grade security at each office 24-hours per day as needed pending, during and after the disaster.
- Administer security contracts.
- Coordinate security personnel placement at offices as needed.
- Coordinate with the Supervisor of Engineering on the need for the National Guard security at each office locations (disaster declarations).
- Coordinate special reporting needs.
- Coordinate inspections from the city and county departments.
- Coordinate any special city or county preparations.
- Coordinate safety meetings and other safety related issues with other Vice Presidents, the Manager of Operations and Supervisors.
- Conduct daily meetings on safety, unusual circumstances and any changing priorities.
- **Manager of Operations**
  - As soon as safe and as needed, assist in the initial damage assessment of the more heavily damaged areas of the system.
  - Get disaster damage assessment.
  - Assure crews are briefed on working hours and that these hours are not exceeded.
  - Establish the number of construction, ROW and service crews needed; equipment needs; and any other special needs. Report these needs to the Vice President of Operations.
  - Monitor email for contractor availability responses.
  - Obtain complete data and ensure all information is up to date (insurance, position descriptions, etc.) for each contract/cooperative crew upon arrival and departure.
  - Supervise crew and lodging data entry into database.
  - Coordinate outside employee transfers from area to area.
  - Ensure constant communication with the Vice President of Operations and lead contract crews to work destination.
  - Lead crews, contractor crews and outside utility crews as assigned.
  - Ensure all switching and tagging procedures are in effect for all applicable situations (see GCEC policy). All switching should be called back on the company radio to help ensure that everyone can hear and understand what is taking place.
  - Monitor outside crew production.
  - Supervise restoration work.

- Ensure that restoration work is completed in accordance with accepted engineering standards.
- Ensure that the nature and location of any temporary restoration work is safe and recorded.
- Ensure that work progresses in an orderly, prioritized fashion.
- Get the lights on quickly, efficiently and safely.
- Coordinate the removal of trees, limbs, etc. that need attention for occupancy purposes or prevent or mitigate further damage.
- Coordinate all safety related issues with the Vice President of Operations.
- **Mechanic**
  - Procure additional transportation supplies for vehicles (batteries, etc.).
  - Coordinate needed equipment and vehicle repairs.
  - Ensure accurate records of repairs are kept for equipment and vehicle repairs.
- **Supervisors of Construction, ROW & Service**
  - Assist with damage assessment.
  - Assure crews are briefed on working hours and that these hours are not exceeded.
  - Assist the Vice President and Manager of Operations with coordinating specific reporting responsibilities to crews.
  - Coordinate and accept all assignments from management.
  - Prepare for the restoration of power.
  - Assist the Vice President and Manager of Operations with records for damage assessment.
  - Coordinate with the Vice President and Manager of Operations on road clearing problems.
  - Provide continuing assessments on ROW needs.
  - Maintain records of all accounts and account locations that are not returned to active service.

## Accounting Department

In Accounting, as in all departments, the different variables of an approaching storm will determine exactly what preparations and/or precautions need to be taken. Some of the things that Accounting will need to consider are:

- I. **Pre-Storm Preparation** – Assume a (3) day warning period.
  - A. Day Three
    1. Tend to personal residence and property – make arrangements and be prepared to be at work for extended working hours after the storm makes landfall.
    2. Consideration is to be made for early preparation of accounts payable checks and member refund checks in the event that the computer system goes down or is damaged for an extended period of time.
  - B. Day Two
    1. All available input data (i.e., accounts payable invoices, CPR/fixed assets entries, inventory transactions, work order updates, purchase order information, etc.) should be entered into the computer.
    2. The Accounting Department will provide the general ledger account numbers and work orders that will be used when filling out time sheets for labor charges. Also, it should be emphasized the importance of detail that needs to be recorded on each individuals time sheet; i.e., specific wording as to the type of work being done, the location and the indication of how it is “storm related” work. This detail is necessary for reimbursement from FEMA.
  - C. Day One
    1. Certain reports will need to be run in order to have records in the event the computer cannot be accessed. For security reasons these reports should be stored on the server and backed-up to both the Wewahitchka and Southport server.
    2. The following hard copy report needs to be run:
      - Stock Status Report
    3. The following reports need to be run and stored on the network:
      - Open Work Orders
      - Open Purchase Orders (Un-invoiced Material)
      - CPR Balances (Plant Inventory by asset number CPHAR)
      - A/P Open Item Report (Trial Balance)
      - POS Open Balance
- II. **Post- Storm Plans**
  - A. All employees are to report to work as soon as possible.
  - B. Once restoration work has been completed, accounting will establish procedures for properly identifying work orders that have been created to place the distribution system in pre-storm conditions.
  - C. Accumulate receipts/records of expenses related to storm; i.e., meals, groceries, supplies, gasoline, etc., for possible FEMA reimbursement. If we send crews to other cooperatives for restoration assistance, we need to keep detailed records of expenses so we can bill the cooperative accordingly.

## Capacity Shortage Plan of Electricity

- I. **Introduction** – As the service territory continues to grow, and as the rate of technological advancement continues to accelerate, members will become increasingly dependent on their electric suppliers to provide an adequate and reliable source of electricity. This increased dependency will be shared by the residential population as well as by commerce and industry.  
PowerSouth develops long range plans to assure the reliability and adequateness of their generation system. However, during periods of abnormal weather or in the event of multiple generator outages, there may be times when reserve margins are to insufficient to meet a first contingency unit loss or when generating capacity is to insufficient to meet member demand.  
The following capacity shortage plan was developed to provide a vehicle for coordinating actions among PowerSouth and its member systems in the event of a generating capacity shortage so as to protect the health, safety and welfare of members served by PowerSouth member systems.
- II. **Purpose** – The purpose of this plan is to establish policies and document procedures to ensure the coordination of efforts between PowerSouth and its member systems in response to a generating capacity shortage. Developing this plan in advance of such a shortage should serve to shorten the duration of the event and minimize the impact on the electrical consumers.
- III. **Definition** – A generating capacity shortage shall be declared when PowerSouth has insufficient generating resources, including purchased power, to supply its firm load obligation.
- IV. **Overview** – This capacity shortage plan is designed to be used during energy emergencies resulting from insufficient generating capacity. It is intended to provide a coordinated response to the many communication, legal, political and technical concerns that might arise during a generating capacity shortage. Local area power outages resulting from causes other than a generating capacity shortage are outside the scope of this plan.  
The Generating Capacity Shortage Plan addresses procedures to be followed by PowerSouth during (1) generating capacity shortage on the system; and (2) procedures to be followed by all member systems to ensure coordinated system wide action.  
PowerSouth’s Energy Control Center is responsible for identifying and declaring a generating capacity emergency. Following the declaration of an emergency condition, the energy control center will notify each member system. Further downward communications, such as local emergency management agencies or local news media, is covered in the Communication/Public Information section of this plan.  
System restoration is complete when firm load reduction has been terminated and the operating margin is such that the additional interruption of firm load on the system is unlikely.
- V. **Communication** – The Generating Capacity Shortage Plan includes procedures for responding to emergencies with time frames ranging from sudden and unexpected outages to those caused by weather systems that can be tracked, allowing for appropriate advanced notice. Included in the Communication/Public Information section are samples of public appeal/conservation messages. It is anticipated that these or similar utility specific message



packets will be provided to local news media in each utilities service area. Messages correspond with actions required by utility consumers during a capacity emergency. All communications with the public, the news media and local and regional governmental agencies shall be the responsibility of the individual participating member system and shall be coordinated so as to be a non-conflict-as practical. Additionally, member system public information departments will share information with each other and other agencies as needed.

Employees should be updated periodically so they can properly and promptly respond to member inquires.

**VI. PowerSouth Responsibility** – A Generating Capacity Emergency will be declared by PowerSouth’s Energy Control Center when PowerSouth has inadequate generating capability, including purchased power, to supply its firm load due a local transmission or distribution outage would not cause implementation of this plan. Each member system will be notified by PowerSouth that a capacity emergency is in effect. PowerSouth will attempt to prevent and/or mitigate the impact of a capacity shortage by adhering to the following sequence of events prior to interrupting any firm load.

- Interrupt non-firm economy sales.
- Purchase emergency power as long as it is available at any price.
- Interrupt any non-firm loads on its system.
- Request its member systems to reduce load pro-rate. Each member system will be requested to reduce load by a given percentage. Each member system may choose to reduce load by any of the following means:
  - Interrupt non-critical feeders and/or substations, either manually or by SCADA (rolling blackouts).
  - Call large usage members and request voluntary curtailment.
  - PowerSouth, upon request, will interrupt radial substations via its SCADA system where possible.
- Under extreme conditions PowerSouth’s Energy Control Center may be required to drop entire stations, without notice, to maintain system integrity. If possible, PowerSouth will attempt to avoid interruption of critical member loads.

**VII. Member System Responsibilities**

- A. Plan Elements** – Each member system should have an energy emergency plan that will enable it to cope with a generating capacity shortage on its system and to mitigate to the fullest extent practical the impact of the emergency on its members. Each member systems emergency plan or procedures should include the following items (not necessarily in the sequence shown):
- Support plans and procedures.
  - Department and personnel responsibilities.
  - Procedures to reduce system use of power.
  - Load reduction guidelines, identification and prioritization of critical loads.
  - Training.
  - Plan revision.
- B. Critical Loads** – When implementing firm load reduction, facilities essential to the health, safety or welfare of the community should be considered in individual utility plans and, insofar as the situation makes it practical, their special needs given highest priority.

Although not an exhaustive list, the following types of installation may be included in this category:

- Hospitals and similar medical facilities.
- Police and fire stations.
- Operations, guidance control and navigation services for public transportation and shipping, including rail, mass transit, licensed commercial air transportation and other forms of transportation.
- Communication services, including telephone and telegraph systems, television and radio stations.
- Water supply and sanitation services, including waterworks, pumping and sewage disposal activities which cannot be reduced without seriously affecting public health.
- Federal activities essential for national defense and state and local activities essential for providing emergency services.

Although these types of members may be given special consideration from the curtailment provisions of this plan, they should be encouraged to install emergency generation equipment if continuity of service is essential. In the case of these types of members when supplied from multiple sources, (such as a hospital with two feeders) efforts should be made to maintain one source in service at all times. Other members who, in their opinion, have critical equipment should install emergency or portable generating equipment.

Although not within the definition of essential services, the special situation of life sustaining medical equipment may be considered on a case-by-case basis in the individual utility plans. Life sustaining medical equipment is defined as equipment:

- Which is necessary to sustain life of the user.
- Which has been prescribed by the user's physician.
- Where any interruption of electricity to such equipment poses an immediate threat to the user.

Each member system should consult with members in this category to ensure that they fully understand the need for sufficient and proper backup power sources. In addition, during emergency conditions, cooperation and coordination should be provided to community service agencies and other governmental units which make special provisions for the needs of those with life sustaining medical equipment.

- C.** Communication and Conservation – Following the declaration of a capacity shortage by PowerSouth's Energy Control Center, each member system should refer to the capacity shortage section of the Communication/Public Information Plan.

This plan contains procedures for:

- Making public appeals for conservation.
- Notifying emergency agencies.
- Notifying critical loads.

Internal load reduction by each system should be accomplished by the following means:

- Turn off indoor/outdoor lighting.
- Turn off microcomputers, printers, copiers, and other office equipment except as they are being used.
- Reset thermostats.
- Turn off auxiliary equipment except as needed for safety and reliability.

- D.** Load Reduction – If voluntary load curtailment and conservation are insufficient to alleviate the capacity shortage, the next step will be to reduce firm load. PowerSouth's

Energy Control Center will contact each member system and request them to drop a percentage of their load.

Load reduction requests would likely be in the range of 5% to 10%. Each member system should have a list of feeders that they can drop to provide such a reduction. Feeders should be rotated on a cycle that minimizes the impact on individual members. Cycles longer than 15 minutes tend to increase the problem with cold load pickup when feeders are returned to service.

- VIII. Load Reduction** – The capacity shortage will be terminated and firm load will be restored when the operating margin is such that an additional interruption of firm load on PowerSouth’s system is unlikely. PowerSouth Energy Control Center will notify each member system when load restoration is to begin. Please confirm with PowerSouth that all firm loads have been restored. The Communications/Public Information Plan contains communication procedures to be followed during load restoration. It also contains sample media messages for use at this time.
- IX. Rolling Blackout Procedures** – In the event of a disaster that would cause a substation, combinations of substations or our power supplier not to be able to supply the extra power demand, it will be necessary to reduce the load to keep the substation(s) or power supplier from tripping off from overload. To reduce this extra load one of the procedures that can be utilized is one of rolling blackouts. This is a plan of turning off at least one circuit out of a substation for a period of time then turning another circuit off for the same amount of time while turning the previous circuit back on. This would rotate through all the circuits involved until it came back around to the first circuit. This would continue until the emergency passed; then all circuits would return to normal operation. Depending upon the severity of the problem this may involve more than one substation, as in the case of the problem being with the power supplier. If the problem becomes unmanageable by rotating circuits in several substations it may be more productive to rotate outages among substations instead of circuits.
- X. Rolling Blackout Plan**
- A. Problems with Individual Stations** – On the affected substation start the rolling blackout with the number one circuit for one hour and then roll to circuit two and continue to each circuit until the last one is turned off. Once all circuits have gone through the rotation it will start over again with circuit one and continue until the emergency is over. Return all circuits back to normal when the emergency is over.

# Computer Security Incident Response Plan (CSIRP)

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## I. Definitions

- A. Security Incident** – For the purpose of this document; this term is a synonym of Computer Security Incident: any adverse event which compromises some aspect of computer or network security. A security incident may include any of the following:
- 1. Classifications**
    - i. Loss of confidential information** – Any confidential information that has been disclosed without authorization (data theft).
    - ii. Compromise to the integrity of information** – Any company data that is intentionally damaged or modified without authorization.
    - iii. Denial of Service** – Any attempt to make a computer resource unavailable to its intended users.
    - iv. Misuse of Service** – Any abuse of company data or IT assets.
    - v. Damage to Systems** – Any intentional damage to physical IT assets including computers, storage devices, printers, etc.
    - vi. Theft** – Any unauthorized removal of physical IT assets including computers, storage devices, printers, etc.
    - vii. Infection** – Any malicious software that is loaded on to the network with the potential to compromise data integrity or loss of confidentiality of information.
    - viii. Intrusion** – Any attempt to gain unauthorized access to the network or computer resources.
  - 2. Priority and Urgency** – Identify the response level of effort (LoE) for a given type of incident.
    - i. Threats to physical safety** – Any threat to human safety.
    - ii. Root attacks** – System level attacks to any host or system.
    - iii. Compromise of restricted confidential service accounts or software areas** – In particular, those used for IT applications containing confidential information, or those used for system administration.
    - iv. Compromise of individual user accounts.**
    - v. Compromise of desktop systems.**
    - vi. Denial of Service** – “Flood” of messages with the intention of slowing or stopping other network traffic.
    - vii. Threats, harassment, or criminal offenses involving individual user accounts** – Harassment. Definition: Conduct that is unwelcome or intimidating to the victim.
    - viii. Forgery, misrepresentation, or misuse of resources** – Fraud. Definition: Use of GCEC’s computing resources to defraud victims (Identity Theft).
    - ix. Malicious code attacks** – Harmful software programs, such as viruses, that destroy files, steal passwords or otherwise cause damage.
    - x. Others** – Types of incidents other than those mentioned above will be prioritized according to their apparent severity and extent.
      - a. Copyright infringement** – Unlicensed or unauthorized copying of copyrighted materials or proprietary software.
      - b. Inappropriate bandwidth usage** – Excessive non-work related use of the network for downloading or transferring large files.
      - c. Spam** – Mass mailing of unsolicited or unwanted email.

**B. Incident Response Team (IRT)**

1. Mission Statement – The purpose of the IRT is to provide information and assistance to employees in implementing proactive measures to reduce the risks of computer security incidents as well as responding to such incidents when they occur.
2. Members of the IRT –
  - i. Vice President of Engineering
  - ii. Vice President of Marketing and Communications
  - iii. Vice President of Member Services
  - iv. Vice President of Operations
  - v. Supervisor of GIS/IT

**II. Incident Handling Process**

- A. Determine if an Incident has Occurred – Some activities may not warrant IRT action.
  1. Contact IRT leader.
  2. If the IRT is to be activated, the leader documents the incident in question.
- B. Contain the Incident – Prevent problems with affected areas from spreading.
  1. Identify and isolate the area under investigation.
  2. Notify law enforcement personnel and legal advisory if applicable.
  3. Notify public relations advisory if necessary.
  4. Document containment information.
- C. Eradicate the Incident – Take actions to put an end to whatever caused the incident.
  1. Gather evidence.
  2. Identify the source of the incident.
  3. Determine the full extent of the incident.
  4. Implement stopgap measures to eliminate any active threats.

