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April 18, 2019

**E-PORTAL FILING**

Mr. Adam Teitzman, Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

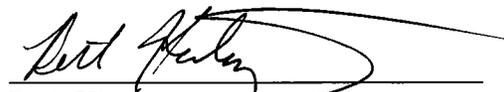
**Re: Docket 20180148-EI -- Review of 2019-2021 storm hardening plan, Florida Public Utilities Company.**

Dear Mr. Teitzman:

Attached for filing in the referenced docket, please find Florida Public Utilities Company's responses to Staff's Third Data Requests in the referenced docket.

Thank you for your assistance with this filing. As always, please don't hesitate to let me know if you have any questions or concerns.

Kind regards,



Beth Keating  
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Enclosure

Cc:/ Jennifer Crawford – Office of General Counsel (jcrawfor@psc.state.fl.us)  
Walter Trierweiler – Office of General Counsel (wtrierwe@psc.state.fl.us)

Florida Public Utilities Company Response to Staff's Third Data Request for  
Docket No. 20180148-EI – Review of 2019-2021 storm hardening plan  
Florida Public Utilities Company

As requested, the following responses refer to FPUC's storm hardening plan that was filed in Docket No. 20180148-EI.

**National Electrical Safety Code (NESC) Compliance**

1. Please refer to page 13.

- a. What NESC construction grade does FPUC use for its distribution and transmission facilities?

Response: FPU uses grade "B" construction.

- b. Does FPUC use the same NESC construction grade for new construction as it does for replacement?

Response: Yes, FPU uses grade "B" construction for both replacements and new construction.

- c. Aside from wood and concrete poles, is FPUC using any other type of poles?

Response: Throughout the entire electrical system, FPU is currently using 2 steel poles on its 138 KV transmission line.

- d. Please provide the height and material of FPUC's transmission and distribution poles?

Response: FPU's transmission and distribution system is composed of concrete, wood and steel (only 2) poles. Concrete poles height ranges from 130 to 35 feet.

Wood poles height ranges from 110 to 30 feet. The height of the two steel poles is 80 feet.

- e. Does FPUC use any software to design its distribution and transmission supporting structures? If yes.
  - i. Does the software comply with the 2017 NESC?

Response: Yes.

- ii. Does the software's operator need to know the 2017 NESC code to enter the correct information into the software? Example: Enter the Basic Wind Speed as specified by Figure 250-2 of the 2017 NESC into the software.

Response: Yes, the software operator needs to know the NESC code in order to enter the appropriate parameters into the software programs.

- iii. What is the name and version of the software?

Response: The software used by FPU Engineers to design the installation of distribution poles is called "PoleForeman" and its version is 7.4. In terms of transmission pole design, FPU hires outside engineering companies which use PLS-CADD and PLS-Pole version 15.50.

### **Extreme Wind Loading (EWL) Standards**

- 2. Please refer to page 14. Is FPUC applying any safety (load or strength) factor to exceed the NESC minimum requirements?

Response: FPU's objective is to meet applicable NESC requirements at the time of their

installation. However, at the Fernandina Beach NE Division, FPU applies additional strength by requiring EWL designs to withstand 130 mph wind speeds. The wind speed specified by Figure 250-2 of the 2017 NESC for this zone is 120 mph.

**Mitigation of Flooding and Storm Surge Damage**

3. Please refer to page 15.

- a. Has FPUC adopted and/or implemented any new procedure to build underground distribution to mitigate damage due to flooding and Storm Surges, like the installation of submersible equipment?

Response: No.

- b. Has FPUC conducted any testing to check the reliability of the underground system in the event of flooding in the area where the underground system has been installed? If yes, please explain the results and findings.

Response: No.

- c. Has FPUC learned any lessons from previous underground projects? If yes, please explain the lessons learned.

Response: No, we have not experienced any flooding issues during the recent Hurricanes

- d. Does FPUC consider the terrain's characteristics, soil consistency, historical data and FEMA flooding maps when selecting the Storm hardening underground project selection? Please explain.

Response: Yes. In our Northeast Division, which serves Amelia Island where the entire Island is considered in the floodplain, all underground projects are expected to flood at some point. We always consider terrain characteristics, especially where nearby trees are located and available right of ways, in selecting underground projects.

### **Deployment Strategies**

4. Please refer to pages 14 and 15. FPUC listed 10 projects with an average cost of \$357,000 per project. In the 2016-2018 plan, FPUC listed 8 projects with an average cost of \$166,000 per project. Why is there an increase in cost per project?

Response: After observing the additional resiliency of storm hardened facilities, we selected some projects which are larger in scope. As a result, this increased the costs in our 2019 – 2021 plan. A good example of this is the South Fletcher and Cottdale Feeder projects. We also included additional expenses for replacing 69kV wood poles with concrete in 2019 because we expected the results of our 2018 transmission inspection to indicate the need for an increase.

5. Please refer to page 16. What is involved in the rebuilding of the critical infrastructure distribution lines?

Response: In reviewing lessons learned from the last 3 years of Hurricane restoration activities, we have identified additional critical loads that are now in our plans to storm harden the distribution lines serving these locations. Additionally, we are replacing fused cutouts on these feeders with new technology trip savers that reclose after faults improving reliability.

### **Ten Initiatives**

6. Please refer to page 7: Storm Hardening Activities for Transmission Structures. Does

FPUC have an estimated number of wood transmission pole replacements for 2019, 2020, and 2021? If no, why not?

Response: Yes, after reviewing the December, 2018 Transmission inspection results, we will be replacing 19 decayed and woodpecker damaged wood poles with concrete in 2019 and estimate replacing 4 poles in 2020 and 2021.

7. Please refer to page 11: Outage Data for Overhead and Underground Systems.

a. Please explain how FPUC collects outage data for overhead and underground systems.

Response: FPU collects outage data via our OMS which is licensed software from DataVoice International, Inc. Technicians, which respond to address each outage, provide feedback as to the cause of the outage indicating if it was caused by the overhead or underground system.

b. What format is used to store its outage data?

Response: The OMS uses a relational database management system to store outage data.

c. How does FPUC use its outage data to evaluate the reliability of its overhead and underground systems?

Response: FPU gathers outage data to calculate reliability indicators by divisions, feeders and causes. The results are considered during the evaluation and selection of capital and maintenance projects to enhance the reliability of overhead and underground systems.

8. Please complete the table attached.

Response: Please see attached Appendix A. In reference to item 10 of Appendix A, which requires a copy of FPU's disaster plan, please see attached the following file:

- FPUC - 2019 NE and NW Emergency Procedures.pdf

**APPENDIX A**

Activity	Any change from current plan (Y/N)	Actual Cost									Estimated Cost								
		2016			2017			2018			2019			2020			2021		
		O&M	Capital	Total	O&M	Capital	Total	O&M	Capital	Total	O&M	Capital	Total	O&M	Capital	Total	O&M	Capital	Total
B - Year Wood Pole Inspection Program	Y*	\$84,452.40	\$528,079.02	\$612,531.42	\$152,567.47	\$604,509.00	\$757,076.47	\$0.00	\$662,428.56	\$662,428.56	\$130,000.00	\$300,000.00	\$430,000.00	\$135,000.00	\$300,000.00	\$435,000.00	\$140,000.00	\$300,000.00	\$440,000.00
<b>10 Storm Hardening Initiatives</b>																			
1 A Three-Year Vegetation Management Cycle for Distribution Circuits	N	\$957,079.02	\$0.00	\$957,079.02	\$775,947.79	\$0.00	\$775,947.79	\$1,199,617.85	\$0.00	\$1,199,617.85	\$1,062,686.00	\$0.00	\$1,062,686.00	\$1,094,567.00	\$0.00	\$1,094,567.00	\$1,127,404.00	\$0.00	\$1,127,404.00
2 An Audit of Joint Use Attachment Agreements	N	\$82,670.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3 A Six-Year Transmission Structure Inspection Program *	N	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$55,250.00	\$0.00	\$55,250.00	\$17,000.00	\$0.00	\$17,000.00	\$17,000.00	\$0.00	\$17,000.00	\$17,000.00	\$0.00	\$17,000.00
4 Hardening of Existing Transmission Structures	Y**	\$0.00	\$2,562,734.94	\$2,562,734.94	\$0.00	\$9,870.00	\$9,870.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,500,000.00	\$1,500,000.00	\$0.00	\$200,000.00	\$200,000.00	\$0.00	\$200,000.00	\$200,000.00
5 Transmission and Distribution GIS	N	\$36,734.61	\$0.00	\$36,734.61	\$59,665.15	\$0.00	\$59,665.15	\$96,529.83	\$105,902.35	\$96,529.83	\$40,000.00	\$0.00	\$40,000.00	\$40,000.00	\$0.00	\$40,000.00	\$40,000.00	\$0.00	\$40,000.00
6 Post-Storm Data Collection and Forensic Analysis	N	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$844,245.00	\$784,942.57	\$1,629,187.57	TBD	TBD	TBD						
7 Collection of Detailed Outage data Differentiating Between Overhead Systems and Underground Systems	N	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
8 Increased Utility Coordination with Local Governments	N	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
9 Collaborative Research on Effects of Hurricane Winds and Storm Surge	N	\$1,000.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00	\$1,000.00	\$0.00	\$1,000.00
10 A Natural Disaster Preparedness and Recovery Program	N	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Distribution Storm Hardening - EWL	Y***	\$0.00	\$4,333,343.43	\$4,333,343.43	\$0.00	\$650,816.57	\$650,816.57	\$0.00	\$127,850.06	\$127,850.06	\$0.00	\$1,210,000.00	\$1,210,000.00	\$0.00	\$1,040,000.00	\$1,040,000.00	\$0.00	\$415,000.00	\$415,000.00
<b>Totals</b>		<b>\$1,161,936.03</b>	<b>\$7,424,157.39</b>	<b>\$8,508,423.42</b>	<b>\$989,180.41</b>	<b>\$1,265,195.57</b>	<b>\$2,254,375.94</b>	<b>\$2,196,642.68</b>	<b>\$1,681,123.54</b>	<b>\$3,771,863.87</b>	<b>\$1,250,686.00</b>	<b>\$3,010,000.00</b>	<b>\$4,260,686.00</b>	<b>\$1,287,567.00</b>	<b>\$1,540,000.00</b>	<b>\$2,827,567.00</b>	<b>\$1,325,404.00</b>	<b>\$915,000.00</b>	<b>\$2,240,404.00</b>

