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May 31, 2006

BY HAND DELIVERY
Ms. Blanca Bayó, Director
Commission Clerk and Administrative Services
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: Docket No. 060198-EI

Dear Ms. Bayó:

Pursuant to the requirements of Order No. PSC-06-0351-PAA-EI, attached is the response of Florida Public Utilities Company to the ten (10) initiatives contained in that Order.

Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the same to me.

Should you have any questions regarding this submission, you may contact Mr. Mark Cutshaw at (904)277-1957.

Sincerely yours,

Norman H. Horton, Jr.

NHH/amb
Enclosure
cc: Larry Harris, Esq.
Mr. Bob Trapp
Mr. Marc Cutshaw
Mr. Chuck Stein
Mr. George Bachman
Ms. Cheryl Martin
Mr. Don Myers

RESPONSE OF FLORIDA PUBLIC UTILITIES COMPANY

DOCKET NO. 060198-EI, REQUIREMENT FOR INVESTOR OWNED ELECTRIC UTILITIES TO FILE ONGOING STORM PREPAREDNESS PLANS AND IMPLEMENTATION COST ESTIMATES

INTRODUCTION

This information is in response to Docket No. 060198-EI, Requirement for Investor Owned Electric Utilities to File Ongoing Storm Preparedness Plans and Implementation Cost Estimates. Below is shown the information requested for the ten areas addressed.

As is evident from the estimated incremental cost of each initiative, the financial impact to FPUC will be substantial. To reduce the financial hardship these additional storm preparedness requirements will have on FPUC, we propose the FPSC modify base rates, in the form of a storm surcharge, temporarily or until the next rate proceeding to cover the costs of annual storm preparedness as well as one time expenditures and the annual rate of return on investment capital costs and request that the Commission approve this proposal concurrent with implementation of any initiative. The one-time expenditures could be amortized over five years, and surcharge rates adjusted for the annual portion of those costs.

As an alternative to modifying base rates using a storm surcharge to fund these additional storm related costs, FPUC would propose to use our storm reserve funds to cover any incremental increase in annual recurring storm related or preparedness costs over existing levels from our last rate proceeding. One time expenditures and the annual return on capital costs related to storm preparedness should also be allowed for recovery from our storm reserves. Once the reserve is depleted, a surcharge could be implemented to recover the remaining ongoing costs as well as fund a future reserve for storm damage costs.

If one of these two options was not utilized and the company had to seek recovery of costs through a base rate proceeding, the cost would be significantly higher to the customers. However, if this option is required, the commission could allow temporary deferral in a special reserve of the storm related costs until the next rate proceeding. At that time, the commission could allow the company to recover the deferred return on capital costs plus interest over a five-year period, in addition to the future annual costs in our base rates.

(1) A Three-year Vegetation Management Cycle for Distribution Circuits.

Request: The vegetation management practices of the investor-owned electric utilities do not provide adequate assurance that tree clearances for overhead distribution facilities are being maintained in a manner that is likely to reduce vegetation related storm damage. We believe that utilities should develop more stringent distribution vegetation management programs. The plans implementing such a program should enumerate minimum performance requirements. We believe that a three-year trim cycle is a reasonable minimum requirement for tree clearing along major distribution circuits known as primary feeders. Trimming along other circuits should also be on a three-year cycle, unless it is cost prohibitive. Nevertheless, each investor-owned electric utility shall provide a plan and estimated costs for a complete three-year trim cycle for all distribution circuits. Any additional alternatives proposed by the utility shall be compared to a three-year trim cycle and must be shown to be equivalent or better in terms of cost and reliability for purposes of preparing for future storms.

Response: FPUC currently has two tree trimming crews in NE Florida (100 miles of overhead distribution and 21.5 miles of overhead transmission) and three tree trimming crews in NW Florida (850 miles of overhead distribution). Projections are that tree trimming crews can average 50 mile of lines trimmed per year for distribution and that one additional crew is needed to address danger trees that are identified that are not in the normal trim cycle. Based upon these averages, two tree trimming crews will be sufficient in NE FL for both distribution and transmission facilities. In NW Florida, it will take a minimum of six tree trimming crews to achieve the three year trim cycle but may need to be supplemented from the NE FL tree trimming crews. This will require an additional $342,000 per year to achieve this level.

Should it be decided that only the main feeders need to be on the three year trim cycle and all others remain on a five year cycle (NW FL Only), the additional cost would be approximately $228,000 per year for the initial five year period. This will allow the program to catch up and maintain this type trim cycle. At that time, the program will be reevaluated to determine if this level of additional expenditure is sufficient or could be reduced.

(2) An Audit of Joint-Use Attachment Agreements.

Request: Each investor-owned electric utility shall develop a plan for auditing joint-use agreements that includes pole strength assessments. These audits shall include both poles owned by the electric utility to which other utility attachments are made (i.e., telecommunications and cable) and poles not owned by the electric utility to which the electric utility has attached its electrical equipment. The location of each pole, the type and ownership of the facilities attached, and the age of the pole and the attachments to it should be identified. Utilities shall verify that such attachments have been made pursuant to a current joint-use agreement. Stress calculations shall be made to ensure that each joint-use pole is not overloaded or approaching overloading for instances not already addressed by Order No. PSC-06-0144-PAA-EI.

Response: FPUC currently has identified a total of 4,449 (2950 – NW FL and 1599 – NE FL) telecommunication attachments and 8,949 (6343 – NW FL and 2606 – NE FL) CATV

attachment within the distribution system. FPUC is also attached to 512 (102 – NW FL and 410 – NE FL) telephone company poles. Due to the number of attachments, this is not achievable over a short timeframe. We propose to include this in the eight year pole inspection cycle which will allow completion in eight years while not duplicating efforts. However, re-negotiation of contracts will have to be completed and an addition to the existing data base will be required to manage and update this information on an ongoing basis. The ongoing annual incremental cost for this will be approximately $20,300 per year to manage this effort. There may be some incremental cost associated with the re-negotiation of the joint use contracts based on pending litigation but this number can not be determined at this time. The upgrade of the data base will be shown in item # 5.

(3) A Six-year Transmission Structure Inspection Program.

Request: Each investor-owned electric utility shall develop a plan for fully inspecting all transmission towers and other transmission line supporting equipment such as insulators, guying, grounding, conductor splicing, cross-braces, cross-arms, bolts, etc. Furthermore, all substations, capacitor stations, relay stations, and switching stations shall be included in the transmission inspection plan because of the critical nature of these facilities.

The transmission inspection plan shall be based on achieving at least a six-year inspection cycle for the portions of the transmission infrastructure not already addressed by Order No. PSC-06-0144-PAA-EI. The six-year criteria is based on Gulf's efforts to achieve at least one detailed inspection within a six-year period and PEF's target of a 5-year transmission inspection cycle. Each investor-owned electric utility shall propose a program methodology that is effective in assuring the utility is adequately prepared for future storms. All alternatives shall be compared to a six-year inspection cycle methodology and must be shown to be equivalent or better in terms of cost and reliability for purposes of preparing for future storms.

