

# Florida Public Utilities Company

## Reliability, Wood Pole Inspections, Storm Hardening Plan, and Storm Preparedness Initiatives

2014 Annual Update

March 1, 2015



# **Florida Public Utilities Company**

## **Reliability, Wood Pole Inspections, Storm Hardening, and Storm Preparedness Initiatives**

### **Annual Update**

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# Introduction

Rule 25-6.0342, FAC, “Electric Infrastructure Storm Hardening, requires each investor-owned electric utility to file a comprehensive storm hardening plan for review and approval by the Florida Public Service Commission (FPSC). Florida Public Utilities Company (FPUC) submitted its Storm Hardening Plan to the Commission on 7/3/07. Docket No. 070300-EI was opened to address FPUC’s filing (Storm Plan Docket). During 2010, FPUC submitted an update to the Storm Hardening Plan for the 2010 thru 2012 time period. The plan was approved in Docket No. 100264 under Consummating Order PSC-10-0724-CO-EI.

This is the FPUC annual update. The update includes the Annual Distribution Service Reliability Report required by Rule 25-6.0455, the Annual Wood Pole Inspection Report required by Order No. PSC-06-0144, and updates of our Storm Hardening Plan and Ten Storm Preparedness Initiatives, as required by Order No. PSC-06-0781. The update is divided into four primary sections: I. Reliability Indices; II. Wood Pole Inspections; III. Storm Hardening; and, IV. Storm Preparedness Initiatives. FPUC report forms, research reports, contractor reports, and other available supplemental supporting documentation are incorporated into the appropriate sections of the update. FPSC reliability index report forms have been updated and are also included.

FPUC has two electric divisions, Northwest (NW) Division, also referred to as Marianna, and Northeast (NE) Division, also referred to as Fernandina Beach. In some cases, each division’s results are reported separately. For example, NW has no transmission facilities. Therefore, only NE will be reporting on Storm Preparedness Initiatives #3 (Six Year Transmission Structure Inspections) and #4 (Storm Hardening of Existing Transmission Structures). Also, the two divisions are approximately 250 miles apart and, although they may supply resources to support one another during emergency situations, each division will prepare separate emergency response plans to address Initiative #10 (Natural Disaster Preparedness and Recovery Program). In other cases, consolidated reports or a combination of individual and consolidated reports provide a more complete overview and reports are prepared accordingly.

# I. Reliability Indices

This section contains the FPUC Annual Distribution Service Reliability Report required by Florida Public Service Commission (FPSC) Rule 25-6.0455.

In addition to the supporting data provided by FPUC for clarification, the report was prepared using the forms developed by FPSC. Indices are reported on an *actual* and *adjusted* basis, as follows:

- a. Total number of Outage Events (N), categorized by cause for the highest ten causes.
- b. Identification of three percent (3%) of Primary Circuits (feeders) with the highest number of feeder breaker interruptions.
- c. SAIDI, CAIDI, SAIFI, and L-Bar reliability indices for each division and by company total\*.

Indices are calculated as follows:

$$\text{SAIDI} = \text{System Average Interruption Duration Index} = \frac{\text{Total Customer Minutes of Interruption (CMI)}}{\text{Total Number of Customers Served (C)}}$$

$$\text{CAIDI} = \text{Customer Average Interruption Duration Index} = \frac{\text{Total Customer Minutes of Interruption (CMI)}}{\text{Total Number of Customer Interruptions (CI)}}$$

$$\text{SAIFI} = \text{System Average Interruption Frequency Index} = \frac{\text{Total Number of Customer Interruptions (CI)}}{\text{Total Number of Customers Served (C)}}$$

$$\text{L-Bar} = \text{Average Duration of Outage Events} = \frac{\text{Sum of All Outage Event Durations (L)}}{\text{Total Number of Outage Events (N)}}$$

\* The FPUC total electric retail customer count is well below 50,000. Per Rule 25-6.0455, (3) (c), MAIFIe and CEMI5 indices are not applicable (N/A) and not reported at this time.

Forms reporting *actual* data include all outage events. Forms reporting *adjusted* data exclude outage events directly caused by one or more of the following, if applicable:

- a. Planned Service Interruptions;
- b. A storm named by the National Hurricane Center;
- c. A tornado recorded by the National Weather Service;
- d. Ice on lines;
- e. A planned load management event;
- f. Electric generation or transmission events not governed by subsections 25-6.018 (2) and (3);
- g. Extreme weather or fire events causing activation of the county emergency operation center.

Definitions from Rule 25-6.044 'Continuity of Service' are provided below for clarification:

- a. **"Area of Service."** A geographic area where a utility provides retail electric service. An Area of Service can be the entire system, a district, or a sub-region of the utility's system in which centralized distribution service functions are carried out.
- b. **"Average Duration of Outage Events (L-Bar)."** The sum of each Outage Event Duration (L) for all Outage Events occurring during a given time period, divided by the Number of Outage Events (N) over the same time period within a specific Area of Service.
- c. **"Customer Average Interruption Duration Index (CAIDI)."** The average time to restore service to interrupted retail customers within a specified Area of Service over a given period of time. It is determined by dividing the sum of Customer Minutes of Interruption (CMI) by the total number of Service (aka Customer) Interruptions (CI) for the respective Area of Service.
- d. N/A (CEMI5).
- e. **"Customer Minutes of Interruption (CMI)".** For a given Outage Event, CMI is the sum of each affected retail customer's Service Interruption Duration.
- f. thru h. N/A (MAIFIE)
- i. **"Number of Customers Served (C)."** The sum of all retail customers on the last day of a given time period within a specific Area of Service.
- j. **"Number of Outage Events (N)."** The sum of Outage Events for an Area of Service over a specified period of time.
- k. **"Outage Event."** An occurrence that results in one or more individual retail customer Service Interruptions.
- l. **"Outage Event Duration (L)."** The time interval, in minutes, between the time a utility first becomes aware of an Outage Event and the time of restoration of service to the last retail customer affected by that Outage Event.
- m. **"Service Interruption."** The complete loss of voltage of at least one minute to a retail customer. (CI for one customer).
- n. **"Service Interruption Duration."** The time interval, in minutes, between the time a utility first becomes aware of a Service Interruption and the time of restoration of service to that retail customer. (CMI for one customer).
- o. **"System Average Interruption Duration Index (SAIDI)."** The average minutes of Service Interruption Duration per retail customer served within a specified Area of Service over a given period of time. It is determined by dividing the total Customer Minutes of Interruption (CMI) by the total Number of Customers Served (C) for the respective Area of Service.
- p. **"System Average Interruption Frequency Index (SAIFI)."** The average number of Service Interruptions per retail customer within a specified Area of Service over a given period of time. It is determined by dividing the sum of Service (aka Customer) Interruptions (CI) by the total Number of Customers Served (C) for the respective Area of Service.
- q. **"Planned Service Interruption."** A Service Interruption initiated by the utility to perform necessary scheduled activities, such as maintenance, infrastructure improvements, and new construction due to customer growth.

# FLORIDA PUBLIC SERVICE COMMISSION ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL

## PART I

<u>CAUSES OF OUTAGE EVENTS – ACTUAL</u>			
Utility Name: <b>Florida Public Utilities Company- NE Division</b>			Year: <b>2014</b>
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Corrosion	59	92.46	125.62
2. Vegetation	36	105.54	83.74
3. Animal	32	64.78	48.12
4. Lightning	29	94.22	74.34
5. Other	14	87.90	70.24
6. Other Weather	13	70.46	91.85
7. Xfmr Failure	13	148.37	140.48
8. Unknown	7	73.00	84.11
9. Planned Outage	6	44.31	6.46
10. Vehicle	5	108.00	54.29
11. Substation	4	91.25	9.99
12. Transmission	3	67.33	67.33
13.			
<b>System Totals NE</b>	221	90.58	42.64

PSC/ECR 102-1(a) (8/06)  
Incorporated by reference in Rule 25-6.0455,  
Florida Administrative Code

**FLORIDA PUBLIC SERVICE COMMISSION  
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT –  
ADJUSTED**

**PART I**

<u>CAUSES OF OUTAGE EVENTS – ADJUSTED</u>			
Utility Name: <b>Florida Public Utilities Company- NE Division</b>			Year: <b>2014</b>
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Corrosion	59	92.46	125.62
2. Vegetation	36	105.54	83.74
3. Animal	32	64.78	48.12
4. Lightning	29	94.22	74.34
5. Other	14	87.90	70.24
6. Xfmr Failure	13	70.46	91.85
7. Other Weather	13	148.37	140.48
8. Unknown	7	73.00	84.11
9. Vehicle	5	108.00	54.29
<b>System Totals NE</b>	208	92.24	76.85

PSC/ECR 102-1(b) (8/06)  
Incorporated by reference in Rule 25-6.0455,  
Florida Administrative Code

**FLORIDA PUBLIC SERVICE COMMISSION  
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL**

**PART I**

<u>CAUSES OF OUTAGE EVENTS – ACTUAL</u>			
Utility Name: <b><u>Florida Public Utilities Company- NW Division</u></b>			Year: <b><u>2014</u></b>
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Other Weather	368	158.32	162.32
2. Vegetation	226	84.45	106.42
3. Animal	213	59.04	72.28
4. Lightning	67	117.43	68.33
5. Unknown	59	66.71	37.86
6. Corrosion	47	93.39	63.27
7. Other	31	50.82	22.69
8. Planned Outage	30	59.47	53.24
9. Vehicle	20	107.49	83.74
10. Xfmr Failure	19	132.84	131.00
11. Tornado	4	189.37	330.80
12. Substation	2	71.50	59.90
<b>System Totals NW</b>	1,086	105.94	98.80

PSC/ECR 102-1(a) (8/06)  
Incorporated by reference in Rule 25-6.0455,  
Florida Administrative Code



# FLORIDA PUBLIC SERVICE COMMISSION ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ADJUSTED

## PART I

<u>CAUSES OF OUTAGE EVENTS – ADJUSTED</u>			
Utility Name: <b><u>Florida Public Utilities Company – NW Division</u></b>			Year: <b><u>2014</u></b>
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Other Weather	368	158.32	162.32
2. Vegetation	226	84.45	106.42
3. Animal	213	59.04	72.28
4. Lightning	67	117.43	68.33
5. Unknown	59	66.71	37.86
6. Corrosion	47	93.39	63.27
7. Other	31	50.82	22.69
8. Vehicle	20	107.49	83.74
9. Xfmr Failure	19	132.84	131.00
<b>System Totals: NW</b>	1,050	107.01	100.82

PSC/ECR 102-1(b) (8/06)  
Incorporated by reference in Rule 25-6.0455,  
Florida Administrative Code

**FLORIDA PUBLIC SERVICE COMMISSION  
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL**

<u>CAUSES OF OUTAGE EVENTS – ACTUAL</u>			
Utility Name: <b>Florida Public Utilities Company- FPUC Total</b>			Year: <b>2014</b>
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Other Weather	381	155.32	143.06
2. Vegetation	262	87.35	102.18
3. Animal	245	59.79	54.74
4. Corrosion	106	92.87	77.20
5. Lightning	96	110.42	72.62
6. Unknown	66	67.37	39.86
7. Other	45	62.35	42.47
8. Planned Outage	36	56.94	37.61
9. Xfmr Failure	32	139.15	137.49
10. Vehicle	25	107.59	82.46
11. Substation	6	84.67	21.34
12. Tornado	4	189.37	330.80
13. Transmission	3	67.33	67.33
<b>System Totals FPUC</b>	1,307	103.32	73.49

PSC/ECR 102-1(a) (8/06)  
Incorporated by reference in Rule 25-6.0455,  
Florida Administrative Code

**FLORIDA PUBLIC SERVICE COMMISSION  
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT –  
ADJUSTED**

**PART I**

<u>CAUSES OF OUTAGE EVENTS – ADJUSTED</u>			
Utility Name: <b>Florida Public Utilities Company- FPUC Total</b>			Year: <b>2014</b>
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Other Weather	381	155.32	143.06
2. Vegetation	262	87.35	102.18
3. Animal	245	59.79	54.74
4. Corrosion	106	92.87	77.20
5. Lightning	96	110.42	72.62
6. Unknown	66	67.37	39.86
7. Other	45	62.35	42.47
8. Xfmr Failure	32	139.15	137.49
9. Vehicle	25	107.59	82.46
<b>System Totals FPUC</b>	1,258	104.57	92.82

PSC/ECR 102-1(b) (8/06)  
Incorporated by reference in Rule 25-6.0455,  
Florida Administrative Code

## PART II

<u>THREE PERCENT FEEDER LIST – ACTUAL</u>													
Utility Name: <u>Florida Public Utilities Company</u>											Year: <u>2014</u>		
Primary Circuit Id. No. or Name (a)	Sub- station Origin (b)	Location (c)	Number of Customers						Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)	Outage Events "N" (i)					
215	JLT	Northeast	856	95	0		951	2	88.00	89.26	NO	NO	N/A
9872	Marianna	Northwest	659	138	0	0	797	3	50.67	50.79	NO	NO	N/A

PSC/ECR 102-2(a) (8/06)  
 Incorporated by reference in Rule 25-6.0455,  
 Florida Administrative Code

## PART II

THREE PERCENT FEEDER LIST – ADJUSTED													
Utility Name: <u>Florida Public Utilities Company</u>											Year: <u>2014</u>		
Primary Circuit Id. No. or Name (a)	Sub- station Origin (b)	Location (c)	Number of Customers						Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)	Outage Events "N" (i)					
215	JLT	Northeast	856	95	0	0	951	2	88.00	89.26	NO	NO	N/A
9872	Marianna	Northwest	659	138	0	0	797	3	50.67	50.79	NO	NO	N/A

PSC/ECR 102-2(b) (8/06)  
 Incorporated by reference in Rule 25-6.0455,  
 Florida Administrative Code

### PART III

<u>SYSTEM RELIABILITY INDICES – ACTUAL</u>					
Utility Name: <b><u>Florida Public Utilities Company</u></b>				Year: <u>2014</u>	
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
NE Division	99.05	42.64	2.32	N/A*	N/A*
NW Division	346.34	98.80	3.51	N/A*	N/A*
System Averages	209.53	73.49	2.85	N/A*	N/A*

\* Total # of Electric Retail Customers is well below 50,000. N/A by Rule 25-6.0455 (3)(c)

PSC/ECR 102-3(a) (8/06)  
Incorporated by reference in Rule 25-6.0455,  
Florida Administrative Code

## PART III

<u>SYSTEM RELIABILITY INDICES – ADJUSTED</u>					
Utility Name: <b><u>Florida Public Utilities Company</u></b>				Year: <b><u>2014</u></b>	
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
NE Division	87.50	76.85	1.14	N/A*	N/A*
NW Division	283.74	100.82	2.81	N/A*	N/A*
System Averages	175.18	92.82	1.89	N/A*	N/A*

\* Total # of Electric Retail Customers is well below 50,000. N/A by Rule 25-6.0455 (3)(c)

PSC/ECR 102-3(b) (8/06)  
 Incorporated by reference in Rule 25-6.0455,  
 Florida Administrative Code

## 2014 - Reliability Indicators By Feeder FPUC – NE (Actual)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	41	85.24	70.29	219,294	3,120	3,495		
104 Parkway South\	2	51.50	51.50	103	2	103		
110 Plantation Roadside	4	91.00	80.50	3,220	40	364		
111 Plantation Fieldside	8	84.13	75.45	11,015	146	673		
209 Fifteenth Street	15	111.94	60.66	128,532	2,119	1,679		
210 Buss Tie	22	114.43	49.70	135,094	2,718	2,517		
211 Jasmine Street	33	99.09	69.94	139,746	1,998	3,270		
212 Eleventh Street	12	84.85	73.98	160,620	2,171	1,018		
214 Clinch Drive	12	77.58	94.88	13,094	138	931		
215 Sadler, Nectarine, So.14th	7	82.68	88.09	157,329	1,786	579		
310 Bonnieview	19	72.62	30.26	56,402	1,864	1,380		
311 Bailey	40	87.27	86.95	463,504	5,331	3,491		
Chip Mill	5	103.00	103.00	515	5	515		
Step Down	1	4.00	4.00	59,464	14,866	4		
<b>Totals</b>	<b>221</b>	<b>90.58</b>	<b>42.64</b>	<b>154,7933</b>	<b>36,304</b>	<b>20,019</b>	<b>99.05</b>	<b>2.32</b>

Total No. of Customers at end of 2014==>

15,628



## 2014 - Reliability Indicators By Feeder FPUC - NE (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	41	85.24	70.29	219,294	3,120	3,495		
104 Parkway South\	2	51.50	51.50	103	2	103		
110 Plantation Roadside	4	91.00	80.50	3,220	40	364		
111 Plantation Fieldside	8	84.13	75.45	11,015	146	673		
209 Fifteenth Street	15	111.94	60.66	128,532	2,119	1,679		
210 Buss Tie	22	114.43	49.70	135,094	2,718	2,517		
211 Jasmine Street	32	98.72	69.92	139,635	1,997	3,159		
212 Eleventh Street	12	84.85	73.98	160,620	2,171	1,018		
214 Clinch Drive	12	77.58	94.88	13,094	138	931		
215 Sadler, Nectarine, So.14th	7	82.68	88.09	157,329	1,786	579		
310 Bonnieview	18	76.44	77.37	51,761	669	1,376		
311 Bailey	35	94.05	120.44	347,830	2,888	3,292		
<b>Totals</b>	<b>208</b>	<b>92.24</b>	<b>76.85</b>	<b>1,367,528</b>	<b>17,794</b>	<b>19,186</b>	<b>87.50</b>	<b>1.14</b>

Total No. of Customers at end of 2014 ==>

15,628

## 2014 - Reliability Indicators By Feeder FPUC - NW (Actual)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
ALTHA (9952)	67	99.93	153.37	419,312	2,734	6695		
BLOUNTSTOWN	22	82.32	95.54	28,662	300	1811		
BRISTOL (9882)	96	75.52	139.82	562,225	4,021	7250		
COLLEGE (9982)	132	102.46	46.56	145,840	3,132	13,524		
COTTONDALE	135	99.31	96.61	403,356	4,175	13,407		
DOGWOOD HEIGHTS (9722)	27	118.21	142.62	24,674	173	3,192		
FAMILY DOLLAR	6	106.33	98.33	885	9	638		
GREENWOOD	118	91.39	66.21	731,717	11,051	10,784		
HOSPITAL (9872)	58	82.21	61.68	204,783	3,320	4,768		
HWY 90E (9942)	88	110.67	148.20	187,616	1,266	9,739		
HWY 90W (9992)	43	99.18	76.18	49,974	656	4,265		
INDIAN SPRINGS (	88	107.42	133.08	597,534	4,490	9,453		
INDUSTRIAL PARK	11	105.95	125.30	18,920	151	1,165		
PRISON (9732)	5	72.80	74.44	670	9	364		
RAILROAD (9512)	59	185.42	331.83	553,163	1,667	10,940		
SOUTH STREET	130	130.78	76.07	231,621	3,045	17,002		
Chipola Sub	1	52	52	210,184	4,042	52		
<b>Totals</b>	<b>1,086</b>	<b>105.94</b>	<b>98.80</b>	<b>4,371,137</b>	<b>44,241</b>	<b>115,050</b>	<b>346.34</b>	<b>3.51</b>

Total No. of Customers at end of 2014==>

12,621

## 2014 - Reliability Indicators By Feeder FPUC - NW (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	62	102.70	169.99	416,480	2,450	6,367		
Blountstwn	22	82.32	95.54	28,662	300	1,811		
Bristol	90	70.78	64.09	117,214	1,829	6,370		
College	127	103.52	46.45	144,703	3,115	13,147		
Cottondale	135	99.31	96.61	403,356	4,175	13,407		
Dogwood Ht	27	118.21	142.62	24,674	173	3,192		
Family Dol	6	106.33	98.33	885	9	638		
Greenwood	115	92.71	69.20	671,355	9,702	10,662		
Hospital	55	83.40	61.72	203,437	3,296	4,587		
Hwy 90e	88	110.67	148.20	187,616	1,266	9,739		
Hwy 90w	43	99.18	76.18	49,974	656	4,265		
Indian Spgs.	86	108.58	134.51	596,691	4,436	9,338		
Indust.Park	11	105.95	125.30	18,920	151	1,165		
Prison	5	72.80	74.44	670	9	364		
Railroad	54	194.57	448.66	489,936	1,092	10,507		
South St	124	135.5351	79.17909	226,531	2,861	16,806		
<b>Totals</b>	<b>1,050</b>	<b>107.01</b>	<b>100.82</b>	<b>3,581,105</b>	<b>35520</b>	<b>112,365</b>	<b>283.74</b>	<b>2.81</b>

Total No. of Customers at end of 2014==>

12,621

## **FPUC 2014 – Reliability Indicators and Analysis**

FPUC's reliability indicators continue to be heavily influenced by the weather as well as the relatively small size of our territories when compared to other larger investor owned utilities. This situation generates a greater level of volatility in our reliability indices. However, both NE and NW Divisions continue to invest in infrastructure upgrades and renovations which will continue to generate improvements in our reliability indicators. FPUC's combined (NW & NE Divisions) CAIDI had a 9.38% decrease from the 5 year high value in 2012. The other combined indicators saw slight to moderate increases from last year's figures. This was mainly due to the NW Division's non-excludable severe storms that were captured in the above tables under the "Other Weather" category.

The NE Division has continued with its trend of substantial reliability improvements. While SAIDI and SAIFI saw moderate increases when compared with 2013 figures, the 5 year reliability indicators history shows substantial reductions in SAIDI with a 56.15% decrease from 199.54 in 2011 to 87.50 in 2014. Likewise, they obtained a 28.08% reduction in CAIDI from 106.86 in 2012 to 76.85 in 2014, a 51.49% reduction in SAIFI from 2.35 in 2011 to 1.14 in 2014, and a 11.61% reduction in L-BAR from 104.36 in 2011 to 92.24 in 2014.

FPUC will continue to monitor all the reliability indices and outage causes to adjust and improve current reliability programs.

## **FPUC 2014 – Description of Excluded Events for Named Storms, Transmission, Distribution, and Substations**

### **Named Storms and Tornadoes**

The NW was not impacted by any named storms in 2014. However, they were affected by a tornado on November 17, 2014. The NE Division did not experience any named storms.

### **Transmission, Distribution and Substation**

The NE Division was affected by a few 69KV transmission and substation outages during 2014 that were mainly related to lightning. The NE division, will continue to implement a new lightning arrestor and grounding standard along the areas that have been most affected by these events. The other major outage was due to a temporary loss of FPU's NE power supplier, Jacksonville Electric Authority (JEA) due to the misoperation of a relay at FPU's Stepdown 138KV Substation. This event affected the whole NE division on September 16, 2014. In all cases crews were immediately dispatched and power was restored to all customers as soon as possible.

The NW Division experienced two substation outages, as noted below, that were due to the loss of FPU's NW power supplier (Gulf Power).

The NE and NW Divisions, as noted below in the Excluded Events Tables, had several planned outages to perform maintenance to different sections of the distribution system.

2014 NE Division Excluded Events					
Date	Feeder	Exclusion	Aff Cust	L	CMI
2/7/14	CHIP MILL	Substation	1	31	31
6/3/14	CHIP MILL	Substation	1	282	282
7/3/14	CHIP MILL	Transmission	1	44	44
7/24/14	BAILEY (311)	Planned Outage	75	31	2,325
7/24/14	BAILEY (311)	Planned Outage	26	35	910
9/16/14	STEPDOWN	Substation	14,866	4	59,464
9/16/14	BONNIEVIEW (310)	Planned Outage	1,195	4	4,641
9/30/14	BAILEY (311)	Planned Outage	7	57	399
10/6/14	BAILEY (311)	Planned Outage	2	28	56
10/14/14	JASMINE STREET (211)	Planned Outage	1	111	111
11/17/14	CHIP MILL	Transmission	1	41	41
12/3/14	BAILEY (311)	Substation	2,333	48	111,984
12/31/14	CHIP MILL	Transmission	1	117	117

2014 NW Division Excluded Events					
Date	Feeder	Exclusion	Aff Cust	L	CMI
1/22/14	INDIAN SPRINGS (9932)	Planned Outage	53	14	742
1/22/14	GREENWOOD (9742)	Planned Outage	667	20	13,340
2/28/14	GREENWOOD (9742)	Planned Outage	1	33	33
3/4/14	RAILROAD (9512)	Planned Outage	262	121	31,702
4/2/14	GREENWOOD (9742)	Planned Outage	681	69	46,989
4/9/14	RAILROAD (9512)	Planned Outage	38	77	2,926
4/10/14	RAILROAD (9512)	Planned Outage	263	106	27,878
4/19/14	BRISTOL (9882)	Substation	1,026	91	93,366
5/21/14	SOUTH STREET (9854)	Planned Outage	1	53	53
5/26/14	CHIPOLA SUB	Substation	4,042	52	210,184
6/9/14	SOUTH STREET (9854)	Planned Outage	16	7	112
6/24/14	RAILROAD (9512)	Planned Outage	7	38	266
7/15/14	INDIAN SPRINGS (9932)	Planned Outage	1	101	101
7/22/14	SOUTH STREET (9854)	Planned Outage	4	39	156
7/31/14	ALTHA (9952)	Planned Outage	1	11	11
8/4/14	ALTHA (9952)	Planned Outage	3	113	339
8/4/14	ALTHA (9952)	Planned Outage	2	130	260
8/11/14	COLLEGE (9982)	Planned Outage	4	46	184
8/13/14	COLLEGE (9982)	Planned Outage	3	116	348
8/25/14	ALTHA (9952)	Planned Outage	13	69	897
9/2/14	SOUTH STREET (9854)	Planned Outage	16	41	656
9/5/14	COLLEGE (9982)	Planned Outage	7	45	315
9/9/14	BRISTOL (9882)	Planned Outage	114	32	3,648
9/11/14	SOUTH STREET (9854)	Planned Outage	74	25	1,850

9/15/14	SOUTH STREET (9854)	Planned Outage	73	31	2,263
9/17/14	HOSPITAL (9872)	Planned Outage	5	76	380
10/7/14	HOSPITAL (9872)	Planned Outage	14	49	686
10/15/14	ALTHA (9952)	Planned Outage	265	5	1,325
10/15/14	COLLEGE (9982)	Planned Outage	1	50	50
10/16/14	HOSPITAL (9872)	Planned Outage	5	56	280
10/23/14	COLLEGE (9982)	Planned Outage	2	120	240
10/27/14	RAILROAD (9512)	Planned Outage	5	91	455
11/17/14	BRISTOL (9882)	Tornado	1,041	333	346,653
11/17/14	BRISTOL (9882)	Tornado	2	2	5
11/17/14	BRISTOL (9882)	Tornado	7	99	693
11/17/14	BRISTOL (9882)	Tornado	2	323	646

## II. Wood Pole Inspections

### **Introduction**

To comply with FPSC Order No. PSC-06-0144, in 2008 Florida Public Utilities Co. (FPUC) implemented an 8-year cycle wood pole inspection program. The most current edition of the National Electric Safety Code (NESC) serves as a basis for the design of replacement poles for wood poles that fail inspection. Grade 'B' construction, as described in Section 24 of the NESC, has been adopted as the standard of construction for designing new pole installations and the replacement of reject poles in each FPUC Electric Division (NE & NW). Extreme wind loading, as specified in figure 250-2(d) of the NESC, has been adopted, as follows: 130 mph wind speed for wind loading in NE Division (Fernandina); 120 mph wind speed for wind loading in NW Division (Marianna).

Wood pole inspections are performed by a qualified wood pole inspection contractor. Inspection results are summarized for each division using the Wood Pole Inspection Reports included in this section. Also included are bar charts and tables that show inspection results summary, failure rates, and pole ages.

The number of inspections may vary from year-to-year based upon a variety of factors. FPUC will complete all required wood pole inspections during the eight year wood pole inspection cycle. The last year of the current eight year cycle inspections will be completed in 2015 for both divisions.

### **Inspection Process**

The first inspection is a visual inspection to determine if there are any defects that require pole replacement. If the visual inspection indicates that the pole is not suited for continued use, it is rejected by the contractor and reported to FPUC for follow-up.

If the pole passes visual inspection, the pole is sound and bore tested to determine the internal condition of the pole. If the sound and bore inspection indicates that the pole is not suited for continued use, the pole is rejected by the contractor and reported to FPUC for follow-up.

If the pole passes the sound and bore test, the pole is excavated a minimum of 18 inches in depth and tested. If this test indicates the pole is suitable for continued service, the pole is treated and backfilled. If this test indicates the pole is not suited for continued use, it is rejected by the contractor and reported to FPUC for follow-up.

During 2014, the inspection was performed with modified criteria for CCA pole inspections. CCA poles less than 21 years of age are visually inspected, sounded, and selectively bored. Boring is performed only if internal decay is suspected. Unless a pole failed sound and bore, a full excavation is not performed on these poles.