**III. Recovery Process and Follow-Up**

- A. Assess Damages – What is the impact of the incident on GCEC?
  1. Identify the affected systems and networks.
  2. Identify the affected area.
  3. Identify the possible causes of remediation.
- B. Reverse Damages if Possible – Minimize the costs, both tangible and intangible, associated with the incident.
  1. Restore affected data from backup.
  2. If necessary, the Vice President of Marketing and Communications may plan to make a statement to members concerning the incident.
- C. Nullify the Source of the Incident – Prevent recurrence of the same incident.
  1. Patch any open vulnerabilities.
  2. Improve access restrictions to the affected areas.
  3. Further remediation as necessary.
- D. Review the Incident – Learn from incidents in the past.
  1. Determine why the incident was able to occur.
  2. Determine if the appropriate safeguards are in place to prevent recurrence.

3. Determine the risk level of similar incidents to other information assets.
- E. Review the Incident Handling Plan – Adapt and increase efficiency in the response process.
  1. Validate that the incident handling and response plan was appropriate.
  2. Modify the incident handling plan with new insight gained.
- F. Documentation – Keep records of incidents.
  1. Create final documentation of the incident in a appropriate level of detail.
  2. Perform debriefings of the IRT, if necessary.
- G. Reporting – Assist others in disaster aversion.
  1. If necessary, report the incident to industry regulation boards.

#### **IV. Incident Examples**

- A. Physical Security Breach – An incident where company property is stolen or vandalized.
  1. The leader will document the incident and call the members of the IRT group together.
  2. The IRT group will isolate the incident to the area to be investigated.
  3. Law enforcement and legal council should then be notified.
  4. Should the incident contain member data, the Vice President of Marketing and Communications may need to give a statement.
  5. Identify the source of the break in and fix the problem(s).
  6. Follow recovery and follow-up procedures.
- B. External Network Breach – An incident where a hacker has breached our firewall and stolen sensitive data.
  1. Should an external network breach be suspected, contact the IRT leader first.
  2. The leader will document the incident and call the members of the IRT group together.
  3. The IRT group will isolate the incident to the area to be investigated.
  4. Team members will gather logs and any evidence to be presented.
  5. Law enforcement and legal council should then be notified.
  6. Should the incident contain member data, the Vice President of Marketing and Communications may need to give a statement to the news media.
  7. Identify the method the hacker used to break in and fix the problem.
  8. Follow recovery and follow-up procedures.
- C. Internal Network Misappropriation – The intentional use of GCEC’s information for one’s own unauthorized purpose.
  1. If internal network misappropriation is suspected, contact the IRT leader first.
  2. The leader will document the incident and call the members of the IRT group together along with any supervisors that may need to be notified.
  3. The IRT group will isolate the incident to the area to be investigated.
  4. The employee involved should be questioned to determine the extent of the damage.
  5. Law enforcement and legal council should only be notified if necessary.

6. Identify the means by which the incident occurred and make sure all fellow employees are properly informed.
7. Follow recovery and follow-up procedures.



## GIS/IT Department

This disaster plan outlines the procedures needed in the IT Department to prepare for a major storm or other disaster that may occur. This plan outlines what needs to be done before and immediately after a storm or major disaster. This plan also describes each server currently being used. Each server has its own description, function, back up and restoration procedure.

### I. IT Department Pre-Storm Preparation

Every effort will be made to make sure all backups are being stored correctly and daily back ups are being made up to the storms landfall. All servers will be kept up and running as long as the building does not suffer any serious damage to provide information for the engineers and to assist dispatch. If the room in the IT Department begins to leak or become seriously damaged, the servers will need to be powered off and covered with plastic.

- A. Back up Procedures – A complete system back up will be performed on each server at least five days before landfall. Daily backups will continue until landfall.
- B. Storage of backups – One set of the daily backup tapes made prior to the storm will be kept with the Supervisor of GIS/IT. The latest set of daily backup tapes made prior to the storm along with the weekly, monthly and quarterly backup tapes will be kept in the Southport vault. The Network Administrator will store all software folders for the servers in the vault.
- C. Physical Protection of Computers – All PC's in the company will be covered with plastic by the users. All PC's not in use must be turned off by the user.
- D. Reports – Two reports will be run at least 24 hours before landfall using the programs described below. The first is a name and address list in case the servers are down and cannot be accessed. The second report is an open balance report to show account receivables with 30, 60, and 90 day balances. A copy will be installed on each PC as required.
  - 1. Report 1:
    - Report Name: Name and Address Listing
    - Location: Southport Vault
    - Copies: One Copy on Thumb Drive
    - Distribution: Vice President of Member Services and all MSR's
    - Person Responsible: Supervisor of GIS/IT
  - 2. Report 2:
    - Report Name: Open Balance Register
    - Location: Southport Vault
    - Reason: Show current balance for each account
    - Copies: One Copy on Thumb Drive
    - Distribution: Vice President of Member Services and all MSR's
    - Person Responsible: Supervisor of GIS/IT

### II. IT Department Post-Storm Recovery

This section deals with the recovery efforts if the IT Department is totally destroyed due to a natural disaster or fire. All resources needed for the restoration of the IT Department will be acquired by the Vice President of Engineering as requested by the Supervisor of GIS/IT.

- A. Job Functions – The IT department will be primarily responsible for assessing and repairing the damage to the IT infrastructure. Personnel will be assigned to other departments as needed if the IT infrastructure has been determined to be operating normally.
- B. Post-Hurricane Reports – Reports after the storm will concentrate on providing damage information on meters lost, loss of revenue, etc. Reports will be generated on an as needed

basis. Users may request reports to be created at any time. These reports will be developed based on the information requested by the user.

- C. Billing/Meter Reading – After the storm, meter readers will resume their routes, concentrating on areas with the most damage. Meters that cannot be found or that are damaged can be coded to help survey damage. After the routes are read, this data can be tabulated in order to determine lost revenue.
- D. The objective of the hardware recovery priority list is to get all servers back on line as soon as possible. All resources needed for the restoration of information will be acquired by the Vice President of Engineering. The priority in any disaster is to have as much data recovered as possible in the shortest amount of time. The objective is to restore 90% of all data within five days, have 95% of the data restored within 15 days and have 100% of the data restored within 30 days. The priority and restoration by device are listed below:
  - 1. Southport Server 12 Hours, Permanent in five days
  - 2. Wewahitchka Server 5 Days
  - 3. Tyndall Server 10 Days
- E. GCEC pays a monthly fee to Donald Goss for assistance with our IT system. Under this contract backups of our data are completed each night in case of a disaster. If a disaster occurs that destroys the IT Department, the Supervisor of GIS/IT will notify Donald Goss of the situation as soon as possible. Within 12 hours, Donald Goss will create a website from which 10 users may access the latest data backed up from the previous day. This access will allow users to perform basic daily functions such as taking payments, creating service orders and processing payroll. Small printouts may be obtained through a FTP site created. Large printouts may be processed in the office and delivered via overnight mail as needed. Replacement servers will be obtained and pre-configured and sent to GCEC as soon as possible. If the IT Department is no longer usable, replacement servers may temporarily use existing space in the IT room. All programs and data will be restored from tape backups with the assistance of Donald Goss. Other servers will be ordered and replaced according to the hardware recovery priority list in the Post-Storm Recovery section.

### **III. User's Computers**

- A. Each user has the responsibility to save their work in their respective folder on the network. Data is at risk if it is stored locally on the computer and not backed up. Every effort must be made to save essential data on the network in order to have backups performed by the IT department.
- B. Replacement PC's will be obtained as needed. PC's may be shifted to other departments as needed according to the hardware priority list.

#### **IV. IT Disaster Plan Approval**

I have read the Information Technology Disaster Recovery Plan and I agree that the information in the plan is accurate. I believe that the objectives under this plan are reasonable and can be obtained by the procedures established in this plan. I understand and have been provided the resources to perform my responsibilities under this plan.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

## **Initial Damage Assessment Procedure**

- I.** The Engineering Department will complete the initial damage assessment. They shall inspect approximately five miles in each direction (if possible) from the substation (east, west, north and south; a total of 20 miles).
- II.** If the roads are blocked and you can't get around another way or it becomes time prohibitive to inspect in a certain area, make a note of this and continue in another area.
- III.** Document (for each substation) on an Initial Damage Assessment Form the substation name, substation number, number of poles broken, spans of wire down, number of trees on the line, number of broken crossarms and the number of actual miles inspected on each substation.
- IV.** Review forms for completeness and legibility.
- V.** Turn in forms as specified in the position description.
- VI.** The time frame for completing the inspection forms is expected to be two hours for a category 1 or 2 storm and three or four hours for a category 3 or higher storm.

## Initial Damage Inspection Report

Inspector: \_\_\_\_\_

Date: \_\_\_\_\_

Substation Name: \_\_\_\_\_

Substation Number: \_\_\_\_\_

Number of Miles Inspected: \_\_\_\_\_

Number of Broken Poles: \_\_\_\_\_

Number of Broken Crossarms: \_\_\_\_\_

Number of Spans of Wire Down: \_\_\_\_\_

Number of Trees on Line: \_\_\_\_\_

## **Marketing and Communications Department Natural Disaster and Emergency Response Plan**

**Introduction:** The purpose of this response plan is to facilitate the timely and accurate manner in which public information will be handled before, during and after emergency situations. Emergency situations may include natural disasters, acts of terrorism or vandalism and capacity shortages. This response plan also provides guidelines for the composition, approval and distribution of all media-related information.

### **Public Information**

- I.** In the event of an emergency situation, the Vice President of Marketing and Communications activates the emergency communication response plan.
  - A.** The Vice President of Marketing and Communications is the designated spokesperson for the cooperative and will direct the distribution of public information before, during and following an emergency situation.
  - B.** The Vice President of Marketing and Communications will select an alternate spokesperson and review responsibilities and emergency activities with that person. Both will maintain open communication with the news media, members and general public.
  
- II.** The Vice President of Marketing and Communications may utilize personnel from other areas for communication support.
  - A.** The cooperative has established a policy of full disclosure and will uphold honest and open communication during an emergency with members and other relevant publics.
  - B.** The Vice President of Marketing and Communications determines the approval process for all public information-related materials.
  - C.** The Vice President of Marketing and Communications oversees the development of all emergency-related public information in a timely and accurate manner.
  - D.** The Vice President of Marketing and Communications and alternate spokesperson will report to the headquarters office or designated location when the emergency response plan is activated.
  - E.** The Vice President of Marketing and Communications and communication support staff work directly with appropriate state emergency management agencies and other state and local agencies in the release of public information.
  - F.** The Vice President of Marketing and Communications notifies neighboring member-owners of emergency status and will make every effort to assist neighboring cooperatives and local agencies with their public information efforts.
  - G.** Communication is maintained with appropriate local community organizations.
  - H.** The Vice President of Marketing and Communications establishes communication with appropriate legislative and regulatory agencies and statewide offices.
  
- III.** Establishing a Communication Center for handling news media inquires and communicating with office and field personnel.

- A.** The Vice President of Marketing and Communications determines a central location for a Communication Control Center. For information centralization, the center may be located near the dispatch station. It will serve as a hub for the communication support staff. Required equipment and facilities will be located in the Communication Control Center. Office essentials:
  - 1.** Laptop computer(s)
  - 2.** Telephone(s)
  - 3.** Pens, Pencils, Pads
  - 4.** Thumb Drive(s)
  - 5.** Cellular Phone(s)
  - 6.** Phone lists (media, regulatory agencies, employees, cooperative officials, local and state agencies, statewide offices)
  - 7.** Battery-operated radio
  - 8.** Two-way radios
  - 9.** Fax Machine
- B.** The Vice President of Marketing and Communications and the alternate spokesperson will be located in the Communication Control Center at all times.
  - 1.** News media outlets should be monitored to ensure accuracy of reported information.

**IV.** The Vice President of Marketing and Communications works directly with the CEO and other Vice Presidents to determine communication requirements before, during and after all emergency situations.

- A.** Following the activation of the emergency response plan, the Vice President of Engineering, Operations, and Military Affairs will make every attempt to keep the Vice President of Marketing and Communications informed of emergency conditions.
- B.** The Vice President of Marketing and Communications and the alternate spokesperson will monitor the public news information services for emergency conditions and updates.
- C.** Weather- Related Emergency Alert Activation –
  - 1.** The CEO will make every attempt to notify the Vice President of Marketing and Communications of the emergency status and conditions. The CEO declares a weather-related emergency alert activation at the “72-hour meeting.”
  - 2.** The Vice President of Marketing and Communications determines public information requirements, if any. Also determining if coverage by news media is sufficient for weather emergencies.
  - 3.** The Vice President of Marketing and Communications will inform the communication support staff of the emergency status and will continue to update as conditions change.
- D.** Acts of Terrorism/Vandalism –

1. If a terrorism/vandalism emergency alert is activated the CEO will make every attempt to notify the Vice President of Marketing and Communications of the emergency status and conditions.
  2. The Vice President of Marketing and Communications determines public information requirements. News media organizations, local and state agencies, communication organizations and legislative and regulatory agencies are updated as conditions change.
  3. The Vice President of Marketing and Communications will inform the communication support staff of the emergency status and will continue to update as conditions change.
- V.** When the emergency alert activation has been terminated, the post-activation communication response plan is initiated by the Vice President of Marketing and Communications.
- A.** The Vice President of Marketing and Communications will determine post-activation public information requirements and assign duties to the communication support staff.
  - B.** The Vice President of Marketing and Communications will dismiss members of the communication support staff as needed.
  - C.** Following the termination of the emergency alert activation, the Vice President of Marketing and Communications will renew the communication response plan and procedures. The communication support staff will assist in reviewing the effectiveness and provide suggestions for changes, improvements and procedure enhancements as required.
  - D.** The Vice President of Marketing and Communications documents suggestions and comments for changes and procedure enhancements and then distributes comments to the communication support staff and utility management.

#### **News Releases**

- I.** Initial news media contact is established and authorized by the Vice President of Marketing and Communications.
  - A.** The Vice President of Marketing and Communications advises of an emergency situation, an emergency alert may be established with a 72-hour notice.
  - B.** The Vice President of Marketing and Communications determines news media needs and updates the communication support staff.
- II.** When an emergency situation has been declared, an initial press release may be issued.
  - A.** The initial press release should contain detailed information relative to the emergency situation. This release may need to be issued and distributed quickly.
  - B.** This press release will need to be posted in key locations throughout each cooperative office and also sent to the news media including radio, television and print media, as needed.
- III.** The initial press release content and format may vary depending on the situation.
  - A.** The initial release contains up-to-date and detailed information.



- B. The release should be numbered, dated and signed as required. The release should identify the cooperative distributing the release.
  - C. Once public information needs have been established, the Vice President of Marketing and Communications may coordinate live interviews with the news media.
  - D. The Vice President of Marketing and Communications will be the spokesperson and will review conditions with the CEO prior to the interview.
  - E. If the CEO prefers to conduct the live interview, the Vice President of Marketing and Communications will assist with the live interview.
  - F. All news media inquiries will be coordinated with the Vice President of Marketing and Communications.
- IV.** The Vice President of Marketing and Communications initiates' standard press releases based upon information provided by the CEO.
- A. The Vice President of Marketing and Communications develops a regular schedule for distributing public information to the news media and assigns duties to the communication support staff.
- V.** The content and format of standard press releases should be consistent.
- A. Standard press releases should contain up-to-date coverage since the initial release. Content should be simple and easy to understand; technical utility terms should be avoided.
  - B. All releases should include an up-to-date description of events since the emergency alert was activated. News releases should be complete and factual. News releases should include a statement identifying the utility.
  - C. Releases should always include a statement that additional information will be provided when available.
  - D. Standard press releases should follow conventional format.
    - i. Press releases to be typed and double-spaced.
    - ii. Press releases to be typed on cooperative letterhead.
    - iii. Press releases should include a cooperative contact, usually the Vice President of Marketing and Communications and the cooperative phone number.
  - E. Press releases should be filed and retained for reference; they should be numbered and filed categorically.
  - F. The Vice President of Marketing and Communications reviews press releases based on information provided by the CEO. The CEO approves the final version prior to distribution. The CEO updates the Vice President of Marketing and Communications of conditions and events as the emergency status changes.
  - G. The Vice President of Marketing and Communications and the communication support staff monitor news media throughout the crisis to ensure information accuracy.
- VI.** Utilize the news media to inform members and other relative publics of emergency events and activities. All facets of the news media are utilized throughout the emergency alert activation period.

- A.** Press releases are distributed to all major radio, television and newspaper organizations utilizing fax machines. It is the most immediate source of information.
  - B.** Prompt and accurate information will be provided to members, statewide offices and other relative publics and organizations.
  
- VII.** Following the termination of the emergency alert activation, it is advisable to provide “follow-up” public relations with members who may have endured long-duration power outages.
  - A.** Production of print advertisement for local news media, statewide publications and other means is initiated and approved by the Vice President of Marketing and Communications.
  - B.** The Vice President of Marketing and Communications approves the production of statement inserts for consumer billing cycles.
  - C.** The Vice President of Marketing and Communications coordinates memos, letters of thanks to employees and letters of thanks to members with the CEO. The CEO will sign all correspondence.