Response: Transmission inspection procedures will be developed to include climbing patrols of the 138 KV and 69 KV transmission lines owned by FPUC. Arrangements will also be completed with industrial customers who own 69 KV transmission lines so that we can complete climbing inspections of those facilities since they can impact the reliability of the system. The total cost to inspect the 138 KV system (95 structures) and make the necessary repairs has an incremental cost of $47,500 per cycle. The total cost to inspect the 69 KV system (202 structures) and make the necessary repairs has an incremental cost of $60,600 per cycle. Industrial customers will be responsible for the cost of their facilities. The average annual cost of this will be $18,000 per year based on the six year inspection cycle.

(4) Hardening of Existing Transmission Structures.

Request: Each investor-owned electric utility shall develop a plan to upgrade and replace existing transmission structures. The plan shall include the scope of activity, any limiting factors, and the criteria used for selecting transmission structure upgrades and replacements.

Response: Currently, the 138 KV system is constructed using concrete and steel poles or towers and meets the hardening requirements proposed. The 69 KV system consist of a total of 202 poles of which 22 are concrete poles. Plans are in place to replace the remainder of the 180 wood poles with concrete as necessary and economically possible, however, there is no time frame established due to the cost of the replacement. The total incremental cost to upgrade the

69 KV system will be approximately $4,500,000 which is due in part to the urban environment and distribution underbuild on these poles. This work will have a significant impact on customer costs and particulary two industrial customers that are served from this system.

Approximately 33 poles of the above mentioned poles are in a 69 KV wood pole system that provides service to two industrial customers. Both industrial customer own and operate additional 69 KV wood poles systems to tie to their facilities. Replacement of FPU poles without cooperation of the industrial customers would result in an ineffective hardening solution on this system. Information has been conveyed to the industrial customers and plans will be developed to make the necessary upgrades to the total 69 KV system when economically practical.

(5) A Transmission and Distribution Geographic Information System.

Request: Each investor-owned electric utility shall develop a program that achieves the same objective as Gulf's geographic information system. We intend for the utilities to have flexibility to propose a methodology that is efficient and cost effective in assuring that sufficiently detailed data is collected to conduct forensic reviews, assess the performance of underground systems relative to overhead systems, determine whether appropriate maintenance has been performed, and evaluate storm hardening options.

Response: The NW FL Division currently has in place a GIS system that is capable of collecting all the data requested above. Additional procedures will be developed to ensure all the necessary data is collected and maintained in a format in order to produce the necessary information requested. The NE FL Division has some limited GIS capabilities but does not have a system similar to the NW Fl system. Incremental cost estimates to upgrade and develop the system for NE FL are approximately $190,000 which will include mapping, GIS, data collection, and customer outage information.

(6) Post-Storm Data Collection and Forensic Analysis.

Request: Each investor-owned electric utility shall develop a program that collects data for purposes of forensic analysis similar to Gulf's program and FPL's post-Hurricane Wilma forensic team efforts. A utility may integrate this initiative with its geographic information system activities as well as with its post-storm data collection activities. We intend for utilities to have the flexibility to propose a methodology that is efficient and cost effective in assuring the utility collects sufficiently detailed data to conduct forensic reviews and become better able to evaluate storm hardening options.

Response: A procedure will be developed to better track all specific outages during a hurricane in order to properly identify the cause of each outage and the number of customers impacted. The system will also be detailed in order to identify root cause of the outage (i.e. did the pole break due to wind, did it break due to the tree that fell across the line, etc.). Each pole or equipment failure will be inspected and documented to provide information regarding the integrity, loading and cause at the time of failure. Incremental cost to develop this sytem will be $17,000 and the annual incremental cost could be $10,000 per storm event.

(7) Collection of Detailed Outage Data Differentiating Between the Reliability Performance of Overhead and Underground Systems.

Request: Each investor-owned electric utility shall develop a program to collect performance data that differentiates between overhead and underground facility performance. A utility may integrate this initiative with its geographic information system activities and also with its post-storm data collection activities. We intend for utilities to have the flexibility to propose a methodology that is most efficient and cost effective in assuring the utility collects sufficiently detailed data to conduct forensic reviews differentiating between overhead and underground facility performance.

Response: FPUC currently has the ability to report this information and there will be no incremental cost associated with this item.

(8) Increased Utility Coordination with Local Governments.

Request: Each investor-owned electric utility shall develop a program to increase coordination with local governments. The intent of expanding any existing utility/government liaison program is to promote on-going dialogue on key issues with the goal of reaching some accommodation or agreement on how the utility and the governmental agency will work together to address mutual concerns and prioritize needs, considering the time and financial constraints associated with given actions. This would include discussing local issues such as undergrounding and tree trimming matters.

Response: Both divisions actively participate with local governments in planning for emergency situations and necessary communications are established for these situations. However, due to the limited resources, it has not possible to have local FPU personnel at certain government locations at all times during an emergency situation. There have been no communication issues during previous events. If necessary, personnel can be utilized from unaffected areas of the company to have a presence at the local EOC after the storm has passed. The incremental cost to utilize additional personnel during these events would be approximately $9,700 per event. FPU will also continue to cooperate with local governments in actively discussing both undergrounding and tree trimming issues as they arise. As an alternative, the company can put into place daily communication procedures with the local EOC and FPU to ensure necessary communications are in place after the storm rather than have the local FPU personnel at these locations at all times.

(9) Collaborative Research on Effects of Hurricane Winds and Storm Surge.

Request: For the program to be effective, utilities must participate in funding. Each investor-owned electric utility shall establish a plan that increases collaborative research, establishes continuing collaboration, identifies objectives, promotes cost sharing, and funds necessary work. The investor-owned electric utilities shall solicit participation from the municipal electric utilities and rural electric cooperative utilities in addition to available educational and research organizations.

Response: FPU has committed to participate other IOU's and PURC in order to perform benefical research regarding hurricane winds and storm surge. This commitment is assuming that overall funding is based on a reasonable allocation of cost based on factors such as customer base, net load, etc. Expected incremental cost per year is approximately $25,000.

(10) A Natural Disaster Preparedness and Recovery Program.

Request: A key element in minimizing storm-caused outages is having a natural disaster preparedness and recovery plan. A formal disaster plan provides an effective means to document lessons learned, improve disaster recovery training, pre-storm staging activities, and post-storm recovery. Each investor-owned electric utility shall develop, if it has not already, a formal disaster preparedness and recovery plan that outlines its disaster recovery procedures. Each utility shall maintain a current copy of its utility disaster plan with the Commission on a going-forward basis.

Response: Attached are the Emergency Plans for both the NE FL and NW FL divisions for 2006.

Summary:

Based on the above mentioned items, the associated costs are as follows:

Item Number	Annual Incremental Cost	One-Time Incremental Cost	One-Time Capital Cost
1.	$342,000	$0	$0
2.	$20,300	$0	$0
3.	$18,000	$0	$0
4.	$0	$0	$0
5.	$0	$0	$190,000
6.	$10,000	$17,000	$0
7.	$0	$0	$0
8.	$9,700	$0	$0
9.	$25,000	$0	$0
10.	$0	$0	$0
Total	**$425,000**	**$17,000**	**$190,000**

FLORIDA PUBLIC UTILITIES

FLORIDA PUBLIC UTILITIES COMPANY

NORTHEAST FLORIDA DIVISION

2006
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.