### **Strength and Loading Assessment**

The contractor performs Strength Assessment tests on selected poles to compare the current measured circumference to the original circumference of the pole. The effective circumference



of the pole is determined to ensure that the current condition of the pole meets the requirements of NESC Section 26 “Strength Requirements”. Beginning in 2010, pole inspection criteria were enhanced to include LoadCalc analysis on poles with remaining strength at or below 67%. If the ‘required’ remaining strength resulting from the combined strength and load analysis indicates that the pole is not suited for continued use, the contractor rejects the pole and reports it to FPUC for follow-up.

Poles having 3<sup>rd</sup> party attachments of ½” or larger in diameter are assessed for loading by the contractor who uses a program called LoadCalc. When conducting the Loading Assessment, span lengths, attachment heights, wire sizes, and 3<sup>rd</sup> party attachments are analyzed to estimate pole loading. Poles identified by the contractor as being loaded at or above 100% are re-evaluated by FPUC engineers using a program called PoleForeman. NESC Grade B construction & 60 mph winds provide the basis for calculations. Poles loaded at or above 100% following re-evaluation are replaced. Additional discussion about 3<sup>rd</sup> party attachments is provided in Storm Preparedness Initiatives section under Initiative #2, “Joint Use Pole Attachment Audit”.

### **Post Inspection Follow-Up**

The contractor provides FPUC with follow up reports.

**Poles Needing Maintenance Report:** Maintenance items are provided to FPUC construction employees. The poles are re-inspected and assigned a priority based upon potential hazard to public and employee safety. Repairs are then made in order of priority.

**Reject Poles Report:** FPUC policy is to replace all reject poles in lieu of bracing "restorable" reject poles. Poles are prioritized for replacement using the reject severity level awarded by the inspector as the basis. Each pole is analyzed by FPUC engineers. A computer program called PoleForeman is used to make sure the new poles meet the storm hardening criteria discussed in the first paragraph of this section.

The list of reject poles is provided to 3<sup>rd</sup> party attachers so they may give feedback concerning planned attachments that require increased pole size for added loading.

### **Summary**

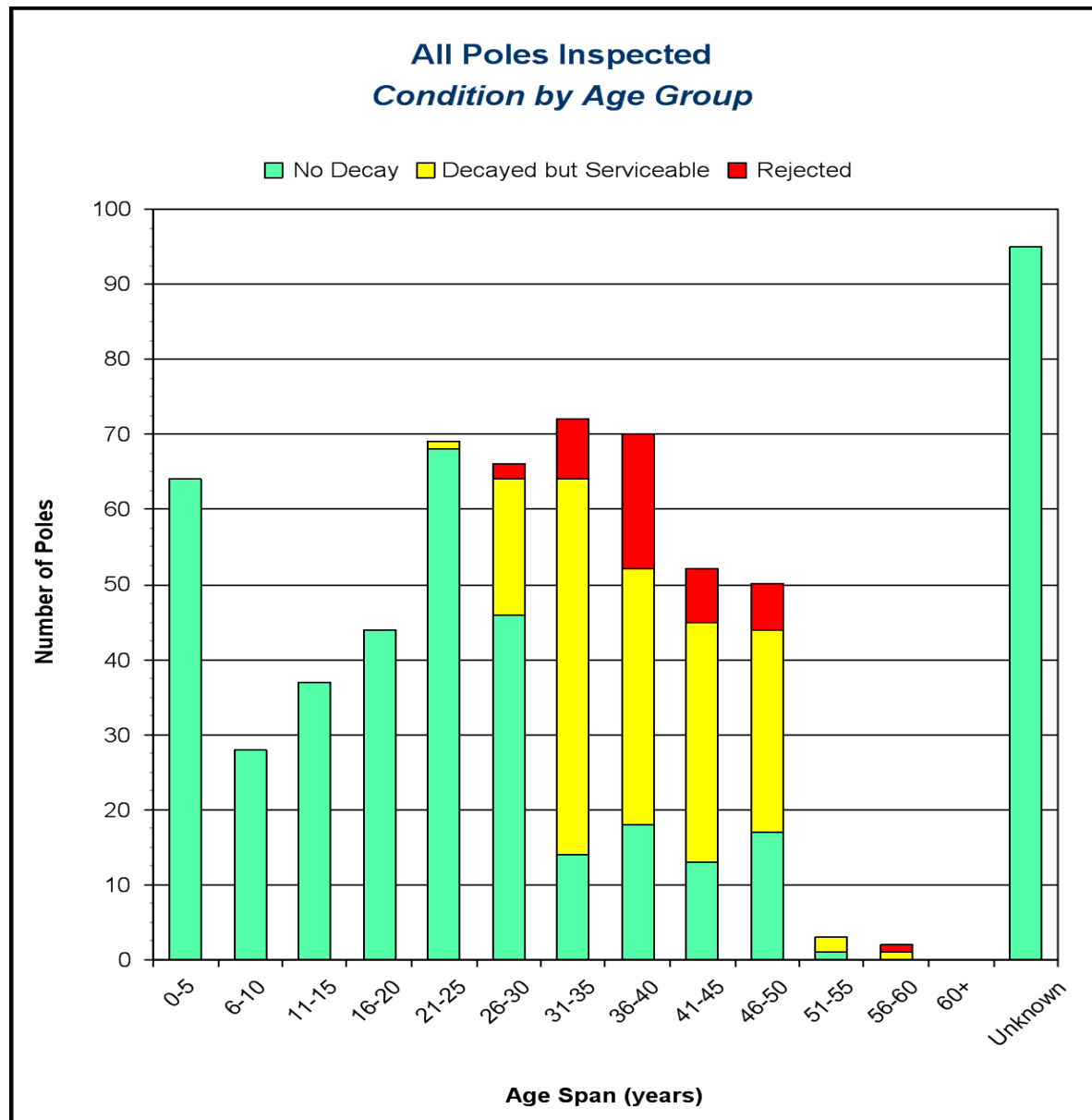
FPUC collects and stores pole inspection data upon completion of annual wood pole inspections. The contractor provides FPUC with wood pole inspection data that includes pole location, size, class, test results, and general comments. The contractor provides inspection summary data via an On-line Data Center that allows FPUC to create specific reports and view detailed or summary information. The On-line Data Center is essential for post inspection follow up.

The inspection contractor is required to perform quality control assessments of their work to ensure FPUC pole inspection requirements are being met. The contractor provides documentation that these assessments have taken place.

Florida Public Utilities Company - NE Division  
Annual Wood Pole Inspection Report  
Cycle Year #7 of 8 Year Cycle  
(Inspection Year 2014)

a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Total # of wood poles in NE Division	# of pole inspections planned for this year	Backlog included in plans for this year	# of pole inspections completed this year	# of poles failing inspection this year	% failure rate this year	# failures replaced this year	# failures repaired this year	Total # of failures remaining to be replaced	Total # of failures remaining to be repaired	# of poles requiring maint. follow-up this year	# of poles overloaded this year	Total # of poles inspected in 8 yr cycle to date	Total % of poles inspected in 8 yr cycle to date	# of pole inspections planned next year
4872	587	0	652	42	6%	40	N/A*	2	N/A*	165	1	4496	92.3%	517
If d < b, provide explanation		Include reason for variance, resulting backlog, and plans to address backlog: N/A.												
If g + h < e, provide explanation		<p>Include reason for variance, resulting backlog, and plans to address backlog: There are 2 poles left to do. Both are on a highway that will require traffic control as we cannot get completely off the road. Operations to set up traffic control and complete jobs.</p> <p>* Present FPUC policy is to replace all failure poles in lieu of bracing "restorable" failure poles. Therefore, columns (h) and (j) are not applicable (N/A) to FPUC at this time.</p>												
Additional Information		Random sample full excavation inspections were completed on at least one percent of CCA poles planned for current cycle inspections. Random sample inspections produced no results to indicate more rigorous inspections of CCA poles are necessary at this time.												

## NE Division



## NE Division

### All Poles Inspected Condition by Age Group

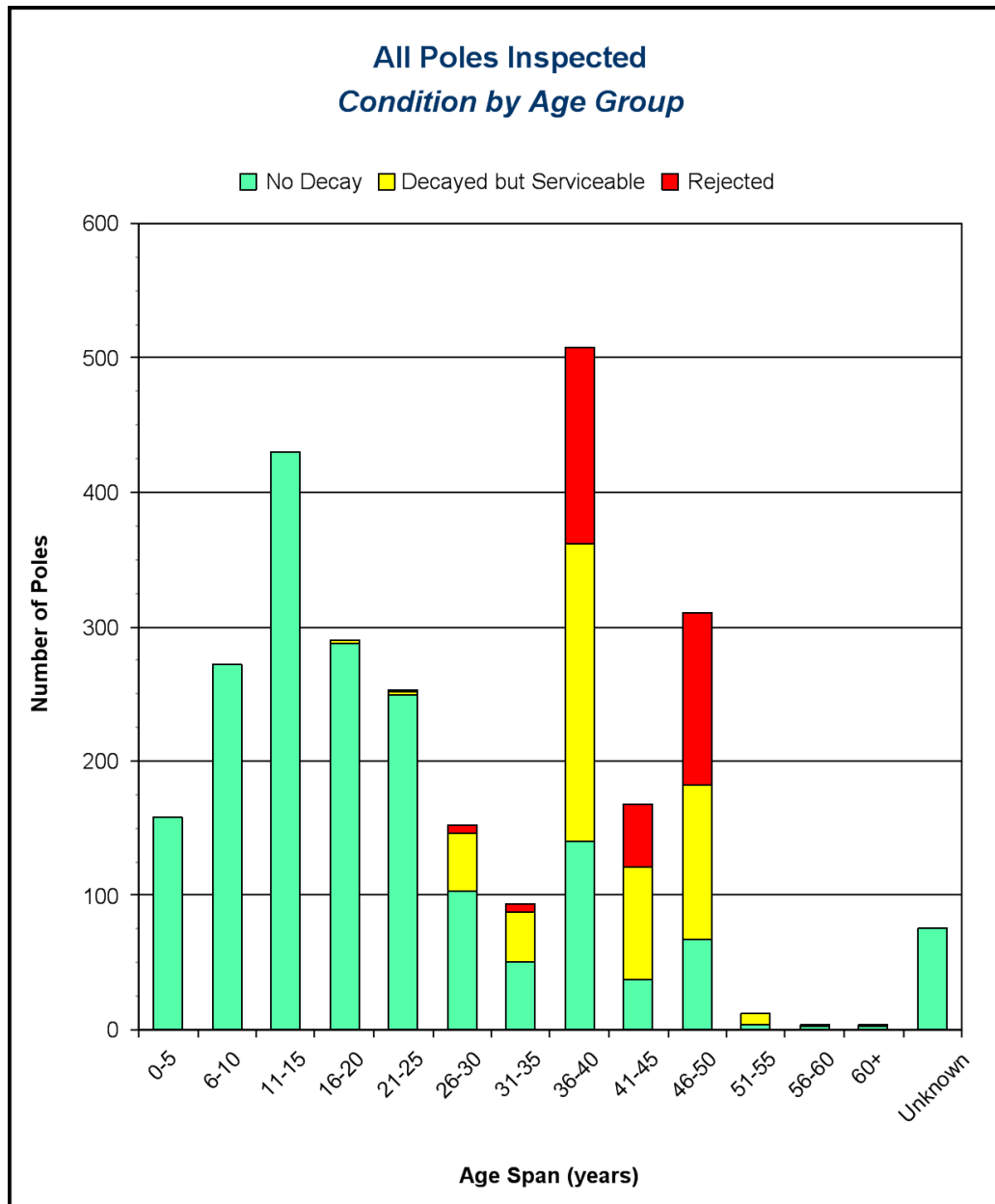
Age Span (years)	No Decay		Decayed but Serviceable					Rejected					Total Poles Inspected	
	Number	%	Internal Decay	External Decay	Other Decay	Number	%	Internal Decay	External Decay	Other Decay	Number	%	Number	%
0-5	64	100%	0	0	0	0	0%	0	0	0	0	0%	64	10%
6-10	28	100%	0	0	0	0	0%	0	0	0	0	0%	28	4%
11-15	37	100%	0	0	0	0	0%	0	0	0	0	0%	37	6%
16-20	44	100%	0	0	0	0	0%	0	0	0	0	0%	44	7%
21-25	68	98.6%	0	1	0	1	1.4%	0	0	0	0	0%	69	11%
26-30	46	69.7%	0	18	0	18	27.3%	0	2	0	2	3%	66	10%
31-35	14	19.4%	0	50	0	50	69.4%	0	8	0	8	11.1%	72	11%
36-40	18	25.7%	0	34	0	34	48.6%	0	18	0	18	25.7%	70	11%
41-45	13	25%	0	32	0	32	61.5%	0	7	0	7	13.5%	52	8%
46-50	17	34%	0	27	0	27	54%	0	6	0	6	12%	50	8%
51-55	1	33.3%	0	2	0	2	66.7%	0	0	0	0	0%	3	0%
56-60	0	0%	0	1	0	1	50%	0	1	0	1	50%	2	0%
60+	0	0%	0	0	0	0	0%	0	0	0	0	0%	0	0%
Unknown	95	100%	0	0	0	0	0%	0	0	0	0	0%	95	15%
<b>Total</b>	<b>445</b>	<b>68%</b>	<b>0</b>	<b>165</b>	<b>0</b>	<b>165</b>	<b>25%</b>	<b>0</b>	<b>42</b>	<b>0</b>	<b>42</b>	<b>6%</b>	<b>652*</b>	

\* Average Age: 26.8 years

Florida Public Utilities Company - NW Division  
Annual Wood Pole Inspection Report  
Cycle Year #7 of 8 year Cycle  
(Inspection Year 2014)

a	b	C	d	e	f	g	h	i	j	k	l	m	n	o
Total # of wood poles in NW Division	# of pole inspections planned for this year	Backlog included in plans for this year	# of pole inspections completed this year	# of poles failing inspection this year	% failure rate this year	# failures replaced this year	# failures repaired this year	Total # of failures remaining to be replaced	Total # of failures remaining to be repaired	# of poles requiring maint. follow-up this year	# of poles overloaded this year	Total # of poles inspected in 8 yr cycle to date	Total % of poles inspected in 8 yr cycle to date	# of pole inspections planned next year
21279	1959	0	2730	334	12.23%	496	N/A*	666	N/A*	654	15	20092	94.4%	1187
If d < b, provide explanation		Include reason for variance, resulting backlog, and plans to address backlog: N/A. .												
If g + h < e, provide explanation		Include reason for variance, resulting backlog, and plans to address backlog: N/A  * Present FPUC policy is to replace all failure poles in lieu of bracing "restorable" failure poles. Therefore, columns (h) and (j) are not applicable (N/A) to FPUC at this time.												
Additional Information		Random sample full excavation inspections were completed on at least one percent of CCA poles planned for current cycle inspections. Random sample inspections produced no results to indicate more rigorous inspections of CCA poles are necessary at this time.												

## NW Division



## NW Division

### All Poles Inspected Condition by Age Group

Age Span (years)	No Decay		Decayed but Serviceable					Rejected					Total Poles Inspected	
	Number	%	Internal Decay	External Decay	Other Decay	Number	%	Internal Decay	External Decay	Other Decay	Number	%	Number	%
0-5	158	100%	0	0	0	0	0%	0	0	0	0	0%	158	6%
6-10	272	100%	0	0	0	0	0%	0	0	0	0	0%	272	10%
11-15	430	100%	0	0	0	0	0%	0	0	0	0	0%	430	16%
16-20	287	99%	0	3	0	3	1%	0	0	0	0	0%	290	11%
21-25	249	98.4%	0	2	0	2	0.8%	0	2	0	2	0.8%	253	9%
26-30	103	67.8%	0	43	0	43	28.3%	0	6	0	6	3.9%	152	6%
31-35	50	53.2%	0	38	0	38	40.4%	0	6	0	6	6.4%	94	3%
36-40	140	27.6%	0	222	0	222	43.7%	0	145	1	146	28.7%	508	19%
41-45	37	22%	0	84	0	84	50%	0	47	0	47	28%	168	6%
46-50	67	21.6%	0	115	0	115	37.1%	0	128	0	128	41.3%	310	11%
51-55	4	33.3%	0	8	0	8	66.7%	0	0	0	0	0%	12	0%
56-60	2	66.7%	0	1	0	1	33.3%	0	0	0	0	0%	3	0%
60+	2	50%	0	1	0	1	25%	0	1	0	1	25%	4	0%
Unknown	76	100%	0	0	0	0	0%	0	0	0	0	0%	76	3%
<b>Total</b>	<b>1877</b>	<b>69%</b>	<b>0</b>	<b>517</b>	<b>0</b>	<b>517</b>	<b>19%</b>	<b>0</b>	<b>335</b>	<b>1</b>	<b>336</b>	<b>12%</b>	<b>2730*</b>	

\* Average Age: 25.9 years

# III. Storm Hardening Update

## **Introduction**

This is the required annual update of the FPUC Storm Hardening Plan. Wood pole inspection is addressed in more detail in Section II of this update. More extensive updates for the ten storm preparedness initiatives can be found in Section IV.

## **Compliance with NESC Requirements:**

The National Electric Safety Code (NESC) serves as a basis for the design and construction of new and replacement FPUC facilities. Pursuant to subsection 25-6.0345 (2), F.A.C., all FPUC facilities were installed in accordance with NESC requirements in effect at the time of their installation. To enhance FPUC storm hardening efforts, more stringent Grade 'B' construction, as described in Section 24 of the 2007 edition of the NESC, has been adopted as the standard for the design and installation of all future new and replacement poles in each FPUC Electric Division (NE & NW).

## **Extreme Wind Loading:**

Extreme wind loading, as specified in figure 250-2(d) of the 2007 edition of the NESC, has been adopted, as follows: 130 mph wind speed for wind loading in NE Division (Fernandina); and, 120 mph wind speed for wind loading in NW Division (Marianna).

## **Mitigation of Damage Due to Storm Surge and Flooding:**

FPUC continues to develop specifications for mitigating damage to underground and overhead distribution and transmission facilities caused by flooding and storm surges. Additionally, FPUC is participating along with other investor owned, cooperative, and municipal electric utilities in the Public Utility Research Center (PURC) research regarding hurricane winds and storm surge within the state.

FPUC transmission facilities are located in the Northeast (Florida) Division only. Transmission lines constructed near and across coastal waterways were originally designed to meet, at a minimum, NESC requirements for those applications. Where necessary, foundations and casings were used to stabilize the structures due to the soil conditions.

Some overhead distribution lines in both divisions are subject to storm surges and flooding. Lines located near the coast or inland waterways that are subject to storm surges or flooding are continually evaluated. Additional supporting mechanisms are installed when practicable. This includes storm guys or pole bracing, as needed. Storm guys or bracing are being placed so that additional support is achieved perpendicular to the distribution line. Potentially affected lines that have reclosers, capacitors, or regulators that require electronic controls have associated controls mounted above maximum anticipated surge or flood levels.

Underground distribution lines subject to potential storm surges and flooding are mainly located in Northeast Florida Division. Storm hardening specifications include the use of reinforced concrete pads with legs on each corner that are poured approximately two feet into the ground to provide additional stability. Equipment is securely attached to the pad. Underground distribution



lines are placed in conduit but are not typically encased in concrete. Future installations of underground distribution feeders will be evaluated based upon potential exposure to storm surges and flooding. Additional information and conclusions from research performed by the PURC will be included in the evaluation. If it is determined that storm surges could cause excessive damage, the installation may be encased in concrete ducts if feasible and validated by research.

### **Placement of New and Replacement Facilities:**

Accessible locations are necessary for the efficient and safe installation and maintenance of FPUC facilities. Therefore, facilities are placed along public rights of way or located on private easements that are readily accessible from public streets. Placement of facilities along rear lot lines will not occur except in certain commercial applications where easily accessible concrete or asphalt driveways are located at the rear of the development or in residential neighborhoods with alleyways designed specifically for the purpose of installing utility services behind the homes.

### **Deployment Strategy:**

FPUC has a fully implemented storm hardening strategy. Significant areas of note for 2013 include:

1. During 2014, each division completed the seventh year of pole inspections for the 8 year cycle wood pole inspection program. Specific results are reported in Section II - Wood Pole Inspections.
2. FPUC continues its Vegetation Management Program that includes trimming main feeders every three years, laterals every six years, and addressing danger trees as soon as possible. Additional information about the FPUC Vegetation Management Program can be found in Section IV - Storm Preparedness Initiatives, Initiative #1 - Vegetation Management Program for Distribution Circuits.
3. Pole loading inspections and follow up are performed annually in both divisions as part of the Wood Pole Inspection Program. More information about pole loading inspections and follow up can be found in Section II - Wood Pole Inspections, and Section IV - Storm Preparedness Initiatives, Initiative #2 - Joint Use Pole Attachment Audit.
4. FPUC owned transmission poles are only located in NE Division. Details about climbing inspections of transmission poles can be found in Section IV - Storm Preparedness Initiatives, Initiative #3 - Six Year Transmission Structure Inspection Program.
5. Section IV - Storm Preparedness Initiatives, Initiative #4 - Storm Hardening of Existing Transmission Structures contains additional information about transmission structure storm hardening.
6. New underground facilities are designed to mitigate damage from storm surges and flooding.
7. FPUC will continue to place facilities on public rights of way and, if this is not possible, will secure private easements to make sure facilities are easily accessible.

### **Communities and Areas Affected by Electric Infrastructure Improvements:**

The majority of the items listed in the deployment strategy affect all areas of the FPUC electric service territory. The intent is to make sure both divisions benefit from these strategies. Transmission inspection and transmission storm hardening programs only affect the Northeast Florida Division since there are no FPUC owned transmission facilities in the Northwest Florida

Division at this time. Constructing distribution lines to comply with the NESC extreme wind loading standards is beneficial to both divisions and the communities they serve.

### **Upgrading of Joint Use Facilities**

In 2014 only one storm hardening project took place in the NW division. The Malone feeder to Greenwood and Malone began at the end of 2013 and was complete in June 2014.

NE Division storm hardening projects planned for 2012 were placed on hold because the local government wanted to discuss undergrounding some of the overhead facilities associated with the projects. FPUC agreed to take another look at the projects to include conversion from overhead facilities to underground as soon as the local government made a formal request for preparation of a preliminary cost estimate. As of the end of 2013, no formal request had been received by FPUC. The two NE Division storm hardening projects submitted in the FPUC 2010-2012 Storm Hardening Plan have been placed on hold pending input from local government. Two new storm hardening projects are under development for the NE Division and were included in the FPUC 2013-2015 Storm Hardening Plan

NE Division has continued to replace reject poles. Many of these reject poles have joint use facilities. New replacement poles were designed to accommodate joint use facilities and were installed in accordance with criteria found in the current addition of NESC guidelines for extreme wind loading conditions. The new installations were coordinated with joint users. Forty reject poles were replaced during 2014 in NE Division. .

## IV. Storm Preparedness Initiatives

This is the FPUC required annual update of the ten storm preparedness initiatives.

### **Initiative #1 - Vegetation Management Programs for Distribution Circuits**

FPUC continues to work towards the accomplishment of a three year vegetation management cycle on main feeders and a six year vegetation management cycle on laterals on the system.

The program includes the following:

1. Three year vegetation management cycle on all main feeders.
2. Six year vegetation management cycle on all laterals.
3. Increased participation with local governments to address improved overall reliability due to tree related outages.
4. Information made available to customers regarding the maintenance and placement of trees.

Based upon current tree trimming crew levels, the Company will make reasonable efforts to address the following :

1. Annual inspection of main feeders to critical infrastructure prior to the storm season to identify and perform the necessary trimming.
2. Address danger trees located outside the normal trim zone and located near main feeders as reported.

Performance Metrics: Adjusted data includes only activities that are budgeted and included in the Company's filed vegetation management plan. Unadjusted (actual) data includes all performance data, such as, hurricane performance and all other vegetation caused outage events FPUC believes to be excludable pursuant to 25-6.0455,F.A.C. The difference between unadjusted data and adjusted data are the storm reliability performance metrics.

During 2014 FPUC initiated a new cycle of its 3 year feeder and 6 year lateral vegetation management program. Data from completed and future cycles will be analyzed to see if there are opportunities for improvements. In addition, a new table labeled "2014 - FPUC Feeder Specific Data for Attached Laterals (Vegetation Related)" has been included below to aid further analysis.

# FPUC Consolidated Vegetation Management Performance Metrics – 2014

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	3	3	0	259	259	0
(B) Customer Interruptions	3,191	3,191	0	6,613	6,613	0
(C) Miles Cleared	51.82	51.82	0	145.39	145.39	0
(D) Remaining Miles (Note 1, 2 & 3)	107.28	107.28	0	425.48	425.48	0
(E) Outages per Mile [ $A \div (C + D)$ ]	0.02	0.02	0.00	0.45	0.45	0.00
(F) Vegetation CI per Mile [ $B \div (C + D)$ ]	20.06	20.06	0.00	11.58	11.58	0.00
(G) Number of Hotspot trims	261	261	0	NA	NA	NA
(H) All Vegetation Management Costs	\$900,562	\$900,562	0	(Note 4)	(Note 4)	(Note 4)
(I) Customer Minutes of Interruption	362,394	362,394	0	639,333	639,333	0
(J) Outage restoration costs	(Note 5)	(Note 5)	0	NA	NA	NA
(K) Vegetation Budget (current year)	\$725,000	\$725,000	\$-	NA	NA	NA
(L) Vegetation Goal (current year)	\$725,000	\$725,000	\$-	NA	NA	NA
(M) Vegetation Budget (next year)	\$944,120	\$944,120	\$-	NA	NA	NA
(N) Vegetation Goal (next year)	\$944,120	\$944,120	\$-	NA	NA	NA
(O) Trim-Back Distance	(Note 6)	(Note 6)	0	(Note 6)	(Note 6)	NA

## Danger Trees (FPUC Totals) – Additional Questions

- Number of danger trees removed? 58 (est)
- Expenditures on danger tree removal? \$20,000 (est)
- Number of request for removals that were denied? 0
- Avoided CI with danger trees removed (estimate)? \_\_\_\_\_
- Avoided CMI with danger trees removed (estimate)? \_\_\_\_\_

Note 1: Miles cleared in 2014 include total miles of main feeders and laterals and hot spot trimming.

Note 2: NE and NW Division uses GIS system to obtain miles of feeders and laterals.

Note 3: Remaining miles negative numbers indicate additional trimming that the required 3 and 6 year cycles.

Note 4: Vegetation management costs have not been separated between main feeders and laterals.

Note 5: Outage restoration costs have not been historically documented.

Note 6: Distribution is 10 feet and transmission (138KV is 30 feet and 69KV is 15 feet)

## NE Division Vegetation Management Performance Metrics - 2014

	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	0	0	0	36	36	0
(B) Customer Interruptions	0	0	0	1,836	1,836	0
(C) Miles Cleared (Notes 1 & 2)	20.64	20.64	0	17.47	17.47	0
(D) Remaining Miles (Note 2 & 3)	32.57	32.57	0	47.34	47.34	0
(E) Outages per Mile $[A \div (C + D)]$	0.00	0.00	0	0.56	0.56	0
(F) Vegetation CI per Mile $[B \div (C + D)]$	0.00	0.00	0	28.33	28.33	0
(G) Number of Hotspot trims	31	31	0	NA	NA	NA
(H) All Vegetation Management Costs	\$258,595	\$258,595	0	(Note 4)	(Note 4)	(Note 4)
(I) Customer Minutes of Interruption	0	0	0	153,744	153,744	0
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (current year)	\$275,000	\$275,000	\$-	NA	NA	NA
(L) Vegetation Goal (current year)	\$275,000	\$275,000	\$-	NA	NA	NA
(M) Vegetation Budget (next year)	\$342,210	\$342,210	\$-	NA	NA	NA
(N) Vegetation Goal (next year)	\$342,210	\$342,210	\$-	NA	NA	NA
(O) Trim-Back Distance	(Note 6)	(Note 6)	0	(Note 6)	(Note 6)	NA

### Danger Trees (NE Division) – Additional Questions

- a) Number of danger trees removed? 4
- b) Expenditures on danger tree removal? \$1,000 (est)
- c) Number of request for removals that were denied? 0
- d) Avoided CI with danger trees removed (estimate)? \_\_\_\_\_
- e) Avoided CMI with danger trees removed (estimate)? \_\_\_\_\_

Note 1: Miles cleared in 2014 include total miles of main feeders and laterals and hot spot trimming.

Note 2: NE Division uses GIS system to obtain miles of feeders and laterals.

Note 3: Remaining miles negative numbers indicate additional trimming that the required 3 and 6 year cycles.

Note 4: Vegetation management costs have not been separated between main feeders and laterals.

Note 5: Outage restoration costs have not been historically documented.