# **INSERT PRESS RELEASE TEMPLATES**

## Member Service Department

- I. **Pre-Storm Preparation** – Assume a (3) day warning period.
  - A. Day Three
    1. Process all meter readings on hand for billing. Continue rendering bills throughout the day and prior to landfall.
    2. The Vice President of Member Services will discuss field collection and other outside service oriented work with the Vice President of Operations to determine a cut-off time for service orders etc.
    3. A meeting should be conducted to discuss plans for each office concerning work to be completed before landfall, hours of operations and details for the return to work after the storm has passed.
    4. Discontinue prepay remote disconnects.
  - B. Day Two
    1. Courier all service and job orders etc. to the main office for entering into the computer. A joint effort would take place in Member Services to ensure that all data is entered. This will ensure that IT can maintain an accurate and complete back up.
    2. Inform the Member Service Department of the work plan and their assignments once they return to work after the storm. This would include work schedules for answering phones, etc.
  - C. Day One
    1. Determine a cut-off or closing time for cash receipts collection, posting and bank deposits for all three offices. Maintain a reasonable amount of cash for operations after the storm. Also, process all accounts receivable related journal vouchers.
    2. Secure hard copies of daily work such as billing and collection registers, services orders, etc. in the records vault or in filing cabinets.
    3. Assist IT in securing computer terminals and other equipment before vacating the building.
  - D. The Vice President of Member Services will evaluate the billing schedule to determine which billing cycles should be completed prior to landfall.
- II. **Post- Storm Plan**
  - A. All personnel assigned to telephone answering duty will report to the designated office as soon as possible. Normal duties will resume and assignments will be made for the branch office operations when possible.
    1. Telephone Operations
      - i. The Vice President of Member Services will be responsible for the activities of members' records, applications, billing and collection, and will direct the person to person telephone coverage required before or after a hurricane, or other natural disaster. This activity will primarily occur at the district office.
  - B. If possible, the normal billing schedule will resume, including completing any cycles that were not completed prior to the landing of the storm. However, returning to the normal billing schedule may be delayed due to damage to the distribution system or metering communication system.
  - C. If the above item isn't practical, or if situations dictate, meter department personnel will be assigned to other duties contained with the disaster recovery plan.
- III. **Computers**
  - A. Daily activities that will cease if the computers are not operational:

1. Billing – All meter readings will be accumulated manually and held for posting. Since bills cannot be rendered without the computer, the process of entering readings, verifying bills, etc. will occur when the computer is restored.
  2. Collection – Verification of payments received will be required to actually start a collection cycle.
  3. Data Entry – Service order entry, journal entries and payment posting:
    - i. Service orders will be hand written.
    - ii. Payments will be batched and held for entering into the system.
- B. Daily activities that will continue if the computer are not operational:**
1. Accounts Receivable – Payments will be collected and batched. Batches of walk-in and mail payments will be prepared for machine or manual posting when possible.
  2. Bank deposits will be created from the payment batches and they will be taken to the bank each day.
  3. Service orders will be hand written, and then sorted and held for processing.
  4. Member questions will be taken via telephone or walk-ins. If an answer is not available due to the absence of the computer, the member will be called back with an answer at the earliest possible date.

## Operations Department

### I. Post-Strom Preparation

- A. Before the first damage assessment reports are received and long-term plans are made, crews should begin priority restoration of service. All de-energized lines and substations will be checked before re-energizing, and mainline circuits will receive concentrated efforts. Medical hardships will not necessarily be given priority if the system has sustained serious damage. (Emergency services, water and sewer lift stations, prisons, restaurants, grocery stores, pharmacies, etc. are valid priority accounts.)
- B. While damage estimates are being prepared, the most efficient use of time will be the crucial issue. It is suggested that current crew structures be re-formed to include available vehicles and equipment. However, at no time will unqualified personnel or non-employees be allowed nor encouraged to participate in activities that present a serious hazard.
- C. The crews, as needed, will place all material and supplies on the loading dock for pick-up. A major emphasis shall be placed on restoring power, and all personnel shall focus on that priority. Material changes will be according to work orders set up within county boundaries, enabling GCEC to apply for federal assistance if any portion of our service area is declared a disaster area. All costs shall be accounted for in this manner, including contractors, material, labor and transportation.
- D. Because unfamiliarity with the design and construction techniques of the system may pose a threat to the safety of workers and the integrity of the system, all contract crews should be used to restore power on single-phase lines and systems as much as is possible. GCEC crews shall be primarily responsible for the repair of main circuits. No contract or foreign crews shall energize any primary lines without contacting a designated GCEC employee.
- E. Switching and tagging procedures will be in effect for all applicable situations (see GCEC policy). These rules are mandatory, especially in severe conditions, when communications with other crews working in the same general location will be much less than adequate. All switching should be called back on the company radio to help ensure that everyone can hear and understand what is taking place. The Vice President of Operations shall hold daily meetings with GCEC Line Supervisors and contract crew foreman to advise of any unusual circumstances and any changing priorities. Current maps shall be maintained, designating any energized areas or switching changes.

## Consent Form and Release

I, \_\_\_\_\_, am the owner or authorized representative of the property located at \_\_\_\_\_ in the City of \_\_\_\_\_ . I had Gulf Coast Electric Cooperative restore electrical service to the property identified above, said property having incurred storm and/or flood damage. GCEC has explained to me or my authorized representative that it is my responsibility, as property owner, to insure that the restoration of electrical service to the above property will not create a danger to life or property and that GCEC does not maintain personnel capable of making such a determination. Electrical service, at my request, can be restored to the above property based on me or my authorized representative's representation that all electrical breakers at the subject property have been turned off, and such breakers will not be turned on by me or by anyone under my control or supervision without my first having insured that it is safe to do so.

I hereby release and discharge GCEC and each of its officers, servants, employees and directors from any damage which may occur at the above premises due to the restoration of electrical service at me or my authorized representatives request. I further certify that if I am not one of the owners of the property described above, I have the authority of the appropriate property owners to request the restoration of electrical service and to execute this consent form and release.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_

Property Owner/Representative: Signature: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Witness: Signature: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Meter Number: \_\_\_\_\_

Employee Name: \_\_\_\_\_

## Crew Sign-In Sheet

To be filled out by Crew-Chief – Please fill out as much as possible – Please Print

Cooperative: \_\_\_\_\_ Contractor: \_\_\_\_\_

Company Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

CEO/General Manger: \_\_\_\_\_

Operations Contact: \_\_\_\_\_

Billing Contact: \_\_\_\_\_

CREWS being sent to (NOTE – Make sure # of employees match # of individual crew sheets turned in):  
\_\_\_\_\_

# of OH Employees: \_\_\_\_\_ # of URD Employees: \_\_\_\_\_

# of ROW Employees: \_\_\_\_\_ # of Warehouse Employees: \_\_\_\_\_

# of Mechanics: \_\_\_\_\_ Total # of Employees: \_\_\_\_\_

# of OH Crews: \_\_\_\_\_ # of URD Crews: \_\_\_\_\_

# of ROW Crews: \_\_\_\_\_ Total # of Crews: \_\_\_\_\_

Equipment being sent to: \_\_\_\_\_

# of Digger Trucks: \_\_\_\_\_ Diesel Y / N # of Bucket Trucks: \_\_\_\_\_ Diesel Y / N

# of Pickup Trucks: \_\_\_\_\_ Diesel Y / N # of ROW Trucks: \_\_\_\_\_ Diesel Y / N

# of Chippers: \_\_\_\_\_ Diesel Y / N Special Equipment: \_\_\_\_\_ Diesel Y / N

# of Pole Trailers: \_\_\_\_\_ # of Material Trailers: \_\_\_\_\_

Is fuel included in your equipment rates? \_\_\_\_\_

Do you charge for equipment left behind? \_\_\_\_\_

When do overtime rates begin? \_\_\_\_\_

**For Company Use Only:**

Rates on file: Y / N E-Verify Affidavit: Y / N Insurance Certificate Y / N Copy of W-9: Y / N

Date: \_\_\_\_\_ Time In: \_\_\_\_\_ Time Out: \_\_\_\_\_ Area: \_\_\_\_\_

**Spill Procedures**



**I. Reporting and Clean-up**

- A.** All spills have to be cleaned up but not all spills are reportable to E.P.A. Spills that are reportable have to be reported within 24 hours.
- B.** All spills that have any possibility of being 24 gallons or more should be reported to the dispatcher. The dispatcher will immediately report the spill information to the Vice President of Operations.
- C.** Any spill that is known to have PCB has to be reported to the dispatcher immediately and then to the Vice President of Operations.
- D.** It is the Lineman's responsibility to inform the Supervisor or Warehouseman of any spill the next workday morning.
- E.** It will be the Warehouseman's responsibility to inform the Vice President of Operations of the spill and results of oil test that morning.
- F.** All leaking transformers must be handled with care to prevent a spill. Leakers must be put on a drip pan, not on the dock or ground.
- G.** The Vice President of Operations and Supervisors will coordinate clean up at this point.

**II. Disposal**

- A.** NON PCB – Oil spilled that does not contain PCB must be cleaned up but does not have to be sent off to an incinerator plant. If oil soaks into the ground, the soil containing oils must be picked up and replaced with new soil.
- B.** PCB – Oil spilled that does contain PCB has to be cleaned up and replaced with new soil. The removed soil must be shipped off to an EPA approved incinerator plant to be properly disposed of. This soil must be shipped off in sealed barrels.

**III. Weathered Crude Oil**

- A.** In the event that "Weathered Crude Oil" has come ashore within GCEC's service territory, leave the area at once in order to prevent employee exposure and contamination to company vehicles and equipment.
- B.** Employees who discover the Weathered Crude Oil should notify the Vice President of Operations immediately.
- C.** The Vice President of Operations will notify the CEO, EMA and Gulf of Mexico Response Environmental Hotline.

<b>Key Accounts</b>			
<b>Organization</b>	<b>Member #</b>	<b>Phone #</b>	<b>Secondary #</b>
<b>Communications</b>			
AAT Communications Corporation	405030017	(804) 340-0260	(314) 821-3100
American Tower Corporation	320002 & 32002	(678) 265-6709	
AT&T Communications	831230003	(321) 397-5582	(888) 827-2247
Beach Radio	9007736	(850) 235-2195	
BST	30411006 & 920102001	(614) 839-4510	(850) 763-4217
Cellular One	880823004	(334) 215-1103	
Cingular Wireless	407280007 & 9000530	(800) 298-3551	(866) 539-1483
Clear Channel Broadcasting	10227009	(850) 769-1408	(210) 253-4242
Comcast Cable	940916004	(850) 770-8021	(850) 769-0392
Daystar Television Network	9006146	(817) 571-1229	
GTC Inc. dba Fairpoint Comm	9006647	(850) 229-7241	
Hoak Media	900411004	(850) 769-2313	
Insite Towers	9007118	(617) 426-3077	(617) 595-7254
Louisiana Unwired	11023002	(337) 310-3459	(800) 673-2200
M/A Com	208020004	(717) 986-7647	(866) 537-7763
Magic Broadcasting	9007840	(850) 230-5855	
Mediacom	990801001	(850) 934-7700	(850) 934-7708
Nextel Comm	406300009	(614) 839-4503	
Nextell Partners	10515002	(952) 238-2542	(703) 929-0187
Powell Broadcasting	9010384	(225) 922-5153	
SBA Towers	9002278	(561) 226-9393	(561) 989-2946
Southern - Net Inc.	890210002	(614) 839-4510	(855) 422-6876
Spectrasite Communications	509006	(407) 973-2207	
T-Mobile DBA Power Tel/Memphis	9009191	(941) 400-5974	
T-Mobile South	961029003	(706) 645-9538	(866) 322-4547
U.S. Cellular Corporation	941123005	(614) 839-4503	
U.S. Cellular Corporation	950811004	(678) 867-4747	
Verizon Wireless	980911011 & 21014007	(850) 819-0166	(916) 357-3496
Way-FM Media Group	9004698	(719) 533-0300	(719) 278-4339
Williams Communications	991019006	(720) 567-1306	
WJHG - News Channel 7	701208928	(850) 234-7777	
WPGX - Fox 28	880414006	(850) 630-2271	(850) 215-6491
<b>Financial Institutions</b>			
Centennial Bank - Wewahitchka Branch	9008801	(850) 639-6011	
Emerald Coast Federal Credit Union	880330003	(850) 639-5024	

Panhandle Educators Federal Credit Union	9001466	(850) 271-3100	(225) 921-0258
<b>Organization</b>	<b>Member #</b>	<b>Phone #</b>	<b>Secondary #</b>
<b>Government</b>			
81st Army Reserve	9013102	(803) 751-9884	
Bay County Commissioners	770701002, 750324001, 820611001 & 406090002	(850) 248-8120	(850) 722-9762
Bay County Sheriff's Office	20401017	(850) 474-4700	(850) 747-4700
Bay County Traffic Control	710101480 & 710101479	(850) 784-4065	(850) 248-8120
Bay County Utility Services	9002199	(850) 248-5010	(850) 784-4082
Calhoun County Commissioners	760115001	(850) 674-4545	(850) 674-5553
Calhoun County Sheriff's Office	9006775	(850) 674-5049	
City of Callaway	9001873	(850) 871-6000	(850) 871-1033
City of Lynn Haven	980326015	(850) 265-2121	(850) 265-7316
City of Panama City	9001144	(850) 872-3010	(850) 872-3170
City of Port St. Joe	303130013 & 11228006	(850) 229-8261	(850) 527-4450
City of Wewahitchka	701202420	(850) 639-5171	(850) 639-2605
City of Wewahitchka (Water Co.)	701209149	(850) 639-2605	
Department of Transportation	701208298	(850) 482-9546	(850) 872-4490
Emergency Operations Logistics	9011549	(850) 842-8301	
Florida Department of Agriculture and Consumer Services	701203493	(850) 410-0900	(850) 827-1421
Gulf County Commissioners	701204063	(850) 229-6112	(850) 639-2238
Gulf County Sheriff's Office	308150003	(850) 229-6111	
Town of Ebro	730226004	(850) 541-2331	(850) 535-2842
U.S. Postal Service - Ebro Office	950829006	(850) 535-4424	
U.S. Postal Service - Southport Office	502010001	(850) 265-0122	
U.S. Postal Service - Wewahitchka Office	701209144	(850) 639-2242	
Washington County Commissioners	960306002 & 199900002	(850) 638-6078	(850) 638-6285
Washington County Public Works	9006833	(850) 638-6280	(850) 638-6233
<b>Large Power</b>			
Department of Corrections - Gulf Main & Annex	910307006	(850) 237-2202	(850) 639-1000
Department of Corrections - Gulf Forestry Camp	880701011	(850) 639-1102	(850) 827-4000
Department of Corrections - Washington Main	880701010	(850) 717-3859	(850) 773-6170
Eastern Shipbuilding	9000100 & 20109006	(850) 763-1900	(850) 522-7400
Gulf Coast State College	821202001	(850) 769-1551	(850) 873-3557
Piggly Wiggly	9009966	(850) 814-0314	(850) 722-0019
<b>Organization</b>	<b>Member #</b>	<b>Phone #</b>	<b>Secondary #</b>

<b>Large Power</b>			
Rich's IGA	701207425	(850) 639-5343	(850) 639-9311
Southport Wastewater Plant	9004015	(850) 872-4785	
The Lewis Bear Company	9004513	(850) 535-6900	(850) 472-1134
Washington County Kennel Club (Ebro Dog Track)	701209049	(850) 832-4878	(850) 535-4048
<b>Medical Facilities</b>			
Bay County Health Department	9010775	(850) 872-4455	(850) 227-4448
Gulf County Health Department	701204064	(850) 227-1276	(850) 227-3393
Health Check Incorporated	9000477	(850) 648-4379	
North Florida Medical Center	800131009	(850) 639-5828	(850) 385-4494
<b>Schools</b>			
Deane Bozeman Learning Center	710201647	(850) 767-4100	(850) 747-5280
North Florida Child Development	829008	(850) 639-5088	
Southport Elementary School	710201647	(850) 767-4100	(850) 747-5280
Wewahitchka Elementary School	701201646	(850) 639-2476	
Wewahitchka High School	701201646	(850) 639-2871	