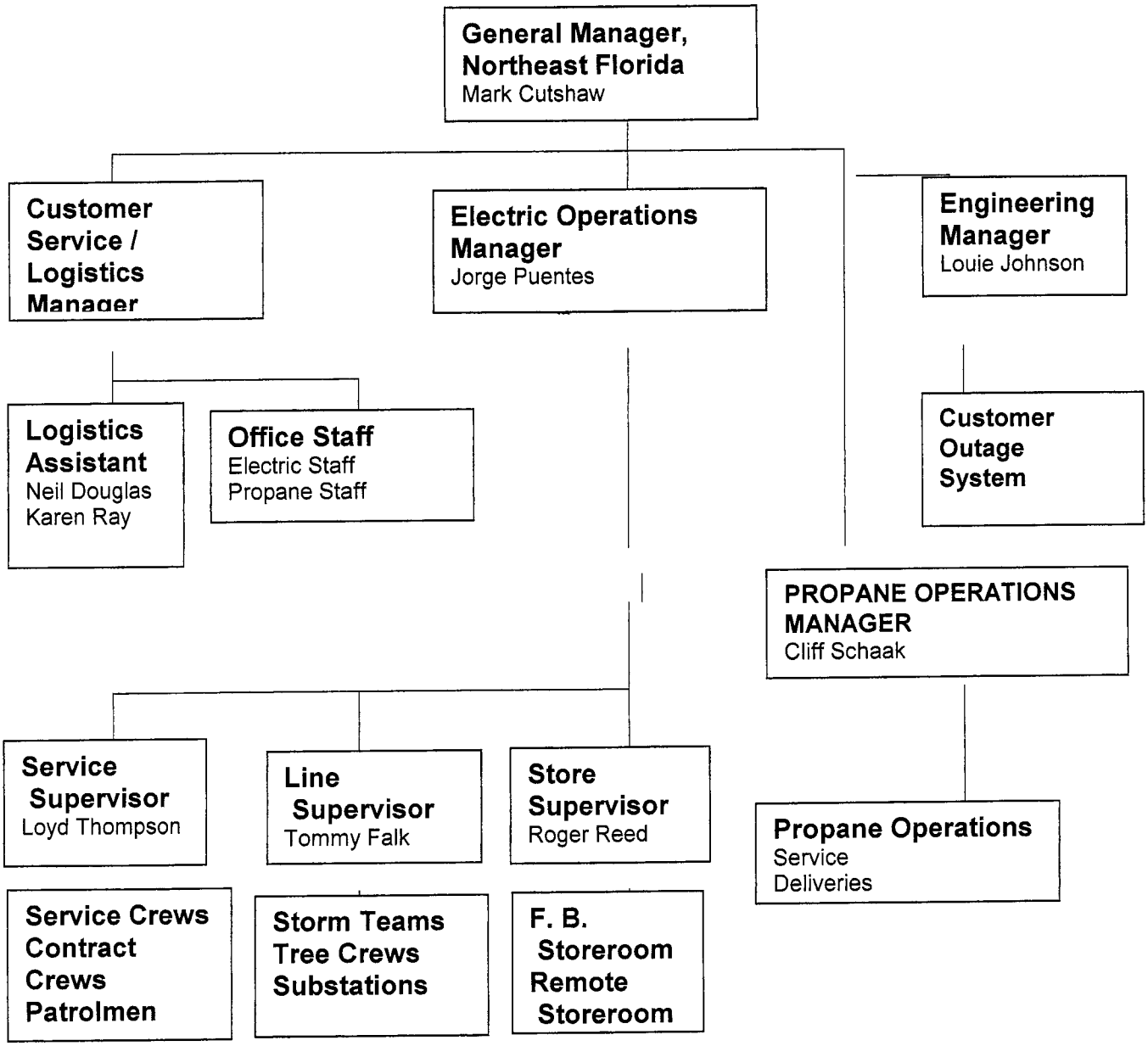
D. Provide for orderly restoration activities in order to provide efficient and rapid restoration.

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 advise 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

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 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

All distribution lines which have "locked out" due to the 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 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 General Manager, Customer Relations General Manager, 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 General Manager, Customer Relations General Manager, 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 General Manager 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 General Manager 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 ***	General Manager
Jorge Puentes ***	Electric Operations Manager
Louie Johnson	Engineering Manager
Melanie Parsons	Customer Service Manager
Cliff Schaak	Propane
Neil Douglas	Logistics
Karen Ray	Logistics
Rena Kennedy	Telephone
Valerie James	Telephone
Linda Winston	Telephone
Susan Beale	Telephone

LINE CREWS

Tommy Faulk	Line Supervisor
Steve Taylor	Working Foreman
Clint Brown	Apprentice Lineman
Billy Clardy	Working Foreman
Curtis Boatwright	Apprentice Lineman

SERVICE CREWS

Loyd Thompson	Service Supervisor
Charles Wilkes	Working Foreman
Quentin Robinson	Apprentice Lineman
Parker Taylor	Working Foreman
TBD	Apprentice Lineman
Don Scandaliato	Metering/Substation
Billy Tyler	Mechanic

PROPANE OPERATIONS

Don Wening	Gas Service Tech. A
Dave Pluta	Gas Service Tech. A

STORES

Roger Reed	Stores Supervisor
Randy Moore	Warehouseman

PATROLMAN/GUIDE

Lewis Peacock	Patrolman/Guide
Sarah Davis	Patrolman/Guide
Mia Goins	Patrolman/Guide

NIGHT SHIFT
Begin at 6:00 PM

OFFICE

Patti Thornton	Asst. Cust. Serv. Manager
Gerry Bradley	Telephone
Nickie Hunt	Telephone
Sheila Fewox	Telephone
Carl Anderson ***	Engineer

SERVICE CREWS

Alvin Best ***	Working Foreman
John Welsh ***	Apprentice Lineman

OFFICE/PATROLMAN/GUIDE

Christine McClure ***	Telephone/Patrolman
***	Telephone/Patrolman

PROPANE OPERATIONS

Joe Corrado	Gas Service Tech. B
Rod Calhoun	Gas Service Tech. A

*** 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

17. **Emergency Assistance List**

Company	Contact	Telephone	Available Resources
Gulf Power Company	Andy McQuagge	(850) 872-3220	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Marianna	Mark Cutshaw	(850) 562-6811	Crews
		(850)-718-7879 cell	Tree Crews
		(850)-482-2755 hm	Support
Bell South	Mark Belton	(904) 307-9361 cell	
Dillard Smith	Billy Woodall	(423) 505-4316 cell	Crews
Pike Electric Coop	Barry McCarthy	(850) 545-1753 cell (850) 632-5769 hom	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	Ron Martin	(904) 562-2135	Crews
Gillette Electric	Gene Holley	(256) 351-2452	Crews
		(850) 393-0489 cell	
		(850) 638-7129 hom	
Asplundh	Johnny Felker	226-5078 cell	Tree Crews
JEA	Dispatcher	(904) 665-7152	
C & C Utilities	Ed Weatherly	(904) 751-6020	Crews

