Document title

Distribution System Storm Operational Plan

Document number

EMG-EDGF-00042

Applies to: Energy Delivery and Supporting Storm Organizations – Florida

Keywords: emergency; distribution system storm operational plan

Introduction

At Progress Energy we believe that people succeed because they act with integrity, collaborate effectively, embrace diversity, and communicate. Not only do they take responsibility for their actions and achieve objectives with speed and agility, they are intolerant of mediocrity and produce results that matter.

As a company our goals are to exceed customer expectations, to deliver superior shareholder value, and to challenge employees to excel. With these goals and principles in mind, we have developed the Distribution System Storm Operational Plan (DSSOP).

This plan provides a blueprint for safely restoring power to our customers in the shortest amount of time following a storm event. Designed with the flexibility to respond to both small and large storms, this comprehensive plan reflects an organizational redesign at Progress Energy-Florida. The storm plan also incorporates internal feedback, suggestions and customer survey responses, documenting and applying the invaluable knowledge gained from experience.

Regions, Operation Centers and supporting storm organizations are responsible for following the storm plan as identified in this document and linked storm support documents. In addition, each storm organization shall maintain an updated storm organizational chart identifying personnel in key storm roles and contact information. When applicable, this information should be inserted into the storm organizations storm folder located on the storm center web site. Operations and Region storm centers are responsible for placing their updated storm organizational charts and contact information on their respective web sites prior to the start of hurricane season. This information should be updated, as needed, throughout the storm season.

Built on Experience

At Progress Energy we have faced more than our share of storms and hurricanes. In 2004, our company received the Emergency Response Award from Edison Electric Institute for “outstanding work under extreme conditions” during the unprecedented four hurricanes that pounded Florida and the Carolinas in August and September of that year. We have received this award a record five times, including our responses to hurricanes Bonnie (1998) and Floyd (1999), the January 2000 winter storm, and the December 2002 ice storm. In 2005, our company received the EEI Emergency Assistance award which recognized our storm restoration efforts in support of outside electrical utilities located in the Southeastern Electric Exchange (SEE).

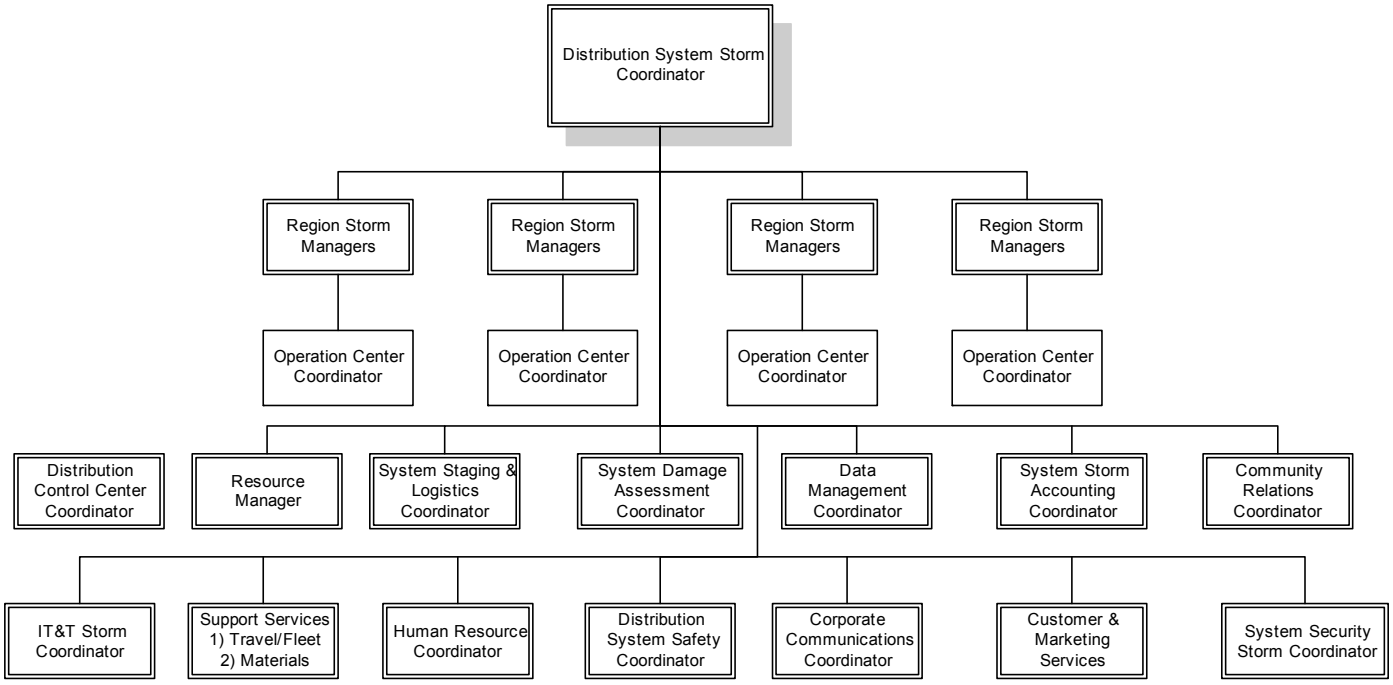
By applying lessons learned from past events during the 2004 hurricane season, we were able to quickly and efficiently implement best practices, maximize manpower, and reduce damage to equipment. Lessons learned from all past storms and hurricanes have been integrated into this plan, so we may continue to produce results that matter with speed and agility before, during, and after a storm.

