FLORIDA PUBLIC UTILITIES

P.O. Box 418
Fernandina Beach
FL 32035-0418
Phone: 904/261-3663
Fax: 904/261-3666
www.fpuc.com

February 26, 2010

100000-OT

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

RECEIVED-FPSC
10 MAR -2 PM 4:43
COMMISSION CLERK

Dear Mr. Hoppe,

Attached is Florida Public Utilities Company's required 2009 Annual Update. The update includes the Annual Distribution Service Reliability Report required by Rule 25-6.0455, the Annual Wood Pole Inspection Report required by Order No. PSC-06-0144, and updates of our Storm Hardening Plan and Ten Storm Preparedness Initiatives, as required by Order No. PSC-06-0781.

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

Sincerely,

P Mark Cutshaw

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

Attachments

cc: Chuck Stein
Don Myers
Jorge Puentes
Buddy Shelley

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

DOCUMENT NUMBER-DATE
01425 MAR-2 0
FPSC-COMMISSION CLERK

Florida Public Utilities Company

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

2009 Annual Update

March 1, 2010

Florida Public Utilities Company

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

Annual Update

Table of Contents

Introduction

I. Reliability Indices

II. Wood Pole Inspections

III. Storm Hardening Plan

IV. Storm Preparedness Initiatives

1. Vegetation Mgmt Program for Distribution Circuits
2. Joint Use Pole Attachment Audit
3. Six Year Transmission Structure Inspection Program
4. Storm Hardening of Existing Transmission Structures
5. Geographic Information System (GIS)
6. Post-Storm Data Collection and Forensic Analysis
7. Reliability Performance of Overhead vs. Underground Systems
8. Utility Company Coordination with Local Governments
9. Collaborative Research
10. Natural Disaster Preparedness and Recovery Program

Introduction

Rule 25-6.0342, FAC, "Electric Infrastructure Storm Hardening, requires each investor-owned electric utility to file a comprehensive storm hardening plan for review and approval by the Florida Public Service Commission (FPSC). Florida Public Utilities Company (FPUC) submitted its Storm Hardening Plan to the Commission on 7/3/07. Docket No. 070300-EI was opened to address FPUC's filing (Storm Plan Docket).

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

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

I. Reliability Indices

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

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

a. Total number of Outage Events (N), categorized by cause for the highest ten causes.

b. Identification of three percent (3%) of Primary Circuits (feeders) with the highest number of feeder breaker interruptions.

c. SAIDI, CAIDI, SAIFI, and L-Bar reliability indices for each division and by company total*.

Indices are calculated as follows:

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

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

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

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

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

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

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

The installation of the Outage Management System (OMS) in NE Division resulted in significant improvement in data collection and retrieval capability for analyzing and reporting reliability indices. However, the improved data collection resulted in higher (poorer) reliability numbers. This was expected and can be attributed to better data collection, not a decline in system or personnel performance.

While FPUC is anxious to use the new OMS system to gauge the effectiveness of storm hardening programs by observing trends in reliability indices, it is apparent that enhanced data collection for 2009 compared to prior year's information will not produce credible results for NE Division. Additionally, this is the second year of data collection using the new OMS system in NW Division. Two years did not provide enough data to produce credible trend results. NW will begin providing trend information next year when data has been collected for three years.

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

a. **"Area of Service."** A geographic area where a utility provides retail electric service. An Area of Service can be the entire system, a district, or a sub-region of the utility's system in which centralized distribution service functions are carried out.
b. **"Average Duration of Outage Events (L-Bar)."** The sum of each Outage Event Duration (L) for all Outage Events occurring during a given time period, divided by the Number of Outage Events (N) over the same time period within a specific Area of Service.
c. **"Customer Average Interruption Duration Index (CAIDI)."** The average time to restore service to interrupted retail customers within a specified Area of Service over a given period of time. It is determined by dividing the sum of Customer Minutes of Interruption (CMI) by the total number of Service (aka Customer) Interruptions (CI) for the respective Area of Service.
d. **N/A** (CEMI5).
e. **"Customer Minutes of Interruption (CMI)".** For a given Outage Event, CMI is the sum of each affected retail customer's Service Interruption Duration.

f. thru h. **N/A** (MAIFIe)

i. **"Number of Customers Served (C)."** The sum of all retail customers on the last day of a given time period within a specific Area of Service.
j. **"Number of Outage Events (N)."** The sum of Outage Events for an Area of Service over a specified period of time.
k. **"Outage Event."** An occurrence that results in one or more individual retail customer Service Interruptions.
l. **"Outage Event Duration (L)."** The time interval, in minutes, between the time a utility first becomes aware of an Outage Event and the time of restoration of service to the last retail customer affected by that Outage Event.
m. **"Service Interruption."** The complete loss of voltage of at least one minute to a retail customer. (CI for one customer).
n. **"Service Interruption Duration."** The time interval, in minutes, between the time a utility first becomes aware of a Service Interruption and the time of restoration of service to that retail customer. (CMI for one customer).
o. **"System Average Interruption Duration Index (SAIDI)."** The average minutes of Service Interruption Duration per retail customer served within a specified Area of Service over a given period of time. It is determined by dividing the total Customer Minutes of Interruption (CMI) by the total Number of Customers Served (C) for the respective Area of Service.
p. **"System Average Interruption Frequency Index (SAIFI)."** The average number of Service Interruptions per retail customer within a specified Area of Service over a given period of time. It is determined by dividing the sum of Service (aka Customer) Interruptions (CI) by the total Number of Customers Served (C) for the respective Area of Service.
q. **"Planned Service Interruption."** A Service Interruption initiated by the utility to perform necessary scheduled activities, such as maintenance, infrastructure improvements, and new construction due to customer growth.

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL

PART I

CAUSES OF OUTAGE EVENTS – ACTUAL

Utility Name: **Florida Public Utilities Company- NE** Year: 2009

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	82	93.55	85.94
2. Corrosion	69	121.40	68.38
3. Lightning	62	117.86	168.81
4. Unknown	43	189.82	97.73
5. Animal	30	73.27	70.00
6. Other	12	199.12	194.05
7. Xfmr Failure	10	150.64	152.90
8. Weather	9	66.78	64.16
9. Planned	9	302.80	181.92
10. Transmission	3	373.67	405.83
11. Substation	3	55.91	56.05
12. Vehicle	1	27.12	27.12
System Totals NE	333	126.89	194.81

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

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ADJUSTED

PART I

CAUSES OF OUTAGE EVENTS – ADJUSTED

Utility Name: **Florida Public Utilities Company- NE** Year: 2009

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	82	93.55	85.94
2. Corrosion	69	121.40	68.38
3. Lightning	62	117.86	168.81
4. Unknown	43	189.82	97.73
5. Animal	30	73.27	70.00
6. Other	12	199.12	194.05
7. Xfmr Failure	10	150.64	152.90
8. Weather	9	66.78	64.16
9. Vehicle	1	27.12	27.12
System Totals NE	318	120.25	116.03

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

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL

PART I

CAUSES OF OUTAGE EVENTS – ACTUAL

Utility Name: **Florida Public Utilities Company- NW** Year: 2009

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	208	86.43	64.73
2. Animal	202	60.97	70.78
3. Weather	177	254.32	159.30
4. Corrosion	51	73.51	54.34
5. Unknown	49	55.00	71.64
6. Lightning	37	103.49	43.50
7. Vehicle	26	67.81	92.53
8. Xfmr Failure	15	143.67	171.18
9. Planned	4	24.25	9.92
10. Other	31	59.13	64.39
System Totals NW	800	114.29	93.18

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

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ADJUSTED

PART I

CAUSES OF OUTAGE EVENTS – ADJUSTED

Utility Name: **Florida Public Utilities Company- NW** Year: 2009

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	202	87.49	64.88
2. Animal	201	60.75	70.75
3. Other Weather	140	288.59	176.23
4. Corrosion	51	73.51	54.34
5. Unknown	47	53.72	71.52
6. Lightning	33	109.30	43.46
7. Vehicle	26	67.81	92.53
8. Transformer Failure	14	149.57	178.06
9. Other	31	59.13	64.39
System Totals: NW	745	115.24	100.78

PSC/ECR 103 (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL

PART I

CAUSES OF OUTAGE EVENTS – ACTUAL

Utility Name: **Florida Public Utilities Company – FPUC Total** Year: 2009

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	290	88.44	71.37
2. Animal	232	62.56	70.20
3. Weather	186	245.24	157.98
4. Corrosion	120	101.05	66.28
5. Lightning	99	112.48	156.31
6. Unknown	92	118.01	88.53
7. Other	43	98.19	69.33
8. Vehicle	27	63.3	64.40
9. Xfmr Failure	25	146.44	162.04
10. Planned	13	217.08	12.62
11. Transmission	3	373.67	405.83
12. Substation	3	55.91	56.05
System Totals: FPUC	1133	117.99	155.13

PSC/ECR 103 (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ADJUSTED

PART I

CAUSES OF OUTAGE EVENTS – ADJUSTED

Utility Name: **Florida Public Utilities Company – FPUC Total** Year: 2009

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	284	89.24	71.52
2. Animal	231	62.37	70.19
3. Weather	149	275.19	174.42
4. Corrosion	120	101.05	66.28
5. Lightning	95	114.88	156.48
6. Unknown	90	118.74	88.53
7. Other	43	98.19	69.33
8. Vehicle	27	63.30	64.40
9. Xfmr Failure	24	150.00	165.11
System Totals: FPUC	1063	116.74	108.81

PSC/ECR 103 (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

PART II

THREE PERCENT FEEDER LIST – ACTUAL

Utility Name: **Florida Public Utilities Company** Year: 2009

Primary Circuit Id. No. or Name (a)	Sub-station Origin (b)	Location (c)	Number of Customers					Outage Events "N" (i)	Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
9932	Chipola	Marianna	878	24	0	0	902	3	133.66	133.78	No	0	2009
110	AIP	Fernandina	1239	76	0	0	1315	7	69.90	69.04	No	0	2009

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

PART II

THREE PERCENT FEEDER LIST – ADJUSTED

Utility Name: **Florida Public Utilities Company** Year: 2009

Primary Circuit Id. No. or Name (a)	Sub-station Origin (b)	Location (c)	Number of Customers					Outage Events "N" (i)	Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
9932	Chipola	Marianna	878	24	0	0	902	3	133.66	133.78	No	0	2009
110	AIP	Fernandina	1239	76	0	0	1315	7	69.90	69.04	No	0	2009

PSC/ECR 103 (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

PART III

SYSTEM RELIABILITY INDICES – ACTUAL Utility Name: **Florida Public Utilities Company** Year: 2009					
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFIe (e)	CEMI5 (f)
NE Division	596.28	194.81	3.06	N/A*	N/A*
NW Division	218.90	93.18	2.35	N/A*	N/A*
System Averages	424.61	155.13	2.74	N/A*	N/A*

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

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

PART III

SYSTEM RELIABILITY INDICES – ADJUSTED

Utility Name: **Florida Public Utilities Company** Year: 2009

District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFIe (e)	CEMI5 (f)
NE Division	225.03	116.03	1.94	N/A*	N/A*
NW Division	210.47	100.78	2.09	N/A*	N/A*
System Averages	218.40	108.81	2.01	N/A*	N/A*

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

PSC/ECR 103 (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

2009 - Reliability Indicators By Feeder FPUC - NE (Actual)

Feeder No.	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Cust. Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102	63	133.60	121.48	529063	4355	8417		
104	2	225.31	348.06	3829	11	451		
110	34	123.44	86.13	1024083	11890	4197		
111	17	103.94	67.39	410115	6086	1767		
209	27	182.33	246.70	1078572	4372	4923		
210	19	112.56	141.44	35502	251	2139		
211	48	107.64	78.67	40672	517	5167		
212	39	110.18	110.43	131302	1189	4297		
214	15	74.35	80.47	10300	128	1115		
215	7	92.84	86.62	201209	2323	650		
310	28	117.65	166.12	482421	2904	3294		
311	32	156.52	97.94	39861	407	5008		
JLT Substation	1	327.00	327.00	1951209	5967	327		
SD Substation	1	502.00	502.00	3157580	6290	502		
NE System	**333**	**126.89**	**194.81**	**9095716**	**46690**	**42253**	**596.28**	**3.06**

Total No. of Customers at end of 2009 ==> **15,254**

2009 - Reliability Indicators By Feeder FPUC - NE (Adjusted)

Feeder No.	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Cust. Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102	63	133.60	121.48	529063	4355	8417		
104	2	225.31	348.06	3829	11	451		
110	32	124.59	86.12	1023004	11879	3987		
111	13	99.91	84.16	205848	2446	1299		
209	25	131.60	246.44	1076939	4370	3290		
210	19	112.56	141.44	35502	251	2139		
211	48	107.64	78.67	40672	517	5167		
212	39	110.18	110.43	131302	1189	4297		
214	15	74.35	80.47	10300	128	1115		
215	5	71.55	86.25	199236	2310	358		
310	27	111.19	79.72	137277	1722	3002		
311	30	157.29	97.71	39571	405	4719		
NE System	**318**	**120.25**	**116.03**	**3432540**	**29583**	**38239**	**225.03**	**1.94**

Total No. of Customers at end of 2009 ==> **15,254**

2009 - Reliability Indicators By Feeder FPUC - NW (Actual)

Feeder No.	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Cust. Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	45	107.00	99.52	205813	2068	4815		
Blountstown	17	61.94	47.08	21609	459	1053		
Bristol	72	100.14	95.39	313441	3286	7210		
College	76	206.95	83.47	266362	3191	15728		
Cottondale	87	80.25	47.44	232932	4910	6982		
Dogwood Heights	30	210.43	319.72	108067	338	6313		
Greenwood/Malone	73	104.01	57.13	190943	3342	7593		
Hospital	51	161.49	133.25	198009	1486	8236		
Hwy 90 E	67	74.33	70.98	85960	1211	4980		
Hwy 90 W	37	112.24	179.11	243408	1359	4153		
Industrial Park	2	66.00	66.00	132	2	132		
Indian Springs	80	80.90	114.84	531018	4624	6472		
Prison	5	50.80	52.38	419	8	254		
Railroad	48	88.73	78.97	154789	1960	4259		
South Street	109	121.05	140.58	233647	1662	13194		
Family Dollar	1	53.00	53.00	53	1	53		
NW System	**800**	**114.28**	**93.18**	**2,786,602**	**29,907**	**91,427**	**218.90**	**2.35**

Total No. of Customers at end of 2009 ==> **12,730**

2009 - Reliability Indicators By Feeder FPUC - NW (Adjusted)

Feeder No.	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Cust. Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	40	84.08	102.69	199633	1944	3363		
Blountstown	17	61.94	47.08	21609	459	1053		
Bristol	72	100.14	95.39	313441	3286	7210		
College	71	217.01	84.03	259913	3093	15408		
Cottondale	81	78.25	68.21	207081	3036	6338		
Dogwood Heights	30	210.40	319.72	108067	338	6312		
Greenwood/Malone	61	103.59	54.23	168399	3105	6319		
Hospital	46	173.65	141.20	193588	1371	7988		
Hwy 90 E	59	74.12	77.42	71145	919	4373		
Hwy 90 W	36	114.72	240.71	234450	974	4130		
Industrial Park	2	66.00	66.00	132	2	132		
Indian Springs	75	80.83	115.19	517066	4489	6062		
Prison	5	50.80	52.25	418	8	254		
Railroad	45	92.27	79.70	153585	1927	4152		
South Street	104	122.17	141.16	230649	1634	12706		
Family Dollar	1	53.00	53.00	53	1	53		
NW System	**745**	**115.24**	**100.78**	**2,679,229**	**26,586**	**85,853**	**210.47**	**2.09**

Total No. of Customers at end of 2009 ==> **12,730**

Florida Public Utilities Company
2009 Reliability Indices Calculations

Index	NE Actual		NW Actual		FPUC Actual	
SAIDI = (CMI)/(C)	9095716/15254 =	**596.28**	2786606/12730 =	**218.90**	11882322/27984 =	**424.61**
CAIDI = (CMI)/(CI)	9095716/46690 =	**194.81**	2786606/29907 =	**93.18**	11882322/76597 =	**155.13**
SAIFI = (CI)/(C)	46690/15254 =	**3.06**	29907/12730 =	**2.35**	76597/27984 =	**2.74**
L-Bar = (L)/(N)	42253/333 =	**126.89**	91429/800 =	**114.29**	133682/1133 =	**117.99**

Index	NE Adjusted		NW Adjusted		FPUC Adjusted	
SAIDI = (CMI)/(C)	3432540/15254 =	**225.03**	2679230/12730 =	**210.47**	6111770/27984 =	**218.40**
CAIDI = (CMI)/(CI)	3432540/29583 =	**116.03**	2679230/26586 =	**100.78**	6111770/56169 =	**108.81**
SAIFI = (CI)/(C)	29583/15254 =	**1.94**	26586/12730 =	**2.09**	56169/27984 =	**2.01**
L-Bar = (L)/(N)	38239/318 =	**120.25**	85856/745 =	**115.24**	124095/1063 =	**116.74**

NE Actual			NW Actual			FPUC Actual		
(C)	=	15254	(C)	=	12730	(C)	=	27984
(CI)	=	46690	(CI)	=	29907	(CI)	=	76597
(CMI)	=	9095716	(CMI)	=	2786606	(CMI)	=	11882322
(L)	=	42253	(L)	=	91429	(L)	=	133682
(N)	=	333	(N)	=	800	(N)	=	1133
NE Adjusted			**NW Adjusted**			**FPUC Adjusted**		
(C)	=	15254	(C)	=	12730	(C)	=	27984
(CI)	=	29583	(CI)	=	26586	(CI)	=	56169
(CMI)	=	3432540	(CMI)	=	2679230	(CMI)	=	6111770
(L)	=	38239	(L)	=	85856	(L)	=	124095
(N)	=	318	(N)	=	745	(N)	=	1063

FPUC 2009 – Description of Excluded Events for Named Storms, Transmission, Distribution, and Substations

Named Storms

The NE Division was not affected by a named storm during 2009.

The county Emergency Operations Center was opened 3/31/09 thru 4/3/09 due to severe storms in the area. NW personnel worked diligently with local emergency officials, law enforcing authorities, and customers to successfully restore power to the electrical system.

Additionally, The NW Division was impacted by two tropical storms, Claudette on August 17, 2009, and Ida during November 9 & 10, 2009. NW implemented Emergency Plan Procedures and handled outages with local NW crews. Outages attributed to the tropical storms were not long duration events. After the storm season, NW personnel met to self-assess performance and generate ideas to implement for future storm events.

Transmission

Vehicles Struck 69KV Poles in NE Division (Aug. 25 and Nov. 18, 2009)

On two separate occasions, vehicles struck 69KV wooden poles on the transmission line between Stepdown Substation and JLT Substation. Both instances caused a loss of power to JLT Substation, interrupting service to most customers on the north end of Amelia Island. After replacing the damaged poles, power was restored to all customers the same day. The FPUC Engineering Department is evaluating options for possible re-routing of the transmission line to avoid similar instances in the future.

The NW Division was not affected by any transmission events during 2009.

Substation

Opening of 15KV Main Feeder Circuit Breaker in NE Division (May 1, Jun. 4 and Jul. 28, 2009)

Following the upgrade of all distribution circuit protection relays at AIP Substation, from electromechanical to digital, one of the main substation circuit breakers opened improperly on three separate instances. This was due to improper relay coordination between the main substation breaker and a distribution feeder breaker. Crews were immediately dispatched and power was restored to all customers the same day. The two main substation breakers still have electromechanical relays and proper coordination with new digital relays required a period of trial and error. However, acceptable coordination has been achieved and future plans to continue further upgrades will be implemented.

The NW Division was not affected by any substation events during 2009.