Note 6: Distribution is 10 feet and transmission (138KV is 30 feet and 69KV is 15 feet)

# NW Division Vegetation Management Performance Metrics – 2014

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	3	3	0	223	223	0
(B) Customer Interruptions	3,191	3,191	0	4,777	4,777	0
(C) Miles Cleared (note 1 & 2)	31.18	31.18	0	127.92	127.92	0
(D) Remaining Miles	74.71	74.71	0	378.14	378.14	0
(E) Outages per Mile [ $A \div (C + D)$ ]	0.03	0.03	0	0.44	0.44	0
(F) Vegetation CI per Mile [ $B \div (C + D)$ ]	30.14	30.14	0	9.44	9.44	0
(G) Number of Hotspot trims	230	230	0	NA	NA	NA
(H) All Vegetation Management Costs	\$641,967	\$641,967	0	(Note 4)	(Note 4)	
(I) Customer Minutes of Interruption	362,394	362,394	0	485,589	485,589	0
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (current year)	\$450,000	\$450,000	0	NA	NA	NA
(L) Vegetation Goal (current year)	\$450,000	\$450,000	0	NA	NA	NA
(M) Vegetation Budget (next year)	\$601,910	\$601,910	0	NA	NA	NA
(N) Vegetation Goal (next year)	\$601,910	\$601,910	0	NA	NA	NA
(O) Trim-Back Distance	10	10	NA	10	10	NA

## Danger Trees (NW Division) – Additional Questions

- a) Number of danger trees removed? 54 (est.)
- b) Expenditures on danger tree removal? \$19,000 (est)
- c) Number of request for removals that were denied? 0
- d) Avoided CI with danger trees removed (estimate)? \_\_\_\_\_
- e) Avoided CMI with danger trees removed (estimate)? \_\_\_\_\_

Note 1: Miles cleared in 2014 include total miles of main feeders and laterals and hot spot trimming.

Note 2: NW Division uses GIS system to obtain miles of feeders and laterals.

Note 4: Vegetation management costs have not been separated between main feeders and laterals.

Note 5: Outage restoration costs have not been historically documented.

**NW TREE TRIM SCHEDULE – MAIN FEEDERS  
2015 – 2017**

- 2015**
1. OCB#9932: Indian Springs Feeder
  2. OCB#9854: South Street Feeder
  3. OCB#9512: Railroad Feeder
  4. OCB#9872: Hospital Feeder
  5. OCB#9752: Industrial Park Feeder
  6. OCB#9866: Cottondale Feeder
- 2016**
1. OCB#9742: Greenwood/Malone Feeder
  2. OCB#9722: Dogwood Heights Feeder
  3. OCB#9982: College Feeder
  4. OCB#9732: Prison Feeder
  5. OCB#9782: Family Dollar Feeder
- 2017**
1. OCB#9942: HWY 90E Feeder
  2. OCB#9992: HWY 90W Feeder
  3. OCB#9972: Blountstown Feeder
  4. OCB#9882: Bristol Feeder
  5. OCB# 9952: Altha Feeder

**NW TREE TRIM SCHEDULE – LATERALS  
2015 – 2020**

- 2015**
1. OCB#9512: Railroad Feeder
  2. OCB#9872: Hospital Feeder
  3. OCB#9866: Cottondale Feeder
- 2016**
1. OCB#9722: Dogwood Heights Feeder
  2. OCB#9982: College Feeder
- 2017**
1. OCB#9752: Industrial Park Feeder
  2. OCB#9742: Greenwood/Malone Feeder
  3. OCB#9782: Family Dollar Feeder
- 2018**
1. OCB#9992: HWY 90W Feeder
  2. OCB#9854: South Street Feeder
  3. OCB#9732: Prison Feeder
- 2019**
1. OCB#9972: Blountstown Feeder
  2. OCB# 9952: Altha Feeder
- 2020**
1. OCB#9942: HWY 90E Feeder
  2. OCB#9882: Bristol Feeder
  3. OCB#9932: Indian Springs Feeder

**NE DIVISION - TREE TRIM SCHEDULE – Main Feeders  
2015 – 2017**

- 2015**
1. Feeder#201(69KV)
  2. Feeder#202 (69KV)
  3. Feeder#802(138KV)
  4. Feeder#803(138KV)
  5. Feeder#211
  6. Feeder#215
  7. Feeder#209

- 2016**
1. Feeder#310
  2. Feeder#311
  3. Feeder#315 (69KV)
  4. Feeder#102
  5. Feeder#210
  6. Feeder#313 (69KV)

- 2017**
1. Feeder#104
  2. Feeder#110
  3. Feeder#111
  4. Feeder#212
  5. Feeder#214

**NE DIVISION - TREE TRIM SCHEDULE – Laterals  
2015 – 2020**

- 2015**
1. Feeder#110
  2. Feeder#111

- 2016**
1. Feeder#209
  2. Feeder#214

- 2017**
1. Feeder#211
  2. Feeder#215

- 2018**
1. Feeder#310
  2. Feeder#210

- 2019**
1. Feeder#102
  2. Feeder#311

- 2020**
1. Feeder#104
  2. Feeder#212



## FPUC NE Division - D&T Vegetation Management\*

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
312	0.00	8,620	0.00	200	0.00	1.63	0.00	0.04	0.00	1.67
311	27,672	260	52,529	95,681	5.24	0.05	9.95	18.12	15.19	18.17
310	16,080	1,485	32,580	51,837	3.05	0.28	6.17	9.82	9.22	10.10
209	25,423	1,062	22,253	37,236	4.81	0.20	4.21	7.05	9.03	7.25
210	9,990	2,245	27,961	6,700	1.89	0.43	5.30	1.27	7.19	1.69
211	13,992	225	60,222	23,852	2.65	0.04	11.41	4.52	14.06	4.56
212	17,477	110	55,966	8,505	3.31	0.02	10.60	1.61	13.91	1.63
214	14,935	305	22,435	3,491	2.83	0.06	4.25	0.66	7.08	0.72
215	11,264	1,250	14,549	38,850	2.13	0.24	2.76	7.36	4.89	7.59
102	19,249	2,207	37,931	114,746	3.65	0.42	7.18	21.73	10.83	22.15
104	1,438	6,799	0	51,595	0.27	1.29	0.00	9.77	0.27	11.06
110	10,292	0	7,762	163,381	1.95	0.00	1.47	30.94	3.42	30.94
111	10,354	6,020	7,990	90,453	1.96	1.14	1.51	17.13	3.47	18.27
<b>Dist. Totals</b>	<b>178,166</b>	<b>30,588</b>	<b>342,178</b>	<b>686,527</b>	<b>33.74</b>	<b>5.79</b>	<b>64.81</b>	<b>130.02</b>	<b>98.55</b>	<b>135.82</b>
<b>69KV Line</b>									<b>11.45</b>	
<b>138KV Line</b>									<b>8.02</b>	
<b>D&amp;T Totals</b>	<b>178,166</b>	<b>30,588</b>	<b>342,178</b>	<b>686,527</b>	<b>33.74</b>	<b>5.79</b>	<b>64.81</b>	<b>130.02</b>	<b>118.02</b>	<b>135.82</b>

\* Basis for tracking and managing 2014 and future tree trimming cycles (3 yr. mains and 6 yr. laterals) - Data source is GIS mapping system.

Updated 5/7/2014

## 2014 FPUC NE Division - D&T Vegetation Management\*\*

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
311	16,880	0	6,640	0	3.20	0.00	1.26	0.00	4.45	0.00
310	320	0	6,960	0	0.06	0.00	1.32	0.00	1.38	0.00
209	800	0	800	0	0.15	0.00	0.15	0.00	0.30	0.00
210	0	0	320	0	0.00	0.00	0.06	0.00	0.06	0.00
211	640	0	7,840	0	0.12	0.00	1.48	0.00	1.61	0.00
212	25,840	0	53,360	0	4.89	0.00	10.11	0.00	15.00	0.00
214	960	0	2,160	0	0.18	0.00	0.41	0.00	0.59	0.00
215	1,280	0	3,200	0	0.24	0.00	0.61	0.00	0.85	0.00
102	9,440	0	5,760	0	1.79	0.00	1.09	0.00	2.88	0.00
104	1,280	0	0	0	0.24	0.00	0.00	0.00	0.24	0.00
110	11,600	0	3,360	0	2.20	0.00	0.64	0.00	2.83	0.00
111	7,760	0	1,760	0	1.47	0.00	0.33	0.00	1.80	0.00
<b>Dist. Totals</b>	<b>76,800</b>	<b>0</b>	<b>92,160</b>	<b>0</b>	<b>14.55</b>	<b>0</b>	<b>17.45</b>	<b>0</b>	<b>32.00</b>	<b>0</b>
<b>69KV Line</b>	13,475	0	0	0	2.55	0	0	0	0	0
<b>138KV Line</b>	18,700	0	0	0	3.54	0	0	0	0	0
<b>D&amp;T Totals</b>	<b>108,975</b>	<b>0</b>	<b>92,160</b>	<b>0</b>	<b>20.64</b>	<b>0</b>	<b>17.45</b>	<b>0</b>	<b>32.00</b>	<b>0</b>

\*\* 2014 Trim Totals

2/10/2015

## FPUC NW Division - D&T Vegetation Management\*

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
9742 Greenwood/ Malone	35,842	0	286,273	6,503	6.79	0.00	54.22	1.23	61.01	1.23
9722 Dogwood Heights	22,492	0	57,530	2,901	4.26	0.00	10.90	0.55	15.16	0.55
9982 College	70,950	0	214,562	32,034	13.44	0.00	40.64	6.07	54.07	6.07
9932 Indian Springs	30,117	181	139,043	40,744	5.70	0.03	26.33	7.72	32.04	7.75
9732 Prison	16,950	0	13,228	17,887	3.21	0.00	2.51	3.39	5.72	3.39
9942 Hwy 90E	59,479	0	269,335	23,186	11.26	0.00	51.01	4.39	62.28	4.39
9992 Hwy 90W	15,096	0	57,021	2,313	2.86	0.00	10.80	0.44	13.66	0.44
9854 South Street	38,708	0	480,975	21,409	7.33	0.00	91.09	4.05	98.42	4.05
9882 Bristol	60,005	0	224,028	5,931	11.36	0.00	42.43	1.12	53.79	1.12
9872 Family Dollar	16,275	365	3,633	2,817	3.08	0.07	0.69	0.53	3.77	0.60
9866 Cottondale	61,890	0	360,787	9,690	11.72	0.00	68.33	1.84	80.05	1.84
9952 Altha	24,266	0	242,986	2,544	4.60	0.00	46.02	0.48	50.62	0.48
9972 Blountstown	32,921	0	40,024	2,275	6.24	0.00	7.58	0.43	13.82	0.43
9512 Railroad	41,919	0	83,137	8,420	7.94	0.00	15.75	1.59	23.68	1.59
9872 Hospital	13,609	0	196,454	2,744	2.58	0.00	37.21	0.52	39.78	0.52
9752 Industrial Park	18,616	0	2,990	1,230	3.52	0.00	0.57	0.23	4.09	0.23
<b>Dist. Totals</b>	<b>559,135</b>	<b>546</b>	<b>2,672,006</b>	<b>182,628</b>	<b>105.89</b>	<b>0.10</b>	<b>506.06</b>	<b>34.59</b>	<b>611.95</b>	<b>34.69</b>

\* Basis for tracking and managing 2014 and future tree trimming cycles (3 yr. mains and 6 yr. laterals) - Data source is GIS mapping system.

Updated 5/7/2014

## 2014 FPUC NW Division - D&T Vegetation Management\*\*

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
90E	63,038	0	118,188	0	11.94	0.00	22.38	0.00	34.32	0.00
90W	430	0	3,003	0	0.08	0.00	0.57	0.00	0.65	0.00
Altha	2,795	0	41,516	0	0.53	0.00	7.86	0.00	8.39	0.00
Blounstown	31,680	0	3,638	0	6.00	0.00	0.69	0.00	6.69	0.00
Bristol	29,419	0	101,104	0	5.57	0.00	19.15	0.00	24.72	0.00
College	0	0	35,436	0	0.00	0.00	6.71	0.00	6.71	0.00
Cottdale	4,066	0	17,785	0	0.77	0.00	3.37	0.00	4.14	0.00
Dogwood	0	0	1,867	0	0.00	0.00	0.35	0.00	0.35	0.00
Hospital	0	0	9,416	0	0.00	0.00	1.78	0.00	1.78	0.00
Indian Springs	13,115	0	48,864	0	2.48	0.00	9.25	0.00	11.74	0.00
Malone	0	0	66,551	0	0.00	0.00	12.60	0.00	12.60	0.00
Railroad	4,009	0	28,822	0	0.76	0.00	5.46	0.00	6.22	0.00
South St	6,208	0	199,210	0	1.18	0.00	37.73	0.00	38.90	0.00
Family Dollar	9,849	0	0	0	1.87	0.00	0.00	0.00	1.87	0.00
Prison	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Industrial Pk	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
<b>Dist. Totals</b>	<b>164,609</b>	<b>0</b>	<b>675,400</b>	<b>0</b>	<b>31.18</b>	<b>0</b>	<b>127.92</b>	<b>0</b>	<b>159.09</b>	<b>0</b>

\*\* 2014 Trim

Totals

2/4/2015

## 2014 - FPUC Feeder Specific Data for Attached Laterals (Vegetation Related)

Feeder	Division	Feeder Type	Customers (Approx.)	Main Feeder		Feeder Laterals		TOTALS		Feeder Lateral CI	Feeder Lateral CMI	Feeder Circuit Looped?	Number of Feeder Events N
				OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)				
102 SOUTH FLETCHER	NE	Hybrid	1819	3.7	0.55	6.92	20.62	10.62	21.17	43	5,648	Yes	7
110 PLANTATION	NE	Hybrid	1385	2.99	0.36	0.41	31.8	3.4	32.16	1	77	Yes	1
209 FIFTEENTH STREET	NE	Hybrid	1472	4.69	0.1	2.76	8.84	7.45	8.94	23	1,741	Yes	2
210 BUSS TIE	NE	Hybrid	710	2.03	0.32	4.76	0.98	6.79	1.3	19	3,685	Yes	4
211 JASMINE STREET	NE	Hybrid	1755	2.88	0	11.28	4.59	14.16	4.59	80	5,481	Yes	5
212 ELEVENTH STREET	NE	Hybrid	826	3.29	0	10.7	1.84	13.99	1.84	1289	118,448	Yes	6
214 CLINCH DRIVE	NE	Hybrid	534	2.89	0	4.78	1.28	7.67	1.28	15	744	Yes	4
215 SADLER RD	NE	Hybrid	951	2.71	0	1.92	7.58	4.63	7.58	1	92	Yes	1
310 BONNIEVIEW	NE	Hybrid	1307	3.39	0.18	7.85	6.75	11.24	6.93	330	14,976	Yes	2
311 BAILEY	NE	Hybrid	2101	6.19	0	9.0	19.4	15.19	19.4	35	2,852	Yes	4
9952 ALTHA	NW	Hybrid	649	4.6	0	46.3	0.54	50.9	0.54	419	20,355	No	9
9972 BLOUNTSTOWN	NW	Hybrid	206	6.27	0	7.55	0.43	13.82	0.43	1	126	Yes	1
9882 BRISTOL	NW	Hybrid	926	11.52	0	42.5	1.12	54.02	1.12	237	5,819	No	13
9982 COLLEGE	NW	Hybrid	1,172	13.44	0	40.43	6.91	53.87	6.91	505	36,798	Yes	34
9866 COTTONDALE	NW	Hybrid	1,483	11.72	0	68.09	1.84	79.81	1.84	1801	230,757	Yes	31
9722 DOGWOOD HT	NW	Hybrid	301	4.26	0	11.04	0.55	15.3	0.55	45	3,253	Yes	4
9782 FAMILY DOLLAR	NW	Hybrid	23	3.08	0.07	0.78	0.6	3.86	0.67	1	87	Yes	1
9742 GREENWOOD	NW	Hybrid	1,139	10.59	0	50.13	1.4	60.72	1.4	943	234,501	No	25
9872 HOSPITAL	NW	Hybrid	796	2.58	0	37.27	0.47	39.85	0.47	835	87,852	Yes	7
9942 HWY 90E	NW	Hybrid	992	11.26	0	51.19	4.39	62.45	4.39	417	33,428	No	26
9992 HWY 90W	NW	Hybrid	955	4.44	0.11	11.42	0.34	15.86	0.45	403	16,859	Yes	12
9932 INDIAN SPR	NW	Hybrid	926	5.7	0.03	26.5	7.83	32.2	7.86	1947	153,170	Yes	28
9752 IND PARK	NW	Hybrid	46	3.52	0	0.64	0.23	4.16	0.23	2	244	Yes	2
9512 RAILROAD	NW	Hybrid	548	6.45	0	9.9	1.55	16.35	1.55	119	7,759	Yes	5
9854 SOUTH ST	NW	Hybrid	2,091	7.19	0	100.05	4.22	107.24	4.22	293	16,974	Yes	28
<b>TOTALS</b>			<b>25,113</b>	<b>141</b>	<b>2</b>	<b>564</b>	<b>136</b>	<b>706</b>	<b>138</b>	<b>9,804</b>	<b>1,001,727</b>		<b>262</b>

Updated 2/26/2015

## **Initiative #2 – Joint Use Pole Attachment Audit**

FPUC has joint use agreements with multiple telecommunication and cable television providers. Some of the current agreements needed additional language to add or clarify joint use audit and safety inspection instructions. Both CATV and Telco agreements were rewritten during 2014 to standardize language and to include clearly defined requirements for joint use pole attachment audits and safety inspections. During December 2014, new agreements were mailed to the CATV companies. Current Telco agreements will expire 12/31/2015 and have a requirement of 12 month advance notice of intent to terminate and replace the agreements. The Telco termination notices were delivered during December 2014. To establish pole ownership, both the new CATV and Telco agreements make provision for an initial joint use pole attachment audit to take place within 12 months of the effective date, upon request of the owner or licensee, and on a five year recurring cycle after the first audit. In addition, the CATV agreements make provision, at the sole discretion of the owner, for a joint safety inspection to take place subsequent to the inventory audit within 2 years of the agreement effective date, and recurring inspections on a five year cycle following the initial safety inspection. Of course the agreements are subject to negotiation and the terms and timing are subject to change. FPU intends to inform joint users of intent to initiate inventory audits and safety inspections as soon as practical following execution of the new agreements.

### **Initiative #3 – Six Year Transmission Structure Inspection Program**

Transmission inspections will be completed on all transmission facilities and will include climbing patrols of the 138 KV and 69 KV transmission lines owned by FPUC. This inspection will ensure that all structures have a detailed inspection performed at a minimum of every six years. The inspection will include ninety five (95) 138 KV structures and two hundred and eighteen (218) 69 KV structures. The inspections will ensure that all transmission towers and other transmission line supporting equipment such as insulators, guying, grounding, conductor splicing, cross-braces, cross-arms, bolts, etc structurally sound and firmly attached. Customers who own 69 KV transmission line structures connected to FPUC will be strongly encouraged to complete a similar type inspection. In addition to the six year climbing inspections mentioned above, wood transmission poles are also included in the 8 year wood pole ground-line condition inspection and treatment program.

Substation equipment will also be inspected annually to document the integrity of the facility and identify any deficiencies that require action. Substations will be inspected to ensure that all structures, buss work, insulators, grounding, bracing, bolts, etc are structurally sound and firmly attached.

Transmission Circuit, Substation and Other Equipment Inspections

	Activity		Current Budget**		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission circuits.	<u>19.5</u>	<u>19.5</u>	<u>NA</u>	<u>NA</u>	<u>19.5</u>	<u>NA</u>
(B) Planned transmission circuit inspections ***	<u>19.5</u>	<u>19.5</u>	<u>NA</u>	<u>NA</u>	<u>19.5</u>	<u>NA</u>
(C) Completed transmission circuit *** inspections.	<u>19.5</u>	<u>19.5</u>	<u>NA</u>	<u>NA</u>	<u>19.5</u>	<u>NA</u>
(D) Percent of transmission circuit inspections completed. *	<u>100%</u>	<u>100%</u>	<u>NA</u>	<u>NA</u>	<u>100%</u>	<u>NA</u>
(E) Planned transmission substation inspections	<u>4</u>	<u>4</u>	<u>NA</u>	<u>NA</u>	<u>4</u>	<u>NA</u>
(F) Completed transmission substation * inspections.	<u>4</u>	<u>4</u>	<u>NA</u>	<u>NA</u>	<u>4</u>	<u>NA</u>
(G) Percent transmission substation inspections completed.*	<u>100%</u>	<u>100%</u>	<u>NA</u>	<u>NA</u>	<u>100%</u>	<u>NA</u>
(H) Planned transmission equipment inspections (other equipment).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(I) Completed transmission equipment inspections (other equipment).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(J) Percent of transmission equipment inspections completed (other equipment).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>

\* Inspections performed were visual

\*\* Current accounting system does not provide data to this level

\*\*\* 6 yr. climbing inspection completed in 2012

### Transmission Tower Structure Inspections

	Activity		Current Budget**		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission tower structures.	4	4	<u>NA</u>	<u>NA</u>	4	<u>NA</u>
(B) Planned transmission tower structure Inspections *	<u>4</u>	<u>4</u>	<u>NA</u>	<u>NA</u>	<u>4</u>	<u>NA</u>
(C) Completed transmission tower structure inspections. *	<u>4</u>	<u>4</u>	<u>NA</u>	<u>NA</u>	<u>4</u>	<u>NA</u>
(D) Percent of transmission tower structure inspections completed.	<u>100%</u>	<u>100%</u>	<u>NA</u>	<u>NA</u>	<u>100%</u>	<u>NA</u>

\* 6 yr. climbing inspection completed in 2012

\*\* Current accounting system does not provide data to this level

### Transmission Pole Inspections

	Activity		Current Budget		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total number of transmission poles. * **	309	309	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(B) Number of transmission poles strength tested.	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(C) Number of transmission poles passing strength test.	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(D) Number of transmission poles failing strength test (overloaded).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(E) Number of transmission poles failing strength test (other reasons).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(F) Number of transmission poles corrected (strength failure).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(G) Number of transmission poles corrected (other reasons).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(H) Total transmission poles replaced.	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>

\*FPUC includes wood transmission poles in the eight year ground-line condition inspection and treatment program.

\*\* 6 yr. climbing inspection completed in 2012



#### **Initiative #4 – Storm Hardening of Existing Transmission Structures**

NE Division's 138 KV transmission system was constructed using concrete poles, steel poles, and steel towers. The construction generally complies with storm hardening requirements. The structures will continue to be inspected as outlined in Initiative #3 - Six Year Transmission Structure Inspection Program to ensure the integrity of the system.

The 69 KV transmission system consists of a total of 218 poles of which 75 are concrete poles. All installations met the NESC code requirements in effect at the time of construction. A policy of replacing existing wood poles with concrete has been in place for some time. This policy requires that when it becomes necessary to replace a wood pole due to construction requirements or concerns with the integrity of the pole, a concrete pole that meets current NESC codes and storm hardening requirements will be utilized.

There was no storm hardening projects performed on transmission poles or structures during 2014. However, in 2012 the NE division conducted the six year transmission climbing inspection outlined in initiative #3. As a result of this inspection, FPU completed in 2014 the replacement of 33 wood poles with spun concrete structures that have storm hardened several sections of the 69 kV transmission system. These structures were designed with extreme wind loading criteria.

NW Division currently has no transmission structures.

Hardening of Existing Transmission Structures

	Activity		Current Budget		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Transmission structures scheduled for hardening.	0	0	0	0	0	0
(B) Transmission structures hardening completed.	0	0	0	0	0	0
(C) Percent transmission structures hardening completed.	0	0	0	0	0	0

## **Initiative #5 – Geographic Information System**

FPUC has a GIS mapping system for both divisions. The systems are ESRI based using ArcGIS to identify the distribution and/or transmission facilities overlaid on a GIS land base. The systems locate the facilities on the land base and allow the users to enter data updates for all existing or new physical assets within the system. The system has proven to be a reliable and valuable tool for the engineering of new construction or existing system maintenance projects.

The system also interfaces with the Customer Information System to function as a Customer Outage Management System (OMS). Implementation of the OMS has resulted in significant improvement in data collection and retrieval capability for analyzing and reporting reliability indices.

The GIS is being used as an integral part of the data collection for many of the programs mentioned in this update. The information, now available in the GIS, will be instrumental in conducting future pole inspections and joint use audits. In addition, the OMS will serve as a valuable tool for use in post storm forensic analysis.

In 2013 FPUC completed the upgrade and installation of a new GIS mapping system which has integrated multiple utility systems (gas, electric, propane, etc) into one system. The migration of data began in 2012 and was completed by the end of 2013. In addition, a new and improved version of the OMS system was also installed in 2013. In 2014 FPU began using the new OMS which provided several enhancements that have proven to be beneficial for managing outages. A key feature of the new OMS is the automatic notification of outages to managers, supervisors and employees via smart mobile phones. The plan to enable customer outage calls to be automatically logged into the system has been postponed to 2015 and 2016 due to the need to upgrade internal phone systems.

## **Initiative #6 - Post-Storm Data Collection and Forensic Analysis**

FPUC has established a forensics oversight team to coordinate communications, schedule data collection activities, and final reporting requirements. Our plans are to utilize a consultant, Osmose Utility Services, or teams from Southeastern Electric Exchange (SEE) Members to collect, analyze, and report on field data collected which will be entered into the FPUC Outage Management System (OMS). FPUC will utilize standard reporting forms for submitting forensic data to the FPSC.

The following is the latest version of the FPUC “FORENSIC DATA COLLECTION AND REPORTING” procedure:

### **FORENSIC DATA COLLECTION AND REPORTING**

#### **PURPOSE:**

To set standards and responsibilities for the collection, assessment, and reporting of storm related damage to FPUC transmission, substation, and distribution structures and equipment. To accomplish these tasks in an orderly manner, safely, and with a minimum of interference with the process of system restoration following a storm.

#### **PROCESS:**

A minimum of 72 hours prior to the storm; FPU will initiate the forensic process by alerting team members both in-house and external of the impending event. All contact information will be verified for accuracy and all equipment will be checked to make sure it is in good working order.

48 hours prior to the storm; begin the process of accessing where the storm is most likely to strike and determine the best locations for forensic teams. Inform team members of more specific information as it becomes available.

24 hours prior to the storm; notify all team members of actual crew personnel, mobilization plan, safety procedures, and reporting instructions.

After the storm; perform a forensic investigation at each location encountered that meets reportable criteria. Damage locations to include, but are not limited to poles, wires, crossarms, insulators, transformers, reclosers, capacitor banks, cutouts, any other equipment that is damaged or has caused a customer outage.

Damage areas will be determined and teams dispatched utilizing FPU’s outage management system, reports from customers, and reports from restoration crews.

**RESPONSIBILITIES:**

An FPUC Forensic Team Leader will be assigned and will be responsible for managing the overall forensic effort. This will include tracking storm progress, coordinating team deployment, communication with local Operations Centers, review findings, and generating final reports.

Florida Public Utilities Company will utilize Osmose Utility Services or Southeastern Electric Exchange (SEE) Member Teams to provide forensic investigative teams that will be responsible for safely collecting information on storm damage. Damaged facilities are defined as broken poles, leaning poles, broken or downed wires, damaged line equipment, and any other incident that has caused a customer outage.

**REPORTING:**

All post storm forensic data collected will be entered in standard forms. The form allows both overhead and underground damage to be entered and data must be entered separately for each incident. Pictures of damages from multiple views will be taken and included for clarity and additional assessment.

## **Initiative #7 – Reliability Performance of Overhead vs Underground Systems**

FPUC collects outage data attributed to overhead or underground equipment failure in order to evaluate the associated reliability indices. OH & UG adjusted reliability indices are reported for each Division and for FPUC system total.

During 2014, there were no projects in the NE Division to convert overhead facilities to underground. However, FPU began working with a citizens group on Amelia Island that is interested in undergrounding some sections of our overhead facilities on the island. Two new storm hardening projects are under development for the NE Division and were included in the FPUC 2013-2015 Storm Hardening Plan.

During 2014 there were no OH to UG conversions in the NW Division. However, only one storm hardening project took place in the NW division. Distribution facilities along Hwy 71 between Greenwood and Malone was completed during 2014.

