
BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In re: Review of the Retail Rates of FPL

DOCKET NO. 001148-EI

Submitted for Filing:
March 4, 2002

DIRECT TESTIMONY OF
TIMOTHY E. FYFFE ON BEHALF OF
PUBLIX SUPER MARKETS, INC.

1 Q: Please state your name, address and occupation.

2 A: My name is Timothy E. Fyffe. My address is 16751 Southwest 59th Court,
3 Southwest Ranches, Florida 33331. I am employed by Publix as a Facility
4 Service Manager for the Miami Division.

5 Q: Please describe your educational background and work experience.

6 A: I have completed a four year carpenter apprenticeship certified by the
7 State of Florida , Department of Labor and also hold my state certified
8 general contractors license. I started working with Publix in 1983 and
9 have held numerous positions. I started as a carpenter, was promoted to
10 foreman, then promoted to Assistant Department Manager, then
11 Department Manager. During my tenure with Publix, I have had
12 experience in building and setting up new stores, supervising and
13 coordinating remodeling of stores, and nineteen years of experience in
14 dealing with issues related to the repair and maintenance of supermarket
15 facilities. I have held the position of Facility Service Manager since 1993.

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FPSC-COMMISSION CLERK

1 As a Facility Service Manager, I oversee, set the direction, and manage
2 execution of processes and systems necessary to support our new store
3 programs, remodeling programs, repair and maintenance programs, and
4 other related activities necessary to support 194 Publix Retail Stores in the
5 Miami division. This support is accomplished through the coordination
6 and interface with numerous outside service suppliers and internal Publix
7 resources.

8 Q: What is the purpose of your testimony?

9 A: I have been asked to provide testimony regarding my experience in
10 working with Florida Power & Light and other electric service providers to
11 the Publix retail stores in my capacity as Facility Service Manager. The
12 focus of my testimony relates to the customer service, communication,
13 and reliability of the electric service providers that serve Publix retail
14 stores.

15 Q: Please identify any exhibits that accompany your testimony.

16 A: I have attached as Exhibits TEF-1 and TEF-2 the storm related and non-
17 storm related disaster plans between Publix and FPL. In addition, I have
18 included as Exhibit TEF-3 a copy of an FPL five year transformer
19 inspection and replacement plan document, and Exhibits TEF-4 through
20 TEF-12 which show relative outage information among the electric service
21 provider to the various Publix divisions.

22 Q: In your capacity as Facility Service Manager, is it part of your job duties to
23 handle electric service issues for the Publix retail stores in your division?

1 A: Yes. To the extent there is a problem with electric service to a Publix
2 retail store in my division, I am in charge of finding quick and accurate
3 solutions to any electric service problems.

4 Q: In the Miami division, how do you normally interface with an electric
5 service provider when you have a store without power or other electric
6 service issue?

7 A: With electric suppliers other than FPL we have no special processes. We
8 simply call the service provider and ask that the issue be resolved. With
9 FPL it has become necessary to have an Account Manager and formal
10 communication process.

11 Q: You state in your answer that your communications with FPL is through an
12 account representative. What is the current account representative's
13 name?

14 A: Chris Cooke.

15 Q: How long have you been dealing with Chris Cooke?

16 A: Only for approximately 2 1/2 years. Since I have been a Facility Service
17 Manager for Publix, we have had five different FPL account
18 representatives.

19 Q: What is your understanding of the role that these account representatives
20 play in providing service to Publix?

21 A: Our account manager is our single point of contact to assist us with any
22 energy related needs such as energy rebates, responding to power quality

1 issues, power outages, transformer problems, and emergency disaster
2 support.

3 Q: Do you feel that the FPL account representatives have been effective at
4 providing the services they are supposed to provide?

5 A: No. Each of these account representatives seems to have been focused
6 more on sales than customer service. Their communications,
7 accountability, and information sharing is poor at best. Our current
8 account representative, Chris Cooke, is the best account representative
9 we have experienced since 1993. Even so, we continue to work very hard
10 with Chris to get the level of communications, information sharing, and
11 customer service that we need as a national account customer.

12 Q: Can you elaborate on the type of communications and information issues
13 you have with FPL?

14 A: We have to work very hard to get information from FPL. This includes
15 information as basic as reports on the status of power to our stores,
16 emergency numbers for help available 24-hours a day, seven days a
17 week, and getting information to help us make good business decisions.
18 When we have outages if we can get good information on expected
19 duration of outage this will help us make decisions about how to support
20 product with dry ice, refrigerated trailers and or back up generators, etc.
21 While we have seen some improvement in normal the day-to-day, non-
22 storm related area, we continue to struggle with storm related power
23 supply problems, transformer outages and reliability.

1 Q: Let's talk for a moment about storm related service problems with FPL.

2 What types of issues are you having with FPL?

3 A: Primarily we have problems getting account information from FPL during
4 and after storms to help Publix make informed decisions about damage
5 control and continued operations. For example, in 1999 during Hurricane
6 Irene we could not get in touch with our FPL representative, Chris Cooke.
7 When we did we got minimal outage information about our stores. This
8 information is critical to a food store since we have approximately a four
9 hour window without refrigeration before perishable items may become
10 unsafe and prohibited for sale by applicable health and safety regulations.
11 Each Publix store serves the community in which it is located and this is
12 particularly true during and after storms. It is critical for Publix to get back
13 up and running as soon as possible, and in any event, within four hours.
14 By doing so, we can at least insure there is food and water available for
15 the public that may be in need. During and after Hurricane Irene, we
16 could not get in touch with our representative, Chris Cooke, and could not
17 get any information on the status of our stores or the restoration times for
18 electricity. As a result, we resorted to calling Publix associates who had
19 family members working for FPL. Only through those family members
20 were we able to get any information on the status of electric power to our
21 stores and information regarding the dispatch and routing of FPL repair
22 trucks. We found this process to be terribly frustrating and embarrassing

1 for us given the claim FPL made to be aggressively pursuing improved
2 reliability and customer service since 1997.

3 Q: With this extraordinary effort on the part of Publix were you able to avoid
4 losses due to extended outage times?

5 A: No. We were not able to avoid losses. Publix lost considerable sales,
6 increased labor and incurred needless inventory loss during Hurricane
7 Irene.

8 Q: What do you mean by "incurring needless inventory loss?"

9 A: In our efforts to try and do all that we could to help minimize the costs we
10 suffered from outages to our stores, we had our employees identify
11 electric distribution system damage. At least twelve of our stores simply
12 had a fuse jack popped on the power pole behind the store. We
13 attempted to communicate this to our FPL representative and to FPL
14 employees serving those locations generally, but we could not get a
15 response. These stores had power back on to the centers and
16 surrounding home area when Publix was down due to a fuse. This could
17 have been corrected by and FPL technician in a few minutes.

18 Q: After this experience with FPL, did Publix take any action or otherwise try
19 and improve the situation with FPL?

20 A: Yes. After Hurricane Irene, I made contact with my Director, Cherry
21 Bailey, and also Vice-President, Dave Duncan, and asked them to request
22 that FPL provide us a new account manager due to the unacceptable
23 communications and customer service that was provided to Publix.

1 Q: Do you know if that request was made?

2 A: Yes it was.

3 Q: What was FPL's response?

4 A: FPL declined to give us a new account manager. They told us that Chris
5 Cooke would continue to be the account manager for Publix and that they
6 would make some changes to his job focus so that he could better
7 address Publix' needs.

8 Q: Did you take any other actions in response to the issues with FPL's
9 service that arose during Hurricane Irene?

10 A: Yes. We also decided to propose a hurricane disaster plan between
11 Publix and FPL describing our expectations and the communication
12 process during power outage situations to prevent similar lack of
13 communication and miscommunication during outage events.

14 Q: Did FPL agree to the plan?

15 A: Yes. These agreements between Publix and FPL are attached as Exhibits
16 TEF-1 and TEF-2.

17 Q: Have you found that the service provided by the FPL representatives
18 improved since these agreements have been put in place with FPL?

19 A: In general, yes. We have experienced a slight improvement in the non-
20 storm related outage situations and service issues that are experienced by
21 our stores, but minimal improvement in the storm related customer service
22 and reliability issues. We had in September 2000, a No Named storm in
23 October 2000, Hurricane Michelle in November of 2001 since then.

1 Q: Was it your FPL account representative that initiated the effort to come up
2 with storm and non-storm related plans for customer service between
3 Publix and FPL?

4 A: No. Publix initiated the implementation of these plans in order to help
5 remedy the continuing shortfalls in customer service and reliability that
6 Publix has experienced with FPL.

7 Q: You have identified issues that occurred with FPL service to Publix during
8 Hurricane Irene, would you say that experience is indicative of service in
9 general provided by FPL?

10 A: Yes. Out of the four Publix divisions, the Miami division has the largest
11 percentage of stores serviced by FPL. The other three divisions are
12 served mostly by other electric companies such as Georgia Power, TECO,
13 and FPC. Over the last four years the Miami division has had more power
14 outages than the other three divisions combined. Exhibits TEF-4, TEF-5
15 and TEF-6 compare storm related outage information among the electric
16 utility providers to Publix retail stores. Exhibits TEF-7, TEF-8 and TEF-9
17 compare non-storm related outage information among the electric utility
18 providers to Publix retail stores. Exhibits TEF-10, TEF-11 and TEF-12
19 compare transformer related outage information among the electric utility
20 providers to Publix retail stores.

21 Q: Why do you believe there are so many issues with the Miami division?

22 A: It is my experience that it is in large part due to the fact that FPL has done
23 a poor job of proactive preventive maintenance on their equipment, and

1 especially their transformers. In addition, they have done a poor job of
2 trimming vegetation near their power transmission. Service to Publix
3 stores has been interrupted numerous times over the last four years due
4 to transformer failures. In addition, many of our stores have experienced
5 power outages due to tree limbs brushing against power lines during
6 normal summer rain storms.

7 Q: Are you aware that in 1997 FPL initiated a reliability program intended to
8 improve their service liability?

9 A: Yes, I was aware that they initiated such a program in 1997.

10 Q: Have you seen an improvement in the reliability of electric service
11 provided by FPL since 1997?

12 A: No, since the FPL 1997 reliability program was initiated, we have
13 experienced an average of \$97,000.00 per year in service related costs
14 due to power outages to our stores. These costs are associated with
15 damage to our refrigeration, electrical and emergency generator
16 equipment in the Miami division which have required service calls and
17 repairs. These power outages have caused, among other things,
18 numerous compressor contactor failures, lighting contactor failures,
19 computer processing board failures, and general electrical equipment
20 failures. This figure does not include lost sales, lost product or additional
21 retail labor needed as a result.

22 Q: Have you provided any feedback to FPL regarding the continued service
23 reliability issues?

1 A: Yes. Prior to the 2001 storm season we identified to FPL the 23 stores in
2 our Miami division which have the worst reliability in electric service. We
3 gave FPL the store numbers and asked them if they would check the
4 vegetation growth around the power lines leading to those stores and if
5 they would inspect the transformers and fuses serving those stores. We
6 believe that this proactive measure could possibly have eliminated storm
7 related problems at these stores.

8 Q: Did FPL take any action in response to this request?

9 A: To date we have gotten no response from FPL with respect to those 23
10 stores identified.

11 Q: Have you had other non-storm related reliability issues with the FPL
12 service?

13 A: Yes. Since I have been Facilities Services Manager for the Miami
14 division, we have had numerous stores with low or high voltage problems
15 which Publix identified to FPL in the hopes that FPL would initiate some
16 type of improvement efforts in order to prevent those service issues.
17 Further, we have had numerous transformer failures, some of which we
18 believe are due to poor or negligent maintenance on the part of FPL. As a
19 result of some of the more blatant maintenance issues, we have submitted
20 claims to FPL related to those. FPL has in some instances reimbursed
21 the losses to Publix, but on others has not.

22 Q: Why do you believe that the transformer failures for which you submitted
23 claims were due to negligent or poor maintenance on the part of FPL?

1 A: FPL submitted to us five year plans for transformer inspection and
2 replacement. I have attached a copy of that plan as Exhibit TEF-3. As
3 you will see from the plan, FPL failed to complete such inspections timely
4 or in some instances, failed to perform scheduled inspections at all.

5 Q: Do you feel that timely preventive maintenance and inspections of FPL
6 equipment providing electric service to the Publix stores would improve
7 reliability of service provided by FPL?

8 Q: Based on your experience, of all of the electric service providers to the
9 stores in the Miami division, which is the electric provider with the poorest
10 reliability and service?

11 A: FPL.

12 Q: Is it your testimony then that FPL has made no improvement whatsoever
13 in the reliability and customer support they have provided Publix during
14 your tenure as Facility Service Manager?

15 A: No, I believe that FPL has improved in the area of customer
16 communications due to a very aggressive effort on the part of Publix to
17 initiate a protocol for communications back and forth between FPL and
18 Publix in outage situations. In the area of reliability, FPL has made
19 minimal progress in providing more reliable service to Publix stores.
20 Furthermore, FPL's accountability for outage related costs suffered by
21 Publix has been poor.

