Progress Energy

ORIGINAL

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Deputy General Counsel - Florida

June 1, 2006

Via Hand Delivery

Ms. Blanca S. Bayó, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket No. 060198-EI; Storm Preparedness Plan

Dear Ms. Bayó:

Attached for filing is the Storm Preparedness Plan on behalf of Progress Energy Florida, Inc. as required pursuant to Order No. PSC-06-0351-PAA-EI issued April 25, 2006 in Docket No. 060198-EI.

Thank you for your assistance in this matter.

Very truly yours,

R. Alexander Glenn LMS

R. Alexander Glenn

CMP _____
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RAG:lms
Enclosures

Progress Energy Florida, Inc.
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Progress Energy

Ongoing Storm Preparedness Plan

Purpose and Intent of the Plan:

To implement Progress Energy Florida's ("PEF") Ongoing Storm Preparedness Plan (the "Plan") that complies with FPSC Order No. PSC-06-0351-PAA-EI issued April 25, 2006 (the "Order"). The Plan addresses the specific ten-points that the Florida Public Service Commission (the "Commission") identified in the Order.

The Plan includes the following specific sub-plans:

- Vegetation Management Cycle for Distribution Circuits.
- Audit of Joint Use Attachment Agreements.
- Transmission Structure Inspection Program.
- Hardening of Existing Transmission Structures.
- Transmission and Distribution Geographic Information System.
- Post-Storm Data Collection and Forensic Analysis.
- Collection of Outage Data Differentiating Between the Reliability Performance of Overhead and Underground Systems.
- Increased Utility Coordination With Local Governments.
- Collaborative Research on Effects of Hurricane Winds and Storm Surge.
- Natural Disaster Preparedness and Recovery Program.

These ten sub-plans are outlined and described below. PEF has already implemented several of the sub-plans. All of these sub-plans will be evaluated on an ongoing basis to address, among other things, data and data trends, new information, external factors, and cost effectiveness. All cost figures provided in this Plan are PEF's best estimates based on available information and data and are subject to revision and change as circumstances may dictate or as more definitive information becomes available.

1) Vegetation Management Cycle for Distribution Circuits

PEF recommends a fully integrated vegetation management ("IVM") program. The IVM program consists of at least the following subprograms: routine maintenance "trimming," herbicide applications, vine removal, customer request work "tickets," and right-of-way floor brush "mowing." The IVM program incorporates a combination of both cycle based maintenance and reliability driven prioritization of work. Actual spending versus initial budget can vary during any particular year based on a number of factors which may include timing, changes in priorities within the program, and unforeseen events such as major storms and other factors.

Based on these considerations, PEF has revised its vegetation management contracts to add items such as:

- Cutting brush within an eight foot radius of all device poles;

- To the extent practical and reasonably feasible, felling "dead danger trees" within 25 feet of the closest conductor that have a high likelihood of falling on the conductors; and
- Cutting of underbrush instead of topping it.

These items have been added to help address some of the emerging issues in both the preventable and non-preventable tree-caused outage categories.

In general, the main objectives are to optimize the IVM program cost against reliability and storm performance objectives. Some of the main program objectives are:

- Customer and employee safety;
- Tree caused outage minimization, with the objective to reduce the number of tree caused outages, particularly in the "preventable" category;
- Effective cost management; and
- Customer satisfaction, with the goal to provide the customer top quartile service.

As part of the IVM program, PEF has implemented a comprehensive feeder prioritization model to help ensure that tree caused outages are minimized by focusing on the feeders that rate high in the model. Prioritization ranking factors are based on past feeder performance and probable future performance. Some of the criteria used in feeder prioritization include the number of customers per mile, the number of tree caused outages in prior years, outages per mile, the percentage of outages on backbone feeders, the percentage of total tree outages categorized as preventable (i.e., outages caused by trees within PEF rights-of-way), and total tree customer minutes of interruption ("CMI"). In implementing this prioritized process, PEF follows the ANSI 300 standard for pruning and utilizes the "Pruning Trees Near Electric Utility Lines" by Dr. Alex L. Shigo.

Generally, PEF attempts to maintain an average trimming cycle of three years. Although PEF works toward a benchmark goal of a three-year weighted average system maintenance cycle, it balances this goal against overall system reliability, customer impact, and cost effectiveness in determining its ultimate trim cycles. In some instances, PEF may defer maintenance on some feeders without significantly impacting reliability while accelerating maintenance on other feeders that are experiencing more significant issues than others. This approach has resulted in a significant improvement in system reliability, as measured by SAIDI, since 2001, including an improved SAIDI related to tree caused outages.

A mandatory three-year trim cycle without regard to system reliability, customer impact, and cost-effectiveness would not benefit PEF's customers when compared to a focused and targeted plan such as PEF's IVM program. Additionally, in recent years, PEF has experienced availability challenges within the tree trimming labor force in Florida. A non-targeted, mandatory three-year trim cycle would adversely impact all electric utilities within the state by forcing them to compete for an already scarce resource. Such demand could be expected to inflate costs for all utilities. Further, a mandatory, non-targeted three-year cycle would not provide the flexibility that PEF can currently leverage to address tree conditions that can vary significantly depending a number of variables, most significantly weather conditions. PEF

estimates that a mandatory three-year cycle would immediately increase costs by approximately $7M in the first year of its implementation and could increase PEF's overall budget needs at a conservative rate of three percent (3%) per year. PEF does not endorse this approach. Rather, PEF can more effectively manage tree resources while providing the maximum benefit to our customers by utilizing PEF's IVM program.

2) Audit of Joint Use Attachment Agreements.

PEF currently has approximately 700,000 joint use attachments on distribution poles and approximately 5,000 joint use attachments on transmission poles. While the majority of these attachments are on wood poles, approximately 15% of the distribution joint use attachments are on concrete or metal structures and approximately 25% of the transmission joint use attachments are on concrete or metal poles. The information provided below outlines PEF's plan to gather information on "non-wood" existing joint use poles over an average 8-year inspection cycle as outlined in Order No. PCS-06-0144-PAA-EI.

PEF plans to inspect all PEF distribution poles (regardless of pole type) with joint use attachments on the 8 year audit cycle outlined in Order No. PCS-06-0144-PAA-EI. These audits will start at the sub-station where the feeder originates. For each group of poles in a tangent line, the pole that has the most visible loading, line angle, and longest or uneven span length will be selected to be modeled for wind loading analysis. Each pole modeled will be field inspected. The attachment heights of all electric and communication cables and equipment will be collected. The pole age, pole type, pole number, pole size / class, span lengths of cables and wires, and the size of all cables and wires on all sides of the pole will be collected.

The selected pole's information will then be loaded into a software program. The pole information will be analyzed and modeled under the NESC Light District settings of 9psf, no ice, 30° F, at 60 MPH winds to determine current loading percentages. If that one pole fails, the next worst case pole in that group of tangent poles will be analyzed as well. Each pole analyzed will determine the existing pole loading of all electric and communication attachments on that pole. If the existing analysis determines that the pole is overloaded, a work order will be issued to replace the pole with a larger class pole. Should the original pole analyzed meet the NESC loading requirements, all similar poles in that tangent line of poles will be noted as structurally sound and entered into the database as "PASSED" structural analysis. The results of the analysis and all communication attachments will be entered into the FRAMME system. Reporting from the FRAMME system will indicate the date and results of the analysis. Poles rated at 100% or lower will be designated as "PASSED." Poles that are analyzed and determined to be more than 100% loaded will be designated as "FAILED," and scheduled to be changed out. Once the pole is changed out, FRAMME will be updated to reflect the date the new pole was installed with the new loading analysis indicated.

PEF plans to inspect all transmission poles (regardless of pole type) with joint use attachments on the 8 year audit cycle outlined in Order No. PCS-06-0144-PAA-EI and PEF's Pole Inspection Plan filed with the Commission on April 1, 2006. Audits will start at the sub-station where the transmission circuit originates. All pole information (pole size, class, type, age, pole number, cable, wire, equipment attachment heights, span lengths) including structural plan and profiles will be sent to an outside engineering firm to be modeled in PLS-CADD/LITE and PLS-POLE software for structural analysis. The firm will determine the worst case structures in a tangent line and request the structural drawings and attachment information on those selected poles. Typically, transmission poles with line angle and uneven span lengths are the poles considered for wind loading analysis.

The selected pole information will be loaded into the PLS-CADD and PLS-POLE software. Depending on the pole location per the NESC wind charts, one of the following load cases is run. **NESC Light District:** 9psf, no ice, 30° F, 60mph; **NESC Extreme:** 3 sec gust for the specific county, no ice, 60° F (Ex: Orange County is 110 mph); or **PEF Extreme** at 36psf, 75° F, wind chart mph. If that one transmission pole fails, the next worst case pole in that group of tangent poles will be analyzed as well. Each transmission pole analyzed will determine the existing pole loading of all electric and communication attachments on that pole. If the existing analysis determines the transmission pole is overloaded, a work order will be issued to replace the pole with a stronger pole. Should the original pole analyzed meet the NESC loading requirements, all similar poles in that tangent line of poles will be noted as structurally sound and entered into the database as "PASSED" structural analysis.

The results of the analysis and all communication attachments will be entered into the FRAMME system. Reporting from the FRAMME system will indicate the date and results of the analysis. Transmission poles rated at 100% or lower will be designated as "PASSED." Transmission poles that are analyzed and determined to be more than 100% loaded will be designated as "FAILED," and scheduled to be changed out. Once the transmission pole is changed out, FRAMME will be updated to reflect the date the new pole was installed with the new loading analysis indicated.

Pursuant to the requirements of FPSC Order No. PCS-06-0144-PAA-EI, PEF will file a wood pole inspection report with the Division of Economic Regulation by March 1st of each year. The report shall contain the following information:

1) A description of the methods used for structural analysis and pole inspection.

2) A description of the selection criteria that was used to determine which poles would be inspected.

3) A summary report of the inspection data including the following:

   a. Number of poles inspected.
   b. Number of poles not requiring remediation.
   c. Number of poles requiring remedial action.

d. Number of pole requiring minor follow up.
e. Number of poles requiring a change in inspection cycle.
f. Number of poles that were overloaded.
g. Number of inspections planned.

In this annual report, PEF will also file the same information for "non-wood" transmission and distribution structures that have joint attachments.

In PEF's wood pole inspection plan previously filed with the Commission under Order No. PCS-06-0144-PAA-EI, all poles, regardless of pole type, were included in the cost estimate for "Joint Use Inspection" Below is an extrapolation of "other than wood" pole audit cost for transmission and distribution poles with joint attachments.

Estimated Cost to Analyze "Other than Wood Poles"

Cycle Year	500,000 Dist Poles in System with JU (15.4%)	10% of Dist Poles Analyzed	Cost per Dist Pole to Analyze	2,500 Trans Poles in System with JU (25%)	30% of Trans Poles Analyzed	Cost per Trans Pole to Analyze	Annual cost to Analyze "Other than Wood" Poles
1	9,625	963	$70.00	78	23	$450.00	$77,940.00

3) Transmission Structure Inspection Program.

Pursuant to FPSC Order No. PSC-06-0144-PAA-EI, PEF filed a wood pole inspection plan for its wooden transmission assets with the FPSC on April 1, 2006. In conjunction with PEF's wood pole inspection plan, PEF will conduct other Transmission Line assessments. These assessments will primarily include Transmission Line Aerial Inspections and Transmission Line Ground Inspections, as well as Transmission substation inspections.

(i). Aerial Patrols

Aerial patrols will utilize helicopter surveys of the transmission system on average three times per year to identify potential problems and needed corrective actions. Patrols will be conducted with qualified Line and Forestry personnel to look for and document conditions on the following items:

Guys	Braces	Conductors	Substation Equipment
Aerial Markers	Poles	Crossarms	Line Traps
Arresters	OHGW & OPGW	Encroachments	ROW Condition
Insulators	Splices/Dampers	Line Sect. Switches	Vegetation Issues

The aerial patrols will inspect the condition of 69 - 500 kV voltage class transmission lines and associated hardware/equipment. These patrols will be used to aid the Transmission Line Maintenance Crew in scheduling and planning preventive/corrective maintenance work.

(ii). Transmission Line Ground Inspections

PEF will perform ground patrols to inspect transmission system line assets to allow for the planning, scheduling, and prioritization of corrective and preventative maintenance work. These patrols will assess the overall condition of the assets including insulators, connections, grounding, and signs, as well as an assessment of pole integrity. Each transmission line shall have a ground patrol conducted once every 5 years. The primary goal of a ground patrol is to inspect transmission line structures and associated hardware on a routine basis with the purpose of finding and documenting any required material repairs or replacements.

(iii) Structural Integrity Evaluation

The joint use inspector will note and record the type and location of non-native utility pole attachments to the pole or structure. This information will be used by the Joint Use Department to perform a loading analysis, where necessary, of the pole or structure. Specific information on this process is contained in the Joint Use section of this Plan.

(iv). Transmission Substation Inspections

PEF will perform monthly inspections of Transmission – Transmission Substations, Transmission – Distribution Substations and Generation Plant Substations. These inspections will consist of a visual analysis of Substation Assets and documentation of operation information. This visual inspection and operation information will be used to develop actions to correct any discrepancies and to schedule preventative maintenance.

(v). Records and Reporting

An asset inspection report will be filed with the Division of Economic Regulation by March 1st of each year. The report shall contain the following information:

1) A description of the methods used for analysis and inspection;

2) A description of the selection criteria that was used to determine which assets would be inspected; and

3) A summary report of the inspection data;

Transmission Line Inspections Cost Estimates

O&M Costs	10 Year Total Cost
Aerial Patrols	$3,000,000
Ground Patrols & Misc. Repairs	24,000,000
Ground Line Inspections	$2,400,000
Total O&M Cost	$29,400,000

4) Hardening of Existing Transmission Structures.

PEF currently has over 45,000 transmission structures with approximately 4800 miles of transmission lines in the Florida Grid. Approximately 34,000 structures (or 75%) are currently supported with wood poles. PEF currently averages approximately 500 wood pole to concrete or steel pole maintenance change outs per year. Additionally, PEF currently relocates approximately 100 poles per year due to developer requests or highway improvements, and these poles are replaced with concrete or steel poles. Furthermore, PEF will also be performing system upgrades due to system growth on several lines over the next 10 years. This, on average, will result in approximately 250-350 wooden structures per year being changed out and replaced with concrete or steel poles over the next 10 years.

PEF also estimates that it will be adding 300-400 structures per year over the next 10 years due to system expansion and growth. All new structures will be constructed with either concrete or steel and will be designed to meet or exceed current NESC Code requirements. Based upon these projections of new additions and pole change, this should reduce the percentage of wood structures on the PEF system from 75% to less than 50 % during a 10 year period. The following table provides PEF's estimated costs:

Costs	Changeouts or new Poles /Year	Cost/Year	Total Changeouts or new Poles/10 years	Total 10 Year Costs (Present Value)
Maintenance Change outs	500	$7.0 Million	5000	$70 Million
DOT Relocations	100	$7.0 Million	1000	$70 Million
Line Upgrades and Additions	750	$ 50.0 Million	7500	$500 Million
Increased GL Inspection	200	$2.8 Million	2000	$ 28 Million
Total	1550	$66.8 Million	15500	$668 Million

5) Transmission and Distribution Geographic Information System.

Distribution

With respect to Distribution, PEF's ultimate goal for collecting and maintaining asset and performance data is to first create an environment that contains all the elements referenced by the Commission in Order No. PSC-06-0351-PAA-EI (i.e., GIS capable of locating, mapping, and keeping inspection, vintage, and performance data on all transmission and distribution assets). To achieve this goal, additional capital and O&M funding is necessary to enhance existing systems.

Currently, PEF has a GIS system that provides an operational view of our assets. In other words, PEF's current GIS system has information that is location specific, not asset specific. To implement an enhanced GIS, PEF would need to change its current GIS system from location driven to asset driven. This would enable PEF to collect data from many sources including operations, inspections, performance systems, and other sources, which would provide PEF the ability to look for trends in performance of individual assets as well as trends in the aggregate of its assets. To fully implement this strategy, PEF Distribution would need to invest in several systems and perform additional field inspections and audits on it assets. The estimated costs are set forth below.

Systems:

Computer Maintenance Management System
Estimated Costs - $1M

One of the first systems that would need to be developed would be a Computer Maintenance Management System. This system would be responsible for collecting performance and historical data on PEF's assets. This system would be linked to PEF's GIS.

Operational Datamart
Estimated costs - $950k

This system would be responsible for pulling information out of the GIS and the CMMS systems to provide reporting capabilities like asset analysis, trends, and early identification of potential asset failures. This provides decision support tools as well as interfaces to those required systems like GIS, CMMS, and CDMS.

Asset Management - Corporate Document Management Systems (CDMS)
Estimated Costs - $250k

The implementation of a new corporate document management system would support archival of and access to all documents and drawings related to distribution assets and the aggregation of those assets to a

system. This would likely facilitate the referencing of standards in the past as well as current design standards.

Facility Baseline Inspection
Estimated Costs - $6.6M

PEF would further need to execute a comprehensive inspection of its distribution facilities to gather additional information and data for its new GIS system. This would be a critical component to establish an informational baseline for PEF facilities and assets. This baseline then would be used in conjunction with the CMMS to store the results of the inspections as well as update the GIS with any net new removals or additions to the Distribution facilities.

Total One time Costs - 1M+950k+250k+6.6M = $8.8M

Transmission

PEF Transmission has a functioning GIS system (MapInfo) that is linked to PEF's work management system. This system contains information on the location of the pole, the type of pole, and it contains a photo image of the pole or structure. Presently, this system does not contain the maintenance history of the facility. Over the next 6 years, PEF plans to populate the system with maintenance data that will be captured in PEF's Transmission Line Inspection Plan. The data would include:

1. Date Inspected;
2. Type of Inspection;
3. Conditional Assessment of the Transmission facility;
4. Status of Remediation/Repair Work Order.

[redacted]	Total 10-Yr Cost
[redacted]	$ 2,000,000
[redacted]	$1,000,000

6) Post-Storm Data Collection and Forensic Analysis.

Distribution

The purpose of forensic assessment is to provide data on causal modes for distribution pole and structure damage due to major storms. Four functional roles have been defined to support the collection of forensic

data during major storm response; System Forensic Assessment Coordinator, Regional Forensic Lead, Forensic Assessor, and Forensic Support.

The following is a list of key activities identified for each functional role defined in support of the Forensic Assessment process during major storm response:

System Forensic Assessment Coordinator- This position is responsible for the coordination of collecting and collating forensic data of distribution pole and structure damage due to a major storm. Key activities may include:

- Monitor path of approaching storm and coordinate a pre-storm conference call with Regional Forensic Leads at least 48 hours prior to expected landfall.
- Facilitate and document substation and feeder assignments among Regional Forensic Leads.
- Coordinate end-of-day conference calls with Regional Forensic Leads to determine daily progress and communicate system forensic assignments for the following day.
- Develop and deliver post-storm System Forensic Summary Report to the Damage Assessment Manager within 2 weeks after storm restoration activity has been completed.

Regional Forensic Lead- This position is responsible for the execution of a forensic review of the assigned region and for coordinating the field activities of the Forensic Assessors and Forensic Support functions. Key activities may include:

- Participate in pre-storm conference call with System Forensic Coordinator at least 48 hours prior to expected landfall to determine high-priority substations for Forensic Assessment and additional calls, as needed.
- Communicate team assignments and expected initial reporting time/location to Forensic Assessor and Forensic Support team members 48 hours in advance of expected landfall.
- Secure and assign vehicles for all Forensic Assessment teams within the region.
- Determine and communicate daily substation and feeder assignments by team.
- Establish protocols and timelines with Forensic Assessment teams within the region for communicating daily start, stop, and safety check-in times and notify system Damage Assessment Manager and System Forensic Coordinator if communication is not established with teams as expected.
- Participate in end-of-day conference calls with System Forensic Coordinator and other Regional Forensic Leads to determine the system-wide status of Forensic Assessment and assign assessment locations for the following day.
- Provide complete Region Substation Forensic Summary Reports to System Forensic Coordinator within 1 week after storm restoration activity has been completed.

Forensic Assessor- This position is responsible for the resources necessary to conduct the Forensic Assessment in the field, including the direct supervision of an assigned Forensic Support team member. Key activities may include:

- Be proficient in the data collection process and procedure necessary to conduct Forensic Assessment.
- Prepare field kit upon initial notification of assignment from Regional Forensic Lead.
- Confirm daily Forensic Assessment assignment with Regional Forensic Lead and confirm protocols and timelines with for communicating daily start, stop, and safety check-in times.
- Initiate contact with assigned Forensic Support team member and provide just-in-time refresher of expectations as required.
- Conduct pre-trip inspection with Forensic Support prior to departing local Operation Center to ensure all materials and resources are available and that the vehicle is in safe working order.
- Conduct pre-job briefing before each inspection.
- Conduct field Forensic Assessment of assigned substations and/or feeders and collect required data for each pole identified as damaged or in need of repair.
- Report daily observations and status update to Regional Forensic Lead as assigned.
- Complete and submit hardcopy checklist to Regional Forensic Lead for each pole identified as damaged or in need of repair no later than 2 days after restoration activity has been completed.

Forensic Support- This position will provide field support to the Forensic Assessor in the collection of required data during Forensic Assessment in the field. Key activities may include:

- Participating in pre-job briefings.
- Safe operation of assigned passenger vehicle.
- Cataloguing time, location, and other required data for each pole identified as damaged or in need of repair.
- Assisting in the preparation of summary reports for use by the Regional Forensic Lead.

PEF has implemented the Forensic Assessment process for the upcoming 2006 storm season.

Transmission

Field Data Collection

PEF Transmission will establish a contract with an engineering/survey firm that will require the firm to provide resources immediately after a storm event. This contractor will collect detailed post storm data necessary to perform storm damage and forensic analysis. This data will include:

1. Photographs of the failed facility;
2. Conditional assessment of the failed facility;

3. Sample collection of any failed components; and
4. Date stamps, name plate data.

Maintenance/GIS Data

The balance of needed data will be collected from the GIS data base and will include:

1. Location of the facility (GPS coordinates);
2. Type and design of the facility;
3. Facility vintage; and
4. Maintenance history of facility.

Data Reduction

The above data will be provided to a consultant. Using the storm data that was collected from the field collection process, data contained in the GIS data base, and available weather data, a forensic analysis will be performed in order to correlate storm intensity, design standards, maintenance history, geographic locations, materials, facility types, and vintage. From this analysis, the consultant will make recommendations storm hardening improvements.

Estimated Costs

Estimated costs will be based on the amount of storm damage that occurs as a result of a single storm in one year. The estimated costs listed below are based upon the illustrative assumption of 100 transmission structures that are damaged and require analysis.

Costs	Total 10-Yr Cost
Field Data Collection	$5 Million
GIS Data Collection	$2 Million
Data Reduction and Recommendations	$2 Million
Total Cost	$9 Million

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

PEF will collect information to determine the percentage of storm caused outages on overhead systems and underground systems. Some assumptions are required when assessing the performance of overhead

systems versus underground systems. For example, underground systems are typically protected by overhead fuses. PEF will provide for these factors in its analysis.