Plan Overview

The objective of this plan is to establish a consistent approach and level of responsibility for each emergency response. This document provides the authority and coordination needed to restore electric service and maintain business continuity from emergency storm events. This plan consolidates authority to a System Level “top down” organizational structure for major storm responses and organizational structure for minor storm events.

In addition, the plan offers guidance for transitioning from a minor event that escalates to a system level-major event.

The following is a representation of the Distribution System Storm Organization:



Authority

The Director of Distribution Asset Management is the primary owner of this document and shall direct the maintenance of this document through the Distribution Department. The Director of Distribution Asset Management fulfills the storm role: Distribution System Storm Coordinator (DSSC1) when the Distribution System Storm Center is activated for major system level emergencies. Each storm organization will have an internal command and control structure that ultimately reports to the Distribution System Storm Coordinator.

Referenced Storm Title

Storm Process Owners – Each storm organization, as identified in the above storm organizational chart, shall identify a lead or individual person that is responsible for that storm organizations storm plan, preparedness and restoration efforts. This person is typically identified throughout this document as Storm Process Owner.

Supporting Storm Process Owner – Typically those storm organization leads other than the Distribution System Storm Center, Region or Operations Storm Centers.

Using the Plan

The purpose of the Distribution System Storm Operational Plan (DSSOP) is to ensure that all employees are informed and aware of the roles they serve in the event of a major storm. Many of you whose jobs do not normally require involvement in service restoration will be called upon to offer your talents and services in providing staging and logistics support, guiding crews, answering telephones at the Customer Service Center, or other critical roles.

To make best use of this plan, carefully read and understand this document and the section or sections that apply to your role for your organizations storm plan listed at the back of this document. It is also helpful to read the roles and responsibilities of your interface contacts, identified and hyper-linked in your storm plan. The table of contents, listed on the end of this document provides links to individualized functional storm plans, each of which contains (or will contain in a future revision as information becomes available) a mission statement, functional process and/or sub-process descriptions, flow charts, organization charts, job descriptions, key interface points, checklists of actions, lists of needed tools and information, an inventory of systems used, and links to supplementary information. Storm role codes are provided for each job title.

All Storm Process Owners will be required to certify annually that their storm organizations are prepared for a major storm event. The document below shall be completed, signed and forwarded to the Distribution System Storm Center by May 1 of each year.

Storm Organization Certification Form

The DSSOP has been created as a Word document and is posted on the Progress Energy Intranet as a PDF file, making it easy to access, print, and keep on hand.

