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March 1, 2012

Mr. Dan Hoppe, Director
Division of Service, Safety, and Consumer Assistance
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0868

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COMMISSION
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Dear Mr. Hoppe,

Attached is Florida Public Utilities Company's required 2011 Annual Update. The update includes the Annual Distribution Service Reliability Report required by Rule 25-6.0455, the Annual Wood Pole Inspection Report required by Order No. PSC-06-0144, and updates of our Storm Hardening Plan and Ten Storm Preparedness Initiatives, as required by Order No. PSC-06-0781.

If you have any questions, please call 904-277-1957 or e-mail mcutshaw@fpuc.com.

Sincerely,

P. Mark Cutshaw

P. Mark Cutshaw
General Manager, NE Florida Division
Florida Public Utilities Company

Attachments

Cc: Grant, William
Householder, Jeff
Puentes, Jorge
Shelley, Buddy
Toole, Steve

cc w/attachments: Ms. Ann Cole, Commission Clerk

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Florida Public Utilities Company

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

2011 Annual Update

March 1, 2012



DOCUMENT NUMBER DATE

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REGISTRATION CLERK

Florida Public Utilities Company

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

Annual Update

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Introduction

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

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

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

I. Reliability Indices

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

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

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

Indices are calculated as follows:

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

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

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

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

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

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

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

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

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

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

PART I

CAUSES OF OUTAGE EVENTS – ACTUAL			
Utility Name: Florida Public Utilities Company- NE			Year: 2011
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Corrosion	46	125.11	69.11
2. Vegetation	40	97.29	105.44
3. Other	38	111.84	87.52
4. Other Weather	37	116.38	46.87
5. Animal	35	56.69	31.62
6. Lightning	11	88.10	108.20
7. Unknown	11	79.51	79.39
8. Vehicle	7	165.52	66.81
9. Transmission	5	43.76	49.34
10. Xfmr Failure	5	81.36	91.92
11. Planned Outage	3	10.07	3.14
System Totals NE	238	100.19	61.46

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

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

PART I

<u>CAUSES OF OUTAGE EVENTS – ADJUSTED</u>			
Utility Name: Florida Public Utilities Company- NE			Year: 2011
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Corrosion	46	125.11	69.11
2. Vegetation	40	97.29	105.44
3. Other	38	111.84	87.52
4. Animal	35	56.69	31.62
5. Other Weather	21	144.88	85.75
6. Lightning	11	88.10	108.20
7. Unknown	11	79.51	79.39
8. Vehicle	7	165.52	66.81
9. Xfmr Failure	5	81.36	91.92
System Totals NE	214	104.36	84.74

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

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

PART I

CAUSES OF OUTAGE EVENTS – ADJUSTED			
Utility Name: Florida Public Utilities Company- NE			Year: 2011
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	305	81.09	75.49
2. Other Weather	216	217.03	167.16
3. Animal	208	54.27	55.69
4. Unknown	68	61.25	63.36
5. Corrosion	39	76.54	139.06
6. Lightning	28	77.24	53.06
7. Vehicle	19	71.83	90.34
8. Other	18	50.37	42.36
9. Planned Outage	13	72.32	52.38
10. Xfmr Failure	13	106.79	61.45
11. Tornado	10	311.55	351.16
12. Substation	5	44.09	61.39
System Totals NW	942	106.32	104.11

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

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

PART I

CAUSES OF OUTAGE EVENTS – ADJUSTED			
Utility Name: Florida Public Utilities Company – NW Division		Year: 2011	
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	305	81.09	75.49
2. Animal	208	54.27	55.69
3. Other Weather	146	181.71	154.47
4. Unknown	68	61.25	63.36
5. Corrosion	39	76.54	139.06
6 Lightning	28	77.24	53.06
7. Vehicle	19	71.83	90.34
8. Other	17	51.01	42.36
9. Transformer Failure	13	106.79	61.45
System Totals: NW	843	89.54	99.26

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

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

PART I

CAUSES OF OUTAGE EVENTS – ACTUAL			
Utility Name: <u>Florida Public Utilities Company- FPUC Total</u>			Year: <u>2011</u>
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	345	82.97	91.18
2. Other Weather	253	202.31	86.62
3. Animal	243	54.62	35.52
4. Corrosion	85	102.82	91.58
5. Unknown	79	63.79	70.94
6. Other	56	92.08	84.94
7. Lightning	39	80.30	103.08
8. Vehicle	26	97.05	75.10
9. Xfmr Failure	18	99.73	77.52
10. Planned Outage	16	60.65	7.63
11. Tornado	10	311.55	351.16
12. Substation	5	44.09	61.39
13. Transmission	5	43.76	49.34
System Totals FPUC	1,180	105.08	69.61

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

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

PART I

<u>CAUSES OF OUTAGE EVENTS – ADJUSTED</u>			
Utility Name: Florida Public Utilities Company- FPUC Total			Year: 2011
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	345	82.97	91.18
2. Animal	243	54.62	35.52
3. Other Weather	167	177.08	151.91
4. Corrosion	85	102.82	91.58
5. Unknown	79	63.79	70.94
6. Other	55	93.04	84.94
7. Lightning	39	80.30	103.08
8. Vehicle	26	97.05	75.10
9. Xfmr Failure	18	99.73	77.52
System Totals FPUC	1,057	92.54	89.39

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

PART II

THREE PERCENT FEEDER LIST – ACTUAL														
Utility Name: <u>Florida Public Utilities Company</u>											Year: <u>2011</u>			
Primary Circuit Id. No. or Name (a)	Sub-station Origin (b)	Location (c)	Number of Customers						Outage Events "N" (i)	Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)							
211	JLT	Northeast	1,592	88	0	0	1,680	6	70	70	NO	NO	N/A	
9752	Caverns	Northwest	7	23	17	0	47	2	124.85	122.59	NO	NO	N/A	

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

PART II

THREE PERCENT FEEDER LIST – ADJUSTED														
Utility Name: <u>Florida Public Utilities Company</u>											Year: <u>2011</u>			
Primary Circuit Id. No. or Name (a)	Sub-station Origin (b)	Location (c)	Number of Customers						Outage Events "N" (i)	Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)							
211	JLT	Northeast	1,592	88	0	0	1,680	4	85	85	Yes	1	N/A	
9854	Marianna	Northwest	1,585	203	0	0	1,788	1	190.25	190.25	NO	NO	N/A	

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

PART III

SYSTEM RELIABILITY INDICES – ACTUAL					
Utility Name: <u>Florida Public Utilities Company</u>				Year: <u>2011</u>	
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
NE Division	374.14	61.46	6.09	N/A*	N/A*
NW Division	188.05	104.11	1.81	N/A*	N/A*
System Averages	291.71	69.61	4.19	N/A*	N/A*

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

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

PART III

SYSTEM RELIABILITY INDICES – ADJUSTED					
Utility Name: <u>Florida Public Utilities Company</u>				Year: <u>2010</u>	
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
NE Division	199.54	84.74	2.35	N/A*	N/A*
NW Division	138.83	99.26	1.40	N/A*	N/A*
System Averages	172.65	89.39	1.93	N/A*	N/A*

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

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

2011 - Reliability Indicators By Feeder FPUC - NE (Actual)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	27	193.10	92.81	758,731	8,175	5,214		
104 Parkway South\	3	86.13	96.95	210,290	2,169	258		
110 Plantation Road Side	25	128.48	72.62	453,869	6,250	3,212		
111 Plantation Field Side	8	109.10	65.47	262,980	4,017	873		
209 Fifteenth Street	13	82.89	72.05	527,971	7,328	1,078		
210 Buss Tie	22	69.67	33.60	94,384	2,809	1,533		
211 Jasmine Street	34	103.38	80.15	892,078	11,130	3,515		
212 Eleventh Street	20	91.66	101.76	105,524	1,037	1,833		
214 Clinch Drive	16	99.80	50.09	48,685	972	1,597		
215 Sadler, Nectarine, So.14th	8	54.96	57.15	7,259	127	440		
310 Bonnieview	11	61.43	80.49	107,136	1,331	676		
311 Bailey	46	74.26	78.09	73,712	944	3,416		
SD Sub - AIP Feeders	1	21.85	21.85	110,211	5,044	22		
SD Sub - JLT Feeders	2	33.79	33.79	404,013	11,956	68		
SD Sub - All Island	2	56.00	56.00	1,710,912	30,552	112		
NE System	238	100.19	61.46	5,767,753	93,841	23,845	374.14	6.09

Total No. of Customers at end of 2011 ==>

15,416

2011 - Reliability Indicators By Feeder FPUC - NE (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	26	200.37	116.48	751,851	6,455	5,210		
104 Parkway South\	3	86.13	96.95	210,290	2,169	258		
110 Plantation Road Side	24	130.63	71.44	351,921	4,926	3,135		
111 Plantation Field Side	8	109.10	65.47	262,980	4,017	873		
209 Fifteenth Street	12	84.30	73.52	434,256	5,907	1,012		
210 Buss Tie	20	75.33	44.57	93,651	2,101	1,507		
211 Jasmine Street	30	109.87	96.50	745,079	7,721	3,296		
212 Eleventh Street	19	90.77	101.70	104,546	1,028	1,725		
214 Clinch Drive	14	104.45	49.94	48,344	968	1,462		
215 Sadler, Nectarine, So. 14th	7	57.72	57.32	7,223	126	404		
310 Bonnieview	10	59.47	76.07	10,422	137	595		
311 Bailey	41	69.67	74.34	55,606	748	2,856		
NE System	214	104.36	84.74	3,076,169	36,303	22,332	199.54	2.35

Total No. of Customers at end of 2011 ==>

15,416

- 2011 - Reliability Indicators By Feeder FPUC - NW (Actual)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	64	108.52	66.77	128,670	1,927	6,945		
Blountstwn	19	79.25	67.70	13,675	202	1,506		
Bristol	93	64.31	75.97	166,457	2,191	5,981		
College	115	112.24	112.83	113,395	1,005	12,908		
Cottondale	108	86.43	124.24	237,539	1,912	9,335		
Dogwood Ht	18	116.58	43.89	19,047	434	2,099		
Greenwood	125	156.52	131.21	457,283	3,485	19,565		
Hospital	56	103.56	113.12	112,099	991	5,799		
Hwy 90e	75	115.00	81.95	124,243	1,516	8,625		
Hwy 90w	30	76.08	50.09	113,915	2,274	2,283		
Ind Park	8	328.79	273.90	32,320	118	2,630		
Indian Spr	67	103.61	99.23	84,548	852	6,942		
Prison	5	116.36	51.90	2,906	56	582		
Railroad	47	110.16	133.29	205,672	1,543	5,178		
South St	112	87.25	135.68	493,730	3,639	9,772		
NW System	942	106.32	104.11	2,305,501	22,145	100,149	188.05	1.81

Total No. of Customers at end of 2011 =>

12,260

- 2011 - Reliability Indicators By Feeder FPUC - NW (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	60	104.71	65.68	121173	1845	6282		
Blountstwn	18	72.39	65.67	13067	199	1303		
Bristol	87	53.69	49.56	54817	1106	4671		
College	106	89.13	82.97	73431	885	9447		
Cottondale	95	82.96	129.13	181944	1409	7881		
Dogwood Ht	16	72.81	66.45	8240	124	1165		
Greenwood	100	111.97	146.37	276634	1890	11197		
Hospital	53	101.33	111.29	106286	955	5371		
Hwy 90e	70	109.33	73.54	99798	1357	7653		
Hwy 90w	28	73.36	49.16	109920	2236	2054		
Ind Park	2	90.48	73.10	292	4	181		
Indian Spr	60	87.80	89.69	61617	687	5268		
Prison	1	122.90	122.90	123	1	123		
Railroad	43	100.97	119.43	108322	907	4342		
South St	104	82.16	137.28	486379	3543	8544		
NW System	843	89.54	99.26	1,702,043	17,148	75,483	138.83	1.40

Total No. of Customers at end of 2011==>

12,260

FPUC 2010 – Description of Excluded Events for Named Storms, Transmission, Distribution, and Substations

Named Storms and Tornadoes

The NW Division experienced several outages as a result of the remnants of Tropical Storm Lee which made land fall in Louisiana and moved through Southern Mississippi and Southern Alabama. In the NE Division there were no named storms that impacted the area. However, several outages were originated by a significant weather related event that caused activation of county emergency operation center on September 26, 2011.

The NW experienced a tornado during the tornado outbreak on April 28. Ten outages were reported as a result of the tornado. The tornado only affected an area north of Marianna and south of Greenwood.

Transmission, Distribution and Substation

The NE Division was affected by four 69KV transmission outages. The first two were a result of improper relay coordination between the main substation breakers and the two paper mills that operate within our territory. The other two outages were related to salt spray contamination and failure of insulating equipment at our Stepdown Substation. In all cases crews were immediately dispatched and power was restored to all customers as soon as possible. New temporary settings were programmed into the 69KV digital relay equipment to achieve proper coordination. FPUC will be adding new protective equipment that will ultimately enhance the coordination with the paper mills and the 69KV transmission system.

The NW Division was not affected by any transmission events during 2011.

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

The NW experienced two substation related events in 2011. The first was on March 9 on the Caverns Road Substation when Gulf Power opened their breaker due to improper relay coordination between the FPUC Breaker and Gulf Power's scheme. The problem was identified and corrected on all FPUC breakers at the Caverns Road Substation. Gulf was able to reenergize the transformer and restore service. The second was on April 5 when the City of Blountstown's breaker did not clear a fault and caused Gulf Power to open. Gulf was able to isolate the City of Blountstown and restore service.

