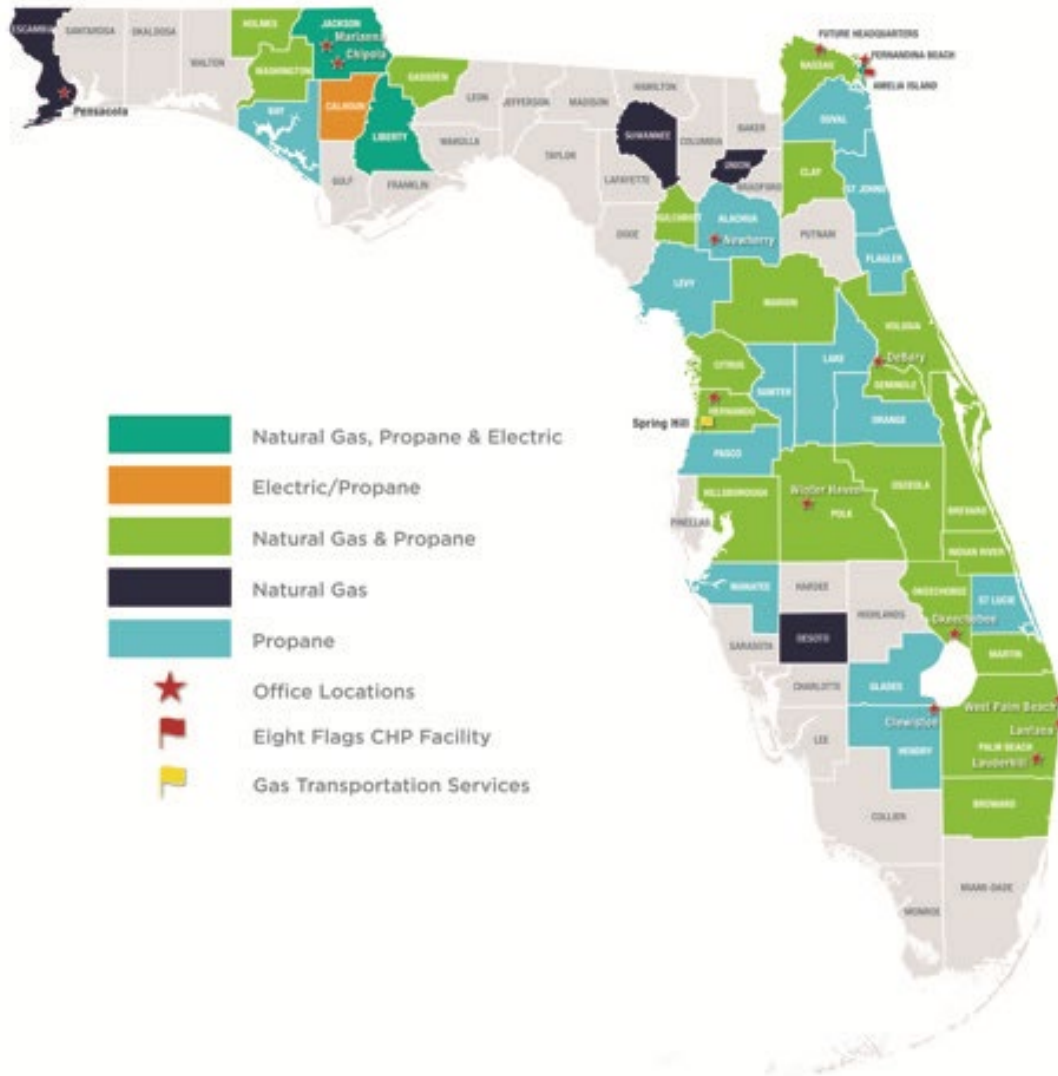


Hurricane Preparedness Workshop for 2025

Jorge Puentes
Manager, Engineering
May 13, 2025



Florida Public Utilities Company Service Areas



Service territory includes:

