

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 110138-EI

TESTIMONY AND EXHIBIT
OF
P. BERNARD JACOB



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1 GULF POWER COMPANY

2 Before the Florida Public Service Commission

3 Prepared Direct Testimony of

4 P. Bernard Jacob

5 Docket No. 110138-EI

6 In Support of Rate Relief

7 Date of Filing: July 8, 2011

8 Q. Please state your name and business address.

9 A. My name is Bernard Jacob. My business address is One Energy Place,
10 Pensacola, Florida 32520. I am Vice President of Customer Operations
11 for Gulf Power Company.

12 Q. Please summarize your educational and professional background.

13 A. I have a Master of Business Administration and a Bachelor of Science
14 degree from Mississippi State University. I joined the Southern Company
15 at Mississippi Power in August 1982. I have held a variety of positions
16 within Mississippi Power, Southern Company Services, and Gulf Power
17 Company (Gulf or the Company) in the areas of External Affairs,
18 Customer Service, Telecommunications, Information Technology, and
19 Corporate Services. I was elected Vice President External Affairs and
20 Corporate Services for Gulf Power in June 2003. I assumed my current
21 responsibilities as Vice President, Customer Operations, in March 2007.

22 Q. Please state your general responsibilities.

23 A. I provide executive leadership over the Customer Operations function at
24 Gulf, which includes Transmission, Distribution, Customer Service
25 (Customer Service and Information, Customer Accounts and Sales), and

1 Customer Operations Support. I ensure the development of business
2 plans, which include initiatives, goals, and performance indicators for each
3 of the functional areas of Customer Operations. My responsibilities are to
4 actively promote safety as a core value throughout Customer Operations,
5 set expectations and hold employees accountable for working safely every
6 day. In addition to safety, a special emphasis is placed on the promotion
7 of customer value and increased customer satisfaction, electric service
8 reliability, workforce productivity and employee development, and effective
9 management of budgets.
10

11 Q. What is the purpose of your testimony?

12 A. My testimony provides an overview of Gulf's Customer Operations
13 business functions directly involved in the delivery of electric service to our
14 customers. Specific details of these business functions will be provided by
15 other witnesses. Gulf Witness Caldwell will discuss Transmission; Gulf
16 Witness Moore will discuss Distribution; and Gulf Witness Neyman will
17 discuss Customer Service.
18

19 Q. Are you sponsoring any exhibits?

20 A. Yes, I am sponsoring Exhibit PBJ-1, Schedule 1. Exhibit PBJ-1 was
21 prepared under my direction and control, and the information contained
22 therein is true and correct to the best of my knowledge and belief.
23
24
25

1 Q. Please discuss the role of Customer Operations at Gulf.

2 A. Gulf Power delivers electric service to our customers around the clock. As
3 a result, certain functions in Customer Operations must be staffed 24
4 hours a day, 7 days a week in order to effectively operate the electric
5 network and to be able to respond to customer needs when they arise.

6 Customer Operations is the face of the Company to the customer.

7 Customer Operations consists of Transmission, Distribution, Customer
8 Service, and Customer Operations Support business functions.

9 Transmission's function is to deliver power from the generating source to
10 the distribution substations at voltages of 46 kilovolts (kV), 115 kV, and
11 230 kV through lines and substations. Distribution receives electric power
12 from Transmission and steps down the voltage to 12 kV or 25 kV for
13 providing service from the distribution substations to the customer's
14 metering point. The purpose of Customer Service is to promote the
15 efficient and effective use of electricity through conservation programs,
16 pricing development, and technical assistance to various classes of
17 customers. Customer Service is also responsible for daily interaction with
18 the customer through the Customer Service Center, or call center, and
19 District Offices. Customer Operations Support is responsible for the
20 effective management of budgets and business controls.

21

22 Q. Please provide an overview of Gulf's service area.

23 A. Gulf Power serves customers in eight counties: Bay, Escambia, Holmes,
24 Jackson, Okaloosa, Santa Rosa, Walton, and Washington. These
25 counties cover approximately 7,550 square miles and encompass 71

1 towns and communities in Northwest Florida. Gulf's service area spans
2 from the Alabama border 153 miles to the East and from the Northwest
3 Florida coast of the Gulf of Mexico north to the Alabama/Florida border.

4
5 As of March 2011, Gulf's customer base includes 431,741 industrial,
6 commercial, and residential customers located in three districts. Gulf has
7 district headquarters in Pensacola, Ft. Walton and Panama City.

8
9 Q. Please provide an overview of Gulf's transmission system.

10 A. Gulf Power's transmission system carries the bulk power flow from and
11 between generation sources and substations. The transmission system
12 consists of approximately 1,600 miles of lines which are operated at 230
13 kV, 115 kV, and 46 kV. Gulf's 230kV system carries the bulk power flow
14 from generation sources and neighboring utilities. These lines supply the
15 path for power to flow from the generation sources to Gulf's transmission
16 level substations in the various regional areas of demand. The 115kV
17 transmission facilities move the power from the transmission substations
18 to the local areas of demand to facilitate the further distribution of the
19 power to the customer. This is accomplished in one of our 109 distribution
20 stations utilizing a transformer to reduce the voltage to a level appropriate
21 for Gulf's distribution network. In these distribution substations, the power
22 is split into individual feeders for distribution to customer load centers.
23 The 46kV system serves some of our more remote areas where lower
24 amounts of power need to be directed to fewer loads. We also have a
25 number of tie-lines with other utilities. These lines act as conduits for

1 power to flow both into and out of our network, depending upon the
2 current system conditions. Capital additions for replacement of routine
3 items (such as poles, transformers, voltage regulation equipment,
4 switches and conductors) and for transmission system improvements are
5 necessary to support reliability, safety, and customer demand. Mr.
6 Caldwell will address the details associated with Gulf's transmission
7 system.

8
9 Q. Please provide an overview of Gulf's distribution facilities.

10 A. Gulf's distribution system provides power from the distribution substations
11 to the meter and, as of January 2011, comprises 5,898 miles of overhead
12 lines, 1,786 miles of underground lines, and 253,365 poles. This
13 distribution infrastructure, consisting of 276 distribution feeders, operates
14 predominately at primary voltages of 12 kV with some 25 kV facilities in
15 limited areas. The distribution primary voltage is then stepped-down to
16 service level voltages for our customers, with typical residential 120/240
17 volt service. Capital additions for infrastructure upgrades, the use of
18 technological innovation, vegetation management programs, storm
19 hardening initiatives, implementation of Advanced Metering Infrastructure
20 (AMI), and other productivity improvements are expected to enhance
21 Gulf's safe and reliable service to our customers. Mr. Moore will discuss
22 these improvements as well as other details associated with Gulf's
23 distribution system.

1 Q. Please provide an overview of Gulf's Customer Service function.

2 A. Gulf's Customer Service function includes employees who interface with
3 our customers on a daily basis in the following business units: Customer
4 Service Center, Mass Markets (residential and small business customers),
5 Major Accounts (large business customers), District Customer Service,
6 Meter Reading, Collections and Support Services, Market Research and
7 Planning, and Economic Development.

8

9 The Customer Service Center (CSC) is the first point of contact for most
10 customers. The CSC is staffed 24 hours per day, 7 days per week with
11 representatives trained to assist customers with billing questions, service
12 requests, outage reports, new product requests, and a multitude of other
13 questions.

14

15 The Mass Markets group develops and supports programs, products, and
16 services for the benefit of the residential and small business segments.
17 This includes conservation programs and efficient energy sales.
18 Additionally, the Mass Markets team performs energy audits and assists
19 customers with equipment purchasing decisions.

20

21 The Major Accounts group supports the largest industrial and commercial
22 customers who are highly specialized and require knowledgeable
23 specialists to serve their electrical needs.

24

25

1 District Customer Service includes personnel in the Company's district
2 offices in Panama City, Fort Walton, and Pensacola and local offices in
3 Chipley, Crestview, DeFuniak Springs, Milton, and Niceville. District
4 Customer Service is responsible for processing customer payments and
5 for helping customers with billing questions, service requests, and new
6 product requests. Additionally, District Customer Service includes
7 personnel spread throughout our service area whose primary
8 responsibilities are to read meters and perform collections activities.

9
10 Market Research and Planning includes pricing, load research, market
11 reporting and economic evaluation, customer-sited renewable generation,
12 and forecasting. Market Research and Planning is also responsible for
13 the development and reporting of the Company's Demand Side
14 Management Plan, including the projection and true-up filings for the
15 Energy Conservation Cost Recovery (ECCR) clause.

16
17 Economic Development personnel are focused on identifying opportunities
18 to recruit new, or retain existing, commercial and/or industrial customers in
19 Gulf Power's service area and fostering networking and information
20 exchange with our region's community, business, and elected leadership.

21
22 All of Gulf's employees take personal responsibility to ensure customers'
23 expectations are exceeded. Every customer touch is an opportunity to
24 exceed customer expectations. Gulf's employees also take pride in
25 creating value for our customers by excelling at the fundamentals. Each

1 response to a customer is aligned with the customer's sense of urgency
2 as each employee thinks and acts like a customer. Gulf understands its
3 services are vital to each customer's lifestyle as well as the communities
4 we serve. Ms. Neyman will further describe Customer Service programs
5 in her testimony.
6

7 Q. Please describe Gulf's commitment to safety.

8 A. Gulf's first priority is the safety of employees and the customers we serve.
9 Gulf's corporate safety program, Target Zero, is based on the expectation
10 that employees experience zero unsafe acts both while on the job or off
11 duty. Employees participate in general and job specific safety training,
12 monthly safety topics via email, website safety topics, and other safety
13 related resources and wellness programs for personal health and
14 wellbeing. Safety is the core of Gulf's culture.
15

16 Q. Please describe Gulf's customer satisfaction commitment.

17 A. Gulf continually focuses on creating a culture of adding value to customer
18 experiences through various methods of communication. Personal
19 contact, letters, e-mails, telephone calls, and surveys are methods
20 customers use to let us know how we are doing. We value the collective
21 voices of our customers.
22

23 One of our primary corporate goals is to be in the upper quartile in
24 customer value when measured against a peer group of utilities. To
25 measure ourselves, Gulf Power utilizes a Customer Value Benchmark

1 (CVB) to compare and contrast itself against an elite group of 16 peer
2 utilities in the Southeast and nationally. Ms. Neyman will further discuss
3 the CVB in her testimony. I am pleased that, since 2000, Gulf has
4 remained in the top quartile overall. We are proud of our performance
5 when compared to the top utilities across the country. This outstanding
6 performance is a testament to the focus Gulf's employees maintain on
7 exceeding our customers' expectations each and every day.
8

9 Q. Please describe Gulf's commitment to the communities we serve.

10 A. The communities we serve are our customers, neighbors, friends, family,
11 and coworkers. Gulf's employees have a strong history of active
12 involvement in making these communities a better place to live.
13

14 An example of Gulf's commitment to the communities we serve is Gulf's
15 efforts related to storm restoration. Gulf takes great pride in our
16 restoration efforts to ensure our customers and communities return to
17 normalcy as quickly as possible following major storm events. In the 2004
18 storm season, Gulf's distribution system endured three named storms:
19 Tropical Storms Bonnie and Frances and Hurricane Ivan (Category 3).
20 While Gulf was still recovering from the active 2004 storm season, the
21 2005 storm season arrived with four named storms: Tropical Storms
22 Arlene and Cindy along with Hurricane Dennis and Hurricane Katrina.
23 The most severe, Hurricane Ivan, a Category 3, struck Gulf's service area
24 on September 16, 2004, followed by Hurricane Dennis (Category 3)
25 approximately ten months later.

1
2 Hurricane Ivan-related damage to Gulf's distribution system was the worst
3 on record for Gulf. Damage to Gulf's facilities was extensive, and in many
4 cases, catastrophic. Outages were widespread throughout Gulf's service
5 area; 368,644 customers, or 91.6 percent of Gulf's total customer base,
6 lost power. Every customer in Escambia and Santa Rosa Counties lost
7 power. Electric utility resources were extremely limited as transmission,
8 distribution, and tree trimming contractor crews were committed to South
9 Florida's hurricane restoration efforts resulting from Hurricanes Charlie
10 and Frances. Gulf secured limited available resources with the
11 understanding that the resources were dependent upon releases of these
12 crews from the South Florida utilities. Electric service was restored in 13
13 days to those customers who could take power from Gulf, utilizing crews,
14 crew methods, and materials from 23 states across the United States and
15 even crews from Canada. As Gulf was in the completion phase of
16 Hurricane Ivan restoration, Hurricane Jeanne struck South Florida on
17 Sunday night, September 26, 2004. In anticipation of landfall of Hurricane
18 Jeanne, crew releases to South Florida began on Thursday, September
19 23, 2004, seven days after Hurricane Ivan struck Gulf's service area.
20 Schedule 1 of Exhibit PBJ-1 is a compilation of customer and press
21 accounts regarding Gulf's Hurricane Ivan restoration efforts.
22

23 Q. Please describe Gulf's transmission system performance.

24 A. Gulf's transmission system performance has been strong over the past
25 five years, and the Company has met its goal of maintaining the reliability

1 of its transmission system. Mr. Caldwell will discuss Gulf's transmission
2 system performance.

3

4 Q. Please describe Gulf's distribution system performance.

5 A. Gulf's distribution system performance has also been good over the past
6 five years and the Company has met its goal of maintaining the reliability
7 of its distribution system. Mr. Moore will discuss Gulf's distribution system
8 performance.

9

10 Q. Has Gulf implemented any transmission and distribution projects that take
11 advantage of new technological advances in the electric industry?

12 A. Yes. Gulf is expanding its transmission and distribution automation
13 capabilities. This expansion consists of the installation of protective
14 devices (reclosers), substation relaying changes, and a Distribution
15 Supervisory Control and Data Acquisition (DSCADA) System. In addition,
16 Gulf has partnered with the Department of Energy and Southern Company
17 in a Smart Grid Investment Grant (SGIG) initiative dedicated to installing
18 the latest transmission and distribution technology. This new technology
19 will provide better operation and control of the transmission and
20 distribution networks. Mr. Moore and Mr. Caldwell discuss these
21 programs in their testimony. Gulf is also deploying AMI throughout our
22 service area. AMI is the deployment of new meters having communication
23 capabilities and the tower-based communication infrastructure that
24 accompanies them. Mr. Moore will discuss the deployment of AMI. Ms.
25 Neyman will provide additional detail regarding the customer and energy

1 services benefits of AMI. Gulf Witness Erickson will discuss AMI meter
2 depreciation.

3

4 Q. What is the requested level of Customer Operations Operation and
5 Maintenance (O&M) expenses and capital additions?

6 A. Gulf is requesting \$99,133,000 in Customer Operations O&M expenses
7 and \$129,530,000 in capital additions for the 2012 test year. These
8 amounts are reasonable, prudent, and necessary for Gulf to continue to
9 provide high quality customer service and maintain high reliability for our
10 customers. The level of O&M expenses is representative of future levels
11 required in the period the new rates will be in effect. Witnesses Caldwell,
12 Moore, and Neyman will provide more detail on these requests.

13

14 Q. Please summarize your testimony.

15 A. Gulf is committed to the safety of its employees and customers, to
16 ensuring customer value and customer satisfaction, and to providing
17 reliable electric service to our customers. Gulf's customer service
18 standards and applications ensure consistent, reliable, high quality
19 customer service across Northwest Florida. One of our primary business
20 goals is to be an industry leader in customer service and customer
21 satisfaction. Over the past few years, we have added new technologies to
22 keep up with the growth in our service territory and the changing
23 expectations of our customers. We take great pride in being ranked at the
24 very top of our industry in delivering value to our customers. Our business
25 results and commitment to continuous improvement demonstrates our

1 past, present, and future commitment to providing electric service of
2 superior value.

3

4 The adjusted requested level of \$99,133,000 in Customer Operations
5 O&M expenses and the \$129,530,000 in capital additions for my area of
6 responsibility in the test year are reasonable, prudent, and necessary for
7 Gulf to continue to provide customer service and maintain high reliability to
8 our customers. This level of O&M expenses is representative of future
9 levels required in the period the new rates will be in effect.

10

11 Q Does this conclude your testimony?

12 A. Yes.

13

14

15

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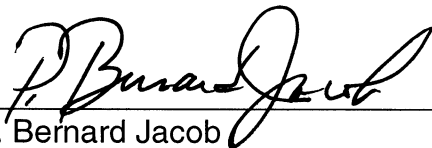
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STATE OF FLORIDA)
)
COUNTY OF ESCAMBIA)

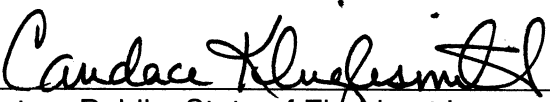
Docket No. 110138-EI

Before me the undersigned authority, personally appeared P. Bernard Jacob, who being first duly sworn, deposes, and says that he is the Vice President of Customer Operations of Gulf Power Company, a Florida corporation, and that the foregoing is true and correct to the best of his knowledge, information, and belief. He is personally known to me.

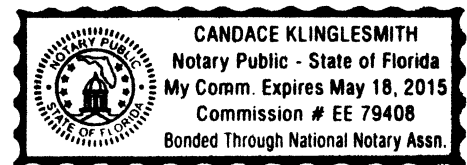


P. Bernard Jacob
Vice President of Customer Operations

Sworn to and subscribed before me this 6th day of July, 2011.



Notary Public, State of Florida at Large
Commission No. EE79408
My Commission Expires 5-18-2015



Florida Public Service Commission
Docket No. 110138-EI
GULF POWER COMPANY
Witness: P. Bernard Jacob
Exhibit No. ____ (PBJ-1)
Schedule 1
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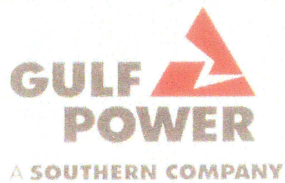
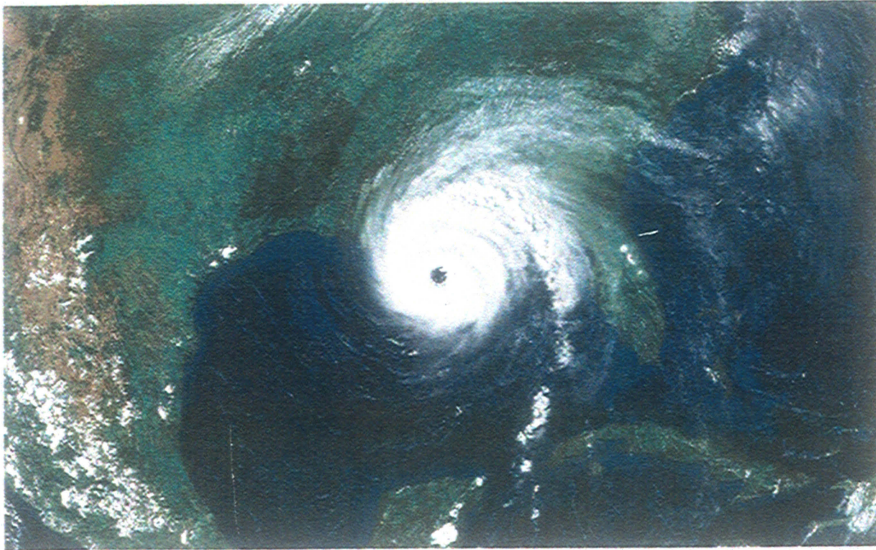
See Attached:

Hurricane Ivan Power Restoration
Pensacola News Journal Press Coverage
Customer Comments
September 2004

— — — — —

Hurricane Ivan Power Restoration

*Pensacola News Journal
Press Coverage
Customer Comments
September, 2004*





60 Iraqis die amid violence

Iraq residents were fleeing Tuesday from a car bombing and an ambush on police that left 60 dead. Three days of attacks have left nearly 150 people dead as total violence turns its focus more on Baghdad.

WORLD, 8A

Jeanne storms across Atlantic

As the Gulf Coast keeps a wary eye on Hurricane Ivan, Tropical Storm Jeanne made a path Tuesday across the Atlantic with Puerto Rico bracing for a likely impact.

FLORIDA, 6A



Colleges flunk at affordability

The National Center for Public Policy and Higher Education has given most states a grade of "D" or lower when it comes to making college affordable for students.

NATION, 10A

Floating checks can cost you

A new federal law will allow quicker processing of checks — which means the days of floating checks may be about over. The lag time between when you write a check and it clears is getting a lot shorter.

MONEY, 6C



Can Tiger roar back at Ryder?

Tiger Woods is among golf's greatest players, but the young pro has not fared well when it comes to the Ryder Cup. This weekend, he'll try to change his luck.

SPORTS, 1D

Where to find it

Today's Money page and the Wall Street Journal report have been moved inside the C Section temporarily because of production schedule related to Hurricane Ivan.

STOCKS, 5C

MONEY, 6C

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Oil	24	10
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RealFeel Temp: 75° at noon
Rain: 50% Details 6D

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PENSACOLA News Journal

WEDNESDAY, SEPTEMBER 15, 2004



Live updates on Ivan and its local impact:

www.PensacolaNewsJournal.com

Gulf Coast on alert for major hurricane

Tropical-force winds likely to hit today

Beaches evacuated; thousands leave

Ivan rages ahead

Residents evacuate, some to shelters

Troy Munn

and Carmen Paez

@PensacolaNewsJournal.com

Pensacola Bay Area residents are bracing for a possible arrival of Hurricane Ivan on Tuesday — some leaving their homes to seek shelter in the wake of an ever-oncoming hurricane.

Some even said before they were supposed to.

"We tried to open this morning to maybe serve some coffee to people leaving," said Bob Mackay, owner of Regal's on Pensacola Beach. "But our employees didn't show up."

Evacuations of low-lying areas, beaches, mobile homes and parts began at 6 a.m. in Santa Rosa and Santa Rosa counties. By noon, Pensacola Beach had nearly emptied out. Florida had long been vacant, some beach residents had cleared out days ago, and the remaining residents wouldn't be far behind.

Jodie and Brian Lindsey of Pensacola Beach packed up their grand piano, all photos, art, furniture, food and water into a white Chevy pickup truck and left their home at Gulfside Towers for a friend's home.

But the origin left plenty of questions behind.

"I'm leaving a lot of clothes," Jodie Lindsey said. "If I can't find it, it should be OK."

Across the area, signs of Ivan's arrival were obvious. Media trucks and emergency vehicles were practically the only automobiles in the Gulf Beach parking lot. Businesses were boarded and closed, workers cleared paths, and some beach subdivisions were filled with cars and trucks being packed with goods for the move inland.

George Knott of Baton Rouge, La., arrived at Pensacola Beach on Monday to remove valuables from his vacation home in Villa Sahar.

"I'm just trying to save whatever is small," Knott said. "I'm not getting the big stuff like TVs and things that can be replaced. That's



Kate Kinger/PensacolaNewsJournal.com

Macy Miller, 16, of Pensacola Beach loads a moving van as she and her mother moved their possessions from their home. Beach residents and thousands across the Gulf Coast region as far west as New Orleans evacuated low-lying areas Tuesday.

ing, personal mementos — things like that is what I'm getting."

Beach officials said the evacuation went smoothly with few traffic problems, noting that many beach residents had fled days ago.

Traffic from Perdido Key was steady yet smooth as residents there began evacuating as well.

Large trucks hauled cranes and other work equipment from the key's many construction sites and moved them safer inland.

A sign at The Reef Lounge.

See RESIDENTS, 2A

Key developments

- Hurricane Ivan's eye is expected to make landfall along the Gulf Coast at 7 a.m. Thursday, but tropical-force winds could begin this morning.
- Ivan could generate winds of 130 mph to 140 mph, 6 to 10 inches of rain and a 14-foot storm surge.
- Bridges to Perdido Key and Pensacola Beach close at 5 a.m. today.
- Pensacola Regional Airport closes at 9:30 a.m. today.
- If the storm comes in at Mobile Bay as expected, the Pensacola Bay Area will be in the northeast quadrant of the swirl, the most ferocious part of the hurricane.
- Seventeen hurricane shelters are available in the two-county area.
- Gulf Islands National Seashore is closed indefinitely, depending on storm damage.
- Northwest Florida evacuation traffic moved slowly but efficiently on Tuesday.
- The vast majority of Pensacola Beach and Navarre Beach residents evacuated Tuesday as ordered by local public safety officials. Most local businesses closed.

Information hot lines

- Escambia County: 595-3344
- Santa Rosa County: 993-5280

Waiting, guessing game almost over for region

Steve Mraz

@PensacolaNewsJournal.com

The time to evacuate, board up windows and buy supplies is over.

Hurricane Ivan is upon us. Ivan's eye is expected to make landfall at 7 a.m. Thursday near the western shore of Mobile Bay, according to the National Hurricane Center forecast late Tuesday afternoon.

The storm, expected to come in as a strong Category 3 or Category 4 storm, could bring winds of 130 mph to 140 mph locally. Six to 10 inches of rain is expected, and the storm surge could be 14 feet.

The Pensacola Bay Area is in an unfavorable position if the hurricane continues on its predicted path because the northeast quadrant packs the strongest punch. As wind and water surge ashore in a counter-clockwise motion.

"We're in for the worst," said Dave Long, Santa Rosa County Emergency Management director. "Right now we're at a disadvantage in the northeast quadrant."

Ivan's wind will be felt long before its Thursday morning landfall.

Tropical-force winds of around 40 mph could begin by about 10 a.m. today, and hurricane force winds could start by about 1 a.m. Thursday and last for 12 hours.

Tropical storm force winds are anticipated to subside by 7 p.m. Thursday.

The hurricane-force winds extend 100 miles from the eye, and tropical storm force winds reach 200 miles from its core.

Most area bridges will be closed when tropical storm winds arrive. Florida Department of Transportation officials said they will try to

More on Ivan

■ **Alabama on alert:** Mobile Bay Area keeps wary eye on Ivan. 3A.

■ **Photos from our area:** Businesses and offices battered down. 4A.

■ **Evacuees from New Orleans:** Residents flee the Big Easy to seek safe haven. 5A.

■ **Editorial:** Pensacola Bay Area residents take proper precautions. 12A.

■ **Helping children cope:** Kids can weather the storm if families provide activities as well as reassurance. 1B.

■ **Neighborhood news:** Communities set for Ivan's impact. 1C.

■ **Beaches and marinas:** On land and by sea — getting prepared. 2C.

■ **Coastal:** Updated list of cancellations. 3C.

■ **Fishing outlook:** Storms taking toll on Florida's fishermen. 6C.

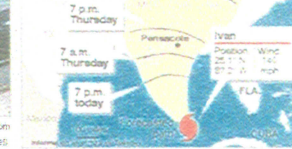
Keep the 1-10 bridge spanning Escambia Bay open.

Evaluations from low-lying and coastal areas and from mobile homes in Escambia and Santa Rosa counties have been early Tuesday. Areas to Florida Key and Pensacola Beach is scheduled to be closed at 6 a.m. today until further notice.

"If you're reading this in hard copy and you plan on evacuating, you're in the wrong place," Long said. "If you're reading this on the Web some place away from here, you're a smart person. Hopefully, you're in Mobile, eating a jelly doughnut with Elva."

National Hurricane Center

See PENSACOLA, 2A



Ron Stallings/PensacolaNewsJournal.com

George Knott of Baton Rouge, La., removes valuables from his vacation home at Pensacola Beach.

Gulf Power: All hands on deck to help region recover after storm

Outages could last three weeks

Amber Sullivan

@PensacolaNewsJournal.com

With the potential for a power outage that could paralyze Northwest Florida for up to three weeks, Gulf Power Co. opened its emergency management center Tuesday and began making preparations. Gulf officials said they would spend up to \$1 million to help the region recover after Hurricane Ivan.

spent much of Tuesday finalizing plans and handing out storm assignments for each of the company's 1,400 employees.

In the days after Ivan passes over the Panhandle, Gulf Power spokesman

Answers about power plans

John Hutchinson

"We've got to make sure they've got inside to eat. We've got to have enough diesel fuel and gasoline to run our trucks after the storm comes through. It's a huge logistical puzzle, and we're just trying to make sure that all the pieces will be in place when we need to kick things into high gear."

Hutchinson

Power does not shut off service to areas before or when a storm hits — a common misconception among residents, Hutchinson said.

Once winds dip below about 40 mph, a crew of bucket trucks will be dispatched to damaged areas. Eventually, about 600 line worker trucks will be working in the field, along with other support vehicles.

Employees who normally work inside Gulf Power offices will be out in the field, delivering a wide range of supplies and staffing first-aid stations.

"It's the little things like when you tell an out-of-state crew to go to the Bayou Chico, they have no idea

Power does not shut off service to areas before or when a storm hits

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Once winds dip below about 40 mph, a crew of bucket trucks will be dispatched to damaged areas. Eventually, about 600 line worker trucks will be working in the field, along with other support vehicles.

Employees who normally work inside Gulf Power offices will be out in the field, delivering a wide range of supplies and staffing first-aid stations.

"It's the little things like when you tell an out-of-state crew to go to the Bayou Chico, they have no idea

See PATIENCE, 2A

ed.



PENSACOLA News Journal

FRIDAY, SEPTEMBER 17, 2004

Live updates on Ivan's wrath



www.PensacolaNewsJournal.com

■ **Storm deaths:** 8 deaths in Escambia, Santa Rosa add to Ivan's toll

■ **Bushes visit:** Governor in town today; president expected here Sunday

■ **Access denied:** Bridges to Gulf Breeze, Pensacola Beach, Navarre damaged

Nightmare



Andrew West/Pensacola News Journal

Eric Stiffen, 24, reacts after hearing that the Interstate 10 Escambia Bay Bridge was severely damaged from Hurricane Ivan on Thursday. Stiffen stayed at a friend's home in Pensacola as the roof ripped off from the winds of the Category 3 storm.

INSIDE

MISERY: Officials predict no power, no water for weeks. **2A**

ROAD NO MORE: Bayfront Parkway missing whole sections. **3A**

NO BORDERS: Alabama shows wrath of Ivan. **4A**

GRAND LAGOON: Storm turns deadly in subdivision. **5A**

SURVEYING DAMAGE: Bob Sikes Bridge is missing a chunk. **6A**

LOOTERS STRIKE: National Guard responds. **7A**

HEALTH CONCERNS: Hurricane ravages several area hospitals. **8A**

CLOSED FOR BUSINESS: Downtown Pensacola like a war zone. **9A**

COPING TIPS: Who to call, how to stay safe. **10-11, 13A**

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Ivan unloads on Panhandle, killing 8

Tracy Moxon
@PensacolaNewsJournal.com

Deaths, destruction, looting, missing people.

Hurricane Ivan ripped into the Pensacola Bay Area and killed at least eight people Wednesday night and Thursday morning.

Search crews still are out looking for missing, presumed dead people who are unaccounted for or are still trapped in the storm's debris.

Ivan's effects will linger for years and decades. It will reshape much of Escambia and Santa Rosa counties.

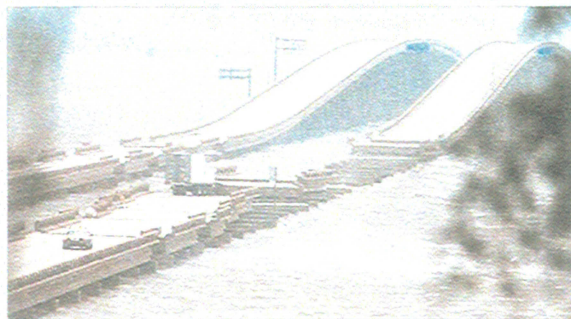
The eye of the hurricane made landfall just west of Mobile Bay and just west of Pensacola at 1:50 a.m. Thursday. It came ashore as a slightly weakened Category 3 hurricane with winds of 130 mph. Wind gusts of 160 mph hit downtown Pensacola.