2009 NE DIVISION - EXCLUDED EVENTS					
Date	Feeder	Exclusion	Aff Cust Count	L	CMI
01/12/09	110	Planned Outage	5	180	902
02/09/09	111	Planned Outage	1	300	300
02/19/09	209	Planned Outage	1	254	254
02/20/09	209	Planned Outage	1	1379	1379
02/24/09	311	Planned Outage	1	270	270
04/30/09	215	Planned Outage	7	220	1543
05/01/09	111	Substation	1209	101	122572
05/08/09	110	Planned Outage	6	29	177
06/04/09	111	Substation	1247	45	56551
07/06/09	215	Planned Outage	6	72	430
07/28/09	111	Substation	1183	21	24843
08/25/09	JL TERRY	Transmission	5967	327	1951209
08/25/09	310	Transmission	1182	292	345144
09/28/09	311	Planned Outage	1	20	20
11/18/09	STEPDOWN	Transmission	6290	502	3157580

2009 NW DIVISION - EXCLUDED EVENTS

Date	Feeder	Exclusion	Aff Cust Count	L	CMI
03/31/09	COLLEGE	EOC Open	1	92	92
03/31/09	GREENWOOD	EOC Open	2	43	85
03/31/09	GREENWOOD	EOC Open	9	46	415
03/31/09	INDIAN SPR	EOC Open	2	61	122
03/31/09	COLLEGE	EOC Open	10	41	415
04/01/09	COTTONDALE	EOC Open	1	105	105
04/01/09	HWY 90E	EOC Open	14	63	888
04/01/09	SOUTH ST	EOC Open	12	90	1075
04/01/09	GREENWOOD	EOC Open	201	88	17688
04/02/09	COTTONDALE	EOC Open	74	66	4873
04/02/09	HWY 90W	EOC Open	385	23	8958
04/02/09	RAILROAD	EOC Open	2	21	42
04/02/09	INDIAN SPR	EOC Open	48	126	6062
04/02/09	RAILROAD	EOC Open	5	51	256
04/02/09	COLLEGE	EOC Open	37	54	1988
04/02/09	GREENWOOD	EOC Open	2	126	252
04/02/09	GREENWOOD	EOC Open	1	184	184
04/02/09	SOUTH ST	EOC Open	1	114	114
04/02/09	GREENWOOD	EOC Open	3	95	284
04/02/09	HWY 90E	EOC Open	18	49	882
04/02/09	INDIAN SPR	EOC Open	1	36	36
04/02/09	HWY 90E	EOC Open	82	29	2348
04/02/09	HWY 90E	EOC Open	76	17	1272
04/02/09	COLLEGE	EOC Open	36	95	3408
04/02/09	SOUTH ST	EOC Open	12	134	1614
04/02/09	GREENWOOD	EOC Open	1	102	102
04/02/09	GREENWOOD	EOC Open	2	135	269
04/02/09	ALTHA	EOC Open	1	118	118
04/02/09	HWY 90E	EOC Open	2	147	294
04/02/09	SOUTH ST	EOC Open	1	104	104
04/02/09	GREENWOOD	EOC Open	11	267	2933
04/02/09	ALTHA	EOC Open	1	44	44
04/02/09	COTTONDALE	EOC Open	8	335	2683
04/02/09	INDIAN SPR	EOC Open	40	118	4721
04/03/09	ALTHA	EOC Open	1	1200	1200
08/17/09	COTTONDALE	TS CLAUDETTE	18	76	1363
08/17/09	GREENWOOD	TS CLAUDETTE	1	48	48
08/17/09	RAILROAD	TS CLAUDETTE	26	35	907

08/17/09	COLLEGE	TS CLAUDETTE	14	39	546
08/17/09	GREENWOOD	TS CLAUDETTE	2	81	162
08/17/09	SOUTH ST	TS CLAUDETTE	2	46	91
10/23/09	COTTONDALE	Planned Outage	1772	9	16775
11/09/09	COTTONDALE	TS IDA	1	52	52
11/10/09	HWY 90E	TS IDA	35	107	3732
11/10/09	HWY 90E	TS IDA	57	78	4463
11/10/09	HWY 90E	TS IDA	8	117	939
11/10/09	INDIAN SPR	TS IDA	44	68	3013
11/10/09	HOSPITAL	TS IDA	67	44	2931
11/10/09	ALTHA	TS IDA	76	26	1957
11/10/09	GREENWOOD	TS IDA	2	62	124
11/10/09	ALTHA	TS IDA	45	64	2861
11/10/09	HOSPITAL	TS IDA	2	117	235
12/16/09	HOSPITAL	Planned Outage	29	25	723
12/17/09	HOSPITAL	Planned Outage	16	31	501
12/17/09	HOSPITAL	Planned Outage	1	31	31

II. Wood Pole Inspections

Introduction

To comply with FPSC Order No. PSC-06-0144, Florida Public Utilities Company (FPUC) inspects all wooden distribution poles on an 8-year inspection cycle. The National Electric Safety Code (NESC) serves as a basis for the design of replacement poles for wood poles that fail inspection. Grade 'B' construction, as described in Section 24 of the 2007 edition of the NESC, has been adopted as the standard of construction for designing the installation of new poles and the replacement of reject poles in each FPUC Electric Division (NE & NW). Extreme wind loading, as specified in figure 250-2(d) of the 2007 edition of the NESC, has been adopted, as follows: 130 mph wind speed for wind loading in NE Division (Fernandina); and, 120 mph wind speed for wind loading in NW Division (Marianna).

Wood pole inspections are performed by a qualified wood pole inspection contractor for each FPUC Electric Division. Inspection results are summarized in the Wood Pole Inspection Reports for each division that are included in this section. Also included in this section are pie charts that show failure rate for each division and pole age tables that show the age range in five year age bands for failure poles. 2008 was the first inspection year that produced measurable, reliable results that meet the criteria of storm hardening initiatives.

The number of inspections may vary from year-to-year based upon a variety of factors. FPUC is working diligently to complete all required wood pole inspections during the eight year wood pole inspection cycle. As evidence of this commitment by FPUC, NE division completed enough inspections during 2009 to eliminate the backlog carried forward from 2008. In addition, NW division completed enough inspections to significantly reduce the NW backlog.

Inspection Process

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

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

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

Strength and Loading Assessment

The contractor performs Strength Assessment tests on selected poles to compare the current measured circumference to the original circumference of the pole. The effective circumference of the pole is determined to ensure that the current condition of the pole meets the requirements of NESC Section 26 "Strength Requirements". If the test indicates that the pole is not suited for continued use, the contractor rejects the pole and reports it to FPUC for follow-up.

Poles having 3rd party attachments of ½" or larger in diameter are assessed for loading using a contractor supplied computer program called LoadCalc. When conducting the Loading Assessment, span lengths, attachment heights, wire sizes, and 3rd party attachments are analyzed to estimate pole loading. Additional discussion is provided in Storm Preparedness Initiatives section under Initiative #2, "Joint Use Pole Attachment Audit".

Post Inspection Follow-Up

The contractor provides FPUC with three follow up reports.

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

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

Pole Strength and Load Detail Report: Poles failing to meet minimum required strength levels are rejected. Poles identified by the contractor as being loaded at or above 100% are re-evaluated by FPUC engineers using PoleForeman, NESC Grade B construction, and 60 mph winds. Poles loaded at or above 100% following re-evaluation are rejected. The handling of reject poles is addressed in the previous paragraph.

Summary

FPUC collects and stores pole inspection data upon completion of annual wood pole inspections. The contractor provides FPUC with wood pole inspection data that includes pole location, size, class, test results, and general comments. The contractor provides a computer program called Fast Gate Viewer that allows FPUC to create specific reports and view detailed or summary information. Fast Gate Viewer is essential for post inspection follow up.

To ensure the integrity of the pole inspection process, contractors are required to perform quality control assessments of their work to make sure FPUC pole inspection requirements are being met, and to provide documentation that these assessments have taken place. As part of the follow up process, FPUC random samples contractor reported test data to verify test results.

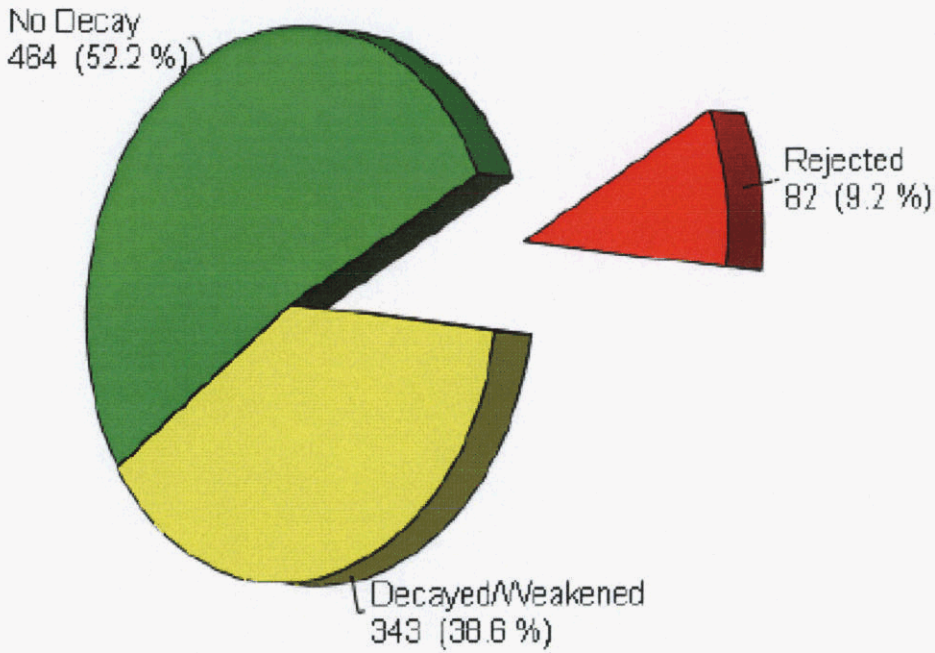
Florida Public Utilities Company - NE Division
Annual Wood Pole Inspection Report
Cycle Year #2 of 8 Year Cycle
(Inspection Year 2009)

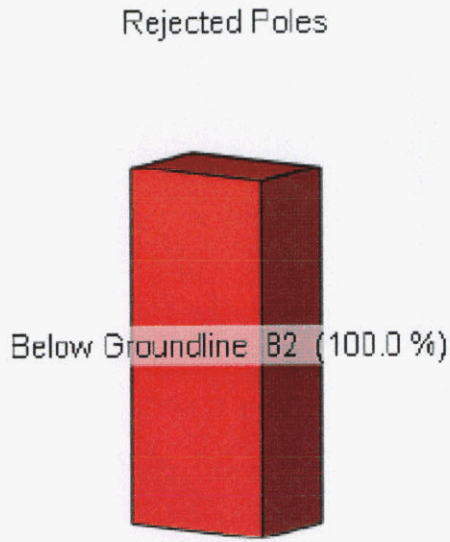
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Total # of wood poles in NE Division	# of pole inspections planned for this year	Backlog included in plans for this year	# of pole inspections completed this year	# of poles failing inspection this year	% failure rate this year	# failures replaced this year	# failures repaired this year	Total # of failures remaining to be replaced	Total # of failures remaining to be repaired	# of poles requiring maint. follow-up this year	# of poles overloaded this year	Total # of poles inspected in 8 yr cycle to date	Total % of poles inspected in 8 yr cycle to date	# of pole inspections planned next year
4829	**662**	**37**	**889**	**82**	**9.22%**	**3**	**N/A***	**78**	**N/A***	**97**	**13**	**1253**	**25.95%**	**604**

If d < b, provide explanation	Include reason for variance, resulting backlog, and plans to address backlog: N/A.
If g + h < e, provide explanation	Include reason for variance, resulting backlog, and plans to address backlog: The pole inspections performed in 2009 were done by Osmose Utilities Services and completed very late in the year, thus adding to our failure replacement backlog. NE is currently working to get the worst case poles replaced first and plans to have the remaining backlog of failure poles replaced by the end of 2010.
Additional Information	* Present FPUC policy is to replace all failure poles in lieu of bracing "restorable" failure poles. Therefore, columns (h) and (j) are not applicable (N/A) to FPUC at this time. The number of inspections completed in NE Division during 2009 exceeded planned inspections and eliminated the 8 year cycle inspection backlog. NE plans to inspect 604 poles in 2010.

Osmose®

Composite
889 Total Poles





Average Age: 28.1 Years

Florida Public Utilities
Fernandina - Florida / 2009 Distribution Poles

Osmose.

Osmose Inspection
Groundline Decay by Age Group
Composite

Florida Public Utilities
Fernandina - Florida / 2009 Distribution Poles

		POLES REJECTED				POLES DECAYING AND WEAKENED					TOTAL POLES REJECTED OR DECAYED	
Age Span	Total Poles Inspected	Interior Decay	Exterior Decay	Other	% of Age Group Total	Interior Decay	Exterior Decay	Interior & Exterior Decay	Other	% of Age Group Total	Pole Count	% of Age Group Total
0-5 Years	83	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
6-10 Years	69	0	0	0	0.0%	0	3	0	0	4.3%	3	4.3%
11-15 Years	68	0	0	0	0.0%	0	10	0	0	14.7%	10	14.7%
16-20 Years	89	0	0	0	0.0%	0	19	0	0	21.3%	19	21.3%
21-25 Years	68	0	7	0	10.3%	0	23	0	0	33.8%	30	44.1%
26-30 Years	73	0	7	0	9.6%	0	50	2	0	71.2%	59	80.8%
31-35 Years	103	0	17	0	16.5%	0	65	2	0	65.0%	84	81.6%
36-40 Years	146	0	14	0	9.6%	0	74	1	0	51.4%	89	61.0%
41-45 Years	120	0	18	0	15.0%	0	70	2	0	60.0%	90	75.0%
46-50 Years	23	0	8	0	34.8%	0	11	0	0	47.8%	19	82.6%
51-55 Years	10	0	6	0	60.0%	0	4	0	0	40.0%	10	100.0%
56-60 Years	10	0	3	1	40.0%	0	3	0	0	30.0%	7	70.0%
61+ Years	6	0	1	0	16.7%	0	4	0	0	66.7%	5	83.3%
Unknown	21	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
TOTALS	889	0	81	1	9.2%	0	336	7	0	38.6%	425	47.8%

Average Age - 28.1

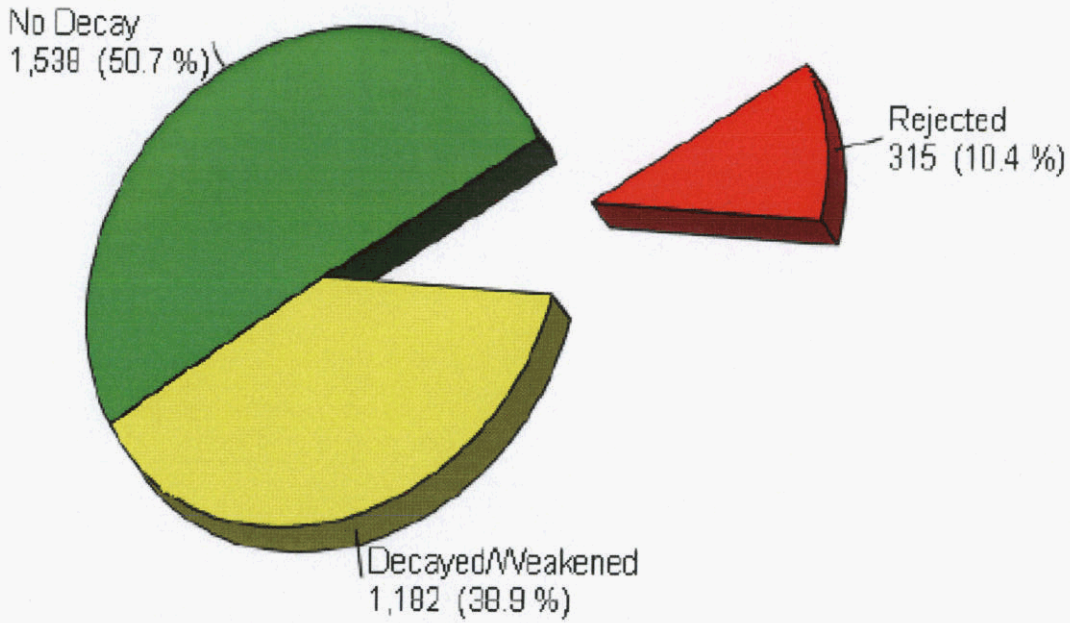
Florida Public Utilities Company - NW Division
Annual Wood Pole Inspection Report
Cycle Year #2 of 8 year Cycle
(Inspection Year 2009)

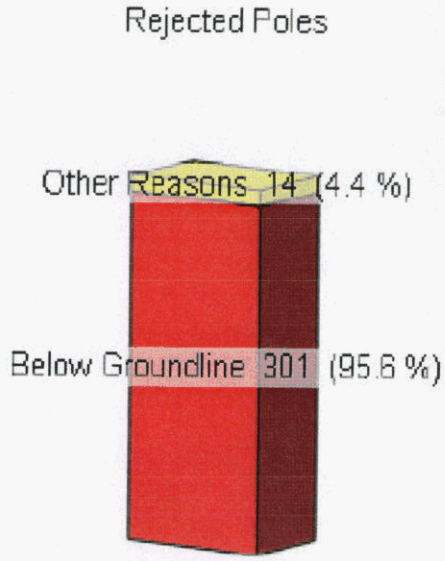
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Total # of wood poles in NW Division	# of pole inspections planned for this year	Backlog included in plans for this year	# of pole inspections completed this year	# of poles failing inspection this year	% failure rate this year	# failures replaced this year	# failures repaired this year	Total # of failures remaining to be replaced	Total # of failures remaining to be repaired	# of poles requiring maint. follow-up this year	# of poles overloaded this year	Total # of poles inspected in 8 yr cycle to date	Total % of poles inspected in 8 yr cycle to date	# of pole inspections planned next year
21703	**2888**	**175**	**3035**	**315**	**10.38%**	**31**	N/A*	**284**	N/A*	**584**	**26**	**4562**	**21.02%**	**2895**

If d < b, provide explanation	Include reason for variance, resulting backlog, and plans to address backlog: N/A.
If g + h < e, provide explanation	Include reason for variance, resulting backlog, and plans to address backlog: The pole inspections performed in 2009 were done by Osmose Utilities Services and completed very late in the year, thus adding to our failure replacement backlog. NW is currently working to get the worst case poles replaced first and plans to have the remaining backlog of failure poles replaced by the end of 2010.
Additional Information	*Present FPUC policy is to replace all failure poles in lieu of bracing "restorable" failure poles. Therefore, columns (h) and (j) are not applicable (N/A) to FPUC at this time. The number of inspections completed in NW during 2009 exceeded planned inspections and helped reduce the NW 8 year cycle inspection backlog. NW plans to inspect 2895 poles in 2010. This will reduce the NW inspection backlog by an additional 182 poles.

Osmose®

Composite
3,035 Total Poles





Average Age: 26.6 Years

Florida Public Utilities
Marianna - Florida / 2009 Distribution Poles

Osmose.

Osmose Inspection
Groundline Decay by Age Group
Composite

Florida Public Utilities
Marianna - Florida / 2009 Distribution Poles

		POLES REJECTED				POLES DECAYING AND WEAKENED					TOTAL POLES REJECTED OR DECAYED	
Age Span	Total Poles Inspected	Interior Decay	Exterior Decay	Other	% of Age Group Total	Interior Decay	Exterior Decay	Interior & Exterior Decay	Other	% of Age Group Total	Pole Count	% of Age Group Total
0-5 Years	316	0	0	0	0.0%	0	13	0	0	4.1%	13	4.1%
6-10 Years	390	0	0	0	0.0%	0	38	0	0	9.7%	38	9.7%
11-15 Years	335	0	0	0	0.0%	0	46	0	0	13.7%	46	13.7%
16-20 Years	283	0	0	0	0.0%	0	51	0	0	18.0%	51	18.0%
21-25 Years	254	0	10	1	4.3%	0	125	3	0	50.4%	139	54.7%
26-30 Years	151	1	9	1	7.3%	0	92	6	0	64.9%	109	72.2%
31-35 Years	241	0	26	1	11.2%	0	151	12	1	68.0%	191	79.3%
36-40 Years	469	0	64	10	15.8%	1	307	20	0	69.9%	402	85.7%
41-45 Years	250	1	59	3	25.2%	0	143	14	0	62.8%	220	88.0%
46-50 Years	128	0	34	4	29.7%	0	67	6	0	57.0%	111	86.7%
51-55 Years	81	1	27	2	37.0%	0	33	7	0	49.4%	70	86.4%
56-60 Years	89	1	49	2	58.4%	0	28	5	1	38.2%	86	96.6%
61+ Years	22	0	9	0	40.9%	0	10	2	0	54.5%	21	95.5%
Unknown	26	0	0	0	0.0%	0	0	0	0	0.0%	0	0.0%
TOTALS	3,035	4	287	24	10.4%	1	1,104	75	2	38.9%	1,497	49.3%

Average Age - 26.6

III. Storm Hardening Update

Introduction

This is the required annual update of the FPUC Storm Hardening Plan. Wood pole inspections were addressed in Section II of this update. The ten storm preparedness initiatives are addressed in Section IV.