PEF has an internal hierarchy in its Outage Management System (OMS) that models how all of its facilities are connected to each other. This information provides the connection to the feeder breaker down to the individual transformer. PEF's Customer Service System (CSS) captures which customer is tied to what individual transformer. PEF's Geographical Information System (GIS) provides several sets of data and information points regarding PEF's assets. PEF will use these systems to help analyze the performance of the following types of assets:

Breakers
Electronic Reclosers
Fuses
Hydraulic Reclosers
Interrupters
Motor Operated Switches
OH Conductors
OH Transformers
Primary Meters
Switch Gear Fuses
Sectionalizers
Services
Switches
Terminal Pole Fuses
Under Ground Conductors
Under Ground Transformers

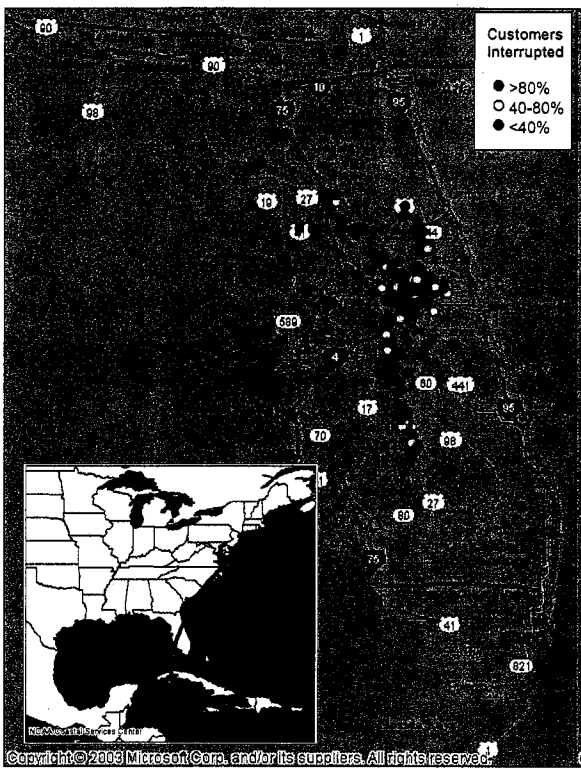
As part of this process, the location of each feeder circuit point is determined by approximating the geographic midpoint of each circuit. Outages experienced as a result of a named storm will be extracted from system data. The outages will then be grouped by feeder circuit ID and by outage type, where outage type is either overhead or underground. The number of customers interrupted by an overhead device will then be summed by feeder circuit ID and the number of customers interrupted by an underground device will be summed by feeder circuit ID. A single feeder circuit may have overhead and underground outages, so approximations will be made in those circumstances.

Once this information is collected, the percentage of customers interrupted will be calculated by dividing the sum of customers interrupted per feeder circuit by the total customers served for that feeder circuit. This process is applied as the sum of customers interrupted by all overhead devices on a feeder circuit divided by the number of customers served by the feeder circuit and the sum of customers interrupted by all underground devices on a feeder circuit divided by the number of customers served by the feeder circuit. As a result of this process, PEF will produce graphic representations of performance such as those depicted below:

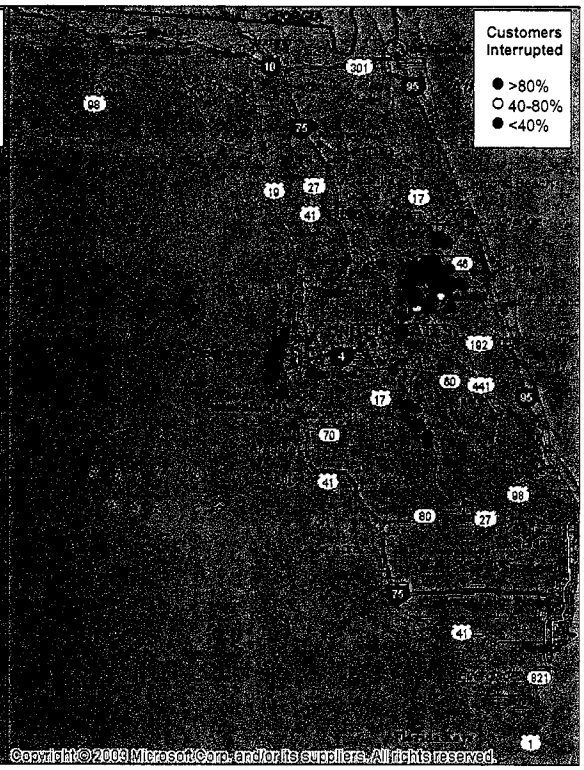
Progress Energy

Ongoing Storm Preparedness Plan

OH Construction Outage Severity



UG Construction Outage Severity



PEF will also collect available performance information as apart of the storm restoration process via servicemen in the field, such as:

Restore time;
Cause code;
Observations and comments;
Failed device name;
Failed device size;
Failed device type;
Failed device phase; and
Failed device location.

The implementation of a new GIS system discussed above would enhance PEF's ability to collect data relevant to asset performance, and PEF would use this data to analyze and compare the performance of its overhead and underground systems.

8) Increased Utility Coordination With Local Governments.

This part of the Plan addresses increased coordination with local governments to enhance PEF's ability to prepare for and respond to storms and other severe weather events. PEF's goal is to provide excellent customer service and collaboration with local governments before, during, and after emergencies through organization, commitment, strong relationships, the provision of resources, and communication and feedback mechanisms. Through a collaborative partnership with local governments, PEF can take advantage of the mutual interest in excellent response to communities through year-round dialogue and planning. Specifically, PEF will focus on the following in implementing this plan in conjunction with local governments:

- Identify opportunities throughout the year to improve preparedness on both the part of the utility and the public taking advantage of government's local knowledge and existing organization.
- Develop enhanced organization and planning to improve readiness.
- Educate the public on proper storm preparation and restoration actions.
- Provide local governments with the support needed to facilitate the coordination of outage restoration in a safe and efficient manner.
- Provide local governments with ongoing information and updates in advance of, during and after storm events to assist them with their local storm preparation and restoration efforts including informing the public.
- Assist in the resolution of local governmental issues and concerns related to storm and emergency situations.

In order to meet the requirements of FPSC Order No. PSC-06-0351-PAA-EI, PEF has established an internal team focused on local governmental coordination activities. These activities include dedicated resources, training, continuous coordination with government, storm preparation, storm restoration and an EOC program.

a) Staffing and Training

A cross-functional internal team has been established utilizing personnel from numerous areas including community relations, regulatory affairs, and account management. The role of the team will be to develop and implement initiatives focused on governmental coordination and to participate in both internal and external storm preparation planning activities.

- Staffing – The governmental coordination team consists of approximately 70 employees throughout PEF's service territory. Each member is assigned to a specific role. Job descriptions have been developed for each role. These will be updated annually to meet current needs and requirements. Below are the roles for this team and the approximate number of employees in each role.

  Government Coordination Roles
  Storm Coordinator (1)
  State EOC Coordinator (1)
  Community Relations Manager – CRM (6)
  Manager, CIG Accounts (1)
  Back Up CRM/Support (23)
  EOC Representative (28)
  Operations Center Liaison (10)

Members of the team are responsible for familiarizing themselves with their job description, participating in annual training and general readiness for storm duty as required. In addition, certain members will work with assigned communities throughout the year to identify opportunities for enhanced coordination and support local community storm preparation activities.

Annually a system-wide internal storm drill will be conducted in which members of the team will participate. The State EOC Coordinator will work with state agencies to coordinate the company's participation in the annual state storm drill.

Staffing scenarios are created to simulate different storm impacts and staffing assignments to support each impact scenario. Personnel are flexible to shift to positions throughout the state as needed. This supports initiatives to coordinate with local government including emergency management organizations throughout the year (i.e. community storm drill activities, updating EOC infrastructure restoration priority account lists and EOC contact lists).

Training is been developed for all team members. Training will be conducted on an annual basis in multiple locations throughout the system and will include the following elements:

Overview of government coordination organization
Storm assignments and roles
Job requirements
Material and resource requirements
EOC crew management module
NIMS training

In addition to classroom training, an internal electronic site is being developed to house information and resources that are accessible by all team members before, during, and after storm events. This site will include, but not be limited to, the information listed below.

Training Presentations and Materials	Storm Job Descriptions
Staffing Priority List	Team Member Lists/Contact Info
Maps, Location/Contact Information	Territorial Maps
Government/Agency Contact Information	Storm Staffing Scenarios
Calendar of Activities	Storm Organization Chart

b) On Going Coordination

Throughout the year, company representatives will work with local government officials and agency representatives to enhance the flow of information and to identify coordination opportunities. Coordination opportunities fall into several categories – storm related activities, vegetation management programs, undergrounding programs, and other coordination efforts.

- Storm Related Activities

  Representatives from PEF will participate in local storm workshops and expositions throughout PEF's service territory. In many cases, PEF will act as presenters or co-sponsor for these events. These events will occur in each region of PEF's service territory. In addition, PEF will hold workshops and other coordination meetings with local officials and agencies to educate on restoration programs, develop coordination plans, exchange feedback and generally enhance communication between organizations. Some key events scheduled for 2006 are listed below.

  - PEF is taking steps to enhance public information through the media. Among a number of activities, PEF will be participating as a panelist in hurricane preparedness town hall-type meetings forums in the Tampa and Orlando television markets. The programs are designed to educate the public and will include representatives from local government emergency management, the Red Cross, and FEMA.

- PEF is scheduled to participate in EOC Coordination activities in most counties served including events and briefings in the following counties:

  Pinellas County
  Orange County
  Columbia County
  Gulf County
  Highlands County
  Pasco County
  Volusia County

- PEF is scheduled to participate in State-sponsored events:
  Governor's Hurricane Conference
  State Storm Drill

- PEF Sponsored events:
  South Coastal Community Storm Meeting and Expo (Pinellas and Pasco Counties)
  Progress Energy's 911 First Responders Storm and Safety Expo (Winter Garden Operation Center – covering Orange, Osceola, Seminole, Lake, Volusia, Gilchrist, Sumter and Polk)
  PEF is incorporating into its SCORE workshops for commercial, industrial and governmental customers a segment on hurricane preparedness and PEF restoration processes.

- Vegetation management coordination program

It has become essential to implement programs designed to improve coordination with communities regarding vegetation management. Not only will these activities support efforts to improve overall reliability improvement programs, but they will also support storm preparation and restoration activities. PEF has completed the development of a community vegetation management education program. This program is designed to:

- Ensure that all Progress Energy customers will have received some form of vegetation management education through community outreach, events, web site information, advertising and other communication mechanisms.
- Improve relationships with local governments, offering successful vegetation programs in their communities.
- Launch a Radio/Public Service Announcement Campaign in 2006 that will reach more than 30% of the Progress Energy market.
- Distribution of information in 2006 on vegetation management that will reach more than 30% of the Progress Energy market.
- Vegetation programs and events in Progress Energy communities in Florida.

- Undergrounding Programs

  The impact of hurricanes in Florida since 2004 has renewed local government interest in burying overhead power lines. In an effort to work with communities to address this renewed interest in undergrounding their utilities, PEF is enhancing its programs in this area and has seen a marked increase in interest in the programs. PEF has ongoing undergrounding partnerships with a number of communities. Within these projects, the company acts as project manager and facilitates coordination not only with the municipality but also with other utilities (i.e., cable, TV).

  Local government underground cost recovery tariff - PEF is in the process of revising its local government underground cost recovery tariff. This tariff allows local governments to recover the CIAC portion of the cost for underground projects through electric bills of customers within the local government's jurisdiction. The revised tariff will increase government flexibility in managing the cost of underground projects. As part of this program, the company is developing the concept of a secure external portal designed to assist governments in managing their underground projects utilizing the tariff.

- Street lighting repair program

  PEF has implemented an improved program for customers to report street light outages to enhance the repair process. As part of the effort, we are coordinating with local government to communicate the improved process and encourage better utilization by government of improved reporting mechanisms. Communications have been sent to all city and county governments.

- Other coordination activities

  PEF continues to develop opportunities to enhance relationships and communication with local government for improved service, reliability and restoration efforts. For example, the company plans to send out a communication to each local government within our service territory to encourage a link to the company's storm information web site be place on the community web site.

c) Plan implementation during storm events

When a major storm event occurs, the local government coordination storm plan will be executed. All team members will participate in pre-storm planning activities and receive assignments to specific regions and roles. The following is a high-level list of actions that will be performed by the team intended to provide excellent execution of community restoration activities and support of local government efforts.

- Communications with local government officials, agencies and key community leaders prior to the storm event notifying of PEF storm readiness activities and status.
- Ongoing communications to government officials, agencies and key community leaders providing updates of outage and storm restoration efforts of the company.

- Oversight of EOC Representatives (State) assigned to state and local EOCs.
- Provide updates and information for coordination purposes to internal leadership and operation personnel within the company.
- Obtain the Governor's Executive Order and distribute to PEF Logistics personnel for logistical purposes.
- Prepare DOT Waivers and communicate with DOT SEOC personnel (ESF 16) to expedite arrival of out-of-state crews prior to entry into the State of Florida.
- Prepare Aviation Waivers and obtain approvals from ESF 1 & ESF 3 (DOT & Public Works).
- Coordinate with PEF Storm Centers for the exchange of accurate information pertaining to restoration efforts before, during and after a major storm.
- Communicate with local officials regarding power outage data for the county as well as restoration efforts.

d) Emergency Operation Center (EOC) Plan

PEF has created and will be implementing a specific program for the management of restoration activities in coordination with local government at state and county EOCs during storm events. The specific role of the EOC Representative has been created to engage with EOC management on pre-storm planning and during storm events. The company has also assigned specific personnel to represent the company and to be stationed in a number of key EOCs throughout the storm event.

The primary responsibility of the EOC Representative is to work with the EOC personnel to establish current priorities for restoration, communicate this information to appropriate operating center personnel and ensure EOC priorities are worked successfully. The EOC Representative and other team members are responsible for establishing contact with assigned EOC and to update storm restoration infrastructure priority lists prior to the beginning of the storm season.

Pre-storm duties:

- Work with local governments to update specific city/county and EOC priorities (e.g. designated hospitals, shelters, traffic lights, essential water treatment facilities and lift stations, etc.) and develop prioritized account list for each county.
- Create list of all governmental facilities in the County including responsible operating center, substation, and feeder.
- Review PEF procedures with EOC staff and establish working relationship and rules.
- Work internally with operations personnel to establish EOC priority work flow.
- Provide feeder maps or outage information for the County for use at the EOC.
- Obtain a street level utility territory map for the County.

- Assure a network connection that will accommodate a Progress Energy computer exists at the EOC.
- Attend scheduled meetings as the storm approaches.
- Participate in software training at EOCs.

Duties during major storm event:

- Organize and report "911" type issues to Dispatch
- Advise company of the need for press briefings or public official meetings
- Attend scheduled EOC meetings
- Provide regular briefings on PE progress and deliver key communications to EOC personnel
- Communicate internally for the exchange of timely and accurate information

Duties after major storm:

- Attend scheduled EOC debriefing meetings
- Responsible for "break-down" of PEF area in EOC facility

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

PEF will support a collaborative effort to conduct research and development (R&D) on the effects of hurricane winds and storm surge to the electrical system of Florida. The company also will support the leadership of the R&D effort to be facilitated through a centrally coordinated effort managed by an entity within the state that can draw from various universities and research organizations not only in Florida, but across the United States as well.

PEF believes the necessary leadership to serve as the R&D coordinator is available from the Public Utility Research Center ("PURC") in the Warrington College of Business Administration at the University of Florida. PURC is a long-standing research organization with a strong working relationship among the investor-owned utilities, cooperatives and municipals. Therefore, PURC is well positioned to either provide or secure the resources necessary for the R&D effort envisioned by the Commission.

PURC's position within the university community of the state and the nation allows the organization to draw from a number of resources otherwise unknown to utilities. Therefore, by coordinating the overall R&D initiative, unnecessary duplication of effort and superfluous spending should be avoided. However, if a utility has a need for a specific type of research to determine a solution to its unique problem, the utility is not hindered from engaging in independent research on its own through a local university or research organization other than PURC.

Estimated Costs and Timeline

PEF believes the collaborative research plan described above meets the intent of the Commission. The cost for this initiative will be determined by the extent and duration of R&D requested by the IOUs.

10). Natural Disaster Preparedness and Recovery Program.

Please see Attachments A, B and C to this Plan for PEF's Preparedness and Recovery Programs.

- Attachment A – Department Storm Plans
- Attachment B – Transmission Department Corporate Storm Plan
- Attachment C – Distribution & Transmission Storm Plans - Florida

Document title

Energy Delivery Emergency Response Plan

Document number

EMG-EDGX-00010

Applies to: Energy Delivery Group – Carolinas and Florida

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

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

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

Distribution System Storm Operational Plan –DSSOP (EMG-EDGX-00042)

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

Supporting Storm Plan Information
(Server NT000070\Shares70\Distribution Storm Plan)

Corporate Communications Storm Plan
Current Crew Inventory – Carolinas
Current Storm Information
Customer Service Center Storm Plan
Damage Assessment
Data Management
Fleet Services Storm Plan
Historical Storm Information
IT&T Storm Plan
Region Storm Plans - Carolinas
Region Storm Plans - Florida
Safety Instructions
Siren Restoration Plan
Storm Cards
Support Services
SWARM
System Logistics & Staging Plan – Carolinas
System Logistics & Staging Plan – Florida
System Storm Center – Carolinas
System Storm Center - Florida

System Storm Plan
Telecommunications Storm Plan
Transportation Storm Plan

Table of Contents

Exhibit-10-Carolinas Region Coordinator Phone Numbers
Exhibit-11-Florida Region Coordinator Phone Numbers
Exhibit-12-Storm Teams
Exhibit-14-Blank Storm Team Form
Exhibit-15-Storm Room Standards
Exhibit-16-Daily Thunderstorm Monitoring

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

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

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

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

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

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

Document title

Distribution System Storm Operational Plan

Document number

EMG-EDGX-00042

Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Introduction

At Progress Energy we believe that people succeed because they act with integrity, collaborate effectively, embrace diversity, and communicate. Not only do they take responsibility for their actions and achieve objectives with speed and agility, they are intolerant of mediocrity and produce results that matter.

As a company our goals are to exceed customer expectations, to deliver superior shareholder value, and to challenge employees to excel. With these goals and principles in mind, we have developed the Distribution System Storm Operational Plan: PEC/PEF Emergency Response, Repair, and Restoration Procedures.

This plan provides a blueprint for safely restoring power to our customers in the shortest amount of time following a storm. Designed with the flexibility to respond to both small and large storms, the comprehensive plan reflects an organizational redesign at Progress Energy. The storm plan also incorporates internal feedback suggestions and customer survey responses, documenting and applying the invaluable knowledge gained from experience.

Built on Experience

At Progress Energy we have faced more than our share of storms and hurricanes. In 2004, our company received the Emergency Response Award from Edison Electric Institute for "outstanding work under extreme conditions" during the unprecedented four hurricanes that pounded Florida and the Carolinas in August and September of that year. We have received this award a record five times, including our responses to hurricanes Bonnie (1998) and Floyd (1999), the January 2000 winter storm, and the December 2002 ice storm. In 2005, our company received the EEI Emergency Assistance award which recognized our storm restoration efforts in support of outside electrical utilities located in the Southeastern Electric Exchange (SEE).

By applying lessons learned from past events during the 2004 hurricane season, we were able to quickly and efficiently implement best practices, maximize manpower, and reduce damage to equipment. Lessons learned from all past storms and hurricanes have been integrated into this plan, so we may continue to produce results that matter with speed and agility before, during, and after a storm.

Using the Plan

The purpose of the Distribution System Storm Operational Plan (DSSOP) is to ensure that all employees are informed and aware of the roles they serve in the event of a major storm. Many of you whose jobs do not normally require involvement in service restoration will be called upon to offer your talents and services in providing staging and logistics support, guiding crews, answering telephones at the Customer Service Center, or other critical roles.

To make best use of this plan, carefully read the section or sections that apply to your role. It is also helpful to read the roles and responsibilities of your interface contacts. The table of contents provides hyperlinks to functional processes, each of which contains (or will contain in a future revision as information becomes available) a mission statement, functional process and/or sub-process descriptions, flow charts, organization charts, job descriptions, key interface points, checklists of actions, lists of needed tools and information, an inventory of systems used, and links to supplementary information. Job codes are provided for each job title, with a hyperlink to the appendix listing Progress Energy personnel.

The DSSOP has been created as a Word document and is posted on the Progress Energy Intranet as a PDF file, making it easy to access, print, and keep on hand.

Finally, it is important to read the original Distribution Storm Plan, EMG-EDGX-00010, in its entirety. That plan is also available on the Intranet, and its Overview page provides a link to the new DSSOP.

Updating the Plan

The Progress Energy DSSOP is a dynamic document that requires periodic enhancement and regular updates to maintain its effectiveness in time-critical situations. Maintenance of the DSSOP is the responsibility of the Distribution System Storm Coordinator (DSSC1) and is accomplished in the following manner:

Plan Revisions

Telephone numbers and personnel assignments should be updated prior to the hurricane season and ice storm season. In addition, updates should be made as they occur during each storm season.

Lessons Learned Process

Each Distribution System Storm Coordinator (DSSC1) will conduct a lessons learned process with their storm teams after each major storm and have each member review and critique planning and restoration efforts. The evaluation process must include the following:

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

Each Operations Center Coordinator (OPS1) will send their list of recommended improvements to the Region Storm Manager (REG1), who will compile the regional list and forward it to the Distribution System Storm Coordinator (DSSC1). The Distribution System Storm Coordinator (DSSC1) will then determine which items should be pursued to effect any system-wide changes and will develop an action plan for implementing these improvements.

Plan Maintenance

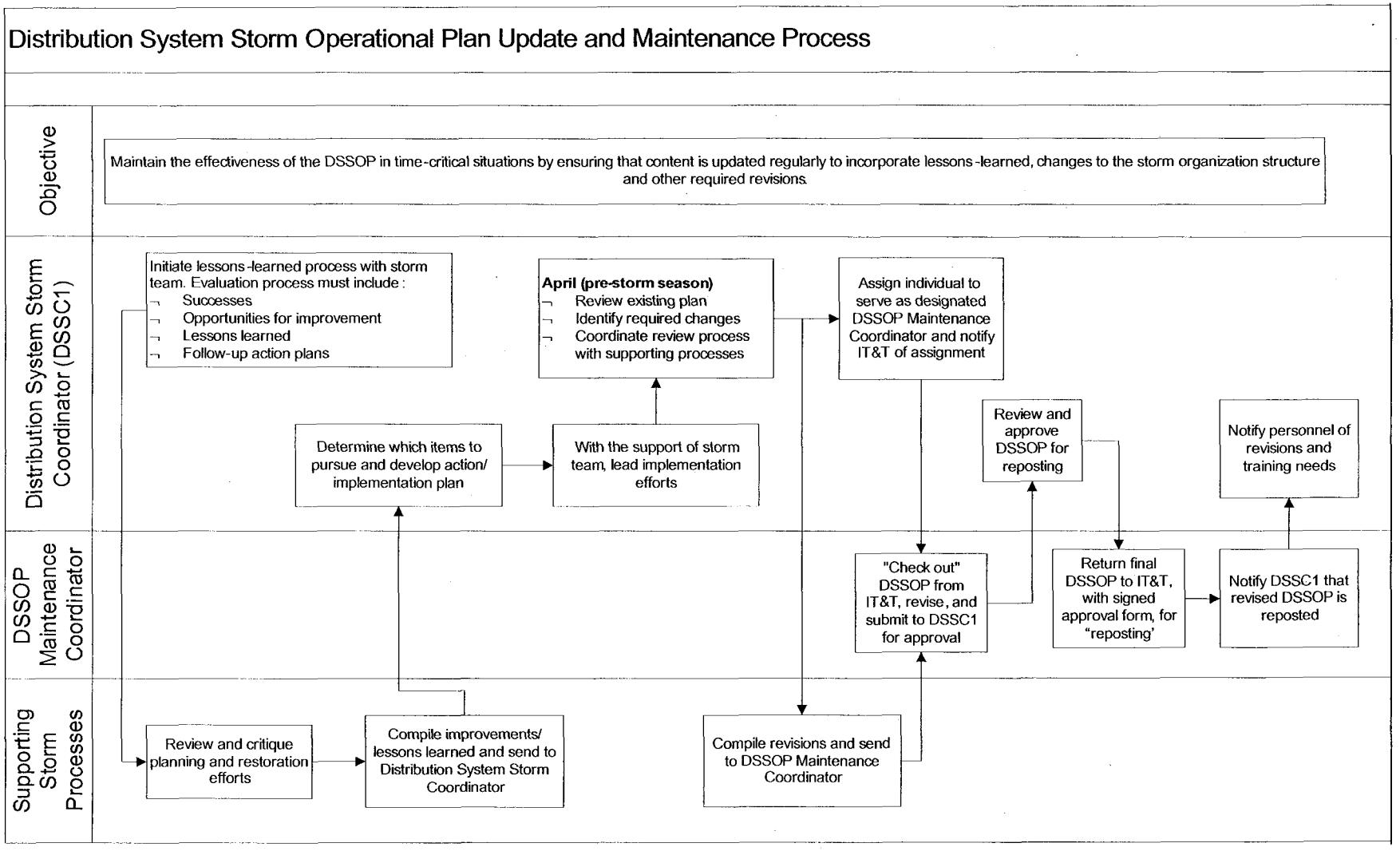
Each April, the Distribution System Storm Coordinator (DSSC1) will review the DSSOP for any needed changes. The Distribution System Storm Coordinator Assistant (DSSC1A) will coordinate the review process with all functional processes supporting the DSSOP. Each functional process will be responsible for making revisions. The Distribution System Storm Coordinator (DSSC1), with the support of the Distribution System Storm Coordinator Assistant (DSSC1A), will ensure that necessary changes are incorporated.