22 Q: Do you have anything additional to add regarding the FPL reliability issues
23 discussed today?

1 A: No

2 Q: Does that complete your testimony?

3 A: Yes.

Exhibit TEF-1

Hurricane / Disaster Plan For Publix Supermarkets - Year 2000

Publication Date 8/2/2000

About This Document

Document Owner(s): Rick Curry - Publix Supermarkets
Chris Cooke - Florida Power & Light

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Chapter 1: Glossary

FPL Phone Center	Centralized Phone Center
Trouble Ticket	Request to restore power which is sent to field crew / trouble man
ETA	Estimated time of arrival
ETR	Estimated time of restoration
Feeder	Main power line which serves many customers in neighborhood
Critical Power Failure	Total power loss including generator failure. This is total store operational failure.
Normal Power Failure	Total loss of normal power. Your emergency generator will be running and will power your POS-System, computer, Toledo scales and phones. Your emergency lighting will consist of minimal lights for the sales floor, back hallways and receiving area including production areas. You will have no refrigerated case lights or equipment available.
Partial Power Loss	<p>You will identify a partial power failure by having more than what you would have under the normal Power Failure:</p> <p>You will have partial refrigerated case lights and additional lighting in all areas. Your <u>refrigerated systems</u> will be down. Some small appliance equipment will be operational such as deli slicers and bread slicers. Ovens may heat, but not turn, cash register operational, but no turntables. Your <u>emergency generator</u> will be running and your <u>essential</u> POS and computer systems will be functional.</p>

Chapter 2: CSS Procedures

Handling Reported Power Failures - CSS procedures

Geographical Location of Failure

Power failures need to be identified for the location as follows.

1. Publix store only
2. Publix including Shopping Center
3. Surrounding areas beyond Shopping Center, if obtainable.

Initial Action to be taken

Did the store call the Power Company?

Step	Action	
1	If...	Then...
	Yes	Document the following <ul style="list-style-type: none"> • Time of failure • Type of failure • Ticker Number Verify call to Refrigeration Supplier
	No	Instruct the store to call the Power Company

Notification and Dispatching

The Maintenance and Refrigeration Supervisors should be notified of all power failures extending past 1 hour

Continuation of power failures beyond normal working hours will be notified to the On Call Supervisor.

Handling Reported Power Failures - CSS procedures, Continued

Action Steps

Power Failure Type	Definition	Action to be taken
<p>Critical Power Failure</p>	<p>Total loss including generator failure. This is a total store operational failure</p>	<p><u>Dispatch Generator and Electrical service supplier.</u></p>
<p>Normal Power Failure</p>	<p>Total loss of normal power. Your emergency generator will be running and will power your POS System, computer, Toledo scales and phones.</p> <p>Your emergency lighting will consist of minimal lights for the sales floor, back hallways and receiving area including production areas.</p> <p>You will have no refrigerated case lights or equipment available.</p>	<p><u>Notify Generator and Electrical service supplier (Standby - Alert)</u></p> <p>Dispatching will be dependent on estimated time of power restoration.</p>
<p>Partial Power Loss</p>	<p>You will identify a partial power loss by having more than what you would have under the Normal Power Failure.</p> <p>You will have partial refrigerated case lights and additional lighting in all areas. Your refrigerated systems will be down. Some small appliance equipment will be operational such as deli slicers and bread slicers. Ovens may heat, but not turn, cash registers operational, but no turntables. Your emergency generator will be running and your essential POS and computer systems will be functional.</p>	<p><u>Dispatch Electrical service supplier.</u></p> <p>Service supplier is to notify Facility Services if partial power is internal to the Store's Power Distribution Center. This will possibly allow notification to the Power Company to cancel call.</p> <p><u>Notify Generator service supplier of power failure status if generator is running.</u></p>

Chapter 3: Key Players

FPL Account Manager:

FPL has designated the National Account Manager assigned to Publix Supermarkets to act solely on Publix's behalf and as their single point of contact during storm restoration. This individual or designee will:

- Be able to communicate with Publix's assignees at all times.
- Provide pre-assigned updates of storm tracking.
- Provide pre-assigned updates of FPL's storm restoration as it pertains to Publix's stores and distribution facilities.
- Provide updates on Estimated Times of Restoration (ETR) of specific Publix facilities.
- Mobilize FPL resources where possible.

continued

Key Players: Continued

Publix Divisional Maintenance Supervisor

Publix Supermarket's divisional point of contact will be responsible for the following:

- Be able to communicate with FPL designee at all times.
- Provide pre-assigned updates on Publix facilities which have no or partial power
- Provide feedback to Facility Services Manager of updated FPL restoration.
- Provide for contingency power in the event of an unexpected emergency.

Chapter 4: FPL Contact List

Step	Action	Contact
1. Outage confirmed	Call FPL.	Chris Cooke FPL Account Manager (305) 775-7387 cellular (800) 447-2433 Ext 5089 Beeper (954) 321-2073 Office (954) 321-2173 Fax
2. If Chris or designee not available	Call Trena	Trena Planas (800) 995-5761 (800) 447-2433 Ext 5647 Beeper (305) 552-4129 Office (305) 552-4955 Office Fax
3. If Trena not available	Call Bonnie	Bonnie Earle (800) 927-8182 (800) 447-2433 Ext 4133 Beeper (954) 321-2225 Office (954) 321-2173 Office Fax

Chapter 5: FPL Hurricane / Disaster Action Plan

Prior to Storm Season

Item	Action	FPL Contact	Public Contact	Comments
1	Verify communications	Nat'l Acct Mgr	Rick Curry	Verify personnel and backups are in place phone numbers, storm assignments, etc.
2	Meet to go over storm plan	Nat'l Acct Mgr	Rick Curry	Review and edit plan

72 Hours Before Landfall

Item	Action	FPL Contact	Public Contact	Comments
1	Initial contact	Nat'l Acct Mgr	Div Maint Supv	Review plan, look at possible storm characteristics
2	Review current hurricane track	Nat'l Acct Mgr	Div Maint Supv	Review initial strike probabilities
3	Verify communications, and people are in place	Nat'l Acct Mgr	Div Maint Supv	Are there any changes to pre storm plan?

48 Hours Before Landfall

Item	Action	FPL Contact	Public Contact	Comments
1	Review current hurricane track	Nat'l Acct Mgr	Div Maint Supv	Compare strike probabilities
2	Finalize restoration strategy based on prediction of storm's path & intensity	Nat'l Acct Mgr	Div Maint Supv	Confirm with PS Manager

FPL Hurricane Disaster Action Plan: Continued

24 Hours Before Landfall

Item	Action	FPL Contact	Publix Contact	Comments
1	Review and commit to final restoration strategy and plan	Nat'l Accr Mgr	Div Maint Supv	Confirm updates to FS Manager FS Manager to update Retail

Service Restoration

Item	Action	FPL Contact	Publix Contact	Comments
1	Provide lists of stores/centers with power outages	Nat'l Accr Mgr	Div Maint Supv	Make contact according to Communication List and fax on provided "Store Outages" form
2	Provide feedback on outages	Nat'l Accr Mgr	Div Maint Supv	Estimated outage duration; stores which have been re-energized, etc. Fax on "Store Outages" forms Report to FS Mgr to update Retail

Service Recovery

Item	Action	FPL Contact	Publix Contact	Comments
1	Post store feedback	Nat'l Accr Mgr	Div Maint Supv	Lessons learned
2	Report to Management		Div FS Mgr	Report to Retail and Corporate Facilities

Exhibit TEF-2

Publix Supermarkets Facility Services Group

Power Restoration Plan For Publix Retail Facilities

Publication Date: 5/21/2001

About This Document

Document Owner(s) Rick Curry - Publix Supermarkets
Chris Cooke - Florida Power & Light

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Chapter 1: Prologue

The intent of this plan is to identify the course of action for the Facility Service Group and associated power companies to model during restoration of power failures. It should be noted that this specific plan was modeled within the Miami Division with Florida Power & Light and its current capabilities.

We are aware that the remaining power companies may not have all the capabilities that are available to us with FP&L and should utilize available steps where possible.

Power failures should be identified as all failures not related to named storms, hurricanes and unforeseen disaster (see Chapter 8 Action Plan)

Chapter 2: Glossary

FPL Phone Center	Centralized Phone Center
Trouble Ticket	Request to restore power which is sent to field crew / trouble man
Ticket Number <i>(Give to Customer)</i>	Recall response number. To be used when calling back for status on existing power failures.
ITR	Initial Time of Restoration When first call is made to FPL you will receive an ITR which is a computer generated restoration time "Based on History".
ETA	Estimated time of arrival
ETR	Estimated time of restoration
Feeder	Main power line which serves many customers in neighborhood
Critical Power Failure	Total power loss including generator failure. This is total store operational failure.
Normal Power Failure	Total loss of normal power. Your emergency generator will be running and will power your POS-System, computer, Toledo scales and phones. Your emergency lighting will consist of minimal lights for the sales floor, back hallways and receiving area including production areas. You will have no refrigerated case lights or equipment available.
Partial Power Loss	You will identify a partial power failure by having more than what you would have under the normal Power Failure. You will have partial refrigerated case lights and additional lighting in all areas. Your refrigerated systems will be down. Some small appliance equipment will be operational such as deli slicers and bread slicers. Ovens may heat, but not turn. cash register operational, but no turntables. Your emergency generator will be running and your essential POS and computer systems will be functional.

Chapter 3: CSS Procedures

Handling Reported Power Failures - CSS procedures

Geographical Location of Failure:

Power failures need to be identified for the location as follows:

1. Publix store only
2. Publix including Shopping Center
3. Surrounding areas beyond Shopping Center, if obtainable.

Initial Action to be taken

Did the store call the Power Company ?

Step	Action	
1	If...	Then...
	Yes	<ul style="list-style-type: none"> • Document the following: • Time of failure • Type of failure • Ticket Number • Verify call to Refrigeration Supplier
	No	<ul style="list-style-type: none"> • Instruct the store to call the Power Company • CSS can call power company and forward information to store (optional)

Notification and Dispatching

The Maintenance and Refrigeration Supervisors should be notified of all power failures extending past 1 hour

Continuation of power failures beyond normal working hours will be notified to the On Call Supervisor.

continued on next page

Handling Reported Power Failures - CSS procedures. Continued

Action Steps

Power Failure Type	Definition	Action to be taken
<p>Critical Power Failure</p>	<p>Total loss including generator failure. This is a total store operational failure.</p>	<p><u>Dispatch Generator and Electrical service supplier</u></p>
<p>Normal Power Failure</p>	<p>Total loss of normal power. Your emergency generator will be running and will power your POS-System, computer, Toledo scales and phones.</p> <p>Your emergency lighting will consist of minimal lights for the sales floor, back hallways and receiving area including production areas.</p> <p>You will have no refrigerated case lights or equipment available.</p>	<p><u>Notify Generator and Electrical service supplier (Standby - Alert)</u></p> <p>Dispatching will be dependent on estimated time of power restoration.</p>
<p>Partial Power Loss</p>	<p>You will identify a partial power loss by having more than what you would have under the Normal Power Failure.</p> <p>You will have partial refrigerated case lights and additional lighting in all areas.</p> <p>Your refrigerated systems will be down. Some small appliance equipment will be operational such as deli slicers and bread slicers. Ovens may heat, but not turn. cash registers operational, but no turntables. Your emergency generator will be running and your essential POS and computer systems will be functional.</p>	<p><u>Dispatch Electrical service supplier.</u></p> <p>Service supplier is to notify Facility Services if partial power is internal to the Store's Power Distribution Center. This will possibly allow notification to the Power Company to cancel call.</p> <p><u>Notify Generator service supplier of power failure status if generator is running.</u></p>

Chapter 4: Key Players

FPL Account Manager:

FPL has designated the National Account Manager assigned to Publix Supermarkets to act solely on Publix's behalf and as their single point of contact for service escalation of power restoration. This individual or designee will:

Be able to communicate with Publix's assignees at all times.

- Expect communication only from Publix's Division Maintenance Supervisor or designee.

Provide pre-assigned updates on Estimated Times of Restoration (ETR) of specific Publix facilities where possible.

Mobilize FPL resources where possible.

continued

Key Players: Continued

Publix Divisional Maintenance Supervisor

Publix Supermarket's divisional point of contact will be responsible for the following:

- Be able to communicate with FPL designee at all times.
- Allow 1 hour after a store/facility is without power for FPL's restoration system to work.
- Provide feedback to Retail and Facility Services Manager of updated FPL restoration.
- Provide updates of on-duty designees as assignments are made.