Compliance with NESC Requirements:

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

Extreme Wind Loading:

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

Mitigation of Damage Due to Storm Surge and Flooding:

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

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

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

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

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

Placement of New and Replacement Facilities:

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

Deployment Strategy:

FPUC has fully implemented its storm hardening strategy. Significant areas of implementation include:

1. An 8 year cycle wood pole inspection program was implemented in 2008. Specific results are reported in Section II - Wood Pole Inspections.
2. Vegetation management activities include trimming main feeders every three years, laterals every six years, and addressing danger trees as soon as possible. Additional information about the FPUC vegetation management program can be found in Section IV - Storm Preparedness Initiatives, Initiative #1 - Vegetation Management Program for Distribution Circuits.
3. Pole loading inspections and follow up are performed annually in both divisions as part of the wood pole inspection program. More information about pole loading inspections and follow up can be found in Section II - Wood Pole Inspections, and Section IV - Storm Preparedness Initiatives, Initiative #2 - Joint Use Pole Attachment Audit.
4. FPUC owned transmission poles are only located in NE Division. Details about climbing inspections of transmission poles can be found in Section IV - Storm Preparedness Initiatives, Initiative #3 - Six Year Transmission Structure Inspection Program.
5. Section IV - Storm Preparedness Initiatives, Initiative #4 - Storm Hardening of Existing Transmission Structures contains additional information about transmission structure storm hardening.
6. New underground facilities are be designed to mitigate damage from storm surges and flooding.
7. FPUC will continue to place facilities on public rights of way and, if this is not possible, will secure private easements to make sure facilities are easily accessible.

Communities and Areas Affected by Electric Infrastructure Improvements:

The majority of the items listed above affect all areas of the FPUC electric service territory. The intent is to make sure both divisions benefit from these strategies. Transmission inspection and transmission storm hardening programs only affect the Northeast Florida Division since there are no transmission facilities in the Northwest Florida Division at this time. Constructing distribution lines to comply with the NESC extreme wind loading standards is beneficial to both divisions and the communities they serve.

Upgrading of Joint Use Facilities

The major storm hardening project for NW Division was to replace reject poles identified during 2008 pole inspection. Many of these reject poles have joint use facilities. New replacement poles were designed to accommodate joint use facilities and were installed in accordance with 2007 NESC guidelines with extreme wind loading conditions.

NE Division had two major storm hardening projects involving joint use facilities. The first was the replacement of reject poles identified during 2008 pole inspection. Many of these reject poles have joint use facilities. New replacement poles were designed to accommodate joint use facilities and were installed in accordance with 2007 NESC guidelines with extreme wind loading conditions.

The second project was to replace the remaining 14 wooden 69 kV transmission poles located along South Fletcher Ave, the main the north/south thoroughfare on Amelia Island adjacent to the Atlantic Ocean. The poles were replaced with spun concrete transmission poles that were designed in accordance with storm hardening high wind velocity requirements. Additional information about this transmission project can be found in Section IV - Storm Preparedness Initiatives, Initiative #4 - Storm Hardening of Existing Transmission Structures.

IV. Storm Preparedness Initiatives

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

Initiative #1 - Vegetation Management Programs for Distribution Circuits

In 2007, FPUC implemented a three (3) year main feeder and a six (6) year lateral vegetation program. The program includes the following:

1. Three year vegetation management cycle on all main feeders.
2. Six year vegetation management cycle on all laterals.
3. Annual inspection of main feeders serving critical customers prior to storm season to identify and perform any proactive trimming.
4. Quickly addressing danger trees located outside the normal trim zone that threaten main feeders.
5. Participation with local governments to address vegetation management issues in order to improve overall reliability due to tree related outages.
6. Public education regarding the maintenance and placement of trees.

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

Because the vegetation management program was implemented in 2007, not enough data is available to complete the feeder and laterals comparison tables at this time.

FPUC Consolidated Vegetation Management Performance Metrics - 2009

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	98	97	1	208	202	6
(B) Customer Interruptions	4306	4159	147	5849	5586	263
(C) Miles Cleared	NA	63.36	NA	NA	95.68	NA
(D) Remaining Miles	NA	106.16	NA	NA	404.92	NA
(E) Outages per Mile [A ÷ (C + D)]	NA	0.57	NA	NA	0.41	NA
(F) Vegetation CI per Mile [B ÷ (C + D)]	NA	24.57	NA	NA	11.38	NA
(G) Number of Hotspot trims	NA	NA	NA	NA	48	NA
(H) All Vegetation Management Costs	$630,860	$630,860	0	(Note 4)		
(I) Customer Minutes of Interruption	474,522	464,205	10,317	250196	156984	93217
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (current year)	$625,000	$625,000	0	NA	NA	NA
(L) Vegetation Goal (current year)	$625,000	$625,000	0	NA	NA	NA
(M) Vegetation Budget (next year)	$690,000	$690,000	0	NA	NA	NA
(N) Vegetation Goal (next year)	$690,000	$690,000	0	NA	NA	NA
(O) Trim-Back Distance	NA	(Note 6)	NA	NA	10	NA

Danger Trees (FPUC Totals) – Additional Questions

a) Number of danger trees removed? 139

b) Expenditures on danger tree removal? $13,434 (estimated)

c) Number of request for removals that were denied? 24 (estimated)

d) Avoided CI with danger trees removed (estimate)? _____

e) Avoided CMI with danger trees removed (estimate)? _____

NE Division Vegetation Management Performance Metrics - 2009

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	82	82	0	NA	NA	NA
(B) Customer Interruptions	3176	3176	0	NA	NA	NA
(C) Miles Cleared (Notes 1 & 2)	21.22	21.22	0	NA	NA	NA
(D) Remaining Miles (Note 2)	18.12	18.12	0	NA	NA	NA
(E) Outages per Mile [A ÷ (C + D)]	2,08	2.08	0	NA	NA	NA
(F) Vegetation CI per Mile [B ÷ (C + D)]	80.73	80.73	0	NA	NA	NA
(G) Number of Hotspot trims	(Note 3)	(Note 3)	NA	NA	NA	NA
(H) All Vegetation Management Costs	$135,062	$135,062	0	(Note 4)	NA	NA
(I) Customer Minutes of Interruption	272,954	272,954	0	NA	NA	NA
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (2009)	$125,000	$125,000	0	NA	NA	NA
(L) Vegetation Goal (2009)	$125,000	$125,000	0	NA	NA	NA
(M) Vegetation Budget (20010)	$190,000	$190,000	0	NA	NA	NA
(N) Vegetation Goal (20010)	$190,000	$190,000	0	NA	NA	NA
(O) Trim-Back Distance (Note 6)	NA	NA	NA	N/A	NA	NA

Danger Trees (NE Division) – Additional Questions

a) Number of danger trees removed? 31

b) Expenditures on danger tree removal? $6,414 (est)

c) Number of request for removals that were denied? 0

d) Avoided CI with danger trees removed (estimate)? _____

e) Avoided CMI with danger trees removed (estimate)? _____

Notes: Tracking of NE Division Vegetation Management activities has not been documented to separate main line Feeders vs Laterals. New tracking procedures using Outage Management program are in their initial stages of implementation and have not been in service long enough to quantify actual performance.

Note 1: Miles cleared in 2009 include total miles of main feeders and laterals, but do not include any hot spot trimming.

Note 2: In 2008 the NE Division was able to use the new GIS system to obtain miles of feeders and laterals.

Note 3: The number of hot spot trims has not been historically documented.

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

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

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

NW Division Vegetation Management Performance Metrics - 2009

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	16	15	1	208	202	6
(B) Customer Interruptions	1130	983	147	5849	5586	263
(C) Miles Cleared	NA	41.14	NA	NA	95.68	NA
(D) Remaining Miles	NA	88.04	NA	NA	404.92	NA
(E) Outages per Mile [A ÷ (C + D)]	NA	0.116	NA	NA	0.41	NA
(F) Vegetation CI per Mile [B ÷ (C + D)]	NA	7.61	NA	NA	11.38	NA
(G) Number of Hotspot trims	NA	12	NA	NA	48	NA
(H) All Vegetation Management Costs	$495,798	$495,798	0	(Note 4)		
(I) Customer Minutes of Interruption	201568	191251	10317	250196	156984	93217
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (current year)	$500,000	$500,000	0	NA	NA	NA
(L) Vegetation Goal (current year)	$500,000	$500,000	0	NA	NA	NA
(M) Vegetation Budget (next year)	$500,000	$500,000	0	NA	NA	NA
(N) Vegetation Goal (next year)	$500,000	$500,000	0	NA	NA	NA
(O) Trim-Back Distance	NA	10	NA	NA	10	NA

Danger Trees (NW Division) – Additional Questions

a) Number of danger trees removed? 108

b) Expenditures on danger tree removal? $7,020

c) Number of request for removals that were denied? 24 (estimated)

d) Avoided CI with danger trees removed (estimate)? _____

e) Avoided CMI with danger trees removed (estimate)? _____

NW TREE TRIM SCHEDULE – MAIN FEEDERS
2009 - 2011

2009:
1. OCB#9866: Cottondale Feeder
2. OCB#9952: Altha Feeder
3. OCB#9972: Blountstown Feeder
4. OCB#9512: Railroad Feeder
5. OCB#9872: Hospital Feeder
6. OCB#9752: Industrial Park Feeder

2010:
1. OCB#9742: Greenwood/Malone Feeder
2. OCB#9722: Dogwood Heights Feeder
3. OCB#9982: College Feeder
4. OCB#9932: Indian Springs Feeder
5. OCB#9732: Prison Feeder

2011:
1. OCB#9942: HWY 90E Feeder
2. OCB#9992: HWY 90W Feeder
3. OCB#9854: South Street Feeder
4. OCB#9882: Bristol Feeder
5. OCB#9872: Family Dollar Feeder

NW TREE TRIM SCHEDULE – LATERALS
2009 - 2014

2009:
1. OCB#9992: HWY 90W Feeder
2. OCB#9854: South Street Feeder
3. OCB#9872: Family Dollar Feeder

2010:
1. OCB#9866: Cottondale Feeder
2. OCB#9952: Altha Feeder

2011:
1. OCB#9512: Railroad Feeder
2. OCB#9872: Hospital Feeder
3. OCB#9982: College Feeder

2012:
1. OCB#9742: Greenwood/Malone Feeder
2. OCB#9722: Dogwood Heights Feeder
3. OCB#9752: Industrial Park Feeder

2013:
1. OCB#9882: Bristol Feeder
2. OCB#9972: Blountstown Feeder

2014:
1. OCB#9932: Indian Springs Feeder
2. OCB#9942: HWY 90E Feeder
3. OCB#9732: Prison Feeder

NE DIVISION - TREE TRIM SCHEDULE – Main Feeders
2009 – 2011

2009:
1. Feeder#110
2. Feeder#111
3. Feeder#209
4. Feeder#214
5. Feeder#210
6. Feeder#215
7. Feeder#313 (69KV)

2010:
1. Feeder#310
2. Feeder#311
3. Feeder#201(69KV)
4. Feeder#202 (69KV)
5. Feeder#315 (69KV)

2011:
1. Feeder#102
2. Feeder#104
3. Feeder#211
4. Feeder#212
5. Feeder#802(138KV)
6. Feeder#803(138KV)

NE DIVISION - TREE TRIM SCHEDULE – Laterals
2009 – 2014

2009:
1. Feeder#214
2. Feeder#215

2010:
1. Feeder#110
2. Feeder#111

2011:
1. Feeder#104
2. Feeder#209

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

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

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

FPUC NE Division - D&T Vegetation Management*

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

* - Basis for tracking and managing 2008 and future tree trimming cycles (3 yr. mains and 6 yr. laterals) - Data source is our mapping system.

1/26/2009

2009 FPUC NE Division - D&T Vegetation Management**										
Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
311		0	2,700	0	0.00	0.00	0.51	0.00	0.51	0.00
310	1,350	0	750	0	0.26	0.00	0.14	0.00	0.40	0.00
209	9,460	0	6,450	0	1.79	0.00	1.22	0.00	3.01	0.00
210	9,990	0	1,650	0	1.89	0.00	0.31	0.00	2.20	0.00
211	7,392	0	1,500	0	1.40	0.00	0.28	0.00	1.68	0.00
212	15,227	0	17,100	0	2.88	0.00	3.24	0.00	6.12	0.00
214		0		0	0.00	0.00	0.00	0.00	0.00	0.00
215	11,264	0	14,549	0	2.13	0.00	2.76	0.00	4.89	0.00
102		0	4,650	0	0.00	0.00	0.88	0.00	0.88	0.00
104		0		0	0.00	0.00	0.00	0.00	0.00	0.00
110		0		0	0.00	0.00	0.00	0.00	0.00	0.00
111		0	7,990	0	0.00	0.00	1.51	0.00	1.51	0.00
Dist. Totals	**54,683**	**0**	**57,339**	**0**	**10.36**	**0.00**	**10.86**	**0.00**	**21.22**	**0.00**
69KV Line					**0.00**				**0.00**	
138KV Line										
D&T Totals	**54,683**	**0**	**57,339**	**0**	**10.36**	**0.00**	**10.86**	**0.00**	**21.22**	**0.00**

** 2009 Trim Totals

2/24/2010

FPUC NW Division - D&T Vegetation Management*

Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
9742 Greenwood/ Malone	78,442	0	238,837	5,420	14.86	0.00	45.23	1.03	60.09	1.03
9722 Dogwood Heights	22,492	0	62,410	2,870	4.26	0.00	11.82	0.54	16.08	0.54
9982 College	70,950	0	217,104	24,260	13.44	0.00	41.12	4.59	54.56	4.59
9932 Indian Springs	30,117	0	140,560	38,895	5.70	0.00	26.62	7.37	32.33	7.37
9732 Prison	16,950	0	13,505	14,742	3.21	0.00	2.56	2.79	5.77	2.79
9942 Hwy 90E	67,057	0	259,711	21,503	12.70	0.00	49.19	4.07	61.89	4.07
9992 Hwy 90W	15,096	0	58,897	1,365	2.86	0.00	11.15	0.26	14.01	0.26
9854 South Street	80,724	0	441,570	11,934	15.29	0.00	83.63	2.26	98.92	2.26
9882 Bristol	60,851	0	221,202	4,787	11.52	0.00	41.89	0.91	53.42	0.91
9872 Family Dollar	15,910	365	4,559	2,698	3.01	0.07	0.86	0.51	3.88	0.58
9866 Cottondale	71,809	0	348,188	8,838	13.60	0.00	65.94	1.67	79.54	1.67
9952 Altha	47,917	0	237,241	1,521	9.08	0.00	44.93	0.29	54.01	0.29
9972 Blountstown	32,921	0	70,769	1,562	6.24	0.00	13.40	0.30	19.64	0.30
9512 Railroad	41,251	0	81,053	8,206	7.81	0.00	15.35	1.55	23.16	1.55
9872 Hospital	16,417	0	193,307	1,843	3.11	0.00	36.61	0.35	39.72	0.35
9752 Industrial Park	18,609	0	3,589	1,371	3.52	0.00	0.68	0.26	4.20	0.26
Dist. Totals	**687,513**	**365**	**2,592,502**	**151,815**	**130.21**	**0.07**	**491.00**	**28.75**	**621.21**	**28.82**
69KV Line	**0**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
138KV Line	**0**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
D&T Totals	**687,513**	**365**	**2,592,502**	**151,815**	**130.21**	**0.07**	**491.00**	**28.75**	**621.21**	**28.82**

* - Basis for tracking and managing 2008 and future tree trimming cycles (3 yr. mains and 6 yr. laterals) - Data source is our mapping system.

1/26/2009

2009 FPUC NW Division - D&T Vegetation Management**										
Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
9742 Greenwood/ Malone	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9722 Dogwood Heights	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9982 College	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9932 Indian Springs	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9732 Prison	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9942 Hwy 90E	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9992 Hwy 90W	0	0	58897	1365	0.00	0.00	11.15	0.26	11.15	0.26
9854 South Street	0	0	441570	11934	0.00	0.00	83.63	2.26	83.63	2.26
9882 Bristol	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9872 Family Dollar	0	0	4559	2698	0.00	0.00	3.01	0.07	3.01	0.07
9866 Cottondale	71809	0	0	0	3.01	0.00	4.00	0.00	3.01	0.00
9952 Altha	47917	0	0	0	13.60	0.00	0.00	0.00	13.60	0.00
9972 Blountstown	32921	0	0	0	9.08	0.00	0.00	0.00	9.08	0.00
9512 Railroad	41251	0	0	0	7.81	0.00	0.00	0.00	7.81	0.00
9872 Hospital	16417	0	0	0	3.11	0.00	0.00	0.00	3.11	0.00
9752 Industrial Park	18609	0	0	0	3.52	0.00	0.00	0.00	3.52	0.00
Dist. Totals	**228924**	**0**	**505026**	**15997**	**40.23**	**0.00**	**98.14**	**2.59**	**137.92**	**2.59**
69KV Line	**0**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
138KV Line	**0**	**0**	**0**	**0**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
D&T Totals	**228924**	**0**	**505026**	**15997**	**40.23**	**0.00**	**98.14**	**2.59**	**137.92**	**2.59**

Initiative #2 – Joint Use Pole Attachment Audit

During 2009, seven hundred and seventy three (773) detailed pole loading calculations were performed for FPUC by a contractor as part of the Wood Pole Inspection Program. Poles having 3rd party attachments of ½" or larger in diameter were selected for loading assessment using a contractor supplied computer program called LoadCalc. Span lengths, attachment heights, wire sizes, and 3rd party attachments were included in the loading assessments. Loading assessment reports were supplied to FPUC by the contractor. Poles with loading estimates at or above 100% of design load are automatically included in the FPUC post inspection follow-up plan. During the 2009 inspection, 39 poles were identified as having loading levels estimated by the contractor to be at or above 100%. FPUC will perform additional load assessment on these poles using PoleForeman. FPUC calculations will be in accordance with the 2007 addition of NESC with 60 mph wind speed. Poles that fail the PoleForeman assessment will be scheduled for replacement. Replacement poles will be designed to comply with storm hardening requirements. Joint Use partners will be notified of the new pole locations so their attachments can be transferred. FPUC joined NJUNS (National Joint Use Notification System) during 2009 to facilitate notification of joint use partners.

FPUC currently has joint use agreements with multiple telecommunication and cable television providers in both electric divisions. Although the current agreements include provisions for joint use attachment audits, many of the joint use contracts are under review or are being re-written. Audits will be initiated as soon as practicable after the new agreements are become effective. Data collected during the audits will be analyzed in order to determine the number of poles found to be overloaded, the number of unauthorized joint use attachments, and the number of customer outages related to these situations, if applicable. The goal is to conduct a thorough joint use audit once every five years. The GIS joint use attachment information will be used as a basis when conducting the audits.

Initiative #3 – Six Year Transmission Structure Inspection Program

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

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

Transmission Circuit, Substation and Other Equipment Inspections

	Activity		Current Budget**		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission circuits.	19.5	19.5	NA	NA	19.5	NA
(B) Planned transmission circuit inspections *	19.5	19.5	NA	NA	19.5	NA
(C) Completed transmission circuit * inspections.	19.5	19.5	NA	NA	19.5	NA
(D) Percent of transmission circuit inspections completed. *	100%	100%	NA	NA	100%	NA
(E) Planned transmission substation inspections	48	48	NA	NA	48	NA
(F) Completed transmission substation * inspections.	48	44	NA	NA	48	NA
(G) Percent transmission substation inspections completed.*	100%	91.67%	NA	NA	100%	NA
(H) Planned transmission equipment inspections (other equipment).	NA	NA	NA	NA	NA	NA
(I) Completed transmission equipment inspections (other equipment).	NA	NA	NA	NA	NA	NA
(J) Percent of transmission equipment inspections completed (other equipment).	NA	NA	NA	NA	NA	NA

* Inspections performed were visual

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

Transmission Tower Structure Inspections

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

* Inspections performed were visual
** Current accounting system does not provide data to this level

Transmission Pole Inspections

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

Note: FPUC includes wood transmission poles in the eight year ground-line condition inspection and treatment program. The inspections include strength testing.

* Inspections performed in the 2009 cycle were visual.

Initiative #4 – Storm Hardening of Existing Transmission Structures

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

The 69 KV transmission system consists of a total of 212 poles of which 37 are concrete poles. All installations met the NESC code requirements in effect at the time of construction. A policy of replacing existing wood poles with concrete has been in place for some time. This policy requires that when it becomes necessary to replace a wood pole due to construction requirements or concerns with the integrity of the pole, a concrete pole that meets current NESC codes and storm hardening requirements will be utilized.

One existing transmission storm hardening project was completed during 2009. A transmission pole replacement project for a 69 kV transmission line on South Fletcher Avenue, parallel to the Atlantic Ocean, was initiated in 2008. The transmission line contained a mix of wooden and concrete structures. The project replaced the remaining 14 wood poles with concrete poles. Design for this project was done in accordance with the storm hardening criteria outlined in the FPUC Storm Hardening Plan (130MPH Extreme wind and grade B construction).

