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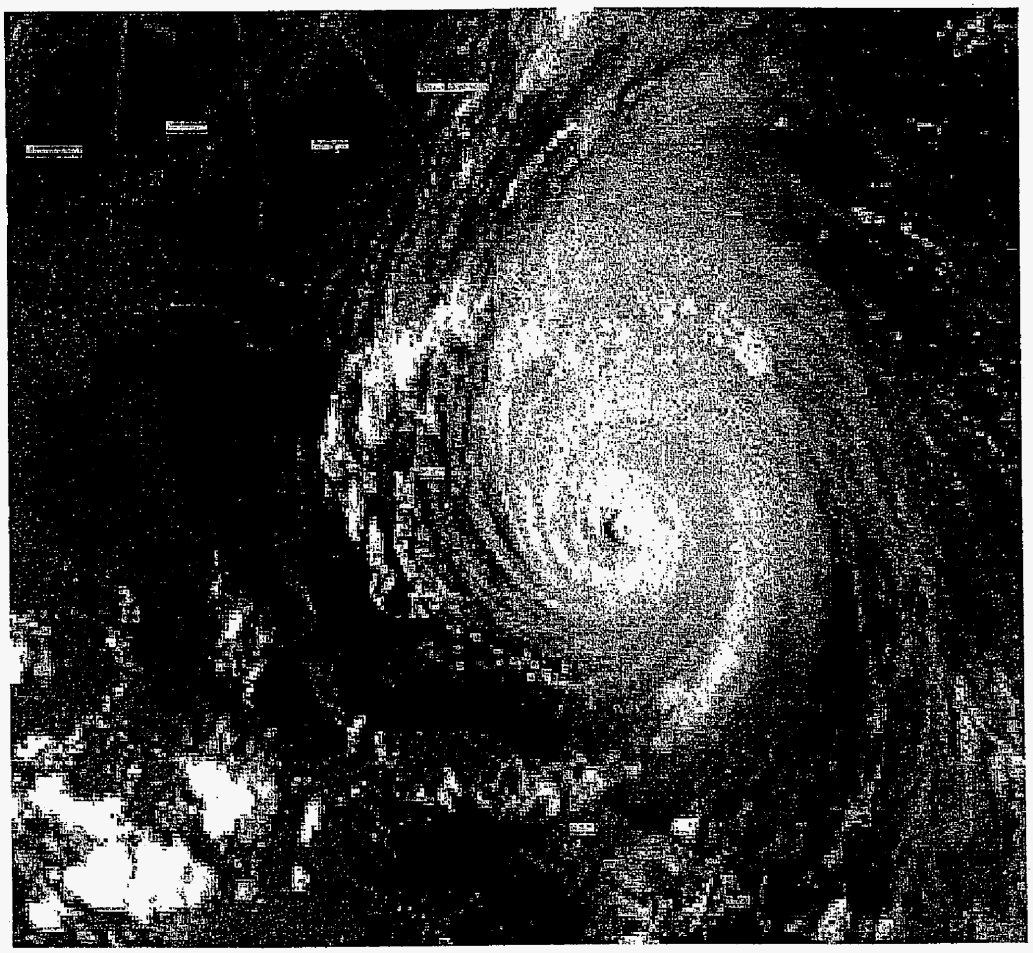
WITNESS: SARAH S. ROGERS
EXHIBIT ____ (SSR-2)
PAGE 6
TRANSMISSION DEPARTMENT
STORM PLAN

Progress Energy

Transmission -Florida

Department Storm Plan



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PEF-SR-00001

Transmission Department Storm Plan

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Progress Energy - Florida
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I. INTRODUCTION

A. Preface

The following plan has been developed for use when either catastrophic damage to transmission facilities has occurred and the repair is beyond the capability of the local Transmission Maintenance personnel or the National Weather Service issues a wide area severe weather warning (e.g., hurricane expected to hit the Progress Energy - Florida (PE-FL) service area).

The main focus of the plan is directed towards quickly assessing the damage, determining manpower requirements, and initiating an appropriate restoration response. To accomplish this, the plan is divided into the following major areas: pre-season activities, pre-storm activities and damage assessment and repair.

The pre-season activities include reviewing/revising the current plan and making all appropriate arrangements prior to the start of the storm season.

The pre-storm activities section lists what needs are to be readied as a storm approaches. The amount of preparation should be based on the probability of a storm hitting an Progress Energy - Florida service area.

In the damage assessment and repair section, a survey of damage to the Progress Energy - Florida system is initiated. This information is then used to determine the needed resources for the restoration process and restoration is initiated with restoration priorities being formed from input from the ECC, Distribution and the Critical Lines and Substation lists.

Attachment 1 shows the Transmission Storm Team organization. When this storm plan is implemented, the organization that becomes effective consists of the Transmission System Coordinator, Assistant Transmission System Coordinators, Logistics Support Coordinators, Area Transmission Coordinators, and Field Coordinators. The Energy Control Center (ECC) and the Distribution System Storm Center (DSSC) will be notified when the Transmission Storm centers are activated.

The basic flow of information and resources within the Transmission Storm Organization is as follows: When line / substation or feeder breaker lockouts occur, the ECC / DCC, as appropriate, will contact the appropriate local transmission area storm center with that information (see Attach. 2A). The local transmission area storm centers will inform the Transmission Storm Center of these events. The local transmission area storm centers will dispatch crews and equipment as necessary to respond to the outages. The local storm center will prioritize their response to those outages using such factors as line criticality, customers out and Distribution's priorities. If the local areas are in need of more manpower, equipment, parts, food, lodging etc., they will inform the Logistics center of those needs. The Logistics center will obtain those resources. The Logistics Center will notify the Storm Center if the current resource needs within the organization exceed those available. The Transmission Storm Center will consult with the ECC and DCC, as appropriate, and then determine the priorities of the restoration activities for the available resources.

The Transmission System Coordinator will operate from the Transmission Storm Center, located at NorthPoint III in Lake Mary in Conference Room 3A1. The Storm Center will be set up by assigned personnel when requested by the Transmission System Coordinator or any of the Assistant Transmission System Coordinators.

The Logistics Support Coordinators will operate from the Logistics Support Center located at the NorthPoint III in Lake Mary in the Conference Room 4C4. The Logistics Support Center will be set up by the Logistics Support Coordinators when directed by the Transmission System Coordinator. The Logistics Support

Center will be available to provide material, engineering, contracting, accounting and scheduling support in restoration activities as directed by the Transmission System Coordinator.

This document was designed to inform the Transmission System Coordinator, Logistics Support Coordinator and the Area Transmission Coordinators of the resources that would be available to them when trouble occurs. It will also help the Coordinators direct and coordinate the work of numerous crews in a safe and efficient manner and with a minimum of confusion and delay. Also included as Attachment 5 is a list of the hurricane classifications and the probable damage that each can cause. This storm plan should be made available to all employees who have assigned duties.

Safety of employees and the public is of prime consideration when a Storm Plan is in effect, as it is during normal operations. Even greater precautions should be taken however in the following areas:

Be aware of hazards and/or potential hazards to the public and take reasonable precautions to ensure their safety.

Make sure any unique operating procedures and/or system equipment is clear to non-Company and Company personnel, which are not familiar with the Transmission Department.

B. Transmission Storm Center

The Transmission Storm Center is located at NorthPoint III in Lake Mary in Conference Room 3A1. The Storm Center is equipped with two phones for the Transmission Department use. Each phone has commercial line and Voicenet line numbers and are:

Bell: 407-942-9560 Vnet: 280-2560

A Fax is also available and the number is:

Bell: 407-942-9563 Vnet: 280-2563

The Storm Center will be set up by assigned personnel according to Attachment 6 when requested by the Transmission System Coordinator (TSC) or any of the Assistant Transmission System Coordinators (ATSC).

The Transmission System Coordinator and Assistant Transmission System Coordinators will direct and coordinate all transmission resources, equipment, and materials for system restoration activities whenever catastrophic damage to system transmission facilities has occurred or is anticipated. Detailed pre-storm and damage assessment & repair responsibilities are included in the TSC responsibility section of this plan.

In the event that the Transmission Storm Center is being threatened by a hurricane to require evacuation, the Transmission Storm Center will be moved to the ECC.

When the Storm Center is deactivated, it will be decommissioned using Attachment 7.

C. Logistics Support Center

The Logistics Support Center is located is located at NorthPoint III in Lake Mary in Conference Room 4C4. The Center is equipped with two phones for Transmission Department Support with roll-over capability:

Bell: 407-942-9565 Vnet: 280-2565

A Fax is also available and the number is:

Bell: 407-942-9568 Vnet: 280-2568

The Logistics Support Center will be set up according to Attachment 8 by the Logistics Support Coordinators whenever directed by the Transmission System Coordinator or Assistant Transmission System Coordinators.

The Logistics Support Coordinators will provide engineering, materials, contracting, accounting, and scheduling support in restoration activities as directed by the Transmission System Coordinator. Detailed pre-storm and damage assessment & repair responsibilities are included in the LSC responsibilities section of the plan.

In the event that the Logistics Support Center may be threatened by hurricane force winds during a storm event, it may be necessary to relocate the Logistics Support Center to the ECC or the Lake Mary Call Center.

When the Logistics Support Center is deactivated, it will be decommissioned using Attachment 9.

D. Area Transmission Centers

The Area Transmission Storm Centers will be set up at the Transmission Maintenance Area Headquarters or other site designated by the Area Transmission Coordinator when directed by the Transmission System Coordinator. The Area Transmission Coordinators are responsible for coordinating all assigned resources in service restoration activities. Detailed pre-storm and damage assessment & repair responsibilities are included in the Area Transmission Coordinator responsibilities section of the plan.

The Area Transmission Storm Centers are typically staffed with the Transmission Maintenance Area Manager being the Area Transmission Coordinator and the Staff engineer being the Assistant-Area Transmission Coordinator.

If their area is not being impacted by the storm, Transmission Maintenance Area Managers may be asked by the Transmission System Coordinator to assist in other roles such as at the Transmission Storm Center or the Logistics Support Center.

II. PRE-SEASON ACTIVITIES

A. Annual Review and Revision

Transmission Support Services Unit with the assistance of the Area Transmission Coordinators and the Transmission Engineering Section is responsible to ensure that the staff assignments and other necessary information included in this plan are kept up to date. Area Transmission Coordinators are to update their local storm plans annually and provide copies to the Supervisor - Transmission Support Services by May 1. Transmission Support Services will revise the Department Storm Plan annually and distribute by June 1st.

B. Pre-Season Planning

1. Director, Transmission Engineering - Responsibilities

- This person will ensure that the storm organization assignments supplied by this position's area of responsibility are kept current. Storm support resources provided by this position's area include helicopter support, EEI support, contracts, contractor support, engineering, etc. This position will , as necessary, verify contact names and phone numbers associated with these resources and staffing and provide any changes to the Supervisor, Transmission Support Services Unit by May 1st.
- In addition, this position will ensure that the Storm Center facilities are ready for the upcoming season, and all setup materials identified in Attachment 6 are ready and available by June 1st.
- Ensure all personnel know and understand storm assignments
- Distribute storm cards to supervisors as deemed necessary

2. Supervisor, Transmission Support Services Unit Responsibilities

- Storm support resources provided by this position's area include parts, materials, mobile transformers, etc. Transmission Support Services will revise the Department Storm Plan annually and distribute by June 1st.
- Ensure that the storm organization assignments supplied by this position's area of responsibility are kept current.
- Ensure that the necessary information included in this plan is kept up to date.
- Ensure that the Logistics Center facilities are ready for the upcoming season, and all setup materials identified in Attachment 8 are ready and available by June 1st.
- Contact the supervisor of System Integrity (SRPQ) and verify storm center support for the upcoming season to ensure they are prepared to provide fault recorder and fault location application expertise during major storms in Florida.
- Establish a staffing schedule for the Logistics Center to be used during storm responses. This schedule will list personnel names, their duties in the Logistics Center and what team they will staff the Logistics Center. It will include the names of individuals responsible for setting up the Transmission Storm Center and the Logistics Support Center, contract, engineering, materials support, food / lodging, System Integrity (SRPQ) and administrative (for issue tracking ,etc.) support persons assigned to the Logistics support center..
- Distribute storm cards to construction supervisors as deemed necessary
- Ensure all personnel know and understand storm assignments

3. **Managers - Transmission Maintenance Areas Responsibilities**

- Ensure that the staff assignments supplied by this position's area of responsibility are kept current. This position will, as necessary, verify contact names and phone numbers associated with their resources and staffing and provide any changes to the Supervisor, Transmission Support Services Unit by May 1st for inclusion in the department storm plan.
- This position will ensure that the Transmission Area Storm Center facilities are ready for the upcoming season, and all setup materials required by their local plans are ready and available by June 1st.
- Appoint a coordinator for the maintenance and testing of emergency generators as applicable
- Ensure that arrangements for emergency fueling are established and confirmed at least once per year.
- Ensure that contractor and personnel directories are kept current.
- Area Transmission Coordinators are to update their local storm plans annually and provide copies to the Supervisor - Transmission Support Services by May 1.
- Distribute storm cards to supervisors as deemed necessary
- Ensure all personnel know and understand storm assignments

III. PRE-STORM ACTIVITIES

A. Transmission System Coordinator (TSC) and Assistants Responsibilities

- Issue declaration that the Transmission Storm Center has been activated to all or individual Logistic Support Coordinators, Area Transmission Coordinators, Energy Delivery Group, and other appropriate personnel and that their assistance with restoration efforts may be required. This assistance may mean that they will be expected to work extended hours and possible shift work may be required. If at all possible, notify appropriate personnel in advance that the Transmission Storm Center may be activated and that they should be prepared to spend time away from their homes.
- Notify Corporate Communications that the Transmission Storm Center is / will be activated
- Notify the ECC / DSSC that the Transmission Storm Center is / will be activated (NOTE: there is a Transmission Storm Organization Activation Notification Email template located on the Transmission Storm website on the storm Plans webpage)
- Make available all personnel, equipment, and other company resources deemed necessary and useful for restoring or maintaining service during a severe storm or other disaster.
- Inform the Logistics Storm Center that assistance has been requested and certain crew(s) or individuals should be sent to a specific location and report to a specific individual.
- Notify Distribution when the Transmission Storm Center has been activated.
- Track the progress of major storms and attempt to anticipate what area(s) might be affected and communicate this information to the Logistics Support Coordinator.
- Receive lodging and food resource requests from the Logistics Center. Request these services in the next storm conference call.
- Receive a list of all available construction contractors and construction materials on the system from the Logistics Support Center.
- Contact assigned personnel and request that the storm center be set up.
- Through reports from the Area Transmission Coordinators, determine the state of readiness of each area, to either cope with trouble in their areas or to send help to other Transmission Maintenance Areas.
- In the event of a civil disturbance, keep in contact with the following organizations: the National Guard and/or local police agencies. In addition, the Transmission System Coordinator should stay informed of any pending civil disturbances that could affect the Company's service area and pass this information to the Area Transmission Coordinators.
- Direct the Logistics Support Coordinator to place individual contractors and/or helicopter service on standby status and, when appropriate, direct Logistics Support Coordinator to take them off standby status.
- Direct Logistics Support Coordinator to contact material suppliers to reserve or hold critical materials for possible later shipment.
- Consider activating the Transmission Department Family Information Center if employees/families are required to evacuate their homes.
- Review the Storm Planning Checklist and Good Practices, Attachment 33
- Consider doing a pre-storm helicopter inspection of the 500 KV lines.
- Print out any internet based documents. Plan as if the internet will not be available
- Request Telecom do a pre-storm check of the radio system

III. PRE-STORM ACTIVITIES (cont'd)

B. Logistics Support Coordinator (LSC) Responsibilities

- Activate Logistics Support Center upon direction from Transmission System Coordinator.
- Shift assignments for the storm centers and all personnel need to be determined ASAP and decisions made to send appropriate people home for rest / home preparations
- Assign construction personnel their duties / reporting locations
- Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator.
- Assess whether the storm may impact the Logistic Center facilities and determine if Logistics Center relocation is warranted.
- Notify affected individuals when notified of Transmission Storm Center activation and track resources and their locations. Keep the Transmission Storm Center updated on resource status.
- Contact the supervisor of System Integrity (SRPQ) and notify them of storm center activation so that they can provide storm center support with fault recorder and fault location application expertise.
  Also request Maximo work orders be established for storm timekeeping.
- Contact the Heavy Moving crew supervisor to obtain cranes and other major equipment from vendors for storm support. Note: some equipment may take several days of lead time so this should be initiated early in storm preparation.
- Provide spare parts inventory support personnel in the Logistics Support Organization.
- Receive progress of major storms from Transmission System Coordinator.
- Make list of available construction contractors on the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Make list of available construction materials on the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Secure material inventory reports for available Transmission equipment when available.
- Make list of available construction contractors off the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Make list of available construction materials off the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Place contractors on stand-by status as directed by the Transmission System Coordinator.
- Contact material suppliers to reserve or hold critical materials for possible later shipment.
- Provide list of available helicopter service, move them into location where storm is not expected to hit, place on standby status and remove from standby status as directed by Transmission System Coordinator.
- Instruct company construction resources to initiate pre-storm activities and forward construction resource availability to Transmission System Coordinator.
- Develop preliminary storm plan crew schedule for system and provide to Transmission System Coordinator.
- Develop status and schedule/location of construction mobile substations and mobile switches, etc. and provide to Transmission System Coordinator.

III. PRE-STORM ACTIVITIES (cont'd)

B. Logistics Support Coordinator (LSC) Responsibilities (cont'd)

- Review the Storm Planning Checklist and Good Practices, Attachment 33
- Establish lodging and food resources for Logistic Support Center personnel and, if applicable, their families.
- Receive lodging and food resource requests from the Transmission areas, collate and provide to the Transmission System Coordinator for inclusion in the next storm conference call.
- Print out any internet based documents. Plan as if the internet will not be available
- Provide volunteers to staff the Transmission Department Family Information Center if activated by the Transmission System Coordinator. The Family info center would provide information and support to the families of Transmission personnel who are engaged in storm recovery.

III. PRE-STORM ACTIVITIES (cont'd)

C. Area Transmission Coordinator (ATC) Responsibilities

- Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator.
- Establish and activate Area Transmission Storm Center upon direction from Transmission System Coordinator.
- Determine status of company labor resources available in Area and communicate to Transmission System Coordinator.
- Receive status and location of construction mobile substations and mobile switches from Logistics Support Coordinator.
- Provide Logistics Support Coordinator a list of available construction contractors in your area.
- Provide Logistics Support Coordinator inventory lists / locations of poles, crossarms & insulators
- Request from the Logistics Support Coordinator, as necessary, additional personnel be sent to the area storm center to help with logistics, food, lodging, etc.
- Determine the state of readiness of your responsible area to either cope with trouble in their areas or to send help to other Transmission Maintenance Areas and communicate this information to the Transmission System Coordinator.
- Testing of emergency generators and backup systems as applicable.
- Ensure that Maintenance Area Maps, substation direction books, and Transmission Line Access Maps are current and made available to crews as needed.
- Ensure that contractor and personnel directories are current.
- Request arrangements for emergency food & lodging for employees and contractor crews from the Logistics center.
- Confirm arrangements for emergency fueling.
- Designate a Materials Coordinator to handle material orders and material distribution. **Material orders should be coordinated through the Logistics Support Coordinator.**
- Designate a team to handle oil spills and oil spill reporting.
- Follow the progress of major storms to anticipate what areas might be affected and pass this information to the Transmission System Coordinator and to Field Coordinators.
- If deemed advisable, move maintenance crews ahead of the storm into areas that are likely to be isolated/most heavily affected or contact the Transmission System Coordinator and request construction crew to be moved into area ahead of storm.
- Contact Transmission System Coordinator when appropriate and request contract helicopter advance movement to a location where the storm is not expected to hit.
- In the event of a civil disturbance, stay in close contact with the local police authorities.
- Review the Storm Planning Checklist and Good Practices, Attachment 33
- Print out any internet based documents. Plan as if the internet will not be available

III. PRE-STORM ACTIVITIES (cont'd)

C. Area Transmission Coordinator (ATC) Responsibilities (cont'd)

- Fuel up marsh masters and position
- During times of civil disaster in which electric facilities are/or might become damaged, are/or hazardous to the public, establish a liaison to keep the ATC posted on the progress of the disturbance. Do **not** dispatch Company personnel to/or near the troubled area until the police, Army, or National Guard arrives to escort the repair crew(s).

IV. DAMAGE ASSESSMENT AND REPAIR

A. Transmission System Coordinator (TSC) and Assistants Responsibilities

- Through the Area Transmission Coordinators, stay informed of the extent of damage and the progress of the repair work, including the location and number of Company, contractor, and tree crews in the affected area.
- Provide preliminary outage/damage report to Logistics Support Coordinator.
- Verify that the DSSC has requested or request implementation of Storm Plan accounting procedures from accounting.
- Determine the priority of system restoration from the Manager of System Operations or his alternate and provide to the Area Transmission Coordinator and the Logistics Support Coordinator.
- Direct Logistics Support Coordinator to contact neighboring utilities to determine the availability of their crews and enlist their assistance as needed.
- Assign mobile substation equipment, company construction crews, contractor crews, helicopter service, and major materials to maintenance areas and provide this information to the Area Transmission Coordinator and the Logistics Support Coordinator. (Note: This function may be assigned to the Logistics Support Center as determined by the TSC)
- Verify Distribution priorities and match transmission priorities for service restoration.
- Provide daily progress report to the Logistics Support Coordinator.
- Determine if contractor and neighboring utility crews can be released. The contractor or utility crew and supervisor's name of those to be released will be provided to the Logistics Support Coordinator.
- Provide appropriate storm damage/repair progress information to Management and to Corporate Communications.

IV. DAMAGE ASSESSMENT AND REPAIR (cont'd)

B. Logistics Support Coordinator (LSC) Responsibilities

- Contact company construction and contract crews and provide assessment & maintenance area assignment, location to report, and contact person to report to.
- To be provided preliminary outage/damage report from the Transmission System Coordinator.
- To be provided the initial priority for system restoration from the Transmission System Coordinator and updates as priorities change.
- Contact helicopter service for aerial patrol of lines.
- Coordinate materials and resources to the prioritized work location as directed by the Transmission System Coordinator.
- Coordinate all General Office resources, Construction crews, and Construction Support Personnel and provide initial single point of contact for Area Transmission Coordinators. Logistics Support Coordinator may then designate individuals to provide response information directly to the Area Transmission Coordinator.
- To be provided with each crew's work schedule by each Area Transmission Coordinator
- Provide schedule/listing of resources by Maintenance area and for system; indicating crew (contractor, company, other utility) by functional area with supervisor's name. This information should be provided and updated daily to the affected Area Transmission Coordinators and the Transmission System Coordinator.
- Provide Transmission System Coordinator and all Area Transmission Coordinators with appropriate project number.
- To be provided progress of repairs on a daily basis by the Area Transmission Coordinator.
- To be provided travel conditions in each maintenance area from the Area Transmission Coordinator.
- Provide material requisition and delivery information to the Area Transmission Coordinators.
- Assign patrol assignments and track to ensure best coverage / no duplications

IV. DAMAGE ASSESSMENT AND REPAIR (cont'd)

C. Area Transmission Coordinator (ATC) Responsibilities

- Coordinate all assigned resources to maintain or restore service in the Coordinator's Maintenance Area during a severe storm or other disaster.
- Make all initial requests for engineering, assessment, material, contracts, accounting, etc. to the Logistics Support Coordinator.
- Assist Field Coordinators in evaluating damages and determining manpower and materials needed.
- Contact the Transmission System Coordinator to request, as required, mobile substation equipment, cranes, and other specialty equipment and assistance of company construction crews, Construction Support Personnel, contractors, and crews and/or equipment from neighboring utilities.
- Contact Transmission Storm Coordinator with preliminary damage report if assistance is needed in the restoration of the system.
- Provide Logistics Support Coordinator with material and engineering requirements for restoration.
- Keep informed at all times of the location and number of construction and tree crews within the Maintenance Area and provide this information to the Transmission System Coordinator.
- Provide information on the condition of highways, in order to expedite crew arrivals at area headquarters, to Logistics Support Coordinator
- Keep informed of condition of highways in Maintenance Area. Give highest priority to downed lines crossing over interstate highways, primary and secondary roads, and other areas where public safety is a concern.
- Provide guides for out-of-town crews.
- With support from Field Coordinators, establish headquarters for crews to work out of and materials to be distributed from (notify Logistics Support Coordinator of this location).
- Immediately following a storm, establish work schedules for all crews and provide this information to the Transmission System Coordinator and the Logistics Support Coordinator.
- Designate a location for all Field Coordinators to report status of repairs at the end of each workday. Make work assignments for the next day at this time.
- Provide daily progress report to Transmission System Coordinator.
- Make recommendations for the release of contractor and neighboring utility crews to the Transmission System Coordinator.
- Notify Distribution personnel of the status of repairs to restore service and the priority of transmission work.
- Determine the disposition of materials and provide this information to the Logistics Support Coordinator.
- Make hotel/motel reservations for contract labor unless contractors specifies otherwise.

V. RECOVERY FOLLOWUP ACTIVITIES

A. Transmission System Coordinator (TSC) and Assistants Responsibilities

- Communicate deactivation of the Transmission Storm Center to all Transmission Areas, Logistics Support Center, and to Distribution.
- When the Storm Center has been deactivated the Distribution Storm Center should be notified of such and that if any additional resources are needed from Transmission, the local Transmission Area Manager or appropriate Construction Supervisor should be contacted directly. Provide Distribution with appropriate contact numbers for these resources.
- Ensure that contractors are released when a decision has been made that their services are no longer required. Failing to notify the contractors of this release will cost Progress Energy - Florida substantial amounts of money.

  Direct the Logistic Support Center to demobilize / cancel any pending contract, helicopter, neighboring utility support as applicable.
  Direct the Logistics Support Coordinator to decommission the Logistics Support Center.
- Notify Corporate Communications that the Transmission storm center is deactivated
- Decommission the Storm Center in accordance with Attachment 7.
- Follow-up on any actions needed to ensure the Storm Center is fully ready to support a future event.

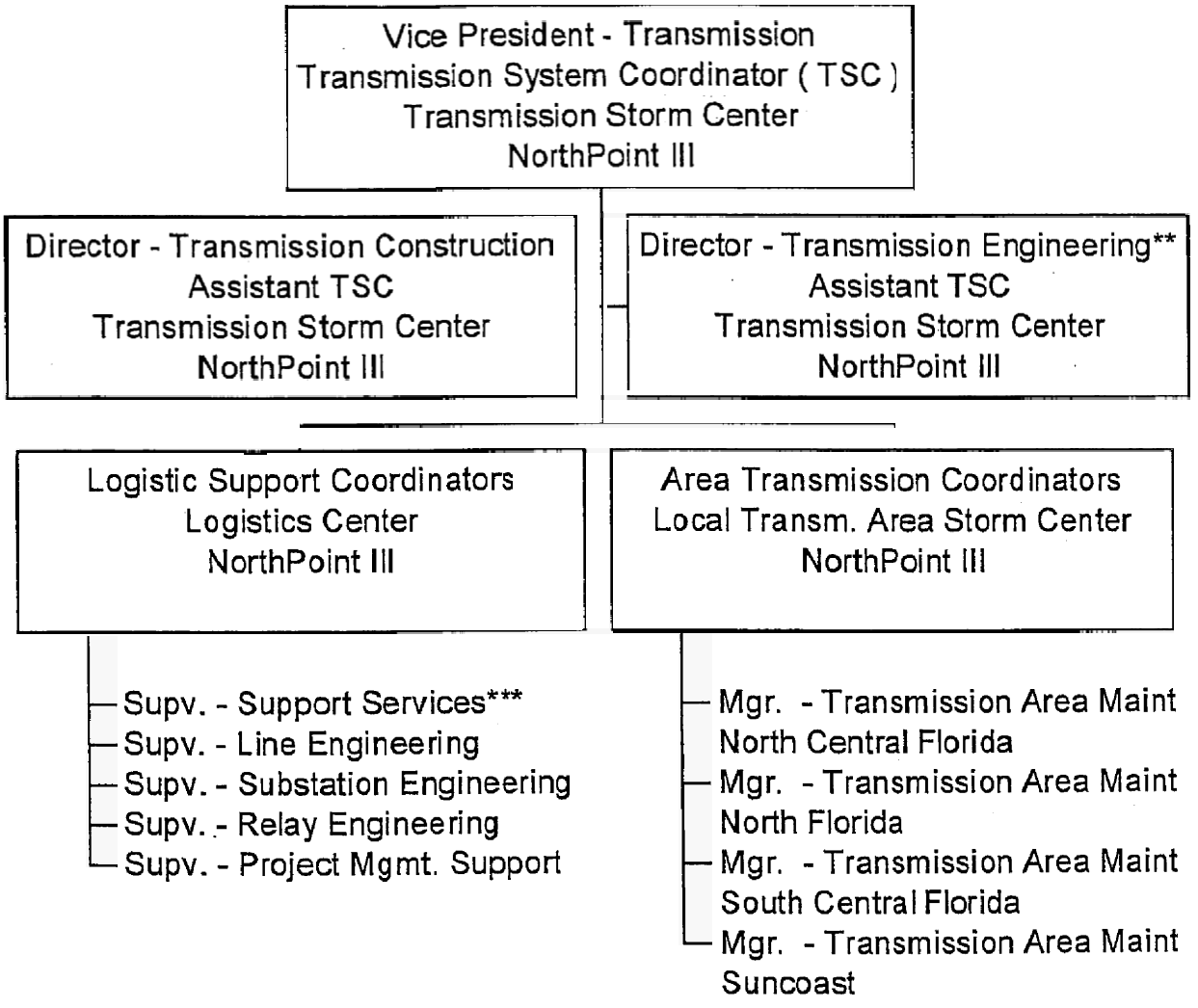
B. Logistics Support Coordinator (LSC) Responsibilities

- Demobilize / cancel any pending contracts, helicopters, neighboring utility support as directed by the Transmission System Coordinator.
- Upon cancellation of storm activities, cancel all contractors placed on standby and release all materials being held for Progress Energy - Florida.
- Decommission the Logistics Support Center when directed by the Transmission System Coordinator in accordance with Attachment 9.
- Follow-up on any actions needed to ensure the Logistics Support Center is fully ready to support a future event.