The Distribution System Storm Coordinator (DSSC1) will assign an individual to serve as designated DSSOP Maintenance Coordinator and notify Information Technology and Telecommunications (IT&T) of the assignment. The DSSOP Maintenance Coordinator will "check out" the DSSOP from IT&T, incorporate any revisions into the document, and send the revised document back to IT&T along with a signed approval form. IT&T will then "repost" the document electronically.

The Distribution System Storm Coordinator (DSSC1) is responsible for notifying Energy Delivery personnel of any revisions to the DSSOP and ensuring that any training needs are accomplished in a timely manner, prior to the start of the hurricane season.

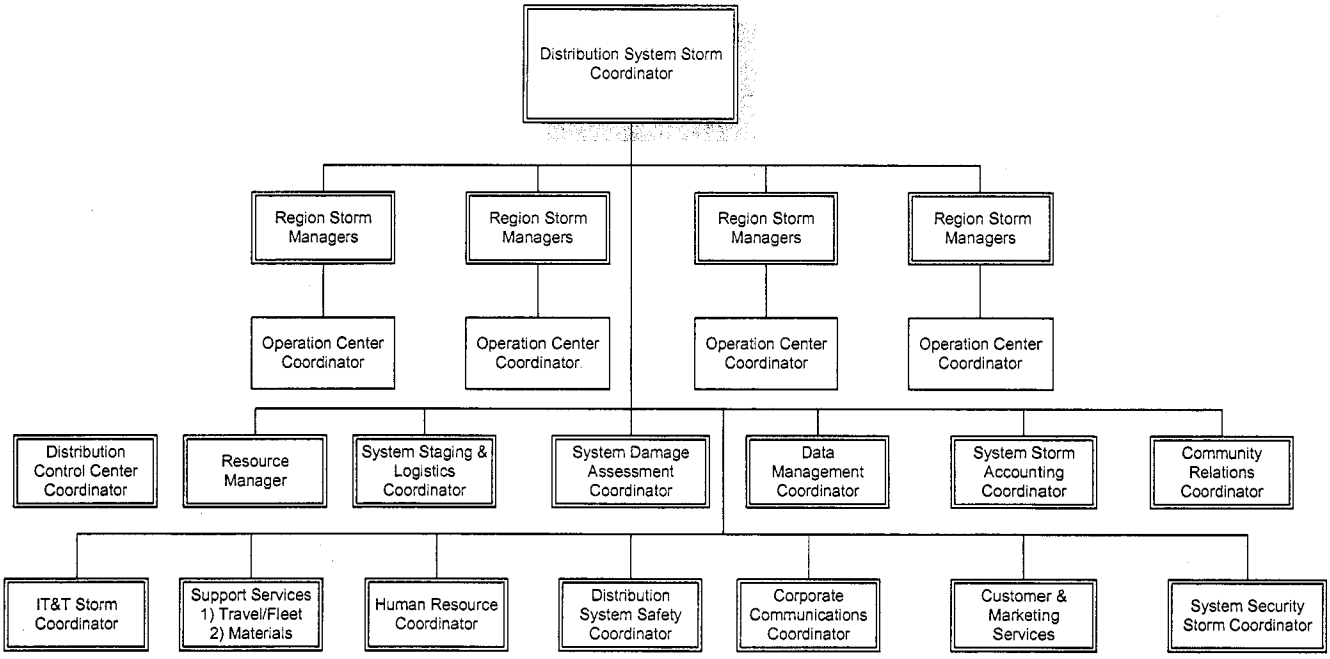
The following sub-process identifies key responsibilities for updating the DSSOP:

Distribution System Storm Operational Plan Update and Maintenance Process



System Storm Organization Chart

The following is a representation of the System Storm Organization:



Each Storm Organization identified above will provide a detailed organizational chart, critical sub-processes, storm roles and responsibilities, key interfaces and storm checklists in the following identified Table of Contents:

Table of Contents

Document title

Distribution System Storm Center

Document number

EMG-EDGX-00043

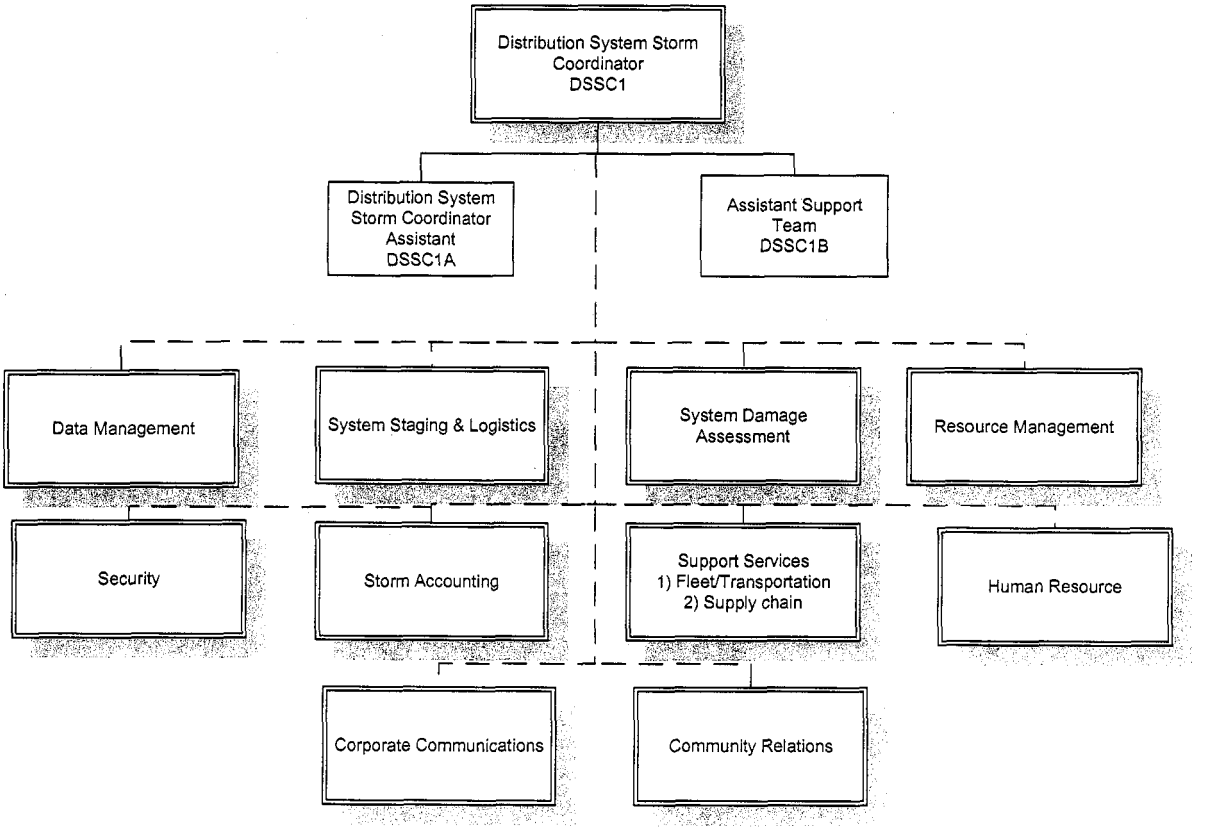
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

The System Storm Center will provide a centralized storm organization to efficiently support system level restoration efforts.

Organization Chart



NOTE: Information Technology and Telecommunications (IT&T) provides the communications backbone that supports all processes.

Sub-processes

The Distribution System Storm Center (DSSC) functional process includes the following sub-processes:

DSSC Major Storm Preparation

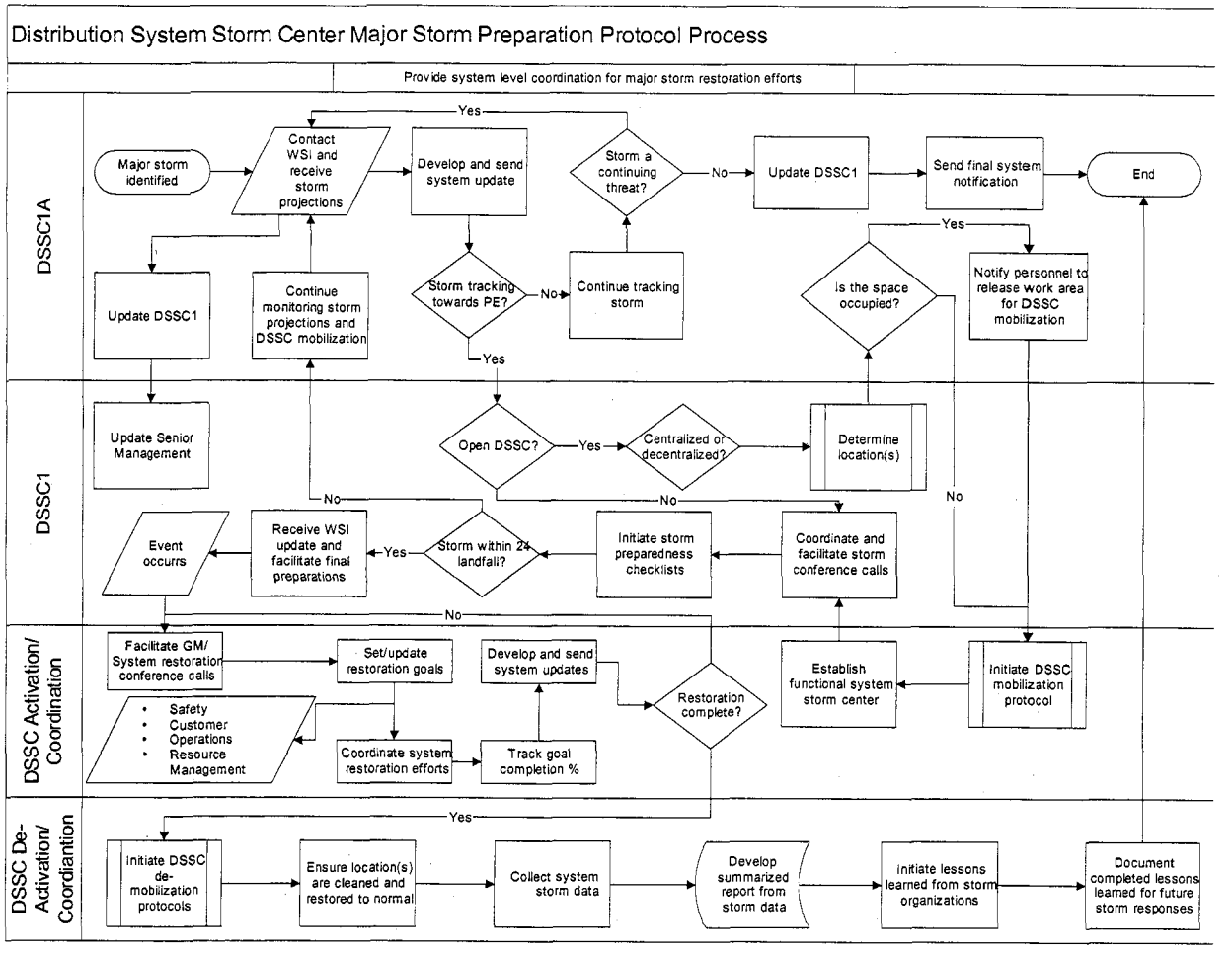
DSSC Activation

DSSC Major Storm Preparation

This sub-process organizes the initial storm preparation once a major storm has been identified. The following personnel are engaged in this sub-process:

- Distribution System Storm Coordinator (DSSC1)
- Distribution System Storm Coordinator Assistant (DSSC1A)
- System Staging and Logistics Coordinator (SL1)
- System Damage Assessment Coordinator (DA1)
- Resource Manager (RM1)
- Data Management Sponsor (DM1)
- Region Storm Managers (REG1)

The flowchart below provides a detailed view of this sub-process:



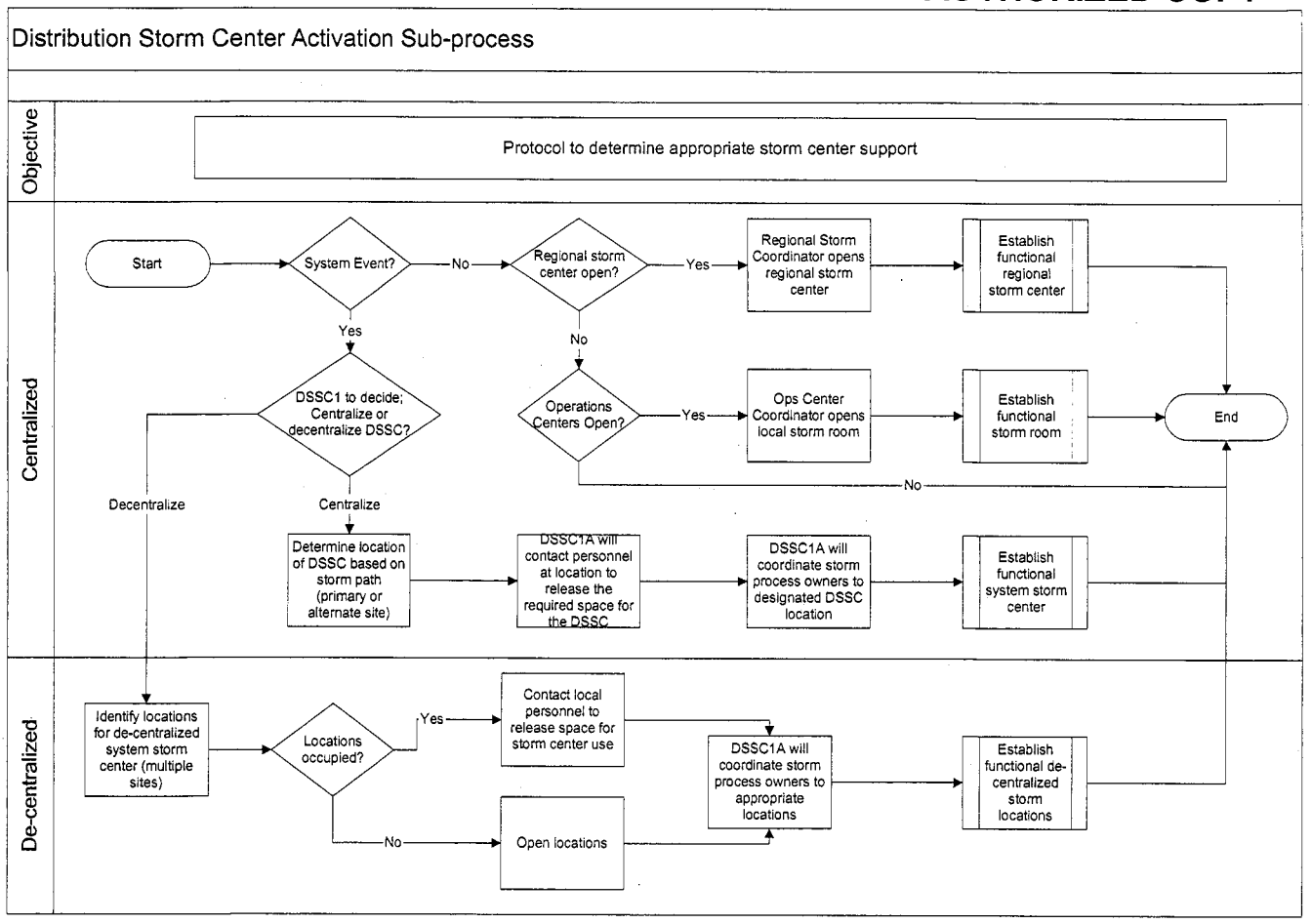
DSSC Activation Sub-process

This sub-process determines the level of storm center support and location(s) of the storm centers.

The following personnel are engaged in this sub-process:

- Distribution System Storm Coordinator (DSSC1)
- Distribution System Storm Coordinator Assistant (DSSC1A)
- Assistant Support Team (DSSC1B)
- System Staging and Logistics Coordinator (SL1)
- System Damage Assessment Coordinator (DA1)
- Resource Manager (RM1)
- Regional Storm Manager (REG1)

The flowchart below provides a detailed view of this sub-process:



Job Descriptions

DSSC1: Distribution System Storm Coordinator

Job Function

The Distribution System Storm Coordinator is responsible for coordinating the overall readiness of the Distribution Organization in preparation for major storm restoration efforts.

Job Description

- Determine if an on-coming major storm will threaten system integrity
- Provide updates to senior management on projected storm path and preparation efforts
- Activation of the system storm room
- Facilitate GM and system conference calls

- Facilitate storm restoration needs between Regional Storm Managers (REG1)
- Coordinate storm process owners for efficient restoration efforts
- Lead the development of system restoration goals
- Mitigate system restoration issues to ensure storm plan success
- Assign roles and responsibilities for DSSC team
- Process owner of the Distribution System Storm Operational Plan document
- Ensure storm organizations and storm rooms are prepared prior to storm season

Key Interface Points

- Regional Storm Managers (REG1)
- System Staging and Logistics Coordinator (SL1)
- System Damage Assessment Coordinator (DA1)
- Resource Manager (RM1)
- Data Management Sponsor (DM1)
- Distribution Control Center Coordinator (DCC1)
- Corporate Communications Manager (CC1)
- Manager Public Policy
- Distribution System Storm Coordinator Assistant (DSSCIA)

Checklists of Actions

Before Major Storm

- Engage storm process owners
- Ensure GM and System Conference calls are scheduled
- Activate system storm center, if required
- Verify storm preparation checklists have been utilized
- Verify storm preparation is complete

During Major Storm

- Facilitate conference calls
- Facilitate and track restoration goal performance – mitigate issues
- Provide updates to Senior management

After Major Storm

- Facilitate release of off-system resources
- Sponsor storm restoration summaries
- Sponsor lessons learned request from process owners
- Verify results of lessons learned has been documented and institutionalized

Engaged in the Following Sub-processes:

- DSSC Major Storm Preparation
- DSSC Activation

DSSC1A – Distribution System Storm Coordinator Assistant

Job Function

The Distribution System Storm Coordinator Assistant is responsible for coordinating the activation of the system storm room and providing direct support to the Distribution System Storm Coordinator (DSSC1) for major storm restoration efforts.

Job Description

- Understand the Distribution Storm Plan (EMG-EDGX-00010) and the Distribution System Storm Operational Plan (EMG-EDGX-00042)
- Is the DSSOP Maintenance Coordinator
- Own the peacetime SWARM or storm role tracking tool
- Facilitate system storm preparations prior to storm season
- Lead Distribution System Storm Center activation and de-activation
- Schedule and participate in the GM and System Conference calls
- Engage with WSI for storm tracking, wind and precipitation projections
- Develop and issue system notifications for impending storms, on-system storm restoration efforts and off-system support through the mutual assistance agreement
- Collect storm restoration summary data and prepare system storm presentations
- Facilitate lessons learned after each storm and incorporate into storm plans
- Present Major Storm Plan presentation for New Employee Orientation meetings

Key Interface Points

- Distribution System Storm Coordinator – (DSSC1)
- Assistant Support Team – (DSSC1B)
- System Staging and Logistics Coordinator (SL1)
- System Damage Assessment Coordinator – (DA1)
- Resource Manager – (RM1)
- System Data Management Coordinator – (DM2)
- WSI Weather Service

Checklists of Actions

Before Major Storm

- Notify (DSSC1) of tropical system development
- Engage WSI and begin system notifications with storm projections
- Release SWARM or storm role tracking tool to Resource Manager (RM1)
- Verify GM and System conference call checklists are updated
- Participate in GM and System Storm planning conference calls
- Coordinate the activation of System Storm Center

During Major Storm

- Participate in GM and System Conference calls
- Issue system storm updates daily
- Support system storm center process owners
- Track storm restoration data
- Stay engaged with Distribution System Storm Coordinator (DSSC1)

After Major Storm

- Coordinate the de-activation of the System Storm Center
- Collect system storm restoration data
- Develop storm summary presentation
- Initiate lessons learned
- Document lessons learned and incorporate in System Storm Plans
- Support system storm damage forensic initiatives

Training Requirements

- Visio Professional (organizational and functional flowcharting)
- Excel
- Microsoft Word

Engaged in the Following Sub-processes:

- DSSC Major Storm Preparation
- DSSC Activation

DSSC1B – Assistant Support Team

To be included in a future revision.

Systems

OMS

Damage Assessment Tool

Resource Link

SWARM (Employee Volunteer Data Base)

Supplementary Information

To be included in a future revision of this document.