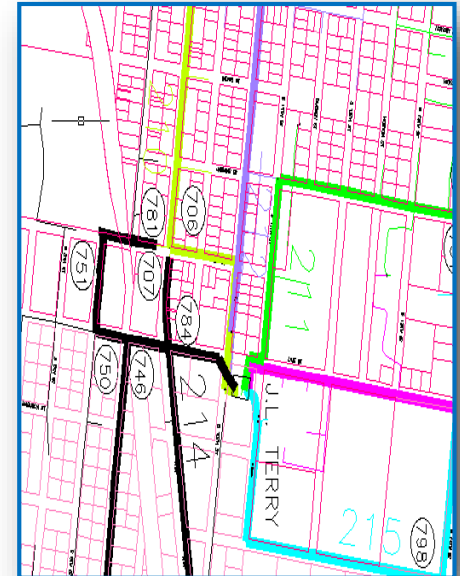
- Over 30,199 electric customers.
- 15.8 miles of transmission lines.
- 924 miles of distribution lines.

Overview of Preparation and Restoration Process

Preparation

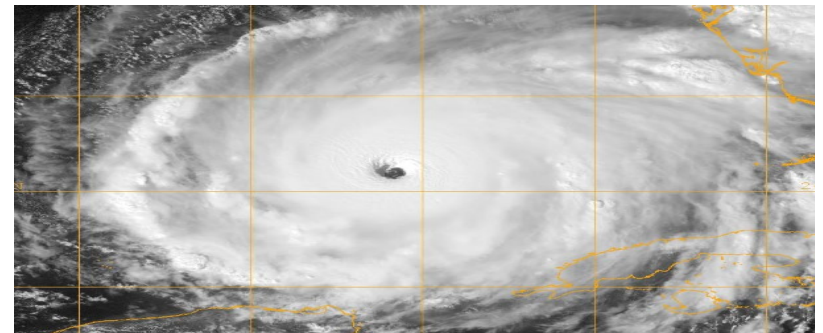
Activation

Restoration



Pre-Storm Planning

- Culture of preparedness – safety first.
 - Emergency Procedures
 - Working conditions and logistics
 - Customer interfaces
 - Mutual Aid
- Response planning and company wide readiness exercises including electric, natural gas and propane operations.
 - Company wide planning and table top drill scheduled for May 15, 2025.
 - Focus on lessons learned from Hurricane Michael and other hurricanes
 - Improved procedures in logistics



Pre-Storm Planning

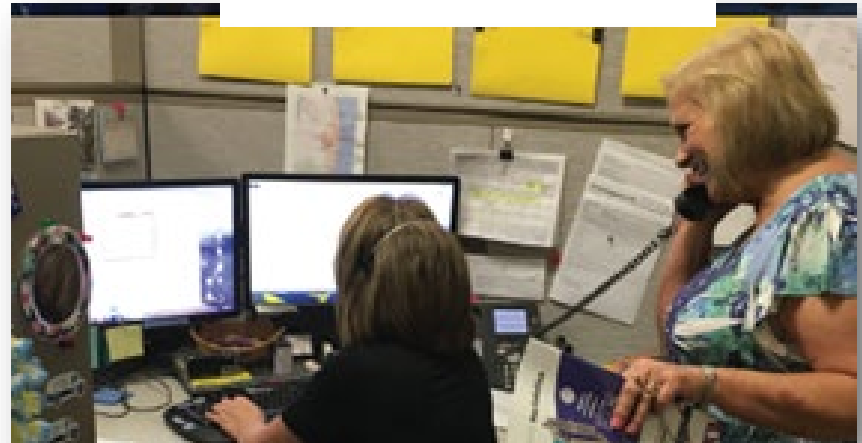
- Customer Outreach Programs
 - Hurricane/Storm Brochures
 - Website Information & Bill Inserts
 - Public Service Announcements
 - Citizens Advisory Council
- Emergency Procedures, Storm and Communication Plans.
- Consider alternative staging options depending on storm path.
- Review staff assignments for Operations, IT and Customer Care.
- Engage with contractors who have signed restoration agreements to ensure their support.