Vehicle Repairs Assistance

Company	Contact	Telephone	Available Resources
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	Tony Hardin	(205) 458-3445	Mechanical Repairs
Altec Industries Inc	Danny Crocker	(205) 458-3848	Mechanical Repairs

1

8. Emergency Stock Requirements

Bin#	Description	Quantity Required	Quantity On Hand
1-1065	Wire, #8 Bare Solid Cop Tie Wire	1000	
1-1095	Wire, Copper #6 S.D. Solid Poly Tx Riser Wire	1000	
1-1115	Wire, #4 Cu S.D. Bare, Solid	1000	
1-1120	Wire, Cu #4 T.H.W. Stranded	1000	
1-1200	Wire, *1/0 Bare Stranded Cu*	1000	
1-1270	Wire, #4/0 Bare Stranded HD Cu	1000	
1- 1310	Wire, Al, #4 Soft Tie	1000	
1-1350	Wire, #1/0 Bare STD Al AAAC - AZUSA	1000	
1-1410	Wire, #4/0 Bare Stranded Al AAAC	1000	
1-1460	Wire, 394.6 AAAC Bare Std Al - CANTON	1000	
1-1470	Wire, 477 MCM AAC Bare Std Al - COSMOS	1000	
1-1475	Wire, 636 MCM AAC Bare Std Al - ORCHID	1000	
1-1480	Wire, Duplex #6 Al - SHEPPARD	600	
1-1585	Wire, TPX # 1/0 Al - GAMMARUS	1000	
1-1610	Wire, TPX # 4/0 Al - LEPAS	500	
1-1660	Wire, Quad #1/0 Al	200	
1-1700	Wire, Guy 1/4" Stainless Steel	500	
1-1710	Wire, Guy 3/8" Stainless Steel	500	
3-1030	Wire, Aluminum #2 URD 15KV	3000	
3-1050	Wire, Cable #4/0 Ins Std Al 15KV URD	6000	
5-1040	Anchor Screw 5 x 10	10	
5-1050	Anchor Screw 8 x 10	10	
5-1145	LA, 9KV Silicon - Cooper UHG0905A2A1A1A	20	
5-1165	Arrestors, Riser Pole	20	
5-1185	Attachment-Down Guy #VGA-66-4	20	
5-1186	Attachment- Down Guy (Pole Eye Plate)	10	
5-1350	Bolt, Double Arming 5/8 x 18	30	
5-1360	Bolt, Double Arming 5/8 x 20	20	
5-1430	Bolt, Double Arming 3/4 x 22	20	
5-1480	Bolt, Double Upset 5/8 x 12	20	
5-1640	Bolt, Machine 5/8 x 10	100	
5-1650	Bolt, Machine 5/8 x 12	100	
5-1660	Bolt, Machine 5/8 X 14	100	
5-1800	Bolt, Machine 3/4 x 20	50	
5-1810	Bolt, Machine 3/4 x 22	50	
5-1820	Bolt, Machine 3/4 x 24	50	
5-2060	Bracket, Mounting-Al 1 cut. & 1 Arr. (1HCA10)	20	
5-2065	Bracket, Mounting-Al (1HCAC)	20	
5-2080	Bracket, Mounting-Al (H D Equip.) (BT3CA-36)	10	

5-2245	Clamp Support For #2, 1/0, 4/0 Cu	50	
5-2255	Clamp Support For #2, 1/0, 4/0 Al	50	
5-2265	Clamp Support For 394.6 - 477	50	
5-2310	Clamp, Ground Rod 5/8	20	
5-2375	Clevis, Secondary Extension	20	
5-2650	Coupling Ground Rod, 5/8	50	
5-2661	Cover, Service Sleeve, Blackburn # C2	200	
5-2662	Cover H-Tap, Blackburn # C5	200	
5-2663	Cover H-Tap, Blackburn #C7	200	
5-2715	Cut-Out 100 Amp, Seacoast Type	50	
5-2725	Cut-Out 200 Amp, Seacoast Type	20	
5-2780	Eyelt, Thimble Angle	20	
5-2835	Guards, Line 394.6 MCM Al or ACSR	30	
5-2840	Guards, Line 477 MCM Al or ACSR	30	
5-2855	Guard, Squirrel	10	
5-2870	Guy Grip, 1/4" Stainless Steel	100	
5-2880	Guy Grip, 3/8" Stainless Steel	100	
5-3014	Ins. Upright 35KV Silicone with Bracket & stud	30	
5-3025	Ins. Horizontal 35KV Silicone-Intregal Base	60	
5-3040	Insulator, Post Type 88KV W/Clamp	12	
5-3050	Insulator, Post Type 138KV	12	
5-3085	Insulator, Suspension Polymer 25KV	15	
5-3120	Insulator, Fiberglass Rod 8' (Guy Strain)	10	
5-3121	Insulator, Guy Breaker 8' 35000 lb	10	
5-3130	Lag Screws, 1/2" x 4"	150	
5-3260	Mount-Trans Cluster Al Above 3-50KVA	5	
5-3290	Nut Eye 5/8"	30	
5-3300	Nut Eye 3/4"	30	
5-3320	Nut Thimble Eye 5/8"	20	
5-3520	Pole, 30/6	30	
5-3545	Pole, 40/3	20	
5-3575	Pole, 45/3	15	
5-3585	Pole, 50/2	10	
5-3881	Strap, Conduit 2" SS	40	
5-3886	Strap, Conduit 3" SS	40	
5-3760	Ground Rod, 5/8" x 8'	15	
5-3945	Switch, Underslung 900 Amp 25KV	6	
5-3946	Switch, Inline, 900 Amp 25KV	6	
5-3970	Tape, Scotch #23-2	20	
5-4020	Tape Vinyl	50	
5-4030	Thimble, 3/8" Guy Wire	200	
5-4335	Washer, Double Coil 5/8"	200	
7-1005	Clamp, Deadend #6-#2 Al Service Wedge	20	