Insurance experts put Ivan's damage at anywhere from \$2 billion to \$10 billion. Hurricanes Charley and Frances, which hit Florida in the past month, had combined estimated insured damages between \$11 billion and \$12 billion.

"This couldn't get much worse," said Pensacola Mayor John Page. "It's a disaster for our county and our city. We thought it was going to be pretty bad, but this has just turned out to be awful."

At least seven people are dead in Escambia County and a child is dead in Santa Rosa County. Authorities fear they could uncover more fatalities as they continue searching through rubble caused by Ivan's devastating midnight raid.

At least two women in the Grande Lagoon subdivision off Gulf Beach Highway died when flood waters rav-



Sam Upshaw Jr./Pensacola News Journal

A truck was trapped on the Escambia Bay Bridge after Hurricane Ivan swept through Pensacola.

aged the neighborhood early Thursday. A child was killed when a tree fell on a mobile home on Pine Forest Road near Milton. An elderly woman suffered a heart attack and died late Wednesday at the Woodham High School shelter. Officials did not have details of the other deaths on Thursday night. "Officials don't know the

number of dead, they don't know the number of wounded," said Santa Rosa Island Authority General Manager Monte Flores. "They don't know the magnitude. There is nothing in our experience that even compares to this."

Gov. Jeb Bush will visit Pensacola today to survey Ivan's destruction. He is expected to visit the Panama

Civic Center shelter at 801 Main.

President Bush, who visited parts of Florida affected by the previous two hurricanes, was expected to visit the Florida Panhandle on Sunday. No other details of the visit were available late Thursday. The Associated Press reported.

Some 2,000 Florida Na-

tional Guard troops have been dispatched to the area to assist in the recovery and guard against increased looting, which was reported before tropical-force winds had even subsided.

On Thursday, infrastructure damage, debris-littered roads and greatly reduced telephone service made it impossible to determine the extent of damage. But the evidence of Ivan's savagery could be seen in every nook of Escambia and Santa Rosa counties.

Santa Rosa Island is cut off from the mainland, and emergency officials have no idea when residents and business owners might be allowed back to survey the destruction.

A 3.5-mile section of Bob Sikes Bridge leading toward Gulf Breeze from Pensacola Beach is missing. The bridge to Navarre Beach suffered structural damage and also is impassable.

Portions of Pensacola Beach were completely knocked by the storm surge, sending the Gulf of Mexico across the island into Santa Rosa Sound.

A quarter-mile section of the eastbound Interstate 10 bridge over Escambia Bay connecting Santa Rosa and Escambia is missing. The west-bound section is damaged but still standing.

See BRIDGES, 4A

Hurricane Ivan: Pensacola Bay Area/South Alabama

Ivan aftermath includes looting

Looters entered several Pensacola businesses Thursday morning, damaged by Hurricane Ivan, with little care for their personal safety.

At CVS Pharmacy on West Cervantes Street, one early-morning looter was arrested as she walked out of the store carrying items, said Officer Iram Barnabough of the Pensacola Police Department.

"The store's roof caved in and left a gaping hole in the wall facing Cervantes. Electric lines dangled precariously and created a 'gate' that the looters would have had to push aside or carefully maneuver around to get inside the store."

"We've been on patrol since 7 a.m.," said Barnabough, who parked his police vehicle near the opening of the store. "Mostly businesses are getting looted. A lot of gas stations and convenience stores. Someone went in and pulled a couple of safe jobs. It could have been during the hurricane."

Most of the reports of looting are coming in from the public, he said.

'We are out of business'

Sally Phel, 50, stood flabbergasted on the second floor of Phel Auto Air.

She looked around at New Washington Road and the Wheelabringer right next to the family's store. No need to peer through the windows. They were gone. So were the walls and the roof.

"The family stored family heirlooms such as china and photographs in the store's attic when they renovated their Pleasant Grove home two years ago."

Phel was flummoxed with regret Thursday morning. She didn't even know how to begin cleaning up. She picked up a couple pieces of china, but many had blown away.

"We don't have time to move anything," she said. "We've come through hurricanes before, and we didn't have any damage. This is our livelihood. We are out of business."

Downstairs, her husband was cutting wires dangling from the ceiling as he gathered expensive tools into a lovable room in the first floor.

"It's the only room left that can be looked at," said Sally Phel, 50, whose father built the store in the mid-1950s.

"I'm shocked. I don't know what to do. We've got to salvage what we can."

'I'm just numb'

The terrain was barely recognizable at the Edgewater neighborhood on Pensacola's west side, where waterfront homes were flooded and boats were shoved into backyards.

Thursday morning, Susan Shaw and her husband, Spike, returned to their waterfront home — flooded in more than 3 feet of water.

"Antiques were washed up on top of each other," said Shaw, 47. "There were some currents in the house that knocked over the refrigerator."

"I'm just numb. You're just thankful you had enough sense to leave."

Davis said he did not expect the damage to be so severe. "I'm just in shock."

A big Dumpster already was outside their home for the kitchen they were remodeling. Now it has a new purpose.

"My birthday is this Sunday," said Shaw, looking at her swimming pool filled with murky water. "Some birthday present, huh?"

Dry dock soaked

Bahia Mar Marina on Cypress Street was severely damaged during Hurricane Ivan. The roof of the dry dock located in the Bayou Chico Channel caved in and at least dozens of boats were toppled over each other. The marina's capacity is 270 boats.

'This one's no saint'

Richard Young, 45, and his wife, Suzanne, attempted to make it to Pensacola Beach mid-morning Thursday to see whether their new house, Villa Sabana, had survived. However, the couple was not allowed to drive beyond Gulf Breeze. And even if they had, they couldn't have made it to Villa Sabana because a 20-foot portion leading up to the southbound lanes of the Bob Sikes Bridge had collapsed.

Suzanne Young tapped her fingertips around her mouth and simply stared toward the former island. Richard Young moved back to Pensacola after experiencing Hurricane Andrew's fury in 1992. Now, he's going through the same destruction all over again.

"We call Hurricane Andrew St. Andrew because it helped me get back home," he said. "This one's no saint."

'I feel so blessed'

When Debbie Watts returned to her home in the gated Chantrelle subdivision off Bayshore Drive in Warrington, she was just thankful that she evacuated the waterfront neighborhood.

"The water surge blew the gazebo near the water to the front of the neighborhood. The water broke through my neighbors' double doors that they even repaved together," said Watts, 49.

Watts' 4-month-old home is built to meet hurricane code.

"I feel so blessed. We had very little damage," she said as she petted her small dog Princess. "But my neighbors didn't fare so well."

The water violently surged through at least two waterfront houses and pushed contents out in the street. Most of the houses' waterfront sides were gone, exposing bedrooms and living rooms.

On the streets of Chantrelle, a security alarm blared. The beach sand made its way to mansions and trees, and debris blocked vehicles from entering.

The smell of gas from a leak alone permeated the air Thursday afternoon.

Among items on the street were large exercise equipment, furniture and a toilet.

Compiled by Nicole Loefer, Steve Mead and Amber Galtman

"There is nothing in our experience that even compares to this."

— Santa Rosa Island Authority General Manager Monte Blews



Gary McCracken/PensacolaNewsJournal.com

Hurricane Ivan pitched boats on land, including this sailboat that has tied to a structure at the foot of the Bayou Chico bridge.

Bridges, homes take brunt

FROM A

A truck was dangling over the damaged bridge, but there have been no confirmed reports on the driver's condition.

■ The fate of Perdido Key, which was closer to the hurricane's eye near Gulf Shores, is unclear. Officials believe many of the homes there were destroyed.

■ Hundreds of homes were destroyed in both counties. Thousands more were damaged. Officials say there is not a building on Pensacola Beach that wasn't destroyed or damaged. Other than the beach areas, officials say the area hit hardest by Ivan is the southwest part of the county leading to Perdido Key where at least three of the deaths occurred.

■ Flooding is extensive. South Florida Street between Garden Street and the south end of the bridge was destroyed to attract residents to downtown Pensacola.

■ Thousands of streets in the two-county area are impassable because of fallen trees and power lines. County and city officials expect to be cleaning up the debris for weeks.

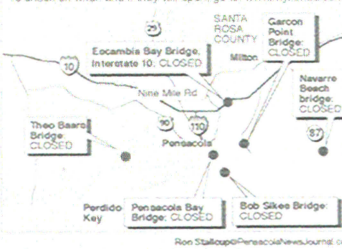
■ Gulf Power Co. reports that 354,242 of its 405,000 customers are without electricity, including 147,200 in Escambia County and just more than 60,000 in Santa Rosa County. It will be days, even weeks, before power is restored.

■ "It's catastrophic," said utility spokesman John Hutchinson. "The electric system that has taken an 80-year-old system has been destroyed in eight hours last night."

■ Only a handful of Escambia County's wells are operating, leaving tens of thousands of people without running water.

Bridge watch

Here is the status of area bridges as of 6 p.m. Thursday. To check on when and if they will open, go to: www.myflorida.com



Ron Stallcup/PensacolaNewsJournal.com

Escambia County Utilities Authority spokesman David Cavellon said water officials have no idea when running water may be restored, but said that a worst-case scenario could leave people without it for six to eight weeks.

■ ECUA customers who have water were warned to boil it to ensure its safety.

■ Much of Escambia County is without phone service — cellular or land line. Most cell phone users have no way to recharge their cellphones.

■ Schools are closed until further notice in Escambia County, and there is no word on when Santa Rosa County schools will return.

■ "It may take weeks or the school may be ready in a few days," said Paul Braken, assistant superintendent for curriculum. "We just want to know until we see a complete damage assessment."

■ On Thursday, about 20 percent of the Escambia County schools were approved by officials.

■ "Just about every school has damage," Peto said.

■ Much of Northwest Florida's infrastructure has been destroyed or severely damaged. The Navarre Causeway, has been washed out. Both the Pensacola Bay and Gator Point bridges will remain closed until inspected by the Florida Department of Transportation. Once the Pensacola Bay Bridge does open, getting onto it will be tough because a portion of Highway 90 is washed away.

■ The railroad track that lanes Santa Rosa Highway into downtown Pensacola has been destroyed in some parts and is nothing but a twisting roller coaster of bending steel in others.

■ All four hospitals — Baptist, Sacred Heart, West Florida and Pensacola Naval Hospital — reported major damage. No patients were reported injured.

■ Pensacola Regional Airport remains closed to civilian air traffic, though emergency aid is landing at the airport, which suffered some damage to terminal.

■ Parts of lawlessness hit Pensacola as the looting immediately following Ivan's blustery departure, with people looting convenience stores, gas stations and other blown-out businesses, many in the downtown area.

■ "Mostly businesses are getting looted," said Officer Harry Barnabough of the Pensacola Police Department. "A lot of gas stations and convenience stores. Someone went in and pulled a couple of safe jobs. It could have been during the hurricane."

■ State National Guard troops who arrived early were dispatched to look for looters. They found none, according to Lt. Chris Buckley, who saw furniture being hauled away from a homeowner's house.

■ "They were helping themselves," he said.

■ Escambia residents under a 24-hour curfew and armed Florida National Guard soldiers guarded some highways in the dark of Thursday night amid war riles.

■ On Thursday, as the gravity of the situation began to sink in, everything in the Pensacola Bay area seemed surreal.

■ How else to explain little whitecaps waving blowing up 17th Avenue under the trestle? A washing machine also floated up the impassable river.

■ On the trestle itself, the latest graffiti pleaded "Ivan Have Mercy."

■ Ivan didn't listen.

Alabama shares border, Ivan's wrath with Florida

Associated Press

GULF SHORES, Ala. — Hurricane Ivan swamped Alabama's coast, its surf pounding beachfront resorts for hours, sending some island homes into the Gulf of Mexico and causing at least one death.

The storm moved to the northern edge of the state Thursday night, and split a tree that crushed a 26-year-old volunteer firefighter in his truck about 8 p.m. in Anderson. Police Chief B.J. Tully told the Florence TimesDaily. The man's name was withheld pending family notification.

Earlier in the day, the hurricane's 100 mph winds screamed like a jet engine on takeoff along the coastline. Ivan hammered beachfront homes for hours, leaving condominium towers standing in a lake of floodwaters, at least one 5-story building crumbling in sand.

President Bush plans to visit Alabama and Florida to survey the damage on Sunday, the White House confirmed Thursday.

An initial damage assessment in Gulf Shores found gutted shops, buckled concrete parking lots, beachfront roads deep in sand and major damage to a state fishing pier. A new pier was out through Pleasure Island, Alabama's prime coastal vacation spot, and scores of homes suffered major damage.

Most of the storm's deaths occurred in Florida. Still, many Alabamians said they would never forget the nightmare of Ivan's assault in the dark. "It was hell," said Tony Elberfeld, who rode out the storm at a motel 10 miles from the beach. "It beat and it banged. We were crying and singing Jesus Loves Me just to stop the noise. I thought we were gone."

With a terrifying crash just ahead of the storm's eye, part of the roof blew



Kichiro Sato/Associated Press

The Crystal Beach condominium in Orange Beach, Ala., was destroyed off the motel where Elberfeld and dozens more sought refuge.

"The rain was going sideways. You could hear metal bending," said Del Hardwick, who also stayed at the motel in Baldwin County, where virtually all power was out.

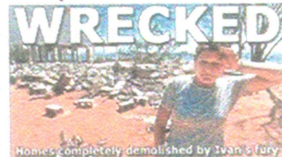
Severe damage was reported throughout Orange Beach. Virtually every building there suffered roof or siding damage.

- More bodies may be under I-10 bridge
 - Half the homes destroyed on Pensacola Beach
 - Nearly all major bridges still closed
- Complete coverage below

PENSACOLA News Journal

SATURDAY, SEPTEMBER 18, 2004

Live updates on Ivan's aftermath

Homes completely demolished by Ivan's fury
www.PensacolaNewsJournal.com

'Devastating'



Gary McCracken/PensacolaNewsJournal.com

Homes in Perdido Key took a major hit, as did Grande Lagoon and Pensacola Beach. Nearly all the homes on Perdido Key were damaged, and at least half on the beach were as well.

16 PAGES INSIDE

WHAT YOU NEED TO KNOW: When you can expect mail, cable service and more. 2-4A

PENSACOLA BEACH: Old versus new tells story of property damage. 3A

SANTA ROSA COUNTY: Scarcity of food worries many in county, but a few in Gulf Shores ready to have a party. 6A

GOVERNOR'S VISIT: Bush surveys damage. 7A

NIGHT OF TERROR IN GRANDE LAGOON: Survivor tells of riding out storm in waterfront neighborhood. 8A

PERDIDO KEY: Search on for missing in area. 9A

YOUR NEIGHBORS: Families ride out storm. 10A

SKY VIEW: Aerial images of damage. 12A

WATER EVERYWHERE, BUT NOT A DROP TO DRINK (OR FLUSH): Worst case scenarios are not pretty for running water and Gulf Power has hands full to light area. 13A

BRIDGE WORK: Spots will be back soon. 14A

EDITORIAL: Patience is needed. 4B

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More bodies could be in bay from bridge collapse



Katie King/PensacolaNewsJournal.com

Most of the corner condominium in South Harbor was blown away, while parts of Gulfwater Beach were in ruins.

Troy Muen
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The sun came up Friday. Hard to believe, but it did. But we woke to the sound of roaring chain saws cutting off the edge of morning traffic.

Have no doubt: The Pensacola Bay News is struggling to do best in the aftermath of Hurricane Ivan, which devastated much of the business Gulf Coast region during Thursday's early-morning raid.

Some businesses, such as Jerry's Diner in East Pensacola Heights, managed to open to offer storm-battered survivors a hot meal. Emergency crews gave away ice to businesses at Pensacola Junior College. Road crews worked to clear major highways while neighbors banded together to clear roadways where they lay.

Still, the damage to Escambia and Santa Rosa counties is overwhelming. The confirmed death toll rose from eight to nine, and law enforcement and emergency personnel believe more are dead.

"We have names and room numbers of people who said they were riding out the storm on Pensacola Beach, and we haven't found them," said Larry Smith, chief Escambia sheriff's deputy.

Smith also said rescuers believe other vehicles were ahead of a tractor-trailer that was found dumping in the Escambia Bay Bridge after a portion collapsed during the storm. Drivers found the body of the driver late Friday.

"We're putting our fingers down again (Saturday) to do a coordinated search for other possible victims," Smith said. "We have reason to believe there are other vehicles in the water." Thousands of people are also without homes. Businesses are



News Journal archive photo

The body of the driver of this truck was recovered Friday out of Escambia Bay. Officials believe there were more vehicles on the bridge when it collapsed and that more bodies will be found in the bay.

named Workers are literally unemployed overnight. Our children can't return to school for weeks. Around southern panthers our stories. "This is heart-rending," said Gov. Jeb Bush, after visiting more than 1,000 storm refugees Friday morning at the Pensacola Civic Center "How sad."

The governor's brother, President Bush, will visit the region on Sunday. His itinerary had not been firm up Friday night.

What we learned Friday: ■ Pensacola Beach and Perdido Key are a wreck.

"I didn't see a house on Perdido Key or a house on Pensacola Beach that didn't suffer significant damage," said Escambia County Administrator George Tourant.

Nearly half of the homes on Pensacola Beach are destroyed. The ones still standing have been severely damaged by wind, water and sand. Newer homes built after 1995 fared better, such as

the Perdido condominium, witnesses said. Destroyed in minutes, and parts of the island have been breached by water. The dunes, which benefited from a recent \$10 million restoration project, in danger of being lost. At least two cars are floating in Santa Rosa Sound.

On Perdido Key, decks are snapped off many buildings and windows are missing from roofs. Almost all of the 625,000 residents were without electricity on Friday. 117,000 of the outages are in Escambia County, 66,270 in Santa Rosa County.

More than half of Gulf Power's 1,579 miles of transmission lines

See MOST OF AREA, 4A

TIME SENT - 00:00

Hurricane Ivan: Water/Sanitation/Power

Gulf Power heads down 1,579 miles of bad road

Amber Holman
@PensacolaNewsJournal.com

Thursday was a bad day for Gulf Power and its customers. Friday, company officials say, could turn out to be at least slightly better.

With 60 percent of Gulf Power's 405,000 customers out of service Friday morning, hundreds of employees headed out "to the road of dawn" to begin assessing the catastrophic line damage left by Hurricane Ivan.

More than half of Gulf Power's 1,579 miles of transmission lines were damaged or destroyed in the storm, and the company's primary generating facility, Plant Crist, east of Panama City, was knocked completely offline.

Spokesman John Hutchinson said crews were close to getting

Plant Crist, the company's primary generating facility, up and running. Officials hoped to have Crist online by nightfall Friday.

"Once Crist gets hot, it will be much easier to get other folks back to service as well," he said. Crews are also working to restore power to Pensacola's other major hospitals and local sewage plants.

Sacred Heart Hospital, for example, reported having power Friday.

"We're trying to take care of the most fundamental needs first," Hutchinson said. "I know a lot of people, myself included, are hot and uncomfortable because they have no power. I know a lot of people are upset because they can't eat fast food like they're used to or watch their favorite

TV shows. But this has been an absolute catastrophe for us, and getting things back to normal is going to take time."

— John Hutchinson, Gulf Power spokesman

Beyond essential services, Hutchinson said Gulf Power will also work to restore power at large gathering places such as the University of West Florida and Cordova Mall.

"There is a possibility — although, again, it's very iffy — that if your home or business is located near one of these major facilities, you may also get power," Hutchinson said. "But again, we can't promise anything." It is still expected to be up to three weeks before power is fully restored. Six-hundred tree-trimming

crews began canvassing the area today, removing fallen trees from power lines and power poles, and clearing lines that were blocking streets.

Gulf Power trucks also were continuing with damage assessments in the area's hardest-hit neighborhoods.

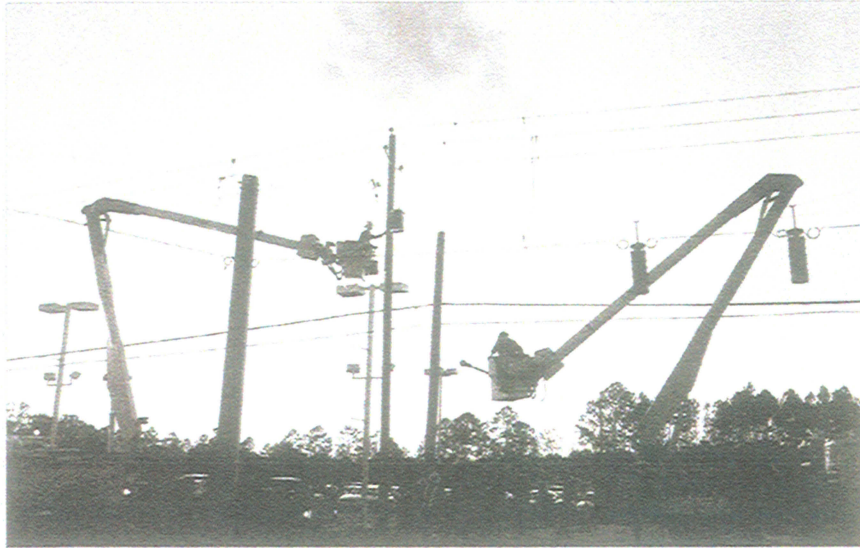
Although officials had hoped to get a firm handle on damage assessments Thursday, Ivan's lingering effects impeded Gulf Power's work.

"We had four helicopters that we had hoped to use yesterday to get an aerial view of our substations and major lines, but it stayed too windy all day," Hutchinson said Friday. "By the time the wind died down, it was too dark to fly. But we got them up in the air first thing this morning."

The severity of Ivan's impact also kept many Gulf Power employees — particularly those who live in Santa Rosa County — from even getting to work.

"We had the same trouble everyone else had getting out people in from places like Dauphin Island and Gulf Breeze," Hutchinson said. "And with the phone situation, we had trouble figuring out who was where."

But by late today, Hutchinson said Gulf Power expects to have taken the first important steps in getting the lights back on in Escambia and Santa Rosa counties. "We're doing all we can, as fast as we can," he said. "But it's going to be a baby step."



As darkness settles in, linemen work on repairing power lines in Milton. Ivan has left 90 percent of Gulf Power's 405,000 customers without power.

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Hurricane Ivan's wrath pushed this car from a garage and tossed it into the mud in front of the Grand Baroque Condominiums along Scenic Highway just north of Interstate 10.

Sam Upshaw Jr./PensacolaNewsJournal.com



Long convoys of power, rescue, tree removal and military trucks snaked their way down Highway 90 on Friday through Milton and Pace on the way to Pensacola.

S.K. Venner@PensacolaNewsJournal.com

Water system in the toilet, but repair up and running

From staff reports

Tens of thousands of people across the Pensacola Bay Area are without running water.

Water officials said that a water case scenario could leave people without it for six to eight weeks.

Craig Fugate, director of the Florida Division of Emergency Management, said Friday during a visit to Pensacola that he could bring teams from around the state to help repair water and sewer lines, but it could be "several weeks" before the water system is fully restored.

"We're going to need more than bottled water," Fugate said, adding the water-delivery effort must

not just be at central points but be brought down to the neighborhood level.

State Sen. Durrell Peadar, R-Crestview, said hospitals are still trying to establish potable water supplies.

"Some hospitals may elect to de-populate and only run emergency-room operations," Fugate said. Friday's good news Bayou Marine sewer plant is operating. But the bad news: Ivanacola's Main Street Wastewater Plant needs a large generator.

The Health Department reminds everyone that Escambia County remains under a boil water notice. Before drinking water, residents



A toilet lies on the Santa Rosa Sound side of Pensacola Beach Friday along with debris left by Hurricane Ivan.

Ben Twiggley
@PensacolaNewsJournal.com

should boil it for one minute or residents can add eight drops (18 teaspoons) of plain, unscented household bleach per gallon of

water and let stand for 30 minutes. If water is still cloudy after 30 minutes, residents are urged to repeat the process.

Santa Rosa County Health Department officials also are asking all residents to boil water as a precaution. The Health Department also is encouraging residents who have water service to conserve it to reduce stress on sewer and septic systems.

Gulf Breeze officials said that although the city can receive water from these suppliers, none are capable of supplying the necessary 2 million gallons of water per day to keep the system fully pressurized and working for residents.

News Journal staff writer Brett Norman contributed to this report.

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- Power slowly comes back across the area
- Relief locations packed with those in need
- Loved ones scramble to find missing relatives

Complete coverage below

PENSACOLA News Journal

SUNDAY, SEPTEMBER 19, 2004

Live updates on Ivan's aftermath



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We need help



Kamela Cawthon/PensacolaNewsJournal.com

Mackey Cove resident Gale Licata stands amid the rubble Saturday morning in the wake of Hurricane Ivan. The two cars belong to her neighbor across the street.

15 PAGES INSIDE

BURNING MIDNIGHT OIL: Gulf Power crews are pulling double duty to restore electricity. **2A**

STORMY PAST: Points of hurricane destruction were random. **6A**

IN THE NEIGHBORHOOD: Views of Floridians, Nevadans and others. **7A**

TAKE A NUMBER: Lines form for gas and water. **8A**

MISSING PERSONS: Search complicated. **9A**

IVAN GROUNDS NAKED: Damage at Naval Air Station almost catastrophic. **10A**

NORMAL LIFE: Jerry's Diner opens for hungry masses. **2B**

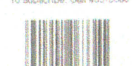
WHAT YOU NEED TO KNOW: Find out latest on power, supply, water, mail, cable service, school and more. **3-4B**

HOPE SINK FOR SOME: Boaters did what they could to protect their craft, but Hurricane Ivan had its way with marlin and dry docks. **1B**

WAVE WITH SPREADS: Remnants of Hurricane Ivan caused massive flooding in the Carolinas. Alabama continues to struggle. **5-7B**

EDITORIAL: Recovery will take time. **7C**

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Water, power, food and fuel in demand

Carl Wernicke
@PensacolaNewsJournal

The toll from Hurricane Ivan: more than 12 people dead and at least 37 missing Saturday across the Pensacola Bay Area.

But electricity, water, sewer and phone services are being restored, and many roads are open to traffic.

All area emergency districts have been activated, and all area emergency districts are expected to be open today.

The Southwest Gas Corp. is supplying water to emergency trucks.

and law enforcement officers are being "flexible" with the curfew to get the trucks in and to accommodate people out at night searching for food or other necessities.

One person is confirmed dead in Santa Rosa County.

See DEATH, 4A

President visits today

President Bush is expected to land in Air Force One between 9 a.m. and 10 a.m. today at the Pensacola Naval Air Station, a White House spokesman said Saturday. Bush will take a ground tour to view hurricane Ivan damage in Pensacola.

The president then will take an aerial tour in Marine One, the presidential helicopter, to see damaged areas of Florida and Alabama. He'll also stop in Gulf Shores, Ala. for a ground tour before returning to the Naval Air Station for the flight back to Washington, D.C.

Plans are for Florida Gov. Jeb Bush and Alabama Gov. Bob Riley to accompany the president, who will spend four to five hours in the area, the spokesman said.

The president was here on Aug. 10 for a campaign rally at the Pensacola Civic Center.



Sam Upshaw Jr./Pensacola News Journal

Chris Muzzy, left, with his sister, Lacy Muzzy, 15, of Pensacola fill a container with gasoline at the Murphy USA gas station at Oregenton Road and North Ninth Avenue. They were buying gasoline to fuel for their generator at home.

Ivan's the storm that will try our souls

Troy Moun
@PensacolaNewsJournal.com

We sit on our porches, if we're lucky to have a porch, and watch the stars.

Specks of light wend down from millions of miles away, shining as much brighter in the total dark of night, unobscured by street lights and the canned illumination of modern civilization.

But look around. Sometimes it seems that civilization is farther away than the stars.

Hurricane Ivan killed some of our friends, some

of our family, some of our neighbors. Others are missing. That alone is enough for us to grieve. Let every outside structure tumble away before one person dies.

We all believe that. Civilized people say so.

But once we face the death, we turn to the living. Because it is in the living, the survivors, we find the true mettle of what civilization has built: not in brick, wood and steel.

Look closer. Look through the rubble and heartbreak, the devastation of Ivan, can you see people like Tony

DiCenso and Colin Hendrickson, who ventured out into the storm's tail at sunrise to search for survivors in the gut-punched Grande Lagoon subdivision off Gulf Beach Highway?

And then, when they did find someone, an elderly couple whose house had fallen to pieces around him and his wife, sweeping them into the surf. The man lived. DiCenso found the body of the woman with 150 yards away.

"Mama's gone," the man said. "You'll see people like Tim

Shay, who was shelter manager at the Pensacola Civic Center, where thousands sought refuge from Ivan. Sherry, a lost, disoriented, and torn into a million directions, he still managed to grab an old, old rescue truck after three days of the hell, and slowly, very slowly, walk her gently to a waiting bus. He couldn't have been more gentle if she were his own mother.

Look at the soldiers standing in the boat at intercoms to make sure we travel safely. Most, aren't even here, probably don't want to

be here. Yet here they are. If you're a worker working now, be it at Gulf Power, Escambia Emergency Management, the various law enforcement agencies or the area's damaged hospitals, look around at the folks taking care of you. Look at those beautiful folks in human resources who make sure that the people who take care of us have food in their bellies and water in fuel their engines.

If you're not working now, look at those who are and know that a few. They have families. They're worried

about. Home destroyed. Their lives are shattered. Too. Yet, again, there they are. And we're grateful to them. And hopefully just as patient.

Look at the father-and-son team of Bob and Jimmy Barnes, who spent four hours Friday patching a hole in the Gulf beach home of a neighbor. Never mind that their own home had a chunk of roof missing as well. They'd get to their own later.

Listen to people such as Duncan French, whose Washington, home near Pensacola

See STORM'S, 4A

Hurricane Ivan: Power/Bridge work

"Everybody has two goals — be safe and get the power back on."

— Susan Story, Gulf Power Co. CEO

Gulf Power creeping back to life

Larry Wheeler
Pensacola News Journal

The massive battery at Gulf Power Co.'s main generating plant north of Pensacola thundered back to life Saturday, sparking hope that electricity would flow to the region's homes and businesses sooner rather than later.

Power has been restored to an estimated 80,000 residential and commercial customers so far. The downtown sewage treatment plant is among the facilities with newly restored electricity.

That left approximately 250,000 customers to continue coping with the inconvenience and suffering brought by the worst power crisis in the region's history.

With the Crest plant working again, a series of optimism swept through line crews working across the region and especially in the crowded halls of Gulf Power's temporary storm center headquarters on Four Boulevard.

"This is a big day for us," said Susan Story, Gulf Power's vice president and chief executive officer. "Everybody has two goals — be safe and get the power back on."

Indeed, repair crews and other employees driving around town said they were happy by the response they've received as they go out to fix downed lines.

"Gulf Power mode" — one driver shouted as he passed by a line crew.

Damage to the transmission lines that carry the electric charge from the power plant to 152 substations throughout the region was not as bad as feared. By Saturday, electricity was flowing to dozens of substations.

Officials continued to caution residents and commercial customers that it could be as many as three weeks before the majority of power is restored.

It will be a much longer wait for Santa Rosa Island, which bore the brunt of Hurricane Ivan's winds and storm surge.

Underwater divers must first survey the submerged transmission lines under Santa Rosa Sound, said John Haldeman, a Gulf Power spokesman. The diversion could occur this week, he said.

Even when power is up on the beach, much building must be cleared by a county inspector before Gulf Power crews can attempt to turn the power on.

Meanwhile, Gulf Power's massive response to restore its electrical grid began to take shape Saturday.



Susan Story, Gulf Power president and CEO, left, visits Saturday with George Ladd, a Gulf Power worker, as he and others from Gulf Power Co. repaired power lines in Pensacola in the aftermath of Hurricane Ivan.