A 2nd project under design to replace 11 wooden 69 kV transmission poles in NE Division with concrete poles along SR 200 was temporarily placed on hold after two poles in this line were struck by vehicles during 2009. Alternate routes to minimize exposure to heavy traffic flow and increase reliability to the customers on the north end of Amelia Island are being considered in lieu of replacing existing structures.

NW Division currently has no transmission structures.

Hardening of Existing Transmission Structures

	Activity		Current Budget		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Transmission structures scheduled for hardening.	**0**	**0**	**0**	**0**	**0**	**0**
(B) Transmission structures hardening completed.	**14**	**14**	**$564K**	**$507K**	**0**	**0**
(C) Percent transmission structures hardening completed.	**0**	**0**	**0**	**0**	**0**	**0**

Initiative #5 – Geographic Information System

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

The system also interfaces with the Customer Information System to function as a Customer Outage Management System (OMS). Implementation of the OMS has resulted in significant improvement in data collection and retrieval capability for analyzing and reporting reliability indices. The OMS was fully implemented in NE Division in 2009. The improved data collection resulted in higher (poorer) reliability numbers. This was expected and can be attributed to better data collection, not a decline in system or personnel performance. While FPUC is anxious to use the OMS data to gauge the effectiveness of storm hardening programs by observing trends in reliability indices, it is apparent that using 2009 information will not produce credible trending data at this time. Looking to the future, FPUC considers 2008 to be the baseline year for OMS data for Northwest Division and 2009 will be the baseline year for Northeast Division. NW Division will begin trending in 2010 when three year's worth of data is available for trending.

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

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

FPUC has started the process of establishing a forensics oversight team to coordinate communications, schedule data collection activities, and final reporting requirements. Our plans are to utilize a consultant to collect, analyze, and report on field data collected which will be entered into the FPUC Outage manage System (OMS). FPUC will utilize the standard reporting forms located at http://www.rodtec.org/PURC/ for submitting forensic data to the FPSC.

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

FORENSIC DATA COLLECTION AND REPORTING

PURPOSE:

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

PROCESS:

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

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

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

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

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

RESPONSIBILITIES:

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

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

REPORTING:

All post storm forensic data collected will be entered in the PURC form that can be accessed at http://www.rodtec.org/PURC/ in your browser. The form allows both overhead and underground damage to be entered and data must be entered separately for each incident.

Initiative #7 – Reliability Performance of Overhead vs Underground Systems

FPUC collects outage data attributed to overhead or underground equipment failure in order to evaluate the associated reliability indices. To enhance the ability to do this, a contractor was hired in 2009 to modify the customer Outage Management Systems (OMS) in both divisions with new coding that allows the user to identify outages as either OH or UG. OH & UG reliability indices by division and for FPUC system total are included in the following spreadsheets.

There were no projects in 2009 to convert overhead facilities to underground. FPUC was not contacted by any governmental agency requesting cost estimates for converting overhead lines to underground.

2009 - Reliability Indicators by (OH and UG) FPUC Total

OH or UG	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Overhead	1034	116.68	112.19	5973752	53249	120652	213.47	1.90
Underground	29	118.65	47.27	138,017	2,920	3,441	9.05	0.19
FPUC Total	1063	116.74	108.81	6111769	56169	124093	218.40	2.01

Total No. of Customers at end of 2008 ==> **27,984**

2009 - Reliability Indicators By (OH) FPUC - NE (Adjusted)

Feeder No.	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Cust. Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102	55	132.48	119.15	493163	4139	7286		
104	1	75.28	75.28	75	1	75		
110	21	143.17	100.72	928900	9223	3007		
111	10	94.93	84.02	203922	2427	949		
209	24	134.57	246.48	1076878	4369	3230		
210	19	112.56	141.44	35502	251	2139		
211	47	107.84	78.59	40475	515	5068		
212	38	110.30	110.45	130881	1185	4192		
214	15	74.35	80.47	10300	128	1115		
215	3	86.78	86.39	199040	2304	260		
310	27	111.19	79.72	137277	1722	3002		
311	29	154.33	95.52	38111	399	4476		
NE	**289**	**120.41**	**123.56**	**3294523**	**26663**	**34799**	**215.98**	**1.75**

Total No. of Customers at end of 2009 ==> **15,254**

2009 - Reliability Indicators By (UG) FPUC - NE (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102	8	141.33	166.20	35,900.18	216.00	1,130.65		
104	1	375.33	375.33	3,753.33	10.00	375.33		
110	11	89.13	35.43	94,103.73	2,656.00	980.40		
111	3	116.50	101.37	1,926.08	19.00	349.50		
209	1	60.25	60.25	60.25	1.00	60.25		
211	1	98.47	98.47	196.93	2.00	98.47		
212	1	105.43	105.43	421.73	4.00	105.43		
215	2	48.71	32.53	195.17	6.00	97.42		
311	1	243.30	243.30	1,459.80	6.00	243.30		
NE	**29**	**118.65**	**47.27**	**138,017**	**2,920**	**3,441**	**9.05**	**0.19**

Total No. of Customers at end of 2009 ==> **15,254**

2009 - Reliability Indicators By (OH) FPUC - NW (Adjusted)

Feeder No.	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Cust. Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	40	84.08	102.69	199633	1944	3363		
Blountstown	17	61.94	47.08	21609	459	1053		
Bristol	72	100.14	95.39	313441	3286	7210		
College	71	217.01	84.03	259913	3093	15408		
Cottondale	81	78.25	68.21	207081	3036	6338		
Dogwood Heights	30	210.40	319.72	108067	338	6312		
Greenwood/Malone	61	103.59	54.23	168399	3105	6319		
Hospital	46	173.65	141.20	193588	1371	7988		
Hwy 90 E	59	74.12	77.42	71145	919	4373		
Hwy 90 W	36	114.72	240.71	234450	974	4130		
Industrial Park	2	66.00	66.00	132	2	132		
Indian Springs	75	80.83	115.19	517066	4489	6062		
Prison	5	50.80	52.25	418	8	254		
Railroad	45	92.27	79.70	153585	1927	4152		
South Street	104	122.17	141.16	230649	1634	12706		
Family Dollar	1	53.00	53.00	53	1	53		
NW	**745**	**115.24**	**100.78**	**2679229**	**26586**	**85853**	**210.47**	**2.09**

Total No. of Customers at end of 2009 ==> **12,730**

2009 - Reliability Indicators By (UG) FPUC - NW (Adjusted)

Feeder	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
NA	None	NA	NA	NA	NA	NA	NA	NA
NW								

Total No. of Customers at end of 2008 ==> **12,730**

Initiative #8 – Utility Company Coordination with Local Governments

FPUC actively participates with local governments in pre-planning for emergency situations and in coordinating activities during emergency situations. Current practice is to have FPUC personnel located at the county EOC's on a 24 hour basis during emergency situations to ensure good communications. This year, the NE Division provided two hurricane preparedness training sessions to the City of Fernandina Beach Construction and Maintenance Departments. These types of sessions enable FPUC to better coordinate activities as well as highlight safety requirements when working around electrical equipment and power lines.

FPUC continues to cooperate with local governments in actively discussing both undergrounding and tree trimming issues as they arise. For example, in the fall of 2005, the City of Fernandina Beach passed a resolution to form an ad hoc committee to study the costs and benefits of undergrounding utilities in areas of the City that pose the greatest risk for service interruption due to natural events. Florida Public Utilities and joint use pole attachment partners have been active participants on this committee since its inception. This participation has not only fostered improved relationships with City personnel but has also served to improve the working relationship with joint use partners.

Initiative #9 – Collaborative Research

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

PURC made a progress report to the Hurricane Hardening Steering Committee during January, 2010. The report follows on the next page.

Report on Collaborative Research for Hurricane Hardening

Provided by

The Public Utility Research Center
University of Florida

To the

Utility Sponsor Steering Committee

January 2010

I. Introduction

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

The MOU has a term beginning March 1, 2006 and ending May 31, 2009; it was extended in May 2009 through December 31, 2009. In serving as the research coordinator for the Project outlined by the MOU, PURC manages the work flow and communications, develops work plans, serves as a subject matter expert and conducts research, facilitates the hiring of experts, coordinates with research vendors, advises the Project Sponsors and provides reports for Project activities. The costs for this work are in Appendix A.

The work in this effort began with a workshop in June 2006 at which utility managers and hazard research professionals discussed means to prepare Florida's electric infrastructure to better withstand and recover from hurricanes.[1]
The presentations and subsequent dialogue indicated interest in wind research, materials development and analysis, forensic analysis, cost-effectiveness of storm hardening options, joint-use loads, and the economics of undergrounding.

[1] Presentations and the workshop report are available at http://www.cba.ufl.edu/purc/research/energy.asp under the heading "Hurricane Hardening Workshop."

Based in part on the results of the initial workshop, the Steering Committee at its initial meeting identified four primary research areas, namely the economics of undergrounding, the measurement and analysis of hurricane winds at a granular level, best practices in vegetation management, and improved materials for distribution facilities. The Steering Committee decided to initiate research on the first two topics, to hold a workshop on the vegetation management topic, and to look to vendors to conduct research on improved materials. The Steering Committee continues to hold regular conference calls.

This report summarizes the work completed on the Steering Committee's areas of focus, with detail about specific accomplishments and activities from March 2009 through February 2010.[2] Sections II through IV provide information on the undergrounding research, wind research, and vegetation management workshop respectively. The costs shown for each project are allocated on a percentage basis to each of the Project Sponsors as outlined in the MOU. The costs for the work completed in 2009 are listed as Appendix A. The Conclusion of this report provides an overall assessment of the collaborative research program to date, including operational and financial viability and future planning to the extent these items are not already covered in the other sections of this report.

II. Undergrounding

An important consequence of hurricanes is that they often cause major power outages, which can last for days or even weeks. These outages almost always lead to a public outcry for electric utilities to move overhead power lines under ground. To some it seems intuitive that undergrounding facilities should protect them from damage. However, research shows that this is not necessarily the case: while underground systems on average have fewer outages than overhead systems, they can sometimes take longer to repair. Furthermore forensic analyses of recent hurricane damage in Florida found that underground systems may be particularly susceptible to storm surge.

The purpose of the collaborate research on undergrounding is to address the lacuna in existing research on the economics and effects of hardening strategies, including undergrounding, so that service providers, regulators, and customers can make informed decisions about the desirability of undergrounding policies and specific undergrounding projects.

The initial project was divided into three phases. Phase I was a meta-analysis of existing research, reports, methodologies, and case studies.[3] Phase II examined specific undergrounding project case studies in Florida and included an evaluation of relevant case studies from other hurricane prone states and other parts of the world.[4]

---

[2] Previous reports are available at http://www.cba.ufl.edu/purc/docs/report_PURC_Collaborative_Research_2007.pdf http://www.cba.ufl.edu/purc/docs/report_PURC_Collaborative_Research_2008.pdf and http://www.cba.ufl.edu/purc/docs/report_PURC_Collaborative_Research_2009.pdf/ .

[3] The Phase I report is available at http://www.cba.ufl.edu/purc/docs/initiatives_UndergroundingAssessment.pdf.

[4] The Phase II report is available at

Phase III developed an *ex ante* methodology to identify and evaluate the costs and benefits of undergrounding specific facilities in Florida. Each phase of the project included tasks of data collection, analysis, and reporting. Although the primary focus is the impact of undergrounding on hurricane performance, this study also considered benefits and drawbacks of undergrounding during non-hurricane conditions.

The Steering Committee received the final deliverables on the Undergrounding project from the vendor Quanta Technologies[5] (formerly InfraSource Technology), including the final Phase III model. The final Phase III model was delivered on May 21, 2008 as the culmination of Phase III.[6]

For this project, it is very important to make a clear distinction between the design and the implementation of the computer program that has been developed. The first part, the part that Quanta Technologies delivered and the testers have refined, consists of the computer engine that calculates results. In this past year, there has been a collective effort to learn more about the function and functionality of the computer code, and the testing group has accomplished that. We have made significant improvements to the manner in which the calculator arrives at results.

The second part, however, is more complicated issue. The second part concerns the implementation of the calculator. The computer program calculates complex, non-linear interactions between hundreds of input variables. These interactions result in probability distributions of various output parameters including the extent of damage from storm-related events and the time necessary to correct that damage. However, these results are highly sensitive to the input parameters used in the calculation. Some input parameters, like the costs associated with the installation of equipment, are well-known to the utilities, but may be accounted for in different ways, depending on the internal accounting and work management systems that the utilities employ. Other inputs, such as the initial availability of repair crews and the rate at which additional crews become available are not known and measurable to the utility at the time the calculations are made. For these input parameters, the utility must employ a reasonable assessment of their value. To the extent that this assessment is not realized, however, actual results may vary greatly from what is originally calculated. The testers have improved their understanding of the extent to which this variation occurs, but educating users outside of the testing group will be an important step in the implementation process of the calculator.

Several formal and informal sessions, sponsored by PURC, have facilitated the testing process this year. A testing teleconference took place in June 2009. Two additional testing workshops took place in 2009. The first was in February, at the facilities of the Seminole Electric Cooperative in Tampa, and the second was in November, at the facilities of Progress Energy in Lake Mary. During these workshops, the testing group worked together to refine elements of the program code, as well as to solve practical problems associated with implementation. Participants shared their experiences in working with software systems at their respective utilities, as well as additional sources

---

http://www.cba.ufl.edu/purc/docs/initiatives_UndergroundingAssessment2.pdf.

[5] The Request for Proposal is available at http://www.cba.ufl.edu/purc/docs/initiatives_HHRequestProposal.pdf.

[6] The Phase III report is available at http://www.cba.ufl.edu/purc/docs/initiatives_UndergroundingAssessment3.pdf.

for input data. The testers have made significant progress in this regard, but have learned that internal processes make it difficult to make some comparisons between them. Despite this, the testers continue to standardize the process as much as possible, though significant heterogeneity will always remain. Thus, the process to refine the inputs used in the undergrounding calculations will always continue to be refined.
PURC and the utility sponsors also worked to fill information gaps for model inputs through the forensics sub-group. This group convened through a series of conference calls and improved forensic data collection consistency. Significant efforts were invested in developing a forensics data collection form for all utilities to use, towards supplying input information for the undergrounding calculator.

Appendix A provides the 2009 costs for this work.

III. Wind Data Collection

Appropriate hardening of the electric utility infrastructure against hurricane winds requires: 1) an accurate characterization of severe dynamic wind loading, 2) an understanding of the likely failure modes for different wind conditions, and 3) a means of evaluating the effectiveness of hardening solutions prior to implementation.

The Project Sponsors addressed the first requirement by contracting with the University of Florida's Department of Civil & Coastal Engineering (Department) to
establish a granular wind observation network designed to capture the behavior of the dynamic wind field upon hurricane landfall. Through a partnership with WeatherFlow, the network plans were expanded to include permanent stations around the coast of Florida that capture wind, temperature, and barometric pressure data 24/7. In 2008 the opportunities for data collected on wind continued to expand this year with the addition of 50 wind stations.

To address the second purpose of this project, namely to better understand the likely failure modes for different severe weather conditions, PURC developed a uniform forensics data gathering system for use by the utilities and a database that will allow for data sharing and that will match the forensics data with the wind monitoring and other weather data. The data gathering system consists of a uniform entry method that can be used on a tablet PC or entered onto the web once gathered by another means. Once a hurricane occurs and wind data is captured, forensic investigations of utilities infrastructure failure, conducted by the utility companies, will be overlaid with wind observations to correlate failure modes to wind speed and turbulence characteristics. Utility sponsors and PURC will analyze such data.

IV. Vegetation Management

The goal of this project was to improve vegetation management practices so that vegetation related outages are reduced, vegetation clearing for post-storm restoration is reduced, and vegetation management is more cost-effective. The initial Vegetation Management workshop was held March 5-6, 2007 and the second Vegetation Management workshop was held January 26-27, 2009. Both conferences were informative and revealed nuanced information related to hurricane hardening and

vegetation practices. There is interest in another Vegetation Management workshop in the future, though specific plans have not developed.

V. Conclusions

In response to the FPSC's Order 06-0351, IOUs, municipal electric utilities and rural electric cooperatives joined together and retained PURC to coordinate research on electric infrastructure hardening. Costs have been incurred according to the funding schedule set by the Steering Committee. This year, costs incurred have been towards research in the initiatives of granular wind research, undergrounding research, vegetation management, and PURC's coordinating work. The Steering Committee is currently considering next steps in these research areas.

The benefits of the work realized from the time of the last report (March 2009) to the time of this report include increased and sustained collaboration and discussion between the members of the Steering Committee, greater knowledge of the determinants of damage during storm and non-storm times, greater knowledge and data from wind collection stations and post-hurricane forensics in the State of Florida, and continued state-to-state collaboration with others in the Atlantic Basin Hurricane Zone.

Initiative #10 – Natural Disaster Preparedness and Recovery Program

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

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

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

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

    a) Substations
    b) Main feeders to critical customers
    c) Other main feeders
    d) Undamaged primary
    e) Damaged primary, secondary, service, street lights, security lights

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

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

Emergency Procedures for both divisions were updated during 2009 and are included in this section of the report.

FLORIDA PUBLIC UTILITIES COMPANY

NORTHEAST FLORIDA DIVISION

2009
EMERGENCY PROCEDURES

1. Objective

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

A. The safety of employees, contractors and the general public will have the highest priority.

B. Early damage assessment is required in order to develop manpower requirements.

C. Request additional manpower as soon as conditions and information indicate the need.

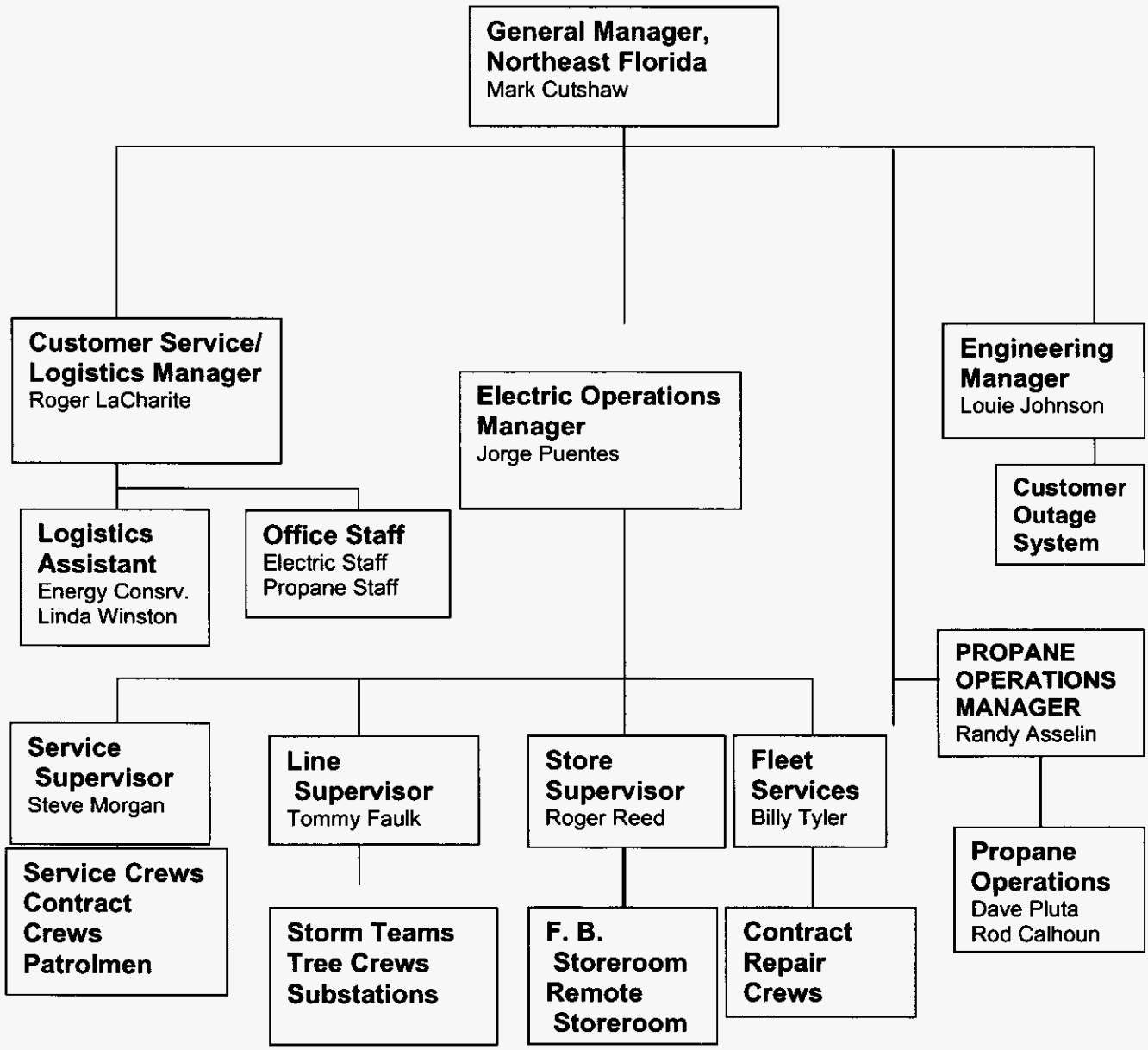
D. Provide for orderly restoration activities in order to provide efficient and rapid restoration.