\* Included estimated capital costs for 2019-2021. No wood pole inspections were performed in 2018 due to Hurricane Michael. 2019 inspections will also include 2018 inspections.  
 \*\* 2019 capital increased to \$1,500,000 to account for nineteen(19) 69KV wood to concrete pole replacements. Adjusted 2020 and 2021 capital to account for four (4) 69KV pole replacement per year.  
 \*\*\* Adjusted 2019 to 2021 capital figures to match projects in pages 14 and 15 and to correct table in page 17 (Please refer to FPUC's storm hardening plan that was filed in Docket No. 20180148-E1.)



***FLORIDA PUBLIC UTILITIES  
COMPANY***

***NORTHEAST FLORIDA DIVISION***

***2019***

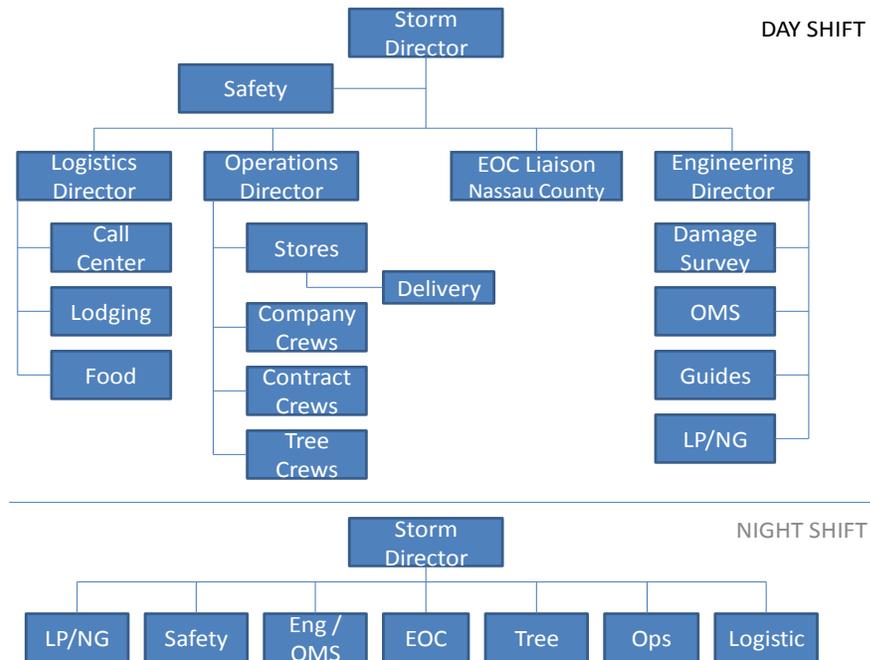
***EMERGENCY PROCEDURES  
NATURAL DISASTER & RECOVERY***

**1. OBJECTIVE**

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

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

2. **STORM MODE ORGANIZATIONAL CHART**



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. If necessity, employees may be required to assist other departments or perform functions outside of their normal daily work assignment. It will take every employee's cooperation before, during and after an emergency.

- A. If you are on the job when the storm approaches, your supervisor will inform you of your storm assignment. Employees not directly involved in maintaining services may be released to go home before the storm threatens safe travel.
- B. If you are off-duty, call your immediate supervisor as soon as possible after an emergency condition is announced. An Emergency Condition Warning is usually given within 24 hours of occurrence. Your supervisor will inform you as to where and when you'll be needed prior to, during, and after the storm. If your supervisor is not available call his/her immediate supervisor or the Northeast Florida Office. This requirement applies to all electric, natural gas and propane division employees when an emergency threatens any of the Company's electric service areas.
- C. After the emergency passes, all personnel not on duty during the storm will report as soon as possible to their

supervisor or his/her designate by telephone. In the event the telephones are not working or you are unable to communicate with your supervisor or the company office, report in person to your regular work station as soon as possible during daylight hours.

- D. EMPLOYEES ARE TO MAKE EVERY REASONABLE EFFORT TO REPORT TO WORK. IT'S UNDERSTOOD THAT THERE WILL BE INSTANCES WHERE EMPLOYEES JUST CAN'T GET TO WORK. EMPLOYEES WHO DO NOT REPORT TO WORK WILL NOT BE PAID. IF YOU ARE UNABLE TO REPORT TO WORK MAKE EVERY EFFORT TO CONTACT YOUR SUPERVISOR TO REPORT YOUR ABSENCE. DISCIPLINARY ACTION UP TO AND INCLUDING DISCHARGE MAY BE TAKEN AGAINST EMPLOYEES WHO DO NOT REPORT TO WORK WITHOUT JUST CAUSE.
- E. Personal emergencies are common results of a major hurricane but, unless life threatening, will not be acceptable as an excuse for not reporting to work. Evacuation from a hurricane threatened area to a remote location from which you cannot promptly return to your home is also not acceptable as a reason for not reporting to work.
- F. The Company will endeavor to provide assistance and shelter to employees and their immediate families should an employee need or request assistance.
- G. Unless emergency conditions warrant, employees will not be required to work in excess of sixteen (16) consecutive hours.

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

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

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

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

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

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

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

Restoration activities will be handled in the following manner:

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

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

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

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

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

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

ALL incoming crews must have a safety briefing as soon as practical upon arrival and prior to starting any work. This will be to introduce them to our system and inform them of our expectations. Pole bands at open points shall be used to identify the work zone. The responding Company's safety rules SHALL be observed as well as our rubber glove, ground to ground rule during the storm and restoration period.

Be advised that NET metering is present on our system and can be identified by a green stripe around meter glass.

### **A. EVALUATING THE WORK:**

Before undertaking any job, a job briefing shall be thoroughly discussed and all personnel shall 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. All grounding and switching procedures shall be observed.

3. That the work at hand can be done safely.
4. That there is a sufficient amount of each kind of protective equipment on hand to thoroughly protect the working position and the work man.
5. 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. (This is a ground to ground statement) This may be modified on a case by case basis by the joint agreement of the Operations Manager and Safety Coordinator.

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, 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 can 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.

A pole band SHALL be used to identify who is working beyond the open point.

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:

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

NO DEVIATION FROM THIS RULE WILL BE PERMITTED.

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

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.*** All switching orders and tags shall be turned into the Safety Coordinator as soon as practical.

H. 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.

I. BROKEN CONDUCTORS:

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

6. ANNUAL PREPARATIONS

Storm Director

- A. Review emergency procedure prior to May 1 and update as necessary.
- B. Develop employee assignments with all personnel prior to June 1.
- C. Update status of emergency crew assistance (Contractors, NW Florida, SEE, etc.).
- D. Ensure storm shutters, laundry facilities and cooking facilities are available.
- E. Ensure that Safety, Logistics, Operations and Engineering have completed pre-storm preparations.

### **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. Communicate material requests to Stores Manager to purchase the emergency stock approved for purchase prior to an emergency.
- C. Have necessary emergency material delivered prior to June 1.
- 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.

### **Safety**

- A. Review safety precautions with all line crew personnel prior to June 1.
- B. Schedule and conduct half day emergency procedure training sessions prior to July 1. Written documentation is to be retained when training is complete.
- C. Review assignments with each department by July 1.

### **Propane Operations Manager**

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

### **Natural Gas Operations Supervisor**

- A. Check all communication equipment for proper operation. Check spare equipment and parts.
- B. Update status of building security firm.
- C. Check material quantities and emergency stock prior to June 1. Begin necessary purchasing of emergency stock approved for purchase prior to an emergency.

- D. Review safety precautions with all natural gas personnel prior to June 1.
- E. Have necessary emergency material delivered prior to June 1.
- F. Review status of all transportation equipment and have repairs made.
- G. Update status of emergency fuel suppliers, on site fuel and mobile fuel suppliers.
- H. Update status of vehicle repair facilities.