Document title

Staging and Logistics

Document number

EMG-EDGX-00044

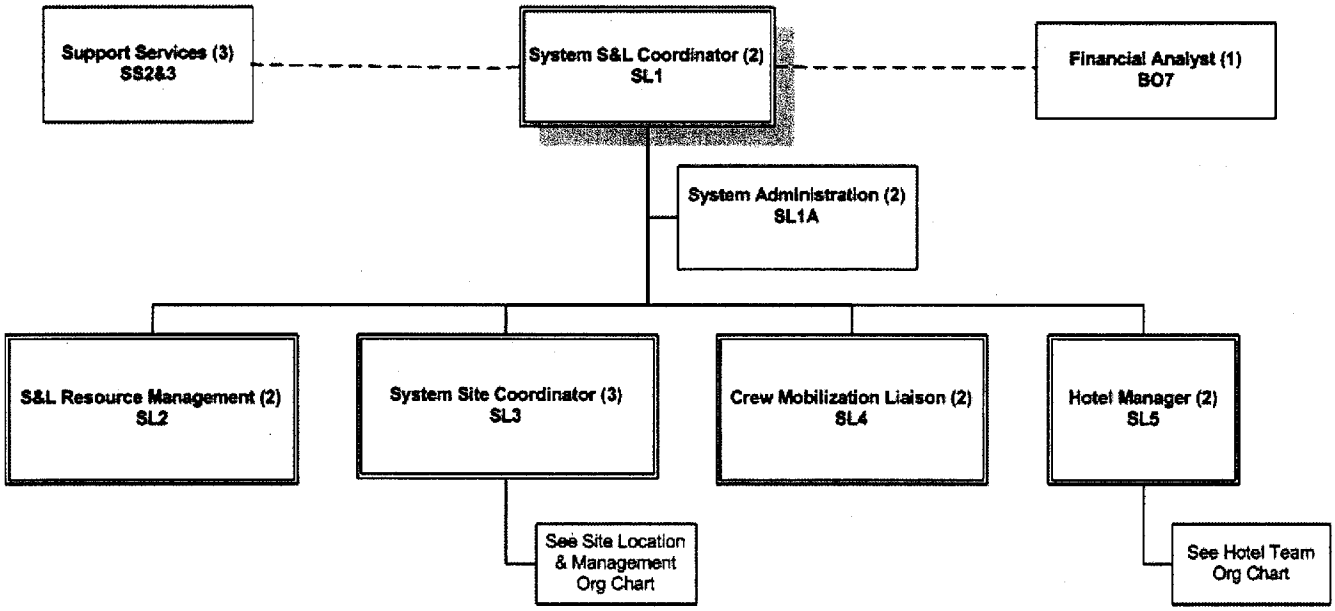
Applies to: Energy Delivery Group – Carolinas and Florida

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

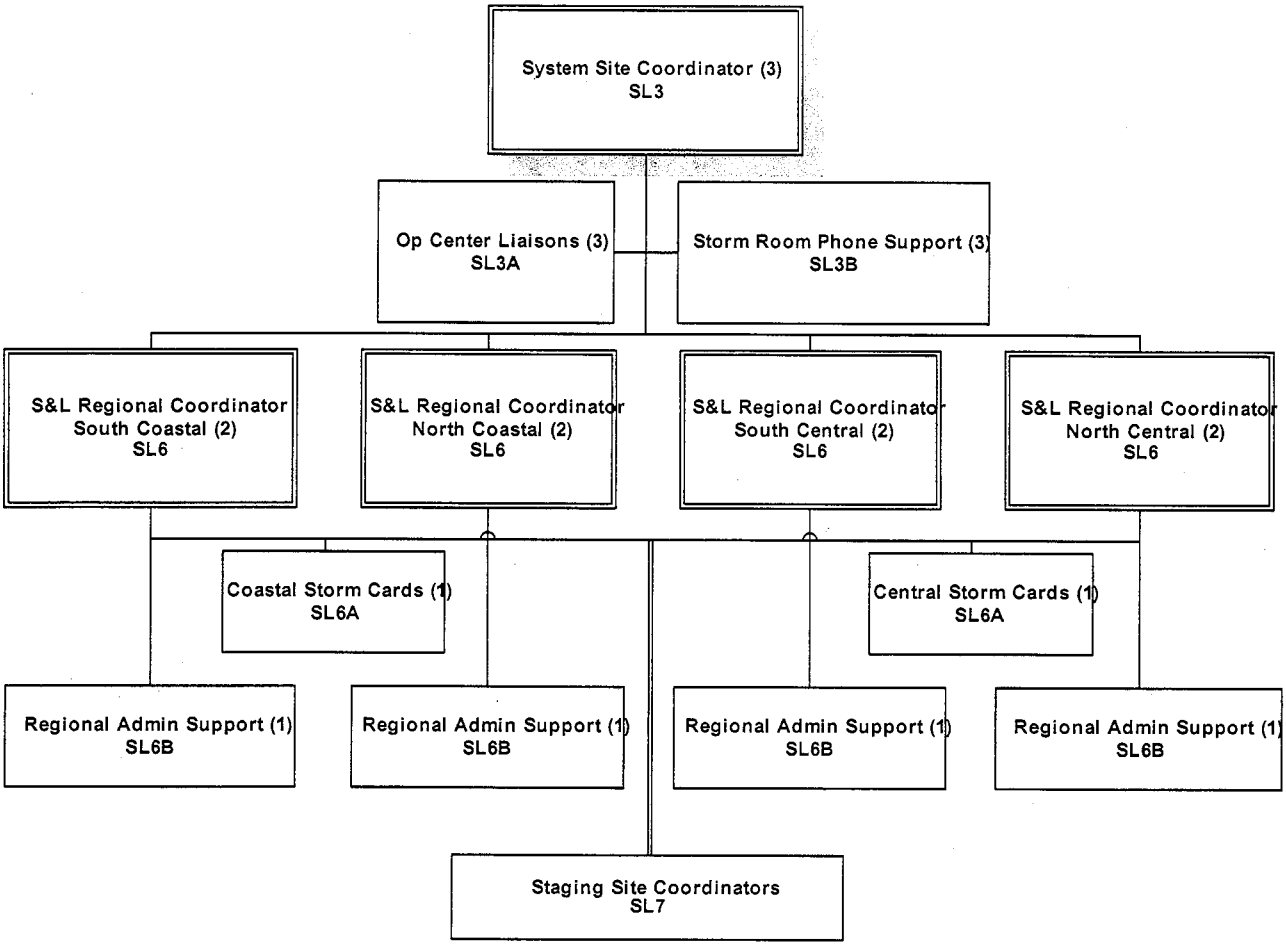
Mission

Staging and Logistics (S&L) mobilizes, demobilizes, and provides daily management of staging sites needed to support external crews, on-system and off-system internal crews, and other personnel during a major storm restoration effort.

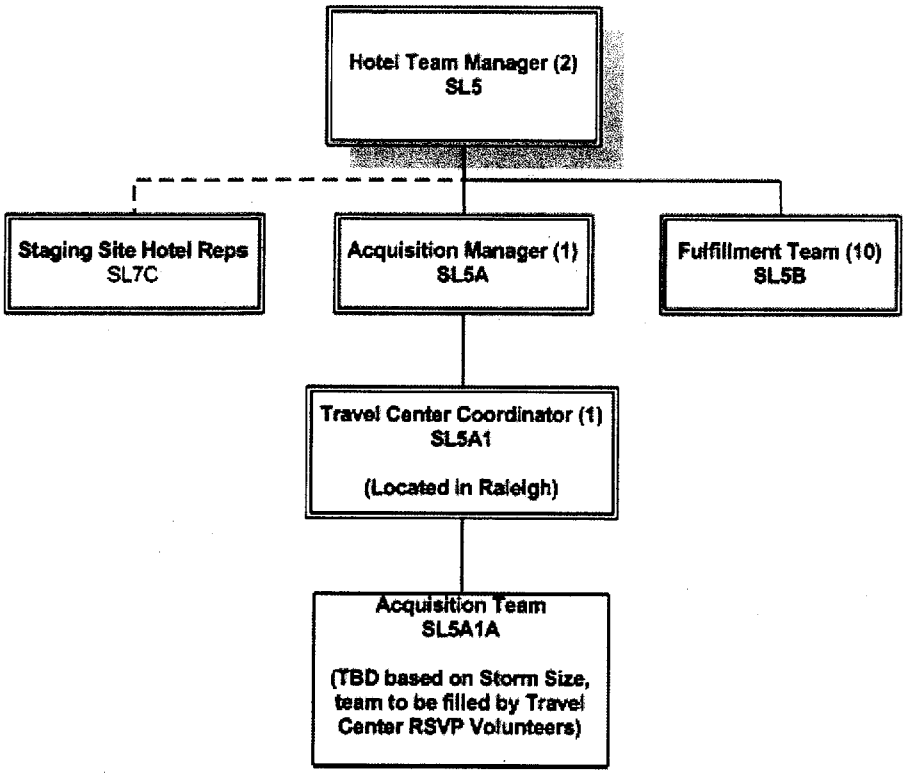
System S&L Storm Organization Chart



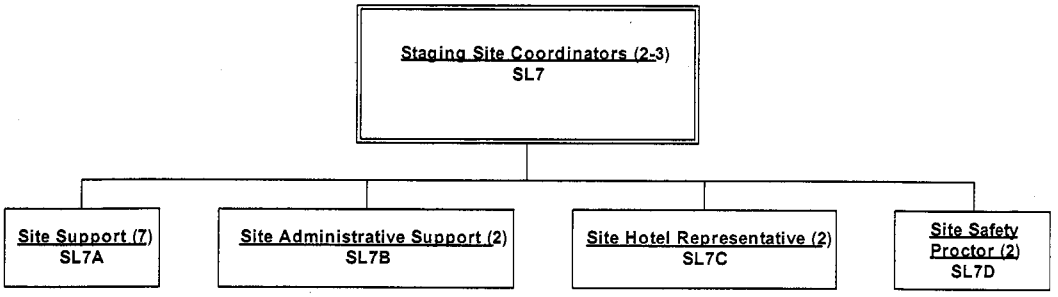
Site Location and Management Storm Organization Chart



Hotel Team Management Storm Organization Chart



Staging Site Teams Storm Organization Chart



Sub-processes

The S&L functional process includes the following sub-processes:

- Hotel Procurement
- Staging Site Mobilization and Demobilization
- Daily Staging Site Management

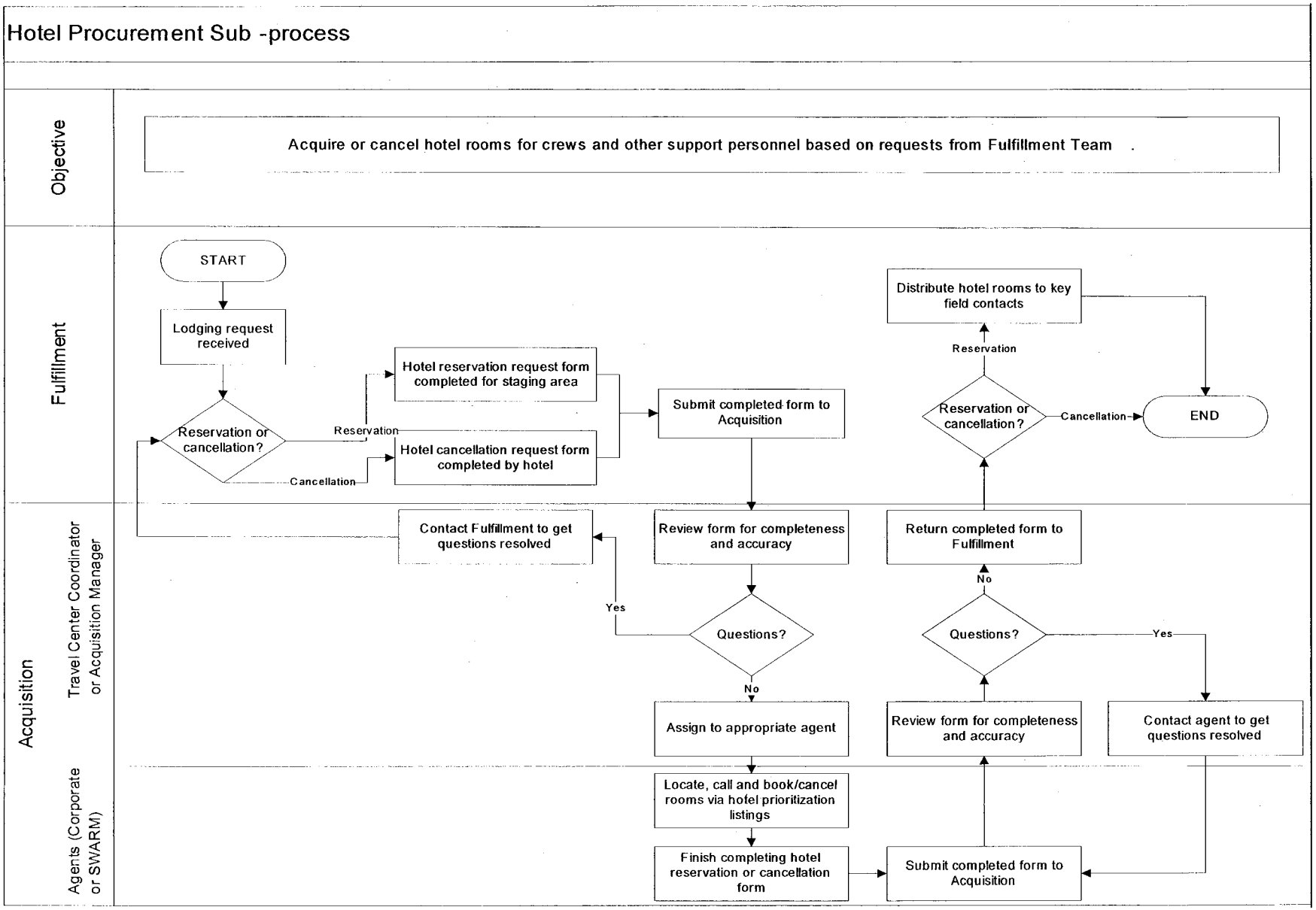
Hotel Procurement

This sub-process acquires and cancels hotel rooms for crews and other support personnel based on requests from the Fulfillment Team.

The following personnel are engaged in Hotel Procurement:

- Acquisition Manager (SL5A)
- Acquisition Team (SL5A1A)
- Fulfillment Team (SL5B)
- Hotel Manager (SL5)
- Travel Center Coordinator (SL5A1)

The flowchart below provides a detailed view of this sub-process:


Hotel Procurement Sub -process
Objective
Acquire or cancel hotel rooms for crews and other support personnel based on requests from Fulfillment Team .
Fulfillment
START
Lodging request received
Reservation or cancellation?
Reservation
Cancellation
Hotel reservation request form completed for staging area
Hotel cancellation request form completed by hotel
Submit completed form to Acquisition
Distribute hotel rooms to key field contacts
Reservation
Reservation or cancellation?
Cancellation
END
Acquisition
Travel Center Coordinator or Acquisition Manager
Contact Fulfillment to get questions resolved
Review form for completeness and accuracy
Return completed form to Fulfillment
Yes
Questions?
No
No
Questions?
Yes
Assign to appropriate agent
Review form for completeness and accuracy
Contact agent to get questions resolved
Agents (Corporate or SWARM)
Locate, call and book/cancel rooms via hotel prioritization listings
Finish completing hotel reservation or cancellation form
Submit completed form to Acquisition

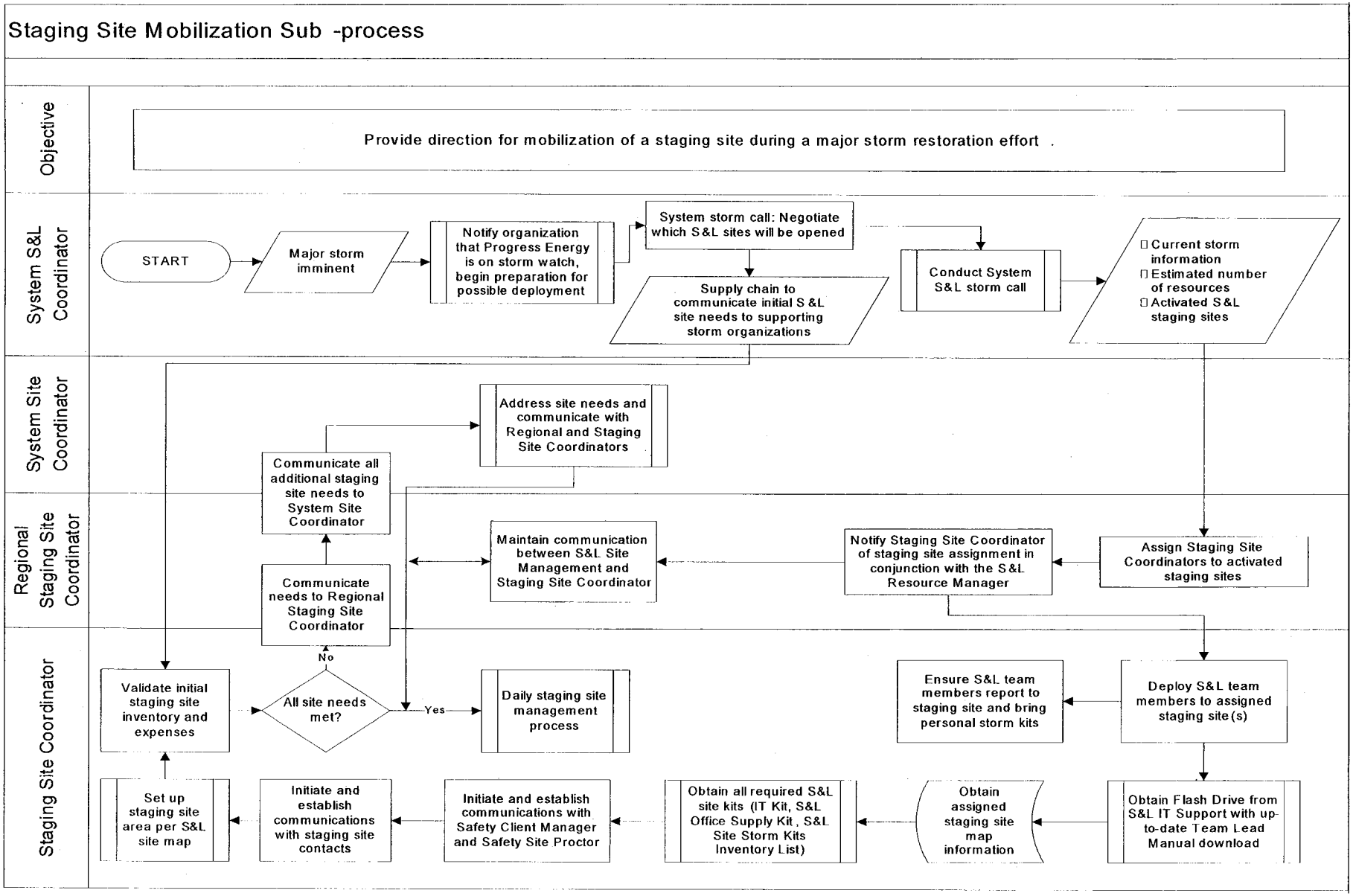
Staging Site Mobilization and Demobilization

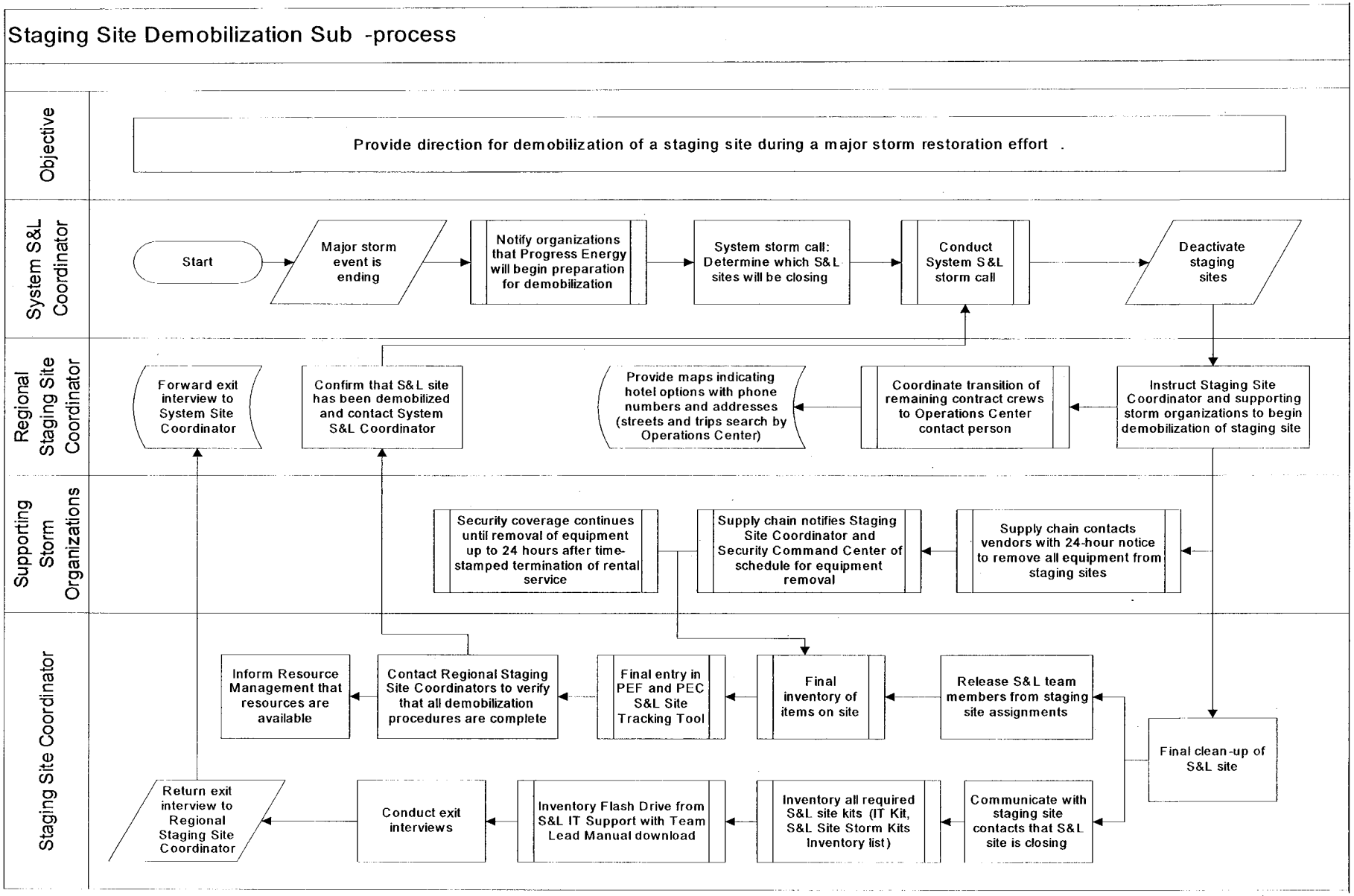
This sub-process provides direction for the mobilization and demobilization of staging sites during a major storm restoration effort.

The following personnel are engaged in Staging Site Mobilization and Demobilization:

- Regional Staging Site Coordinator (SL6)
- Storm Logistics Coordinator (ITT11)
- Safety Site Proctor (SL7D)
- System Security Liaison (SEC1)
- Staging and Logistics Resource Manager (SL2)
- Staging Site Coordinator (SL7)
- System Staging and Logistics Coordinator (SL1)

The flowcharts below provide a detailed view of this sub-process:


Staging Site Mobilization Sub -process
Objective
Provide direction for mobilization of a staging site during a major storm restoration effort .
System S&L Coordinator
START
Major storm imminent
Notify organization that Progress Energy is on storm watch, begin preparation for possible deployment
System storm call: Negotiate which S&L sites will be opened
Supply chain to communicate initial S &L site needs to supporting storm organizations
Conduct System S&L storm call
Current storm information
Estimated number of resources
Activated S&L staging sites
System Site Coordinator
Address site needs and communicate with Regional and Staging Site Coordinators
Regional Staging Site Coordinator
Communicate all additional staging site needs to System Site Coordinator
Maintain communication between S&L Site Management and Staging Site Coordinator
Notify Staging Site Coordinator of staging site assignment in conjunction with the S&L Resource Manager
Assign Staging Site Coordinators to activated staging sites
Communicate needs to Regional Staging Site Coordinator
Staging Site Coordinator
No
Validate initial staging site inventory and expenses
All site needs met?
Yes
Daily staging site management process
Ensure S&L team members report to staging site and bring personal storm kits
Deploy S&L team members to assigned staging site(s)
Set up staging site area per S&L site map
Initiate and establish communications with staging site contacts
Initiate and establish communications with Safety Client Manager and Safety Site Proctor
Obtain all required S&L site kits (IT Kit, S&L Office Supply Kit , S&L Site Storm Kits Inventory List)
Obtain assigned staging site map information
Obtain Flash Drive from S&L IT Support with up-to-date Team Lead Manual download


Staging Site Demobilization Sub -process
Objective
Provide direction for demobilization of a staging site during a major storm restoration effort .
System S&L Coordinator
Start
Major storm event is ending
Notify organizations that Progress Energy will begin preparation for demobilization
System storm call: Determine which S&L sites will be closing
Conduct System S&L storm call
Deactivate staging sites
Regional Staging Site Coordinator
Forward exit interview to System Site Coordinator
Confirm that S&L site has been demobilized and contact System S&L Coordinator
Provide maps indicating hotel options with phone numbers and addresses (streets and trips search by Operations Center)
Coordinate transition of remaining contract crews to Operations Center contact person
Instruct Staging Site Coordinator and supporting storm organizations to begin demobilization of staging site
Supporting Storm Organizations
Security coverage continues until removal of equipment up to 24 hours after time-stamped termination of rental service
Supply chain notifies Staging Site Coordinator and Security Command Center of schedule for equipment removal
Supply chain contacts vendors with 24-hour notice to remove all equipment from staging sites
Staging Site Coordinator
Inform Resource Management that resources are available
Contact Regional Staging Site Coordinators to verify that all demobilization procedures are complete
Final entry in PEF and PEC S&L Site Tracking Tool
Final inventory of items on site
Release S&L team members from staging site assignments
Final clean-up of S&L site
Return exit interview to Regional Staging Site Coordinator
Conduct exit interviews
Inventory Flash Drive from S&L IT Support with Team Lead Manual download
Inventory all required S&L site kits (IT Kit, S&L Site Storm Kits Inventory list)
Communicate with staging site contacts that S&L site is closing

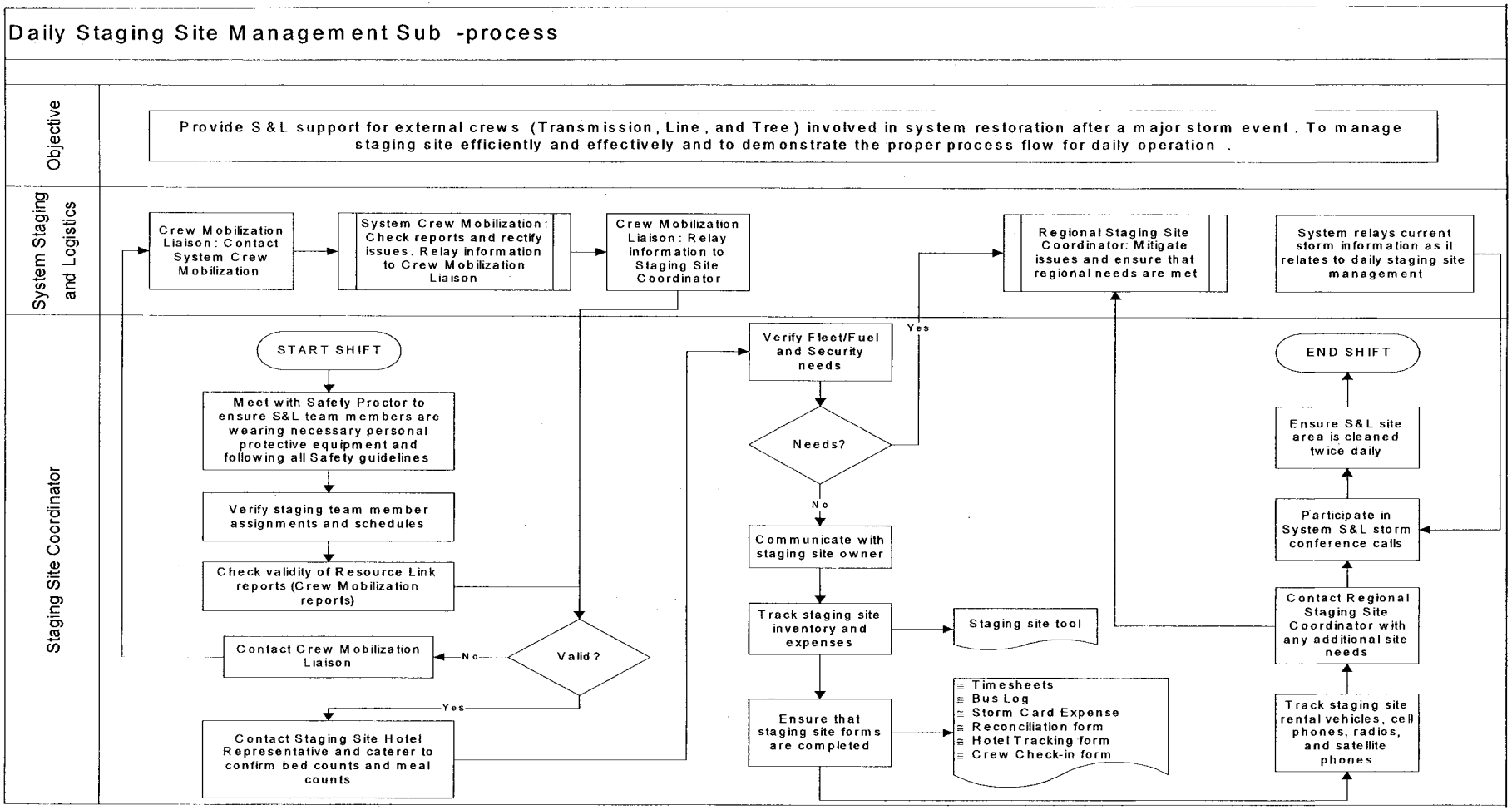
Daily Staging Site Management

This sub-process provides staging and logistical support for external crews (Transmission, Line and Tree) involved in system restoration after a major storm event. The objective is to manage the staging site efficiently and effectively, demonstrating proper process flow for daily operation.