E. Provide all logistical needs for employees and contractors.

F. Provide ongoing preparation of our employees, buildings, equipment and support function in advance of an emergency.

G. Provide support and additional resources for employees and their families should they need assistance to address injury or damage as a result of the emergency situation.

2. ORGANIZATIONAL CHART



3. Emergency Personnel Policy

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

A. If you are on the job when the storm approaches, your supervisor will inform you of your storm assignment. Employees not directly involved in maintaining services may be released to go home before the storm threatens safe travel.

B. If you are off-duty, call your immediate supervisor as soon as possible after an emergency condition is announced. An Emergency Condition Warning is usually given within 24 hours of occurrence. Your supervisor will inform you as to where and when you'll be needed prior to, during, and after the storm. If your supervisor is not available call his/her immediate supervisor or the Northeast Florida Office. This requirement applies to all electric division employees when an emergency threatens any of the Company's electric service areas.

C. After the emergency passes, all personnel not on duty during the storm will report as soon as possible to their supervisor or his/her designate by telephone. In the event the telephones are not working or you are unable to communicate with your supervisor or the company office, report in person to your regular work station as soon as possible during daylight hours.

D. EMPLOYEES ARE TO MAKE EVERY REASONABLE EFFORT TO REPORT TOWORK. IT'S UNDERSTOOD THAT THERE WILL BE INSTANCES WHERE EMPLOYEES JUST CAN'T GET TO WORK. EMPLOYEES WHO DO NOT REPORT TO WORK WILL NOT BE PAID. IF YOU ARE UNABLE TO REPORT TO WORK MAKE EVERY EFFORT TO CONTACT YOUR SUPERVISOR TO REPORT YOUR ABSENCE. DISCIPLINARY ACTION UP TO AND INCLUDING DISCHARGE MAY BE TAKEN AGAINST EMPLOYEES WHO DO NOT REPORT TO WORK WITHOUT JUST CAUSE.

Personal emergencies are common results of a major hurricane but, unless life threatening, will not be acceptable as an excuse for not reporting to work. Evacuation from a hurricane threatened area to a remote location from which you cannot promptly return to your home is also not acceptable as a reason for not reporting to work.

The Company will endeavor to provide assistance and shelter to employees and their immediate families should an employee need or request assistance.

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

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

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

4. General Restoration Guidelines

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

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

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

Restoration activities will be handled in the following manner:

A. During the early stages of the emergency, restoration will be handled in the usual manner. All service will be restored as soon as possible.

B. As the storm intensifies and trouble reaches major proportions, the main restoration activities will be limited to keeping main feeder energized by clearing trouble without making repairs.

C. When the intensity of the storm is such that work can no longer be done safely, all work will cease and personnel will report to the office or other safe location.

D. When the storm has subsided to a reasonable level and it is safe to begin restoration activities damage assessment and restoration of main feeders to critical customers will begin.

E. Restoration activities will continue in an effort to restore service in the following manner:
1) Substations
2) Main feeders to critical customers
3) Other main feeders
4) Undamaged primary
5) Damaged primary, secondary, service, street lights, security lights

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

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

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

5. Emergency Safety Precaution

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

A. SIZING UP WORK:

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

1) Voltage and position of all wires, or cables, and the sources or source of energy.
2) That the work in hand can be done safely.

3) That there is a sufficient amount of each kind of protective equipment on hand to thoroughly protect the working position and the work man.

4) They should consider the ground and traffic conditions and arrange to protect and guard these against all hazards.

B. INSULATION:

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

C. DISTRIBUTION CIRCUITS ON OR NEAR TRANSMISSION POLES:

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

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

D. STREET LIGHTING WIRES:

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

E. FUSE CUT-OUT CLEARANCE:

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

F. REQUIREMENTS FOR USE OF RUBBER PROTECTIVE APPARATUS:

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

1) Energized Conductors - Rubber gloves must always be worn when working on energized lines or energized conductors or equipment up to 15,000 volts between conductors.

2) Working position - Rubber gloves must be put on before coming in reach of energized conductors when work is done on conductors or protective equipment is to be installed.

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

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

G. SWITCHING ORDERS:

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

NO DEVIATION FROM THIS RULE WILL BE PERMITTED.

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

H. SWITCHING ORDER:

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

I. HIGH WATER:

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

J. BROKEN CONDUCTORS:

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

6. **Annual Preparations**

General Manager, Northeast Florida

A. Review emergency procedure prior to May 1 and update as necessary.

B. Review employee assignments with all personnel prior to June 1.

C. Update status of emergency crew assistance (Contractors, NW Florida, SEE, Gulf Power, WFEC, etc.).

D. Schedule and conduct half day emergency procedure training sessions prior to July 1. Written notification is to be sent to Senior Vice President when training is complete.

E. Ensure storm shutters, laundry facilities and cooking facilities are available.

Electric Operations Manager

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

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

C. Review safety precautions with all line crew personnel prior to June 1.

D. Have necessary emergency material delivered prior to June 1.

E. Review status of all transportation equipment and have repairs made.

F. Update status of remote storeroom site and trailer(s).

G. Update status of emergency fuel suppliers, on site fuel and mobile fuel suppliers.

H. Update status of vehicle repair facilities.

Customer Service Logistic Manager

A. Update the list of critical customers by town/county. Group the critical customers by town/county by classification:

1) Hospitals and clinics
2) Public utilities
3) Municipal and state emergency service
4) Communication and broadcasting services
5) Major food storage/processing facilities
6) Disaster shelter and motels
7) Correctional facilities
8) Airport

B. Update phone list for employees, law enforcement, emergency management, city/towns, utilities, contractors, tree trimming, personnel, news media, PSC, DCA, EDC, GEO, etc.

C. Review emergency telephone arrangements and make additional preliminary arrangements.

D. Have "Emergency Vehicle" cards for vehicles.

E. Update status of thirty (30) motel rooms necessary for emergency/contract crews.

F. Locate sources of food/water for crews and office personnel. Identify local and out of town caterers.

G. Update status of building security firm.

H. Locate sources for provision of the following Division office supplies.

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

I. Update status of ten (10) cellular phones.

J. Update the procedure of the Office Operation.

Engineering Manager

A. Update and have on hand the following:

1) Storm safety precautions
2) General operating instructions
3) Distribution maps
4) Single line switching maps
5) City and county maps

B. Have control room and all necessary information and equipment ready for prompt setup. Phone jacks, radio transmitter connection and distribution map are minimum requirements.

C. Conduct annual refresher training for personnel required to operate the Customer Outage System.

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

General Manager, Northeast Florida

A. Monitor the emergency.

B. Begin making preparations for obtaining emergency assistance from other utilities and contractors.

C. Check the status of personnel on vacation.

D. Handle all media request.

E. Inform all employees as to assignments and emergency information.

F. Consult with Senior Vice President concerning activation of Division Emergency Procedures.

G. Consult with Senior Vice President concerning assistance from other divisions (i.e. mechanics, storeroom, media, family assistance, IT/Communications). Personnel from other divisions will be identified and mobilized. They will move as close as practical to Northeast Florida and then proceed to the office as soon after the emergency as travel can be accomplished safely. This location may change dependant upon the situation.

H. Obtain special job number for all emergency related work.

Electric Operations Manager

A. Have all vehicles stocked with all necessary emergency materials and fuel.

B. Monitor time/material needs of contractors.

C. Check emergency stock levels and fuel supplies.

D. Review plan to supply power to office and warehouse facility.

E. Check all communication equipment.

F. Review safety precautions with all personnel.

G. Review job assignments with personnel and pass out necessary forms, information.

H. Have all hazardous conditions corrected and construction jobs stabilized.

I. Verify emergency generator is fully fueled and operable with back-up fuel available.

J. Make arrangements for a boat and trailer suitable for construction.

K. Ensure all vehicle repairs are made and final arrangements with vehicle repair facilities confirmed.

L. Check on emergency generators and secure additional generators if needed.

Customer Service Logistics Manager

A. Arrange for additional petty cash and cash advances (if necessary).

B. Arrange with telephone company additional lines if necessary.

C. Review assignments with personnel.

D. Ensure all computers are backed up and secured.

E. Ensure all paperwork/documents are filed and secured properly.

F. Provide control room with customer list, addresses, phone numbers and account numbers.

G. Work with HR department and personnel from other divisions to provide assistance to employees and their families. Assistance may include work to prevent further damage to homes, care for children, work with contractors or insurance companies and provide food/lodging/clothing, etc.

H. Make definite arrangements for contract crew lodging.

I. Make definite arrangements for food/water/drinks for all personnel.

J. Purchase food supply for office/warehouse prior to storm (if the severity of the storm warrants this).

K. Run the hurricane report from ORCOM.

L. Make arrangements for an abundant supply of ice.

M. Make definite arrangements for building security.

N. Make definite arrangements for Division Office supplies (See Annual Preparations, Logistics Manager, and Item E.)

Engineering Manager

A. Provide distribution maps, procedures, etc. as necessary.

B. Ensure Mapping System is backed up and operating.

C. Begin constant monitoring customer outages.

8. **During the Emergency**

General Manager, Northeast Florida

A. Be located at the Northeast Florida office and constantly monitor the situation and restoration process.

B. Keep media sources informed.

C. Begin activating additional services that will be needed during the restoration process.

Electric Operations Manager

A. Be located at the Northeast Florida office and constantly monitor the situation and restoration process.

B. Coordinate overall restoration process.

C. Begin analyzing trouble.

D. Activate control room.

Customer Service Logistics Manager

A. Be located at the Northeast Florida office and coordinate the answering and processing of telephone calls.

B. Coordinate assistance to employees and their families.

C. Have food and drinks available to all employees.

D. Work with General Manager and Operations Manager and begin making final logistical arrangements for outside crews.

Engineering Manager

A. Be located at the Northeast Florida office and Continue processing customer outage system analysis and monitoring system to determine outage locations.

B. Work with General Manager and Operations Manager to determine restoration requirements.

9. After the Emergency

General Manager Northeast Florida

A. Determine manpower requirement from information provided by Operations Manager. Contact Senior Vice President concerning the situation, if possible, and advice whether or not the additional personnel should continue to the Northeast Florida office. If communications are not possible, the Senior Vice President will determine whether or not the team should continue to Northeast Florida or will return home. .

B. Begin making request for additional manpower to contractors.

C. Keep the media informed until such time that the Manager of Communications is on site. At that time, the Manager of Communications will work with the General Manager to keep the Media informed.

Electric Operations Manager

A. Initiate damage assessment teams.

B. Prioritize and schedule the restoration process.

C. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.

D. Provide damage assessment to General Manager.

E. Provide updates to General Manager as needed concerning restoration progress.

F. Monitor manpower and equipment requirements and update General Manager as required.

G. Keep a list of all company and outside crews and their locations.

H. Determine and assign appropriate manpower and equipment for each outage situation.

I. Provide outside crews with all necessary information and safety information.

J. Monitor storeroom and remote storeroom for proper operation and inventory. Analyze manpower requirements.

K. Ensure all documents are completed prior to material leaving the storeroom and storeroom yard.

L. Monitor and provide assistance in repairing vehicles.

Customer Service Logistics Manager

A. Coordinate the answering of telephone calls.

B. Provide petty cash and pay bills as needed.

C. Contact critical customer if the restoration time will be lengthy.

D. Provide assistance and serve as liaison to employees and their families.

E. Make final and definite arrangements for lodging, fuel, meals, snacks, coffee, drinks, etc. for all employees and contract employees.

F. Check-in all outside crews and log the personnel and equipment included. Provide assistance with lodging, meals, etc. and keep up with crew locations.

G. Provide assistance as needed.

H. Ensure building security firm is operating at office.

I. Ensure Division office supplies are in place if needed.

J. Ensure caters are available as needed.

Engineering Manager

A. Continue processing customer outage system analysis and monitoring the system to determine outage locations.

B. Work with General Manager and Operations Manager to determine restoration requirements.

10. Operating Procedure

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

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

A. Before the Storm

All operating personnel should be instructed as to:

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

B. During the Storm

1) First Stage - Repairing All Cases Reported

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

2) Second Stage - Clearing Trouble From the Lines

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

a. Secondary or service wires may be cleared by cutting the conductor away from energized lines or by opening the transformer cut-out.

b. Damaged primary conductors may be cleared by cutting and rolling back, a primary jumper or conductor at the cross arm or by sectionalizing switching, if applicable.

3) Third Stage - De-energizing Main Lines

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

C. After the Storm

1) Sequence of Restoration

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

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

2) Line Patrols

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

11. Telephone Operators Guide

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

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

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

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

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

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

Suggested Answering Routine to be used by All Operators

Phase 1 - Early Trouble Prior to Extensive Damage

1. "Florida Public Utilities, May we help you please."

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

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

1. "Florida Public Utilities, May we help you please."

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

Phase 3 - Damage Evaluated and Repair Time Estimated

1. "Florida Public Utilities, May we help you please."

   a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"
   b. If wire down, pole broken, tree on a line, ask:
      1) "Is the wire burning?"
      2) "Are your lights working?"
      3) "We have crews working on the lines which serve your area and repairs should be made by

      (time). If your electricity us not on by that time, please call again. Thank you."

Operators Guide

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

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

1. Be courteous to each customer.
2. Give him as much information as is available of the restoration work.
3. Record each call and report the information vital to restoring the customer's service.
4. Handle each call as briefly as possible.
5. Thank the customer for calling.

6. Do not give the news media information. If a request for new information is received, record the name of the individual, news organization, telephone number and specific request. Inform the caller that a company representative will return the call. The information should be sent immediately to the General Manager, Northeast Florida.

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

Entering Outages

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

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

12. Media/Public Information Guide

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

13. Warehouse Procedure

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

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

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

14. Office Procedure

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

Annual

1. The Customer Service Manager will update information regarding the Office operations.
2. The Customer Service Manager will update information regarding the locations of Bank of America locations should it be necessary to take deposits to other banks if the courier service is not available. This may also be necessary should courier service be disrupted due to other reasons.

3. The General Manager, Northeast Florida will initiate conference call with the CFO, Controller, IT Director, Customer Relations Director, NE Florida Customer Service Manager and others as needed to discuss alternatives should a disaster disrupt operations in NE Florida.
4. Information about the contingency plan will be updated by the Customer Service Manager each year.

Prior to the Emergency

1. The General Manager, Northeast Florida will initiate conference call with the CFO, Controller, IT Director, Customer Relations Director, NW Florida Customer Service Manager and others as needed to setup alternative plans for processing payments.
2. The group will decide on the appropriate contingency plan necessary based on the emergency situation and begin contingency operations.
3. The Customer Service Manager will ensure that protective covering is available and installed on all Office equipment and server to ensure damage, if any, is minimized.

After the Emergency

Contingency Plan #1

1. If courier service is not available beginning on the first day of processing, personnel will be sent to BOA locations capable of processing encoded checks to make deposits. The deposits will be sent on the morning following the day's work. Preferably, the deposit will be delivered to the BOA location at 1822 South 8th. This and other locations will be verified on an annual basis.
2. Information concerning daily processing will be updated on a daily basis. This may be accomplished as normally handled, by sending the information via internet from a remote location or by mailing a CD overnight mail to the IT director to be input from WPB.

Contingency Plan #2

1. Due to the damage to the NE FL facilities. If mail can be forwarded in an efficient manner prior to the emergency, all payments will go directly to the Northwest Florida office. This may not be a good alternative due to the issues with the USPS.
2. NW Florida personnel will process the mail using personnel as needed. Deposits will be made normally on a daily basis.
3. As soon as NE FL is capable of processing payments normally, payment processing will be handled normally.

Contingency Plan #3

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

15. Personnel Backup Contingencies

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

General Manager, Northeast Florida
Electric Operations Manager
Engineering Manager
Customer Service Manager

Electric Operations Manager
Engineering Manager

Engineering Manager
Electric Operations Manager

Customer Service Manager
Customer Service Supervisor
Energy Conservation Representative

16. **Employee Assignments**

TENTATIVE SCHEDULE

DAY SHIFT
Begin at 6:00 AM

OFFICE

Mark Cutshaw ***(FR)	General Manager
Jorge Puentes ***(FR)	Electric Operations Mgr.
Louie Johnson (FR)	Engineering Manager
Roger LaCharite (FR)	Customer Service Manager
Randy Asselin (FR)	Propane Manager
Bill Grant (FR)	Engineering
Vacant – Conserv. (SR)	Logistics
Linda Winston (SR)	Logistics
Rena Kennedy (SR)	Telephone
Linda Gamble (SR)	Telephone
Renee Bolyard (SR)	Telephone
Susan Beale (SR)	Telephone

LINE CREWS

Tommy Faulk (FR)	Line Supervisor
Steve Taylor (FR)	Working Foreman
Clint Brown (FR)	Apprentice Lineman
Billy Clardy (FR)	Working Foreman
Donnie Maxwell (FR)	Apprentice Lineman
Al Harris (FR)	Working Foreman

SERVICE CREWS

Steve Morgan (FR)	Service Supervisor
Charles Wilkes (FR)	Working Foreman
Vacant (FR)	Apprentice Lineman
Parker Taylor (FR)	Working Foreman
Vacant (FR)	Working Foreman
Don Scandaliato (FR)	IMC Technician I
Justin Beverly (FR)	Apprentice Lineman
Dean Montgomery (FR)	Apprentice Lineman
Michael Atkins (FR)	Apprentice Lineman

STORES

Roger Reed (FR)	Stores Supervisor
Randy Moore (FR)	Warehouse Assistant

PATROLMAN/GUIDE

Lewis Peacock (SR)	Patrolman/Guide
Sarah Davis (SR)	Patrolman/Guide
Mia Goins*** (SR)	Patrolman/Guide

NIGHT SHIFT
Begin at 6:00 PM

OFFICE

Patti Thornton (FR)	Customer Service Supervisor
Lorna Benetiz (SR)	Telephone
Nickie Hunt (SR)	Telephone
Ella Sczubelek (SR)	Telephone
Loyd Thompson *** (FR)	Engineering
Mary Atkins (SR)	Engineering

SERVICE CREWS

Shannon Wagner *** (FR)	Working Foreman
Curtis Boatwright *** (FR)	Apprentice Lineman

OFFICE/PATROLMAN/GUIDE

Jevon Brown*** (SR)	Telephone/Patrolman

PROPANE OPERATIONS

Joe Corrado (FR)	Service Tech. B
Terry Simmons (FR)	Gas Utility Worker

*** Will work the night prior to the storm
Time of work the first night as shown below
Office Personnel to report at 8 PM the first night
Service Personnel to report at 6 PM the first night

DAY SHIFT (CONTINUED)
Begin at 6:00 AM

FLEET OPERATIONS

Billy Tyler (FR)	Fleet Specialist

PROPANE OPERATIONS

Dave Pluta (FR)	Service Tech. A
Rod Calhoun (FR)	Gas Utility Worker
James Moore (FR)	Gas Utility Worker

FR - First Responder **SR- Second Responder**
Total - 33 in May 2009 **Total - 14 in May 2009**

17. **Emergency Assistance List**

Company	Contact	Telephone	Available Resources
Gulf Power Company	Andy McQuagge	(850) 444-6422	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Marianna	Buddy Shelley	(850) 562-6811	Crews, Tree Crews, Support
BellSouth	M. Wyatt	(904) 727-1536	BellSouth Engineering
Quantas/Dillard Smith	Brian Imsand	(423) 490-2206	Crews
Pike Electric Coop	Barry McCarthy	(850) 545-1753 cell (850) 632-5769 home	Crews
Public Service Commission	Tim Devlin	(850) 413-6400	
Public Service Commission	Dan Hoppe	(850) 413-6802	
Florida Electric Power Coord Group	R J Midulla	(813) 289-5644	Crews
Mastec	Ron Martin	(904) 562-2135	Crews
C & C Powerline	Rick Springer	(904) 751-6020	Crews
Asplundh	Johnny Felker	226-5078 cell	Tree Crews
JEA	Dispatcher	(904) 665-7152	Power Supply