Testing the Plan

Storm Process Owners are responsible for determining if and when testing is necessary for effective storm plan implementation, prior to the start of storm season. Preparedness and action plans to test their individual organizations can include, but are not limited to:

- Simulated emergency conditions
- Drills
- Communication flow reviews
- Personnel and duties assignment listings review
- Resource listings reviews
- Evaluation of action plan readiness
- Priority circuits and customer listing s review
- Damage assessment plans
- Relevance of forms and reports format review

The Distribution System Storm Center (DSSC) will sponsor and facilitate an annual system level storm drill to test organizational preparedness prior to the start of hurricane season. In addition, the DSSC will sponsor a lessons learned process following the drill to ensure existing storm processes are being institutionalized throughout the organization and gaps in storm planning are identified and resolved.

Updating the Plan

The Progress Energy DSSOP is a dynamic document that requires periodic enhancement and regular updates to maintain its effectiveness in time-critical situations. Maintenance of the DSSOP is the responsibility of the Distribution System Storm Coordinator (DSSC1) and is accomplished in the following manner:

➢ Updating Key Storm Personnel

Telephone numbers and personnel assignments shall be updated prior to the hurricane season. In addition, updates should be made as they occur during each storm season. Regions and Operations Centers shall post their updated list of storm personnel and contact information on their respective storm web sites by May 1, with further updates required as personnel transition in and out of the organization.

➢ Lessons Learned Process

Each Supporting Storm Process Owner will conduct a lessons learned process with their storm teams within 30 days after each major storm and have each member review and critique planning and restoration efforts. The evaluation process should include the following:

- Things that went well—successes
- Things that need improvement—opportunities
- Lessons learned
- Follow-up action plans

The Storm Process Owners shall forward lessons learned and task assignments to the Distribution System Storm Coordinator who will ensure the quality of this integrated storm document.

Each Operations Center Coordinator (OPS1) will send their list of recommended improvements to the Region Storm Manager (REG1), who will compile the regional list and forward it to the Distribution System Storm Coordinator. The Distribution System Storm Coordinator will then determine which items should be pursued to effect any system-wide changes and will develop an action plan for implementing these improvements.