2011 NE Division Excluded Events					
Date	Location	Event Type	Hours	Customers	Revenue
2/17/11	210 BUSS TIE	Planned Outage	1	25	25
3/30/11	SD SUB - AIP FEEDERS -315 AT SD	Transmission	5,044	22	110,211
8/20/11	SD SUB - JLT FEEDERS -313 AT SD	Transmission	5,978	40	236,928
8/20/11	211 JASMINE STREET	Transmission	1,675	45	75,877
9/23/11	210 BUSS TIE	Planned Outage	707	1	707
9/26/11	310 BONNIEVIEW	Weather - Open EOC	1,194	81	96,714
9/26/11	SD SUB - JLT FEEDERS -313 AT SD	Weather - Open EOC	5,978	28	167,085
9/26/11	211 JASMINE STREET	Weather - Open EOC	1,674	40	66,486
9/26/11	110 PLANTATION ROADSIDE	Weather - Open EOC	1,324	77	101,948
9/26/11	209 FIFTEENTH STREET	Weather - Open EOC	1,421	66	93,715
9/26/11	311 BAILEY	Weather - Open EOC	161	88	14,171
9/26/11	311 BAILEY	Weather - Open EOC	28	109	3,058
9/26/11	311 BAILEY	Weather - Open EOC	3	153	459
9/26/11	211 JASMINE STREET	Weather - Open EOC	45	88	3,947
9/26/11	212 ELEVENTH STREET	Weather - Open EOC	9	109	977
9/26/11	211 JASMINE STREET	Weather - Open EOC	15	46	689
9/26/11	311 BAILEY	Weather - Open EOC	2	97	193
9/26/11	311 BAILEY	Weather - Open EOC	2	113	225
9/26/11	215 SADLER, NECTARINE, SO.14TH	Weather - Open EOC	1	36	36
9/26/11	214 CLINCH DRIVE	Weather - Open EOC	3	103	309
9/27/11	214 CLINCH DRIVE	Weather - Open EOC	1	32	32
12/7/11	102 SOUTH FLETCHER	Planned Outage	1,720	4	6,880
12/12/11	SD SUB - All ISLAND	Transmission	15,276	111	1,695,636
12/17/11	SD SUB - All ISLAND	Transmission	15,276	1	15,276

2011 NW Division Excluded Events					
Date	Location	Event Type	Customers	Hours	Cost
1/26/11	COLLEGE	Planned Outage	38	154	5,855
2/5/11	RAILROAD	Planned Outage	1	240	240
2/5/11	RAILROAD	Planned Outage	3	240	719
3/9/11	GREENWOOD	Substation	1166	40	47,204
3/9/11	DOGWOOD HT	Substation	308	29	8,999
3/9/11	PRISON	Substation	47	28	1,325
3/9/11	IND PARK	Substation	45	26	1,159
3/24/11	GREENWOOD	Planned Outage	23	10	220
3/25/11	SOUTH ST	Planned Outage	19	23	441
4/5/11	BRISTOL	Substation	1057	97	102,335
4/8/11	GREENWOOD	Planned Outage	41	64	2,608
4/28/11	PRISON	Tornado	6	206	1,234
4/28/11	GREENWOOD	Tornado	32	528	16,898
4/28/11	GREENWOOD	Tornado	16	427	6,828
4/28/11	IND PARK	Tornado	1	309	309
4/28/11	GREENWOOD	Tornado	15	396	5,945
4/28/11	COLLEGE	Tornado	9	203	1,823
4/28/11	COLLEGE	Tornado	11	417	4,586
4/28/11	HOSPITAL	Tornado	25	187	4,670
4/28/11	GREENWOOD	Tornado	1	230	230
4/28/11	IND PARK	Tornado	13	214	2,778
5/17/11	GREENWOOD	Planned Outage	5	7	37
5/18/11	GREENWOOD	Planned Outage	5	27	137
6/8/11	GREENWOOD	Planned Outage	2	24	48
8/10/11	HOSPITAL	Planned Outage	10	100	1,002
8/25/11	COTTONDALE	Planned Outage	49	12	583
9/5/11	ALTHA	Named Storm	76	83	6,322
9/5/11	PRISON	Named Storm	1	209	209
9/5/11	IND PARK	Named Storm	43	224	9,628
9/5/11	GREENWOOD	Named Storm	56	293	16,416
9/5/11	COTTONDALE	Named Storm	34	22	735
9/5/11	RAILROAD	Named Storm	569	146	83,169
9/5/11	INDIAN SPR	Named Storm	32	201	6,420
9/5/11	HWY 90E	Named Storm	69	154	10,613
9/5/11	SOUTH ST	Named Storm	6	406	2,436
9/5/11	BRISTOL	Named Storm	4	27	107
9/5/11	GREENWOOD	Named Storm	5	1,387	6,933
9/5/11	COLLEGE	Named Storm	18	416	7,479
9/5/11	COTTONDALE	Named Storm	109	152	16,584
9/5/11	SOUTH ST	Named Storm	44	74	3,266
9/5/11	COTTONDALE	Named Storm	159	140	22,210
9/5/11	HWY 90W	Named Storm	15	158	2,363

9/5/11	INDIAN SPR	Named Storm	4	505	2,020
9/5/11	HWY 90E	Named Storm	71	132	9,344
9/5/11	COLLEGE	Named Storm	13	378	4,912
9/5/11	COLLEGE	Named Storm	8	1,156	9,246
9/5/11	GREENWOOD	Named Storm	18	25	455
9/5/11	GREENWOOD	Named Storm	47	343	16,119
9/5/11	HWY 90E	Named Storm	3	371	1,112
9/5/11	GREENWOOD	Named Storm	5	516	2,581
9/5/11	GREENWOOD	Named Storm	36	326	11,726
9/5/11	GREENWOOD	Named Storm	95	335	31,812
9/5/11	RAILROAD	Named Storm	63	210	13,222
9/5/11	HWY 90E	Named Storm	13	243	3,159
9/5/11	SOUTH ST	Named Storm	2	50	101
9/5/11	GREENWOOD	Named Storm	4	1,173	4,691
9/5/11	HWY 90W	Named Storm	23	71	1,632
9/5/11	COTTONDALE	Named Storm	27	146	3,940
9/5/11	COLLEGE	Named Storm	11	121	1,335
9/5/11	INDIAN SPR	Named Storm	122	108	13,129
9/5/11	INDIAN SPR	Named Storm	1	117	117
9/5/11	GREENWOOD	Named Storm	2	364	729
9/5/11	DOGWOOD HT	Named Storm	2	904	1,809
9/5/11	COTTONDALE	Named Storm	11	182	1,999
9/5/11	COTTONDALE	Named Storm	3	160	481
9/5/11	IND PARK	Named Storm	11	1,648	18,123
9/5/11	HWY 90E	Named Storm	3	72	217
9/5/11	COTTONDALE	Named Storm	32	98	3,146
9/5/11	GREENWOOD	Named Storm	3	597	1,792
9/5/11	COTTONDALE	Named Storm	28	158	4,412
9/5/11	INDIAN SPR	Named Storm	2	198	396
9/5/11	ALTHA	Named Storm	1	303	303
9/5/11	COTTONDALE	Named Storm	1	76	76
9/5/11	ALTHA	Named Storm	4	198	794
9/5/11	SOUTH ST	Named Storm	2	216	432
9/5/11	GREENWOOD	Named Storm	12	493	5,915
9/5/11	BRISTOL	Named Storm	11	225	2,472
9/5/11	SOUTH ST	Named Storm	22	12	269
9/5/11	BRISTOL	Named Storm	3	0	1
9/5/11	BRISTOL	Named Storm	3	2	5
9/5/11	BRISTOL	Named Storm	7	960	6,720
9/6/11	COLLEGE	Named Storm	11	411	4,523
9/6/11	SOUTH ST	Named Storm	1	406	406
9/6/11	ALTHA	Named Storm	1	78	78
9/6/11	INDIAN SPR	Named Storm	1	393	393
9/6/11	COLLEGE	Named Storm	1	205	205
9/6/11	INDIAN SPR	Named Storm	3	152	455
9/6/11	BLOUNTSTWN	Named Storm	3	203	608

9/6/11	COTTONDALE	Named Storm	2	269	538
9/6/11	GREENWOOD	Named Storm	2	183	367
9/6/11	GREENWOOD	Named Storm	2	464	927
9/6/11	GREENWOOD	Named Storm	2	16	31
9/6/11	PRISON	Named Storm	1	16	16
9/7/11	HOSPITAL	Named Storm	1	142	142
9/7/11	IND PARK	Named Storm	1	29	29
9/20/11	COTTONDALE	Planned Outage	29	15	423
10/27/11	COTTONDALE	Planned Outage	19	25	468

II. Wood Pole Inspections

Introduction

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

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

The number of inspections may vary from year-to-year based upon a variety of factors. FPUC will continue to work diligently to complete all required wood pole inspections during the eight year wood pole inspection cycle.

Inspection Process

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

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

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

CCA poles less than 16 years of age are visually inspected, sounded, and selectively bored. Boring takes place only if internal decay is suspected. Unless a pole fails sound and bore, a full excavation is not performed on these poles. To ensure that more rigorous inspections are not warranted, FPUC requires its contractor to perform full excavation sampling of at least 1.0% of CCA poles under 16 years of age and planned for current cycle inspection. According to the contractor for 2011 inspections, "A full excavation inspection on CCA poles less than 16 years old was performed on a total of 26 randomly-selected CCA poles with manufacture dates ranging from 1997 to 2006, exceeding the requirement for a one percent sample size based on the total number of CCA poles inspected. No poles receiving this below-ground inspection were rejected, nor did any show signs of any measurable decay or strength reduction."

Strength and Loading Assessment

The contractor performs Strength Assessment tests on selected poles to compare the current measured circumference to the original circumference of the pole. The effective circumference of the pole is determined to ensure that the current condition of the pole meets the requirements of NESC Section 26 "Strength Requirements". Beginning in 2010, pole inspection criteria were enhanced to include LoadCalc analysis on poles with remaining strength at or below 67%. If the 'required' remaining strength resulting from the combined strength and load analysis indicates that the pole is not suited for continued use, the contractor rejects the pole and reports it to FPUC for follow-up.

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

Post Inspection Follow-Up

The contractor provides FPUC with follow up reports.

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

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

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

Summary

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

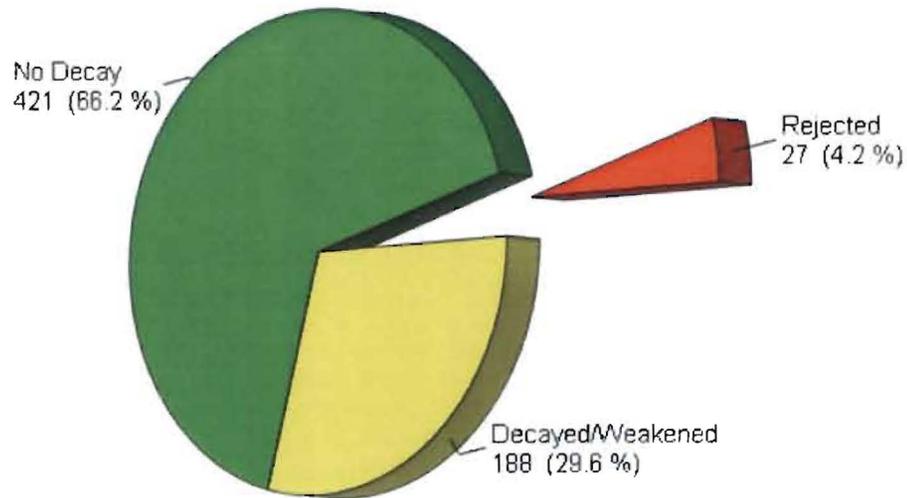
The inspection contractor is required to perform quality control assessments of their work to ensure FPUC pole inspection requirements are being met. The contractor provides documentation that these assessments have taken place.

Florida Public Utilities Company - NE Division
 Annual Wood Pole Inspection Report
 Cycle Year #4 of 8 Year Cycle
 (Inspection Year 2011)

a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Total # of wood poles in NE Division	# of pole inspections planned for this year	Backlog included in plans for this year	# of pole inspections completed this year	# of poles failing inspection this year	% failure rate this year	# failures replaced this year	# failures repaired this year	Total # of failures remaining to be replaced	Total # of failures remaining to be repaired	# of poles requiring maint. follow-up this year	# of poles overloaded this year	Total # of poles inspected in 8 yr cycle to date	Total % of poles inspected in 8 yr cycle to date	# of pole inspections planned next year
4896	595	0	636	27	4.2	42	N/A*	55	N/A*	99	4	2549	52.1	612
If d < b, provide explanation		include reason for variance, resulting backlog, and plans to address backlog: N/A.												
If g + h < e, provide explanation		include reason for variance, resulting backlog, and plans to address backlog: N/A * Present FPUC policy is to replace all failure poles in lieu of bracing "restorable" failure poles. Therefore, columns (h) and (j) are not applicable (N/A) to FPUC at this time.												
Additional Information		Random sample full excavation inspections were completed on at least one percent of CCA poles planned for current cycle inspections. Random sample inspections produced no results to indicate more rigorous inspections of CCA poles are necessary at this time.												

Osmose®

Composite
636 Total Poles



Rejected Poles



Average Age: 24.9 Years

Florida Public Utilities
Fernandina - Florida / 2011 Distribution Poles

Osmose.

Osmose Inspection
Groundline Decay by Age Group
Composite

Florida Public Utilities
Fernandina - Florida / 2011 Distribution Poles

Age Span	Total Poles Inspected	POLES REJECTED				POLES DECAYING AND WEAKENED					TOTAL POLES REJECTED OR DECAYED	
		Interior Decay	Exterior Decay	Other	% of Age Group Total	Interior Decay	Exterior Decay	Interior & Exterior Decay	Other	% of Age Group Total	Pole Count	% of Age Group Total
0-5 Years	33	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
6-10 Years	48	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
11-15 Years	85	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
16-20 Years	71	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
21-25 Years	96	0	7	0	7.3%	0	17	0	0	17.7%	24	25.0%
26-30 Years	70	0	2	0	2.9%	0	45	0	0	64.3%	47	67.1%
31-35 Years	102	0	5	0	4.9%	0	54	0	0	52.9%	59	57.8%
36-40 Years	35	0	6	0	17.1%	0	21	0	0	60.0%	27	77.1%
41-45 Years	60	0	6	0	10.0%	0	28	0	0	46.7%	34	56.7%
46-50 Years	31	0	1	0	3.2%	0	23	0	0	74.2%	24	77.4%
51-55 Years	0	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
56-60 Years	0	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
61+ Years	0	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
Unknown	5	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
TOTALS	636	0	27	0	4.2%	0	188	0	0	29.6%	215	33.8%

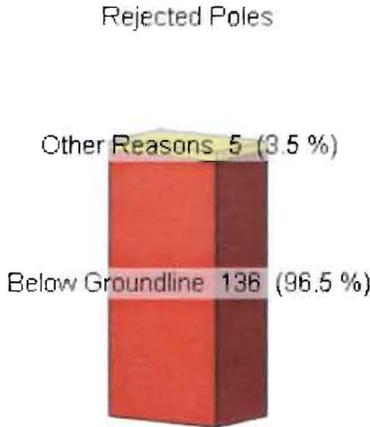
Average Age - 24.9

Florida Public Utilities Company - NW Division
 Annual Wood Pole Inspection Report
 Cycle Year #4 of 8 year Cycle
 (Inspection Year 2011)

a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Total # of wood poles in NW Division	# of pole inspections planned for this year	Backlog included in plans for this year	# of pole inspections completed this year	# of poles failing inspection this year	% failure rate this year	# failures replaced this year	# failures repaired this year	Total # of failures remaining to be replaced	Total # of failures remaining to be repaired	# of poles requiring maint. follow-up this year	# of poles overloaded this year	Total # of poles inspected in 8 yr cycle to date	Total % of poles inspected in 8 yr cycle to date	# of pole inspections planned next year
21245	2970	0	3051	141	4.6	173	N/A*	388	N/A*	1250	89	10855	51.1	2655
If d < b, provide explanation		Include reason for variance, resulting backlog, and plans to address backlog: N/A.												
If g + h < e, provide explanation		Include reason for variance, resulting backlog, and plans to address backlog: N/A * Present FPUC policy is to replace all failure poles in lieu of bracing "restorable" failure poles. Therefore, columns (h) and (j) are not applicable (N/A) to FPUC at this time.												
Additional Information		Random sample full excavation inspections were completed on at least one percent of CCA poles planned for current cycle inspections. Random sample inspections produced no results to indicate more rigorous inspections of CCA poles are necessary at this time.												

Osmose®

**Composite
3,051 Total Poles**



Average Age: 25.7 Years

Florida Public Utilities
Marianna - Florida / 2011 Distribution Poles

Osmose.