C. Area Transmission Coordinator (ATC) Responsibilities

- Following clean-up, send a complete storm report to the Transmission System Coordinator
- Follow-up on any actions needed to ensure the Area Storm Center is fully ready to support a future event.

Attachment 1 - Transmission Storm Team



** Storm Center Sponsor
*** Logistics Center Sponsor

Attachment 2 – Storm Centers

Description	Location	Bell #	Voicenet #	Fax Bell #	Fax Voicenet #
Transmission Storm Center	NorthPoint III, 3A1	407-942-9560 407-942-9561	280-2560 280-2561	407-942-9563	280-2563
	ECC (alternate location)	727-344-4340 727-344-4341	220-4340 220-4341		
Transmission Logistics Support Center	NorthPoint III, 4C4	407-942-9565 407-942-9566 407-942-9567	280-2565 280-2566 280-2567	407-942-9568	280-2568
Northern Storm Center	Transmission Maint. Bldg MO16, Monticello	850-342-2356	224-2356	850-342-2321	224-2321
North Central Storm Center	Apopka Building 2 Meeting Room	407-646-8593	237-5593	407-646-8502	237-5502
North Central Alternate Location	Apopka, Building #2 - Relay Shop	407-646-8589	237-5589		
South Central Storm Center	Buena Vista Operations Center	407-938-6713 407-938-6712	280-6713 280-6712	407-938-6720	280-6720
	Backup Number	407-938-6714	280-6714		
Suncoast Storm Center	Clearwater Operations Center Building A	727-562-3928	220-3928	727-562-3815	220-3815
Distribution System Storm Center (DSSC)	Northpoint Room 140	407-942-9581	280-2581	407-942-9588	280-2588
	(alternate location @ ECC)	727-384-7984	220-4948		

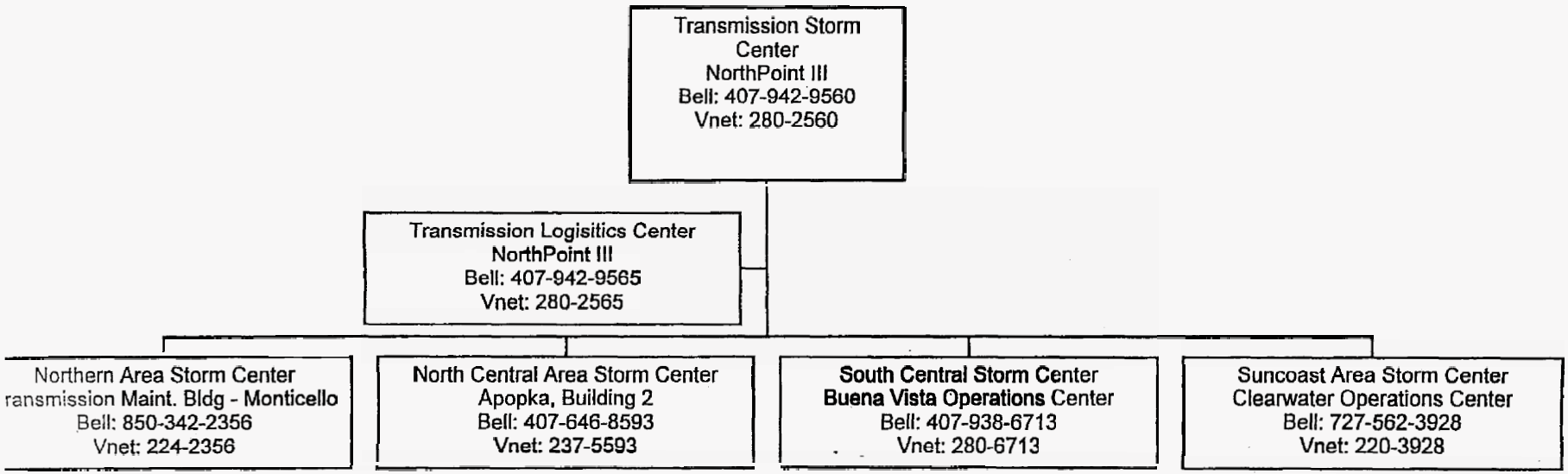
Weather links:

ECC weather page: ftp://S00072/DOWNLOAD/ECC_ALL/WEATHER.HTM

Transmission - Florida: http://progressnet/fpt/storm/storm.cfm

Attachment 2A – Storm Center Chart

Transmission Storm Centers



Calls on line and substation outages are to be directed towards the Area Storm Center the affected line / substation is in.

PEF-SR-00021

Attachment 3 – Transmission Key Contacts

The contents of this attachment are now located at:

http://progressnet/fpt/directory/directory-FL-ED-mgmt.cfm

Attachment 4 – Other Key Contacts

The contents of this attachment are now located at:

http://progressnet/fpt/directory/directory-FL-ED-mgmt.cfm

Attachment 5 – Storm Definitions and Hurricane Classification

Tropical Storm Watch: Is issued for a coastal area when there is the threat of tropical storm conditions within 24-36 hours.

Tropical Storm Warnings: May be issued when winds of 39-73 miles an hour (34-63 knots) are expected. If a hurricane is expected to strike a coastal area, tropical storm warnings will not usually precede hurricane warnings.

Hurricane Watch: Is issued for a coastal area when there is a threat of hurricane conditions within 24-36 hours.

Hurricane Warning: Is issued when hurricane conditions are expected in a specified coastal area in 24 hours or less.

SAFFIR/SIMPSON HURRICANE SCALE

This can be used to give an estimate of the potential property damage and flooding expected along the coast with a hurricane.

CATEGORY	DEFINITION – EFFECTS
ONE	Winds 74-95 MPH or storm surge 4-5 feet above normal.* No real damage to building structures. Damage primarily to unanchored mobile homes, shrubbery and trees. Also, some coastal road flooding and minor pier damage.
TWO	Wind 96-110 MPH or storm surge 6-8 feet above normal.* Some roofing material, door and window damage to buildings. Considerable damage to vegetation, mobile homes and piers. Coastal and low-lying escape routes flood 2-4 hours before arrival of center. Small craft in unprotected anchorage's break moorings.
THREE	Winds 111-130 MPH or storm surge 9-12 feet above normal. Some structural damage to small residences and utility buildings with a minor amount of curtainwall failures. Mobile homes are destroyed. Flooding near the coast destroys smaller structures with larger structures damaged by floating debris. Terrain continuously lower than 5 feet above sea level may be flooded inland as far as 6 miles.
FOUR	Winds 131-155 MPH or storm surge 13-18 feet above normal. More extensive curtainwall failures with some complete roof structure failure on small residences. Major erosion of beach areas. Major damage to lower floors of structures near the shore. Terrain continuously lower than 10 feet above sea level may be flooded requiring massive evacuation of residential areas inland as far as 6 miles.
FIVE	Winds greater than 155 MHP or storm surge greater than 18 feet above normal.* Complete roof failure on many residences and industrial buildings. Some complete building failures with small utility buildings blown over or away. Major damage to lower floors of all structures located less than 15 feet above sea level and within 500 yards of the shoreline. Massive evacuation of residential areas on low ground with 5-10 miles of the shoreline may be required.

Actual storm surge values will vary considerably depending on coastal configurations and other factors.

Attachment 6 – Storm Center Setup

1) Obtain the materials below and set up the Transmission Storm Center at conference room NP3 3A1.
2) For phone setup, do the following:

   a) Obtain 1 beige phone and a black Lucent phone from the Logistics Center drawer located at NP2E.
   b) Obtain the fax located at NP2C (Construction.)
   c) Connect the fax machine to the jack labeled "FAX x2563"
   d) Locate the splitter connected to the floor jack in the center of the room. Connect the black Lucent phone to the splitter where it is labeled "x2560"
   e) Connect (or verify connected) the conference phone to the splitter where it is labeled "x2606"
   f) Connect the beige phone labeled "280.2561" to the wall jack labeled "voice x2561

3) The phones, when connected per the above instructions, work as follows. Extension X2560 is listed as the primary phone number for the storm center. The first call in rings extension 2560. The second call in will ring x2560 if it is not answered in several rings it will roll over to x2561. The conference call line, x2606 has no rollover capability.
4) Notify the Transmission Storm Coordinator when the facility is ready for operation.

The following is a list of items that should be taken to the Storm Center.

Name	Source
Fax machine	Obtain the fax machine located at NP2C
Key contacts list	http://progressnet/fpt/directory/directory-FL-ED-mgmt.cfm
Department Storm Plan manual	http://progressnet/fpt/storm/stormdocs.cfm
All Area Storm plan manuals	http://progressnet/fpt/storm/stormdocs.cfm
Mobile Transformer Assignments	http://progressnet/fpt/Equipment/pool.cfm
Line code list	http://progressnet/fpt/sections/all-lines.cfm?srt=old_co_nb&srtid=One%20Line&dept=501
Transmission One Line Switching Diagrams	Storm Center drawer – NP2C
County maps	Storm Center drawer – NP2C
State of Florida Electric System map	Storm Center drawer – NP2C
EEI Manual Assistance Roster	Storm Center drawer – NP2C
Flip chart markers, pens, sticky notes, pads, clips.	Storm Center drawer – NP2C
1 lantern type flashlight and 2 regular flashlights w/ batteries	Storm Center drawer – NP2C
2 easels with regular (2) and Post-it style (2) flipchart pads.	Storm Center drawer – NP2C

Attachment 7 – Storm Center Decommissioning

1. Put the room back to its normal configuration
2. Return the items obtained on Attachment 6 to the locations they were obtained from.
3. Replenish any items used on Attachment 6 during the storm

Attachment 8 – Logistics Support Center Setup

5) Obtain the materials below and set up the Transmission Logistics Center at conference room NP4 4C4.
6) For phone setup, do the following:

   a) Obtain the 2 beige phones and the black Lucent phone from the Logistics Center drawer located at NP2E.
   b) Obtain the fax located at NP2D (Proj. Mgmt.)
   c) Connect the fax machine to the jack labeled "FAX x2566"
   d) Locate the splitter connected to the floor jack in the center of the room. Connect the black Lucent phone to the splitter where it is labeled "x2565"
   e) Connect (or verify connected) the conference phone to the splitter where it is labeled "x2608"
   f) Connect the beige phone labeled "280.2567" to the wall jack labeled "voice x2567"
   g) Connect the beige phone labeled "280.2566" to the wall jack labeled "voice x2566"

7) Notify the Transmission Storm Coordinator when the facility is ready for operation.

The following is a list of items that should be available at the Logistics Support Center.

Name	Source
Computer	Obtain Greg Welker's or other computer
Fax machine	The fax machine located just at NP2D (Proj. Mgmt.)
Key contacts list	http://progressnet/fpt/directory/directory-FL-ED-mgmt.cfm
Department Storm Plan manual	http://progressnet/fpt/storm/stormdocs.cfm
All Area Storm plan manuals	http://progressnet/fpt/storm/stormdocs.cfm
Mobile Transformer Assignments	http://progressnet/fpt/Equipment/pool.cfm
Parts Book	Printout from Passport
Line code list	http://progressnet/fpt/sections/all-lines.cfm?srt=old_co_nb&srtid=One%20Line&dept=501
Transmission One Line Switching Diagrams	Storm Center drawer – NP2C
County maps	Storm Center drawer – NP2C
State of Florida Electric System map	Storm Center drawer – NP2C
Flip chart markers, pens, sticky notes, pads, clips.	Storm Center drawer – NP2C
1 lantern type flashlight and 2 regular flashlights w/ batteries	Storm Center drawer – NP2C
2 easels with regular (2) and Post-it style (2) flipchart pads.	NP2C

Attachment 9 – Logistics Support Center Decommissioning

1. Remove all phones (except the conference phone) and their cords and all other unused supplies return them to storm drawers.
2. Put the room back to its normal configuration
3. Return the items obtained on Attachment 8 to the locations they were obtained from.
4. Replenish any items used on Attachment 8 during the storm

Attachment 10 – Engineering Support

Name	Work Number	Vnet Number	Beeper**	Cell	Home Number
Director, Transmission Engineering					
Ray DeSouza	407-942-9293	280-2293	none	[redacted]	[redacted]
Project Management					
John Goff	407-942-9526	280-2526	none	[redacted]	[redacted]
Line Engineering					
Paul Jakob	407-942-9252	280-2252	none	[redacted]	[redacted]
Gene Rasponi	407-942-9253	280-2253	none	[redacted]	[redacted]
Substation Engineering					
Nelson Anello	727-820-5259	230-5259	none	[redacted]	[redacted]
David Bower	407-942-9289	280-2289	none	[redacted]	[redacted]
Debi Prince	407-942-9296	280-2296	none	[redacted]	[redacted]
Relay Engineering					
Seung Kang	727-820-5276	230-5276	none	none	[redacted]
Lynn Vogt	407-942-9260	280-2260	[redacted]	none	[redacted]
Parris Van Smith	407-942-9403	280-2403	none	none	[redacted]
[redacted]					

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Attachment 11 – Materials Support

Relay and Substation Parts

Judy Kinnaird	Bell:	727-893-9337
	Vnet:	220-3337
	Cell:	[redacted]
	Pvt ID	
	Largo Home	
	Zellwood Home	

Major Substation Equipment & Bushings

Charlie Clark	Bell:	352-748-8765
	Vnet:	223-4765
	Cell:	[redacted]
	Home:	

System Transformer Repair / Mobile Transformers Contact

David Deines	Bell:	407 942-9292
	Vnet:	280-2292
	Cell:	[redacted]
	Home:	

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Attachment 11 – Materials Support (cont'd)

Wildwood Central Warehouse

Steve McIntyre - Supervisor
Bell: 352-748-8772
Vnet: 223-4772
[redacted]

Les Hannah
Bell: 352-748-8761
Vnet: 223-4761
[redacted]

Alfred Corbin
Bell: 352-748-8762
Vnet: 223-4762
[redacted]

Charolette Adkins
Bell: 352-748=8763
Vnet: 223-7463
[redacted]

Richard Lyals
Bell-352-748-8748
Vnet- 223-4748
[redacted]

Heavy Hauling

Janel Davies - Supervisor
Vnet: 223-4744
Bell: 352-748-8744
[redacted]

Karen Casalese
Vnet: 223-4740
Bell: 352-748-8740
[redacted]

Donny (Slim) Kinney
Vnet: 223-4741
Bell: 352-748-8741
[redacted]

Attachment 12 – Energy Control Center Contact Numbers

	Bell	Cell	Satellite Phone
Generation desk	(727) 820-5888	[redacted]	[redacted]
Transmission desk	(727) 384-0058		
Interchange desk	(727) 384-7877		
ECC Storm center	(727)344-4106	[redacted]	
Director, System Operations - Florida: Eric Grant	(727) 384-7814	[redacted]	[redacted]
Manager, System Operations: Rey Garcia	(727) 384-7818	[redacted]	
Manager, Network Reliability: Lee Schuster	(727) 384-7981	[redacted]	

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Attachment 13 – Transmission Planning

NAME	TITLE	WORK	VNET	CELL	HOME
Hayes, Jeffrey W.	Senior Engineer	727/384-7520	220-4520	[redacted]	[redacted]
McNeill, Alfred G.	Senior Engineer	727/384-7945	220-4945	[redacted]	[redacted]
Pagel, Barry G.	Lead Engineer	727/384-7970	220-4970	[redacted]	[redacted]
Strain, Randall R.	Senior Engineer	727/384-7953	220-4953	[redacted]	[redacted]
Swain, Cynthia A.	Eng. Tech. Support Spec.	727/384-7938	220-4938	----	[redacted]
Washburn, Nancy	Admin. Asst.	727/384-7935	220-4935	----	[redacted]
Gary P. Webster	Senior Engineer	727/344-4364	220-4364	----	[redacted]

Attachment 14 – Corporate Communication / ITSD – Telecommunications Emergency Contacts

Manager, Corporate Communications - Florida: TBD

Karen Breakell

Bell	727-820-5684
VNet	230-5684
Cell	NA
Pager	NA
Home	[redacted]

Aaron Perlut

Bell	727 820 5590
VNet	230 5590
Cell	[redacted]
Pager	
Home	

Rick Janka

Bell	727 820 5006
VNet	230 5006
Cell	[redacted]
Pager	
Home	

Craig Eicher

Bell	407 942 2518
VNet	280 2518
Cell	[redacted]
Pager	
Home	

ITSD & Telecommunications Emergency Contacts

For computer support help call: [redacted]

For telecommunications support help call: [redacted]

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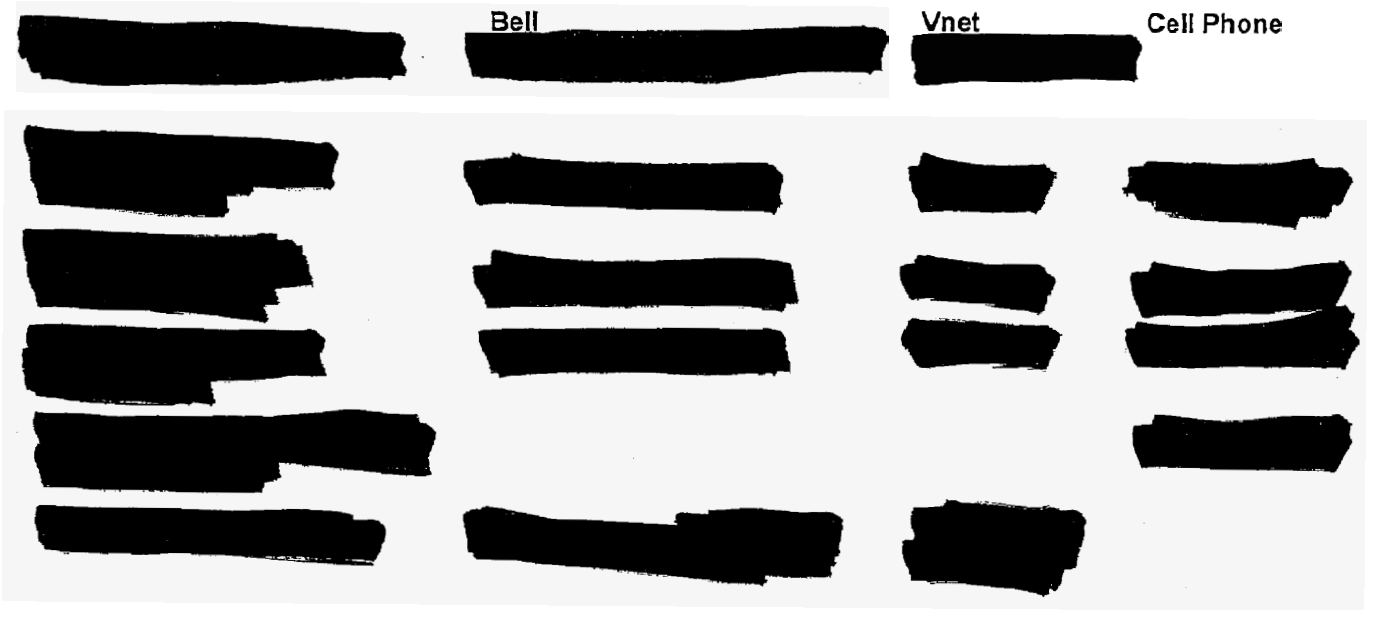
Attachment 15 – Crystal River #3 Emergency Contacts



Attachment 16 – T&D Services Contacts

Name	Title	Outside	VoiceNet	Cell	Home
Beaudoin, David	Eng. Tech. Support Specialist - IR	407-942-9213	280-2213	[redacted]	
Bogle, Esta	Revenue Support Specialist-Wireless	407-942-9299	280-2299		
Buis, Troy	Manager	407-942-9446	280-2446		
Haahr, Chuck	Senior Engineer	407-942-9206	280-2206		
Hickson, Mark	Senior Engineer	407-942-9650	280-2650		
Holliday, Pauline	Tech Support Asst. II	407-942-9216	280-2216		
Jones, Collier	Lead E D Tech Proj Mgmt Spec - Northern	407-942-9390	280-2390		
Keller, Keith	Sr Engr Technical Supt Spec - Telecom	407-942-9247	280-2247		
Lair, Julie	Sr. Admin. Asst.	407-942-9457	280-2457		
McGee, Ellen	Sr Bus Fin Anlyst	407-942-9270	280-2270		
Miller, Donnie	Lead E D Tech Proj Mgmt Spec - Suncoast	727-384-7815	220-4815		
Piper, Gary	Assoc Engr Tech. Supt Spec-Fiber	407-942-9225	280-2225		
Bobby Burgess	Director	407-942-9217	280-2217		
Name	**Title**	**Outside**	**VoiceNet**	**Cell**	
Morehead, Bob	Vice President	727-820-5008	230-5008		
Mcree, Cyndi	Admin. Asst. to Department Head	727-820-5778	230-5778		

Contractors

Name	Speciality	Outside	Voice Net	Cell

Location	Outside	Voice Net
Northpoint	407-942-9487	280-2487
Miller	272-384-4865	220-4865
Morehead	727-820-5715	230-5715

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Attachment 17 – State Emergency Contact Numbers

Florida Dept. of Emergency Management, ESF-12

Voice: 850-921-0165
Fax: 850-488-7841

Attachment 18 – Statewide Energy Emergency Contact Personnel

	CONTACT NAME	CONTACT INFORMATION	
FRCC State Capacity Emergency Coordinator (FPL)	Jeff Gooding	Office	(305) 442-5746
		Fax	(305) 442-5672
		Home	[redacted]
		Mobile	
		Email	
RCC Security Coordinator (FPL)	**24 Hour Phone Number 305-442-5748**		
	Wendell Payne FPL	Office	(305) 442-5226
		Fax	(305) 442-5022
		Home	[redacted]
		Mobile	
		Email	
Chair RCC Operating Committee	Marty Mennes FPL	Office	(305) 552-4138
		Fax	(305) 228-5116
		Home	[redacted]
		Mobile	
		Email	
Vice Chair RCC Operating Committee	Ted Hobson JEA	Office	(904) 665-7126
		Fax	(904) 665-7187
		Home	[redacted]
		Mobile	
		Beeper	
		Email	
Chair RCC Operating Reliability Subcommittee	Ron Donahey TEC	Office	use mobile number
		Fax	(813) 630-6299
		Home	[redacted]
		Mobile	
		Email	
Chair CC Engineering Committee	Tom Washburn OUC	Office	(407) 384-4066
		Fax	(407) 384-4062
		Home	[redacted]
		Mobile	

		Email	twashburn@ouc.com
Vice Chair **CC Engineering Committee**	Ron Donahey TEC	Office Fax Home Mobile Email	use mobile number (813) 630-6299 [redacted]
FRCC			
FRCC Staff	Ken Wiley President & CEO	Office Fax Home Mobile Email	 [redacted]
	Linda Campbell Director of Reliability	Office Fax Home Mobile Email	 [redacted]
	Patti Metro Senior Engineer	Office Fax Home Mobile Email	(813) 289-5644 (813) 289-5646 [redacted]
FRCC Staff (cont.)	Scott Beecher Staff Engineer	Office Fax Home Mobile Email	(813) 289-5644 (813) 289-5646 [redacted]
	Anne Brown Mgr. of Communications & Asst. to President/CEO	Office Fax Home Mobile Email	(813) 289-5644 (813) 289-5646 [redacted]
	Donna Howard Executive Asst.	Office Fax Home Mobile Email	(813) 289-5644 (813) 289-5646 [redacted]

lorida Gas Transmission Company	Bob Hayes Sr. VP Marketing (Primary Contact)	Office Fax Home Mobile Pager Email	(713) 853-3162 (713) 853-6756 [redacted]
	Rick Craig VP Southeast Operations (Secondary Contact)	Office Fax Home Mobile Beeper Email	(713) 646-7227 (713) 646-4808 [redacted]
lorida Gas Transmission Company (cont.)	Mike Bryant Director, Gas Control & Optimization	Office Fax Home Mobile Pager Email	(713) 853-4874 (713) 646-2584 [redacted]
	Jim Dowden Director - Marketing	Office Fax Home Mobile Email	(407) 838-7080 (407) 838-7001 [redacted]
	Mike Teal Director of Operations Panhandle Florida	Office Fax Home Mobile Beeper Email	(407) 838-7162 (407) 838-7151 [redacted]
	Alan Weatherford Director of Operations Panhandle Florida	Office Fax Home Mobile Beeper Email	(850) 350-5020 (850) 350-5001 [redacted]
Gulfstream	Guy Buckley Sr. VP & General Manager (Primary Contact)	Office Fax Home	(813) 282-6611 (813) 289-4438 [redacted]

		Mobile	[redacted]
		Beeper	
		Email	[redacted]
Gulfstream (cont.)	George Matzke VP, Marketing (Secondary Contact)	Office	(813) 282-6613
		Fax	(813) 289-4438
		Home	[redacted]
		Mobile	
		Beeper	
		Email	[redacted]
	Al Taylor VP, Operations	Office	(941) 723-7101
		Fax	(941) 723-7180
		Home	[redacted]
		Mobile	
		Beeper	
		Email	[redacted]
Florida Public Service Commission	Jim Ruehl Emergency Coordinator	Office	(850) 413-6694
		Fax	(850) 413-6695
		Home	
		Mobile	[redacted]
		Beeper	
		Email	[redacted]
	Edward Mills Bureau Chief	Office	(850) 413-6650
		Fax	(850) 413-6651
		Home	[redacted]
		Email	[redacted]
	Roland Floyd Bureau Chief	Office	
		Fax	(850) 413-6677
		Home	[redacted]
		Email	[redacted]
	Joe Jenkins Asst. Director	Office	
		Fax	
		Home	[redacted]
		Email	[redacted]
CA Division of Emergency Management		Office	(850) 413-9900
			(850) 413-9910
State Warning Point			(850) 413-9911
4 Hour Emergency Conact		Fax	(850) 488-7841

		Satellite Phone	**(888) 819-7126**
:A Division of Emergency Management	Craig Fugate Director	Office Fax Home Mobile Beeper Email	(850) 413-9969 (850) 488-1016 [redacted]
	Michael Delorenzo Bureau Chief Preparedness & Response	Office Fax Home Mobile Beeper Email	(850) 410-1597 (850) 488-5777 [redacted]
	Danny Kilcollins Planning Manager	Office Fax Home Beeper Email	(850) 413-9859 (850) 488-5777 [redacted]
JS Department of Energy)ffice of Energy Assurance	Tony Puzzilla	Office Fax Email	(202) 287-1771 (202) 287-1804 [redacted]
JS Department of Energy Office of Emergency Management	Wade Townsend	Office Fax Email	(202) 586-8100 - 24 hrs. (202) 586-8485 [redacted]
Gulf Power Company	Bill Bush Supervisor, System Control	Office Fax Home Mobile Beeper Email	(850) 444-6517 (850) 444-6507 [redacted]
ıbama Electric Cooperative, Inc.	Tim Hattaway Supervisor, Energy Control	Office Fax Cnt Ctr Mobile Email	(334) 427-3282 (334) 222-2179 (334) 222-2630 [redacted]

uthern Company Services	Power Coordination Center	Office	(205) 257-6303
			(205) 257-6302
			(205) 257-6301
		Fax	(205) 257-5533
	Jim Griffith	Office	(205) 257-6892
	Manager, Operations	Fax	(205) 257-6663
		Home	
		Mobile	
		Beeper	
		Email	