Chapter 5: FPL Contact List

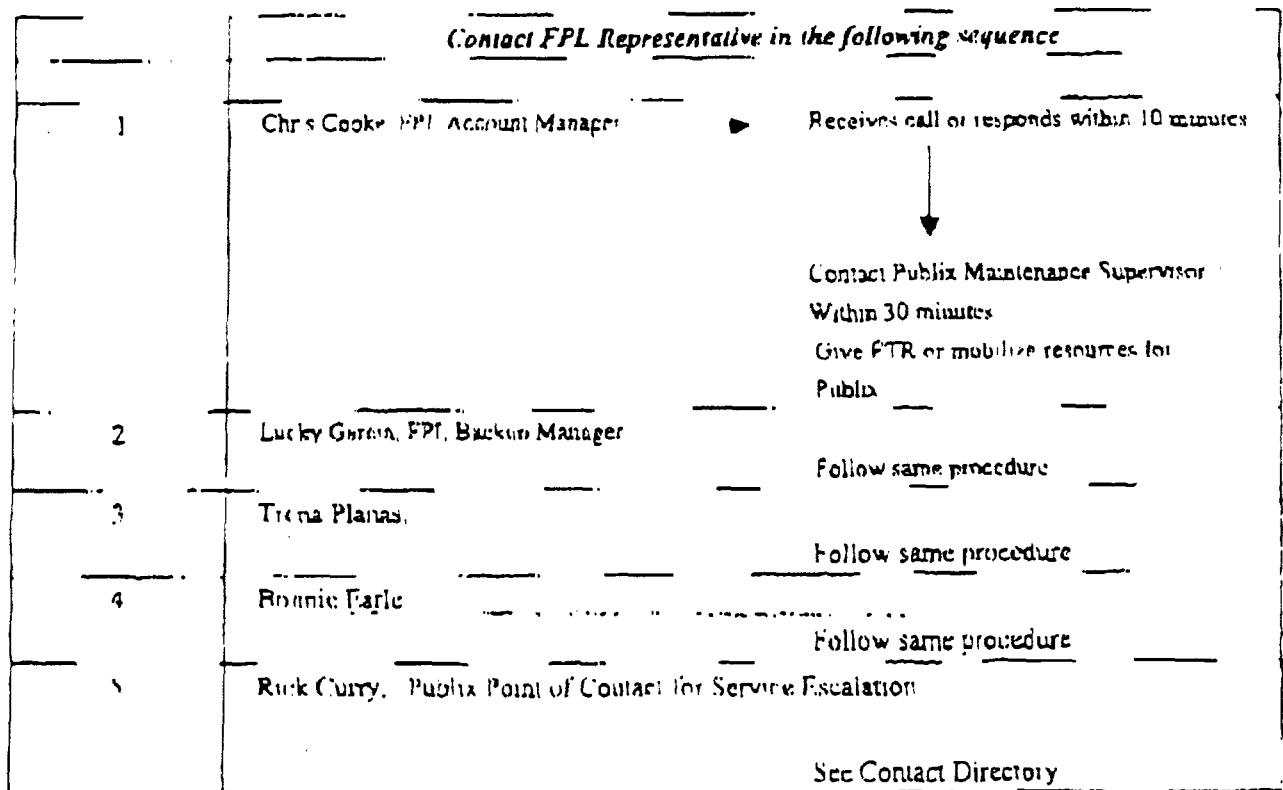
Call Order		FP&I
1.		Chris Cooke FPL Account Manager
↓	Email	Chris_Cooke @fpl.com
	Cellular	305-775-7387
	Pager	800-447-2433 / pin 5089
	Office	954-321-2073
	Home	954-434-2695
2.		Lucky Garcia FPL Backup Manager
↓	Cellular	305-778-3316
	Pager	800-447-2433 / pin 8405
	Office	305-552-4325
	Home	305-826-3371
3		Trena Plana, Assistant
↓	Office	305-552-4129 Office
	Pager	305-447-2433 / pin 5647
4		Bonnie Earle, Assistant
↓	Office	954-321-2225
	Pager	800-447-2433 / pin 4133
5	Service Escalation	Rick Curry Publix point of contact See Contact Information- Facility Services

Chapter 6: Contact Information Facility Services

Call Order	Division	Name	Position	Phone Numbers
1	Miami	Rick Curry	Maintenance Supervisor	Cellular 954-444-0001 Home 954-971-8241 Office 305-77-3350 Email Rick.Curry@mail.Publix.com
2	Miami	Tim Fyffe	Facility Services Manager	Cellular 305-522-2093 Home 954-680-7649 Office 305 770 3350 Email Tim.Fyffe@mail.Publix.com
1	Lakeland	Ed Sullivan	Maintenance Supervisor	Cellular 863 559-1477 Pager 863 965-4369 Home 863 647-0000 Office 863-688-7407 Ext 1397 Email Ed.Sullivan@mail.Publix.com
2	Lakeland	Ric Truett	Asst. Facility Mgr	Cellular 863-559-1479 Pager 863 965 4294 Home 863 559 1479 Office 863-688-7407 Ext 3087 Email Ric.Truett@mail.Publix.com
1	Jacksonville	Larry Zippel	Maintenance Supervisor	Cellular 904-759-1575 Pager 904 199 4575 Home 904-642 6572 Office 904-693-6177 Ext 4516 Email Larry.Zippel@mail.Publix.com
2	Jacksonville	Paul Butler	Facility Manager	Cellular 904-759-9177 Pager 904 499 4570 Home 904-230-5261 Office 904 693 6127 Ext 4504 Email Paul.Butler@mail.Publix.com
1	Atlanta	Terry Harnett	Maintenance Supervisor	Cellular 770-294-0235 Pager 888 980 2041 Home 770-466-3444 Office 770-941-1949 ext. 226 Email Terry.Harnett@mail.Publix.com
2	Atlanta	Terry Abraham	Facility Manager	Cellular 770-294-3777 Pager 888-259-2343 Home 770 889 4041 Office 770-941-1949 ext.231 Email Terry.Abraham@mail.Publix.com

Chapter 7: Communication Action Plan

The Divisional Maintenance Supervisor or designee will follow this process if power has not returned in 60 minutes.



FPL Hurricane Disaster Action Plan: Continued

24 Hours Before Landfall

Item	Action	FPL Contact	Publix Contact	Comments
1	Review and commit to final restoration strategy and plan	Nat'l Acct Mgr	Div Maint Supv	Confirm updates to FS Manager FS Manager to update Retail

Service Restoration

Item	Action	FPL Contact	Publix Contact	Comments
1	Provide lists of stores/centers with power outages	Nat'l Acct Mgr	Div Maint Supv	Make contact according to Communication List and fax on provided "Store Outages" form
2	Provide feedback on outages	Nat'l Acct Mgr	Div Maint Supv	Estimated outage duration; stores which have been re-energized, etc. Fax on "Store Outages" form Report to FS Mgr to update Retail

Service Recovery

Item	Action	FPL Contact	Publix Contact	Comments
1	Post store feedback	Nat'l Acct Mgr	Div Maint Supv	Lessons learned
2	Report to Management		Div FS Mgr	Report to Retail and Corporate Facilities

FPL Storm Contact List

Outage confirmed Call FPL.

CHRIS COOKE
FPL National Account Manager
(305) 775-7387 cellular
(800) 447-2433 Ext 5089 Beeper
(954) 321-2973 Office
(954) 321-2173 Office Fax

Is Chris Cooke
or designee
available?

N

Trena Planas
(800) 995-5761
(800) 447-2433 Ext 5647 Bpr
(305) 552-4129 Office
(305) 552-4955 Office Fax

Is Trena available?

N

Bonnie Ezrie
(800) 927-8182
(800) 447-2433 Ext 4133 Bpr
(954) 321-2225 Office
(954) 321-2173 Office Fax

7/5/01

Publix Super Markets Electric Facilities

1				1083912665	100 W CAMINO REAL # 129	BOCA RATON	33432	500	VT	8799657020	2		2/02	
2	51	5		1379303542	9030 BISCAYNE BLVD	MIAMI SHORES	33138	1000	VT	8736041880	22	30-Jul-99	2/02	5 year inspection. Everything OK
3	282	2		2813931408	15660 SAN CARLOS BLVD R 22	FORT MYERS	33908	500	VT	5530855580	94		3/02	
4	66	3		2871369621	6041 W SUNRISE BLVD	SUNRISE	33313	500	VT	8708152190	32		1/01	
5	91	5		2907639021	9068 BISCAYNE BLVD	MIAMI SHORES	33138	1000	VT	8736041880		30-Jul-99	3/02	5 year inspection. Everything OK
6	297	2		3014605059	220 RINGLING SHPG PLZ	SARASOTA	34237	167	VT	5156889190	113		3/02	
7	51	5		3034368144	9076 BISCAYNE BLVD	MIAMI SHORES	33138	1000	VT	8736041880		30-Jul-99	3/02	5 year inspection. Everything OK
8	58	12		3245187772	4870 BISCAYNE BLVD	MIAMI	33187	187	VT	8735818160	23	2-Aug-99	4/04	
9	67	4		3314190559	18950 NW 2ND AVE # PKG LOT	MIAMI	33169	750	VT	8726810010		8-Oct-99	4/04	
10	49	4		3888578310	12885 NE 6TH AVE	NORTH MIAMI	81161	750	VT	8796399430	21	28-Sep-99	4/04	
11	276	1		4097058418	523 TAMIAHI TRL S	VENICE	34285	167	VT	5215020540	102		3/02	
12	273	1		4113628145	537 TAMIAHI TRL S	VENICE	34285	75	VT	5215021480	99		3/02	
13	None	None		4179371283	2270 SW 27TH AVE	MIAMI	33145	500	VT	8695292970	39	26-Mar-99	3/02	5 year inspection. Everything OK
14	51	5		4255816599	9030 BISCAYNE BLVD	MIAMI SHORES	33138	1000	VT	8736041880		30-Jul-99	3/02	5 year inspection. Everything OK
15	273	1		4259684167	543 TAMIAHI TRL S # 2589	VENICE	34285	75	VT	5215021480	100		3/02	
16	104	8		4936964677	8319 W SUNRISE BLVD	PLANTATION	33322	750	VT	8688247130	40		1/01	
17	348	6		4967335383	261 RIVERSIDE DR # 41	HOLLY HILL	32117	300	VT	3780620120	121		4/02	
18	348	6		6307802288	237 RIVERSIDE DR	HOLLY HILL	32117	300	VT	3780625040			4/02	
19	183	3		6441678977	20891 S DIXIE HWY	MIAMI	33169	750	VT	8614030250		30-Jun-99	4/04	
20	None	None		6655192521	122 RINGLING SHPG PLZ	SARASOTA	34237	100	VT	5156889230	112		3/02	
21	None	None		7126185066	2521 E ATLANTIC BLVD	POMPANO BEACH	33062	750	VT	8798822260			3/01	
22	275	1		7384450404	519 TAMIAHI TRL S	VENICE	34285	75	VT	5215020570	101		3/02	
23	276	1		7436905033	525 TAMIAHI TRL S	VENICE	34285	167	VT	5215020540	104		3/02	
24	185	3		7473024318	POA BLVD & US 1	N PALM BCH	23468	1000	VT	6813234780	70		1/02	
25	90	3		8111156033	6890 MIRAMAR PKWY # G	MIRAMAR	33023	300	VT	8706877810	33		4/00	
26	51	5		8130424362	9030 BISCAYNE BLVD	MIAMI SHORES	33138	1000	VT	8736041880		30-Jul-99	3/02	5 year inspection. Everything OK
27	163	3		9288880289	20761 S DIXIE HWY	MIAMI	33169	750	VT	8614030250		30-Jun-99	4/04	
28	None	None		9677483201	7070 COLLEGE PKWY # 2	FORT MYERS	33907	750	VT	5581128670			3/01	
29	258	6		9677483201	7070 COLLEGE PKWY # 2	FORT MYERS	33907	750	VT	5581128670			3/02	
30	106	3		0309219517	4693 S UNIVERSITY DR	DAVIE	33328	250	AV	8687598790			4/00	
31	109	2		0408328424	4627 S UNIVERSITY DR	DAVIE	33328	75	AV	8687598790			4/00	
32	109	2		1224127421	4651 S UNIVERSITY DR	DAVIE	33328	75	AV	8687598790			4/00	
33	242	9		1718423427	3066 SW MARTIN DOWNS BLVD	PALM CITY	34993	167	AV	6655682330			3/02	
34	109	2		2295365435	4657 S UNIVERSITY DR	DAVIE	33328	75	AV	8687598790			4/00	
35	916	2		2529052058	1435 S BABCOCK ST	MELBOURNE	32901	167	AV	4842252610			3/02	
36	109	2		3460985447	4617 S UNIVERSITY DR	DAVIE	33328	75	AV	8687598790			4/00	
37	None	None		3589282179	1401 S BABCOCK ST # LIGHTS	MELBOURNE	32901	167	AV	4842252710			3/02	
38	142	1		5193467104	11701 S DIXIE HWY # 48	MIAMI	33156	167	AV	8644644650			1/00	
39	109	2		5737691138	4627 S UNIVERSITY DR	DAVIE	33328	75	AV	8687598790			4/00	
40	109	2		6289640168	4643 S UNIVERSITY DR	DAVIE	33328	75	AV	8687598790			4/00	
41	106	3		6451320524	4693 S UNIVERSITY DR	DAVIE	33328	250	AV	8687598790			4/00	
42	109	2		8051668011	4617 S UNIVERSITY DR	DAVIE	33328	75	AV	8687598790			4/00	
43	109	2		9460401418	4643 S UNIVERSITY DR	DAVIE	33328	75	AV	8687598790			4/00	
44	14	4		4754253443	777 SW 12TH AVE	DEERFIELD BCH	33442	2000	PR	8779365730			4/00	
	14	4		4754253443	777 SW 12TH AVE	DEERFIELD BCH	33442	2000	PR	8779365730			4/00	
	14	4		4754253443	777 SW 12TH AVE	DEERFIELD BCH	33442	2500	PR	8779365730			4/00	
	14	4		4754253443	777 SW 12TH AVE	DEERFIELD BCH	33442	2500	PR	8779365730			4/00	