Osmose Inspection
Groundline Decay by Age Group
Composite

Florida Public Utilities
Marianna - Florida / 2011 Distribution Poles

Age Span	Total Poles Inspected	POLES REJECTED				POLES DECAYING AND WEAKENED					TOTAL POLES REJECTED OR DECAYED	
		Interior Decay	Exterior Decay	Other	% of Age Group Total	Interior Decay	Exterior Decay	Interior & Exterior Decay	Other	% of Age Group Total	Pole Count	% of Age Group Total
0-5 Years	243	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
6-10 Years	342	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
11-15 Years	310	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
16-20 Years	390	0	0	0	0.0%	1	6	0	0	1.8%	7	1.8%
21-25 Years	308	0	0	0	0.0%	0	57	0	1	18.8%	58	18.8%
26-30 Years	106	0	1	0	0.9%	0	47	0	0	44.3%	48	45.3%
31-35 Years	224	1	10	0	4.9%	0	142	0	1	63.8%	154	68.8%
36-40 Years	489	0	34	0	7.0%	0	349	0	0	71.4%	383	78.3%
41-45 Years	331	3	44	1	14.5%	0	203	2	1	62.2%	254	76.7%
46-50 Years	267	8	39	0	17.6%	0	150	4	0	57.7%	201	75.3%
51-55 Years	10	0	0	0	0.0%	0	8	0	1	90.0%	9	90.0%
56-60 Years	0	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
61+ Years	0	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
Unknown	31	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
TOTALS	3,051	12	128	1	4.6%	1	962	6	4	31.9%	1,114	36.5%

Average Age - 25.7

III. Storm Hardening Update

Introduction

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

Compliance with NESC Requirements:

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

Extreme Wind Loading:

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

Mitigation of Damage Due to Storm Surge and Flooding:

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

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

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

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

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

Placement of New and Replacement Facilities:

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

Deployment Strategy:

FPUC has a fully implemented storm hardening strategy. Significant areas of note for 2011 include:

1. During 2011, each division completed the fourth year of pole inspections for the 8 year cycle wood pole inspection program. Specific results are reported in Section II - Wood Pole Inspections.
2. FPUC continues its Vegetation Management Program that includes trimming main feeders every three years, laterals every six years, and addressing danger trees as soon as possible. Additional information about the FPUC Vegetation Management Program can be found in Section IV - Storm Preparedness Initiatives, Initiative #1 - Vegetation Management Program for Distribution Circuits.
3. Pole loading inspections and follow up are performed annually in both divisions as part of the Wood Pole Inspection Program. More information about pole loading inspections and follow up can be found in Section II - Wood Pole Inspections, and Section IV - Storm Preparedness Initiatives, Initiative #2 - Joint Use Pole Attachment Audit.
4. FPUC owned transmission poles are only located in NE Division. Details about climbing inspections of transmission poles can be found in Section IV - Storm Preparedness Initiatives, Initiative #3 - Six Year Transmission Structure Inspection Program.
5. Section IV - Storm Preparedness Initiatives, Initiative #4 - Storm Hardening of Existing Transmission Structures contains additional information about transmission structure storm hardening.
6. New underground facilities are designed to mitigate damage from storm surges and flooding.
7. FPUC will continue to place facilities on public rights of way and, if this is not possible, will secure private easements to make sure facilities are easily accessible.

Communities and Areas Affected by Electric Infrastructure Improvements:

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

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

Upgrading of Joint Use Facilities

In 2011 the storm hardening of the Prison Feeder that began in 2008 was completed. The hardening of the Prison Feeder was limited to the portion of the feeder that was closer to the road right-of-way and thus more vulnerable to storm damage. In addition, during 2011 the Merritt's Mill Pond crossing of the Indian Springs Feeder was storm hardened.

NE Division had one major storm hardening project planned for 2011. The project is for storm hardening one of two overhead circuits feeding the local hospital. The project was placed on hold because the local government wanted to discuss undergrounding some of the overhead facilities associated with this project. FPUC agreed to take another look at the project to include conversion from overhead facilities to underground as soon as the local government made a formal request for preparation of a preliminary cost estimate. As of the end of 2011, no formal request has been received by FPUC. If the project moves forward in 2012, Joint users will be provided with copies of the preliminary plans and drawings to make sure pole sizes meet their requirements. Additionally, NE Division continued to focus on replacement of reject poles identified during annual pole inspections. Many of these reject poles have joint use facilities. New replacement poles were designed to accommodate joint use facilities and were installed in accordance with 2007 NESC guidelines for extreme wind loading conditions. The installations were coordinated with joint users.

IV. Storm Preparedness Initiatives

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

Initiative #1 - Vegetation Management Programs for Distribution Circuits

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

The program includes the following:

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

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

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

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

The FPUC vegetation management program was implemented in 2007. Because the Company Program for trimming main Feeders is a Three Year Program, a Comparison Table is not necessary for Feeders. The Company Program for trimming Laterals is six years. FPUC will begin preparing Comparison Tables for Laterals when Six Year Cycle trimming has been completed in 2013 (2014 Report).

FPUC Consolidated Vegetation Management Performance Metrics – 2011

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	5	5	0	340	340	0
(B) Customer Interruptions	6,643	6,643	0	6,011	6,011	0
(C) Miles Cleared	67.68	67.68	0	205.11	205.11	0
(D) Remaining Miles	73.97	73.97	0	180.55	180.55	0
(E) Outages per Mile [A ÷ (C + D)]	0.04	0.04	0.00	0.88	0.88	0.00
(F) Vegetation CI per Mile [B ÷ (C + D)]	46.90	46.90	0.00	15.59	15.59	0.00
(G) Number of Hotspot trims	611	611	0	NA	NA	NA
(H) All Vegetation Management Costs	\$749,340	\$749,340	0	(Note 4)	(Note 4)	(Note 4)
(I) Customer Minutes of Interruption	604,930	604,930	0	548,910	548,910	0
(J) Outage restoration costs	(Note 5)	(Note 5)	0	NA	NA	NA
(K) Vegetation Budget (current year)	\$ 638,148	\$ 638,148	\$ -	NA	NA	NA
(L) Vegetation Goal (current year)	\$ 638,148	\$ 638,148	\$ -	NA	NA	NA
(M) Vegetation Budget (next year)	\$ 655,000	\$ 655,000	\$ -	NA	NA	NA
(N) Vegetation Goal (next year)	\$ 655,000	\$ 655,000	\$ -	NA	NA	NA
(O) Trim-Back Distance	(Note 6)	(Note 6)	0	(Note 6)	(Note 6)	NA

Danger Trees (FPUC Totals) – Additional Questions

- a) Number of danger trees removed? **364 (est)**
- b) Expenditures on danger tree removal? **\$45000 (est)**
- c) Number of request for removals that were denied? **0**
- d) Avoided CI with danger trees removed (estimate)? _____
- e) Avoided CMI with danger trees removed (estimate)? _____

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

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

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

NE Division Vegetation Management Performance Metrics - 2011

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	4	4	0	36	36	0
(B) Customer Interruptions	5,825	5,825	0	806	806	0
(C) Miles Cleared (Notes 1 & 2)	19.36	19.36	0	15.37	15.37	0
(D) Remaining Miles (Note 2 & 3)	42.63	42.63	0	22.34	22.34	0
(E) Outages per Mile [A ÷ (C + D)]	0.06	0.06	0.00	0.95	0.95	0.00
(F) Vegetation CI per Mile [B ÷ (C + D)]	93.97	93.97	0.00	21.37	21.37	0.00
(G) Number of Hotspot trims	346	346	0	NA	NA	NA
(H) All Vegetation Management Costs	\$200,351	\$200,351	0	(Note 4)	(Note 4)	(Note 4)
(I) Customer Minutes of Interruption	578,509	578,509	0	120,668	120,668	0
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (current year)	\$195,000	\$195,000	0	NA	NA	NA
(L) Vegetation Goal (current year)	\$195,000	\$195,000	0	NA	NA	NA
(M) Vegetation Budget (next year)	\$195,000	\$195,000	0	NA	NA	NA
(N) Vegetation Goal (next year)	\$195,000	\$195,000	0	NA	NA	NA
(O) Trim-Back Distance	(Note 6)	(Note 6)	0	(Note 6)	(Note 6)	NA

Danger Trees (NE Division) – Additional Questions

- a) Number of danger trees removed? **32 (est)**
- b) Expenditures on danger tree removal? **\$5,000 (est)**
- c) Number of request for removals that were denied? **0**
- d) Avoided CI with danger trees removed (estimate)? _____
- e) Avoided CMI with danger trees removed (estimate)? _____

Note 1: Miles cleared in 2011 include total miles of main feeders and laterals and hot spot trimming.

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

Note 3: Remaining miles include second 3 year feeder tree trimming cycle

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

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

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

NW Division Vegetation Management Performance Metrics - 2011

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	1	1	0	304	304	0
(B) Customer Interruptions	818	818	0	5205	5205	0
(C) Miles Cleared	48.32	48.32	0	189.74	189.74	0
(D) Remaining Miles	31.34	31.34	0	158.21	158.21	0
(E) Outages per Mile [A ÷ (C + D)]	0.01	0.01	0	0.87	0.87	0
(F) Vegetation CI per Mile [B ÷ (C + D)]	10.27	10.27	0	14.96	14.96	0
(G) Number of Hotspot trims	265	265	0	NA	NA	NA
(H) All Vegetation Management Costs	\$548,989	\$548,989	0	(Note 4)		
(I) Customer Minutes of Interruption	26421	26421	0	428242	428242	0
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (current year)	\$443,148	\$443,148	0	NA	NA	NA
(L) Vegetation Goal (current year)	\$443,148	\$443,148	0	NA	NA	NA
(M) Vegetation Budget (next year)	\$460,000	\$460,000	0	NA	NA	NA
(N) Vegetation Goal (next year)	\$460,000	\$460,000	0	NA	NA	NA
(O) Trim-Back Distance	NA	10	NA	NA	10	NA

Danger Trees (NW Division) – Additional Questions

- a) Number of danger trees removed? 332
- b) Expenditures on danger tree removal? **\$40,000 (est)**
- c) Number of request for removals that were denied? 0
- d) Avoided CI with danger trees removed (estimate)? _____
- e) Avoided CMI with danger trees removed (estimate)? _____

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

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

NW TREE TRIM SCHEDULE – MAIN FEEDERS – 2010 -2012

- 2011**
1. OCB#9942: HWY 90E Feeder
 2. OCB#9992: HWY 90W Feeder
 3. OCB#9854: South Street Feeder
 4. OCB#9882: Bristol Feeder
 5. OCB#9872: Family Dollar Feeder
- 2012**
1. OCB#9866: Cottondale Feeder
 2. OCB#9952: Altha Feeder
 3. OCB#9972: Blountstown Feeder
 4. OCB#9512: Railroad Feeder
 5. OCB#9872: Hospital Feeder
 6. OCB#9752: Industrial Park Feeder
- 2013**
1. OCB#9742: Greenwood/MaloneFeeder
 2. OCB#9722: Dogwood Heights Feeder
 3. OCB#9982: College Feeder
 4. OCB#9932: Indian Springs Feeder
 5. OCB#9732: Prison Feeder

NW TREE TRIM SCHEDULE – LATERALS - 2010 - 2015

- 2011**
1. OCB#9512: Railroad Feeder
 2. OCB#9872: Hospital Feeder
 3. OCB#9982: College Feeder
- 2012**
1. OCB#9742: Greenwood/MaloneFeeder
 2. OCB#9722: Dogwood Heights Feeder
 3. OCB#9752: Industrial Park Feeder
- 2013**
1. OCB#9882: Bristol Feeder
 2. OCB#9972: Blountstown Feeder
- 2014**
1. OCB#9932: Indian Springs Feeder
 2. OCB#9942: HWY 90E Feeder
 3. OCB#9732: Prison Feeder
- 2015**
1. OCB#9992: HWY 90W Feeder
 2. OCB#9854: South Street Feeder
 3. OCB#9872: Family Dollar Feeder
- 2016**
1. OCB#9866: Cottondale Feeder
 2. OCB#9952: Altha Feeder

**NE DIVISION - TREE TRIM SCHEDULE – Main Feeders
2012 – 2014**

- 2012:**
1. Feeder#110
 2. Feeder#111
 3. Feeder#209
 4. Feeder#214
 5. Feeder#210
 6. Feeder#215
 7. Feeder#313 (69KV)

- 2013:**
1. Feeder#310
 2. Feeder#311
 3. Feeder#201(69KV)
 4. Feeder#202 (69KV)
 5. Feeder#315 (69KV)

- 2014:**
1. Feeder#102
 2. Feeder#104
 3. Feeder#211
 4. Feeder#212
 5. Feeder#802(138KV)
 6. Feeder#803(138KV)

**NE DIVISION - TREE TRIM SCHEDULE – Laterals
2012 – 2017**

- 2012:**
1. Feeder#210
 2. Feeder#211

- 2013:**
1. Feeder#310
 2. Feeder#102

- 2014:**
1. Feeder#311
 2. Feeder#212

- 2015:**
1. Feeder#214
 2. Feeder#215

- 2016:**
1. Feeder#110
 2. Feeder#111

- 2017:**
1. Feeder#104
 2. Feeder#209

FPUC NE Division - D&T Vegetation Management*

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
311	27,672	260	52,529	95,681	5.24	0.05	9.95	18.12	15.19	18.17
310	16,080	1,485	32,580	51,837	3.05	0.28	6.17	9.82	9.22	10.10
209	25,423	1,062	22,253	37,236	4.81	0.20	4.21	7.05	9.03	7.25
210	9,990	2,245	27,961	6,700	1.89	0.43	5.30	1.27	7.19	1.69
211	13,992	225	60,222	23,852	2.65	0.04	11.41	4.52	14.06	4.56
212	17,477	110	55,966	8,505	3.31	0.02	10.60	1.61	13.91	1.63
214	14,935	305	22,435	3,491	2.83	0.06	4.25	0.66	7.08	0.72
215	11,264	1,250	14,549	38,850	2.13	0.24	2.76	7.36	4.89	7.59
102	19,249	2,207	37,931	114,746	3.65	0.42	7.18	21.73	10.83	22.15
104	1,438	6,799	0	51,595	0.27	1.29	0.00	9.77	0.27	11.06
110	10,292	0	7,762	163,381	1.95	0.00	1.47	30.94	3.42	30.94
111	10,354	6,020	7,990	90,453	1.96	1.14	1.51	17.13	3.47	18.27
Dist. Totals	178,166	21,968	342,178	686,327	33.74	4.16	64.81	129.99	98.55	134.15
69KV Line									11.45	
138KV Line									8.02	
D&T Totals	178,166	21,968	342,178	686,327	33.74	4.16	64.81	129.99	118.02	134.15

* Basis for tracking and managing 2010 and future tree trimming cycles (3 yr. mains and 6 yr. laterals) - Data source is GIS mapping system.