With more than 5,000 repairmen and tree cutters converging on Pensacola, Gulf Power and the Florida National Guard will erect a mammoth tent shelter at the Pensacola Interstate Fairgrounds, beginning Monday. Officials are looking for a second location, perhaps downtown, to house more repair and tree-clearing crews.

Already on Saturday, the fairgrounds parking lot was filled with activity. Service trucks, pickup trucks and other essential vehicles lined up early to refuel from the tankers Gulf Power had trucked in.

Story and her team of top managers spent the day photographing a colossal parade of personnel and equipment pouring in.

In a small room on the building's fourth floor, Bill Dyerley, a 30-year Gulf Power veteran, kept track of all the incoming contractors and power crews with red markers and big sheets of paper mounted on an easel.

"This changes every hour," Dyerley said as he leafed through the growing list of help coming from as far away as Illinois. Some

will be used in the coming weeks. Many, a senior buyer for Gulf Power said he never imagined he would be running a multimillion-dollar procedural department from a makeshift desk while the world around him tried to recover from a devastating hurricane.

"Not in a million years," May said. "But I'm very impressed with the way our organization has responded."

Not far away, Patty Baker, whose colleagues now call "storm duty queen," thumbed through a thick computer spreadsheet that showed the work assignment of every one of the 1,400 Gulf Power employees and 5,000 visiting contractors.

"After the storm, we verified they were all OK and safe, and then we made sure they were out on their storm assignments," Baker said.

Baker's team of workers also coordinated the efforts of the company's family services unit, a group of volunteers from sister power companies such as Georgia Power who are shoring up the damaged homes of Gulf Power employees who are putting in up to 16-hour work days. Eighteen Gulf Power employees lost everything in the storm with another 100 experiencing significant damage to their homes.

"It surprises me to work with three kinds of people," said Story, who was out with line crews in her hard hat and steel-toe boots as Ivan approached and again as the storm receded. "They are phenomenal."

In the quiet basement of the Gulf Power building, Bill Bush, supervisor of electric operations, moved his fingers along a wall map, retracing the story of the damaged houses after Hurricane Ivan crashed a cooling tower at the Crest plant and forced it off line.

Diesel generators kicked in to keep the plant in survival mode. One of the most critical concerns was to keep the huge steam-driven diesel turbines running. If they stopped, their massive weight would cause them to warp, Bush said.

The only way to get power back to the plant was by paying it in from Alabama, but the main transmission line was damaged. A work crew was sent out to find and fix the problem, which turned out to be a line down at a swampy area west of U.S. 29 just south of Mobile, Bush said.

"Once we got that fixed, we started to build from that," Bush said.



Tony Giberson/Pensacola News Journal

The Interstate 10 Bridge over Escambia Bay lies in ruins after Hurricane Ivan devastated the Florida Panhandle on Thursday.



Gary McCracken
@PensacolaNewsJournal.com



Sam Upshaw Jr./Pensacola News Journal

ABOVE: Brandon Hicks of Troop E 153rd GAV in the National Guard directs traffic onto the U.S. 90 bridge. The eastbound lanes were shut down, and two-way traffic was directed into the westbound lanes.

LEFT: Pensacola Bay Bridge sustained damage during Ivan, and little remains of the fishing pier that ran alongside it.

Deadlines set: Bridge contractors get to work

Stretches of Interstate 10, U.S. 90 and U.S. 98 on the mend

Paul Flumming
and Aaron Deslatta
Pensacola News Journal

First aid is in the way for Escambia County's beleaguered bridges.

Quick fixes for three bridges are promised by the Florida Department of Transportation with contracts announced Saturday. Work begins immediately.

Here's what the state is shooting for:

■ Gilbert Southern Corp. and Massman Construction were awarded a \$20.5 million contract to make the two westbound lanes of the Interstate 10 bridge over Escambia Bay possible by

Oct. 11. If they beat the 24-day clock, there's \$250,000 in it for every day they shave off, as much as \$0.5 million. There is an equal penalty for each day past the deadline. Timmie Spigaglia, spokesman for FDOT's District 3, said Saturday.

■ Gilbert Southern also was awarded a \$40,000 contract to get the northern approaches to the Pensacola Bay Bridge on U.S. 98 open by Tuesday.

■ Anderson Columbus was awarded a \$5,220,000 contract for

work on the U.S. 90 Escambia River Bridge. The contract calls for road and bridge approaches to be restored to four lanes of traffic by Wednesday.

Transportation Secretary Jose Alvarado said the two companies working on the I-10 bridge presented the quickest plans for getting the central corridor reopened.

But Alvarado cautioned the plans are not a permanent fix for the bridges. The bridges have suffered more structural damage at its base than initially thought,

Alvarado said, and saltwater infiltration could further weaken it. Ultimately, the bridges will have to be replaced at a cost of hundreds of millions of dollars.

"It is a repair that is able to last two or three years, but it is not the ultimate solution for I-10," Alvarado, who is losing federal dollars can be tapped for the future rebuilding. "It does not replace it."

Treasurer Tom Gallagher said he hopes accumulated damage from three hurricanes will mean more federal money for rebuilding the bridge.

Now the state is getting 75 percent federal reimbursement for public costs from hurricane damage, with the state picking up 25 percent. "This could kick us up to a 95/10 basis," Gallagher said.

The first phase of reconstruction involves moving washed-out debris from the eastbound I-10 bridge to piers on the westbound bridge, which also sustained damage.

The second phase calls for spacing out the existing spans of the eastbound bridge and patching

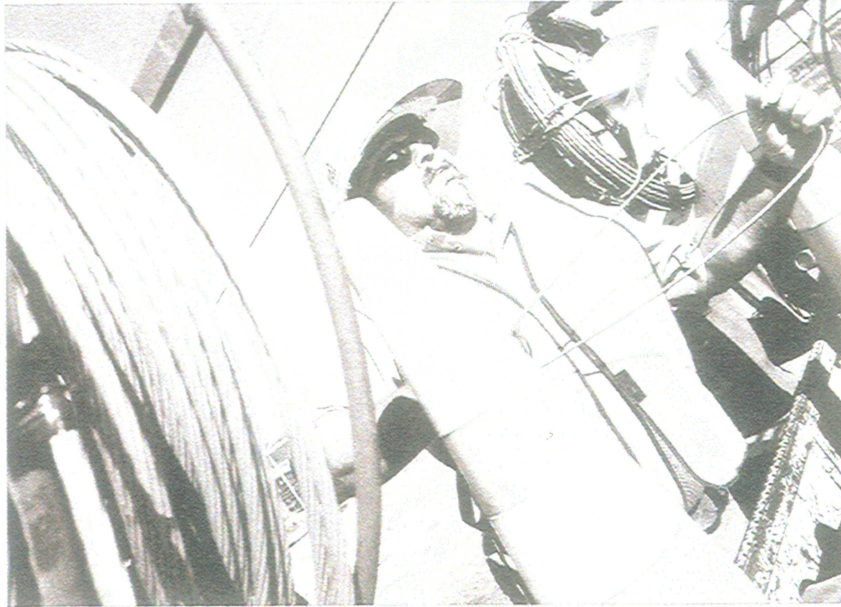
them together with auxiliary-style prefabricated bridge sections. Those repairs are contracted to take 60 days.

Both Brothers Construction Co. Inc. and Granite Construction submitted a joint bid for the I-10 bridge project.

Getting the bridge open is vital for Northwest Florida residents, but also for the state.

"It's the prime corridor," said state Rep. Dave Murphree, R-Pensacola, at the Escambia County Emergency Operations Center Saturday. "Truckers stop, buy 500 gallons of diesel fuel. You know, that's state revenue. If the money is routed out of the state,

Hurricane Ivan: Gulf Power



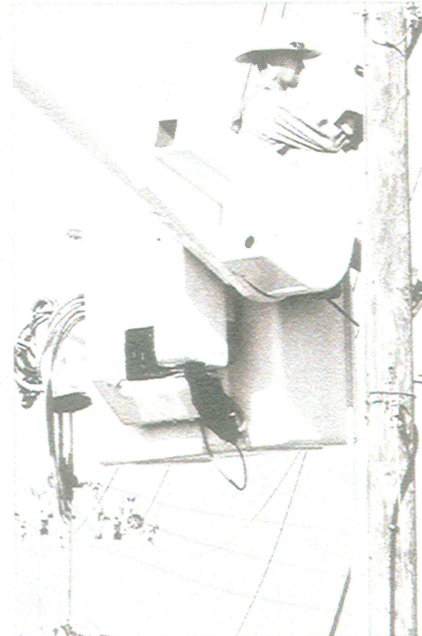
Photos by Sanford Myers/Pensacola News Journal



TOP: Tim Byrd, a Gulf Power lineman, prepares equipment Saturday to fix a power pole as Gulf Power begins the enormous job of repairing Pensacola's power system in the aftermath of Hurricane Ivan in Pensacola.

ABOVE: Gulf Power employees gather around a map to plan their strategy for the day. Company officials are standing by their original estimate that it might be up to three weeks, or possibly even four, before service is restored to all Gulf Power customers.

RIGHT: Rodney Brown, a Gulf Power apprentice lineman, works on a power pole Saturday in Pensacola.



Crews working long shifts to restore power

80,000 customers have had electricity restored since Friday

Amber Bolman
amb@pensacola.com

Bill Sadler hustled out to the Gulf Power Co. bucket truck the moment he saw it pulling away from a power pole outside his home at Elyson Field Industrial Park.

"Black it looking like" Sadler asked someone. This Byrd, a 31-year veteran utility worker.

The area Sadler lived in was the same area other Escambia County residents have been getting from Gulf Power and other local electricity providers.

"We're working on it," Byrd told Sadler, the owner of Almerian Cold Storage.

Power crews from across the Southeast and beyond rolled into Escambia and Santa Rosa counties Saturday to join local Gulf Power employees in repairing the damage inflicted by Hurricane Ivan.

Utility workers began their

day with a 6 a.m. meeting at Gulf Power's Pine Forest Road office before fanning out across the area to make repairs to substations that were knocked out by the storm.

"They've been working shifts from 6 a.m. to 6 p.m. every day," said Richard Adams, a company spokesman.

Plant Crest, the company's primary generating facility east of Gonzalez, was brought back online Saturday morning.

Company officials said that would speed restoration efforts to homes and businesses.

"Getting the lights back on, that's the name of the game," Byrd said. "Once Crest and our sub get hot, that will be easier."

On Saturday, crews repaired 10 substations and 150 miles of transmission lines, leaving

21 substations and 384 miles of transmission lines still out of commission.

About 80,000 customers have had their power restored since crews began making repairs Friday.

Immediately after the storm, more than 90 percent of Gulf Power's 405,000 customers were without power. Outages stretched east to Jackson and Bay counties.

Byrd, who returned last Sunday from emergency relief assistance in South Florida, said the destruction caused by Ivan is

unprecedented in his experience. "I've been on a lot of hurricane trips over the years, and this is not like anything I've seen before," Byrd said.

"Normally we'll have outages in certain spots, but I've never seen this kind of damage across such a big area."

On Saturday, Byrd and apprentice Rodney Brown were tasked with clearing feeder lines that link businesses in Elyson Park to the substation.

Sometimes that was as simple as cutting away branches. In other cases, the necessary repairs

will take more time. Power poles will have to be reinstalled and transformers replaced.

"Again, we want people to know that even though they might not see us in their neighborhoods for a couple more days, work is being done," Adams said.

Company officials are standing by their original estimate that it might be up to three weeks, or possibly even four, before service is restored to all Gulf Power customers.

In areas where line damage is less severe, the turnaround should be quicker.

At the Elyson Field substation, Byrd expressed optimism about getting main power service repaired.

It was welcome news to Sadler, whose employees were trying to keep 60 loads of seafood

cold as they also dealt with major structural damage to the building's roof and loading docks.

"The building is holding its temperature pretty well," said Sadler, who is located in Hattiesburg, Miss., and still has no idea about the fate of his home on Pensacola Beach.

"But I don't know how long that will last if we don't get some power. I called about a generator, and all they could do was put me on a waiting list."

Adams said the costs associated with Hurricane Ivan — although still unknown — likely will drain the "storm account" Gulf Power had been building for such natural disaster responses.

"We depleted the account with Erin and Opal in '95 and had some building it back up since then," Adams said. "This will probably drain it again."

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- President Bush visits storm-ravaged sites
- Thousands of residents regain electricity
- Some beach homeowners allowed to see damage

Complete coverage below

PENSACOLA News Journal

MONDAY, SEPTEMBER 20, 2004

Live updates on Ivan's aftermath

DEMOLISHED

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Coming back



Ben Twining@PensacolaNewsJournal.com

Teresa Wieman rummages through her belongings Sunday in the yard of her home in Grande Lagoon after seeing the house for the first time after Hurricane Ivan.

10 PAGES INSIDE

ROADBLOCK TO POWER

Power companies have tough time negotiating roads to restore electricity. **2A**

PRESIDENT SURVEYS IVAN DESTRUCTION

President Bush traveled to the Pensacola Bay Area and South Alabama to see hurricane damage. **3A**

WATER FRONT

Families confront grim reality: Pensacola Beach sand spread beyond borders. **5A**

NAVY RE: Residents plan to rebuild

Relief efforts: Water flowing, ice supply growing, but gas is scarce. **7A**

DAMAGED SCHOOLS

Schools in Santa Rosa and Escambia counties sustain damage — some major — from Hurricane Ivan. **8A**

HOSPITALS IN RECOVERY

Area hospitals are on the mend after Ivan put some facilities in emergency operations. **8A**

WHAT YOU NEED TO KNOW

Find out latest on roads, power supply, water, mail, cable service, schools and more. **9A**

DESTRUCTION

Ivan puts favorite congregation store out of business. **10A**

TRIGGER HAPPY

Trigger, the surviving puppy, survives Ivan. **10A**

EDITORIAL

Help and hope will put us through. **4B**
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Bright spots savored in bleak situation

Larry Wheeler
Pensacola News Journal

The first Sunday sunrise after Hurricane Ivan broke clear and real, a grateful pause before tens of thousands of Pensacola area residents resumed their recuperating, anxious for life's power, no water and, in some cases, no buses.

A grim-faced President Bush flew to see the damage outside the injured and because federal aid. He landed at historic Pensacola Naval Air Station before taking a helicopter tour of Escambia County and Orange Beach, Ala., and brief weather walks through the Southwest neighborhood on Big Lagoon and a small portion of remaining Perdido Key beachfront.

"I want to tell the citizens of this part of the world that we're praying for you," Bush said after tweeting with Orange Beach fire and rescue

personnel. "We'll get help out here as quickly as we can and that we ask God's blessing on you and your family."

Ivan's human toll in Escambia County remained at night Sunday with at least seven people still missing, according to the Escambia County Sheriff's Office. Five people unaccounted for were located on Sunday, said Sheriff's Capt. Joel Montemayor. Pastors throughout the region drew their congregations close for services and sermons. But elsewhere, it didn't feel much like a Sunday.

The key developments:
■ Gulf power turned on the electricity to another 14,000 customers.
■ Public health measures began to remove air area emergency roads and roads.

See MORE GAS, 4A



President George W. Bush surveys the damage Sunday at Orange Beach, Ala., on the border of Florida. Bush was touring areas particularly hard-hit by Ivan.

Feds' visit

Homeland Security Secretary Tom Ridge will arrive at Pensacola Regional Airport at 9:45 a.m. today. He will take a helicopter tour of the area, accompanied by U.S. Rep. Jeff Miller, R-Chumuckla, and Federal Emergency Management Agency Director Mike Brown. At 11 a.m., Ridge will visit the disaster medical assistance teams set up at West Florida Hospital. At 12:30 p.m., Ridge will be at the Escambia Emergency Operations Center and then meet with members of the press along with Florida Gov. Jeb Bush.

Spirit of churches extends beyond damaged walls

Doug Haller
Pensacola News Journal

Emergency trucks motored past, police sirens screamed and power tools roared.

In the parking lot of Grace Assembly of God, it was hard to hear much of anything, as Randy Stancu raised his voice above the racket and called out to his congregation.

"Just be thankful that the Lord brought us through," he roared, standing outside the damaged church in front of 15 metal chairs he had set up hours earlier.

The church off West Fairfield Drive in West

Pensacola usually has 60 members in its pews. On Sunday, three days after Hurricane Ivan ripped through Northwest Florida, the parking-lot service included a man wearing a hospital stethoscope, a young man in house slippers, another man in jeans, and the pastor's son, David, 11, who made sure the church's glass doors stayed open so everyone could hear his mother play the piano just inside the door.

Steele, 40, understood the situation. They were out fetching water and ice, planning their next meals,

cleaning up their lives. He just wanted to do his part by providing a place of worship in case someone needed spiritual guidance, in case anyone needed a friend.

All across the Pensacola Bay Area, people were doing the same, reaching out to others, helping in every way possible. The assistance overwhelmed the importance seen at distribution sites, the frustration, exasperation, over power lines, and provided hope that one day, hopefully sooner rather than later, everything will return to normal.

"Everybody's helping ev-

erybody," said Adrian Moore, 64, about 10 miles away on Gulf Beach Highway, one of the areas hardest hit when the storm roared in off the Gulf of Mexico early Thursday. "Because that's what people do during times like this. We survive."

Indeed, over the weekend, Moore's neighbor, Anna Trobeck, 25, received a pleasant surprise. She was working outside when a truck pulled up. It wasn't a service vehicle or anyone from the Red Cross or Salvation Army.

Instead, it was a man who had dozens of Styrofoam containers filled with ham-

burger steak, gravy, mixed vegetables and waffles.

The man handed two of the containers to Trobeck and continued down the highway, past the destruction, past a convenience store sign that read "Help Your Neighbor, We Will Persevere."

Across town, Benita Wagner grilled meats, then invited everyone in East Hill, as well as those working on power lines, over for lunch.

Sunday, Robert Smith walked outside his trailer

Katrina Cawthon
Pensacola News Journal
Cal-Harford worship at Grace Assembly of God.

See CHURCHES, 4A

Hurricane Ivan: Recovery



A linerman takes a picture of President Bush's transport and the helicopters in his group as they toured the destruction in downtown Pensacola.

Gary McCracken/PensacolaNewsJournal.com

Power crews face congestion, logistic woes in recovery efforts

Larry Wheeler
Pensacola News Journal

Power trucks carrying precious gasoline for tree trimmers and power crews are getting stuck in traffic east of Santa Rosa County, turning a two-hour journey into a six-hour ordeal.

Crews of bucket trucks find it increasingly difficult to maneuver because of not by downed trees but by long lines of cars, their drivers and passengers venturing out for supplies.

Scores of linemen and laborers who traversed hundreds of miles to work the effects of Pensacola have to plan to sleep or shower.

Four days after Hurricane Ivan brought Pensacola to its knees, the one company that can rally the community to its feet is confronting the difficulties of finding food, fuel and lodging for a temporary army of workers while maintaining steady progress toward restoring service to 255,000 customers still without power.

More than 20,000 employees in Escambia and Santa Rosa counties had power restored by Sunday night.

It is a Herculean task, but Gulf Power officials said Sunday they are confident they will succeed. "Everybody is looking to us," said Steve Story, Gulf Power president and chief executive officer, told a gathering of emergency managers Sunday morning. "We're their hope. This community has been devastated. We've got to do it quickly."

To assure customers of their efforts to get the lights back on, Gulf Power officials gave the Pensacola News Journal unprecedented access Saturday and Sunday to critical management meetings and personnel covering the historic at-



Various power, tree removal and work crews wrestle with traffic jams as they try to make their way to aid residents in the aftermath of Hurricane Ivan.

S.K. Vannucci/PensacolaNewsJournal.com

tempt to rebuild a 16-county power distribution system that stretches from devastated Florida Key in the west to Apalachicola River in the east.

More than a dozen managers reported Ivan's, work crews and power plant technicians made significant progress in stabilizing

the injured power system, restoring transmission lines, substations and the crucial feeder lines that distribute electrical charge to neighborhoods and power poles.

But it was the creation of a collection of mini-teams to house, feed and supply the visiting work crews in a region struggling to regain some

sense of normalcy that was proving most vexing.

"This town is not set up for an event like this," said Dusty Peltier, vice president of customer opera-

tions.

With so much of the region's hotel and lodging supply concentrated on the non-tourist-friendly beaches, Gulf

Power has been forced to compete with displaced residents and emergency relief workers for rooms at remaining hotels.

Saturday night, the company carved out rooms in the halls and offices of its Chase Street building for approximately 100 visiting repairmen. A fortunate few found their

way to real hotels, but many hotels were still without lights while some had running water.

Olive Baptist Church on Olive Road opened its gymnasium to the traveling workers, and Gulf Power personnel placed in cots in other local churches Sunday for visitors to sleep.

The first of many tents were to go up Sunday at the Interstate Fairgrounds, Curry Station and Anson Industrial Park in Santa Rosa County.

By Monday night, officials are expecting nearly 2,000 cots to be delivered to the growing tent cities. "We can't stand these cots up fast enough," said Charles Moore, one of the managers in charge of the logistics.

No many work crews are pouring into Escambia and Santa Rosa counties, power company officials ordered water to remain at later state 10 and elsewhere overnight Saturday because there was no where for them to sleep down in

Sunday, officials feared they may have to make a decision to start turning away crews because they can offer them no food or lodging.

Fuel for the hundreds of work trucks now in the area continues to be a problem. One tanker driver trying to reach Pensacola from Panama City found himself on a one-hour odyssey as he dodged closed bridges and detours.

At one point, he put his tanker in and just drove down the shoulder so that he could deliver his load to one of Gulf Power's remaining stations.

"Traffic is really slowing us down," said Story, who urged her managers to work assistance from local sheriff's offices, the highway patrol and the Florida National Guard.

Churches, individuals have chance to practice what they preach

The heavy traffic Sunday morning was found not for churches but for gas stations, where motorists hoped their prayers for fuel would be answered.

Saint churches were open, even if Hurricane Ivan de-terminated many congregants from services.

The Rev. Raymond Mullins already knew the topic of his sermon as he walked toward

Nativity of Our Lord Church to celebrate the 20th anniversary of the church's founding.

"It is just thinking the Lord we can't keep safety, and we need to be patient," he said, standing in front of the rectory and a tree that rested on his bedroom roof.

Parishioners had shared

away the church's debris-strewn parking lot near the University of West Florida, and Mullins was hoping people focus more on good deeds and less on their personal discomfort.

"There are a lot of people in the world who have never had any needs," he said.

Indeed, for every incident of anger or rudeness in Ivan's aftermath, he saw far more examples of people helping each other.

Neighbors and relatives are closer, and people are more likely to help strangers.

Nativity parishioners like Chris Comstock of Cantonment were practicing their beliefs by helping others. Comstock, for example, had delivered water

and fruit to crews working on downed power lines.

"The good deed deserves another," Comstock said, recalling kind gestures he received

from a man in the Air Force Reserve.

Churches as well as individuals were walking the talk.

Behind Olive Baptist Church in Perry Pass, cooks prepared food to feed hundreds of hun-

gry people at 11:30 a.m. and again at 5:30 p.m.

They had fed 6,500 people on Saturday, when people stood patiently in line for what often was their first hot meal since Ivan struck.

The cooks were part of a contingent from the Old Alabama Baptist Men, which has been

providing relief in disaster sites ever since an earthquake struck Alaska in 1974.

The crew included 27 people to provide the food — from

ham burgers to chicken dumplings to ravioli, depending on

the day. Eleven other members armed with chain saws were busy clearing people's yards.

Bob Nigh, a chaplain with the group, was amazed at the patience and gratitude of Pensacola's who waited up to 45 minutes in the food lines.

"They said, 'hey, we just appreciate that you're here,'" Nigh said.

Across town, Marcus Paul Baptist Church sustained plenty of damage, but spirits were high during the services,

especially as the Rev. Gordon Godfrey announced how much help was on the way.

A Central Florida church was bringing food and diapers,

while a Georgia church was sending crews who would be available today to help clear

people's property. By the end of the week, he expects seven tractor trailers of food to arrive from another church.

"This is just the first installment," the pastor said.

Like Mullins, Godfrey talked of the need for patience and the opportunity for people to help others in need.

"Let people see what it means to be a Christian," he said.



MARK O'BRIEN

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www.PensacolaNewsJournal.com

- Perdido Key residents get first look at damage
- Pensacola Bay Bridge opens at 8 a.m. today
- Gas lines long as stations reopen along the coast

Complete coverage below

PENSACOLA News Journal

TUESDAY, SEPTEMBER 21, 2004

Live updates on Ivan's aftermath



NEW Special Photo Report: The latest aerial photos of Ivan's aftermath

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Destruction fallout

Escambia and Santa Rosa counties' students will miss classes for weeks, with some schools sustaining catastrophic damage



Ben Tarragley/PensacolaNewsJournal.com

Raymond Christopher draws on some broken tiles outside his grandparent's devastated home in Grande Lagoon. Students in Escambia and Santa Rosa counties will be out for weeks because of damage to schools. One-in-four Escambia County schools sustained catastrophic damage.

10 PAGES INSIDE

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PERDIDO KEY: Residents get to see homes, most for the first time. 7A

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NO VACANCES: Most hotels are full. 11A

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Headaches, triumphs mark days after life-changing Ivan

Larry Wheeler
Pensacola News Journal

The crushing reality of life after Hurricane Ivan began to reveal itself Monday as Pensacola Bay Area residents and businesses endured new burdens and took comfort in small victories.

Much of the day, Escambia County sheriff's deputies in their familiar green, short-sleeved shirts drove by in a steady stream, patrolling the streets and looking for signs of trouble.

Florida Gov. Jeb Bush said he expects overall frustration among citizens to mount.

"There should be no surprise when people don't have power, don't have water, have lost everything they have or don't know if they lost everything they have," Bush said at Tallahassee before departing for a third trip to Pensacola after Ivan struck.

Weather forecast

Today's below-normal temperatures are good news for thousands of Escambia and Santa Rosa residents still without power because of Hurricane Ivan. Temperatures will be in the low 50s, with a high around 64 degrees and an overnight low of 69 degrees, said Chris Beatty meteorologist for AccuWeather.com.

"Temperatures are slightly below normal," he said. "It should continue through the week, with the high pressure system to the north of Florida."

Cooler readings also are expected Wednesday. But humidity will begin to creep in by Wednesday evening.

Thursday's forecast calls for a 40 percent chance of thunderstorms.

Other developments from Monday:

- One of seven people left in a nursing in Escambia County is feared dead, said Sheriff's Lt. Eddie Bernard.

The unidentified man, a resident of Grande Lagoon Road, has not been seen since a failed rescue attempt during the storm. Officially, the Ivan death count for Escambia County stood at eight Monday morning.

Escambia and Santa Rosa County school officials would be closed indefinitely because of storm damage. The University of West Florida will be closed at least until Oct. 4.



Gary McCracken/PensacolaNewsJournal.com

Hurricane Ivan ripped off much of the roof from Workman Middle School.

Ivan damage puts schools in limbo

Nicole Lozore
Pensacola News Journal

All over the Pensacola Bay Area, education is on hold. Hurricane Ivan left many schools in shambles. Some students have left town. Some students have followed.

A little over a month after students returned from their summer break, school is about down once more.

Escambia and Santa Rosa schools are closed until further notice. So is Pensacola Junior College. The University of West Florida is closed at least until Oct. 4.

low the public school schedule. "IWP senior Heather Jones had planned for years to graduate next spring. Now her plans are frozen."

None, any student would think it's great not to have to go to school for three weeks," said Jones, 22, a senior at Ivan. "But there is going to be a lot of pressure when we come back — a lot of stuff being crammed down our throats. It's frustrating, and there is nothing we can do."

Each of the Escambia County School District's 72 properties sustained some damage during Ivan's overnight onslaught of the Panhandle, and the worst damage might be at Workman Middle School in Pensacola. Its teachers fear the school is not worthy of occupancy, with so

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Gulf Breeze residents get first look at damage

Pensacola Beach residents to tour homes

Relief easier to come by for many in area

Complete coverage below

PENSACOLA News Journal

WEDNESDAY, SEPTEMBER 22, 2004

Live updates on Ivan's aftermath



www.PensacolaNewsJournal.com

Out of the rubble

One week since Ivan, community focused on erasing storm



Bart Boothright/Pensacola News Journal

Nelson and Judy Bradshaw try to salvage what they can in their home on Bay Street in the Villa Verney subdivision of Gulf Breeze. The Bradshaws returned to their home Tuesday for the first time since Hurricane Ivan struck five days earlier to find severe damage to the structure and their belongings.

10 PAGES OF COVERAGE INSIDE

RELIEF CREWS: Out-of-state volunteers help Red Cross help others. 2A

MICROCOSM: Ivan "will bring the best and the worst out of people" in Florida. 3A

FRIENDLY SKIES: Pensacola Regional Airport could reopen Friday. 4A

UNTRAVELED WATERS: U.S. Coast Guard crews keep area boat traffic moving. 5A

STAR LANE: It's a mess, says one resident of the neighborhood on Pensacola Bay. 6A

NEED TO KNOW: Helpful information for hurricane survivors. 8A

NEW ROLE: Pensacola Civic Center could double as a courthouse. 9A

POLICES COUNT: As claims are filed, checks are in the mail, but watch out for scam artists. 10A

TROY MOON: In the wake of a hurricane, you see some strange things. 6C

REPAIRS UP TOP: Need FEMA help with a damaged roof? See the application form. 2D

THAT'S LIFE: Friends and strangers are reaching out to help others devastated by Ivan. 1D

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Curfews eased, power returns to more areas

Larry Wheeler
Pensacola News Journal

It's been a week, but to one woman it sure feels like the end of the world. She is one of the thousands of people who are still in the process of rebuilding their lives after the devastation of Hurricane Ivan.

For the first time since Gulf Power began the gradual task of rebuilding the region's electrical power grid, company officials announced a partial and a date.

The utility's executives now believe they could have a partial return of power back up soon from as far away as Quebec, Canada — and they're doing an outstanding job, said John Hutchinson, who has become a familiar and constant voice for the company throughout its ordeal.

Lumps and air-conditioners have been blinking on all over the region.

Power returned Tuesday to restaurants along Highway 90.

Residents in the area of the hotel where she and her husband were working Monday's business, who was not identified by name, was given to the University of South Alabama Medical Center, where he was listed in critical condition.

The search for Ivan victims ended Tuesday in the Gulf Breeze area. Search and rescue teams were being sent back, said Frank Kutzak, a member of the Federal Emergency Management Agency's Florida Response Team.

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See MORE, 4A



Bruce Gassner/Pensacola News Journal

Robin Janda has been providing meals and any other aid she can offer.

Woman opens home to friends, strangers alike

The sign above Robin Janda's house says it all: Welcome.

Amid the fallen trees and destruction caused by Hurricane Ivan, Janda welcomed strangers to her house, offering free food, coffee and use of a telephone.

Lucky enough to have a working phone line and a stove after the storm, Janda decided to share her good fortune.

Soon, her makeshift restaurant was attracting dozens to her West Gregory Street home. Out of one of the worst disasters to hit the area, Janda managed to provide some comfort to complete strangers.

"There's been some good to come out of this hurricane, too," she said.

Story, 1D

Shock and disappointment in Gulf Breeze

Sonya Lewis
Pensacola News Journal

Like everyone else Tuesday morning, Sonya Lewis was shocked and disappointed when she learned that her home in Gulf Breeze had been destroyed.

But she stepped out of her driveway and looked at a line of cars parked in front of her house. A waterlogged newspaper advertisement for "Waterfront Property" stared up from the muddy driveway.

"Nothing," she said.

With the Pensacola Bay Bridge open for the first time Tuesday, many Gulf Breeze residents rolled through their neighborhoods after having been gone a week and now what looked like a yard full of debris.

Destroyed infrastructure, water and debris, large of rotten candy-colored insulation, and water-soaked mattresses lined the roads. Things such as college degrees and tennis shoes were left to rot.