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18	83	252	5	0010900	4465831453	38	16520 S TAMIAHI TRL # 27	FORT MYERS	33908	500	PM	5590727526		1-Jul-96	4/00
19	84	313	5	0010700	1405909217	36	2067 N ATLANTIC AVE	COCOA BEACH	32931	250	AV	4854121400		14-Oct-98	4/04
20	85	265	3	0011600	7292634081	34	115 TAMIAHI TRL # 4125	PUNTA GORDA	33950	500	PM	5463964210		18-Apr-97	4/01
21	86	None	None	0012000	7283208022	47	243 E EAU GALLIE BLVD # E12	MELBOURNE	32937	500	PM	4882800286		6-Feb-98	4/02
22	87	323	1	0012400	4041609381	38	239 CROCKETT BLVD	MERRITT ISLAND	32953	500	PM	4794409930		6-Sep-96	4/00
23	88	265	3	0014900	9699346509	40	5391 FRIIHTVILLE RD	SARASOTA	34232	500	PM	5196897560		13-Mar-97	4/01
24	89	186	5	0015400	9184232206	34	2862 TAMIAHI TRL E	NAPLES	34112	750	VT	7648092480	63		3/02
25	90	822	4	0015600	9773706279	36	777 E MERRITT ISLAND CSWY	MERRITT IS	32952	500	PM	4804149970		6-Sep-96	4/00
26	91	182	1	0017200	8181437157	36	4601 9TH ST N	NAPLES	34109	500	VT	7628566930	68		3/02
27	92	291	1	0017900	2899340511	34	3690 BEE RIDGE RD	SARASOTA	34233	750	VT	5176576480	109		3/02
28	93	272	3	0019000	0780241469	36	1667 US HIGHWAY 41 BYP S # 16	VENICE	34283	750	VT	5224942350	96		3/02
29	94	258	6	0020000	7070537597	36	7070 COLLEGE PKWY # 1	FORT MYERS	33907	750	VT	5581128670	99		3/02
30	95	320	2	0020200	7903308174	38	3200 LAKE WASHINGTON RD	MELBOURNE	32934	750	VT	4812702110	117		3/02
31	96	317	1	0021900	0657106084	36	4711 BABCOCK ST NE # 17	PALM BAY	32905	750	VT	4841854760	116		3/02
32	97	283	1	0021700	7174942503	47	1001 TAMIAHI TRL N	NOKOMIS	34275	750	VT	5205310810	106		3/02
33	98	306	1	0021800	8473149543	36	525 BAY ISLES PKWY	LONGBOAT KEY	34228	500	VT	5087099650	115		3/02
34	99	None	None	0022100	3160943910	38	2150 TAMIAHI TRL # 0221	PORT CHARLOTTE	33948	750	PM	5414363960		18-Mar-97	4/01
35	100	270	2	0024400	3932541372	36	1655 ENGLEWOOD RD	ENGLEWOOD	34223	750	VT	5254360990	97		3/02
36	101	249	2	0024700	0826038579	36	4901 PALM BEACH BLVD 15	FORT MYERS	33905	500	PM	5622058630		13-Feb-98	4/02
37	102	191	7	0024900	4210637262	47	871 VANDERBILT BEACH RD	NAPLES	34108	500	VT	7628986500	67		3/02
38	103	321	4	0025800	0289206168	38	2261 W NEW HAVEN AVE	MELBOURNE VILLAGE	32904	167	AV	4812292020			3/02
39	104	325	1	0026400	7222704383	36	1880 US HIGHWAY 1 S	ROCKLEDGE	32955	500	PIA	4784025290		23-Aug-96	4/00
40	105	329	6	0027200	1632709454	38	3265 GARDEN ST	TITUSVILLE	32786	800	PIA	4706105550		28-Jan-97	4/01
41	106	310	5	0028500	5334818522	40	1024 HIGHWAY A1A # 604	SATELLITE BEACH	32937	167	AV	4862919840			3/02
42	107	310	5	0028500	5465201068	40	1024 HIGHWAY A1A # 604	SATELLITE BEACH	32937	167	AV	4862919840			3/02
43	108	340	2	0028900	9375315919	38	3803 S ORLANDO DR	SANFORD	32779	750	VT	4417277010	119		4/02
44	109	328	4	0029800	1249403400	38	1923 KNOX MCRAE DR	TITUSVILLE	32780	500	PIA	4715830200		23-Jan-97	4/01
45	110	184	4	0033000	2109948681	40	3428 CLARK RD # PUBLIX	SARASOTA	34231	500	PM	5176338410		11-Apr-97	4/01
46	112	289	3	0035400	2862739725	40	6242 US HIGHWAY 301 N	ELLEFTON	34222	500	PIA	5178259670		25-Feb-97	4/01
47	113	293	5	0035800	8115535011	40	8450 LOCKWOOD RIDGE RD # PUBLIX	SARASOTA	34243	750	VT	5167298250	110		3/02
48	114	282	2	0036100	1164649707	48	5804 BEE RIDGE RD # PLX	SARASOTA	34233	250	VT	5206548470	105		3/02
49	115	266	2	0036300	0499045987	40	4300 KINGS HWY # PUBLIX	PUNTA GORDA	33960	500	PIA	5454158100		25-Mar-97	4/01
50	116	190	3	0036500	2859237121	56	3306 BONITA BEACH RD # PUBLIX	BONITA SPRINGS	34134	750	VT	7629540260	66		3/02
51	117	301	3	0036600	8321432621	40	4425 14TH ST W # 701	BRADENTON	34207	500	PM	5127787380		1-Jun-96	4/00
52	118	271	6	0038400	4959343338	40	4173 TAMIAHI TRL S	VENICE	34283	500	PM	5244737550		8-Mar-97	4/01
53	119	283	5	0039100	8938841844	40	3941 TAMIAHI TRL # 3145	PUNTA GORDA	33950	500	PM	5403532850		6-Apr-97	4/01
54	120	269	5	0040900	6699140469	48	1509 PLACIDA RD # PUBLIX	ENGLEWOOD	34223	1000	VT	5271987260	86		3/02
55	121	264	2	0040800	6112836025	48	24123 PEACHLAND BLVD # PUBLIX	PORT CHARLOTTE	33954	750	VT	5464446920	55		3/02
56	122	288	1	0040900	1817040601	65	8409 S TAMIAHI TRL	SARASOTA	34238	1000	VT	5186003530	108		3/02
57	123	181	2	0041800	3792834857	65	7101 RADIO RD	NAPLES	34104	1000	VT	7688216480	61		3/02
58	124	187	3	0041600	3206739355	48	11200 W US 41 # 2200	NAPLES	34110	750	VT	7638109050	64		3/02
59	125	268	5	0041600	1847649803	48	14879 TAMIAHI TRL # PUBLIX	NORTH PORT	34287	750	PM	5354661720		14-Feb-97	4/01
60	126	302	2	0041700	3669631698	48	6030 14TH ST W # PUBLIX	BRADENTON	34207	500	PM	5127553490		1-May-96	4/00
61	127	318	10	0042400	5677618184	48	1150 SE WALABAR RD	PALM BAY	32906	750	PM	4831646170		30-Nov-98	4/02
62	128	260	2	0042600	6568834598	55	4E03 SUMMERLIN RD	FORT MYERS	33919	750	PM	5571447400		1-Aug-96	4/00
63	129	182	2	0045300	2266117573	55	5691 PINE RIDGE RD	NAPLES	34109	750	PM	7676676690		9-Mar-96	4/02

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64	130	324	5	0048700	7896004324	40	7777 N WICKHAM RD # 7	MELBOURNE	32040	750	PM	4783258990		16-Aug-96	4/00	
65	131	185	2	0048800	9765374170	55	2310 PINE RIDGE RD	NAPLES	34109	750	PM	7648681460		2-Mar-88	4/02	
66	132	264	7	0049100	9644426398	55	7280 55TH AVE E	BRADENTON	34203	750	PM	5187588920		19-Feb-97	4/01	
67	133	308	8	0049800	1047810665	47	3830 S HIGHWAY A1A # PUBLIX	MELBOURNE BEACH	32951	750	PM	4901701600		4-Feb-86	4/02	
68	134	180	6	0051600	2868001591	58	12663 TAMiami TRL E	NAPLES	34112	750	PM	7697655070		14-Jan-88	4/02	
69	135	327	5	0052300	3342440397	47	7325 N US HIGHWAY 1	COCOA	32927	750	PM	4745164860		13-Sep-96	4/00	
70	136	289	6	0056500	6689051083	47	3825 S OSPREY AVE	SARASOTA	34229	750	PM	5186542680		1-Jun-96	4/00	
71	137	261	3	0057800	9353117055	55	11690 GLAD/DIOLUS DR #PUBLIX	FORT MYERS	33908	750	PM	5530881710		1-Jul-96	4/00	
72	138	189	13	0090400	6078757351	37	24600 S TAMiami TRL #PUBLIX	BOYITA SPGS	34134	500	PM	7629841880			4/00	
73	139	260	13	0061400	2586620209	51	21381 S TAMiami TRL # PUBLIX	ESTERO	31928	750	PM	5820256320			4/00	
74	140	183	8	0063500	6014252293	51	5624 STRAND BLVD #PUBLIX	NAPLES	34110	750	PM	7649164130		26-Mar-88	4/02	
75	141	341	3	0064100	8224655251	37	8240 W STATE ROAD 46 # 641	SANFORD	32771	750	PM	4377323890			4/00	
76	142	None	None	0068100	8366597238	27	3900 EAST BAY DR	HOLMES BCH	34217	500	PM	5047904900			4/00	
77	143	286	2	0410400	5787849802	Other	6123 SAWYER RD	SARASOTA	34238	750	VT	5186333040	107		3/02	
	144	287	2	0410400	5783840805	Other	6123 SAWYER RD # PUBLX SGH	SARASOTA	34238	10	AE	5186320460				
78	145	None	None	1001000	0292871555	56	8341 W FLAGLER ST	MIAMI	33144	750	VT	8635488820	49	2-Dec-98	4/04	
79	146	97	3	1001200	3962353565	65	800 N UNIVERSITY DR # 12	PEMBROKE PINES	33024	750	VT	8687211170	38		4/00	
80	147	207	6	1001400	1303517245	38	4753 N CONGRESS AVE	LANTANA	33462	167	VT	6791236800	78	13-Oct-89	4/04	
81	148	21	4	1001600	4622612655	38	21299 SAINT ANDREWS BLVD	BOCA RATON	33433	500	VT	8769756590	7		2/02	
82	149	222	1	1002300	0667727820	38	6790 FOREST HILL BLVD	WEST PALM BEACH	33413	500	PM	6751861440		28-Apr-97	4/01	
83	150	179	5	1002400	5133667310	38	10201 HAMMOCKS BLVD # 111	MIAMI	33186	750	VT	8564772420	60		1/00	
84	151	31	3	1003800	0931180318	38	2952 AVENTURA BLVD	AVENTURA	33189	750	VT	8766833250	12	17-Sep-88	4/04	
85	152	157	2	1003100	5331070473	38	8755 NW 41ST ST	MIAMI	33178	167	AV	8625738660			1/00	
86	153	64	7	1004000	7036659436	36	4121 W COMMERCIAL BLVD	TAMARAC	33319	1000	VT	8728418850	25		1/01	
87	154	None	None	1004600	0788482410	34	12820 BISCAYNE BLVD	NORTH MIAMI	33181	750	VT	8746382530	19	1-Oct-89	4/04	
	155	None	None	1004600	1831488371	34	12700 BISCAYNE BLVD	NORTH MIAMI	33181	75	AE	8746381500				
88	156	169	4	1004700	6801715150	38	1589 W LANTANA RD	LANTANA	33462	250	VT	6801498140	73	26-Oct-89	4/04	
89	157	186	6	1005000	7587678840	38	1928 CONGRESS BLVD # 68	WEST PALM BEACH	33413	500	AV	5778222220			1/00	
90	158	85	3	1005300	2580457592	65	5211 SHERIDAN ST	HOLLYWOOD	33021	750	VT	8727371790	26		4/00	
91	159	206	1	1005500	6302522914	36	1709 S CONGRESS AVE	PALM SPRINGS	33461	750	PM	6791766760		1-Jun-86	4/00	
92	160	5	9	1005600	2144551326	40	3700 N FEDERAL HWY # VAULT	LGHTSE PT	33064	250	AV	8798141300			3/01	
93	161	24	8	1005700	3312448248	24	2632 N DIXIE HWY # 57	FT LAUDERDALE	33334	167	AV	8788298940			2/01	
94	162	25	3	1005800	5823042295	21	800 N FEDERAL HWY # 59	FORT LAUDERDALE	33304	75	AE	8768171090				
95	163	147	5	1006000	7052067432	24	9680 SW 24TH ST # 60	MIAMI	33155	167	VT	8635274770	50		1/00	
96	164	19	5	1006600	3716787546	36	18330 COLLINS AVE	MIAMI	33160	500	VT	8776758150	5	28-Oct-99	4/04	
97	165	174	6	1026900	8273866379	36	13820 SW 88TH ST	MIAMI	33166	750	VT	8584819200	58		1/00	
98	166	16	4	1037000	7728041026	48	3408 N FEDERAL HWY	FORT LAUDERDALE	33306	167	AV	8778395589			1/01	
99	167	1	9	1037200	8693617113	36	2008 N FEDERAL HWY # 72	BOCA RATON	33431	167	VT	8809848120	1		2/02	
100	168	15	4	1037400	2573851161	38	771 S CYPRESS RD # 74	POIMPANO BEACH	33060	167	AV	8776757260			3/01	
101	169	87	7	1037500	7419550582	24	6821 TAFT ST # 75	HOLLYWOOD	33024	167	AV	8787381100			4/00	
102	170	20	7	1037900	9018172336	34	5876 COLLINS AVE	MIAMI BEACH	33141	500	VT	8776583320	6	15-Jun-98		5 year inspection. Everything OK
103	171	48	9	1038000	5421382697	36	850 N MIAMI BEACH BLVD	NORTH MIAMI BEACH	33162	167	VT	8736554810	20	5-Oct-89	4/04	
104	172	4	3	1038200	4127859408	36	15D S FEDERAL HWY # 1	DEERFIELD BEACH	33441	167	AV	8789488150			4/01	
105	173	120	5	1038400	8218581168	24	2551 LEJUNIE RD	CORAL GABLES	33134	250	AV	8645245930		4-Mar-89	4/04	
106	174	121	2	1038480	8240521335	Other	350 ANDALUSIA	CORAL GABLES	33134	25	AE	8685243940				
		121	2	1038480	8240521335	Other	350 ANDALUSIA	CORAL GABLES	33134	100	AE	8685243940				
107	175	121	2	1038492	8416505488	Other	352 ANDALUSIA # 2	CORAL GABLES	33134	25	AE	8685243940				