**Customer Care / Logistics Manager**

- A. Update the list of critical customers by town/county and provide updates to the Storm Director by June 1.  
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. and provide updates to the Storm Director by June 1.
- 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. 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.
- G. Update status of ten (10) cellular phones.
- H. Update the procedure of the Office Operation.

**Engineering**

- A. Update and have on hand the following:
  - 1. Storm safety precautions

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

7. **INITIATE STORM MODE PLAN**

**Storm Director**

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

**Operations Director**

- 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.

#### **Safety**

- A. Monitor the Storm.
- B. Check and verify that yard and buildings are safe and secure.

#### **Propane Operations Manager**

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

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

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

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

#### **Logistics Director**

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

#### **Engineering**

- A. Provide distribution maps, procedures, etc. as necessary.
- B. Ensure Mapping System is backed up and operating.
- C. Begin constant monitoring customer outages.
- D. Review the contents of the damage assessment kits.

**8. INITIAL STAGE OF THE EMERGENCY**

**Storm Director**

- A. Activate the control room located Northeast Florida and constantly monitor the situation and restoration process.
- B. Keep internal media sources informed.
- C. Plan for additional services that will be needed during the restoration process to include damage assessment teams and mutual assistance crews.
- D. Communicate with Nassau County EOC on their operations schedule.

**Operations Director**

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

**Safety**

- A. Prepare for arrival of external crews.
- B. Prepare daily safety briefing to be delivered to internal and external crews.

**Propane Operations Manager**

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

**Natural Gas Operations Supervisor**

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

**Logistics Director**

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

**Engineering**

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

**9. LOCAL STORM MODE**

**Storm Director**

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

**Operations Director**

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

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

#### **Safety**

- A. Daily safety briefings for internal and external crews.
- B. Incident investigations.
- C. Field observations.

#### **Propane Operations Manager**

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

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

- A. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.
- B. Provide damage assessment to Storm Director.
- C. Provide updates to Storm Director as needed concerning restoration progress.
- D. Monitor manpower and equipment requirements and update Storm Director as required.
- E. Keep a list of all company and outside crews and their locations.

- F. Determine and assign appropriate manpower and equipment for each situation.
- G. Provide outside crews with all necessary information and safety information.
- L. Monitor and provide assistance in repairing vehicles.

**Logistics Director**

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

**Engineering**

- A. Continue processing customer outage system analysis and monitoring the system to determine outage locations.
- B. Work with Storm Director and Operations Director to determine restoration requirements.
- C. Provide periodic outage updates to the PSC and Nassau County EOC.

**10. Operating Procedure**

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

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

A. **BEFORE THE STORM**

All operating personnel should be instructed as to:

1. Safety and operating procedures to be followed during the storm.
2. Where and when materials and supplies will be available.

3. Their assigned areas and supervisor.
4. Any provisions made for feeding and lodging.
5. Work days will normally be two shifts. Each shift will consist of at least 12 hours but could be 16 hours.
6. The necessity of dividing line crews for clearing and minor repairs.
7. Internet and telephone communication procedures with appropriate list of telephone numbers.

## B. DURING THE STORM

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

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

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

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

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

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

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

## C. AFTER THE STORM

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

### 1) Check substations (Investigation) – Asses Damages

- a. Verify Transmission Service
- b. Asses Equipment Damage
- c. Identify Feeder Lockouts

### 2) Transmission Line Patrols

- a. FPL/JEA switch yards to Step-down
- b. Step-down to AIP
- c. Step-down to JLT
- d. JLT to Eight Flags CHP and both mills

3) Isolate & Restore Process

This phase will be occurring immediately following the passing of the storm and the area has been designated as being safe. The Storm Director will identify feeders that are out and prioritizing them for the *isolate and restore* process based upon the priority feeder list and observed outages. Feeder patrols shall be performed by two man crews.

4) Damage Assessments

After the isolate and restore phase, the damage assessment (DA) teams will patrol the backbone portion of the feeders that *have been isolated and restored first*.

5) Restoration Order

- A. Feeders
- B. Undamaged primaries (fuse replacement only)
- C. Damaged primaries
- D. Secondary's
- E. Services
- F. Street lights

**11. TELEPHONE OPERATORS GUIDE**

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

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

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

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

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

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

Suggested Answering Routine to be used by All Operators

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

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

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

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

### Operators Guide

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

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

1. Be courteous to each customer.
2. Give him/her as much information as is available of the restoration work.
3. Record each call and report the information vital to restoring the customer's service.
4. Handle each call as briefly as possible.
5. Thank the customer for calling.
6. Do not give the news media information. If a request for new information is received, record the name of the individual, news organization, telephone number and specific request. Inform the caller

that a company representative will return the call. The information should be sent immediately to the Electric Operations Manager, Northeast Florida.

7. During an emergency condition, some customers will contact the company for reasons that do not pertain to the emergency. These calls should be recorded and the exact customer needs should be stated in the remarks column. These calls may include disconnections, reconnections, etc., or may be a personal call to an employee. After the contact has been recorded, the completed form should be given directly to the supervisor.

#### Entering Outages

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

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

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

In order to monitor all information given to media and public sources, only Upper Management, 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 Manager of Communications for the latest information.

### **13. WAREHOUSE PROCEDURE**

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

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

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

### **14. OFFICE PROCEDURE**

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

#### Annual

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

#### Prior to the Emergency

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

#### After the Emergency

##### Contingency Plan #1

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

##### Contingency Plan #2

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

#### **15. Personnel Backup Contingencies**

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

Director of Electric  
Electric Operations Manager

Electric Operations Manager  
Assistant Electric Operations Manager

Propane Operations Manager  
Natural Gas Operations Supervisor

Engineering  
Technical Projects Manager

Customer Care Manager  
Customer Care Supervisor

16. EMPLOYEE ASSIGNMENTS

**TENTATIVE SCHEDULE**

<u>DAY SHIFT</u> Begin at 6:00 AM		<u>NIGHT SHIFT</u> Begin at 6:00 PM	
<b><u>OFFICE</u></b>		<b><u>OFFICE</u></b>	
Buddy Shelley		Patti Thornton	Customer Care Supervisor
Chris Hebert	Electric Operations Mgr.	Mia Goins	Telephone
Curtis Boatright	Engineering		Telephone
Mark Cutshaw	Dir. Bus. Dev. & Generation	Lynn McNeill	Logistics
Roger LaCharite	Customer Service Manager	Shane Magnus	Engineering
Vicki Brand	Dir. Propane Operations	Jorge Puentes	Engineering Manager
Mary Atkins	Engineering	<b><u>SERVICE CREWS</u></b>	
Jarvis Hunter	Engineering	Shannon Wagner	Crew Leader
David Richardson	EOC Rep	Stevie Mitchell Jr.	Lineman
Linda Winston	Logistics	<b><u>OFFICE/DAMAGE ASSESSOR/GUIDE</u></b>	
Linda Gamble	Telephone		
Renee Bolyard	Telephone		
TBD	Telephone	Jevon Brown	Telephone/Damage Assessor
Joanie Maxwell	Telephone		
<b><u>LINE CREWS</u></b>		<b><u>PROPANE OPERATIONS</u></b>	
Chris Hebert	Elect Ops Mgr.	Allyson Singletary	Propane Clerk
Billy Clardy	Crew Leader	Thomas Stanley	Gas Utility Worker
Donnie Maxwell	Senior Lineman	<b><u>NATURAL GAS OPERATIONS</u></b>	
Randy Drake	Lineman	Vicki Brand	Gas Supervisor
Quade Gilmore	Apprentice Lineman	Rod Calhoun	Gas Service Tech
<b><u>SERVICE CREWS</u></b>			
Al Harris	Senior Lineman	<b><u>DAY SHIFT (CONTINUED)</u></b> Begin at 6:00 AM	
TBD	Lineman	<b><u>Natural Gas Operations</u></b>	
TBD	Lineman	Cedric Mitchell	Service Tech
Justin Beverly	IMC Tech		
TBD	IMC Tech		
<b><u>STORES</u></b>		<b><u>PROPANE OPERATIONS</u></b>	
Donna Fowler (FR)	Stores Supervisor	Vicki Brand	Propane Supervisor
Randy Moore (FR)	Warehouse Assistant	James Moore	Propane Operator II
	-	Jody Montgomery	Gas Utility Worker
<b><u>DAMAGE ASSESSORS/GUIDE</u></b>		Susan Beale	Senior Propane Clerk
Lewis Peacock	Damage Assessor/Guide	<b><u>SAFETY</u></b>	
Sarah Davis	Damage Assessor/Guide	Kevin Metts	Safety, Training & Compliance
Joanie Maxwell	Damage Assessor/Guide		