Although they belonged to neighbors who stayed past through the hurricane, and although water was still coming from the roofs, many of the residents' homes on the Pensacola News Journal's West side, residents and visitors who were not prepared for what they saw.

"It's still worse than I expected," said Stradell, her rubber boots squeaking through black mud coating the drive. She turned around and around in tight circles. "Where do you start?"

The husband, Bay Street house she shares with her husband and two children backs

Beach access

Beginning at 8 a.m. today, Pensacola Beach residents will have a chance to see their homes for the first time since before Hurricane Ivan.

Residents with a Santa Rosa Island deed on their vehicles will be allowed onto the island, said Sonya Smith, public information officer for the Escambia County Emergency Operations Center.

They will be required to park in a designated place; then will be able to walk to their homes or property on foot. Buses will not be available to transport people around the island.

Because the roads are heavily covered in sand, it is impractical to allow residents full access or to provide transportation for them, she said.

She reminded residents that lining up too early to get onto the beach would be a violation of the countywide curfew, which is from midnight to 7 a.m.

The Emergency Operations Center has not made a decision regarding what time residents will be required to leave the island. Deputies will patrol to make sure rules are being followed.

"There's going to be a lot of people wanting to get on the island," Smith said. "Everyone needs to exercise patience."

— Kris Thomas
@PensacolaNewsJournal.com

Hurricane Ivan: Moving past the storm

Airport to reopen Friday despite damage

Larry Wheeler
Pensacola News Journal

It could cost \$7 million to repair the damage Hurricane Ivan inflicted on the Pensacola Regional Airport, but officials are pressing ahead with a Friday reopening. Airline flight plans were in flux Tuesday with US Airways the day earlier announced to start its daily schedule on time with an 8:00 a.m. flight to Charlotte, N.C., said Belinda Zepher, airport marketing manager.

Airport workers were busy Tuesday making repairs and drying out the main terminal and concourse.

Hurricane winds ripped a 20-foot section of exterior wall from the concourse between gates 4 and 6, exposing the porcelain plumbing of both the men's and women's restrooms.

Surprisingly, in a building surrounded by glass, no windows broke. But emulsions had penetrated the terminal and the concourse, damaging wiring and air-handling systems hidden in the walls, said airport director Frank Miller.

Force winds and gulf storms appeared to have sustained no significant damage as employees reduced damage in anticipation of Friday's reopening.

Miller said the airport lost \$25,000 to \$50,000 in sales and fees for each day it was closed. Approximately 320 flights were canceled.

Extensive parking under the pedestrian walkways that run from the parking garage to the terminal were damaged. A leak of Air Force officers and related personnel in town for hurricane relief spent the morning tearing the pieces off so they could not endanger returning passengers.

Transportation Secretary Norman Mineta toured the damaged terminal and the Federal Aviation Administration's Terminal Radar Approach Control building next door which received a heavy pounding.

"The damage done by Hurricane Ivan... reminds us how much we rely on our transportation network and how important it is to our economy," Mineta said.

The federal government on Tuesday said \$2.5 million in emergency funds available to the air-



U.S. Transportation Secretary Norman Mineta, second from left, and Pensacola Regional Airport Director Frank Miller right, inspect damage to the airport, such as the missing wall in the background, during the secretary's visit to the Pensacola area Tuesday.

port with the possibility of more to come, Mineta said.

No funds were announced for repairing the PMA building where the roof was blown off at the peak of the storm, allowing rain to flood sensitive radar scopes and computers. Despite the setback, crews and contractors were beginning to repair the equipment and bring the center back to life under a newly attached plywood roof.

The PMA center handles air traffic arriving and departing Pensacola from a distance of about five miles to 75 miles from the airport. Air traffic controllers in the runway control tower located in a separate building that did not sustain significant damage, control all airplane movement within five miles of the airport.

An FAA facility in Jacksonville has temporarily taken over for the airport, Pensacola facility, said Will Sater, an air traffic manager.



Patricia Axons cleans the passenger terminal of the Pensacola airport for its scheduled reopening Friday.

Planes and cars

The Pensacola Regional Airport plans to reopen Friday. Here are some important details about flights, rentals and cars.

Flights: US Airways plans to operate its 8:35 a.m. flight to Charlotte, N.C., and its 6:30 a.m. departure flight to Tampa on schedule, said Belinda Zepher, airport marketing manager.

Northwest's 6:15 a.m. flight to Memphis, Tenn., likely will leave later than scheduled, she said.

Delta, Continental and Airtran have yet to communicate their Friday flight plans to airport authorities.

For the latest flight information, travelers should contact their carriers, Zepher said.

Rental cars: Rental car returns and pickups will resume at 8 a.m. Thursday and close for the day at 6 p.m.

Passenger cars: Passengers who left vehicles at the airport parking garage may remove them from the lot by 6 p.m. Thursday without incurring a charge. Vehicles picked up Friday or later will be charged normal rates for time spent in the airport's garage, said Zepher.

More areas see power, relief and progress after the storm

FROM A

Interstate 90 residents got their power back 26,000 did have to wait parts of the storm and subdivisions on the south side of Highway 90, near Pensacola Regional Airport.

Miller has been a major trouble spot for utility crews. About 100 power poles and 90 transformers were knocked down during the storm.

Century also took a beating at least 20 poles were damaged or destroyed. Miller received some good news Tuesday when traffic officials decided to remove cars and trucks to get them out of downtown.

Traffic department and Jim Bailey, returning calls and relative quiet to the streets of the north.

Large portions of Washington, Brent and Bellevue also remain in the dark.

For some outlying and low-income neighborhoods, signs of help finally have arrived.

Very Byrnes, maintenance manager at Heritage Oaks, a mobile home park at Navy Point, said park residents saw their first sign of assistance — a Red Cross truck — on Tuesday.

"It was a good night to see," Byrnes said. "None of our residents don't have transportation, so anybody who has a car has helped them out to get things on track."

West side residents were relieved when Escambia County opened distribution centers at Old Washington Shopping Village and Navy Boulevard and Jim Bailey Middle School on Sunset Road.

Before that, residents had to drive to the shuttered Interstate 90 bridge, which has emerged as the scene of the most captured images of the aftermath of Hurricane Ivan.

It will cost \$20.5 million to restore four lanes of travel to the crucial, waterway link. The first repairs will be accomplished over 24 days to reopen the westbound span to freeway traffic. The severely damaged northbound lanes will require another 90 days to fix, according to Florida Department of Transportation

A second Ivan?

A chunk of the Hurricane Ivan weather system found its way back Tuesday to the Florida peninsula, but the National Hurricane Center says not to fret — yet.

"We were getting a lot of questions, but they don't see it becoming a closed system," said Jeff Garmon, lead forecaster with the National Weather Service in Mobile.

"The odds of it doing that are not very good. Maybe — a big maybe — if it gets into the central Gulf of Mexico," it could redevelop.

Would that system then become Ivan?

"No (the Hurricane Center) said it would not be named Ivan," Garmon said. "It's just a small portion of it that broke off."

Area residents can expect a 30 percent chance of showers Wednesday with a low of about 70 and highs in the mid-to-upper 80s.

The weather through Friday is expected to be in the upper 80s, with lows in the upper 60s, Garmon said.

Officials who toured the damage by boat.

Department of Transportation Secretary Norman Mineta participated in the (Saturday) survey.

Mineta announced the federal government immediately will contribute \$2 million in emergency funds toward the project.

The state could receive 100 percent reimbursement for all costs under a federal emergency relief program, said Mary Peters, administrator of the Federal Highway Administration, who was along for the tour.

Looking at the broken and bent concrete piers jutting out of murky Escambia Bay water like rotten teeth, Mineta said he was reminded of the 1964 Northridge earthquake that devastated parts of southern California.

"Mother Nature every so often, has a wake-up call for all of us," Mineta said.

Airport repairs might top \$7 million. The federal government offered \$2.5 million in immediate aid. The airport plans to resume operations Friday. A Federal Aviation Administration air traffic control tower next to the terminal was badly damaged. No cost estimate on repairs or federal aid information is available yet.

Relief workers, some 20,000 strong, continued pouring into the area.

"I feel like I'm doing my part," said Bill Owens, 37, of Knoxville, Tenn. "I was helping last time, so I would want them to help me."

Owens is one of about 250 out-of-state Americans. Red Cross volunteers wearing relief trucks at a North Avenue parking lot in downtown Pensacola.

The unusual story of the Pensacola couple who traveled to North Carolina to escape Hurricane Ivan, only to be swept away in a gust while brought up by the storm's remnants, took another sad turn. The remains of James Watts of Pensacola were identified by North Carolina authorities.

Watts, 49, age available, had been missing since Thursday, when tons of mud and debris destroyed a small cave in the rural community of Peaks Creek near Asheville, N.C.

The midsize killed Watts' wife, Katar, and three other people. At least 15 others were injured.

Watts' wife, director of emergency services in Marion County, N.C., said Watts and his wife had come to stay with family in the county to avoid Ivan's direct hit on the Florida Panhandle. Additional details were not available.

-label="Text">

Pensacola Bay is to be open to residents today to gather their belongings. Residents may drive up to the island and retrieve only as much as their vehicle will carry until 5 p.m., said Escambia County Administrator George Tinsley.

Residents whose homes are beyond the point where Portillo Drive is washed out at River Road, must access their homes from Orange Road, Alva, Tourist and

Contributing Photos: Thomas Amber, Bobbie, Greg Smith, Jane Page, Joe O'Connell, Dave Puccio



Judy Bradshaw takes stock of the kitchen of her home on Bay Street in the Villa Venice subdivision of Gulf Breeze.

Gulf Breeze residents return home

FROM A

up against a canal. A line of seaweed and on the wall illustrated that water levels rose to at least 5 feet. Living room and dining room furniture swayed. The refrigerator lifted forward. Food had been floating everywhere.

"There's a heavy stink growing in the dining room," she said.

Bradshaw, 46, started by bringing yogurt containers and salad dressing bottles found in the living room into garbage cans.

"This is stuff that smells," she said. "The difficult thing is: Where do we live?"

Her husband, Nelson, president of Corporate Bank of Pensacola, stopped hauling trash bags of food outside to provide the grim scene. "All the rental houses will be taken up."

Further down Bay Street, at the Sea View Pines mobile home community, residents Chris and Michelle were trying to gain entry into the family vacation house. It's the weekend property for the five brothers, a wiser and other extended family who reside in the New Orleans area.

Like many, Bradshaw and Michelle were surprised at how easy it was to cross Pensacola Bay Bridge. They expected a traffic jam.

Finding their way into the four-bedroom condo was tricky: They crawled under a wedged-open garage door, climbed over the personal waterfront, and across an upturned freezer, and squeezed through a hole in the wall.

They had seen pictures of the condominium on the News-Journal's Web site. They knew they were living in a total loss.

And they knew it for sure when they crunched through fallen murex and blowdown windows to the second story and looked out across the Santa Rosa Sound.

Nanny yellow-blue sky beat down on their heads from the peeled back roof as flies swirled close — few in from the shattered window at Michelle's eyes and let any limb they could. He watched one, then looked at some pink carnation. He found his pillow with the floral fabric on them and placed them back on the bed.

"There he stopped back and said, 'This is a total loss.'"

Bradshaw tried to put things in perspective.

"We're disappointed," she said. "This is a kind of second family home for us. We've been coming for years. But we feel very sorry for the residents who live here. There're the ones who really have it bad."

Gulf Breeze resident Philip

Perrow, 39, was reunited with his wife, Debbie, and his two girls for the first time in a week on Tuesday. They evacuated to Pensacola, while he stayed behind in Gulf Breeze.

His wife and children crowded the bridge and pulled into their house on Seaside Colony Boulevard just after 8 a.m. They unloaded the car, Capotone, the family pet, and the plastic container and then walked around to survey the damage.

"It hasn't hit me yet," said Debbie Perrow, 41. Her husband called and told her their bedroom had a hole in the ceiling. Still, it doesn't register.

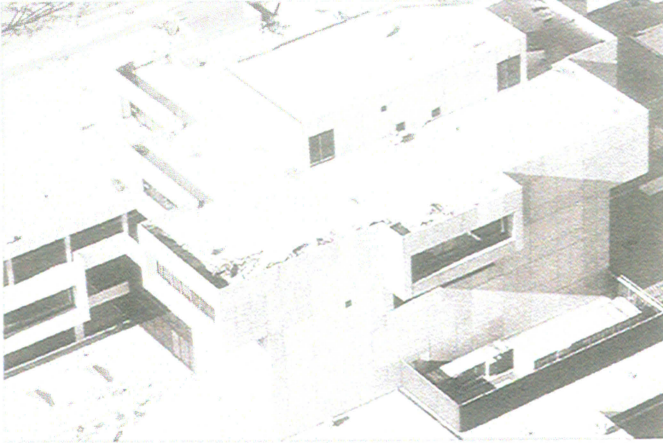
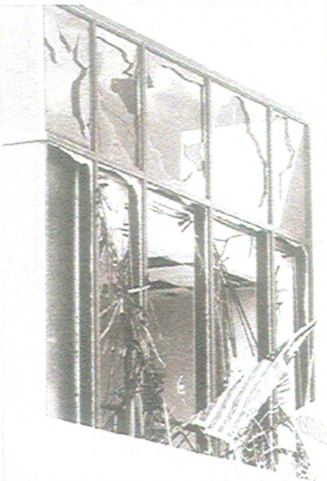
"I wasn't thinking there was a hole-hole, all the way up the roof like that," she said, her neck turned back to look up through the hole.

The Perrows have power, but they're cutting up on laundry, today and tonight the area to see how their neighbors fared. They're Philip Perrow's a back to work at Sunset Shores.

The bold boy, youngest, Ryan, 10, in his arms while his other daughter, Megan, 15, and his wife stood close enough to reach.

"I need to go to work," Perrow said. "But I told myself: I wanted to spend at least one day with them."

Hurricane Ivan: M.C. Blanchard/Gulf Power



ABOVE: The roof of the M.C. Blanchard Judicial Building in downtown Pensacola was damaged when Hurricane Ivan came ashore. LEFT: Hurricane Ivan's arrival in downtown Pensacola left windows shattered in the M.C. Blanchard Judicial Building.

Civic Center could get called for duty

Ivan's wrath closes down courthouse

Amber Bolman
@PensacolaNewsJournal.com

It might be a day while before the windows of justice start turning again at the M.C. Blanchard Judicial Building in downtown Pensacola.

The judicial courthouse which houses 14 courtrooms and the offices of State Attorney Curtis Gaudin, Public Defender Jack Behr and Clerk of Court Victor Lee Magallanes sustained significant damage during Hurricane Ivan and has been closed since last Wednesday.

No one knows for sure when it will be suitable to reopen.

Chief Circuit Judge Tom Skovinski said the 20-year-old facility, which underwent a \$27 million renovation and expansion in 1999, had significant damage to its roof and to many administrative offices.

The windows of the Public Defender's Office on the first floor were blown out, shattering glass and sending window blinds into the courthouse lawn at Government and Bayou streets.

The Clerk's Office on the second floor was damaged extensively, with some records damaged or destroyed by the storm.

Ivan also blasted out windows on the fifth and sixth floors, which house 17 criminal and civil judges, leaving office furniture visible from the street.

The building has been sealed off, and officials are scrambling to patch the roof before rain shows more into the area.

It probably will be another five days before Skovinski, who has conducted only a preliminary inspection of the courthouse, has even an estimate of how long the building will be out of commission and how much the necessary repairs will cost.

In the meantime, on a working with other judges and court administrators — many of whom are struggling to repair busy, if not devastating, damage to their own homes — to ensure that the most critical court proceedings occur to take place.

First appearances for criminal defendants are being conducted at the county jail in Escambia and Santa Rosa counties.

Ruler Act hearings were conducted at Baptist Hospital this week.

Today, the Escambia County Commission meeting room at the old Escambia County Courthouse will be used for emergency hearings.

Skovinski said it's not a long-term solution, but it will suffice as a way to keep the judicial system running in the interim.

Plan for the Civic Center

The best plan officials have developed is to use the Pensacola Civic Center to establish makeshift courthouses until the courthouse is again habitable.

"We're planning for court to open for criminal proceedings at the Civic Center on Monday," he said.

But, without question, there are snags in the plan. The Civic

Center sustained some damage, and while it's no longer being used as an emergency shelter for evacuees, it is in no condition to serve as a courthouse.

"The logistics are still being worked out," Skovinski said. Officials also are working to coordinate off office space at Pensacola Junior College that could be used by the state attorney, the public defender and their staffs.

Juvenile proceedings, including emergency shelter and detention hearings can be conducted at the old juvenile justice center on Leonard Street.

Keep up with court cases

Skovinski advised people with cases pending in the court system, particularly those who had court appearances scheduled for last week or this week, to contact their attorneys.

"Nobody is getting off the hook," he said. "I realize there has been an emergency, and some people are in dire straits when it comes to finances, communications and transportation. But if you don't make a good-faith effort to stay on top of things and get to court when necessary, you might end up on the wrong end of an arrest warrant."

Skovinski is trying to stay updated in the wake of the storm's devastation, which he said is no one expected in advance.

The Santa Rosa County Courthouse experienced some water damage, "but it's going to be OK," he expects things to be functioning normally by Monday.

In Escambia County, the damage was far more severe but not lasting.

"I guess the good news is that nothing happened that's irreparable or that puts us back in the Stone Age," said Skovinski, who last week was optimistic about reopening the courthouse after only a two-day break for the storm.

Courts finally not going to happen.

"We are going to find a way to keep things moving," he said.

But the movement might occur very, very slowly.

Judges already overwhelmed dockets will be backlogged further with criminal cases stalled by the storm.

Civil disputes, including divorce, breach-of-contract claims and landlord-tenant grievances, will have to wait to be resolved.

Attorneys also face damages

in addition to the physical damage to the judicial buildings, the offices of many local attorneys

scattered predominantly in the blocks around the courthouse and the Seville Historic District took severe hits, and the recovery process could cause even more delays.

The NorthTrust Bank building on South Bayou Street, which houses the Levin law firm, was wrapped with hazard tape Tuesday. Portions of the roof were missing, and first-floor windows had been blown out.

Next door, at the Lawyers Building, a thick layer of mud was deposited on the floor by flood waters.

Jim Jenkins, one of seven local attorneys with office space in the building, said it was subjected to "pretty extensive water damage."

"There's no way we can open right now," Jenkins said Tuesday.

A man who stayed in the building during the storm told Skovinski that "whitecaps were

rolling down Bayou Street."

The firm of Skel, Penning, Davis and Mergel located near the waterfront on Commercial Street also remained closed to the public Tuesday, ordered off by police personnel.

Skovinski plans to meet with the managing attorneys from local firms as well as with practitioners Thursday afternoon to discuss plans for the coming weeks and months.

The storm is expected to cause basic concerns about money in the cash-strapped local court system. While the courthouse is shut down, filing fees are not being paid. Neither are criminal fines.

"It's not clear what kind of financial impact this will have on the legal community."

"But in this way," Skovinski said, "the State of Florida was in the black last year. I think it's going to be a different color this year."

Area residents slowly getting out of the dark in Ivan's wake

Amber Bolman
@PensacolaNewsJournal.com

Slowly but surely, the lights are coming back on.

But when and where have been hard to predict, even for power company officials.

As of Tuesday morning, power had been restored to about 50 percent of the 64,000 Gulf Power Co. customers who lost service during Hurricane Ivan's trail across the coast.

Much of the restoration work has focused on the eastern end of Gulf Power's coverage area.

By today, crews hope to have service restored to all of Okaloosa County, where 85,422 customers were left without power last week, company spokeswoman Lynn Erickson said.

In Escambia and Santa Rosa counties, small, scattered pockets of homes and businesses are coming back to life.

"It's very spotty," Erickson said. "Sometimes the biggest problems have come in areas that you wouldn't expect to have been the hardest hit."

About 65 percent, or 89,635 customers, of Escambia's Gulf Power customers and about 54 percent, or 27,270 customers, of those in Santa Rosa County remained without power Tuesday morning.

Areas near hospitals and law enforcement agencies were among the first to get their lights back.

Within 48 hours of Ivan's passage, power had been restored to several businesses along North Davis Highway, just west of Sacred Heart Hospital.

By Sunday, the staff at Hokers Restaurant in Bayou Secord was serving up wings and beer to a large crowd of football fans eager to catch the afternoon game of National Football League games.

Lights came on in sections: Marina Pointe and Sonar Heights on Sandestin as well as in areas of Midway near the Wal-Mart on U.S. 90.

In Monday afternoon, residents in neighborhoods off Eight Mile Creek Road, west of the Pensacola Interstate Freeway, got their power back. So, too, did homes in some parts of Cantonment and

subdivisions on the south side of Langley Avenue, near Pensacola Regional Airport.

At Hiding in the Sea in south Santa Rosa County, power was restored to some homes on Sunday and to others Tuesday afternoon.

Milton has been a major trouble spot for utility crews. About 100 power poles and 60 transformers were knocked down during the storm.

Crews also took a beating — at least 60 poles there were damaged or destroyed.

Lodge portions of Warrington, Brevil and Bellview also remain in the dark.

Gulf Power spokeswoman Jolyn Hutchinson said crews by some residents that crews are focusing on efficient, predominantly white, sand-blasted are uncovered.

"There is no ulterior motive when it comes to the neighborhood," she said. "We're getting power back," Hutchinson said. "I know people get upset when they hear about other places that have power, but it has nothing to do with who you are."



A large pine tree in Star Lake has on power lines. Gulf Power Co. has restored power to about 56 percent of its 364,969 customers. Crews hope to restore service today to all of Okaloosa County.

Restart of school weeks
away in Escambia

Port of Pensacola
gets serious damage

Gulf Power sheds light to
72 percent of customers

Complete coverage below

PENSACOLA News Journal

THURSDAY, SEPTEMBER 23, 2004

Ivan reforms in Gulf



Story, 4A

Long road ahead



Gary McCracken/PensacolaNewsJournal.com

Rusty Bowser of San Antonio, Josh Lawson of Pensacola, Jesse Scott of San Antonio and Jerry Ezeil of Pensacola carry a stone cross that fell through the roof of Christ Church during the hurricane. They were able to salvage it and the church's bell from the rubble. **Story, 4A**

Cleanup continues as others take stock

Amber Hollman
@PensacolaNewsJournal.com

Last Thursday morning, we crept cautiously from our homes, hurricane-force winds still lashing the trees and raining slung down on our deserted streets. We emerged to find the community we knew bruised and battered, nearly unrecognizable in many places.

A week later, some of the shock has worn off, but the wounds are still fresh — and even deeper than some people realized.

On Wednesday, residents of East Pensacola Bay Area neighborhoods criticized the painstaking process of cleaning up from a home and waiting for the lights to come back on.

All the same time, many Pensacola Beach property owners made their first trips across the Bob Sikes Bridge to the streets of where said they once called home — at, according to some, paradise.

Most had tears, stories, or even seen a few photographs of what was awaiting them. But what they found Wednesday was a jarring new reality.

Roads, once well-traveled, were blocked by heaps of sand. Entire walls had been leveled. And furniture was scattered along the beach.

Some buildings' exteriors were missing, leaving residents to wonder what had become of the structure and their contents. People threw down in trees, sagged their shoulders and tried to develop plans, however basic, for damage with tomorrow and week next week.

The same day, however, some played out in other parts of the community.

School days

Escambia County School Superintendent Jim Paul led state Education Commissioner John Whitt on a tour of several heavily damaged school buildings Wednesday.

Whitt agreed to waive some of the 30 school days required by state law annually and to delay the Florida Comprehensive Assessment Test for a few weeks, if necessary.

It was good news for the district, but the fulfillment of those requirements would be difficult.

Initial assessments revealed that over 300 of the 300 schools had major damage, and administrators still don't know when, or if, some of the buildings will be fit for students.

The bulk of Workman Middle School still are flooded. At Pine Forest High School, which had only minor damage, damaged sections of the roof still are being blown around the parking lot.

Schools remain closed indefinitely, and officials must determine how to carry on with the school year, which began about a month before Ivan struck.

At the very least, school vacations will have to be cut short, and fall and spring breaks could be extended, however.

The price tag for necessary repairs is estimated at \$25 million — more than dual officials last week began to wrap their heads around. The overall school budget for 2004-05 was \$445 million.

Port damage

Damage estimates at the Port of Pensacola, which has been closed since the storm struck, might be limited by today.

12 PAGES INSIDE

COMMUNITY SPEAKS

Observations from members of the community. 2A

EDUCATION TOUR

Escambia superintendent surveys school damage and makes plans for resuming school year. 6A

POWER SWITCH

Power crews move into deluxe test city. 5A

BEACH AFTER IVAN

Photographs of what Pensacola Beach residents found upon their return. 6-8A

LOVINGLY

Merchants still on lookout for thieves. 12A

INSURANCE

Claims adjusters canvas ones to help customers. 12C

NEED TO KNOW

Latest on road openings and services. 11A

LOCAL HEROES

Hurricane rescues hometown heroes. 1D



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Pensacola Beach residents make the slow walk home

Tracy Moon
and Kris Thuesen
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Her tears blurred the eyes of some Pensacola Beach residents Wednesday, wiping their weary faces as the reality of the damage they had seen all around the devastated island.

For most, Wednesday morning was the first time they had seen their homes since before evacuating a week ago to escape Hurricane Ivan.

The beach has been restricted since Thursday because of a waste and debris cleanup effort, and many debris are scattered all over the beach.

Most roads are closed to traffic, although some are trying to clear them. Broken windows, damaged roofs and huge debris of sand in houses above some of Ivan's most fury. Newer buildings seem to have fared better, a tribute to stronger building codes, officials said.

The vast seemed too much for Ruth Walker, who began walking up the first glimpse her house on Fort Pickens Road.

"There's nothing left," she said, through tears. "This is devastation."

Her home was devastated because of major structural and interior damage resulting from Ivan's 140 mph winds and destructive storm surge.



Bart Boatwright/Pensacola News Journal
Pensacola Beach residents walk past mounds of sand Wednesday on Fort Pickens Road to their homes. The beach was opened to residents for the first time Wednesday morning.

Nearly all her dog furniture was piled in a heap halfway out the broken sliding-glass door. She rejoiced when she found a tiny angel statue — still intact — that she had left on the back porch in hopes that it might help ward off the worst of Ivan. "She just didn't protect it very much," Walker said.

Across the island, similar stories of loss and devastation were being told. **See PENSACOLA BEACH, 5A**

Rumor control



All known Ivan deaths reported

The rumors about bodies being hidden to keep the true number of Hurricane Ivan-related deaths under wraps have been making the rounds for days.

But on Wednesday, officials said the going is not so much as they are emphatically and absolutely denying all allegations that deaths have been kept a secret or covered up.

Larry Smith, chief deputy at the Escambia County Sheriff's Office, said no bodies have been hidden, and no numbers have been doctored.

"There is no cover-up here," he said. "The rumors are false."

Story, 5A

See POWER, 1A

Hurricane Ivan: Rebuilding and cleanup/Ivan, Part 2

Lawmakers request \$3.1 billion more in aid



Linda Nepp/Gannett News Service

Florida Gov. Jeb Bush appeals for aid Wednesday for his hurricane-plagued state during a news conference on Capitol Hill. Three hurricanes have hit the state this season.

Mike Madden
Gannett News Service

WASHINGTON — Storm-ravaged Florida almost certainly will get billions of dollars more to help recover from Hurricane Ivan, but Gov. Jeb Bush paid a visit Wednesday to the Capitol, hoping to speed up the process.

With only a few days remaining before Congress is scheduled to leave town for campaign season, Florida lawmakers and officials are hoping legislators can get to a \$3.1 billion request for emergency aid that President Bush, the governor's brother, made last week.

Most of the money will go to Florida, although some funds will cover flood damage that Ivan wreaked through the Southeast after it made landfall in Alabama on Sept. 16.

The \$3.1 billion request comes on top of a \$2 billion aid measure Congress approved after two other hurricanes, Charley and Frances, soaked Florida just weeks earlier.

"There's not a person in Florida that wasn't affected by (Hurricane Ivan)."

— Rep. Mark Foley, whose district stretches across southern Florida from the Gulf Coast to the Atlantic and was hit by both Charley and Frances

Frances, soaked Florida just weeks earlier.

Now, as officials work to clear the damage from Ivan, which concentrated much of its fury on the Pensacola Bay Area, the governor said it is critical to get more money as quickly as possible.

"We're still counting Ivan's cost," Bush told reporters Wednesday.

The state needs help clearing debris from roads, rebuilding a bridge over Escambia Bay on Interstate 10, setting up loans for small businesses and helping farms and plant nurseries recover from the storm, Bush said.

In addition, the federal

government will send individual grants to people who lost property in the storm.

Florida's contribution to the recovery efforts could top \$1 billion, outside of the aid the federal government provides, Bush said.

"There's not a person in Florida that wasn't affected by this storm," said Rep. Mark Foley, whose district stretches across southern Florida from the Gulf Coast to the Atlantic and was hit by both Charley and Frances.

The governor met with House and Senate lawmakers on key spending committees to press them on moving the emergency money soon.

He also toured the Red Cross and Federal Emergency Management Agency on a whirlwind trip to Washington.

It's not clear whether Congress will be able to act on the aid before the session ends, probably in early October. Senate Appropriations Committee Chairman Ted Stevens, R-Alaska, said the relief could be on the floor by early next week.

"With the logjam around here, it's going to take a miracle to get it before recess," he said. "We do the impossible immediately. Miracles take a little longer."

So far, Bush said the state has gotten what it has needed.

"We're satisfied with what we've done," he said.

Even if the new money is passed quickly, the state probably will need to look for help as Congress finishes the regular budget work for the next fiscal year, which starts Oct. 1, Bush said.

Oh no, not Ivan again ...

Remnants of storm in Gulf threaten Texas

Associated Press

MIAMI — Ivan is back — call it Ivan II — and Hurricane Jeanne is coming back, just two of the three new bursts of windiness in a freakish, deadly, destructive hurricane season.

A remnant patch of Hurricane Ivan, the storm that normally assailed the Gulf Coast last week, looped over the Atlantic, passed over Florida, returned to the Gulf of Mexico, redeveloped into a tropical depression and appeared poised Wednesday for another attack on the Gulf Coast as a system called.

Was the next tropical storm or hurricane should be called Matthew, but it took hours of debate to decide if this one was the next one or one of the last ones.

They finally decided Wednesday night that it reintegrated sufficiently to require a name, and that they must call it Tropical Depression Ivan. Again.

The return of Ivan.

To satisfy destination Louisiana or Texas.

"I don't think there is any question that if you could

examine the DNA of this system, Ivan's DNA would be in there," said forecaster Duane Franklin of the National Hurricane Center in West Miami, Dade County.

And there's more.

Hurricane Jeanne, already responsible for hundreds of deaths in Haiti and others in Puerto Rico and the Dominican Republic, is dissipating a full 200 miles east of Florida.

It is likely to head, again, toward the Bahamas and the Caribbean.

Forecasters began issuing tropical alerts for the Bahamas and the entire Southeast coast. They said the most likely target would be the Caribbean, although much of Florida still braced the edge of probability.

High surf and rippling already swept South Florida's coast. "People need to keep up with the latest advisories," said Max Mayfield, the hurricane center's director.

■ Far out in sea, Tropical



Gary McCracken/Pensacola News Journal

People walk toward their properties at the west end of Pensacola Beach on Wednesday. The remnants of Hurricane Ivan have redeveloped into a tropical depression in the Gulf of Mexico.

The forecast

With damaged roofs leaving many homes exposed, the threat of rain is more bad news.

In the Pensacola Bay Area, the rain threat is expected to diminish to 20 percent by this morning, with most showers passing through overnight, said Jeff Gammon, lead forecaster with the National Weather Service in Mobile.