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194	266	127	4	1034200	2466367782	48	10066 CLEARY BLVD	PLANTATION	33324	167	VT	8678016900	42		1/01
195	267	146	2	1034800	5210671763	40	2414 W 60TH ST	HALEAH	33016	167	AE	8636261140			
196	268	197	2	1034600	7685310522	38	501 SE 18TH AVE # PUBLIX	BOYNTN BCH	33435	750	VT	6810633600	71	5-Nov-99	4/04
197	269	None	None	1034600	4419259298	40	3740 W HILLSBORO BLVD	DEERFIELD BEACH	33442	750	VT	8759484250	15		4/01
198	270	235	8	1036200	3229810382	40	1160 ROYAL PALM BEACH BLVD # PUBLIX	ROYAL PALM BEACH	33411	500	VT	6702248700	99		1/02
199	271	None	None	1036400	4936456161	56	5600 W SAMPLE RD # O	MARGATE	33073	250	AV	8729163000			2/01
200	272	205	2	1036700	5497821348	40	9900 ATA # PUBLIX	PALM BEACH GARDENS	33410	167	VT	6793182130	77		1/02
201	273	128	4	1036800	2433356835	40	9961 MIRAMAR PKWY	MIRAMAR	33425	750	VT	8676027960	43		4/00
202	274	209	3	1036900	9027313618	40	7431 N FEDERAL HWY # 368	BOCA RATON	33487	1000	VT	6800144520	75		2/02
203	275	214	8	1037100	4931426933	55	4800 12 ST #GROCERY STORE	W PALM BCH	33407	167	VT	6772389610	81		1/02
204	276	148	2	1037200	4783664735	40	13700 W STATE ROAD 84	DAVIE	33325	167	AV	8637976726			4/00
205	277	93	3	1037300	0679267987	48	1305 N UNIVERSITY DR	CORAL SPRINGS	33071	750	VT	8698921216	36		3/01
206	278	161	9	1037500	6442964513	40	1525 SW 107TH AVE # PUBLIX	MIAMI	33174	500	VT	8615969480	52		1/00
207	279	246	1	1038600	0140922014	40	810 S US HIGHWAY 1 # PUBLIX	VERO BEACH	33962	500	PM	6606637670		16-Apr-97	4/01
208	280	228	9	1038800	4782516181	40	7375 W ATLANTIC AVE	DELRAY BCH	33446	500	VT	6740485410	88	11-Oct-98	4/04
209	281	239	2	1039400	0488112702	48	13880 WELINGTON TRCE # PUBX	WEST PALM BEACH	33414	167	VT	6681900220	91		1/02
210	282	154	3	1039600	7444851591	48	4901 SW 148TH AVE	FT LAUDERDALE	33331	250	AV	8627575630			2/01
211	283	215	1	1039700	8081811394	48	4868 LE CHALET BLVD # PUBX	BOYNTON BEACH	33436	250	AV	6771194580		26-Oct-98	4/04
212	284	198	4	1040100	8445526164	55	95 S US HIGHWAY 1	JUPITER	33477	167	VT	6803915180	72		1/02
213	285	30	9	1040200	2814555765	55	1400 E HALLANDALE BEACH BLVD	HALLANDALE	33089	750	VT	8767088060	11		4/00
	286	29	1	1040200	2836556734	55	1400 E HALLANDALE BEACH BLVD	HALLANDALE	33089	150	PM	8767092050		28-Apr-98	4/02
214	287	None	None	1040300	5139621733	40	3235 SW PORT SAINT LUCIE BLVD	PORT SAINT LUCIE	34953	500	PM	6806163870		19-Mar-97	4/01
215	288	61	3	1040600	6948552168	48	6570 N STATE ROAD 7 # PUBLIX	COCONUT CREEK	33073	167	AV	8729058960			2/01
216	289	751	3	1041300	5225910168	48	9855 LAKE WORTH RD # PUBLIX	LAKE WORTH	33467	1000	VT	6721618280	89		1/02
217	290	58	2	1042100	8601515615	65	9846 GLADES RD #PUBLIX	BOCA RATON	33428	1000	PM	8729729760		6-Jul-98	4/02
218	291	247	7	1042300	7686923454	48	1333 SAINT LUCIE WEST BLVD # PLX	FORT PIERCE	34982	500	PM	6588771060		26-Mar-97	4/01
219	292	226	5	1042800	3498817694	40	3003 YAMATO RD # PUBLIX	BOCA RATON	33434	500	PM	6750088000		17-Jun-98	4/02
220	293	None	None	1043000	6129255555	55	552 HOLLYWOOD WALK	HOLLYWOOD	33021	300	VT	8791241240	17		4/00
	294	39	4	1043200	4709263123	40	3251 HOLLYWOOD BLVD #SIGN	HOLLYWOOD	33021	37	AE	6747214270			
221	295	210	1	1043400	3916227450	55	4200 NORTHLAKE BLVD	PALM BEACH GARDENS	33410	750	PM	6782968900		26-Feb-97	4/01
222	296	32	3	1045400	5750475377	47	18895 BISCAYNE BLVD	AVENTURA	33180	750	PM	8786716480		19-Aug-97	4/01
223	297	163	3	1047800	0587529460	39	20711 S DIXIE HWY	MIAMI	33189	750	VT	8614030250	53	30-Jun-99	4/04
224	298	163	3	1047800	8683878073	Other	20724 S DIXIE HWY BLTS	MIAMI	33189	750	VT	8614030250		30-Jun-99	4/04
	299	167	2	1047800	9737138961	Other	20811 S DIXIE HWY #LIGHTS	MIAMI	33189	750	PM	8614027073		16-Feb-97	4/01
225	300	None	None	1048400	2441565235	55	5627 W BOYNTON BEACH BLVD	BOYNTON BEACH	33437	750	PM	6750959790			4/00
226	301	139	4	1050900	4531744318	55	12500 W SUNRISE BLVD	SUNRISE	33323	750	PM	8648190710		20-Aug-98	4/02
227	302	170	1	1052600	2360117507	47	18341 PINES BLVD	PEWBROKE PINES	33029	750	PM	8597184810		31-Mar-98	4/02
228	303	178	10	1052800	9760044561	40	15750 SW 72ND ST # PUBLIX	MIAMI	33193	750	PM	854900220		30-Jul-98	4/02
229	304	125	2	1054800	9757040127	47	1400 CORAL RIDGE DR	CORAL SPRINGS	33071	750	PM	8678918310		24-Mar-98	4/02
230	305	162	3	1055000	9596355157	40	9041 SW 107TH AVE	MIAMI	33176	150	PM	8614871250		1-Oct-96	4/00
231	306	None	None	1055300	5165418409	27	1279 W PALMETTO PARK RD # PUBLIX	BOCA RATON	33466	500	PM	8789718090		18-Sep-96	4/00
232	307	100	1	1056800	2018979191	47	10701 WILES RD	CORAL SPRINGS	33076	750	PM	8689202270			4/00
233	308	221	4	1057100	2015815598	47	11750 SE FEDERAL HWY #PUBLIX	HOBE SOUND	33455	750	PM	6754897430			4/00
234	309	240	8	1057700	0078809183	55	2750 SW MARTIN DOWNS BLVD #PUBLIX	PALM CITY	34990	750	PM	6665604360		13-Feb-97	4/01
235	310	156	7	1058600	7311794526	37	3339 W 80TH ST #PUBLIX	HALEAH	33018	750	PM	8626372620		20-May-97	4/01
236	311	176	2	1058800	3689480448	47	4260 SW 152ND AVE	MIAMI	33185	750	PM	8665174410			4/00
237	312	None	None	1059800	4366224055	27	9510 SW 160TH ST	MIAMI	33157	750	PM	8634305480			4/08