Tropical Storm Nicole Updates

Visit this page for storm-related updates and safety information.

****New updates will be provided as information becomes available****



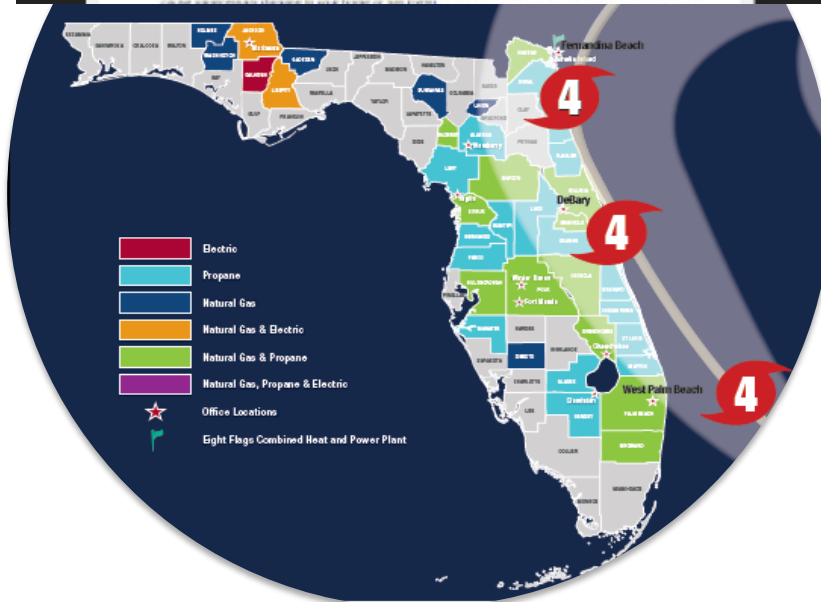
Pre-Storm Planning

- System, facility and inventory inspections
 - Emergency materials and supplies included in emergency plan
 - Emergency items ordered and stocked prior hurricane season (Supply Chain)
- Coordination with city/county/state EOCs and other utilities
 - Ongoing communications with each organization
 - Participation occurs at all meetings
- Participation with the Southeastern Electric Exchange Mutual Assistance Committee
- Mutual Assistance agreements various municipalities within Florida
- Participation in Edison Electric Institute Storm Drills



Activation

Electric, Natural Gas and Propane



- Storm Watch - initial activation.
- Duties and assignments reviewed.
- Inventory levels, logistics items, meals, hotels and outside vendors confirmed.
- Equipment, fuel and inventory levels checked for readiness.
- Storm Warning – active
- Secure our buildings/facilities.
- Contact county EOCs, other local officials, contractors, and energy partners (SEE).
- Employees activate their family storm plans.
- Redeploy Call Center resources.