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

Company	Contact	Telephone	Available Resources
Southeast Electric Exchange	Scott Smith	(404) 233-1188 (404) 357-6800 cell	Crews
FPU-Marianna	Clint Brown	(904)572-2126 cell	Crews, Tree Crews, Support
ATT	Marvin Fisher Scott Miller	(904) 727-1544 (904) 403-1894 (904) 407-2569 (904) 238-8263 cell	Engineering Engineering
Comcast	Mike Jackson	(904) 626-2400 1-855-962-8525..3..1..HFC	Day contact After hours answering serv.
Quantas/Dillard Smith	Brian Imsand	(423) 490-2206	Crews
Pike Electric Coop	Barry McCarthy bmccarty@pike.co	(912) 258-0645 cell (850) 632-5769 home	Crews
Public Service Commission	Rick Moses (EOC)	(850) 431-6582 (850) 408-4757 cell	Primary contact
PSC	Tom Ballinger	(850) 413-6680	Backup contact
Florida Electric Power Coordination Group	Stacy Dochoda	(813) 207-7960	Crews
Mastec	Ron Martin VP Cooper Nelson	(850) 519-0639 cell (850) 519-0664	Crews
C & C Powerline	Rick Springer rick@ccpowerline.c	(904) 751-6020 (904) 759-4703	Crews
Davey	Mike Mittiga	(407) 383-0648 mobile	Tree Crews
Asplundh	Ronnie Collins	(352) 256-2370 cell	Tree Crews
FPL	Dispatcher	(904) 665-7152	Power Supply
LE Myers	Eddie Gibbins	(407) 230-3655	Crews
<b>Vehicle Repairs Assistance</b>			
Company	Contact	Telephone	Available Resources
Altec	Bobby Knittel	(352) 303-3894	Service Technician Superviso
Altec	Bobby.knittle@altec.com	1-877-462-5832	
Altec	Matt Lynn	(904) 404-6458 (229) 375-9696	Mobile Service Tech
Dickinson Fleet	Aaron	(321)872-4187	
First Coast Fab.	Chris Wolf	(904) 849-7426	Welding And Machine Work
Maudlin International Trucks	Jerry Green Steve Brozek	(904)509-0012 (904) 783-9822	Truck repairs and Parts Asst. Service Manager
Moeller	George Moeller	(904) 415-2094	Vehicle Repairs and Welding
Napa	Brett Davis (Manager)	(904) 261-4044	Parts and Tools
Power Pro-Tech	Jimmy Evans	(800) 437 4474	Generator Repairs
Generator & HVAC Service	James Stamper  <b>Onsite Emergency</b>	1-800-437-4474 321-274-8578 <b>888-218-0298</b> <b>678-566-2439</b>	<b>780 Amelia Island Pkwy</b>
Tiresoles	Pete Shannon Pat Demianenko	(904) 378-0090 Cell (904) 536-6460	Main Office Operations Manager

**18. EMERGENCY STOCK REQUIREMENTS**

See next 4 pages

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

35-3014	INSULATOR,UPRIGHT 35 KV SILICONE	30	100	48
35-3025	INSULATOR,HORIZ MOUNT 35KV SILICONE INT BASE	60	71	96
35-3040	INSULATOR,POST TYPE 88KV W/CLAMP	12	20	---
35-3085	INSULATOR,SUSPENSION SILICONE 25 KV	20	31	36
35-3120	INSULATOR,GUY STRAIN 8 FT	10	13	20
35-3121	INSULATOR,GUY STRAIN 8 FT 36000 LB	10	105	---
35-3245	MOUNT,TX,BRACKET, SINGLE PHASE	10	25	---
35-3260	MOUNT,TX CLUSTER AL ABOVE 3-50KVA	4	6	---
35-3520	POLE,30 CL 6 CP	15	18	
35-3530	POLE,35 CL 4 CP	10	14	5 day
35-3545	POLE,40 CL 3 PP	10	13	
35-3550	POLE,40 CL 1 PP	15	19	
35-3575	POLE,45 CL 3	15	9	---
35-3579	POLE,45 CL H1	5	5	---
35-3590	POLE,55 CL H1	1	6	---
35-3760	ROD-GROUND COPPER CLAD 5/8" X 8' NON- THRD	30	404	---
35-3945	SWITCH,UNDERSLUNG	6	8	---
35-3946	SWITCH,INLINE	6	14	---
37-1000	CLAMP,DEADEND,#6-#4 AL SERVICE WEDGE	20	181	---
37-1020	CLAMP,DEADEND,#2-1/0 AL SERVICE WEDGE	40	88	200
37-1040	CLAMP,DEADEND,4/0 AL SERVICE WEDGE	40	147	200
37-1250	CLAMP,PARA GR #2 STD AL	50	181	---
37-1260	CLAMP,PARA GR #1/0 STD AL W/SS BOLTS	50	187	---
37-1270	CLAMP,PARA GR 4/0 STD AL	50	88	---
37-1290	CLAMP,PARA GR 350-477 AL OR 336-397 ACSR	50	120	---
37-1380	CONN,H-TYPE (WR9)	50	287	---
37-1390	CONN,H-TYPE (WR159)	100	247	---
37-1400	CONN,H-TYPE (WR189)	100	200	200
37-1415	CONN,H-TYPE (WR259)	100	150	200
37-1420	CONN,H-TYPE (WR379)	100	539	---
37-1425	CONN,H-TYPE (WR399)	100	264	250
37-1430	CONN,H-TYPE (WR419)	100	79	100
37-1455	CONN,H-TYPE (NB500-40)	30	224	---
37-1456	CONN,H-TYPE (NB500)	30	126	---
37-1620	CONN,VISE ACTION #6 CU	100	593	---
37-1630	CONN,VISE ACTION #4 CU	100	202	400
37-1640	CONN,VISE ACTION 6 SOL-#2 SOL CU	100	702	300
37-1650	CONN,VISE ACTION 2 SOL-#2 STD CU	100	522	500
37-1660	CONNECT-VISE ACTION 2/0 SOL -1/0 STD CU	100	206	450
37-1670	CONN,VISE ACTION 1/0 SOL-4/0 STD CU	100	101	350
37-1710	CONN,URD FLOOD SEAL 4 POSITION	30	38	---
37-1713	CONN,TX,OH,6 POSITION	25	166	---

37-1770	DEADEND,AUTOMATIC SS #2 STD CU	20	132	---
37-1780	DEADEND,AUTOMATIC SS 1/0 STD CU	20	48	---
37-1785	DEADEND,AUTOMATIC SS 2/0 STD CU	10	87	---
37-1790	DEADEND,AUTOMATIC SS 4/0 STD CU	20	107	---
37-1800	DEADEND,AUTOMATIC SS #2 STD AL	20	100	---
37-1810	DEADEND,AUTOMATIC SS 1/0 STD AL	20	56	---
37-1840	DEADEND,AUTOMATIC SS 4/0 STD AL	20	31	---
37-1850	DEADEND,AUTOMATIC SS 394.6 AL	20	82	---
37-1855	DEADEND,AUTOMATIC SS 477 AL	20	68	---
37-1891	DEADEND,FULL TENSION,COMP477 AL W/2 HOLE LUG	15	44	---
37-1892	DEADEND,FULL TENSION,COMPRESSION 636	15	18	---
37-1970	LUG,TERM,URD 2/0 AL 2-HOLE	50	100	---
37-1980	LUG,TERM,URD 4/0 AL 1-HOLE	50	222	---
37-2120	SLEEVE,AUTO SPLICE #8 STD-#6 SOL CU	20	64	---
37-2130	SLEEVE,AUTO SPLICE #6 STD-#4 SOL CU	20	59	---
37-2141	SLEEVE,AUTO SPLICE #2 STD CU	20	255	---
37-2161	SLEEVE,AUTO SPLICE 1/0 CU	20	241	---
37-2190	SLEEVE,AUTO SPLICE 4/0 STR CU	20	44	---
37-2340	SLEEVE,SERVICE 2/0-2/0 AL/ACSR (IKL47)	100	106	100
37-2350	SLEEVE,SERVICE 4/0-1/0 AL (IKL66)	100	178	---
37-2360	SLEEVE,SERVICE 4/0-2/0 AL (IKL67)	100	122	100
37-2370	SLEEVE,SERVICE 4/0-4/0 AL (IKL69)	100	133	---
37-2375	SLEEVE,SERVICE 350-350 AL	50	111	---
37-2430	SLEEVE,FULL TENSION #2 STD AL	20	256	---
37-2450	SLEEVE,SERVICE FULL TENSION 1/0 STD AL	20	195	---
37-2480	SLEEVE,PRIMARY FULL TENSION 4/0 AL	20	113	---
37-2515	SLEEVE,PRIMARY FULL TENSION 397.5(396.4)	20	29	---
37-2530	SLEEVE,PRIMARY FULL TENSION 477 AL	20	47	---
37-2535	SLEEVE,PRIMARY FULL TENSION 636 AAC	20	65	---
37-2665	SPLICE KIT,URD 15KV #2 STD AL	12	58	---
37-2670	SPLICE KIT,URD 15KV-2/0 AL	17	43	---
37-2680	SPLICE KIT,URD 15KV-4/0 AL	12	36	---
37-2690	SPLICE KIT,URD 15KV 750 AL	12	35	---
37-2820	TERMINAL,PIN #2STD AL	50	116	300
37-2830	TERMINAL,PIN 1/0 STD AL	50	220	---
37-2835	TERMINAL,PIN 2/0 STD AL	50	31	20
37-2840	TERMINAL,PIN 4/0 STD AL	50	80	---
37-2845	TERMINAL,PIN 350 AL	10	59	---
37-2850	TERMINAL,PIN 500 AL	10	64	---
39-1220	FUSE LINK 7 AMP QA	75	117	50
39-1240	FUSE LINK 15 AMP QA	50	167	---
39-1260	FUSE LINK 25 AMP QA	50	117	50
39-1270	FUSE LINK 30 AMP QA	75	137	---