## 2014 - Reliability Indicators By UG & OH - FPUC Total (Adjusted)

Construction	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
OH	1,231	104.06	92.59	4,910,220	53,031	128,104		
UG	27	127.68	135.74	38,413	283	3,447		
	<b>1,258</b>	<b>104.57</b>	<b>92.82</b>	<b>4,948,633</b>	<b>53,314</b>	<b>131,551</b>	<b>175.18</b>	<b>1.89</b>

Total No. of Customers at end of 2014 ==>

28,249

<b>2014 - OH Reliability by Feeder - FPUC NE (Adjusted)</b>								
<b>FEEDER</b>	<b>Outage Events (N)</b>	<b>Ave. Duration (L Bar)</b>	<b>CAIDI</b>	<b>Customer Min. Interrupted (CMI)</b>	<b>Customer Interruptions (CI)</b>	<b>Outage Duration (L)</b>	<b>SAIDI</b>	<b>SAIFI</b>
SOUTH FLETCHER (102)	37	83.32	70.42	218,290	3,100	3,083		
PARKWAY SOUTH (104)	1	37.00	37.00	37	1	37		
PLANTATION ROADSIDE (110)	2	66.00	55.85	1,452	26	132		
PLANTATION FIELDSDIE (111)	7	84.43	75.12	10,441	139	591		
FIFTEENTH STREET (209)	15	111.94	60.66	128,532	2,119	1,679		
210 (210)	22	114.43	49.70	135,094	2,718	2,517		
JASMINE STREET (211)	31	98.29	69.90	139,523	1,996	3,047		
212 (212)	12	84.85	73.98	160,620	2,171	1,018		
CLINCH DRIVE (214)	12	77.58	94.88	13,094	138	931		
SADLER (215)	6	78.83	88.08	157,223	1,785	473		
BONNIEVIEW (310)	17	76.59	77.38	51,687	668	1,302		
BAILEY (311)	31	89.86	120.43	347,188	2,883	2,786		
<b>TOTAL</b>	<b>193</b>	<b>91.17</b>	<b>76.82</b>	<b>1,363,182</b>	<b>17,744</b>	<b>17,596</b>	<b>87.23</b>	<b>1.14</b>

# of NE Customers in 2014:

15,628

<b>2014 - UG Reliability by Feeder - FPUC NE (Adjusted)</b>								
<b>FEEDER</b>	<b>Outage Events (N)</b>	<b>Ave. Duration (L Bar)</b>	<b>CAIDI</b>	<b>Customer Min. Interrupted (CMI)</b>	<b>Customer Interruptions (CI)</b>	<b>Outage Duration (L)</b>	<b>SAIDI</b>	<b>SAIFI</b>
SOUTH FLETCHER (102)	4	103.00	50.20	1,004	20	412		
PARKWAY SOUTH (104)	1	66.00	66.00	66	1	66		
PLANTATION ROADSIDE (110)	2	116.00	126.29	1,768	14	232		
PLANTATION FIELD SIDE (111)	1	82.00	82.00	574	7	82		
JASMINE STREET (211)	1	112.00	112.00	112	1	112		
SADLER (215)	1	106.00	106.00	106	1	106		
BONNIEVIEW (310)	1	74.00	74.00	74	1	74		
BAILEY (311)	4	126.56	128.45	642	5	506		
<b>TOTAL</b>	<b>15</b>	<b>106.00</b>	<b>86.92</b>	<b>4,346</b>	<b>50</b>	<b>1,590</b>	<b>0.28</b>	<b>0.00</b>

# of NE Customers in 2014: 15,628



<b>2014 - OH Reliability by Feeder - FPUC NW (Adjusted)</b>								
<b>FEEDER</b>	<b>Outage Events (N)</b>	<b>Ave. Duration (L Bar)</b>	<b>CAIDI</b>	<b>Customer Min. Interrupted (CMI)</b>	<b>Customer Interruptions (CI)</b>	<b>Outage Duration (L)</b>	<b>SAIDI</b>	<b>SAIFI</b>
ALTHA (9952)	61	101.90	170.00	416,329	2,449	6,216		
BLOUNTSTOWN (9972)	22	82.32	95.54	28,662	300	1,811		
BRISTOL (9882)	89	69.54	64.02	117,033	1,828	6,189		
COLLEGE (9982)	125	103.33	44.58	136,372	3,059	12,916		
COTTONDALE (9866)	133	99.04	96.57	402,799	4,171	13,172		
DOGWOOD HEIGHTS (9722)	27	118.21	142.62	24,674	173	3,192		
FAMILY DOLLAR (9782)	5	93.20	77.29	541	7	466		
GREENWOOD (9742)	114	92.26	67.90	647,595	9,537	10,518		
HOSPITAL (9872)	54	78.15	61.63	203,070	3,295	4,220		
HWY 90E (9942)	88	110.67	148.20	187,616	1,266	9,739		
HWY 90W (9992)	41	97.75	76.02	49,717	654	4,008		
INDIAN SPRINGS (9932)	86	108.58	134.51	596,691	4,436	9,338		
INDUSTRIAL PARK (9752)	10	104.60	125.34	18,801	150	1,046		
PRISON (9732)	5	72.80	74.44	670	9	364		
RAILROAD (9512)	54	194.57	448.66	489,936	1,092	10,507		
SOUTH STREET (9854)	124	135.54	79.18	226,531	2,861	16,806		
<b>TOTAL</b>	<b>1038</b>	<b>106.46</b>	<b>100.52</b>	<b>3,547,038</b>	<b>35,287</b>	<b>110,508</b>	<b>281.04</b>	<b>2.80</b>

# of NW Cust. in 2014:

12,621

<b>2014 - UG Reliability by Feeder - FPUC NW (Adjusted)</b>								
<b>FEEDER</b>	<b>Outage Events (N)</b>	<b>Ave. Duration (L Bar)</b>	<b>CAIDI</b>	<b>Customer Min. Interrupted (CMI)</b>	<b>Customer Interruptions (CI)</b>	<b>Outage Duration (L)</b>	<b>SAIDI</b>	<b>SAIFI</b>
ALTHA (9952)	1	151.00	151.00	151	1	151		
BRISTOL (9882)	1	181.00	181.00	181	1	181		
COLLEGE (9982)	2	115.50	148.77	8,331	56	231		
COTTONDALE (9866)	2	117.50	139.25	557	4	235		
FAMILY DOLLAR (9782)	1	172.00	172.00	344	2	172		
GREENWOOD (9742)	1	144.00	144.00	23,760	165	144		
HOSPITAL (9872)	1	367.00	367.00	367	1	367		
HWY 90W (9992)	2	128.50	128.50	257	2	257		
INDUSTRIAL PARK (9752)	1	119.47	119.47	119	1	119		
<b>TOTAL</b>	<b>12</b>	<b>154.79</b>	<b>146.21</b>	<b>34,067</b>	<b>233</b>	<b>1,857</b>	<b>2.70</b>	<b>0.02</b>

# of NW Customers in 2014: 12,621

## **Initiative #8 – Utility Company Coordination with Local Governments**

FPUC actively participates with local governments in pre-planning for emergency situations and in coordinating activities during emergency situations. Current practice is to have FPUC personnel located at the county EOC's on a 24 hour basis during emergency situations to ensure good communications.

FPUC has continued involvement with local governments regarding reliability issues with emphasis on both undergrounding and vegetation management. All parties have continued to cooperate in order to address vegetation management issues in a cost effective manner when possible so that overall reliability impacts are minimized.

FPUC and the City of Marianna have worked together to complete a project of undergrounding in the downtown area of Marianna and are planning further projects. FPU is also working with a citizens group on Amelia Island that is interested in undergrounding our overhead facilities on the island. Although these projects have improved aesthetics as the major goal, they will provide a reliability case study area that can be used in future undergrounding analysis.

## **Initiative #9 – Collaborative Research**

FPUC is participating with the Public Utility Research Center (PURC) along with other investor owned, cooperative, and municipal electric utilities in order to perform beneficial research regarding hurricane winds and storm surge within the state. PURC has demonstrated the ability to lead and coordinate multiple groups in research activities. FPUC will continue to support this effort but does not intend to conduct any additional research at this time.

The benefits of the research work among the utilities and PURC include increased and sustained collaboration and discussion among the members of the Steering Committee, greater knowledge of the determinants of damage during storm and non-storm times, greater knowledge and data from wind collection stations and post-hurricane forensics in the State of Florida, and continued state-to-state collaboration with others in the Atlantic Basin Hurricane Zone.

For 2014, research focused on undergrounding, wind data collection, and public outreach. The Steering Committee is preparing the next steps in these research areas.

The 2015 report follows on the next page.

# **Report on Collaborative Research for Hurricane Hardening**

Provided by

The Public Utility Research Center  
University of Florida

To the

Utility Sponsor Steering Committee

February 2015

## **I. Introduction**

The Florida Public Service Commission (FPSC) issued Order No. PSC-06-00351-PAA-EI on April 25, 2006 (Order 06-0351) directing each investor-owned electric utility (IOU) to establish a plan that increases collaborative research to further the development of storm resilient electric utility infrastructure and technologies that reduce storm restoration costs and outages to customers. This order directed IOUs to solicit participation from municipal electric utilities and rural electric cooperatives in addition to available educational and research organizations. As a means of accomplishing this task, the IOUs joined with the municipal electric utilities and rural electric cooperatives in the state (collectively referred to as the Project Sponsors) to form a Steering Committee of representatives from each utility and entered into a Memorandum of Understanding (MOU) with the University of Florida's Public Utility Research Center (PURC). This MOU was recently extended by the Research Collaboration Partners through December 31, 2015.

PURC manages the work flow and communications, develops work plans, serves as a subject matter expert, conducts research, facilitates the hiring of experts, coordinates with research vendors, advises the Project Sponsors, and provides reports for Project activities. The collaborative research has focused on undergrounding, vegetation management, hurricane-wind speeds at granular levels, and improved materials for distribution facilities.

This report provides an update on the activities of the Steering Committee since the previous report dated February 2014.

## **II. Undergrounding**

The collaborative research on undergrounding has been focused on understanding the existing research on the economics and effects of hardening strategies, including undergrounding, so that informed decisions can be made about undergrounding policies and specific undergrounding projects.

The collaborative has refined the computer model developed by Quanta Technologies and there has been a collective effort to learn more about the function and functionality of the computer code. PURC and the Project Sponsors have worked to fill information gaps for model inputs and significant efforts have been invested in the area of forensics data collection. Since the state has not been affected by any hurricanes since the database software was completed, there is currently no data. Therefore, future efforts to refine the undergrounding model will occur when such data becomes available.

In addition, PURC has worked with doctoral and master's candidates in the University of Florida Department of Civil and Coastal Engineering to assess some of the inter-relationships between wind speed and other environmental factors on utility equipment damage. PURC has also been contacted by engineering researchers at the University of Wisconsin and North Carolina State University with an interest in the model, though no additional relationships have been established. In addition to universities, PURC was contacted by researchers at the Argonne National Laboratory who expressed interest in modeling the effects of storm damage. The researchers continue to develop a deterministic model, but did use many of the factors that the Collaborative have attempted to quantify. Every researcher that contacts PURC cites the model as the only non-proprietary model of its kind.

The research discussed in last year's report on the relationship between wind speed and rainfall is still under review by the engineering press. Further results of this and related research can likely be used to further refine the model.

## **III. Wind Data Collection**

The Project Sponsors entered into a wind monitoring agreement with WeatherFlow, Inc., in 2007. Under the agreement, Florida Sponsors agreed to provide WeatherFlow with access to their properties and to allow WeatherFlow to install, maintain and operate portions of their wind monitoring network facilities on utility-owned properties under certain conditions in exchange for access to wind monitoring data generated by WeatherFlow's wind monitoring network in Florida. WeatherFlow's Florida wind monitoring network includes 50 permanent wind monitoring stations around the coast of Florida, including one or more stations located on utility-owned property. The wind monitoring agreement expired in early 2012; however, the wind, temperature, and barometric pressure data being collected at these stations is being made available to the Project Sponsors on a complimentary basis.

## **IV. Public Outreach**

In last year's report we discussed the impact of Hurricane Sandy on greater interest in storm preparedness. PURC researchers discussed the collaborative effort in Florida with the engineering departments of the state regulators in Connecticut, New York, and New Jersey, and regulators in Jamaica, Grenada, and Curacao. While all of the regulators and policymakers showed great interest in the genesis of the collaborative effort, and the results of that effort, they have not, at this point, shown further interest in participating in the research effort.

PURC researchers continue to utilize the insight gained through the hurricane hardening research to contribute to the debate on undergrounding in the popular press, and reinforce the state of Florida as a thought leader in this area. On February 13, 2014 PURC Director of Energy Studies Ted Kury was asked to contribute an essay on CNN.com entitled "Burying power lines is not always the answer" where he discussed the economic trade-offs of undergrounding power lines. The essay also provided a link to an *Electricity Journal* article by Kury and Lynne Holt, another PURC researcher, which discusses Florida's cooperative approach and holds it up as a "best practice" in regulation. In addition, the October 2014 issue of *Costco Connection* featured a debate on whether utilities should be required to bury power lines, where Kury provided the "No" position.

## **V. Conclusion**

In response to the FPSC's Order 06-0351, IOUs, municipal electric utilities, and rural electric cooperatives joined together and retained PURC to coordinate research on electric infrastructure hardening. The steering committee has taken steps to extend the research collaboration MOU so that the industry will be in a position to focus its research efforts on undergrounding research, granular wind research and vegetation management when significant storm activity affects the state.

## **Initiative #10 – Natural Disaster Preparedness and Recovery Program**

FPUC will utilize the plan to prepare for storms annually and will ensure all employees are aware of their responsibilities. The primary objective of the Disaster Preparedness and Recovery Plan is to provide guidelines under which Florida Public Utilities Company will operate in emergency situations. This information is contained with the Emergency Procedures that are updated on an annual basis, if required. The following objectives are included to ensure orderly and efficient service restoration.

1. The safety of employees, contractors and the general public will have the highest priority.
2. Early damage assessment is required in order to develop manpower requirements.
3. Request additional manpower as soon as conditions and information indicate the need.
4. Provide for orderly restoration activities in order to provide efficient and rapid restoration.
5. Provide all logistical needs for employees and contractors.
6. Provide ongoing preparation of our employees, buildings, equipment and support function in advance of an emergency.
7. Provide support and additional resources for employees and their families should they need assistance to address injury or damage as a result of the emergency situation.

Based on the location of the storm, the division office in that area will be designated as the operations center and all restoration and logistical activities will be coordinated from that location. Restoration activities will be handled in the following manner:

1. During the early stages of the emergency, restoration will be handled in the usual manner. All service will be restored as soon as possible.
2. As the storm intensifies and trouble reaches major proportions, the main restoration activities will be limited to keeping main feeders energized by clearing trouble without making repairs.
3. When the intensity of the storm is such that work can no longer be done safely, all work will cease and personnel will report to the office or other safe locations.
4. When the storm has subsided to a reasonable level and it is safe to begin restoration activities damage assessment and restoration of main feeders to critical customers will begin.
5. Restoration activities will continue in an effort to restore service in the following manner:
  - a) Substations
  - b) Main feeders to critical customers
  - c) Other main feeders
  - d) Undamaged primary
  - e) Damaged primary, secondary, service, street lights, security lights

These guidelines are not intended to prevent responding to emergency situations. Any life threatening emergency will be handled immediately, in such a manner as to not endanger the lives of others.

Communication efforts with local governments, County EOC's and the media will be a key in ensuring a safe and efficient restoration effort. Key personnel will be designated as the media liaison and will ensure that communications regarding the status of the restoration activities are available on a scheduled basis.

Emergency Procedures for both divisions were updated during 2015 and are included below





***FLORIDA PUBLIC UTILITIES COMPANY***

***NORTHEAST FLORIDA DIVISION***

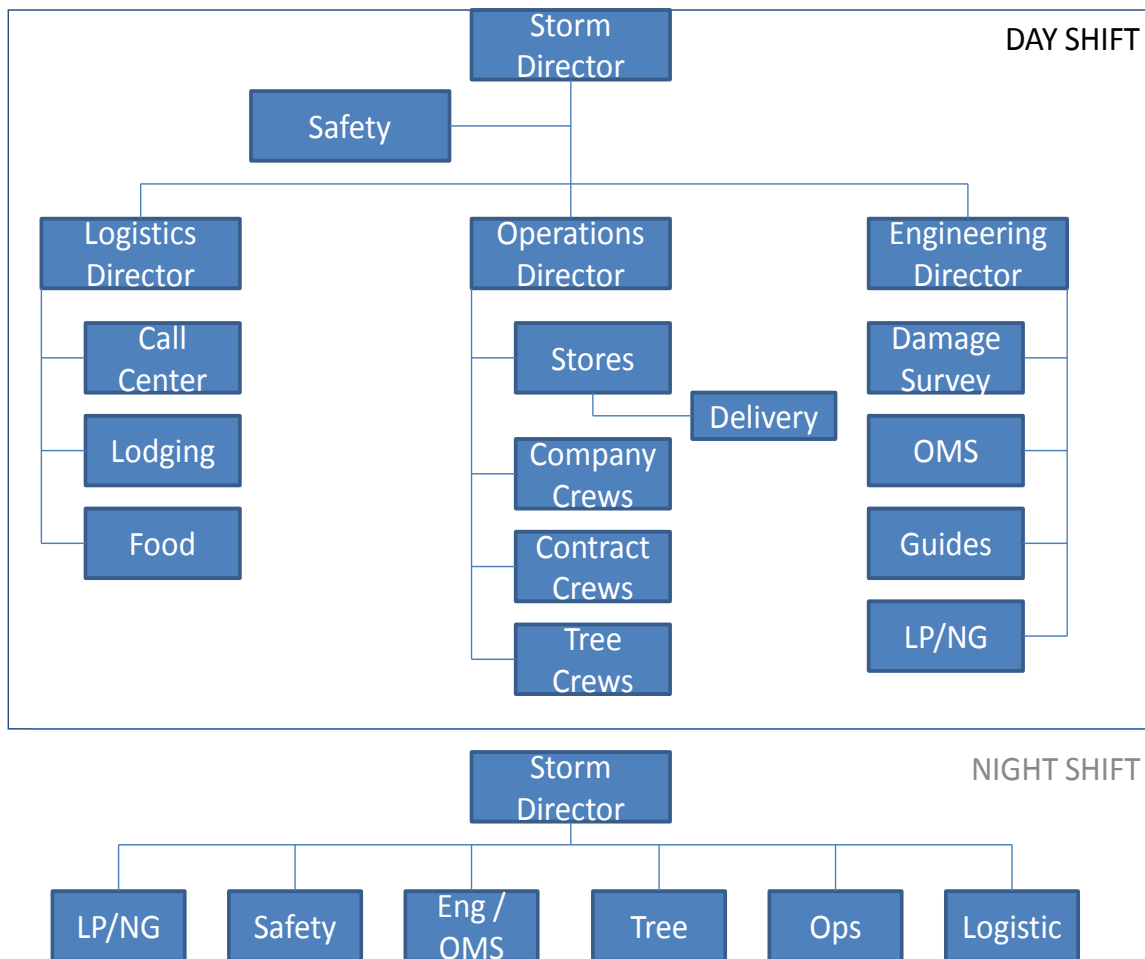
***2015  
EMERGENCY PROCEDURES  
NATURAL DISASTER & RECOVERY***

**1. OBJECTIVE**

The primary objective of the procedure is to provide guidelines under which the Northeast Florida Division of Florida Public Utilities Company will operate in emergency conditions. The following objectives will ensure orderly and efficient service restoration.

- A. The safety of employees, contractors and the general public will have the highest priority.
- B. Early damage assessment is required in order to develop manpower requirements.
- C. Request additional manpower as soon as conditions and information indicate the need.
- D. Provide for orderly restoration activities in order to provide efficient and rapid restoration.
- E. Provide all logistical needs for employees and contractors.
- F. Provide ongoing preparation of our employees, buildings, equipment and support function in advance of an emergency.
- G. Provide support and additional resources for employees and their families should they need assistance to address injury or damage as a result of the emergency situation.

2. **STORM MODE ORGANIZATIONAL CHART**



<u>DAY SHIFT</u>	<b>2015</b>	<u>NIGHT SHIFT</u>
BILL GRANT	STORM DIRECTOR	JORGE PUENTES
JORGE PUENTES	ENGINEERING DIRECTOR	SHANE MAGNUS
CHRIS HEBERT	OPERATIONS DIRECTOR	TBD*
ROGER LACHARITE	LOGISTICS DIRECTOR	PATTI THORNTON
TOM MOEN	SAFETY	TBD*

\*WILL BE FILLED FROM AVAILABLE RESOURCES

### **3. EMERGENCY PERSONNEL POLICY**

As a public utility we provide essential services for our customers and the general public. Therefore, the purpose of the Company's Emergency Personnel Policy is to encourage employees to make every reasonable effort to report to work. Each employee performs an essential role in the Company's operation and it's important that you report to duty as scheduled during an emergency. Restoring and maintaining services after a major storm is a difficult job and requires everyone's best efforts. Of necessity, employees may be required to assist other departments or perform functions outside of their normal daily work assignment. It will take every employee's cooperation before, during and after an emergency.

- A. If you are on the job when the storm approaches, your supervisor will inform you of your storm assignment. Employees not directly involved in maintaining services may be released to go home before the storm threatens safe travel.
- B. If you are off-duty, call your immediate supervisor as soon as possible after an emergency condition is announced. An Emergency Condition Warning is usually given within 24 hours of occurrence. Your supervisor will inform you as to where and when you'll be needed prior to, during, and after the storm. If your supervisor is not available call his/her immediate supervisor or the Northeast Florida Office. This requirement applies to all electric, natural gas and propane division employees when an emergency threatens any of the Company's electric service areas.
- C. After the emergency passes, all personnel not on duty during the storm will report as soon as possible to their supervisor or his/her designate by telephone. In the event the telephones are not working or you are unable to communicate with your supervisor or the company office, report in person to your regular work station as soon as possible during daylight hours.
- D. EMPLOYEES ARE TO MAKE EVERY REASONABLE EFFORT TO REPORT TO WORK. IT'S UNDERSTOOD THAT THERE WILL BE INSTANCES WHERE EMPLOYEES JUST CAN'T GET TO WORK. EMPLOYEES WHO DO NOT REPORT TO WORK WILL NOT BE PAID. IF YOU ARE UNABLE TO REPORT TO WORK MAKE EVERY EFFORT TO CONTACT YOUR SUPERVISOR TO REPORT YOUR ABSENCE. DISCIPLINARY ACTION UP TO AND INCLUDING DISCHARGE MAY BE TAKEN AGAINST EMPLOYEES WHO DO NOT REPORT TO WORK WITHOUT JUST CAUSE.
- E. Personal emergencies are common results of a major hurricane but, unless life threatening, will not be acceptable as an excuse for not reporting to work. Evacuation from a hurricane threatened area to a remote location from which you cannot promptly return to your home is also not acceptable as a reason for not reporting to work.
- F. The Company will endeavor to provide assistance and shelter to employees and their immediate families should an employee need or request assistance.
- G. Unless emergency conditions warrant, employees will not be required to work in excess of sixteen (16) consecutive hours.

The success of the emergency plan requires the cooperation and efforts of all of our employees. Employees may be required to return from their vacation or Company sponsored travel. Therefore, it will be the responsibility of each supervisor to determine the location of each of their employees on Company sponsored trips to facilitate their recall if conditions warrant their return when the emergency plan is implemented. Employees who are on vacation will notify, by telephone, their supervisors of their location and availability when an emergency threatens to strike our service area. Supervisors will consult with their department head to determine the feasibility and need to recall employees from vacation or Company sponsored trips. All employees are essential for the continued operation of the Company obligations and Company objectives.

The Company will develop information which will assist employees and their families before, during and after the storm. The Electric Operations Manager, Northeast Florida will be responsible for obtaining the information and communicating this information to the employees. The Company will attempt to provide as much assistance as practical to the employees and their families during emergency situations.

However, it is the responsibility of each employee to develop a personal plan that can be quickly implemented in case a storm impacts our area. This plan should involve the protection of family and property which can be put into action quickly and allow for compliance with the above mentioned requirements. Every effort will be made to allow employees time off prior to a storm to make preparations for the event.

#### **4. GENERAL RESTORATION GUIDELINES**

These general guidelines are issued to provide overall guidance as to emergency system restoration activities. These guidelines will be followed as much as practical in emergencies caused by hurricanes, tornadoes, ice storms and other natural disasters.

These guidelines are not intended to nor will they put in jeopardy the safety of any employee or their family. Dependent upon the intensity of the storm as determined by the company's management, employees will be required to report to work as instructed. If the intensity of the storm is such that weather conditions will be extremely severe, only a skeleton crew will be present at the work location. All others will report for duty as soon as conditions subside to a reasonable level. Those on vacation will be expected to report for duty.

The Northeast Florida office building was designed to withstand 160 mph sustained winds. Should winds be expected to significantly exceed these ratings, alternative locations will be identified and restoration will be relocated to an appropriate facility.

Restoration activities will be handled in the following manner:

- A. During the early stages of the emergency, restoration will be handled in the usual manner. All service will be restored as soon as possible.
- B. As the storm intensifies and trouble reaches major proportions, the main restoration activities will be limited to keeping main feeders energized by clearing trouble without making repairs.
- C. When the intensity of the storm is such that work can no longer be done safely, all work will cease and personnel will report to the office or other safe location. Ariel work will not be conducted when wind speed reach 40 miles per hour.
- D. When the storm has subsided to a reasonable level and it is safe to begin restoration activities damage assessment and restoration of main feeders to critical customers will begin.
- E. Restoration activities will continue in an effort to restore service in the following manner:
  - 1) Substations
  - 2) Main feeders to critical customers
  - 3) Other main feeders
  - 4) Undamaged primary
  - 5) Damaged primary, secondary, service, street lights, security lights

These guidelines are not intended to prevent responding to emergency situations. Any life threatening emergency will be handled immediately, in such a manner as to not endanger the lives of others.

Each employee and contractor should maintain good customer relations during restoration activities. Customer service will continue to be a high priority and every reasonable effort should be made to satisfy our customers.

Press releases and public announcements should be made only by designated company management personnel.

#### **5. EMERGENCY ELECTRIC SAFETY PRECAUTIONS**

All Rules in the Safety Manual should be observed. However, in order to point out some particular precautions which should be observed during storms, the following instructions listed below should receive special emphasis:

ALL incoming crews must have a safety briefing as soon as practical upon arrival. This will be to introduce them to our system and inform them of our expectations.

A. SIZING UP WORK:

Before undertaking any job, a job briefing should be thoroughly discussed and all personnel should understand what is to be done, how it is to be done, and the following:

1. Voltage and position of all wires, or cables, and the sources or source of energy.
2. That the work at hand can be done safely.
3. That there is a sufficient amount of each kind of protective equipment on hand to thoroughly protect the working position and the work man.
4. They should consider the ground and traffic conditions and arrange to protect and guard these against all hazards.

B. INSULATION:

In cases of trouble following storms, all wires, regardless of normal voltage, are to be considered as being at primary voltage and are not to be handled except with protective equipment because of danger of crosses between primary and secondary circuits.

C. DISTRIBUTION CIRCUITS ON OR NEAR TRANSMISSION POLES:

If it is necessary to work on the conductors of a distribution circuit carried on or near transmission line poles with the transmission circuit energized and normal, any work on the conductors of the distribution circuits must be done between sets of grounds or else the distribution circuit must be worked and treated as an energized circuit. To determine positively that the lines to be worked are de-energized, test or investigation must be made before grounds are applied.

If the transmission line is also out of service and apparently in trouble, it must be considered as a possible source from which the distribution circuit may be energized, and it must be definitely determined that the transmission circuit as well as the distribution circuit is de-energized and grounded and the source or sources of supply are open and proper clearance obtained before the distribution circuit may be worked as de-energized.

D. STREET LIGHTING WIRES:

Street lighting wires shall be considered energized at all times and the workman shall protect himself against them with proper protective equipment even when circuits are normally de-energized. Such a line is liable to become energized by accidental induction or lightning and sometimes street lighting wires become crossed with other energized wires.

E. FUSE CUT-OUT CLEARANCE:

When a distribution circuit is to be de-energized and cleared for working on conductors or other equipment by the opening of a fuse cut-out, either of the enclosed or open type, the fuse holder or tube is to be removed completely from the fuse assembly. The removed fuse holder or tube is to be placed at a safe and conspicuous location away from the fuse cut-out as an indication to other employees that the fuse cut-out shall continue in this open position until the work is completed. In addition, a red "hold" switch tag (with Lineman's name) should be attached to the pole in a conspicuous location and then removed when work is completed.

F. REQUIREMENTS FOR USE OF RUBBER PROTECTIVE APPARATUS:

In case of trouble following storms, all wires, regardless of normal voltage, are to be considered as being at primary voltage and are not to be handled except with protective equipment because of danger of crosses between primary and secondary circuits.

1. Energized Conductors - Rubber gloves must always be worn when working on energized lines or energized conductors or equipment up to 15,000 volts between conductors.

2. Working position - Rubber gloves must be put on before coming in reach of energized conductors when work is done on conductors or protective equipment is to be installed.

Because of the possibility of high voltage existing, rubber gloves must be worn until the conductor is grounded on primary circuits and on street lighting circuits.

Care of Rubber Protective Apparatus - At each job, before a workman puts on his rubber gloves, he should test each glove mechanically for cuts and weak spots by rolling it up tightly, beginning at the gauntlet. All of this type equipment, when not in use, must be stored in dry proper containers or compartment provided for this purpose.