Restoration

Systematic Approach

FLORIDA PUBLIC UTILITIES

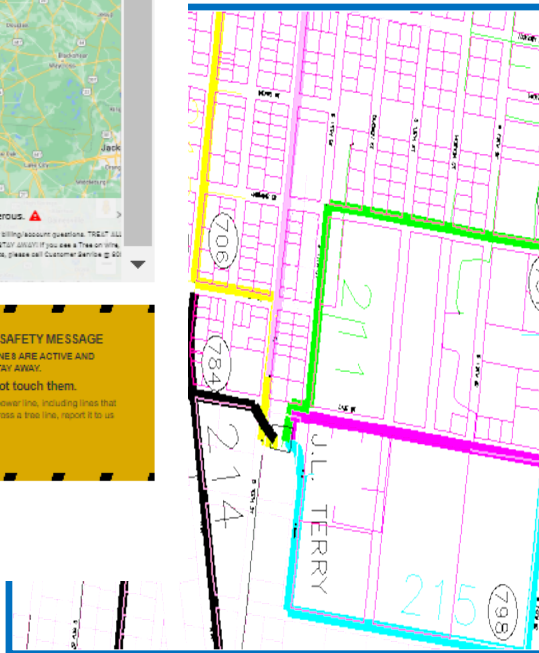
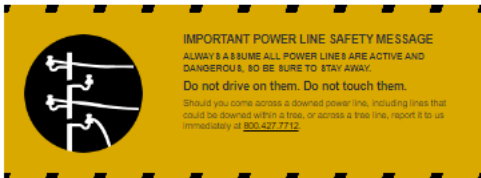
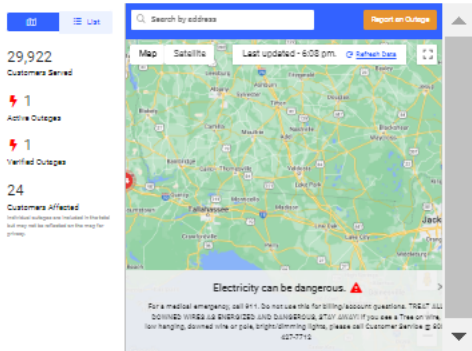


REPORT AN OUTAGE:

We apologize for the service outage you are experiencing. Please report your outage by using the form below. Our staff and crews will work as diligently and safely as possible to resolve your outage issues.

Please note: You can also report your outage by calling 800.427.7712. Please remember to stay far away from all downed lines and always assume they are energized.

If this is a medical emergency, please contact 9-1-1.



- OMS and SCADA systems organize/prioritize restoration.
- Physical damage survey.
- Team external crews with FPU crew leaders.
- Tree crews sent ahead to remove debris and clear areas.
- Restoration Priority Electric System:
 - Generation (Eight Flags, Inc)
 - Transmission (FPL & JEA connections)
 - Substations
 - Distribution Feeders
- Restoration Priority Customers:
 - Hospitals
 - Police, Fire and EOC
 - Storm Shelters and Elderly Care Facilities
 - Water and Sewer Plants
 - Food Retailers and Restaurants

Customer Communication- Awareness Pre-Storm

In preparation for the storm, FPU publishes watch and warning notifications at the 72, 48 and 12 hour increments to local and national media outlets.

- Bill Inserts
- Print Ads
- Brochures
- IVR Messaging
- Press Releases
- E-Blasts
- Social Media Posts
- Website Updates
- Public Service Announcements



Digital Communications

All Digital Communications Linked to One Main Update Landing Page

FPUC.com and mobile website



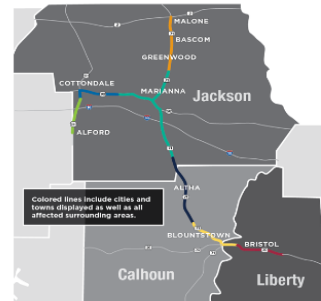
Hurricane Michael Updates

Visit this page for storm-related updates and safety information.

[October 20, 2018- 5:30 pm]

ATTENTION ALL FPU NORTHWEST TERRITORY CUSTOMERS:

Visit our Restoration Map page to see latest updates for your area at www.FPUC.com/HurricaneMichaelRestorationMap



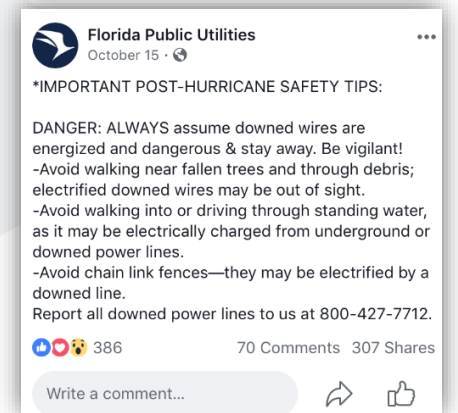
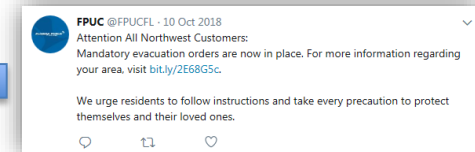
[October 20, 2018- 12:00 pm]