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236	313	10	0	1059100	0771701084	27	4709 N OCEAN DR	FT LAUDERDALE	33308	750	PM	8794628610		18-Jun-98	4/02	
239	314	148	4	1059600	0875518185	32	13005 SW 89TH PL # 213	MIAMI	33176	500	PM	8634547690			4/00	
240	315	2	4	1060000	0284227485	37	1001 S FEDERAL HWY	BOCA RATON	33432	500	PM	8781671070			4/00	
241	316	79	7	1060600	7385054401	37	11650 W PALMETTO PARK RD	BOCA RATON	33428	500	PM	8708623830			4/00	
242	317	155	7	1061900	8567700514	51	15801 SHERIDAN ST	FORT LAUDERDALE	33331	150	PM	8627312480			4/00	
243	316	236	3	1062000	0083263308	51	11977 SOUTHERN BLVD # PUBLIX	WEST PALM BCH	33411	750	PM	6692030970			4/00	
244	319	34	2	1062100	5820769263	47	1923 WEST AVE	MIAMI BEACH	33139	1000	PM	8765806300			4/00	
245	320	46	1	1063700	5092215671	37	5365 LYONS RD	COCONUT CREEK	33073	750	PM	8739287920			4/00	
246	321	229	2	1063800	7254261147	47	10142 W INDIANTOWN RD # PUBLIX	JUPITER	33478	150	PM	6723858500			4/00	
247	322	103	1	1064500	0579545098	37	8101 W SUNRISE BLVD	PLANTATION	33322	750	PM	8668272100			4/00	
248	323	230	2	1065100	6805248199	51	10130 NORTHLAKE BLVD #PUBLIX	WEST PALM BEACH	33412	750	PM	6723018120			4/00	
249	324	None	None	1066900	5866583371	Other	1700 NE MIAMI GARDENS DR	MIAMI	33179	750	PM	6746767040			4/00	
250	325	74	3	1400200	4622709006	Other	101 NE 181 ST #FIRE PUMP	MIAMI	33162	300	PM	8726647850		4-Sep-97	4/01	
	326	76	3	1400200	1302681687	Other	50 NE 181ST ST	N MIAMI BEACH	33169	50	AE	8726642840				
251	327	77	3	1410200	1314889694	Other	17900 NW MIAMI CT	NORTH MIAMI BEACH	33169	167	VT	8726630740	30	23-Sep-99	4/04	
	328	69	9	1410200	6512482685	Other	100 NE 183RD ST	MIAMI	33179	1500	VT	8726659870	28	24-Sep-99	4/04	
	329	69	3	1410200	9145684610	Other	100 NE 183RD ST # OL	MIAMI	33179	1500	VT	8726658870		24-Sep-99	4/04	
252	330	None	None	1410600	0242214674	Other	9500 PARKRIDGE BLVD #PUBLI	BOYNTN BCH	33435	1500	PR	6801027699		2-Nov-99	4/04	
253	331	72	3	1600200	1308684636	Other	52 NE 181ST ST	N MIAMI BEACH	33169	37	AE	8726648630				
	72	3	3	1600200	1308684636	Other	52 NE 181ST ST	N MIAMI BEACH	33169	50	AE	8726648630				
254	332	71	3	1692200	1200685623	Other	56 NE 181ST ST	N MIAMI BEACH	33169	167	VT	8726653810	29	24-Sep-99	4/04	
	71	3	3	1692200	1200685623	Other	56 NE 181ST ST	N MIAMI BEACH	33169	333	VT	8726653810		24-Sep-99	4/04	
255	333	13	2	1710600	7514859284	Other	777 SW 12TH AVE # TRCK GARAGE	DEERFLDBCH	33442	300	PM	8779378450		18-Sep-96	4/00	
256	334	346	6	2004100	5560803780	34	245 RIVERSIDE DR	HOLLY HILL	32117	750	VT	3780622100			4/02	
257	335	346	6	2004190	4467852234	Other	245 RIVERSIDE DR RLTS	HOLLY HILL	32117	750	VT	3780622100			4/02	
	336	173	2	2004190	5527804768	Other	13890 SW 56TH ST	MIAMI	33175	250	AV	8585027350				
		173	2	2004190	5527804768	Other	13890 SW 56TH ST	MIAMI	33175	250	AV	8585027350				
		173	2	2004190	5527804768	Other	13890 SW 56TH ST	MIAMI	33175	333	AV	8585027350				
		349	1	2004190	5527804768	Other	245 RIVERSIDE DR # 9041	HOLLY HILL	32117	25	AE	3780513860				
		349	1	2004190	5527804768	Other	245 RIVERSIDE DR # 9041	HOLLY HILL	32117	75	AE	3780513860				
259	337	344	3	2005200	1475701684	24	2455 N ATLANTIC AVE # 32	DAYTONA BEACH	32118	500	VT	3780831150	120		4/02	
259	338	356	2	2007700	6754501795	48	298 PALM COAST PKWY NE	PALM COAST	32137	750	VT	3662970700	123		4/02	
260	339	352	2	2013000	6489002697	38	1258 OCEAN SHORE BLVD # EXP	ORMOND BEACH	32176	500	PM	3761235570		3-Mar-97	4/01	
261	340	348	4	2014900	2082503927	34	2014 S RIDGEWOOD AVE # 1	DAYTONA BEACH	32119	333	AV	3780167710			4/02	
262	341	355	1	2019900	6309401518	36	1795 US HIGHWAY 1 S	SAINT AUGUSTINE	32086	750	VT	3595235410	124	2-Nov-99	4/04	
263	342	353	1	2020300	1004002745	36	220 N NOVA RD	ORMOND BEACH	32174	750	VT	3749667680	122		4/02	
264	343	360	1	2020600	3211501626	36	135 TOWN AND COUNTRY DR	PALATKA	32177	500	VT	3373634170	126	10-Nov-99	4/04	
265	344	331	1	2020800	4536604830	48	3821 S NOVA RD	PORT ORANGE	32127	250	VT	4596865450	118		4/02	
266	345	362	3	2023100	0312211816	36	1528 OHIO AVE S #S OAKS SQ	LIVE OAK	32060	167	AV	2356331870		18-Nov-99	4/04	
		362	3	2023100	0312211816	36	1528 OHIO AVE S #S OAKS SQ	LIVE OAK	32060	250	AV	2356331870		16-Nov-99	4/04	
		362	3	2023100	0312211816	36	1528 OHIO AVE S #S OAKS SQ	LIVE OAK	32060	250	PM	2356331870		16-Nov-99	4/04	
267	346	361	5	2023400	0177019890	36	GLEASON MALL #PUBLIX	LAKE CITY	32055	167	AV	2557662810		17-Nov-99	4/04	
268	347	342	1	2024800	9689106673	36	3044 S ATLANTIC AVE	DAYTONA BEACH	32118	167	AV	3810131290			4/02	
269	348	351	1	2030400	4238408984	38	1503 BEVILLE RD STE 300	DAYTONA BEACH	32114	500	PM	3776130610		1-Mar-97	4/01	
270	349	None	None	2033800	1913003404	48	1033 AIA BEACH BLVD	SAINT AUGUSTINE	32084	333	AV	3E24973580		4-Nov-99	4/04	

Store ID # 1022200 Assoc. with
Acct# 3796951211 has the same
address as Acct# 5527804768

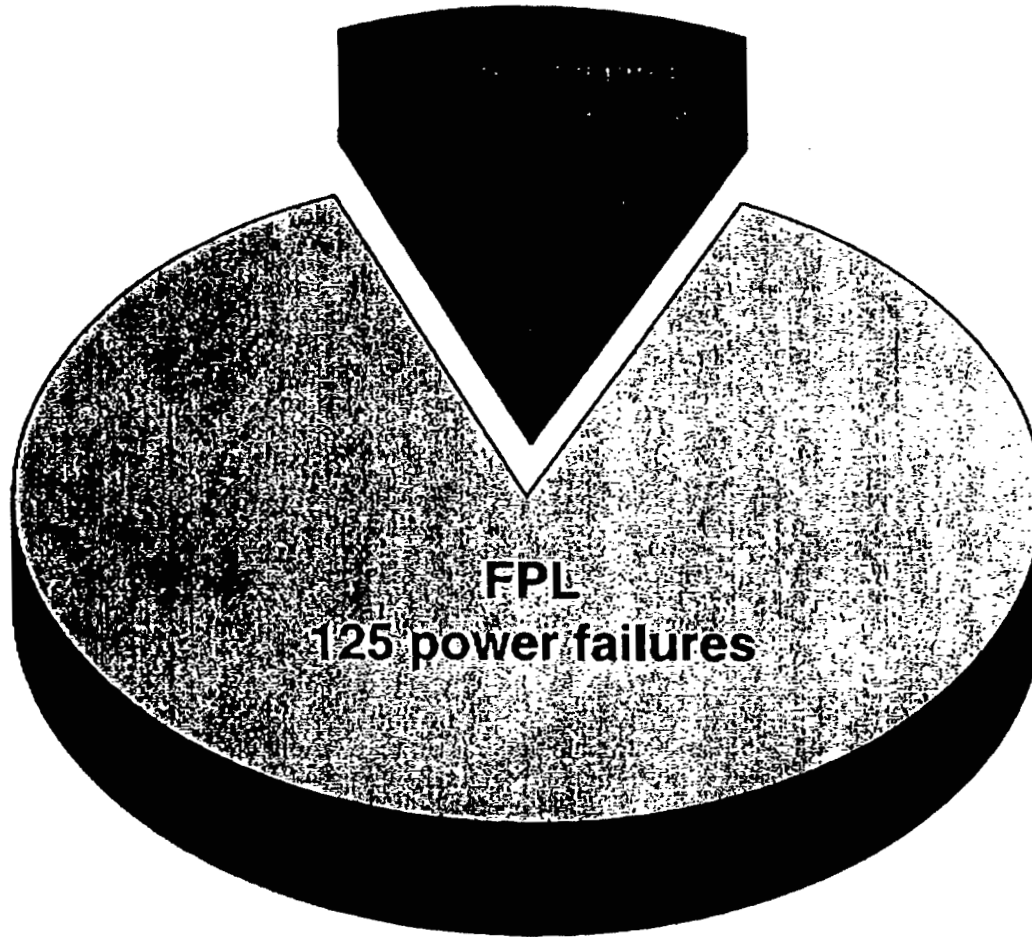
Publix Super Markets Electric Facilities

271	350	358	3	2097700	6336831616	48	4255 US HIGHWAY 1 S	SAINT AUGUSTINE	32086	260	VT	3594638460	125	3-Nov-89	4/04
272	351	330	10	2042900	6424404959	40	2870 S RIDGEWOOD AVE	EDGEWATER	32141	800	PM	4678527470		6-Feb-87	4/01
273	352	334	7	2043900	3080917945	55	2160 HOWLAND BLVD # PUBLIX	DELTONA	32739	750	PM	4478386680		3-May-97	4/01
274	353	339	8	2043900	4107235410	Other	2160 HOWLAND BLVD # A	DELTONA	32739	112	PM	4478383960		3-May-97	4/01
	354	335	8	2043900	8392385350	Other	2160 HOWLAND BLVD # B	DELTONA	32739	150	PM	4478385670		3-May-97	4/01
	355	333	7	2043980	6850327483	Other	2160 HOWLAND BLVD # ELKCAM SIGN	DELTONA	32739	25	AE	4478467030			
275	356	354	5	2044600	4578360290	47	1478 W GRANADA BLVD	ORMOND BEACH	32174	750	PM	3720788740		28-Jul-95	4/00
276	357	332	2	2051900	8592537066	40	1660 TAYLOR RD #PUBLIX	DAYTONA BEACH	32124	750	PM	4579682900		8-May-97	4/01
277	358	355	5	2066000	1720030517	37	3750 ROSCOMMON DR	ORMOND BCH	32174	250	PM	3701861270			4/00
278	359	360	4	2600300	6470936474	Other	1112 BEVILLE RD # H	DAYTONA BEACH	32114	75	AE	3780106940			
279	360	72	3	9682900	1301683660	Other	54 NE 181ST ST	N MIAMI BEACH	33169	50	AE	8726649830			
		72	3	9632900	1301683650	Other	54 NE 181ST ST	N MIAMI BEACH	33169	37	AE	8726649830			
280	361	81	1	9800000	2263445344	Other	5573 W OAKLAND PARK BLVD # F	LAUDERHILL	33313	300	PM	8708394300		27-Aug-96	4/00
TOTALS									186,186						

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Exhibit TEF-4

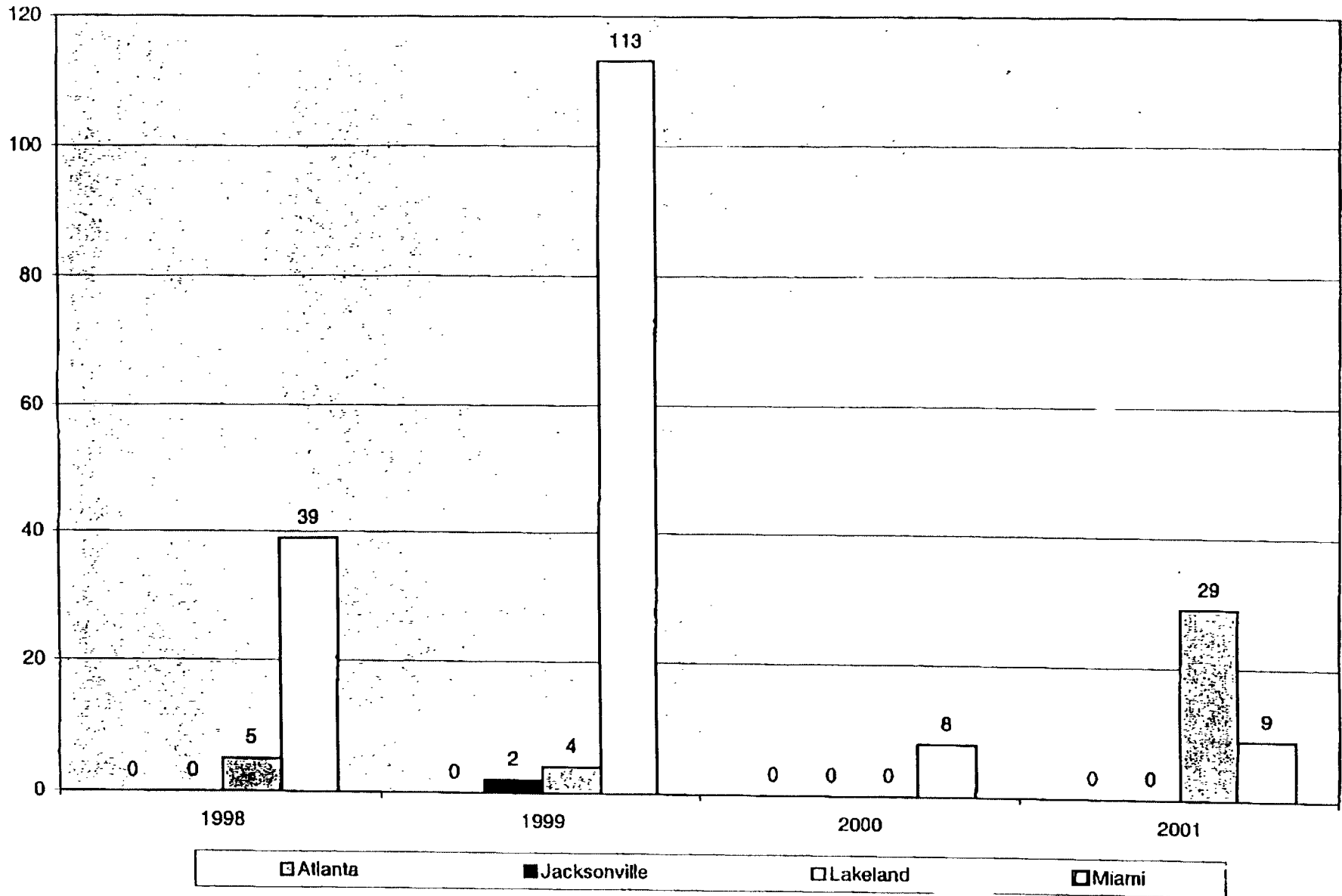
Total Power Failures (Hurricane/Storm Related) 1998 through 2001