G. SWITCHING ORDERS:

In all switching orders, the switches shall be referred to by their numbers and not by the name of the circuit which they control. The sequence, in which the switch numbers are given, in the order, shall indicate the sequence of the switching operation. For example, an order given: "open switches 502-509 and close switches 511-502" shall be executed as follows: first, open switch 502; second, open switch 509; third, close switch 511; fourth, close switch 502.

NO DEVIATION FROM THIS RULE WILL BE PERMITTED.

To avoid misunderstandings and to prevent accidents, all orders concerning switching operation or the handling of lines and equipment must be repeated to the person giving name, and identity of person giving order secured. Likewise, the operator giving an order must secure identity of person to whom it is given. (three part communication)

H. SWITCHING ORDER:

All switching orders must be written on a piece of paper by the person receiving same, and this written order must be carried by the person while doing the switching. *In no case shall anyone attempt to execute a switching order from memory.*

I. HIGH WATER:

During periods of high water involving lines or equipment, patrolmen shall not attempt to swim sections of the patrol which may be submerged. Necessary patrols over flooded areas must be done with boats and in such instances men engaged in these patrols shall wear suitable life belts or jackets.

J. BROKEN CONDUCTORS:

Before climbing pole, check for broken conductors, which may be in contact with pole. Clear before climbing.

6. ANNUAL PREPARATIONS

Electric Operations Manager

- A. Review emergency procedure prior to May 1 and update as necessary.
- B. Review employee assignments with all personnel prior to June 1.
- C. Update status of emergency crew assistance (Contractors, NW Florida, SEE, etc.).
- D. Schedule and conduct half day emergency procedure training sessions prior to July 1. Written documentation is to be retained when training is complete.
- E. Ensure storm shutters, laundry facilities and cooking facilities are available.

**Assistant Electric Operations Manager**

- A. Check all communication equipment for proper operation. Check spare equipment and parts.
- B. Check material quantities and emergency stock prior to June 1. Begin necessary purchasing of emergency stock approved for purchase prior to an emergency.
- C. Review safety precautions with all line crew personnel prior to June 1.
- D. Have necessary emergency material delivered prior to June 1.
- E. Review status of all transportation equipment and have repairs made.
- F. Update status of remote storeroom site and trailer(s).
- G. Update status of emergency fuel suppliers, on site fuel and mobile fuel suppliers.
- H. Update status of vehicle repair facilities.

**Propane Operations Manager**

- A. Check all communication equipment for proper operation. Check spare equipment and parts.
- B. Check material quantities and emergency stock prior to June 1. Begin necessary purchasing of emergency stock approved for purchase prior to an emergency.
- C. Review safety precautions with all propane personnel prior to June 1.
- D. Have necessary emergency material delivered prior to June 1.
- E. Review status of all transportation equipment and have repairs made.
- F. Update status of emergency fuel suppliers, on site fuel and mobile fuel suppliers.
- G. Update status of vehicle repair facilities.

**Natural Gas Operations Supervisor**

- A. Check all communication equipment for proper operation. Check spare equipment and parts.
- B. Check material quantities and emergency stock prior to June 1. Begin necessary purchasing of emergency stock approved for purchase prior to an emergency.
- C. Review safety precautions with all natural gas personnel prior to June 1.
- D. Have necessary emergency material delivered prior to June 1.
- E. Review status of all transportation equipment and have repairs made.
- F. Update status of emergency fuel suppliers, on site fuel and mobile fuel suppliers.
- G. Update status of vehicle repair facilities.



### **Customer Care / Logistics Manager**

- A. Update the list of critical customers by town/county. Group the critical customers by town/county by classification:
  - 1) Hospitals and clinics
  - 2) Public utilities
  - 3) Municipal and state emergency service
  - 4) Communication and broadcasting services
  - 5) Major food storage/processing facilities
  - 6) Disaster shelter and motels
  - 7) Correctional facilities
  - 8) Airport
- B. Update phone list for employees, law enforcement, emergency management, city/towns, utilities, contractors, tree trimming, personnel, news media, PSC, DCA, EDC, GEO, etc.
- C. Review emergency telephone arrangements and make additional preliminary arrangements.
- D. Update status of thirty (30) motel rooms necessary for emergency/contract crews.
- E. Locate sources of food/water for crews and office personnel. Identify local and out of town caterers.
- F. Update status of building security firm.
- G. Locate sources for provision of the following Division office supplies.
  - 1. Three days' supply of food and water. (See section 22, Logistics for List of Supplies)
  - 2. Supply of air mattress/cots.
  - 3. Portable AM/FM radios with batteries.
  - 4. Laundry services/supplies.
  - 5. First aid supplies.
  - 6. Twenty (20) flashlights with batteries.
  - 7. Linen service.
  - 8. Miscellaneous supplies post storm shelter.
- H. Update status of ten (10) cellular phones.
- I. Update the procedure of the Office Operation.

### **Engineering**

- A. Update and have on hand the following:
  - 1. Storm safety precautions
  - 2. General operating instructions
  - 3. Distribution maps
  - 4. Single line switching maps
  - 5. City and county maps
- B. Have control room and all necessary information and equipment ready for prompt setup. Phone jacks, internet connection and distribution map are minimum requirements.
- C. Conduct annual refresher training for personnel required to operate the Customer Outage System.

## **7. INITIATE STORM MODE PLAN**

### **Electric Operations Manager**

- A. Monitor the emergency.
- B. Begin making preparations for obtaining emergency assistance from other utilities and contractors.
- C. Check the status of personnel on vacation.
- D. Handle all media request by relaying contact information to Aleida, Bonnie or Mike.
- E. Inform all employees as to assignments and emergency information.
- F. Consult with the Executive Team concerning activation of Division Emergency Procedures.
- G. Consult with Executive Team concerning assistance from other divisions (i.e. mechanics, storeroom, media, family assistance, IT/Communications). Personnel from other divisions will be identified and mobilized. They will move as close as practical to Northeast Florida and then proceed to the office as soon after the emergency as travel can be accomplished safely. This location may change dependent upon the situation.
- H. Obtain special job number for all emergency related work.
- I. Make determination on when to release personnel to go home and provide instructions to employees.
- J. Ensure contact with JEA is established.

### **Assistant Electric Operations Manager**

- A. Have all vehicles stocked with all necessary emergency materials and fuel.
- B. Monitor time/material needs of contractors.
- C. Check emergency stock levels and fuel supplies.
- D. Review plan to supply power to office and warehouse facility.
- E. Check all communication equipment.
- F. Review safety precautions with all personnel.
- G. Review job assignments with personnel and pass out necessary forms, information.
- H. Have all hazardous conditions corrected and construction jobs stabilized.
- I. Verify emergency generator is fully fueled and operable with back-up fuel available.
- J. Make arrangements for a boat and trailer suitable for construction.
- K. Ensure all vehicle repairs are made and final arrangements with vehicle repair facilities confirmed.
- L. Check on emergency generators and secure additional generators if needed.
- M. Secure all material in the warehouse yard.

### **Propane Operations Manager**

- A. Have all vehicles stocked with all necessary emergency materials and fuel.
- B. Monitor time/material needs of contractors.
- C. Check emergency stock levels and fuel supplies.
- D. Review plan to supply power to bulk plant using backup power supplies.
- E. Check all communication equipment.
- F. Review safety precautions with all personnel.
- G. Review job assignments with personnel and pass out necessary forms, information.
- H. Have all hazardous conditions corrected and construction jobs stabilized.
- I. Verify emergency generator is fully fueled and operable with back-up fuel available.
- J. Ensure all vehicle repairs are made and final arrangements with vehicle repair facilities confirmed.
- K. Secure all material in the warehouse yard.
- L. Install Storm Shutters on all offices with the help of natural gas.
- M. Place plastic covering over all electronic or sensitive equipment and secure as necessary.

### **Natural Gas Operations Supervisor**

- A. Have all vehicles stocked with all necessary emergency materials and fuel.
- B. Monitor time/material needs of contractors.
- C. Check emergency stock levels and fuel supplies.
- D. Review plan to supply power to bulk plant using backup power supplies.
- E. Check all communication equipment.
- F. Review safety precautions with all personnel.
- G. Review job assignments with personnel and pass out necessary forms, information.
- H. Have all hazardous conditions corrected and construction jobs stabilized.
- I. Verify emergency generator is fully fueled and operable with back-up fuel available.
- J. Ensure all vehicle repairs are made and final arrangements with vehicle repair facilities confirmed.
- K. Secure all material in the warehouse yard.

### **Customer Care / Logistics Manager**

- A. Arrange for additional petty cash and cash advances (if necessary).

- B. Arrange with telephone company additional lines if necessary.
- C. Review assignments with personnel.
- D. Ensure all computers are backed up and secured.
- E. Ensure all paperwork/documents are filed and secured properly.
- F. Provide control room with customer list, addresses, phone numbers and account numbers.
- G. Work with HR department and personnel from other divisions to provide assistance to employees and their families. Assistance may include work to prevent further damage to homes, care for children, to work with contractors or insurance companies and provide food/lodging/clothing, etc.
- H. Make definite arrangements for contract crew lodging.
- I. Make definite arrangements for food/water/drinks for all personnel.
- J. Purchase food supply for office/warehouse prior to storm (if the severity of the storm warrants this).
- K. Run the hurricane report from ORCOM.
- L. Make arrangements for an abundant supply of ice.
- M. Make definite arrangements for building security.
- N. Make definite arrangements for Division Office supplies (See Annual Preparations, Logistics Manager, and Item E.)
- O. Place plastic covering over all electronic or sensitive equipment and secure as necessary.

#### **Engineering**

- A. Provide distribution maps, procedures, etc. as necessary.
- B. Ensure Mapping System is backed up and operating.
- C. Begin constant monitoring customer outages.

### **8. INITIAL STAGE OF THE EMERGENCY**

#### **Electric Operations Manager**

- A. Be located at the Northeast Florida Operations Center (if possible) and constantly monitor the situation and restoration process.
- B. Keep internal media sources informed.
- C. Plan for additional services that will be needed during the restoration process to include damage assessment teams and mutual assistance crews.
- D. Activate control room.

### **Assistant Electric Operations Manager**

- A. Be located at the Northeast Florida Operations Center (if possible) and constantly monitor the situation and restoration process.
- B. Coordinate overall restoration process.
- C. Begin analyzing trouble.
- D. Ensure employees that may be working are secure when wind gusts reach 40 miles per hour.
- E. Work with Operations Manager to determine restoration requirements.

### **Propane Operations Manager**

- A. Be located at the Northeast Florida Operations Center (if possible) and constantly monitor the situation and restoration process.
- B. Activate propane restoration process.
- C. Coordinate with Engineering.

### **Natural Gas Operations Supervisor**

- A. Be located at the Northeast Florida Operations Center (if possible) and constantly monitor the situation and restoration process.
- B. Activate propane restoration process.
- C. Coordinate with Engineering.

### **Customer Care / Logistics Manager**

- A. Be located at the Northeast Florida Operations Center (if possible) and coordinate the answering and processing of telephone calls.
- B. Coordinate assistance to employees and their families.
- C. Have food and drinks available to all employees.
- D. Work with Operations Manager and begin making final logistical arrangements for outside crews.

### **Engineering**

- A. Be located at the Northeast Florida Operations Center (if possible) and Continue processing customer outage system analysis and monitoring system to determine outage locations.
- B. Work with Operations Manager to determine restoration requirements.
- C. Provide periodic outage updates to the PSC and Nassau County EOC.

## **9. LOCAL STORM MODE**

### **Storm Director**

- A. Determine manpower requirement from information provided by Operations Director and Engineering Director. Contact the Executive Team concerning the situation, if possible, and advise whether or not the additional personnel should continue to the Northeast Florida office. If communications are not possible, the President will determine whether or not the team should continue to Northeast Florida or will return home. .
- B. Activate additional services that will be needed during the restoration process to include damage assessment teams and mutual assistance crews.
- C. Keep the media informed until such time that the Manager of Communications is available. At that time, the Manager of Communications will work with the Storm Director to keep the Media informed.

### **Operations Director**

- A. Initiate damage assessment teams.
- B. Prioritize and schedule the restoration process.
- C. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.
- D. Provide damage assessment to Storm Director.
- E. Provide updates to Storm Director as needed concerning restoration progress.
- F. Monitor manpower and equipment requirements and update Storm Director as required.
- G. Keep a list of all company and outside crews and their locations.
- H. Determine and assign appropriate manpower and equipment for each outage situation.
- I. Provide outside crews with all necessary information and safety information.
- J. Monitor storeroom and remote storeroom for proper operation and inventory. Analyze manpower requirements.
- K. Ensure all documents are completed prior to material leaving the storeroom and storeroom yard.
- L. Monitor and provide assistance in repairing vehicles.

### **Propane Operations Manager**

- A. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.
- B. Provide damage assessment to Storm Director.
- C. Provide updates to Storm Director as needed concerning restoration progress.
- D. Monitor manpower and equipment requirements and update Storm Director as required.

- E. Keep a list of all company and outside crews and their locations.
- F. Determine and assign appropriate manpower and equipment for each situation.
- G. Provide outside crews with all necessary information and safety information.
- L. Monitor and provide assistance in repairing vehicles.

#### **Natural Gas Operations Supervisor**

- A. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.
- B. Provide damage assessment to Storm Director.
- C. Provide updates to Storm Director as needed concerning restoration progress.
- D. Monitor manpower and equipment requirements and update Storm Director as required.
- E. Keep a list of all company and outside crews and their locations.
- F. Determine and assign appropriate manpower and equipment for each situation.
- G. Provide outside crews with all necessary information and safety information.
- L. Monitor and provide assistance in repairing vehicles.

#### **Customer Care / Logistics Director**

- A. Coordinate the answering of telephone calls.
- B. Provide petty cash and pay bills as needed.
- C. Contact critical customer if the restoration time will be lengthy.
- D. Provide assistance and serve as liaison to employees and their families.
- E. Make final and definite arrangements for lodging, fuel, meals, snacks, coffee, drinks, etc. for all employees and contract employees.
- F. Check-in all outside crews and log the personnel and equipment included. Provide assistance with lodging, meals, etc. and keep up with crew locations.
- G. Provide assistance as needed.
- H. Ensure building security firm is operating at office.
- I. Ensure Division office supplies are in place if needed.
- J. Ensure caterers are available as needed.

#### **Engineering Director**

- A. Continue processing customer outage system analysis and monitoring the system to determine outage locations.
- B. Work with Storm Director and Operations Director to determine restoration requirements.

- C. Provide periodic outage updates to the PSC and Nassau County EOC.

## 10. Operating Procedure

These instructions are intended to give the employee working on the line information as to the general procedure to be followed under hurricane conditions.

The Electric Operations Manager and Customer Service Manager will review these instructions with their employees each year so that they may become familiar with the details. This should be done before July 1 of each year.

### A. BEFORE THE STORM

All operating personnel should be instructed as to:

1. Safety and operating procedures to be followed during the storm.
2. Where and when materials and supplies will be available.
3. Their assigned areas and supervisor.
4. Any provisions made for feeding and lodging.
5. Work days will normally be two shifts. Each shift will consist of at least 12 hours but could be 16 hours.
6. The necessity of dividing line crews for clearing and minor repairs.
7. Internet and telephone communication procedures with appropriate list of telephone numbers.

### B. DURING THE STORM

#### 1) First Stage - Repairing All Cases Reported

In order to reduce the over-all outage time to customers who may be interrupted at the beginning of the storm, trouble will be handled in a normal manner during the early stages.

#### 2) Second Stage - Clearing Trouble From the Lines

In order to maintain service to essential customers and feeders; when the volume of trouble increases to the point where large areas are interrupted, the Supervisor will instruct crews to clear trouble from the lines without making repairs.

- a. Secondary or service wires may be cleared by cutting the conductor away from energized lines or by opening the transformer cut-out.
- b. Damaged primary conductors may be cleared by cutting and rolling back, a primary jumper or conductor at the cross arm or by sectionalizing switching, if applicable.

#### 3) Third Stage - De-energizing Main Lines

When the winds reach the point where it is no longer safe for crews to continue clearing operations all restoration activities will cease. The Line Supervisor may instruct crews to de-energize main line feeders at substations if necessary to clear extremely hazardous conditions.

### C. AFTER THE STORM

#### 1) Sequence of Restoration

The sequence of restoration after the winds subside to a safe working level will be as follows:

- a. Transmission



- b. Substations
- c. Essential customers
- d. Feeders
- e. Undamaged primaries (fuse replacement only)
- f. Damaged primaries
- g. Secondaries
- h. Services
- i. Street lights

## 2) Line Patrols

To prevent further damage, all distribution lines, which have "locked out" due to the storm, must not be re-energized until patrolled and cleared of primary faults.

## 11. TELEPHONE OPERATORS GUIDE

During any major interruption our customers will naturally be concerned about falling wires, burning wires, defrosting refrigeration and even their daily routines in which electricity plays a part. The most important test we have is maintaining good relations during these emergencies. Those employees answering telephones must keep this in mind - be calm, pleasant and sympathetic with the customer and at the same time getting the necessary information needed to clear dangerous conditions and restore service as soon as possible, giving as much information to the customer that is available.

Outlined below is a suggested procedure to be used during three different phases of an interruption (The Director of Electric or Electric Operations Manager will determine when Phase 1 begins and when movement to Phase 2 and 3 is indicated):

Phase 1 - will be in effect until the time of the first trouble calls are worked or until it is evident that there is a widespread damage in that area.

Phase 2 - will be in effect following Phase 1 until damage evaluations have been made and estimate of the time required for making major repairs.

Phase 3 - will begin in an area where an estimate of the time required to make major repairs is available and will continue until all trouble is clear.

Your supervisor will advise you when conditions change from one phase to another in accordance with the routines outlined below:

### Suggested Answering Routine to be used by All Operators

#### Phase 1 - Early Trouble Prior to Extensive Damage

1. "Florida Public Utilities, May we help you please."
  - a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"
  - b. If wire down, pole broken, tree on a line, ask:
    - 1) "Is the wire burning?"
    - 2) "Are your lights working?"
    - 3) "We hope to be able to make repairs shortly. Thank you very much for calling."

#### Phase 2 - Extensive Damage Evident But Estimate of Repair Time Not Available

1. "Florida Public Utilities, May we help you please."
  - a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"
  - b. If wire down, pole broken, tree on a line, ask:

- 1) "Is the wire burning?"
- 2) "Are your lights working?"
- 3) "Our electric system has suffered considerable damage in your area and we haven't been able to make an estimate of the time required for repairs. Our crews are working now and if your service has not been restored by (morning/afternoon) please call again. Thank you."

### Phase 3 - Damage Evaluated and Repair Time Estimated

1. "Florida Public Utilities, May we help you please."
  - a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"
  - b. If wire down, pole broken, tree on a line, ask:
    - 1) "Is the wire burning?"
    - 2) "Are your lights working?"
    - 3) "We have crews working on the lines which serve your area and repairs should be made by (time). If your electricity is not on by that time, please call again. Thank you."

### Operators Guide

You will be relieved for meals, etc., and at the end of your shift.

Remember a properly handled telephone conversation with a customer can create an immeasurable amount of good will. When conversing with customers, keep the following points in mind:

1. Be courteous to each customer.
2. Give him/her as much information as is available of the restoration work.
3. Record each call and report the information vital to restoring the customer's service.
4. Handle each call as briefly as possible.
5. Thank the customer for calling.
6. Do not give the news media information. If a request for new information is received, record the name of the individual, news organization, telephone number and specific request. Inform the caller that a company representative will return the call. The information should be sent immediately to the Electric Operations Manager, Northeast Florida.
7. During an emergency condition, some customers will contact the company for reasons that do not pertain to the emergency. These calls should be recorded and the exact customer needs should be stated in the remarks column. These calls may include disconnections, reconnections, etc., or may be a personal call to an employee. After the contact has been recorded, the completed form should be given directly to the supervisor.

### Entering Outages

Each customer call will be recorded in the Outage Management System (OMS). The information entered should be entered accurately to ensure the system operates properly. The information entered will be stored as a permanent record and will be used to analyze the nature of the outages.

Should emergency situations come to your attention, please notify a supervisor. The method of this documentation will be determined.

## **12. MEDIA/PUBLIC INFORMATION GUIDE**

In order to monitor all information given to media and public sources, only the Electric Operations Manager, Northeast Florida, Manager of Communications or their designee will make press releases. If other employees are asked by media or public agencies

for information, politely ask them to contact the Electric Operations Manager, Northeast Florida or Manager of Communications for the latest information.

### **13. WAREHOUSE PROCEDURE**

During an emergency, material is vital to promptly and efficiently restore service to all customers. It is therefore important to monitor all stock levels to ensure adequate supplies are on-hand and if stock levels get low, be able to quickly order additional materials.

All material taken from the storeroom or remote storeroom will have the appropriate documentation completed before being removed from the stores area. The stores personnel will ensure this is followed.

Only authorized personnel should be in the stores area. Stores personnel will monitor those in the stores area to ensure compliance.

### **14. OFFICE PROCEDURE**

This section will involve that information and other procedures necessary to ensure that the Office operation continues to operate during any emergency that may occur.

#### Annual

1. The Customer Service Manager will update information regarding the Office operations.
2. Information about the contingency plan will be updated by the Customer Service Manager each year.

#### Prior to the Emergency

1. The Electric Operations Manager and Customer Service Manager will decide on the appropriate contingency plan necessary based on the emergency situation and begin contingency operations.
2. The Customer Service Manager will ensure that protective covering is available and installed on all Office equipment and server to ensure damage, if any, is minimized.

#### After the Emergency

##### Contingency Plan #1

1. Due to the damage to the NE FL facilities, all mail and payments will go directly to the Northwest Florida office. This may not be the best alternative due to the issues with the USPS but is the most practical.
2. NW Florida personnel will process the mail using personnel as needed. Deposits will be made normally on a daily basis.
3. As soon as NE FL is capable of processing payments normally, payment processing will be handled normally.

##### Contingency Plan #2

1. Due to the inability of the Corporate Office to accept updated information from the Office, it will be necessary to send payment information to a remote location.
2. NE FL will continue to process payments normally and make deposits accordingly.
3. The IT Director will provide NE FL with the appropriate directions on where to send the information concerning payments. This information will be added to this procedure when it becomes available.
4. All information on payments will be saved to a CD on a daily basis and stored in a safe place. If possible a hard copy of the information should also be printed and stored in a safe place.

**15. Personnel Backup Contingencies**

Should the following personnel not be available during the emergencies, personnel in the positions listed below that position will fill in as needed.

Director of Electric  
Electric Operations Manager

Electric Operations Manager  
Assistant Electric Operations Manager

Propane Operations Manager  
Natural Gas Operations Supervisor

Engineering  
Technical Projects Manager

Customer Care Manager  
Customer Care Supervisor

**TENTATIVE SCHEDULE**

<u>DAY SHIFT</u> Begin at 6:00 AM	<u>NIGHT SHIFT</u> Begin at 6:00 PM
<u>OFFICE</u>	<u>OFFICE</u>
Buddy Shelley	Patti Thornton
Bill Grant                      Electric Operations Mgr.	Customer Care Supervisor
Curtis Boatright              Engineering	Mia Goins                      Telephone
Mark Cutshaw                Technical Projects Director	Leslie Zambrano              Telephone
Roger LaCharite              Customer Service Manager	Lynn Britton                  Logistics
Greg Blazina                  Propane Manager	Shane Magnus                Engineering
Mary Atkins                  Engineering	Jorge Puentes                Technical Projects Mgr
Jarvis Hunter                Engineering	
David Richardson            Logistics	<u>SERVICE CREWS</u>
Linda Winston                Logistics	Shannon Wagner              Crew Leader
Linda Gamble                Telephone	Stevie Mitchell Jr.            Apprentice
Renee Bolyard                Telephone	
Rena Williams                Telephone	<u>OFFICE/PATROLMAN/GUIDE</u>
Vacant                        Telephone	
<u>LINE CREWS</u>	Jevon Brown                  Telephone/Patrolman
Chris Hebert                Assistant Elect Ops Mgr.	<u>PROPANE OPERATIONS</u>
Steve Taylor                Senior Lineman	Allyson Washington           Propane Clerk
Vacant                        Senior Lineman	Thomas Stanley                Gas Utility Worker
Billy Clardy                Crew Leader	<u>NATURAL GAS      OPERATIONS</u>
Donnie Maxwell            Lineman	George Speerin                Supervisor
Parrish Kildow              Senior Lineman	Rod Calhoun                  Service Tech
<u>SERVICE CREWS</u>	
Al Harris                    Senior Lineman	<u>DAY SHIFT (CONTINUED)</u>
Vacant                        Lineman	Begin at 6:00 AM
Dean Montgomery          Lineman	<u>Natural Gas      Operations</u>
Justin Beverly               Lineman	
Jeff Hindsley                IMC Tech	Cedric Mitchell                Service Tech
Clint Brown                IMC Tech	
<u>STORES</u>	<u>PROPANE OPERATIONS</u>
Donna Fowler (FR)          Stores Supervisor	Dave Pluta                      Propane Operator I
Randy Moore (FR)          Warehouse Assistant	James Moore                  Propane Operator II
-	Jody Montgomery              Gas Utility Worker
<u>PATROLMAN/GUIDE</u>	Susan Beale                    Senior Propane Clerk
Lewis Peacock              Patrolman/Guide	<u>SAFETY</u>
Sarah Davis                  Patrolman/Guide	Tom Moen                      Safety, Training & Compliance
Jeff Berger                  Patrolman/Guide	

17. **EMERGENCY ASSISTANCE LIST up-dated 2-4-15**

Company	Contact	Telephone	Available Resources
Southeast Electric Exchange	Scott Smith	(404) 233-1188 (404) 357-6800 cell	Crews
	Jim Collins	(404) 229-2301 cell	
FPU-Marianna	Lynwood Tanner	(850) 209-3409 cell	Crews, Tree Crews, Support
	Jerry Lewis	(850) 209-8898 cell	
ATT	Marvin Fisher	(904) 727-1544 (904) 403-1894	Engineering
	Scott Miller	(904) 407-2569 (904) 238-8263 cell	Engineering
Comcast	Mike Jackson	(904) 626-2400 1-855-962-8525...3...1..HFC	Day contact After hours answering serv.
Quantas/Dillard Smith	Brian Imsand	(423) 490-2206	Crews
Pike Electric Coop	Barry McCarthy bmccarty@pike.co	(912) 258-0645 cell (850) 632-5769 home	Crews
Public Service Commission	Rick Moses (EOC)	(850) 431-6582 (850) 408-4757 cell	Primary contact
PSC	Tom Ballinger	(850) 413-6680	Backup contact
Florida Electric Power Coord Group	Stacy Dochoda	(813) 207-7960	Crews
Mastec	Ron Martin VP Cooper Nelson	(850) 519-0639 cell (850) 519-0664	Crews
C & C Powerline	Rick Springer rick@ccpowerline.c	(904) 751-6020 (904) 759-4703	Crews
Davey	Mike Mittiga	(407) 383-0648 mobile	Tree Crews
Asplundh	Ronnie Collins	(352) 256-2370 cell	Tree Crews
JEA	Dispatcher	(904) 665-7152	Power Supply
Vehicle Repairs Assistance			
Company	Contact	Telephone	Available Resources
Altec	Bobby Knittel	(352) 303-3894	Service Technician Supervis
Altec	Bobby.knittle@altec.com	1-877-462-5832	
Altec	Matt Lynn	(904) 404-6458 (229) 375-9696	Mobile Service Tech
Auto Masters Fleet Services	David Stringfield Gary Sunley	(904) 716-1601 (904) 838-3038	Owner Sales Manager
First Coast Fab.	Chris Wolf	(904) 849-7426	Welding And Machine Work
Maudlin International Trucks	Jerry Green Steve Brozek	(904)509-0012 (904) 783-9822	Truck repairs and Parts Asst. Service Manager
Moeller	George Moeller	(904) 415-2094	Vehicle Repairs and Welding
Napa	Brett Davis (Manager)	(904) 261-4044	Parts and Tools
Power Pro-Tech	Jimmy Evans	(800) 437 4474	Generator Repairs
Generator & HVAC Service	James Stamper  <b>Onsite Emergency</b>	1-800-437-4474 321-274-8578 <b>888-218-0298</b> <b>678-566-2439</b>	8 <sup>th</sup> and Lime locations  <b>780 Amelia Island Pkwy</b>
Tiresoles	Pete Shannon Pat Demianenko	(904) 378-0090 Cell (904) 536-6460	Main Office Operations Manager