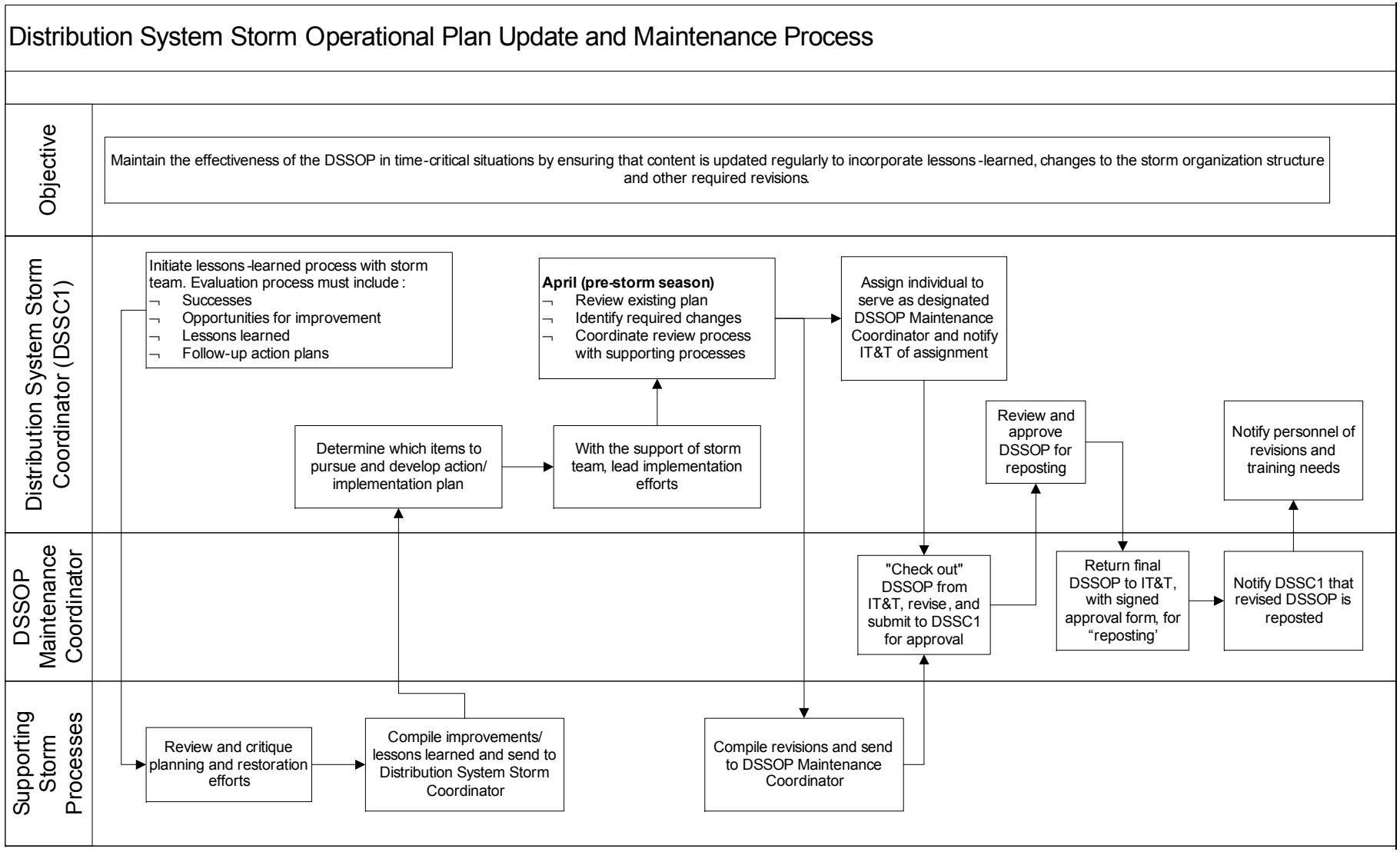
Plan Maintenance

Each April, the Distribution System Storm Coordinator (DSSC1) will sponsor a review of the DSSOP for any needed changes. The Distribution System Storm Coordinator Assistant (DSSC1A) will coordinate the review process with all functional processes supporting the DSSOP. Each functional process owner will be responsible for making revisions. The Distribution System Storm Coordinator (DSSC1), with the support of the Distribution System Storm Coordinator Assistant (DSSC1A), will ensure that necessary changes are incorporated.

The Distribution System Storm Coordinator (DSSC1) is responsible for notifying Energy Delivery personnel of any revisions to the DSSOP and ensuring that any training needs are accomplished in a timely manner, prior to the start of the hurricane season.

The following sub-process identifies key responsibilities for updating the DSSOP:

Distribution System Storm Operational Plan Update and Maintenance Process



Approach to Storm Preparation

Personal Safety

Personal safety is a shared responsibility of all employees. The safety of our fellow employees as well as the safety of the general public and contract resources is the most important consideration when implementing any major emergency plan:

- Under no circumstances will safety be sacrificed for speed.
- Job briefings are the cornerstone of all work to be performed safely and shall be utilized to identify and mitigate all hazards associated with the work, following appropriate safe work practices.
- No employee shall attempt any restoration activity or establish staging sites where environmental or weather conditions are deemed unsafe.
- Switching and tagging work rules shall be followed at all times, regardless of dispatching authority or control.
- Work at night shall be well planned and organized.

Training

The process owner of each storm organization is responsible for ensuring their personnel are assigned to a response role in the RSVP tool, are trained to the required responsibilities and are able to safely execute their assigned duties.

Environmental Stewardship

Progress Energy has established itself as a good steward of the environment. Environmental concerns such as transformer oil and fuel spills must be reported immediately to the Regional Environmental Lead or Coordinator. Spills should be contained as quickly as possible to mitigate damage to the environment, especially when waterways are at risk.

Major Storm

Damage to facilities may be caused by hurricanes, tornadoes, ice, and other natural causes or disaster, or the damage may be caused by civil disturbances.

The use of the term “Major Storm”, as defined by IEEE Std 85901987; section 6.3.2 (page 10), indicates that weather has exceeded design limits of the facilities and results in all of the following:

1. Extensive damage to facilities
2. More than a percentage of customers out of service (10% or above)
3. Service restoration time is longer than a specified time (24 hours or above)

Note: Typical industry criteria are 10% of customers out of service and 24 hours or more restoration time. Percentage of customers out of service may be related to a company operating area rather than to an entire company.