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Attachment 19 – FRCC Operating Committee Contacts

INVESTOR-OWNED UTILITY SECTOR

FPL	Mr. Marty Mennes, **Chair** Florida Power & Light	4200 W. Flagler St. Rm. #3400 Miami, FL 33134	305/442-5246 Fax: 305/442-5022
FPL – A	Mr. Wendell Payne Florida Power & Light	4200 W. Flagler St. Rm. #3400 Miami, FL 33134	305/442-5226 Fax: 305/442-5022
FPL – A	Mr. Don McInnis Florida Power & Light	4200 W. Flagler St. Rm. #3400 Miami, FL 33134	305/442-5272 Fax: 305/442-5022
FPC	Mr. Chuck Harper Progress Energy - Florida	6565 38th Avenue, North St. Petersburg, FL 33710	727/384-7819 Fax: 727/384-7865
FPC – A	Mr. Eric Grant Progress Energy - Florida	6565 38th Avenue, North St. Petersburg, FL 33710	727/384-7814 Fax: 727/384-7865
TEC	Mr. Ron Donahey Tampa Electric Company	Post Office Box 111 Tampa, FL 33601	813/623-5120 Fax: 813/630-6299
TEC – A	Ms. Beth Young Tampa Electric Company	Post Office Box 111 Tampa, FL 33601	813/630-6380 Fax: 813/630-6299

GENERATING LOAD SERVING ENTITY SECTOR

GRU	Mr. Mark Bennett Gainesville Regional Utilities	4322 NW 53rd Avenue Gainesville, FL 32614-7117	352/334-3500 x 6418 Fax: 352/334-2676
JEA	Mr. Ted Hobson. **Vice Chair** JEA	7720 Ramona Blvd. Jacksonville, FL 32202	904/665-7126 Fax: 904/665-7187
LAK	Mr. Richard Gilbert City of Lakeland	501 East Lemon Street Lakeland, FL 33801-5050	863/834-6551 Fax: 863/834-6545
OUC	Mr. Tom Calabro OUC	P. O. Box 3193 Orlando, FL 32802-3193	407/384-4047 Fax: 407/384-4089
OUC - A	Mr. Bill Rouse OUC	P. O. Box 3193 Orlando, FL 32802-3193	407/384-4043 Fax: 407/384-4089
TAL	Mr. Rusty Foster City of Tallahassee	System Control 400 E. Van Buren Tallahassee, FL 32301	850/891-2367 Fax: 850/891-3128
TAL – A	Mr. Alan Gale City of Tallahassee	System Control 400 E. Van Buren Tallahassee, FL 32301	850/891-3025 Fax: 850/891-3005

POWER MARKETER SECTOR

CPS	Mr. Steve Carroll Constellation Power Source	c/o Oleander Power Project, L.P. 555 Townsend Road Cocoa, FL 32926	321/638-4785 Fax: 321/638-0967

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Attachment 19 – FRCC Operating Committee Contacts (cont'd)

GENERATOR SECTION

CALPINE	Calpine Corporation	700 Louisiana Street, Suite 2700 Houston, TX 77002	
MIR	Mr. John Twitchell Mirant Corporation	1155 Perimeter Center West Atlanta, GA 30338-6997	678/579-6690 Fax: 678/579-4033
PG&E	Mr. Doug Bullock Indiantown Cogeneration, L. P.	Post Office Box 1799 Indiantown, FL 34956	772/597-6500 x 15 Fax: 772/597-6520
RES	Mr. John Simpson Reliant Energy Services	1111 Louisiana Street, REP-1676 Houston, TX 77002	713/497-8429 Fax: 713/497-0581
RES – A	Mr. Michael B. Antonell Reliant Energy Services	9010 SW 137th Ave. - Suite 228 Miami, FL 33186	305/387-9099 Fax: 305/387-8959
SEPA	Mr. Bob Goss Southeastern Power Admin.	1166 Athens Tech Road Elberton, GA 30635-4578	706/213-3860 Fax: 706/283-1787

NON-UTILITY SECTOR

FMPA	Mr. Steve McElhaney Florida Municipal Power Agency	8553 Commodity Circle Orlando, FL 32819-9002	407/355-7767 Fax: 407/355-5793
FMPA – A	Mr. Gene Way Florida Municipal Power Agency	8553 Commodity Circle Orlando, FL 32819-9002	407/355-7767 Fax: 407/355-5793
SEC	Mr. Steve Wallace Seminole Electric Coop	Post Office Box 272000 Tampa, FL 33688-2000	813/739-1251 Fax: 813/963-2909

Attachment 19 – FRCC Operating Committee Contacts (cont'd)

LOAD-SERVING ENTITY SECTOR

CEC	Mr. Bob Remley Clay Electric Cooperative	Post Office Box 308 Keystone Heights, FL 32656-0308	352/473-8000 x 351 Fax: 352/473-1351
FTP	Mr. Ed Leongomez Fort Pierce Utilities Authority	311 N. Indian River Drive Fort Pierce, FL 34950	772/464-5792 Fax: 772/489-7596
HST	Mr. Renny Ramai City of Homestead	675 N. Flagler Avenue Homestead, FL 33030-6173	305/247-1801 x 184 Fax: 305/247-4008
HST – A	Mr. Ken Konkol City of Homestead	675 N. Flagler Avenue Homestead, FL 33030-6173	305/247-1801 x 619 Fax: 305/247-4008
KEY	Mr. Harry Bethel Keys Energy Services	P. O. Drawer 6100 Key West, FL 33040-6100	305/295-1062 Fax: 305/295-1060
KUA	Mr. Robert Miller Kissimmee Utility Authority	Post Office Box 423219 Kissimmee, FL 34741	407/933-7777 x 1235 Fax: 407/847-0787
KUA – A	Mr. Greg Woessner Kissimmee Utility Authority	Post Office Box 423219 Kissimmee, FL 34741	407/933-7777 x 3202 Fax: 407/847-0787
LWU	Mr. Walt Gill City of Lake Worth	1900 2nd Avenue North Lake Worth, FL 33461	561/586-1706 Fax: 561/586-1759
NSB	Mr. Tim Beyrle Utilities Commission of New Smyrna Beach	P. O. Box 100 New Smyrna Beach, FL 32170	386/423-7128 Fax: 386/423-7103
OEU	Mr. Joe Roos Ocala Electric Utility	P. O. Box 1270 Ocala, FL 34478-1270	352/351-6652 Fax: 352/401-6991
OEU – A	Mr. David Anderson Ocala Electric Utility	P. O. Box 1270 Ocala, FL 34478-1270	352/351-6620 Fax: 352/351-8263
RCI	Mr. John Giddens Reedy Creek Energy Services	Post Office Box 10000 Lake Buena Vista, FL 32830	407/824-4892 Fax: 407/824-5396
RCI – A	Mr. Bernie Budnik Reedy Creek Energy Services	Post Office Box 10000 Lake Buena Vista, FL 32830	407/824-6441 Fax: 407/824-6907

Attachment 19 – FRCC Operating Committee Contacts (cont'd)

ADJUNCT MEMBER

GULF	Mr. Bill Howell Gulf Power Company	One Energy Place Pensacola, FL 32520-0323	850/444-6335 Fax: 850/444-6355

AFFILIATE MEMBER

TEA	Mr. Shel Ferdman The Energy Authority	76 S. Laura St. Jacksonville, FL 32202	904/360-1401 Fax: 904/634-0425

SUBCOMMITTEE CHAIRS

FRCC	Ms. Linda Campbell, **CS** Florida Reliability Coordinating Council	1408 N. Westshore Blvd., Suite 1002 Tampa, FL 33607-4512	813/289-5644 Fax: 813/289-5646
FPL	Mr. Kaveh Tarighy, **DEWG** Florida Power & Light Company	4200 W. Flagler Street Miami, FL 33134	305-442-5252 Fax: 305-442-5835
TEC	Mr. Ron Donahey, **ORS** Tampa Electric Company	Post Office Box 111 Tampa, FL 33601	813/623-5120 Fax: 813/630-6299
SEC	Mr. Charles Wubbena, **SOS** Seminole Electric Cooperative	Post Office Box 272000 Tampa, FL 33688-2000	813/739-1267 Fax: 813/963-2909
FPL	Mr. Joel DeGranda, **TS** Florida Power & Light Company	4200 W. Flagler Street Miami, FL 33134	305/442-5271 Fax: 305/442-5142

Attachment 20 – Contract Provisions for Emergency Work

When contractor is utilized under emergency conditions due to hurricanes, snow, ice storms, etc., or for special assignments requested by Progress Energy - Florida, the following conditions apply:

1. Contractor agrees to furnish all labor, tools, equipment, transportation, and supervision to perform emergency storm work at the following rates:

   a. *Equipment* at contractor's standard hourly rates.

   b. *Labor* at contractor's hourly payroll rate in effect at the time the work is done, plus overhead.

2. All invoices for work done at hourly rates will be supported by a copy of the time tickets. Overtime for a partial week will be supported by time tickets for the full week.

3. Each meal ticket which Progress Energy - Florida is obligated to pay, whether charged to Progress Energy - Florida or billed on the invoice, will show the name of the restaurant, town, date, which meal, name of the contractor, and Progress Energy - Florida, and each meal ticket will be signed by contractor's employee. Contractor employee shall be provided a meal every six hours.

4. Each lodging receipt which Progress Energy - Florida is obligated to pay, whether charged to Progress Energy - Florida or billed on the invoice, will show the name of the place of lodging, town, date, name of contractor, and Progress Energy - Florida, and each receipt will be signed by contractor's employee.

5. Before Progress Energy - Florida will pay overtime for a partial week, Progress Energy - Florida must be furnished documentation of hours worked for each person on another utility system, by means of a copy of work report rendered to that utility company. It is understood that Progress Energy - Florida will pay travel time for each person to and from his normal assembly point, to and from each emergency headquarters and, while at emergency headquarters, to and from each work location.

6. If a contractor employee is required to work in excess of sixteen (16) hours in the twenty-four (24) hour period, the overtime rate shall prevail until such time as the employee is given an eight (8) hour rest period.

Attachment 21 – Emergency Helicopter Service

Upstate Helicopters
Office: 864-595-0164

Barry Stroud, Owner pilot
Home
Mobile: [redacted]
Beeper:

Hans Anderson - Progress Energy - Florida pilot
Home:
Mobile: [redacted]
Beeper:

Attachment 22 – Construction & Clearing Contractor Instructions

Listed in this plan are the Construction and Clearing Contractors. The Contractors which the Transmission Department has contract agreements with are indicated with the contract number and expiration dates. These contracts have provisions for payment during emergency and standby situations. Attachment 20 is the contract provisions for Emergency Storm work.

During a major storm, additional contractor work forces may be necessary. Arrangements for acquiring these additional contractors for mobilizing to work area or standby should be made through the Logistics Support Coordinator. However, if the Area Transmission Coordinator (ATC) makes the original contact with contractors located in their maintenance area in order to acquire additional contract workers, then the ATC should give the contractor's home office number and a contact name to the Logistics Support Coordinator. The Project Analyst-Contracts will call the contractor's home office and make agreements for payment (equipment and labor rates inclusive). The Project Analyst-Contracts will then send a copy of the agreement to the Area's administrative assistant to assist them in processing invoices.

Hotel or motel reservations for contract labor will be made and guaranteed by the Area Transmission Coordinator unless the contractor specifies otherwise.

Releasing any contract crews that are on standby requires the approval of the Area Transmission Coordinator and the Transmission System Coordinator (or assistant). The Transmission System Coordinator is to communicate the released contractor information to the Logistics Support Coordinator.

Attachment 23 – Construction & Clearing, Helicopter & Aerial Photography Contractors

Substation Foundation Construction

C and C Powerline, Inc.
12035 Palm Lake Drive
Jacksonville, FL 32218
Office Phone: 904-751-6020

Contact: Jesse Colley, [redacted]
Fax: 904-757-0964

D.B. Construction, Inc.
4309 Raleigh St.
Tampa, FL 33619
Office Phone: 813-248-6358

Contact: Dave Brown [redacted]
Fax: 813-248-5201

Elite Construction
311 N.W. 11th Place
Ocala, FL 34475
Office Phone: 352-861-6500

Contact: Jeff Schoeler, [redacted]
Fax: 352-622-5667

Horizon Construction & Development
3115 Providence Road
Lakeland, FL 33805
Office Phone: 863-688-8141

Contact: Jim Kennedy
Fax: 863-687-7200

Mastec North America
5550-A Wilkinson Blvd
Charlotte, NC 28208
Office Phone: 704-393-2250

Contact: Ernest Teague
Fax: 704-383-2535

Newberry Contracting
5010 S. 27th Avenue (Fedex Only)
Tampa, FL 33619
PO Box 6194
Brandon, FL 33508 (US Mail)
Office Phone: 813-247-2877

Contact: April Newberry-Suggs
Fax: 813-248-2882

Attachment 23 – Construction & Clearing, Helicopter & Aerial Photography Contractors (cont'd)

Drilling & Structure Foundation

Coastal Caisson Corporation
12290 U.S. Highway 19
Clearwater, FL 34624
Office Phone: 727-536-4748

Contacts: Jon Wiksten, [redacted]
Fax: 727-530-1571

CDK Drill Shafts Corp.
2251 Grand Blvd
Holiday, FL 34690
Office Phone: 727-942-4946

Contact: Richard S. Kettle
Fax: 727-942-4316

Reliable Constructors
22435 S.R. 46
Sorrento, FL 32776
Office Phone: 352-383-3159

Contacts: Joe Hamilton, John Davis
Fax: 352-383-0220

R.W. Harris
12300 - 44th Street North
Clearwater, FL 33762
Office Phone: 727-572-9200

Contact: Michael Dyer
Fax: 727-572-1122

Transmission Overhead Construction

C and C Powerline, Inc.
12035 Palm Lake Drive
Jacksonville, FL 32218
Office Phone: 904-751-6020

Contact: Jesse Colley, [redacted]
Fax: 904-757-0964

Coastal Electric Maint & Constr
4244 West Waters Ave
Tampa, FL 33614
Office Phone: 813-243-8040

Contact: Danny Marteli, [redacted]
Fax: 813-243-8041

Dillard Smith Construction
26750 CR 33 South (PO Box 317)
Okahumpka, FL 34762
Office Phone: 352-326-2757

Contact: Ernie Smith
Fax: 352-365-1844

Florida State Systems
3949 S.W. 12th Court
Ft. Lauderdale, FL 33312
Office Phone: 954-584-1642

Contact: Mike Katulka
Fax: 954-584-6865

The Fishel Company
17600 State Road 50
Clermont, FL 34711
Office Phone: 407-656-6116

Contact: Vance Mauldin
Fax: 407-654-5844

Attachment 23 – Construction & Clearing, Helicopter & Aerial Photography Contractors (cont'd)

Gillette Electric Construction, Inc
3325 Central Parkway S.W.
Decatur, AL 35601
Office Phone: 256-351-2452

Contact: Quentin Gillette

Fax: 256-351-2496

Irby Construction Company
1279 Seminola Blvd.
Casselberry, FL 32707
Office Phone: 407-696-4999

Contact: Charlie Roper, [redacted]

Fax: 407-696-5999

L.E. Myers
8008 Apopka Blvd
Apopka, FL 32703
Office Phone: 407-398-6640

Contact: Larry Schweitzer, [redacted]

Fax 407-398-0104

Mastec North America
5550-A Wilkinson Blvd
Charlotte, NC 28208
Office Phone: 704-393-2250

Contact: Ernest Teague

Fax: 704-383-2535

Cutting/Clearing (Right of Way)

ABC Professional Tree Service
4831 Old Galveston Road
Houston, TX 77017
Office Phone: 713-644-8808

Contact: Rocio Jasso

Fax: 713-644-8812

John DeLaney Resources
7027 Estate Road
Lakeland, FL 33809
Office Phone: 863-853-2128

Contact: John DeLaney, [redacted]

Fax: 863-859-9931

Phillips & Jordan, Inc.
8940 Gall Blvd
Zephyrhills, FL 33541
Office Phone: 813-783-1132

Contact: Wendell Durham, [redacted]

Fax: 813-783-3140

Asplundh Brush Control Co.
7280 Hazelwood Drive
Citrus Springs, FL 34433
Office Phone: 352-489-6160

Contact: Randy McCulloch, [redacted]

Fax: 352-489-6160

Wal-Rose, Inc.
3848 Moores Station Road
Sanford, FL 32773
Office Phone: 407-328-9999

Contact: Joe Gazelka

Fax: 407-328-4229

Attachment 23 – Construction & Clearing, Helicopter & Aerial Photography Contractors (cont'd)

Substation Electrical Construction

C and C Powerline, Inc.
12035 Palm Lake Drive
Jacksonville, FL 32218
Office Phone: 904-751-6020

Contact: Jesse Colley, [redacted]
Fax: 904-757-0964

Energy Erectors, Inc.
31588 Progress Road
Leesburg, FL 34748
Office Phone: 352-787-3878

Contact: Todd Dario x111
Fax: 352-787-6407

Mastec North America
5550-A Wilkinson Blvd
Charlotte, NC 28208
Office Phone: 704-393-2250

Contact: Ernest Teague
Fax: 704-393-2535

Reliable Substation Services
2175 South Apopka Boulevard
Apopka, FL 32703
Office Phone: 407-493-8846

Contact: David Boisvert
Fax: 407-297-0802

Terry's Electric, Inc
600 North Thacker Avenue, Suite A
Kissimmee, FL 34741
Office Phone: 407-846-4252

Contact: Richie Brown, [redacted]
Fax: 407-572-2183

Attachment 23 – Construction & Clearing, Helicopter & Aerial Photography Contractors (cont'd)

Helicopter Services

Power Lines & Helicopters, Inc. (Construction)
10479 North 158th Street
Jupiter, FL 33468-8080
Office Phone: 561-743-1498

Contact: Harry Hansen

Fax: 561-743-6778

Upstate Helicopters, Inc. (Line inspection)
121-C Venture Blvd
Spartanburg, SC 29306
Office Phone: 864-595-0164

Contact: Barry Straud

Fax: 864-595-1186

Haverfield Corporation (Construction)
104 Sanders Road
Carroll Valley, PA 17320
Office Phone: 717-642-9890

Contact: Bob Burns

Fax: 407-888-2877

AIR2 (Construction)
12515 Southwest 88th Street
Miami, FL 33186
Office Phone: 305-662-2896

Contact:

Fax: 305-662-9133

Aerial Photography Services

Kucera South
2215 South Florida Avenue
Lakeland, FL 33803

Contact: Larry Towles

Office Phone: 863-686-8640

Fax: 863-688-9594

Attachment 24 - Crew Registration Instructions

General Information

The crew registration form, Attachment 25 (Form No. 64023) was developed to:

1. **Provide tracking of all crew personnel and equipment in the area.**

2. **Provide a means for logging out work assignments.**

3. **Provide a means for documenting any problems or comments that crews feel might be needed for future reference.**

4. **Provide a method for collecting Fixed Asset Accounting information.**

Instructions

Side 1 of the form **must** be completed by the Progress Energy - Florida Supervisor for his assigned crew when they first report to the area headquarters.

1. **Company:** write in the name of the company that the crew works for (example: Progress Energy - Florida, Stackhouse, Howell, etc.). If crew works for Progress Energy - Florida, add the area that it is from (example: Progress Energy - Florida Suncoast Line Crew).

2. **Employee's Full Name:** write in the full name (not nickname) of each member of the crew.

3. **Social Security Number:** fill in the social security number for each crew member.

4. **Progress Energy - Florida Supervisor of Crew:** supervisor should write in his name.

5. **Vehicles/Equipment:** list the types of vehicles and equipment assigned to the crew (for example: wire stringer, marsh master, bucket truck, etc.).

6. **Crew Lodging**: list the name of the place where the crew will be staying.

On Side 2 of the form, the Area Transmission Coordinator will issue the **Date** and **Assignment** for each crew. The Progress Energy - Florida Supervisor, or his designee, will record the structure number where his crew began their day's work assignment (**From Structure**) and will also record the structure number where the crew stopped (**To Structure**). The Progress Energy - Florida Supervisor, or his designee, will record the number (#) of **poles** his crew replaced during the assignment, the **%** of **insulators** that had to be replaced, and the **%** of **conductor** that had to be replaced during each day's assignment.

The **Comments/Problems/Follow-up Needed** section will be completed by the crew's supervisor to record any information that may be needed by the Storm Area's maintenance crews after storm work has been completed (example: structures that were repaired using engineering-approved substitutes, any temporary fixes that should be replaced after all storm work has been completed, etc.).

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Form No. 64023
6/92

Attachment 25 - Crew Registration Form

Company:

Crew Members

Employee's Full Name	Social Security Number

Progress Energy - Florida Supervisor of Crew:

Vehicles/Equipment

Crew Lodging:

Side 1 of Form

PEF-SR-00057

Work Assignments / Materials Installed

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Comments/Problems/Follow-up Needed

Attachment 26 – Storm Accounting Procedures

Storm plan accounting procedures for the Transmission Department are not effective **until** the Transmission System Coordinator (or Assistant) requests their implementation by Business Operations. These procedures are intended for use when there is severe **and** extensive damage to transmission facilities.

The Financial Analyst for Transmission will communicate the storm charge numbers to Transmission management when activated.

Separate charge numbers will be assigned as needed for **substation work** and **line work.**

Field personnel should contact the Logistics Support Coordinator for the appropriate charge number, if information is not available from Area Transmission Coordinator.

Notify Logistics Support Coordinator and / or Business Operations when work is complete on Storm Plan Project Numbers. Charges against any Storm Plan Project Number will be accepted for a maximum of one year only.

Attachment 27 – Storm Card Procedure

PURPOSE

Storm credit cards are to be used in the event of a category 3 – 4 storm. In the event of a **major storm,** the storm credit cards are to be used for purchases, cash advances, motel bills, meals, vehicle rental, etc. associated with the restoration of the transmission and/or distribution systems. This will drastically minimize the number of miscellaneous invoices that must be processed by Accounts Payable. Items such as inventory or stock (i.e. transformers, poles, distribution wires, etc.), other capital expenditures that exceed $1,000, and contract or temporary labor should not be charged to these cards and should go through the normal procurement process. The desired state is for all miscellaneous major storm costs incurred by Energy Delivery to be handled through these credit cards. This will prevent employees from having to use their personal funds for storm purchases, enable employees to purchase what they need in a timely manner, promote cost savings to Progress Energy - Florida, and provide for immediate payment to all vendors.

SYSTEM STORM COORDINATOR

The System Storm Coordinator (or designee) declares a major storm to be a category 3 or 4, implements the Storm Plan, and approves the use of the Storm Credit Cards. The System Storm Coordinator notifies Disbursement Services to activate the appropriate set of storm cards. Disbursement Services will activate the cards and notify the appropriate storm coordination personnel which set has been activated.

STORM CARD OWNERS

All storm credit cards pertaining to the distribution and transmission ends will be issued to those individuals identified and designated as Storm Card Owners. *(See Exhibit A for listing of Progress Energy - Florida Storm Card Owners).*

Storm credit cards will remain in the control of the Storm Card Owners, under lock and key at all times per audit guidelines, until a major storm is declared and the Storm Plan is implemented.

The Storm Card Owner will be responsible for the distribution of the storm credit cards and maintaining a list of the Progress Energy - Florida personnel issued a card. **(An electronic list must be populated and maintained by credit card number and employee name to which the card was assigned. This list is to be forwarded to Business Operations once completed and retained for audit purposes.)**

When the storm restoration is complete, the Storm Card Owners should collect all storm credit cards from the assigned personnel with receipts supporting the use of the card.

Administrative staff from each of the Regions will be responsible for organizing credit card receipts by credit card number, reconciling the receipts back to the monthly credit card statement, and forwarding all statements and receipts to the respective Business Operations Analyst. Once the statements and related receipts reach Business Operations, each statement is verified as correct by the Business Operations Analyst, who should write 'VERIFIED", sign, date, and file the statement, and submit to accounts payable for payment. All receipts and credit card statements must be retained for audit purposes by Business Operations and filed for permanent record retention. The severity and financial treatment of the storm will determine the length of time that the statements and receipts must be retained.

Once the storm credit cards are accounted for and de-activated for the current storm, they can be re-activated and re-used for the next storm. If any storm credit cards are not returned, the unaccounted for cards must be cancelled immediately and a new card issued. This effort should be coordinated through Business Operations.

STORM CARD RECIPIENTS

Storm Credit Cards are region and storm specific. If the employee is sent to work in a region other than where he/she is employed, he/she should receive a storm credit card from the region where the restoration work is being performed. (If a storm credit card is initiated in one region and used in another region, the charge code assigned to the credit card must be changed. Notify the Storm Card Owner (or designee) should this occur.)

Persons receiving a storm card will be **personally responsible** for the card and its use. If the card is lost or stolen, contact the Storm Card Owner **immediately** so the card can be canceled.

A storm credit card **may not** be loaned or transferred to any other person unless coordinated through the Storm Card Owner.

Receipts for ALL charges made to a storm credit card must be kept and organized by credit card number. ALL receipts must be forwarded to the Storm Card Owner for verification back to the credit card statement and payment authorization.

If a vendor will not accept a credit card, the cardholder should withdraw cash from an automated teller machine, pay the vendor in cash, and obtain a receipt supporting the cash withdrawal **and cash payment. The completion** of a Storm Plan Expense Account Form will also be required for all cash transactions. (*See Exhibit B).* If a cardholder withdraws more cash than was needed, he/she must attach a personal check made payable to Progress Energy - Florida for the difference indicated on the Storm Plan Expense Account Form. Any reimbursement for other expenses using personal funds will be in accordance with the current expense account guidelines.

When the storm restoration is determined to be complete by the System Storm Coordinator, the storm credit card should be returned to Storm Card Owner within two days. All receipts for charge purchases, cash withdrawals and cash purchases, and a completed Storm Plan Expense Account Form for any cash withdrawals **must** accompany the Storm Card. The Storm Card Owner will forward all receipts to his or her Administrators to reconcile and then forward all supporting documents to Business Operations for final review. If an employee receives a storm credit card from a region or area other than where he/she is employed, the storm credit card along with related receipts and Storm Plan Expense Account Form **must** be returned to the appropriate Storm Card Owner before leaving the region. If the cardholder withdrew more cash than was needed, he/she must attach a personal check for the difference indicated on the Storm Plan Expense Account Form. The check for the difference indicated on the form must be made payable to Progress Energy - Florida. The Expense Account Form **must** be turned in the same time the Storm Card and all storm related receipts are turned in.

USE OF PERSONAL FUNDS

If the cardholder used his or her own personal funds, the Storm Plan Expense Account Form must indicate the amount of reimbursement due to the employee and receipts must accompany the expense account request. The Storm Card Owners should review the Storm Plan Expense Account Form along with all supporting documents to verify that all purchase were storm related. Once the Storm Card Owners completes their review, they should approve the Storm Plan Expense Account Form and forward all supporting documents to Business Operations for final review.

Attachment 28 – Storm Plan Expense Account Form (Example):

Storm Plan **Expense Account Form (Example):**

Name of **Hurricane:** Mitch **Prepared By:** *Pete Smith*

Credit **Card Number:** 123456789 **Date Prepared:** 06/01/01

Employee **Name:** Pete Smith

Date	Description of Expense	Expense Amount	Withdrawal Amount	Balance Due Company(+)/ Employee (-) *
05/25/2001	ATM Withdrawal		$100.00	
05/25/2001	Waders for Bill Rogers	$41.44		
05/25/2001	Meal for Orlando Construction Crew	$49.95		
	Total	$91.39	$100.00	$8.61

* If Balance Due Company, write check to Progress Energy - Florida for amount. Forward check and Storm Expense Form to Storm Card Owner.
If Balance Due Employee, fill out Expense Account form only for expenses that are owed to employee and forward approved original with receipts to Payroll.