39-1290	FUSE LINK 50 AMP QA	75	180	25
39-1320	FUSE LINK 75 AMP QA	25	69	25
39-1330	FUSE LINK 100 AMP QA	25	73	---
41-1114	KITS,TERM OH FOR 2/0 AL	10	38	---
41-1115	KITS,TERM OH FOR #2 AL	20	20	10
41-1120	KIT,TERM SILICONE FOR #2 AL	10	29	---
41-1125	KIT,TERM OH,SILICONE FOR 4/0 AL	20	27	---
41-1148	ELBOW,LOAD BREAK TERMINATOR #2 W/TEST POINT	20	64	---
41-1150	ELBOW,LOAD BREAK, URD, 2/0 AL,15KV W/TEST POINT	10	34	---
41-1160	TERMINATOR,LOAD BREAK 4/0 W/TEST POINT	20	107	---
41-1195	STRAP,MOUNTING,TERMINATOR,#2,2/0 & 4/0	50	67	---
41-1200	VAULT,SECONDARY,PEDESTAL	6	26	12
N/S	#2 Extended Repair Elbows	12	OK	---
N/S	#2/0 Extended Repair Elbows	12	OK	---
N/S	#4/0 Extended Repair Elbows	12	OK	---
N/S	EXTENDED SPLICE REPAIR KIT,#2 STR,3M QS II	5	6	---
N/S	EXTENDED SPLICE REPAIR KIT,2/0,3M QS II	10	14	---
N/S	EXTENDED SPLICE REPAIR KIT,4/0,3M QS II	5	8	---
NS 35-1185	ATTACHMENT,DOWN GUY	20	20	50
NS 35-1186	ATTACHMENT,DOWN GUY (POLE PLATE) WOOD 35MLB	10	OK	---
NS 35-1187	ATTACHMENT,DOWN GUY CONCRETE 35MLB	10	OK	---
NS 35-1350	BOLT,DOUBLE ARMING,GALV 5/8 X 18	30	OK	---
NS 35-1360	BOLT,DOUBLE ARMING,GALV 5/8 X 20	20	OK	---
NS 35-1430	BOLT,DOUBLE ARMING,GALV 3/4 X 22	20	OK	---
NS 35-1480	BOLT,DOUBLE UPSET,GALV 5/8 X 12	20	OK	---
NS 35-1640	BOLT,MACHINE,GALV 5/8 X 10	100	70	100
NS 35-1650	BOLT,MACHINE,GALV 5/8 X 12	100	20	200
NS 35-1660	BOLT,MACHINE,GALV 5/8 X 14	100	190	---
NS 35-1800	BOLT,MACHINE,GALV 3/4 X 20	50	OK	---
NS 35-1810	BOLT,MACHINE,GALV 3/4 X 22	50	OK	---
NS 35-1820	BOLT,MACHINE,GALV 3/4 X 24	50	OK	---
NS 35-1850	EYELET, 3/4" HOLE	50	75	400
NS 35-2245	CLAMP SUPPORT FOR #2,1/0,4/0 CU	50	OK	---
NS 35-2255	CLAMP SUPPORT FOR #2,1/0,4/0 AL	50	OK	---
NS 35-2265	CLAMP SUPPORT 394.6-477 AL	50	OK	---
NS 35-2375	CLEVIS,SECONDARY EXTENSION	20	OK	---
NS 35-2780	EYELET,THIMBLE ANGLE 5/8"	20	OK	25
NS 35-2895	GUY GRIP,3/8", BEZINAL COATED (352895)	100	10	200
NS 35-3130	LAG SCREW - 1/2"X4" GALV.	150	500	---
NS 35-3290	NUT EYE,GALV 5/8	30	30	50
NS 35-3300	NUT EYE,GALV 3/4	30	OK	---

NS 35-3320	NUT,THIMBLE EYE 5/8	20	OK	---
NS 35-3881	STRAP,CONDUIT OR PIPE 2" STAINLESS STEEL	40	OK	100
NS 35-3886	STRAP,CONDUIT OR PIPE 3" STAINLESS STEEL	40	OK	---
NS 35-3970	TAPE,SCOTCH #23-2	20	OK	---
NS 35-4020	TAPE,VINYL	50	OK	400
NS 35-4030	THIMBLE,GUY WIRE 3/8	200	OK	---
NS 35-4335	WASHER,DOUBLE COIL 5/8"	200	OK	---
NS 37-1865	DEADEND,AUTO,SLIDE OPENING WEDGE #4-4/0	50	OK	---
NS 37-1868	DEADEND,AUTO,SLIDE OPENING WEDGE 4/0-600	50	OK	---
	Transformer, Pad Mount 100 KVA	7	6	
	Transformer, Pad Mount 50 KVA	7	12	
	Transformer, Pad Mount 75 KVA	7	6	

\*As of 5/5/10

**19. TRANSPORTATION AND COMMUNICATION EQUIPMENT**

Unit #	Tag / Mo.	Year	Model	Body Type	Dept. Code	Employee	comments
691A	GBP243	1982		Trailer	EL451	Reel Trailer	
692A	GBP172	1982		Trailer	EL451	Reel Trailer	
705A	GBP174	1992		Trailer	EL452	Equipment Trailer	
708A	GBP225	1998		Trailer	EL452	Equipment Trailer	
740	GBP672	1995	4700	Bucket	EL452	Electric Line	
747	GBP673	1998	4800	Bucket	EL451	Donnie Maxwell	
754	GBP383	1999		Trailer	EL451	Reel Trailer	
755	GBP444	1999		Trailer	EL451	Reel Trailer	
763A	GBC971	2000		Trailer	EL452	Equipment Trailer	
785	GBF903	2001		Trailer	MK412	BBQ Trailer	
786	GBC996	2002		Trailer	EL451	Lawn Maint. Trailer	
790	GBP173	2003	CZ12KP	Trailer	EL451	Pole Trailer	
792	GBP902	2004	4300	Bucket	EL452	Electric Line	
795	K413CK	2006	Trail Blazer	SUV	CS411	Customer Service	
796	T004DR	2006	Silverado	Pickup	EL451	On-Call	
798	GA4363	2005	7400	Digger Derrick	EL452	Electric Line	
804	GBP667	2008	4300	Bucket	EL451	Billy Clardy	
810	GBP661	2011	4300	Bucket	EL451	Electric Line	
812	GBC945	2010	Ranger	Comp. P/U	EN450	Randy Moore	
814	694NVX	2010	F-150	Pickup	EL451	Curtis Boatright	

817	GBC976	2011	Ranger	Comp. P/U	EL452	Lewis Peacock	
818	GBC974	2011	Ranger	Comp. P/U	EL452	Joanie Maxwell	
819	GBC980	2011	Ranger	Comp. P/U	EL452	Sarah Davis	
820	GBC973	2011	Ranger	Comp. P/U	EL452	Jevon Brown	
821	GBC988	2011	F-350	Utility	EN450	NE Electric	
822	GBC957	2012	F-550	Utility	EL451	Shannon Wagner	
824	W396YD	2012	Escape Hybrid	SUV	MK412	David Richardson	
825	GA1943	2012	M2-106	Bucket	EL451	Al Harris	
826	BMDJ06	2013	Explorer	SUV	GM440	Mark Cutshaw	
828	BMDJ19	2012	F-150	Pickup	EL451	Chris Hebert	
829	GBC970	2013	F-150	Pickup	EN450	Electric Call Truck	
830	T005DR	2013	Fusion	Sedan	CS411	Roger LaCharite	
831	GBF938	2013	F-250	Utility	EN450	Justin Beverly	
832	GA9255	2013	M2-106	Bucket	EL451	Spare	
833	GA9256	2014	M2-106	Digger Derrick	EL451	Spare	
834	GBC968	2013	185DPQ	Trailer	EL451	Air Compressor	
999	EJLV47	2015	F-150 4x4	Pickup	SM711	Kevin Metts	
155	GBU483	2004	F550	Utility Welder	OP450	NE Gas Ops Spare	
213	GBC953	2010	Express 2500	Van	OP450	NE Gas Ops On-Call	
229	GBF936	2013	F-150	Pickup	OP450	George Speerin	
823	GBC883	2012	F-550	Utility	OP450	Dave Pluta	
787	GA4431	2002	4300	Bobtail	PR450	Spare	
793	GBQ063	2005	BC/M2	Bobtail	PR450	Thomas Stanley	
797	GBZ814	2006	F550	Utility	PR450	James Moore	
803	GA0302	2008	4300	Bobtail	PR450	Jody Montgomery	
805	GBC966	1982		Trailer	PR450	Equipment Trailer	
806	GBC897	2000	HSE16	Trailer	PR450	Equipment Trailer	
807	GBF941	2001	F550	Utility	PR450	On-Call Truck	
815	GBZ807	2006	RF6101	Trailer	PR450	Equipment Trailer	
		2007		Forklift	WH450		
		2012		Forklift	WH450		
		1994		Generator	EL451		
		2001		Excavator	EL452		
		2009		Mower	EL451		
		2006		Generator	PR450		
		2000		Compress	PR450		
		2001		Trencher	PR450		