There are no specific measures for EXTENSIVE MECHANICAL damage. However, the term does not include electrical damage such as internal failures of transformers or conductors. Extensive refers to the magnitude of damage and the distance over which the damage extends. Therefore, it would be expected that the storm was of sufficient severity to cause damage of an unusual magnitude at multiple locations on the system.

Minor Storm

Daily thunderstorm monitoring and coordination of operation center resources for level 1 and level 2 storms are generally controlled by the Region Service Organization (RSO). The RSO facilitates the coordination and management of the Regional Storm Plans by supplying information to the Regional GM’s and local DOM’s. Thus enabling them to make informed decisions with regard to storm restoration within their respected regions.

Emergency Response Levels

Emergency response levels are generally associated with outages due to storms or other emergency situations. However, a large reduction of employees due to pandemic health outbreaks could also trigger these response levels. There are four (4) interrelated emergency plan levels. Where damage to our lines and equipment has occurred, one or more, or all levels may be implemented. This is dependent upon the intensity and speed of the storm, the amount of damage and the capability of the local personnel to restore service in a timely manner. When activating the various emergency response levels, the controlling authority must remember to "Think to the next level" in order to establish timely transitions between the levels.

The four (4) emergency levels are:

- Area or crew level (level 1) - Least Severe
- Operations Center (level 2) – Moderately Severe
- Region (level 3) - Severe
- System (level 4) – Most Severe

These levels may be implemented at any given time depending on the emergency. Often, emergency response efforts start out as minor events and then quickly transition into a more significant event. The outage restoration rate, assessment of damage and the number of new outages are important factors in the decision to move to a higher response level. Each level has an identified authority that implements their respective part of this plan and participates in the decision to transition to a higher emergency level. A useful guide is provided for your use below:

Storm Response Escalation Guidelines

Contacting Customers

Revenue Customers - Normal work activities will be affected when crews are supporting storm restoration efforts. Customers may understand why their scheduled work could be delayed should a storm event impact their area. However, deployment of local PEF resources to other areas impacted by storm events, that cause similar delays, may not be understood by our customers. To minimize customer concern in these circumstances, proactive calls to the customers should occur when it appears that scheduled work may be delayed due to major events. This will require a collaborative effort between the responsible Operations Center and Resource Management team.

Critical Care Customers - Those accounts that are tagged "Life Support" in our CSS data base are to be contacted by the Customer and Marketing Services group (Call Center) prior to the arrival of a Tropical System. The purpose of this function is to ensure all potentially impacted Life Support customers are contacted and advised that Progress Energy Florida will be unable to provide priority restoration. In the advent of an extended outage due to the storm, these customers are to find alternate locations, such as shelters that are suitable for life support functions during the restoration effort.

Weather Information

Progress Energy Florida has contracted with a third party weather vendor. Currently the vendor is WSI. WSI provides daily weather updates and forecasts for major weather events. During approaching tropical events, WSI provides daily graphical tracking maps and projections on wind and rain. The Distribution System Storm Center forwards this information to supporting storm organizations. In addition, these projections will be posted in the Current Storm Information folder located on the Progress Energy Storm Center web page. Finally, WSI supports the daily GM and System storm conference calls with updated forecasts and projections for the approaching storm.

Storm Escalation Awareness

(Removed in the 2008 revision – information identified in Exhibit 1 – Storm Response Escalation Guidelines above)

Storm Room Standards

Storm rooms or storm centers are the command and control authority while the emergency response plan is in effect. For a system level response, the command and control hierarchy is as follows:

1. System Storm Center
2. Regional Storm Room
3. Operations Center Storm Room

Effective operation of a storm center or storm room is critical to efficient and speedy responses to emergency situations. The following guidelines should be utilized:

System Storm Center Timeline

Storm Room Standards

Planning for Storm Events

Restoration Priorities

The following guidelines should be utilized by the Storm Process Owners to determine their restoration priorities:

- **Priority 1** – Feeders, lines and service drops for nuclear sirens, hospitals, municipal water & sewer treatment plants and emergency shelters.
- **Priority 2** – Feeders, lines and service drops for law enforcement, fire & rescue stations, central communications centers and food distribution centers.
- **Priority 3** - All other feeders, lines, service drops and equipment.