PEF-SR-00062

Attachment 29 – Progress Energy - Florida Transmission Storm Card Distribution

Location	Owner	Major Storm Cards (non-logistics)
South Central	Rodney Hutcherson	15
North Central	Donald Broadhurst	15
Suncoast	Rick A. Brown	15
Northern Florida	Hugh Irwin	15
Storm Center	Ray DeSouza	5
Logistics Center	Sharon Arroyo	5
Construction	Rick Bagley	7

Attachment 30 – Storm Voucher Form

Transmission Department Voucher Form

General Information

Because of the sheer number of invoices received during a major storm, it is often difficult to distinguish charges that are incurred for Transmission Department work. The Transmission Department Voucher Form (Form No. 64024) was developed to help track department expenses and to ensure that all appropriate vendors are properly reimbursed. This form should be used by Progress Energy - Florida employees and not by contractors.

This form does not cover purchases made by employees that are paid for out-of-pocket and which should be reimbursed through expense account forms. Each Maintenance Area should establish procedures for processing voucher forms (i.e., whether completed forms should be given to the vendor to attach to their invoice or billing statement, or whether completed forms should be turned in to the Technical Aide 1).

Instructions

When charging items such as tools, batteries, ice, etc., the employee needs to complete the following:

City: Fill in the city where the purchase was made.
Date: Fill in the date of the purchase.
Name of Business: Fill in the name of the business where the purchase was made.
Check **Other** and record what was purchased on the line below Other.
Record the **Amount** of the purchase.
Sign on the line marked **Progress Energy - Florida Supervisor/Employee.**

When charging meals, the supervisor of the crew, or his designee, should complete one form to cover the entire crew. The following items need to be completed:

City: Fill in the city where meal was purchased.
Date: Fill in the date of the meal.
Name of Business: Fill in the name of the restaurant.
Check **Meals** and the appropriate box indicating which meal.
Fill in the **Number of employees** included on the ticket.
Record the total **Amount** for all attending crew members' meals.
Sign on the line marked **Progress Energy - Florida Supervisor/Employee.**

Crew members or supervisors who do not dine with the crew are responsible for completing this form for themselves.

Transmission Department Voucher Form No. 64024 **Instructions for Vendor:**

Progress Energy - Florida
(For use by Progress Energy - Florida employees during emergencies)

City _____ Date _____

Make sure Progress Energy - Florida employee has signed this voucher.

Name of Business

Staple voucher to invoice.

___ Meals:

___ Breakfast ___ Dinner ___ Supper

# of employees on ticket:

___ Other:

Amount $

Progress Energy - Florida Supervisor/
Employee:

FRONT OF FORM **BACK OF FORM**

Transmission Department Voucher Form

Attachment 31 – Insurance Coverages for Substation and T&D Lines

Substations including transmission and distribution equipment within 1000 feet of insured location:

$1 Billion Limit of Liability (Flood - $50 Million in Zone A)

$2,500,000 Deductible

There is no coverage for T&D lines and equipment over 1000 feet from the insured location.

There is also $2 million coverage for Decontamination Expense required by ordinance.

Attachment 32 – Safety & Environmental Contacts

Safety:

Transmission Safety Rep:

Ken Baker	Bell:	863-678-4488
	Vnet:	280-3488
	Cell:	[redacted]
	Pager:	
	Home:	

Manager - Progress Energy - Florida Health & Safety:

Rich Mesker	Bell:	352-563-4550
	Vnet:	240-4550
	Cell:	[redacted]
	Pager:	

Environmental:

Environmental Supervisor:

Kent Hedrick	Bell:	727-826-4283
	Vnet:	230-4283
	Cell:	[redacted]

Coastal Regions:

Pat Tilson	Bell:	727-519-2459
	Vnet:	220-2459
	Cell:	[redacted]

North Central:

Betty Carter	Bell:	407-646-8537
	Vnet:	237-5537
	Cell:	[redacted]

South Central:

Chris Gillman	Bell:	407-938-6652
	Vnet:	280-6652
	Cell:	[redacted]

Environmental Services Section (ESS) Storm Operations Center

Location:	Florida
Operations center:	Bayboro Station
Phone:	(727) 826-4320

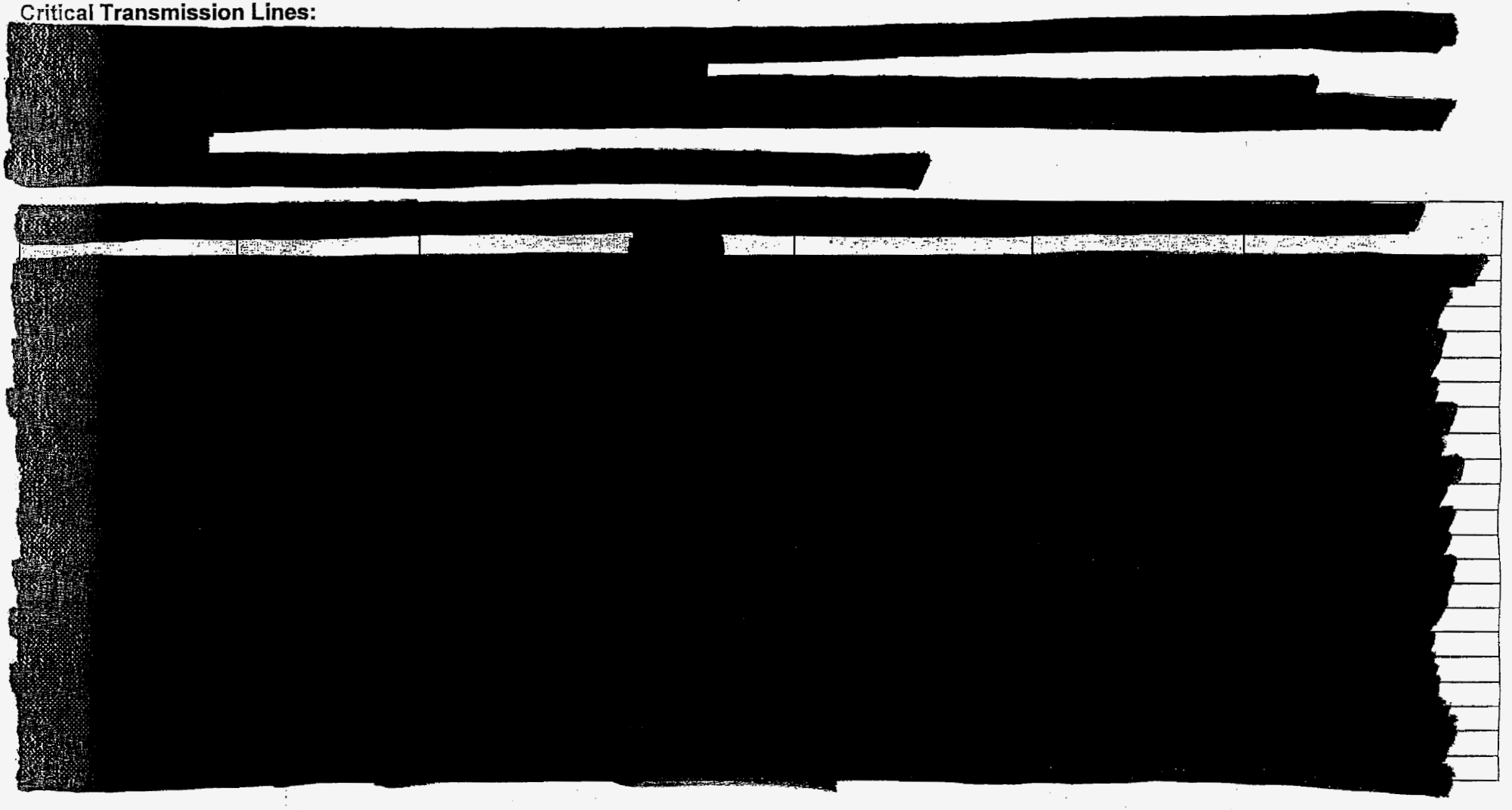
Environmental Web page: \\S00225\Shared\Env Web\index.html

Attachment 33 - Storm Planning Checklist and Good Practices

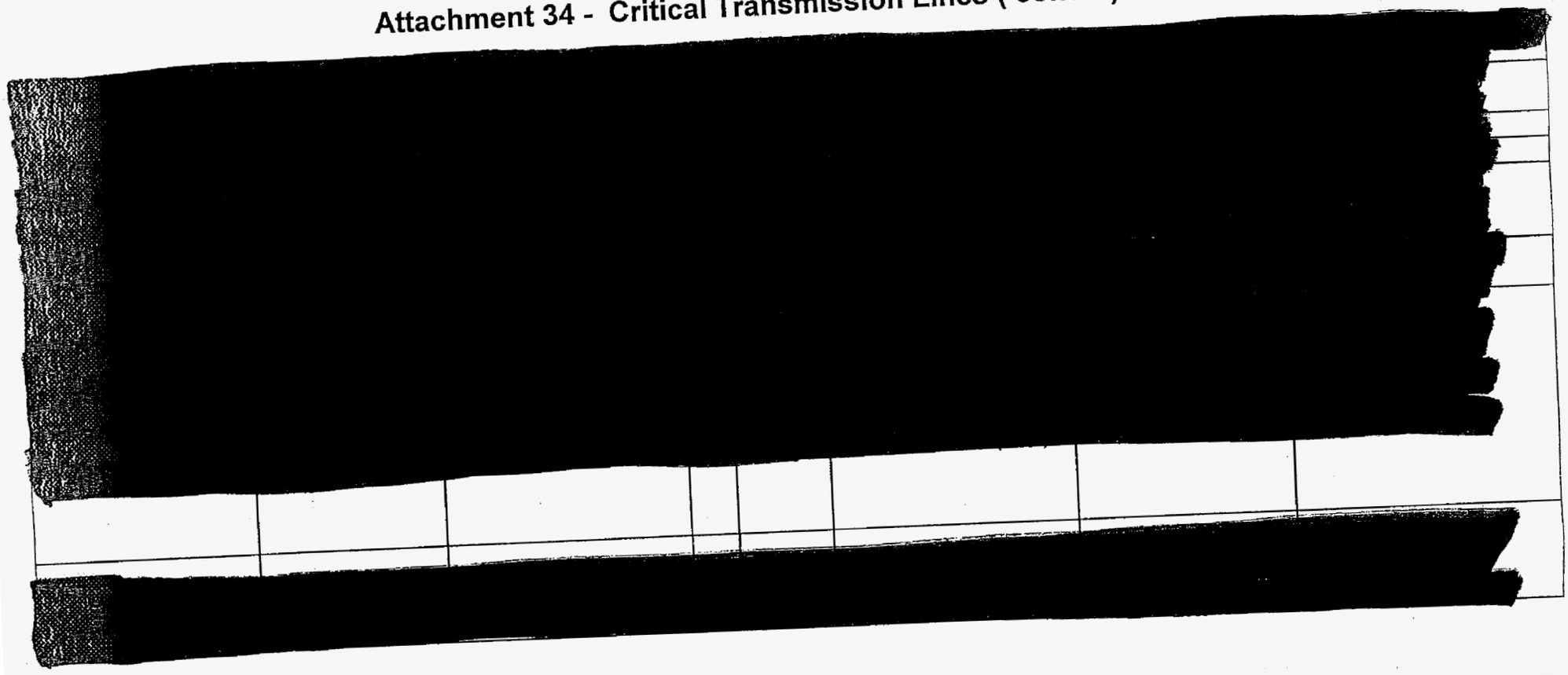
- Make sure when hotting a station up that Feeders are all open and on manual.
- Be aware of public anger because of lights out after a number of days.
- Lock gates where possible to protect public safety and Progress Energy - Florida safety.
- Ensure EMC's have been contacted before POD's are energized.
- Field personnel should monitor switching by radio.
- Prepare switching/sectionalizing information and resource assignment packages in advance of major storms.
- No contractor shall be released from a job until the assigned Progress Energy - Florida lead person communicates to the Storm Center or Logistics Center that all work is complete.
- Spend time to brief/debrief during shift change. Good transition between shifts is necessary for coordinating restoration.
- Use local tree crews to assist in line patrols when applicable.
- Have job and work plans prior to when Progress Energy - Florida and Contract crews arrive on site. Discuss appropriate job plans with affected crew and assigned Progress Energy - Florida Resource lead. Discuss Progress Energy - Florida safety rules and expectations.
- Ensure all doors, hatches, lids, etc. are secured in all facilities.
- Verify proper operations of all emergency circuits and lights prior to storm.
- Make use of all personnel in some form or fashion (answering telephones, obtaining and delivering food, etc.).
- Ensure personnel assigned to help distribution understand the dangers unique to distribution work including backfeed dangers.
- Follow all applicable safety rules and work practices when performing work. Do not take short cuts.

Attachment 34 - Critical Transmission Lines

Critical Transmission Lines:

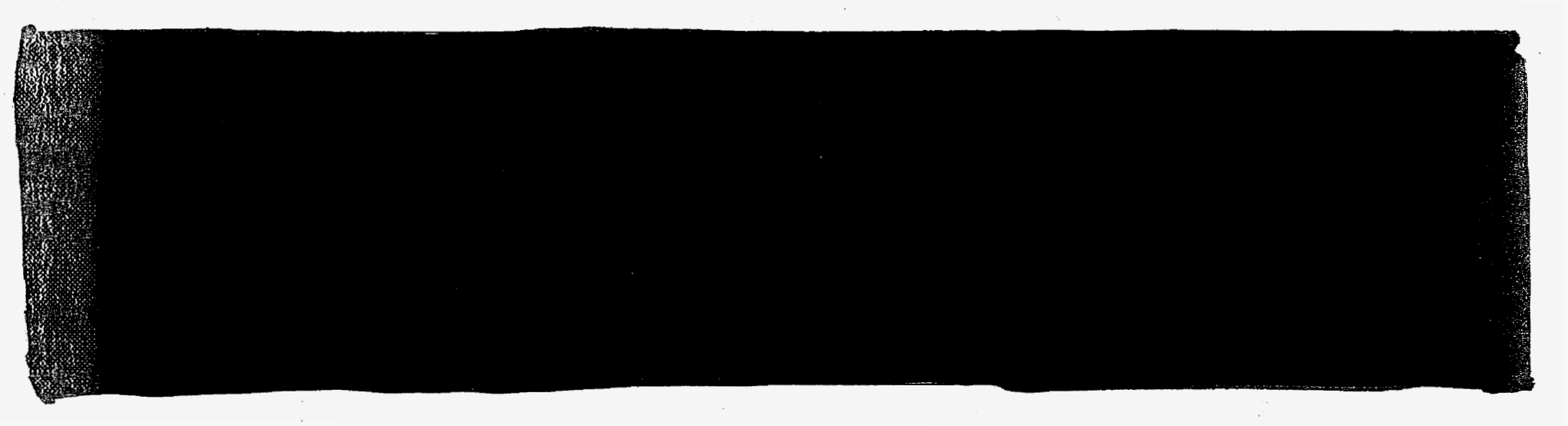


Attachment 34 - Critical Transmission Lines (cont'd)



Attachment 34 - Critical Transmission Lines (cont'd)

Attachment 34 - Critical Transmission Lines (cont'd)



Attachment 35 - Critical Substations

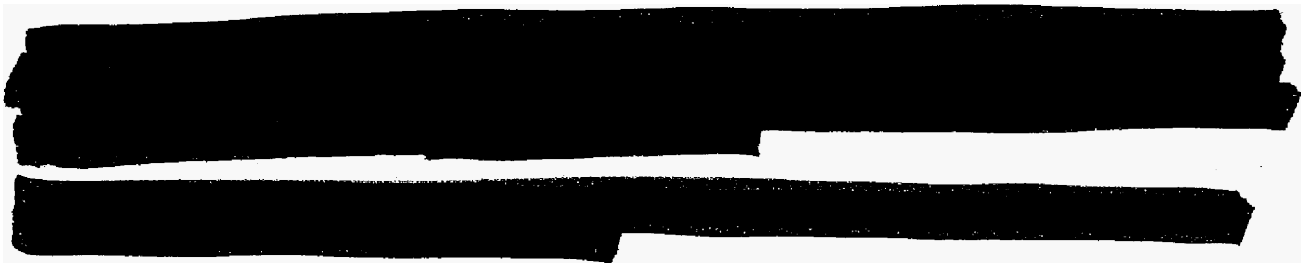
Below are listed the Plant Substations and the Transmission Substations that are considered critical to PE-FL's bulk electric system reliability. [redacted]

Plant Substations

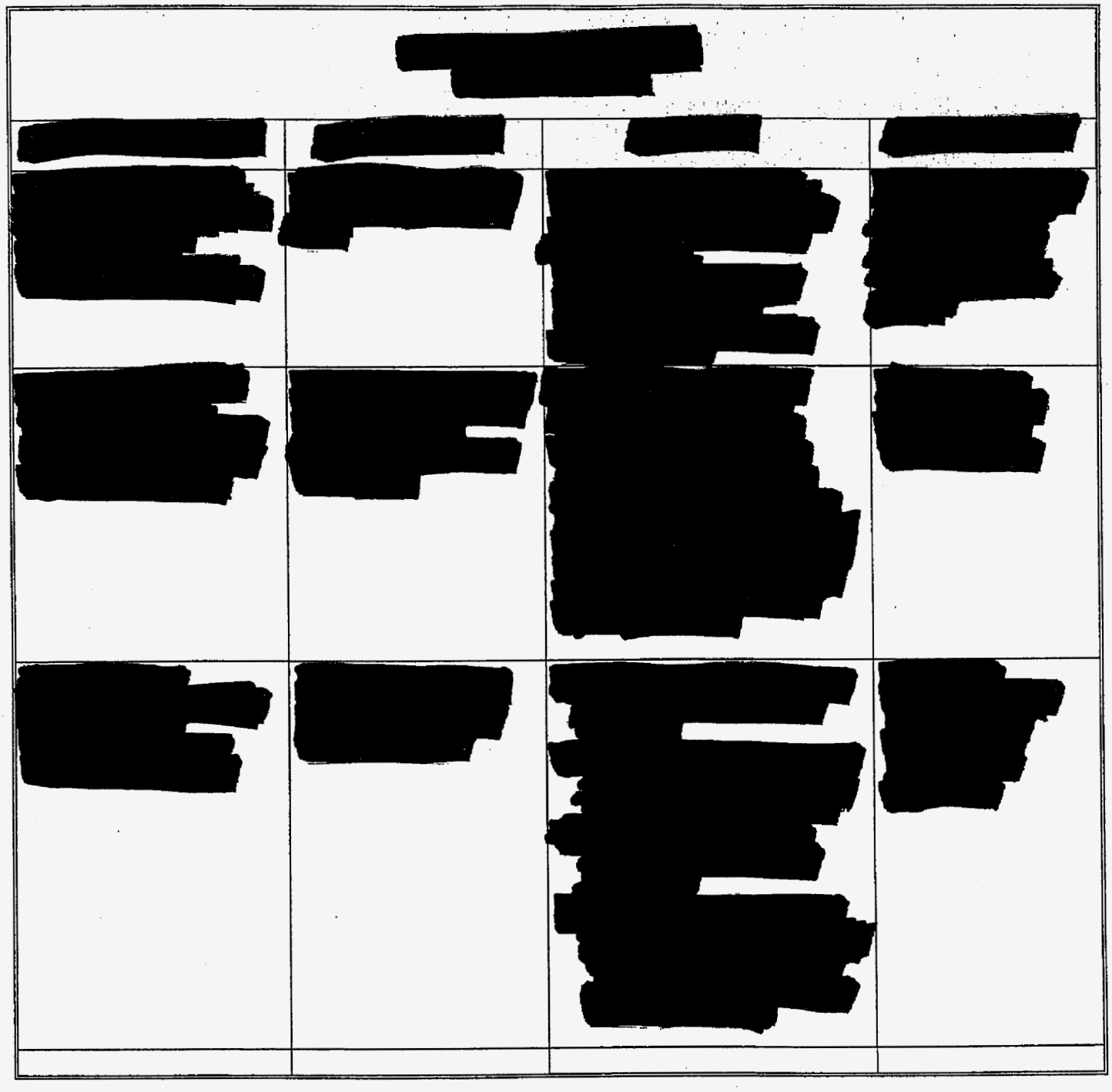
Substation Name	County
[redacted]	[redacted]

Transmission Substations

Substation Name	County
[redacted]	[redacted]



Attachment 36 – Nuclear Plant Siren Restoration Plan (cont'd)



Attachment 37 – Authorized Helicopter Requester List

The following people / positions within the Transmission Department are authorized to request emergency helicopter service:

- All members of Transmission supervision / management involved in restoration activities
- Transmission Area Project Engineers (staff engineers)
- Terry Whitecar
- Larry Lucht
- Any individual who has received explicit verbal or written permission from the Transmission System Coordinator (TSC) or Assistant Transmission System Coordinator (ATSC) to request emergency helicopter service

Document title

Distribution Storm Plan - Overview

Document number

EMG-EDGX-00010

Applies to: Energy Delivery Group – Carolinas and Florida

Keywords: emergency; distribution storm plan; corporate emergency response plan; ERIS

This procedure is Progress Energy's central-source guideline for repairing distribution facilities and restoring electric service due to storms, or other destructive situations. This procedure applies to Progress Energy Florida, Inc and Progress Energy Carolinas, Inc.

In addition, there are other procedures on the Intranet that are a portion of the Distribution Storm Plan. These procedures and plans can be viewed through the links below.

Operations Center Model Storm Plan (EMG-EDGX-00020)

System and Region Information
(Server NT000070\Shares70\Distribution Storm Plan)

Corporate Communications Storm Plan
Current Crew Inventory – Carolinas
Current Storm Information
Customer Service Center Storm Plan
Damage Assessment
Maps to Operations Centers
Maps to Staging Areas
Region Storm Plans - Carolinas
Region Storm Plans - Florida
Safety Instructions
Siren Restoration Plan
Storm Cards
SWARM
System Logistics & Staging Plan
System Storm Center – Carolinas
System Storm Center - Florida
System Storm Plan
Telecommunications Storm Plan
Transportation Storm Plan

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2.0 Safety
3.0 Pre-Hurricane Deployment Guidelines
4.0 Feeder Breaker Operation
5.0 Damage Assessment
6.0 Restoration Priorities
7.0 Off System Crew Mobilization & Tracking
8.0 Fiber Optic System Restoration
9.0 Tree Removal Policy
10.0 Revenue Customer Callbacks
11.0 Contractors
12.0 GIS Data Integrity
13.0 Tracking of Road Closings During a Storm

Exhibit-20-Off System Crew Mobilization Guidelines
Exhibit-21-Revenue Customer Callbacks
Exhibit-22-Crew Registration Form
Exhibit-23-GIS Update Form
Exhibit-24-Pre-Hurricane Deployment Guidelines

Distribution Storm Plan – Sec 4 – Post Storm Functions (EMG-EDGX-00014)

2.0 Crews For Clean-up Work
3.0 Post-storm Recovery Plan
4.0 Extended Pay Procedures
5.0 Major Storm Approval Form
6.0 Lessons Learned Process

Exhibit-30-Post-storm Recovery Action Plan
Exhibit-31-Major Storm Approval Form

Document title

Distribution Storm Plan – Sec 1 - Introduction

Document number

EMG-EDGX-00011

Applies to: Energy Delivery Group – Carolinas and Florida

Keywords: emergency; distribution storm plan; corporate emergency response plan; ERIS

1.0 Table of Contents

Return to Distribution Storm Plan - Overview (EMG-EDGX-00010) for a Table of Contents listing of the entire Distribution Storm Plan.

2.0 Summary

PEF-SR-00080

This Progress Energy Distribution Storm Plan covers both the Florida service area and the Carolinas service area. This plan covers only distribution facilities and is maintained by the Distribution Engineering & Operations Department. Transmission facilities are covered under the Transmission Storm Plan maintained by the Transmission Department.

For the complete timeline of major storm activities, view Exhibit-9-System Storm Center Timeline. This 120-hour timeline gives a good overview of the execution of our storm plan.

The objective of this storm plan is to provide the authority and coordination needed to make sure storm damage is repaired and service is restored in the most efficient way possible. The Distribution Storm Plan is a central source of storm plan requirements and guidelines that are generic to the Progress Energy distribution systems. Using this Storm Plan as a guide, each region will develop, maintain, and implement its own region-specific set of guidelines and procedures that are necessary to respond safely and efficiently to storm damage.

This plan is designed to provide the flexibility to respond to both small and large storms. For small storms this plan allows the Operations Centers and/or regions to have the authority to handle internal resources efficiently. For large storms where resources must be shared this plans consolidates the authority in a top down organizational structure.

The documents which make up the Progress Energy Distribution Storm Plan are shown in Exhibit-1-Storm Plan Documents Diagrams . This diagram describes the repositories and the inter-links between the many documents that make up the overall storm plan. The objective of this systematic method on document storage is to make the latest information accessible to anyone in the company at any time.

3.0 Region Plans - Guidelines and Procedures

The region General Manager-Distribution is the Region Storm Coordinator. They have the authority to appoint all region storm coordinators in the Operations Centers and sub-Operations Centers. The typical region storm organization is shown in Exhibit-5-Region Organization Chart.

Each region is required to file its region-specific plans on the local LAN. In addition, all region-specific plans must be updated annually.

4.0 Operations Center Plans – Guidelines and Procedures

Each Operations Center is required to operate under the Operations Center Model Storm Plan. Each Operations Centers shall fill out Operations Center-specific tables that are in the Model Plan and post on the local LAN. The typical Operations Center storm organization is shown in Exhibit-6-Ops Center Organization Chart.

Document title

Distribution Storm Plan - Overview

Document number

EMG-EDGX-00010

Applies to: Energy Delivery Group – Carolinas and Florida

Keywords: emergency; distribution storm plan; corporate emergency response plan; ERIS

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Operations Center Model Storm Plan (EMG-EDGX-00020)

System and Region Information
(Server NT000070\Shares70\Distribution Storm Plan)

Corporate Communications Storm Plan
Current Crew Inventory – Carolinas
Current Storm Information
Customer Service Center Storm Plan
Damage Assessment
Maps to Operations Centers
Maps to Staging Areas
Region Storm Plans - Carolinas
Region Storm Plans - Florida
Safety Instructions
Siren Restoration Plan
Storm Cards
SWARM
System Logistics & Staging Plan
System Storm Center – Carolinas
System Storm Center - Florida
System Storm Plan
Telecommunications Storm Plan
Transportation Storm Plan

PEF-SR-00082

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Distribution Storm Plan – Sec 3 - Implementation (EMG-EDGX-00013)

2.0 Safety
3.0 Pre-Hurricane Deployment Guidelines
4.0 Feeder Breaker Operation
5.0 Damage Assessment
6.0 Restoration Priorities
7.0 Off System Crew Mobilization & Tracking
8.0 Fiber Optic System Restoration
9.0 Tree Removal Policy
10.0 Revenue Customer Callbacks
11.0 Contractors
12.0 GIS Data Integrity
13.0 Tracking of Road Closings During a Storm

Exhibit-20-Off System Crew Mobilization Guidelines
Exhibit-21-Revenue Customer Callbacks
Exhibit-22-Crew Registration Form
Exhibit-23-GIS Update Form
Exhibit-24-Pre-Hurricane Deployment Guidelines

Distribution Storm Plan – Sec 4 – Post Storm Functions (EMG-EDGX-00014)

2.0 Crews For Clean-up Work
3.0 Post-storm Recovery Plan
4.0 Extended Pay Procedures
5.0 Major Storm Approval Form
6.0 Lessons Learned Process

Exhibit-30-Post-storm Recovery Action Plan
Exhibit-31-Major Storm Approval Form

Document title

Distribution Storm Plan – Sec 1 - Introduction

Document number

EMG-EDGX-00011

Applies to: **Energy Delivery Group** – Carolinas and Florida

Keywords: **emergency; distribution** storm plan; corporate emergency response plan; ERIS

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Document title

Distribution Storm Plan - Overview

Document number

EMG-EDGX-00010

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Keywords: emergency; distribution storm plan; corporate emergency response plan; ERIS

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Region Storm Plans - Florida
Safety Instructions
Siren Restoration Plan
Storm Cards
SWARM
System Logistics & Staging Plan
System Storm Center – Carolinas
System Storm Center - Florida
System Storm Plan
Telecommunications Storm Plan
Transportation Storm Plan

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Distribution Storm Plan – Sec 3 - Implementation (EMG-EDGX-00013)

2.0 Safety
3.0 Pre-Hurricane Deployment Guidelines
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Exhibit-21-Revenue Customer Callbacks
Exhibit-22-Crew Registration Form
Exhibit-23-GIS Update Form
Exhibit-24-Pre-Hurricane Deployment Guidelines

Distribution Storm Plan – Sec 4 – Post Storm Functions (EMG-EDGX-00014)

2.0 Crews For Clean-up Work
3.0 Post-storm Recovery Plan
4.0 Extended Pay Procedures
5.0 Major Storm Approval Form
6.0 Lessons Learned Process

Exhibit-30-Post-storm Recovery Action Plan
Exhibit-31-Major Storm Approval Form

Document title

Distribution Storm Plan – Sec 1 - Introduction

Document number

EMG-EDGX-00011

Applies to: Energy Delivery Group – Carolinas and Florida

Keywords: emergency; distribution storm plan; corporate emergency response plan; ERIS

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Transportation Storm Plan

PEF-SR-00092

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Exhibit-24-Pre-Hurricane Deployment Guidelines

Distribution Storm Plan – Sec 4 – Post Storm Functions (EMG-EDGX-00014)

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3.0 Post-storm Recovery Plan
4.0 Extended Pay Procedures
5.0 Major Storm Approval Form
6.0 Lessons Learned Process

Exhibit-30-Post-storm Recovery Action Plan
Exhibit-31-Major Storm Approval Form

Document title

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EMG-EDGX-00011

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5.0 Employee Role

The most critical element of our storm plan is to ensure that all employees are informed and aware of the roles that they serve in the event of a major storm. Many employees whose jobs do not normally require involvement in service restoration are called upon to offer their talents and services for such tasks as staging and logistics support, guiding crews, answering telephones at the Customer Service Center, as well as other very critical roles.