**20. CRITICAL CUSTOMER LIST**

**A. Hospitals, Clinics, Nursing Homes**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
Baptist Medical Center - Nassau	1700 East Lime St	321-3500 (main)	Wayne Arnold
Care Centers of Nassau	95146 Hendrix	261-5518 753-3575 Home	Patrick Kennedy
Quality Health	1625 Lime St	261-0771 225-2351 (Answer service)	Steve Jordan
DaVita (Dialysis)	1525 Lime St, Suite 120	491-1998	Jackie Pelfrey
Nassau County Health Dept.	30 South 4 <sup>th</sup> St.	548-1860 or 548-1800	
Savannah Grand	1900 Amelia Trace Ct.	321-0898 Cell 206-2774	Renee Stoffel
	Home 321-3478		
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 <sup>th</sup> St	277-7380 Ext. 224 753-1412 (cell)	John Mandrick
Nassau Utilities	5390 First Coast Hwy	530-6450 753-2989 261-9452	Danny White After Hours
JEA Dispatch		904-665-7152	
Florida Power and Light		(305) 442-5739	Dispatch Number
Comcast		904-374-7600	
ATT	1910 S. 8 <sup>th</sup> St	727-1544 (904) 403-1894 407-2569 (904) 238-8263(cell)	Marvin Fisher Scott Miller
AIP – Security		277-5914 491-4445	Alan Barker
Ritz Carlton		277-1100 491-6799	Will Wiest

**C. Major Disaster Shelters & Hotels**

<u>Name</u>	<u>Address</u>	<u>Telephone</u>	<u>Contact Person</u>
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	
Hilliard Schools			
Callahan Schools			
Bryceville Elementary School			

**See page 34 of this document for a storm shelter map.**

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
Hampton Inn	2549 Sadler Road	321-1111

Residence Inn	2301 Sadler Road	2772440
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	
HAZ MAT – Chemtrec (free hotline)		800-424-9300	
Chlorine Institute		1-703-741-5760	

**E. Communication and Broadcasting Services**

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

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

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

**G. Correction Facilities**

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

**H. Airports**

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

**G. News Media**

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

**21. Emergency Telephone List**

**A. Telephone Repair**

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

**B. Cell Phones**

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

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

**D. Emergency Management**

Nassau County	(904)548-4980	Bill Estep
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**E. Law Enforcement - 911**

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

**F. Ambulance - 911**

**G. News Media**

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

**H. Nassau County Officials**

Billy Estep	548-0900	Nassau County EOC Director
Michael Mullin - County Manager	530-6010	Nassau County
Nassau County Office	530-6010	
Aaron Bell		County Commissioner
Thomas Ford		County Commissioner
Danny Leeper		County Commissioner
Justin Taylor		County Commissioner
Pat Edwards		County Commissioner

**I. Fernandina Beach Officials**

Johnny Miller – City Mayor	(W) 556-3299	
Dale Martin - City Manager	(W) 277-7305 or 310-3100	
Ty Silcox - City Fire Chief	(W) 904-277-7331	
James Hurley - City Police Chief	(W) 277-7344	
Johnny Miller	556-3299	Mayor (City FB)
Philip Chapman III	624-5590	City Commissioner
Ronald Ross	410-394-0220	City Commissioner
Len Kreger	432-8389	Vice Mayor
Mike Lednovich	502-0650	City Commissioner

J. **Public Service Commission**

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

K. **Generator Repair**

See Emergency Assistance List Section 17.

L. **FPUC NE Substations**

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

M. **Florida Power & Light**

Northern Area Dispatch 305-442-5739  
Tom Gwaltney 954-439-0112 Cell

**22. LOGISTICS**

**Motels:**

Amelia Hotel	261-5735	1997 South Fletcher Ave,
Nassau Holiday Motel	225-2397	U.S. 17 South
Amelia South Condo.	261-7991	3350 So. Fletcher Ave.
Elizabeth Point Lodge	277-4851	98 So. Fletcher Ave.
Days Inn	277-2300	2707 Sadler Road
Hampton Inn	321-1111	2630 Sadler Road
Hampton Inn Downtown	491-4911	19 South 2 <sup>nd</sup> Street
Comfort Inn	261-0193	2801 Atlantic Ave.
Country Inn	225-5855	462577 SR 200
Residence Inn	277-2440	2301 Sadler

**Restaurants:**

Baxter's	277-4503	4919 1 <sup>st</sup> Coast Hwy
Beach Diner	310-3748	2006 South 8 <sup>th</sup> Street
Florida House	491-3322	22 South 3 <sup>rd</sup> Street
Barbara Jean's	277-3700	960030 Gateway Blvd.
Chili's	225-8666	SR 200

**Food Stores:**

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

**Cellular Phones:**

Verizon call Joe Abba IT (302) 736-7810

**Water Supply:**

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

**Ice Supply:**

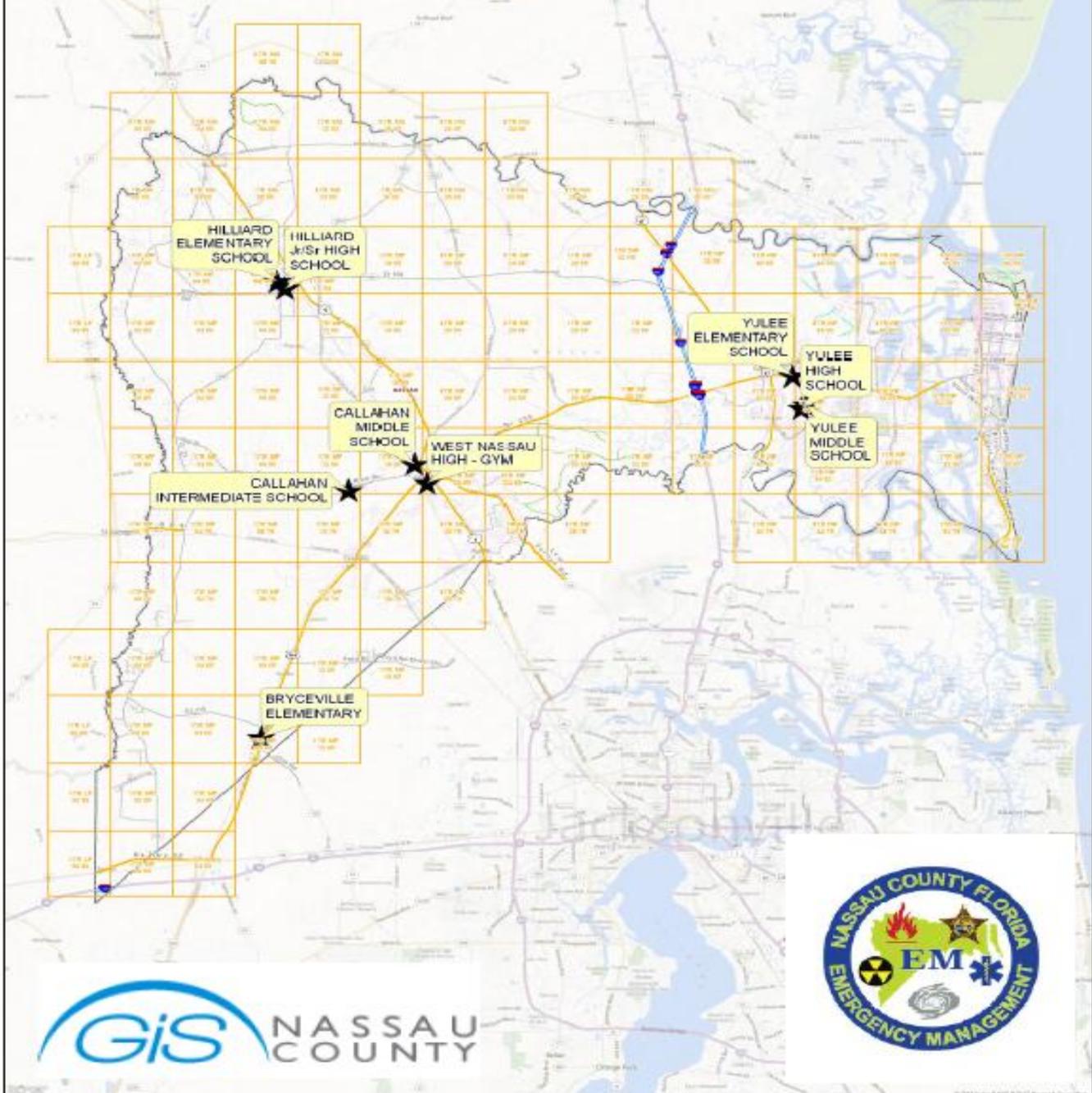
Winn Dixie	277-2539
Publix	277-4911
Wal-Mart	261-5306 (Island) or 261-9410 (Yulee)