Paralleling these priorities, are requirements for restoring communications links that facilitate the restoration of electric service. The Energy Delivery Group will assist IT&T by giving reasonable priority to electric facilities serving two-way radio sites, PBX sites, fiber optics and microwave sites, etc. In addition, the Energy Delivery Group will make resources available on a priority basis to support restoring fiber optic cables which carry communications traffic for the Company.

GIS Data Integrity

Maintaining the data integrity of our distribution information systems is important for day to day operational processes. Construction changes that occur during restoration efforts can negatively impact these information systems if not properly documented. These changes are more economically and efficiently documented at the time the construction change occurred. To avoid the need for a re-verification sweep of an area after the restoration effort has been completed, the Zone/Feeder Coordinator shall document these changes, using the form below, and forward to the local FRAMME contact.

GIS Data Form

Distribution Control Center

The Distribution Control Center (DCC) is responsible for monitoring the status of and issuing switching orders for system level distribution lines and equipment and underground loop designed facilities. As a major tropical system approaches or when restoration efforts require, the DCC may need to delegate their switching and tagging authority and/or dispatching authority for OMS and field equipment to appropriate Regional Storm Centers. The transferal of switching and tagging responsibility from the DCC to Regional Storm Centers and from Regional Storm Centers back to the DCC shall be documented utilizing the following form:

Dispatch Function Transfer-Florida

The use of the following document can be used as a guideline for delegating dispatching authority for OMS from the DCC to the responsible Region/Ops Center storm centers:

Delegation of Dispatch Authority OMS-Florida

Resource Management

The largest and most critical storm response resources are company employees and contractor line and tree crews. The efficient use of these valued resources directly affects the level of success with safety, timely restoration and cost for any restoration effort.

1) Progress Energy Employee Mobilization and Tracking

In the event of a hurricane, major ice storm or other system emergencies, it may be necessary to deploy Progress Energy employees across Departmental, Business Unit or Regional boundaries to support a timely restoration effort. The successful use of these resources requires precise communications between various groups and storm room/centers. The Resource Storm Volunteer Program (RSVP) is the authorized mobilization, tracking and release tool for Progress Energy employees, non-line & tree contractors and activated retirees. Each storm organization and Department will identify a RSVP Coordinator and a backup to utilize and maintain the RSVP tool for major emergency responses.

2) On or Off System Crew Mobilization and Tracking

Resource Management is responsible for maintaining an updated list of contractors in the service area who have a contract agreement with the company. The Regional Supervisor-Distribution Contract Resources is responsible for keeping an updated regional list of contractors available for use during a storm event to support restoration efforts.

In the event of a hurricane, major ice storm or other system emergencies, it may be necessary to bring in off-system line and tree resources to support a timely restoration effort. The successful use of these resources requires precise communications and coordination between various storm rooms/centers. The ResourceLink tool is the authorized mobilization, tracking and release tool for contract line and tree resources supporting Energy Delivery. The ResourceLink tool shall be utilized by qualified employees at all affected Operations, Region and System Storm Centers.

Prior to releasing restoration personnel, a thorough ride-out inspection should be performed to ensure restoration repairs and tree work has been completed and any mitigation plans have been established.

The following guideline should be used for the mobilization, tracking and release of off-system resources:

Off-System Crew Mobilization Guidelines

3) Handling of Crews

- Receiving Crews: Upon reporting for duty, the local Resource Management Coordinator should evaluate each persons work history to determine how many hours of work are available before rest should be scheduled. All prior hours worked, including travel time, that have not been preceded by an eight hour rest period, should be counted.

- Crew Utilization: The Operations Center Resource Management Coordinator is responsible for making sure the location of each crew compliment is tracked during the storm restoration effort. Each off-system crew should have an assigned Feeder/Field Coordinator to monitor their work progress. Each crew lead/foreman should be supplied with the following:

    - Local maps
    - Safety information and instructions
    - Emergency contact list

- Local emergency facilities locations
- Staging area maps/directions
- Assigned feeder one lines

A minimum of 50 crew packages should be stored at each Operations Center. Additional information regarding laundry services, food services and lodging should be included, when applicable.