2/16/2011

2011 FPUC NE Division - D&T Vegetation Management**

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
311	11,554	0	15,906	0	2.19	0.00	3.01	0.00	5.20	0.00
310	2,518	0	19,410	0	0.48	0.00	3.68	0.00	4.15	0.00
209	495	0	1,950	0	0.09	0.00	0.37	0.00	0.46	0.00
210	1,965	0	7,637	0	0.37	0.00	1.45	0.00	1.82	0.00
211	299	0	2,638	0	0.06	0.00	0.50	0.00	0.56	0.00
212	450	0	11,824	0	0.09	0.00	2.24	0.00	2.32	0.00
214	1,986	0	9,718	0	0.38	0.00	1.84	0.00	2.22	0.00
215	36	0	4,481	0	0.01	0.00	0.85	0.00	0.86	0.00
102	9,555	0	7,118	0	1.81	0.00	1.35	0.00	3.16	0.00
104	252	0	50	0	0.05	0.00	0.01	0.00	0.06	0.00
110	15,323	0	337	0	2.90	0.00	0.06	0.00	2.97	0.00
111	5,910	0	60	0	1.12	0.00	0.01	0.00	1.13	0.00
Dist. Totals	50,343	0	81,129	0	9.53	0.00	15.37	0.00	24.90	0.00
69KV Line	12,564				2.38				2.38	
138KV Line	39,315				7.45				7.45	
D&T Totals	102,222	0	81,129	0	19.36	0.00	15.37	0.00	34.73	0.00

** 2011 Trim Totals

2/27/2012

FPUC NW Division - D&T Vegetation Management*

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
9742 Greenwood/ Malone	78,442	0	243,625	5,630	14.86	0	46.14	1.07	61.00	1.07
9722 Dogwood Heights	22,492	0	57,742	2,870	4.26	0	10.94	0.54	15.20	0.54
9982 College	70,950	0	216,532	30,587	13.44	0	41.01	5.79	54.45	5.79
9932 Indian Springs	30,117	0	139,043	40,744	5.70	0	26.33	7.72	32.04	7.72
9732 Prison	16,950	0	13,228	17,887	3.21	0	2.51	3.39	5.72	3.39
9942 Hwy 90E	67,057	0	258,941	23,186	12.70	0	49.04	4.39	61.74	4.39
9992 Hwy 90W	15,096	0	55,848	1,097	2.86	0	10.58	0.21	13.44	0.21
9854 South Street	80,724	0	453,411	15,082	15.29	0	85.87	2.86	101.16	2.86
9882 Bristol	60,851	0	222,900	5,931	11.52	0	42.22	1.12	53.74	1.12
9872 Family Dollar	15,910	365	4,740	2,817	3.01	0.07	0.90	0.53	3.91	0.60
9866 Cottondale	71,809	0	351,938	9,690	13.60	0	66.65	1.84	80.26	1.84
9952 Altha	47,917	0	219,520	2,208	9.08	0	41.58	0.42	50.65	0.42
9972 Blountstown	32,921	0	39,225	2,275	6.24	0	7.43	0.43	13.66	0.43
9512 Railroad	41,251	0	84,845	8,886	7.81	0	16.07	1.68	23.88	1.68
9872 Hospital	16,417	0	193,180	2,744	3.11	0	36.59	0.52	39.70	0.52
9752 Industrial Park	18,609	0	3,820	1,444	3.52	0	0.72	0.27	4.24	0.27
Dist. Totals	687,513	365	2,558,538	173,078	130.21	0.07	484.57	32.78	614.78	32.85
69KV Line	0	0	0	0	0	0	0	0	0	0
138KV Line	0	0	0	0	0	0	0	0	0	0
D&T Totals	687,513	365	2,558,538	173,078	130.21	0.07	484.57	32.78	614.78	32.85

* Basis for tracking and managing 2011 and future tree trimming cycles (3 yr. mains and 6 yr. laterals) - Data source is GIS mapping system.
Dec. 2011

2011 FPUC NW Division - D&T Vegetation Management**

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
9742 Greenwood/ Malone	0	0	0	0	0	0	0	0	0	0
9722 Dogwood Heights	0	0	0	0	0	0	0	0	0	0
9982 College	0	0	0	0	0	0	0	0	0	0
9932 Indian Springs	8,243	0	0	0	1.56	0	0	0	0	0
9732 Prison	7,255	0	8,441	0	1.37	0	1.60	0	0	0
9942 Hwy 90E	67,057	0	258,941	0	12.70	0	49.04	0.00	61.74	0.00
9992 Hwy 90W	15,096	0	55,848	0	2.86	0	10.58	0.00	13.44	0.00
9854 South Street	80,724	0	450,963	0	15.29	0	85.41	0.00	100.70	0.00
9882 Bristol	60,851	0	222,900	0	11.52	0	42.22	0.00	53.74	0.00
9872 Family Dollar	15,910	0	4,740	0	3.01	0	0.90	0.00	3.91	0.00
9866 Cottdonale	0	0	0	0	0	0	0	0	0	0
9952 Altha	0	0	0	0	0	0	0	0	0	0
9972 Blountstown	0	0	0	0	0	0	0	0	0	0
9512 Railroad	0	0	0	0	0	0	0	0	0	0
9872 Hospital	0	0	0	0	0	0	0	0	0	0
9752 Industrial Park	0	0	0	0	0	0	0	0	0	0
Dist. Totals	255,136	0	1,001,833	0	48.32	0.00	189.74	0.00	233.53	0.00
69KV Line	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
138KV Line	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
D&T Totals	255,136	0	1,001,833	0	48.32	0.00	189.74	0.00	233.53	0.00

** 2011 Trim Totals
Dec. 2011

Initiative #2 – Joint Use Pole Attachment Audit

During 2011, eleven hundred and eighty five (1,185) detailed pole loading calculations were performed for FPUC by a contractor as part of the Wood Pole Inspection Program. Poles having remaining strength at or below 67% and poles having 3rd party attachments of ½” or larger in diameter were selected for loading assessment using a contractor supplied computer program called LoadCalc. Span lengths, attachment heights, wire sizes, and 3rd party attachments were included in the loading assessments. Loading assessment reports were supplied to FPUC by the contractor. Poles with loading estimates at or above 100% of design load are automatically included in the FPUC post inspection follow-up plan. FPUC will perform additional load assessment on these poles using PoleForeman. FPUC calculations will be in accordance with the 2007 addition of NESC with 60 mph wind speed. Poles that fail the PoleForeman assessment will be scheduled for replacement. Replacement poles will be designed to comply with storm hardening requirements. The list of replacement poles will be provided to 3rd party attachers so they can give feedback concerning existing or planned attachments that may require increased pole size for added loading. Third party attachers will be notified of the replacement pole locations so their attachments can be transferred. FPUC joined NJUNS (National Joint Use Notification System) during 2009 to facilitate notification of joint use partners.

FPUC has joint use agreements with multiple telecommunication and cable television providers. The agreements include provisions for joint use attachment audits. Audits will be initiated as soon as parties agree to terms for conducting the audits. Data collected during the audits will be analyzed to determine the number of poles found to be overloaded, the number of unauthorized joint use attachments, and the number of customer outages related to these situations, if applicable. The goal is to conduct a thorough joint use audit once every five years.

Initiative #3 – Six Year Transmission Structure Inspection Program

Transmission inspections will be completed on all transmission facilities and will include climbing patrols of the 138 KV and 69 KV transmission lines owned by FPUC. This inspection will ensure that all structures have a detailed inspection performed at a minimum of every six years. The inspection will include ninety five (95) 138 KV structures and two hundred two (202) 69 KV structures. The inspections will ensure that all transmission towers and other transmission line supporting equipment such as insulators, guying, grounding, conductor splicing, cross-braces, cross-arms, bolts, etc structurally sound and firmly attached. Customers who own 69 KV transmission line structures connected to FPUC will be strongly encouraged to complete a similar type inspection. In addition to the six year climbing inspections mentioned above, wood transmission poles are also included in the 8 year wood pole ground-line condition inspection and treatment program.

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

Transmission Circuit, Substation and Other Equipment Inspections

	Activity		Current Budget**		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission circuits.	19.5	19.5	NA	NA	19.5	NA
(B) Planned transmission circuit inspections *	19.5	19.5	NA	NA	19.5	NA
(C) Completed transmission circuit * inspections.	19.5	19.5	NA	NA	19.5	NA
(D) Percent of transmission circuit inspections completed. *	100%	100%	NA	NA	100%	NA
(E) Planned transmission substation inspections	48	48	NA	NA	48	NA
(F) Completed transmission substation * inspections.	48	48	NA	NA	48	NA
(G) Percent transmission substation inspections completed.*	100%	100%	NA	NA	100%	NA
(H) Planned transmission equipment inspections (other equipment).	NA	NA	NA	NA	NA	NA
(I) Completed transmission equipment inspections (other equipment).	NA	NA	NA	NA	NA	NA
(J) Percent of transmission equipment inspections completed (other equipment).	NA	NA	NA	NA	NA	NA

* Inspections performed were visual

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

Transmission Tower Structure Inspections

	Activity		Current Budget**		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission tower structures.	2	2	<u>NA</u>	<u>NA</u>	2	<u>NA</u>
(B) Planned transmission tower structure Inspections *	<u>2</u>	<u>2</u>	<u>NA</u>	<u>NA</u>	<u>2</u>	<u>NA</u>
(C) Completed transmission tower structure inspections. *	<u>2</u>	<u>2</u>	<u>NA</u>	<u>NA</u>	<u>2</u>	<u>NA</u>
(D) Percent of transmission tower structure inspections completed.	<u>100%</u>	<u>100%</u>	<u>NA</u>	<u>NA</u>	<u>100%</u>	<u>NA</u>

* Inspections performed were visual

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

Transmission Pole Inspections

	Activity		Current Budget		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total number of transmission poles. *	35	35	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(B) Number of transmission poles strength tested.	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(C) Number of transmission poles passing strength test.	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(D) Number of transmission poles failing strength test (overloaded).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(E) Number of transmission poles failing strength test (other reasons).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(F) Number of transmission poles corrected (strength failure).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(G) Number of transmission poles corrected (other reasons).	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>
(H) Total transmission poles replaced.	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>	<u>NA</u>

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

Initiative #4 – Storm Hardening of Existing Transmission Structures

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

The 69 KV transmission system consists of a total of 212 poles of which 39 are concrete poles. All installations met the NESC code requirements in effect at the time of construction. A policy of replacing existing wood poles with concrete has been in place for some time. This policy requires that when it becomes necessary to replace a wood pole due to construction requirements or concerns with the integrity of the pole, a concrete pole that meets current NESC codes and storm hardening requirements will be utilized.

There was no storm hardening projects performed on transmission poles or structures during 2011. NE division will be conducting the six year transmission inspection outlined in initiative #3 during 2012. It is anticipated there will be poles identified for replacement and a follow up plan will be developed at that time.

NW Division currently has no transmission structures.

Hardening of Existing Transmission Structures

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

Initiative #5 – Geographic Information System

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

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

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

FPUC has completed a search for a new vendor to provide an ESRI based GIS mapping system that will integrate multiple utility systems (gas, electric, propane, etc) into to one system. The migration of data will begin in 2012 and is expected to be completed by the end of the first quarter of 2013. There is a potential for a temporary setback in the quality and timeliness of data collection during the transition.

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

FPUC has started the process of establishing a forensics oversight team to coordinate communications, schedule data collection activities, and final reporting requirements. Our plans are to utilize a consultant, Osmose Utility Services, to collect, analyze, and report on field data collected which will be entered into the FPUC Outage Management System (OMS). FPUC will utilize the standard reporting forms developed by PURC for submitting forensic data to the FPSC.

The following is a copy of the FPUC “FORENSIC DATA COLLECTION AND REPORTING” procedure:

FORENSIC DATA COLLECTION AND REPORTING

PURPOSE:

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

PROCESS:

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

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

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

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

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

RESPONSIBILITIES:

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

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

REPORTING:

All post storm forensic data collected will be entered in the PURC forms. The form allows both overhead and underground damage to be entered and data must be entered separately for each incident.

Initiative #7 – Reliability Performance of Overhead vs Underground Systems

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

During 2011, there were no projects in the Northeast Division to convert overhead facilities to underground. However, the local government approached FPUC to discuss undergrounding some of the overhead facilities associated with a storm hardening project planned for construction during 2011. FPUC agreed to take another look at the project as soon as the local government officials made a formal request for preliminary cost estimates. As of the end of 2011, no formal request was received by FPUC.

2011 - Reliability Indicators by OH & UG - FPUC Total (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
OH	1,004	91.24	94.33	3,781,217	40,083	91,606		
UG	53	117.16	74.58	996,995	13,368	6,210		
FPU System	1,057	92.54	89.39	4,778,212	53,451	97,816	172.65	1.93

Total No. of Customers at end of 2011 >

27,676

2011 - Reliability Indicators By (OH) FPUC - NE (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	23	217.43	141.03	669,618	4,748	5,001		
111 Plantation Field Side	5	71.17	23.68	56,442	2,384	356		
209 Fifteenth Street	11	88.69	85.44	382,956	4,482	976		
210 Buss Tie	16	75.26	31.71	30,283	955	1,204		
211 Jasmine Street	26	89.23	96.10	740,421	7,705	2,320		
212 Eleventh Street	19	90.77	101.70	104,546	1,028	1,725		
214 Clinch Drive	14	104.45	49.94	48,344	968	1,462		
215 Sadler, Nectarine, So.14th	6	50.55	48.14	5,006	104	303		
310 Bonnieview	8	51.63	54.10	4,869	90	413		
311 Bailey	38	69.96	74.75	48,286	646	2,658		
NE System	166	98.90	90.47	2,090,772	23,110	16,418	135.62	1.50

Total No. of Customers at end of 2011 ==>

15,416

2011 - Reliability Indicators By (UG) FPUC - NE (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	3	69.57	48.17	82,233	1,707	209		
104 Parkway South\	3	86.13	96.95	210,290	2,169	258		
110 Plantation Road Side	24	130.63	71.44	351,921	4,926	3,135		
111 Plantation Field Side	3	172.31	126.48	206,537	1,633	517		
209 Fifteenth Street	1	36.00	36.00	51,300	1,425	36		
210 Buss Tie	4	75.63	55.30	63,369	1,146	303		
211 Jasmine Street	4	244.06	291.11	4,658	16	976		
215 Sadler, Nectarine, So,14th	1	100.75	100.75	2,217	22	101		
310 Bonnieview	2	90.86	118.15	5,553	47	182		
311 Bailey	3	65.98	71.77	7,321	102	198		
NE Sytems	48	123.21	74.69	985,397	13,193	5,914	63.92	0.86

Total No. of Customers at end of 2011 ==>

15,416

- 2011 - Reliability Indicators By (OH) FPUC - NW (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	60	104.71	65.68	121,173	1,845	6,282		
Blountstwn	18	72.39	65.67	13,067	199	1,303		
Bristol	87	53.69	49.56	54,817	1,106	4,671		
College	105	89.11	82.96	73,340	884	9,357		
Cottondale	95	82.96	129.13	181,944	1,409	7,881		
Dogwood Ht	15	74.10	66.55	8,186	123	1,112		
Greenwood	100	111.97	146.37	276,634	1,890	11,197		
Hospital	52	102.48	111.44	106,202	953	5,329		
Hwy 90e	70	109.33	73.54	99,798	1,357	7,653		
Hwy 90w	28	73.36	49.16	109,920	2,236	2,054		
Ind Park	2	90.48	73.10	292	4	181		
Indian Spr	60	87.80	89.69	61,617	687	5,268		
Prison	1	122.90	122.90	123	1	123		
Railroad	42	102.36	119.51	108,280	906	4,299		
South St	103	82.31	140.84	475,052	3,373	8,478		
NW System	838	89.72	99.60	1,690,445	16,973	75,188	137.88	1.38

Total No. of Customers at end of 2011 =>

12,260

- 2011 - Reliability Indicators By (UG) FPUC - NW (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
College	1	90.78	90.78	91	1	91		
Dogwood Ht	1	53.43	53.43	53	1	53		
Hospital	1	41.57	41.57	83	2	42		
Railroad	1	42.80	42.80	43	1	43		
South St	1	66.63	66.63	11,328	170	67		
NW System	5	59.04	66.27	11,598	175	295	0.95	0.01

Total No. of Customers at end of 2011 =>

12,260

Initiative #8 – Utility Company Coordination with Local Governments

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

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

FPUC and the City of Marianna have worked together to complete a project of undergrounding in the downtown area of Marianna and are planning further projects. Although these projects have improved aesthetics as the major goal, they will provide a reliability case study area that can be used in future undergrounding analysis.

Initiative #9 – Collaborative Research

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

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

For 2011, research focused on undergrounding, granular wind, and vegetation management. The Steering Committee is preparing the next steps in these research areas.

The 2012 report follows on the next page.

Report on Collaborative Research for Hurricane Hardening

Provided by

The Public Utility Research Center
University of Florida

To the

Utility Sponsor Steering Committee

February 2012

I. Introduction

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

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

This report provides an update on the activities of the Steering Committee since the previous report dated February 2011.

II. Undergrounding

The collaborative research on undergrounding has been focused on understanding the existing research on the economics and effects of hardening strategies, including undergrounding, so that

informed decisions can be made about undergrounding policies and specific undergrounding projects.

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

In addition, PURC has worked with a doctoral candidate in the University of Florida Department of Civil and Coastal Engineering to assess some of the inter-relationships between wind speed and rainfall on utility equipment damage. The research is currently under review by the engineering press, but it is believed that the results of this research can be used to further refine the model.

III. Wind Data Collection

The Project Sponsors entered into a wind monitoring agreement with WeatherFlow, Inc. Currently, WeatherFlow's Florida wind monitoring network includes 50 permanent wind monitoring stations around the coast of Florida. The wind, temperature, and barometric pressure data being collected at these stations has been made available to the Project Sponsors.