7-1020	Clamp, Deadend #2 - 1/0 Al Service Wedge	40	
7-1040	Clamp, Deadend #4/0 Al Service Wedge	40	
7-1250	Clamp, Para Gr #2 Std Al	50	
7-1260	Clamp, Para Gr #1/0 Std Al	50	
7-1270	Clamp, Para Gr #4/0 Std Al	50	
7-1290	Clamp, Para Gr 350 - 477 Al	50	
7-1380	Conn. H Type WR9	50	
7-1390	Conn. H Type WR159	100	
7-1400	Conn. H Type WR189	100	
7-1415	Conn. WR 1010	100	
7-1420	Conn. WR379	100	
7-1425	Conn. H Type DB4020 WR 399	100	
7-1430	Conn. H Type DB4040 WR 419	100	
7-1455	Conn. H Type a 4/0-500 B 4/0 C 2-6	30	
7-1456	Conn. A 4/0-500 B 4/0-500	30	
7-1620	Connectors, Vise Action #6 Cu	100	
7-1630	Connectors, Vise Action #4 Cu	100	
7-1640	Connectors, Vise Action # 2 Sol Cu	100	
7-1650	Connectors, Vise Action #2 Std Cu	100	
7-1660	Connectors, Vise Action #1/0 Std Cu	100	
7-1665	Connectors, Vise Action # 2/0 Std Cu	0	
7-1670	Connectors, Vise Action # 4/0 Std Cu	100	
7-1710	Connector URD Flood Seal 4 Position	30	
7-1770	DE, #2 Str Cu Auto	20	
7-1780	DE # 1/0 Str Cu Auto	20	
7-1785	DE # 2/0 Str Cu Auto	10	
7- 1790	DE #4/0 Str Cu Auto	20	
7-1800	DE # 2 Str Al Auto S.S.	20	
7-1810	DE # 1/0 Str Al Auto S.S.	20	
7-1840	DE # 4/0 Str Al Auto S.S.	20	
7-1850	DE # 394.6 Str Al Auto S.S.	20	
7-1855	DE # 477 Str Al Auto S.S.	20	
7-2120	Sleeve, Auto Splice #8Str to #6 Sol Cu	20	
7-2130	Sleeve, Auto Splice #6Str to #4 Sol Cu	20	
7-2141	Sleeve, Auto Splice #2 Str Cu	20	
7-2156	Sleeve, Auto Splice #2 Str to #4 Sol Cu	20	
7-2160	Sleeve, Auto Splice #1-#2 Str to #1/0 Sol Cu	0	
7-2161	Sleeve, Auto Splice #1/0 Cu	20	
7-2340	Sleeve, Service Entrance 2/0 to 2/0 Al or ACSR	100	
7-2350	Sleeve, Svc Entrance 4/0 to 1/0 Al	100	
7-2360	Sleeve, Svc Entrance 4/0 to 2/0 Al	100	
7-2370	Sleeve, Svc Entrance 4/0 to 4/0 Al	100	
7-2375	Sleeve, Svc Entrance 350 to 350 Al	50	

7-2665	Splice Kit URD 15KV #2 Std Al	12	
7-2670	Splice Kit URD 15KV 2/0 Std Al	17	
37-260	Splice Kit URD 15KV 4/0 Al	12	
7-2820	Terminal Pin #2 Str Al	50	
7-2830	Terminal Pin #1/0 Str Al	50	
7-2835	Terminal Pin # 2/0 Str Al	0	
7-2840	Terminal Pin # 4/0 Str Al	50	
7-2845	Terminal Pin 350 MCM Al	10	
7-2850	Terminal Pin 500 MCM Al	10	
1-1120	Kits, Termination Polymer for #2 Al	10	
1-1148	Load Break Termination, #2 Elbow	20	
1-1150	Elbow Load Break, #2/0 Al 15kv	10	
1-1160	Load Break Termination, #4/0 Elbow	20	
1-1200	Vault, Secondary 600V	6	
1-1770	Transformer, Pad Mount 50 KVA	7	
1-1780	Transformer, Pad Mount 75 KVA	7	
1-1790	Transformer, Pad Mount 100 KVA	7	
N/S	#2 Extended Repair Elbows	12	
N/S	#2/0 Extended Repair Elbows	12	
N/S	#4/0 Extended Repair Elbows	12	
7-1970	Lug, Terminating URD #2/0 Al	50	
7-1980	Lug, Terminating URD #4/0 Al	50	
7-2690	Splice Kit URD 15KV 750 Al	12	
7-2190	Sleeve, Auto Line Splice #4/0 Str CU & Comp Spl	20	
3-1070	Wire, Cable #750 MCM 15KV URD	3000	

19. Transportation and Communication Equipment

TRUCK #	ITEM DESCRIPTION	X	Y	Z	RADIO INSTALLED	RADIO OPERABLE	DATE	BY	CONTACT/ COMMENTS
51721	1990 Ford F-350				Y				
51722	1985 GMC Derrick				Y				
51728	1993 INTL Bucket				Y				
51729	1993 F-350 Truck				Y				
51731	1994 S-10 Chevrolet				Y				
51737	1995 S-10 Chevrolet				Y				
51738	1995 S-10 Chevrolet				Y				
51740	1995 INTL Bucket				Y				
51741	Case Backhoe				Y				
51745	1997 Freightliner Bucket				Y				
51747	1998Bucket Truck INTL				Y				
51748	1999 F- 350 Truck				Y				
51749	1999 INTL Derrick				Y				
51750	1999 Chev Malibu				Y				
51751	1999 Ford F-150				Y				
51752	1999 Chev S-10				Y				
51756	2000 Ford F-150				Y				
51757	2000 Ford F-350				Y				
51758	1999 Ford Van				Y				
51759	1992 GMC Crane Truck				Y				
51760	1990 Ford F-800 Bob Tail				Y				
51761	2000 Chev 3500				Y				
51762	2000 Chey 2500				Y				
51764	2001 Ford Ranger				Y				
51765	2001 Ford Ranger				Y				
51766	2001 Ford Ranger				Y				
51767	2001 Ford F-150				Y				
51768	2001 Ford F-150				Y				
51769	2001 Ford F-150				Y				
51770	1997 Ford F-350				Y				
51774	2001 Ford Ranger				Y				
51775	2001 Chey Malibu				Y				
51779	1998 Dodge Truck				Y				
51780	1989 Ford Bob Tail				Y				
51781	1991 Ford Bob Tail				Y				
51782	1995 Ford F-350				Y				
51783	1991 Ford F-800 Bob Tail				Y				
51787	Bob Tail				Y				
51788	Bob Tail				Y				

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	261-3627	Wayne Arnold
Amelia Island Care Center	2700 Atlantic Ave	261-5518	Ms. S Brown
		261-8361	Home
Quality Health	1625 Lime St	261-0771	Debbie Daniels
		491-8217	Home
Nassau County Health Dept.	30 South 4th St.	277-7280	Eugina Seidel
Amelia Trace	1900 Amelia Trace Ct.	321-0898	Steve Sell

B. Public Utilities – Major Resorts

Name	Address	Telephone	Contact Person
Fernandina Waste Water/Water	1007 South 5th St	277-7385 Ext. 224	John Mandrick
Amelia Utilities	5390 First Coast Hwy	261-0822	Doug Hewett
		261-9452	After Hours
		753-4000	cell
Florida Power and Light		(800) 226-6543	
AIP – Security		261-3395	Bill Taylor
Carter Ritz Carlton		277-1100	

C. Major Disaster Shelters/Motels

Name	Address	Telephone	Contact Person
HoJo	I-95/Hwy 17, Yulee	225-5111	
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	
Golden Isle Motel	2811 Atlantic Ave	261-6151	
Ocean View Inn	Atlantic Ave.	261-0193	
Sand Dollar Villas	3056 So. Fletcher Ave.	261-2710	
Seaside Inn	1998 So. Fletcher Ave	261-0954	
1735 House	584 So. Fletcher Ave	261-5878	
Shoney's Inn	2707 Sadler Road	277-2300	
Surf Inn	3199 So. Fletcher Ave	261-5711	
Hardee Elementary	300 Susan Drive	261-5507	
F. B. High School	515 Citrona Road	261-5713	
F.B. Middle School	1205 Atlantic Ave	261-4461	
Southside Elementary	1112 Jasmine St.	261-5509	
Yulee Elementary	U.S. 17	225-5192/3	
Yulee Middle School	U.S. 17	225-5116	
Yulee Primary	Goodbread Road	225-9712	
Hampton Inn	Sadler Road	321-1111 / 904-860-6631	