## Medical Accounts

Name	Account #	Service Address	Phone #
Adams, Ray	905851	11825 Harrington Road; Fountain, FL 32438	(850) 596-1678
Alday, Penny	403310001	3008 NW Parrish Avenue; Altha, FL 32421	(850) 762-9164
Baltazar, Minerva	277665	12208 Highway 77; Panama City, FL 32405	(850) 265-9238
Barnhouse, Larry L	948133	10014 Silverlake Road; Fountain, FL 32438	(850) 722-1785
Bonner, E. Keith	957209	420 Wild Wood Drive; Panama City, FL 32404	(850) 874-8491
Brickhouse, Lewis	191759	12427 Massimiani Drive; Panama City, FL 32409	(850) 571-5058
Brown, Gregory	304240006	2066 NW Smokey Lane; Fountain, FL 32438	(850) 557-7347
Calareso, Linda S	1018057	216 Amy Circle Apt. 216; Wewahitchka, FL 32465	(850) 639-2941
Carroll, Ewell W	829267	12420 Scott Road; Youngstown, FL 32466	(850) 722-7136
Cobb, Rickey A	1029698	10528 Cowles Road; Fountain, FL 32438	(850) 703-1714
Collier, Cynthia M	943423	7639 Olde Mill Road; Southport, FL 32409	(850) 271-5386
Colvin, Cathie B	1014953	21718 NW Janney Road; Clarksville, FL 32430	(850) 693-0158
Combest, Concetta J	1028676	6906 Penny Road; Panama City, FL 32404	(850) 319-2153
Creamer, Cathleen M	1023484	11009 Iyvdell Street; Fountain, FL 32438	(850) 348-9703
Crutchfield, Grover	19547	243 Catalpa Street; Wewahitchka, FL 32465	(850) 639-5539
Driskell, Sonya R	1006193	12219 Pinecrest Road; Fountain, FL 32438	(850) 319-8227
Dunning, Noren	114629	1303 7th Street; Panama City, FL 32409	(850) 265-9773
Elias, Manuel F	254995	10712 S Bear Creek Road; Panama City, FL 32404	(850) 628-9138
Eubanks, Jessie	253682	253 Eubanks Drive; Wewahitchka, FL 32465	(850) 639-3360
Everett, Kenneth J	1025895	7317 Willow Wood Road; Southport, FL 32409	(334) 792-3456
Fisher, Earl	813972	927 N Highway 71; Wewahitchka, FL 32465	(850) 639-3519
Foxworth, Louise Virginia	907394	3186 NW Stone Avenue; Altha, FL 32421	(850) 447-5817
Gordon, George T	829895	2010 Two Putt Lane; Panama City, FL 32404	(850) 874-9914
Gulf County Health Department	1006579	807 Highway 22; Wewahitchka, FL 32465	(850) 568-1053
Harmon, Suzanne	1019875	650 S Silver Lake Road; Fountain, FL 32438	
Henry, Michael D	178285	3071 Ike Drive; Chipley, FL 32428	(850) 258-9999
Hernandez, Madeline	166777	2647A Hernandez Lane; Chipley, FL 32428	(850) 348-1391
Holmes, Virginia C	848960	12401 Two Trail Road; Fountain, FL 32438	(850) 722-8371
Hughes, Frederick W	248120	4455 Leisure Lake Drive; Chipley, FL 32428	(850) 773-3042
Jeffcoat, Carolyn D	1011329	1814 Buchanan Street; Panama City, FL 32409	(850) 326-3515
Jennings, Yvonne	818591	8115 Zula Lane; Panama City, FL 32404	(850) 913-9425
Jernigan, Susan M	1030913	11315 Owenwood Road; Fountain, FL 32438	(850) 276-3649
Kearney, Keith D	258335 & 915520	19816 Timbercrest Road; Fountain, FL 32438	(850) 387-5973

Kohler, Marvin W	238238	268 Quail Street; Wewahitchka, FL 32465	(850) 827-2958
Koven, Dolores S	401090006	279 Roberts Cemetery Road; Wewahitchka, FL 32465	(850) 639-4152
Lanier, Sherry	264267	210 Henry Avenue; Wewahitchka, FL 32465	(850) 639-5300
Latorre, Rebecca M	989087	9827 Resota Beach Road; Southport, FL 32409	(850) 265-1438
Lester, James E	1013850	1133 E River Road; Wewahitchka, FL 32465	(850) 814-8102
McCrary, Judy & Chua, Virginia	410190009	1834 Poston Drive; Panama City, FL 32404	(850) 774-0320
McDaniel, Diana O	1029412	15330 Sundance Lane; Youngstown, FL 32466	(850) 722-9262
Melvin, Norman R	54171	6309 Commander Lane; Youngstown, FL 32466	(850) 832-7812
Mills, Lynora K	1000677	2091A NW Smokey Lane; Fountain, FL 32438	(850) 762-2821
Moore, Malinda M	291617	10741 E Highway 388; Youngstown, FL 32466	(850) 527-4290
Nelson, Mary E	156430	205 Sherrett Branch Road; Panama City, FL 32409	(850) 265-3481
North Florida Medical Center Inc.	405250008	255 West River Road; Wewahitchka, FL 32465	(850) 385-4494
Parker, Etta M	1010107	15003 SE Bass Drive; Blountstown, FL 32424	(850) 447-3053
Perez Sr., Robert Edward	909754	12110 Nonawood Road; Fountain, FL 32438	(850) 303-3261
Piercy, Bessie A	1014738	11097 SE SR 69C; Blountstown, FL 32424	(850) 237-1587
Pippin, Bobby L	908780	6307 Ammons Lane; Youngstown, FL 32466	(850) 722-0888
Pizzuto, Sybil	714493	12707 E Highway 20; Fountain, FL 32438	(850) 814-1242
Rawls, Shirley A	1010768	5030 Holly Avenue; Youngstown, FL 32466	(850) 348-1908
Reeves, Linda R	1001811	5408B Little Acre Road; Ebro, FL 32437	(850) 832-0289
Roney, W.C.	274563	10809B Plum Nearly Lane; Youngstown, FL 32466	(850) 722-4377
Sartor, Ronald G	1029933	22574 NW Tammy Lee Lane; Fountain, FL 32438	(850) 867-8187
Sizemore, Cricket	816512	7216 Adams Road; Panama City, FL 32404	(850) 630-8774
Smith, James H	1024174	1410 Mylisa Road; Panama City, FL 32409	(850) 532-5307
Stein, Timothy	808261	270 Ocklawaha Road; Wewahitchka, FL 32465	(850) 890-1231
Truax, William	838607	22295 NW Lake McKenzie Blvd.; Altha, FL 32421	(850) 762-2217
Trueman, Roy	186957	501 Dogwood Way; Panama City, FL 32404	(850) 896-5121
Turner, Larry D	291450	6312 Dove Road; Youngstown, FL 32466	(850) 814-8164
Vallad, Cathy L	1004733	9344 Pembroke Place; Panama City, FL 32404	(850) 257-3873
Wade, Vera	227884	6730 Cotton Lane; Panama City, FL 32409	(850) 733-4415
Welch, Jerry H	505190009	2831 Maulden Road; Southport, FL 32409	(850) 271-8091
Williamson, Carl L	925263	1224 S Highway 71; Wewahitchka, FL 32465	(850) 639-2562
Wood, James F	263418	4115 Crystal Lake Drive; Chipley, FL 32428	(850) 773-3024
Zerr, John	89904	7306 Miller Road; Panama City, FL 32404	(850) 769-4619

<b>Gulf Coast Electric Cooperative Contact Information</b>				
<b>Position</b>	<b>Name</b>	<b>Home Address</b>	<b>Home Phone #</b>	<b>Cell Phone #</b>
<b>Trustees</b>				
President	Waylon Graham	114 Magnolia Avenue; Wewahitchka, FL 32465	(850) 827-7530	(850) 227-5781
Vice-President	Jimmy Black	13134 Scotts Ferry Road; Youngstown, FL 32466	(850) 722-7274	(850) 896-5319
Secretary	Eddie Jones	408 S 2nd Street; Wewahitchka, FL 32465	(850) 639-5696	(850) 227-4084
Treasurer	Rupert Brown	1600 Marina Bay Drive Unit 505; Panama City, FL 32409	(850) 271-9061	(850) 527-8696
	Betty Moore	3333 Corgi Lane; Chipley, FL 32428	(850) 535-9603	(850) 326-4059
	Doug Birmingham	PO Box 663; Wewahitchka, FL 32465	(850) 639-5323	(850) 227-5239
	Gary Cox	11562 SR 71 South; Blountstown, FL 32424	(850) 674-8815	(850) 899-8991
	Kinneth Daniels	9097 SW JA Daniels Road; Kinard, FL 32449	(850) 639-2383	(850) 227-6140
	Robert Byrd	11741 Old Bicycle Road; Panama City, FL 32404	(850) 871-5227	
<b>Attorney</b>				
Attorney	J. Patrick Floyd	408 Long Avenue; Port St. Joe, FL 32456	(850) 227-7413	(850) 227-4236
<b>CEO, Vice Presidents, and Managers</b>				
CEO/General Manager	John Bartley	9935 CR 30A; Port St. Joe, FL 32456		(850) 653-6923
Chief Operating Officer	Francis Hinson	PO Box 16; Chipley, FL 32428		(850) 481-2960
Vice President of Engineering	Peyton Gleaton	17 Inlet Cove; Panama City Beach, FL 32413	(850) 866-2835	(850) 481-2969
Vice President of Marketing & Communications	Kristin Evans	2917 Broad Wing Avenue; Panama City, FL 32405		(850) 832-5736
Vice President of Member Services	Justin Barnes	202 Edge Hill Road; Wewahitchka, FL 32465	(850) 814-2817	(850) 481-3154
Supervisor of Military Affairs	Ralph Jamerson	130 S. Christopher Robin Dr. Wewahitchka, FL 32465		(850) 814-6315
Manager of Operations	Andy Dick	7441 Wiregrass Blvd. Southport, FL 32409		(850) 814-5874
Manager of Human Resources	Mindy Maddox	4020 Arbor Trace Drive Unit H Lynn Haven, FL 32444		(850) 631-1005

<b>Employees</b>			
<b>Name</b>	<b>Address</b>	<b>Personal Phone #</b>	<b>Company Cell Phone #</b>
Alston, Sheila	405 Maryland Boulevard; Mexico Beach, FL 32456	(479) 209-0688	
Bailey, Frank	1575 CR 381; Wewahitchka, FL 32465	(850) 630-6046	
Bailey, Melody	515 South Highway 22A Parker, FL 32404	(703) 966-3819	
Barfield, Cole	2920 Fawn Road; Southport, FL 32409	(850) 819-9899	
Brackin, Chad	2267 Bonnett Pond Road; Chipley, FL 32428	(850) 260-4982	(850) 814-5937
Brunn, Lisa	255 S Rip Hall Rd Wewahitchka, FL 32465	(727) 667-0739	
Burge, Gayla	216 Edgehill Dr. Wewahitchka, FL 32465	(850) 628-1749	
Burns, Pam	PO Box 842; Wewahitchka, FL 32465	(850) 899-1272	
Carlton, Mike	1516 Mylisa Road; Southport, FL 32409	(850) 271-0604	(850) 814-4929
Carter, Jeff	861 Frasier Circle Chipley, FL 32428	(850) 527-4715	
Cherry, Stephanie	619 E Chipola Ave Wewahitchka, FL 32465	(850) 348-6636	
Coatney, Will	3248 Harvey Carter Road; Bonifay, FL 32425	(850) 547-4847 (850) 373-6148	(850) 814-6345
Cook, Mary	4121 Sue Lane; Panama City, FL 32404	(850) 784-1080	
Creamer, Chad	1513 Nassau Street; Southport, FL 32409	(850) 596-5562	
Curry, Jason	2029 Coachmen Drive; Chipley, FL 32428	(850) 532-1370	
Davis, Thomas	1939 Creamer Road; Southport, FL 32409	(850) 303-8481	
Elmore, Carl	2503 Grant Avenue; Panama City, FL 32404	(850) 769-4792	(850) 814-0042
Fleming, Matthew	351 E Lakeview Drive; Wewahitchka, FL 32465	(850) 890-9726	
Flowers, Perry	PO Box 1012; Wewahitchka, FL 32465	(850) 639-2310	(850) 814-6068
Green, Rebecca	808 Venetian Way; Panama City, FL 32405	(850) 348-0068	
Guffey, Jamey	PO Box 572; Wewahitchka, FL 32465	(850) 832-0971	(850) 445-7610
Harper, Cole	173 Gary Rowell Road Wewahitchka, FL 32465	(850) 814-3963	
Heyn, Manuela	12433 Sweetwater Branch Road; Fountain, FL 32438	(850) 722-1824	(850) 814-5681
Hill, Shannon	PO Box 8462; Southport, FL 32409	(850) 628-3092	
Horton, Jeremy	11921 Camellia Street; Fountain, FL 32438	(850) 326-5855 (850) 303-2284	
Hutto, Johnny	7420 Highway 2302; Southport, FL 32409	(850) 271-3649	(850) 814-5143
Jackson-Lewis, Lorie	PO Box 575; Wewahitchka, FL 32465	(850) 663-5925	
Jamerson, Ralph	130 S. Christopher Robin Road; Wewahitchka, FL 32465	(850) 348-0387	(850) 814-6315
Kent, Becky	PO Box 407; Wewahitchka, FL 32465	(850) 639-2740 (850) 481-6260	
Little, Charlie	590 Griffin Road; Wewahitchka, FL 32465	(850) 639-2952	(850) 814-5943



Logan, Bob	7117 Adams Road; Panama City, FL 32404	(850) 380-3842	(850) 481-6704
Lowery, Tomica	PO Box 923; Wewahitchka, FL 32465	(850) 628-2323	
Madrid, Isaac	335 Parker Farm Road; Wewahitchka, FL 32465	(850) 630-4220	
Marshall, Dale	PO Box 1184; Wewahitchka, FL 32465	(850) 814-7432	(850) 814-7473
Mayhann, Randy	215 Lucy Drive; Wewahitchka, FL 32465	(850) 639-2203	(850) 445-4294
Miles, Jeremy	8189 SW Miles Road; Kinard, FL 32449	(850) 340-1326	
Morrell, Tony	9000 Dorothy Farris Road; Southport, FL 32409	(850) 271-8755 (850) 258-7487	(850) 814-6310
Morris, Angie	4141 E Highway 98 Apt. 128; Panama City, FL 32404	(850) 381-3908	
Myers, Terry	5501 Frank Hough Road; Panama City, FL 32404	(850) 814-2139	(850) 814-5657
Newsome, Ken	106 Limestone Lane; Panama City, FL 32405	(850) 785-4624 (850) 630-5301	(850) 814-5869
Newsome, Shannon	908 Peacock Circle; Youngstown, FL 32466	(850) 527-3003 (850) 648-4081	
Newsome, Tammie	12812 Otter Creek Bridge Rd Ebro, FL 32437	(850) 326-5163	
O'Bryan, Jacob	21687 NW Layed Road; Altha, FL 32421	(850) 557-8773	
Peak, Lindsay	232 Suber Lane; Wewahitchka, FL 32465	(850) 774-5202	
Perry, Lonnie	PO Box 1814; Panama City, FL 32402	(850) 271-4591	
Pippin, Chris	1329 Forrest Avenue; Chipley, FL 32428	(850) 415-5998 (850) 388-6244	(850) 814-7481
Pitts, Josh	5426 Merritt Brown Road; Panama City, FL 32404	(850) 819-1582	
Price, Baylen	5290 SW State Road 73; Kinard, FL 32449	(850) 639-2071 (850) 814-2101	
Pridgeon, Bud	2015 Stone Mill Creek Road; Wewahitchka, FL 32465	(850) 639-2139 (850) 814-3964	(850) 814-5811
Rushing, Melissa	340 Robert Cemetery Rd Wewahitchka, FL 32465	(850) 814-1343	
Ruth, Harold	911 Nottingham Drive; Panama City, FL 32401	(850) 872-9522	(850) 819-7189
Salvo, Matt	1600 Marina Bay Drive Unit 602; Panama City, FL 32409	(850) 215-2968	(850) 630-2746
Sapp, Lester	PO Box 8672; Southport, FL 32409	(850) 481-8080 (850) 832-4682	(850) 832-6585
Shewman, Daisy	3701 Atlantis Drive; Panama City, FL 32409	(850) 774-0459	
Shiver, Jacob	281 Highland Drive; Wewahitchka, FL 32465	(850) 819-7019	
Smith, Brennis	3993 River Road; Vernon, FL 32462	(850) 535-2353 (850) 699-7610	(850) 814-6798
Syfrett, JP	3429 Syfrett Road; Chipley, FL 32428	(850) 773-8669 (850) 527-3200	(850) 814-5629
Vickers, Luke	PO Box 1298; Bristol, FL 32321	(850) 643-6598	

Wade, Timmy	3870 S Highway 71; Wewahitchka, FL 32465	(850) 639-2411 (850) 814-0373	(850) 814-6264
Waites, Mike	580 Shoreline Drive; Panama City, FL 32404	(850) 890-5686	(850) 814-6241
Walden, Hal	2333 Mary Ann Drive; Panama City, FL 32409	(850) 832-0604	
Ward, Steven	PO Box 685; Wewahitchka, FL 32465	(850) 348-6151	
Whitfield, Gary	6401 SE Roy Bailey Road; Blountstown, FL 32424	(850) 447-3300	(850) 814-6649
Wood, Tommy	PO Box 261; Wewahitchka, FL 32465	(850) 639-5027 (850) 832-8009	

<b>Emergency Contact Information</b>				
<b>Organization</b>	<b>Name</b>	<b>Phone #</b>	<b>Secondary #</b>	<b>Toll Free #</b>
<b>State Agencies</b>				
FDEP		(850) 872-4375		
FDEP Northwest Division		(850) 595-8300		
Florida Division of Emergency Management		(850) 413-9900		
Florida Emergency Information Line		(800) 342-3557		
U.S. Coast Guard		(850) 243-2475		
<b>County Agencies</b>				
Bay County EOC	Mark Bowen	(850) 784-4030		
Bay County EOC	24-Hour #	(850) 784-4000		
Bay County Manager	Bob Makja	(850) 248-8140		
Bay County Traffic		(850) 784-4000		
Bay County Utility Services	Operator	(850) 248-5010		
Bay County Roads & Bridges		(850) 573-4107		
Calhoun County EOC	Angie Smith	(850) 674-8075		
Gulf County EOC	Marshall Nelson	(850) 229-9110		
Jackson County EOC	Rodney Andreason	(850) 482-9678		
Walton County EOC	Jeff Goldberg	(850) 892-8065		
Washington County EOC	Jeff Massey	(850) 638-6202		
<b>Law Enforcement</b>				
Bay County Sheriff	Frank McKeithan	(850) 747-4700		
Calhoun County Sheriff	Glenn Kimbrel	(850) 674-5047		
Florida Highway Patrol		(850) 617-2000		