The following personnel are engaged in Daily Staging Site Management:

- Crew Mobilization Liaison (SL4)
- Regional Staging Site Coordinator (SL6)
- Staging Site Coordinator (SL7)
- Staging Site Hotel Representative (SL7C)
- System Site Coordinator (SL3)

The flowchart below provides a detailed view of this sub-process:


Daily Staging Site Management Sub -process
Objective
Provide S&L support for external crews (Transmission, Line, and Tree) involved in system restoration after a major storm event. To manage staging site efficiently and effectively and to demonstrate the proper process flow for daily operation.
System Staging and Logistics
Crew Mobilization Liaison: Contact System Crew Mobilization
System Crew Mobilization: Check reports and rectify issues. Relay information to Crew Mobilization Liaison
Crew Mobilization Liaison: Relay information to Staging Site Coordinator
Regional Staging Site Coordinator: Mitigate issues and ensure that regional needs are met
System relays current storm information as it relates to daily staging site management
Staging Site Coordinator
START SHIFT
Meet with Safety Proctor to ensure S&L team members are wearing necessary personal protective equipment and following all Safety guidelines
Verify staging team member assignments and schedules
Check validity of Resource Link reports (Crew Mobilization reports)
Valid?
No
Contact Crew Mobilization Liaison
Yes
Contact Staging Site Hotel Representative and caterer to confirm bed counts and meal counts
Verify Fleet/Fuel and Security needs
Needs?
Yes
No
Communicate with staging site owner
Track staging site inventory and expenses
Staging site tool
Ensure that staging site forms are completed
Timesheets
Bus Log
Storm Card Expense
Reconciliation form
Hotel Tracking form
Crew Check-in form
END SHIFT
Ensure S&L site area is cleaned twice daily
Participate in System S&L storm conference calls
Contact Regional Staging Site Coordinator with any additional site needs
Track staging site rental vehicles, cell phones, radios, and satellite phones

Job Descriptions

SL1: System Staging and Logistics Coordinator

Job Function

Manage all Staging & Logistics Florida job functions. Ensure all System needs are met for both on system storm response and off system storm response.

Job Description

- Manage S&L Timeline Checklist
- Participate in all GM Calls, System Storm Calls, Staging & Logistics Calls
- Receive staging site request and notify System of which sites will be activated
- Notify S&L Resource Managers to deploy S&L teams

Key Interface Points

- Distribution Storm Center Manager
- System Storm Center Coordinator
- General Managers
- Resource Mobilization
- Business Services
- Support Services

Checklist of Actions

This timeline is designed for a major hurricane entering our area. Smaller events would require timing of some activities to be adjusted. A near miss could require timing adjustments on some activities and cancellation of others.

5 DAYS PRIOR TO THE STORM

- The System Staging and Logistics Coordinator to stay abreast of current weather reports.
- The System Staging and Logistics Coordinator to participate on PE System Storm calls from the beginning. (Establish communications with key storm personnel in Purchasing, Materials Service Center, Transportation, and others as appropriate if they are not on the System Call.)
- The System Staging and Logistics Coordinator notifies System Staging and Logistics members and Regional Staging and Logistics Coordinators that company is on *storm watch* and to begin preparation for possible deployment.
- System Staging and Logistics Coordinator notifies S&L Site Location to verify that potential staging sites in projected path of storm are available.
- System Staging and Logistics contacts Business Ops to activate storm credit cards.
- Open System Staging and Logistics Center to coincide with opening of System Storm Center.
- System Staging and Logistics contacts S&L supplies team to verify site team office kits, IT/T kits, safety kits, vehicle signs and maps, as appropriate.

4 DAYS PRIOR TO THE STORM

- Negotiate number and where Staging Sites to open on GM level call.
- Establish communications with Purchasing and other vendors as appropriate. (This may be direct when Purchasing has no agreement with vendor.)
- Assign S&L Team Leads to staging sites (when known) and to begin the planning process for setting up staging sites.
- Issue Storm credit cards to appropriate S&L Team Leads and S&L Hotel team.
- Issue Site Team office kits, IT/T kits, safety kits, vehicle signs and maps, as appropriate

3 DAYS (72 HOURS) PRIOR TO THE STORM

- The System Staging and Logistics Coordinator notifies System Staging and Logistics members and Regional Staging and Logistics Coordinators that company is on *storm alert* and to prepare for possible deployment. Regional S&L Coordinators instruct S&L Team Leads to prepare for possible deployment and determine availability of their team members.

24 HOURS (1DAY) PRIOR TO STORM

- Make adjustment with internal and external storm response organizations based on latest crew mobilization plans. Determine actual Staging Sites as soon as possible.
- Instruct Staging and Logistics Coordinators to mobilize teams for initial deployment.
- Review needs matrix with Purchasing Team Lead
- Review and adjust transportation needs with Transportation Team Lead.

SL1A: System Administration

Job Function

This position is responsible for all administrative duties assigned by the System S&L Coordinator (SL1).

Job Description

This position will:

- Participate in all System S&L storm conference calls
- Act as primary contact for S&L System Storm Card Administrators (SL6A)
- Distribute Storm Charging Information to System S&L
- Provide S&L time estimates and cost estimates to Financial Analyst (BO7)
- Assist with S&L System Storm Room set-up
- Schedule all S&L conference calls and meetings
- Assist S&L Op Center Liaison(s) (SL3A) with meal arrangements/deliveries as needed/requested.
- Assist S&L Resource Manager (SL2), S&L System Site Coordinator (SL3), & S&L System Coordinator (SL1), S&L Crew Mobilization Liaison (SL4), as needed
- Maintain S&L org charts

Key Interface Points

- System S&L Coordinator (SL1)
- Financial Analyst (BO7)
- S&L Resource Manager (SL2)
- S&L System Site Coordinator (SL3)
- S&L Crew Mobilization Liaison (SL4)
- Operations Center Liaison (SL3A)
- Storm Room Phone Support (SL3B)

Checklist of Actions

Before Major Storm

- Initiate and establish communications with:
  - Operations Center Liaison
  - Storm Room Phone Support
- Develop, update, and post the following information on Storm Page:
  - Staging Site Job Descriptions
  - S&L Organizational Charts
  - S&L Contact List
- Participate in System S&L pre-storm conference calls
- Assist with set-up of System S&L Storm room

During Major Storm

- Participate in all System S&L storm conference calls
- Act as primary contact for S&L System Storm Card Administrators
- Distribute Storm Charging Information to System S&L
- Provide S&L time estimates and cost estimates to Financial Analyst
- Schedule all S&L conference calls and meetings
- Assist S&L Op Center Liaison(s) (SL6A) with meal arrangements/deliveries as needed/requested.
- Assist S&L Resource Manager, S&L System Site Coordinator, & S&L System Coordinator, S&L Crew Mobilization Liaison, as needed

- Maintain S&L org charts
- Maintain communications with:
  - Operations Center Liaison
  - Storm Room Phone Support
  - System S&L Coordinator
  - S&L Resource Manager
  - S&L System Site Coordinator
  - S&L Crew Mobilization Liaison
  - Financial Analyst

After Major Storm

- Ensure S&L System Storm Card Administrators have begun reconciliation process
- Process invoices for S&L conference line
- Assist with S&L System Storm Room break-down

- Assist S&L Resource Manager, S&L System Site Coordinator, & S&L System Coordinator, S&L Crew Mobilization Liaison as needed

Tools and Information Needed

- S&L Org Charts
- S&L Roles and Responsibilities
- S&L Contact List
- System S&L storm conference calls
- Voice and e-mail communications
- Resource Link Tool
- S&L Mustering & Staging Site maps
- SWARM Tool (TBD)
- Wall charts of staging sites and assigned personnel
- Corporate Time Entry for every org supporting S&L
- Timeline Checklist
- S&L Site Timesheet
- S&L Kit Inventory Lists
- Major Storm Card Expense Reconciliation form
- Cash Advance Reconciliation form
- PEF S&L Site Tracking Tool (Financial Tracking Tool)

Training Requirements

Training and directions received from System S&L Coordinator

SL2: Staging & Logistics Resource Management

Job Function

The System Resource Manager (and backup) acts as a single point of contact to primarily address assigning personnel to the positions that best utilize their skill sets during storm restoration activities. Peacetime responsibility is imperative.

Job Description

This position will:

- Administer process to recruit and deploy resources by matching skill sets to S&L roles and responsibilities
- Partner with S&L site management to determine S&L Resources needed to manage a particular site
- Acquire/track/access need for S&L prior to and during storm restoration
- Centralize recruiting in peacetime for S&L members from current PEF personnel i.e. Plants as well as company retirees

- Interface with System S&L Coordinator to be prepared with available teams/members to open requested staging sites or as requested by the System S&L Coordinator
- Maintain retiree questionnaire responses and determine best fits
- Provide PEF personnel and storm resource contact information
- Provide current personnel list for specific job training to the S&L training team
- Provide & post daily update of staging site locations and statistics to the storm website

Key Interfaces:

- System S&L Coordinator PEF/PEC(SL1)
- Plants - FL
- Regional Site Coordinators (SL6)
- RSVP Coordinator (RM5)
- Retiree's Organizations -FL (newsletter, luncheon, meetings)

Check List of Actions

BEFORE MAJOR STORM

- Develop Resource plan based on level of storm expected.
- Adjust resources based on potential number and location of sites.
- Advise S&L Regional Coordinator/S&L Staging Site Team Leads to verify availability of team members.
- Re-adjust resource plan upon receipt of gaps in availability.
- 4 days prior to storm, report to S&L Coordinator availability to open # of sites
- 24 hour - Make adjustment with internal and external storm response

DURING MAJOR STORM

- Enter Statistical data into tracking tool.
- Confirm resources available due to potential damage
- Request supplemental teams as necessary.
- Secure additional resources as appropriate.
- On-going communication to determine needs.
- Modify and update resource plan.

Methods of performing job duties

- Website, Voice, fax, E-mail, and face-to-face communications
- Participating in System S&L calls
- Personnel Tracking Tool (TBD-automated)
- Site Resource Request(Excel) via Email/FAX
- Attending retiree luncheon, inserting notices in retiree newsletters and by phone
- Provide personnel updates for RSVP

Measures of success

- No safety related incidents
- Retiree questionnaire response
- Plant feedback
- S& L Team Lead feedback
- S&L Coordinator feedback

Documents/forms needed to perform functions

- Mustering & Staging Site maps
- Wall Charts of Staging Sites and personnel assigned
- Personnel Tracking Tool (TBD-automated)
- Site Resource Request (Excel) via Email/FAX (see attached)

- SWARM Tool (TBD)
- Primary support location where employee works from:
- System S&L prior to and during storm restoration
- Meetings at Plants and Retiree functions

SL3: System Site Coordinator

Job Function

The System Site Manager is the primary contact for S&L Coordinators and Transmission to address S&L Staging Site concerns and implement best practices at sites throughout the system during storm restoration activities.

Job Description

- Participate on all system storm conference calls
- Ensure System S&L team is staffed and in place
- Oversee execution of all S&L Site and S&L System Storm Center processes and identify any gaps; address gaps
- Coordinate with Transmission to determine co-location needs
- Calculate S&L Site capacities for maximum personnel and equipment at activated sites
- Track lessons learned to identify S&L process improvement opportunities through field visits to S&L Staging Sites

Key Interfaces

- Regional Site Coordinators (SL6)
- S&L Site Coordinators (SL7)
- Transmission
- System Security Liaison (SEC1)

Check List of Actions

BEFORE MAJOR STORM

- Initiate and establish communications with Regional S&L Coordinators
- Initiate and establish communications with Staging Site S&L Coordinators
- Initiate and establish communications with Transmission S&L
- Develop and post S&L Staging Site Map information on Storm Page
- Develop and post S&L Staging Site Roles and Responsibilities on Storm Page
- Develop, update, and post S&L Staging Site Team Lead Manual on Storm Page
- Initiate and establish communications with S&L Staging Site Location to coordinate mapping of potential new S&L Sites
- Calculate S&L Site capacities for maximum personnel and equipment on S&L Staging Sites
- Participate in pre-storm System S&L Storm conference calls

DURING MAJOR STORM

- Benchmark and implement best practices
- Track lessons learned to identify S&L process improvement opportunities through field visits to S&L Staging Sites
- Ensure co-location of S&L Staging Sites with Distribution and Transmission personnel
- Assist with the implementation of S&L Site set-up per S&L Staging Site Maps
- Maintain communications with activated Staging Site S&L Coordinators
- Maintain communications with Regional S&L Coordinators
- Maintain communications with Transmission S&L
- Represent System Site Management on System S&L storm calls

Methods of performing job duties

- Voice and E-mail communications
- Participating in System S&L Storm Calls
- Conducting S&L Site visits as needed

Measures of success

- No safety related incidents
- Best practices implemented real time across all staging sites
- Capitalize on 100% of opportunities to site co-locate with Transmission where applicable

Documents/forms needed to perform functions

- S&L Roles & Responsibilities
- S&L Team rosters
- Transmission Team rosters
- S&L Mustering & Staging Site maps
- Staging and Logistics site information and contact list
- Resource Link Reports
- Email/ Post Spread Sheets/Budget Forecast Tool

Primary support location where employee works from:

- System Storm Center
- S&L sites

SL3A: Operation Center Liaison

Job Function

This position is responsible for supporting the Operation Centers on a system-wide basis in conjunction with Regional S&L Coordinators.

Job Description

- Provide purchasing agents with a comprehensive listing of local caterers, restaurants, and venders
- Provide information about caterers, restaurants, and venders
  - Restaurant, Caterer, Vendor contact information
  - Previous storm support
  - Ranking of vender preferences
    - Are they equipped to provide service if power is unavailable?
    - Distance and/or travel time to Op Centers
    - Food quality and cleanliness of equipment and staff
    - Reliability of service during past storm seasons(*if available*)
- Provide documentation/standardized forms to acquire the aforementioned information
- Collect all documentation/standardized forms
- Collaborate with Support Services to ensure contact has been established with new vendors, sample menus are acquired, negotiations are started, and contracts are secured for Op Centers
- Once catering services have been established for Op Centers, the Op Center Liaison will report to System Administration (SL1A) for further duties

Key Interface Points

- S&L Regional Coordinators (SL6)
- Staging Site S&L Coordinators (SL7)
- System Administration (SL1A)
- Support Services/Supply Chain
- Op Center Contacts

Checklist of Actions

Before Major Storm

- Collect information about caterers, restaurants, and venders for Op Centers
- Establish communication with assigned Op Center contacts

During Major Storm

- Contact Op Centers to establish/determine catering needs
- Arrange for all System Storm Room meals
- Support System Administration

After Major Storm

- Reconcile storm card statements and receipts
-

Tools and Information Needed

- Op Center Questionnaire
- Op Center Contact List
- Preferred Catering Contact List

Training Requirements

- Training and direction received from System Administration

SL3B: Storm Room Phone Support

Job Function

This position(s) are responsible for providing 24 hour phone coverage in the System S&L Storm Room. They also provide administrative support to the S&L System Site Coordinators, S&L Resource Managers, S&L Crew Mobilization Liaison and System Administration.

Job Description

- 24/7 coverage of System Staging & Logistics Phone lines
- Provide administrative and IT&T support to S&L System Site Coordinators, S&L Resource Managers, S&L Crew Mobilization Liaison, and System Administration
- Set up System S&L Storm Room

Key Interface Points

- S&L System Site Coordinators (SL3)
- S&L Resource Managers (SL2)
- S&L Crew Mobilization Liaison (SL4)
- System Administration (SL1A)

Checklist of Actions

Before Major Storm

- Set up System S&L Storm Room

During Major Storm

- 24/7 coverage of System Staging & Logistics Phone lines
- Provide administrative and IT&T support to S&L System Site Coordinators, S&L Resource Managers, S&L Crew Mobilization Liaison, and System Administration

After Major Storm

- Break Down System S&L Storm Room

Tools and Information Needed

- Phone
- PC/Laptop
- Fax
- Printer
- Copier

Training Requirements

- All training and direction provided by System Site Coordinators and System Administration

SL4: Crew Mobilization Liaison

Job Function

This position is the sole point of contact for Staging and Logistics with regard to System Crew Mobilization. Additionally, this position is the point person for any staging site issues that arise with regard to crew mobilization.

Job Description

This position will:

- Interface with System Crew Mobilization
- Ensure the timely flow of crew movement information

- Monitor the update process of the Resource Link (Crew Mobilization Tool)
- Represent crew mobilization on S&L team calls
- Provide System Hotel Manager-FL with the number of people (Contract Lineman, Contract Tree, PEC personnel, damage assessors) arriving at each staging/mustering site

Checklist of Actions

BEFORE MAJOR STORM

- Coordinate and communicate with the system web tool development team to define needs pertaining to S&L/ crew mobilization issues.
- Initiate and establish communications with key System Crew Mobilization team members.
- Initiate and establish communications with System S&L Hotel Manager-Hotel Central Fulfillment group.
- Initiate and establish communications with System S&L team.
- Participate in pre-storm System S&L conference calls.

DURING MAJOR STORM

- Closely monitor crew mobilization activity.
- Obtain early estimates of crew movement throughout the restoration process.
- Ensure the timely flow of crew movement information
- Monitor the update process of Resource Link (Crew Mobilization Tool)
- Interface with System Crew Mobilization
- Interface with System S&L Hotel Manager
- Represent crew mobilization on S&L team calls.

Key Interfaces

- System Mobilization - Line (RM3)
- System Mobilization – Tree (RM4)
- System S&L Coordinator (SL1)
- System Hotel Manager (SL5)
- Regional Staging Site Coordinators (SL6)
- Staging Site S&L Coordinators (SL7)

Methods of performing job duties

- Voice and E-mail communications
- Participating in System S&L Storm calls

Measures of success

- Timely flow of crew mobilization information to S&L teams.

Documents/forms needed

- Resource Link reports (Crew Mobilization tool)
- "Back-up" spreadsheets for crew mobilization crew listings
- Email document outlining crew mobilization resources during initial phases of restoration process.
- Staging and Logistics site information and contact list
- Staging and Mustering site maps

Primary support location where employee works

- System S&L Storm Room

SL5: Hotel Team Manager

Job Function

This position directs all activity for the Hotel Central Fulfillment and Hotel Acquisition Team with the primary responsibility of meeting the bed needs while satisfying the daily financial targets set by Business Ops.

Job Description

This position will:

- Directs all activity for Hotel Central-FL Fulfillment Team
- Gives directions and monitors Hotel Acquisition and cancellation numbers daily
- Works closely with Crew Mobilization Liaison to establish daily beds needed for crews
- Maintains 20% buffer of beds needed
- Works closely with Business Ops - S&L Liaison to establish and meet daily financial targets
- Attend S&L Storm calls

Checklist of Actions

BEFORE MAJOR STORM

- Develop 'bed' fulfillment plan based on level of storm expected
- Use System 5-day Timeline prior to storm, report to S&L Coordinator availability to open # of sites.
- 24 hour - Make adjustment with internal and external storm response organizations based on latest crew mobilization plans

DURING MAJOR STORM

- Direct all activity for Hotel Central-FL Fulfillment Team
- Give direction and monitor Hotel Acquisition and cancellation numbers daily Communicate with Crew Mobilization Liaison to establish daily beds needed for crews
- Maintain daily 20% buffer of beds needed
- Communicate with Business Ops - S&L Liaison to establish and meet daily financial targets
- Attend S&L Storm calls

Key Interfaces

- Crew Mobilization Liaison (SL4)
- Business Ops - S&L Cost Estimator (BO7)
- System S&L Coordinator (SL1)
- Hotel Central
- Hotel Acquisition – Raleigh Manager/Team

Methods of performing job duties

- Storm Web Page, Voice, fax, E-mail, and face-to-face communications
- Participating in S&L Storm Calls
- Reports from Crew Mobilization Liaison/Resource Link Tool

Measures of success

- No safety related incidents
- Meet Financial Targets
- Meet Buffer Targets

Documents/forms needed

- Mustering and Staging Site Maps
- FL maps
- Reports from Crew Mobilization Liaison/Resource Link Tool

Primary support location where employee works

- System Storm Center, Hotel Management and Fulfillment Room

SL5A: Acquisition Manager

Job Function

This position serves as the liaison between the Florida Hotel Manager, System S&L Hotel Fulfillment Coordinator(s) and the Corporate Travel Center during the process of securing hotel rooms for crews supporting system storm restoration activities. Position could also serve as liaison to Travel Center with field S&L personnel depending on the severity of the storm.

Job Description

This position will:
- Communicate directly with Hotel Manager to understand housing needs
- Man the Travel Center Storm Room for incoming request
- Receive hotel requirements from S&L Hotel Fulfillment Coordinator(s)
- Communicate and oversee the booking of rooms by Travel Center Agents and SWARM Volunteers.
- Assist with booking of rooms, as needed

Key Interface Points

- Hotel Team Manager (SL5)
- S&L Hotel Fulfillment Coordinator(s) (SL5B)
- S&L Teams
- Corporate Travel Center & RSVP Agents

Travel Center Storm Timeline Checklist

This timeline is designed to help us prepare for storms. Changes in the storm patterns and severity could require adjustments of some activities and cancellation of others.