D. Municipal and State Emergency Services

Name	Address	Telephone	Contact Person
Florida Highway Patrol	Jacksonville	359-6680	R. Yates
American Red Cross	NE Chapter	358-8091	
Florida D E R	Jacksonville	488-4330	M. Dunbar
Fernandina Police Dept.	Lime St.	261-4105	
State Warning Point		488-1320	
Dept. of Transportation	Jacksonville	695-4000	
Weather	Jacksonville	741-4276	Unlisted
Chemtrec		1-800-424-9300	
Chlorine Institute		1-212-682-4324	

E. Communication and Broadcasting Services

Name	Address	Telephone	Contact Person
WNLE Radio	Hwy A1A	277-2256	
WOKV Radio		766-0884	
COOL Radio		781-1820	
WQIK Radio		389-1357	
WAPE Radio		725-9273	

F. Major Food Storage/Processing Facilities

Name	Address	Telephone	Contact Person
Publix Super Market	1421 So. 14th St	277-4911	
Winn Dixie Stores	1745 So. 14th St	277-2539	
Hedges Meat Shoppe	Hwy 17 South	225-9709	
Food Lion	2132 Sadler Road	261-0043	

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	John McGill

21. Address and Telephone Listing of Active Employees

Name	Address	Telephone
Anderson, Carl	1612 Arobor Lane	261-4871
Atkins, Mary	111 So. 11th St	753-3208
Beale, Susan	86189 Augustus Ave.	225-0416
Best, Alvin	3240 Winterberry	321-0101
Boatright, Curtis	768 Wax Wing Lane	261-6988
Bradley, Gerry	1112 Yulee Hills Road	225-9855
Brown, Clint	1818 Alene Road Yulee	225-9315
Calhoun, Rod	87131 Kipling Dr. Yulee	491-9867
Clardy, Bill	3191 Lee Rd. Yulee	261-4269
Joe Corado	165 Natures Bounty Trial, St. Mary's	(912) 673-9690
Mark Cutshaw	P. O. Box 694,	491-7107
Davis, Sarah	1528 Pages Dairy Road Yulee	225-2496
Douglas, Neil	1725 Lisa Ave	491-8310
Faulk, Tom	1796 Drury Road	277-3731
Gaines, Cliff	4281 Seymour Pt Rd	277-2044
Mia Goins	2929 Justina Rd., Jacksonville	335-0557
Hunt, Nioka	86054 Cartesian Pt Dr Yulee	225-5176
James, Valerie	418 Division St	261-3010
Johnson, Louie	861627 No. Hampton Club	548-1199
Scott Lafavor	85106 Delene Rd, Yulee	226-3955
McClure, Christine	1804 Reatta Lane	321-0615
Moore, Randy	76276 Dove Road Yulee	225-8718
Nabors, Donnie	2734 Rachael Ave	277-4436
Parsons, Melaine	1328 Hickory Nut Court	261-0191
Peacock, Lewis	4051 Hardee Allen Road	261-9301
Pluta, Dave	97158 Castle Ridge Drive	321-1343
Puentes, Jorge	2700 Mizell Avenue	430-2011
Ray, Karen	948 Woodstork Pl	261-5860
Robinson, Quentin	48 Mount Zion Circle	556-4455
Scandaliato, Don	87493 Roses Bluff Road	261-7952
Schaak, Cliff	9515 Plum Lake Lane W.	491-7576
Shelton, Charles	Old Bluff Road	277-1187
Taylor, Parker	2198 Debbie Road, Yulee	225-8747
Taylor, Steve	1621 Highland Drive	261-8738
Thompson, Loyd	4127 Northshore Drive	321-1159
Thornton, Patti	2035 Bridal Road	261-8294
Tyler, Billy	2260 Pirates Bay Drive	491-8055
Welsh, John	3766 Big Oak Avenue	753-4400
Wening, Don	7260 Shindler Drive, Jax	777-9325
Wilkes, Charles	4856 Why Road	261-6355
Williams, Rena	2034 Russell Road	556-2487
Winston, Linda	1805 Lil William Road	277-4976

22. Emergency Telephone List

A.	Telephone Repair		
	M. A. C.	391-6955	
	Southern Bell	(800) 432-9929	
		(904) 391-6955	
	Coastal Telephone	225-5603	
	Triad Communications	(904) 296-6110	
B.	Radio Repair		
	Communications service	(904) 641-5055	Ron Taylor
		277-0549	Ed Stotte 651-7929
		(904) 389-2141	Mary Fisher
C.	Jacksonville Electric Authority		
	Dispatcher	(904) 695-7152	
	Dispatcher Supervisor	(904) 695-7145	Mike Brost
	Storm Coordinator	(904) 695-7135	Randy Boswell
	SOC (System Operation Center)	(904) 695-7100	
	Andy McQuagge	872-3220-	
D.	Emergency Management		
	Nassau County	491-7525	Thomas Kochheiser
	" "	879-3300	
E.	Law Enforcement - 911		
	Nassau County	225-0331	Reno Butler
		225-5147	M. Bomgardne
	F.B. City	227-7342	
F.	Ambulance - 911		
G.	News Media		
	Fernandina Newsleader	261-3696	Fax 261-3698
	WAWS-Channel 30 Jacksonville	642-3030	Fax 646-0115
	WJKS-Channel 17 Jacksonville	641-1700	Fax 642-4128
	WJXT-Channel 4 Jacksonville	399-400	Fax 393-9822
	WTLV-Channel 12 Jacksonville	633-8823	Fax 633-8899
	WNFT-Channel 47 Jacksonville	724-4606	Fax 353-8400
H.	City/County Officials		
	Nick Deonas	(H) 261-3045	
		(W) 277-0006	
	David C. Howard	(H) 261-3307	
	J.H. Pete Cooper	(H) 225-9620	
		(M) 206-0734	
	Floyd Vanzant	(H) 845-3480	
	Marianne Marshall	(H) 879-2729	
		(M) 206-0943	
	Walt Gossett	(H) 321-5782	
		(H) 277-4837	
		(M) 321-6553	
	City Manager	(W) 277-7306	
	Danny Leeper, Fire Chief	(W) 277-7331	
I.	Public Service Commission		
	Joseph Jenkins – General Manager	488-8501	Fax 487-0509
	Bob Trapp – Assistant General Manager	488-8501	
	Jim Dean – Chief, Planning Const.	488-8501	
J.	Ring Power		
	Ben Daniels	(904) 737-7730	

23. Logistics

Motels:

Amelia Hotel	261-5735	1997 South Fletcher Ave,
HoJo Inn	225-5111	I 95/U.S. 17
Nassau Holiday Motel	225-2397	U.S. 17 South
Tropic Motel	225-5152	U.S. 17 South
Amelia South Condo.	261-7991	3350 So. Fletcher Ave.
Elizabeth Point Lodge	277-4851	98 So. Fletcher Ave.
Shoney's Inn	277-2300	2707 Sadler Road
Hampton Inn	321-1111	2630 Sadler Road
Hampton Inn Downtown	491-4911	19 South 2nd Street

Restaurants:

Applebee's	206-4300	2006 South 8th Street
Shoney's	277-3768	2709 Sadler Road
Baxter's	277-4503	4859 1st Coast Hwy
Florida House	261-3300	22 South 3rd Street
Sonny's BBQ	261-9554	210 A1A West
Jinright's	225-0493	53 U.S. 17 South
Waffle House	225-9542	I 95 – A1A
Spanky's	261-7100	960062 Gateway Blvd.
Barbara Jean's	277-3700	960030 Gateway Blvd.