**Service Stations:**

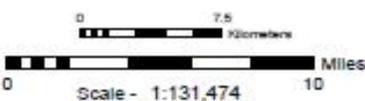
**Vehicle Repair Facilities:**



# Nassau County Florida Schools Statewide Emergency Shelter Plan



★ Nassau County Schools



US National Grid  
100,000-m Square ID  
LQ | MQ  
LP | MP  
Grid Zone Designation  
**17R**  
Datum = NAD 1983, 1,000-m USNG

Mag. Declination  
5° 41' 24"W  
Changing by  
4' W per yr  
Date 2009  
To Convert a  
Magnetic Azimuth  
to a Grid Azimuth  
SUBTRACT G-M Angle



G-M Angle  
5° 41' 12"  
Grid Convergence  
1° 16' 46"  
To Convert a  
Grid Azimuth  
to a Magnetic Azimuth  
ADD G-M Angle

***FLORIDA PUBLIC UTILITIES  
COMPANY***



***NORTHWEST FLORIDA  
DIVISION***

***2019***

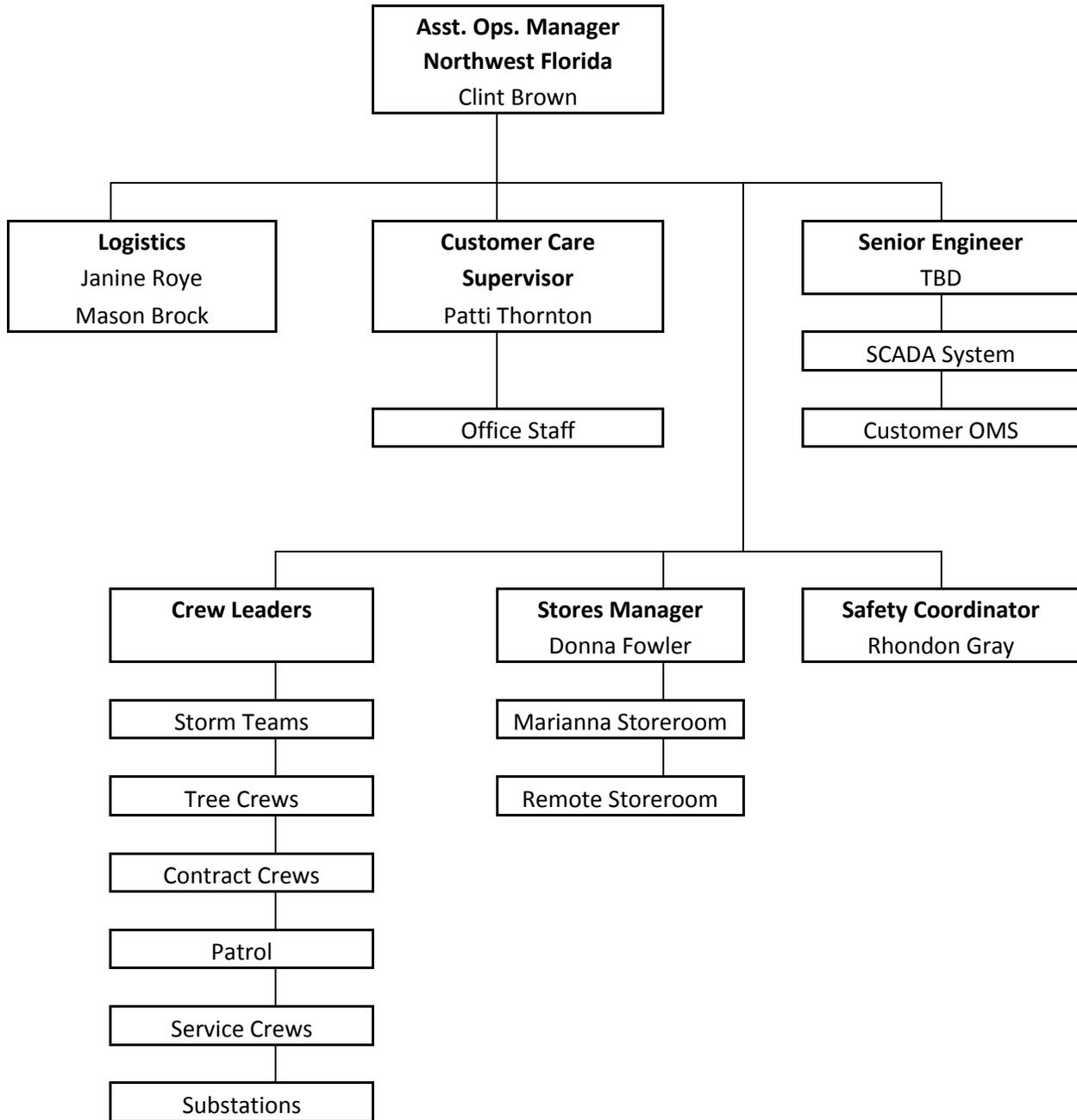
***EMERGENCY PROCEDURES  
Natural Disaster & Recovery***

## **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 Operations Manager, Senior Engineer, Asst. Operations Manager will form the basis of this group. Other employees will be included based on the severity and timing of the emergency.
- D. All employees are strongly encouraged to have a personal evacuation plan and know what to do during an emergency condition that impacts the service area. The plan should take into consideration the magnitude of the emergency and the significance of the actions that may be necessary. The plan should ensure that the employee and their family are safely out of harm's way while still allowing the employee to respond as required when the emergency conditions subside to a manageable level.
- E. The company plans to move much of the transportation equipment to separate locations to ensure one event does not cause damage to the fleet. Employees are encouraged to volunteer to take certain vehicles with them prior to the emergency and use them to return to work as soon as possible after the emergency conditions subside to a manageable level. The company will determine how the transportation equipment is distributed among the volunteer employees.
- F. After the emergency passes, all personnel not on duty during the storm will report as soon as possible to their supervisor or his/her designate by telephone. In the event the telephones are not working or you are unable to communicate with your supervisor or the company office, report in person to your regular work station as soon as possible during daylight hours.
- G. EMPLOYEES ARE TO MAKE EVERY REASONABLE EFFORT TO REPORT TO WORK. IT'S UNDERSTOOD THAT THERE WILL BE INSTANCES WHERE EMPLOYEES JUST CAN'T GET TO WORK. IF YOU ARE UNABLE TO REPORT TO WORK MAKE EVERY EFFORT TO CONTACT YOUR SUPERVISOR TO REPORT YOUR ABSENCE.
- H. Personal emergencies are a common result of a major hurricane, but unless approved by your Supervisor, will not be acceptable as an excuse for not reporting to work. Evacuation from a hurricane threatened area to a remote location from which you cannot promptly return to your home is also not acceptable as a reason for not reporting to work.
- I. The Company will endeavor to provide assistance and shelter to employees and their immediate families should

an employee need or request assistance.

- J. Unless emergency conditions warrant, employees will not be required to work in excess of sixteen (16) consecutive hours.

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

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

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

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

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

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

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

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

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

Restoration activities will be handled in the following manner:

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

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

## 5. **EMERGENCY SAFETY PRECAUTIONS**

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

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

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

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

### B. **INSULATION:**

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

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

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

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

**D. STREET LIGHTING WIRES:**

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

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

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

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

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

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

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

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

**G. SWITCHING ORDERS:**

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

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

To avoid misunderstandings and to prevent accidents, all orders concerning switching operations, or the handling of lines and equipment must be repeated to the person giving name, and identity of

person giving order secured. Likewise, the operator giving an order must secure identity of person to whom it is given.

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.*

H. **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.

I. **BROKEN CONDUCTORS:**

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

6. **ANNUAL PREPARATIONS**

**Assistant. Operations Manager**

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

**Senior Engineer**

- A. Check all communication equipment for proper operation. Check spare equipment and parts.
- B. 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
- C. 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

### Logistics

- A. Update phone list for employees, law enforcement, emergency management, city/towns, utilities, contractors, tree trimming, personnel, etc.
- B. Review emergency telephone arrangements and make additional preliminary arrangements.
- C. Update status of thirty (30) motel rooms necessary for emergency/contract crews.
- D. Locate sources of food/water for crews and office personnel. Identify local and out of town caterers.
- E. Update status of building security firm.
- F. Ensure storm shutters, laundry facilities and cooking facilities are available
- G. 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) Twenty (20) flashlights with batteries.

### Crew Leaders

- A. Review status of all transportation equipment and have repairs made
- B. Verify all vehicles kept filled with fuel
- C. Assist with annual refresher training

### Warehouse

- A. Check material quantities and emergency stock prior to June 1. Begin necessary purchasing of emergency stock approved for purchase prior to an emergency.
- B. Have necessary emergency material delivered prior to June 1.

## 7. PREPARATION JUST PROIR TO THE EMERGENCY

### Director Electric Operations

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

#### **Assistant Operations Manager**

- 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 suitable boat and trailer.
- 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.
- L. Check the status of personnel on vacation.