All employees should sign up for a storm plan role in SWARM. Our expectation is that all Energy Delivery employees have a storm assignment in SWARM. The SWARM process is fully described in Section 2 – Planning & Preparing.

Employees will be released to prepare their homes and families before a storm. Employees are expected to secure their family and properties as quickly as possible following a storm. Our Human Resource Department will help coordinate employee assistance needs.

When the storm abates employees are required to report to their assigned storm location during daylight hours. In the event catastrophic damage has occurred, and access to assigned storm locations is impossible, employees shall report to a designated alternate location.

6.0 Safety

Safety is the shared responsibility of all employees. The safety of our fellow employees as well as the safety of the general public is the most important consideration when your Storm Plan is in effect, just as it is under normal operating conditions.

- Under no circumstances will safety be sacrificed for speed.
- Communication in the form of job briefings will be the cornerstone of all work to be performed. It is crucial to clearly communicate any unique operating procedures and/or distribution system characteristic to outside personnel assigned to work in your area.
- No employee shall attempt any restoration activities or set up staging areas during weather conditions that are deemed to be unsafe.
- Zone Coordinators are responsible for electrical safety tagging within their assigned zone.
- Every effort shall be made to notify the general public of hazards that may exist.
- Work at night shall be well planned and organized.

7.0 Storm Plan Implementation

The Distribution Storm Plan maintains four interrelated storm plan levels. In a damage situation, one or more, or all the plans, may be implemented, depending on the intensity of the storm, the amount of damage and the capability of the service area to handle repairs and restoration timely.

The System Storm Plan (Level 4) coordinates resources and action when more than one region is affected, or involved, and when resources outside the Energy Delivery Group are needed. Resources outside the Energy Delivery Group are identified as other utilities (including their line and tree contractors), other company employees, Corporate Services, the Telecommunications Department, and the Corporate Communications Department. Authority is given to the System Storm Coordinator to mobilize additional resources beyond those available at the regional level and from one region to another. See Exhibit-2-Communication Flow Chart

Coordinators within the regions are responsible for being prepared to implement and for implementing a Storm Plan at three levels:

- Sub-Operations Center Storm Plan - Level 1
- Operations Center Plan - Level 2
- Region Storm Plan - Level 3

The Region Storm Plan is put into action when resources outside an Operations Center are required for repairing facilities and for restoring timely service.

8.0 Storm Plan Levels

A storm is rated 1, 2, 3, or 4, depending on severity and extent of damage incurred plus the capability of the service area to handle timely repairs and restoration. A storm rated No. 4 is the most severe and/or extensive. A storm in a region may require involvement by all four Storm Plan levels: **System, Region, Operations Area, Local**. If all Storm Plan Levels are required, the storm is a Level 4. However, if the local service area is able to repair/restore service without assistance, the storm is a Level 1.

The following paragraphs describe each storm level:

Level 4 – System Level Storm
Personnel within affected regions are not able to restore timely service. Assistance from other regions or utility companies is needed. The Distribution System Coordinator is actively involved in coordinating the movement of crews from one region to another region as requested by the region coordinators. Region coordinators move crews around region as needed.

Level 3 – Region Level Storm
Personnel within affected region are able to restore timely service. Assistance from other regions is not needed. Region coordinator moves crews around region as needed. Region coordinator communicates conditions and the potential need for assistance to the system coordinator

Level 2 - Operations Center Level Storm
Personnel within an affected operations area are able to restore timely service. Assistance from outside the operations area is not needed. Operations area coordinator authorized to move crews within the operations area as needed. Operations area coordinator communicates conditions and the potential need for assistance to the region coordinator.

Level 1 – Local or Sub-Operations Center Level
Personnel within an affected local service area are able to restore timely service. Assistance from other local service areas is not needed.

9.0 Weather Information

Progress Energy has a contract with a professional weather forecasting service, Weather Services International (WSI). In addition to providing Carolinas weather data, WSI will provide data for hurricane events for both the Carolinas and Florida. Since tracking maps are of great importance during a tropical event, WSI will send special maps to the System Storm Center via E-mail as soon as the maps are produced. The System Storm Center will forward these maps on to the units and departments that support our storm plan.

The forecast information is accessed from the ProgressNet Storm Center web site. On the left sidebar is a link to Florida storm tracking. On the right sidebar is a link to the Carolinas storm tracking. The tropical storm wind and track maps will be posted on these sites under the severe weather link as soon as they are available. A second method you can use away from the office is the Internet site. The address is http://www.energycast.wsicorp.com. When accessing this site, choose the "Log into your account" option. [redacted] The name and password are in small letters. To compliment their major storm communications, WSI provides a daily 2:00 PM update outline specifically designed to meet the needs of Progress Energy Carolinas and Progress Energy Florida. The weather updates are distributed through the respective Distribution Control Centers (DCC) who in turn forwards the information to selected individuals via e-mail.

A second weather vendor contracted solely for tropical weather events is Impact Weather. This forecaster is utilized for a second opinion. Impact Weather will send the DCC their storm tracking maps. The DCC will forward these maps on to selected individuals via email.

10.0 Definition of a Major Storm

Damage to facilities may be caused by hurricanes, tornadoes, ice, and other natural causes or disasters, or the damage may be caused by civil disturbances.

The following is from IEEE Std 85901987, section 6.3.2 (page 10).

"Major storm" designates weather which exceed design limits of facilities, and which result satisfies all of the following:

1. Extensive damage to facilities.
2. More than a percentage of customers out of service.
3. Service restoration time is longer than a specified time.

Note: Typical industry criteria are 10% of customers out of service and 24 hours or more restoration time. Percentage of customers out of service may be related to a company operating area rather than to an entire company.

There are no specific measures to EXTENSIVE MECHANICAL damage. However, it does not include electrical damage such as internal failures of transformers or conductors. Extensive refers to the magnitude of damage and the distance over which the damage extends. Therefore, it would be expected that the storm was of sufficient severity to cause damage of an unusual magnitude at multiple locations on the system.

The following measures will help quantify damage. These measures can be applied on a regional, operations area, or line & service area basis.

The specified PERCENTAGE of customers out of service is 10% of the customers in the affected area office. This is determined by dividing the total number of customers out of service during the storm by the number of customers in the area and multiplying by 100.

A customer experiencing another unrelated outage, after having service restored, can be counted again in the calculation of customer minutes out.

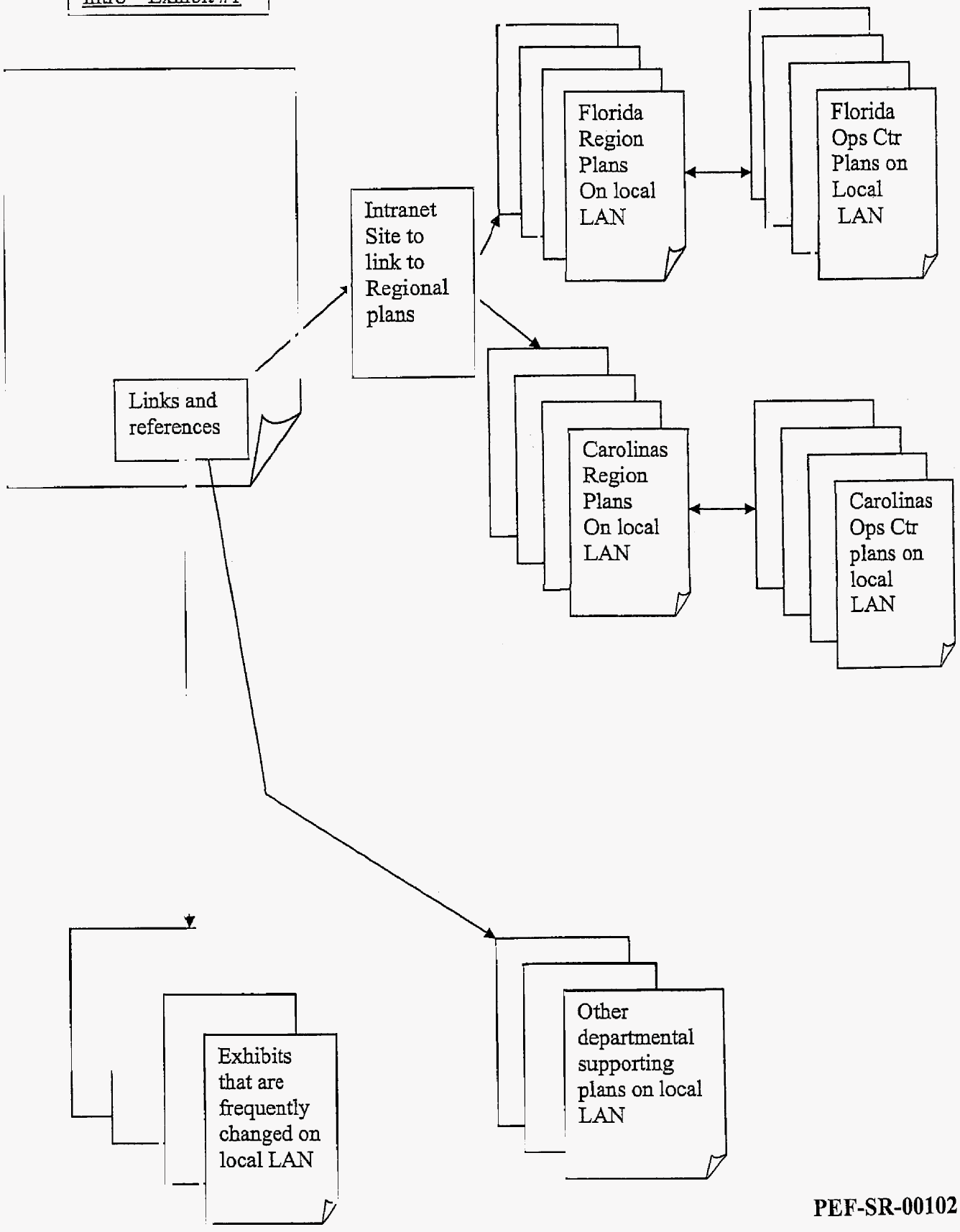
Storm RESTORATION is complete when storm damaged facilities which are essential for supplying service to customers have been repaired.

The RESTORATION TIME of 24 hours is reasonable for signifying extensive damage to the system. This time can be adjusted to account for outside construction forces applied to the restoration. This is accomplished by multiplying the restoration time by the total construction force man-hours applied to restoration (includes area CP&L and contract construction crews). For example, if restoration time is 18 hours, the five area crews worked an average of 16 hours each (80 crews hours) and three crews from another area worked an average of 10 hours each (30 crew hours). The ADJUSTED RESTORATION TIME would be 18 hours (80+30)/80=24.75 hours. (Note: Man hours or crews can be used in these calculations).

11.0 Plan Revisions

Telephone numbers and critical personnel assignments should be updated on the LAN folders on an ongoing basis. In addition, each April the System Storm Plan and the region storm plans shall be reviewed and updated with changes that are needed. The region storm coordinators should verify that all of their Operations Centers have updated their plans.