Gulf County Sheriff	Mike Harrison	(850) 227-1115	Wewa sub	(850) 639-5717
Jackson County Sheriff	Lou Roberts	(850) 482-9624		
Jackson County Sheriff	Dispatch	(850) 482-9648		
Walton County Sheriff	Michael Adkinson	(850) 892-8186		
Washington County Sheriff	Kevin Crews	(850) 638-6111		
<b>Fire Services</b>				
Bayou George		(850) 722-9762		
Bear Creek VFD		(850) 722-9620		
Country Oaks VFD (Chipley)		(850) 638-5090		

Organization	Name	Phone #	Secondary #	Toll Free #
<b>Fire Services</b>				
Dalkeith VFD	Chief Bill Davis	(850) 639-3099		
Ebro VFD	Carl Seley	(850) 832-2002		
Greenhead VFD	Chief Jim Palmer	(850) 596-1321		
Howard Creek VFD	Chief Rodney Armagost	(850) 340-1113		
Kinard VFD	Chief Doyle Daniels	(850) 718-5218		
Mossy Pond VFD	Chief Tony Mazzaresse	(850) 272-4083		
Overstreet VFD	Chief Johnny Mize	(850) 527-5684		
Sandhills VFD	Chief Chuck Wetherton	(850) 265-9916	(850) 819-6869	
Scotts Ferry VFD	Margaret Williamson	(850) 674-4721		
Stone Mill Creek VFD	Chief Eric McDaniel	(850) 639-3809		
Wetappo Creek VFD	Betty Horne	(850) 639-2424		
Wewahitchka VFD	Ward McDaniel	(850) 227-5614		
White City VFD	Jimmy Rogers	(850) 527-2202		
<b>Health Services</b>				
Bay Medical Center		(850) 769-1511		
Calhoun Liberty Hospital		(850) 674-1649		
Gulf Coast Regional Medical Center		(850) 769-8341		
Jackson Hospital		(850) 526-2200		
Northwest Community Hospital		(850) 638-1610		
Sacred Heart PSJ		(850) 229-5600		
Wewahitchka Ambulance Service	Houston Whitfield	(850) 639-9921	(850) 227-5839	
Wewahitchka Search & Rescue	Don Minchew	(850) 639-2605	(850) 814-3180	

IT/Vendor Account Contacts				
Aclara	Don Small	(314) 895-8048	(314) 749-5684	(800) 892-9008
AT&T	Mike Samos	(954) 354-2260	(732) 885-2581	(888) 613-6330
AT&T Nexcom	Emergency			(800) 372-1125
ATS		(910) 210-4100		
AXIS Data Solutions	Amy Coe	(407) 351-0232 ext. 165		
Bay Security		(850) 722-7979		
Bellsouth				(800) 216-5688
Organization	Name	Phone #	Secondary #	Toll Free #
IT/Vendor Account Contacts				
Bellsouth				(866) 620-6900
Comcast		(850) 769-0392		(800) 391-3000
CRC	After-hours dispatch	(334) 427-3360		
Dish Network				(800) 454-0843
Donald Goss		(850) 562-0121 ext. 301		
Donald Goss	Joe	(850) 562-0121 ext. 304		
Fairpoint		(850) 441-4406		(800) 400-5568
First Communications		(850) 769-7170	(850) 576-7113	
Inside Information (Website)	Patrick Lane	patrick@inside-info.com		
Mediacom				(855) 633-4226
MilSoft	Johnny McLaughlin	(325) 695-1642		
Partner				(800) 964-1833
Precision Communications		(850) 763-8499		
Ruralite (Magazine)	Pam Blair	(503) 357-2107 ext. 3018		
Shortel	Gary Davis	(844) 746-7383		
Verizon				(800) 922-0204
Utility/Joint Use Contacts				
AT&T	Hal Hinote	(850) 913-3709	(850) 774-3743	
CHELCO		(850) 892-2111		(800) 342-0990
CHELCO - VP of Engineering	Matthew Avery	(850) 892-5069 ext. 312	(850) 585-2217	
CHELCO - VP of Operations	Danny Fugar	(850) 892-2111		
Comcast	Jeff Smith	(850) 770-8056	(850) 258-8784	
Fairpoint	Travis Burge	(850) 227-4512	(850) 229-7338	
FECA	Bill Willingham	(850) 877-6166		
Florida Gas Transmission		(850) 535-2340		
Gulf Power	Kenny Douglas	(850) 872-3309	(850) 336-0204	(800) 225-5797

MCI				(800) 624-9675
Mediacom	Joey Pridgen	(850) 271-9815	(850) 698-2347	(877) 818-5685
Peoples Gas				(877) 832-6747
Peoples Gas	Michael McGuire	(850) 914-6104		
PowerSouth		(334) 427-3000		
PowerSouth Automation/Meter	Johnny Mack	(334) 504-4180	(334) 488-4891	
<b>Organization</b>	<b>Name</b>	<b>Phone #</b>	<b>Secondary #</b>	<b>Toll Free #</b>
<b>Utility/Joint Use Contacts</b>				
PowerSouth Substation	Brian Salter	(334) 504-2668	(334) 488-4819	
PowerSouth T&D and O&M Manager	Terry Wilson	(334) 504-4540	(334) 488-4843	
Southern Light	Jason Weiler	(251) 269-5129		(877) 652-2321
Sprint				(866) 240-8367
St. Joe Natural Gas	Rex Strickland	(850) 229-8216		
Sunshine One Call				(800) 432-4770
West Florida	Keith Varnum	(850) 263-3231		
West Florida				(800) 341-7400

<b>Material Suppliers</b>					
<b>Company</b>	<b>Contact</b>	<b>Phone #</b>	<b>Secondary #</b>	<b>Fax #</b>	<b>Type</b>
<b>Electrical Distribution</b>					
Anixter/ HD Supply	David Orr, Tim Gilbert & Ali Beckwith	(478) 737-7748 – David	(800) 868-2872 -Tim (470) 415-5859 – Ali	(404) 691-4736	Meters & Distribution
Apalachee Pole Company	Jason Daniels	(850) 643-2121 ext. 125	(850) 326-3240	(850) 643-2179	Poles
Gresco Utility Supply Inc.	Jerry McCallister	(888) 766-0621	(334) 547-3401	(334) 673-9207	Meters & Distribution
HD Supply	Tim & David	(800) 868-2872 Tim	(478) 737-7748 David	(800) 859-8889	Meters & Modules
Irby Co.	Stewart McCart, Rebecca Wigton	(850) 476-5580 - Stewart	(334) 618-7873 Stewart (615) 280-3371 - Rebecca	(334) 447-4361 Stewart (615) 287-9508 - Rebecca	
Landgale Forest Products Co.	Bill Gay	(800) 864-6909	(229) 561-2422	(229) 333-2533	Poles
T&C Utility Corp.	Wade Jones	(334) 671-2256	(334) 596-8606		Distribution
TR Miller Mill Co.	Don Lucas	(251) 867-1234	(251) 363-4373	(251) 867-6882	Poles

Tri-State Utility Products Inc.	Steven Richards & Brad Barnes	(800) 539-8088 (800) 782-3161	(850) 464-7898 – Steven (850) 251-6629 – Brad	(850) 539-8087	Meters & Distribution
United Utility Supply Cooperative Corp.	Todd & Donnie	(800) 697-0386 (334) 361-0386	(334) 714-2077 Todd	(334) 365-3710	Distribution
<b>Electrical Maintenance</b>					
Graybar-Tallahassee	Richard Martin	(850) 241-1524	(850) 251-2512	(850) 576-4026	
Graybar- Panama City	Tony Boswell	(850) 767-2601	(850) 628-4298	(850) 767-2639	
Key Electrical Supply	Terry Nowaczyk	(850) 769-3276	(850) 596-2416		
Mayer Electric Supply Co.	Kim Bond	(334) 702-3201	(334) 790-3785	(334) 792-6641	
United Lighting & Supply	Richard & Ray	(850) 271-5405		(850) 271-9525	
<b>Water Distribution &amp; Maintenance</b>					
Ace Hardware		(850) 522-0314			Chlorine
Fortiline Waterworks	Kevin Clark	(850) 785-7203	(850) 890-0681	(850) 785-7290	
Lanier Municipal Supply Co.	Tanner Jenkins	(850) 769-7006		(850) 769-7016	
Wallace Pump & Supply Co.	Bobby	(850) 648-8161		(850) 648-8875	

<b>After-Hours Parts Assistance</b>		
<b>Company</b>	<b>Contact</b>	<b>Phone #</b>
A&D Repair	Bubba	(850) 630-1272
F/A Detroit Diesel	Tim	(850) 763-7656
H&S Truck Repair	Larry	(850) 785-1547
Altec	John Strange	(205) 602-5723
Thompson Cat	David - Shop & Allen - Field	(850) 785-4007
Ring Power	James Hand	(850) 562-2121

<b>Fuel</b>			
<b>Company</b>	<b>Contact</b>	<b>Phone</b>	<b>Secondary #</b>
<b>Southport Office</b>			
Ware Oil & Supply Co. Inc.	Rob	(850) 584-666	(850) 258-7942
<b>Wewahitchka Office</b>			
AmeriaGas		(850) 633-2587	
Bennet Eubanks	CY	(850) 674-8219	

<b>Tank Information</b>	
<b>Southport Office</b>	
Unleaded Gasoline	6000 Gallons
On-Road Diesel	6000 Gallons
Off-Road Diesel	500 Gallons
<b>Wewahitchka Office</b>	
Unleaded Gasoline	4000 Gallons
On-Road Diesel	4000 Gallons
Off-Road Diesel	500 Gallons
Propane	200 Gallons

## Media Contact Information

### Newspaper

Name	Address	Phone #	Secondary #	Fax #	Email Address
Calhoun/ Liberty Journal	11493 NW Summers Road; Bristol, FL 32321	(850) 643-3333	(850) 643-2660	(850) 643-3334	thejournal@ fairpoint.net
The County Record	P.O. Box 366; Blountstown, FL 32424	(850) 674-5041		(850) 674-5008	news@thecounty record.net
The Gulf County Breeze	P.O. Box 1130; Wewahitchka, FL 32465	(850) 639-4848	(850) 628-6028	(850) 639-5599	gulfcountybreeze @mchsi.net
The Gulf Defender	501 W. 11th Street; Panama City, FL 32401	(850) 522-5134 (850) 747-5045	(850) 747-5000	(850) 747-5018	cbrauer@pcnh .com
The Panama City News Herald	501 W. 11th Street; Panama City, FL 32401	(850) 522-5134 (850) 747-5045	(850) 747-5000	(850) 747-5018	news@pcnh.com
The Star	135 Highway 98; Port St. Joe, FL 32456	(850) 227-1278	(850) 227-7827	(850) 227-7212	tim.croft@starfl .com
The Washington County News	P.O. Box 627; Chipley, FL 32428	(850) 638-0212	(850) 547-9414	(850) 638-4601	news@chiple y.com

### Radio

Clear Channel	1834 Lisenby Avenue; Panama City, FL 32405	(850) 769-1408 Office (850) 925-9727 WPAP Studio	(850) 866-9511 Nancy Luther Cell	(850) 769-0659	nancyluther@ clearchannel.com
WKGC	5230 W. Highway 98; Panama City, FL 32405	(850) 873-3500 (850) 747-3205 Request Line	(850) 872-3872 Teresa Beaver	(850) 767-8260	tbeaver@ gulfcoast.edu

### Television

WECP/WJHG	8195 Front Beach Road; Panama City Beach, FL 32407	(850) 233-1977	(850) 234-7777	(850) 234-5771	news@wjhg.com
WMBB	613 Harrison Avenue; Panama City, FL 32401	(850) 763-6000	(850) 832-7313 Lisa Quirk Cell	(850) 872-0922	news@wmbb .com



<b>Lodging</b>			
<b>Name</b>	<b>Address</b>	<b>Phone #</b>	<b>Toll-Free #</b>
<b>Bay County</b>			
Comfort Suites	264 N. Tyndall Parkway; Panama City, FL 32404	(850) 215-5551	877-424-6423
Holiday Inn Express & Suites	5627 E. Highway 22; Panama City, FL 32404	(850) 215-3200	888-465-4329
Hilton Garden Inn	1101 U.S. Highway 231; Panama City, FL 32405	(850) 392-1093	877-782-9444
Wingate by Wyndham	2610 Lynn Haven Parkway; Lynn Haven, FL 32444	(850) 248-8080	888-595-3511
<b>Calhoun County</b>			
Cherokee Motel	20228 W. Central Avenue; Blountstown, FL 32424	(850) 674-8500	
Airport Motel	21901 SR 20; Blountstown, FL 32424	(850) 674-8168	
<b>Gulf County</b>			
El Governor Motel	1701 W. Highway 98; Mexico Beach, FL 32410	(850) 648-5757	888-648-5757
Main Stay Suites	3951 E. Highway 98; Port St. Joe, FL 32456	(850) 229-6246	800-424-6423
<b>Jackson County</b>			
Best Western	2086 Highway 71; Marianna, FL 32448	(850) 526-5666	800-780-7234
Microtel Inn & Suites by Wyndham	4959 Whitetail Drive; Marianna, FL 32448	(850) 526-5005	800-337-0050
<b>Washington/Walton County</b>			
Days Inn	1110 Lost Lake Road; Chipley, FL 32428	(850) 415-6484	800-225-3297
Ebro Motel	5312 Captain Fritz Road; Ebro, FL 32437	(850) 535-2499 (850) 832-0742	
Comfort Inn & Suites	1140 Motel Drive; Chipley, FL 32428	(850) 415-1111	855-849-1513

<b>Food Services</b>		
<b>Company</b>	<b>Contact</b>	<b>Phone #</b>
Buffalo Rock	TJ Cobb	(850) 338-0146
Firehouse Subs	Dawn Dykes	(850) 872-3548
JR's BBQ	Randy Bevis	(850) 890-5402
Sonny's BBQ	Wayne Lindsey	(850) 763-5114

## System Information

### Voltage

Transmission	115kV, 46kV (Dead Lakes & Bayou George South)
Distribution	14.4/24.9kV, 7.2/12.5kV (Tyndall & Dead Lakes - DL stepped up to 25kV)

### Primary Conductor

Overhead	477 ACSR, 336 ACSR, 4/0 ACSR, 2/0 ACSR, 2 ACSR, 1/0 STR Cu, 4 BHDCU, 6 BHDCU
Underground	1000 MCM, 500 MCM, 1/0 URD 260 Mil, 1/0 URD 345 Mil

### Secondary Conductor

Overhead	4/OQP, 4/OTP, 2/OQP, 2/OTP, 1/OQP, 1/OTP, 6DP
Underground	350UGTP, 4/0UGQP, 4/0UGTP, 2/0UGTP, 6UGDP

### Splicing Sleeves

Automatic	#2/#4 ACSR through #477 ACSR, #6 CU, #4 CU
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### Radio Information

Regular Operating	153.47000/158.1600 (Wewahitchka), 153.54500/158.1300 (Southport)
Call Letters	KZN214 (Wewahitchka), WQRN700 (Southport)

### AT&T Circuit Information - IP14083175

Circuit Speed	100 Base-TX/20Meg
Port Configuration	Static
AT&T Managed Router WANIP	12.90.73.18
LAN IP(s)	12.192.207.240/28
AT&T Circuit ID	MMEC.692158..ATI
LEC CKT ID	50/KQGN/700245/SB

## Load Reduction

Substation	LW Load Reduction	% of System Load
<b>Level One 5% Reduction (1h:45m) Cycle</b>		
Southport	821 kW	1.02%
Bayou George S	ON	
Crystal Lake	ON	
Fountain	ON	
Bayou George N	1114 kW	1.39%
Wewahitchka	1068 kW	1.33%
Dead Lakes	1162 kW	1.45%
Edwards Rd	ON	
Subtotal: Level 1	4165 kW	5.18%
	4017 kW	(5% Goal)

Substation	LW Load Reduction	% of System Load
<b>Level Two 10% Reduction (1h:45m) Cycle</b>		
Southport	2687 kW	3.34%
Bayou George S	ON	
Crystal Lake	ON	
Fountain	ON	
Bayou George N	1114 kW	1.39%
Wewahitchka	1989 kW	2.48%
Dead Lakes	1162 kW	1.45%
Edwards Rd.	1240 kW	1.54%
Subtotal: Level 2	8191 kW	10.20%
	8035 kW	(10% Goal)

Substation	LW Load Reduction	% of System Load
<b>Level Three 15% Reduction (1h:45m) Cycle</b>		
Southport	2687 kW	3.34%
Bayou George S	ON	
Crystal Lake	ON	
Fountain	ON	
Bayou George N	1114 kW	1.39%
Wewahitchka	1068 kW	1.33%
Dead Lakes	2905 kW	3.62%
Edwards Rd.	4198 kW	5.22%
Subtotal: Level 3	11526 kW	14.90%
	12052 kW	(15% Goal)