AT ALL TIMES

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

PRE STORM SEASON - MAY

- ❑ Update Travel Storm Plan to include key contacts.
- ❑ Touch base via email with all key points of contact for non-S & L bookings and update contact list if necessary.
- ❑ Update SWARM listing and recruit additional volunteers as needed. **(Email #1)**
- ❑ Ensure prioritized hotel listings have been modified by Hotel Fulfillment and "official record" location identified.
- ❑ Check storm supplies and replenish as necessary.
- ❑ Prepare Travel Storm Kits.
- ❑ Retrain SWARM participants, non-S&L contacts and Travel Agents on key processes.
- ❑ Set up Storm room. Test all phone lines, printers and computers.

72 HOURS (3 DAYS) PRIOR TO THE STORM (or as soon as we are notified by S &L)

- ❑ Put all SWARM volunteers, Travel Center agents and Omega contacts on alert via email and verify contact information. **(Email #2)**
  - ❑ If traveling at this point, identify SWARM volunteers that will be utilized during the storm and finalize travel plans, if necessary. **(Email #4)**
- ❑ Reserve Storm room (03B1) (Carolinas) and/or make plans to travel to Winter Garden Ops Center (Florida).
- ❑ Check storm supplies (including Storm kits) in 2nd floor supply closet in 02C1 area (Carolinas) or contact Hotel Fulfillment (Florida). Secure any items needed. (See attached lists for need in Carolinas and Florida).
- ❑ Double check storm room supplies and make sure any items needed have been obtained.
- ❑ Identify and book rooms for Winter Garden Storm staff.

48 HOURS (2 DAYS) PRIOR TO STORM

- ❑ Identify SWARM volunteers that will be utilized during storm and finalize travel plans if necessary.
- ❑ Send follow up email to Travel Center agents and Omega contacts. **(Email #3)**
- ❑ Travel to Florida if necessary. **(Email #4)**
- ❑ Create work schedule.

24 HOURS (1DAY) PRIOR TO STORM

- ❑ Set up Storm room. Test all phone lines, printers and computers.
- ❑ Go over and assign work schedule with SWARM volunteers and Travel Center agents.
- ❑ Print hotel lists and add to Travel Storm kits.
- ❑ Go over procedures with SWARM volunteers and Travel Center agents to make sure everyone is on the same page and comfortable with assignment.
- ❑ Do any last minute training that may be necessary.

POST STORM

- ❑ Notify participants of ending of storm. **(Email #5)**
- ❑ Conduct Lessons Learn and modify processes accordingly.

SL5A1: Travel Center Coordinator

Job Function

This position serves as the liaison between the System S&L Hotel Fulfillment Coordinator(s) and the Corporate Travel Center Agents in the process of securing hotel rooms for crews supporting system storm restoration activities. Position could also serve as liaison to Travel Center with field S&L personnel depending on the severity of the storm.

Job Description

- Man the Travel Center Storm Room for incoming request
- Receive hotel requirements from S&L Hotel Fulfillment Coordinator(s)
- Communicate and oversee the booking of rooms by Travel Center Agents and SWARM Volunteers.
- Assist with booking of rooms, as needed

Key Interface Points

- S&L Hotel Fulfillment Coordinator(s) (SL5B)
- S&L Teams
- Corporate Travel Center & RSVP Agents

SL5A1A: Acquisition Team

RSVP

Job Function

This position is responsible for the actual booking of rooms, as communicate by the Travel Center Coordinator, in the process of securing hotel rooms for crews supporting system storm restoration activities.

Job Description

- Contacting hotels via phone, fax and email to secure and/or cancel rooms
- Populating Hotel Reservation Request and Hotel Cancellation request forms.

Key Interface Points

- Travel Center Coordinator
- Other RSVP Agents
- Travel Center Agents

Tools and Information Needed

- Phone
- Fax
- Email
- Hotel Reservation Request Form
- Hotel Cancellation Request forms

Travel Agents

Job Function

This position is responsible for the actual booking of rooms, as communicate by the Travel Center Coordinator, in the process of securing hotel rooms for crews supporting system storm restoration activities.

Job Description

- Contacting hotels via phone, fax and email to secure and/or cancel rooms
- Populating Hotel Reservation Request and Hotel Cancellation Request forms.

Key Interface Points

- Travel Center Coordinator
- Other Travel Center Agents
- Travel Center RSVP Agents

Tools and Information Needed

- Phone
- Fax
- Email
- Hotel Reservation Request Form
- Hotel Cancellation Request forms

SL5B: Fulfillment Team

Job Function

Receives data from the Hotel Team Manager and key field contacts to determine and request appropriate number of beds needed by crews, contractors, S&L teams, transmission, and support personnel.

Job Description

This position:

- **Represents Transmission and Regional hotel concerns at a System level**

- **Liaison role between: Staging site teams, Acquisition team, Acquisition Manager**

- Communicates w/ staging sites regularly for issues and resolution.
- A 'check point' for financial impact to decisions on bed reservations.
- Track, confirm, and submit bed counts thru the Hotel Reservation Request Form/Hotel Cancellation Request Form to the Hotel Acquisition Manager/Team. Identify requests by Staging Site and cancellations by Hotel Name.
- Manage deployment of acquired rooms / hotel beds to the requesting site, key field contacts or departments.

Key Interface Points

- Hotel Manager (SL5)
- Hotel Acquisition Manager and Team (SL5A)
- Individual Staging Site Coordinators (SL7)
- Transmission site coordinators
- Financial Analyst/ Financial Business Ops (BO7)

Checklist of Actions

Before Major Storm

- Obtain Credit Card for local room reservations
- Setup Hotel Fulfillment Storm Room in System Storm Center. This includes necessary files, cabinets, office tools, and blank copies of all forms. Communicate with Storm Room Coordinator for computers, fax, phones as needed, etc.
- Establish contact with each staging site.

During Major Storm

- Communicate with each staging site
- Track, confirm, and submit bed counts thru the Hotel Reservation Request Form/Hotel Cancellation Request Form to the Hotel Acquisition Manager/Team. Identify requests by Staging Site and cancellations by Hotel Name. Distributes acquired hotel beds to the requesting site, key field contacts or departments.
- Tracking tool for staging sites
- Hotel lists by staging sites

After Major Storm

- Submit cancellation requests of bed as determined by Hotel Manager and Crew Mobilization Liaison to the Hotel Acquisition Manager/team.
- Reconciliation process performed.

Tools and Information Needed

- Storm Resource Link
- Staging Site Tracking Tool
- Staging Site Tool
- Hotel Reservation Request Form
- Hotel Cancellation Request Form

Training Requirements

- Extensive Excel skills
- Training on each tool listed above

SL6: Regional Site Coordinator

Job Function

This position is the single point of contact to the GM's, DOM's, and RRM's with the primary function of addressing Regional S&L site concerns during storm restoration activities. The Regional S&L Coordinator also acts as a liaison between the S&L Coordinators and the Supporting Storm Organizations to communicate site needs.

Job Description

This position will:

- Management sponsor to mitigate issues and ensure Regional needs are being met
- Provide leadership and support to the S&L Coordinators with human resource and other escalated issues
- Proactively identify potential issues within the region to mitigate future problems and communicate them appropriately
- Interface and support the GM's, DOM's, RRM's and System Site Management group as needed
- Actively participate in the GM and System S&L calls
- Communicate Regional staging needs to the System Site Management team
- Manage S&L Timeline Checklist
  Initially deploy S&L teams to activated staging sites within their region in conjunction with the S&L Resource Manager

Checklist of Actions

BEFORE MAJOR STORM

- Initiate and establish communications with GM's
- Initiate and establish communications with DOM's
- Initiate and establish communications with RRM's
- Initiate and establish communications with S&L Resource Manager
- Initiate and establish communications with Staging Site S&L Coordinators
- Initiate and establish communications with Supply Chain
- Instruct S&L Coordinators to prepare for possible deployment and determine availability of their team members
- Verify with S&L Coordinators the availability of their team for possible deployment
- Supplement Staging Site S&L teams as necessary through S&L Resource Management team
- Assign S&L Team Leads to staging sites (when known) and to begin the planning process for setting up staging sites
- Assign Staging Site S&L Coordinators to staging sites (if known)
- Convey information needed for Staging Site S&L Coordinator to contact Regional/Operations personnel; begin planning process for setting up staging sites
- Instruct Staging and Logistics Coordinators to mobilize teams for initial deployment
- Participate in pre-storm System S&L Storm conference calls

DURING MAJOR STORM

- Deploy S&L Staging Site teams to activated staging sites within region in conjunction with the S&L Resource Manager
- Mitigate issues and ensure Regional needs are being met
- Interface and support GM's, DOM's, RRM's, and System Site Management group
- Communicate Regional staging needs to the System Site Management and Site Location
- Manage S&L Timeline Checklist

Key Interfaces

Regional Storm Manager (REG1)
Regional Resource Coordinator (REG5)
Operation Center Coordinator (OPS1)
System S&L Coordinator (SL3)
Staging Site S&L Coordinators & Management (SL7)
S&L Resource Manager (SL2)
Supply Chain

Methods of performing job duties

- Voice and E-mail communications
- Participating in GM and System S&L calls
- Field visits to Regional S&L Staging Sites

Measures of success

- No safety related incidents
- Resolution of Regional escalated calls with the expectation of 0 being escalated to the system S&L
- 0 Human Resource issues escalated to System S&L
- 0 Site customer issues escalated to System S&L
- Validation of Regional Staging Site counts, i.e. beds, food, etc.

Documents/forms needed

- Regional Operations Contact List
- System S&L & Supporting Org Contact List
- S&L Roles & Responsibilities
- S&L Team Rosters
- Regional S&L Mustering & Staging Site Maps
- Resource Link Reports
- Timeline Checklist

Primary support location where employee works

- Regional Storm Center
- Regional S&L Sites
- Regional Operations Centers

SL6A: Regional Storm Card Administrator

Job Function

The Storm Card Administrator is responsible for tracking and reconciliation of all S&L storm cards.

Job Description

- Review Concur storm cards daily for transactions
- Create reports for all transactions for one card posted in one day
- Send reports to designated approver for S&L storm cards for review and signature
- Collect all storm cards and receipts back from field
- Match up all receipts to all transactions that have posted in Concur for that card
- Receive Statements for Storm Card
- Match up all receipts up to Statements
- Complete Storm Card Reconciliation file for each storm card
- Attach reconciliation file, statement, and all receipts and forwards to designated S&L storm card approver for review and signature
- Copy all documentation, mail copies to Business Ops, file original and a copy in S&L Storm Card file

Key Interface Points

- System S&L Coordinator (SL1)
- System Administration (SL1A)
- Financial Analyst (BO7)
- Accounting Roll Up Lead (ACCT1)
- Designated S&L Storm Card approver

Checklist of Actions

Before Major Storm

- Initiate and establish communications with:
  - System Administration (SL1A)
- Prepare Storm Cards for distribution

During Major Storm

- S&L Storm Cards to the following:
  - System Administration (SL1A)
  - Operations Center Liaison (SL3A)
  - Storm Room Phone Support (SL3B)
  - Regional Staging Site Coordinators (SL6)
  - Administrative Support (SL6B)
  - Staging Site Coordinators (SL7)

- Review Concur storm cards daily for transactions
- Create reports for all transactions for one card posted in one day
- Send reports to designated approver for S&L storm cards for review and signature

After Major Storm

- Collect all storm cards and receipts back from field
- Match up all receipts to all transactions that have posted in Concur for that card
- Receive Statements for Storm Card
- Match up all receipts up to Statements
- Complete Storm Card Reconciliation file for each storm card
- Attach reconciliation file, statement, and all receipts and forwards to designated S&L storm card approver for review and signature
- Copy all documentation, mail copies to Business Ops, file original and a copy in S&L Storm Card file

Tools and Information Needed

- Major Storm Card Expense Reconciliation form
- Cash Advance Reconciliation form
- Concur
- Major Storm Card Instructions

SL6B: Regional Administrative Support

Job Function

This position is responsible for all administrative duties assigned by the Regional Staging Site Coordinators

Job Description

- Participate in all System S&L storm conference calls
- Provide S&L time estimates to System Administration (SL1A) for all S&L members working in that region
- Assist with Regional S&L storm room/area set up

Key Interface Points

- Regional Staging Site Coordinators (SL6)
- S&L Cost Estimator (BO7)
- System Administration (SL1A)

Checklist of Actions

Before Major Storm

- Participate in System S&L pre-storm conference calls
- Assist with Regional S&L storm room/area set up
- Obtain Storm Card from S&L Storm Card Administrator (SL6A)
- Assist Regional Staging Site Coordinator (SL6), as needed

During Major Storm

- Participate in all System S&L storm conference calls
- Provide S&L time estimates to System Administration (SL1A) for all S&L members working in that region
- Provide S&L storm card estimates to S&L Storm Card Administrator (SL6A) daily
- Assist Regional Staging Site Coordinator (SL6) as needed
- Maintain communications with:
  - Regional Staging Site Coordinators (SL6)
  - System Administration (SL1A)
  - S&L System Site Coordinator (SL3)

After Major Storm

- Forward all credit card receipts and reconciliation forms to S&L System Storm Card Administrators (SL6A)
- Assist with Regional S&L System storm room/area break down
- Assist Regional Staging Site Coordinator (SL6), as needed

Tools and Information Needed

- Voice and e-mail communications
- S&L Mustering & Staging Site maps
- Wall charts of staging sites and assigned personnel
- Corporate Time Entry
- S&L Site Timesheet
- S&L Kit Inventory Lists
- Major Storm Card Expense Reconciliation form
- Cash Advance Reconciliation form
- PEF S&L Site Tracking Tool (Financial Tracking Tool)

Training Requirements

All training and direction received from Regional Staging Site Coordinators (SL6)

SL7: Staging Site Coordinator

Job Function

This position is responsible for setting up, managing, operating, & closing down the S&L staging site. Team activities may be located in the Regional Office, Operations Center, Line and Service Centers, or in the field. The Staging Site Coordinator works under the direction of S&L Regional Coordinators.

Job Description

This position will:

- Activate the team when directed by S&L Regional Coordinator
- Interface with Safety Client Manager and Safety Site Proctor
- Ensure all team members possess personal safety kits, containing proper safety items
    - Steel toe shoes
    - Hard hats
- Manage the set up and decommission of staging sites
- Manage all storm credit card transactions and records
- Track daily inventory and expenses to ensure accurate cost projections
- Manage all personnel resources
- Ensure team members have/bring vehicles needed for staging site
- Assign and track rental vehicles to team members
- Assign and track cells/radios and satellite phones used by team
- Request/obtain supplies needed to set-up/operate the staging area
- Ensure materials needed for initial set-up of staging area are in-route
- Coordinate with site security (materials, equipment, personnel)
- Have daily contact with caterer, to adjust meal counts and resolve issues
- Coordinate fuel procurement/fueling arrangements for staging site
- Oversee fuel needs/operations at site or delegate responsibility to team member
- Approve fuel invoices
    - Provide to Administrative Assistant
- Coordinate all needed vehicle maintenance and repairs with Fleet Services
- Coordinate oil spill clean-up or mishaps at staging area
    - Contact Fleet Services, Environmental, Safety
- Organize materials at staging areas per site plan (staging area layout)
- Implement the staging area per plan and Region Needs Matrix (# of crews)

- Manage staging team member assignments and duty schedules
- Transition S&L functions from Region to S&L team
- Establish and maintain communications with:
  - S&L Regional Coordinator
  - Operations Center S&L Liaison (supplied from Operation Center)
- Coordinate transfer of responsibilities back to Operating Center. i.e. Security, food, tents, hotels, drinks, ice, and parking
- Close and clean staging site

Checklist of Actions

BEFORE MAJOR STORM

- Initiate and establish communications with S&L Site team members
- Activate S&L Site Team when directed by S&L Regional Coordinator and S&L Resource Management
- Obtain Flash Drive from S&L IT Support with up-to-date Team Lead Manual download
- Obtain assigned S&L Staging Site Map information
- Obtain all required S&L Site Kits (IT Kit, S&L Office Supply Kit, S&L Site Storm Kits Inventory list)
- Initiate and establish communications with S&L Staging Site contacts
- Participate in pre-storm System S&L Storm conference calls

DURING MAJOR STORM

- Implement the assigned S&L Staging Site area per S&L Site Map
- Ensure S&L team members report to S&L Site and bring Personal Storm Kits
- Initiate and establish communications with Safety Client Manager and Safety Site Proctor
- Initiate and establish communications with on-site Security Liaison
- Maintain communications with Regional S&L Coordinator and System Site Manager
- Maintain communications with Site Hotel Representative to monitor hotel activity
- Manage S&L Staging Site team member assignments
- Track daily S&L Staging Site inventory and expenses
- Coordinate with S&L Staging Site Caterer to establish meal counts
- Coordinate Fuel procurement
- Interface with Crew Mobilization Liaison
- Obtain early estimates of crew movement throughout the restoration process
- Closely monitor crew mobilization activity
- Represent Assigned S&L Staging Site on S&L team calls

Key Interface Points

- S&L Regional Coordinators (SL6)
- Staging Site Coordinator (SL7)
- S&L Resource Manager (SL2)
- Supply Chain
- Crew Mobilization Liaison (SL4)
- Hotel Manager (SL5)
- Regional Environmental Lead (DA/ENV1)

Methods of performing job duties

- Voice and E-mail communications
- Participating in System S&L Storm Calls

Measures of success

- No safety related incidents
- Resolution of S&L Site customer conflict issues with the expectation of 0 being escalated to the Regional S&L Coordinator
- 0 Human Resource issues escalated to Regional S&L
- Validation of S&L Staging Site counts, i.e. beds, food, etc.

Documents/forms needed

- System S&L & Supporting Org Contact List
- S&L Roles & Responsibilities
- S&L Team Rosters
- S&L Mustering & Staging Site Maps
- Resource Link Reports
- Timeline Checklist
- Crew Check-in form
- S&L Site Timesheet
- Bus Log
- Cash Advance Reconciliation Report form
- Major Storm Card Expense Reconciliation form
- PEC & PEF S&L Site Tracking Tool
- S&L Hotel Tracking Tool
- Hotel Tracking Template
- S&L Mustering Site Rating form
- S&L Staging Site Rating form
- S&L Team Lead Kit sign-out form
- IT Kit Inventory list
- Personal Storm Kit Inventory list
- S&L Office Supply Kit list
- S&L Site Storm Kits Inventory list
  - Kits A-E

Primary support location where employee works

- S&L Mustering Sites
- S&L Staging Sites
- Operations Centers

SL7A: Site Support

Job Function

This position is responsible for setting up, maintaining, and closing down the staging site. The Staging Site S&L Support personnel work under the direction of the Staging Site S&L Coordinator.

Job Description

This position will:

- Assist with staging area set-up
- Support and assist Sr. Materials Coordinators in organizing and maintaining the materials at staging areas
- Procure materials/equipment/supplies as needed/requested
- Assist with loading/unloading of materials (if fork lift used, must be certified operator)
- Issue materials to crews as directed
- Coordinate parking and directing traffic in and out of sites. Provide morning and evening coverage (will require a lead person)
- Assist with meal arrangements/deliveries as needed

- Maintain staging area in good order
- Replenish ice and water stocks in distribution areas
- Carry out other duties as assigned
- Assist in shut-down/clean-up and closing of staging area

Key Interface Points

- Staging Site S&L Coordinators (SL7)
- Staging Site S&L Materials Support
- Staging Site S&L Safety Proctor (SL7D)

Checklist of Actions

Before Major Storm

- Ensure all PPE and storm gear is accounted for and ready
- Maintain communication with assigned Staging Site S&L Coordinator

During Major Storm

- Assist with S&L Site set-up according to S&L Site Map (if available)
- Assist Sr. Materials Coordinators in organizing and maintaining materials
- Assist with loading/unloading of materials (if fork lift used, must be certified operator)
- Issue materials to crews as directed by Sr. Materials Support
- Coordinate parking and directing traffic in and out of sites
- Coordinate fueling of trucks in Staging area
- Deliver meals to crews as needed
- Replenish ice and water stocks in distribution areas
- Maintain staging area in good order

After Major Storm

- Assist in shut-down/clean-up and closing of staging area
- Tools and Information Needed
- PPE and assigned storm gear

Training Requirements

Training and direction received from Staging Site S&L Coordinators.

SL7B: Site Administrative Support

Job Function

This position is responsible for all administrative duties assigned by the Staging Site Coordinators.

Job Description

This position will:

- Set-up command post at staging site
- Obtain crew check-in forms/office supplies for command post
- Maintain crew database
- Check-in, check-out, and survey crews on S&L site
- Compile reports
- Other administrative duties to support staging and logistics team as assigned by S&L Coordinator or Senior Logistics Support person
- Maintain and track the S&L team work schedule & timesheets
- Assign and track rental vehicles
- Assign and track cells/radios and satellite phones
- Daily tracking of site materials and procurements
- Assist with closing and clean up of staging site and maintain office supplies

Key Interface Points

- Staging Site Coordinators (SL7)
- Site Hotel Representative (SL7C)
- Site Support (SL7A)
- Administrative Support (Regional) (SL7B)

Checklist of Actions

Before Major Storm

- Ensure all PPE and storm gear is accounted for and ready
- Maintain communication with assigned Staging Site S&L Coordinator

During Major Storm

- Maintain crew database and files obtained from S&L Site Hotel Representatives
- Check-in, check-out, and survey crews

After Major Storm

- Assist with shut down of S&L Site office

Tools and Information Needed

- Laptop or PC

Training Requirements

- Training and direction received from Staging Site S&L Coordinator

SL7C: Site Hotel Representative

Job Function

The position is responsible for setting up, maintaining, and closing down the staging site hotel unit within the S&L Site office.

Job Description

This position will:

- Set up and shut down Staging Site office for hotel services
- Maintain required system hotel reports (*S&L Hotel Tracking Tool*)
- Assist Hotel Acquisition team with site hotel information
- Track room assignments daily.

Key Interface Points

- Hotel Acquisition (SL5A)
- Staging Site Coordinator (SL7)
- Assigned Hotel contacts

Checklist of Actions

Before Major Storm

- Ensure all PPE and storm gear is accounted for and ready
- Maintain communication with assigned Staging Site S&L Coordinator
- Maintain communication with Hotel Acquisitions team

During Major Storm

- Maintain communication with assigned Staging Site S&L Coordinator
- Maintain communication with Hotel Acquisitions team
- Track daily hotel needs (S&L Hotel Tracking Tool)

After Major Storm

- Finalize Hotel reports
- Shut down Staging Site Hotel Office

Tools and Information Needed

- S&L Hotel Tracking Tool

Training Requirements

- Online Storm Hotel Reservation Tool Training

SL7D: Site Safety Proctor

Job Function

This position is a designated individual who will coordinate the overall safety program at a designated staging site.

Job Description

This position will report to the site specific Staging and Logistics Site Coordinator. Duties include:

- Coordinating site setup to ensure compliance with the pre-drawn site plan (if available)
- Ensuring all appropriate signage is in place
- Ensuring all off system resources have participated in the Safety Orientation
- Printing daily safety messages and performing the morning staging site pre-job briefings with all resources
- Track and report all safety related incidents to the S&L Site Coordinator and the S&L Safety Coordinator

Key Interface Points

- Regional Security Liaison or contract site security (SEC2)
- S&L Site Coordinator (SL7)
- S&L Safety Coordinator (SAF3)
- Off-system crew foreman

Checklist of Actions

Before Major Storm

- Review System Storm Plan and Distribution System Storm Operational Plan
- Inspect PPE and replace as needed
- Pre-print safety messages
- Print site setup plan, if available, when site is designated
- Make contact with Key Interfaces to establish protocols

During Major Storm

- Should be the first person at the staging site
- Support local safety orientations for off system line and tree resources
- Communicate the daily safety message
- Inspect the safety equipment and material that arrives at the staging site
- Set up the first aid area
  - Display the first aid and blood borne pathogens kit and inspect daily
  - Post signs with safety information at the first aid area
- Verify all staging and logistics site workers have their PPE and that PPE is in good working condition
- Provide PPE for additional staging and logistics site workers who are assigned to the site
- Order or purchase additional safety equipment or material as needed
- Post safety signs on the staging site as required
- Provide means of transportation to the hospital or emergency care facility, if needed
- Communicate with other Safety proctors and assist as needed
- Communicate with Team Lead and assist as needed
- Fill in as traffic controller, if needed
- Daly inspection of the staging site:
  - The material area; ensure material is stored and handled safely
  - The staging site office; ensure trip hazards, fire hazards, etc., are eliminated
  - The mess hall area; ensure area allows safe pedestrian traffic and good housekeeping is followed

- The food and ice trailers; ensure proper steps or stairs are utilized for entering and exiting and slip hazards are eliminated
- The mobile pole lamps and generators; ensure equipment is safely stored or setup and eliminate combustible materials from this area
- The vehicle entrance and exits: traffic is controlled, signage is in use and traffic patterns are clearly identified
- The grounds the staging site is set up on; ensure the safety of personnel and equipment
- Maintain a daily log of the staging site inspections; report safety related issues to S&L Site Coordinator and S&L Safety Support
- Correct safety related hazards in a timely manner

After Major Storm

- Assist S&L personnel in the de-activation of the staging site:
  - Ensure PPE is worn
  - Traffic is safely controlled
  - Materials are handled and loaded appropriately
  - Site is cleaned and put back to pre-storm condition prior to notifying site ownership
- Verify release from duty from the S&L Site Coordinator and S&L Safety Support

Training Requirements

Training and direction received from S&L Site Coordinator (SL6).