Vehicle Repairs Assistance

Company	Contact	Telephone	Available Resources
Altec	John Armstrong	(205) 458-3445	Head of Service Technicians
Altec	Bobby Knittel	(352) 303-3894	Mobile Technician
Altec	Tim Hill	(386) 871-1421	Mobile Technician
Altec	Jim DeReus	(229) 854-9658	Mobile Technician
Carter Auto	Tommy Carter	(904) 491-8255	Repairs and Tires
First Coast Fab.	Doug Wolf	(904) 261-7611	Welding And Machine Work
General Truck	Howard Johnson	(904) 588-5423	Crane Repairs and Parts
Maudlin International Trucks	Jerry Green	(904)509-0012	Truck repairs and Parts
Moeller	George Moeller	(904) 415-2094	Vehicle Repairs and Welding
Napa	Tom Cox	(904) 261-4044	Parts and Tools
Power Pro-Tech	Jimmy Evans	(407) 628-8919	Generator Repairs
Tiresoles	Terry Witherspoon	(904) 388-0090	Truck and Equipment Tires
Tiresoles	Chris	(904) 219-4035	Truck and Equipment Tires

8. **Emergency Stock Requirements**

Bin#	Description	Qty Required
31-1065	WIRE,#8 BARE SOL SD CU TIE WIRE (SPOOL)	1000
31-1095	WIRE,#6 CU SD SOLID POLY,TX RISER WIRE (SPOOL)	1000
31-1115	WIRE,#4 BARE SOL CU SD OH (SPOOL)	1000
31-1310	WIRE,#4 AL OH SOFT TIE (SPOOL)	1000
31-1350	WIRE,1/0 BARE STD AL OH (AZUSA)	1000
31-1410	WIRE,4/0 BARE STD AL OH (ALLIANCE)	1000
31-1460	WIRE,396.4 BARE STD AL OH (CANTON)	1000
31-1470	WIRE,#477 BARE STD AL OH (COSMOS)	1000
31-1475	WIRE,#636 BARE STD AL OH (ORCHID)	1000
31-1480	WIRE,#6 AL DUPLEX OH (COIL)(SHEPPARD)	600
31-1580	WIRE,1/0 TRIPLEX OH (COIL)(GAMMARUS)	1000
31-1585	WIRE,1/0 TRIPLEX OH (REEL)(GAMMARUS)	1000
31-1610	WIRE,4/0 STD TRIPLEX AL OH (LAPAS)	500
31-1660	WIRE,1/0 QUAD AL OH (SHETLAND)	200
31-1700	WIRE,GUY 1/4 STAINLESS STEEL	500
31-1710	WIRE,GUY 3/8 STAINLESS STEEL	500
33-1030	WIRE,#2 AL URD 15KV	3000
33-1050	WIRE,4/0 INS STD AL URD 15KV	6000
33-1070	WIRE,750MCM AL URD 15 KV	3000
35-1040	ANCHOR SCREW 5' X 10"	10
35-1050	ANCHOR SCREW 8' X 10"	10
35-1145	ARRESTOR,LIGHTNING,SILICONE 9 KV	20
35-2060	BRACKET,MOUNTING,AL ONE CUTOUT & ARRES.	20
35-2065	BRACKET,MOUNTING,AL	20
35-2075	BRACKET,SINGLE INSUL,FIBERGLASS,HORIZ.	20
35-2080	BRACKET,MOUNTING,AL HEAVY DUTY	10
35-2310	CLAMP,GROUND ROD 5/8"	20
35-2650	COUPLING GROUND ROD 5/8, CU CLAD(NON-THREAD)	50
35-2661	COVER,SERVICE SLEEVE #C2	200
35-2662	COVER,H-TAP #C5	200
35-2663	COVER,H-TAP #C7	200
35-2716	CUTOUT,SILICONE,SEACOAST	50
35-2717	FUSEHOLDER,200A CUTOUT	20
35-2718	FUSEHOLDER,100A CUTOUT	10
35-2835	GUARD,LINE 336.4 MCM AL OR ACSR	30
35-2840	GUARD,LINE 477 MCM AL OR ACSR	30
35-2855	GUARD,SQUIRREL	10
35-3014	INSULATOR,UPRIGHT 35 KV SILICONE	30
35-3025	INSULATOR,HORIZ MOUNT 35KV SILICONE INT BASE	60
35-3040	INSULATOR,POST TYPE 88KV W/CLAMP	12
35-3085	INSULATOR,SUSPENSION SILICONE 25 KV	15
35-3120	INSULATOR,GUY STRAIN 8 FT	10
35-3121	INSULATOR,GUY STRAIN 8 FT 36000 LB	10

35-3260	MOUNT,TX CLUSTER AL ABOVE 3-50KVA	4
35-3520	POLE,30 CL 6 CP	15
35-3530	POLE,35 CL 4 CP	10
35-3545	POLE,40 CL 3 PP	10
35-3550	POLE,40 CL 1 PP	15
35-3575	POLE,45 CL 3	15
35-3580	POLE,45 CL H1	5
35-3590	POLE,55 CL H1	1
35-3760	ROD-GROUND COPPER CLAD 5/8" X 8' NON-THRD	15
35-3945	SWITCH,UNDERSLUNG	6
35-3946	SWITCH,INLINE	6
37-1000	CLAMP,DEADEND,#6-#4 AL SERVICE WEDGE	20
37-1020	CLAMP,DEADEND,#2-1/0 AL SERVICE WEDGE	40
37-1040	CLAMP,DEADEND,4/0 AL SERVICE WEDGE	40
37-1250	CLAMP,PARA GR #2 STD AL	50
37-1260	CLAMP,PARA GR #1/0 STD AL W/SS BOLTS	50
37-1270	CLAMP,PARA GR 4/0 STD AL	50
37-1290	CLAMP,PARA GR 350-477 AL OR 336.4-397.5 ACSR	50
37-1380	CONN,H-TYPE (WR9)	50
37-1390	CONN,H-TYPE (WR159)	100
37-1400	CONN,H-TYPE (WR189)	100
37-1415	CONN,H-TYPE (WR1010)	100
37-1420	CONN,H-TYPE (WR379)	100
37-1425	CONN,H-TYPE (WR399)	100
37-1430	CONN,H-TYPE (WR419)	100
37-1455	CONN,H-TYPE (NB500-40)	30
37-1456	CONN,H-TYPE (NB500)	30
37-1620	CONN,VISE ACTION #6 CU	100
37-1630	CONN,VISE ACTION #4 CU	100
37-1640	CONN,VISE ACTION 6 SOL-#2 SOL CU	100
37-1650	CONN,VISE ACTION 2 SOL-#2 STD CU	100
37-1660	CONNECTORS-VISE ACTION 2/0 SOL -1/0 STD CU	100
37-1670	CONN,VISE ACTION 1/0 SOL-4/0 STD CU	100
37-1710	CONN,URD FLOOD SEAL 4 POSITION	30
37-1770	DEADEND,AUTOMATIC SS #2 STD CU	20
37-1780	DEADEND,AUTOMATIC SS 1/0 STD CU	20
37-1785	DEADEND,AUTOMATIC SS 2/0 STD CU	10
37-1790	DEADEND,AUTOMATIC SS 4/0 STD CU	20
37-1800	DEADEND,AUTOMATIC SS #2 STD AL	20
37-1810	DEADEND,AUTOMATIC SS 1/0 STD AL	20
37-1840	DEADEND,AUTOMATIC SS 4/0 STD AL	20
37-1850	DEADEND,AUTOMATIC SS 394.6 AL	20
37-1855	DEADEND,AUTOMATIC SS 477 AL	20
37-1970	LUG,TERM,URD 2/0 AL 2-HOLE	50
37-1980	LUG,TERM,URD 4/0 AL 1-HOLE	50

37-2120	SLEEVE,AUTO SPLICE #8 STD-#6 SOL CU	20
37-2130	SLEEVE,AUTO SPLICE #6 STD-#4 SOL CU	20
37-2141	SLEEVE,AUTO SPLICE #2 STD CU	20
37-2161	SLEEVE,AUTO SPLICE 1/0 CU	20
37-2190	SLEEVE,AUTO SPLICE 4/0 STR CU	20
37-2340	SLEEVE,SERVICE 2/0-2/0 AL/ACSR (IKL47)	100
37-2350	SLEEVE,SERVICE 4/0-1/0 AL (IKL66)	100
37-2360	SLEEVE,SERVICE 4/0-2/0 AL (IKL67)	100
37-2370	SLEEVE,SERVICE 4/0-4/0 AL (IKL69)	100
37-2375	SLEEVE,SERVICE 350-350 AL	50
37-2665	SPLICE KIT,URD 15KV #2 STD AL	12
37-2670	SPLICE KIT,URD 15KV-2/0 AL	17
37-2680	SPLICE KIT,URD 15KV-4/0 AL	12
37-2690	SPLICE KIT,URD 15KV 750 AL	12
37-2820	TERMINAL,PIN #2STD AL	50
37-2830	TERMINAL,PIN 1/0 STD AL	50
37-2835	TERMINAL,PIN 2/0 STD AL	50
37-2840	TERMINAL,PIN 4/0 STD AL	50
37-2845	TERMINAL,PIN 350 AL	10
37-2850	TERMINAL,PIN 500 AL	10
39-1220	FUSE LINK 7 AMP QA	75
39-1240	FUSE LINK 15 AMP QA	50
39-1260	FUSE LINK 25 AMP QA	20
39-1270	FUSE LINK 30 AMP QA	50
39-1290	FUSE LINK 50 AMP QA	50
39-1320	FUSE LINK 75 AMP QA	20
39-1330	FUSE LINK 100 AMP QA	25
41-1114	KITS,TERM OH FOR 2/0 AL	10
41-1115	KITS,TERM OH FOR #2 AL	20
41-1120	KIT,TERM SILICONE FOR #2 AL	10
41-1125	KIT,TERM OH,SILICONE FOR 4/0 AL	20
41-1148	ELBOW,LOAD BREAK TERMINATOR #2 W/TEST POINT	20
41-1150	ELBOW,LOAD BREAK, URD, 2/0 AL,15KV W/TEST POINT	10
41-1160	TERMINATOR,LOAD BREAK 4/0 W/TEST POINT	20
41-1195	STRAP,MOUNTING,TERMINATOR,#2,2/0 & 4/0 SS	50
41-1200	VAULT,SECONDARY,PEDESTAL	6
N/S	#2 Extended Repair Elbows	12
N/S	#2/0 Extended Repair Elbows	12
N/S	#4/0 Extended Repair Elbows	12
N/S	EXTENDED SPLICE REPAIR KIT,2/0,3M QS II	16
N/S	EXTENDED SPLICE REPAIR KIT,4/0,3M QS II	5
NS 35-1185	ATTACHMENT,DOWN GUY	20
NS 35-1186	ATTACHMENT,DOWN GUY (POLE PLATE) WOOD 35MLB	10
NS 35-1187	ATTACHMENT,DOWN GUY CONCRETE	10

	35MLB	
NS 35-1350	BOLT,DOUBLE ARMING,GALV 5/8 X 18	30
NS 35-1360	BOLT,DOUBLE ARMING,GALV 5/8 X 20	20
NS 35-1430	BOLT,DOUBLE ARMING,GALV 3/4 X 22	20
NS 35-1480	BOLT,DOUBLE UPSET,GALV 5/8 X 12	20
NS 35-1640	BOLT,MACHINE,GALV 5/8 X 10	100
NS 35-1650	BOLT,MACHINE,GALV 5/8 X 12	100
NS 35-1660	BOLT,MACHINE,GALV 5/8 X 14	100
NS 35-1800	BOLT,MACHINE,GALV 3/4 X 20	50
NS 35-1810	BOLT,MACHINE,GALV 3/4 X 22	50
NS 35-1820	BOLT,MACHINE,GALV 3/4 X 24	50
NS 35-2245	CLAMP SUPPORT FOR #2,1/0,4/0 CU	50
NS 35-2255	CLAMP SUPPORT FOR #2,1/0,4/0 AL	50
NS 35-2265	CLAMP SUPPORT 394.6-477 AL	50
NS 35-2375	CLEVIS,SECONDARY EXTENSION	20
NS 35-2780	EYELET,THIMBLE ANGLE 5/8"	20
NS 35-2870	GUY GRIP,1/4 STAINLESS STEEL	100
NS 35-2880	GUY GRIP,3/8 STAINLES STEEL	100
NS 35-3130	LAG SCREW - 1/2"X4" GALV.	150
NS 35-3290	NUT EYE,GALV 5/8	30
NS 35-3300	NUT EYE,GALV 3/4	30
NS 35-3320	NUT,THIMBLE EYE 5/8	20
NS 35-3881	STRAP,CONDUIT OR PIPE 2" STAINLESS STEEL	40
NS 35-3886	STRAP,CONDUIT OR PIPE 3" STAINLESS STEEL	40
NS 35-3970	TAPE,SCOTCH #23-2	20
NS 35-4020	TAPE,VINYL	50
NS 35-4030	THIMBLE,GUY WIRE 3/8	200
NS 35-4335	WASHER,DOUBLE COIL 5/8"	200
	Transformer, Pad Mount 100 KVA	7
	Transformer, Pad Mount 50 KVA	7
	Transformer, Pad Mount 75 KVA	7

*As of 5/21/09

19. Transportation and Communication Equipment

TRUCK #	ITEM DESCRIPTION	X	Y	Z	RADIO INSTALLED	RADIO OPERABLE	DATE	BY	CONTACT/ COMMENTS
728	1993 INTL Bucket				Y				
740	1995 INTL Bucket				Y				
747	1998 INTL Bucket				Y				
748	1999 Ford F- 350				Y				
749	1999 INTL Derrick				Y				
751	1999 Ford F-150				Y				
756	2000 Ford F-150				Y				
757	2000 Ford F-350				Y				
762	2000 Chevy 2500				Y				
764	2001 Ford Ranger				Y				
765	2001 Ford Ranger				Y				
766	2001 Ford Ranger				Y				
767	2001 Ford F-150				Y				
768	2001 Ford F-150				Y				
769	2001 Ford F-150				Y				
770	1997 Ford F-350				Y				
774	2001 Ford Ranger				Y				
775	2001 Chevy Malibu				Y				
779	1998 Dodge								
787	2002 Bobtail								
791	2000 Ford F-250								
792	2004 INTL Bucket				Y				
793	2005 Bobtail								
794	2000 Toyota								
795	2006 Chevy Trailblazer								
796	2006 Chevy 1500								
797	2006 Ford F-550								
798	2005 INTL Derrick				Y				
803	Bobtail								
804	2008 INTL Bucket				Y				
807	2001 Ford F550 I&M				Y				
808	2009 Toyota Prius - Conservation								
Trailers									
691A	1982 Reel Trailer								
692A	1982 Reel Trailer								
705A	1992 Brakehoe Trailer								
708A	1998 Under Ground Trailer								
763A	2000 Trackhoe Trailer								
786	2002 Maintenance Trailer								
790	2003 Pole Trailer								

Note: X = Operational
Y = Material Z = Fuel

20. Critical Customer List

A. Hospitals, Clinics, Nursing Homes

Name	Address	Telephone		Contact Person
Nassau General Hospital	1700 East Lime St	321-3500 (main)		Wayne Arnold
Amelia Island Care Center	2700 Atlantic Ave	261-5518		Sharon Jamison
		261-8361		Home
Quality Health	1625 Lime St	261-0771		Steve Jordan
		225-2351 (Answer service)		
Nassau County Health Dept.	30 South 4th St.	277-7280		Eugina Seidel
Savannah Grand	1900 Amelia Trace Ct.	321-0898	Cell 415-1443	TammiHolland
Home 321-3478				
Osprey Village	76 Osprey Village Dr.	277-3337 x11	Cell 335-7161	Samantha Ofeldt
Jane Adams House	1550 Nectarine St	261-9494	Cell 583-3526	Jeanett Adams

B. Public Utilities – Major Resorts

Name	Address	Telephone		Contact Person
Fernandina Waste Water/Water	1007 South 5th St	277-7380 Ext. 224	753-1412 (cell)	John Mandrick
Amelia Utilities	5390 First Coast Hwy	261-0822		Doug Hewett
		261-9452		After Hours
		753-4000		Cell
Florida Power and Light		(800) 226-3545		
AIP – Security		491-4445		Gregory Curtis
Ritz Carlton		277-1100	753-1020(cell)	Victor Chavez
			753-2122(cell)	Tom Gagne
Bellsouth (Switching Office)	1910 S. 8th St.			
(Dist Office)	3243 Amelia Rd.	261-9606	583-3278 (cell)	Mike Sirmans

C. Major Disaster Shelters/Motels

Name	Address	Telephone	Contact Person
Nassau Holiday	Hwy 17, Yulee	225-2397	
Amelia Hotel	1997 So. Fletcher Ave	261-5735	
Amelia South Condo's	3350 So. Fletcher Ave	261-7991	
Beachside Motel	3172 So. Fletcher Ave	261-4236	
Elizabeth Pointe Lodge	98 So. Fletcher Ave.	277-4851	
1735 House	584 So. Fletcher Ave	261-3300	
Days Inn	2707 Sadler Road	277-2300	
Hardee Elementary	2200 Susan Drive	491-7936	
F. B. High School	435 Citrona Drive	491-7937	
F.B. Middle School	315 Citrona Drive	321-5867	
Southside Elementary	1112 Jasmine St.	491-7941	
Yulee Elementary	86083 Felmore Rd.	225-5192	
Yulee High School	85375 Miner Rd.	225-8641	
Yulee Middle School	85439 Miner Rd.	225-5116	
Yulee Primary	Goodbread Road	225-9711	
Hampton Inn	2549 Sadler Road	321-1111 / 904-860-6631	
Comfort Inn	76043 Sidney Place	225-1092	
Holiday Inn	76071 Sidney Place	849-0200	
Hampton Inn (downtown)	19 South 2nd St	491-4911	
Comfort Suites	2801 Atlantic Ave.	261-0193	
Country Inn	462577 SR 200	225-5855	

D. Municipal and State Emergency Services

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

E. Communication and Broadcasting Services

Name	Address	Telephone	Contact Person
WOKV Radio		245-8866	Rich Jones
	Cell	718-7503	
WQIK Radio		388-3699	
WAPE Radio		245-8866	

F. Major Food Storage/Processing Facilities

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

G. Correction Facilities

Name	Address	Telephone	Contact Person
Nassau House	1781 Lisa Ave.	277-4244	

H. Airports

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

G. News Media

Name	Address	Telephone	Contact Person
Fernandina Newsleader	261-3696	Fax 261-3698	
WAWS-Channel 30 Jacksonville	564-1599	Fax 642-5665	
WJXX – First Coast News	388-3699		
WTLV – Channel 12 News	388-3699		

21. **Address and Telephone Listing of Active Employees**

Name	Address	Telephone
Asselin, Randy	2328 Saddler Rd Apt F	753-2957
Atkins, Mary	111 S. 11th St.	753-3208
Atkins, Michael	2015 Bonnie Oaks Dr	310-6565
Beale, Susan	86189 Augustus Ave	225-0416
Benitez, Lorna	96027 Morton Ln, Yulee	553-9546
Beverly, Justin	45673 Pickette St, Callahan	507-2949
Boatright, Curtis	768 Wax Wing Lane	261-6988
Bolyard, Renee	96032 Inlet Cove Court	261-2123
Brown, Clint	86710 Worthington Dr, Yulee	305-2863
Brown, Jevon	96171 Somerset #703	491-7675
Calhoun, Rod	87131 Kipling Dr., Yulee	491-9867
Clardy, Bill	97067 Lee Rd. Yulee	261-4269
Corrado, Joe	165 Natures Bounty Trail ,St.Marys	912-673-9690
Cutshaw, Mark	32547 Willow Parke	491-7107
Davis, Sarah	86140 Pages Dairy Rd. Yulee	225-2496
Faulk, Tommy	1796 Drury Road	277-3731
Gamble, Linda	96090 Hidden Marsh Lane	277-8682
Goins, Mia	996 Citrona Drive #2201	261-3838
Hunt, Nioka	96036 Abaco Island Dr	468-0499
Johnson, Louie	861627 N. Hampton Club	548-1199
LaCharite, Roger	22 Long Point Drive	321-4262
Maxwell, Donnie	411 So. 4th St	583-1536
Montgomery, Dean	87749 Haven Rd, Yulee	261-7786
Moore, James	86212 Bear Lane, Yulee	225-0999
Moore, Randy	76276 Dove Rd. Yulee	225-8769
Morgan, Steve	2308 B First Ave	724-822-1258
Peacock, Lewis	86309 Yulee Hills Rd, Yulee	225-5789
Pluta, Dave	97158 Castle Ridge Dr. Yulee	321-1343
Puentes, Jorge	86125 Moriches Drive	430-2011
Reed, Roger	2202 High Rigger Ct	261-3160
Scandaliato, Don	87493 Roses Bluff Rd	261-7952
Sczubelek, Ella	85020 Peacock Ct., Yulee	225-0215
Shelton, Charles	Old Bluff Road	277-1187
Simmons, Terry	622 Spanish Way E	261-0321
Taylor, Parker	86120 Debbie Rd. Yulee	225-8747
Taylor, Steve	1621 Highland Dr.	261-8738
Thompson, Loyd	96065 Northshore Dr.	321-1159
Thornton, Patti	2035 Bridal Rd.	261-8294
Tyler, Billy	2260 Pirates Bay Dr.	491-8055
Wagner, Shannon	429 N. Fletcher Ave	310-6294
Wilkes, Charles	4856 Why Rd.	261-6355
Williams, Rena	2034 Russell Road	556-2487
Winston, Linda	96075 Starlight Lane, Yulee	583-4210