FPL - 294 stores

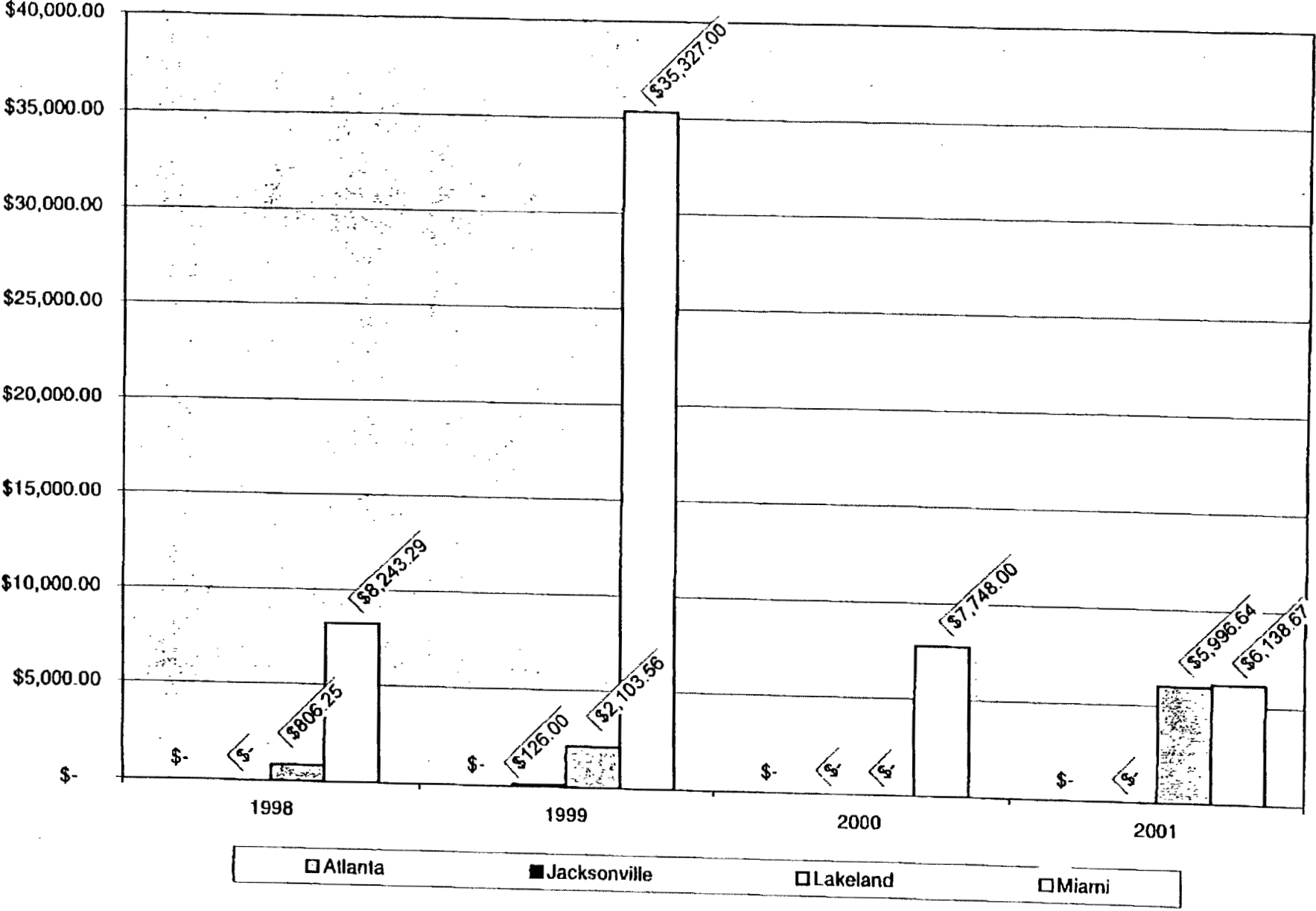
Other Providers - 397 stores

Hurricane / Storm Related Power Outages Number of Calls 1998 through 2001



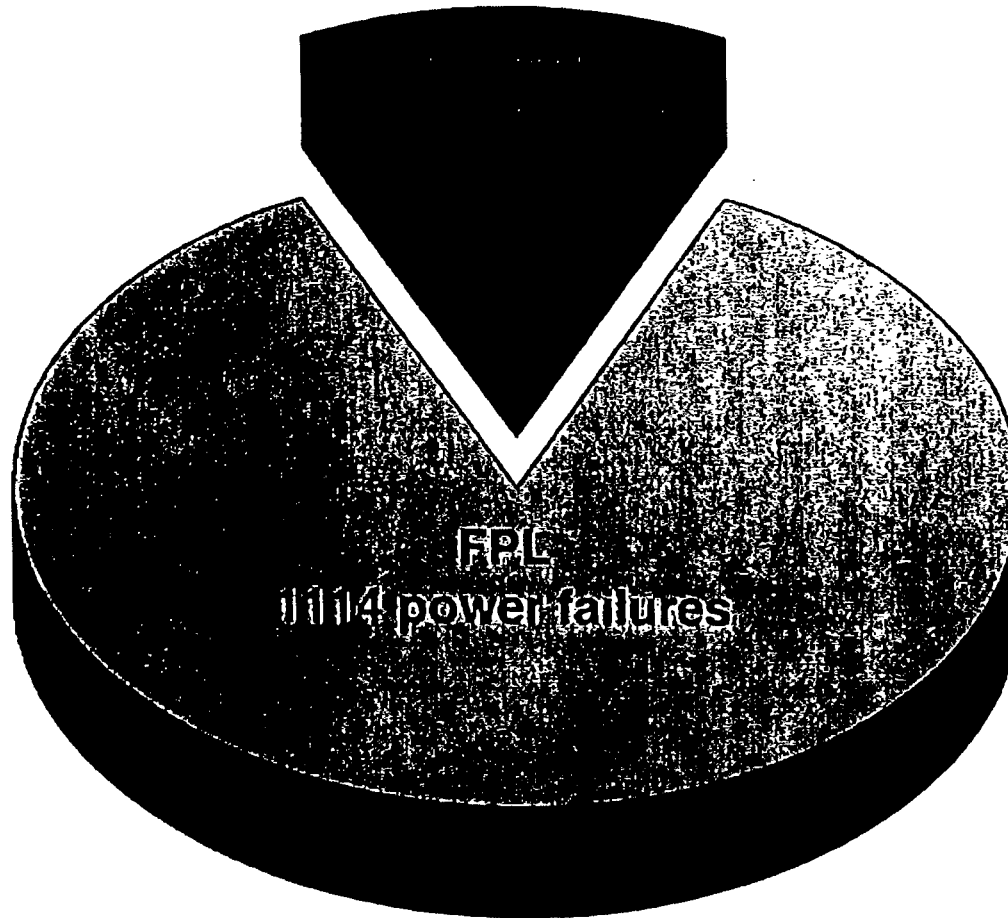
TEF - 5

Hurricane / Storm Related Power Outages Total Cost 1998 through 2001



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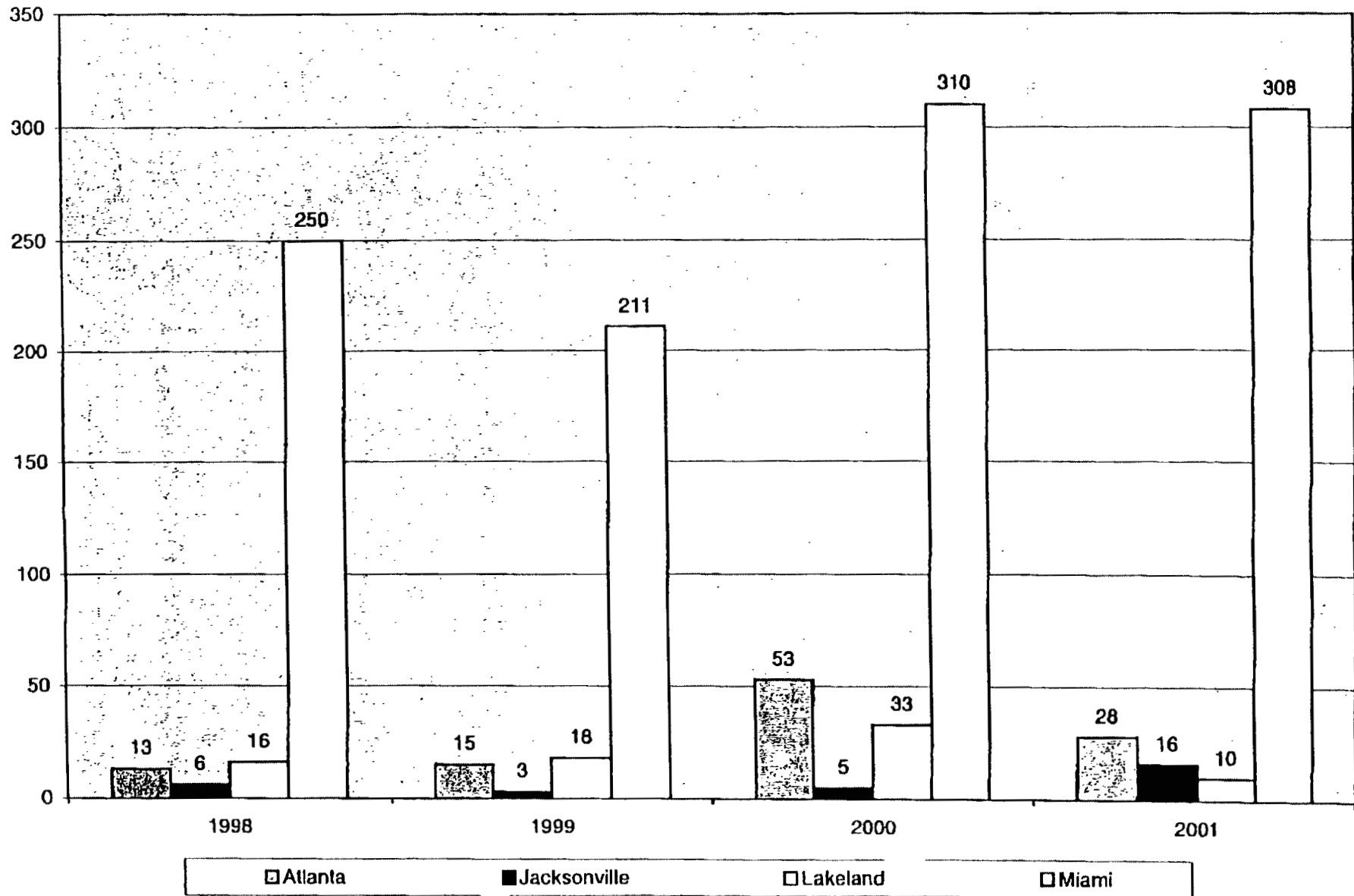
Total Power Failures (Non Storm Related) 1998 through 2001