There have been no significant impacts from hurricanes to the state since the wind monitoring network was established. Once a hurricane occurs and wind data is captured, it is expected that forensic investigations of utilities' infrastructure failure will be conducted and overlaid with wind observations to correlate failure modes to wind speed and turbulence characteristics. Project Sponsors and PURC will analyze such data at that time.

As of the date of this report, WeatherFlow has informed the Project Sponsors that its major source of funding for the wind monitoring network is expected to be ending in May 2012. As a result, the project sponsors are uncertain as to the future viability of the wind monitoring network and the wind monitoring agreement, which is scheduled to expire on March 1, 2012. The project sponsors will be working with WeatherFlow to ascertain whether the wind monitoring agreement can be continued.

IV. Public Outreach

The impact of Hurricane Irene on the northeastern United States in 2011 led to greater interest in storm preparedness. PURC researchers discussed the collaborative effort in Florida with the engineering departments of the state regulators in Pennsylvania and Maryland. In addition, PURC researchers testified on the collaborative effort in a special session before the office of the Governor of Connecticut. The regulators and policymakers showed great interest in the genesis of the collaborative effort, and the results of that effort to date. They also expressed their admiration for the initiative and cooperation among all of the parties in the state of Florida, for

addressing the problem of storm preparedness in this manner.

V. Conclusion

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

Initiative #10 – Natural Disaster Preparedness and Recovery Program

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

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

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

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

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

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

Emergency Procedures for both divisions were updated during 2011 and are included in this section of the report.



FLORIDA PUBLIC UTILITIES COMPANY

NORTHEAST FLORIDA DIVISION

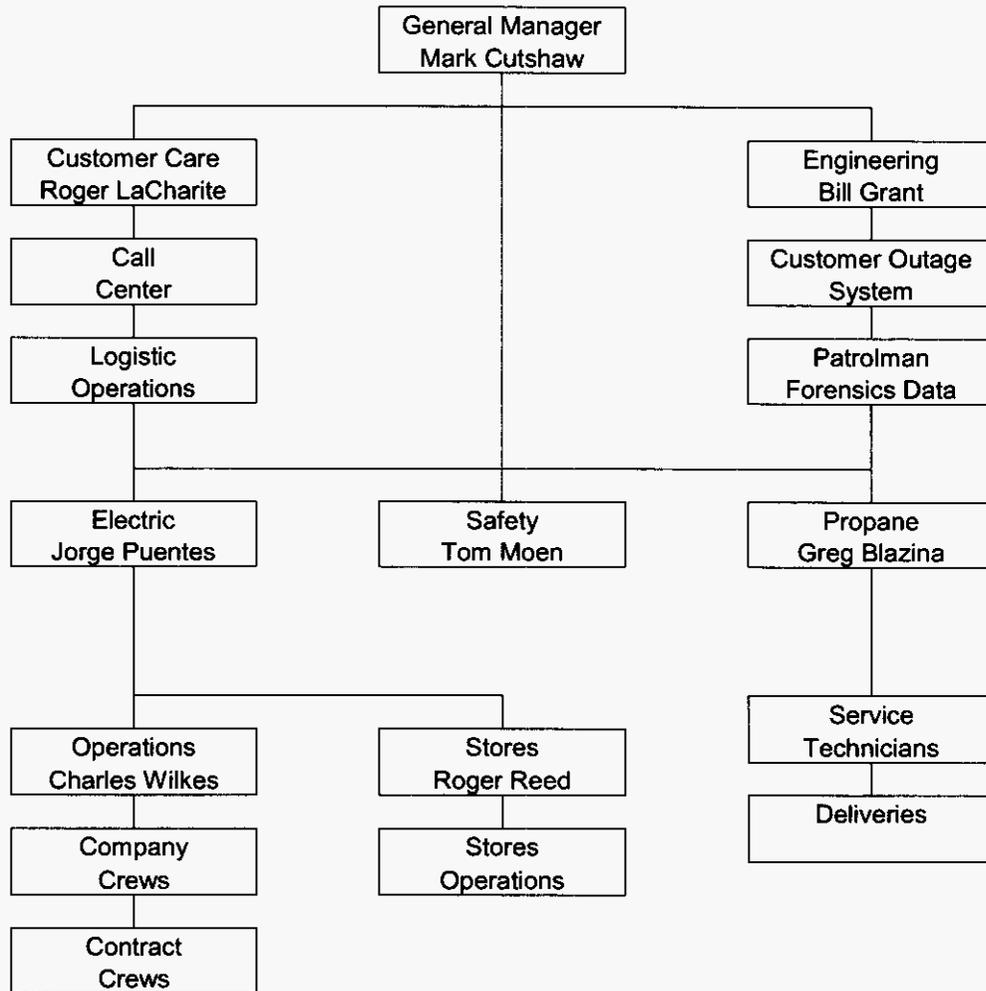
***2011
EMERGENCY PROCEDURES***

1. **OBJECTIVE**

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

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

2. ORGANIZATIONAL CHART



3. EMERGENCY PERSONNEL POLICY

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

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

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

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

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

4. GENERAL RESTORATION GUIDELINES

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

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

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

Restoration activities will be handled in the following manner:

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

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

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

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

5. EMERGENCY ELECTRIC SAFETY PRECAUTIONS

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

A. SIZING UP WORK:

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

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

B. INSULATION:

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

C. DISTRIBUTION CIRCUITS ON OR NEAR TRANSMISSION POLES:

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

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

D. STREET LIGHTING WIRES:

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

E. FUSE CUT-OUT CLEARANCE:

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

F. REQUIREMENTS FOR USE OF RUBBER PROTECTIVE APPARATUS:

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

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

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

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

G. SWITCHING ORDERS:

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

NO DEVIATION FROM THIS RULE WILL BE PERMITTED.

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

H. SWITCHING ORDER:

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

I. HIGH WATER:

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

J. BROKEN CONDUCTORS:

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

6. **ANNUAL PREPARATIONS**

General Manager, Northeast Florida

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

Electric Operations Manager

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

Propane Operations Supervisor

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

Customer Care / Logistics Manager

- A. Update the list of critical customers by town/county. Group the critical customers by town/county by classification:
 - 1) Hospitals and clinics
 - 2) Public utilities

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

Engineering Manager

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

General Manager, Northeast Florida

- A. Monitor the emergency.
- B. Begin making preparations for obtaining emergency assistance from other utilities and contractors.

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

Electric Operations Manager

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

Propane Operations Supervisor

- A. Have all vehicles stocked with all necessary emergency materials and fuel.
- B. Monitor time/material needs of contractors.
- C. Check emergency stock levels and fuel supplies.

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

Customer Care / Logistics Manager

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

Engineering Manager

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

8. **DURING THE EMERGENCY**

General Manager, Northeast Florida

- A. Be located at the Northeast Florida office (if possible) and constantly monitor the situation and restoration process.
- B. Keep media sources informed.
- C. Begin activating additional services that will be needed during the restoration process.
- D. Ensure employees that may be working are secure when wind speeds reach 40 miles per hour.

Electric Operations Manager

- A. Be located at the Northeast Florida office (if possible) and constantly monitor the situation and restoration process.
- B. Coordinate overall restoration process.
- C. Begin analyzing trouble.
- D. Activate control room.

Propane Operations Supervisor

- A. Be located at the Northeast Florida office (if possible) and constantly monitor the situation and restoration process.
- B. Coordinate overall restoration process.

Customer Care / Logistics Manager

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

Engineering Manager

- A. Be located at the Northeast Florida office (if possible) and Continue processing customer outage system analysis and monitoring system to determine outage locations.
- B. Work with General Manager and Operations Manager to determine restoration requirements.

9. AFTER THE EMERGENCY

General Manager Northeast Florida

- A. Determine manpower requirement from information provided by Operations Manager. Contact President concerning the situation, if possible, and advise whether or not the additional personnel should continue to the Northeast Florida office. If communications are not possible, the President will determine whether or not the team should continue to Northeast Florida or will return home. .
- B. Begin making request for additional manpower to contractors.
- C. Keep the media informed until such time that the Manager of Communications is on site. At that time, the Manager of Communications will work with the General Manager to keep the Media informed.

Electric Operations Manager

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

Propane Operations Supervisor

- A. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.
- B. Provide damage assessment to General Manager.

- C. Provide updates to General Manager as needed concerning restoration progress.
- D. Monitor manpower and equipment requirements and update General Manager as required.
- E. Keep a list of all company and outside crews and their locations.
- F. Determine and assign appropriate manpower and equipment for each situation.
- G. Provide outside crews with all necessary information and safety information.
- L. Monitor and provide assistance in repairing vehicles.

Customer Care / Logistics Manager

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

Engineering Manager

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

10. Operating Procedure

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

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

A. BEFORE THE STORM

All operating personnel should be instructed as to:

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

B. DURING THE STORM

1) First Stage - Repairing All Cases Reported

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

2) Second Stage - Clearing Trouble From the Lines

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

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

3) Third Stage - De-energizing Main Lines

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

C. AFTER THE STORM

1) Sequence of Restoration

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

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

2) Line Patrols

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

11. TELEPHONE OPERATORS GUIDE

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

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

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

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

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

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

Suggested Answering Routine to be used by All Operators

Phase 1 - Early Trouble Prior to Extensive Damage

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

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

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

Phase 3 - Damage Evaluated and Repair Time Estimated

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

Operators Guide

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

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

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

Entering Outages

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

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

12. MEDIA/PUBLIC INFORMATION GUIDE

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

13. WAREHOUSE PROCEDURE

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

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

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

14. OFFICE PROCEDURE

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

Annual

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

Prior to the Emergency

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

After the Emergency

Contingency Plan #1

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

Contingency Plan #2

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

15. Personnel Backup Contingencies

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

General Manager, Northeast Florida
Electric Operations Manager

Electric Operations Manager
Engineering Manager

Propane Operations Supervisor
Service Technician A

Engineering Manager
Electric Operations Manager

Customer Care Manager
Customer Care Supervisor

16. EMPLOYEE ASSIGNMENTS

TENTATIVE SCHEDULE

<u>DAY SHIFT</u> Begin at 6:00 AM	<u>NIGHT SHIFT</u> Begin at 6:00 PM
<u>OFFICE</u>	<u>OFFICE</u>
Mark Cutshaw General Manager	Patti Thornton Customer Care Supervisor
Jorge Puentes Electric Operations Mgr.	Kari O'Brien Telephone
Bill Grant Engineering Manager	Leslie Zambrano Telephone
Roger LaCharite Customer Service Manager	Curtis Boatwright Engineering
Greg Blazina Propane Manager	Chris Hebert Engineering
Mary Atkins Engineering	<u>SERVICE CREWS</u>
David Richardson Logistics	Shannon Wagner Senior Lineman
Linda Winston Logistics	Vacant Apprentice
Rena Williams Telephone	<u>OFFICE/PATROLMAN/GUIDE</u>
Linda Gamble Telephone	Jevon Brown Telephone/Patrolman
Renee Bolyard Telephone	<u>PROPANE OPERATIONS</u>
Susan Beale Telephone	Vacant Service Tech. B
<u>LINE CREWS</u>	Terry Simmons Gas Utility Worker
Vacant Line Supervisor	
Steve Taylor Senior Lineman	<u>DAY SHIFT (CONTINUED)</u> Begin at 6:00 AM
Clint Brown Apprentice	
Billy Clardy Senior Lineman	
Donnie Maxwell Apprentice	
Parrish Kildow Senior Lineman	
<u>SERVICE CREWS</u>	
Charles Wilkes Service Supervisor	
Al Harris Senior Lineman	
Don Scandaliato IMC Technician I	
Vacant Senior Lineman	
Justin Beverly Apprentice	
Michael Atkins Apprentice	
<u>STORES</u>	<u>PROPANE OPERATIONS</u>
Roger Reed (FR) Stores Supervisor	Dave Pluta Service Tech. A
Randy Moore (FR) Warehouse Assistant	Rod Calhoun Service Tech. B
	James Moore Gas Utility Worker
<u>PATROLMAN/GUIDE</u>	
Lewis Peacock Patrolman/Guide	<u>SAFETY</u>
Sarah Davis Patrolman/Guide	Tom Moen Safety Coordinator
Mia Goins Patrolman/Guide	

17. **EMERGENCY ASSISTANCE LIST**

Company	Contact	Telephone	Available Resources
Gulf Power Company	Andy McQuagge	(850) 444-6422	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Marianna	Buddy Shelley	(850) 562-6811	Crews, Tree Crews, Support
BellSouth	M. Wyatt	(904) 727-1536	BellSouth Engineering
Comcast	Larry K. Winburn	(904) 380-7574	
Quantas/Dillard Smith	Brian Imsand	(423) 490-2206	Crews
Pike Electric Coop	Barry McCarthy	(912) 258-0645 cell (850) 632-5769 home	Crews
Public Service Commission	Dan Hoppe	(850) 413-6802	
Florida Electric Power Coord Group	R J Midulla	(813) 289-5644	Crews
Mastec	Ron Martin	(904) 562-2135	Crews
C & C Powerline	Rick Springer	(904) 751-6020	Crews
Asplundh	Ronnie Collins	(352) 256-2370 cell	Tree Crews
JEA	Dispatcher	(904) 665-7152	Power Supply
Vehicle Repairs Assistance			
Company	Contact	Telephone	Available Resources
Altec	John Armstrong	(205) 458-3445	Head of Service Technicians
Altec	Bobby Knittel	(352) 303-3894	Mobile Technician
Altec	Tim Hill	(386) 871-1421	Mobile Technician
Altec	Jim DeReus	(229) 854-9658	Mobile Technician
Carter Auto	Tommy Carter	(904) 491-8255	Repairs and Tires
First Coast Fab.	Doug Wolf	(904) 261-7611	Welding And Machine Work
General Truck	Howard Johnson	(904) 588-5423	Crane Repairs and Parts
Maudlin International Trucks	Jerry Green	(904)509-0012	Truck repairs and Parts
Moeller	George Moeller	(904) 415-2094	Vehicle Repairs and Welding
Napa	Tom Cox	(904) 261-4044	Parts and Tools
Power Pro-Tech	Jimmy Evans	(800) 437 4474	Generator Repairs
Tiresoles	Main Office	(904) 378-0090	Truck and Equipment Tires
Tiresoles	Chris	(904) 219-4035	Truck and Equipment Tires