# 18. EMERGENCY STOCK REQUIREMENTS

See next 4 pages

Bin#	Description	Qty Required	Qty On Hand	Order *
31-1065	WIRE,#8 BARE SOL SD CU TIE WIRE (SPOOL)	1000	2500	---
31-1095	WIRE,#6 CU SD SOLID POLY,TX RISER WIRE (SPOOL)	1000	750	3000
31-1115	WIRE,#4 BARE SOL CU SD OH (SPOOL)	1000	990	2000
31-1310	WIRE,#4 AL OH SOFT TIE (SPOOL)	1000	2616	---
31-1350	WIRE,1/0 BARE STD AL OH (AZUSA)	1000	10535	---
31-1410	WIRE,4/0 BARE STD AL OH (ALLIANCE)	1000	23686	---
31-1460	WIRE,396.4 BARE STD AL OH (CANTON)	1000	12625	---
31-1470	WIRE,#477 BARE STD AL OH (COSMOS)	1000	5564	---
31-1475	WIRE,#636 BARE STD AL OH (ORCHID)	1000	9742	---
31-1479	WIRE,#2 AL DUPLEX OH (DOBERMAN/XLP)	1000	9500	---
31-1480	WIRE,#6 AL DUPLEX OH (COIL)(SHEPPARD)	600	1850	---
31-1580	WIRE,1/0 TRIPLEX OH (COIL)(GAMMARUS)	1000	3000	4000
31-1585	WIRE,1/0 TRIPLEX OH (REEL)(GAMMARUS)	1000	5650	---
31-1610	WIRE,4/0 STD TRIPLEX AL OH (LAPAS)	500	1125	---
31-1660	WIRE,1/0 QUAD AL OH (SHETLAND)	200	990	---
31-1715	WIRE,GUY 3/8 BEZINAL COATED	1000	2500	---
33-1030	WIRE,#2 AL URD 15KV	3000	6960	---
33-1050	WIRE,4/0 INS STD AL URD 15KV	6000	11230	---
33-1070	WIRE,750MCM AL URD 15 KV	3000	5292	---
35-1040	ANCHOR SCREW 5' X 10"	10	61	---
35-1050	ANCHOR SCREW 8' X 10"	10	37	---
35-1145	ARRESTOR,LIGHTNING,SILICONE 9 KV	20	64	---
35-2060	BRACKET, MOUNTING, AL ONE CUTOUT & ARRES.	20	24	30
35-2065	BRACKET,MOUNTING,AL	20	40	---
35-2075	BRACKET, SINGLE INSUL, FIBERGLASS, HORIZ	20	39	---
35-2080	BRACKET,MOUNTING,AL HEAVY DUTY	10	15	---
35-2310	CLAMP,GROUND ROD 5/8"	20	269	---
35-2650	COUPLING GROUND ROD 5/8, CU CLAD(NON-THREAD)	50	157	100
35-2661	COVER,SERVICE SLEEVE #C2	200	810	---
35-2662	COVER,H-TAP #C5	200	362	200
35-2663	COVER,H-TAP #C7	200	238	200
35-2716	CUTOUT,SILICONE,SEACOAST	50	56	42
35-2717	FUSEHOLDER,200A CUTOUT	20	26	---
35-2718	FUSEHOLDER,100A CUTOUT	10	11	25
35-2835	GUARD,LINE 336.4 MCM AL OR ACSR	30	61	---
35-2840	GUARD,LINE 477 MCM AL OR ACSR	30	49	---
35-2855	GUARD,SQUIRREL	10	60	25
35-3014	INSULATOR,UPRIGHT 35 KV SILICONE	30	100	48

35-3025	INSULATOR,HORIZ MOUNT 35KV SILICONE INT BASE	60	71	96
35-3040	INSULATOR,POST TYPE 88KV W/CLAMP	12	20	---
35-3085	INSULATOR,SUSPENSION SILICONE 25 KV	20	31	36
35-3120	INSULATOR,GUY STRAIN 8 FT	10	13	20
35-3121	INSULATOR,GUY STRAIN 8 FT 36000 LB	10	105	---
35-3245	MOUNT,TX,BRACKET, SINGLE PHASE	10	25	---
35-3260	MOUNT,TX CLUSTER AL ABOVE 3-50KVA	4	6	---
35-3520	POLE,30 CL 6 CP	15	18	
35-3530	POLE,35 CL 4 CP	10	14	5 day
35-3545	POLE,40 CL 3 PP	10	13	
35-3550	POLE,40 CL 1 PP	15	19	
35-3575	POLE,45 CL 3	15	9	---
35-3579	POLE,45 CL H1	5	5	---
35-3590	POLE,55 CL H1	1	6	---
35-3760	ROD-GROUND COPPER CLAD 5/8" X 8' NON- THRD	30	404	---
35-3945	SWITCH,UNDERSLUNG	6	8	---
35-3946	SWITCH,INLINE	6	14	---
37-1000	CLAMP,DEADEND,#6-#4 AL SERVICE WEDGE	20	181	---
37-1020	CLAMP,DEADEND,#2-1/0 AL SERVICE WEDGE	40	88	200
37-1040	CLAMP,DEADEND,4/0 AL SERVICE WEDGE	40	147	200
37-1250	CLAMP,PARA GR #2 STD AL	50	181	---
37-1260	CLAMP,PARA GR #1/0 STD AL W/SS BOLTS	50	187	---
37-1270	CLAMP,PARA GR 4/0 STD AL	50	88	---
37-1290	CLAMP,PARA GR 350-477 AL OR 336-397 ACSR	50	120	---
37-1380	CONN,H-TYPE (WR9)	50	287	---
37-1390	CONN,H-TYPE (WR159)	100	247	---
37-1400	CONN,H-TYPE (WR189)	100	200	200
37-1415	CONN,H-TYPE (WR259)	100	150	200
37-1420	CONN,H-TYPE (WR379)	100	539	---
37-1425	CONN,H-TYPE (WR399)	100	264	250
37-1430	CONN,H-TYPE (WR419)	100	79	100
37-1455	CONN,H-TYPE (NB500-40)	30	224	---
37-1456	CONN,H-TYPE (NB500)	30	126	---
37-1620	CONN,WISE ACTION #6 CU	100	593	---
37-1630	CONN,WISE ACTION #4 CU	100	202	400
37-1640	CONN,WISE ACTION 6 SOL-#2 SOL CU	100	702	300
37-1650	CONN,WISE ACTION 2 SOL-#2 STD CU	100	522	500
37-1660	CONNECT-WISE ACTION 2/0 SOL -1/0 STD CU	100	206	450
37-1670	CONN,WISE ACTION 1/0 SOL-4/0 STD CU	100	101	350
37-1710	CONN,URD FLOOD SEAL 4 POSITION	30	38	---
37-1713	CONN,TX,OH,6 POSITION	25	166	---
37-1770	DEADEND,AUTOMATIC SS #2 STD CU	20	132	---
37-1780	DEADEND,AUTOMATIC SS 1/0 STD CU	20	48	---
37-1785	DEADEND,AUTOMATIC SS 2/0 STD CU	10	87	---
37-1790	DEADEND,AUTOMATIC SS 4/0 STD CU	20	107	---



37-1800	DEADEND,AUTOMATIC SS #2 STD AL	20	100	---
37-1810	DEADEND,AUTOMATIC SS 1/0 STD AL	20	56	---
37-1840	DEADEND,AUTOMATIC SS 4/0 STD AL	20	31	---
37-1850	DEADEND,AUTOMATIC SS 394.6 AL	20	82	---
37-1855	DEADEND,AUTOMATIC SS 477 AL	20	68	---
37-1891	DEADEND,FULL TENSION,COMP477 AL W/2 HOLE LUG	15	44	---
37-1892	DEADEND,FULL TENSION,COMPRESSION 636	15	18	---
37-1970	LUG,TERM,URD 2/0 AL 2-HOLE	50	100	---
37-1980	LUG,TERM,URD 4/0 AL 1-HOLE	50	222	---
37-2120	SLEEVE,AUTO SPLICE #8 STD-#6 SOL CU	20	64	---
37-2130	SLEEVE,AUTO SPLICE #6 STD-#4 SOL CU	20	59	---
37-2141	SLEEVE,AUTO SPLICE #2 STD CU	20	255	---
37-2161	SLEEVE,AUTO SPLICE 1/0 CU	20	241	---
37-2190	SLEEVE,AUTO SPLICE 4/0 STR CU	20	44	---
37-2340	SLEEVE,SERVICE 2/0-2/0 AL/ACSR (IKL47)	100	106	100
37-2350	SLEEVE,SERVICE 4/0-1/0 AL (IKL66)	100	178	---
37-2360	SLEEVE,SERVICE 4/0-2/0 AL (IKL67)	100	122	100
37-2370	SLEEVE,SERVICE 4/0-4/0 AL (IKL69)	100	133	---
37-2375	SLEEVE,SERVICE 350-350 AL	50	111	---
37-2430	SLEEVE,FULL TENSION #2 STD AL	20	256	---
37-2450	SLEEVE,SERVICE FULL TENSION 1/0 STD AL	20	195	---
37-2480	SLEEVE,PRIMARY FULL TENSION 4/0 AL	20	113	---
37-2515	SLEEVE,PRIMARY FULL TENSION 397.5(396.4)	20	29	---
37-2530	SLEEVE,PRIMARY FULL TENSION 477 AL	20	47	---
37-2535	SLEEVE,PRIMARY FULL TENSION 636 AAC	20	65	---
37-2665	SPLICE KIT,URD 15KV #2 STD AL	12	58	---
37-2670	SPLICE KIT,URD 15KV-2/0 AL	17	43	---
37-2680	SPLICE KIT,URD 15KV-4/0 AL	12	36	---
37-2690	SPLICE KIT,URD 15KV 750 AL	12	35	---
37-2820	TERMINAL,PIN #2STD AL	50	116	300
37-2830	TERMINAL,PIN 1/0 STD AL	50	220	---
37-2835	TERMINAL,PIN 2/0 STD AL	50	31	20
37-2840	TERMINAL,PIN 4/0 STD AL	50	80	---
37-2845	TERMINAL,PIN 350 AL	10	59	---
37-2850	TERMINAL,PIN 500 AL	10	64	---
39-1220	FUSE LINK 7 AMP QA	75	117	50
39-1240	FUSE LINK 15 AMP QA	50	167	---
39-1260	FUSE LINK 25 AMP QA	50	117	50
39-1270	FUSE LINK 30 AMP QA	75	137	---
39-1290	FUSE LINK 50 AMP QA	75	180	25
39-1320	FUSE LINK 75 AMP QA	25	69	25
39-1330	FUSE LINK 100 AMP QA	25	73	---
41-1114	KITS,TERM OH FOR 2/0 AL	10	38	---
41-1115	KITS,TERM OH FOR #2 AL	20	20	10
41-1120	KIT,TERM SILICONE FOR #2 AL	10	29	---
41-1125	KIT,TERM OH,SILICONE FOR 4/0 AL	20	27	---

41-1148	ELBOW,LOAD BREAK TERMINATOR #2 W/TEST POINT	20	64	---
41-1150	ELBOW,LOAD BREAK, URD, 2/0 AL,15KV W/TEST POINT	10	34	---
41-1160	TERMINATOR,LOAD BREAK 4/0 W/TEST POINT	20	107	---
41-1195	STRAP,MOUNTING,TERMINATOR,#2,2/0 & 4/0	50	67	---
41-1200	VAULT,SECONDARY,PEDESTAL	6	26	12
N/S	#2 Extended Repair Elbows	12	OK	---
N/S	#2/0 Extended Repair Elbows	12	OK	---
N/S	#4/0 Extended Repair Elbows	12	OK	---
N/S	EXTENDED SPLICE REPAIR KIT,#2 STR,3M QS II	5	6	---
N/S	EXTENDED SPLICE REPAIR KIT,2/0,3M QS II	10	14	---
N/S	EXTENDED SPLICE REPAIR KIT,4/0,3M QS II	5	8	---
NS 35-1185	ATTACHMENT,DOWN GUY	20	20	50
NS 35-1186	ATTACHMENT,DOWN GUY (POLE PLATE) WOOD 35MLB	10	OK	---
NS 35-1187	ATTACHMENT,DOWN GUY CONCRETE 35MLB	10	OK	---
NS 35-1350	BOLT,DOUBLE ARMING,GALV 5/8 X 18	30	OK	---
NS 35-1360	BOLT,DOUBLE ARMING,GALV 5/8 X 20	20	OK	---
NS 35-1430	BOLT,DOUBLE ARMING,GALV 3/4 X 22	20	OK	---
NS 35-1480	BOLT,DOUBLE UPSET,GALV 5/8 X 12	20	OK	---
NS 35-1640	BOLT,MACHINE,GALV 5/8 X 10	100	70	100
NS 35-1650	BOLT,MACHINE,GALV 5/8 X 12	100	20	200
NS 35-1660	BOLT,MACHINE,GALV 5/8 X 14	100	190	---
NS 35-1800	BOLT,MACHINE,GALV 3/4 X 20	50	OK	---
NS 35-1810	BOLT,MACHINE,GALV 3/4 X 22	50	OK	---
NS 35-1820	BOLT,MACHINE,GALV 3/4 X 24	50	OK	---
NS 35-1850	EYELET, 3/4" HOLE	50	75	400
NS 35-2245	CLAMP SUPPORT FOR #2,1/0,4/0 CU	50	OK	---
NS 35-2255	CLAMP SUPPORT FOR #2,1/0,4/0 AL	50	OK	---
NS 35-2265	CLAMP SUPPORT 394.6-477 AL	50	OK	---
NS 35-2375	CLEVIS,SECONDARY EXTENSION	20	OK	---
NS 35-2780	EYELET,THIMBLE ANGLE 5/8"	20	OK	25
NS 35-2895	GUY GRIP,3/8", BEZINAL COATED (352895)	100	10	200
NS 35-3130	LAG SCREW - 1/2"X4" GALV.	150	500	---
NS 35-3290	NUT EYE,GALV 5/8	30	30	50
NS 35-3300	NUT EYE,GALV 3/4	30	OK	---
NS 35-3320	NUT,THIMBLE EYE 5/8	20	OK	---
NS 35-3881	STRAP,CONDUIT OR PIPE 2" STAINLESS STEEL	40	OK	100
NS 35-3886	STRAP,CONDUIT OR PIPE 3" STAINLESS STEEL	40	OK	---
NS 35-3970	TAPE,SCOTCH #23-2	20	OK	---
NS 35-4020	TAPE,VINYL	50	OK	400
NS 35-4030	THIMBLE,GUY WIRE 3/8	200	OK	---
NS 35-4335	WASHER,DOUBLE COIL 5/8"	200	OK	---
NS 37-1865	DEADEND,AUTO,SLIDE OPENING WEDGE #4- 4/0	50	OK	---

NS 37-1868	DEADEND,AUTO,SLIDE OPENING WEDGE 4/0-600	50	OK	---
	Transformer, Pad Mount 100 KVA	7	6	
	Transformer, Pad Mount 50 KVA	7	12	
	Transformer, Pad Mount 75 KVA	7	6	

\*As of 5/5/10

#### 19. TRANSPORTATION AND COMMUNICATION EQUIPMENT

Unit #	Tag / Mo.	Year	Model	Body Type	Dept. Code	Employee	comments
691A	GBP243	1982		Trailer	EL451	Reel Trailer	
692A	GBP172	1982		Trailer	EL451	Reel Trailer	
705A	GBP174	1992		Trailer	EL452	Equipment Trailer	
708A	GBP225	1998		Trailer	EL452	Equipment Trailer	
740	GBP672	1995	4700	Bucket	EL452	Parrish Kildow	
747	GBP673	1998	4800	Bucket	EL451	Donnie Maxwell	
754	GBP383	1999		Trailer	EL451	Reel Trailer	
755	GBP444	1999		Trailer	EL451	Reel Trailer	
763A	GBC971	2000		Trailer	EL452	Equipment Trailer	
785	GBF903	2001		Trailer	MK412	BBQ Trailer	
786	GBC996	2002		Trailer	EL451	Lawn Maint Trailer	
790	GBP173	2003	CZ12KP	Trailer	EL451	Pole Trailer	
792	GBP902	2004	4300	Bucket	EL452	Steve Taylor	
795	K413CK	2006	Trail Blazer	SUV	CS411	Customer Service	
796	T004DR	2006	Silverado	Pickup	EL451	On-Call	
798	GA4363	2005	7400	Digger Derrick	EL452	Poles and transformers	
804	GBP667	2008	4300	Bucket	EL451	Billy Clardy	
810	GBP661	2011	4300	Bucket	EL451	Electric Line	
811	GBC917	2010	F-150	Pickup	SM711	Tom Moen	
812	GBC945	2010	Ranger	Comp. P/U	EN450	Randy Moore	
813	693NVX	2010	F-150	Pickup	EL450	Jorge Puentes	
814	694NVX	2010	F-150	Pickup	EL451	Curtis Boatright	
817	GBC976	2011	Ranger	Comp. P/U	EL452	Lewis Peacock	
818	GBC974	2011	Ranger	Comp. P/U	EL452	Jeff Burger	
819	GBC980	2011	Ranger	Comp. P/U	EL452	Sarah Davis	
820	GBC973	2011	Ranger	Comp. P/U	EL452	Jevon Brown	
821	GBC988	2011	F-350	Utility	EN450	NW Electric	
822	GBC957	2012	F-550	Utility	EL451	Shannon Wagner	
824	W396 YD	2012	Escape Hybrid	SUV	MK412	David Richardson	
825	GA1943	2012	M2-106	Bucket	EL451	Al Harris	
826	BMDJ06	2013	Explorer	SUV	GM440	Mark Cutshaw	
827	BMDJ20	2012	F-150	Pickup	EN450	William Grant	

828	BMDJ19	2012	F-150	Pickup	EL451	Chris Hebert	
829	GBC970	2013	F-150	Pickup	EN450	Electric Call Truck	
830	T005DR	2013	Fusion	Sedan	CS411	Roger LaCharite	
831	GBF938	2013	F-250	Utility	EN450	Jeff Hindsley	
832	GA9255	2013	M2-106	Bucket	EL451	Spare	
833	GA9256	2014	M2-106	Digger Derrick	EL451	Spare	
834	GBC968	2013	185DPQ	Trailer	EL451	Air Compressor	
155	GBU483	2004	F550	Utility Welder	OP450	NE Gas Ops Spare	
213	GBC953	2010	Express 2500	Van	OP450	NE Gas Ops On-Call	
229	GBF936	2013	F-150	Pickup	OP450	George Speerin	
823	GBC883	2012	F-550	Utility	OP450	Dave Pluta	
787	GA4431	2002	4300	Bobtail	PR450	Spare	
793	GBQ063	2005	BC/M2	Bobtail	PR450	Thomas Stanley	
797	GBZ814	2006	F550	Utility	PR450	James Moore	
803	GA0302	2008	4300	Bobtail	PR450	Jody Montgomery	
805	GBC966	1982		Trailer	PR450	Equipment Trailer	
806	GBC897	2000	HSE16	Trailer	PR450	Equipment Trailer	
807	GBF941	2001	F550	Utility	PR450	On-Call Truck	
815	GBZ807	2006	RF6101	Trailer	PR450	Equipment Trailer	
		2007		Forklift	WH450		
		2012		Forklift	WH450		
		1994		Generator	EL451		
		2001		Excavator	EL452		
		2009		Mower	EL451		
		2006		Generator	PR450		
		2000		Compress	PR450		
		2001		Trencher	PR450		

## 20. CRITICAL CUSTOMER LIST

### A. Hospitals, Clinics, Nursing Homes

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Baptist Medical Center - Nassau	1700 East Lime St	321-3500 (main)	Wayne Arnold
Care Centers of Nassau	95146 Hendrix	261-5518	Patrick Kennedy
		753-3575 Home	
Quality Health	1625 Lime St	261-0771	Steve Jordan
		225-2351 (Answer service)	
DaVita	1525 Lime St, Suite 120	491-1998	Jackie Pelfrey
Nassau County Health Dept.	30 South 4 <sup>th</sup> St.	548-1860 or 548-1800	
Savannah Grand	1900 Amelia Trace Ct.	321-0898	Cell 206-2774 Home 321-3478
Osprey Village	76 Osprey Village Dr.	277-3337 x11	Cell 753-2435
Jane Adams House	1550 Nectarine St	261-9494	Cell 583-3526

### B. Public Utilities – Major Resorts

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Fernandina Waste Water/Water	1007 South 5 <sup>th</sup> St	277-7380 Ext. 224	753-1412 (cell)
Nassau Utilities	5390 First Coast Hwy	530-6450	753-2989
		261-9452	After Hours
Florida Power and Light		(800) 226-3545	Main Number
AIP – Security		277-5914	491-4445
Ritz Carlton		277-1100	753-2122 cell
ATT	1910 S. 8 <sup>th</sup> St	727-1544 (904) 403-1894	Marvin Fisher
		407-2569 (904) 238-8263(cell)	Scott Miller

### C. Major Disaster Shelters/Motels

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Nassau Holiday	Hwy 17, Yulee	225-2397	
Amelia Hotel	1997 So. Fletcher Ave	261-5735	
Amelia South Condo's	3350 So. Fletcher Ave	261-7991	
Beachside Motel	3172 So. Fletcher Ave	261-4236	
Elizabeth Pointe Lodge	98 So. Fletcher Ave.	277-4851	
Days Inn	2707 Sadler Road	277-2300	
Hardee Elementary	2200 Susan Drive	491-7936	
F. B. High School	435 Citrona Drive	491-7937	
F.B. Middle School	315 Citrona Drive	491-7938	
Southside Elementary	1112 Jasmine St.	491-7941	
Yulee Elementary	86083 Felmore Rd.	225-5192	
Yulee High School	85375 Miner Rd.	225-8641	
Yulee Middle School	85439 Miner Rd.	491-7944	
Yulee Primary	Goodbread Road	491-7945	
Hampton Inn	2549 Sadler Road	321-1111	
Holiday Inn	76071 Sidney Place	849-0200	
Hampton Inn (downtown)	19 South 2nd St	491-4911	
Comfort Suites	2801 Atlantic Ave.	261-0193	

**D. Municipal and State Emergency Services**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Florida Highway Patrol	Jacksonville	695-4115	Keith Gaston
American Red Cross	NE Chapter	358-8091	
Fernandina Police Dept.	Lime St.	277-7342	Dispatcher
Dept. of Transportation	Jacksonville	360.5400	
Chemtrec		1-800-424-9300	
Chlorine Institute		1-703-741-5760	

**E. Communication and Broadcasting Services**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
WOKV Radio		245-8866	
	Cell	718-7503	
WQIK Radio		636-0507	
WAPE Radio		245-8500/01	

**F. Major Food Storage/Processing Facilities**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Publix Super Market	1421 So. 14 <sup>th</sup> St	277-4911	
Winn Dixie Stores	1722 So. 8 <sup>th</sup> St	277-2539	
Hedges Meat Shoppe	Hwy 17 South	225-9709	
Winn Dixie (Yulee)	22 Lofton Sq	261-6100	
Harris Teeter	4800 1st Coast Hwy	491-1213	
Super Wal Mart	SR 200	261-9410	

**G. Correction Facilities**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Nassau House	1781 Lisa Ave.	277-4244	

**H. Airports**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
McGill Aviation Inc.	F.B. Airport	261-7890	Sean McGill

**G. News Media**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Fernandina News Leader		261-3696	Fax 261-3698

**21. ADDRESS AND TELEPHONE LISTING OF ACTIVE EMPLOYEES**

<b><u>Name</u></b>	<b><u>Address</u></b>	<b><u>Telephone</u></b>
Atkins, Mary	111 S. 11th St.	753-3208
Beale, Susan	86189 Augustus Ave	225-0416
Berger, Jeff	95673 Arbor Lane	572-2154
Beverly, Justin	45673 Pickette St, Callahan	370-9596
Blazina, Greg	115 Pineapple Ct., Longwood, Fl	407-339-5649
Boatright, Curtis	768 Wax Wing Lane	261-6988
Bolyard, Renee	96032 Inlet Cove Court	261-2123
Britton, Lynn	Kingsland, Ga	248-252-7370
Brown, Clint	85116 Harts Rd, Yulee	305-2863
Brown, Jevon	86175 Courtney Isle Way #1210, Yulee	572-2132
Calhoun, Rod	1887 White Sands Way	432-8255
Clardy, Bill	97067 Lee Rd. Yulee	261-4269
Crigger, Rich	32402 Sunny Parke Dr	891-0892
Cutshaw, Mark	32547 Willow Parke	491-7107
Davis, Sarah	2137 Oak Ridge Drive	891-8108
Gamble, Linda	96090 Hidden Marsh Lane	277-8682
Goins, Mia	1417 Holly Drive	352-0672
Grant, Bill	1714 Park Ave	491-7898
Harris, Alfonzo	96081 Baker Dr., Yulee	430-6142
Hebert, Chris	23904 Crescent Parke Dr.	277-3444
Hindsley, Jeff	1812 Reatta Ln.	261-7952
Hunter, Jarvis	2285 Marsh Hawk Ln., Fleming Island	814-0892
Kildow, Parrish	2698 Forrest Dr #A8	912-387-6371
LaCharite, Roger	22 Long Point Drive	321-4262
Magnus, Shane	Hilliard, Fl	850-2093493
Maxwell, Donnie	411 So. 5th St	583-1536
Mitchell, Cedric	Fernandina Beach, Fl	561-215-0165
Mitchell, Stevie Jr.	Fernandina Beach, Fl	753-1109
Moen, Tom	Fernandina Beach, Fl	219-2472
Montgomery, Dean	96681 Chester Rd, Yulee	415-3086
Montgomery, Jody	96132 Blackrock Rd. Yulee	753-0889
Moore, James	812 Parkview Place West	432-8354
Moore, Randy	76276 Dove Rd. Yulee	225-8769
Peacock, Lewis	86309 Yulee Hills Rd, Yulee	572-2186
Pluta, Dave	97158 Castle Ridge Dr. Yulee	321-1343
Puentes, Jorge	86125 Moriches Drive	430-2011
Richardson, David	302 Danieltrrent Way, Kingsland, Georgia	753-1218
Shelly, Buddy	95091 Bermuda Dr., Yulee, Fl	850-557-6480
Speerin, George	2651 First Ave	386-785-4506
Stanley, Thomas	12306 Water Tupelo Rd, Jax, Fl	753-2696
Taylor, Steve	1621 Highland St.	261-8738
Thornton, Patti	2035 Bridal Rd.	261-8294
Wagner, Shannon	97106 Boardwalk Landing	748-3076
Washington, Allyson	97079 Addison Pl, Yulee, Fl	229-6264
Williams, Rena	2034 Russell Road	491-6283
Winston, Linda	96075 Starlight Lane, Yulee	583-4210
Zambrano, Leslie	2135 Cumberland Ct.	556-5451

## 22. Emergency Telephone List

### A. Telephone Repair

AT & T	(904) 403-1894	Marvin Fisher
	(904) 238-8263	Scott Miller
Comcast (Cabling & repair)	(904) 626-2400 cell	(Day) Mike Jackson
	1-855-962-8525	(After hours)

### B. Cell Phones

IT	(302) 736-7810	Joe Abba
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### C. Jacksonville Electric Authority

Dispatcher	800-683-5542	
	(904) 665-4806	
Dispatcher Supervisor	(904) 887-1811	Matt Seeley
Storm Coordinator	(904) 665-7145	Garry Baker
	(904) 665-7110	Ricky Erixton
SOC (System Operation Center)	(904) 665-4806	
SWITCHING ACTIVITY (all)	(904) 277-1478	TURBINE OPERATOR

### D. Emergency Management

Nassau County	(904)548-4980	TBD
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### E. Law Enforcement - 911

Nassau County	225-0331	Sheriff – Bill Leeper
F.B. City	277-7342	City Police Chief – James Hurley

### F. Ambulance - 911

### G. News Media

WJWB-Channel 17 Jacksonville	641-1700	Fax 642-7201
WJXT-Channel 4 Jacksonville	399-4000	Fax 393-9822
WTLV-Channel 12 Jacksonville	633-8808	Fax 633-8899
WTEV-Channel 47 Jacksonville	564-1599	Fax 642-5665

### H. City/County Officials

Nassau County Office	530-6010	
Steve Kelly		County Commissioner
Walter Boatright		County Commissioner
Danny Leeper		County Commissioner
George Spicer		County Commissioner
Pat Edwards		County Commissioner
Pat Gass	277-7987	City Commissioner
Johnny Miller	556-3299	Vice Mayor (City FB)
Ed Boner	556-7554	Mayor (City FB)
Tim Poynter	415-6533	City Commissioner
Robin Lentz	206-0122	City Commissioner

County Manager	(W) 530-6010	Ted Selby
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Ed Boner – City Mayor	(W) 277-0788	
Joe Gerrity - City Manager	(W) 277-7305 or 310-3100	
Jason Higginbotham - City Fire Chief	556-1851 Cell	
James Hurley - City Police Chief –	(W) 277-7344	



I. **Public Service Commission**

Director	(800) 342-3552
Dan Hoppe-Director	(850) 413-6802
Mark Futrell-Director	(850) 413-6692

J. **Generator Repair**

See Emergency Assistance List Section 17.

