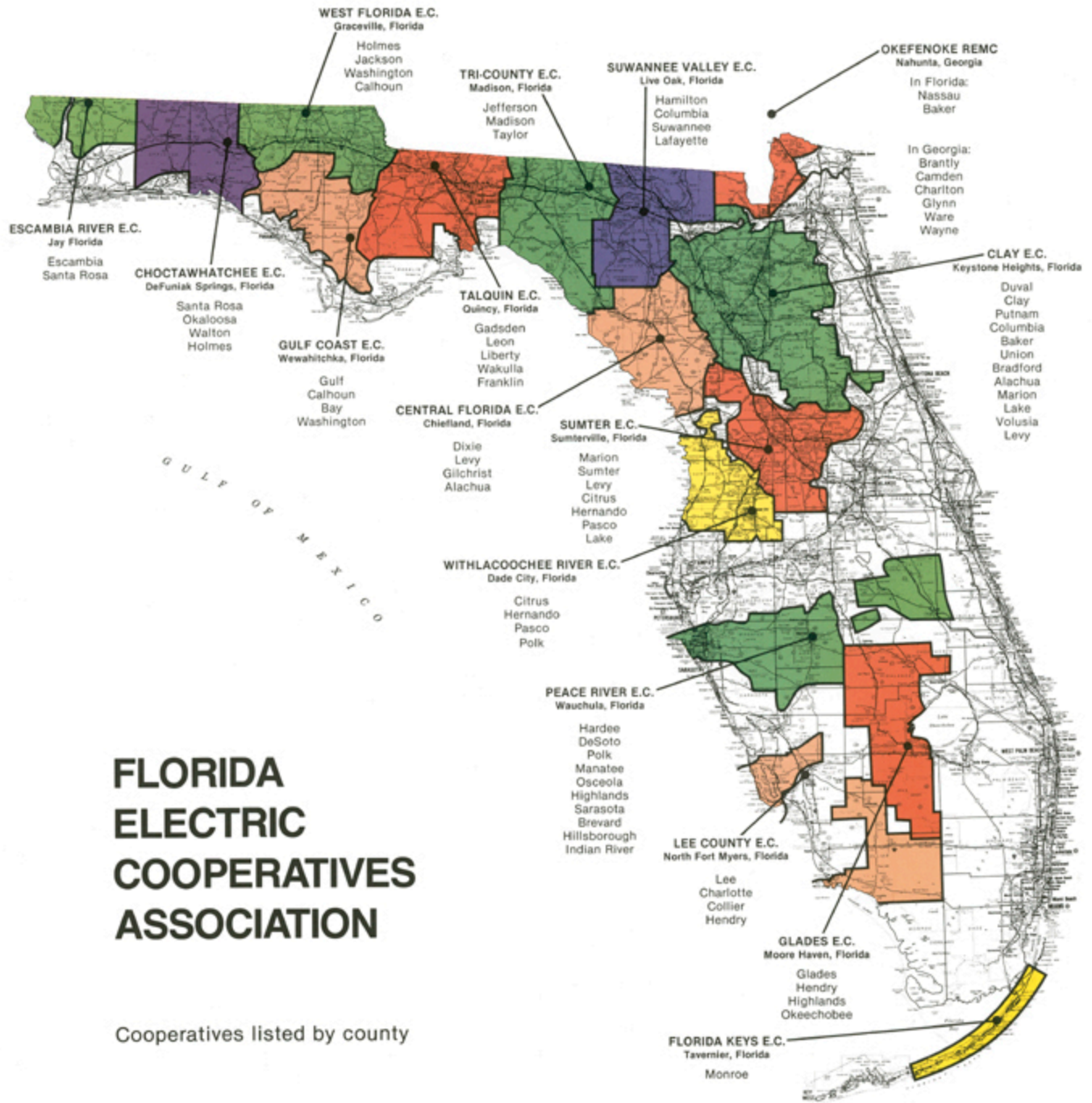


Electric Co-op Hurricane Preparedness and Lessons Learned

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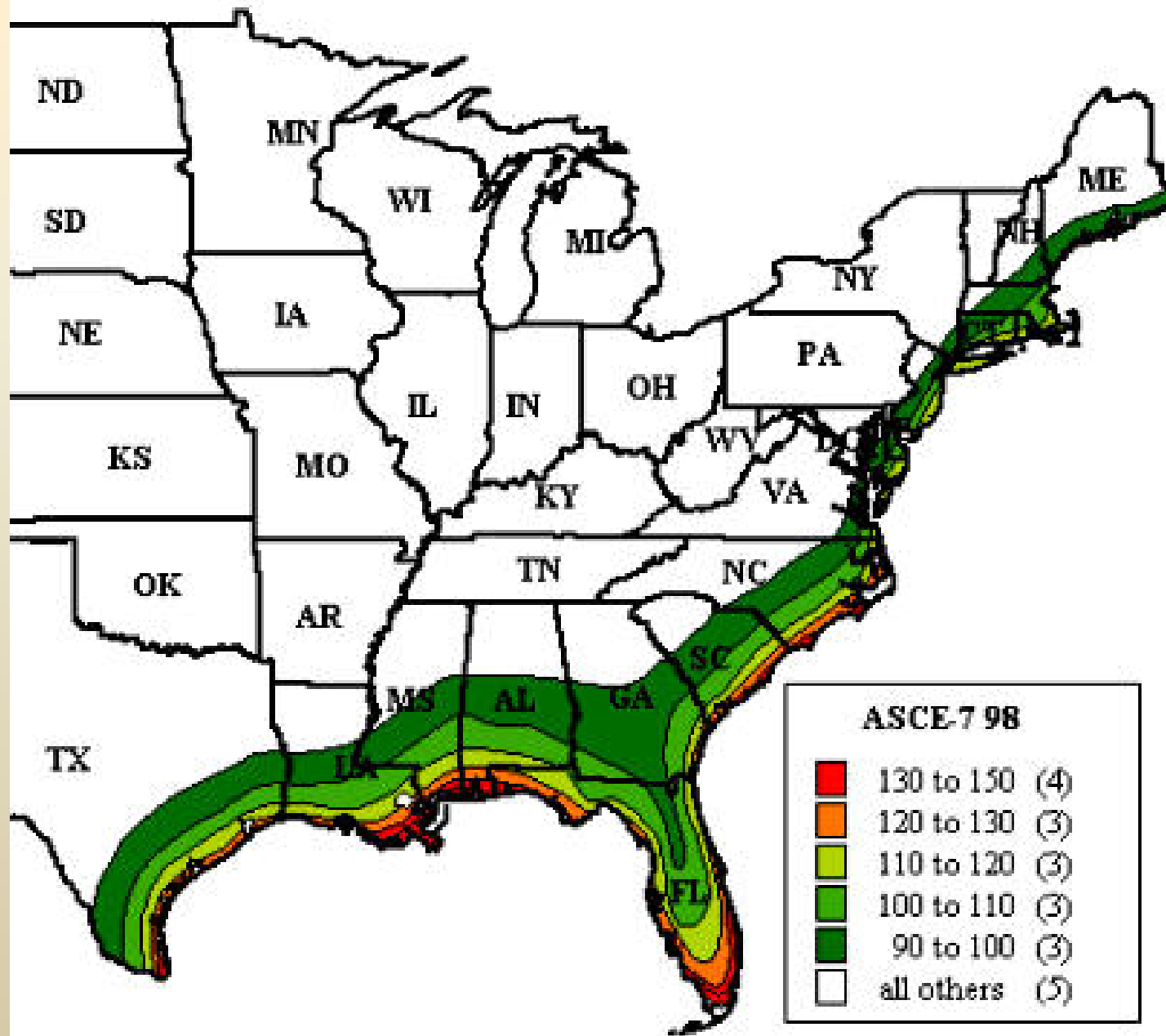
Florida's Electric Co-ops

- 16 distribution cooperatives
 - Several also own and operate some transmission
 - Predominately serve residential, agricultural, and small commercial
- 2 wholesale generation and transmission coops that serve 13 distribution cooperatives
- Collectively serve over 1,000,000 meters
 - Approximately 11% of Florida's population
 - More than 60% of Florida's land mass



FLORIDA ELECTRIC COOPERATIVES ASSOCIATION

Cooperatives listed by county



Pre-Storm Season Activities

- Hardening
- Review and update mutual aid plan
 - Meet with co-op coordinators in other states
 - Review state plan with member co-ops
- Co-ops review and update their storm plans and perform mock exercise
- Co-ops update contracts with vendors

Hardening Efforts

- Most co-ops have hardened their design and material standards since 2004
- Co-ops have aggressive vegetation management programs
- Most co-ops have modified their underground policy to lower the cost differential
 - But we try to avoid using underground in coastal and flood prone areas

FECA's Storm Plan

- Annually update and review statewide plan with members
- Mutual aid
 - FECA coordinates mutual aid with more than 800 co-ops and the coordinators meet annually
 - Mutual aid agreement includes all municipalities too
- FECA also is liaison to State EOC

Co-op Pre-Storm Plans

- Contractors and vendors
 - Line crews, materials, housing (including basecamps), vehicle fueling, caterers, etc.
- Communication plans for pre and post impact
 - Members, EOCs, media, elected officials
 - Most improved area since 2005 due to outage maps, texting, multimedia, external call centers, and automated telephone response messaging
- Identify priority accounts

Lessons Learned

- Need to practice statewide plan if no hurricanes for several years
- Communications and scope of management for outside crews significantly improves with connected devices
- Calls drop significantly if multimedia is updated regularly