18. EMERGENCY STOCK REQUIREMENTS

Bin#	Description	Qty Required	Qty On Hand	Order *
31-1065	WIRE,#8 BARE SOL SD CU TIE WIRE (SPOOL)	1000	2500	---
31-1095	WIRE,#6 CU SD SOLID POLY,TX RISER WIRE (SPOOL)	1000	750	3000
31-1115	WIRE,#4 BARE SOL CU SD OH (SPOOL)	1000	990	2000
31-1310	WIRE,#4 AL OH SOFT TIE (SPOOL)	1000	2616	---
31-1350	WIRE,1/0 BARE STD AL OH (AZUSA)	1000	10535	---
31-1410	WIRE,4/0 BARE STD AL OH (ALLIANCE)	1000	23686	---
31-1460	WIRE,396.4 BARE STD AL OH (CANTON)	1000	12625	---
31-1470	WIRE,#477 BARE STD AL OH (COSMOS)	1000	5564	---
31-1475	WIRE,#636 BARE STD AL OH (ORCHID)	1000	9742	---
31-1479	WIRE,#2 AL DUPLEX OH (DOBERMAN/XLP)	1000	9500	---
31-1480	WIRE,#6 AL DUPLEX OH (COIL)(SHEPPARD)	600	1850	---
31-1580	WIRE,1/0 TRIPLEX OH (COIL)(GAMMARUS)	1000	3000	4000
31-1585	WIRE,1/0 TRIPLEX OH (REEL)(GAMMARUS)	1000	5650	---
31-1610	WIRE,4/0 STD TRIPLEX AL OH (LAPAS)	500	1125	---
31-1660	WIRE,1/0 QUAD AL OH (SHETLAND)	200	990	---
31-1715	WIRE,GUY 3/8 BEZINAL COATED	1000	2500	---
33-1030	WIRE,#2 AL URD 15KV	3000	6960	---
33-1050	WIRE,4/0 INS STD AL URD 15KV	6000	11230	---
33-1070	WIRE,750MCM AL URD 15 KV	3000	5292	---
35-1040	ANCHOR SCREW 5' X 10"	10	61	---
35-1050	ANCHOR SCREW 8' X 10"	10	37	---
35-1145	ARRESTOR,LIGHTNING,SILICONE 9 KV	20	64	---
35-2060	BRACKET,MOUNTING,AL ONE CUTOUT & ARRES.	20	24	30
35-2065	BRACKET,MOUNTING,AL	20	40	---
35-2075	BRACKET,SINGLE INSUL,FIBERGLASS,HORIZ.	20	39	---
35-2080	BRACKET,MOUNTING,AL HEAVY DUTY	10	15	---
35-2310	CLAMP,GROUND ROD 5/8"	20	269	---
35-2650	COUPLING GROUND ROD 5/8, CU CLAD(NON-THREAD)	50	157	100
35-2661	COVER,SERVICE SLEEVE #C2	200	810	---
35-2662	COVER,H-TAP #C5	200	362	200
35-2663	COVER,H-TAP #C7	200	238	200
35-2716	CUTOUT,SILICONE,SEACOAST	50	56	42
35-2717	FUSEHOLDER,200A CUTOUT	20	26	---
35-2718	FUSEHOLDER,100A CUTOUT	10	11	25
35-2835	GUARD,LINE 336.4 MCM AL OR ACSR	30	61	---
35-2840	GUARD,LINE 477 MCM AL OR ACSR	30	49	---
35-2855	GUARD,SQUIRREL	10	60	25
35-3014	INSULATOR,UPRIGHT 35 KV SILICONE	30	100	48
35-3025	INSULATOR,HORIZ MOUNT 35KV SILICONE INT BASE	60	71	96
35-3040	INSULATOR,POST TYPE 88KV W/CLAMP	12	20	---

35-3085	INSULATOR,SUSPENSION SILICONE 25 KV	20	31	36
35-3120	INSULATOR,GUY STRAIN 8 FT	10	13	20
35-3121	INSULATOR,GUY STRAIN 8 FT 36000 LB	10	105	---
35-3245	MOUNT,TX,BRACKET, SINGLE PHASE	10	25	---
35-3260	MOUNT,TX CLUSTER AL ABOVE 3-50KVA	4	6	---
35-3520	POLE,30 CL 6 CP	15	18	
35-3530	POLE,35 CL 4 CP	10	14	5 day
35-3545	POLE,40 CL 3 PP	10	13	
35-3550	POLE,40 CL 1 PP	15	19	
35-3575	POLE,45 CL 3	15	9	---
35-3579	POLE,45 CL H1	5	5	---
35-3590	POLE,55 CL H1	1	6	---
35-3760	ROD-GROUND COPPER CLAD 5/8" X 8' NON-THRD	30	404	---
35-3945	SWITCH,UNDERSLUNG	6	8	---
35-3946	SWITCH,INLINE	6	14	---
37-1000	CLAMP,DEADEND,#6-#4 AL SERVICE WEDGE	20	181	---
37-1020	CLAMP,DEADEND,#2-1/0 AL SERVICE WEDGE	40	88	200
37-1040	CLAMP,DEADEND,4/0 AL SERVICE WEDGE	40	147	200
37-1250	CLAMP,PARA GR #2 STD AL	50	181	---
37-1260	CLAMP,PARA GR #1/0 STD AL W/SS BOLTS	50	187	---
37-1270	CLAMP,PARA GR 4/0 STD AL	50	88	---
37-1290	CLAMP,PARA GR 350-477 AL OR 336.4-397.5 ACSR	50	120	---
37-1380	CONN,H-TYPE (WR9)	50	287	---
37-1390	CONN,H-TYPE (WR159)	100	247	---
37-1400	CONN,H-TYPE (WR189)	100	200	200
37-1415	CONN,H-TYPE (WR259)	100	150	200
37-1420	CONN,H-TYPE (WR379)	100	539	---
37-1425	CONN,H-TYPE (WR399)	100	264	250
37-1430	CONN,H-TYPE (WR419)	100	79	100
37-1455	CONN,H-TYPE (NB500-40)	30	224	---
37-1456	CONN,H-TYPE (NB500)	30	126	---
37-1620	CONN,WISE ACTION #6 CU	100	593	---
37-1630	CONN,WISE ACTION #4 CU	100	202	400
37-1640	CONN,WISE ACTION 6 SOL-#2 SOL CU	100	702	300
37-1650	CONN,WISE ACTION 2 SOL-#2 STD CU	100	522	500
37-1660	CONNECTORS-WISE ACTION 2/0 SOL -1/0 STD CU	100	206	450
37-1670	CONN,WISE ACTION 1/0 SOL-4/0 STD CU	100	101	350
37-1710	CONN,URD FLOOD SEAL 4 POSITION	30	38	---
37-1713	CONN,TX,OH,6 POSITION	25	166	---
37-1770	DEADEND,AUTOMATIC SS #2 STD CU	20	132	---
37-1780	DEADEND,AUTOMATIC SS 1/0 STD CU	20	48	---
37-1785	DEADEND,AUTOMATIC SS 2/0 STD CU	10	87	---
37-1790	DEADEND,AUTOMATIC SS 4/0 STD CU	20	107	---
37-1800	DEADEND,AUTOMATIC SS #2 STD AL	20	100	---

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

41-1125	KIT, TERM OH, SILICONE FOR 4/0 AL	20	27	---
41-1148	ELBOW, LOAD BREAK TERMINATOR #2 W/TEST POINT	20	64	---
41-1150	ELBOW, LOAD BREAK, URD, 2/0 AL, 15KV W/TEST POINT	10	34	---
41-1160	TERMINATOR, LOAD BREAK 4/0 W/TEST POINT	20	107	---
41-1195	STRAP, MOUNTING, TERMINATOR, #2, 2/0 & 4/0 SS	50	67	---
41-1200	VAULT, SECONDARY, PEDESTAL	6	26	12
N/S	#2 Extended Repair Elbows	12	OK	---
N/S	#2/0 Extended Repair Elbows	12	OK	---
N/S	#4/0 Extended Repair Elbows	12	OK	---
N/S	EXTENDED SPLICE REPAIR KIT, #2 STR, 3M QS II	5	6	---
N/S	EXTENDED SPLICE REPAIR KIT, 2/0, 3M QS II	10	14	---
N/S	EXTENDED SPLICE REPAIR KIT, 4/0, 3M QS II	5	8	---
NS 35-1185	ATTACHMENT, DOWN GUY	20	20	50
NS 35-1186	ATTACHMENT, DOWN GUY (POLE PLATE) WOOD 35MLB	10	OK	---
NS 35-1187	ATTACHMENT, DOWN GUY CONCRETE 35MLB	10	OK	---
NS 35-1350	BOLT, DOUBLE ARMING, GALV 5/8 X 18	30	OK	---
NS 35-1360	BOLT, DOUBLE ARMING, GALV 5/8 X 20	20	OK	---
NS 35-1430	BOLT, DOUBLE ARMING, GALV 3/4 X 22	20	OK	---
NS 35-1480	BOLT, DOUBLE UPSET, GALV 5/8 X 12	20	OK	---
NS 35-1640	BOLT, MACHINE, GALV 5/8 X 10	100	70	100
NS 35-1650	BOLT, MACHINE, GALV 5/8 X 12	100	20	200
NS 35-1660	BOLT, MACHINE, GALV 5/8 X 14	100	190	---
NS 35-1800	BOLT, MACHINE, GALV 3/4 X 20	50	OK	---
NS 35-1810	BOLT, MACHINE, GALV 3/4 X 22	50	OK	---
NS 35-1820	BOLT, MACHINE, GALV 3/4 X 24	50	OK	---
NS 35-1850	EYELET, 3/4" HOLE	50	75	400
NS 35-2245	CLAMP SUPPORT FOR #2, 1/0, 4/0 CU	50	OK	---
NS 35-2255	CLAMP SUPPORT FOR #2, 1/0, 4/0 AL	50	OK	---
NS 35-2265	CLAMP SUPPORT 394.6-477 AL	50	OK	---
NS 35-2375	CLEVIS, SECONDARY EXTENSION	20	OK	---
NS 35-2780	EYELET, THIMBLE ANGLE 5/8"	20	OK	25
NS 35-2895	GUY GRIP, 3/8", BEZINAL COATED (352895)	100	10	200
NS 35-3130	LAG SCREW - 1/2" X 4" GALV.	150	500	---
NS 35-3290	NUT EYE, GALV 5/8	30	30	50
NS 35-3300	NUT EYE, GALV 3/4	30	OK	---
NS 35-3320	NUT, THIMBLE EYE 5/8	20	OK	---
NS 35-3881	STRAP, CONDUIT OR PIPE 2" STAINLESS STEEL	40	OK	100
NS 35-3886	STRAP, CONDUIT OR PIPE 3" STAINLESS STEEL	40	OK	---
NS 35-3970	TAPE, SCOTCH #23-2	20	OK	---
NS 35-4020	TAPE, VINYL	50	OK	400
NS 35-4030	THIMBLE, GUY WIRE 3/8	200	OK	---
NS 35-4335	WASHER, DOUBLE COIL 5/8"	200	OK	---
NS 37-1865	DEADEND, AUTO, SLIDE OPENING WEDGE #4- 4/0	50	OK	---

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

*As of 5/5/10

19. **TRANSPORTATION AND COMMUNICATION EQUIPMENT**

TRUCK#	ITEM DESCRIPTION	X	Y	Z	RADIO INSTALLED	RADIO OPERABLE	DATE	BY	CONTACT/ COMMENTS
810	2010 INTL Bucket				Y				
740	1995 INTL Bucket				Y				
747	1998 INTL Bucket				Y				
748	1999 Ford F- 350				Y				
749	1999 INTL Derrick				Y				
813	2010 Ford F-150				Y				
756	2000 Ford F-150				Y				
757	2000 Ford F-350				Y				
762	2000 Chevy 2500				Y				
809	1999 Ford F-150				Y				
765	2001 Ford Ranger				Y				
766	2001 Ford Ranger				Y				
767	2001 Ford F-150				Y				
768	2001 Ford F-150				Y				
811	2010 Ford F-150				Y				Safety
770	1997 Ford F-350				Y				
774	2001 Ford Ranger				Y				
812	2010 Ford Ranger				Y				
816	2007 Buick Lucerne								
787	2002 Bobtail								
791	2000 Ford F-250								
792	2004 INTL Bucket				Y				
793	2005 Bobtail								
814	2010 Ford F-150				Y				
795	2006 Chevy Trailblazer								
796	2006 Chevy 1500								
797	2006 Ford F-550								
798	2005 INTL Derrick				Y				
803	Bobtail								
804	2008 INTL Bucket				Y				
807	2001 Ford F550 I&M				Y				
808	2009 Toyota Prius - Conservation								
Trailers									
691A	1982 Reel Trailer								
692A	1982 Reel Trailer								
705A	1992 Brakehoe Trailer								
708A	1998 Under Ground Trailer								
754	1999 Reel Trailer								
755	1999 Reel Trailer								
763A	2000 Trackhoe Trailer								
786	2002 Maintenance Trailer								
790	2003 Pole Trailer								

20. CRITICAL CUSTOMER LIST

A. Hospitals, Clinics, Nursing Homes

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Baptist Medical Center - Nassau	1700 East Lime St	321-3500 (main)	Wayne Arnold
Amelia Island Care Center	2700 Atlantic Ave	261-5518	Sharon Jamison
Quality Health	1625 Lime St	753-3575 Home 261-0771 225-2351 (Answer service)	Steve Jordan
Nassau County Health Dept. Savannah Grand Home 321-3478	30 South 4 th St. 1900 Amelia Trace Ct.	548-1860 or 548-1800 321-0898 Cell 662-4568	Eugina Seidel TammiHolland
Osprey Village	76 Osprey Village Dr.	277-3337 x11 Cell 753-2435	Dana Sargent
Jane Adams House	1550 Nectarine St	261-9494 Cell 583-3526	Jeanett Adams

B. Public Utilities – Major Resorts

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Fernandina Waste Water/Water	1007 South 5 th St	277-7380 Ext. 224 753-1412 (cell)	John Mandrick
Amelia Utilities	5390 First Coast Hwy	261-0822 491-7330 261-9452 261-0822 753-2989	Doug Hewett After Hours plant Danny White
Florida Power and Light		(800) 226-3545	
AIP – Security		277-5914	Gregory Curtis
Ritz Carlton		277-1100 753-1020(cell) 753-2122(cell)	Victor Chavez Tom Gagne
Bellsouth (Switching Office) (Dist Office)	1910 S. 8 th St.	757-1910 904-635-1072 (cell)	Pam Henck

C. Major Disaster Shelters/Motels

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Nassau Holiday	Hwy 17, Yulee	225-2397	
Amelia Hotel	1997 So. Fletcher Ave	261-5735	
Amelia South Condo's	3350 So. Fletcher Ave	261-7991	
Beachside Motel	3172 So. Fletcher Ave	261-4236	
Elizabeth Pointe Lodge	98 So. Fletcher Ave.	277-4851	
Days Inn	2707 Sadler Road	277-2300	
Hardee Elementary	2200 Susan Drive	491-7936	
F. B. High School	435 Citrona Drive	491-7937	
F.B. Middle School	315 Citrona Drive	491-7938	
Southside Elementary	1112 Jasmine St.	491-7941	
Yulee Elementary	86083 Felmore Rd.	225-5192	
Yulee High School	85375 Miner Rd.	225-8641	
Yulee Middle School	85439 Miner Rd.	491-7944	
Yulee Primary	Goodbread Road	491-7945	
Hampton Inn	2549 Sadler Road	321-1111	
Comfort Inn	76043 Sidney Place	225-1092	
Holiday Inn	76071 Sidney Place	849-0200	
Hampton Inn (downtown)	19 South 2nd St	491-4911	
Comfort Suites	2801 Atlantic Ave.	261-0193	

D. Municipal and State Emergency Services

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

E. Communication and Broadcasting Services

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

F. Major Food Storage/Processing Facilities

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Publix Super Market	1421 So. 14 th St	277-4911	
Winn Dixie Stores	1722 So. 8 th St	277-2539	
Hedges Meat Shoppe	Hwy 17 South	225-9709	
Food Lion	2132 Sadler Road	261-0043	
Winn Dixie (Yulee)	22 Lofton Sq	261-6100	
Harris Teeter	4800 1st Coast Hwy	491-1213	
Super WalMart	SR 200	261-9410	