Substation	LW Load Reduction	% of System Load
<b>Level Four 20% Reduction (1h:45m) Cycle</b>		
Southport	2687 kW	3.34%
Bayou George S	2216 kW	2.75%
Crystal Lake	ON	
Fountain	ON	
Bayou George N	1114 kW	1.39%
Wewahitchka	4530 kW	5.64%
Dead Lakes	2905 kW	3.61%
Edwards Rd.	3010 kW	3.75%
Subtotal: Level 4	16461 kW	20.49%
	16069 kW	(20% Goal)

<b>Electric Equipment List</b>	
<b>Description</b>	<b>Quantity</b>
A1 Hydro Ax	1
ATV & Trailer	1
Boat & Trailer	1
Bucket Truck - 40'	4
Bucket Truck - 45'	1
Bucket Truck - 55'	1
Bucket Truck - 60'	8
Combo Wire & Pipe Trailer	2
Cook Trailer	1
Digger Derrick Trucks	6
Ditch Witch Trencher & Trailer	1
Dump Trailer	1
Flatbed Trailers	4
Forklifts	4
Grapple Trucks	3
Hand Trencher	2
Kershaw Clear Way 500	1
Kershaw Sky Trim	2
Lowboys	2
Mat Trailers	2
Mini Excavator	1
Pick-up Trucks	23
Pole Trailers	5
Portable Air Compressors	4
Portable Welding Machine & Generator	1
Semi-Tractor Trucks	2
Steam Cleaner & Trailer	1
SUVs	3
Tilt Trailer	1
Track Excavator	1
Tractor & Bush Hog	1
Trenchers	2
Underground Serve-Savers	4
Underground Thumper	1
Utility Trucks	14
Vermeer & Trailer	2
Wire Trailers	4
Wood Chipper	1

<b>Water Equipment List</b>	
<b>Description</b>	<b>Quantity</b>
Gas Powered Concrete Saw	2
John Deere Backhoe	1
Pick-up Trucks	2
Portable Flood Lights	1
Portable Generator	1
Sump Pumps	2
Utility Trailers	2
Utility Trucks	3

## **Tyndall Air Force Base Electric System**

Primary electrical power is supplied by Gulf Power with two 44,000 volt overhead 4/0 copper three-phase lines. This service terminates at their two 20,000 kVA, three-phase transformers metering substation, located adjacent to the Beacon Beach Housing area. Four circuit breakers are located in the jointly owned main substation that serves the six three-phase feeder lines. Respectively, there are 22 oil circuit reclosers that are also used to loop feed and sectionalize the feeders.

### **Contingency Response Plans for Specific Types of Interruptions:**

- Quickly assess the level of damage and determine the level of response required.
- Isolate the outage and damage, if possible.
- Identify any life threatening situations and eliminate, if possible.
- Summon additional resources (personnel, equipment, materials, etc.).
- Assess service to the high propriety facilities based on the service restoration priority list.
- Advise the Civil Engineering Office of the situation and estimated time to correct the problem.
- Keep the supervisor and the dispatching center (CRC) apprised of conditions and await assistance if needed.
- Proceed to effect repairs if able to do so.

### **Isolated, Individual or Small Area Service Interruptions:**

- The first responder will seek to determine the cause of the interruption and if unable to do so immediately will call for assistance.
- Once the cause is identified, the equipment, materials and personnel required to effect repairs will be determined and communicated. The first responder or supervisor will contact the CE office and advise of the cause, plan and time anticipated for repairs.
- Upon delivery of the necessary equipment and material and dependent upon the urgency of effecting repairs, the service crew will complete the repair as soon as possible and will advise the CE office when complete. In this situation, personnel will also consider using certain measures to temporarily restore service.

### **Widespread Service Interruptions:**

- Based on the agreed upon service restoration priority list, crews should be assigned in a prioritized order.
- Should an event occur where interruptions become so numerous or the repairs so difficult that the on-duty crews cannot accomplish the repairs in a reasonable period of time; summon additional assistance from other cooperatives under the FECA coordinated mutual assistance plan. Continue to muster resources from various sources, as necessary, until an adequate complement of resources is available to accomplish restoration of service within a reasonable time period. +

### **Major Storms or Other Disasters:**

- In those cases where the probability of damage to the electric distribution system from an approaching storm can be reasonably anticipated, stage emergency response crews and resources for Tyndall AFB.
- Preparations include personnel assignments, equipment and materials and development of a contingency plan of action, such as deployment of personnel and equipment to assigned areas.
- If the storm hits and service interruptions begin to occur on Tyndall AFB, assess and prioritize in accordance with the service restoration plan and assign crews for the area in question in coordination with the Tyndall CE director. Service interruptions will be cleared as described above.
- In the event storms or disasters cannot be predicted or anticipated, respond to outages from such causes by first using one or more on-call crews to assess damage and then summoning additional resources required to make the necessary repairs.
- Regardless of whether a storm or disaster is anticipated or not, the response team will isolate outages as much as possible; identify causes; allocate personnel, equipment and material and assign available emergency-relief crews as they arrive from participating sources. The CE office will be continuously appraised of the status of the repair effort, including estimated time frames.
- During disaster times, the CRC staffing level for this system is typically five persons. The CRC operators monitor the incoming calls; gather information regarding the affected areas and dispatch service crews to the problem areas. As the outages are eliminated, CRC operators are prompted to call affected customers to confirm they have been restored.

### **Power Supply Outages**

- Generally, in the event of numerous/widespread outages, concentration on a given feeder, working to the end or to a sectionalizing point, and then returning to restore service on single phase lines or taps extending from the main feeder.
- Restorations will be done systematically, avoiding pressure from individuals for special attention and maintaining attention to safety, except to the extent Tyndall AFB authorized representatives may direct GCEC to undertake restoration activities in an alternative manner. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require more attention. It should be noted that over 90 percent of repairs and service restorations are made during the initial response.

### **Strikes and Other Labor Disturbances, Sabotage, Court Orders, Etc.**

- Respond to these types of interruptions in essentially the same manner as for any other power supply outage.
- In the event of damage to the electric distribution system on the Tyndall AFB, such as might be related to sabotage first take steps to assure the security of its personnel, including summoning base security officers. Once the area or situation was determined to be secure, first responders would proceed to assess damage, advise the Public Works Office, and proceed to commence repairs, calling upon resources as required. In the unlikely event that some sort of court order or regulatory agency order leads to a service interruption, seek vigorously to overcome the effect of any such order or assist Tyndall AFB in doing so, in order to reestablish service as soon as possible.

**Acts of the Public Enemy**

- In the event of interruptions caused by acts of the public enemy, such as an attack by a foreign Government, terrorist acts, etc. GCEC will respond to the Government's needs with its extensive network of personnel and material resources from the Southport and Wewahitchka offices.
- Call for assistance from neighboring cooperatives and other sources such as utilities and contractors will be guided by the directions of the CE office and will attempt to restore service to base facilities in accordance with the Tyndall AFB service priority list.

**Cease and Desist NOV's Issued by a Regulatory Agency**

- Pursue all remedies available directly with the issuing government entity and provide Tyndall AFB with all reasonable cooperation by way of data and knowledgeable personnel and to assist the government entity in resolving any such order. Once the order is removed, reestablish service to Tyndall AFB as soon as possible.

**Catastrophic Loss Coverage**

- In the event of a catastrophic loss (i.e., significant losses associated with major storms or events in which exceed \$50,000 in total costs limited to one event per year), within a federally designated disaster area, look first to FEMA for recovery of costs of restoring its utility system properties.
- Most important concern is restoration of service. Utilize resources and muster other available resources, as necessary, and exercise its best efforts to restore electric service at the base. Maintain adequate reserves and lines of credit with its lenders to allow access to the cash necessary to fund the repairs to the Tyndall AFB water system.
- In the event of a catastrophic loss complete all necessary repairs, as well as the initial funding of some.
- Once the costs of such even are known or can be reasonably approximated, analyze of such costs to determine the amounts, if any, that should be categorized as and which would have been covered under the Renewals and Replacements schedule. The amounts associated with such renewals and replacement projects include in the renewal and replacement schedule will be subtracted from the total costs associated with the catastrophic event. Applicable FEMA funds will also be subtracted. The remaining difference will be financed as a long-term loan by GCEC with the total cost associated with a catastrophic loss passed on to the Government.

## **Tyndall Air Force Base Water System**

Water from Bay County, for use by the base, enters Tyndall AFB at the Dupont Bridge utilizing a single pipeline that feeds into the Bay County 5,000,000 gallon storage tank located NE of Tyndall School across Highway 98. The primary Bay County pump station pumps to three distribution points along Highway 98 that connect to the Tyndall distribution system. Delivered water pressure by Bay County averages about 70 psig; a pressure relief valve is installed at each master meter. Pressures on the base range from 50-55 psig. One elevated storage tank serves the main base for emergency use for fire protection should the main pump station fail. Raw water is drawn from source wells to supply potable water to outlying areas on the base. These outlying areas utilize their own source, treatment, storage and distribution systems to provide water for consumption and use. These outlying areas include Silver Flag, Full Scale Drone, Air Force Research Lab (AFRL), Sub Scale Drone, Ammo, Alert and Sky10.

### **Contingency Response Plans for Specific Types of Interruptions:**

- Quickly assess the level of damage and determine the level of response required.
- Isolate the service interruption and damage, if possible.
- Identify any life threatening situations and eliminate, if possible.
- Summon additional resources (personnel, equipment, materials, etc.)
- Assess service to the high priority facilities based on the service restoration priority list.
- Advise the Civil Engineering Office of the situation and estimated time to correct the problem.
- Keep the supervisor and the dispatching center (CRC) apprised of conditions and await assistance, if needed.
- Proceed to effect repairs if able to do so.

### **Isolated, Individual or Small Area Service Interruptions:**

- The first responder will seek to determine the cause of the interruption and if unable to do so immediately will call for assistance.
- Once the cause is identified, the equipment, materials and personnel required to effect repairs will be determined and communicated. The first responder or supervisor will contact the CE office and advise of the cause, plan and time anticipated for repairs.
- Upon delivery of the necessary equipment and material and dependent upon the urgency of effecting repairs, the service crew will complete the repair as soon as possible and will advise the CE office when complete. In this situation, personnel will also consider using certain measures to temporarily restore service.

### **Widespread Service Interruptions:**

- Based on the agreed upon service restoration priority list, crews should be assigned in a prioritized order.
- Should an event occur where interruptions become so numerous or the repairs so difficult that the on-duty crews cannot accomplish the repairs in a reasonable period of time; summon additional assistance, from any contractors currently working on the water system, then from other independent contractors in the Tyndall area.



- In the event of numerous/widespread service interruptions, crews will concentrate on the master water meters, working to tanks, valves, fire hydrants and service meters respectively to identify the source of the problem.

**Major Storms or Other Disasters:**

- In those cases where the probability of damage to the water distribution system from an approaching storm can be reasonably anticipated, stage emergency response crews and resources for Tyndall AFB.
- Preparations include personnel assignments, equipment and materials and development of a contingency plan of action, such as deployment of personnel and equipment to assigned areas.
- If a disruption occurs outside the Tyndall AFB installation, be ready to assist Bay County as needed to restore service and assist Tyndall AFB in obtaining water from other sources if necessary.
- If the storm hits and service interruptions begin to occur on Tyndall AFB, assess and prioritize in accordance with the service restoration plan and assign crews for the area in question in coordination with the Tyndall CE director. Service interruptions will be cleared as described above.
- In the event storms or disasters cannot be predicted or anticipated, respond to service interruptions from such causes by first using one or more on-call crews to assess damage and then summoning additional resources required to make the necessary repairs. Otherwise, proceed as with an anticipated storm.
- Regardless of whether a storm or disaster is anticipated or not, the response team will treat like all other service interruptions. The CE office will be continuously appraised of the status of the repair effort, including estimated time frames.
- During disaster times, the CRC staffing level for this system is typically five persons. The CRC operators monitor the incoming calls; gather information regarding the affected areas and dispatch service crews to the problem areas. As the outages are eliminated, CRC operators are prompted to call affected customers to confirm they have been restored.

**Water Supply Interruptions:**

Do not, at any time, provide temporary service that does not meet regulatory guidelines for minimum pressure and water quality, or that may potentially introduce contaminated water into the entire system. Operations staff will monitor usage rates, system pressures and disinfectant residuals on a frequent basis during implementation of any temporary measure.

**Temporary measures where service interruptions affect only isolated portions of the system or single buildings.**

There may be instances where line breaks or other failures will require areas to be served through temporary means. Measures that can be taken may include, but are not necessarily limited to the following:

- Valve off the affected areas and open other valves so that service can be fed from other directions in the distribution system.
- Utilize portable generators at the booster pumping stations or tank sites where equipment failure or loss of power is the cause of the outage.
- Arrange with the local municipalities or other neighboring utility systems for temporary interconnect to serve the isolated area.

- Following standards for disinfection, backflow prevention or other requirements; lay temporary “quick lines” above ground between hydrants to bypass the area under repair.
- If it appears the repairs will take more than a day or two, and the affected area under repair serviced by temporary lines, then measures will be taken to transport potable water from an approved source for sanitary and drinking purposes by using sanitized, approved tank vehicles or by bringing in bottled water. This will be considered a last resort.

**Temporary measures where service interruptions affect the entire system.**

In the case of complete system service interruptions occurring due to severe weather, or other catastrophic acts, implement procedure that call for development of a complete, coordinated plan of action to alleviate problems and to restore service in a timely manner. If the outside source of supply is unavailable, then take the necessary steps required to activate the three (3) emergency supply wells.

Additional measures that will be used as appropriate would include:

- Use of portable generators and portable pumps as needed.
- Bypass of damaged transmission or distribution lines with temporary, above ground lines.
- Transporting in potable water from approved source for sanitary and drinking purposes by using sanitized, approved tank vehicles, or bringing in bottled water.
- Implementation of demand reduction and water use restrictions.

**Equipment Failure**

Incorporate the guidelines established in MIL-HDBK-1164, Section 7.3.2.1. These guidelines include the following:

- Maintain a list of telephone numbers of key installation personnel.
- Keep the following items available and ready for use; valve keys, hand tools, digging tools, pavement breakers, trench shoring material, a portable centrifugal pump, floodlights, an emergency chlorinator and calcium hypochlorite or other chlorination agent.
- Keep a stock of split-sleeve and mechanical-joint repair fittings in sizes that fit critical lines.
- Make advance arrangements with a municipal utility, a public works department or an outside contractor for use of large construction equipment that may be needed but are not normally stocked.

**Strikes and Other Labor Disturbances, Sabotage, Court Orders, Etc.**

- Respond to interruptions/emergencies due to intentional acts, such as violence associated with labor disturbances, in essentially the same manner as for any other supply outage.
- In the event of similar damage to the water distribution system on Tyndall AFB, such as might be related to sabotage, proceed to assess damage, advise the CE office and proceed to commence repairs, calling upon resources as required.
- In the unlikely event that some sort of court order or regulatory agency order leads to a service interruption, seek vigorously to overcome the effect of any such or assist Tyndall AFB in doing so, in order to reestablish service as soon as possible.

**Acts of the Public Enemy**

- In the event of interruptions caused by acts of the public enemy, such as an attack by a foreign Government, terrorist acts, etc. GCEC will respond to the Government's needs with its extensive network of personnel and material resources from the Southport and Wewahitchka offices.
- Call for assistance from neighboring cooperatives and other sources such as utilities and contractors will be guided by the directions of the CE office and will attempt to restore service to base facilities in accordance with the Tyndall AFB service priority list.

**Cease and Desist NOVs Issued by a Regulatory Agency**

- Pursue all remedies available directly with the issuing government entity and provide Tyndall AFB with all reasonable cooperation by way of data and knowledgeable personnel and to assist the government entity in resolving any such order. Once the order is removed, reestablish service to Tyndall AFB as soon as possible.

**Catastrophic Loss Coverage**

- In the event of a catastrophic loss within a federally designated disaster area, look first to FEMA for recovery of costs of restoring its utility system properties.
- Most important concern is restoration of service. Utilize resources and muster other available resources, as necessary, and exercise its best efforts to restore water service at the base. Maintain adequate reserves and lines of credit with its lenders to allow access to the cash necessary to fund the repairs to the Tyndall AFB water system.
- In the event of a catastrophic loss complete all necessary repairs, as well as the initial funding of some.
- Once the costs of such even are known or can be reasonably approximated, analyze of such costs to determine the amounts, if any, that should be categorized as and which would have been covered under the Renewals and Replacements schedule. The amounts associated with such renewals and replacement projects include in the renewal and replacement schedule will be subtracted from the total costs associated with the catastrophic event. Applicable FEMA funds will also be subtracted.