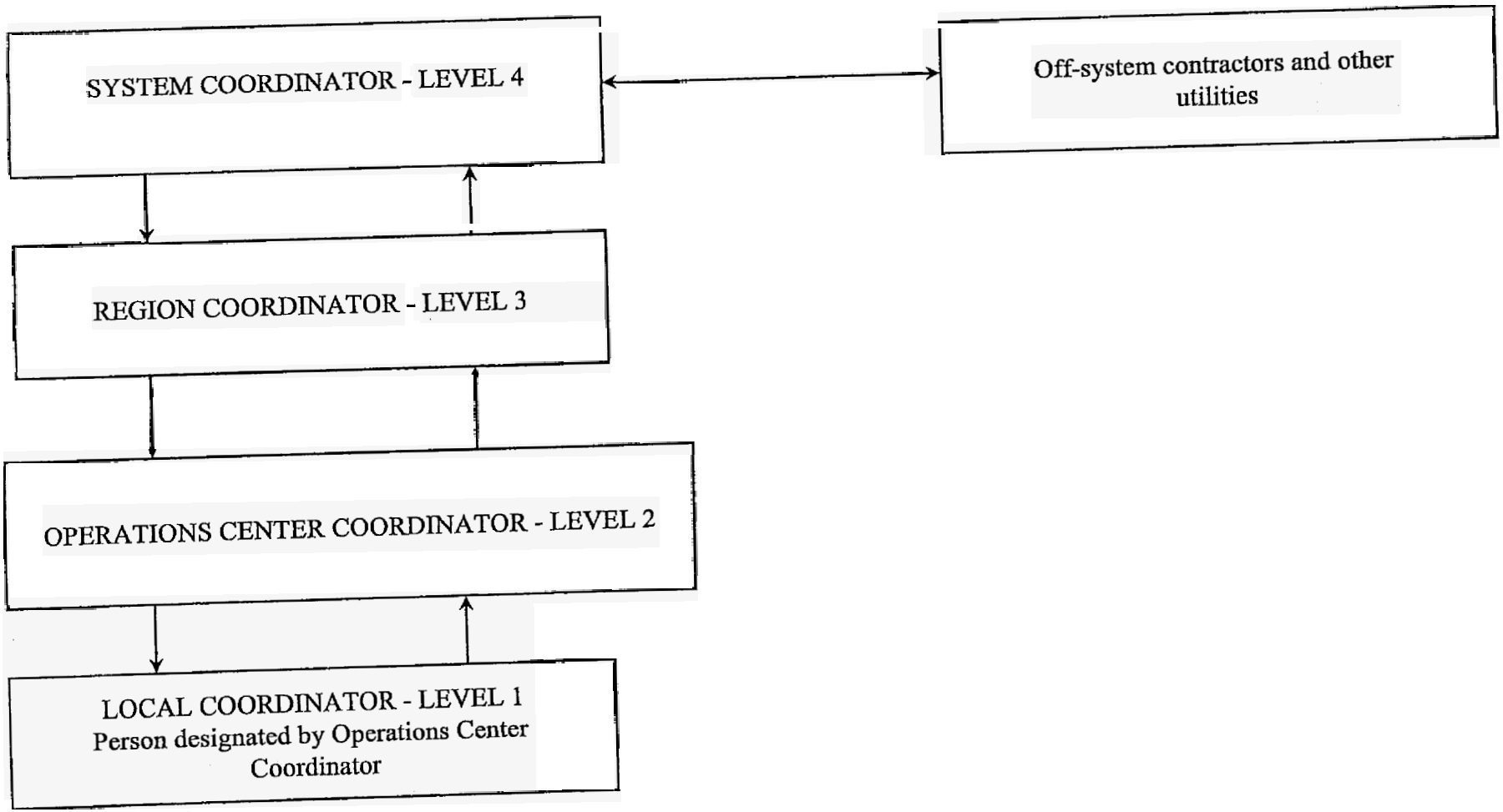
Intro – Exhibit #1



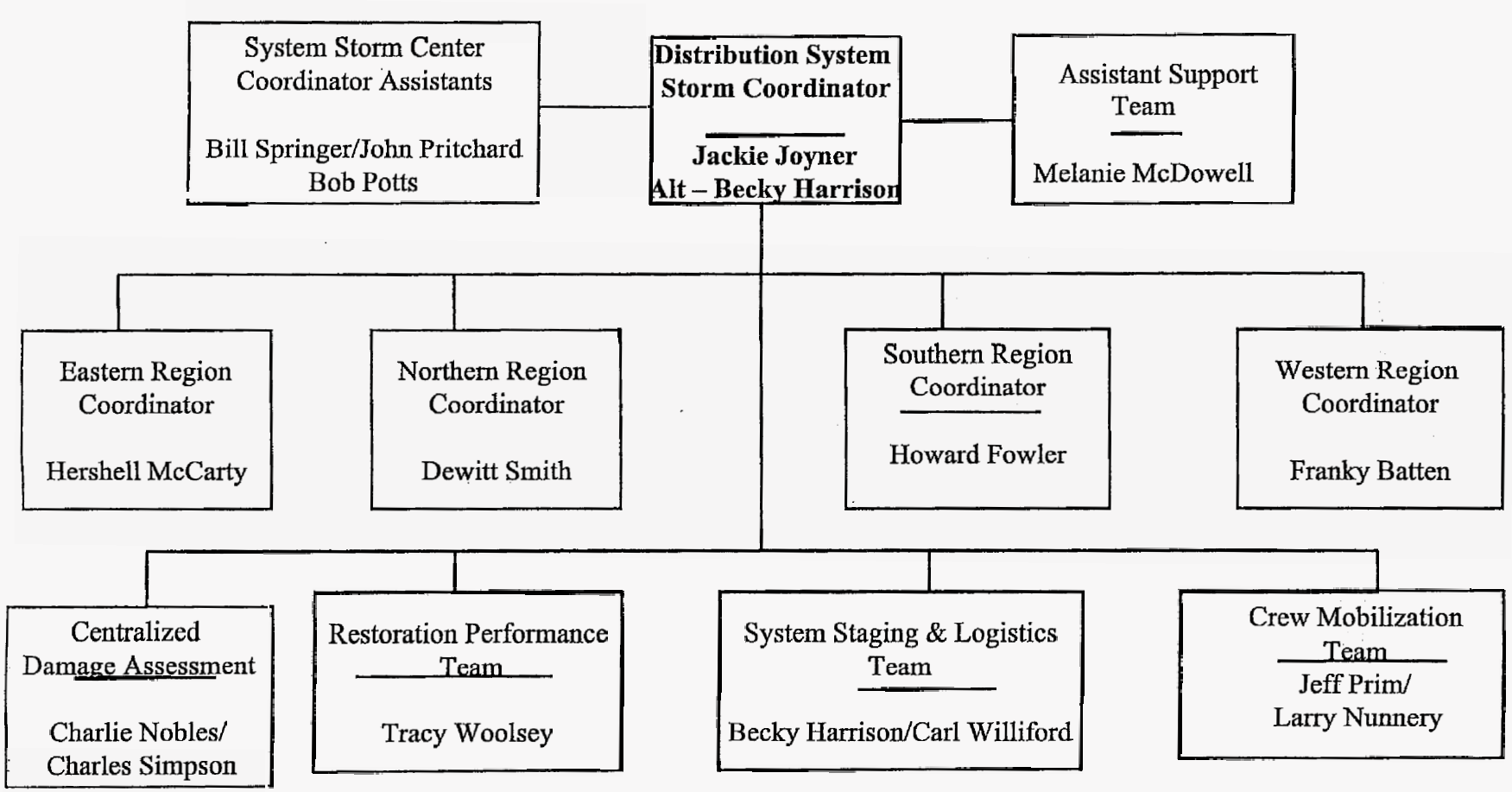
PEF-SR-00102

PROGRESS ENERGY STORM PLAN DOCUMENTS

COMMUNICATIONS FLOW
Requesting and Providing Assistance

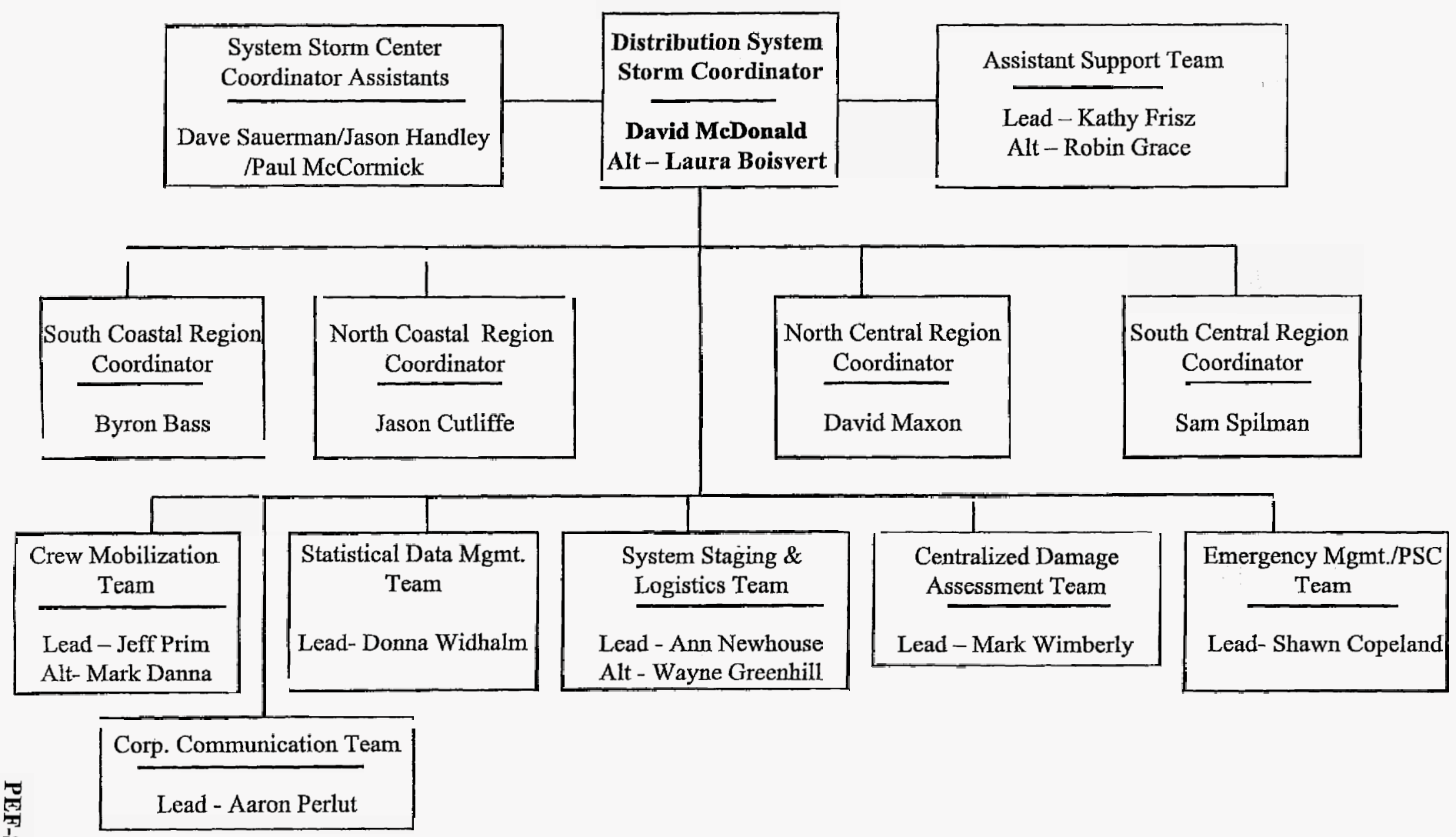


CAROLINAS DISTRIBUTION SYSTEM STORM COORDINATORS



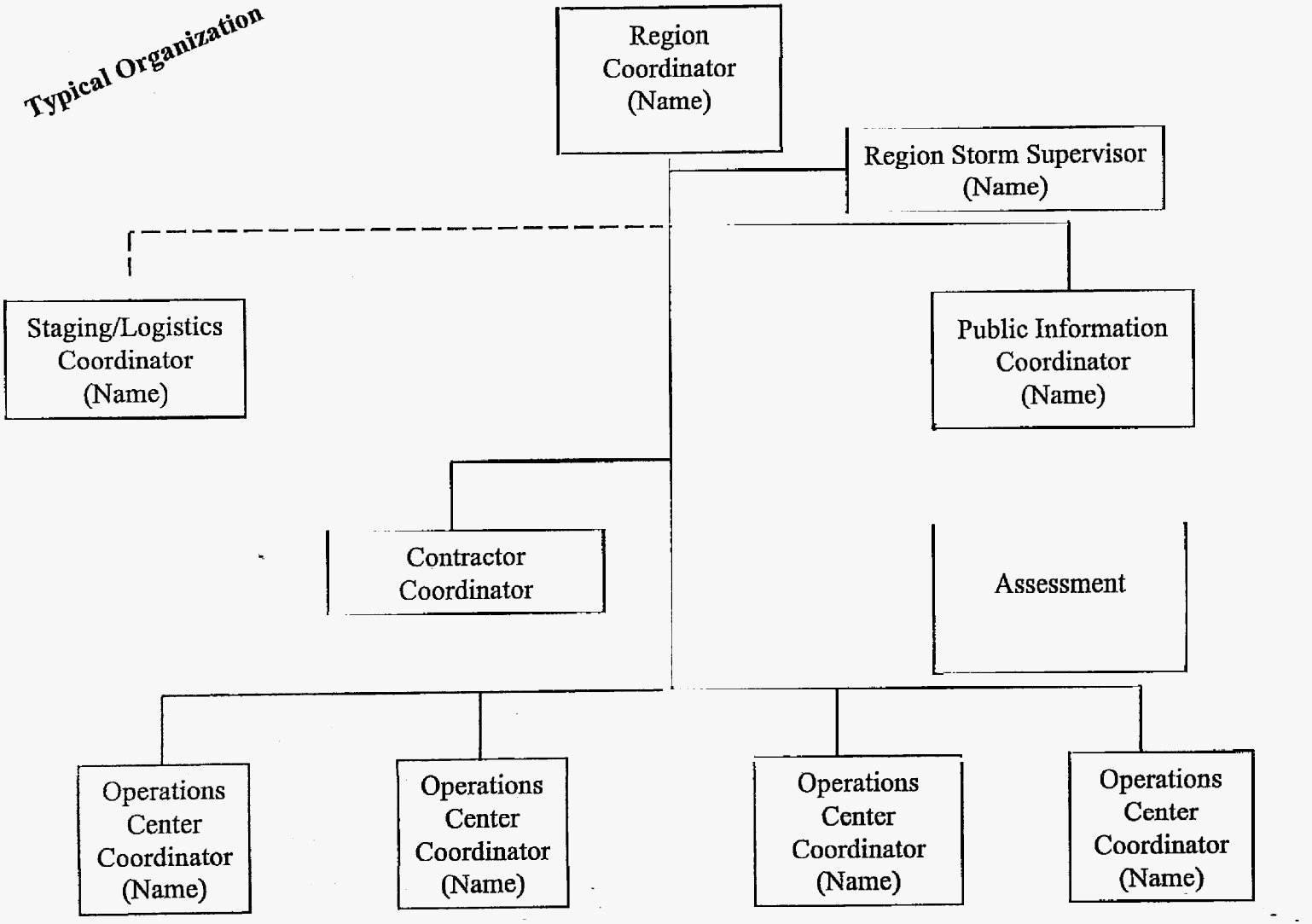
PEF-SR-00104

FLORIDA DISTRIBUTION SYSTEM STORM COORDINATORS

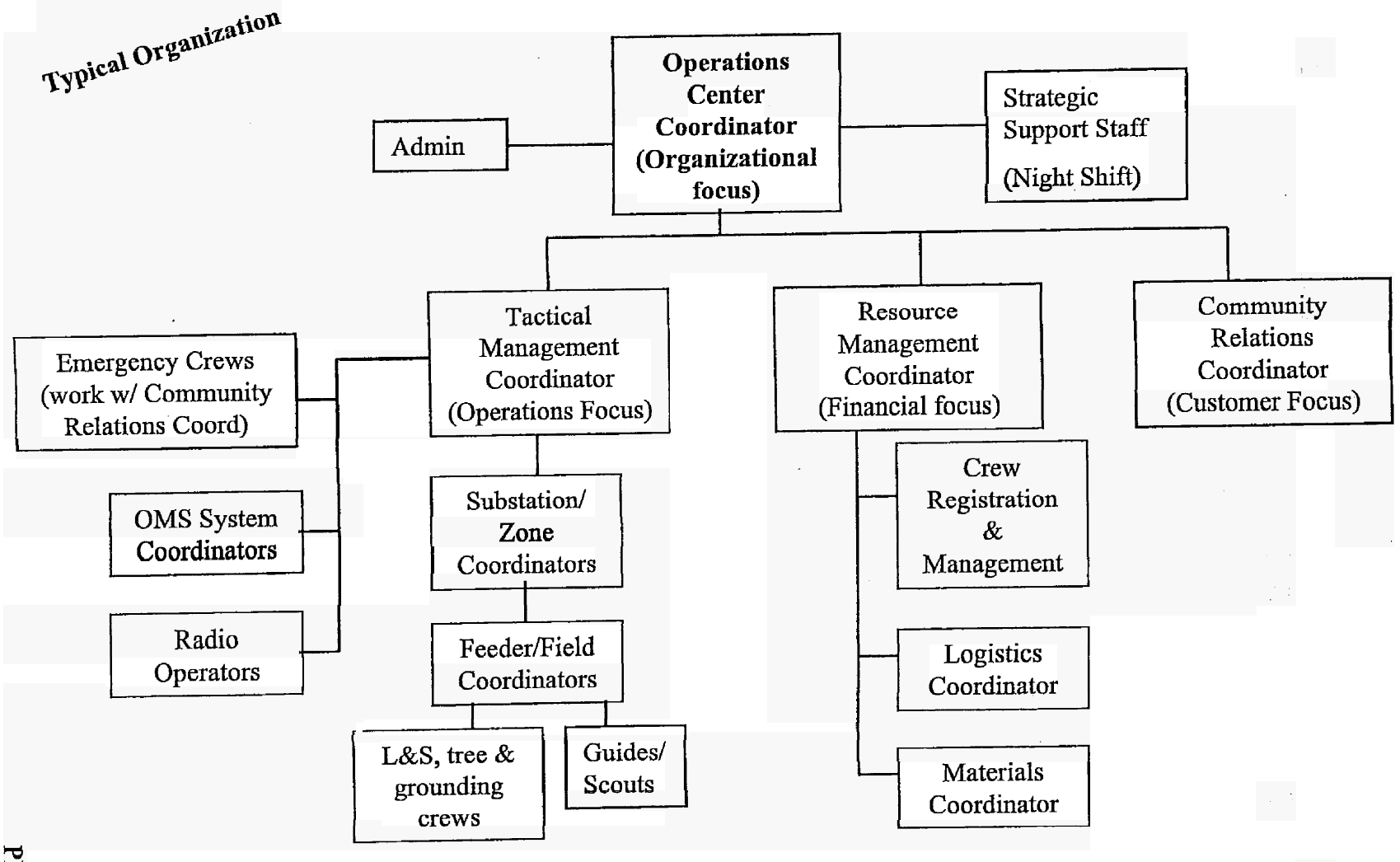


REGION

Typical Organization

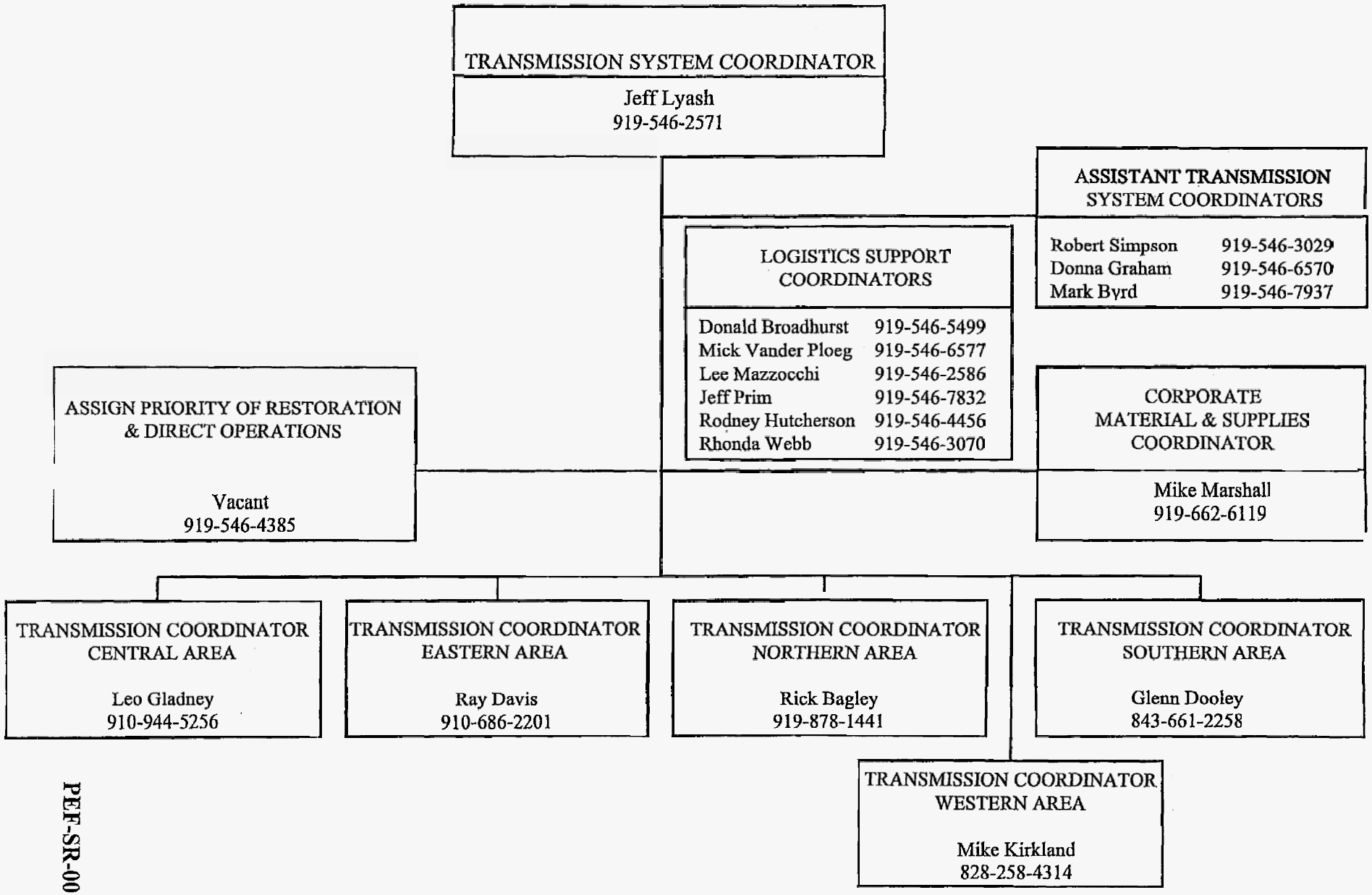


OPERATIONS CENTER



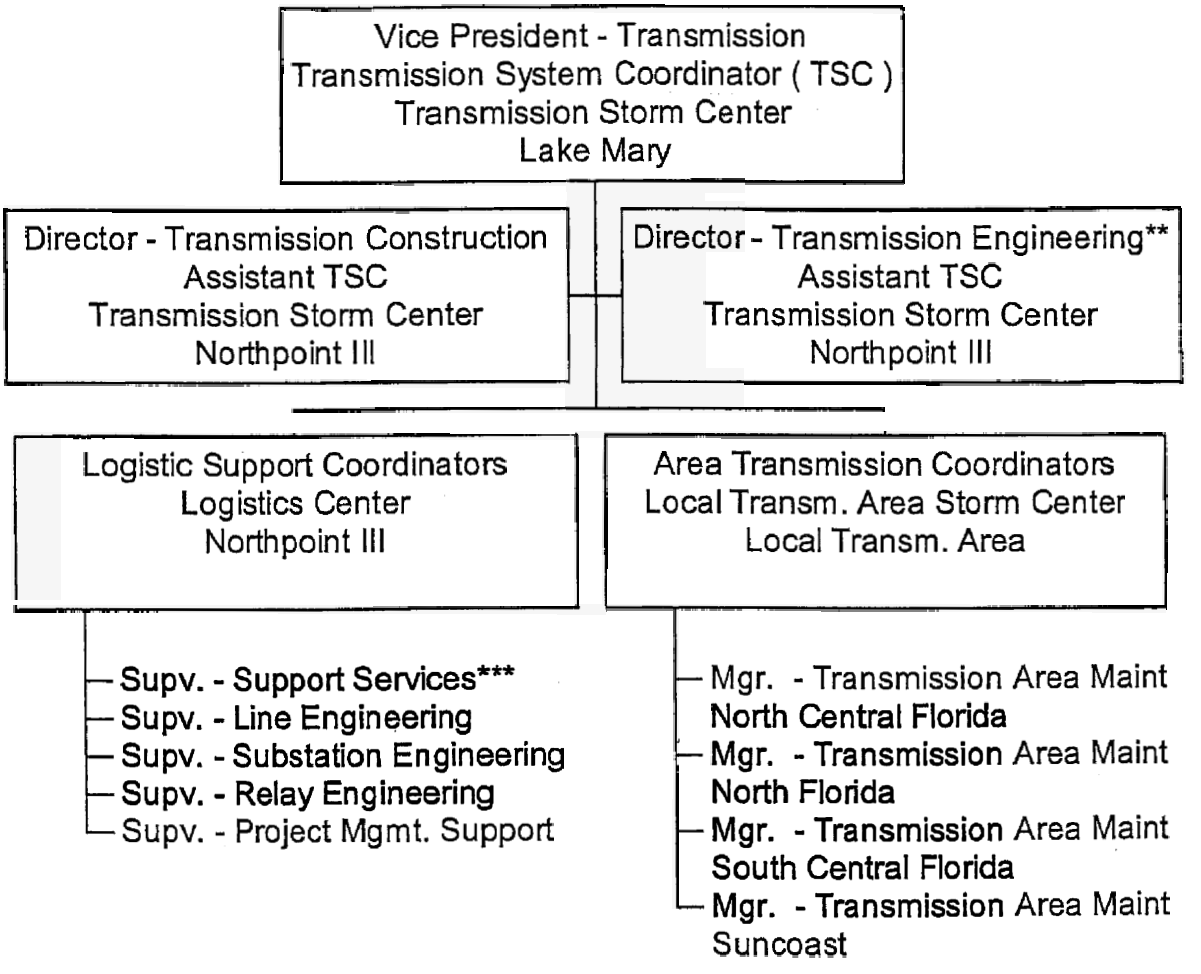
PEF-SR-00107

Carolinas Transmission Storm Team
Storm Plan Organization



Introduction – Exhibit #8

Florida Transmission Storm Team



** Storm Center Sponsor
*** Logistics Center Sponsor

Florida Transmission – Storm Centers

Description	Location	Bell #	Voicenet #	Fax Bell #	Fax Voicenet #
Transmission Storm Center	Northpoint III ECC (alternate location)	407-804-3081 727-344-4340 727-344-4341	280-3081 220-4340 220-4341	407-804-8804	280-2804
Transmission Logistics Support Center	Northpoint III	407-475-2412	280-2412	407-475-2487*	280-2487*
Northern Storm Center	Transmission Maint. Bldg MO16, Monticello	850-997-2232	224-1222	850-997-1584	224-1321
North Central Storm Center	Jamestown Building C Meeting Room	407-359-4464	239-4464	407-359-4889	239-4889
South Central Storm Center	Lake Wales Operation Center Backup Number	863-678-4510 863-678-4511 863-678-4424	280-3510 280-3511 280-3424	863- 678-4515	280-3515
Suncoast Storm Center	Clearwater Operations Center Building A	727-562-5759	220-5759	727-562-3815	220-3815
Distribution System Storm Center (HECC)	Northpoint III ECC (alternate location)	407-942-9581 727-384-7984	280-2581 220-4948		

* this fax machine is located outside the Director – Transmission Engineering office

PEF-SR-00110

INTRO - EXHIBIT #9 - SYSTEM STORM CENTER TIMELINE

This timeline is designed for a major hurricane entering our service area. Smaller events would require the timing of some of the activities to be adjusted. A near miss could require not only the timing to be adjusted but also some of the activities might not occur.

AT ALL TIMES

Be flexible.
Work safely
Have a sense of urgency, but think before you communicate.

120 HOURS (5 DAYS) PRIOR TO STORM

Obtain a comprehensive weather track and report from our weather contractor.
Conduct a conference call with Region and Transmission Department Storm Coordinators and weather contractor to discuss weather situation and possibilities.
Decide if an alert is needed.
Schedule next conference call for system/regional decisions. Also schedule conference call for supporting storm plan personnel.
Issue an email and/or telephone call to key distribution storm plan personnel and supporting personnel to place them on alert and notify them of scheduled conference calls for the next 24 hours. Include Corporate Communications, materials, Staging & Logistics, crew mobilization, safety, transportation, dispatch operations, Customer Service Center, weather contractor, security and IT/telecommunications.
Place contractors on alert
Run a crew resource model of projected track. Also look at probable "worst case" track shift and run crew resource models for those tracks.
Schedule an SEE Mutual Assistance conference call.
Initiate plans for obtaining needed 4 wheel drive vehicles and damage assessment teams.

96 HOURS (4 DAYS) PRIOR TO STORM

Update crew resource model based on latest track
Conduct system conference call
Conduct an SEE Mutual Assistance conference call.
Continue acquisition of 4 wheel drive vehicles and damage assessment teams.
Obtain probable crew numbers from contractors.
Start a crew planning/tracking sheet.

72 HOURS (3 DAYS) PRIOR TO STORM

Update crew resource model based on latest track
Conduct system conference call
Conduct an SEE Mutual Assistance conference call.
Continue acquisition of 4 wheel drive vehicles and damage assessment teams.
Determine any pre-storm crew mobilization plans which will occur. Start this in action

Determine any pre-staging areas needed for crew mobilization plans. Issue the schedule to set up these staging areas.
Develop preliminary plans for staging areas needed in impacted areas to restore service.
Issue order to open system storm center if pre-storm off-system mobilization will be occurring.
Place order for leased handheld radios.
Direct regions in areas that will not be directly impacted by the storm to put storm strike teams on alert and send in team list.

48 HOURS (2 DAYS) PRIOR TO STORM

Update crew resource model based on latest track
Review staging area plans
Conduct system conference call
Conduct an SEE Mutual Assistance conference call.
Continue acquisition of 4 wheel drive vehicles and damage assessment teams.
Notify regions, state Division of Emergency Management, cooperatives and municipal systems contact coordinators, and Corporate Safety when system storm center is open.
Notify Business Operations to activate storm credit cards and issue storm project numbers.
Contact state Division of Emergency Management office. Discuss preliminary crew mobilization plans, request any necessary DOT waivers for in-coming off-system personnel, and determine helicopter resources that may be available.

24 HOURS (1 DAYS) PRIOR TO STORM

Update crew resource model based on latest track
Conduct system conference call
Conduct an SEE Mutual Assistance conference call.
Develop and implement a 24 hour shift schedule for the system storm room.
Direct Business Operations to issue storm project numbers
Contact state Division of Emergency Management office. Update them on crew mobilization plans and verify we have any necessary DOT waivers for in-coming off-system personnel.
Finalize plans for staging areas. Issue orders to Staging & Logistics to prepare for setting up these staging areas immediately after the storm has passed.
Finalize centralized damage assessment plans.
Reserve motel rooms for system storm center personnel that will be staying downtown the night of the storm.

IMMEDIATE POST STORM ITEMS

Schedule conference calls for next 24 hours.
Assess personnel needs of system storm center personnel. Revise 24 hour storm center schedule as needed to account for personnel needs to attend to storm damage or family emergencies.
Assess condition of System Storm Center. Relocate to alternate storm center if necessary.
Obtain a preliminary damage report from each impacted area. Determine which storm centers are operational.
Verify condition and usability of planned staging areas. Adjust plans as needed.
Review crew mobilization plans and adjust as needed.
Issue deadline to have statistical damage assessments conducted.
Review statistical damage assessment data. Determine if any second wave of off-system personnel is needed. Determine if any resources need relocation among the impacted areas.
Contact state Emergency Management office. Obtain copy of any Declaration of Emergency.
Release any system storm center personnel that can now be better utilized in the field.

POST STORM FOLLOW-UP ACTIVITIES

Issue order to close down system storm center. Notify regions and state Division of Emergency Management that center is closed. Leave an appropriate message on the storm center voice-mail greeting.
Obtain all crew release times for crew mobilization reports. Verify all crew numbers.
Forward to Business Operations for a storm cost estimate.
Assist regions as needed with obtaining any additional personnel for post-storm inspections and contractors for storm clean up work.
Obtain a mailing list of all off-system companies that provided assistance and forward to Corporate Communications and management.
Decide which areas will automatically qualify for a major storm as "no brainers" and notify regions. Tell regions they must send in a Major Storm Approval Form for any other areas. Send list of areas that qualify for a major storm to Distribution Dispatch Operations for adjustment of OMS data.
Direct regions and other storm support personnel to conduct a lessons learned process per the storm plan.
Conduct a lessons learned review with the system storm center personnel. Develop an action plan for the storm center items. Forward the system-wide items up for inclusion in system-wide action plan.
Issue a storm performance report and an action plan of all system-wide improvement items.

Document title

Distribution Storm Plan – Sec 2 - Planning and Preparation

Document number

EMG-EDGX-00012

Applies to: Energy Delivery Group – Carolinas and Florida

Keywords: emergency; distribution storm plan; corporate emergency response plan; ERIS

1.0 Table of Contents

Return to Distribution Storm Plan - Overview (EMG-EDGX-00010) for a Table of Contents listing of the entire Distribution Storm Plan.

Distribution Storm Plan - Planning & Preparation (EMG-EDGX-00012)

2.0 Storm Awareness

PEF-SR-00114

For level 1 and 2 storms (Operations Center level and below), dispatching personnel and the Region Restoration Coordinators monitor weather Internet sites, commercial weather reports, and the special weather radio bands. These resources are used to track development and movement of storms, to make decisions about holding crews (whether to dismiss at 5:00,

for example), and to place additional crews on call. The DCC will send out a daily text forecast that contains any forecasted severe weather. This will alert the Operations Center Storm Coordinators of possible storm conditions. Region Restoration Coordinators will assist the Operations Center Storm Coordinators in coordinating the response for these storms. See Exhibit-16-Daily Thunderstorm Monitoring for a diagram of this process.

For level 3 and 4 storms (region level or system level), the System Storm Coordinator will be notified by Weather Services International (WSI), our contracted weather service, about upcoming events. System Storm Coordinator will then use conference calls with the Region Storm Coordinators to keep the Energy Delivery Group notified of major storm developments and plan the storm response. Region Storm Coordinators will then schedule storm conference calls with their Operations Centers on these events.

3.0 Distribution System Storm Coordinator – Roles and Responsibilities

The Distribution System Storm Coordinator has the overall responsibility of ensuring that Energy Delivery is prepared and ready to execute the storm plan for any system-wide storm. They are responsible for the management of all resources during a major storm. They are responsible for ensuring the storm plan is followed on all levels by performing the following functions:

- Maintain the System Distribution Storm Plan. Review the Distribution Storm Plan each April for changes that may need to be incorporated. Coordinate the review with the Region Storm Coordinators and other departments which support the Distribution System Storm Plan. Make necessary changes in the System Storm Plan and keep Energy Delivery informed of these changes.

- Assign the following critical centralized storm support roles to support the major storm restoration efforts:

  - System Staging & Logistics Coordinator
  - System Damage Assessment Coordinator
  - Crew Mobilization Team Leaders
  - System Stats Team Leader
  - Restoration Performance Team Leader
  - Emergency Management/PSC Team Leader (Florida only)

- Maintain an inventory of and a plan of action for utilizing Company-wide crews and equipment, plus an up-to-date EEI Mutual Assistance Roster of other utility companies, for use if needed during a severe storm or other disaster.

- Develop a plan of action for providing assistance to other utilities during a severe storm or other disaster. Coordinate with other utility storm coordinators in the SEE on the SEE crew mobilization storm response.

- Maintain a System Storm Center Plan that includes assignments and an up-to-date listing of system Storm Center personnel and telephone numbers. Maintain an area that

- is used for the System Storm Center. Keep this area equipped with the communication facilities necessary for Storm Center operations.

- Ensure the coordination of the other departments within Progress Energy and governmental agencies to assist in major storm restoration efforts. During a major storm they will keep these other departments notified via scheduled conference calls. These departments and agencies include:

Fleet Services	Safety
IT&T	Corporate Security
Corporate Communications	Materials Management
Transmission Department	System Energy Control Center
Customer Service Center	Senior Management
Human Resources (SWARM activities)	National Guard
State emergency management agencies	FEMA

- In the aftermath of destructive storms, engage the Human Resources department in providing assistance to employees homes and families while employees are on restoration assignments.

4.0 Region Storm Coordinator – Roles and Responsibilities

The Region Storm Coordinator has the overall responsibility of ensuring that their region is prepared and ready to execute the storm plan for any region-wide storm. They are responsible for the management of all region resources during a major storm. Their responsibilities include the following functions:

- Maintain a Region Storm Plan. Conduct an annual review in April of the Region Storm Plan. Make sure that all levels of Storm Plans within the region are maintained and that Plan reviews are performed. Maintain the Region Storm Plan files on the LAN.

- Develop and maintain a procedure for coordinating action within the region when damage extends beyond one service area, or when support is needed from outside a service area.
- Assign the following region storm support roles to support regional Operations Centers in storm restoration:

  - Region Restoration Coordinators
  - Region Public Information Coordinator
  - Region Damage Assessment Coordinator
  - Region Contractor Coordinator

- When directed by the System Storm Coordinator to provide assistance to other regions or utilities, coordinate the formation and deployment of the region Storm Teams.

- Provide for storm center bench strength by verifying the region and Operations Center plans involve employees from other departments to assist in the restoration efforts. Coordinate the utilization and assignment of SWARM resources among the region and the Operations Centers.

5.0 Operations Center Storm Coordinators – Roles and Responsibilities

The Operations Center Storm Coordinators have the overall responsibility of ensuring that their Operations Center is prepared and ready to execute the restoration response for any level 1 or 2 storm. In addition, they have the responsibility of ensuring their Operations Center activities in a level 3 and 4 storm are conducted according to the System Storm Plan. The format for these responsibilities is detailed in the Operations Center Model Storm Plan.

6.0 Region Restoration Coordinators – Roles and Responsibilities

The Region Restoration Coordinators are responsible for daily thunderstorm monitoring and coordination of Operations Center resources for Level 1 and 2 storms. They facilitate the coordination and management of the Regional storm plans by supplying information to the General Managers and Operations Center/Local Distribution Managers to enable them to make informed decisions with regard to storm restoration within their respective regions.

In Florida, the Region Restoration Coordinators also have responsibility for the following:

- Assisting in the implementation of the integrated Progress Energy Distribution Storm Plan for their respective regions.
- Facilitate the DOM's in the recruitment and storm assignment of personnel to storm teams through employee sign up campaign (SWARM) and data base management for each Region and Operating Center.
- Provide materials (training modules), facilities and logistics for the training of personnel. Keep current on storm and hurricane information and attend meetings and seminars, such as Hurricane Exposition held annually.
- Locate one staging area for each Operating Center capable of handling a Level 1 through Level 3 storm and negotiate acquisition of same.
- Create standardized list of internal resources for each Region for DOM's to utilize in storm situations.
- Facilitate GM's and DOM's in the deployment of staff by maintaining an up-to-date employee database with necessary information.

7.0 Region Public Information Coordinator – Roles and Responsibilities

The Region Public Information Coordinator is responsible for working closely with Corporate Communications to ensure all media activities within the region are coordinated. No one within the region is authorized to have any media contact or activity unless it has been authorized by the Region Public Information Coordinator. Their functions include the coordination with Corporate Communications of the following media activities:

- Reporting of any outage figures.
- Release of any overall estimated restoration times
- Coordination and arrangement of TV shots of crews working
- Coordination and arrangement of any TV or radio interviews

8.0 Bench Strength Employee Assignments (SWARM)

Having all available, qualified employees assigned and trained to perform specific functions before the need arises to implement the Storm Plan is a required pre-storm activity. During the storm planning phase, specific functions must be designated for each plan level, and employees must be assigned to perform these functions.

The Energy Delivery Group resources are usually adequate to respond to Level 1, 2 or 3 storms. For Level 4 system-wide storms, other employees throughout the company must be utilized. These employees shall be assigned a storm role to add depth and bench strength to region and Operations Center plans.

The SWARM (Supplemental Workforce Availability, Readiness and Mobilization) system is a tool used to identify and manage these volunteer employees. It is the expectation that all company employees sign up in SWARM for a storm role. This process is shown in detail on the LAN in the Distribution Storm Plan/SWARM folder

Being prepared for a storm role means that every employee assigned to a Storm Plan activity has specific knowledge, skill and an understanding of their assigned duties. The responsibility for training these volunteer employees belongs to the particular storm coordinator where these employees will report.

9.0 Staging Areas

For major storms the normal Line & Service facility is not able to handle the volume of resources required to restore service. Within the Carolinas service area, the Operations Center Storm Coordinator is responsible for coordinating the identification of staging sites in their area with the System Staging and Logistics Coordinator. In the Florida service area, the Region Restoration Coordinators are responsible for coordinating the identification of staging sites within their assigned region.

Ideally, there should be at least two staging areas identified in each Operations Center. This would allow for a backup in the event of flooding or inability to secure the preferred

staging area site. The System Storm Coordinator will determine which staging areas will be opened. This depends on the storm track and the crew mobilization response.

A full service staging area in each Operations Center shall be identified and secured. The preferred staging area would be capable of handling at least 500 linemen and 250 line trucks. This staging area should have a prepared layout that includes traffic flow, security area, pole storage, transformer storage, refueling arrangements, office space, fax machines and telephones, restroom facilities, water and ice storage, lighting, electricity, and old material storage. The staging area will usually be staffed by a Staging Area Coordinator, Materials Coordinator, Logistics Coordinator, and other staff as the Staging Coordinator deems necessary.

In addition to the full-service staging area, there is a need to identify and arrange for intermediate staging areas(mustering sites) which are used for short duration. These transition staging areas are used as a stopover point for resources moving into a region. Depending on the crew mobilization response, the System Storm Coordinator will determine the need for these transition staging areas. The opening and closing of these areas will be done by the System Staging & Logistics teams.

10.0 Storm Response Teams

For small Level 3 storms, the assistance sent to the impacted region from the other regions will generally be individual line crews. The organization and management of the crews will be left to the impacted region.

For major Level 3 and 4 storms, the impacted region usually needs help managing the restoration effort. Assistance sent from an unaffected region to the impacted region should be an organized storm team containing management and support personnel. This storm team should be capable of restoring service with minimal assistance from the impacted region. Exhibit-12-Storm Team Guidelines contains the guidelines for on and off system storm teams.

In addition to the team coordinator, there are company line crew coordinators, contract line crew coordinators and tree crew coordinators. Support for materials, logistics, vehicles, and telecommunications are sent if needed or requested.

Each Region Storm Coordinator is responsible for assigning the roles and responsibilities of a storm response team. This storm response team should be prepared to travel either on-system or off-system and operates for up to one week on a 24-hour notice. Exhibit-14-Blank Storm Team Roster is a blank roster that shall be used as the format for all storm team rosters.

11.0 Storm Room Standards

The Storm Room is the command and communication center for the Region/Ops Center/Area while the storm plan is in effect. Effective operation in the storm room is critical to efficient and speedy restoration of service. The following standards apply to storm rooms. See Exhibit-15-Storm Room Standards for guidelines on storm room standards.

12.0 Contractors

The Manager - Distribution Contracts is responsible for maintaining a complete list of contractors in the service area who have a contract agreement with the company. The Region Contract Projects Supervisor is responsible for keeping an up-to-date list of contractors available for use during a storm situation to support storm restoration. This list should include, but is not limited to, the following contractors:

- Distribution and transmission line contractors
- Tree contractors
- Crane and heavy equipment
- Specialized track and off-road vehicles

13.0 Testing the Plan

Storm Plan coordinators are responsible for determining if and when testing is necessary for effective storm plan implementation. Testing should follow the organization chart from system storm coordinator through local coordinator, as needed. Preparedness and action plans to test can include, but are not limited to:

- Simulated emergency conditions
- Drills
- Communication flow review
- Personnel and duties assignment listings review
- Resource listings review
- Evaluation of action plan readiness for each degree of severity
- Priority circuits and customer listings review
- Damage assessment plans
- Relevance of forms and reports format review.