K. **FPUC NE Substations**

Stepdown	277-1974
JL Terry	277-1973
AIP	277-1975

**23. LOGISTICS**

**Motels:**

Amelia Hotel	261-5735	1997 South Fletcher Ave,
Nassau Holiday Motel	225-2397	U.S. 17 South
Amelia South Condo.	261-7991	3350 So. Fletcher Ave.
Elizabeth Point Lodge	277-4851	98 So. Fletcher Ave.
Days Inn	277-2300	2707 Sadler Road
Hampton Inn	321-1111	2630 Sadler Road
Hampton Inn Downtown	491-4911	19 South 2 <sup>nd</sup> Street
Comfort Inn	261-0193	2801 Atlantic Ave.
Country Inn	225-5855	462577 SR 200

**Restaurants:**

<del>Applebee's</del>	<del>206-4300</del>	<del>2006 South 8<sup>th</sup> Street</del>
Baxter's	277-4503	4919 1 <sup>st</sup> Coast Hwy
Florida House	491-3322	22 South 3 <sup>rd</sup> Street
Barbara Jean's	277-3700	960030 Gateway Blvd.
Huddle House	261-2933	1855 S. 8 <sup>th</sup> St
Chilis	225-8666	SR 200

**Food Stores:**

Harris Teeter's	491-1213
Publix	277-4911
Winn Dixie	277-2539
Winn Dixie (Yulee)	261-6100
Super WalMart	261-9410

**Cellular Phones:**

Verizon call Joe Abba IT (302) 736-7810

**Water Supply:**

Fernandina City of to supply water  
Nantze Springs Water Co. 800-239-7873

**Ice Supply:**

Winn Dixie 277-2539

**Service Stations:**

Flash Foods Store's	261-6563
<del>Sonoco</del>	<del>277-2384</del>

**Vehicle Repair Facilities:**

Altec Industries Inc	(561) 686-8550 West Palm Beach
<del>Maudlin International</del>	<del>(904) 783-9822</del>

**Rental Equipment**

United Rental (904)757-9393

**Flashlights (20 w/batteries):**

Quantity on hand

**Portable AM/FM Radios w/batteries:**

WalMart (Additional) 261-5306 or 261-9410 (Yulee)

## **24. SERVICE PLAN TO SUPPLY POWER TO FPU OFFICES**

During an emergency it is imperative that power be restored to the office/complexes located at 780 Amelia Island Parkway as soon as possible. Also of the utmost importance is to ensure the feeder to the building is maintained in optimum working order at all times. This includes tree trimming, replacing deteriorated poles, replacing defective equipment, etc.

The Operations Center at 780 Amelia Island Pkwy is served from an underground feeder #312 from Stepdown Substation. If power is lost, a gas powered total building generator will provide backup service until the problem is resolved. If required, downstream switches should be opened so that power may be restored to the office as soon as possible.

### **Situation 1:**

Terry Substation energized. Feeder OCB# 214 disabled. Ride line to determine the location of the fault. If extensive, open dead end jumpers as far from the substation as possible to maintain service to the office at 911 S. 8<sup>th</sup> Street.

### **Situation 2:**

Stepdown Substation energized. Open OCB# 214 at Terry Substation and open OCB# 310 at Stepdown Substation, close pole switch number 780 at Clinch Drive and Bonnieview Road. Close OCB# 310. Feeder OCB# 310 should hold the load, if not, shed some load.

## **25. POST-STORM DATA COLLECTION AND FORENSIC ANALYSIS**

FPUC will employ contractors to perform both the post-storm data collection and forensics analysis should a significant storm occur. The contractors will be provided with system mapping information and requested to collect post-storm damage information on areas as defined by the company. The areas will be selected in order to survey the areas in which the most damage occurs in order to gain the most information.

Damage will be identified so that the cause of the outage is identified as it relates to trees, wind, debris, conductor failure, pole failure, etc. which will be identified on the map. Depending upon the degree of damage, forensic analysis may be collected during this process. However, if the damage is extensive the forensics analysis will be performed as soon as possible after the post-storm data collection is completed.

Data collected during the collection process will be analyzed after completion of all storm related work has been completed. This analysis will summarize the type damage and failure modes of outages in order to determine methods to improve reliability in the future.

***FLORIDA PUBLIC UTILITIES COMPANY***

***NORTHWEST FLORIDA DIVISION***



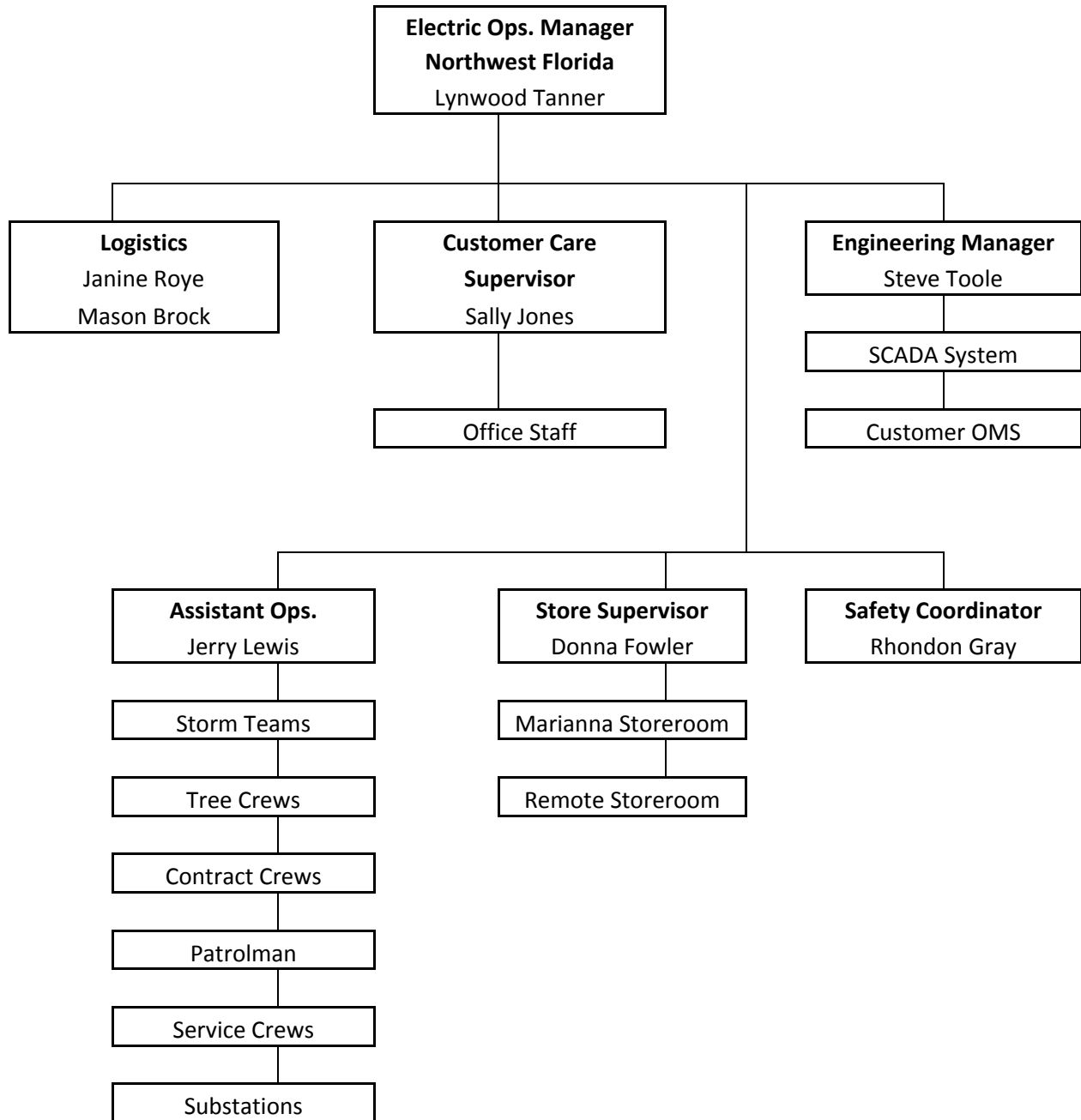
***EMERGENCY PROCEDURES***  
***2015***

## **1. OBJECTIVE**

The primary objective of the procedure is to provide guidelines under which the Northwest Florida Division of Florida Public Utilities Company will operate in emergency conditions. The following objectives will ensure orderly and efficient service restoration.

- A. The safety of employees, contractors and the general public will have the highest priority.
- B. Early damage assessment is required in order to develop manpower requirements.
- C. Request additional manpower as soon as conditions and information indicate the need.
- D. Provide for orderly restoration activities in order to provide efficient and rapid restoration.
- E. Provide all logistical needs for employees and contractors.
- F. Provide ongoing preparation of our employees, buildings, equipment and support function in advance of an emergency.
- G. Provide support and additional resources for employees and their families should they need assistance to address injury or damage as a result of the emergency situation.

## 2. ORGANIZATIONAL CHART



### **3. EMERGENCY PERSONNEL POLICY**

As a public utility we provide essential services for our customers and the general public. Therefore, the purpose of the Company's Emergency Personnel Policy is to encourage employees to make every reasonable effort to report to work. Each employee performs an essential role in the Company's operation and it's important that you report to duty as scheduled during an emergency. Restoring and maintaining services after a major storm is a difficult job and requires everyone's best efforts. Of necessity, employees may be required to assist other departments or perform functions outside of their normal daily work assignment. It will take every employee's cooperation before, during and after an emergency.

- A. If you are on the job when the storm approaches, your supervisor will inform you of your storm assignment. Employees not directly involved in maintaining services may be released to go home before the storm threatens safe travel.
- B. If you are off-duty, call your immediate supervisor as soon as possible after an emergency condition is announced. An Emergency Condition Warning is usually given within 24 hours of occurrence. Your supervisor will inform you as to where and when you'll be needed prior to, during, and after the storm. If your supervisor is not available call his/her immediate supervisor or the Northwest Florida Office. This requirement applies to all electric division employees when an emergency threatens any of the Company's electric service area.
- C. During an emergency, the company will maintain a small workforce to monitor the emergency and address emergency conditions that may exist. This workforce will be located at a safe location and work closely with the Counties served EOCs. The company will determine what workforce is required and will consider utilizing those employees who volunteer for this type of work. The General Manager, Engineering Manager, Line and Service Supervisors will form the basis of this group. Other employees will be included based on the severity and timing of the emergency.
- D. All employees are strongly encouraged to have a personal evacuation plan and know what to do during an emergency condition that impacts the service area. The plan should take into consideration the magnitude of the emergency and the significance of the actions that may be necessary. The plan should ensure that the employee and their family are safely out of harm's way while still allowing the employee to respond as required when the emergency conditions subside to a manageable level.
- E. The company plans to move much of the transportation equipment to separate locations to ensure one event does not cause damage to the fleet. Employees are encouraged to volunteer to take certain vehicles with them prior to the emergency and use them to return to work as soon as possible after the emergency conditions subside to a manageable level. The company will determine how the transportation equipment is distributed among the volunteer employees.
- F. After the emergency passes, all personnel not on duty during the storm will report as soon as possible to their supervisor or his/her designate by telephone. In the event the telephones are not working or you are unable to communicate with your supervisor or the company office, report in person to your regular work station as soon as possible during daylight hours.
- G. EMPLOYEES ARE TO MAKE EVERY REASONABLE EFFORT TO REPORT TO WORK. IT'S UNDERSTOOD THAT THERE WILL BE INSTANCES WHERE EMPLOYEES JUST CAN'T GET TO WORK. IF YOU ARE UNABLE TO REPORT TO WORK MAKE EVERY EFFORT TO CONTACT YOUR SUPERVISOR TO REPORT YOUR ABSENCE.
- H. Personal emergencies are a common result of a major hurricane, but unless approved by your Supervisor, will not be acceptable as an excuse for not reporting to work. Evacuation from a hurricane threatened area to a remote location from which you cannot promptly return to your home is also not acceptable as a reason for not reporting to work.

- I. The Company will endeavor to provide assistance and shelter to employees and their immediate families should an employee need or request assistance.
- J. Unless emergency conditions warrant, employees will not be required to work in excess of sixteen (16) consecutive hours.

The success of the emergency plan requires the cooperation and efforts of all of our employees. Employees may be required to return from their vacation or Company sponsored travel. Therefore, it will be the responsibility of each supervisor to determine the location of each of their employees on Company sponsored trips to facilitate their recall if conditions warrant their return when the emergency plan is implemented. Employees who are on vacation will notify, by telephone, their supervisors of their location and availability when an emergency threatens to strike our service area. Supervisors will consult with their department head to determine the feasibility and need to recall employees from vacation or Company sponsored trips. All employees are essential for the continued operation of the Company obligations and Company objectives.

The Company will develop information which will assist employees and their families before, during and after the storm. The General Manager, Northwest Florida will be responsible for obtaining the information and communicating this information to the employees. The Company will attempt to provide assistance to the employees and their families during emergency situations if needed.

#### **4. GENERAL RESTORATION GUIDELINES**

These general guidelines are issued to provide overall guidance as to emergency system restoration activities. These guidelines will be followed as much as practical in emergencies caused by hurricanes, tornadoes, ice storms and other natural disasters.

These guidelines are not intended to nor will they put in jeopardy the safety of any employee or their family. Dependent upon the intensity of the storm as determined by the company's management, employees will be required to report to work as instructed. If the intensity of the storm is such that weather conditions will be extremely severe, only a skeleton crew will be present at the work location. All others will report for duty as soon as conditions subside to a reasonable level. Those on vacation will be expected to report for duty.

The Northwest Florida office building was designed to withstand 100 mph sustained winds. Should winds be expected to significantly exceed these ratings, alternative locations will be identified and restoration activities will be relocated to an appropriate facility.

These guidelines are not intended to prevent responding to emergency situations. Any life threatening emergency will be handled immediately, in such a manner as to not endanger the lives of others.

Each employee and contractor should maintain good customer relations during restoration activities. Customer service will continue to be a high priority and every reasonable effort should be made to satisfy our customers.

Press releases and public announcements should be made only by designated company management personnel.

Restoration activities will be handled in the following manner:

- A. During the early stages of the emergency, restoration will be handled in the usual manner. All service will be restored as soon as possible.
- B. As the storm intensifies and trouble reaches major proportions, the main restoration activities will be limited to keeping main feeder energized by clearing trouble without making repairs.

- C. When the intensity of the storm is such that work can no longer be done safely, all work will cease and personnel will report to the office or other safe location.
- D. When the storm has subsided to a reasonable level and it is safe to begin restoration activities damage assessment and restoration of main feeders to critical customers will begin.
- E. Restoration activities will continue in an effort to restore service in the following manner:
  - 1) Substations
  - 2) Main feeders to critical customers
  - 3) Other main feeders
  - 4) Undamaged primary
  - 5) Damaged primary, secondary, service, street lights, security lights

## **5. EMERGENCY SAFETY PRECAUTIONS**

All Rules in the Safe Practices Manual Should be Observed. However, in order to point out some particular precautions which should be observed during storms, the following instructions listed below should receive special emphasis:

### **A. SIZING UP WORK:**

Before undertaking any job, the job should be thoroughly discussed and all personnel should understand what is how it is to be done, and the following:

- 1) Voltage and position of all wires, or cables, and the sources or source of energy.
- 2) That the work in hand can be done safely.
- 3) That there is a sufficient amount of each kind of protective equipment on hand to thoroughly protect the work man.
- 4) They should consider the ground traffic conditions and arrange to protect and guard these against all hazards.

### **B. INSULATION:**

In cases of trouble following storms, all wires, regardless of normal voltage, are to be considered as being at primary voltage and are not to be handled except with protective equipment because of the danger of crosses between primary and secondary circuits.

### **C. DISTRIBUTION CIRCUITS ON OR NEAR TRANSMISSION POLES:**

If it is necessary to work on the conductors of a distribution circuit carried on or near transmission line poles with the transmission circuit energized and normal, any work on the conductors of the distribution circuits must be done between sets of grounds or else the distribution circuit must be worked and treated as an energized circuit. To determine positively that the lines to be worked are de-energized, test or investigation must be made before grounds are applied.

If the transmission line is also out of service and apparently in trouble, it must be considered as a possible source from which the distribution circuit may be energized, and it must be definitely determined that the transmission circuit as well as the distribution circuit is de-energized and grounded and the source or sources of supply are open and proper clearance obtained before the distribution circuit may be worked as de-energized.



**D. STREET LIGHTING WIRES:**

Street lighting wires shall be considered energized at all times and the workman shall protect himself against them with proper protective equipment even when circuits are normally de-energized. Such a line is liable to become energized by accidental induction or lightning and sometimes street lighting wires become crossed with other energized wires.

**E. FUSE CUT-OUT CLEARANCE:**

When a distribution circuit is to be de-energized and cleared for working on conductors or other equipment by the opening of a fuse cut-out, either of the enclosed or open type, the fuse holder or tube is to be removed completely from the fuse assembly. The removed fuse holder or tube is to be placed at a safe and conspicuous location away from the fuse cut-out as an indication to other employees that the fuse cut-out shall continue in this open position until the work is completed. In addition, a red "hold" switch tag (with Lineman's name) should be attached to the pole in a conspicuous location and then removed when work is completed.

**F. REQUIREMENTS FOR USE OF RUBBER PROTECTIVE APPARATUS:**

In case of trouble following storms, all wires, regardless of normal voltage, are to be considered as being at primary voltage and are not to be handled except with protective equipment because of danger of crosses between primary and secondary circuits.

- 1) Energized Conductors - Rubber gloves must always be worn when working on energized lines or energized conductors or equipment up to 15,000 volts between conductors.
- 2) Working position - Rubber gloves must be put on before coming in reach of energized conductors when work is done on conductors or protective equipment is to be installed.

Because of the possibility of high voltage existing, rubber gloves must be worn until the conductor is grounded on primary circuits and on street lighting circuits.

Care of Rubber Protective Apparatus - At each job, before a workman puts on his rubber gloves, he should test each glove mechanically for cuts and weak spots by rolling it up tightly, beginning at the gauntlet. All of this type equipment, when not in use, must be stored in dry proper containers or compartment provided for this purpose.

**G. SWITCHING ORDERS:**

In all switching orders, the switches shall be referred to by their numbers and not by the name of the circuit which they control. The sequence in which the switch numbers are given, in the order, shall indicate the sequence of the switching operation. For example, an order given: "open switches 502-509 and close switches 511-502" shall be executed as follows: first, open switch 502; second, open switch 509; third, close switch 511; fourth, close switch 502.

**NO DEVIATION FROM THIS RULE WILL BE PERMITTED.**

To avoid misunderstandings and to prevent accidents, all orders concerning switching operations, or the handling of lines and equipment must be repeated to the person giving name, and identity of person giving order secured. Likewise, the operator giving an order must secure identity of person to whom it is given.

**H. SWITCHING ORDER:**

All switching orders must be written on a piece of paper by the person receiving same, and this written order must be carried by the person while doing the switching. ***In no case shall anyone attempt to execute a switching order from memory.***

**I. HIGH WATER:**

During periods of high water involving lines or equipment, patrolmen shall not attempt to swim sections of the patrol which may be submerged. Necessary patrols over flooded areas must be done with boats and in such instances men engaged in these patrols shall wear suitable life belts or jackets.

**J. BROKEN CONDUCTORS:**

Before climbing pole, check for broken conductors which may be in contact with pole. Clear before climbing.

**6. ANNUAL PREPARATIONS**

**Operations Manager, Northwest Florida**

- A. Review emergency procedure prior to May 1 and update as necessary.
- B. Review employee assignments with all personnel prior to June 1.
- C. Update status of emergency crew assistance (Contractors, NW Florida, SEE, Gulf Power, WFEC, etc.).
- D. Schedule and conduct half day emergency procedure training sessions prior to July 1.
- E. Ensure storm shutters, laundry facilities and cooking facilities are available.

**Engineering Manager**

- A. Check all communication equipment for proper operation. Check spare equipment and parts.
- B. Check material quantities and emergency stock prior to June 1. Begin necessary purchasing of emergency stock approved for purchase prior to an emergency.
- C. Update and have on hand the following:
  - 1) Storm safety precautions
  - 2) General operating instructions
  - 3) Distribution maps
  - 4) Single line switching maps
  - 5) City and county maps
- D. Have necessary emergency material delivered prior to June 1.

**Logistics**

- A.** Update the list of critical customers by town/county. Group the critical customers by town/county by classification:
  - 1) Hospitals and clinics
  - 2) Public utilities
  - 3) Municipal and state emergency service
  - 4) Communication and broadcasting services
  - 5) Major food storage/processing facilities
  - 6) Disaster shelter and motels
  - 7) Correctional facilities
  - 8) Airport
- B.** Update phone list for employees, law enforcement, emergency management, city/towns, utilities, contractors, tree trimming, personnel, news media, PSC, DCA, EDC, GEO, etc.
- C.** Review emergency telephone arrangements and make additional preliminary arrangements.
- D.** Have "Emergency Vehicle" cards for vehicles.
- E.** Update status of thirty (30) motel rooms necessary for emergency/contract crews.
- F.** Locate sources of food/water for crews and office personnel. Identify local and out of town caterers.
- G.** Update status of building security firm.
- H.** Locate sources for provision of the following Division office supplies.
  - 1) Three day supply of food and water. (See section 22, Logistics for List of Supplies)
  - 2) Supply of air mattress/cots.
  - 3) Portable AM/FM radios with batteries.
  - 4) Laundry services/supplies.
  - 5) First aid supplies.
  - 6) Twenty (20) flashlights with batteries.
  - 7) Linen service.
  - 8) Miscellaneous supplies post storm shelter
- I.** Update the procedure of the Lockbox Operation.

#### **Assistant Ops./ Line Supervisors**

- A.** Review safety precautions with all line crew personnel prior to June 1.
- B.** Have control room and all necessary information and equipment ready for prompt setup. Phone jacks, radio transmitter connection and distribution map are minimum requirements.
- C.** Conduct annual refresher training for personnel required to operate the SCADA System and Customer Outage System.
- D.** Update status of remote storeroom site and trailer(s).
- E.** Update status of emergency fuel suppliers, on site fuel and mobile fuel suppliers.
- F.** Update status of vehicle repair facilities.

- G. Review status of all transportation equipment and have repairs made.

## 7. **PREPARATION JUST PRIOR TO THE EMERGENCY**

### **Operations Manager., Northwest Florida**

- A. Monitor the emergency.
- B. Begin making preparations for obtaining emergency assistance from other utilities and contractors.
- C. Check the status of personnel on vacation.
- D. Handle all media request.
- E. Inform all employees as to assignments and emergency information.
- F. Consult with FPUC President concerning activation of Division Emergency Procedures.
- G. Consult with Senior Staff concerning assistance from other divisions (i.e. mechanics, storeroom, media, family assistance, IT/Communications. Personnel from other divisions will be identified and mobilized. They will move as close as practical to Northwest Florida and then proceed to the office as soon after the emergency as travel can be accomplished safely. This location may change depending upon the situation.
- H. Obtain special job number for all emergency related work.

### **Assistant Ops./Line and Service Supervisors**

- A. Have all vehicles stocked with all necessary emergency materials and fuel.
- B. Check emergency stock levels and fuel supplies.
- C. Review plan to supply power to office and warehouse facility.
- D. Check all communication equipment.
- E. Review safety precautions with all personnel.
- F. Review line department job assignments with personnel and pass out necessary forms, information.
- G. Have all hazardous conditions corrected and construction jobs stabilized.
- H. Verify emergency generator is fully fueled and operable with back-up fuel available.
- I. Make arrangements for a boat and trailer suitable for construction.
- J. Ensure all vehicle repairs are made and final arrangements with vehicle repair facilities confirmed.
- K. Check on emergency generators and secure additional generators if needed.

### **Logistics**

- A. Arrange for additional petty cash and cash advances (if necessary).
- B. Arrange with telephone company additional lines if necessary.
- C. Ensure all computers are backed up and secured.
- D. Ensure all paperwork/documents are filed and secured properly.
- E. Provide control room with customer list, addresses, phone numbers and account numbers.
- F. Work with HR department and personnel from other divisions to provide assistance to employees and their families. Assistance may include work to prevent further damage to homes, care for children; work with contractors or insurance companies and provide food/lodging/clothing, etc.
- G. Make definite arrangements for contract crew lodging.
- H. Make definite arrangements for food/water/drinks for all personnel.
- I. Purchase food supply for office/warehouse prior to storm (if the severity of the storm warrants this).
- J. Make arrangements for an abundant supply of ice.
- K. Make definite arrangements for building security.
- L. Make definite arrangements for Division Office supplies (See Annual Preparations, Logistics Manager, and Item E.)

#### **Engineering Manager**

- A. Provide distribution maps, procedures, etc. as necessary.
- B. Ensure SCADA and Mapping System is backed up and operating.
- C. Begin constant monitoring customer outages and SCADA system.
- D. Ensure SCADA system repeaters have auxiliary power source and/or generator.
- E. Monitor time/material needs of contractors.
- F. Assemble for safety briefing.

### **8. DURING THE EMERGENCY**

#### **Operations Manager, Northwest Florida**

- A. Be located at the Northwest Florida office and constantly monitor the situation and restoration process.
- B. Keep media sources informed.
- C. Begin activating additional services that will be needed during the restoration process.

### **Engineering Manager**

- A. Be located at the Northwest Florida office and constantly monitor the situation and restoration process.
- B. Coordinate overall restoration process.
- C. Process customer outage system analysis and monitoring SCADA system to determine outage locations.
- D. Activate control room.

### **Logistics**

- A. Be located at the Northwest Florida office and coordinate the answering and processing of telephone calls.
- B. Coordinate assistance to employees and their families.
- C. Have food and drinks available to all employees.
- D. Work with General Manager and Operations Manager and begin making final logistical arrangements for outside crews.

### **Assist. Ops./Line and Service Supervisors**

- A. Be located at the Northwest Florida office
- B. Work with General Manager and Engineering Manager to determine restoration requirements.

## **9. AFTER THE EMERGENCY**

### **Operations Manager, Northwest Florida**

- A. Determine manpower requirement from information provided by others. Contact WPB concerning the situation, if possible, and advise whether or not the additional personnel should continue to Northwest Florida.
- B. Begin making request for additional manpower contractors.
- C. Keep the media informed until such time that the Manager of Communications is on site. At that time, the Manager of Communications will work with the General Manager to keep the Media informed.

### **Engineering Manager**

- A. Initiate damage assessment teams.
- B. Prioritize and schedule the restoration process.
- C. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.

- D. Provide damage assessment to General Manager.
- E. Provide updates to General Manager as needed concerning restoration progress.
- F. Monitor manpower and equipment requirements and update General Manager as required.
- G. Keep a list of all company and outside crews and their locations.
- H. Monitor storeroom and remote storeroom for proper operation and inventory. Analyze manpower requirements.

### **Logistics**

- A. Provide assistance and serve as liaison to employees and their families.
- B. Make final and definite arrangements for lodging, fuel, meals, snacks, coffee, drinks, etc. for all employees and contract employees.
- C. Check-in all outside crews and log the personnel and equipment included. Provide assistance with lodging, meals, etc. and keep up with crew locations.
- D. Provide assistance as needed.
- E. Ensure building security firm is operating at office.
- F. Ensure Division office supplies are in place if needed.
- G. Ensure caterers are available as needed.

### **Assist. Ops/Line and Service Supervisors**

- A. Determine and assign appropriate manpower and equipment for each outage situation.
- B. Work with General Manager and Operations Manager to determine restoration requirements.
- C. Provide outside crews with all necessary information and SAFETY INFORMATION.
- D. Ensure all documents are completed prior to material leaving the storeroom and storeroom yard.
- E. Monitor and provide assistance in repairing vehicles.

## **10. OPERATING PROCEDURE**

These instructions are intended to give the employee working on the line information as to the general procedure to be followed under hurricane conditions.

The Asst. Ops. Managers will review these instructions with their employees each year so that they may become familiar with the details. This should be done before July 1, each year.

### **A. Before the Storm**

All operating personnel should be instructed as to:

- 1) Safety and operating procedures to be followed during the storm.
- 2) Where and when materials and supplies will be available.
- 3) Their assigned areas and supervisor.
- 4) Any provisions made for feeding and lodging.
- 5) Work days will normally be two shifts. Each shift will consist of at least 12 hours but could be 16 hours.
- 6) The necessity of dividing line crews for clearing and minor repairs.
- 7) Radio and telephone communication procedures with appropriate list of call letters and telephone numbers.

B. During the Storm

1) First Stage - Repairing All Cases Reported

In order to reduce the over-all outage time to customers who may be interrupted at the beginning of the storm, trouble will be handled in a normal manner during the early stages.

2) Second Stage - Clearing Trouble From the Lines

When the volume of trouble increases to the point where large areas are interrupted, the Line and Service Supervisors will instruct crews to clear trouble from the lines without making repairs in order to maintain service to essential customers and feeders.

- a. Secondary or service wires may be cleared by cutting the conductor away from energized lines or by opening the transformer cut-out.
- b. Damaged primary conductors may be cleared by cutting and rolling back a primary jumper or conductor at the crossarm or by sectionalizing switching if applicable.