## TAFB Contact Information

<b>Organization</b>	<b>Name</b>	<b>Phone #</b>
Base Bio Environmental Commander		(850) 283-7207
Base Bio Environmental Engineer		(850) 283-7139
BBC (Housing Privatization) 24-hr Customer Service		(850) 286-6495
Civil Engineering (CE)/Alutiiq		(850) 283-4949/4948
Cleveland Gate Support	Wendell Howard	(850) 283-2229
COR	Fred Wassil	(850) 283-4835
Culligan	Jay Trumbull	(850) 747-3620
Florida Rural Water Association		(850) 668-2746
Gulf Power 24-hr Customer Service		(877) 399-4335
Gulf Power Transmission System Control 24-hr Customer Service		(800) 845-2640
Operations Flight Commander		
SFS Commander 24-hr Emergency Hotline		(850) 283-2254
TAFB Fire Department		(850) 283-4602/2830

## TAFB Prioritized Critical/High-Risk/Mission Essential Facility Listing

Building Description	Building #/Location	Phone #
<b>Critical</b>		
Air Operations Center (AOC) Compound	480, 481, 485	283-5597
1 <sup>st</sup> Air Force/AFNORTH Head Quarters Facility	1210, 1212, 1214	283-4888
F-22 Simulator	588	283-9031/9028
325 <sup>th</sup> Fighter Wing Head Quarters Facility	647	283-4500
325 <sup>th</sup> Fighter Wing Command Post/Crisis Action Team (CAT)	219	283-2010
Control Tower/RAPCON Facility	216	283-4900
Air Traffic Control Tower (ATC)	220	283-8596
F-32 Aircraft (Parking Locations & Hangars With Aircraft Present)	Operations Side	
325 <sup>th</sup> Mission Support Group	662	283-4411/3410
325 <sup>th</sup> Security Forces Squadron Armory/Control Center	659	283-2001
Munitions Storage Area Compound	7000 Area	283-4668/4665
Alternate Command Post/Emergency Operations Center (EOC)	909	283-2010
53 <sup>rd</sup> Weapons Evaluation Group (WEG)	226	283-3070/0410
53 WEG Aircraft/Drones (Parking Locations/Hangars)	Operations Side	
81 RCS Operations Facility (Wetstone)	1277	283-2863/2950
81 RCS Generator	1280	283-2159
82 ATRS Subscale Launch Area	8000 Area	283-2268/2566
82 ATRS Marina	5032	283-4640
<b>High-Risk "High Occupancy"</b>		
Child Development Center	1410	283-4747
Youth Activities Center	3223	283-4326/4747
Tyndall Elementary School	4030	
Dormitory Facilities	All Dormitories	
Lodging Facilities	All Lodging Facilities	
Berg-Liles Dining Facility	1690	283-4411/2239
Silver Flag TDY Quarters Area	9400 Area	
Base Fitness Center	1601	283-2631
Airey NCO Academy	837	283-3238
Main Exchange/Commissary Complex	950	283-4110
Medical Clinic Complex	1465	283-7690
Community Activities Center (CAC)	1550	283-4357
Heritage Club	1454	283-4357
Chapel Facilities (During Services	703, 1470	283-2925

<b>Building Description</b>	<b>Building #</b>	<b>Phone #</b>
<b>Mission Essential Infrastructure</b>		
DuPont Bridge	Highway 98	
Telephone Switch Network Facility (Cable Vault)	648	
Network Control Center (NCC)	748	
325 OSS (Comm)	503	283-2547/2506
325 CES (Comm)	421	
325 MOS (Comm)	542	283-4307/2698
53 WEG (Comm)	1801	283/2863/2950
325 ACS (Comm)	1270	
AFOSI Det 419 (Comm)	1406	283-3261/0674
AFCESA (Comm)	1120	283-6414
AFRL (Comm)	9742	283-2989
Det 1, 823 RHS (Comm)	9460	283-9433/9496
Electrical Power Transfer/Receiving Points	Parker/Red Fish Point	
Electrical Power Sub Stations	Cleveland Gate	
Bay Count Water Distribution Points	Multiple Locations	
Tyndall Water Storage Towers	LA Gate/Housing Area	
Tyndall Water Pumping Stations	Multiple Locations	
Bay County Water Storage Tank	Highway 98 @ GT Comm	
Radio Communications Trunking System	Suwannee @ Mississippi	
GT Communications Facility	4040	
Petroleum, Oil & Lubricants Storage Areas	400/6000 Area	283-4267
Ground-Air Transmit Receiver Site	1255	283-2016
Transmit Site (ATC Radio)	29	283-2503/2764
Receiver Site (ATC Radio)	15	283-2503/2764
Air Surveillance Radar (ASR Site)	32	
Digital ASR Site	37	

<b>System Information</b>			
<b>Electric System</b>			
<b>Name</b>	<b>Feeds</b>		
Capehart	Beacon Beach Cove, Beacon Beach, Shoal Point and Bayview Housing		
Flightline	Both sides of the base and can loop fed with the Suwannee feeder		
Hospital/Clinic	Base Clinic area, Officer Billeting and complex in the 1200 area		
Mississippi	The length of the base on Mississippi Ave., continues on Highway 98 to feed the SE end of the base. This feeder can be loop fed with the Suwannee and Hospital feeders.		
Suwannee	Both sides of the base and be loop fed with the Mississippi feeder.		
Wherry	Beacon Beach Cove, Beacon Beach, Shoal Point and Bayview Housing		
<b>Water System</b>			
<b>Portable Wells</b>			
	<b>Bldg. &amp; Well #</b>	<b>Location</b>	<b>Size</b>
Critical/Emergency	Bldg. 722 – Well #2 Chlorinated	Corner of Suwannee Rd. & Georgia Ave.	Approx. 650 GPM
	Bldg. 652 – Well #5 Chlorinated	Suwannee Road	Approx. 650 GPM
	Bldg. 2675 – Well #6 Chlorinated	Highway 98	Approx. 650 GPM
	Bldg. 9705 – Well #13 - Chlorinated	AFRL Area	80 GPM
	Bldg. 9309 – Well #11	Full Scale Area	70 GPM
	Bldg. 9439 – Well #12	Silverflag Area	200 GPM
Non-Critical	Bldg. 8523 – Well #10	Subscale Area	150 GPM
	Bldg. 7001 – Well #9	Ammo Area	150 GPM
	Bldg. 106 – Well #14	Alert Area	50 GPM
<b>Distribution Points</b>			
	Master Meter #1	Highway 98 and Jackson Ave.	
	Master Meter #2	Highway 98 and Dixie Rd.	
	Master Meter #3	Highway 98 and Louisiana Ave.	
<b>Water Towers</b>			
	East Tower – Bldg. 733	Suwannee Ave. and Louisiana Ave.	250,000 gallons
	Silverflag Tower – Non-potable	Strange Point Loop	150,000 gallons

**INSERT STATEWIDE PLAN**



## APPENDIX B

### *GULF COAST ELECTRIC COOPERATIVE, INC.*



### *SERVICE INTERRUPTION & CONTINGENCY PLAN MANUAL*

# WATER



Service Interruption and Contingency Plan Manual - Water

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## Service Interruption and Contingency Plan Manual

### **System Specific Information (Element #1)**

#### **Drinking Water Supply**

The *Tyndall* AFB potable water system infrastructure consists of purveyor interconnections, source wells, treatment facilities, conveyance and distribution lines, storage tanks, and fire-fighting facilities. The base currently purchases water for the main-base water system from Bay County Utility Services (County), which is mainly a major local wholesale provider of potable water. Additionally, there are eight on-base areas separated from the main-base water system that utilize wells for their source of water.

Waters from Bay County, for use by the base, enters the Tyndall AFB are at the Dupont Bridge, utilizing a single pipeline that feeds into the Bay County 5,000,000 gallon storage tank located northeast of Tyndall school across US Highway 98. The primary Bay County pump station then pumps to three distribution points along US Highway 98 that connect to the Tyndall distribution system. Delivered water pressure by Bay County averages about 70 psig; a pressure relief valve is installed at the master meters. Pressures on base range from about 50 to 55 psig. One elevated storage tank serves the main base for emergency use for fire protection should the main pump station fail.

Based on the apparent effectiveness of distribution system looping, use of four independent, emergency water wells, and existence of numerous redundant system components (e.g., redundant isolation valves), the Tyndall AFB main-base potable water system is relatively well designed to help limit the impacts of service disruptions.

As mentioned above, raw water is drawn from source wells to supply potable water to outlying areas on base. These outlying areas utilize their own source, treatment, storage, and distribution systems to provide water for consumption/use. These outlying areas include Full-Scale Drone (9300 Area), Air Force Research Laboratory (9700 Area), Sub-Scale Drone (8500 Area), Ammo Area (7000 Area), Alert Area (adjacent to the flight-line), and Test Range II/Sky 10. The water assets located in these outlying areas will hereinafter be referred to as “subsystems.”

The Florida Public Water System (FL PWS) identification numbers associated with each regulated water subsystem is as follows: Bay County – 1030050, Silver Flag – 1034077, Full Scale Drone – 1034109, Air Force Research Laboratory – 1030788, and Ammo Area – 1034110.

Each subsystem’s dedicated wells, treatment, and storage facilities allow each subsystem to be self-sufficient, typically being operated independently. Although the installation’s subsystems do not contain secondary sources of supply, the relatively small size (i.e., limited populations) of these subsystems allows personnel to be temporarily served with potable water through other means (e.g., bottled water). Generally, distribution within each subsystem is either looped or is kept clean by high pipe velocities due to relatively high consumption rates versus system pipe diameters.

Tyndall AFB military personnel total 4,400 and are primarily permanent party with some Air National Guard and transient students. Civilian support staff consists of 2,000 government employees and 1,510

contractors. In addition to actual employees, military and civilian, there are 3,400 dependants (wives, husbands, and children).

Potable water is supplied to each of the installation's potable water subsystems from one groundwater well located within the geographical limits of each subsystem. Water supplied to these wells originates from the Floridan Aquifer.

### **Conveyance/Distribution**

Potable water supplied to the main base is conveyed via 16-inch through 20-inch diameter transmission mains from the Bay County Water Treatment Plant to the base. This includes a 16-inch diameter main suspended from DuPont Bridge, at the installation's northwest entrance.

The main County transmission line continues along Highway 98 all the way to Mexico Beach. A 5.0 million gallon (MG) storage tank, chlorine booster pump, jockey pump, and three high-service pumps are connected to this main near DuPont Bridge. These facilities are owned by the County and are used to control system pressure and chlorine residual.

### **Roles and Responsibilities (Element 2)**

#### **Personnel**

Gulf Coast Electric Cooperative, (GCEC) is the owner of Tyndall AFB water infrastructure components, as well as electric utility infrastructure components. With the exception of subcontracted services periodically necessary for emergencies and large-scale projects, GCEC uses five personnel (one supervisor, one operator, and three line service men) to operate and maintain all water system infrastructure and plumbing. GCEC personnel work regular day shift hours five days a week. On-call GCEC personnel provide 24-hour per day, 7-day per week water system response capabilities.

- Gulf Coast Electric Cooperative (GCEC) is responsible for:
  - Operating and maintaining the water system
  - Developing operating instructions to include emergency operations
  - Monitoring compliance of drinking water with applicable standards
  - Providing reporting and public notification
  - Providing monitoring results and suggestions for improving water quality.

## **Communication Procedures (Element #3)**

**Contact the GCEC Service Center, via phone 1-850-481-1188 or toll free 1-855-234-6853 for routine and urgent conditions – For Emergency Conditions contact our toll free number at 1-855-481-1188. Additional Emergency Contacts are as follows:**

Ralph Jamerson – Supervisor of Military Affairs – 850-814-6315

Andy Dick – Manager of Operations – 850-814-5874

Francis Henson – COO – 850-418-2960

**REGULAR WORKING HOURS: 7:00 am – 4:30 pm, Monday through Friday.**

### **EMERGENCY CONDITIONS**

An emergency condition is one that is detrimental to the mission of the Base, significantly impacts operational effectiveness, or compromises the safety, health, and life of personnel.

When an emergency condition occurs an emergency notification procedure will be given to all Tyndall AFB personnel through notices suitable for posting at all Base facilities prior to Contract Start date. Notices will include all needed phone numbers and descriptions of procedures.

#### **During Duty Hours**

- Contact the GCEC Service Center, via phone 1-850-481-1188 or toll free 1-855-TYNDALL (896-3255), a dispatcher will log Emergency service calls and will dispatch a first responder service crew.
- If unable to contact the Tyndall Service Center, then contact the Southport Dispatch Center 1-800-568-3667 to report emergency. A dispatcher logs Emergency service call and will dispatch a first responder service crew and advise the duty supervisor/Tyndall AFB Project Manager as to the specifics of the Emergency service request.
- If unable to contact the Southport Dispatch Center, then contact designated project personnel via cell phone or pagers who will log Emergency service calls and will dispatch a first responder service crew.

#### **During Non-Duty Hours**

Contact PowerSouth CRC to report an emergency. A special phone number to a dedicated extension at PowerSouth CRC will be provided to Tyndall AFB, where a CRC dispatcher will log Emergency service calls and will dispatch a first responder service crew. In the event of emergencies elsewhere on the PowerSouth system, GCEC will sometimes take over its own phones and answer them with staff within its offices.

- If unable to contact the PowerSouth CRC, then contact designated project personnel via cell phone or pagers who will dispatch a first responder.

For emergency service requests received during all hours:

1. After receiving a call, a serviceperson has **20-minutes** to be in route to the scene of a service interruption.
2. Respond immediately on the site of the emergency **within 1 hour**.
3. Repair crews will respond to the emergency site within **2 hours. All emergencies will be remedied or downgraded to a non-emergency status within 24 hours.**
  - During regular duty hours at Tyndall AFB, if a crew is not on-site at Tyndall AFB, the nearest appropriate service crew or management/supervisory personnel, as the first responder.
  - Outside of regular working hours, normal “on-call” personnel will be the first responders.
4. When the first responders arrive on-site in the vicinity of any emergency, the first effort will be to identify the full extent of the problem.
  - The first priority is life-threatening situations.
  - First use resources to the extent appropriate to address a life-threatening situation on the Tyndall AFB system. If there are life-threatening conditions on the system and the Tyndall AFB system at the same time, allocate resources to address both. The same would be the case for other priority levels.
5. Once the problem is located and can be resolved by the crew in a timely manner, the crew will proceed to make the necessary repairs.
6. Additional assistance will be summoned immediately if the initial assessment determines that additional resources are required.
7. If outside of regular duty hours, the on-call first responder will determine if the problem can be corrected without additional resources, and if so, will proceed to effect repairs. Additional resources will be summoned immediately if needed.
8. Notify the Base Civil Engineering Office when the emergency situation has been eliminated or downgraded.

## **URGENT CONDITIONS**

An Urgent condition is not an emergency but significantly hinders performance of Base activities and requires elimination of potential fire, health, and safety hazards.

### **During Duty Hours**

- Contact the GCEC Service Center at 1-850-481-1188 or toll free 1-855-234-6853. A dispatcher will log Urgent service call, dispatch a first responder service crew, and advise the duty supervisor/Tyndall AFB Project Manager as to the specifics of the Urgent service request.
- If unable to contact the Tyndall Service Center, then contact the Southport Dispatch Center 1-800-568-3667, to report Urgent service requests. A dispatcher logs Urgent service call and will dispatch a first responder service crew and advise the duty supervisor/Tyndall AFB Project Manager as to the specifics of the Urgent service request.

- If unable to contact the Southport Dispatch Center, then contact designated project personnel via cell phone or pagers, who will dispatch a first responder service crew and advise the duty supervisor/Tyndall AFB Project Manager as to the specifics of the Urgent service request.

### **During Non-Duty Hours**

- Contact PowerSouth CRC to report urgent service request. A special phone number to a dedicated extension at PowerSouth CRC will be provided to Tyndall AFB, where a CRC dispatcher will log Urgent service calls and will dispatch a first responder service crew;
- If unable to contact the PowerSouth CRC, then contact designated project personnel via cell phone or pagers (at numbers to be provided prior to the start date), who will dispatch a first responder.

For urgent service requests received during all hours:

1. Respond to Urgent service requests on-site of the request **within 24 hours. All urgent requests will be remedied by within five calendar days.**
  - During regular duty hours the Service Center Crew assigned to the Base will be the first responder. If for any reason this crew is not available to respond immediately, another crew will be assigned to respond.
  - Outside of regular working hours normal on-call personnel will be the first responders. When the first responders arrive on-site identify the full extent of the problem or need.
2. Once the problem or need is identified and can be resolved by the first responder in a timely manner, the crew will proceed to address the problem or need.
3. Additional assistance will be summoned immediately if the initial assessment determines that additional resources are required.
4. If outside regular duty hours the on-call first responder will determine if the problem can be corrected without additional resources, and if so, will proceed to commence repairs or address the problem or need. Additional resources will be summoned immediately if needed.
5. Notify the Base Civil Engineering Office when the urgent situation has been eliminated or downgraded.

### **ROUTINE CONDITIONS**

A routine service request is one that does not pose an immediate threat to public health, safety, or property, or to a mission or operation conducted at the Base.