Planning – Exhibit #10 – Carolinas Region Storm Coordinators Phone Numbers
(May 12, 2004)

Eastern Region

Name	Company No	Bell Number	Home Number	Cell Number
Hershell McCarty	835-7230	910-256-7230	[redacted]	[redacted]
Bill Dumas	835-7240	910-256-7240		
Stephen Middlekauf	835-7258	910-256-7258		
Storm Center	835-7310	910-256-7301		

Southern Region

Name	Company No	Bell Number	Home Number	Cell Number
Howard Fowler	440-2321	843-661-2321	[redacted]	[redacted]
Jimmy Watkins	440-2227	843-661-2227		
Anthony Zeno	440-2508	843-679-2508		
Storm Center	440-2570	843-679-2570		

Northern Region

Name	Company No	Bell Number	Home Number	Cell Number
Dewitt Smith	722-6130	919-481-6130	[redacted]	[redacted]
Jim Anderson	722-2900	919-468-2900		
Lynn Pendelton	726-3820	919-818-3820		
Storm Center	722-6174	919-481-6174		

Western Region

Name	Company No	Bell Number	Home Number	Cell Number
Franky Batten	340-4300	828-258-4300	[redacted]	[redacted]
Ron Cooper	340-4363	828-258-4363		
Steve Pope	340-6260	828-271-6260		
Dan O'Hannon	340-6323	828-258-6323		
Storm Center	340-5007	828-258-5007		

Customer Service Center

Name	Company No	Bell Number	Home Number	Cell Number
Tucker Mann	747-5500	919-508-5500	[redacted]	[redacted]
Richard Rackley	747-5700	919-508-5700		
Danny Ray	747-5729	919-508-5729		
Ellen Fagan	747-5580	919-508-5580		
*Dispatchers (all regions)	747-5714	919-508-5714		

Region / Name / Title / Location	MAC	Internal	Outside Office	Cell	Home
South Central Florida Region:					
Sam Spilman - GM	WG13	284-3317	407-905-3317		
Larry Bonner - DOM - Winter Garden/Clermont	WG14	284-3301	407-905-3301		
Lyndon Dupont - DOM - Buena Vista	BV13	280-6620	407-938-6620		
George Baxter - DOM - Lake Wales	LW13	280-3420	863-678-4420		
Corey Zeigler- DOM - Highlands	HL14	280-5856	863-471-5856		
Michael Nix - DOM - Conway	CY14	222-4441	407-646-8441		
Susan Mendez - Regional Engineering Manager	WG13	284-3319	407-905-3319		
Roger Peterson - Regional Restoration Coordinator	BV13	280-6636	407-938-6636		
Jeff Kirkpatrick - Resource Foreman	WG13	284-3326	407-905-3326		
Brent Guyton - Region Resource Manager	WG13	284-3411	407-905-3411		
North Central Florida Region:					
Dave Maxon - GM	JT13	239-4455	407-359-4455		
Steve McKinnie - DOM - Jamestown	JT14	239-4402	407-359-4402		
Bob Duncan - DOM - Apopka	AK13	237-5500	407-646-8500		
Keith Blanden - DOM - Longwood	AS13	283-5313	407-772-5313		
Warren DiNapoli - DOM - Deland	DL14	280-3901	386-943-3901		
Kevin Price - Regional Engineering Manager	JT13	239-4418	407-359-4418		
Steve Burlison - Regional Restoration Coordinator	JT13	239-4417	407-359-4417		
Mark Lacey- Resource Foreman	AK13	237-5559	407-646-8559		
David Amato - Region Resource Manager	JT13	239-4410	407-359-4410		
South Coastal Region:					
Byron Bass - GM	CW13	220-5688	727-562-5688		
Tony Pearcey - DOM - St. Petersburg	SP14	220-3340	727-893-9340		
Garry Riley - DOM - Tarpon Springs	TS13	232-4300	727-939-4300		
Steve Swift- DOM - Walsingham	WC13	220-3428	727-588-7428		
Ron Lippelt - DOM - Clearwater	CW14	220-3855	727-562-3855		
Alina Haines - DOM - Seven Springs/Zephyrhills	7S13	220-5150	727-372-5150		
Jason Flynt - Regional Engineering Manager	CW13	220-5652	727-562-5652		
Ivon Collins - Regional Restoration Coordinator	CW13	220-5612	727-562-5612		
J. David Cole - Resource Foreman	SP13	220-3212	727-893-9212		
Karen Hayden - Region Resource Manager	SP14	220-3327	727-893-9327		
North Coastal Region:					
Jason Cutliffe - GM	IV12	220-5190	727-372-5190		
Henry Goldsmith - DOM - Inverness	IV12	240-4931	352-563-4931		
Steve Mandakunis - DOM - Monticello	MO13	224-2292	850-342-2292		
Jim Ginley (Interim) - DOM - Ocala	OC14	220-6523	352-694-8523		
Martin Lopez(Interim)- Regional Engineering Manager	7S13	220-5115	727-372-5115		
Ronnie Bassett - Regional Restoration Coordinator	OC13	220-6536	352-694-8536		
Dennis Spellicy - Resource Foreman	IV12	240-4585	352-563-4585		
Brian Marley - Region Resource Manager	7S13	220-5194	727-372-5194		
System Storm Center:					
David McDonald - System Storm Coordinator	CX1N	230-5062	727-820-5062		
David Sauerman - Resource Foreman DO&S	NP4D	280-2263	407-942-9263		
Kathy Frisz - Admin. Supp. Team Lead	NP4D	280-2432	407-942-9432		

Updated 11/19/2004

Guideline For
On & Off System Storm Response Teams

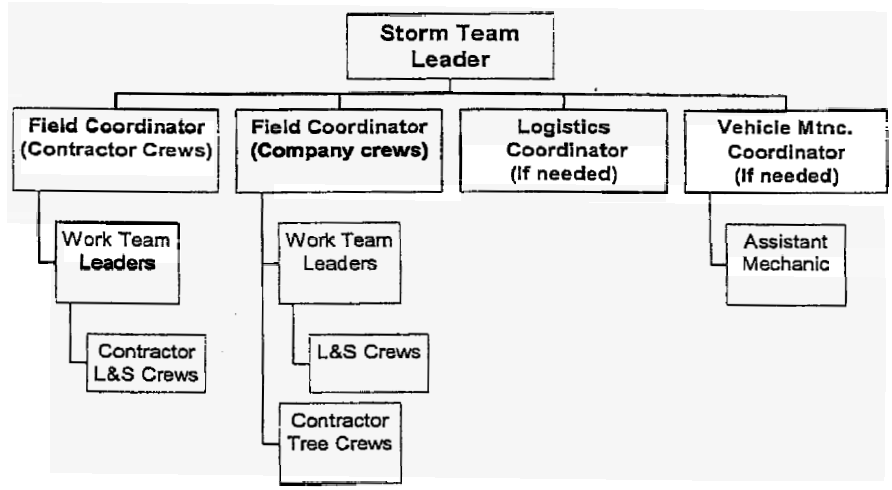
Introduction

A storm response team is a self-sufficient work unit consisting of design/engineering, construction and support personnel intended to provide emergency electric power restoration support both internal and external. The purpose of this guideline is to provide information on general structure, roles and responsibilities, equipment, and deployment information relating to storm response teams. Where applicable distinctions are made between on-system and off-system teams. It is important to note that this is only a guideline - unique characteristics of individual teams or circumstances may dictate significant deviations from these guidelines,

Team Structure

Recommended structures for on and off system teams are given below.

On System Storm Response Team



Note: Typical work team to consist of the following:

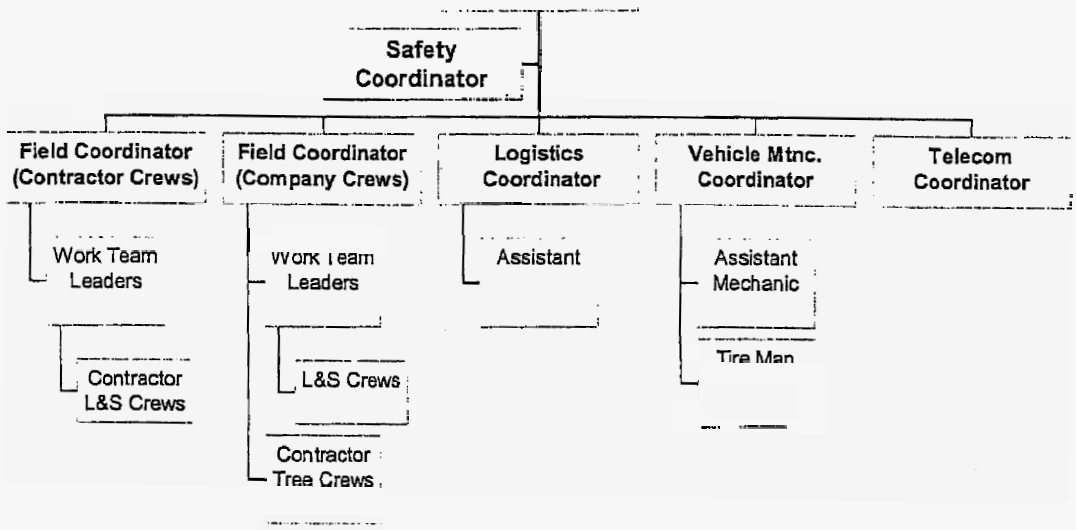
- 1 Digger Derrick (2 men)
- 1 Material Handler (2 men)
- 1 Service Bucket (2 men)
- 1 Pick-Up Truck (Work Team Leader)
- 1 Pick-Up Truck (Contractor Crew Foreman)*
- 1 Passenger Vehicle (Scout)**

* If work team is comprised of contractor employees then contractor foreman should be included as part of team in addition to team leader who should always be a company employee.

** One scout per work team may not be necessary in all cases.

Team Structure (continued)

Off System Storm Response Team



Organization charts depicted above reflect typical team structure for both on and off system teams. Actual team structure may vary significantly from that shown depending on personnel and/or equipment availability. In the case of on-system teams, team size should generally be limited to no more than 50 total personnel (including support personnel) in order to keep the team manageable. Some regions will furnish two separate strike teams to maintain manageable size. For off-system teams, each team size should be limited to no more than 80 total personnel.

Roles & Responsibilities

Roles and responsibilities for each member of on and off system storm teams are depicted in the tables below. Note that each coordinator is responsible for developing implementation/ mobilization plans for their respective function.

Role	Responsibilities
Storm Team Leader	• Responsible for the overall coordination of storm team • Coordinate movement of work force with System Storm Coordinator • Lead advance team and makes initial contact with host utility • Establish one point of contact with host utility • Update host utility and company management on work progress • Provide direction to storm team on restoration work • Lead daily safety and informational meetings • Establish a command center
Field Coordinator	• Prioritize and direct work assignments • Schedule and assign crews to assigned work areas • Act as communication link • Report restoration status to Storm Team Leader • Assess crew needs daily • Keep accurate crew inventories • Provide direction for work team leaders
Work Team Leaders	• Direct individual units on daily restoration efforts • Provide daily update of work progress to Field Coordinator • Lead individual team to and from destination • Keep crew informed of work assignments and work progress • Coordinate crew needs to Field Coordinator
Logistics Coordinator & Assistant	• Travel ahead of the Storm Response team to make advance arrangements (Food, Lodging, Staging , etc.) • Arrange special transportation • Provide maps of the area • Coordinate creature comforts with host utility
	•

Vehicle Maintenance Coordinator & Assistant	• Support the Storm Team with maintenance and repairs of vehicles and equipment • Maintain communication with Field Coordinator on daily fleet needs • Acquire and maintain an inventory of frequently used repair items • Secure a list of appropriate parts vendors from host utility • Coordinate maintenance as to not aversely affect crew restoration efforts • Ensure each vehicle has snow chains (if it is a winter storm response)
Scout	• Acquire facility and area maps of assigned work area • Continually assess assigned work area • Provide Team Leader and Field Coordinator information needed on necessary equipment and materials • Assist Field Coordinator with work planning and priorities • Update Field Coordinator on work progress
Telecommunications Coordinator	• Ensure necessary telecommunications links are established and maintained • Maintain and repair mobile radios • Repair , replace, and acquire cellular phones and pagers • Set up phones, data lines, base radio , etc. for command center • Coordinate with host utility any needs to establish communications
Safety Coordinator	• Maintain communication link with Storm Team in all areas of safety • Liaison with host utility safety reps. • Assist with daily safety meetings • Acquire any needed safety equipment • Assist with any medical emergencies • Continually monitor storm team crews and address all safety concerns
Maintenance Coordinator and Assistant	• Replace all flat tires • Inspect all fleet vehicles and equipment tires daily for potential problems • Maintain proper inventory of tires • Work with Vehicle Maint. Coordinator as directed

Clothing

Whenever storm teams travel out of town consideration should be given to having adequate clothing on hand to accommodate an extended stay away from home. Beyond this the only other special clothing related consideration concerns cold weather. Weather related disasters may occur in cold weather climates in the form of ice storms or blizzards. Special clothing is necessary when working in cold weather climates so special consideration needs to be given to whether storm teams are capable of providing assistance in these conditions. Most of our service territory does not normally experience extremely cold weather that necessitates equipping crews with special cold weather gear. As such, to equip crews for cold weather climates on short notice can be very expensive. Host utilities should be aware of this expense up front as part of their request for assistance.

A checklist of cold weather gear to consider when providing assistance in harsh winter environments is as follows:

◊ Ski Masks	◊ Wool Glove Liners	◊ Insulated Boots
◊ Insulated Socks	◊ Gloves	◊ Zero Hoods
◊ Parakas (Std. Attire)	◊ Insulated Coveralls	◊ Thermal Underwear
◊ Ice cleats	◊	◊

Mobilization

By their nature storm teams must be capable of mobilizing quickly on very short notice. Once mobilized plans should be in place to coordinate travel *to* and arrival *at* the ultimate destination to minimize non-productive time. Key strategies to ensure smooth mobilization are mobilization plans, rosters, advance teams, and drills. Each of these strategies is discussed in more detail below:

Mobilization Plans

As a maximum, we would normally consider sending approximately 40% of resources off system to assist another utility. This is a general rule of thumb and would be impacted by several considerations, including current and future weather conditions. Once it is determined that a team will mobilize a meeting of all coordinators and other key personnel as determined by the storm team leader should be held either in person or via conference call. Key information to communicate at this meeting is as follows:

- Location where team is to travel
- Host utility (when applicable) to whom support is to be provided
- Mobilization schedule
- Tentative travel plans i.e. route, major stops, fueling vehicles, meals,etc.)
- Key contacts (names and phone numbers)
- Special needs/requirements eg. Cold weather gear, special equipment, etc.

Consideration should be given to the size of the travel teams while they are on the road. A large convoy of vehicles is not manageable for making stops, so teams should be assigned packs to travel in. The packs that are ready first can then hit the road earlier. Mechanics can generally travel at the rear of the packs to assist anyone who has a flat tire or other problem.

Rosters

Once mobilization commences a key activity is development of the team roster. The blank roster form to be used is shown in Planning – Exhibit#14 – Blank Storm Team Roster. Once these storm team rosters have been filled a copy should be sent to the System Storm Coordinator via email.

Carolina Power & Light Co. - Storm Team List

Crew ID#:

SENDING LOCATION:	DATE:	DEPART TIME:	ETA:	Release Time:	DESTINATION:		
Western Region	8/25/1998	8/25/98 1pm	8/25/98 9:00 PM		Raleigh Staging Area		
CREW INFORMATION				VEHICLE INFO		LODGING	
EMPLOYEE NAME (F) after name if female	CLASSIFICATION	CELL PHONE NUMBER	PAGER NUMBER	VEHICLE TYPE	VEH Number	HOTEL	ROOM Number
Steve Pope	Team Leader	[redacted]		4 WD Pickup	4702		
Cecil Arrowood	Resource Coord			4 WD Pickup	3565		
Pat Stafford (F)	Logistics Coord			Car	4780		
Ray Freeman	Safety Rep			Car	4981		
Robert Sipes	Gen Manager			Car	5132		

SENDING LOCATION:	DATE:	DEPART TIME:	ETA:	Release Time:	DESTINATION:		
Western Region	8/25/1998	8/25/98 1pm	8/25/98 9:00 PM		Raleigh Staging Area		
CREW INFORMATION				VEHICLE INFO		LODGING	
EMPLOYEE NAME (F) after name if female	CLASSIFICATION	CELL PHONE NUMBER	PAGER NUMBER	VEHICLE TYPE	VEH Number	HOTEL	ROOM Number
Crew No 1							
Ernie Saye	Senior L&S	[redacted]		Pick-up	4743		
Lewis Arthur	1/C L&S			Digger Derrick	9707		
Al Case	1/C L&S						
Stewart Hamlin	1/C L&S	[redacted]		Service Bucket	3318		
Ronald Cole	1/C L&S						
Crew No 2							
Luther Ball	Senior L&S	[redacted]		Pick-up	4530		
Ed Davis	1/C L&S			Material Handler	4530		
Tony Gregg	1/C L&S						
Greg Davis	1/C L&S	[redacted]		Material Handler	5137		
Lanny Smith	2/C L&S						
Orville Arwood	1/C L&S	[redacted]		Digger Derrick	9708		
Tommy Roberts	1/C L&S						

SENDING LOCATION:	DATE:	DEPART TIME:	ETA:	Release Time:	DESTINATION:		
Western Region	8/25/1998	8/25/98 1pm	8/25/98 9:00 PM		Raleigh Staging Area		
CREW INFORMATION				VEHICLE INFO		LODGING	
EMPLOYEE NAME (F) after name if female	CLASSIFICATION	CELL PHONE NUMBER	PAGER NUMBER	VEHICLE TYPE	VEH Number	HOTEL	ROOM Number
Crew No 3							
Dave Galloway	Senior L&S	[redacted]		Pick-up	4900		
Jackie West	1/C L&S			Material Handler	5126		
Tim Wright	1/C L&S						
Steve McClure	1/C L&S			Service Bucket	4646		
Rick Fisher	1/C L&S			Digger Derrick	3303		
Tommy Coleman	1/C L&S						
Crew No 4							
David Buckner	1/C L&S	[redacted]		Material Handler	5132		
Kenny Buckner	1/C L&S			Service Truck	4937		
Robert Brinkley	1/C L&S			Digger Derrick	9022		
Ray Pressley	1/C L&S						
Gordon Fox	1/C L&S						
Crew No 5							
Johnny R. Jones	1/C L&S	[redacted]		Service Bucket	4645		
Larry Miller	1/C L&S						
Jeff Fisher	1/C L&S			Material Handler	5127		
Carroll Mehaffey	1/C L&S						
Greg Jones	1/C L&S			Material Handler	5134		
Randy Hall	1/C L&S						
Olen Sawyer	1/C Electrician	[redacted]		Service Truck	5025		
Dwight Carter	1/C Electrician			Service Bucket	4174		

Company Name:				Crew ID#:		Updated: (Date,Time,& Initials)			
ORIGIN (From):		DESTINATION (To):	DEPARTURE (Date & Time):	ETA (Date & Time):				To Be Completed by Staging & Logistics	
CREW INFORMATION					VEHICLE INFO			LODGING	
EMPLOYEE NAME (F) after name if female	MAIL CODE	CLASSIFICATION	CELL PHONE NUMBER	PAGER/PUSH TO TALK	VEHICLE TYPE	VEH NUMBER		HOTEL	ROOM NUMBER

SENDING LOCATION:	DATE:	DEPART TIME:	ETA:	Release Time:	DESTINATION:		
CREW INFORMATION				VEHICLE INFO		LODGING	
EMPLOYEE NAME (F) after name if female	CLASSIFICATION	CELL PHONE NUMBER	PAGER NUMBER	VEHICLE TYPE	VEH Number	HOTEL	ROOM Number

Carolina Power & Light Co. - Storm Team List						Crew ID#:	
SENDING LOCATION:	DATE:	DEPART TIME:	ETA:	Release Time:	DESTINATION:		
CREW INFORMATION				VEHICLE INFO		LODGING	
EMPLOYEE NAME (F) after name if female	CLASSIFICATION	CELL PHONE NUMBER	PAGER NUMBER	VEHICLE TYPE	VEH Number	HOTEL	ROOM Number

Distribution Storm Plan
Planning - Exhibit #15 - Storm Room Standards

The Storm Room is the command and communication center for the Region/Ops Center/Area while the storm plan is in effect. Effective operation in the storm room is critical to efficient and speedy restoration of service. The following standards apply to storm rooms.

Storm Room Layout

Each storm center should have a storm room layout. The layout shows the location of the storm room, and the location of tables, telephones, computers, fax machine, printer, radio, copier, and any other fixtures. The layout should designate the location for the key functions that must operate in the room. The layout enables quick room setup.

Telephones

Each storm room must have sufficient phone lines to handle the expected maximum amount of the telephone traffic. Recommended minimums are eight lines for Region Storm Centers and five lines for Operations Center and Local Storm Rooms. Telephone lines should be set up in a "hunt group" so that incoming calls are automatically routed to the next available line. Storm Centers should publish only one phone number so that callers only need the one number, and calls can be answered on any of the lines in the center.

For most efficient operation, one or more people should be assigned to answer all incoming calls and transfer the calls to the right person. This role is key to making the most efficient use of the people assigned to storm room duties. Upon answering calls, the answerer should ask what the caller needs, not who, and transfer the call accordingly. This process can prevent overloading key personnel with work that can be handled by someone else. The extension number for each phone should be posted on the wall above the phone in large numbers to facilitate transferring of calls.

The objective for telephone communications should be to answer every incoming call, and not return any busy or no-answer signals. In the event of a no-answer because all lines are in use, the call should roll to voice mail. Thus the voice mailbox can provide a record of how many calls were not answered, for self-evaluation purposes. If many messages show up in the voice mailbox, it may be necessary to add more phone lines or more people to handle the telephone traffic.

Duty Roster

In major storm events that will last longer than 24 hours, key roles must be rotated to allow for adequate sleep while keeping the center operational around the clock. A duty roster should be maintained for the next 48 hours, or until work is completed and the storm room can be closed. The Storm Center Coordinator is responsible for ensuring the Storm Center is adequately staffed at all times.

E-Mail

Each storm room shall have at least one e-mail address for use in receiving and sending information. This address shall be announced or confirmed at the time the storm room is opened. The e-mail in-box shall be monitored 24 hours per day while the storm plan is in effect.

Storm Room Assignments

To ensure efficient storm room operation, the following assignments should be made in advance and maintained as part of the storm plan.

Storm Room setup
Food for Storm Room workers
Duty Roster maintenance
Telephone answering

Emergency Power

An emergency generator and UPS should ensure continuity of electric supply for critical components including the following:

1) Telephone system
2) Radio system
3) Lighting in Storm Room
4) Computer(s), printer, and network server

Building Specifications

Buildings housing storm rooms ideally should be constructed to withstand wind and rain of a Category 4 hurricane. Where an existing building cannot withstand Category 4 wind (up to 155 mph) the person responsible for the building shall ensure that all personnel are removed to a safe place prior to wind speeds reaching the level that is in excess of what the building can withstand.

Disaster Recovery

An alternate Storm Room location should be established in the event the primary location is rendered inoperable. This location should be documented in the storm center plan.

Operations and Local Storm Rooms

In addition to the above general standards for all storm rooms, Operations and Local storm rooms have key responsibility for radio dispatching and restoration data communications with DCC. The following two pages provide guidelines for efficient setup of these operations.

The model storm center is just that - a model. Most, if not all, storm centers will not look exactly like the model storm center. In fact, the rooms depicted in the model storm center will probably not exist in one single facility for any actual storm center. The purpose of the model is to provide personnel responsible for storm planning with a general concept of how their storm center should be organized, structured, and equipped.

Operations and Local Storm Centers
Room Characteristics, Equipment, and Personnel

Radio Operator
- Staff with 2 to 3 people
- Isolated quiet area
- Lots of desk/table top area
- Feeder maps on wall or easel
- Clips for holding crew notes
- Red/green dots for switch positions
- Radio
- Network connectivity
- SCADA
- Multi-line phone
- Flip Charts and/or Dry Erase Board

Clerical & Administrative Support & Crew Management
- 10 to 15 person capacity
- Open area but isolated from major traffic
- Chairs & tables
- Multiple phone hook-ups
- Network Connectivity
- Copier
- FAX
- Flip Charts and/or Dry Erase Board

Staging & Crew Stand-by
- Open area with tables & chairs with direct access to outside doors
- Phones (1 or 2)
- Limited access to other areas

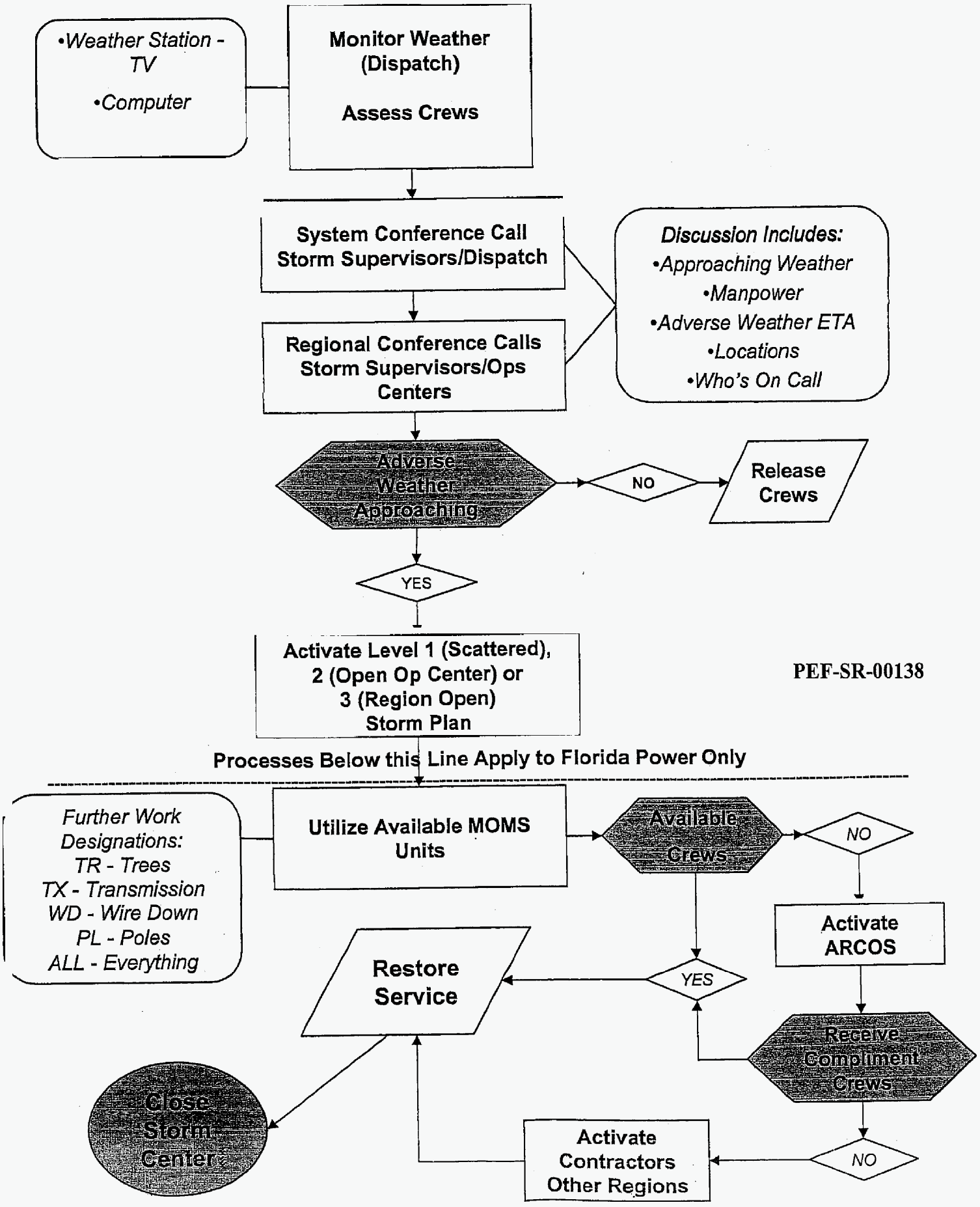
Assessment Desk
- Staff with 3 to 5 people
- Isolated quiet area
- Lots of desk/table top area
- Network connectivity
- Multi-line phone
- Flip Charts and/or Dry Erase Board

Strategy Room
- 10 to 12 person capacity
- Private w/ closing door
- Chairs & table
- Conference phone
- Regular Phone
- Network Connectivity
- Flip Charts and/or Dry Erase Board

Break Room/Food & Refreshments
- Open space with tables & chairs
- Tables to hold food, beverages, etc

Crew Tracking & Processing
- 2 to 3 people
- Open area isolated from major traffic but near exterior door
- Chairs & tables
- Multiple phone hook-ups
- Network Connectivity
- Flip Charts and/or Dry Erase Board

Daily Thunderstorm Monitoring



Document title

Distribution Storm Plan – Sec 3 - Implementation

Document number

EMG-EDGX-00013

Applies to: Energy Delivery Group – Carolinas and Florida

Keywords: emergency; distribution storm plan; corporate emergency response plan; ERIS

1.0 Table of Contents

Return to Distribution Storm Plan - Overview (EMG-EDGX-00010) for a Table of Contents listing of the entire Distribution Storm Plan.