ATTENTION ALL FPU NORTHWEST TERRITORY CUSTOMERS:

For information and resources related to Power Restoration, please visit FPUC.com/hurcanerestorationresources. Learn about:

- [Electric Rules and Standards](#)
- [Customer / Utility Responsibilities](#)
- [Steps to Restore Power](#)
- [Electrical / HVAC Contractors in the Area](#)
- [Frequently Asked Questions](#)

Social Media Sites



Plans and Initiatives

- Vegetation Management:
 - 2024 Marks the first year of our new 4 year trim cycle for both distribution mains and laterals
 - Four year trim cycle for transmission lines
- Accomplishments in 2024:
 - Trimmed 151.2 miles of feeder and laterals
 - Trimmed 1.71 miles of transmission
 - Perform “hot spot” distribution trimming prior to hurricane season. Miles trimmed are included in totals above.



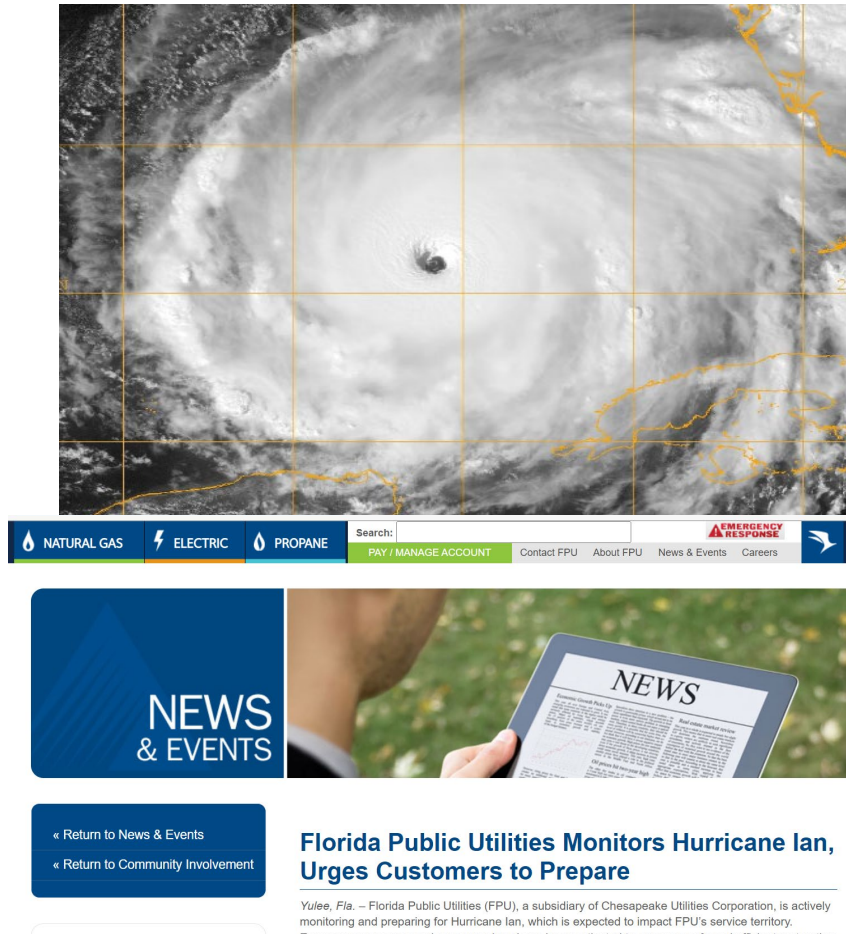
Plans and Initiatives

- Wood Pole Inspection:
 - Eight year cycle (2.13 Total cycles completed)
 - Transmission and Distribution inspections on the same cycle
 - 2024 Marks the beginning of third eight year cycle
- Accomplishments in 2024*:
 - Total of 3,480 poles inspected.
 - Poles failed 73
 - Failure rate 2.10%
 - Poles replaced 142