22. Emergency Telephone List

A. Telephone Repair

AT & T	(888) 757-6500	
Coastal Telephone	225-5603	
(After Hours)	557-1027	
Triad Communications	(904) 296-6110	

B. Radio Repair

Communications service	277-0549	Ed Stotte 651-7929

C. Jacksonville Electric Authority

	800-683-5542	
Dispatcher	(904) 665-4806	
Dispatcher Supervisor	(904) 665-4156	Mr. Allen Putnam
Storm Coordinator	(904)	
SOC (System Operation Center)	(904) 665-4806	

D. Emergency Management

Nassau County	(904)548-4980	Nancy Freeman

E. Law Enforcement - 911

Nassau County	225-0331	Sheriff – Tommy Seagraves
F.B. City	227-7342	City Police Chief – James Hurley

F. Ambulance - 911

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

H. City/County Officials

Nassau County Office	321-5760		
Danny Leeper	(H) 261-8029	430-3868 Cell	County Commissioner
Stacy Johnson	(H) 261-1154	583-2746 Cell	County Commissioner
Walter Boatright	(H) 879-2564	753-6141 Cell	County Commissioner

County Administrator (TBD)	(W) 491-7380	(Ed Sealover)
Susan Steger – City Mayor	(W) 277-0788	206-0572 Cell
Michael Czymbor - City Manager	(W) 277-7305	753-4330 Cell
Dan Hanes - City Fire Chief	(W) 277-7331	753-4220 Cell
James Hurley - City Police Chief –	(W) 277-7344	753-4244 Cell

I. Public Service Commission

Tim Devlin-Director	(850)413-6400
Dan Hoppe-Director	(850)413-6802
Mark Futrell-Director	(850)413-6692

J. Ring Power

Ben Daniels	(904)737-7730

23. Logistics

Motels:

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

Restaurants:

Applebee's	206-4300	2006 South 8th Street
Shoney's	277-3768	2709 Sadler Road
Baxter's	277-4503	4919 1st Coast Hwy
Florida House	261-3300	22 South 3rd Street
Sonny's BBQ	261-6632	2742 So. 8th St.
Barbara Jean's	277-3700	960030 Gateway Blvd.
Huddle House	261-2933	1855 S. 8th St
Murrays Grill	261-2727	SR 200
Chilis	225-8666	SR 200

Food Stores:

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

Cellular Phones:

Sprint/Nextel	1800-777-4681

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

Ice Supply:

Winn Dixie	277-2539

Service Stations:

Flash Foods Store's	261-6563
Smile Gas	277-2384

Vehicle Repair Facilities:

Altec Industries Inc (561) 686-8550 West Palm Beach
Carter Auto Repair (904) 491-491-8255
Maudlin International (904) 783-9822

Rental Equipment

United Rental (904)757-9393
Cable Davenport Cell# (904)759-8257

Flashlights (20 w/batteries):
Quantity on hand
WalMart (Additional) 261-5306

Portable AM/FM Radios w/batteries:

WalMart	261-5306
Walmart (Yulee)	261-9410

Necessary Supplies for Northeast Florida Office:

Item	Quantity	Item	Quantity
Bread	15 loafs	Peanut Butter	5 jars
Gallon Size Water	50 Gallons	Bottle Size Water	100 bottles

24. Service Plan to Supply Power to FPU Offices

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

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

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

Situation 1:
Terry Substation energized. Feeder OCB# 214 disabled. Ride line to determine the location of the fault. If extensive, open deadend jumpers as far from the substation as possible to maintain service to the office.

Situation 2:
Stepdown Substation energized. Open OCB# 214 at Terry Substation and open OCB# 310 at Stepdown Substation, close pole switch number 780 at Clinch Drive and Bonnieview Road. Close OCB# 310. Feeder OCB# 310 should hold the load, if not, shed some load.

25. Damage Assessment Plan

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

General Manager, Northeast Florida
Check along South Fletcher Av then down Sadler Road to the office.

Electric Operations Manager
Check along the transmission route from the Step Down to Terry Substation. Terry to ITT and CCA.

Service Supervisor
Check along the transmission route from Wilson's Neck Substation to the West side of lofton Creek.

Line Supervisor
Check along the transmission route from the East side of Lofton Creek to the Stepdown Substation. Check All Substations.

Engineering Manager
Check along the Transmission route from the Step Down to Amelia City Substation.

26. Damage Assessment Form

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

FPUC CONDITIONS OF READINESS

* Condition IV – 72 Hours

* Condition III – 48 Hours

* Condition II – 24 Hours

* Condition I – 12 Hours

Based on arrival of tropical storm force winds (39 mph)

PRECAUTIONARY MEASURES (IV)

* Notify all personnel of Condition "IV"
* Identify critical personnel
* Determine safe havens
* Start securing missile hazards
* Track the storm
* Obtain plastic bags, tape, ect.
* Obtain batteries for flashlights, radios
* Determine feeding / housing requirements
* Coordinate with vendors for deliveries / housing
* Plans reviewed
* Verify all communications equipment
* Verify media / emergency contact numbers

INCREASED CONCERNS (III)

* Notify all personnel of "Condition III"
* Underground fuel tanks topped off
* Keep vehicle tanks topped off
* Vehicle storage locations identified
* Critical personnel allowed time off
* Review personnel assignments
* Back up computer systems
* Secure hazardous materials
* Stage heavy equipment
* Empty / relocate dumpsters
* Secure storm funds
* Make initial media announcement

HURRICANE WATCH (II)

* Notify all personnel of "Condition II"
* Keep watch on elevated tank (full)
* Essential computer programs backed up
* Allow liberal time off for non-critical personnel
* Start securing facilities (install office storm shutters)
* Finish securing any loose objects
* Notify personnel of planned departure time
* Make second media announcement

HURRICANE WARNING (I)

* Notify all personnel of "Condition I"
* Activate command center
* Send non-critical personnel to staging area (Lake City)
* Verify who remains behind
* Increase Patrols until winds of force arrive
* No bucket work after 39 mph winds arrive
* Finalize office closures
* Secure money and computer back ups
* Make third media announcement

CONDITION V – PRESEASON

Confirm vehicle fuel supplies and tire repair
Project transformer uses and stock levels through the end of October
Inventory storm stock list and order appropriately
Perform storm training to include simulated mobilization
* Confirm update status of distribution and switching maps

CONDITION IV – 72 HOURS

Load vehicles with storm stock
Prepare yard area by removing and storing materials that can become uplifted by wind
Check placement of storm stock
Remind employees to review supplies for their family
Distribute maps and directions to safe heavens
Review job assignments with employees
Confirm status of communication equipment and rent addition as needed

CONDITION III – 48 HOURS

Small storm – category one, direct hit not predicted

Maintain stat of readiness

Large storm – Storm track predicted into area

Board up, confirm that lose objects have been removed in all outside areas, stores and substations
Allow employees time to secure personal property

1. Critical personnel
2. Remaining personnel

Verify communication links JEA

CONDITION II – 24 HOURS

Small storm – Category one, direct hit not predicted

Maintain state of readiness

Large storm – Storm track predicted into area

Prepare to evacuate

* Review plans with remaining party
* Determine if short range or long range safe heaven will be used
* Announce assembling station and departure time

CONDITION I – 12 HOURS

Small storm – Category one, direct hit not predicted

Maintain state of readiness

Large storm – Storm track predicted into area

Evacuate

* Pool remaining party and equipment
* Announce safe heaven
* Announce assembling station and departure time

Post evacuation

* Verify and list remaining party by name
* Confirm assembling point for departure of remaining party

Storm departure criteria

Northeast Florida Evacuation Plan

Below is the evacuation plan that will be used in the Northeast Florida Division. These rules apply to those employees designated as First Responders in the division procedure. All other

employees will continue to be required to report to work immediately after the storm subsides where travel is safe.

1. The company will attempt to acquire rooms for each of the 33 employees designated as first responders. All 33 will be required to travel to the hotel to stay as a group and return to the island as instructed. The location will not be excessively distant from Fernandina Beach but will provide the necessary safety based upon the storm.

2. If the required number of rooms to allow each employee to have a room is not available, it will be necessary to share rooms as necessary to accommodate all employees.

3. Should the rooms be available to allow each first responder to have a room, it will be possible to include their family in that room with them. The number of people in the room will not exceed the hotels limit and any additional costs for the room will be the responsibility of the employee. If the employee desires to have more than one room, they will be responsible for making those arrangements and making payment to the hotel. However, each employee should consider the possibility that there may not be room for the families at the hotel and should consider and arrange for this prior to the storm.

4. The company will provide food and transportation for employees during the evacuation period. Should the employees' family accompany them during the evacuation; each family will be responsible for providing food and transportation for themselves

FLORIDA PUBLIC UTILITIES COMPANY

NORTHWEST FLORIDA DIVISION

EMERGENCY PROCEDURES

1. Objective

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

C. The safety of employees, contractors and the general public will have the highest priority.

D. Early damage assessment is required in order to develop manpower requirements.

C. Request additional manpower as soon as conditions and information indicate the need.

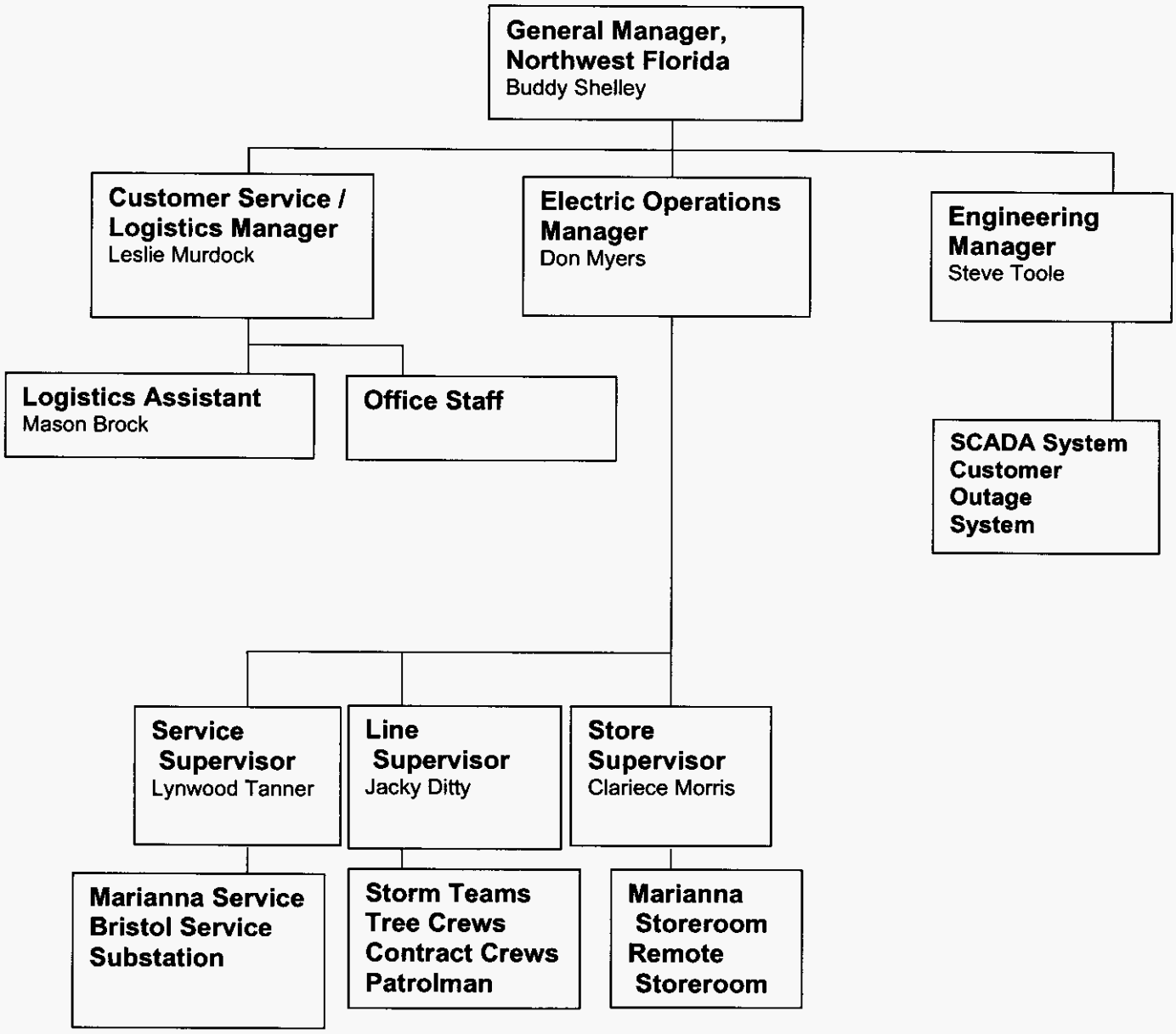
E. Provide for orderly restoration activities in order to provide efficient and rapid restoration.

E. Provide all logistical needs for employees and contractors.

F. Provide ongoing preparation of our employees, buildings, equipment and support function in advance of an emergency.

G. Provide support and additional resources for employees and their families should they need assistance to address injury or damage as a result of the emergency situation.

2. **ORGANIZATIONAL CHART**



3. Emergency Personnel Policy

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

A. If you are on the job when the storm approaches, your supervisor will inform you of your storm assignment. Employees not directly involved in maintaining services may be released to go home before the storm threatens safe travel.

B. If you are off-duty, call your immediate supervisor as soon as possible after an emergency condition is announced. An Emergency Condition Warning is usually given within 24 hours of occurrence. Your supervisor will inform you as to where and when you'll be needed prior to, during, and after the storm. If your supervisor is not available call his/her immediate supervisor or the Northwest Florida Office. This requirement applies to all electric division employees when an emergency threatens any of the Company's electric service areas.

C. After the emergency passes, all personnel not on duty during the storm will report as soon as possible to their supervisor or his/her designate by telephone. In the event the telephones are not working or you are unable to communicate with your supervisor or the company office, report in person to your regular work station as soon as possible during daylight hours.

D. EMPLOYEES ARE TO MAKE EVERY REASONABLE EFFORT TO REPORT TO WORK. IT'S UNDERSTOOD THAT THERE WILL BE INSTANCES WHERE EMPLOYEES JUST CAN'T GET TO WORK. EMPLOYEES WHO DO NOT REPORT TO WORK WILL NOT BE PAID. IF YOU ARE UNABLE TO REPORT TO WORK MAKE EVERY EFFORT TO CONTACT YOUR SUPERVISOR TO REPORT YOUR ABSENCE. DISCIPLINARY ACTION UP TO AND INCLUDING DISCHARGE MAY BE TAKEN AGAINST EMPLOYEES WHO DO NOT REPORT TO WORK WITHOUT JUST CAUSE.

Personal emergencies are common results of a major hurricane but, unless life threatening, will not be acceptable as an excuse for not reporting to work. Evacuation from a hurricane threatened area to a remote location from which you cannot promptly return to your home is also not acceptable as a reason for not reporting to work.

The Company will endeavor to provide assistance and shelter to employees and their immediate families should an employee need or request assistance.

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

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

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

4. General Restoration Guidelines

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

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

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

Restoration activities will be handled in the following manner:

A. During the early stages of the emergency, restoration will be handled in the usual manner. All service will be restored as soon as possible.

B. As the storm intensifies and trouble reaches major proportions, the main restoration activities will be limited to keeping main feeder energized by clearing trouble without making repairs.

C. When the intensity of the storm is such that work can no longer be done safely, all work will cease and personnel will report to the office or other safe location.

D. When the storm has subsided to a reasonable level and it is safe to begin restoration activities damage assessment and restoration of main feeders to critical customers will begin.

E. Restoration activities will continue in an effort to restore service in the following manner:
   1) Substations
   2) Main feeders to critical customers
   3) Other main feeders
   4) Undamaged primary
   5) Damaged primary, secondary, service, street lights, security lights

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

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

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

5. Emergency Safety Precaution

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

A. SIZING UP WORK:

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

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

B. INSULATION:

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

C. DISTRIBUTION CIRCUITS ON OR NEAR TRANSMISSION POLES:

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

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

D. STREET LIGHTING WIRES:

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

E. FUSE CUT-OUT CLEARANCE:

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

F. REQUIREMENTS FOR USE OF RUBBER PROTECTIVE APPARATUS:

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

1) Energized Conductors - Rubber gloves must always be worn when working on energized lines or energized conductors or equipment up to 15,000 volts between conductors.

2) Working position - Rubber gloves must be put on before coming in reach of energized conductors when work is done on conductors or protective equipment is to be installed.

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

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

G. SWITCHING ORDERS:

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

NO DEVIATION FROM THIS RULE WILL BE PERMITTED.

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

H. SWITCHING ORDER:

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

I. HIGH WATER:

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

J. BROKEN CONDUCTORS:

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

6. **Annual Preparations**

General Manger, Northwest Florida

A. Review emergency procedure prior to May 1 and update as necessary.

B. Review employee assignments with all personnel prior to June 1.

C. Update status of emergency crew assistance (Contractors, NW Florida, SEE, Gulf Power, WFEC, etc.).

D. Schedule and conduct half day emergency procedure training sessions prior to July 1. Written notification is to be sent to Senior Vice President when training is complete.

E. Ensure storm shutters, laundry facilities and cooking facilities are available.

Electric Operations Manager

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

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

C. Review safety precautions with all line crew personnel prior to June 1.

D. Have necessary emergency material delivered prior to June 1.

E. Review status of all transportation equipment and have repairs made.

F. Update status of remote storeroom site and trailer(s).

G. Update status of emergency fuel suppliers, on site fuel and mobile fuel suppliers.

H. Update status of vehicle repair facilities.

Customer Service Logistic Manager

A. Update the list of critical customers by town/county. Group the critical customers by town/county by classification:

1) Hospitals and clinics
2) Public utilities
3) Municipal and state emergency service
4) Communication and broadcasting services
5) Major food storage/processing facilities
6) Disaster shelter and motels
7) Correctional facilities
8) Airport

B. Update phone list for employees, law enforcement, emergency management, city/towns, utilities, contractors, tree trimming, personnel, news media, PSC, DCA, EDC, GEO, etc.

C. Review emergency telephone arrangements and make additional preliminary arrangements.

D. Have "Emergency Vehicle" cards for vehicles.

E. Update status of thirty (30) motel rooms necessary for emergency/contract crews.

F. Locate sources of food/water for crews and office personnel. Identify local and out of town caterers.

G. Update status of building security firm.

H. Locate sources for provision of the following Division office supplies.

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

II. Update status of ten (10) cellular phones.

J. Update the procedure of the Lockbox Operation.

Engineering Manager

A. Update and have on hand the following:

1) Storm safety precautions
2) General operating instructions
3) Distribution maps
4) Single line switching maps
5) City and county maps

B. Have control room and all necessary information and equipment ready for prompt setup. Phone jacks, radio transmitter connection and distribution map are minimum requirements.

C. Conduct annual refresher training for personnel required to operate the SCADA System and Customer Outage System.

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

General Manager, Northwest Florida

A. Monitor the emergency.

B. Begin making preparations for obtaining emergency assistance from other utilities and contractors.

C. Check the status of personnel on vacation.

D. Handle all media request.

E. Inform all employees as to assignments and emergency information.

F. Consult with Senior Vice President concerning activation of Division Emergency Procedures.

G. Consult with Senior Vice President concerning assistance from other divisions (i.e. mechanics, storeroom, media, family assistance, IT/Communications. Personnel from other divisions will be identified and mobilized. They will move as close as practical to Northwest Florida and then proceed to the office as soon after the emergency as travel can be accomplished safely. This location may change dependant upon the situation.