AccuWeather forecasts a 40 percent chance of rain. Then there's that tropical depression from the remnants of Hurricane Ivan in the Gulf of Mexico.

"Unfortunately, it's named Ivan," Gammon said. "We're watching it closely. People in Northwest Florida have roofs with damage, and the dome structure is weakened. We may see surf roll up under some homes."

Storm Lisa and a developing system that is not yet named are competing for dominance over the same sprawling patch of the Atlantic.

One might win, essentially

digesting the other. Or they could be swirling around each other for awhile.

In fact, tropical systems are dancing all around the ocean and the Gulf of Mexico, but it is the

rest of the storm went north.

That piece of "horribly" created itself over Florida, delivering some rain Tuesday, and then moved back over the Gulf of Mexico, where it began redeveloping in earnest Wednesday, producing thunderstorms and tropical-storm force gusts.



Gary McCracken/Pensacola News Journal

The church bell that fell through the roof at Christ Church sits intact in a pile of rubble. Workers from Anousi Engineering already have begun the cleanup.

Cleanup crew finds bell intact at Christ Church

Kris Thomas
Pensacola News Journal

Hurricane Ivan roared into the bell tower of Christ Church, the historic Episcopal church at Palafox and Wright streets in downtown Pensacola.

The rest of the church, with its brick walls covered with pebbles, debris, stones, looks just as it did before the storm.

The storm left its angry mark on Pensacola and its surrounding areas.

But the bell, its bell and the historic cross atop the bell tower, fell through the roof of the church, crashing through the vaulted ceiling and into the floor.

Rows of pews were crushed.

Workers from Anousi Engineering already have begun the cleanup.

Christ Church's pastor, the Rev. Russell Levenson Jr., said he expects full reconstruction to take four to six months, but he hopes to be back to normal operations within two weeks.

"That's the only damage we really had," Levenson said. "We

didn't sustain any broken stained glass, which is wonderful and remarkable, because that's some of the oldest stained glass in the country."

The current church conducted its first service in 1930. The original church at Seville Square was constructed in the 1820s.

Anousi Engineering foreman Jerry Brilli supervised a crew of seven Wednesday in the early stages of getting the church cleaned up. They found the bell, buried in a pile of rubble.

"As far as I can tell, it came through unscathed," Brilli said.

The crew also survived the fall with just a little damage, he said.

The company plans to construct a temporary roof and wall framing to protect the church before complete repairs can be made.

The church's Web site, www.christchurch.net, has been and after photos.

Power crews restore electricity to 72 percent of customers

FROM A

when crews began underwater inspection at the dock.

Preliminary assessments pegged the damage to the port's physical structure at \$1 million, but that does not include what destruction might be beneath the surface.

Workers are in bad shape, rail lines are washed out, and homes for large ships are heavily damaged.

No one knows what the end has been to the companies that lease space at the port or how much cargo was destroyed during the storm.

At the port city offices, the port isn't even a priority.

No storm-related deaths were reported Wednesday, although

the Escambia County Sheriff's Office received the names of two people who lost their lives to Ivan last week, but he is a jump during cleanup efforts outside his house in Green Hills Drive.

The death hit a Escambia County resident at 72, according to Chief Deputy Larry Smith. Six people were missing, "as far as we know," Smith said.

Most were residents of Grande Logona, parts of which were nearly washed away by the hurricane's storm surge.

In Santa Rosa County, one victim — 7-year-old Rommie DeLoach — died when a tree fell on her house.

Gulf Power relayed some good news Wednesday, as lights and electricity were restored to several thousand more homes and businesses.

By Wednesday night, company spokesman John Hutchinson said, utility crews helped to have 72 percent of the nearly 365,000 customers who lost power back in service.

Grateful residents offered thanks to the roughly 5,400 repair people who have worked around the clock to fix damaged substations and restore downed power lines.

In Seabeach, several businesses posted signs thanking a Cu-

manian utility crew who traveled from Quebec to help Gulf Power.

Other neighbors brought water to the men, who labored in heavy coats throughout the warmest part of the afternoon.

Customers estimated that 75,000 customers in Escambia County and 28,000 in Santa Rosa County remain without power but asked people to remain patient.

Help is coming to their neighbors, he said.

And help is what many Pensacola residents are desperate for.

Black garbage bags lined the streets and cars of the house on East Convent Street. Written on each of them in large letters was "PSM," an apparent plea for aid from the Florida Emergency Management Agency, which has

received thousands of phone calls about damaged homes, lost jobs and financially wrecked businesses in the wake of the storm.

At Cadden Lane, a hair salon in Garden Street, a message to electricity workers "Amen!"

The Pensacola City Council passed two emergency ordinances at a special meeting Wednesday evening. The first gave City Manager Tom Reedfield temporary powers to take the necessary steps for the reconstruction and repair of the city.

The second prohibited the sale or service of alcohol during any hours and prohibited burning yards trash. It also made it illegal to trespass at City Hall, Naval Air Station, Escambia County Courthouse, Bayfront Auditorium, closed-off

portions of Bayfront Parkway and Main Street, Corrine Jones Center and Waynes Park, and the convention stand and fishing pier at Waynes Park.

People caught trespassing could be jailed.

"I give you a little body to act with," Mayor John Mallon said.

The city also wants to have the emergency cleanup hours reduced to midnight to 5 a.m. The current midnight-to-5 a.m. curfew has prevented people — such as gas-station attendants — with difficulty getting to work early enough, city officials said.

Staff writers Tom Moon, Kris Thomas, Nicole Jones, Shelia Rogers, Steve Mack and Doug Hulse contributed to this report.

Hurricane Ivan: Escambia County schools/Gulf Power

Officials working to get students in Escambia County back to school

Schools may cancel fall, spring breaks

Nicole Lottare

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With damage from Hurricane Ivan to Escambia County schools swelling into the tens of millions of dollars and the school calendar in jeopardy, fall and spring breaks might be canceled.

School officials plan to announce on Monday the back-to-school date for Escambia's 44,000 students. It could be weeks before the schools, which sustained about \$75 million in damage, are reopened.

Florida Education Commissioner John Winn said Wednesday that the state is ready to waive some of the school days lost to the hurricane and the rebuilding effort.

The state's education year standard is 180 school days.

The state also is willing to delay the Florida Comprehensive Assessment Test for two to three weeks, depending on how much time Escambia and Santa Rosa students need to prepare for the spring exams. The test results form the basis for the schools' accountability programs and also serve as a high school graduation test.

Winn said that classroom regulations also might be eased if some schools have to merge because of the damage.

"Don't worry about those deadlines," Winn said. "We will work with you."

After learning damaged Escambia County schools Wednesday morning, Winn asked Escambia Superintendent Jim Paul of the state's support, from resupplying food to finding travel drivers.

"Hurricane Charley devastated a small number of schools," Winn said. "Francis was broader and created more water damage than wind damage. But Ivan is a combination of those."

"There, you see in many school facilities with many damages. Ivan was unique compared to other storms."

Out of 74 schools and offices, 30 sustained major damage. Seventeen showed moderate damage, and 25 had minor damage. Officials will be determining whether there are any buildings that will be permanently closed.

But Winn and Paul said it is a priority to keep students in their school districts.

"We'll have to get creative," said Shawn Dennis, assistant superintendent of operations. When schools reopen, students and even the community will start feeling some normalcy, Paul said.

"Getting people to football games will do so much for this community," he said.

Officials asked that parents and students be patient as schools are being repaired. Even schools that show little to no structural damage can be decimated.

"There are things inside that will shock you," Paul said. "Some classrooms look like hundreds of grenades exploded in there."

A good example is Warrington Elementary School on Navy Boulevard, which looks as though damage is limited to its awnings. Inside, however, up to three inches of water flooded the hallways on both floors. The roof and ceilings in several classrooms on the second floor completely caved in. Looking up, a clear view of the sky can be seen. Environmental experts Wednesday were checking the significantly damaged school for health hazards.

At Warrington Middle School near North North Avenue, engineers from the Florida Air National Guard were assessing the damage. There was standing water on the first and second floor of the main building. The ceilings also crumbled in several areas. In some classrooms, parts of the ceiling rained on top of soaked textbooks and desks.

"I didn't realize it would make me feel this emotional," Debbie King said.

King, the president of the Escambia County PTA, was tearful Wednesday when she toured Warrington.

"When you look at a teacher's classroom, you see a little about that person. You see textbooks that are still open. I mean, my three kids went to this school, she said.

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Shawn Dennis, assistant superintendent of operations, shows off one of several classrooms at Warrington Elementary School. The school's roof collapsed, sustaining major damage.



ABOVE: Many classrooms inside Warrington Middle School were damaged by hurricane Ivan, leaving falling debris and water collecting on the ground. LEFT: Debbie King, Escambia County PTA president, gets emotional Wednesday after viewing the damage at Warrington Middle School.

Crews leave hotels to make room for families

Steve Mraz

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Gulf Power is moving some of its out-of-town crews from local hotels to other accommodations to make way for families displaced by Hurricane Ivan.

The company is putting its out-of-town workers into two "tent cities" in Escambia County, and the number of people dedicated to restoring power locally will remain at 5,000, Gulf Power spokesman John Hutchinson said Wednesday.

The company had reserved 2,500 rooms in Pensacola for out-of-town crews working in the aftermath of Hurricane Ivan. But with hotels booked up, Gulf Power officials began to hear complaints from those agencies and reports of families with infants sleeping in the corners of shelters, so the company decided to act.

Gulf officials said they had made unused space in the company's trailers — which have air conditioning, showers and cots — so they decided to move some workers out of the trailers. About 800 are split evenly between tent locations at Curry Field and the Pensacola Intermediate Fairgrounds.

"We did that with the best interest of the community in mind," Hutchinson said.

Some of the workers who were pulled out of hotels have complained, and Hutchinson said he understands.

"We felt it was more important to put families in the tent cities, but at the same time provide a good place for our workers to eat, sleep and take a shower," he said.

Some crews — who had been working in North Florida since mid-August and then helped in the Pensacola area — are on their way home, Hutchinson said.

Three crews will be replaced by workers from Alabama Power, Georgia Power, Mississippi Power and Savannah Electric.

"We'll have fresher workers and fresher supplies and materials," he said.



Bart Boatwright/Pensacola News Journal

Two hundred cots at Wednesday in one of the four large tents set up by Gulf Power at the Pensacola Intermediate Fairgrounds. The tents are being used by contractors working on recovery efforts in the wake of Hurricane Ivan who have left area hotels so families who have been staying at shelters can have rooms to sleep in.

"We'll be picking up customers every day. We turned on power to 34,000 customers (Tuesday), but that will slow down because the work gets harder."

— John Hutchinson,
Gulf Power spokesman

Gulf Power confident deadline will be met

Steve Mraz

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About two out of every three Gulf Power customers have electricity again, but a majority of customers in Escambia and Santa Rosa counties still were in the dark Wednesday morning.

It is no coincidence that the counties hardest hit by Hurricane Ivan in Gulf Power's coverage area — which extends to Panama City — are behind the rest in receiving power.

Gulf Power has finished restoration work in Bay, Jackson, Holmes, Walton and Washington counties and was expected to complete work Wednesday in Oklawaha County, with the exception of Holiday Isle.

However, 29,000 customers in Escambia County and 30,542 customers in Santa Rosa County were without electricity as of Wednesday morning. That's about half the customers in Santa Rosa County and more than half in Escambia County.

"We'll be picking up customers every day. We turned on power to 34,000 customers Tuesday, but that will slow down because the work gets harder," said John Hutchinson, Gulf Power spokesman.

"Now, we're into those areas where we have to replace poles, cut our way in and rebuild," he said.

The company is confident it can restore power to 95 percent of its customers within its original three-week time frame. The remaining 5 percent that is expected to take longer are in severely affected areas such as beaches, Hutchinson said.

As work to the east is wrapped up, crews will be moved to Escambia and Santa Rosa counties.

Although some crews that have been working throughout Florida in hurricane-related outages since August are sending lines, crews from Alabama Power, Mississippi Power, Georgia Power and Savannah Electric are being brought in. The number of workers will remain at 5,000, Hutchinson said.

As power is restored to more areas, Hutchinson acknowledged that frustration will build among those who remain without electricity.

"The power is coming on, and everybody can't be first," he said. "Somebody's got to be last because of the amount of destruction. The distinction was made by Ivan, and we're doing our best to get everybody up as fast as we can."

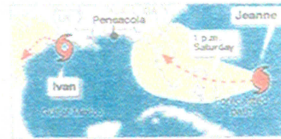
- Santa Rosa County lifts curfew
- Utilities Authority seeks help to move sewer plant
- Sporadic looting continues in region

Complete coverage below

PENSACOLA News Journal

FRIDAY, SEPTEMBER 24, 2004

Jeanne targeting Florida



Other storms, 1C

Tragic relief mission



Santa Rosa Crime Scene technicians and sheriff's deputies inspect the wreckage of a small aircraft that crashed near a Santa Rosa County airfield. Four people were killed. The plane went down in a residential neighborhood, but no homes were damaged.

Pace Assembly members killed on flight to aid Ivan victims

Derek Pritchett
dpensacola@newsjournal.com

A Santa Rosa County church that just given as much of itself to the community in the days after the Hurricane Ivan disaster lost four of its own Thursday in a small airplane crash.

Pace Assembly of God members Travis Noff, Bill Klueber, Duane Wooten and Orsley King were in the small Cessna single-engine airplane that went down off North Airport Road, less than a mile from where it took off at Peter Prince Paul in East Milton, said church pastor Glen Lowery.

The crash is devastating for the congregation, said for the man who are the church's longest from 125 members in more than 1,000 in his 35 years as pastor.

"This is absolutely the saddest thing I've ever had to face," Lowery said.

The crash occurred just after 11 a.m. between two houses in the 700 block of Eudora Avenue. No one on the ground was hurt. No one in the plane survived.

Witnesses reported seeing the engine splatter just before it fell. The cause of the crash is under investigation. All four occupants were part of the church's hurricane relief effort.

Thursday, some church members visited and comforted each other while other members gave food, ice and water not in short supply in the church's parking lot nearby. In the meantime, dozens of people simply sat in a stunned silence.

Lowery is taking it as hard as anybody. He was expected to be at the plane.

"I don't look at plane," he said. "I was supposed to go. The insurance adjuster came this morning, and I turned."

Wooten and Wooten's father and son Wooten and King were engaged to be married in four months.

Noff, a regional pilot, chartered the plane and took it from Mobile to Milton on Wednesday. The purpose of the trip was to get some pictures of storm damage to help the congregation.

Lowery, directly adjacent, often found his way as he spoke about the tragedy. They stood around, his face, those in the plane.

10 PAGES INSIDE

FOR RENT: Residents in damaged apartments are starting to find places to live, while others are trying to get out of leases. 3A

BIRD'S EYE VIEW: Aerial tour of Santa Rosa and west Escambia County, 6-8A

OBSERVATIONS: Members of the community comment on Ivan's aftermath. 2A

MONEY BACK: Neale plans to refund the county for its poor performance during Hurricane Ivan. 5A

HOPE FLIGHTS: A Louisiana relief ship is docked at the Port of Pensacola. 6A

ASSESSMENT: Updates on Perdido Key and Pensacola Beach. 7A

SCHOOL DAY SET: Santa Rosa County students are due back in class Oct. 11. 5A

LIFE: Take a break from the storm's aftermath. 1D

MONEY: Railroad repairs on track, price-paying contractors. 14C

SPORTS: Three and teams are taking the 'B'.

Gospert won't halt

The Gospert, Pensacola's first newspaper, will continue regular publication despite community hardship in the wake of Hurricane Ivan. The Gospert staff had announced on Sept. 24 that it would cease publication for 30 days. That announcement has been rescinded. More information: Readers can call 426-8500 or 222-2241 or 222-2242. To subscribe: Call 426-8500.

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Steady progress spreads hope during recovery

More lights shine, more gas flows, more roads open

Amber Bellman
dpensacola@newsjournal.com

For some, just a week, daily life has been in limbo for residents of Escambia and Santa Rosa counties.

Residents have spent hours in line waiting for gas, ice and bottled water, and for power to be restored.

They've kept steadily with the wind-up and gas lights by their sides.

Those are nothing like they were before Hurricane Ivan struck on Sept. 16.

However, with each passing day, the landscape of the Panhandle begins to resemble — at least a little — the way it was before.

For the first time, when visitors landed, Gulf Power customers with electric service in Escambia and Santa

Forecast

Nature is playing a cruel joke on Northwest Florida. Perfect beach weather is on tap, and the local beaches are closed.

It's basically just an average weekend for this time of year," said National Weather Service meteorologist Steve Miller.

Skies are expected to be partly cloudy through Sunday, with highs in the upper 80s and overnight lows in the upper 60s. The wind should be out of the northeast at 10 to 15 mph Saturday and Sunday.

Weather, 16A

Rosa counties outnumber those who are "powerless" just more than 50 percent.



Carol Forest accepts canned water and MRIs from National Guardsman Jarrod Hatcher as she and her husband examined their home on Pensacola Beach.

of the Escambia County customers whose homes or businesses went dark during the storm had power restored by Thursday evening. In Santa Rosa County, about 58 percent of customers had regular electricity again.

Thousands of businesses have a high relief as air conditioning and refrigeration returned some more. For

ple welcomed the opportunity to have hot showers, clean clothes and enjoy other amenities often taken for granted before Ivan.

"Progress has come at an encouraging break pace, but not everyone is happy," said.

Even in rural areas, lights are blinking back to life, and transmission lines are beginning to take again.

The Escambia River Electric Cooperative restored power to about 70 percent of its 10,000 customers in northern Escambia and Santa Rosa counties Thursday afternoon.

"Things have been going even better than we expected," spokeswoman Sabrina Owens said. "We've had

See SANTA ROSA, 1A

ECUA seeks fed help to move Main Street sewer plant

Water crisis after Hurricane Ivan prompts FEMA request

Shelia Ingram
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The Escambia Coast Utilities Authority voted Thursday to seek federal

help to move the downtown Pensacola wastewater treatment plant to a site less likely to sustain catastrophic damage.

Hurricane Ivan's huge storm surge swelled the sewer plant last week,

shutting down the facility and causing sewage to spill directly into Panama Bay and on downtown streets. It will remain there.

Employees had to climb to the second floor of the plant to escape the rising water during the hurricane. The storm surge resulted in a loss of power to the plant, employees worked with salt water and damaged

electronics throughout the building.

ECUA will seek money from the Federal Emergency Management Agency to move the plant out of the high-risk area. The vote by the five-member board was unanimous.

ECUA board member Dale Perkins said the plant is an environmental and public health concern.

See UTILITIES, 4A

The cost to move the plant has been estimated at \$195 million, and ECUA will ask FEMA to pay the entire cost, Perkins said.

"The point is that it doesn't need to be downtown where it's vulnerable to storm surge," he said.

WATER: Frequently asked questions. 4A

Boil-water update

In Escambia County, the boil-water advisory issued last week still is in effect.

In Santa Rosa County, the boil-water notice has been lifted for residents using the Whiting Field, Moor Creek-Mt. Carmel, Jay Chumuckla, Holly-Northern Point Baker, East Milton and Milton systems. In all other areas, the advisory remains in effect.

If you are uncertain about your area, boil your water. For more information, the Florida Department of Environmental Protection can be reached at 595-4572 or 595-3483.



Hurricane Ivan: Power

"Everybody out there working from sunup to sundown is striving to finish ahead of schedule."

— John Hutchinson, Gulf Power spokesman

Homes, businesses getting back on grid

Amber Roizman
amroizman@newsjournal.com

By Friday, the power is being sent. Those are getting brighter. By Friday evening, Gulf Power crews had restored power to 80 percent of customers who lost service because of Hurricane Ivan, placing the company squarely in pace to meet its previous promise of getting power back to most homes and businesses within three weeks.

"We are moving along at the rate we need to be," company spokesman John Hutchinson said Friday. "Unfortunately, there are still areas that suffered heavy damage and are going to take more time to repair, but we're doing all we can."

In Escambia County, 74,000 homes and businesses had power restored by Friday night. About 62,000 more remained in the dark. In Santa Rosa County, 10,000 customers were back in service, while 21,000 still were waiting.

The Escambia River Electric Cooperative, which supplies power to approximately 10,000 customers in northern Escambia and Santa Rosa counties, had gotten power back to about 75 percent of customers Friday night, according to spokeswoman Barbara Owens.

Over 6 will mark three weeks since Ivan moved into the coast, and Hutchinson said crews have made it their mission to beat the clock.

"Everybody out there working from sunup to sundown is striving to finish ahead of schedule," Hutchinson said.

Crews also are assessing which homes and businesses actually

Power crews at full speed

The lights are coming back to some areas quicker than others, and Gulf Power officials are asking customers in some parts of Escambia and Santa Rosa counties to be patient as utility crews continue their around-the-clock work.

"Customers in East Milton along Avalon Boulevard, in Cochrane Hills, Star Lake, Molino, Cantonment, Century and in the central Pensacola areas of Brentwood and Cordova still have days to go before we will see completion," spokesman John Hutchinson said Friday.

"Those are the worst areas. In east Milton, we have one line with more than 40 broken poles."

Some of those communities are not expected to have power restored until late next week.

"There's a lot of damage and some places are going to require substantial reconstruction," he said.

are capable of receiving electric service. Some customers had their service lines and service boxes seriously damaged or destroyed during the storm.

"Some numbers of people with out power include homes in places like Pensacola Beach, Perdido Key and Grande Lagoon, where a lot of houses were completely destroyed," Hutchinson said.

Owens said progress, particularly after some of the earliest repairs have been made, can seem slow at times.



Electrical line contractors work on damaged lines in Pensacola.



Photos by Bart Boatwright/Pensacola News Journal

Gulf Power electricians Keith Herrington, left, and Jimmy Clay work on a power line Thursday on E Street in Pensacola.

SEA TOW

Sea Tow, the nation's leading marine assistance provider has Disaster Recovery Teams working in Santa Rosa and Escambia Counties.



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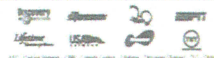
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Hurricane Ivan: Power/Relief

4 of 5 customers re-energized

Utility begins beach effort

Kimberly Blair
kblair@newsjournal.com

Electricity has been restored to more than 80 percent of the residents and businesses in the Pensacola Bay Area 10 days after Hurricane Ivan's winds and storm surge cast the area into darkness.

By noon Saturday, about 58,000 customers in Escambia County and 20,000 in Santa Rosa County remained without power.

That means power has been restored to nearly 246,000 customers.

Most of those still in the dark are in the hardest-hit areas, such as Aniston Boulevard and East Milton in Santa Rosa County, said Gulf Power spokeswoman Lynn Erickson.

"East Milton is a bad area," she said. "We had 100 percent down."

Power in those areas, along with several in Escambia County, including Nottoway Hills, Star Labor, Milton, Centerville, Century and the central areas of Brentwood and Cordova, will not be restored until late next week.

If that goal is met, Gulf Power will be on track with its projection to restore power to 95 percent of its customers within three weeks of the hurricane.

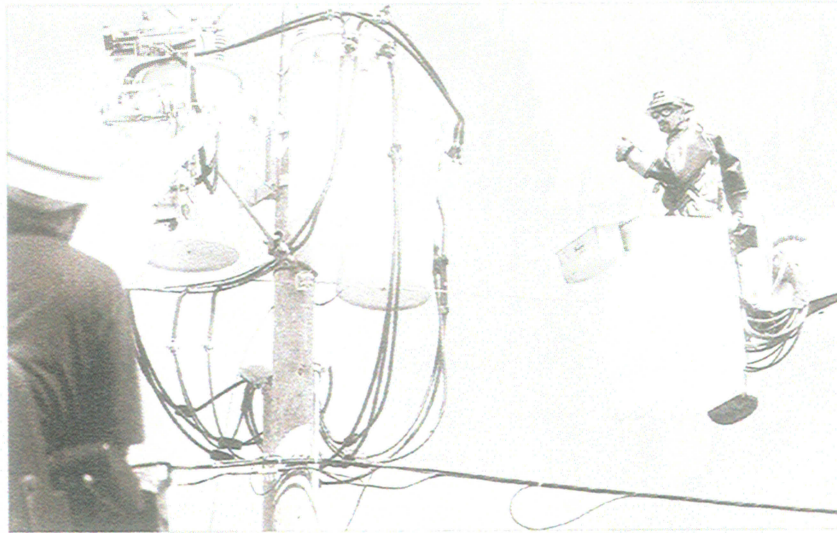
Working toward 'zero'

The actual number of customers without power may be much lower, though, once the utility company determines which homes and businesses are uninhabitable or nonoperational.

"We have to work toward a zero," Erickson said.

"We're waiting on the counties to reach a determination on how many are not habitable. That will be a huge chunk out of the number," she said.

Meanwhile, on Saturday, a small team of utility workers began assessing what it will take to



re-energize the Pensacola Beach sewage-treatment plant.

"We're hoping to get it running, and then maybe one of the hotels or anything out there that can take power can come back on," she said.

Assessing the damage is slow work because the underground lines and on-ground transformers are covered in mounds of sand.

"We have to dig them up and clean them up to see which ones will work and which ones need replacing," she said.

At Santa Rosa Island Authority General Manager Monte Blew's wilded down a quick barbecue dinner at the Escambia County Emergency Operations Center on Saturday, he said he didn't know the status of the work being done on the sewage-treatment plant.

"I do know everything out there is getting a little bit better every day," he said.



Photos by John Blackie
@Pensacola News Journal.com

ABOVE: Baltimore Gas and Electric line mechanic Steve McElman works to restore power Saturday near the sewage-treatment plant on Pensacola Beach.

LEFT: Other members of the crew from Maryland assist in the effort. A spokeswoman for Gulf Power says the utility will attempt to restore power to a hotel after work is done at the sewage plant. Assessing the damage is slow work, she says, because some lines and transformers are buried in mounds of sand.

Volunteers scale back as relief lines shorten

Workers redeployed for Jeanne

Janice Page
jpage@newsjournal.com

With Hurricane Jeanne striking Florida's eastern coast Saturday and more electricity being restored daily in the Pensacola Bay Area, local disaster relief sites are seeing less traffic and scaling back operations.

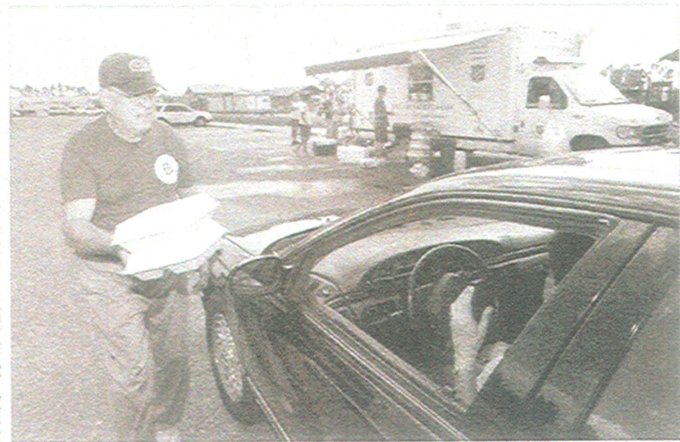
At a food distribution center at Gulf Breeze Elementary School, where Brown Hall has been volunteering this week, some of the staff left Saturday to respond to Jeanne's wrath.

But Hall of Coopers, Ga., will remain until her group's help is no longer needed. She volunteered through her local Georgia chapter of Southern Baptist Convention Disaster Relief. The group supplies the labor and equipment, while the American Red Cross provides the food and supplies.

The number of people in the food line at the Gulf Breeze site has decreased in the past several days, said director Jimmy Harris. The site was going out up to 5,500 meals a day at peak times after Ivan but last week but now is averaging about 1,000 a day, Harris said. About 25,000 meals had been served there by Saturday.

"It's something we wanted to be involved with because our house is standing, and we wanted to help those that lost their homes or other means," said Hall, 74. "It's not our duty but our privilege to help."

When electricity was restored in most of the Navarre area, the distribution site there closed Friday. The Florida Air and Army National Guardmen who were staffing the Hilder-Navarre



Brandt Jade Thomas/Pensacola News Journal

Volunteer Arnold Bailey, 70, hands out hot meals Saturday at a food-distribution center near Wal-Mart off U.S. 90 in Santa Rosa County. Bailey's church, Airway Heights Baptist Church in Washington, sent volunteers here to assist the Salvation Army.

Primary School site are heading south to prepare for another relief effort.

And while guardsmen have not asked for outside help, the Scouting Volunteer Ministry is sending volunteers from Tampa to help with the lines.

"We all have regular jobs back home, but we wanted to help," said Graham Byrne, a member of the group. "People are flying in and out every day to help."

At the new water and MRE distribution site at Washington, High School, National Guard relief workers have been replaced with Escambia County employees. Of more than 2,000 guardsmen entering the county with the food relief effort, it's down to about 200, said Kenny Smith, the county's public information officer.

Most of them have left for Jacksonville to prepare for Jeanne. "Since we are down to roughly 10 percent of our peak number of National Guard people, we evalu-

ated which county offices needed to be open or employees that didn't have any job assignment right now and asked as many of them as possible to come in and help," Smith said.

Because the bad water reduction has been lifted for everywhere but Century, University Point and Curry Station, relief operations are likely to be scaled back, Smith said.

Red Cross spokesman John Dekey said about 400 people

stayed Friday night in the relief shelter at Washington, High, down from about 1,500 immediately after the storm.

"It's scaling back. However, Pensacola Beach and Ivanhoe Beach will close at 5 p.m. today (Saturday) and that may cause an increased need," Dekey said.

"Now, more are evacuating from Jeanne and may come here from the East Coast. We won't pick up and leave until everyone is taken care of here."

In Santa Rosa County, about 80 people were remaining in each of the shelters in Milton and Gulf Breeze.

While food lines are shorter, they traditionally grow during weekends. Capt. Henry Hudson of Memphis, Tenn., logistics chief for the Salvation Army, said.

"People are usually out working on Saturdays and Sundays," Hudson said. "We actually had increases today (Saturday). But I expect it to decrease on Monday."

The Salvation Army served about 2,500 meals and 1,875 drinks Saturday at a Milton distribution site.

Because electricity is back up in all of Okaloosa County, the Salvation Army will pull its four remaining units from there Monday and head to the Pensacola Bay Area, Hudson said.

On Saturday, Salvation Army volunteers Devere Hargrove of Richmond, Va., was working at Tiger Point Park as one of the agency's mobile kitchens, where meals and water are being given out in a drive-through food line.

"The residents here have been wonderful," she said. "People come up to us in restaurants and ask us to pay for our meals."

Some restaurants offered special free meals for relief workers. Truck drivers dropping off loads of supplies have helped operate forklifts and volunteers are mowing in all the streets to help the mowers, said Martin Wexler, who coordinates disaster emergency services for Escambia County.

Hurricane Ivan: Restoring power



A lineman with Red Simpson Inc. of Alexandria, La., works on a power pole Sunday afternoon in East Hill.

Photo by
Kanna Cawthon
@PensacolaNews
Journal.com



ABOVE: Workers with Red Simpson Inc. of Alexandria, La., work to restore power Sunday afternoon in East Hill. Utility workers throughout the nation and Canada came to Pensacola to lend a helping hand after Hurricane Ivan tore through the area Sept. 16, leaving about 90 percent of Gulf Power's customers in the dark.

RIGHT: Red Simpson Inc. linemen work on a power pole in East Hill. Several out-of-state utilities workers working in Pensacola will soon relocate to states that have been or soon will be affected by Hurricane Jeanne, which swept through Central Florida late Saturday evening.

FAR RIGHT: Gulf Power lineman Calvin Crenshaw works in a neighborhood Sunday afternoon off Old Conroy Field Road. Gulf Power officials say they are way ahead of schedule in restoring power to its customers. Power has been returned to 500,855 of Gulf Power's 405,000 customers — including portions of the core area of Pensacola Beach.