G. Correction Facilities

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

H. Airports

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

G. News Media

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

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

<u>Name</u>	<u>Address</u>	<u>Telephone</u>
Atkins, Mary	111 S. 11th St.	753-3208
Atkins, Michael	2087 Bonnie Oaks Dr	468-0027
Beale, Susan	86189 Augustus Ave	225-0416
Beverly, Justin	45673 Pickette St, Callahan	370-9596
Blazina, Greg	115 Pineapple Ct., Longwood, Fl	407-339-5649
Boatright, Curtis	768 Wax Wing Lane	261-6988
Bolyard, Renee	96032 Inlet Cove Court	261-2123
Brown, Clint	85116 Harts Rd, Yulee	305-2863
Brown, Jevon	86175 Courtney Isle Wy #1210, Yulee	572-2132
Calhoun, Rod	1887 White Sands Way	432-8255
Clardy, Bill	97067 Lee Rd. Yulee	261-4269
Cutshaw, Mark	32547 Willow Parke	491-7107
Davis, Sarah	2137 Oak Ridge Drive	891-8108
Faulk, Tommy	1796 Drury Road	277-3731
Gamble, Linda	96090 Hidden Marsh Lane	277-8682
Goins, Mia	1417 Holly Drive	444-2793
Grant, Bill	1714 Park Ave	491-7898
Harris, Alfonzo	2338 1 st Ave #A	430-6142
Chris Hebert	23904 Crescent Parke Dr.	277-3444
Kildow, Parrish	2648 Forrest Dr #A8	912-387-6371
LaCharite, Roger	22 Long Point Drive	321-4262
Maxwell, Donnie	411 So. 4th St	583-1536
Moen, Tom	1603 Geddes	310-9522
Montgomery, Dean	87749 Haven Rd, Yulee	261-7786
Moore, James	812 Parkview Place West	432-8354
Moore, Randy	76276 Dove Rd. Yulee	225-8769
O'Brien, Kari	96141 Boardwalk Landing	277-1288
Peacock, Lewis	86309 Yulee Hills Rd, Yulee	572-2186
Pluta, Dave	97158 Castle Ridge Dr. Yulee	321-1343
Puentes, Jorge	86125 Moriches Drive	430-2011
Reed, Roger	2202 High Rigger Ct	261-3160
Richardson, David	83057 St. Mark Drive, Yulee	548-0499
Scandaliato, Don	87493 Roses Bluff Rd	261-7952
Shelton, Charles	Old Bluff Road	277-1187
Simmons, Terry	622 Spanish Way E	261-0321
Taylor, Steve	1621 Highland Dr.	261-8738
Thornton, Patti	2035 Bridal Rd.	261-8294
Tyler, Billy	2260 Pirates Bay Dr.	491-8055
Wagner, Shannon	2509 Via Del Rey	310-6307
Wilkes, Charles	4856 Why Rd.	261-6355
Williams, Rena	2034 Russell Road	491-6283
Winston, Linda	96075 Starlight Lane, Yulee	583-4210
Zambrano, Leslie	2135 Cumberland Ct.	556-5451

22. Emergency Telephone List

A. Telephone Repair

AT & T	(888) 757-6500	
Coastal Telephone (Cabling & repair)	225-5603	Albert Hudson
(After Hours)	206-0485	

B. Radio Repair

Fisher Communications	(904)389-2141	Larry Lappen
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C. Jacksonville Electric Authority

Dispatcher	800-683-5542	
	(904) 665-4806	
Dispatcher Supervisor	(904) 665-4156	Allen Putnam
Storm Coordinator	(904) 665-7145	Garry Baker
	(904) 665-7110	Ricky Erixton
SOC (System Operation Center)	(904) 665-4806	

D. Emergency Management

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

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

F. Ambulance - 911

G. News Media

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

H. City/County Officials

Nassau County Office	491-7380		
Danny Leeper	(H) 261-8029	430-3868 Cell	County Commissioner
Stacy Johnson	(H) 261-1154	583-2746 Cell	County Commissioner
Walter Boatright	(H) 879-2564	753-0141 Cell	County Commissioner

County Manager)	(W) 491-7380	Ted Selby	
Susan Steger – City Mayor	(W) 277-0788	206-0572 Cell	(H) 261-4372
Michael Czymbor - City Manager	(W) 277-7305	753-4330 Cell	(H) 310-6182
Jason Higginbotham - City Fire Chief		753-4293 Cell	
James Hurley - City Police Chief –	(W) 277-7344	753-4244 Cell	

I. Public Service Commission

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

J. **Generator Repair**
See Emergency Assistance List Section 17.

K. **FPUC NE Substations**
Stepdown 277-1974
JL Terry 277-1973
AIP 277-1975

23. **LOGISTICS**

Motels:

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

Restaurants:

Applebee's	206-4300	2006 South 8 th Street
Baxter's	277-4503	4919 1 st Coast Hwy
Florida House	491-3322	22 South 3 rd Street
Sonny's BBQ	261-6632	2742 So. 8 th St.

Barbara Jean's	277-3700	960030 Gateway Blvd.
Huddle House	261-2933	1855 S. 8 th St
Murrays Grill	261-2727	SR 200
Chilis	225-8666	SR 200

Food Stores:

Harris Teeter's	491-1213
Food Lion	261-0043
Publix	277-4911
Winn Dixie	277-2539
Winn Dixie (Yulee)	261-6100
Super WalMart	261-9410

Cellular Phones:

Sprint/Nextel 1800-777-4681

Water Supply:

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

Ice Supply:

Winn Dixie 277-2539

Service Stations:

Flash Foods Store's	261-6563
Sonoco	277-2384

Vehicle Repair Facilities:

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

Rental Equipment

United Rental (904)757-9393

Cable Davenport Cell# (904)759-8257

Flashlights (20 w/batteries):

Quantity on hand

WalMart (Additional) 261-5306

Portable AM/FM Radios w/batteries:

WalMart

261-5306

Walmart (Yulee)

261-9410

24. SERVICE PLAN TO SUPPLY POWER TO FPU OFFICES

During an emergency it is imperative that power be restored to the office/complex located at 911 South 8th Street as soon as possible. Also of the utmost importance is to ensure the feeder to the building is maintained in optimum working order at all times. This includes tree trimming, replacing deteriorated poles, replacing defective equipment, etc.

After an emergency in which power is lost to the office, someone will immediately go to the Terry Substation in order to determine the status of the OCB# 214. That feeder will also be patrolled to determine what will be needed to restore service to the office. All available personnel will be utilized to restore power.

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

Situation 1:

Terry Substation energized. Feeder OCB# 214 disabled. Ride line to determine the location of the fault. If extensive, open deadend jumpers as far from the substation as possible to maintain service to the office.

Situation 2:

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

25. DAMAGE ASSESSMENT PLAN

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

General Manager, Northeast Florida

Check along the transmission route from the East side of Lofton Creek to the Stepdown Substation. Check Step Down Substation.

Electric Operations Manager

Check along the transmission route from the Stepdown to JLTerry Substation. JL Terry to Rayonier and Smurfit. Check JL Terry and Chip Mill Substations.

Engineer

Check along the transmission route from JEA Nassau Substation to the West side of Lofton Creek.

Service Supervisor

Check along South Fletcher Av then down Sadler Road to the office.

Engineering Manager

Check along the Transmission route from the Stepdown to AIP Substation. Check AIP Substation.

26. POST-STORM DATA COLLECTION AND FORENSIC ANALYSIS

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

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

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

FLORIDA PUBLIC UTILITIES COMPANY

NORTHWEST FLORIDA DIVISION



EMERGENCY PROCEDURES

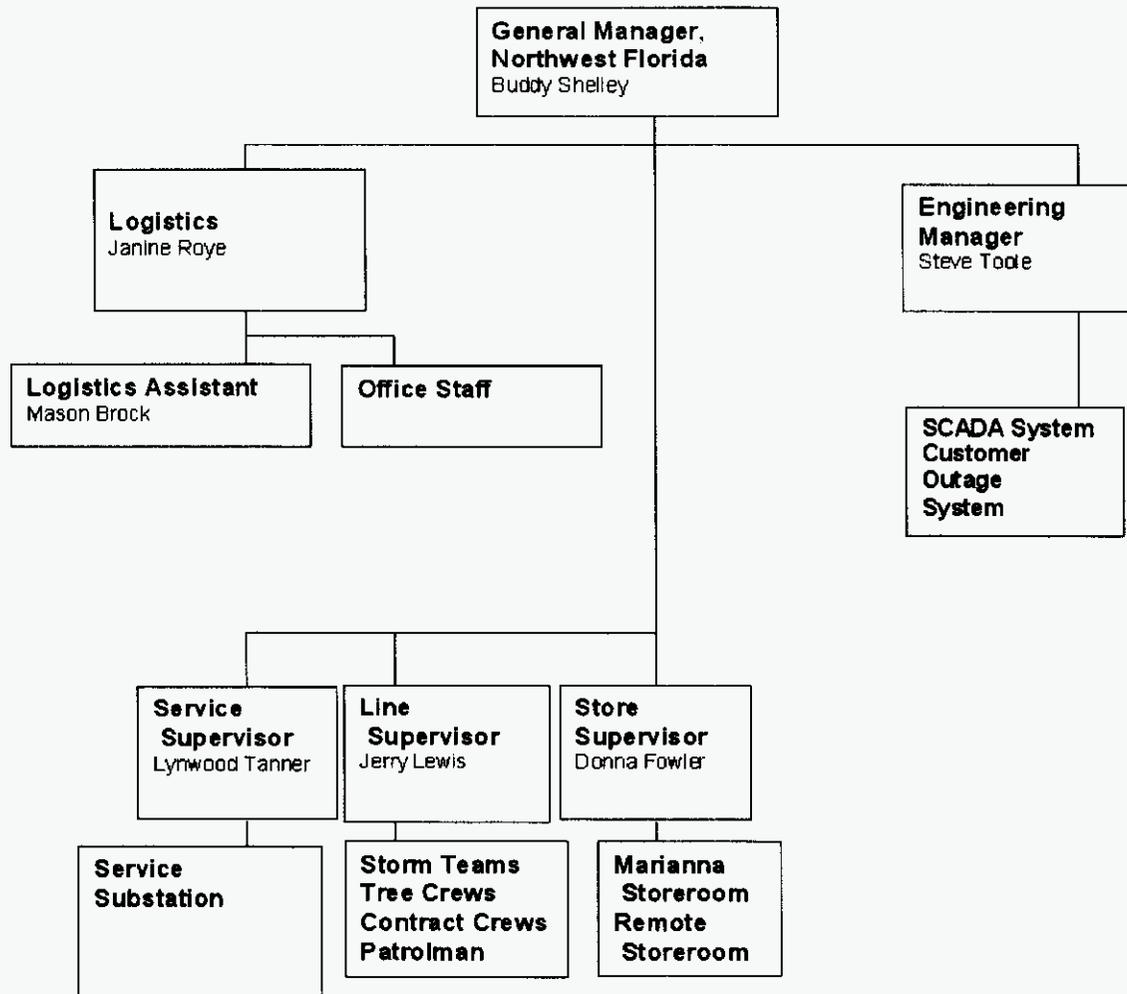
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1. **Objective**

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

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

2. ORGANIZATIONAL CHART



3. EMERGENCY PERSONNEL POLICY

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

- A. If you are on the job when the storm approaches, your supervisor will inform you of your storm assignment. Employees not directly involved in maintaining services may be released to go home before the storm threatens safe travel.
- B. If you are off-duty, call your immediate supervisor as soon as possible after an emergency condition is announced. An Emergency Condition Warning is usually given within 24 hours of occurrence. Your supervisor will inform you as to where and when you'll be needed prior to, during, and after the storm. If your supervisor is not available call his/her immediate supervisor or the Northwest Florida Office. This requirement applies to all electric division employees when an emergency threatens any of the Company's electric service area.
- C. During an emergency, the company will maintain a small workforce to monitor the emergency and address emergency conditions that may exist. This workforce will be located at a safe location and work closely with the Counties served EOCs. The company will determine what workforce is required and will consider utilizing those employees who volunteer for this type of work. The General Manager, Engineering Manager, Line and Service Supervisors will form the basis of this group. Other employees will be included based on the severity and timing of the emergency.
- D. All employees are strongly encouraged to have a personal evacuation plan and know what to do during an emergency condition that impacts the service area. The plan should take into consideration the magnitude of the emergency and the significance of the actions that may be necessary. The plan should ensure that the employee and their family are safely out of harm's way while still allowing the employee to respond as required when the emergency conditions subside to a manageable level.
- E. The company plans to move much of the transportation equipment to separate locations to ensure one event does not cause damage to the fleet. Employees are encouraged to volunteer to take certain vehicles with them prior to the emergency and use them to return to work as soon as possible after the emergency conditions subside to a manageable level. The company will determine how the transportation equipment is distributed among the volunteer employees.
- F. After the emergency passes, all personnel not on duty during the storm will report as soon as possible to their supervisor or his/her designate by telephone. In the event the telephones are not working or you are unable to communicate with your supervisor or the company office, report in person to your regular work station as soon as possible during daylight hours.
- G. **EMPLOYEES ARE TO MAKE EVERY REASONABLE EFFORT TO REPORT TO WORK. IT'S UNDERSTOOD THAT THERE WILL BE INSTANCES WHERE EMPLOYEES JUST CAN'T GET TO WORK. IF YOU ARE UNABLE TO REPORT TO WORK MAKE EVERY EFFORT TO CONTACT YOUR SUPERVISOR TO REPORT YOUR ABSENCE.**
- H. Personal emergencies are a common result of a major hurricane, but unless approved by your Supervisor, will not be acceptable as an excuse for not reporting to work. Evacuation from a hurricane threatened area to a remote location from which you cannot promptly return to your home is also not acceptable as a reason for not reporting to work.
- I. The Company will endeavor to provide assistance and shelter to employees and their immediate families should an employee need or request assistance.
- J. Unless emergency conditions warrant, employees will not be required to work in excess of sixteen (16) consecutive hours.

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

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

4. GENERAL RESTORATION GUIDELINES

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

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

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

Restoration activities will be handled in the following manner:

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

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

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

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

5. EMERGENCY ELECTRIC SAFETY PRECAUTIONS

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

A. SIZING UP WORK:

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

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

B. INSULATION:

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

C. DISTRIBUTION CIRCUITS ON OR NEAR TRANSMISSION POLES:

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

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

D. STREET LIGHTING WIRES:

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

E. FUSE CUT-OUT CLEARANCE:

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

F. REQUIREMENTS FOR USE OF RUBBER PROTECTIVE APPARATUS:

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

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

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

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

G. SWITCHING ORDERS:

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

NO DEVIATION FROM THIS RULE WILL BE PERMITTED.

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

H. SWITCHING ORDER:

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

I. HIGH WATER:

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

J. BROKEN CONDUCTORS:

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

6. Annual Preparations

General Manger, Northwest Florida

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

Engineering Manager

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

Logistics

- A. Update the list of critical customers by town/county. Group the critical customers by town/county by classification:
 - 1) Hospitals and clinics
 - 2) Public utilities
 - 3) Municipal and state emergency service
 - 4) Communication and broadcasting services
 - 5) Major food storage/processing facilities
 - 6) Disaster shelter and motels
 - 7) Correctional facilities
 - 8) Airport
- B. Update phone list for employees, law enforcement, emergency management, city/towns, utilities, contractors, tree trimming, personnel, news media, PSC, DCA, EDC, GEO, etc.
- C. Review emergency telephone arrangements and make additional preliminary arrangements.
- D. Have "Emergency Vehicle" cards for vehicles.
- E. Update status of thirty (30) motel rooms necessary for emergency/contract crews.
- F. Locate sources of food/water for crews and office personnel. Identify local and out of town caterers.
- G. Update status of building security firm.
- H. Locate sources for provision of the following Division office supplies.

- 1) Three day supply of food and water. (See section 22, Logistics for List of Supplies)
- 2) Supply of air mattress/cots.
- 3) Portable AM/FM radios with batteries.
- 4) Laundry services/supplies.
- 5) First aid supplies.
- 6) Twenty (20) flashlights with batteries.
- 7) Linen service.
- 8) Miscellaneous supplies post storm shelter

I. Update the procedure of the Lockbox Operation.

Line and Service Supervisors

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

7. **Preparation Just Prior to the Emergency**

General Manager, Northwest Florida

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

Line and Service Supervisors

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

Logistics

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

Engineering Manager

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

8. **During the Emergency**

General Manager, Northwest Florida

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

Engineering Manager

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

Logistics

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

Line and Service Supervisors

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

9. **After the Emergency**

General Manager, Northwest Florida

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

Engineering Manager

- A. Initiate damage assessment teams.
- B. Prioritize and schedule the restoration process.
- C. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.
- D. Provide damage assessment to General Manager.
- E. Provide updates to General Manager as needed concerning restoration progress.
- F. Monitor manpower and equipment requirements and update General Manager as required.
- G. Keep a list of all company and outside crews and their locations.
- H. Monitor storeroom and remote storeroom for proper operation and inventory. Analyze manpower requirements.