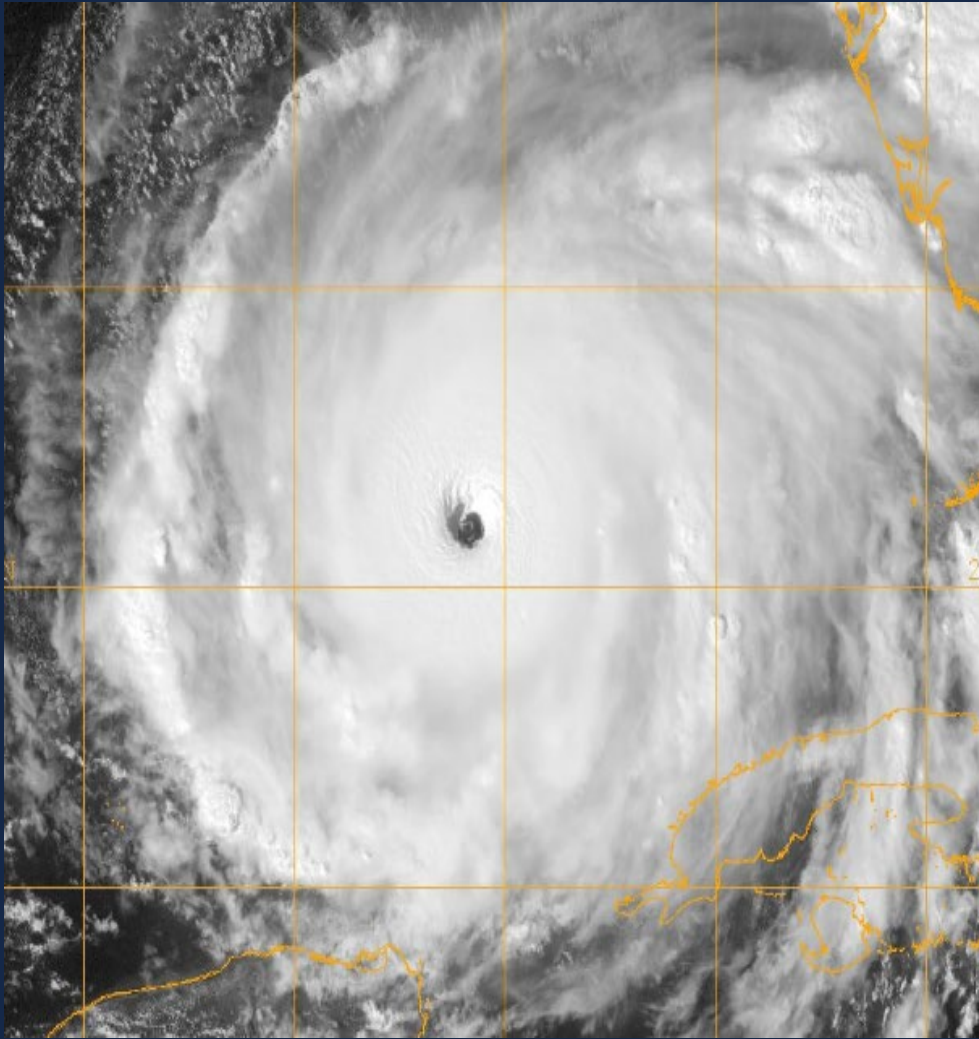
* Preliminary Figures



Improvements Based on Lessons Learned



- 2025 Companywide NIMS Certifications
- Continue to order material earlier due to supply chain disruptions
- Implement more use of drones to use during emergency to take pictures or to survey the area for damage.
- Include record keepers with each crew working to document labor, materials and equipment used during restoration.
- Increase security at offices and staging areas to prevent unauthorized individuals from entry
- Continue to invest in all Storm Hardening initiatives
- Continue to invest in technology that advances hurricane prediction and communications.
- Continue to improve GIS,OMS, IVR implementations and other technologies.



Questions?

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