Ahead of schedule, crews restore power to parts of beach

Kimberly Hilarie
@PensacolaNewsJournal.com

Power was restored to portions of the core area of Pensacola Beach on Saturday, allowing some businesses to begin cleaning up. Sunday the devastation that Hurricane Ivan left in its wake was still being assessed.

"If you would have told me 10 days ago that in 10 days we'd have power to the beach, I would not have believed you," Gulf Power spokesman Josh Hutchinson said.

The utility company is, in fact, several days ahead of its three-week projection to restore power to majority of its customers.

Those that remain without power by week's end will primarily be the homes and businesses that are uninhabitable or non-operational, particularly those on Perdido Key and Pensacola Beach.

While the main power infrastructure on Pensacola Beach is being restored quickly, power to homes there won't be restored until they are checked and ready to receive electricity, Hutchinson said.

"We had a good plan and executed it well," he said. "We do hurricane restoration every year so we have a lot of experience."

We had a lot of good help from all across the nation. The third reason we had perfect weather,

Power restoration

If you do not have electrical service, call (800) GUPOWER. Gulf Power has completed restoration efforts in Gulf Breeze and the Holley-Navarre area; customers should call the toll-free number only if they still do not have power in those areas.

he said. "We were able to work every day from sunrise to after sundown with no rain, no wind and not even hot days. Weather was a big factor to be able to squeeze every minute out of every day."

The 300,855 customers who have power today can thank the 4,000 utility workers from 23 states and Canada who swarmed to the Pensacola Bay Area to give the 1.4M Gulf Power workers a hand, Hutchinson said.

Bruce Dodin, 48, of Easley, praised the crew from Missouri who energized his home at 4 p.m. Sunday.

"Those guys are great. They worked all day on a pole behind our house from 10 a.m. to 4 p.m.," he said. "It's going to be great when I get a hot bath."

When he thanked the crew, they told him they were heading north in about three days to help the people Hurricane Jeanne left in

the dark.

Utility crews from Georgia left Northwest Florida on Saturday because Jeanne is expected to dump power in their state. Those crews were replaced by teams from Mississippi, Hutchinson said.

As of Sunday, a full force of utility workers still were on the job to restore power to 46,541 customers in Escambia County and 17,575 in Santa Rosa County who remained in the dark.

Several areas in Escambia and Santa Rosa counties have extensive damage to the electric system and still are without electricity.

Those areas include Avalon Boulevard in Santa Rosa County and Scenic Hills, Star Lake,

Moline, Cantonment, Century and the central areas of Brewwood and Corbina in Escambia County.

"Even though we are glad to be far ahead of schedule, we understand that for those still without power, it is a frustrating situation," Hutchinson said. "Above all, we appreciate the patience and support our customers and the community have shown us."

Once all of those customers' lights are back on, Gulf Power workers also will head out to help the victims of Hurricane Jeanne.

"We were blessed in having good help here from all over the country," Hutchinson said. "We will help our neighbors, too, once we are finished."

HURRICANE IVAN

Gulf Power: Full service expected in near future

Kimberly Blair
kblair@pensacola.com

Gulf customers without electricity to report a full Gulf Power Co. is expected to meet any town area.

There is a power cut of the 15,000 customers still without power today, 1,000 are businesses, and an estimated 15,000 others are homes and businesses too damaged to receive power, such as the 104 units at Spanish Bluff Apartments in Santa Rosa County.

Gulf Power officials determined those numbers Tuesday as they took stock of who and what still were lacking power.

"The 15,000 figure for damaged homes and businesses is not broken down by county," said Gulf Power spokesman Jeff Hurdman. "It's just an estimate we've made with emergency operations centers in both counties and is based on what we know in terms of customers in towers on the beach."

The figures bring to 17,000 the number of homes and businesses waiting to get electricity, he said. Of the 10,000 customers who lack power, 2,500 are in Santa Rosa County, while 15,750 remain without power in Santa Rosa County, he said.

"The end is in sight," Hurdman said. "We should be completed in the next day or so."

Florida developer Allen Levin is among those anxiously waiting for power to be restored to the condominium resort on Pensacola Beach.

"We sustained the least amount of damage out here — to the point it is only going to require power, water and sewer to have everything ready to go," he said.

Those who still don't have power mostly are in the Arden Boulevard area of Santa Rosa County and the Santa Rosa Boulevard and Gulfview areas in Escambia County.

There are the "retro" and "newer," Hurdman said. That is, individual homes and businesses that have damage to their roofs or lines between poles and structures in need of repair.

"In the coming weeks and coming months, we will still be restoring power," Hurdman said.

Meanwhile, some of the 4,000 out-of-service utility workers are being released either to go back home or move on to areas impacted by Hurricane Jeanne in southwest Florida, where about 2 million people lost power.

"People are starting to leave, but that is not affecting our restoration time," Hurdman said.

Many area initiatives are on hold

FROM C

Franklin: A recovery information hot line has been established to answer questions from residents, Hurdman said.

The Pensacola City Council is meeting every Thursday for the next few weeks. The meetings have taken place at the city center, but the meeting room isn't large enough to accommodate large crowds.

Hurdman hopes that the council chambers area of City Hall, which sustained the most damage, might be usable in October.

Meanwhile, most initiatives are on hold, such as the Historic District revitalization spearheaded by urban planner Ray Gindoff's study, Trillium and Bruce Smith waterfront property proposals and future strategies for the Port of Pensacola, Hurdman said.

Planning and design issues are the most critical, he said.

Council member Marty Duvall said the shortage of affordable housing in the city never has been more apparent.

"We've had people come into our office looking for rentals, and we just don't have enough vacant housing," said Duvall, a Democrat.

Many buildings constructed before Ivan will be better as a result of the natural disaster, Duvall said.

"A lot of these old buildings will be rebuilt to current codes. We're going to recover and we'll be better than before."

Duvall also is concerned about environmental damage caused by sewage discharges from the Main Street sewage treatment plant during and after the storm. The sewage plant now is operational, but it was shut down after it began discharging raw sewage into city streets and the bay after Ivan's storm surge overtopped the building.

Mayor John Fogg said it will be a while before the city is functioning normally.

"We haven't even been able to ask wage questions yet," Fogg said. "The conditions are difficult, but people seem to be doing to the best of their ability."

SRIA to meet Thursday to discuss beach status

The Santa Rosa Island Authority will have a special meeting to discuss the status of Pensacola Beach at 5 p.m.

Thursday at Gulf Breeze United Methodist Church, 75 Fairport Drive.

From staff reports

T.S. Lisa still weak, remains no threat to land

Associated Press

MIAMI — A weak Tropical Storm Lisa was in the open Atlantic on a track Tuesday that posed no threat to land.

At 4 p.m., Lisa's center was about 1,300 miles west-southwest of the Azores, according to

the National Hurricane Center in Miami. It was moving north near 12 mph and was expected to keep heading in that general direction for the next few days, threatening only ships.

Lisa had top sustained winds near 50 mph. Its strength was

not expected to change much over the next few days before it reaches cooler waters and weakens, forecasters said.

Lisa is the 12th named storm of the Atlantic hurricane season, which ends Nov. 30.

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Expos exit Canada for Washington

Major league baseball is returning to Washington, D.C. — on Friday, April 15, to be exact. Whether it's the Senators, the Nationals or the Grays doesn't matter. Whatever the name, they no longer will be the Montreal Expos. Washington has been without a team since the Senators moved to Texas in 1972, becoming the Rangers.

SPORTS, 1D

Stewart to serve time in W. Virginia

Murtha Stewart will serve her five-month sentence in a remote West Virginia prison, far from her request of Connecticut. She will report to prison Oct. 5. She was convicted for lying about a stock sale.

MONEY, 10C



Mississippi Delta selling the Blues

In the Mississippi Delta, amid some of nature's most potent and some of the poorest people, a new effort is under way to market the region as the birthplace of the blues.

GETAWAYS, 2B



SpaceShipOne lands safely

SpaceShipOne landed safely Wednesday after making its suborbital flight as the Mojave Aerospace Ventures team attempts to win the Ansari X Prize in Mojave, Calif. The \$10 million prize goes to the first team to launch the weight equivalent of three people into suborbital space twice within a two-week period.

NATION, 5A

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PENSACOLA News Journal

THURSDAY, SEPTEMBER 30, 2004

Children need special care coping after storm

LIFE, 1B



Roxanne DeLoach



Dr. Lois Zaragoza-Goode



Arnie Stanton



Mary Kochanowicz



Trevor LeCroy



Joseph Greenblatt

Ivan leaves heartbreak in its wake

Survivors cling to memories of loved ones lost in hurricane

Doug Haller

dphaller@pensacolaNewsJournal.com

They are mothers, sisters, brothers and daughters.

A truck driver, a medical technician, a second-grader who loved

lights. People lost their lives

through the Pensacola Bay Area.

Since then, at least six more

have died while cleaning up the

storm's aftermath or while assisting others in need.

The Pensacola News Journal

worked for more than a week

to contact family members and

friends of the deceased. It wasn't

easy. Some were eager to talk,

laughing while sharing stories

and memories. Others just

declined on telephone or behind

closed doors. "We just want the

path to go away," said one man,

his voice clearly indicating that

it had not.

Some relatives and friends we

couldn't locate.

Robert Krause, 78, died Sept. 16

when a tree fell on him in Navy

Point. Today, nothing remains but

the wood frame of his one-story

house. Debra Littera has yard.

A Betty Crocker cookbook sits

in his driveway.

A person of the same surname

said she thought Mr. Krause once

worked for the fire department at

Pensacola Naval Air Station. But

the Naval base couldn't confirm.

Among the hardest to find was

the family of a young girl who

was crushed by a tree that fell on

her house in Santa Rosa County.

Emergency officials initially

didn't release any details, only

that the death took place about a

block and a half from the county

Emergency Operations Center

near Arundel Boulevard in Milton.

We walked the surrounding

area, stopping to chat with res-

idents who were cleaning yards or

painting roofs. One man eventu-

ally pointed us in the right direc-

tion to Suzanne Trice, the wife of

Robert Trice, 72, a second-

grader at Bagdad Elementary

School.

Trice sat in a relative's living

room and talked for nearly an

hour, telling a complete stranger

what she loved so much about a

girl she called "Baby Baby."

When asked why she decided to

share so much, Trice's answer

was simple: "I just want every-

body to know that she was a very

happy and loving girl who was

loved very much."

Everyone will remember the pho-

to of Robert Trice's daughter.

The back end featured in the

edge of the Interstate 10 bridge

that connected Pensacola to Mil-

ton. The car, along with its driver,

was nowhere to be seen, gone into

See DELIGHTFUL, 2A

Let there be light! — Pace area out of the dark



S.J. Waters/PensacolaNewsJournal.com

John Syers cheers for joy as the lights go on in his Floridatown home for the first time since Hurricane Ivan struck almost two weeks ago.

Gulf Power beats the clock

Major restoration of power complete ahead of schedule

Geoffrey Moore III

gmooreiii@pensacolaNewsJournal.com

John Syers raised his arms

in triumph, let out a yell and

rejoiced for the light return.

After almost two weeks of

darkness, the Floridatown

residents had power.

"We love," Syers exclaimed

Wednesday afternoon. "But

don't we get it."

Quick Star Lord! Nine turns

were late on."

Syers and his sister, Mary

York, live together in an old

brick house near Escambia

Bay. Their neighborhood was

part of the first peak in Gulf

Power to get electricity to all

of the customers who lost

power from Hurricane Ivan.

"The most restoration is

done," said John Hatcher,

spokesman for Gulf

Power. "If you don't have

power, you need to call 1-

800-GULFPOWER."

Gulf Power officials had

expected restoration in the

Pensacola Bay Area to take

three weeks or more.

Syers and York have lived

out of town for most of the

last two weeks. They were in

a Panama City motel when

their neighbor called Wednes-

day to tell them they would

have power later in the day.

"We've only been 'brown

out' a bit," Syers said. "Gulf

Power sure worked."

"My thing is, I'm going to

More Ivan coverage inside

■ Elderly get help to cope after hurricane. 3A

■ FEMA provides temporary housing for more than 200 families. 3A

■ Interstate 10 bridge repairs begin. 1C

■ Update on relief and services. 2C

■ Ivan puts strain on Century and Molino. 3C



See MAJOR, 3A

Pensacola NAS reports for duty Monday

Pensacola Naval Air Station will have all hands on deck again beginning Monday, a little more than two weeks after the base was devastated by Hurricane Ivan.

Extensive damage — estimated at \$800 million — has prompted questions about whether the installation would suffer the same fate as Homestead Air Force Base, which was closed after Hurricane Andrew struck in 1992.

But U.S. Rep. Jeff Miller, R-Chumuckla, said the White House and Congress are behind the military in the Panhandle.

At least \$900 million in relief could be on the way for area bases, he said.



Tony Giberson/PensacolaNewsJournal.com

Story, 3A

Bush, Kerry face off

Ivan aftermath affects who tunes in tonight

Sean Smith

ssmith@pensacolaNewsJournal.com

The first face-off be-

tween President Bush

and Sen. John Kerry took

off tonight in Miami.

But as Pensacola Bay

Area residents dug out

after Ivan and the rest

of Florida poked up at

hurricane Charley,

Pratt and DeLoach, are

they ready to face it?

"I'm not sure on 100

or 1000000," said

all I get right now," said

Brenda Williston, 34, of

Pensacola.

"We will all

pay attention to the

debate. I

want to see

how much

time Kerry

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the Atlantic coast Sept.

5, Ivan slammed the

Panhandle on Sept. 10,

leaving a trail of destruc-

tion Saturday night.

"We have a state night

now that doesn't under-

stand why CNN isn't

covering what's going on

in their street. Florida

has just been devastat-

ed," said Brenda Kelly,

debate professor at the

University of West Flor-

ida. "We have a president

that just released a lot of

disaster relief money. A

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Market summary	
DOW JONES INDUSTRIAL	S&P 500
Close: 10,192.85	Close: 1,131.50
+145.41	+21.39
NASDAQ COMPOSITE	NYSE
Close: 1,942.20	Close: 6,093.15
+52.72	131.81

Gulf Breeze Area Chamber to offer business seminars

The Gulf Breeze Area Chamber of Commerce Small Business Committee will present "Business Success Series," three seminars designed to assist business owners at Gulf Breeze City Hall, 1070 Shoreline Drive.

The seminars are:
■ **Sealing the Deal: The Art of Successful Negotiations**, led by Charles Bare, 8 to 9:30 a.m. Oct. 25. Almost all negotiations involve time and money. Time and money are the two most valuable resources for your business. Join us to learn how to manage resources through successful negotiations.

■ **Create High Performance Employees through Effective Training & Communications**, led by Todd Hopkins, 9 to 10:30 a.m. Nov. 9, in today's competitive business environment, you cannot afford to have employees who do not perform the job you have hired them to do. Come hear first-hand how to apply a simple, four-step, effective training technique that will turn you into a first-class trainer.

■ **Maintaining High Quality Customer Service: Put the Customer Back in Your Business Plan**, led by Charles Bare, 8 to 9:30 a.m. Nov. 20. Many businesses start out with the customer in mind, but other promises may cause them to lose their focus. Join us to learn how to regain customer focus. Also, attendees will learn how to deliver high-quality customer service.

Hopkins, founder of Office Pride Commercial Cleaning Services, has successfully built a work force of more than 700 people in seven states by applying the systems and techniques used in the information that will be provided in this seminar. Bare, president of Breeze Business Solutions LLC, provides consulting services for small businesses and governmental agencies. He partners with organizations to improve productivity and performance.

Call the Gulf Breeze Area Chamber of Commerce at 922-7888 for more information.

Car show set for Oct. 16

Organizers in Navarre are planning to conduct Navarre's Fourth Annual Car Show on Oct. 16 at the Navarre High School.

The Navarre Area Board of Realtors and the Navarre High School are co-hosting the event, with proceeds benefiting various student clubs and activities.

Forty-six categories of car, truck and motorcycle classes will be showcased, with trophies for first-, second- and third-place in each category. Specialty awards include Best Engine, Best Exterior, Best Interior, as well as the Best of Show award.

The first 100 entrants will receive commemorative dash plaques. Raffle prizes are also available and will be raffled in conjunction with the awards ceremony at 4 p.m. Registration takes place from 8 a.m. to noon the day of the event. Anyone interested in pre-registration discounts or trophies may contact the Car Show staff at 938-3670 or e-mail: rob@belleouth.net.

People on the move

Dr. Jolita Klementaviciene, a board certified internal medicine physician, has joined Sacred Heart Medical Group in Pensacola.

A resident of Gulf Breeze, Klementaviciene has operated a private medical practice in Gulf Breeze for the past two years. She received her medical degree from Karolus Medical Institute in Lithuania. In 1996, she completed her residency training at Shady Side Hospital and the University of Pittsburgh Medical Center, Pittsburgh, Pa.

Klementaviciene has relocated her practice to Seton Office Park, 5190 Bayou Blvd., behind Sacred Heart Hospital. She and her husband, Richard, have two children.

For more information, contact her office at 416-7073.

Online update

For the latest local and national news, as well as previews of the next day's headlines, visit the daily News Update at 4 p.m. weekdays. News Update also features up-to-the-minute business, sports and entertainment news.

www.PensacolaNewsJournal.com

To report a story

Call the Money department at 435-0696

Gulf Power passes test

Hurricane Ivan mobilizes forces from around the country

Hours after Hurricane Ivan plowed through the Pensacola Bay Area, Gulf Power sprang into action to restore power to 364,000 customers facing weeks, possibly months, without electricity.

Initially, the company set a goal of three weeks to complete major restoration to its customers left in the dark between Pensacola and Panama City. The task was gargantuan: replacing more than 221 miles of wire, enough to span from Pensacola to New Orleans; 4,560 poles; 3,175 transformers; 47,000 fuses; 11,916 rolls of electrical tape and 20,145 connectors.

"The meter is still running," Gulf Power spokesman John Hutchinson said. "This is the list of Monday. It could increase possibly 20 to 30 percent," he said.

In two weeks, Gulf Power tackled this 20,000-pound gorilla with the help of its parent company, Birmingham, Ala.-based Southern Co.

As of Thursday it completed all major restoration, thanks to the three key elements: sunny days, the help of some 5,400 utility and tree-trimming workers, and a plan honed by years of repairing hurricane destruction across the region.

While the company continues to calculate the price tag from this storm, expected to exceed the \$28 million Gulf Power had in a reserve emergency fund, there is no doubt Hurricane Ivan will be a benchmark in terms of cost and severity of damage.

Pensacola News Journal reporter Kimberly Blair interviews Gulf Power's Chief Executive Officer and President Susan Story and company spokesman John Hutchinson this week to find out how the company coped with the disaster and what the long-term impacts might be.

Q: Has the Southern Co. or Gulf Power ever been faced with the scope of damage experienced this hurricane season?

Story: No. By far, if you put Erin and Opal together and multiply by five that is the extent of Ivan alone. People in Southern Co. are saying this is the largest. Some people are comparing this to Camille in 1969. Hurricane Camille hit near Biloxi, Miss., on Aug. 17, 1969 as a category 5 storm with winds up to 200 mph. It is the benchmark in the American hurricane experience.

Q: How will the company recoup these expenses?

Hutchinson: We are looking at that now. We have \$28 million in the storm reserve and if that doesn't cover it, one option would be to borrow the money, and another option is to have a rate rider, or a temporary rate increase to pay for the storm. There are other financial options to look at, too.

Story: Whatever we do, we want to make sure we have the lowest rates in the state. We could have done this cheaper if we had spread the work out. Instead of calling 4,000 people here, we could have not spent that money and taken two to three times longer and it would have cost less. Our goal was to get as much power back on as fast as possible and I think that is what the customers wanted.



Georgia Power linemen were among the many crews that Gulf Power organized to help restore the massive power outages caused by Hurricane Ivan in the Pensacola Bay Area.

Q: What were the greatest challenges in the restoration process?

Story: First it was, "Are we going to have enough resources?" That's what we started getting resources coming in. That was great. But we found out that there were no hotel rooms, water or food.

Help for businesses is on the way

Financial help is on the way for business owners in Escambia and Santa Rosa counties.

Late last week, Gov. Jeb Bush announced that more than \$11 million has been earmarked to cover the Ivan Bridge Loan Program in the Pensacola Bay Area. \$5 million has been allocated for Escambia County businesses.

The state's emergency bridge loan program is designed to provide a source of cash to businesses physically damaged during a major catastrophe, enabling them to quickly begin repairs and replace

destroyed inventory. The short-term loans are intended to "bridge the gap" between the time a major catastrophe hits, and when a business has secured other resources — such as profits from revived business, receipt of payments on insurance claims, secured longer-term loans to include U.S. Small Business Administration disaster loans — to operate successfully.

Short-term loans of up to \$25,000 will be available. See O&A on 4B

Businesses looked out for employees with hurricane hit

The second of two related columns.

Surviving Ivan for Pensacola businesses often meant more than mending the store. There was the car and feeding of workers to be concerned about as well.

Every business has a storm story to tell. Here are excerpts from Network Telephone Co.'s.

Network, a business, local and long-distance and high-speed data telephone company, has 450 of its 550 employees in Pensacola at three locations, two of which were in storm-vulnerable downtown. As Ivan approached, the company called in only

essential personnel to operate for the storm's duration, arriving there either at the company's largest site, the Town & Country operations center on Fairfield Drive, or at the Atlanta sales office, a backup operations site.

"The night of the storm, we had 42 people in the building, including 18 kids and one pregnant wife," said chief financial officer Danny Kennedy-Lantz, who had stocked a food closet, stored groceries here and planned one hot meal a day. She also assumed management of the company's hotel and restaurant, keeping employees and families needing shelter for three days, some for a

week, and also providing space for visiting fire captains, whose cars and pool was just outside. "We also had some National Guard members in the pool."

The storm-sheltering operation was not without challenges. "We lost power and went on to our generator, then lost hot water and had problems with the air-conditioning system," reports Lee Cyr, president and chief operating officer. "For three days, we had to hand fill the cooler at about 100 gallons an hour, which we did from a tap paddle 2 1/2 feet deep, that was formed by the storm in a pool in an

back of the building — we called it Ron's Pond after our maintenance manager. We used five-gallon buckets and garbage cans in a pickup fill with the buckets and empty, we had to do that six times a day."

"It was hard to explain to the sheriff's people what we were doing out there during the storm."

There were other problems, said Kennedy-Lantz. Perfectionists they couldn't get employed. They called in Louisiana friends who knew somebody in the business, who sent help. The storm smashed windows of employees' cars, expelling them to lotteries; they moved the cars

tight to the building. Also, a kitchen cafeteria lower to cook spaghetti for 100 people without water — also yielded to solution: just use ketchup in the sauce.

As for the bottom line: "We have 17,000 customers and most aren't affected by the storm, so they call," said Cyr. "We were operating this whole time."



CHARLOTTE CRANE
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LETTERS TO THE EDITOR

Help from so many other states truly appreciated

I would like to express my appreciation to the volunteers that have traveled from other states and countries to assist in the recovery of Ivan's aftermath. These past few days I have been extremely amazed at how so many people have sacrificed their time and comfort to help others in need.

Groups such as The Convoy of Hope and the National Guard have been a true inspiration to me. I have seen trucks from as far away as Quebec, Canada, that have come to assist in our recovery.

— Craig Cox
Pace

Pictures tell stories

I have been reading the online edition of the Pensacola News Journal for a long time. Most of my interest has been the obituaries as both my husband and I have relatives in your area. With the impact of Hurricane Ivan, it has been really difficult for those of us who have been unable to determine the extent of damage because of power outages and lack of phone service. I can only imagine what the residents of the Pensacola Bay Area are enduring at this time.

A special thanks to the News Journal staff for their extensive coverage of the devastation in both news and photos. It is said that a picture is worth more than a thousand words, and in this case the phrase is very accurate. The photos that have been displayed on the Web site have told us of the heartaches and devastation of the citizens and our relatives are suffering.

Thank you so much for excellent coverage of Hurricane Ivan.
— Mildred and Kenneth
Palestine, Texas

Superior Web reporting

Moved from Pensacola years ago but time and distance haven't diminished the ad-

ness I feel over Ivan's hard hit to my beautiful hometown. I simply can't imagine what life is like for everyone — and I've weathered several hurricanes, including Frederic, while living in Pensacola and, for a time, Fort Walton Beach.

Also, my compliments to the News Journal for its superior Web reporting of Ivan's aftermath. The newspaper's news team is making great use of Web journalism and its potential for immediacy, both of which I study as a print journalist-turned-journalism professor.

In fact, the cyber-News Journal is the only up-to-date source I've found for in-depth news about post-Ivan Pensacola. My parents and a sister rode out Ivan in their homes near West Florida Hospital. The day after Ivan hit I repeatedly telephoned my parents from Salt Lake City to keep them updated as the News Journal updated its Web site.

Thanks, News Journal, for being there, online, for long-distance Pensacolians like me.
— Brian L. Maeser
Salt Lake City, Utah

First-class newspaper

Thank you to the Pensacola News Journal for their terrific coverage. While the major networks let those of us down who live far away from our loved ones, the News Journal has come through with flying colors and kept us up to date on everything.

Their community forums are ingenious and have helped us to locate family in Pace, Milton and Hollywood-Navarre. As future residents of Navarre, we look forward to living in such a wonderful area with caring residents and a first-class newspaper.

Our prayers to all.
— Eloy and Mari Goman
West Chester, Pa.

Pensacola will rebound

I recently moved to the Tampa Bay area after living in Pensacola for seven years. I moved here in time to be in the path of both Charley and Frances. When I saw Ivan heading for Pensacola, my heart just sank. When Ivan finally made landfall, I watched the Weather Channel and logged on to the News

Journal Web site. I had to excuse myself a couple of times. It just broke my heart at what I saw. Our prayers are with everyone there, and I know Pensacola is strong and you will rebound. You will make all Floridians proud. God Bless each and everyone.
— Pastor Ron Tompkins
Plant City

Can never repay

I just wanted to thank each and everyone for all of their help and support during our time of need. Gulf Power, Army Reserve, Bank of America, Wal-Mart, Red Cross, FEMA, Pensacola Police, Florida Highway Patrol, EMT, area hospitals, all emergency employees, etc. We love you!

I don't know what we would have done without you all. This has been a stressful time, but it has given us a chance to come together and be thankful for our lives and what we have. You all are definitely God's gift to us.

Thanks again for being so wonderful to us. I don't know how we could ever repay you!
— Lindsay Pilgry
Pensacola

Only information source

My mother lives in Pensacola. After Ivan moved ashore and the power and phones went dead, the News Journal Web site became the only source of useful information for us to try to find out what is happening in Pensacola. They are doing a magnificent job under what must be very difficult conditions. Every aspect of coverage has been exceptional.

The neighborhood forum section has been instrumental in keeping up with news from the area where my mother lives. Please let the staff know that their work has been appreciated and absolutely essential for those of us who have loved ones in the area. Well done, News Journal! And thanks!
— Mark Tompkins
Raleigh, N.C.

Wonderful coverage

My two sons are based in Pensacola, one at Corry Station, the other at Pensacola NAS. I want to thank the News Journal for the wonderful coverage of pictures and for making them

available to the public without having to "subscribe." Has the News Journal considered compiling the photos into a CD?

Again thank you for the wonderful coverage. This is our link to what our children are going through and to help us to understand the devastation that Pensacola has suffered. Our thoughts and prayers are with the fine citizens of your city.

We visited Pensacola on July 4, and were very impressed with the friendliness and hospitality displayed by everyone.
— Robin Reall

LETTERS TO THE EDITOR

Area shows true colors in disaster

Little did I know when I moved here, ominously on Sept. 11, from California, that I would be experiencing the wrath of Hurricane Ivan. Not only was the Weather Channel invaluable prior to the storm, but the Pensacola News Journal Web site was essential for staying abreast of the latest news and photos that we all desperately wanted.

The community forum section on the Web site provided immediate interaction with other people in the area. My husband and I were remarking that sadly, we doubt that we would see this kind of positive community effort in California in the wake of a disaster.

Not only were local neighbors helping neighbors, but emergency relief crews and volunteers seemed to be visible everywhere doing blood, sweat and tears-type recovery work around the clock. It was also incredible and touching to see Red Cross vans rolling in from other counties and states coming here to help.

I am excited to become a part of this amazing community and hope that I, too, can help out in some small way. Florida and its people have not only welcomed my family and I, they have showed me their true colors: red, white and blue.
— Kristin R. Fuller
Hartford, Conn.

Great coverage

Just a brief note to commend the News Journal for "outstanding" coverage and information throughout the hurricane and recovery. All sources of information or contacts have been right here the whole time. Thanks!
— Bill Hunter
Pensacola

Canadians are good

On Sept. 9, we took a family vacation to Buffalo, N.Y., and then visited Niagara Falls. We decided to go to the Canadian side of the falls. Unfortunately, we did not have any identification for my 8-year-old niece, and the border officer grilled her about the names of her parents and why she wasn't

in school. We knew he was only doing his job but it seemed a little rough, so the whole time we were there we bashed Canadians.

We got back on Sept. 13, just in time to prepare for Ivan. On Sept. 21 we were out to get gas, ice and food and saw the trucks from Quebec. And on Sept. 22 they got our power back. They worked our neighborhood non-stop.

Never again will I say a bad word about Canadians. I am so thankful for all the help that has been provided to us during this catastrophe.
— Joan Grabau
Pensacola

Mother Nature spoke

Ivan was Mother Nature saying keep your homes and buildings off my beautiful island. This time, we should listen to her.

After the horror, we now have a golden opportunity to become the most enlightened community on the Gulf Coast and return these devastated areas to nature and to the future protection of the mainland.

Also, the Pensacola News Journal deserves a Pulitzer.
— Richard Crosby Jr.
Pensacola

Photos helped

I would like to thank the Pensacola News Journal for their online coverage of the destruction of Hurricane Ivan.

I am a student at the University of Florida and had a hard time finding coverage of the aftermath. Due to the extensive photo coverage on their site I was able to understand better what my family and friends were dealing with at home.

I send my prayers out to all in our area and pray for a speedy recovery to some normalcy. Thanks again.
— Courtney N. Weir
Gulf Breeze/Gainesville

Thanks for caring

Having recently purchased a condominium on Perdido Key, Hurricane Ivan certainly has taken the wind out of my sail. From the excitement of owning a little piece of paradise to the confusion of understanding local regulations and insurance lingo, I am left with thoughts of "what have I done?" I must say that without the Pensacola News Journal, I would be completely frazzled. However, their staff has done a phenomenal job of reporting

necessary information to the local community as well as those who own property in the area but live out of state.

The community forum has been a godsend. This forum has allowed us to contact those who also own units in our complex and opened channels for communication with one another. Many of us have been on the Web site for hours on end since the inception of this tragedy.

Since the rest of the world has moved on to the next crisis, it's comforting to know that we can obtain information that addresses our specific concerns. Thanks again for caring about the community as a whole.
— Kathy Newcomb
Dandam Springs, La.

Ribbon of thanks

I drove home yesterday from Meridian, Miss., where I wasted out Hurricane Ivan. I passed many many utility workers trying to get things back to normal.

These people work so hard for us. To show my appreciation for them, I am going to make a big red bow to put on my car. Every time they see this ribbon they'll know someone is saying "Thank you." I'd love to see more than my car with a red ribbon.
— Mary Crummins
Pensacola

Not a race issue

I was reading the story about some people complaining that "Gulf Power just passing by a certain group of people." Well, I wonder how many in that neighborhood have cleared the streets and helped out a neighbor.