GCEC should be notified by Base personnel of all Routine Service Requests in the following manner:

- Contact the GCEC Service Center at 1-850-481-1188 or toll free 1-855-234-6853. The dispatcher will log the routine service request and qualified personnel will respond to routine service requests within five days.
- Contact the Southport Dispatch Center at 1-800-568-3667 during regular hours or PowerSouth CRC after regular hours or on weekends or holidays. Personnel or CRC personnel, depending on where the call is answered, will log the routine service request and qualified personnel will respond to routine service requests **within five days**. After regular hours, all calls are answered by the PowerSouth CRC ("CRC"), captures name, number, address, and any messages left by the customer

- Fax or e-mail a routine service request form to the Southport District Office, to the attention of the Tyndall AFB Project Manager at the Fax Number or e-mail address to be provided. Personnel will log routine service calls and receipt of fax or e-mail messages and qualified personnel will respond to routine service requests within five days.

For all routine service requests:

1. Respond to all Tyndall AFB Routine service requests within **five calendar days. All routine service requests will be completed by within 30 calendar days.**
2. Analyze routine repair requests to determine the most effective way of completing repairs.
3. Notify the Base Civil Engineering Office when the routine repair request has been completed.

## Contingency Response Plans for Specific Types of Interruptions

Respond to service interruptions through a first responder service crew whether during duty hours or non-duty hours.

The general process will be as follows:

1. Quickly assess the level of damage and determine the level of response required
2. Isolate the service interruption and damage, if possible
3. Identify any life threatening situations, and eliminate if possible
4. Summon additional resources (personnel, equipment, materials, etc.)
5. Assess service to the high priority facilities, based on the service restoration priority list
6. Advise the Civil Engineering Office of the situation and estimated time to correct the problem
7. Keep the Duty Supervisor/Dispatching Center/PowerSouth CRC apprised of conditions and await assistance if needed
8. Proceed to effect repairs if able to do so

### Isolated, Individual, or Small Area Service Interruptions

#### Duty Hours Response

1. During duty hours, such interruption will likely be reported by someone on the Base to the Public Works office. The established procedure will be for the Civil Engineering Office to then contact Gulf Coast via a dedicated phone line to the day dispatcher/duty supervisor at the Southport District Office, from which a first responder will be dispatched.
2. After the call is received by the Tyndall AFB dispatcher/duty supervisor, the first responder will be dispatched to the location.
3. The first responder will seek to determine the cause of the interruption and if unable to do so immediately will call for assistance in determining the cause of the interruption/emergency.
4. Once the cause has been identified, the equipment, materials, and personnel required to effect repairs will be determined and communicated to the dispatcher/duty supervisor, if not immediately on hand or already on Base at the Tyndall Service Center. The first responder will contact the Civil Engineering office, directly or through the Southport District Office dispatcher/duty supervisor, to advise him of the cause, the plan, and time anticipated for repairs.
5. Maintain, at the Tyndall AFB Service Center and/or on service trucks, an adequate supply of items required to make such repairs.



6. In some cases, larger pieces of equipment may need to be replaced, and which may not be in stock at the Service Center, headquarters, or at the Southport District Office. In such case, call upon one of the primary equipment and materials suppliers, which have agreed to provide materials, supplies, and equipment from their warehouses to the service area on a high priority basis.
7. Civil Engineering office will be kept informed. Upon delivery of the necessary equipment and dependent upon the urgency of effecting repairs, the service crew will complete the repair as soon as possible and will advise the Civil Engineering office when complete. In this situation, personnel will also consider using certain measures to temporarily restore service.

### **Non-duty Hours Response**

1. In the event of service interruptions during non-duty hours, the Civil Engineering office will contact Gulf Coast through the central dispatch system/PowerSouth CRC call center, via a dedicated phone line. The dispatcher will then contact the first responder on the "on-call" list, who will proceed immediately to the site of the problem to determine the cause, as outlined above.
2. The first responder will then call for more assistance, materials, equipment, as needed, and directly or through the duty supervisor, will advise the Civil Engineering office of the cause, and anticipated repair time. Otherwise, the process will continue as outlined above, under "Duty Hours Response."

### **Widespread Service Interruptions**

1. Based on the agreed-upon service restoration priority list, prioritize service interruptions and assign to crews in such order. In most cases though, a widespread water service interruption will be traced to an individual water main break, which while requiring a major repair effort, will result in restoration of service to all affected delivery points.
2. Should an event occur where interruptions become so numerous or the repairs so difficult that the on-duty crews cannot accomplish the repairs in a reasonable period of time; summon additional assistance, first from any contractors currently working on the water system, then from other independent contractors in the Tyndall AFB area.
3. In the event of numerous/widespread service interruptions, crews will concentrate on the master water meters, working to tanks, valves, fire hydrants and service meters respectively to identify the source of the problem.

### **Major Storms or Other Disasters**

1. In those cases where the probability of damage to the water distribution system from an approaching storm can be reasonably anticipated, stage emergency response crews and resources for Tyndall AFB.
2. Preparations include personnel assignments, equipment and materials, and development of a contingency plan of action, such as deployment of personnel and equipment to assigned areas.
3. If a disruption occurs outside of the Tyndall AFB Installation, be ready to assist Bay County as needed to restore service and can assist Tyndall AFB in obtaining water from other sources if necessary.

4. If the storm hits and service interruptions begin to occur on the Tyndall AFB assess and prioritize in accordance with the service restoration plan and assign crews for the area in question in coordination with the Tyndall Civil Engineering Director. Service interruptions will be cleared as described above.
5. In the event storms or disasters cannot be predicted or anticipated, respond to service interruptions from such causes by first using one or more on-call crews to assess damage, and then summoning additional resources required to make the necessary repairs. Otherwise, proceed as with an anticipated storm.
6. Regardless of whether a storm or disaster is anticipated or not, the response team will treat like all other service interruptions. The Civil Engineering Office will be continuously apprised of the status of the repair effort, including estimated time frames.
7. During disaster times, the CRC staffing level for this system is typically **five (5) persons**. The CRC operators monitor the incoming calls, gather information regarding the affected areas, and dispatch service crews to the problem areas. As the outages are eliminated, CRC operators are prompted to call affected customers to confirm that the power is restored.

### **Water Supply Interruptions**

**Do not**, at any time, provide temporary service that does not meet regulatory guidelines for minimum pressure and water quality, or that may potentially introduce contaminated water to the entire system. Operations staff will monitor usage rates, system pressures, and disinfectant residuals on a frequent basis during implementation of any temporary measure.

#### **Temporary measures where service interruptions affect only Isolated Portions of the System or Single Buildings.**

There may be instances where line breaks or other failures will require areas to be served through temporary means. Measures that can be taken may include, but are not necessarily limited to the following:

1. Valve off the affected areas and open other valves so that service can be fed from other directions in the distribution system;
2. Utilize portable generators at the booster pumping stations or tank sites where equipment failure or loss of power is the cause of the outage;
3. Arrange with the local municipalities or other neighboring utility systems for a temporary interconnect to serve the isolated area;
4. Following standards for disinfection, backflow prevention, or other requirements, lay temporary “quick lines” above ground between hydrants to bypass the area under repair;
5. If it appears the repairs will take more than a day or two, and the affected area cannot be serviced by temporary lines, then measures will be taken to transport potable water from an approved source for sanitary and drinking purposes by using sanitized, approved tank vehicles or by bringing in bottled water. This will be considered a last resort.

#### **Temporary measures where service interruptions affect the entire system:**

In the case of complete system service interruptions occurring due to severe weather, or other catastrophic acts, implement procedures that call for development of a complete, coordinated plan of

action to alleviate problems and to restore service in a timely manner. If the outside source of supply is unavailable, then take the necessary steps required to activate the three (3) emergency supply wells per the orders of the Civil Engineering Squadron Commander. Additional measures that will be used as appropriate would include:

1. Use of portable generators and portable pumps as needed;
2. Bypass of damaged transmission or distribution lines with temporary, above ground lines;
3. Transporting in potable water from an approved source for sanitary and drinking purposes by using sanitized, approved tank vehicles, or bringing in bottled water;
4. Implementation of demand reduction and water use restrictions.

A cell phone dialer will be used to alert the Tyndall AFB Service Center Supervisor, who is on-call 24/7, as to any water system service interruptions.

Establish a working relationship with Bay County, so that in the event of a known or suspected water supply failure, we can immediately and directly contact Bay County to advise of the problem and determine its plans to correct the problem, and will so advise the Public Works Office.

### **Equipment Failure**

Incorporate the guidelines established in *MIL-HDBK-1164, Section 7.3.2.1*. These guidelines include the following:

1. Maintain a list of telephone numbers of key Installation personnel;
2. Keep the following items available and ready for use: valve keys, hand tools, digging tools, pavement breakers, trench-shoring material, a portable centrifugal pump, floodlights, an emergency chlorinator, and calcium hypochlorite or other chlorination agent;
3. Keep a stock of split-sleeve and mechanical-joint repair fittings in sizes that fit critical lines;
4. Make advance arrangements with a municipal utility, a public works department, or an outside contractor for the use of large construction equipment that may be needed but are not normally stocked.

### **Strikes and Other Labor Disturbances, Sabotage, Court Orders, etc.**

Respond to interruptions/emergencies due to intentional acts, such as violence associated with labor disturbances, in essentially the same manner as for any other supply outage.

In the event of similar damage to the water distribution system on the Tyndall AFB, such as might be related to sabotage, proceed to assess damage, advise the Civil Engineering Office, and proceed to commence repairs, calling upon resources as required.

In the unlikely event that some sort of court order or regulatory agency order leads to a service interruption, Seek vigorously to overcome the effect of any such order or assist Tyndall AFB in doing so, in order to reestablish service as soon as possible.

### **Acts of the Public Enemy**

In the event of interruptions caused by acts of the public enemy, such as an attack by a foreign Government, terrorist acts, etc., respond to the Government's needs with its extensive network of personnel and material resources from its Southport District Office and its headquarters in Wewahitchka.

1. Call for assistance and back-up from neighboring cooperatives and other sources such as utilities and contractors will be guided by the directions of the Civil Engineering Office and will attempt to restore service to Base facilities in accordance with the Tyndall AFB service priority list.

### **Cease and Desist NOVs (Notice of Violation) Issued by a Regulatory Agency**

1. Pursue all remedies available directly with the issuing government entity and provide Tyndall AFB with all reasonable cooperation by way of data and knowledgeable personnel and to assist the government entity in resolving any such order. Once the order was removed, reestablish service as soon as possible to Tyndall AFB.

### **Catastrophic Loss Coverage**

1. In the event of a catastrophic loss within a federally designated disaster area, look first to FEMA for recovery of costs of restoring its utility system properties.
2. Most important concern is restoration of service. Utilize resources and muster other available resources, as necessary, and exercise its best efforts to restore water service at the Base. Maintain adequate reserves and lines of credit with its lenders to allow access to the cash necessary to fund the repairs to the Tyndall AFB water system.
3. In the event of a catastrophic loss complete all necessary repairs, as well as the initial funding of some.
4. Once the costs of such event are known or can be reasonably approximated, analyze of such costs to determine the amounts, if any, that should be categorized as and which would have been covered under the Renewals and Replacements Schedule. The amounts associated with such renewal and replacement projects included in the renewal and replacement schedule will be subtracted from the total costs associated with the catastrophic event. Applicable FEMA funds will also be subtracted.

## **Coordination of Work**

### **Routine Work**

1. Schedule service interruptions particularly where a large area or number of consumers will be affected at a time that will cause the least inconvenience such as an evening or weekend.
2. After a service request is received and evaluated internally prepare the necessary field drawing and return it to the office for scheduling and action. Materials are then assembled and when everything needed is available, the job is scheduled. This process lends itself to predicting when the work will actually be accomplished.
3. Project Manager will coordinate with the Contracting Officer's Representative, allowing at least two weeks before beginning any work that will or may require service interruptions.

## Service Requests

1. Unless advised otherwise by the COR/Base Civil Engineer or other Base authorized representative, attempt to address any emergency condition it discovers or is identified to it by someone at the Base.
2. A file listing (1) the number, name (if any), and street address (if any) of each building, (2) the responsible officer/coordinator for the building, and (3) a phone number to contact that officer/coordinator during duty hours (and after duty hours, if desired by the Government) will be provided for reference.
3. Once provided with such a list, the Project Manager will contact the appropriate officer/coordinator for any planned service interruptions and coordinate, as much as possible, the Cooperative's work to minimize inconvenience to the building(s).
4. Expect that on the rare occasion when such work would affect more than one building that the Commanding Officer of the Base, or his/her designee, would resolve differences among multiple officers/coordinators as to the most appropriate times for any scheduled service interruptions.
5. The only exceptions to this would be in an emergency or if a crew working on the equipment/line serving a building found an unsafe condition requiring immediate attention. If this is the case, call the officer/coordinator to notify him/her of the reason for the service interruption and the expected duration. Efforts would be made to allow, time to shutdown equipment, or otherwise prepare for a water system interruption, in an orderly manner.
6. **Maintain a list of Government representatives responsible for buildings or facilities at the Base; personnel will attempt to coordinate with them in addressing the service request.**
7. **A summary of all such service orders will be prepared monthly and will contain a brief summary of the requested service, along with the date requested, date completed, and the time required for completion. Cooperative senior management will review such reports monthly to assure that service requests are being addressed promptly and identify future needs. All service order records will be made available for review.**
8. Maintain a log for all service requests received from the Base. The log will be maintained in the Southport District Office and will include the following:
  - **Time call was received;**
  - **Time first responder arrives;**
  - **Cause of request;**
  - **Action taken;**
  - **Date and time completed;**
  - **Classification of Request (Emergency, Urgent, Routine).**
9. **The log will be summarized each month with response times computed and summarized and held for Government review and/or transmitted to the COR or other designated representative, as requested.**
10. All such records shall be retained for two years and may be reviewed by the Administrative Contracting Officer upon reasonable request and within reasonable notice.
11. Classification of a service request is determined by the service call operator/dispatcher, but this determination will be based upon information provided by the caller. In some cases, the classification may be revised by the responder based on information obtained during the response.
12. Comply with requests from the Installations regarding placement of new or renewal utility systems unless regulatory prohibitions exists or the request violates normal utility practice.

Requests for placements that differ from normal utility practice will be processed through the Changes clause of FAR 52.243-1.

### **Connections and Disconnections**

1. Respond promptly to any properly authorized Government requests for adding or removing service connections.
2. Determine whether any change in the monthly charge will be required and the estimated amount of same and will communicate this back to the COR, and if necessary, the Project Manager will enter into any required discussions or negotiations with the COR.
3. Proceed to provide the requested service as outlined above.
4. **Contract or contract modifications will be in place before any new connections or disconnections take place.**

### **Temporary Connections and Disconnections**

1. Promptly provide such service after advising and receiving the authorization to proceed by Tyndall AFB. At a minimum, provide the following information:
  - Purpose of temporary connection;
  - Name of the Contractor or customer requiring temporary connection;
  - Expected time of duration of the connection;
  - Description of the connection, including cost, capacity, location and metering requirements.
2. Prior to constructing the temporary service connection, notify the Tyndall AFB Base if you believe the proposed temporary service connection can be made part of any anticipated initial or future capital upgrade or renewal and replacement project.
  - This notification will provide Tyndall AFB Base personnel the opportunity to review and make a decision as to whether Tyndall AFB should expand the scope of the project to meet the Installation's long term needs and the extent to which it may want to participate in the cost of the project.
3. Before any temporary service connection is removed, inform the Installation in the event a temporary service connection is to remain in place or be modified in some respect to meet the Installation's future needs.

### **Scheduled Utility Service Interruptions**

1. Respect the Government's prerogative to stop or reschedule work requiring a service interruption to prevent interference with Base operations.
  - Attempt to divert work crews to other projects that would not interfere with Base operations.
2. Upon a directive by the Administrative Contracting Officer ("ACO") or other authorized Government/military representative to cease any work or construction projects, immediately consult with the ACO or other designated party, such as the Base Civil Engineering Office.
3. Outline options for suspending the work, in a manner that would allow the Base to continue to function at its full water capacity needs and also assuring that the work or project would be secured without exposing Base personnel to any hazardous conditions.

## **Excavation Permits**

1. Adhere to certain OSHA guidelines for certain types of excavations and comply with state and local Government requirements concerning excavation activities and adhere to the Installation's excavation permit process.

## **Underground Utility Location**

1. Provide underground utility location services within **three (3) working days in cases of routine construction or within an hour if there is an emergency**. Participate as necessary in the State-adopted one-call utility location program. Installation personnel should contact the Tyndall AFB Service Center for underground utility location service and **log all requests**.
2. Underground locating equipment will be maintained at the Tyndall AFB Service Center and is also maintained at the Southport district office. Engineers and technicians completely familiar with underground locating techniques and equipment will perform any necessary locates at Tyndall AFB.

## **Exercises and Crisis Situations Requiring Utility Support**

1. Respond to any exercise or crisis situation as an emergency. Advise and assist the on-scene commander until the event is terminated.

## **Construction and Restoration of Site**

1. Ensure that the proper temporary facilities and controls are in place during any construction or other work it performs that could affect Tyndall AFB activities.
2. Once work is complete, restore the construction area to an equal or better condition taking care to not disturb or damage artifacts or fossils during any excavation operations.
3. Restorations will be done systematically, avoiding pressure from individuals for special attention and maintaining attention to safety, except to the extent Tyndall AFB authorized representatives may direct undertaking of restoration activities in an alternative manner