- Transferring Crews: When crews from other areas are in route, the Substation/Zone Coordinator will be given the name of the person in charge, the number of personnel, and the ETA by the Ops Center Resource Management Coordinator. The Substation/Zone Coordinator can then organize them into a work unit and assign a Feeder/Field Coordinator to receive them. The person in charge of the crew will give a list of names and equipment to the Feeder/Field Coordinator. The Feeder/Field Coordinator will verify the list and log the arrival time. Crews will not be released without consent from Substation/Zone Coordinator to do so. When crews are released, the Feeder/Field Coordinator will log their departure time. The Feeder/Field Coordinator in one area may be assigned to deliver the crew to a new Feeder/Field Coordinator in another area. No crews can be released to go off system or travel to another region without the approval and direction from the System Resource Management Group.

- Working Hours: Each Storm Process Owner will establish work shifts for those resources assigned to them. In the initial stages of the restoration effort it is general practice to work up to 24 hours, including travel time, without an extended rest period. As the 24 hour threshold approaches, each Process Owner will evaluate the extended response time needed and implement rotational shift assignments for all personnel, as needed. Operation Center Storm Coordinators should make assignments to utilize a minimum of 80% of their assigned work force during daylight and early evening hours and establish an eight (8) hour rest period, where practical, before beginning a new shift.

- Creature Comforts: Rooms, laundry service, meals, drinks, etc., will be coordinated through the System Staging and Logistics group by the Process Owners of each storm organization.

- Vehicles & Equipment: If crew personnel are lodged for the evening, staging & logistics personnel will identify an area near the lodging establishment for the parking of line vehicles and equipment if the lodging establishment cannot accommodate them. Vehicles and equipment should be safely secured and where possible, security personnel or local police should be asked to patrol the area from time to time to reduce exposure to vandalism or theft.

Staging & Logistics - Staging & Mustering Sites

The efficient staging of vehicles and equipment, and providing personnel with meals, medical care, fuel, material and sleeping quarters directly affects the level of success for any restoration effort.

For all level 4 responses and in some Level 3 responses, the normal line & service facility is not able to coordinate the volume of resources required to restore service. For the Florida Service territory, the Regional Storm Coordinators are responsible for coordinating the identification of staging sites within their respective areas. Ideally, there should be at least two staging areas identified per Operations Centers; the second being available should the first site be flooded or otherwise not available.

The preferred staging site would be able to accommodate at least 500 linemen and 250 line trucks. The staging site should have a prepared layout that indicates traffic flow, security area, pole storage, transformer storage, re-fueling arrangements, old material storage, administrative space with supporting communications lines and equipment, restroom facilities (portable or fixed), electricity, lighting, water & ice storage and food preparation and eating area. These staging sites will normally be manned, maintained and managed by Staging & Logistics personnel specifically trained to these responsibilities.

Damage Assessment

Accurate and timely damage assessment information is critical to being able to plan our response efforts and to set accurate Estimated Time of Repairs (ETR's) in our Outage Management Systems (OMS). In assessing damage, qualified employees and/or contractors will be dispatched to identify, document and report the type and severity of damage. In addition, damage assessors play an important role in identifying accounts that cannot receive service due to structural damage and reporting environmental spills to the Regional Environmental Lead or Coordinator.

For level 4 storms, Centralized Damage Assessment teams are available to assist in this process. Normally, a two person Damage Assessment teams are dispatched to assist the Operations Center. To utilize these teams to their fullest, the Operations Center Storm Coordinator should have GIS maps available for the targeted feeders. The Damage Assessment teams will perform a damage assessment in statistically valid areas first, then patrol the target feeders and mark every pole, span of wire and transformer that is down. Line patrolling is performed by both vehicles and helicopters. Once these teams have done their damage assessment assignment they may be available to remain in the Operations Centers to serve as support resources.

Data Management

Data Management plays an increasingly important role in the restoration effort from major events. This group is responsible for updating and tracking OMS outages and customers restored. Data Management is the authorized storm organization that supplies the outage information utilized by the Company for updating employees, customers, news channels and regulatory personnel on the progress of the restoration effort.