I'm white and have helped my neighbors who are black and needed help with their yard. This area still doesn't have power either, so I would just like to say it's not a race issue. Be thankful you are alive. Be thankful that there is help on the way.
— Tammy Johnson
Pensacola

Thanks for helping

I must say thank you to all the people who came to us from all over the country and still are here helping those in need — the power companies, the tree services, the Red Cross and all who volunteered to help out. I know there will be many who feel as I do, but I had to say thank you and God bless you.
— Harry Mason
Joy

Gulf Power mobilizes forces in Ivan aftermath

FROM 1B

So our challenge then was "What are we going to do with all of these people?"

We had to set up tent cities at Cory Station, Avalon Industrial Park and the fairgrounds. Then we filled up our tents so we had to bus some people from as far away as Biloxi everyday.

Then our next challenge was materials. Where do you find the materials out there after two other hurricanes? A lot of our suppliers did everything they could all across the country and North America to find supplies.

Then we had a challenge of how were we going to get the resources in here (with the road and bridge conditions after the storm).

Then we had great resources. We were feeding them and housing them. We had materials.

Then, once we got through that, our biggest concern was fatigue. Our crews were so tired. A lot of crews, including our folks, had been in South Florida helping with Charley, so our biggest concern was safety and that no one would get hurt.

Our greatest problem now is how do we tear down the tent cities.

Q: What were the highlights and the low points of the days following Ivan?

Story: The high point is definitely the people; two groups of people. All the people who worked to get power back on; and the second group are the incredible people out there across the community. They offered food, cold water and bathrooms to the crews. They cheered and some danced for them.

And then there are the people who work here. We had 19 employees who had everything destroyed. Sixteen have homes uninhabitable. We asked them, "Why are you here if you lost everything?" They said, "We've got to get the power back on."

We are so impressed by this tremendous commitment and dedication by Gulf Power.

The low point was during the hurricane in this building. There was a group of us who stayed here. We also had 15 customer-service call representatives here. We did not require them to come. They volunteered.

Around 1 a.m. when the eye wall came in, we had windows crash in. We had one person slightly hurt. Windows flew in. We evacuated to the basement.

In the morning after the hurricane passed, the wind was still blowing 50 to 60 mph. Our computers were telling us 90 percent of our customers were without power.

We just shook our heads when we thought about what this building was going through.



Susan Story, Gulf Power president and CEO, talks with Gulf Power lineman George Ladd shortly after Hurricane Ivan landed.

We couldn't imagine what was going to be left outside?

That first night (after the storm) there was nothing, not a single light left on. There was so much devastation. We looked around and said that we needed to give this community hope. For Gulf Power, we can be a part of that hope by bringing power back and normalcy back. That's why everyone did a yeoman's effort from the beginning.

Q: Will you ride out another storm in this building?

Story: I'd ride out another storm in the basement of this building. If we had known the northeast eye wall would hit here we would not have stayed upstairs.

Q: Will Gulf Power offer a program to help customers who are financially strapped, as a result of Hurricane Ivan, with utility bills?

Story: Absolutely. We've always done that in the past.

Q: Are there lessons to be learned from Ivan?

Story: We think we are good. We know we're good, but we can be better. When we look at the plan, we had a good plan in terms of running an operation 24 hours a day for several

Gulf Power by the numbers

Date: Customers out

Sept. 16	384,988
Sept. 17	388,338
Sept. 18	218,000
Sept. 19	218,527
Sept. 20	176,128
Sept. 21	147,578
Sept. 22	118,260
Sept. 23	97,886
Sept. 24	80,213
Sept. 25	79,513
Sept. 26	65,923
Sept. 27	36,987
Sept. 28	33,387
Sept. 29	24,887

In 32 days, Gulf Power restored 945,394 customers or an average of 29,541 customers a day.

Three customer advocates approximately 50,000 homes and businesses that do not get power immediately service the utility company's customers, as well as customer advocates that were damaged.

weeks. In terms of things we'd change: never, ever have we done huge tent centers. That

Crews working for Gulf Power

Editor's note: When no state is listed, these companies have crews across the United States.

ABC Tree Service AEP from Ohio, Alabama Power, Asplundh Construction from Florida, Asplundh Tree Expert from Florida, BSC of Kansas, Baltimore Gas and Electric from Maryland, Black Electric from Oklahoma, Bluegrass Central Construction from Kentucky, Buford Tree Crews Calvary Construction Inc. from Oklahoma, Cez Inc. from Florida, Center Point Energy, QRECO, Consumers Energy, Survey Tree Services, Dillard Smith from Tennessee, Ewing from Texas, Ewing from Louisiana, Exelon (GenEd) from Illinois, Exelon (PECO), First Energy from Louisiana, First Energy from Texas, Georgia Power, Gulf Power from Florida, Harborside and McCoy Inc., Hooper Corp. from Wisconsin, Hydrex Quebec from Canada, Illinois Power, Indianapolis P&L, Ivy Smith, JW Dicks from Ohio, Kula Construction Co. Inc. from Louisiana, LE Meyers.

LE Meyers from Texas, Lewis Tree Service, LGE, McCoy Tree Service, MCR Construction from Mississippi, Mississippi Power, Nelson Tree, North East Utilities - Connecticut Light and Power, North Star Utilities - New Hampshire, Oklahoma Gas and Electric, ONCOR from Texas, Oronos D&E from New York, P&H Steelhead Construction Inc. from Missouri, Public Service Electric and Gas Co. from New Jersey, Pike Electric Inc. from North Carolina, Public Service of New Mexico, Power Products Inc. from Georgia, Pennsylvania Power and Light, Red Simpson from Louisiana, Savannah Electric from Georgia, Southern Electric from Mississippi, Thero USA Inc., Thompson Electric Inc. from Ohio, Townsend Tree Service, Texas Inc., Utility Lines Construction Services from Maryland and W&F Tree Service.

was a good way to deal with the lodging. Who would have known 75 percent of all the lodging

facilities in the Pensacola area were inaccessible? Who would have thought the challenge was

logistical, based on the scope of devastation we were left with? We will do a huge post-mortem. We will look at everything we did. We will probably make tent cities a part of the plan because it did work so well.

Q: Did the utility crews complain about staying in tent cities?

Hutchinson: Initially, we did have some complaints, but once they saw the destruction and saw how others were living, that all went away overnight. In fact, they turned the tent city into their own little town and had fun with it. They elected a mayor, city councilmen, and a public works director who took care of complaints like if the showers were too cold or too hot. They started up a barber shop.

We had a line foreman from Georgia who said when they were working in South Florida they were put up in luxury condos. He said some complained about every little thing. When they came here and stayed in tents with everyone else, he did not have one complaint because the folks saw the damage here and saw we still had people sleeping on gymnasium floors. Everyone pitched in to help.

Q: What work remains?

Hutchinson: Straightening poles, making permanent repairs, tightening up connections. We still have some clean-up and poles to remove. This will be ongoing in the upcoming weeks. Then, the first time we have a big storm or a lot of wind we'll find out where all those little loss areas are. Those are things that didn't break in the hurricane.

Q: Hurricane season is not over. If we get hit by another hurricane this year would Gulf Power be able to respond as quickly?

Story: If we got hit in a month, yes. We'd have the resources. If we got hit in a week, it would be a struggle.

Q: What are your final thoughts?

Story: I want to thank everyone out there. When we look at what people in the community have lost, they still had encouragement and kind words for our crews. That did so much for those crews working 15 to 16 hours, seven days a week. Thank you to the incredible customers we have.

Last thing from a company perspective: It is a blessing for a company to be able to bring hope and normalcy back to the community. We are glad to be in a position to do that along with others.

Thanks to Gulf Power, Sacred Heart

I would like the Gulf Power workers and contractors to know what a fantastic job they have done in such a short time. We truly appreciate their efforts. My area was hit especially hard by Ivan. In fact, I'd say just about every power pole was broken in half or lying on the ground. I didn't think we would see power for more than two months but, to my complete amazement, we got it back in 10 days.

I also want to thank Sacred Heart Hospital for taking care of us during the storm. My daughter was born the day before Ivan hit. While staying there with my wife during her recovery, I noticed that Sacred Heart sheltered a huge number of people the night Ivan hit. I don't think there was a space in the hospital, including floors and hallways, that wasn't occupied. The Sacred Heart employees did an incredible job making everyone feel welcome and went out of their way to take care of all those with

health-related issues that came for shelter and care.

Seeing how well everyone worked together both before and after the storm really makes me proud to be a member of this wonderful community.

Thanks again to all those workers and residents who made Pensacola into a stronger community and better city after the hurricane.

— Jim Nowak
Pensacola

Kept us informed

Leaving on a flight to Arizona to baby-sit grandchildren two days before Ivan was expected along the Gulf Coast was both good and bad. I was glad to have the opportunity to be with three grandsons, but I didn't like the idea of leaving my husband behind, not knowing what would happen.

I would like to commend the News Journal and its staff for all the

super coverage on the Internet with the hundreds of pictures and articles and continually updating all day, every day. And by Sept. 18, all the pictures the Escambia County Sheriff's Office had let the News Journal take from their helicopter of the beach and Gulf Breeze and many areas no one could get to, were on the Web site.

I talked to my husband the first few hours, but then the phone service went out and I didn't have much contact. Because power was out, I had more information than most people in Pensacola because of the Web site pictures and articles. It helped me a lot, and I am sure it helped other folks as well.

Thank you for keeping me and the rest of my family and friends around the country informed by the vivid picture gallery and information.

— Mary Zobel
Cantonment

Emails From Gulf Power Customers

Thanks for the great job you're doing. We just watched the main lights in Gulf Breeze come on, and I'm impressed by all of your progress. Please pass along my thanks.
Holly Benson

Dear Gulf Power,

God bless you and your staff, crews, management and everyone! My power just came on not too long ago! I was preparing for at least a three week delay - and being grateful for being alive and knowing that you wonderful people were out working around the clock on our behalf! Thank you, thank you, thank you! God bless all of you. My two little dogs, my daughter and I thank you so very much for the amazing efforts you have put forth during this difficult time when I know you and your families suffered losses as well. We are truly grateful!

God bless you all!

Karen [REDACTED]

[REDACTED]
FWB, FL 32547

Name: Donald Emert, Air Products Plt Mgr

To: Susan Story and the Entire Team:

I want to commend you for the work done on restoring power so quickly. You obviously had a well thought out plan and executed it. On behalf of all of us in the community, thank you for a job well done. And thank you to all of the workers from other parts of the country. I appreciate your sacrifice to help us get back on our feet.

To: customerservice@gulfpower.com

name = Laura [REDACTED]

comment = THANK YOU, THANK YOU, THANK YOU! I know you all have been working most diligently to turn our power back on, and mine came on Friday night about 8 pm. Just when I thought I was going another day without. Thank you to all of those who haven't seen much of their families, who are exhausted, and those who, I am sure, have been yelled at one too many times. You are appreciated!

name = Isaac [REDACTED]

email = [REDACTED]

company =

comment = THANKYOU SO MUCH!!!! for restoring my power on Sunday. My heart goes out to and all who are assisting. You are doing an outstanding job with what you got. Don't let the "complainers" get you down. I would still be a proud customer even If I didn't have power at all.

Sincerely,

Isaac [REDACTED]

name = Arthur [REDACTED]

email = [REDACTED]

company =

comment = Thanks to all for the power restoration in Panama City....

Great Job... Only out in myneighborhood in Callaway for 25 Hours or so... Again, Many Thanks

name = Eileen [REDACTED]
email = [REDACTED]
company = Home Owner [REDACTED] Mary Esther FL
comment = To: All Gulf Power Employee's and their Families, Southern Company Employees and their Families. and the thousands of other Electrical Employees and their Families;
The meer words of THANK YOU!!!! Just do not justify my gratitude, our power was turned on today, and life just got a little cooler. With a little patients and God we will divide and conquer, Ivan will not defeat our spirits. Thank you for the long hours and separation away from your families Your endurance and persistance will be rewarded.

Thank you Sincerely,
Eileen [REDACTED]

comment = I served as a US Marine for 21 years. Many thanked me for my role and sacrifice. It is time for me to thank your tireless crew of professionals!!!
God Bless all of you for you efforts.

DJ [REDACTED]

name = Amy [REDACTED]
email = [REDACTED]
company =
comment = I moved from the Panhandle in July. I have been keeping close track of the storm conditions from my new home in Birmingham, AL. I am very impressed with the progress Gulf Power is making to restore power in the Northwest Florida! You are highly visible in the community and are working at a superhuman pace! I know the residents are grateful for your efforts. Thank you for your hard work and your willingness to help my friends and family!

name = Carl [REDACTED]
email = [REDACTED]
company =
comment = Congratulations on doing such a great job of keeping us informed by keeping the WEB Page up to date with your progress. I have relatives in your area of service and it is reassuring to follow your progress. You should get an award for your efforts to restore power and and for keeping the public informed. Thanks for a job well done.

Carl [REDACTED]

name = Mr. & Mrs. Martin [REDACTED]
email = [REDACTED]
company =
comment = We SINCERELY are grateful for the outstanding and efficient work performed by
Gulf Power and all the other power companies from all over the U.S. that came all the way down to Florida to help us restore power. Please know that we acknowledge each one's hard work and sacrifice.

Thank you so much,

Mr. & Mrs. Martin [REDACTED]

name = James [REDACTED]
email = [REDACTED]
company =
comment = I just wanted to tell you @ Gulf Power that it is AMAZING the work you have been able to do in the past week. I live in the Washington DC area but have many relatives and friends in NW Florida. We've been communicating with them via cell phone mostly until over the last day or so - miraculously - you have been able to get their power turned on! This lets us keep lines of communication open via e-mail at least.

You may know that after Hurricane Isabel in this area last summer, which caused pretty extensive flooding but little serious structural damage, it took upwards of three weeks to get 60% of people's power back on.

Thank you all so much for your hard and obviously expert work in this devastating time.

Pensacola ex-patriate
James [REDACTED]

name = Debbie [REDACTED]
email = [REDACTED]
company =
comment = I just want to say Thank You to all of you for working so hard to get everyone's power back on so quickly!
I didn't loose power but alot of my family did and I'm amazed at how fast you guys work (and how hard!)
Thank you!

name = Jennifer [REDACTED]

comment = I would just like to inform you of the wonderful and thoughtful people you have working for you. I was effected by Hurricane Ivan and was without power for about 4 or 5 days. My family and I noticed the unending effort every Gulf Power worker and the out-of-state workers took to make sure every citizen was restored. I live in a small neighborhood in Gulf Breeze and we were the last neighborhood around our area to get power. A crew from Entergy personally came to our neighborhood and asked if we had power restored yet. When we told them no, they got right to the task and restored our power within a few moments. I am 17 years old and look my age. This wonderful man who restored our power addressed me with a "yes ma'am" and "no ma'am" with every question I asked. I offered him and his crew a bottle of water or soda. His reply, "no thank you ma'am, we've got plenty." The selflessness of your employees and the out-of-state workers is endless. I believe that Gulf Power and your relief workers deserve an award. You have come to show our small community what service truly is. I want to express an extended thank you from the bottom of my heart to the workers who have slept in tents, stayed away from their families for weeks and still shown optimism and courtesy throughout this ordeal. Every person who has helped Gulf Power with their restoration of power should read this e-mail and realize their importance in our hearts. You are truly angels for your duty to an area in need. Thank you from everyone in the Trivett family and the Pelican Nest subdivision. You all are truly angels for your service and I hope you realize it. THANK YOU VERY MUCH!

name = Claire [REDACTED]

comment = I want to thank you for the wonderful job y'all are doing to restore our power. I am also amazed at the incredible speed at which everything is coming together. Y'all are doing an outstanding job and there are not enough words to describe how grateful I am.
Thank you, Claire

name = Paul [REDACTED]
email = [REDACTED]
company =
comment = Thank you so much for bring our power back on after Hurricane Ivan! I was without power for only 2 days. I realized how much my family depends on power and your team of workers to maintain that power. Thank you.

name = Tammy [REDACTED]
email = [REDACTED]
company =
comment = I appreciate all of the men and women who are working so hard to restore power to Northwest Florida. I live in Crestview and I have seen so many power trucks from Gulf Power and some from different states. Please let everyone know that they are doing such a great job and we (residents) appreciate all of the sacrifices and hard work that they are doing. Keep up the good work:)

name = Michelle [REDACTED]
email = [REDACTED]
company =
comment = I just wanted to thank all of you at Gulf Power. You all did and are continuing to do an amazing job of restoring power to all of us affected by Hurricane Ivan. Thank you so much for all your hard work!!

name = Victoria [REDACTED]
email = [REDACTED]
company =
comment = Thank you for all of your hard work and relief efforts in our community!!!!

Victoria [REDACTED]
Customer--Crestview, [REDACTED]

name = Andrew [REDACTED]
email = [REDACTED]
company =
comment = On Monday evening at 5:00pm power was restored to my home here in Fort Walton Beach. I would like to extend a GREAT THANK YOU to all those involved in getting the power restored so quickly after HURRICANE IVAN. Words can not express the joy of getting power back on so quickly after the storm.

Also express my gratitude to all those personnel that are here from other states helping restore power and getting are lives back to normal. I am sure they would rather be home with their families than working long hours getting our lives back to normal. To them, also express my thanks.

name = Brandy Z [REDACTED]
email = [REDACTED]
company =
comment = Just a note to say how much I appreciate all those that have worked so hard to get power back on in the FWB area (and elsewhere) after Ivan. Thank you Gulf Power!!!

name = Bryan [REDACTED]
email = [REDACTED]
company =
comment = Just wanted to thank Gulf Power and its hard working crews for getting power back to Pensacola.

Got our power back today and am so grateful to Gulf Power and Par Electrical Contractors for getting our power back.

Thanks and God Bless,
Bryan and Karen [REDACTED]

name = Amy [REDACTED]
email = [REDACTED]
company =
comment = Thank you for everything you are all doing for the citizens of Northwest Florida (especially Santa Rosa County). I know you are all working around the clock and I want you to know that it is greatly appreciated!!
I am requesting (when things settle down) a list of all of the out of town power companies that came to assist during this time of great need. I would like to send a letter of appreciation to all of these wonderful crews. If possible, please send the list or if you have one available I would be happy to come pick it up. Thanks again for all that you do. You are all doing an outstanding job and it is noticed and appreciated!!!!

name = Patricia [REDACTED]
email = [REDACTED]
company =
comment = You guys are great, I want to thank everyone from out of state and here in Florida for working so hard to give us power. It took only a week for us to get our power back, though we were starting to get used to having no power, it was quite nice with it being quite cool outside. I am glad we can count on you all to be there when we need you! Also, just like the firefighters and police, you all are heroes in a lot of peoples eyes. Thank you again.

name = Leslie [REDACTED]
email = [REDACTED]
company = home
comment = hello, i just wanted to THANKYOU for all of your work in attempting to restore power lost by hurricane IVAN. it only took 7 days for my power to come back on and i was preparing for atleast one month without power. my heart goes out to every power worker not only from our state but other states as well. each of them sacrificed their lives for all of us and we could not have done it without them.

name = Jim
email = Jim. [REDACTED]
company =
comment = I'd like to congratulate Gulf Power for the quick recovery after Hurricane Ivan passed through (I live in Panama City Beach). We're all spoiled in this country by the everyday conveniences, and it's not until you have to do without, if even for only a few days, that you stop taking it for granted. I don't take my power service for granted any more: I can see it takes a tremendous amount of work from your dedicated employees. I'm thankful for them.

name = KATHERINE [REDACTED]
email = [REDACTED]
company =
comment = THANKS FOR ALL THE HARDWORK OF THE EMPLOYEES OF GULF POWER AFTER HURRICAN IVAN HIT. YOUR PRESENCE WAS VERY MUCH KNOWN AND APPRECIATED.

Thank you, thank you, thank you! We had our power restored on Sunday, 9-17. I have a medical need for A/C and electricity so that meant that I could return to the comfort of my home from our refuge in Defuniak Springs. Your people have done a fantastic job and it is very much appreciated.
Thanks again,
Sara [REDACTED]

name = Jaclyn [REDACTED]
email = [REDACTED]
company =
comment = Thank you so much for working so hard for the families of pensacola and beyond...we appreciate everything you do.....a very heart felt THANK YOU!!!

Name: andrea deneen
please pass on to management. thank you. We in North West Florida, specifically, Holt, Florida want to heartily thank the men that came from Georgia to put our power back on. We have been without power for almost two weeks and greatly appreciate the men that left their home and family to help us in Florida. Hopefully, these men and others will hear of our appreciation and that they will receive extra perks and allowances for their efforts. Again, thank you so much. It meant so much to us who have been living with flashlights and cold water for quite a while. It makes us all appreciate what we take for granted. We have sorrow for the people in Haiti and third world countries who are without what we in America take so for granted. God bless your staff and we will continue to invest in Southern Company.

Sincerely,

Andrea and Timothy [REDACTED]
[REDACTED]
Holt, [REDACTED]

name = bruce and beth [REDACTED]
company =
comment = WANT TO THANK ALL OF YOU FOR GETTING US HOOKED UP SO QUICKLY DURING IVAN,IN THE NAVARRE, AREA,WE APPRECIATE OUR ELECTRIC COMPANY AND THERE FAST SERVICE.THANKS AGAIN...

name = Joanne [REDACTED]
email = [REDACTED]
company =
comment = My power is back on as of 9/27, and I can't adequately express my gratitude to all the people who helped make this happen. I know that in the past I've taken my home electricity for granted, and I'm sure in the future I'll do it again, but for now, thank you, thank you, thank you! I love having the lights on and being able to make a pot of coffee!

name = Terri [REDACTED]
email = [REDACTED]
company = First American Title
comment = Gulf Power has done a superior job in restoring power to our area. Your crews have been tirelessly dedicated to helping local residents and your company has done extremely prompt work. A sincere thank you to all of your employees and those workers from other areas who traveled to the Gulf Coast. I am confident that no other area of Florida has been able to recover and begin rebuilding after a hurricane like Pensacola has, and that is due to your service.
Again, many thanks, Terri [REDACTED]

name = Terri [REDACTED]
email = [REDACTED]
company =
comment = Thank you for all your time,help, patience, time away from your families to help others. Thanks also to all the power companies from other areas that came to our rescue. Terri

name = Sonsearae [REDACTED]
comment = Thank you for restoring the power so quickly after Hurricane Ivan. The hard work and dedication of your employees is admirable.

name = Sharon [REDACTED]
comment = THANK YOU! I was on Navarre Beach (my home) this week and saw how much work was done to restore power. You guys are doing great work.

name = Beth [REDACTED]
email = [REDACTED]
company = residential customer
comment = Thanks to all the men and women who have worked so hard restoring power after Hurricane Ivan. My husband and I greatly appreciate your heroic efforts getting our power turned on again.

name = Mike [REDACTED]
email = [REDACTED]
company = KMS Business Products
comment = I just wanted to thank you for restoring our power. The lady (named Pam) was very helpful.
Keep up the good work.
Mike

I so appreciate your efforts all over this community. We had our power back on Tuesday following the storm, which was totally unexpected, and absolutely incredible. Thanks for your tireless efforts--it is really appreciated by everyone I know. We're all talking about the fabulous job you did. It makes us proud to live in such a community.

Thanks again!!
Melanie H. [REDACTED]

Thank you so much for working so hard to get our power back on. You are our heroes.
Sincerely, Diane [REDACTED]

I would like to add my sincere thanks and appreciation to all of the folks at Gulf Power, Southern Company and the outside contractors who came in and retored our electricity so quickly after Hurricane Ivan. Everyone did a great job in spite of the long hours that they worked.

Thanks a million from the folks on Breezy Acres Rd.

Jack [REDACTED]

Thank you Gulf Power Employees and Fellow Power Companies that have made it possible for our Great Area to move forward after such a devastating storm. While some of us were with our families picking up the pieces, you made the sacrifice to be away from your family to help all of us and we appreciate it more than we could ever express. Thank You and May God Bless All of You!

Mike and Paula [REDACTED]
Pace, [REDACTED]

Gulf Power's efforts in the last month are greatly appreciated. My neighborhood was one of the luckier ones that had power restored by Friday evening after Ivan. I understand the pressures and hardships your crews dealt with while restoring service through such a large area, and again I just want to say "Thanks!"

Ed [REDACTED]
[REDACTED]
Ft. Walton Beach, FL
[REDACTED]

IVAN just helped to reinforce the good job that these people at Gulf Power and others who have come to their aid. Not one time that I have asked Gulf Power Company to help me on a problem have I not come away satisfied. Where do they get these employees? Every company should use the same guidelines when seeking applicants. I graduated in a small high school class of 55 people and you hired 3 of them to work for you.

Thank you for coming to our aid and being a company that can have so many allies to back you up. When I see a group of Gulf Power trucks headed out to help someone, I will smile and think.....there's our guys always doing their job!

Sharon [REDACTED]
[REDACTED]
Pensacola, FL 32514

With all the damage there was from Ivan, it's truly amazing that the power was restored as quickly as it was. Our thanks and praise to Gulf and all the men/women from other states that came to help us. Also, applauds to the tree folks that cut trees off the wires. Gratefully, a Gulf Breeze/Midway resident

Thank you all so much for restoring our electricity! The long hours of laborious work in the heat of the day did not go unnoticed! I shall always remember Sept. 25th, 2004 as 'The Day the Lights Came On'....and the 'Air Conditioner!!

Job well done,
♣ bishop

Thank you for your wonderful work in recovering after the storm. We prayed for the safety of the crews.

Wallace [REDACTED]
[REDACTED] 32506

Just a quick note to THANK YOU all for getting us back online so quickly! I really appreciate all your efforts. I know many of you had your own homes and families that needed your attention. (Being a Navy wife I know that end of it!)

Also, as bad as the damage was it felt good to have so much support coming from all over the country!

Thank You All So Much!
Darlene [REDACTED]

I know that restoration of power in Escambia was a massive undertaking, and I for one (of many) wish to extend a huge THANK YOU to all the fine men & women who worked so hard to make things better for all of us. Your efforts have been noticed by many if not all! Again, THANK YOU to each and everyone of you... May the good Lord bless & keep you each in the palm of his hand!

Marjorie [REDACTED]

Thank you from the bottom of our hearts to everyone helping put our community back together! Also, thank you to all the men and women at the Gulf Power Crist Plant. Y'all are doing an awesome job getting that plant back together! Hats off to all! One thing that happened to us all during our days and nights without power, we met our neighbors!

-Melissa [REDACTED], Pensacola

You have heard all the accolades but I have to add mine. Gulf Power exceeded my expectations despite the fact we were without power for eight days. You and your cohorts did an exceptional job. After all, we could have been without power for a lot longer!

Please accept my appreciation and thank all those who left their families from across many states to give us the power!

Is there a way to thank all those locally and nationally?

Thank you!

John [REDACTED]
[REDACTED]
Pensacola, FL 32514

name = Gary [REDACTED]
email = [REDACTED]
company =
Comment: Pass on a much deserved well done to all the hard work your crew and crews from other states did to get our community up and running.

name = Scott [REDACTED]
email = [REDACTED]
company =
comment = THANK YOU.....THANK YOU.....

Let me tell you again how impressed I was with the speed Gulf Power and the other power crews from around the nation restored the power to West Florida after Hurricane Ivan. You don't realize how much you take for granted that at a flip of switch your electricity will be there. I still can't believe it only took two weeks to get 95% of your customers back on line. Thank you for having such a well run company with many dedicated employees.

Roger [REDACTED] Pensacola News Journal

I need to thank you and the terrific hardworking Gulf Power folks and crews for their spectacular efforts since mighty Ivan came ashore. It has been amazing to watch your crews and those from around the country (including Canada) tackle an extremely difficult, HOT and tiring job, and as a result, most of us have restored power and are getting back to developing a new normal existence. Even the Texas crews who worked our street were smiling and gracious, and most spoke little or no English...but they did understand "muchas gracias". Your personal radio messages hit the mark and I just wanted to say thanks for helping us bring Paradise back to "full power".

Is this a great place to live or what?

Vann [REDACTED] Pensacola Chamber

name = Diana [REDACTED]
email = [REDACTED]
company =
comment = I just wanted to tell you how much everyone appreciates the excellent job all of the employees at Gulf Power have done to help Pensacola recover from Ivan. All the employees are our heroes!!!

name = S. Warn
email = [REDACTED]
company =
comment = Thank you for the outstanding work that all of you did post IVAN. It was truly amazing and I cannot believe how quickly you got P'cola up and running. Great job!

name = Morton [REDACTED]
email = [REDACTED]
company =
comment = What a magnificent job Gulf Power has done following Ivan the Terrible! Of course, you were not alone. The crews from as close as Texas and as far as Quebec never seemed to stop working. Congratulations to all of you for restoring some normalcy to our lives.

I was upset with you at first as I thought you were taking care of the wealthy at first and we on the West side were being treated as second class citizens. I changed my mind after driving around the area and saw what a Herculean job that lay ahead of you. Also want to express my appreciation for all those out of state companies that pitched in, even one from Quebec, Canada. Was especially proud of the Quebecers as I played baseball in Farnham, Quebec in 1950. Farnham is about twenty to twenty five miles east of Montreal.

Sincerely,

Edward [REDACTED]

[REDACTED]
Pensacola, Fl. 32505

name = GLYNN [REDACTED] & FAMILY
email = [REDACTED]
company =
comment = I apologize for this taking so long; but my family would just like to say thank you for a job extremely well done after Ivan. To have power back on after just 5 days showed extreme dedication to your customers. To all the folks a big "job well done". Thanks again. Glynn, Evelyn, and Mike.

Susan,

For as devastating and trying as this storm was to our community, I also look at this as such a great opportunity. From the day after the storm I realized just how lucky I was to be working for Gulf Power. The company was able to take of its employees, in many more ways than I thought possible i.e. food, water, ice, tarps on our homes and great people to work with (especially our team leader Tommy Godwin), so that we could focus on our customers.

Yes we were putting their power back online but it gave you goose bumps to see the little kids come flying out of their homes when they heard us pull up, they knew that we had brought extra food and water. Kids with no shoes or shirts on but always said thank you. You wonder if you have impacted their life for those couple of weeks or will it be longer than that. Everyday we were able to interact with our customers and meet them one on one. Everyone had something different to say, whether it was that we were doing a great job or just that they were glad to see us. Many people just wanted someone to talk to, to recant their tale of the storm. So yes I think that it was amazing that we restored power back to most of our customers in two weeks, but I think that we made a much bigger impact in the community than just turning the power back on. I don't think that our community will ever look at another Gulf Power truck the same.

Robin



CONGRESS OF THE UNITED STATES
HOUSE OF REPRESENTATIVES
WASHINGTON, D. C. 20515

JEFF MILLER
FLORIDA

October 12, 2004

Carl A. Punyko
Gulf Power Company
One Energy Place
Pensacola, FL 32520

Dear Mr. Punyko,

I wanted to take this opportunity to personally thank you for joining me for lunch yesterday. It was a pleasure to meet with you and discuss the recovery efforts from Hurricane Ivan. Gulf Power Company did and is continuing to do an outstanding job in returning life to normal in northwest Florida.

Thank you for taking time out of your busy schedule to visit with me and please pass on my congratulations to the employees and management of Gulf Power Company for a job well done.

The time spent visiting with you was most enjoyable. With warm personal regards, I am

Sincerely,

JEFF MILLER
Member of Congress

JM/lh



FLORIDA HOUSE OF REPRESENTATIVES

September 29, 2004

Dear Susan,

I wanted to add my thanks to the many others you have received. There are many of us who already knew that you're an exceptional leader of a world-class company, and your performance over the last two weeks multiplied those perceptions exponentially. Thank you for all that you and your employees do to make

Northwest Florida great.

Sincerely,
Holly

Representative Holly Benson, District 3
816 West Government Street
Pensacola, FL 32501

September 29, 2004

Dear Carl,

Thank you! You all did an outstanding job. Thank you for the long hours and quick response; you definitely made a huge difference in our recovery. I am also especially grateful for your help with my constituents - now they think I'm a hero, too!