Distribution Storm Plan - Implementation (EMG-EDGX-00013)

2.0 Safety

Safety is the shared responsibility of all employees. The safety of our fellow employees as well as the safety of the general public is the most important consideration when your Storm Plan is in effect, just as it is under normal operating conditions.

- Under no circumstances will safety be sacrificed for speed.
- Communication in the form of job briefings will be the cornerstone of all work to be performed. It is crucial to clearly communicate any unique operating procedures and/or distribution system characteristic to outside personnel assigned to work in your area.

- No employee shall attempt any restoration activities or set up staging areas during weather conditions that are deemed to be unsafe.
- Zone Coordinators are responsible for electrical safety tagging within their assigned zone.
- Every effort shall be made to notify the general public of hazards that may exist.
- Work at night shall be well planned and organized.

3.0 Pre-Hurricane Deployment Guidelines

The intent of these guidelines is to define the upper limits of hurricane pre-storm resource deployment (including personnel, materials and equipment) so that unnecessary risks are avoided. Exhibit-24-Pre-Hurricane Deployment Guidelines

4.0 Feeder Breaker Operation

Substation feeder circuit breakers should be left with automatic reclosing in the ON position. During the storm, once an FCB does lock out in the automatic position, it should remain in the open position unless it had been identified as a critical feeder and conditions are safe to re-energize the FCB. Local operations personnel still reserve the right to place specific breakers in the non-reclosing position for special local circumstances. More details on feeder breaker operations are covered in the Operations Center Model Storm Plan.

5.0 Damage Assessment

Effective Storm Plan implementation depends on an initial estimate of damage during the storm, plus a complete and accurate assessment when the storm is over. This assessment is critical to being able to supply accurate ETRs in TCA/OMS. In assessing damage, knowledgeable employees (usually Scouts for a Level 2 or 3 storm) will be dispatched to estimate the extent of the damage and spot damage locations (without stopping to make repairs).

For level 4 storms, Centralized Damage Assessment Teams are available to assist in this process. Two person Damage Assessment Teams are dispatched to assist the Operations Center when requested. To utilize these teams to their fullest, the Operations Center Storm Coordinator should have GIS maps available for the targeted feeders. The Damage Assessment teams will patrol the targeted feeders and mark every pole, span of wire and transformer that is down. Line patrolling is performed by both vehicles and helicopters. This information is invaluable in planning restoration work and determining ETRs. Once these teams have done their damage assessment assignment, they are available to remain in the Center and serve as Field Coordinators. Centralized Damage Assessment planning and implementation guidelines are further described under the Distribution Storm Plan/ Damage Assessment/Damage Assessment Guidelines May 04 file on the LAN.

6.0 Restoration Priorities

Following a major outage, restoring service to nuclear generating plants is a main priority.

Before significant crew resources are released from an Operations Center, a thorough distribution ride out should be performed and "clean-up" repairs completed. All tree storm related work should be completed before releasing tree crews. All exceptions require the approval of the Operations Center Storm Coordinator.

7.0 Off System Crew Mobilization and Tracking

In the event of a hurricane or major ice storm, it is necessary to bring in off system line and tree crews to restore service in a timely manner. The successful use of off system crews requires precise communications and coordination between the various storm centers. Exhibit-20-Off-System Crew Mobilization Guidelines shall be followed. This guideline details the procedures to be followed during the mobilization, tracking and release of off system crews.

8.0 Fiber Optic System Restoration

Paralleling the priorities set for restoring critical electric services are requirements for restoring communications links that facilitate the restoration of electric service. The Energy Delivery Group will assist IT&T by giving reasonable priority to electric facilities serving two-way radio sites, PBX sites, fiber optics and microwave sites, etc. In addition, the Energy Delivery Group will make resources available on a priority basis to support restoring fiber optic cables which carry communications traffic for the company.

9.0 Tree Removal Policy

When restoring power to customers as quickly as possible after a major storm, tree crews cut trees and limbs off and away from power lines and leave the tree debris laying in place. Progress Energy does not provide tree debris removal during storm restoration. Customers needing downed trees and limbs removed from their property should contact local tree contractors. Also, Progress Energy does not remove any danger trees during storm restoration unless they pose an immediate threat to our facilities.

10.0 Revenue Customer Callbacks

Normal work activities will be affected when crews are supporting other areas with storm restoration. Customers may understand why their work could be delayed when they see a storm hit their own area; however, when the storm is elsewhere, our customers may not readily tolerate delays in regular work caused by moving resources to other affected areas. To minimize customer concern in these circumstances, proactively call customers when it appears that regularly scheduled work may be delayed. This requires collaborative effort between the Operations Center and the CSC. See Exhibit-21-Revenue Customer Callbacks for the procedures which should be followed.

11.0 Contractors

Each Storm Plan level coordinator is authorized to use contractors to repair storm damage and restore electric service, providing the contractor has a contract agreement with Progress Energy. The storm plan coordinator will use the list of contractors maintained by the Contract Support to select contractors.

For Level 1, 2 or 3 storms where contractors are being sent from one area to another, Exhibit-22-Crew Registration Form is a tool which can be used to log in and track crews. If the crew is transferred, the transfer portion of the form is to be completed by personnel at the first location, then given to the crew leader to take to the new location. When the contractor is released, the form is retained by the Storm Plan Coordinator at the last location where the contractor worked.

For Level 4 (system wide storms) the contractors are logged in at the staging areas and tracked by the System Storm Center.

Hotel or motel reservations for contract labor will be made and guaranteed by the Progress Energy. Progress Energy will pay for all meals, travel, lodging, miscellaneous expenses, and advances for company, contractor, foreign utility, and off-system contractor crews working in our service area.

In the event of a major storm, storm charge cards will be issued. The procedures for these cards are located on the LAN in the Storm Card folder. The System Logistics or Operations Center Logistics Coordinator will arrange for all creature comforts that are necessary for the welfare of personnel involved in repairing damage and restoring service. These coordinators are also responsible for picking up bills for expenses incurred, verifying them for accuracy, and forwarding them for approval and payment.

12.0 GIS Data Integrity

Maintaining the data integrity of our distribution information system (referred to as DIS in the Carolinas and FRAMME in Florida) is important for our present day operational processes. The construction changes during storm restoration can have a big impact on the GIS data. These changes are more economically captured individually, and this will avoid a re-verification of an area after the storm.

Exhibit-23-GIS Update Form is designed to gather the GIS changes data during a storm. Each line crew foreman should use this form to use for logging GIS changes. These forms should be collected by the Feeder Coordinator and mailed to the local GIS contact after the storm.

13.0 Tracking of Road Closings During a Storm

State DOT web site road closing information is inaccurate and/or postings lags behind. Knowledge of road closings in each region and system-wide is vital for the timely flow of resources. Flooding conditions make road closings a rapidly changing situation. Rumors can confuse the situation even further.

Our local material delivery personnel, L&S men, scouts and other field personnel develop accurate knowledge of specific road closings during their course of work. Below is the process for effectively sharing this knowledge.

PROCEDURE

1. Developing and communicating the knowledge of road closings is to be a shared responsibility between affected Region Storm Centers and System Storm Center.

2. Each affected Region Storm Center and the System Storm Center will have a person in their center acting as a single point of contact and clearing house for consolidating the road closing information.

3. Road closing information for all of the regions will be sent to the System Storm Center contact on the Crew Mobilization Team.

4. Additional road closing information from other supporting departmental personnel such as materials, telecommunications, transportation, transmission, etc. will be routed to the System Storm Center contact.

5. Information will be consolidated at the System Storm Center into one document titled "Road Closings".

6. This document will be posted on the storm Intranet site under Current Storm Information so it is available to every traveling member of Progress Energy.

DISTRIBUTION STORM PLAN – EXHIBIT #20
OFF SYSTEM CREW MOBILIZATION GUIDELINES

PHASE I – MOBILIZATION OF CREWS ONTO PROGRESS ENERGY SYSTEMS

1. System Storm Center, in conjunction with the Region Storm Centers, will determine the amount of resources needed by using the pre-resource estimate model and database. Resource adjustments may be made after damage assessment is complete.
2. System Storm Center will contact resources and ask them to report to either transitory (muster) sites (if being pre-staged) or directly to an operational staging area. Under no circumstances should Operations Centers contact or bring in off-system resources without going through the System Storm Center.
3. System Storm Center will assign a crew tracking ID to each complement of manpower.
4. System Storm Center will maintain crew tracking lists with the crew ID, company name, number of men, number of crews, destination and ETA. These will be sent to each region and to Centralized Staging & Logistics. Regions will forward the lists to their Operations Centers. Centralized Staging & Logistics will forward the lists to their Staging Coordinators.
5. The responding company will send a crew personnel list to the System Storm Center.
6. The System Storm Center will count the manpower on the crew personnel list, correct the numbers on the system crew tracking sheet, show the crew tracking ID on the crew personnel lists, scan the crew personnel list into the PC and email the crew personnel lists to the receiving region , Centralized Staging & Logistics and Business Operations.
7. The System Storm Center will monitor the crew travel progress and update the ETAs if they change. As the mobilization develops, notation will be made as to whether or not a detailed crew list has been received yet.
8. The receiving staging area will notify the System Storm Center as soon as the crew complement has arrived.
9. The receiving staging area will log in the crew, match the crews with the appropriate crew ID, compare the number of linemen received to the number on the system crew tracking lists, and notify the System Storm Center if the actual number of linemen arriving is different from the expected number.
10. The name and classification of all off-system personnel must be verified and captured at the incoming staging area for billing verification purposes. You will need to send these name lists to Business Operations when the storm is over. There are two ways to capture this. If the crew personnel list you were sent contains name details, you can have the names on this list reviewed, verified and corrected if necessary. Another method is to have the crew foreman fill out a copy of form Exhibit #14 – Storm Team Roster to capture the information

PHASE II – TRACKING OF CREWS WHILE ON SYSTEM

1. *When a crew complement is moved from one Operations Center to another within the region,* the System Storm Center shall be notified. The crew lists issued by the System Storm Center will track each crew by work location and will be updated as necessary.

   Note: ETA shown on system crew tracking list is the time the crews arrived at their first location on system. This is needed to track costs and length of time the crews have been at work. When crews are relocated from one area to another, the ETA of their arrival at the new work location will be shown in the comments.
2. *If a large crew complement needs to be split up and moved to different locations within the region*, the Region Storm Center shall notify the System Storm Center. The crew complements will be split up on the tracking sheet. They can then be tracked and released separately.
3. *If more crews are needed in the region*, the Region Storm Center shall notify the System Storm Center of the amount of resources needed. The System Storm Center will look at all available options and meet the resource need as soon as possible.
4. *When a resource is no longer needed in the region and is available for reassignment,* the Region Storm Center shall notify the System Storm Center. The System Storm Center will notify the region if it needs the crew complement moved to another region or whether to release the crew.
5. No crews shall be moved from one region to another or released off system unless directed by the System Storm Center.

PHASE III – RELEASE OF CREWS TO RETURN HOME

1. The System Storm Center will notify the Region Storm Center when crew complements can be released off-system upon completion of work.
2. The Region Storm Center should try to give the System Storm Center advance notice when they plan to release a large crew complement.
3. Upon release of the crew complement, the Operations Center shall immediately notify the crew and the Region Storm Center. The Region Storm Center should notify the System Storm Center immediately that the crew has been released. The System Storm Center will then notify the crew's home office about the release.
4. If the corporate office of a responding company must have their crews return home, the System Storm Center will notify the Region Storm Center the time that the crew complement is to be released. The Region Storm Center will arrange for the release of the crew complement by the requested time.

PHASE IV – HOLDOVER OF OFF-SYSTEM CREWS FOR CLEAN-UP WORK

1. Region Storm Center should identify their resource needs and notify the System Storm Center.
2. The System Storm Center will determine which crews are available for clean-up work.
3. The System Storm Center will then determine which crews will be held over and notify the Region Storm Center.
4. If necessary, the System Storm Center will also arrange for additional resources to come in and do clean-up work to meet Region needs.

Distribution Storm Plan –Exhibit #21 – Revenue Customer Callbacks

Normal work activities will be affected when crews are supporting other areas with storm restoration. Customers may understand why their work could be delayed when they see a storm hit their own area; however, when the storm is elsewhere, our customers may not readily tolerate delays in regular work caused by moving resources to other affected areas. To minimize customer concern in these circumstances, proactively call customers when it appears that regularly scheduled work may be delayed. This requires collaborative effort between the Operations Center and the CSC.

- *The following procedure provides instruction for unit storm centers or operation areas to utilize a customer callback service provided by the CSC :*

    - A single point of contact from each regional storm center will be designated to interface with the Manager of Call Services, who will designate a supervisor to work with the regional coordinator. The CSC supervisor will make an assessment on the feasibility of supporting call backs within the requested time frame. If it is feasible the CSC supervisor will notify the regional contact. The regional contact will gather and provide all applicable information, as well as develop scripting. A process owner should be named to review all information that will be shared with customers ***before being sent to the CSC***.
    - As soon as the region storm center determines that callbacks are needed, each area will compile their list of names and phone numbers to be emailed to the regional point of contact.
    - A master list will be compiled by the regional contact and sent to the CSC along with a script.
    - The CSC supervisor will initiate proactive calls within three hours after the Region initiates the process by sending the master list.
    - Each operations area will provide a contact name and agree to speak to the customer if the customer is not satisfied during this call, specifically asks a question, or wishes to speak to someone else.
    - The cost of the callbacks for each area will be charged to that area, using the storm account number. The cost reflects the prorated salary of the CSC supervisor and CSRs.
    - If during the event, incoming call volume increases and affects the CSC's ability to complete the callbacks in the committed time frame the regional will be advised immediately.
    - Each area will agree to follow-up with the customer if all the facts are unknown at the time of the proactive call. This will be promised in the script.
    - It is critical to initiate the procedure as soon as possible to gain the maximum benefit to proactive callbacks.
    - The status of Proactive Call Backs should be included as a standing agenda item on the Storm Update Conference Calls

DISTRIBUTION STORM PLAN - EXHIBIT #22 – CREW REGISTRATION FORM

_____ (Region, Operations Area, Local) Storm Plan Location _____

Departure from home headquarters: Date: _____ Time: _____ am/pm

Arrived at destination: Date: _____ Time: _____ am/pm

Hours previously worked without rest: _____ Travel hours: _____ **Hours of work available** before rest: _____

Contractor/CP&L crew: _____ Home office address:

Foreman/Supervisor: _____ _____

Home Headquarters: _____ _____

Crew members & classification

_____

_____

_____

Number & type of vehicles

_____ _____ _____

_____ _____ _____

_____ _____ _____

Other tools/equipment/remarks: _____

_____

_____

Work assignment

Area/feeder/grid: _____

CP&L person-in-charge: _____

Signed: _____ _____
Foreman/Supervisor Local Coordinator

Crew transfer/release authorization

_____ Crew is transferred _____ effective at _____ am/pm on _____
Location Address

Crew has a storm work history of _____ hours at this location without rest.

Report to _____ at _____
Local Coordinator Address

_____ Crew is released to _____ effective at _____ am/pm on _____
Location Date

Crew has a storm work history of _____ hours at this location without rest.

Remarks: Other tools/equipment/remarks:

_____

_____

Accepted by: _____ Authorized by: _____
Crew foreman/supervisor Local coordinator

Form no. 41171
Rev. 9/97

DISTRIBUTION STORM PLAN - EXHIBIT #23 - GIS UPDATE FORM

For Carolinas, Send to DIS, OHS 9A2

Name: _____

Company: _____ Work Location: _____

Crew #: _____ Date: _____

POLES & TRANSFORMERS		
Locid (GIS #)	Pole Ht. & Class	Transformer Size

CONDUCTOR CHANGES			
Beginning Locid	Ending Locid	Conductor Removed	Conductor Installed

Comments:

Note 1: Include ALL pole changeouts.

Note 2: Include transformer size only if new transformer is different size.

Note 3: Include conductor only if size and/or material changed.

PROGRESS ENERGY DISTRIBUTION STORM PLAN
PRE-HURRICANE DEPLOYMENT GUIDELINES
May 2003

Scope: Safety of Energy Delivery employees, contractors or mutual assistance partners shall never be compromised to obtain quicker restoration times. Also, storm restoration materials and equipment should be guarded from unnecessary storm damage that would render it useless. The intent of these guidelines is to define the upper limits of hurricane pre-storm resource deployment (including personnel, materials and equipment) so that unnecessary risks are avoided.
Note: The winds referenced in this guideline are sustained winds. See the second page for hurricane categories and descriptions.

- **Mandatory evacuation areas:** Employees should observe any evacuation instructions issued by local or state agencies. Historically, only low lying flood-prone areas or locations subject to storm surge have been evacuated. All motor vehicles used for service restoration should be removed from these areas if feasible.

- **Areas projected for Category 3 or higher winds (111 mph or higher):** No additional personnel or motor vehicular resources should be pre-deployed into this area. Only durable materials such as poles *may* be pre-deployed if they can be properly secured.

- **Areas projected for Category 1 or 2 winds (74 to 110 mph):** Limited resources *may* be pre-deployed to these areas under the following guidelines:
  Contractor line crews: A contractor line crew (5 to 7 men) for each major substation *may* be pre-deployed. This will facilitate clearing downed poles from roads so that emergency vehicles can have access.
  Staging & Logistics personnel: The team leader and their alternate for each staging area *may* be pre-deployed. This will facilitate the preparation of the staging areas and prevent crew deployments to inoperable staging areas.
  NP Siren Restoration Teams: Teams used for nuclear plant siren restoration *may* be pre-positioned to facilitate service restoration.
  Materials: Only durable materials such as poles and those materials that can be stored in suitable shelter may be pre-deployed.

- **Areas projected for winds of tropical force strength (40 to 73 mph):** Crews and material resources *may* be pre-deployed to these areas. Resources should be deployed before the height of the storm to minimize driving in the storm.

Hurricane Categories (Saffir-Simpson Hurricane Scale)

Category	Central Pressure (inches Hg)	Winds (MPH)	Surge (feet)	Damage
1	28.94" or more	74 - 95	4 - 5'	Minimal
2	28.50 - 28.91"	96 - 110	6 - 8'	Moderate
3	27.91 - 28.47"	111 - 130	9 - 12'	
4	27.17 - 27.88"	131 - 155	13 - 18'	Extreme
5	27.16" or less	156 or more	18.1 or more	Catastrophic

Saffir-Simpson Hurricane Scale Defined

The Saffir-Simpson Hurricane Scale occasionally is used in Public Hurricane releases to classify hurricanes according their potential for generating property damage and flooding in coastal areas. The following are the five classifications assigned to hurricanes and a discussion of each:

- **Category One**: A Category One Hurricane produces winds of 74 to 95 MPH and/or a storm surge 4 to 5 feet above normal. No real damage to buildings is likely. some damage may be expected to unanchored mobile homes, shrubbery, and trees. Some coastal road flooding and minor pier damage may be expected.
- **Category Two**: A Category Two Hurricane produces winds of 96 to 110 MPH and/or a storm surge 6 to 8 feet above normal. Buildings will receive some roof, door, and window damage. Considerable damage to vegetation, mobile homes, and piers will occur. Coastal and low-lying escape routes likely will flood 2 to 4 hours before arrival of the hurricane center. Small craft in unprotected anchorage will lose moorings.
- **Category Three**: A Category Three Hurricane generates winds of 111 to 130 MPH and/or a storm surge 9 to 12 feet above normal. Structural damage to residences and utility buildings will occur and mobile homes frequently are destroyed. Flooding near the coast destroys small structures and larger structures are damaged by floating debris. Terrain lower than 5 feet above sea level is flooded 8 or more miles inland.
- **Category Four**: A Category Four Hurricane produces winds of 131 to 155 MPH and/or a storm surge 13 to 18 feet above normal. Extensive outside wall failure with complete roof failure on small residences will occur. Major erosion of beaches and major damage to the lower floors of buildings near the shore is likely. Terrain continuously lower than 10 feet above sea level may be flooded and evacuation of residential areas as far inland as 6 miles may be required.
- **Category Five**: A Category Five Hurricane produces winds greater than 155 MPH and/or a storm surge greater than 18 feet above normal. Complete roof failure will occur on many residences and industrial buildings and some complete destruction of small utility buildings can be expected. Major damage is likely to lower floors of structures located less than 15 feet above sea level and within 500 yards of the shoreline. Evacuation of residential areas on low ground within 10 miles of the shoreline may be required.

Document title

Distribution Storm Plan – Sec 4 - Post Storm Functions

Document number

EMG-EDGX-00014

Applies to: Energy Delivery Group – Carolinas and Florida

Keywords: emergency; distribution storm plan; corporate emergency response plan; ERIS

1.0 Table of Contents

Return to Distribution Storm Plan - Overview (EMG-EDGX-00010) for a Table of Contents listing of the entire Distribution Storm Plan.

2.0 Crews For Clean-up Work

After a level 4 storm crews are often needed for clean-up work. This clean-up work consists to straightening leaning poles, resagging conductors, re-installing street lights, and correcting any work that was of a temporary nature. The best resource for this is off-system contract crews that can be held over.

The System Storm Center will contact the home office of all off-system contractors and determine which ones can be held over and how many weeks they will be available. This information will then be given to the impacted Operations Centers along with the rate schedules of these contractors. The Operations Centers can determine which of these crew resources they would like to have held over for clean-up work. The factors that will influence their choice are the rates, the number of contractors in the crew complement, the quality of their work, and the needs of the Operations Center. Crews that are held over will continue to be tracked and reported daily by the System Storm Center until they are released.

3.0 Post-Storm Recovery Plan

Once restoration of service has been accomplished following a major storm, the following critical issues should receive prompt attention.

- Opening points should be identified and corrected. This will ensure a proper level of safety and will restore the integrity of the GIS and outage management systems.
- Primary phasing and transformer sizes should be verified and corrected to maintain the integrity of the GIS and outage management systems. Missing phase tags and fuse size tags should be replaced.
- Danger trees and other follow-up ROW maintenance should be identified and addressed as soon as possible.
- Pending customer revenue work should be evaluated and rescheduled.
- Missing and malfunctioning street and area lights should be identified, and repairs and replacements should be completed as soon as possible.
- GIS numbers that are missing in significant numbers in the same general vicinity should be replaced. Isolated incidents of missing GIS numbers should not cause major problems because adjacent GIS numbers can be referenced. Significant changes in the location of, or type of distribution facilities should be captured and updated in the GIS system. The GIS updating can be done by either the GIS unit or by field personnel at regional GIS workstations.

Exhibit #30 – Post-storm Recovery Plan contains an action plan of the recovery plan process. Please refer to this plan and use it as a guide in developing your recovery plans.

Each Operations Center Storm Coordinator is responsible for developing a post-storm recovery plan for their area.

4.0 Extended Pay Procedures

The corporate extended pay policy can be applied to major storm restoration work. If applicable, these procedures will be initiated and implemented by Business Operations.

5.0 Major Storm Approval Form

In order to exclude major storm outage from the Continuity of Service records, Exhibit-31-Major Storm Approval Form must be completed and submitted. The Major Storm Approval form can be applied on a line & service area, operations area, region or system basis.

6.0 Lessons Learned Process

Each storm plan coordinator will conduct a lessons learned process with their storm team and ask each member to critique the storm's planning and service restoration processes.

The evaluation process should include the following:

- Things that went well - success
- Things that need improvement - opportunities
- Lessons learned
- Follow-up action plans

Each Operations Center Coordinator will send their list of improvement items to the Region Storm Coordinator. The Region Storm Coordinator will compile the regional list of items and forward to the System Storm Coordinator. The System Storm Coordinator will determine which items should be pursued to effect any system wide changes. An actin plan for improvement will be developed.

Exhibit #30 - Distribution Storm Plan
Post-Storm Recovery
Action Plan

Item to be Addressed	How Identified	Who	Status/Results
1. Incorrect opening points, incorrect phasing and transformer sizes, missing phase tags, missing fuse size tags, significant numbers of missing GIS numbers, significant changes in the location or type of distribution facilities and danger trees and other ROW maintenance work.	These types of problems are generally confined to locations where significant damage occurs.	• L&S units highlight significant damage locations on GIS maps. • Two-person teams inspect the identified locations; replace DIS numbers; replace switch numbers; note significant DIS changes; note incorrect opening points, incorrect phasing and ROW maintenance needs. • Corrective work that requires line crews will be done by local company and contractor crews during the winter months when there is a lull in revenue work. • ROW maintenance work should be assigned to ROW crews as soon as possible. • GIS Unit or field personnel correct invalid information in GIS.	• Opening points corrected • Phasing problems corrected • GIS numbers, phase tags, fuse size tags, and switch numbers installed • Invalid GIS information corrected by GIS or field personnel • Other identified corrective work to be completed
2. Delayed revenue work	Work scheduling backlog	Utilize employees with distribution knowledge and work order-writing skills. These employees can come from other depts. or regions. Extended pay may need to be authorized for local and outside personnel.	Determine resource needs by estimating amount of work to be completed and deciding on a realistic due date to have all work completed.
3. Area and street lights not functioning	Reported by customers	• Contractor crews to complete repairs within two weeks of notification by customer • CSC personnel to make customer follow-up calls	All lights reported by customers to be repaired within two weeks of notification by customer
4. Street lights that are missing, broken, or not working properly	• Two-person teams will use street light maps to record inspection findings. • Request the public to help identify lights and report them to a 1-800 number at the CSC	• Two-person inspection teams will consist of a driver and a person with significant distribution work experience. Personnel from outside of affected region may be requested. • Company and/or contractor crews to perform identified repairs will be sought from off-system through the System Storm Center	Determine resource needs by estimating amount of damage and deciding on a realistic due date to have all repairs made.

MAJOR STORM APPROVAL FORM

Major Storm Definition

A major storm is defined as 10% or more of the customers out of service and the outages have lasted longer than 24 hours. The amount of restoration time can be adjusted to account for outside construction forces applied to the restoration effort. The major storm definition can be used on a regional, operations area, or local basis.

A customer experiencing another unrelated outage, after having service restored, can be counted again in the calculation of customer minutes out.

Major Storm Approval

This form is stored on the LAN in the Distribution Storm Plan public folder. It can be altered after using the 'Save As' command. After filling out the lower portion of this form route it as shown on the approvals below. The E-Mail header will be the approval documentation.

Approvals & Process Routing

Local Storm Coordinator (Route to Operations Center Coordinator)
Operations Area Storm Coordinator (Route to Region Coordinator)
Region Storm Coordinator (Route to System Coordinator)
System Storm Coordinator (Final approval & route to Distribution Planning & Distribution Dispatch)
Distribution Planning (Send Distribution Dispatch a list of outages to be excluded. Adjust breaker operations records after breaker data received from region.)
Distribution Dispatch Operations (Adjust TCA data to reflect major storm as outage cause)

Major Storm Approval Form

Dates or name of storm_____
Location of major storm area_____
Number of customers in area_____
Number of customers out of service_____
Time first customer outage started_____
Time last customer outage ended_____
Basis for adjusting restoration time (show calculations below)

**********Adjusting Outage Time for Outside Construction Help**********

This time can be adjusted to account for outside construction forces applied to the restoration. This is accomplished by multiplying the restoration time by the total construction force man-hours applied to restoration (includes area company and contract construction crews). For example, if restoration time is 18 hours, the five area crews worked an average of 16 hours each (80 crews hours) and three crews from another area worked an average of 10 hours each (30 crew hours). The ADJUSTED RESTORATION TIME would be 18 hours (80+30)/80=24.75 hours. (Note: Man hours or crews can be used in these calculations).