FPL - 294 stores

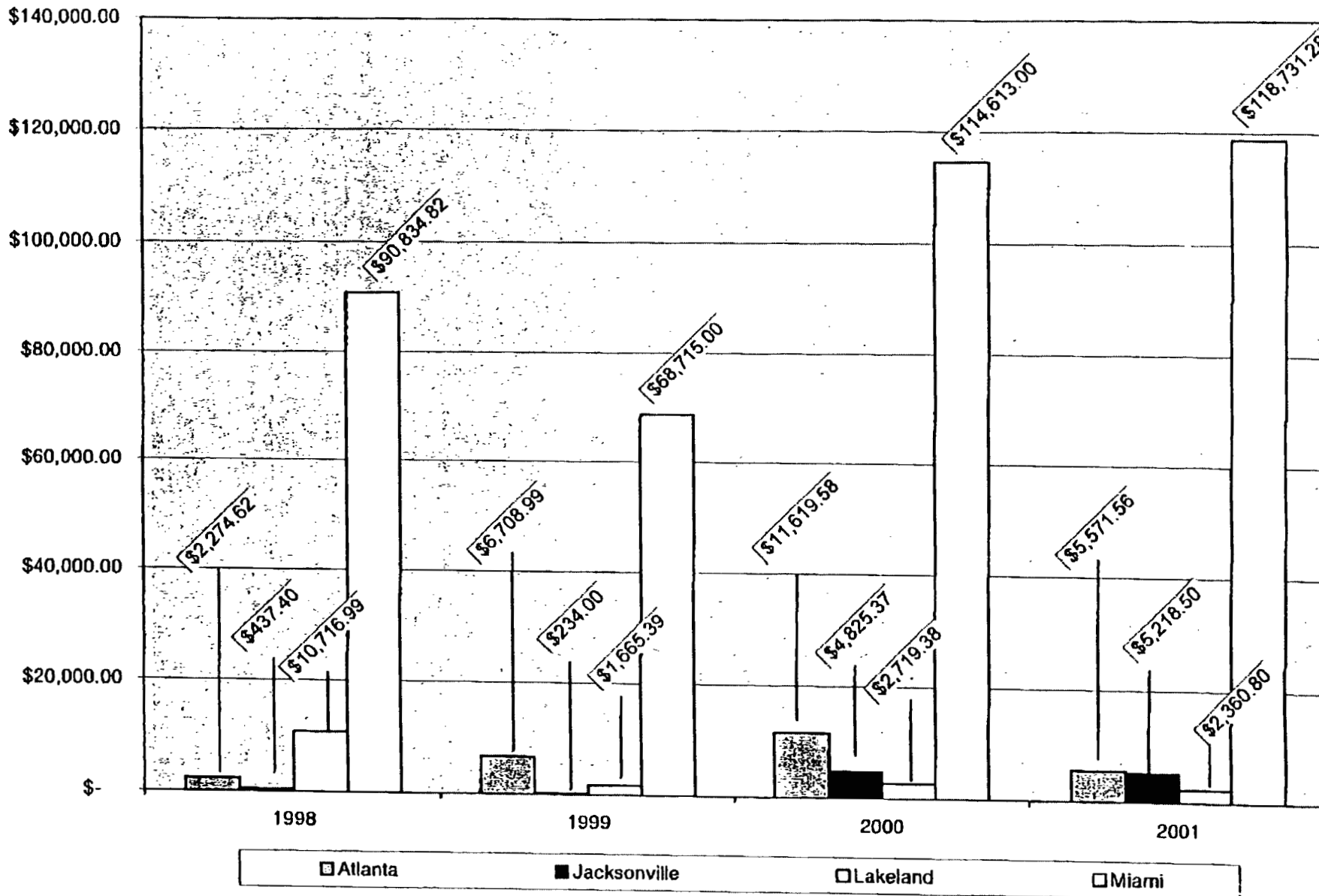
Other Providers - 397 stores

Power Outage (Non Storm Related) - All Divisions Number of Calls 1998 through 2001



TEF - 8

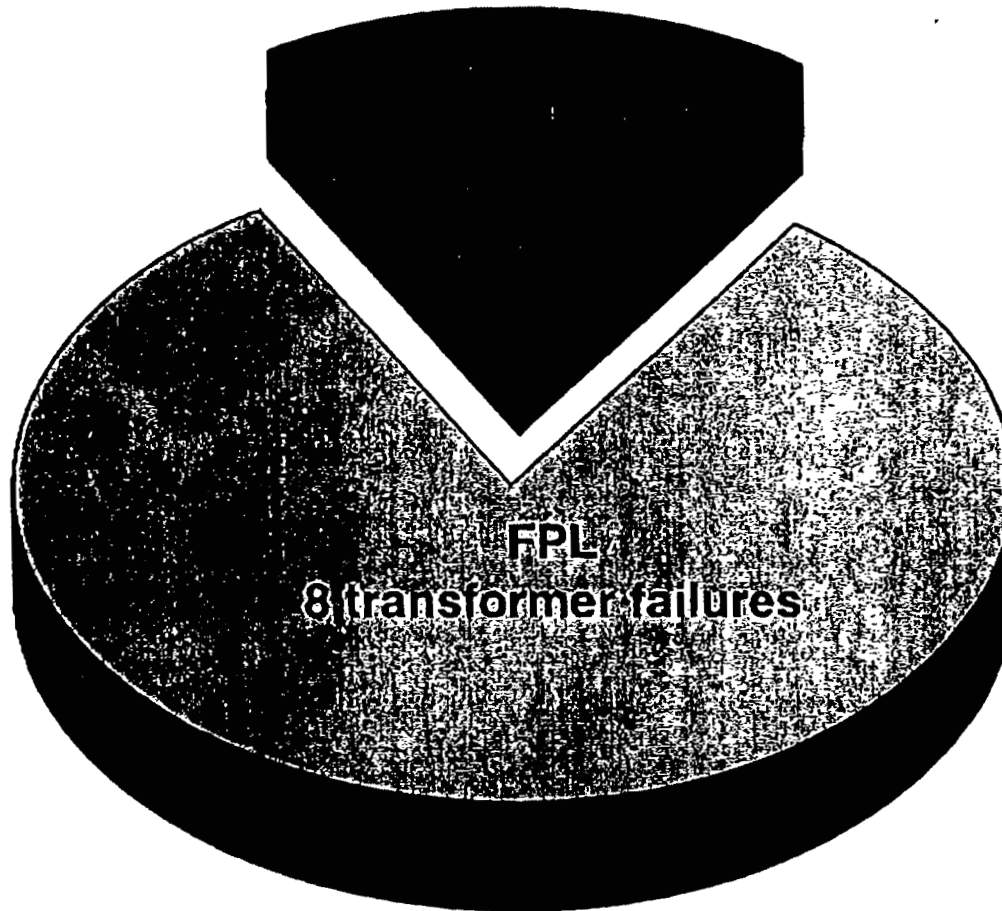
Power Outage (Non Storm Related) - All Divisions Total Cost 1998 through 2001



Publix

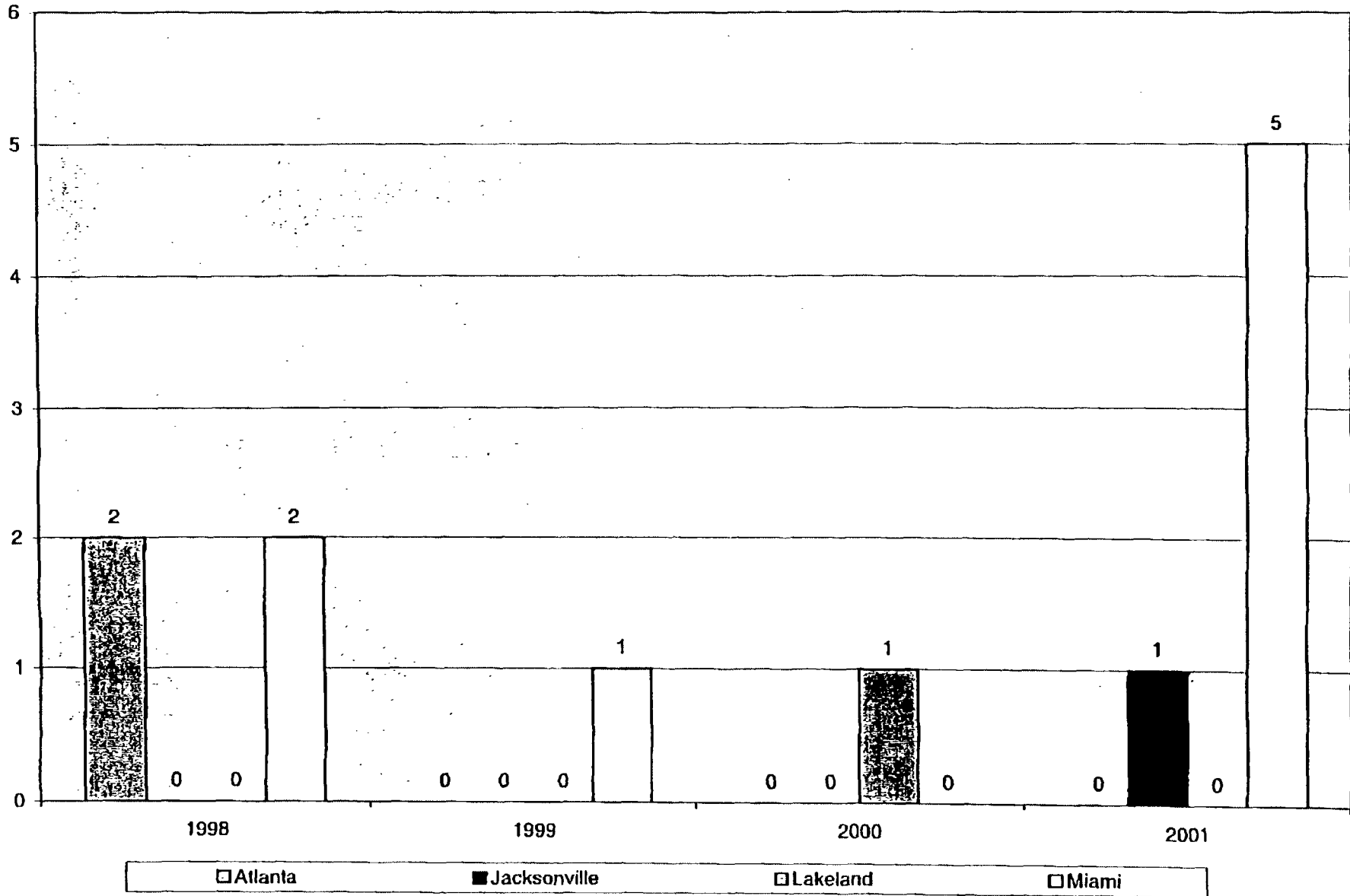
Exhibit TEF-10

Transformer Failures 1998 through 2001



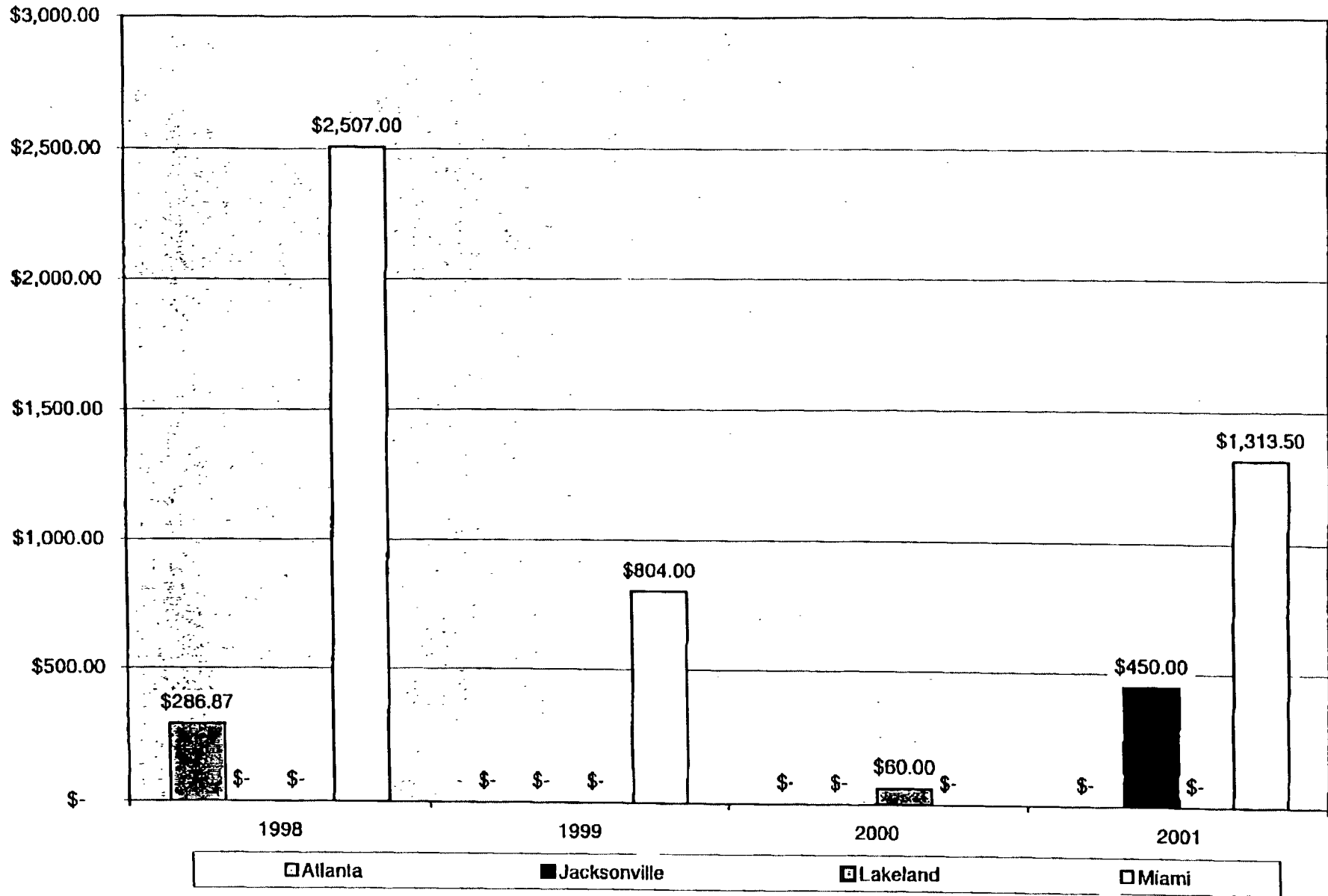
FPL - 294 stores
Other Providers - 397 stores

Transformer Failures - All Divisions Number of Calls 1998 through 2001



TEF - 11

Transformer Failure - All Divisions
Total Cost 1998 through 2001



TEF - 12