Thank you for all that you do. Sincerely,
Holly



FLORIDA HOUSE OF REPRESENTATIVES

September 29, 2004

Dear John,

Would you handle my PR, too? If only my constituents loved me half as much as they love you! You did an outstanding job, and we all appreciate everything you did to help us get back on our feet.

I hope you and your family are doing o.k., and I look forward to seeing you soon. Sincerely,
Holly



DESTIN WATER USERS, INC.

Celebrating 40 Years of Vision, Quality, and Stewardship.

September 28, 2004

Ms. Susan Story
Guif Power Company
One Energy Place
Pensacola, FL 32520

Re: Ivan response

Dear Ms. Story:

Please express our appreciation for the fine job done by Gulf Power in Destin. Jeremy Koon was on our property immediately after Ivan passed and Tom Dorsey was always available to help us get our critical facilities back on the grid promptly. Your quick and effective response also allowed us to release our portable generators early to go to other harder hit utility companies.

Thank you for a job well done.

Sincerely,

DESTIN WATER USERS, INC.

Richard F. Griswold, P.E.
General Manager



OKALOOSA COUNTY WATER & SEWER SYSTEM

Gulf Power Company
Attn: Alan McDaniel
140 S.W. Hollywood Blvd
Fort Walton Beach, FL 32548

Dear Alan:

28 Sept 2004

I want to thank your company, and especially Tom Dorsey and Bill Cassenti, for the help given Okaloosa County Water & Sewer during the recent hurricane. I know that your company experienced many problems other than the ones involving us, but your folks were very responsive to our special needs. During the entire storm and its aftermath, we were in constant communication with Tom and Bill, and they were very helpful in restoring the commercial power to our sewer lift stations and water wells. No matter what the situation, they would not rest until they found some way to get us back on line.

In one particular case, in response to our request, they made a special effort to restore commercial power to a small housing area that has its own private sewer lift station. While the lift station did not belong to the county, sewer was spilling into the local bayou, and the residents were unable to stop it. We provided a temporary three phase generator until Gulf Power could restore the commercial power. Surely combined efforts such as these do not go unnoticed by the general public.

Without the special attention your folks gave us and our needs, we could not have prevented severe sewer spills and water shortages. Our customers, the public, were inconvenienced in many ways, but having good drinking water, and being able to use their toilets made things much more tolerable for them.

Again, our thanks to you and your folks for a "Job Well Done"!! Despite the hazardous conditions, working with Tom and Bill was a pleasant experience, and I really want you to know how much we in Okaloosa County Water & Sewer appreciate your support.

Sincerely,


RALPH H. KING,
Electronics Supervisor

CITY OF GRACEVILLE

Post Office Box 637
Graceville, Florida 32440

Sept. 22, 2004

J. Eugene Adams
City Manager

Michelle C. Watkins
City Clerk



Telephone
(850) 263-3250

FAX
(850) 263-7387

Elvie,

And to whom it may concern,
we have no idea how fortunate we
were as it relates to the near miss of
IVAN. Mother nature has a way of
putting us in situations were we must
depend on others for help. In doing so,
we are presented with opportunities to
meet and work with people outside our
normal zone of comfort. During such
events impression are made rapid both
positive and negative. The fact is,
your folks did one fine job.

On behalf of the City of Graceville
I want to thank "GWE Power" for the
work performed and the smiling face
you left behind. The work crews
were willing, responsive and professional
without exception. It is nice to know,
I know people that can and do
make a difference.

So. The next time the phone rings ...
and your dealing with an individual
beyond this tolerance level I
want you to know this is a small
real community out here that
appreciates you and those you
work with.

Sincerely,

Eugene Adams

City Manager
Graceville, Fla.



September 24, 2004

Gulf Power Company
c/o Mr. Ted Stangenburg,
District Manager
1230 East 13th Street
Panama City, Florida 32405

Dear Friends,

Many of the children at Emerald Coast Fellowship wanted to join their parents in saying thank you for the hard work you are doing on our behalf. We appreciated all the many good things you are doing for the people of Florida. May God bless you and keep you safe.

Your Friends,

Emerald Coast Fellowship

Enclosure(s)

4102 W. Highway 390 • Lynn Haven, Florida 32444 • (850) 265-2166 • Fax (850) 271-4896



CHIPLEY FIRST ASSEMBLY OF GOD

567 Main Street
P. O. Box 40 • Chipley, Florida 32428



September 20, 2004

Dear Sirs:

What a privilege and honor we have to live in such a wonderful community blessed with people who show their love toward their neighbors by serving them so unselfishly! On behalf of myself, Pastor Dallas M. Pettis, Board of Deacons, staff, and the congregation of Chipley First Assembly of God we would like to thank you for working long hours to provide a safe environment for us and our community during the siege of hurricane Ivan. Many hours of work in preparation for the storm, during the storm, and the much overtime put in after the storm has not gone unnoticed.

Neighbors helping neighbors and strangers helping strangers have been a positive outcome resulting from such a horrific act of nature. Folks coming together and caring for others is what made America what it is today, and it continues to make it the greatest nation in the world. It is people like you that truly make our communities and country stand out above the rest.

From the bottom of our hearts, "thank-you"! Thank you for serving! Thank you for the time spent away from your families to ensure our safety! Words are not enough, and words can't explain our gratitude. Please accept our "thank-you" for all your employees! The prayers of our congregation go with you! May God richly bless your service, company, and lives for the outstanding job you do!

Sincerely,

Dallas M. Pettis, Pastor
Chipley First Assembly of God
P.O. Box 40
Chipley, Florida 32428

09/29/04

~~32571~~
Pace Fl
32571

Susan N. Story
Gulf Power Company
One Energy Place
Pensacola, Fl. 32520

Dear Mrs. Story,

As you are aware, we suffered a devastating hurricane on Sept. 16 and lost electricity. I want to express my thanks to you and your staff for their hard work and dedication to restore power to our area as quickly as possible. On Sept. 28, 2004. I came home from work to the wonderful sight of Ga. Power Crews working hard in our neighborhood. My hopes faded when I realized I did not have power at my house yet. I knew the crews had worked a long hot day and would be leaving soon for a much needed rest. I was home about 30 mins. when 2 Ga. Power men knocked on my door. They informed me they would try to get my power on tonight. They worked until 7:00pm and were able to restore power to my home. I know Gulf Power has some dedicated crews also, but I will be ever grateful to Ga. Power Crew that worked hard to restore power to my home even after many crews had left for home. I hope you will let Ga. Power Supervisors know what a very respectable and dedicated group of men they have working on their staff.

I did not get their names but I know they referred to one as Buttercup. So to Buttercup and his crew from Ga. I will be ever grateful and we do appreciate Ga. Power Crews for assisting us in Fl. at this time of need.

Sincerely,

Anne ~~Buttercup~~
Anne ~~Buttercup~~

WILLIAM R. BOWMAN
Pensacola, FL 32524

OCTOBER 17, 2004

GULF POWER
PENSACOLA, FLORIDA

ATTN: JOHN HUTCHINSON

RE: HURRICANE IVAN
15 SEPT'04

A LETTER OF THANKS & APPRECIATION

MY SINCERE GRATITUDE TO ALL THE EMERGENCY RESPONSE TEAMS WHO WORKED 24/7 TO CLEAR, REMOVE AND HAUL AWAY THE MASSIVE DEBRIS FIELD CAUSED BY HURRICANE IVAN ON THE NIGHT OF 15 SEPT'04.

THE TANGLED PUZZLE OF SHAPPED POLES, PINES, OAKS, WIRES AND HUMAN POSSESSIONS APPEARED INSURMOUNTABLE.

PARTICULARLY, I WISH TO THANK AND RECOGNIZE THE TEAM FROM OHIO WHO WITH HERCULEAN EFFORT CLEARED UNPASSABLE JERNIGAN ROAD AND FINLEY DRIVE - OUR SEVERELY DAMAGED NEIGHBORHOOD.

ON SATURDAY, ON/ABOUT 10:30 AM, GULF POWER FIELD SUPERVISOR JESUS ROMERO AND KURT ZACHAR PERFORMED A SITE SURVEY OF MY PROPERTY AND NOTED REQUIRED REPLACEMENT MATERIALS. MY RESIDENTIAL FEEDLINE WAS DOWN - TORN FREE BY SHAPPED OAKS, MAPLE PINES AND GP SERVICE POLE - THROUGH WHICH I HAD CUT AN ACCESS TUNNEL.

BY 5 PM, SAT, SEPT 25, 2004 A REPLACEMENT/INSTALLATION CREW FROM PIKE ELECTRIC OF NORTH CAROLINA ARRIVED - AND AFTER THREE (3) HOURS HAD REESTABLISH ELECTRICITY FLOW TO MY RETIREMENT COTTAGE FILLED WITH ART WORK, BOOKS, RARE ARCHAEOLOGICAL ARTIFACTS & ILLUSTRATIONS.

MY COTTAGE HAS NO STRUCTURAL OR WATER DAMAGE... FOR WHICH I AM GRATEFUL AND AMAZED AT THE SHEER WHIMISICAL NATURE OF THE DESTRUCTIVE WINDS.

AGAIN, I THANK EACH AND EVERYONE OF THE RESPONSE TEAMS FOR THEIR HEROIC AND HERCULEAN EFFORTS TO RETURN OUR ELECTRIFIED LIVES TO NORMAL.

William R. Bowman
AGE 72, RETIRED AND LUCKY

Henry H. Cary
~~████████████████████~~
Pensacola, Florida 32504-8563
September 29, 2004

Mrs. Susan Story, president
Gulf Power Company
1 Energy PLace
Pensacola, Florida
32520-0031

Dear Mrs. Story;

My wife and I thank Gulf Power Company so much for its extraordinary efforts to get electric power to our house on a special case basis.

When our power was restored I thought I was just lucky, but as I now learn our son-in-law, Lynn Wyatt got in touch with "Aleisha" at the Southern Company Special Services desk in Atlanta and explained to her that we were 87 years old; I in a wheel-chair and that while we had good care-givers both of our children had perforce returned to their home towns; thus we were in need of some special consideration.

It is my understanding that Aleisha then coordinated efforts with the fine people at Gulf Power here in Pensacola to get us power much sooner than we otherwise would have had it.

I do not know how this was done but we are grateful to every one involved and we do thank you very much indeed.

There are those who too easily speak of "soulless corporations" but what was done for us was the result of an established corporate culture to rise to the occasion when it is known that there is someone in need.

Please try to extend our thanks to Miss Aleisha and to those with whom she worked.

Yours very truly.


Henry H. Cary

October 4, 2004

Ms. Susan Story
President
Gulf Power Company
One Energy Place
Pensacola, FL 32520-0100

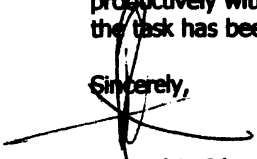
Dear Ms. Story:

Please add this letter to the stacks I'm sure you have received praising the efforts of Gulf Power Company and its employees in response to the daunting challenges created by Hurricane Ivan.

Having lived through a number of hurricanes and witnessing the degree of damage brought by Ivan, I thought the publicly noted timetable of some three weeks for restoration of power was significantly understated. Much to my amazement, power was restored to the majority at an incredible pace!

The commitment of Gulf Power's employees to work around the clock, coordinate productively with outside power company personnel, and manage the scope of the task has been nothing short of miraculous. Thank you for your leadership.

Sincerely,



Richard J. Gilmartin
~~2011-2012 Board Member~~
Gulf Breeze, FL 32563

[REDACTED]
Pensacola, FL 32514
1 October 2004

Ms. Susan Story, President
Gulf Power
1 Energy Place
Pensacola, FL 32520

Dear Ms. Story,

Gulf Power has done a wonderful job in the days and weeks following Hurricane Ivan. I wanted to take the time to especially commend one of your employees, Mr. Lou Boudreaux. He is a neighbor of ours here in Fox Run. In the days following the hurricane, he worked many long hours yet somehow always found time to check on his neighbors.

My husband and I have three sons, the youngest of whom is 3 months old. Both Mr. Boudreaux and his wife offered extra ice, water, and other items they thought we might need during this time. Mr. Boudreaux also offered a spare generator to us. In addition to being helpful, he represented your company in a very professional manner. As you can imagine, many neighbors wanted to know when our power would return. Mr. Boudreaux always commented that Gulf Power was doing the very best job possible and that we could rest assured that our power would be restored at the earliest possible time. I know you are pleased to have someone like Mr. Boudreaux on the Gulf Power team.

Thank you and your company for all of the hard work. I know much is yet to be done, but you all have done an amazing job taking care of your customers during this difficult time.

With every good wish, I am

Sincerely,

Mrs. George B. Ellenberg

LILY J. CAROTHERS

████████████████████
MILTON, FL 32570-8831
(850) 626-████████

September 23, 2004

Dear Mr. Hutchins,

I wish to extend my heartfelt thanks for all the hard work your people have done under the most trying conditions. My power was back on in one week and when I had problems with my Good Cents Select thermostat Robin from marketing was most gracious and helpful in spite of all the problems the company is having now.

*Again my thanks to your people and all the others who came to help.
God bless each and every one of them.*

Sincerely,

Lily J. Carothers

Lily J. Carothers

Thank You

To the Employees of Gulf Power:

We just wanted to let you know how much we appreciate all your hard work during the hurricanes. Thank you so much for working extra hours to return the power as quickly as possible to all of us. May God bless you all!

Yours Truly,
Will & JeniLee Taylor

9-24-04

Just wanted to say thanks for getting the power on so quickly. It makes life so much easier.

Keep up the good work, & be careful. I'd hate to hear on the news, that one of you got hurt.

Thanks again
Drene in Holzman

Just received electricity back on Sept. 26, 2004.
Since before Hurricane.
Acct. 33690-87.
Eddie ~~Smith~~

You've done a great job!
Thanks!

Gulf Power.

Just a quick note to say thank you for all the hard work after Ivan.

We are so blessed to have so many hard working people in this area.

Thank you,
Michelle Janning

I want to thank you all for working tirelessly throughout the disaster to restore power. I really appreciate your work!

Sept. 21, 2004

To all Gulf Power Employees,

The sweet sound of music playing, the rhythmic clunk of the dryer and light in my kitchen... wow!
Our heartfelt Thanks are intended to all of you...
-those at the top making hard rapid decisions,
those working extra hours away from their families,
those manning phone lines from harried customers,
and those wonderful folks climbing poles and cutting trees. Thank you, thank you for all you did to quickly restore our power. We appreciate all you do!
Carol and Bob Bell

"I thank my God upon every remembrance of you."
Philippians 1:3

Gulf Power;

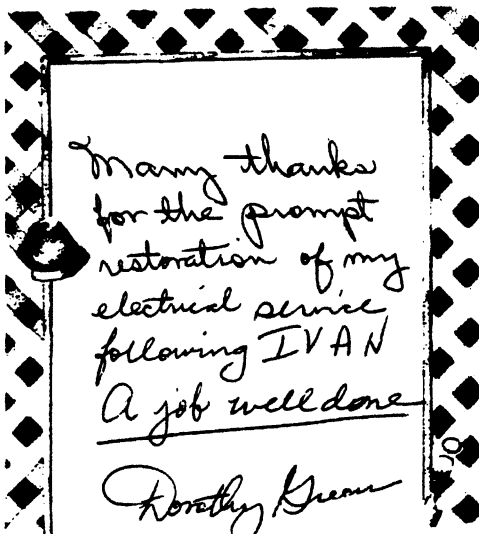
I want to thank all the Gulf Power people, who did so much to restore electricity in the community. On a normal day, we rarely think of all that Gulf Power does for us and our enjoyment.

For what it may be worth, you all have been in daily prayers for your safety and that you had as little damage to your homes as possible.

Thank you, again, for so much help,

Howard

Howard Lochrie



This month was a trying time for each of us. I pray your homes & families are safe. God grant each of you a special blessing. Thank you for all your work.

Your Customer
Don & Betty Sterling

Sept. 28, 2004

To whom it may concern,

We would like to send
our thanks to all the men and
women of Gulf Power for all their
hard work. We are more than
happy to send you our money
this month. :)

Thank you,
Gulf Power and
Workers, you are the
best! our home has
electricity!

*Getting ready for Hurricane Ivan
I've misplaced my Gulf Power bill.
I recall it was \$226 something —
enclosed check #227.
Done the power guys — we got
power back in a week — it was
from the Mississippi group — God bless
them*

Thank you very much for a job
well done. During Hurricane Ivan, 2004.

Thank you customers,
Shelby L. Smith

Gulf Power-

I apologize for the delinquency of payment & partial payment, but due to Hurricane Ivan, I have been off work since shut-down on the 14th to evacuate.

I would like to thank the wonderful crews of people that worked their tails off here in Gulf Breeze to get our electric on. They were awesome!
Kim Duell

Thanks for All
of your hard
work in restoring
our power -
god bless you -

Joe Beck

I Just wanted to say

Thank You
to every one at Gulf Power
and all the out of town
companies. Job well Done
Jan Beck

Please send power soon!

Thanks for your hard
work.

Thanks Gulf Power
for all the hard work you
are doing. Made me remember
growing up - study my lesson
by oil lamp - out door toilets &
drawing water from a well.

Thanks
Jan Beck

"They that wait upon the Lord shall increase their strength,
they shall mount up with wings as eagles."
ISAIAH 40:31

Dear Carol Thompson, Mike Grady, Sid David and Ted Spangenberg.

Thank you so much for your support during Hurricane Ivan. Your generosity helped the mission minister to countless families in need this past week. God Bless you for caring!

Matthew 25:40

The folks here are getting
our power back soon!
Your relief crews
are truly awesome!
God bless the crews

SORRY ITS LATE,
BUT YOU KNOW
WHY. BUT THANK
YOU GULF POWER
FOR GETTING MY
LIGHTS BACK

Thank you, Gulf Power,
for your work during
Ivan's aftermath. Seeing
Gulf Power trucks brings
tears of gratitude to my eyes!

R MILLER

Mobile
General Agency

John Hancock Mutual
Life Insurance Company

Thanks



John M. Jackson
Agent

4431 Montpellier Drive
Pensacola, Florida 32505

(904) 438-1152

To all Gulf Power People.
Thank you and those who help
to get our power back so soon.
It is amazing that we had power
on Monday (20th) we thought it
would be much, much longer, you
guys deserve a vacation when
this hurricane season is over.
God Bless all of you and the
Others as I know he has.
Already. He has blessed us
for having you all & Mr.
Hutchison.

*Mrs Jackson
(Alma)*

John Hancock Companies

John Hancock Mutual Life Insurance Co. • John Hancock Financial Services, Inc.
John Hancock Advisers/Distributors • Profesco Corporation • Hanseco Insurance Co.
Hancock/Dikewood Services, Inc. • John Hancock Variable Life Insurance Co.
John Hancock Realty Development Corp. • John Hancock International Services S. A.

Thanks To all
for the Speedy
reconnect
the Ohio Group
were wonderful.

What a wonderful
job "Gulf Power"
did to restore service.

Thank a-Million
Edie M. King

Thanks Again
W. Walker

Sorry -

Cannot locate my statement

+ do not know correct balance

+ after I saw this is all I can

pay now. And even though I

do not have electric back yet,

Thank you
Gulf Power + all other
workers for working so hard.

Edith

A week later we
had current !!

Thanks for
good service -
E. Bell

Sorry this is late
had to leave town
due to illness.

Just wanted to say
Thanks for working
so hard to restore
Power to P'Cola.

Thanks.
Barbara

Thanks for
FAST WORK GETTING
POWER ON

Edith

To all of those who helped:

I am a resident of Alabama who was affected by Hurricane Ivan. Since the day it hit, I have seen hundreds of utility crews sacrificing their time to restore some semblance of normalcy to those of us without power. Thank you so much for all you've given to the victims of this terrible storm. I know I'm not alone in saying you have become our heroes.

Sincerely,
Casey McKenzie
Silverhill, Alabama

7-24-04

Dear Gulf Power
I want to say thank you for all your crew for the job that is being done. I know it is very stressful under the conditions that we are under. Thanks to all the back up. We love all of you. God Bless
Mr + Mrs. A. Fields

Just a friendly note to say thanks for all your hard work. my lights were turn on Sat afternoon by the Canada crew. may God Bless All of us.

Sincerely,
Mrs. Gloria L. Lyle

Laverne Baker

John,
Now I wish I was a stockholder in Gulf
Power because I would be so proud to be
an investor in such a wonderful company.
Hats off to all the folks at Gulf Power who
worked tirelessly and who literally put
their lives "on the line" to get our lives back
up so quickly. What an amazing feat which
is greatly appreciated by myself, my family
and I know countless others. Thanks to you
guys, the lights are on at the Baker home and
we are home!
Best,
Laverne

w/o power for 12 days due
to "Hurricane Ivan".

Thank-U for working so very
hard during this disaster to
bring "light" back into our lives
in spite of the rain!

!!
~

The Pearsons

Oct. 1, 2004

Our sincere appreciation
for all the hard work
the employees of Gulf
Power put in to
restore power to the
community.

M. Pearson

Notes

GOOD JOB
DURING IVAN!
THANK
YOU!

Thank you !!

Thank you for all of Gulf Power and all other power companies that are working so hard to restore the Power!!!!

We truly appreciate it!

Gulf Power,
Thanks for all
your help and the
Crews from out of
town.
God Bless you all.
Joan Donahue

Mrs. Anna M. Incata

When my phone service
was restored, I tried
calling you people - but to
no avail.

Please accept my heartfelt
thanks and gratitude to all
of you Dear People for the
tireless, fatiguing and dangerous
work you are doing to
make/keep us all safe.

Mrs. Anna M. Incata

Sept. 12, 2004

To all Gulf Power employees

Out there so hard

Mrs. Joan Donahue

Thank you for your hard work and dedication
in the aftermath of the Hurricane. May God
richly bless each and every employee of Gulf
Power for displaying a true servant's heart.

Gulf Power:

Thanks for restoring
our Power.

Electricity is the
most wonderful
invention of all.

Kym Atwood

WMAZ0019

To All Staff
& GP employees:

KEEP UP THE
GOOD WORK !!

Our personal thanks,
Skillman family

Hi! The crew
from Baltimore did
our area. What
great professional
guys. Thank them
again for all of
us.

Isabel Cook
Chicken Shores #3
Golf Breeze

To all the hard working people
at Gulf Power
Even though we don't have power yet
we see you working all these days
around us.
We want to thank you very much
for all the long hours and hard work
you are providing. Thank you!
Gina & Tom Turner

Bill Jennings

DEAR SIR OR MAM:-

THANKS TO YOUR CREW
OF HARD WORKING
PEOPLE. WE NOW HAVE
LIGHTS AND CAN SEE IN
THE DARK.

GOD BLESS YOU ALL.

~~17 FEB 2004~~ 09

To: Gulf Power Co.

Hurricane Ivan was
terrible and I'm thankful
to be able to write this
"Thank You" for electric
power Sunday pm Sept 19th 2004.
Many thanks to all of you and
all the outside help who
came to help us in Navarre.

I am so proud to
be associated with
a company that cares.

Sincerely,
Jay Williams

Sincerely,
[Signature]
1127 Bay 1 P.O. Box
Navarre Bch, FL 32566

Thanks to all the
crews making recovery
possible. Great job in
my neighborhood.

Thanks!!!



Thank you to every-
one who worked
so hard to get
power back on fast
to us and all of Pensacola.
We appreciate all that
Gulf Power
has done.

Awesome Job!
Gulf Power!
Thank you to
you & all other
Power companies!
What a terrific
Job! God Bless!

Thanks for all you did
to help us!

The Cunningham Family
Woodbine Springs
Pace, FL

To All Who Came to Help us:

Words Cannot express the gratitude
we feel to you and your teams who
came to the Pensacola area to help
us after Hurricane Ivan! ☺

Your teams have worked tirelessly
to help bring some normalcy back to our
lives. Hurricane Ivan brought severe
devastation to our area and your teams
were professional & had a great sense of humor
to help us through. Please let them know
we appreciate them.

Thanks and God Bless You All! ☺

THANK YOU SO VERY MUCH FOR YOUR
ENDLESS HOURS. MYNE WAS BACK
UP IN 3 DAYS. Please tell the
guys in the trucks they are
FANTASTIC!

VICTOR L. STROZIER

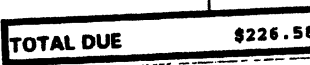
Thank you so
much for getting
our power back on
so quick after "dron"
We were truly blessed!

Thanks to Guel Power
and each man & woman
who worked so hard to restore
our power. We never appreciate
you until times like these;
power is always taken for
granted. Hope each of you
has come thru IVAN OK.
We wish you the best.

Thanks again /

Dan Pfeiffer
Crescent Lake
Subdiv.

\$171.23



To our
 fine guys and all
 the extras from other
 cities that got us
 back our electricity!

Thank you
 The Powell
 family

Thank you
 Soooooo...
 much for all your
 hard work and
 long hours getting
 power to our house,
 our neighborhood. We
 appreciate you very much
 and good luck and be
 careful with the rest of
 the work you have to do. And

10-01-04

Dear Guffy Power

Thanks a million for
all your hard work to get
us all back on line!

We know you have not
had a day off and are
working 12 hour days and
we appreciate the marvelous
job you have done & are
doing. Sincerely,
Mrs. Maybury

Thank you for our
Power up in two
weeks instead of ~~three~~
We missed it!

Thank you all!
For your hard work +
Quick Electric Recovery!
Sonnie Maughan!

Thank you so much
for BRILLIANT
Service!!
Val Anne

Thank You! Thank You!

From pole climber to administration.
Great job! God bless you
and all your families!

Mrs. Hobbs

GULF POWER
One Energy Pl
Pensacola, FL 32520-0714

I apologize for the delay in mailing our payment to you. I have been unable to mail this secondary to hardships from HURRICANE IVAN.

I wish I could send a HUGE BONUS to all of you who have worked so hard to restore power and some sense of normalcy to our community. God Bless you all, and **THANK YOU.**

Sincerely,

Tammy H. Wehmeier
David & Tammy Wehmeier

Dear Gulf Power,

Thanks so much
for all of your hard
work with Ivan.

Thanks,
Elan Petran & staff

God bless you all
for the hard work
you do since "Ivan".

P. Polbis

Please let everyone
know just how much
we say Thank You.
Also a Special Thank You
to the families that sent
their loved ones to help us.
The Sterling Families

In the early dark hours
of Sept 16th our families
prayers were "God keep our
family safe" • He did. In the
dawning hours when we could
see all the devastation our
families prayed "God please
send someone to help us" • He
did. He sent us each of you.

God Bless Each of You
Don, Kathy, Heather, Colin, McKenna
• Derrick, Melissa • Caden

THANKS

Dear, Sir or Maddam

Thank you... Soooooooooooooo
~~oooooooooooooooooooooooooooo~~
much for keeping our
power on & cutting down
all the trees. A tree
fell on my house and
you gies cut it down
for me. Otherwise it
would still be on my
laundry room. Rain tree
Estates looked like a war
zone, but you gies with
the help of our
neighbors cleaned it &
now our neighborhood
looks better than
before. Wow, I've seen
you trucks in Pensacola
Tallahassee Niceville and
New Hamptiore ALOT.
Thank you & have
a great day.

Sincerly, Emma F.

Emma F.

P.S. Thanks!

Thank You!!

Thanks for all the help! I really appreciate it! We need more people like you!

THANKS
AGAIN!!

-Catherine-

I am Joey

Thanks for
helping

Dear Electrical
Co., Thank you
very much! You
really helped us
through Juan. Even
though I evacuated
it still means so
much to me. Thank
you.

Cam

Dear Gulf Power,

Thank you very much for all your work these few past weeks. Hurricane Ivan knocked over many power poles and power lines, and put many people out of doing anything. With your help, power poles and lines were put back up. Power has been restored to ~~almost~~ everyone now. Without power, many people would have been dissatisfied and uncomfortable.

Thanks Again,
Michele Moody

Thank you for all your efforts in restoring power. I constantly saw crews working on the wires to get power back up. It is great to know that people from all over came to help the state of Florida. Thank you for your support in our time of need.
Sincerely,
Meghan Craven

Dear Utility workers,

Thank you for restoring our power, water, cable, and phone service. I would have died if it wasn't restored as fast as it was. Thank you for your service.

Sincerely,
Kenyan Brooks

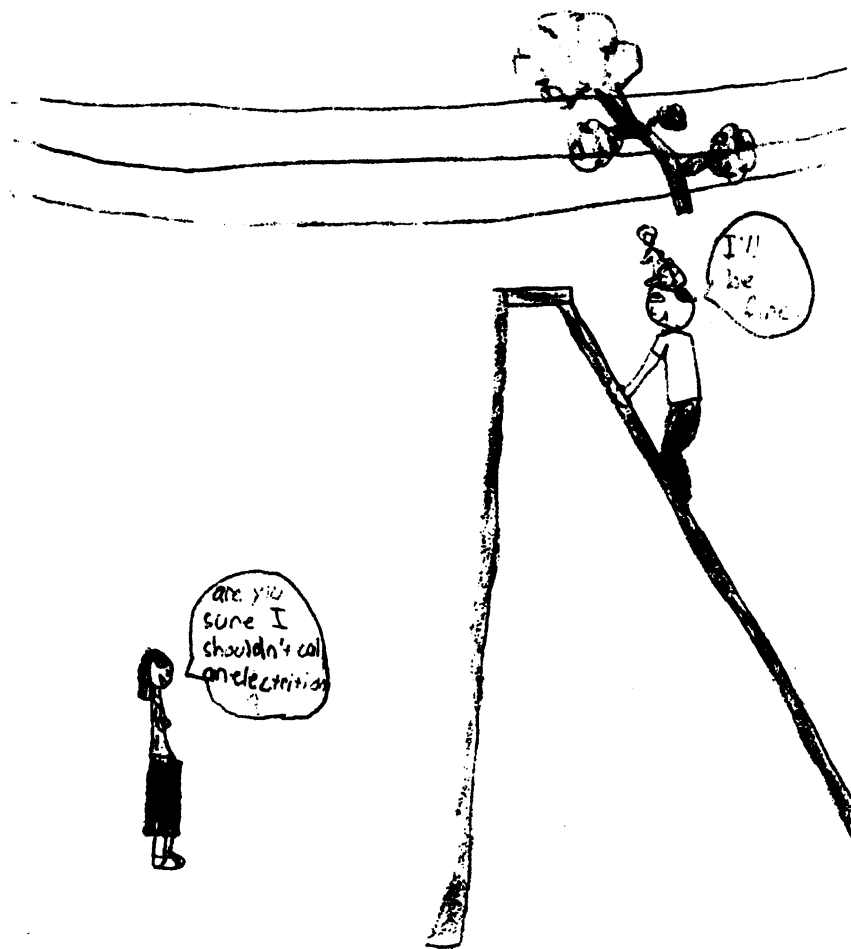
Dear Utility workers,
Thank you, brave and selfless utility workers of the Gulf Coast
for your prompt work and generous efforts. On behalf of
all those affected by hurricane Ivan, we appreciate highly
your willingness and competence in returning our electricity,
water, telephone cables, and television cables to us. We
understand the hardships you may be suffering due to the
devastating storm, and we thank you for donating your time
for our community.

Sincerely,
Peter Morimoto

Thank You

Dear Gulf Power,
I greatly appreciate the urgency put forth
into reconnecting the power in Escambia and
Santa Rosa Counties. My family and I were
fortunate enough to have power the Sunday
following the storm. Due to the lack of A/C
plus the trauma, my household was chaos.
I don't think I could've gone much longer
w/o electricity. Thanks again.

Sincerely,
Kevin KANTZ



Dear Electritians of all,

Thank-you for not making our comic
a reality. I am very grateful. Thank-
you also for fixing our air conditioning.
I'm not a biscuit in an oven rib
now. I am rib. I'm writing in the light
you helped make better.

With thanks,
Danielle Fox