Logistics

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

Line and Service Supervisors

- A. Determine and assign appropriate manpower and equipment for each outage situation.

- B. Work with General Manager and Operations Manager to determine restoration requirements.
- C. Provide outside crews with all necessary information and safety information.
- G. Ensure all documents are completed prior to material leaving the storeroom and storeroom yard.
- H. Monitor and provide assistance in repairing vehicles.

10. **Operating Procedure**

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

The Line and Service Supervisors will review these instructions with their employees each year so that they may become familiar with the details. This should be done before July 1, each year.

A. **Before the Storm**

All operating personnel should be instructed as to:

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

B. **During the Storm**

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

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

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

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

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

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

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

C. **After the Storm**

1) **Sequence of Restoration**

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

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

2) Line Patrols

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

11. Telephone Operators Guide

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

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

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

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

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

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

Suggested Answering Routine to be used by All Operators

Phase 1 - Early Trouble Prior to Extensive Damage

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

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

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

Phase 3 - Damage Evaluated and Repair Time Estimated

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

Operators Guide

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

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

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

Entering Outages

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

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

12. Media/Public Information Guide

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

13. Warehouse Procedure

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

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

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

14. Lockbox Procedure

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

Annual

1. The Customer Care Manager will update information regarding the Lockbox operations.
2. The Lead Customer Service Representative will update information regarding the locations of Bank of America locations should it be necessary to take deposits to other banks if the courier service is not available. This may also be necessary should courier service be disrupted due to other reasons.
3. The General Manager, Northwest Florida will initiate conference call with the President, Controller, IT Director, Customer Relations Director, Customer Care Manager and others as needed to discuss alternatives should a disaster disrupt operations in NW Florida.
4. Information on contingency locations will be updated by the Customer Care Manager.

Prior to the Emergency

1. The Logistics Manager will contact the post office to determine mail delivery schedules and alternatives. Rerouting of mail may be required and involve the Customer Relations Director notification of billing contractor.
2. The General Manager, Northwest Florida will initiate conference call with the President, Controller, IT Director, Customer Relations Director, NW Florida Logistics Manager and others as needed to setup alternative plans for processing payments.
3. The group will decide on the appropriate contingency plan necessary based on the emergency situation and begin contingency operations.
4. The Logistics Manager will ensure that protective covering is available and installed on all Lockbox equipment and server to ensure damage, if any, is minimized.

After the Emergency

Contingency Plan #1

1. Mail will be delivered to the Marianna Post Office and personnel will be used immediately to continue to process payments. These personnel will not participate in restoration activities but will be solely responsible for Lockbox operations. If required additional personnel will be added to current staffing.
2. If courier service is not available beginning on the first day of processing, personnel will be sent to BOA locations capable of processing encoded checks to make deposits. The deposits will be sent on the morning following the days work. Preferably, the deposit will be delivered to the BOA location at 2262 North Monroe St. in Tallahassee. This and other locations will be verified on an annual basis.
3. Information concerning daily processing will be updated on a daily basis. This may be accomplished as normally handled, by sending the information via internet from a remote location or by mailing a CD overnight mail to the IT director to be input from WPB.

Contingency Plan #2

1. Due to the damage to the NW FL facilities, processing is not available. Mail will be picked up at the Marianna Post office and forwarded to Central Florida for processing. The mail may be delivered by local personnel to Lake City where Central Florida personnel will pick up the mail. The personnel from the two divisions will meet at Exit #82 on Interstate 75 (Interstate 75 and Highway 90) and exchange the mail.
2. If mail can be forwarded in an efficient manner prior to the emergency, all payments will go directly to the Central Florida office. This may not be a good alternative due to the issues with the USPS.
3. Central Florida personnel will process the mail manually using personnel as needed. Deposits will be made normally on a daily basis.
4. As soon as NW FL is capable of processing payments normally, payment processing will be handled normally.

Contingency Plan #3

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

15. Personnel Backup Contingencies

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

General Manager, Northwest Florida

Engineering Manager
Service Supervisor
Line Supervisor

Engineering Manager

Service Supervisor
Line Supervisor

Logistics Manager

Energy Conservation Representative

16. Employee Assignments

TENTATIVE SCHEDULE

<u>DAY SHIFT</u> 6:00 AM Reporting Time	<u>NIGHT SHIFT</u> 6:00 PM Reporting Time
<u>OFFICE</u>	<u>OFFICE</u>
Buddy Shelley General Manager, NW Steve Toole Engineering Manager Janine Roye Logistics Lead Mason Brock Logistics Engineering	Donna Fowler Stores Supervisor Pam Thomas Telephone Regina Roman Telephone Stephen Amos Telephone Donnie Tew Engineering /Cust. Outages
Sally Jones Telephone Kim Hall Telephone Laura McCoy Telephone	<u>SERVICE CREWS</u>
<u>LINE CREWS</u>	Brady Foran Working Foreman Jeremy Hill Lineman
Jerry Lewis Line Supervisor Darryl Grooms Working Foreman Danny Mathis Working Foreman James Ussery Lineman Kevin Harris Lineman Chris Allen Apprentice Lineman Stan Sims Apprentice Lineman	<u>PATROLMAN/GUIDE</u>
<u>SERVICE CREWS</u>	Claude Holden Patrol/Guide
Lynwood Tanner Service Supervisor Woody Hall Lineman Alvin Foran Lineman Bobby See IMC Technician I John Griffin IMC Technician I Andy Bevis Apprentice Lineman	
<u>STORES</u>	
Donna Fowler Stores Supervisor Doug Jones Warehouseman	
<u>PATROLMAN/GUIDE</u>	
Rhondon Gray Patrol/Guide Virginia Nail Patrol/Guide Kate Jones Patrol/Guide	

17. Emergency Assistance List

Gulf Power Company	Andy McQuagge	(850) 872-3220	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Fernandina Beach	Mark Cutshaw	(904) 277-1957	Crews
Asplundh	Tommy Bishop	(850) 527-0244	Tree Crews
Asplundh	Mike Smith	(228) 396-5810	Tree Crews
City of Tallahassee		(850) 599-5811	Crews
Talquin Electric Coop		(850) 627-7651	Crews
Gulf Coast Electric Coop		(850) 877-6166	Crews
Public Service Commission	Joseph Jenkins	(850) 488-8501	
Public Service Commission	Bob Trapp	(850) 488-8501	
Red Simpson Inc	John Simpson	(318) 487-1074	Crews
Florida Electric Power Coord Group	R J Midulla	(813) 289-5644	Crews
Mastec	Copper Nelson	(850) 519-0664	Crews
Utilicon	Gene Holley	(478) 348-3233	Crews
		(850) 890-0131 cell	
		(850) 638-7129 home	
Harper Electric	Mark Harper	(334) 222-7022	
		(334) 222-7854	
		(334) 343-1703 cell	
Altec Industries Inc		(205) 458-3850	Mechanical Repairs
Altec Industries Inc		(205) 458-3857	Mechanical Repairs
Altec Industries Inc		(205) 458-3889	Mechanical Repairs
Altec Industries Inc		(205) 458-3849	Mechanical Repairs
Altec Industries Inc		(205) 458-3848	Mechanical Repairs
Auto Clinic	Office	(904) 482-6632	Mechanical Repairs
Auto Clinic	Steve Joyner	(850) 638-9258 Home	Mechanical Repairs
Auto Clinic		258-6274	Mechanical Repairs
Dale Brannon	Dale Brannon	352-4613 shop	Wrecker
		(850) 573-0275 cell	Wrecker

18. Emergency Stock Requirements

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

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

Y = Material
Z = Fuel

20. Critical Customer List

A. Hospitals, Clinics, Nursing Homes

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

B. Public Utilities

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

C. Major Disaster Shelters/Motels

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

D. Municipal and State Emergency Services

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

E. Communication and Broadcasting Services

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

F. Major Food Storage/Processing Facilities

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

G. Correction Facilities

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Arthur G. Dozier School	4111 South St	482-9700	R. McKay
Marianna Work Camp		482-9561	
Federal Correctional (FCI)	3625 FCI Rd	526-2313	L. Gross

I. Airports

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

21. Address and Telephone Listing of Active Employees

<u>Name</u>	<u>Address</u>	<u>Telephone</u>
Allen, Chris	3601 Guinea Runway, Marianna , Fl. 32448	693-4301
Amos, Stephen	2982 Dixon, Marianna, Fl. 32446	557-0800
Bevis, Andy	3400 Riley Drive, Marianna, Fl 32448	557-6484
Brock, Mason	2970 Chase Way, Marianna, FL 32446	557-0180
Foran, Alvin	16846 NW CR 379A, Bristol, FL 32321	643-2582
Foran, Brady	2948 Gardenview Rd Cottondale, FL 32431	579-4238
Fowler, Donna	PO Box 1250, Marianna, Fl. 32446	557-3495
Gray, Rhondon	PO Box 31 Cottondale, FL 32431	352-4644
Griffin, John	2776 Kynesville Road, Cottondale, FL 32431	579-2479
Grooms, Darryl	3568 Flat Rd Greenwood, FL 32443	209-7144
Hall, Kim	3791 Old Cottondale Rd, Marianna, FL 32448	526-3144
Hall, Woody	3791 Old Cottondale Rd, Marianna, FL 32448	526-3144
Hill, Jeremy	3158 Swails Rd, Alford, FL 32420	326-0266
Harris, Kevin	2341 Cycle Lane, Cottondale, FL 32431	579-0101
Holden, Claude	2126 Tanner Rd Marianna, FL 32448	526-2664
Jones, Doug	PO Box 654, Malone, Fl. 32445	569-2836
Jones, Kate	25404 NW Bowden Rd., Altha, Fl. 32421	762-2984
Jones, Sally	22473 NW Goodwin Rd., Altha, Fl 32421	762-8366
Lewis, Jerry	15869 NW Pea Ridge Road, Bristol, FL 32321	643-5797
Mathis, Danny	4420 Spring Valley Dr, Marianna, FL 32448	526-3390
McCoy, Laura	2694 Old Airbase Road, Marianna, FL 32448	526-2998
Moyer, Leslie	PO Box 6311 Marianna, Fl. 32447	209-2266
Nail, Virginia	5701 Nubbin Ridge Rd., Greenwood, Fl. 32443	594-7570
Roye, Janine	2850 Paulding Court, Alford, Fl. 32420	579-4754
See, Bobby	2679 Dock Rd, Cottondale, FL 32431	579-4467
Shelley, Buddy	3849 Hwy 90, Marianna, Fl. 32446	557-6480
Sims, Stan	5056 Pondview Loop, Marianna, Fl. 32448	573-1237
Tanner, Lynwood	P. O. Box 6401, Marianna, FL 32447	579-4679
Tew, Donnie	4951 Carousel Loop, Marianna, FL 32448	482-4126
Thomas, Pamela	3350 Plantation Circle, Marianna, FL 32446	482-2847
Toole, Steve	915 Daniel Dr., Alford, Fl. 32420	579-4455
Ussery, James	2510 Railroad St., Cottondale, FL 32431	352-3928

22. Emergency Telephone List

- A. Telephone Repair
Century Link (Wilton Crawford) 526-3481 or (611)
- B. Radio Repair
Verizon (Jerry Fox) (850) 867-9633
- C. Gulf Power Company
Pensacola Dispatcher 444-6517
Panama City Dispatcher 872-3261
Storm Coordinator 785-8305
Mike Menk (Southern Company) (205)257-2599 / (205)515-2066 mobile
Andy McQuagge 872-3220
- D. Emergency Management

Jackson County (Rodney Andreason) 482-9633
" " " 536-4500
Calhoun County (Don O'Bryan) 674-8075/5161
Liberty County (Jerry Butler) 643-3477
State Office (Eric Torbett) 413-9911
- E. Law Enforcement - 911

Jackson County 482-9624 / 482-9648
Calhoun County 674-5049/4275
Liberty County 643-2235
Marianna 526-3125
Greenwood 482-9648
Malone 482-9648
Cottondale 352-4361
Alford 482-9648
Altha 762-3900
Bristol 643-2235
Blountstown 674-5987
Bascom 482-9648
Florida Highway Patrol 482-9512
- F. Ambulance - 911

Jackson County 482-9669 / 482-9668
Calhoun County 674-5411
Liberty County 643-2235
- G. News Media

WTOT/WJAQ (Don Moore) 482-3046
Jackson County Floridan 526-3614
WTVY-Channel 4 TV/Dothan (334)792-3195
WJHG-Channel 7 TV/Panama City 234-2125 / 526-5727
WMBB-Channel 13 TV/Panama City 763-6000 / 482-8007

H. City/County Officials

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

II. Public Service Commission

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

23. Logistics

Motels:

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

Air Mattress/Cots:

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

Laundry & Linen Services/Supplies:

UniMac Express Laundry	482-6504
Nifty Cleaners	482-2825

First Aid Supplies:

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

Restaurants:

Captain D's	482-6230
Old Mexico	482-5552
Fortune Cookie	526-3735
Jim's Buffet & Grill	526-2366
Madison's Warehouse	526-4000
Cohee's Café	482-8797
Sonny's Barbecue	526-7274
Red Canyon Grill	482-4256
Ruby Tuesday	526-7100
Waffle Iron	526-5055
Zaxby's	633-4545
The Oaks	526-1114
Hungry Howies	526-7878

Firehouse Subs	482-5883
San Marcos	482-0062
Pizza Hut	482-5900
Gazebo Rest.	526-1276
Dino's Café	526-7776

Catering:

Tubby's Catering, Mauriceville, Texas	(409) 745-3170
Hog Heaven Catering	(602) 284-9238

Food Stores:

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

Cellular Phones:

Verizon	526-7701
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Water Supply:

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

Ice Supply:

Winn Dixie 482-5303

Service Stations:

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

Vehicle Repair Facilities:

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

Flashlights (20 w/batteries):

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

Portable AM/FM Radios w/batteries:

WalMart 526-5744

Necessary Supplies for Northwest Florida Office:**Food Items:**

<u>Item</u>	<u>Quantity</u>	<u>Item</u>	<u>Quantity</u>
Bread	15 loafs	Peanut Butter	5 jars
Gallon Size Water	50 Gallons	Bottle Size Water	100 bottles
Jelly (Grape & Strawberry)	5 jars	Milk	5 gallons
Orange Juice	3 gallons	Soft drinks (Miscellaneous)	20 two liter bottles
Soft drinks (miscellaneous)	10 cases	Margarine	6 each
Cookies (miscellaneous)	10 packs	Crackers	10 boxes
American Cheese	3 packs	Cheddar Cheese	5 blocks
Lunch Meat (miscellaneous)	10 pounds	Potato Chips (miscellaneous)	6 bags
Pretzels	4 bags	Tomatoes	1 bag
Onions	1 bag	Mayonnaise	4 each
Mustard	3 each	Ketchup	3 each
Pastries (miscellaneous)	5 boxes	Bagels	2 packs

Supplies:

<u>Item</u>	<u>Quantity</u>	<u>Item</u>	<u>Quantity</u>
Paper Plates	10 packs	Paper Bowls	5 packs
Plastic Utensils	5 packs	Aluminum Foil	10 boxes
Garbage Bags	5 boxes	Foil Pans/Trays	15 each
Paper Towels	20 rolls	Dish Towels and Rags	10 each
Serving Utensils	10 each	Dish Soap	3 each

(Will be updated at a later date)

24. Service Plan to Supply Power to FPU Offices

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

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

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

25. Damage Assessment Plan

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

General Manager, Northwest Florida

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

Safety Coordinator

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

Service Supervisor

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

Line Supervisor

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

Engineering Manager

Check along Hwy 90 from Marianna Substation to Penn Ave.

26. Damage Assessment Form

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