Food Stores:

Harris Teeter's	491-1213
Food Lion	261-0043
Publix	277-4911
Winn Dixie	277-2539
Winn Dixie	261-6100

Cellular Phones:

Alltel	526-7701

Water Supply:

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

Ice Supply:

Winn Dixie	482-5303

Service Stations:

Flash Foods Store's	261-6563
Smile Gas	277-2384
Armstrong Chevron	225-8992
Hance Service Station	225-5173

Vehicle Repair Facilities:

Baker Equipment	800-765-4908
Altec Industries Inc	205-323-8751
Thompson Tractor Co	526-2241

Flashlights (20 w/batteries):

Quantity on hand
WalMart (Additional) 261-5306

Portable AM/FM Radios w/batteries:

WalMart	261-5306

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

FLORIDA PUBLIC UTILITIES COMPANY

NORTHWEST FLORIDA DIVISION

FLORIDA PUBLIC
UTILITIES

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.

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.

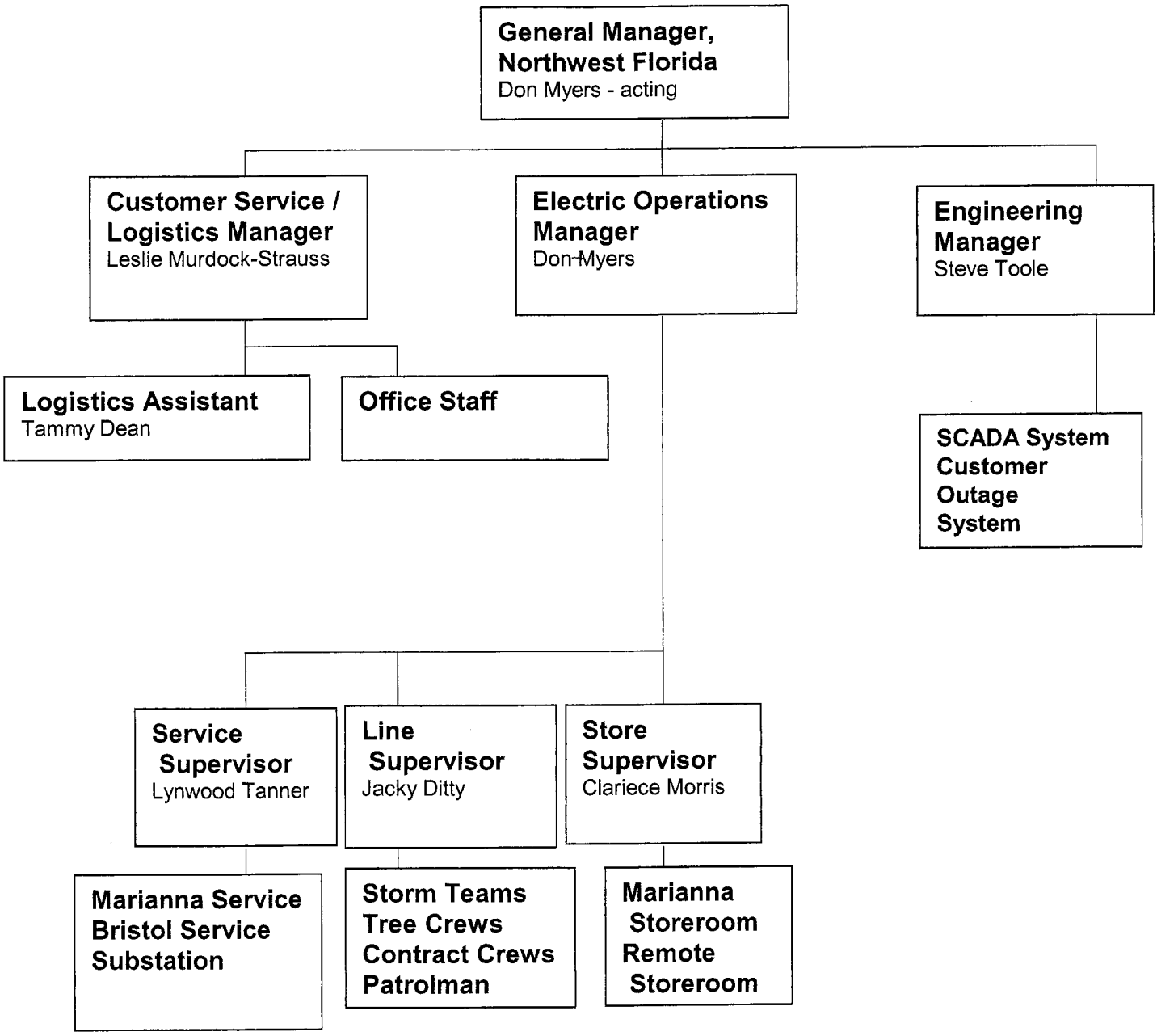
D. Provide for orderly restoration activities in order to provide efficient and rapid restoration.

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 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.

I. 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.

N. 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

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

B. 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 Director 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 Director 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 Director to keep the Media informed. Provide a FPU representative to the Jackson County Emergency Management Center.