Tools and Information Needed

To be included in a future revision of this document.

Training Requirements

To be included in a future revision of this document.

Engaged in the Following Sub-process:

- Daily Staging Site Management

SL8: Hotel Manager

Job Function

The Hotel Manager (and backup) directs all activity for the Fulfillment Team (SL8A) and Acquisition Team (SL8C). The primary responsibility of the Hotel Manager is to meet bed needs while satisfying daily financial targets set by Business Operations.

Job Description

- Direct all activity for the Fulfillment Team (SL8A)
- Direct and monitor hotel procurement and cancellation numbers daily
- Work closely with Crew Mobilization Liaison (SL4) to establish daily bed needs for crews
- Maintain daily 20% buffer of needed beds
- Work closely with Staging and Logistics Cost Estimator (BO10) to establish and meet daily financial targets
- Participate in System S&L storm conference calls

Key Interface Points

- Acquisition Team (SL8C)
- Crew Mobilization Liaison (SL4)
- Fulfillment Team (SL8A)
- Staging and Logistics Cost Estimator (BO10)
- System Staging and Logistics Coordinator (SL1)

Checklist of Actions

Before Major Storm

- Develop bed fulfillment plan based on expected level of storm
- Use System five-day timeline prior to storm
- Report staging site availability to System Staging and Logistics Coordinator (SL1).
- Twenty-four hours prior to storm, make adjustments with internal and external storm response organizations based on latest Resource Management plans

During Major Storm

- Direct all activity for Fulfillment Team (SL8A)
- Direct and monitor hotel procurement and cancellation numbers daily
- Communicate with Crew Mobilization Liaison (SL4) to establish daily bed needs for crews
- Maintain daily 20% buffer of needed beds
- Communicate with Staging and Logistics Cost Estimator (BO10) to establish and meet daily financial targets
- Participate in System S&L storm conference calls

After Major Storm

To be included in a future revision of this document.

Tools and Information Needed

- Maps
- Reports from Crew Mobilization Liaison (SL4) via Resource Link tool
- S&L mustering and staging site maps
- Storm Web page, voice, fax, e-mail, and face-to-face communications
- System S&L storm conference calls

Training Requirements

To be included in a future revision of this document.

Engaged in the Following Sub-process:

- Hotel Procurement

SL8A: Hotel Fulfillment Team

Job Function

Receives data from the Hotel Team Manager and key field contacts to determine and request appropriate number of beds needed by crews, contractors, S&L teams, transmission, and support personnel.

Job Description

- Represents Transmission and Regional hotel concerns at a System level
- Liaison role between: Staging site teams, Acquisition team, Acquisition Manager
- Communicates w/ staging sites regularly for issues and resolution.
- A 'check point' for financial impact to decisions on bed reservations.
- Track, confirm, and submit bed counts thru the Hotel Reservation Request Form/Hotel Cancellation Request Form to the Hotel Acquisition Manager/Team. Identify requests by Staging Site and cancellations by Hotel Name.
- Manage deployment of acquired rooms / hotel beds to the requesting site, key field contacts or departments.

Key Interface Points

- Hotel Manager
- Hotel Acquisition Manager and Team
- Individual Staging Site Coordinators
- Transmission site coordinators
- Financial Analyst/ Financial Business Ops

Checklist of Actions

Before Major Storm

- Obtain Credit Card for local room reservations
- Setup Hotel Fulfillment Storm Room in System Storm Center. This includes necessary files, cabinets, office tools, and blank copies of all forms. Communicate with Storm Room Coordinator for computers, fax, phones as needed, etc.
- Establish contact with each staging site.

During Major Storm

- Communicate with each staging site
- Track, confirm, and submit bed counts thru the Hotel Reservation Request Form/Hotel Cancellation Request Form to the Hotel Acquisition Manager/Team. Identify requests by Staging Site and cancellations by Hotel Name. Distributes acquired hotel beds to the requesting site, key field contacts or departments.
- Tracking tool for staging sites
- Hotel lists by staging sites

After Major Storm

- Submit cancellation requests of bed as determined by Hotel Manager and Crew Mobilization Liaison to the Hotel Acquisition Manager/team.
- Reconciliation process performed.

Tools and Information Needed

- Storm Resource Link
- Staging Site Tracking Tool
- Staging Site Tool
- Hotel Reservation Request Form
- Hotel Cancellation Request Form

Training Requirements

- Extensive Excel skills
- Training on each tool listed above

SL8B: Acquisition Manager

Job Function

This position serves as the liaison between the Florida Hotel Manager, System S&L Hotel Fulfillment Coordinator(s) and the Corporate Travel Center during the process of securing hotel rooms for crews supporting system storm restoration activities. Position could also serve as liaison to Travel Center with field S&L personnel depending on the severity of the storm.

Job Description

- Communicate directly with Hotel Manager to understand housing needs
- Man the Travel Center Storm Room for incoming request
- Receive hotel requirements from S&L Hotel Fulfillment Coordinator(s)
- Communicate and oversee the booking of rooms by Travel Center Agents and RSVP Volunteers.
- Assist with booking of rooms, as needed

Key Interface Points

- Florida Hotel Manager
- S&L Hotel Fulfillment Coordinator(s)
- S&L Teams
- Corporate Travel Center & RSVP Agents

Travel Center Storm Timeline Checklist

This timeline is designed to help us prepare for storms. Changes in the storm patterns and severity could require adjustments of some activities and cancellation of others.

AT ALL TIMES

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

PRE STORM SEASON - MAY

- ❑ Update Travel Storm Plan to include key contacts.
- ❑ Touch base via email with all key points of contact for non-S & L bookings and update contact list if necessary.
- ❑ Update RSVP listing and recruit additional volunteers as needed. **(Email #1)**
- ❑ Ensure prioritized hotel listings have been modified by Hotel Fulfillment and "official record" location identified.
- ❑ Check storm supplies and replenish as necessary.
- ❑ Prepare Travel Storm Kits.
- ❑ Retrain RSVP participants, non-S&L contacts and Travel Agents on key processes.
- ❑ Set up Storm room. Test all phone lines, printers and computers.

72 HOURS (3 DAYS) PRIOR TO THE STORM (or as soon as we are notified by S &L)

- ❑ Put all RSVP volunteers, Travel Center agents and Omega contacts on alert via email and verify contact information. **(Email #2)**
  - ❑ If traveling at this point, identify RSVP volunteers that will be utilized during the storm and finalize travel plans, if necessary. **(Email #4)**
- ❑ Reserve Storm room (03B1) (Carolinas) and/or make plans to travel to Winter Garden Ops Center (Florida).
- ❑ Check storm supplies (including Storm kits) in 2nd floor supply closet in 02C1 area (Carolinas) or contact Hotel Fulfillment (Florida). Secure any items needed. (See attached lists for need in Carolinas and Florida).
- ❑ Double check storm room supplies and make sure any items needed have been obtained.
- ❑ Identify and book rooms for Winter Garden Storm staff.

48 HOURS (2 DAYS) PRIOR TO STORM

- ❑ Identify RSVP volunteers that will be utilized during storm and finalize travel plans if necessary.
- ❑ Send follow up email to Travel Center agents and Omega contacts. **(Email #3)**
- ❑ Travel to Florida if necessary. **(Email #4)**
- ❑ Create work schedule.

24 HOURS (1DAY) PRIOR TO STORM

- ❑ Set up Storm room. Test all phone lines, printers and computers.
- ❑ Go over and assign work schedule with RSVP volunteers and Travel Center agents.
- ❑ Print hotel lists and add to Travel Storm kits.
- ❑ Go over procedures with RSVP volunteers and Travel Center agents to make sure everyone is on the same page and comfortable with assignment.
- ❑ Do any last minute training that may be necessary.

POST STORM

- ❑ Notify participants of ending of storm. **(Email #5)**
- ❑ Conduct Lessons Learn and modify processes accordingly.

SL8C: Acquisition Team

Job Function

This position is responsible for the actual booking of rooms, as communicate by the Travel Center Coordinator, in the process of securing hotel rooms for crews supporting system storm restoration activities.

Job Description

- Contacting hotels via phone, fax and email to secure and/or cancel rooms
- Populating Hotel Reservation Request and Hotel Cancellation Request forms.

Key Interface Points

- Travel Center Coordinator
- Other Travel Center Agents
- Travel Center RSVP Agents

Tools and Information Needed

- Phone
- Fax
- Email
- Hotel Reservation Request Form
- Hotel Cancellation Request forms

Systems

- Map Framme
- Resource Link tool
- Streets and Trips
-
-

Supplementary Information

- Site Resource Request Checklist
- Storm Team Personnel Resource Management Major Storm Response Procedures

Document title

Corporate Communications

Document number

EMG-EDGX-00045

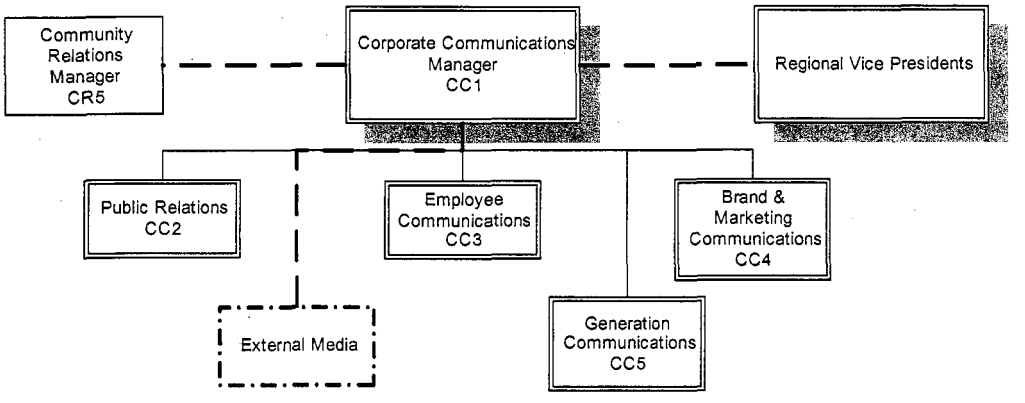
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

The Corporate Communications Department (CCD) uses its Storm Communications Plan to guide the development and communication of key messages regarding Progress Energy's storm response before, during and after the event. CCD engages media, advertising and employee communications to keep all external and internal stakeholders informed of the company's response.

Organization Chart



Sub-process

The Corporate Communications functional process includes the following sub-process:

- Status Communication

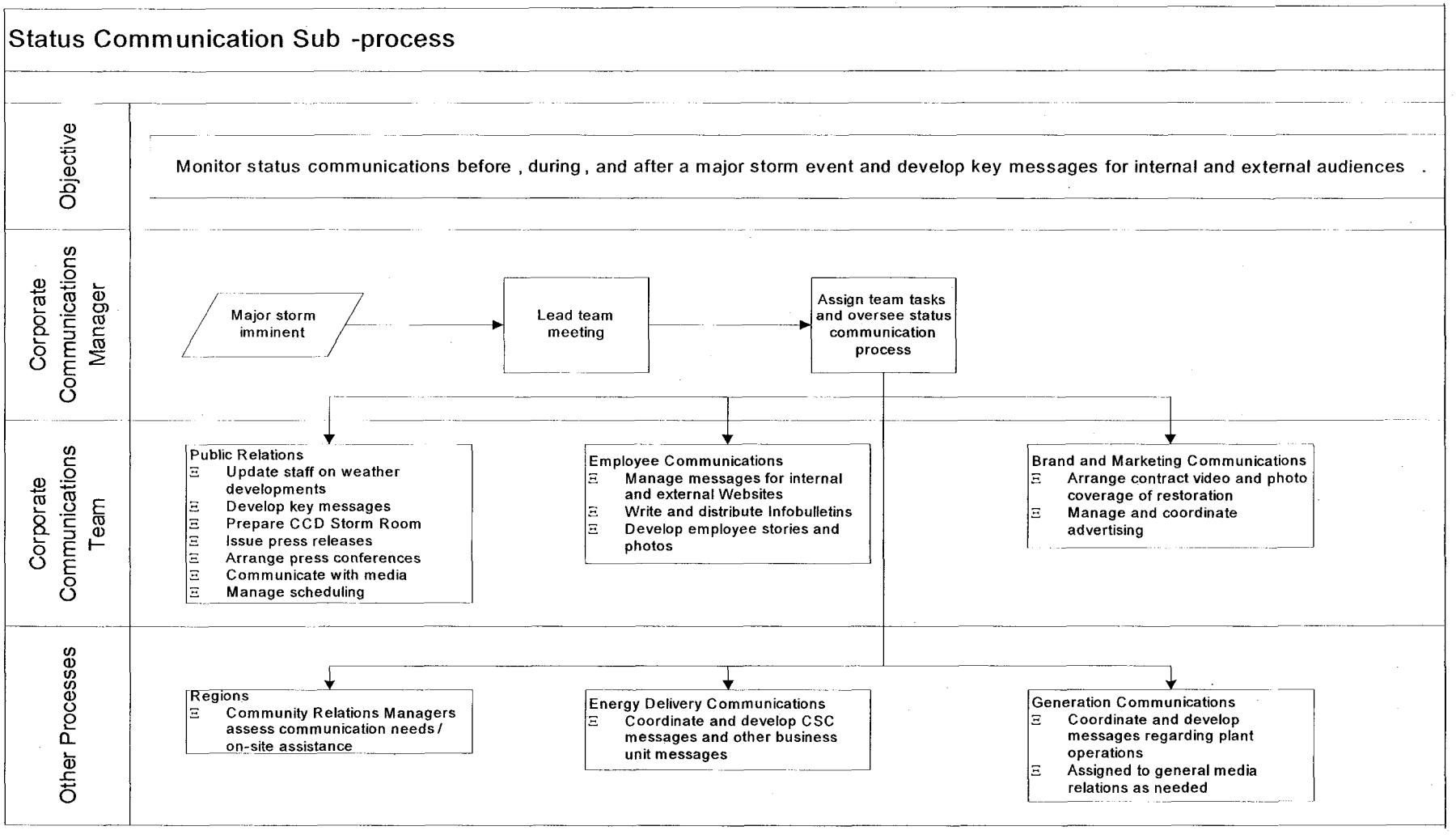
Status Communication

This sub-process monitors status communications before, during, and after a major storm event and develops key messages for internal and external audiences.

The following personnel are engaged in Status Communication:

- Brand and Marketing Communications (CC4)
- Community Relations Manager (CR3)
- Corporate Communications Manager (CC1)
- Employee Communications (CC3)
- Generation Communications (CC5)
- Public Relations (CC2)

The flowchart below provides a detailed view of this sub-process:



Job Descriptions

CC1: Corporate Communications Manager

Job Function
The Corporate Communications Manager is the primary contact for management and CCD staff before, during and after a storm. This individual addresses staffing issues, key message oversight.

Job Description
- Create CCD Storm schedule, schedule section meetings and keep section updated on mandatory storm calls.
- Report to senior management when designated by CCD VP.
- Functions as the lead media coordinator – in charge of public relations efforts during shift.

Key Interface Points
- Executive team
- CCD VP
- CCD staff
- RVPs
- CRM (CR3)
- Distribution System Storm Coordinator (DSSC1)

CHECKLIST OF ACTIONS

Before Major Storm
- Create CCD storm schedule
- Attend all storm calls and update staff from the calls.

During Major Storm
- Help public relations create and get key messages out to media.
- Attend all storm-related calls.

After Major Storm
- Senior management liaison
- Lead media communicator during shift – responsible for key messages during shift.

Tools and Information Needed

Job related.

Training Requirements

Job related.

CC2: Public Relations

Job Function
This position is primarily the Media liaisons communicating to customers before, during and after a storm.

Job Description
- Participate in all system storm conference calls.
- Coordinate communications needs with regional VPs.
- Develop and distribute key messages and press releases.
- Proactive media pitching and coordinate press access

Key Interface Points

- CCD VP
- Regional VPs
- External media

CHECKLIST OF ACTIONS

Before Major Storm

- Participate in all system storm conference calls.
- Develop and distribute key messages and press releases.

During Major Storm

- Continue to communicate to the media.

After Major Storm

- Coordinate communications needs with regional VPs.
- Develop and distribute key messages and press releases.
- Proactive media pitching and coordinate press access
- Possible media field duty.

Tools and Information Needed

Job related.

Training Requirements

Job related.

CC3: Employee Communications

Job Function

This position will typically be under the supervision of the Manager – Employee Communications, North Carolina. To effectively communicate with Progress Energy employees before, during and after a storm affects PE service territory.

Job Description

- Activation and management of Storm Center web site.
- Distribution of InfoBulletins and RSVP InfoBulletins
- Ensuring arrangements of photographs and first-person accounts of employee contributions to the restoration efforts.

Key Interface Points

- Distribution System Storm Coordinator (DSSC1)
- CCD VP
- Brand and Marketing Communications (CC4) and PR Communications (CC2)

CHECKLIST OF ACTIONS

Before Major Storm

- Activation and management of Storm Center web site.
- Distribution of InfoBulletins and RSVP InfoBulletins
- Ensuring arrangements of photographs and first-person accounts of employee contributions to the restoration efforts.

During Major Storm

- Management of Storm Center web site.
- Distribution of InfoBulletins and RSVP InfoBulletins

After Major Storm

- Management of Storm Center web site.
- Distribution of InfoBulletins and RSVP InfoBulletins
- Ensuring arrangements of photographs and first-person accounts of employee contributions to the restoration efforts.

Tools and Information Needed

N/A

Training Requirements

Job related.

CC4: Brand & Marketing Communications

Job Function
This position will typically be under the direction of the Director-Brand & Marketing Communication, North Carolina. Oversee the advertising process before, during and after a storm.

Job Description
- Advance and continuing advertising schedules
- Graphics and collateral communication illustrating restoration procedures.
- Vehicle signage, banners and news conference signage.

Key Interface Points
- CCD VP
- Energy Development Group
- Regional VPs, CRMS and/or region DE&O managers

CHECKLIST OF ACTIONS

Before Major Storm

- Advance advertising schedules.
- Graphics and collateral communication illustrating restoration procedures.

During Major Storm

- Graphics and collateral communication illustrating restoration procedure.

After Major Storm

- continuing advertising schedules
- Graphics and collateral communication illustrating restoration procedures.
- Vehicle signage, banners and news conference signage.

Tools and Information Needed

N/A

Training Requirements

Job related.

CC5: Generation Communications

Job Function
This position will typically be under the supervision of the Manager-Generation Communication, North Carolina. This position will primarily be the Media liaison for power plants before, during and after storms for CCD. CCD storm duty if plant is not affected by storm.

Job Description

- Participate in all System Storm calls.
- Respond to media inquiries on plant-related storm procedures.
- If plant will be affected by storm, they fulfill communications role per plant procedure.
- If plant not affected they join CCD in storm duty including media duties.

Key Interface Points

- Media
- Plant management
- CCD VP

CHECKLIST OF ACTIONS

Before Major Storm

- Participate in all System Storm calls.
- Respond to media inquiries on plant-related storm procedures.
- If plant not affected they join CCD in storm duty including media duties.

During Major Storm

- Respond to media inquiries on plant-related storm procedures.

After Major Storm

- Participate in all System Storm calls.
- Respond to media inquiries on plant-related storm procedures.
- If plant not affected they join CCD in storm duty including media duties.

Tools and Information Needed

N/A

Training Requirements

Being certified in PE Emergency Response Organization.

Document title

Accounting Storm Team

Document number

EMG-EDGX-00047

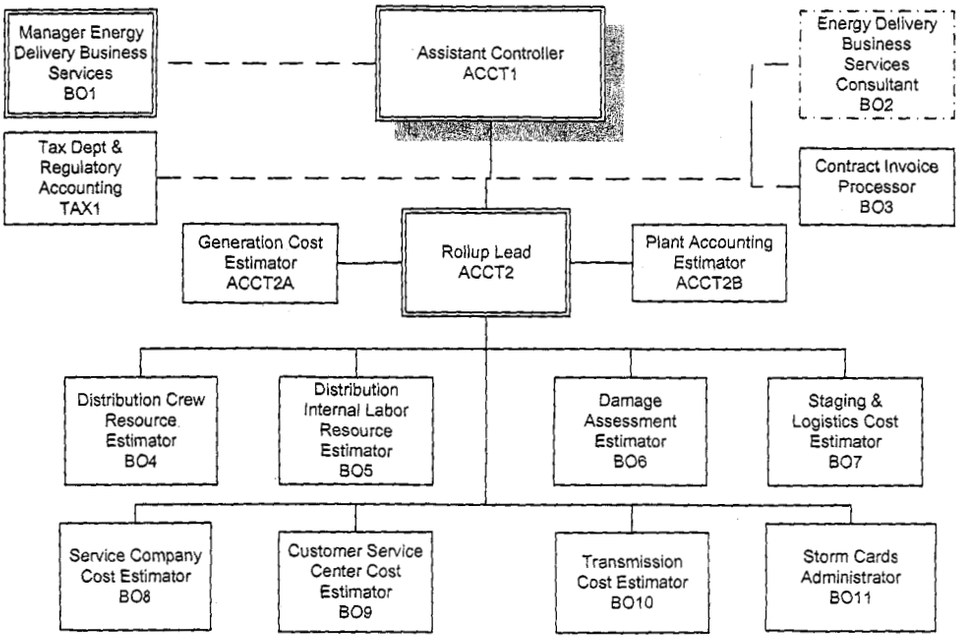
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

The Accounting Storm Team, which is comprised of employees from accounting, business operations, and regulatory planning, develops and implements a dynamic cost management system for major storms that allows Progress Energy to capture and track costs as they are incurred. The system provides an accurate report of daily cost estimates, an accurate report of total storm cost estimates, a detailed basis for reconciling actual storm costs versus estimates, and a detailed basis to account for and record specific storm costs.