The Tactical Management Coordinator in each Operations Center is responsible for seeing that this function is properly manned and managed.

Truck and Vehicle Convoys

Progress Energy's Public Affairs group will initiate the procedures to ensure that state law enforcement agencies cooperate with our need to move trucks, vehicles and other equipment safely and quickly throughout the United States during major emergency responses. Public Affairs will ask state law enforcement officials to waive requirements that utility or contractor vehicles stop at weigh stations. In addition, a request will be made to suspend enforcement of fuel permits, size & weight restrictions, and other requirements for vehicles responding to the emergency. For additional details, see the following guideline:

Storm Plan for Truck Convoys

Tracking of Road Closings

Efficiently transporting manpower, materials and fuel is dependent upon our knowledge of road closings. State DOT website postings for road closing information can be inaccurate and may not be up to date. Our local material delivery personnel, line & service employees and field support personnel develop accurate knowledge of road closings while performing their duties. The following procedure should be used to identify and track road closings reported by these individuals:

1. Each affected Regional Storm Center and the System Storm Center shall identify an individual in their center that will act as the single point of contact for consolidating road closing information.
2. The Regional Storm Centers and the System Storm Center shall equally share responsibilities for communicating road closing information.
3. All road closing information shall be sent to the System Storm Center contact, which should be associated with the Crew Mobilization Team.
4. Road closing information shall be consolidated at the System Storm Center into one document titled "Road Closings".
5. The Road Closings document shall be posted and updated as necessary on the storm center intranet site under Current Storm Information for use by traveling members of Progress Energy.

Post Response Plan and Functions

1) Post Emergency Response Recovery Plan – Once restoration efforts have been completed, the following should be utilized as a guideline for establishing a prioritized work list:

- Opening points should be identified and corrected to ensure the integrity of GIS and OMS.
- Primary phasing, recloser status and fuse and transformer size should be verified to ensure the integrity of FRAMME and OMS.
- All DIS or FRAMME construction changes documented during the restoration effort shall be updated in appropriate applications.
- Vegetation mitigation plan shall be developed and implemented with 10 days of completion of restoration effort.
- Pending customer revenue work should be evaluated and rescheduled.
- Missing or damaged streetlight facilities should be identified and scheduled for repair or replacement.
- Significant amount of missing FRAMME numbers in an area should be replaced.

The following should be utilized to help establish a recovery plan:

Post Storm Recovery Plan

2) Clean up Crews - After a major emergency response has been completed, there is often a need to perform "clean-up work". The work consists of straightening leaning poles, re-sagging lines, re-installing or repairing streetlight fixtures, cutting danger limbs and/or trees and correcting any temporary repairs. The best resource that can be utilized for this work may be the off-system contract crews that can be held over. However, the cost of these resources and any mutual assistance agreements should be considered before utilizing them for this work. The Resource Management Team at the System Storm Center shall identify which contract resources are available for being held over and will work with the regional and operations center management team to develop a plan to efficiently complete this work.

3) Tree Removal Policy – When restoring power to customers as quickly as possible after a major event, line and tree crews cut trees and limbs off and away from power lines and equipment and leave the debris laying in place. Progress Energy does not provide tree debris removal during storm restoration. Customers needing downed trees and limbs removed from their property should contact local tree contractors. Also, Progress Energy does not remove any danger trees during storm restoration unless they pose an immediate threat to our facilities.

4) Revenue Customer Callbacks – Normal work activities will be affected when crews are supporting other areas during emergency responses. Customers may understand why their work could be delayed when they see a storm damage their area; however, when the storm hits elsewhere, customers may not readily tolerate delays in regular work caused by deploying local resources to those hard hit areas. To minimize customer concern in these circumstances, proactively call customers when it appears that regularly scheduled work may be delayed. This requires collaborative effort between the Operations Center and the Customer Service Center.

Extended Pay Procedures

The corporate extended pay policy can be applied to major storm and other system level emergency work. If applicable, these procedures will be initiated and implemented by the Storm Accounting Team in the Florida service territory and Business Operations in the Carolina service territory.

See individual storm organization storm plans below:

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