3) Third Stage - De-energizing Main Lines

When the winds reach the point where it is no longer safe for crews to continue clearing operations all restoration activities will cease. The Line and Service Supervisors may instruct crews to de-energize main line feeders at substations if necessary to clear extremely hazardous conditions.

C. After the Storm

1) Sequence of Restoration

The sequence of restoration after the winds subside to a safe working level will be as follows:

- a. Substations
- b. Essential customers
- c. Feeders
- d. Undamaged primaries (fuse replacement only)
- e. Damaged primaries
- f. Secondaries
- g. Services
- h. Street lights

2) Line Patrols



All distribution lines which have "locked out" due to storm to prevent further damage must not be re-energized until patrolled and cleared of primary faults.

- 3) Discuss with Safety Coordinator on safety concerns/near miss during restorations.

## 11. **TELEPHONE OPERATORS GUIDE**

During any major interruption our customers will naturally be concerned about falling wires, burning wires, defrosting refrigeration and even their daily routines in which electricity plays a part. The most important test we have is maintaining good relations during these emergencies. Those employees answering telephones must keep this in mind - be calm, pleasant and sympathetic with the customer and at the same time getting the necessary information needed to clear dangerous conditions and restore service as soon as possible, giving as much information to the customer that is available.

Outlined below is a suggested procedure to be used during three different phases of an interruption (The General Manager or Engineering Manager will determine when Phase 1 begins and when movement to Phase 2 and 3 is indicated):

Phase 1 - will be in effect until the time of the first trouble call until it is evident that there is widespread damage in the area.

Phase 2 - will be in effect following Phase 1 until damage evaluations have been made and estimate of the time required to make major repairs.

Phase 3 - will begin in an area where an estimate of the time required to make major repairs is available and will continue until all trouble is clear.

Your supervisor will advise you when conditions change from one phase to another in accordance with the routines outlined below:

### Suggested Answering Routine to be used by All Operators

#### Phase 1 - Early Trouble Prior to Extensive Damage

1. "Florida Public Utilities, May we help you please."
  - a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"
  - b. If wire down, pole broken, tree on a line, ask:
    - 1) "Is the wire burning?"
    - 2) "Are your lights working?"
    - 3) "We hope to be able to make repairs shortly. Thank you very much for calling."

#### Phase 2 - Extensive Damage Evident But Estimate of Repair Time Not Available

1. "Florida Public Utilities, May we help you please."
  - a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"
  - b. If wire down, pole broken, tree on a line, ask:
    - 1) "Is the wire burning?"
    - 2) "Are your lights working?"
    - 3) "Our electric system has suffered considerable damage in your area and we haven't been able to make an estimate of the time required for repairs. Our crews are

working now and if your service has not been restored by (morning/afternoon) please call again. Thank you."

### Phase 3 - Damage Evaluated and Repair Time Estimated

1. "Florida Public Utilities, May we help you please."
  - a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"
  - b. If wire down, pole broken, tree on a line, ask:
    - 1) "Is the wire burning?"
    - 2) "Are your lights working?"
    - 3) "We have crews working on the lines which serve your area and repairs should be made by (time). If your electricity is not on by that time, please call again. Thank you."

Remember a properly handled telephone conversation with a customer can create an immeasurable amount of good will. When conversing with customers, keep the following points in mind:

1. Be courteous to each customer.
2. Give him as much information as is available of the restoration work.
3. Record each call and report the information vital to restoring the customer's service.
4. Handle each call as briefly as possible.
5. Thank the customer for calling.
6. Do not give the news media information. If a request for new information is received, record the name of the individual, news organization, telephone number and specific request. Inform the caller that a company representative will return the call. The information should be sent immediately to the General Manager, Northwest Florida.
7. During an emergency condition, some customers will contact the company for reasons that do not pertain to the emergency. These calls should be recorded and the exact customer needs should be stated in the remarks column. These calls may include disconnections, reconnections, etc., or may be a personal call to an employee. After the contact has been recorded, the completed form should be given directly to the supervisor.

### Entering Outages

Each customer call will be recorded in the Outage Management System. The information entered should be entered accurately to ensure the system operates properly. The information entered will be stored as a permanent record and will be used to analyze the nature of the outages.

Should emergency situations come to your attention, please notify a supervisor. The method of this documentation will be determined.

## **12. MEDIA/PUBLIC INFORMATION GUIDE**

In order to monitor all information given to media and public sources, only the General Manager, Northwest Florida, Manager of Communications or their designee will make press releases. If other employees are asked by media or public agencies for information, politely ask them for contact information so the General Manager, Northwest Florida or Manager of Communications can provide them the latest information.

### **13. WAREHOUSE PROCEDURE**

During an emergency, material is vital to promptly and efficiently restore service to all customers. It is therefore important to monitor all stock levels to ensure adequate supplies are on-hand and if stock levels get low, be able to quickly order additional materials.

All material taken from the storeroom or remote storeroom will have the appropriate documentation completed before being removed from the stores area. The stores personnel will ensure this is followed.

Only authorized personnel should be in the stores area. Stores personnel will monitor those in the stores area to ensure compliance.

### **14. PERSONNEL BACKUP CONTINGENCIES**

Should the following personnel not be available during the emergencies, personnel in the positions listed below will fill in as needed.

Operations Manager, Northwest Florida

Assistant Operations Manager

Engineering Manager

Engineering Manager

Assistant Operations Manager

Operations Manager

Logistics Manager

Energy Conservation Representative

15. **EMPLOYEE ASSIGNMENTS**

## TENTATIVE SCHEDULE

<b><u>DAY SHIFT</u></b> 6:00 AM Reporting Time		<b><u>NIGHT SHIFT</u></b> 6:00 PM Reporting Time	
<b><u>OFFICE</u></b>		<b><u>OFFICE</u></b>	
Lynwood Tanner	Electric Ops Manager, NW	Donna Fowler	Stores Manager
Steve Toole	Engineering Manager	Pam Thomas	Telephone
Janine Roye	Logistics Lead	Susan Inman	Telephone
Mason Brock	Logistics		Telephone
Shane Magnus	Engineering	Donnie Tew	Engineering /Cust. Outages
Sally Jones	Customer Care Supervisor		
Spring Hatcher	Telephone		<b><u>SERVICE CREWS</u></b>
Laura McCoy	Telephone	Brady Foran	Crew Leader
Julie Copplond	Telephone	Stephen Amos	Apprentice Lineman
<b><u>SERVICE / LINE CREWS</u></b>			
Jerry Lewis	Assist. Ops		
Darryl Grooms	Crew Leader		<b><u>PATROLMAN/GUIDE</u></b>
Bradley Flowers	Lineman		Patrol/Guide
James Ussery	Senior Lineman		
Alvin Foran	Senior Lineman		
Kevin Harris	Lineman		
Jeremy Hill	Lineman		
Andy Bevis	Lineman		
Chris Allen	Apprentice Lineman		
Bobby See	IMC Technician I		
John Griffin	IMC Technician I		
<b><u>STORES</u></b>			
Donna Fowler	Stores Supervisor		
Doug Jones	Warehouseman		
<b><u>PATROL/GUIDE/SAFETY</u></b>			
Rhondon Gray	SAFETY		
Virginia Nail	Patrol/Guide		
Kate Jones	Patrol/Guide		

## 16. EMERGENCY ASSISTANCE LIST

Company	Contact	Telephone	Available Resources
Gulf Power Company	Andy McQuagge	(850) 872-3220	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Fernandina Beach	Bill Grant	(904) 277-1957	Crews
Davey Tree	Russell Brooks	(352) 279-8622	Tree Crews
DaveyTree	Russell Brooks	(228) 396-5810	Tree Crews
City of Tallahassee		(850) 599-5811	Crews
Talquin Electric Coop		(850) 627-7651	Crews
Gulf Coast Electric Coop		(850) 877-6166	Crews
Public Service Commission	Joseph Jenkins	(850) 488-8501	
Public Service Commission	Bob Trapp	(850) 488-8501	
Red Simpson Inc	John Simpson	(318) 487-1074	Crews
Florida Electric Power Coord Group	R J Midulla	(813) 289-5644	Crews
Mastec	Copper Nelson	(850) 519-0664	Crews
Utilicon	Gene Holley	(478) 348-3233	Crews
		(850) 890-0131 cell	
		(850) 638-7129 home	
Harper Electric	Mark Harper	(334) 222-7022	
		(334) 222-7854	
		(334) 343-1703 cell	
<b>Vehicle Repairs Assistance</b>			
Company	Contact	Telephone	Available Resources
Altec Industries Inc		(205) 458-3850	Mechanical Repairs
Altec Industries Inc		(205) 458-3857	Mechanical Repairs
Altec Industries Inc		(205) 458-3889	Mechanical Repairs
Altec Industries Inc		(205) 458-3849	Mechanical Repairs
Altec Industries Inc		(205) 458-3848	Mechanical Repairs
Auto Clinic	Office	(904) 482-6632	Mechanical Repairs
Auto Clinic	Mike Krieser	(850) 569-8475	Mechanical Repairs
Auto Clinic		258-6274	Mechanical Repairs
Dale Brannon	Dale Brannon	352-4613 shop	Wrecker
		(850) 573-0275 cell	Wrecker

## 17. EMERGENCY STOCK REQUIREMENTS

31-1320	Wire, #4 AAAC Bare	25,000	
31-1550	Wire, #4 AL Triplex	10,000	
31-1590	Wire, #1/0 AL Triplex	10,000	
31-1650	Wire, #2 AL Quad	1,000	
31-1670	Wire, #1/0 AL Quad	1,000	
31-1690	Wire, #4/0 AL Quad	1,000	
31-1720	Wire, 3/8 Guy	3,000	
35-1160	Arrester, MOV, Line	75	
35-1165	Arrester, MOV, Riser	25	
35-2710	Cut-out, Fused, 100A	48	
35-2720	Cut-out, Load Break, 200 A	24	
35-2860	Guy Grip, 3/8 Galv	100	
35-2975	Insulator, Pin Type, 7500 V	100	
35-3030	Insulator, Horizontal, 35 V	25	
35-3110	Insulator, Suspension	100	
35-3115	Insulator, Fiberglass Rod 12"	50	
35-3120	Insulator, Fiberglass Rod 5'	25	
35-3470	Pin, Fiberglass Stand Off	100	
35-3520	Pole, 30'6	30	
35-3550	Pole, 40'4	30	
35-3575	Pole, 45'3	25	
35-4039	Ties, #4 Side	50	
35-4060	Ties, #477 Side	50	
35-4068	Ties, #4 Wrap lock	100	
35-4100	Ties, #477 Wrap lock	50	
37-1005	Clamp, Dead-end #6-#2 Service	200	
37-1020	Clamp, Dead-end #1/0 Service	100	
37-1390	Connector, H Type, WR-159	1,000	
37-1400	Connector, H Type, WR-189	1,000	
37-1405	Connector, H Type, WR-289	200	
37-1410	Connector, H Type, WR-279	100	
37-1420	Connector, H Type, WR-379	100	
37-1430	Connector, H Type, WR-419	100	
37-1440	Connector, H Type, WR-399	150	
37-1456	Connector, H Type, WR-885	100	
37-1460	Connector, H Type, WR-835	100	
37-1620	Connector, Vise Action, #6 Cu	100	
37-1630	Connector, Vise Action, #4 Cu	100	
37-1650	Connector, Vise Action, #2 Cu	100	
37-2192	Sleeves, Auto Splice, #4 AL	500	
37-2200	Sleeves, Auto Splice, #1/0 AL	50	
37-2208	Sleeves, Auto Splice, #3/0 AL	25	
37-2210	Sleeves, Auto Splice, #4/0 AL	25	
37-2218	Sleeves, Auto Splice, 336 AL	100	
37-2225	Sleeves, Auto Splice, 477 AL	150	

37-2550	Sleeves, Triplex Neutral, #4 AL	100	
37-2560	Sleeves, Triplex Neutral, #2 AL	75	
37-2610	Splice, Guy	50	
37-2740	Stirrup, #4	100	
39-1170	Fuse Link, 2 ½ Amp	150	
39-1190	Fuse Link, 4 Amp	100	
39-1220	Fuse Link, 7 Amp	50	
39-1230	Fuse Link, 10 Amp	150	
39-1240	Fuse Link, 15 Amp	100	
39-1250	Fuse Link, 20 Amp	25	
39-1260	Fuse Link, 25 Amp	25	
39-1270	Fuse Link, 30 Amp	25	
39-1280	Fuse Link, 40 Amp	25	
39-1290	Fuse Link, 50 Amp	25	
39-1300	Fuse Link, 60 Amp	25	
91-1090	Transformer, 15 KVA	20	
91-1100	Transformer, 25 KVA	15	
91-1110	Transformer, 37.5 KVA	5	
91-1120	Transformer, 50 KVA	5	

## 18. TRANSPORTATION AND EQUIPMENT

TRUCK #	ITEM DESCRIPTION	X	Y	Z	GPS INSTALLED	VEHICLE OPERABLE	DATE	BY	CONTACT/ COMMENTS
810	Fork Lift								
859	Pole Trailer								
860	Material Trailer								
861	Combination Pole Trailer								
862	Wire Retrieving Trailer								
863	Wire Pulling Trailer								
969	Freightliner/Derrick								
979	Freightliner/Derrick								
968	Material Handler/Freightliner								
980	Bucket Truck								
982	Pick-Up Truck (Griffin)								
991	Rav4(Jones)								
990	Rav4 (Nail)								
957	Toyota Pre-Runner (Tew)								
954	Altec Material Handler								
974	Altec Material Handler								
956	Chevy Pickup (Flag)								
959	Toyota Tundra (Spare)								
985	Ford Pickup (Tanner)								
983	Altec Service Material Handler								
962	Ford Transit (See)								
965	Altec Material Handler								
986	Ford Pickup (Lewis)								
989	Toy. Pickup (Register)								
865	Signboard								
866	Trailer								
978	GMC Pickup (Toole)								
987	Ford Exp. (Shelley)								
984	Toyota Rav4 (Brock)								
992	Chevy Pickup (Gray)								



## 19. CRITICAL CUSTOMER LIST

### A. Hospitals, Clinics, Nursing Homes

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Jackson Hospital	800 Hospital Dr.	526-2200	Larry Meese
Marianna Convalescent Ctr.	805 5th Ave.	482-8091	Johnnie Cloud
The Nursing Pavilion	710 3rd Ave.	526-3191	Greg Mitchell

### B. Public Utilities

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Marianna Waste Water	2832 Davey St.	482-4353	Jim Dean
Sunland Waster Water T.P.	3693 Industrial Park	"	"
Park St. Pump Station	2988 Park St.	"	"
Davis Field Pump Station	4457 South St.	"	"
Sheffield Pump Station	3325 Old US Rd.	"	"
Marianna Well #5	Clinton & Noland St.	"	"
Marianna Well #6	Ninth Av. & Third St.	"	"
Marianna Well #1	Hwy 90 W/ Pool	"	"
Marianna Public Work	4168 South St.	"	"
Marianna Gas Department		"	"

### C. Major Disaster Shelters/Motels

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Best Western 2086 Hwy 71	526-5666		
Comfort Inn	2175 Hwy 71	526-5600	
Exective Inn	4113 Lafayette	526-3710	
Best-Value Inn 4168 Lafayette	482-4973		
Chipola Jr. College	3094 College Dr.	526-2761	
Cottondale High School	2680 Levy St	482-9821	Steve Benton
Malone High School	5361 North St	482-9950	Steve Benton
Marianna High School	Caverns RD.	482-9605	Steve Benton
Marianna Middle School	4144 South St.	482-9609	Steve Benton
Riverside Elementary	2958 Cherokee St.	482-9611	Steve Benton
Golson Elementary	4258 Second Av.	482-9607	Steve Benton
Microtel	4959 Whitetail Dr.	526-5005	Harkins
Hampton Inn	2185 Hwy 71	526-1006	D Thompson
Budget Inn	4135 Lafayette St	482-2700	R Shah
Fairfield Inn	4966 Whitetail Dr.	482-2578	
Ramada Limited	4655 E. Hwy 90	526-3251	
Comfort Inn	2214 Hwy 71	482-7112	
Marianna Inn	2222 Hwy 71	526-2900	

#### **D. Municipal and State Emergency Services**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Florida Highway Patrol	3613 Hwy 90	482-9512	Lt. Moore
Jackson Co. Sheriff Dept.	4012 Lafayette St	482-9624	L. Roberts
Cottondale Police Dept.	2659 Front St.	352-4361	Watford
Marianna Police Dept.	2890 Green St.	526-3125	H. Bagett
Jackson Co. Fire & Rescue	Industrial Park Dr.	482-9669	R Brown
Alford Fire Dept.	1768 Georgia St	638-8657	B Yongue
Cottondale Fire Dept.	2669 Front St.	911	
Malone Fire Dept.	5187 Ninth Ave.	911	M Padgett
Marianna Fire Dept.	4425 Clinton St.	482-2414	N. Lovett
Emergency Management	.	482-9683	Andreason
Emergency Management	.	573-1058	Andreason

#### **E. Communication and Broadcasting Services**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
WTOT/WJAQ Radio	4376 Lafayette St	482-3046	D Moore
Jackson County Floridan	4403 Constitution Ln	526-3614	V. Roberts
WMBB	Panama City	850-769-2313	M. McAfee

#### **F. Major Food Storage/Processing Facilities**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Malone IGA	5417 10th St.	569-2635	
Grocery Outlet	Lafayette St.	526-5528	D. Pendergrass
Sunshine Food-Greenwood	S. Main	594-1286	
Winn Dixie	4478 Lafayette St	482-5303	Russ
Daffin Food Service	2867 Estes	482-4026	J. Milton
Walmart Superstore	Highway 71	526-5744	M. Gilmore
Save-a-lot	4700 Hwy 90	526-4700	

#### **G. Correction Facilities**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Marianna Work Camp		482-9561	
Federal Correctional (FCI)	3625 FCI Rd	526-2313	L. Gross

#### **H. Airports**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Chipola Aviation Inc.	3633 Industrial Park Dr	482-8480	
Panhandle Aviation	Greenwood	594-3224	
Marianna Airport/ Ind. Park	Industrial Park Dr.	482-2281	

#### **\*EMERGENCY FUEL**

**24HRS. DONALD CUTCHINS**  
**(h)352-2906 ©573-1505**

**STORM/FUEL SHORTAGE**  
**(w) 482-7003 © 643-8925**

**20. ADDRESS AND TELEPHONE LISTING FOR ACTIVE EMPLOYEES**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>
Allen, Chris	3601 Guinea Runway, Marianna , Fl. 32448	693-4301
Amos, Stephen	2982 Dixon, Marianna, Fl. 32446	557-0800
Bevis, Andy	3400 Riley Drive, Marianna, Fl 32448	557-6484
Brock, Mason	2970 Chase Way, Marianna, FL 32446	557-0180
Foran, Alvin	16846 NW CR 379A, Bristol, FL 32321	643-2582
Foran, Brady	2948 Gardenview Rd Cottondale, FL 32431	579-4238
Flowers Bradley	3265 Holly Road Marianna Fl.	482-1043
Fowler, Donna	PO Box 1250, Marianna, Fl. 32446	557-3495
Gray, Rhondon	PO Box 31 Cottondale, FL 32431	557-6490
Griffin, John	2776 Kynesville Road, Cottondale, FL 32431	579-2479
Grooms, Darryl	3568 Flat Rd Greenwood, FL 32443	209-7144
Hill, Jeremy	3158 Swails Rd, Alford, FL 32420	326-0266
Harris, Kevin	2341 Cycle Lane, Cottondale, FL 32431	579-0101
Holden, Claude	2126 Tanner Rd Marianna, FL 32448	526-2664
Jones, Doug	PO Box 654, Malone, Fl. 32445	569-2836
Jones, Kate	25404 NW Bowden Rd., Altha, Fl. 32421	762-2984
Jones, Sally	22473 NW Goodwin Rd., Altha, Fl 32421	762-8366
Lewis, Jerry	15869 NW Pea Ridge Road, Bristol, FL 32321	643-5797
McCoy, Laura	2694 Old Airbase Road, Marianna, FL 32448	526-2998
Nail, Virginia	5701 Nubbin Ridge Rd., Greenwood, Fl. 32443	594-7570
Susan Inman		
Roye, Janine	2850 Paulding Court, Alford, Fl. 32420	579-4754
See, Bobby	2679 Dock Rd, Cottondale, FL 32431	579-4467
Tanner, Lynwood	P. O. Box 6401, Marianna, FL 32447	579-4679
Tew, Donnie	4951 Carousel Loop, Marianna, FL 32448	482-4126
Thomas, Pamela	3350 Plantation Circle, Marianna, FL 32446	482-2847
Toole, Steve	915 Daniel Dr., Alford, Fl. 32420	579-4455
Ussery, James	2510 Railroad St., Cottondale, FL 32431	352-3928

## 21. **EMERGENCY TELEPHONE LISTING**

- A. Telephone Repair  
Century Link (Wilton Crawford) 526-3481 or (611)
- B. Radio Repair  
Verizon (Jerry Fox) (850) 867-9633
- C. Gulf Power Company  
Pensacola Dispatcher 444-6517  
Panama City Dispatcher 872-3261  
Storm Coordinator 785-8305  
Mike Menk (Southern Company) (205)257-2599 / (205)515-2066 mobile  
Andy McQuagge 872-3220
- D. Emergency Management  
  
Jackson County (Rodney Andreason) 482-9633  
" " " 536-4500  
Calhoun County (Don O'Bryan) 674-8075/5161  
Liberty County (Jerry Butler) 643-3477  
State Office (Eric Torbett) 413-9911
- E. Law Enforcement - 911  
  
Jackson County 482-9624 / 482-9648  
Calhoun County 674-5049/4275  
Liberty County 643-2235  
Marianna 526-3125  
Greenwood 482-9648  
Malone 482-9648  
Cottondale 352-4361  
Alford 482-9648  
Altha 762-3900  
Bristol 643-2235  
Blountstown 674-5987  
Bascom 482-9648  
Florida Highway Patrol 482-9512
- F. Ambulance - 911  
  
Jackson County 482-9669 / 482-9668  
Calhoun County 674-5411  
Liberty County 643-2235
- G. News Media  
  
WTOT/WJAQ (Don Moore) 482-3046  
Jackson County Floridan 526-3614  
WTVY-Channel 4 TV/Dothan (334)792-3195  
WJHG-Channel 7 TV/Panama City 234-2125 / 526-5727  
WMBB-Channel 13 TV/Panama City 763-6000 / 482-8007

## H. City/County Officials

Jackson County	482-9633
Calhoun County	674-4545
Liberty County	643-5404
Alford	579-4684
Bascom	569-2234
Cottondale	352-4361
Greenwood	594-1216
Malone	569-2308
Marianna	482-4353
Altha	762-3280
Bristol	643-2261
Blountstown	674-5488

## I. Public Service Commission

Tim Devlin, Dir. Economic Regulation	413-6900
Dan Hoppe, Dir, Auditing and Safety	413-6480
Joseph Jenkins	413-6626
Bob Trapp	413-6632
Roland Floyd	413-6676
Connie Kummer	413-6701

## 22. LOGISTICS

### **Motels:**

Best Western	526-5666
Comfort Inn	526-5600
Microtel	526-5005
Executive Inn	526-3710
Hampton Inn	526-1006
Holiday Inn Express	526-2900
Ramada Limited	526-3251
Best Value Inn	482-4973

### **Air Mattress/Cots:**

Loftin's Rental Center	526-4680
North Florida Rentals	526-7368

### **Laundry & Linen Services/Supplies:**

UniMac Express Laundry	482-6504
Nifty Cleaners	482-2825

### **First Aid Supplies:**

Waco Drugs	482-5781	Kelson Drugs	526-2839
Paramore's	482-3924	Watson's	482-4035
CVS			

### **Restaurants:**

Captain D's	482-6230
Beef O Bradys	482-0002
Fortune Cookie	526-3735
Jim's Buffet & Grill	526-2366
Madison's Warehouse	526-4000
Dairy Queen	482-1055
Sonny's Barbecue	526-7274
Ruby Tuesday	526-7100
Waffle Iron	526-5055
Zaxby's	633-4545
The Oaks	526-1114
Hungry Howies	526-7878
Ruby Tuesday	526-7100
Waffle Iron	526-5055
Zaxby's	633-4545

Firehouse Subs	482-5883
San Marcos	482-0062
Pizza Hut	482-5900
Gazebo Rest.	526-1276
Hungry Howies	526-7878

### **Catering:**

Sweet Stuff Bakery	526-2250
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**Food Stores:**

Daffin Food Service	482-4026
Grocery Outlet	526-5528
Walmart Superstore	526-5744
Malone IGA	569-2635
Winn Dixie	482-5303

**Cellular Phones:**

Verizon	526-7701
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**Water Supply:**

FPU (Co. generator to supply water)  
Nantze Springs Water Co. 800-239-7873

**Ice Supply:**

Winn Dixie	482-5303
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**Service Stations:**

Big Little Store	526-5743
Cottondale Texaco	352-2804
Marianna Texaco	482-6105
Hartsfield Mini-Mart	482-4545
K & M Expressway	526-5575
McCoy's Chevron	526-2921
Marianna Chevron	526-2183
Marianna Truck Stop	526-3303
Mike's Texaco, Malone	569-2401
Nugget Oil	482-8585
Sangaree BP	482-5241
Murphy USA	482-6149
Stoney's	482-2028
Tom Thumb	482-4842

**Vehicle Repair Facilities:**

Baker Equipment	800-765-4908
Altec Industries Inc	205-323-8751
Thompson Tractor Co	526-2241
Beall Tire Co	482-323
Auto Clinic	482-6632

**Flashlights (20 w/batteries):**

Quantity on hand  
Mayer Electric (Additional)800-216-6712

**Portable AM/FM Radios w/batteries:**

WalMart	526-5744
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**Necessary Supplies for Northwest Florida Office:****Food Items:**

<u>Item</u>	<u>Quantity</u>
Bread	15 loafs
Gallon Size Water	50 Gallons
Jelly (Grape & Strawberry)	5 jars
Orange Juice	3 gallons
Soft drinks (miscellaneous)	10 cases
Cookies (miscellaneous)	10 packs
American Cheese	3 packs
Lunch Meat (miscellaneous)	10 pounds
Pretzels	4 bags
Onions	1 bag
Mustard	3 each
Pastries (miscellaneous)	5 boxes

<u>Item</u>	<u>Quantity</u>
Peanut Butter	5 jars
Bottle Size Water	100 bottles
Milk	5 gallons
Soft drinks (Miscellaneous)	20 two liter bottles
Margarine	6 each
Crackers	10 boxes
Cheddar Cheese	5 blocks
Potato Chips (miscellaneous)	6 bags
Tomatoes	1 bag
Mayonnaise	4 each
Ketchup	3 each
Bagels	2 packs

**Supplies:**

<u>Item</u>	<u>Quantity</u>
Paper Plates	10 packs
Plastic Utensils	5 packs
Garbage Bags	5 boxes
Paper Towels	20 rolls
Serving Utensils	10 each

<u>Item</u>	<u>Quantity</u>
Paper Bowls	5 packs
Aluminum Foil	10 boxes
Foil Pans/Trays	15 each
Dish Towels and Rags	10 each
Dish Soap	3 each

## **23. SERVICE PLAN TO SUPPLY FPU OFFICE POWER**

During an emergency it is imperative that power be restored to the office/complex located at 2825 Pennsylvania Av. as soon as possible. Also of the utmost importance is to ensure the feeder to the building is maintained in optimum working order at all times. This includes tree trimming, replacing deteriorated poles, replacing defective equipment, etc.

After an emergency in which power is lost to the office/warehouse, someone will immediately go to the Marianna Substation in order to determine the status of the breaker #9854 (South St Feeder). That feeder will also be patrolled to determine what will be needed to restore service to the office/warehouse. All available personnel will be utilized to restore power.

If required, downstream switches should be opened so that power may be restored to the warehouse as soon as possible.

## **24. DAMAGE ASSESSMENT PLAN**

After a major storm or emergency occurs it will be necessary to access the damage to the system as quickly and accurately as possible. The following shows the assignments for a quick visual system inspection which is to be performed as soon after the storm/emergency as possible.

### **General Manager, Northwest Florida**

Check Hospital feeder from the hospital to Marianna Substation. Check Marianna Substation.

### **Safety Coordinator**

Check Chipola Substation. Check along Old US Rd to Hwy 90.

### **Assistant Manager**

Check along Kelson Av to Penn Av then down Penn Av to the office.

### **Line Supervisor**

Check Caverns Rd Substation. Check along Hwy 71 South to Hwy 90 then south on West Caledonia to South St then west on South St to Penn Av then north on Penn Av. to the warehouse.

### **Engineering Manager**

Check along Hwy 90 from Marianna Substation to Penn Ave.

## **25. DAMAGE ASSESSMENT PLAN**

The Damage Assessment Form to be completed and returned as soon as possible after the storm/emergency. To ensure proper planning it is essential that this form be completed neatly, accurately and completely.