H. Obtain special job number for all emergency related work.

Electric Operations Manager

A. Have all vehicles stocked with all necessary emergency materials and fuel.

B. Monitor time/material needs of contractors.

C. Check emergency stock levels and fuel supplies.

D. Review plan to supply power to office and warehouse facility.

E. Check all communication equipment.

F. Review safety precautions with all personnel.

G. Review job assignments with personnel and pass out necessary forms, information.

H. Have all hazardous conditions corrected and construction jobs stabilized.

I. Verify emergency generator is fully fueled and operable with back-up fuel available.

J. Make arrangements for a boat and trailer suitable for construction.

K. Ensure all vehicle repairs are made and final arrangements with vehicle repair facilities confirmed.

L. Check on emergency generators and secure additional generators if needed.

Customer Service Logistics Manager

A. Arrange for additional petty cash and cash advances (if necessary).

B. Arrange with telephone company additional lines if necessary.

C. Review assignments with personnel.

D. Ensure all computers are backed up and secured.

E. Ensure all paperwork/documents are filed and secured properly.

F. Provide control room with customer list, addresses, phone numbers and account numbers.

G. Work with HR department and personnel from other divisions to provide assistance to employees and their families. Assistance may include work to prevent further damage to homes, care for children, work with contractors or insurance companies and provide food/lodging/clothing, etc.

H. Make definite arrangements for contract crew lodging.

I. Make definite arrangements for food/water/drinks for all personnel.

J. Purchase food supply for office/warehouse prior to storm (if the severity of the storm warrants this).

K. Run the hurricane report from ORCOM.

L. Make arrangements for an abundant supply of ice.

M. Make definite arrangements for building security.

O. Make definite arrangements for Division Office supplies (See Annual Preparations, Logistics Manager, and Item E.)

O. Make final arrangements for the Lockbox Operation.

Engineering Manager

C. Provide distribution maps, procedures, etc. as necessary.

D. Ensure SCADA and Mapping System is backed up and operating.

C. Begin constant monitoring customer outages and SCADA system.

D. Ensure SCADA system repeaters have auxiliary power source and/or generator.

8. During the Emergency

General Manager, Northwest Florida

A. Be located at the Northwest Florida office and constantly monitor the situation and restoration process.

B. Keep media sources informed.

C. Begin activating additional services that will be needed during the restoration process.

Electric Operations Manager

A. Be located at the Northwest Florida office and constantly monitor the situation and restoration process.

B. Coordinate overall restoration process.

C. Begin analyzing trouble.

D. Activate control room.

Customer Service Logistics Manager

A. Be located at the Northwest Florida office and coordinate the answering and processing of telephone calls.

B. Coordinate assistance to employees and their families.

C. Have food and drinks available to all employees.

D. Work with General Manager and Operations Manager and begin making final logistical arrangements for outside crews.

Engineering Manager

A. Be located at the Northwest Florida office and Continue processing customer outage system analysis and monitoring SCADA system to determine outage locations.

B. Work with General Manager and Operations Manager to determine restoration requirements.

9. After the Emergency

General Manager, Northwest Florida

A. Determine manpower requirement from information provided by Operations Manager. Contact Senior Vice President concerning the situation, if possible, and advise whether or not the additional personnel should continue to the Northwest Florida office. If communications are not possible, the Senior Vice President will determine whether or not the team should continue to Northwest Florida or will return home. .

B. Begin making request for additional manpower to contractors.

C. Keep the media informed until such time that the Manager of Communications is on site. At that time, the Manager of Communications will work with the General Manager to keep the Media informed.

Electric Operations Manager

A. Initiate damage assessment teams.

B. Prioritize and schedule the restoration process.

C. Make assignments and dispatch crews as necessary in order to ensure orderly and efficient restoration.

D. Provide damage assessment to General Manager.

E. Provide updates to General Manager as needed concerning restoration progress.

F. Monitor manpower and equipment requirements and update General Manager as required.

G. Keep a list of all company and outside crews and their locations.

H. Determine and assign appropriate manpower and equipment for each outage situation.

I. Provide outside crews with all necessary information and safety information.

J. Monitor storeroom and remote storeroom for proper operation and inventory. Analyze manpower requirements.

K. Ensure all documents are completed prior to material leaving the storeroom and storeroom yard.

L. Monitor and provide assistance in repairing vehicles.

Customer Service Logistics Manager

A. Coordinate the answering of telephone calls.

B. Provide petty cash and pay bills as needed.

C. Contact critical customer if the restoration time will be lengthy.

D. Provide assistance and serve as liaison to employees and their families.

E. Make final and definite arrangements for lodging, fuel, meals, snacks, coffee, drinks, etc. for all employees and contract employees.

F. Check-in all outside crews and log the personnel and equipment included. Provide assistance with lodging, meals, etc. and keep up with crew locations.

G. Provide assistance as needed.

H. Ensure building security firm is operating at office.

I. Ensure Division office supplies are in place if needed.

J. Ensure caters are available as needed.

Engineering Manager

A. Continue processing customer outage system analysis and monitoring SCADA system to determine outage locations.

B. Work with General Manager and Operations Manager to determine restoration requirements.

10. Operating Procedure

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

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

A. Before the Storm

All operating personnel should be instructed as to:

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

B. During the Storm

1) First Stage - Repairing All Cases Reported

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

2) Second Stage - Clearing Trouble From the Lines

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

a. Secondary or service wires may be cleared by cutting the conductor away from energized lines or by opening the transformer cut-out.

b. Damaged primary conductors may be cleared by cutting and rolling back a primary jumper or conductor at the crossarm or by sectionalizing switching if applicable.

3) Third Stage - De-energizing Main Lines

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

C. After the Storm

1) Sequence of Restoration

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

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

2) Line Patrols

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

11. Telephone Operators Guide

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

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

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

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

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

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

Suggested Answering Routine to be used by All Operators

Phase 1 - Early Trouble Prior to Extensive Damage

1. "Florida Public Utilities, May we help you please."

   a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"

   b. If wire down, pole broken, tree on a line, ask:
      1) "Is the wire burning?"
      2) "Are your lights working?"
      3) "We hope to be able to make repairs shortly. Thank you very much for calling."

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

1. "Florida Public Utilities, May we help you please."

   a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"

   b. If wire down, pole broken, tree on a line, ask:
      1) "Is the wire burning?"
      2) "Are your lights working?"
      3) "Our electric system has suffered considerable damage in your area and we haven't been able to make an estimate of the time required for repairs. Our crews are working now and if your service has not been restored by (morning/afternoon) please call again. Thank you."

Phase 3 - Damage Evaluated and Repair Time Estimated

1. "Florida Public Utilities, May we help you please."

a. If no lights, no power, lights dim, ask: "What is your name, address and telephone number please?"

b. If wire down, pole broken, tree on a line, ask:

1) "Is the wire burning?"
2) "Are your lights working?"
3) "We have crews working on the lines which serve your area and repairs should be made by (time). If your electricity us not on by that time, please call again. Thank you."

Operators Guide

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

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

1. Be courteous to each customer.
2. Give him as much information as is available of the restoration work.
3. Record each call and report the information vital to restoring the customer's service.
4. Handle each call as briefly as possible.
5. Thank the customer for calling.

6. Do not give the news media information. If a request for new information is received, record the name of the individual, news organization, telephone number and specific request. Inform the caller that a company representative will return the call. The information should be sent immediately to the General Manager, Northwest Florida.

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

Entering Outages

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

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

12. Media/Public Information Guide

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

13. Warehouse Procedure

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

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

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

14. Lockbox Procedure

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

Annual

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

Prior to the Emergency

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

After the Emergency

Contingency Plan #1

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

Contingency Plan #2

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

Contingency Plan #3

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

15. Personnel Backup Contingencies

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

General Manager, Northwest Florida
Electric Operations Manager
Engineering Manager
Customer Service Manager

Electric Operations Manager
Engineering Manager

Engineering Manager
Electric Operations Manager

Customer Service Manager
Customer Service Supervisor
Energy Conservation Representative

16. Employee Assignments

TENTATIVE SCHEDULE

DAY SHIFT 6:00 AM Reporting Time	
OFFICE	
Buddy Shelley	General Manager, Northwest Florida
Don Myers	Electric Operations Manager
Steve Toole	Engineering Manager
Leslie Murdock	Customer Service Manager
Mason Brock	Logistics
	Telephone
Sally Jones	Telephone
Kim Hall	Telephone
Laura McCoy	Telephone
LINE CREWS	
Jacky Ditty	Line Supervisor
Darryl Grooms	Working Foreman
Danny Mathis	Working Foreman
Jimmie Elmore	Working Foreman
Kevin Harris	Apprentice Lineman
Woody Hall	Lineman
Andy Bevis	Apprentice Lineman
SERVICE CREWS	
Lynwood Tanner	Service Supervisor
Jerry Lewis	Working Foreman
Stan Sims	Helper
Rhondon Gray	Lineman
James Ussery	Lineman
John Griffin	IMC Technician I
Bobby See	IMC Technician I
STORES	
Clariece Morris	Stores Supervisor
Doug Jones	Warehouseman
PATROLMAN/GUIDE	
Claude Holden	Patrolman/Guide
Kate Jones	Patrolman/Guide

NIGHT SHIFT 6:00 PM Reporting Time	
OFFICE	
Donna Fowler	Customer Service Supervisor
Pam Calhoun	Telephone
Janine Roye	Telephone
Broward O'Pry	Assistant Engineer/SCADA
Donnie Tew	Engineering Tech/Cust. Outages
SERVICE CREWS	
Brady Foran	Working Foreman
Chris Allen	Helper
PATROLMAN/GUIDE	
Wayne Brogdon	Patrolman/Guide
Virginia Nail	Patrolman/Guide

17. **Emergency Assistance List**

Gulf Power Company	Andy McQuagge	(850) 872-3220	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Fernandina Beach	Mark Cutshaw	(904) 277-1957	Crews
Asplundh	Tommy Bishop	(850) 527-0244	Tree Crews
Asplundh	Mike Smith	(228) 396-5810	Tree Crews
City of Tallahassee		(850) 599-5811	Crews
Talquin Electric Coop		(850) 627-7651	Crews
Gulf Coast Electric Coop		(850) 877-6166	Crews
Public Service Commission	Joseph Jenkins	(850) 488-8501	
Public Service Commission	Bob Trapp	(850) 488-8501	
Red Simpson Inc	John Simpson	(318) 487-1074	Crews
Florida Electric Power Coord Group	R J Midulla	(813) 289-5644	Crews
Mastec	Copper Nelson	(850) 519-0664	Crews
Utilicon	Gene Holley	(478) 348-3233	Crews
		(850) 890-0131 cell	
		(850) 638-7129 home	
Harper Electric	Mark Harper	(334) 222-7022	
		(334) 222-7854	
		(334) 343-1703 cell	

Altec Industries Inc	Doyle Crocker	(205) 458-3850	Mechanical Repairs
Altec Industries Inc	Buddy Dollar	(205) 458-3857	Mechanical Repairs
Altec Industries Inc	Sonny Milligen	(205) 458-3889	Mechanical Repairs
Altec Industries Inc	Al Hartman	(205) 458-3849	Mechanical Repairs
Altec Industries Inc	Danny Crocker	(205) 458-3848	Mechanical Repairs
Auto Clinic	Office	(904) 482-6632	Mechanical Repairs
Auto Clinic	Steve Joyner	(850) 638-9258 Home	Mechanical Repairs
Auto Clinic		258-6274	Mechanical Repairs
Dale Brannon	Dale Brannon	352-4613 shop	Wrecker
		(850) 573-0275 cell	Wrecker

18. Emergency Stock Requirements

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

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

19. **Transportation and Equipment**

810	Fork Lift								
859	Pole Trailer								
860	Material Trailer								
861	Combination Pole Trailer								
862	Wire Retrieving Trailer								
863	Wire Pulling Trailer								
969	Freightliner/Derrick								
979	Freightliner/Derrick								
968	Material Handler/Freightliner								
980	Bucket Truck								
977	GMC Pick-Up Truck (O'Pry)								
946	Pick-Up Truck (Griffin)								
971	GMC Canyon PU								
972	GMC Canyon PU (Jones)								
970	GMC Canyon PU (Nail)								
949	Toyota Truck (Spare)								
957	Toyota Pre-Runner (Tew)								
954	Altec Material Handler								
974	Altec Material Handler								
956	Toyota Pre-Runner (Flag)								
958	Chevrolet Malibu (Myers)								
959	Toyota Tundra (Ditty)								
960	Toyota Tundra (Tanner)								
961	Altec Service Material Handler								
962	GMC Savanna Van (IMC Tech I)								
965	Freightliner Altec Material Handler								
966	GMC Sierra Pickup (Brogdon)								
967	GMC Sierra Pickup (Holden)								
865	Signboard								
866	Trailer								
975	Chevy Pickup (Toole)								
978	GMC Pickup (Shelley)								
981	Toyota Prius (Brock)								

Note: X = Operational
Y = Material
Z = Fuel

20. Critical Customer List

B. Hospitals, Clinics, Nursing Homes

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

B. Public Utilities

Name	Address	Telephone	Contact Person
Marianna Waste Water	2832 Davey St.	482-4129	V. Vickery
Sunland Waster Water T.P.	3693 Industrial Park	"	"
Park St. Pump Station	2988 Park St.	"	"
Davis Field Pump Station	4457 South St.	"	"
Sheffield Pump Station	3325 Old US Rd.	"	"
Marianna Well #5	Clinton & Noland St.	"	"
Marianna Well #6	Ninth Av. & Third St.	"	"
Marianna Well #1	Hwy 90 W/ Pool	"	"
Marianna Public Work	4168 South St.	"	"
Marianna Gas Department		"	"

C. Major Disaster Shelters/Motels

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

D. Municipal and State Emergency Services

Name	Address	Telephone	Contact Person
Florida Highway Patrol	3613 Hwy 90	482-9512	Lt. Moore
Jackson Co. Sheriff Dept.	4012 Lafayette St	482-9624	JMcDaniel
Cottondale Police Dept.	2659 Front St.	352-4361	Watford

Marianna Police Dept.	2890 Green St.	526-3125	L Roberts
Jackson Co. Fire & Rescue	Industrial Park Dr.	482-9669	R Brown
Alford Fire Dept.	1768 Georgia St	638-8657	B Yongue
Cottondale Fire Dept.	2669 Front St.	911	B Keyes
Malone Fire Dept.	5187 Ninth Ave.	911	M Padget
Marianna Fire Dept.	4425 Clinton St.	482-2414	J Barwick
Emergency Management	.	482-9683	Andreason
Emergency Management	.	573-1058	Andreason

E. Communication and Broadcasting Services

Name	Address	Telephone	Contact Person
WTOT/WJAQ Radio	4376 Lafayette St	482-3046	D Moore
Jackson County Floridan	4403 Constitution Ln	526-3614	V. Roberts

F. Major Food Storage/Processing Facilities

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

G. Correction Facilities

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

I. Airports

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

21. **Address and Telephone Listing of Active Employees**

Name	Address	Telephone
Allen, Chris	3601 Guinea Runway, Marianna , Fl. 32448	526-2806
Amos, Stephen	2797 Vickery Lane, Marianna, Fl. 32448	526-9519
Bevis, Andy	3400 Riley Drive, Marianna, Fl 32448	557-6484
Brock, Mason	2970 Chase Way, Marianna, FL 32446	557-0180
Brogdon, Wayne	2486 Brogdon Ln. Marianna, FL 32446	482-4219
Ditty, Jacky	4447 Bryan St., Greenwood, FL 32445	594-1155
Elmore, Jimmie	4525 Clearwater Ln Marianna, FL 32448	526-2336
Foran, Brady	2948 Gardenview Rd Cottondale, FL 32431	579-4238
Fowler, Donna	PO Box 1250, Marianna, Fl. 32446	557-3495
Gray, Rhondon	PO Box 31 Cottondale, FL 32431	352-4644
Griffin, John	2776 Kynesville Road, Cottondale, FL 32431	579-2479
Grooms, Darryl	3568 Flat Rd Greenwood, FL 32443	209-7144
Hall, Kim	3791 Old Cottondale Rd, Marianna, FL 32448	526-3144
Hall, Woody	3791 Old Cottondale Rd, Marianna, FL 32448	526-3144
Harris, Kevin	2341 Cycle Lane, Cottondale, FL 32431	579-0101
Holden, Claude	2126 Tanner Rd Marianna, FL 32448	526-2664
Jones, Doug	PO Box 654, Malone, Fl. 32445	569-2836
Jones, Kate	25404 NW Bowden Rd., Altha, Fl. 32421	762-2984
Jones, Sally	22473 NW Goodwin Rd., Altha, Fl 32421	762-8366
Lewis, Jerry	15869 NW Pea Ridge Road, Bristol, FL 32321	643-5797
Mathis, Danny	4420 Spring Valley Dr, Marianna, FL 32448	526-3390
McCoy, Laura	2694 Old Airbase Road, Marianna, FL 32448	482-2022
Morris, Clariece	2464 Lawrence Rd, Marianna, FL 32446	592-5036
Murdock, Leslie	PO Box 6311 Marianna, Fl. 32447	579-4823
Myers, Don	4971 Dogwood Dr Marianna, Fl. 32446	526-5618
Nail, Virginia	5701 Nubbin Ridge Rd., Greenwood, Fl. 32443	594-7570
O'Pry, Broward	5165 Dominello Ln. #B, Marianna, FL 32446	209-3493
Roye, Janine	2850 Paulding Court, Alford, Fl. 32420	579-4754
See, Bobby	2689 Dock Rd, Cottondale, FL 32431	579-4467
Shelley, Buddy	3849 Hwy 90, Marianna, Fl. 32446	557-6480
Sims, Stan	5056 Pondview Loop, Marianna, Fl. 32448	573-1237
Tanner, Lynwood	P. O. Box 6401, Marianna, FL 32447	579-4679
Tew, Donnie	4951 Carousel Loop, Marianna, FL 32448	482-4126
Thomas, Pamela	6180 Rocky Creek Road, Marianna, FL 32448	592-2847
Toole, Steve	915 Daniel Dr., Alford, Fl. 32420	579-4455
Ussery, James	2510 Railroad St., Cottondale, FL 32431	352-3928

22. **Emergency Telephone List**

A. Telephone Repair

Sprint (Wilton Crawford)	526-3481 or (611)

B. Radio Repair

Altel (Debra Scurlock)	(850) 832-9599

C. Gulf Power Company

Pensacola Dispatcher	444-6517
Panama City Dispatcher	872-3261
Storm Coordinator	785-8305
Mike Menk (Southern Company)	(205)257-2599 / (205)515-2066 mobile
Andy McQuagge	872-3220

D. Emergency Management

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

E. Law Enforcement - 911

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

F. Ambulance - *911*

Jackson County	482-9669 / 482-9668
Calhoun County	674-5411
Liberty County	643-2235

G. News Media

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

H. City/County Officials

Jackson County	482-9633
Calhoun County	674-4545
Liberty County	643-5404

Alford	579-4684
Bascom	569-2234
Cottondale	352-4361
Greenwood	594-1216
Malone	569-2308
Marianna)	482-4353
Altha	762-3280
Bristol	643-2261
Blountstown	674-5488

II. Public Service Commission

Terry Deason, Commissioner	413-6038
Cayce Hinton, Asst. to Deason	413-6002
Tim Devlin, Dir. Economic Regulation	413-6900
Dan Hoppe, Dir, Auditing and Safety	413-6480
Joseph Jenkins	413-6626
Bob Trapp	413-6632
Roland Floyd	413-6676
Connie Kummer	413-6701

23. Logistics

Motels:

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

Air Mattress/Cots:

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

Laundry & Linen Services/Supplies:

UniMac Express Laundry	482-6504
Nifty Cleaners	482-2825

First Aid Supplies:

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

Restaurants:

Captain D's	482-6230	Stacey's Eatery	526-5282
Old Mexico	482-5552	San Marcos	482-6654
Fortune Cookie	526-3735	Conerstone Seafood	526-2689
Jim's Buffet & Grill	526-2366	Gazebo Rest.	526-1276
Madison's Warehouse	526-4000	Old Ice House Grill	482-7827
Marianna 76 Truck Stop	526-3303	Ruby Tuesday	526-7100
Cohee's Café	482-8797		
Caravan Rest.	482-8761		
Rob's Barbecue	482-7992		
Red Canyon Grill	482-4256		
Tony's	482-2232		
Waffle Iron	526-5055		

Catering:

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

Food Stores:

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

Cellular Phones:

Alltel	526-7701

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

Ice Supply:
Winn Dixie 482-5303

Service Stations:

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

Vehicle Repair Facilities:

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

Flashlights (20 w/batteries):
Quantity on hand
Mayer Electric (Additional)800-216-6712

Portable AM/FM Radios w/batteries:
WalMart 526-5744

Necessary Supplies for Northwest Florida Office:

Food Items:

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

Supplies:

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

(Will be updated at a later date)

24. Service Plan to Supply Power to FPU Offices

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

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

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

25. Damage Assessment Plan

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

General Manager, Northwest Florida
Check hospital feeder from the hospital to Marianna Substation. Check Marianna Substation.

Electric Operations Manager
Check Chipola Substation. Check along Old US Rd to Hwy 90.

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

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

Engineering Manager
Check along Hwy 90 from Marianna Substation to Penn Ave.

26. Damage Assessment Form

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