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 Director 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 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, 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	
Don Myers	General Manager, Northwest Florida
Don Myers	Electric Operations Manager
Steve Toole	Engineering Manager
Leslie Mur-Strauss	Customer Service Manager
Tammy Dean	Logistics
Deborah Barber	Telephone
Sally Jones	Telephone
Kim Hall	Telephone
Laura McCoy	Telephone
LINE CREWS	
Jacky Ditty	Line Supervisor
Brady Foran	Working Foreman
Danny Mathis	Working Foreman
Jimmie Elmore	Working Foreman
Kevin Harris	Apprentice Lineman
Woody Hall	Apprentice Lineman
Rhondon Gray	Apprentice Lineman
SERVICE CREWS	
Lynwood Tanner	Service Supervisor
Jerry Lewis	Working Foreman
Andy Bevis	Apprentice Lineman
Frank Chatwood	Working Foreman
James Ussery	Apprentice Lineman
Terry Daniels	IMC Technician I
Bobby See	IMC Technician II
STORES	
Clariece Morris	Stores Supervisor
Doug Jones	Warehouseman
PATROLMAN/GUIDE	
Bobby Hughes	Patrolman/Guide
Claude Holden	Patrolman/Guide
Donnie Tew	Patrolman/Guide

NIGHT SHIFT 6:00 PM Reporting Time	
OFFICE	
Donna Fowler	Customer Service Supervisor
Pam Calhoun	Telephone
Barbara Mealy	Telephone
Broward O'Pry	Assistant Engineer/SCADA
Donnie Tew	Engineering Tech/Cust. Outages
SERVICE CREWS	
Darryl Grooms	Working Foreman
John Griffin	Apprentice Lineman
PATROLMAN/GUIDE	
Wayne Brogdon	Patrolman/Guide
Darnell Deering	Patrolman/Guide

17. Emergency Assistance List

Company	Contact	Telephone	Available Resources
Gulf Power Company	Andy McQuagge	(850) 872-3220	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Fernandina Beach	Mario Lacaci	(850) 261-2663	Crews
Asplundh	Kevin Dove		Tree Crews
Asplundh	Kevin Dove		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	Ron Martin	(904) 562-2135	Crews
Gillette Electric	Gene Holley	(256) 351-2452	Crews
		(850) 393-0489 cell	
		(850) 638-7129 hom	

Vehicle Repairs Assistance

Company	Contact	Telephone	Available Resources
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 Hom	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

Bin #	Description	Quantity Required	Quantity On Hand
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	

Bin #	Description	Quantity Required	Quantity On Hand
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 Communication Equipment

TRUCK #	ITEM DESCRIPTION	X	Y	Z	RADIO INSTALLED	RADIO OPERABLE	DATE	BY	CONTACT/ COMMENTS
41810	Fork Lift								
41859	Pole Trailer								
41860	Material Trailer								
41861	Combination Pole Trailer								
41862	Wire Retrieving Trailer								
41863	Wire Pulling Trailer								
41929	Material Handler - GMC								
41969	Freightliner/Derrick								
41933	Freightliner/Derrick								
41968	Material Handler/Freightliner								
41943	Bucket Truck								
41944	Pick-Up Truck								
41946	Pick-Up Truck (See)								
41971	GMC Canyon PU (Mealy)								
41972	GMC Canyon PU (Deering)								
41970	GMC Canyon PU (Holden)								
41950	Toyota Tacoma (Harris)								
41951	Toyota Tacoma (Tew)								
41954	Altec Material Handler								
41974	Altec Material Handler								
41956	Toyota Pre-Runner Ext. Cab								
41957	Toyota Pre-Runner								
41958	Chevrolet Malibu								
41959	Toyota Tundra								
41960	Toyota Tundra								
41961	Altec Service Material Handler								
41962	GMC Savanna Van (IMC Tech I)								
41964	Toyota Highlander								
41965	Freightliner Altec Material Handler								
41966	GMC Sierra Pickup (Brogdon)								
41967	GMC Sierra Pickup (Hughes)								

Note: X = Operational
Y = Material
Z = Fuel

20. Critical Customer List

A. Hospitals, Clinics, Nursing Homes

Name	Address	Telephone	Contact Person
Jackson Hospital	800 Hospital Dr.	526-2200ext1102	Brooke Donaldson
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	2864 Madison St.	482-9633	Andreason
Emergency Management	2864 Madison St.	526-4500	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

H. 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
Roye, Janine	2850 Paulding Court, Alford, Fl. 32420	579-4754
Bevis, Andy	3639 Ontario Rd.., Marianna, Fl 32448	428-5081
Brogdon, A. Wayne	2486 Brogdon Ln. Marianna, FL 32446	482-4219
Calhoun, Pamela J.	3444 Calhoun Rd, Greenwood, FL 32443	482-4584
Chatwood, Franklin	2100 Sexton Rd, Marianna, FL 32448	482-2802
Lacia, Mario		
Daniels, William T	3299 Pilgrim Rest Ch Rd Marianna, FL 32448	579-4744
Dean, Tammy J	3097 5th Street, Marianna, FL 32446	482-3440
Deering, Darnell	5708 Fort Road, Greenwood, FL 32443	594-5606
Ditty, Charles J	PO Box 51 Malone, FL 32445	579-1155
Elmore, Jimmie G	4525 Clearwater Ln Marianna, FL 32448	526-2336
Foran, Brady R	2948 Gardenview Rd Cottondale, FL 32431	579-4238
Fowler, Donna T	4686 Canary Rd, Graceville, FL 32440	263-4607
Gray, Rhondon	PO Box 31 Cottondale, FL 32431	352-4644
Griffin, John B	2776 Kynesville Hwy Cottondale, FL 32431	579-2479
Grooms, Darryl D	3568 Flat Rd Greenwood, FL 32443	592-8262
Hall, Charles W.	3791 Old Cottondale Rd, Marianna, FL 32448	526-3144
Hall, Kim	3791 Old Cottondale Rd, Marianna, FL 32448	526-3144
Harris, Kevin	2341 Cycle Lane, Cottondale, FL 32431	579-0101
Holden, Claude N	2126 Tanner Rd Marianna, FL 32448	526-2664
Hughes, Bobby B	3914 Gable Rd Marianna, FL 32448	482-3925
Jones, Doug	PO Box 654, Malone, Fl. 32445	569-2836
Jones, Kate	PO Box 202, Greenwood, Fl. 32443	594-7527
Jones, Sally	22473 NW Goodwin Rd., Altha, Fl 32421	762-8366
Lewis, Jerry L	15869 NW Pea Ridge Road, Bristol, FL 32321	643-5797
Mathis, Danny D	4420 Spring Valley Dr, Marianna, FL 32448	526-3390
McCoy, Laura	2694 Old Airbase Road, Marianna, FL 32448	526-2198
Mealy, Barbara J	2994 Park Street, Marianna, FL 32446	482-7143
Morris, Clariece W	2464 Lawrence Rd, Marianna, FL 32446	592-5036
Myers, Donald R	4971 Dogwood Dr Marianna, FL 32446	526-5618
O'Pry, Broward L	5165 Dominello Ln. #B, Marianna, FL 32446	594-4674
See, Jr Robert W	2689 Dock Rd, Cottondale, FL 32431	579-4467
Tanner, Lynwood	P. O. Box 6401, Marianna, FL 32447	579-4679
Tew, Donnie L	4951 Carousel Loop, Marianna, FL 32448	482-4126
Toole, Stephen A	3176 4th St., Marianna, FL 32446	526-5015
Ussery, Jr James A	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

I. 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

Water Supply:

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

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

Cellular Phones:

Alltel	526-7701

Ice Supply:

Winn Dixie	482-5303

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

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

Service Supervisor
Check hospital feeder from the hospital to Marianna Substation. Check Marianna Substation.

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.

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that true and correct copies of the foregoing have been served by U. S. Mail this 31st day of May, 2006 upon the following:

Mary Ann Helton
Division of Legal Services
Florida Public Service Commission
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Tallahassee, FL 32399-0850

Roseanne Gervasi
Division of Legal Services
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NORMAN H. HORTON, JR.