#### **Logistics**

- A. Arrange for additional petty cash and cash advances (if necessary).
- B. 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.
- C. Make definite arrangements for contract crew lodging.

- D. Make definite arrangements for food/water/drinks for all personnel.
- E. Purchase food supply for office/warehouse prior to storm (if the severity of the storm warrants this).
- F. Make arrangements for an abundant supply of ice.
- G. Make definite arrangements for building security.
- H. Make definite arrangements for Division Office supplies (See Annual Preparations, Logistics Manager, and Item E.)

**Senior Engineer**

- A. Provide distribution maps, procedures, etc. as necessary.
- B. Begin constant monitoring customer outages.
- C. Monitor time/material needs of contractors.

**Safety**

- A. Prepare for arrival of external crews.
- B. Prepare daily safety briefing to be delivered to internal and external crews.

**8. DURING THE EMERGENCY**

**Director Electric Operations**

- 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.

**Senior Engineer**

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

### **Logistics**

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

### **Assistant. Operations Manager**

- A. Be located at the Northwest Florida office
- B. Work with Senior Engineer to determine restoration requirements.
- C. Coordinate and manage all restoration efforts
- D. Keep all employees informed of when to report to work

### **Safety**

- A. Daily safety briefings for internal and external crews.
- B. Incident investigations.
- C. Field observations.

## **9. AFTER THE EMERGENCY**

### **Director Electric Operations**

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

### **Senior Engineer**

- A. Provide damage assessment to Assistant Operations Manager.
- B. Provide updates to Assistant Operations Manager as needed concerning restoration progress.

- C. Monitor manpower and equipment requirements and update Assistant Operations Manager as required.
- D. Keep a list of all company and outside crews and their locations.

#### **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 is operating at office.
- F. Ensure Division office supplies are in place if needed.
- G. Ensure caterers are available as needed.

#### **Assistant Operations Manager**

- A. Determine and assign appropriate manpower and equipment for each outage situation.
- B. Work with Senior Engineer to determine restoration requirements.
- C. Provide outside crews with all necessary information and SAFETY INFORMATION.
- D. Ensure all documents are completed prior to material leaving the storeroom and storeroom yard.
- E. Monitor and provide assistance in repairing vehicles.
- F. Initiate damage assessment teams.
- G. Prioritize and schedule the restoration process.
- H. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.

### **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 Assistant Operations Manager will review these instructions with 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) Telephone communication procedures with appropriate list of 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 Assistant Operations manager 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 working all restoration activities will cease. The Assistant Operations Manager 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. Secondary's
- g. Services
- h. Street lights

2) Line Patrols

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

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

## 11. **TELEPHONE OPERATORS GUIDE**

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

Outlined below is a suggested procedure to be used during three different phases of an interruption (The Assistant 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 until it is evident that there is widespread damage in the area.

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Entering Outages**

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

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

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

In order to monitor all information given to media and public sources, only the Assistant Operations Manager, 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 Assistant Operations Manager or Manager of Communications can provide them the latest information.

### **13. WAREHOUSE PROCEDURE**

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

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

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

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

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

Director, Electric Operations  
Assistant Operations Manager

Senior Engineer  
Assistant Operations Manager

Logistics Manager  
Energy Conservation Representative

15. EMPLOYEE ASSIGNMENTS

## TENTATIVE SCHEDULE

<u>DAY SHIFT</u> 6:00 AM Reporting Time		<u>NIGHT SHIFT</u> 6:00 PM Reporting Time	
<b><u>OFFICE</u></b>		<b><u>OFFICE</u></b>	
Clint Brown	Asst. Operations Manager, NW	Donna Fowler	Stores Manager
TBD	Senior Engineer	Morgan Lee	Telephone
Janine Roye	Logistics Lead		
Mason Brock	Logistics	Donnie Tew	Engineering /Cust. Outages
Sally Jones	Customer Care Supervisor		
Amber Cumbie	Telephone	<b><u>SERVICE CREWS</u></b>	
Laura McCoy	Telephone	Darryl Grooms	Crew Leader
TBD	Telephone	Stephen Amos	Apprentice Lineman
<b><u>SERVICE / LINE CREWS</u></b>			
Bradley Flowers	Lineman	<b><u>PATROLMAN/GUIDE</u></b>	
James Ussery	Crew Leader	Janet Register	Patrol/Guide
Alvin Foran	Crew Leader		
Kevin Harris	Lineman		
Andy Bevis	Lineman		
Eric Norris	Lineman		
Chris Allen	Lineman		
Bobby See	IMC Technician I		
John Griffin	IMC Technician I		
<b><u>STORES</u></b>			
Donna Fowler	Stores Supervisor		
Doug Jones	Warehouseman		
<b><u>PATROL/GUIDE/SAFETY</u></b>			
Rhondon Gray	SAFETY		
Virginia Nail	Patrol/Guide		
Kate Jones	Patrol/Guide		

**16. EMERGENCY ASSISTANCE LIST**

<b>Company</b>	<b>Contact</b>	<b>Telephone</b>	<b>Available Resources</b>
Gulf Power Company	Andy McQuagge	(850) 872-3220	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Fernandina Beach	Chris Hebert	(904) 277-3444	Crews
Davey Tree	Russell Brooks	(352) 279-8622	Tree Crews
Davey Tree	Russell Brooks	(228) 396-5810	Tree Crews
City of Tallahassee	Robert McGarrah	(850) 891-5534	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 Coordination Group	R J Midulla	(813) 289-5644	Crews
Mastec	Copper Nelson	(850) 519-0664	Crews
Utilicon	Gene Holley	(478) 348-3233	Crews
		(850) 890-0131 cell	
		(850) 638-7129 home	
Harper Electric	Mark Harper	(334) 222-7022	
		(334) 222-7854	
		(334) 343-1703 cell	
<b>Vehicle Repairs Assistance</b>			
<b>Company</b>	<b>Contact</b>	<b>Telephone</b>	<b>Available Resources</b>
Altec Industries Inc		(205) 458-3850	Mechanical Repairs
Altec Industries Inc		(205) 458-3857	Mechanical Repairs
Altec Industries Inc		(205) 458-3889	Mechanical Repairs
Altec Industries Inc		(205) 458-3849	Mechanical Repairs
Altec Industries Inc		(205) 458-3848	Mechanical Repairs
Auto Clinic	Office	(904) 482-6632	Mechanical Repairs
Auto Clinic	Mike Krieser	(850) 569-8475	Mechanical Repairs
Auto Clinic		258-6274	Mechanical Repairs
Dale Brannon	Dale Brannon	352-4613 shop	Wrecker
		(850) 573-0275 cell	Wrecker

## 17. EMERGENCY STOCK REQUIREMENTS

Bin #	Description	Quantity
31-1320	Wire, #4 ACSR Bare	25,000
31-1350	Wire, #1/0 ACSR Bare	6,000
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	100
35-2370	Clevis Dead End	100
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
35-3060	Insulator -Rack Type (Spool)	100
35-3110	Insulator Deadend Epox.	100
35-3115	Insulator, Fiberglass Rod 12"	25
35-3120	Insulator, Fiberglass Rod 5'	50
35-3370	Pole Top Pin	100
35-3470	Pin, Fiberglass Stand Off	100
35-3520	Pole, 30'/6	30
35-3540	Pole, 35'/5	10
35-3555	Pole, 40'/1	30
35-3579	Pole, 45'/1	25
35-3590	Pole, 50'/1	10
35-3600	Pole, 55'/1	5
35-3605	Pole, 60'/1	5
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, 65 Amp	25
91-1090	Transformer, 15 KVA	10
91-1100	Transformer, 25 KVA	20
91-1110	Transformer, 37.5 KVA	10
91-1120	Transformer, 50 KVA	10

## 18. TRANSPORTATION AND EQUIPMENT

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

## 19. CRITICAL CUSTOMER LIST

### A. Hospitals, Clinics, Nursing Homes

Name	Address	Telephone	Contact Person
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

Name	Address	Telephone	Contact Person
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

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

**D. Municipal and State Emergency Services**

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

**E. Communication and Broadcasting Services**

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

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

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

**G. Correction Facilities**

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

**I. Airports**

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

**\*EMERGENCY FUEL**

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

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

## 20. EMERGENCY TELEPHONE LISTING

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

H. City/County Officials

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

I. Public Service Commission

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

**21. LOGISTICS**

**Motels:**

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

**Air Mattress/Cots:**

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

**Laundry & Linen Services/Supplies:**

UniMac Express Laundry	482-6504
Nifty Cleaners	482-2825

**First Aid Supplies:**

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

**Restaurants:**

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

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

**Catering:**

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

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

**Cellular Phones:**

Verizon	526-7701
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**Water Supply:**

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

**Ice Supply:**

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

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

**Vehicle Repair Facilities:**

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

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

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

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

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

**Food Items:**

<u>Item</u>	<u>Quantity</u>	<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

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

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

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

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

## **23. 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.

### **Director Electric Operations**

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.

### **Asst. Operations Manager**

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

### **Senior Engineer**

Check along Hwy 90 from Marianna Substation to Penn Ave.

## **24. 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.