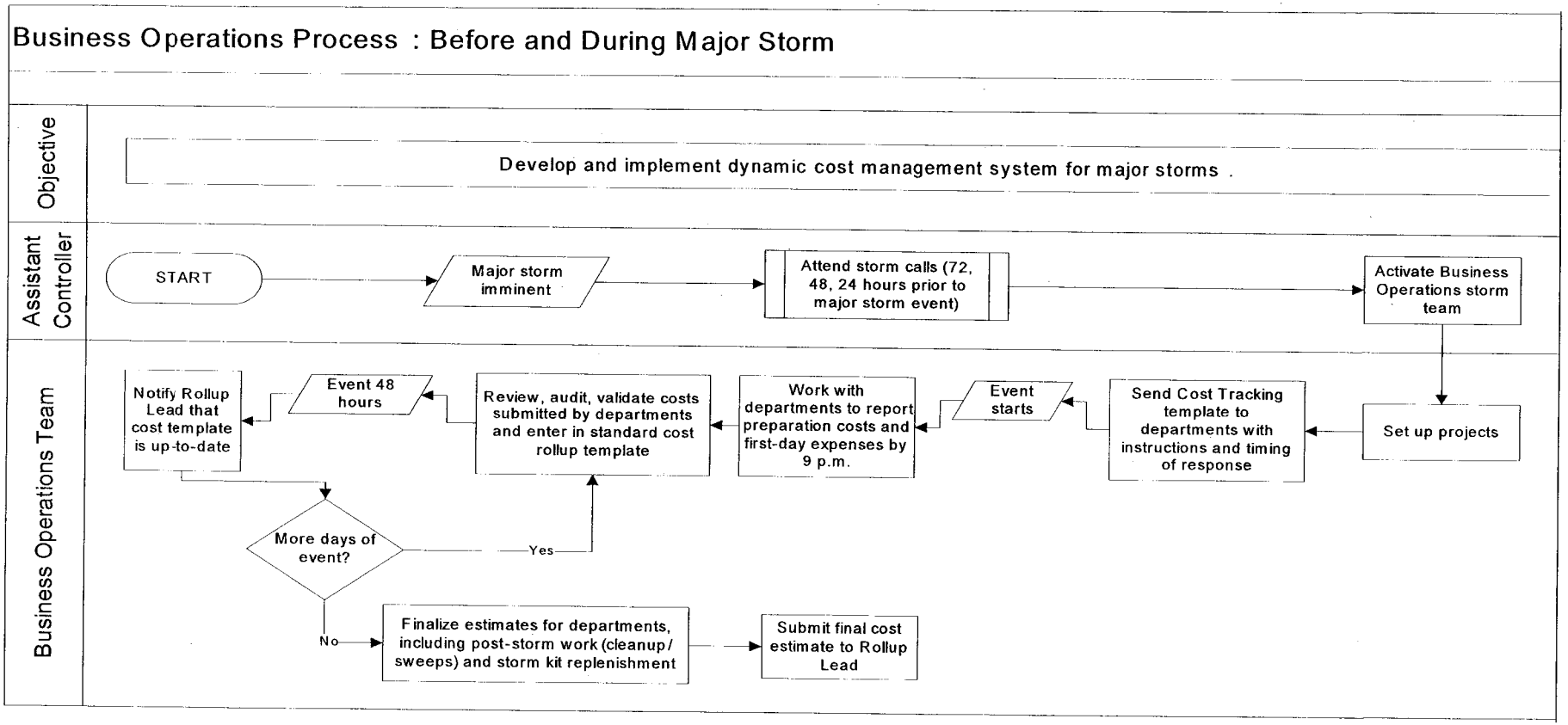
Storm Organization Chart

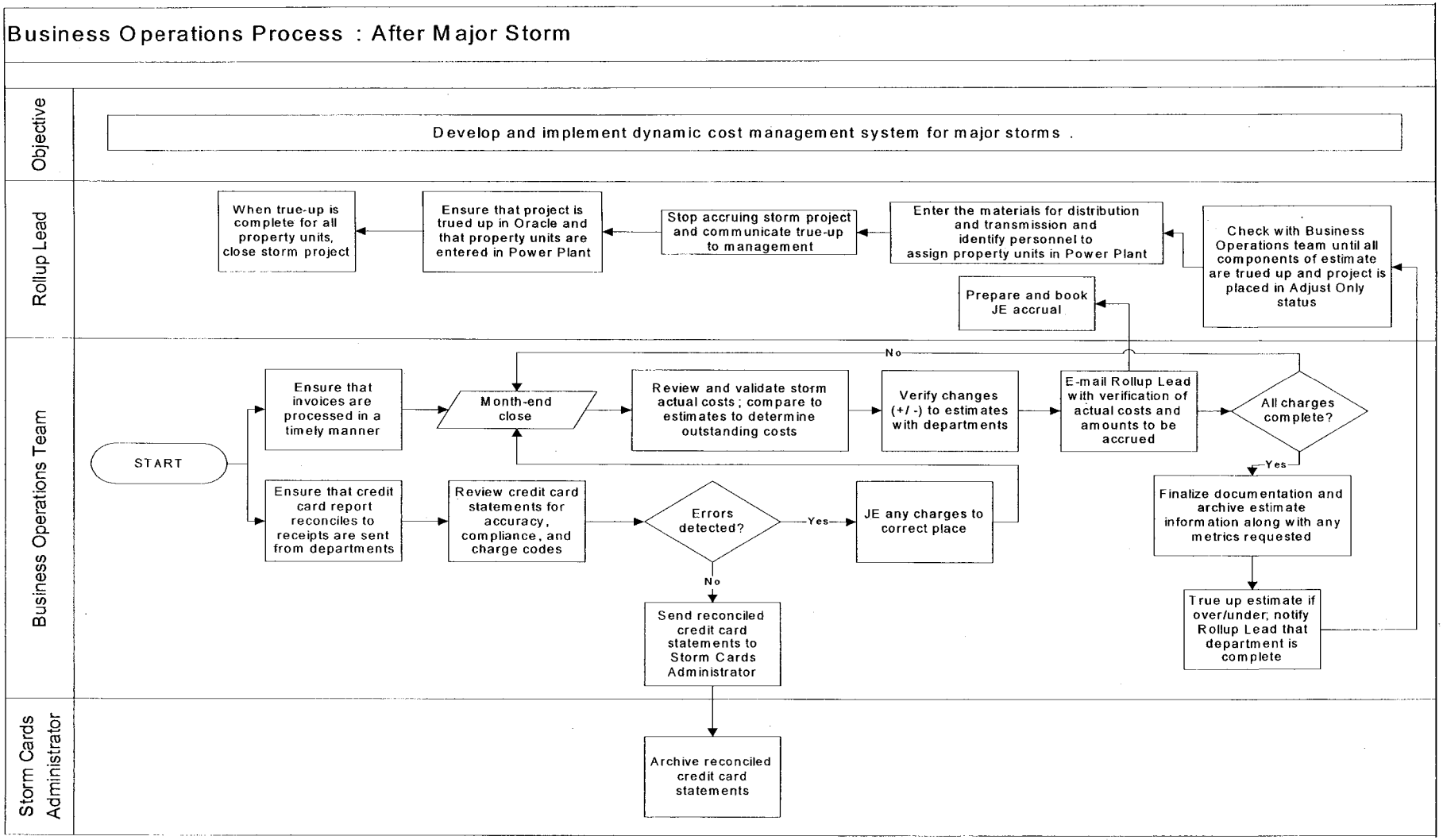


Sub-processes:

- Before and During Major Storm
- After Major Storm

The flowcharts below provide a detailed view of these functional processes:


Business Operations Process : Before and During Major Storm
Objective
Develop and implement dynamic cost management system for major storms .
Assistant Controller
START
Major storm imminent
Attend storm calls (72, 48, 24 hours prior to major storm event)
Activate Business Operations storm team
Business Operations Team
Set up projects
Send Cost Tracking template to departments with instructions and timing of response
Event starts
Work with departments to report preparation costs and first-day expenses by 9 p.m.
Review, audit, validate costs submitted by departments and enter in standard cost rollup template
Event 48 hours
Notify Rollup Lead that cost template is up-to-date
More days of event?
Yes
No
Finalize estimates for departments, including post-storm work (cleanup/ sweeps) and storm kit replenishment
Submit final cost estimate to Rollup Lead


Business Operations Process : After Major Storm
Objective
Develop and implement dynamic cost management system for major storms .
Rollup Lead
When true-up is complete for all property units, close storm project
Ensure that project is trued up in Oracle and that property units are entered in Power Plant
Stop accruing storm project and communicate true-up to management
Enter the materials for distribution and transmission and identify personnel to assign property units in Power Plant
Check with Business Operations team until all components of estimate are trued up and project is placed in Adjust Only status
Prepare and book JE accrual
Business Operations Team
START
Ensure that invoices are processed in a timely manner
Month-end close
Review and validate storm actual costs; compare to estimates to determine outstanding costs
Verify changes (+/-) to estimates with departments
E-mail Rollup Lead with verification of actual costs and amounts to be accrued
All charges complete?
No
Yes
Finalize documentation and archive estimate information along with any metrics requested
True up estimate if over/under; notify Rollup Lead that department is complete
Ensure that credit card report reconciles to receipts are sent from departments
Review credit card statements for accuracy, compliance, and charge codes
Errors detected?
Yes
JE any charges to correct place
No
Send reconciled credit card statements to Storm Cards Administrator
Storm Cards Administrator
Archive reconciled credit card statements

Job Descriptions

ACCT1: Assistant Controller

Job Function

The Assistant Controller leads the Accounting Storm Team and holds overall accounting responsibility for major storms, including both estimated and actual costs.

Job Description

- Act as liaison and provide support to Manager of Energy Delivery Business Services (BO1) to facilitate the storm-costing process
- Participate in daily System storm conference calls and provide storm cost metrics as requested
- Take notes on items of interest from cost perspective, including damage claims, personal injuries, off-system resources brought on-line, helicopters and vehicle use, etc.
- Obtain extended pay approval from Manager of Energy Delivery Business Services (BO1)
- Obtain approved extended pay memo from Manager of Energy Delivery Business Services (BO1) and communicate to Rollup Lead (ACCT2)
    - Distribute extended pay approval via "Major Storm Team" e-mail address
- Schedule and lead daily Business Operations storm conference calls
- Communicate to all team members to activate Business Operations SWARM role
- Ensure compliance with Generally Accepted Accounting Principles (GAAP) and Sarbanes Oxley Act
- Review and approve overall storm cost estimate
- Report to the Distribution System Storm Coordinator (DSSC1)

Key Interface Points

- Business Operations storm team
- Distribution System Storm Coordinator (DSSC1)
- Human Resources
- Manager of Energy Delivery Business Services (BO3)
- Rollup Lead (BO2)

Tools and Information Needed

- Cost templates

Training Requirements

- Walk-through of cost templates, any new linking and/or time frames, and any additional individuals (positions) requiring data.

ACCT2: Rollup Lead

Job Function

The Rollup Lead is responsible for estimating the costs associated with resources brought in from off-system as well as the costs of on-system contractors and internal Progress Energy crews that move out of their native territory (where they normally work). The Rollup Lead also serves as backup to the Assistant Controller.

Job Description

- Acts as a backup to Assistant Controller
- Responsible for setting up storm WBS code (excluding Progress Energy Service Company WBS code) and communicating the WBS code to Accounting Storm Team and Operations. (See 3.2.4)
- Communicate, via "Major Storm Team" email address, approved extended pay memo.
- Populate Storm Center Web Page with project, extended pay status, and appropriate storm charging information.
- Communicate folder name on Accounting Shared Drive where files are to be stored for current storm
- Perform consolidation or rollup of total Storm Cost estimate using data gathered from members of Accounting Storm Team.
- Coordinate financial metrics reporting and timing.
- Record Storm Cost accrual in the general ledger and true up the estimate to actual costs using data gathered from members of Accounting Storm Team.
- Act as a liaison with Audit Services Department, Regulatory Accounting, Tax Department.
- Report to the Distribution System Storm Coordinator (DSSC1)

Key Interface Points

- Assistant Controller (ACCT1)
- Audit Services Department
- Business Operations storm team
- Distribution System Storm Coordinator (DSSC1)
- Human Resources and Payroll
- Regulatory Accounting
- Tax Department

Tools and Information Needed

- Cost templates

Training Requirements

- Walkthrough of cost templates, any new linking and/or time frames and any additional individuals (position) requiring data.

BO1: Manager of Energy Delivery Business Services

- Communicate/discuss with the Distribution System Storm Coordinator (DSSC1) the need to implement extended pay.
- Approve and draft extended pay memo, obtain signatures and forward to Payroll Department, Assistant Controller (ACCT1) and Rollup Lead (ACCT2).
- Provide operational support and provide consultation as needed.

TAX1: Tax Department and Regulatory Accounting/Materials & Plant Accounting

- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Communicates changes in storm recover, as ordered by the Public Service Commission.
- Materials Accounting to consult, as needed, on property identification and close out of projects.

BO2: Energy Delivery Business Services Consultant

- Provide support to Storm Cost Rollup Lead (ACCT2) and other Accounting Storm Team members to ensure accurate cost estimates.
- Act as a liaison between Energy Delivery and the Accounting Storm Team.

BO3: Contract Invoice Processor

- Energy Delivery Contracts group is responsible for processing all off-system, on-system and SEE companies invoices, including hiring temporary workers as necessary (Accounting and/or Business Services will assist in screening temporary applications). Service Company- Purchasing is responsible for their invoices for S&L sites not paid on credit card. All other departments are responsible for processing any miscellaneous invoices, where storm cards could not be utilized.
- Manage process of review, audit and approval of invoices.
- Ensure Disbursement Services receives approved invoices in a timely manner for payment.
- Collaborate with Business Services to utilize template for invoice process through receipt, verification, approval, payment of invoices.
- Provide support as necessary to Distribution Crew Resource Estimator and others for actual costs/accrual requirements.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO4: Distribution Crew Resource Estimator

- Utilize the web base crew resource tracking tool to develop the Distribution contract crews cost estimate.
- Interface with Resource Management and Contract Services to validate the average hourly contractor rates based on storm demographics. Ie: if crews are on OT coming in or DT.
- Provide forecast for overall estimate rollup by day, including travel home and rest time, including update on daily calls.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead.
- Maintain all supporting documentation for the cost estimate and actual costs. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Collaborate with Business Services to utilize template for invoice process through receipt, verification, approval, payment of invoices.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.
- Reports to the Distribution System Storm Center.

BO5: Distribution Internal Labor Resource Estimator

- Utilize the web base crew resource tracking tool to develop the Distribution internal labor resource cost estimate, in conjunction with business performance report on internal crew tracking.
- Interface with Human Resources to validate the average hourly employee rates.
- Provide forecast for overall estimate rollup by day, including travel home and rest time.
- Daily collect SWARM log sheet for validation of assumption on how many support personnel are working the storm, excluding service company employees. Obtain swarm log sheets from Staging & Logistics Cost Estimator to validate number of service company employees.
- PEC only - Calculate base labor cost for internal resources
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead.
- Maintain all supporting documentation for the cost estimate and actual costs. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Ensure projects are being charged, including review of payroll reports available through Business Objects.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO6: Damage Assessment Estimator

- Run predictive model based on size of storm resources needed.
- Obtain at 24 hours after storm copy of statistical estimate (predictive model) of storm damage from Damage Assessment Coordinator. Provide to Assistant Controller.
- Obtain at 48 hours after storm copy of actual estimate of storm damage from Damage Assessment Coordinator. Share with Materials Cost Estimator and Assistant Controller.
- Interface with Resource Management, Damage Assessment, Supply Chain and Materials Cost Estimator for purchasing needs.
- Assist Materials Cost Estimator in developing capital cost estimate and capital/O&M split as necessary.
- DA cost estimate for expenses and maintain all supporting documentation for cost estimate and actual costs, including credit card reconciliation. Segregate Service Company employees and communicate to Service Company Cost Estimator to ensure all head count are charged through the Service Company to Energy Delivery.
- Maintain all supporting documentation for the cost estimate and actual costs. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Provide support for financial metrics.

BO7: Staging and Logistics Cost Estimator

- Interface with Staging and Logistics Manager to develop cost estimate for lodging, meals and staging and logistics site costs (ex. Tents, rentals, etc.).
- Interface with Purchasing and Supply Chain for purchasing needs.
- Collect daily S&L and field office spending reports, also receive Swarm volunteer tracking sheet. Segregate Service Company employees and communicate to Service Company Cost Estimator to ensure all head count charge through the service company to Energy Delivery. Monitor monthly actual charges and provide support for accrual to the Rollup Lead.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO8: Service Company Cost Estimator

- Interface with all Service Company departments to consolidate storm cost estimates via templates. (ex. Corporate Communication, Human Resources, Information Technology and Telecommunication, Security, etc.).
- Provide support and guidance to all Service Company departments on what can be charged to the storm and how to appropriately charge storm cost. Emphasize that hotel and rentals should be made through the travel center centrally; all meals should be eaten at staging or field offices where possible.
- Communicate to departments to include all service company employees in their estimate including employees deployed to other storm roles, such as Staging and Logistics or Damage Assessment. Note: There is a separate line on the template for swarm volunteers. It's a regulation that all service company labor be billed from the service company to other entities.
- Validate the hourly rate for Service Company internal labor.
- Develop rollup Service Company cost estimate.
- Daily collect cost templates from each department in the service company.
- Verify each department has included all cost items.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide ED Business Services with copy of estimate to ensure no items are double counted
- Provide support for financial metrics.

BO9: Customer Service Center Cost Estimator

- Develop Customer Service Center cost estimate, including bad debts.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived. Segregate service company employees and communicate to Service Company Cost Estimator to ensure all head count are charged through the service company to Energy Delivery
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO10: Transmission Cost Estimator

- Interface with Transmission management team.
- Develop Transmission contractor cost estimate.
- Develop Transmission internal labor cost estimate.
- Develop Transmission materials cost estimate.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO11: Storm Cards Administrator

- Conduct annual Storm Card refresher training prior to storm season.
- Maintain list of storm cards by group by card number.
- Activate and de-active storm credit cards. Field any issues with cards during the storm – limits, pins, activation, etc.
- Monitor storm card reports and provide spending to Accounting Storm Team for actual costs as incurred (daily during the storm, weekly after the storm restoration is complete).
- Monitor storm card charges for spending to ensure limits are not exceeded and facilitate limit changes as necessary.
- Work with new Concur One Card system to ensure proper cost charging.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations and card issue logs. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

ACCT2A: Generation Cost Estimator

- Develop Generation cost estimate, including Nuclear Generation and Power Operations.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead (ACCT2).
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics

ACCT2B: Plant Accounting/Materials Cost Estimator

- Interface with Damage Assessment Modeler and Supply Chain for forecast of damage.
- Review materials issued for units of property.
- Develop Capital vs. O&M split of Storm Costs based on materials issued.
- Monitor daily material issuances from Passport. PEC only - Estimate where material support does not exist.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.
- Reports to the System Storm Center.

Systems

- Damage Assessment tools
- Human Resources system (for internal labor estimating and payroll processing, including extended pay)
- Pass Port (for storm material queries)
- Resource Tracking tool

Supplementary Information

- Accounting Storm Team Organization Chart
- Accounting Storm Team Contact List
- Storm Estimate Process Flow
- Progress Energy Distribution Storm Plan (EMG-EDGX-00010)
- Link to Progress Energy Storm Center Intranet Site (http://storm/index.cfm)
- Storm Centers and directions (http://storm/index.cfm)
- Link to storm credit card application (http://progressnet/cpl-information-solutions/policiesProcedures/Redirect.aspx?doc_id=15515)

Document title

Damage Assessment

Document number

EMG-EDGX-00048

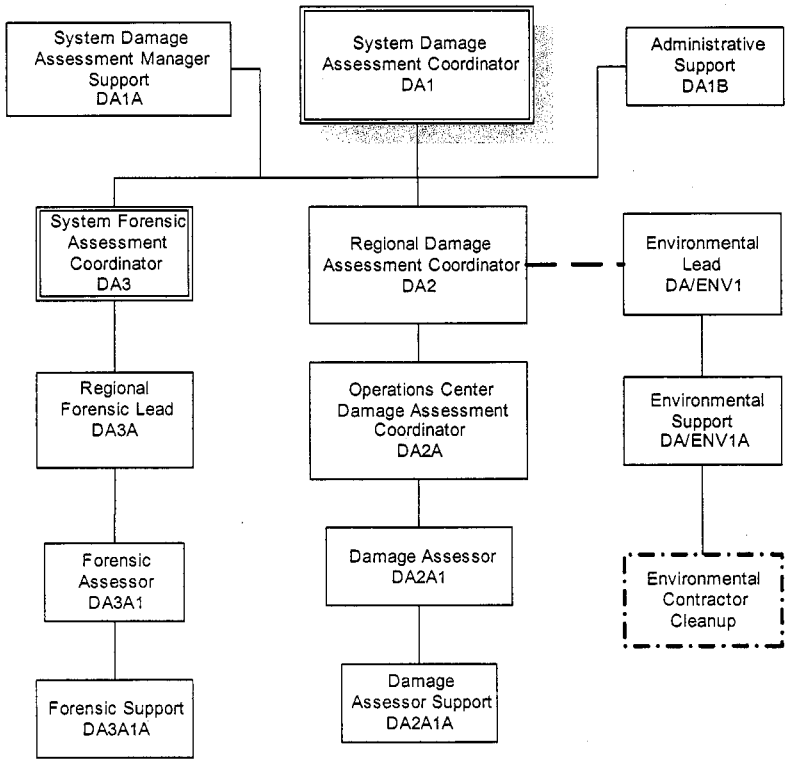
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

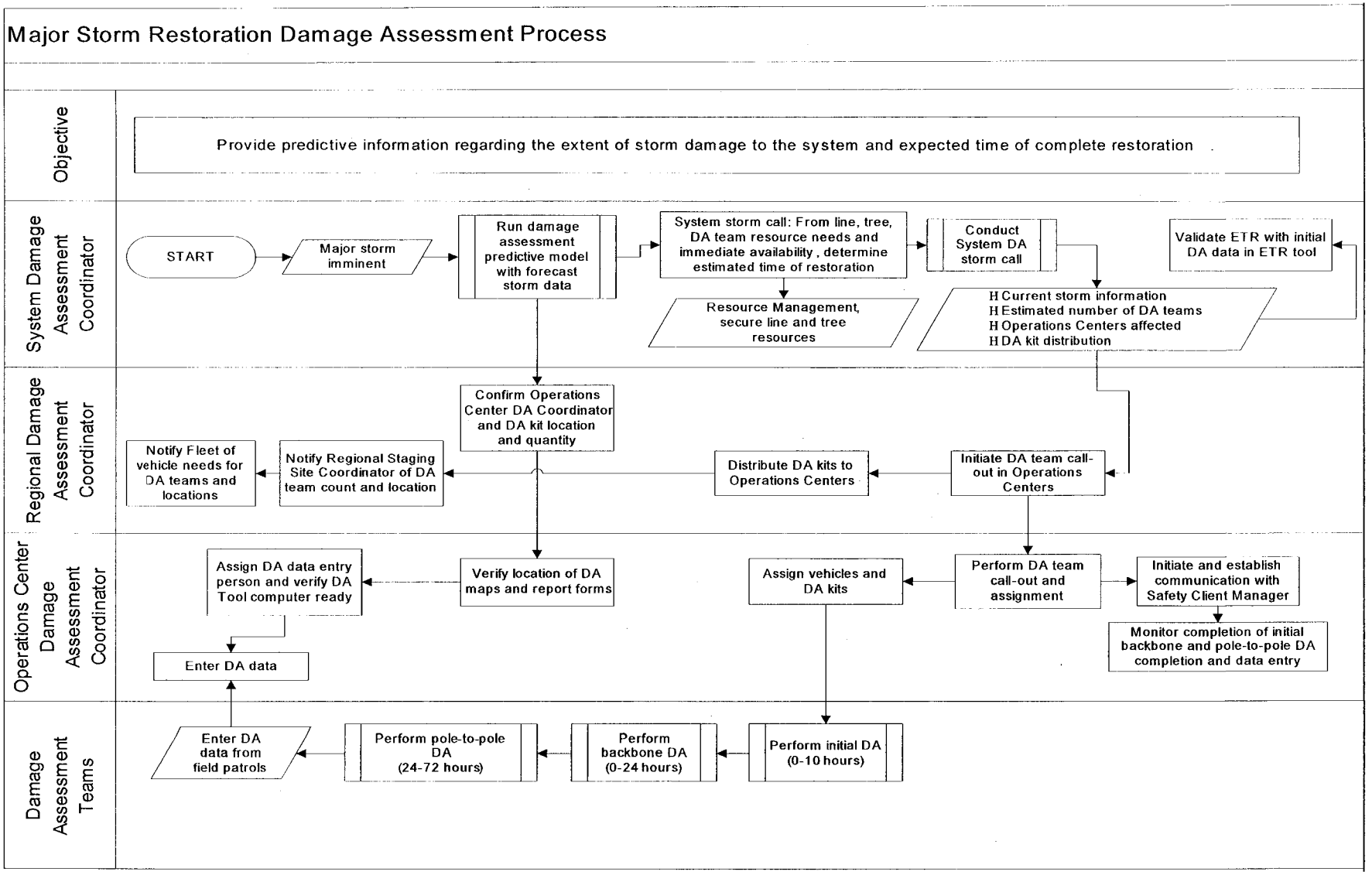
Mission

Damage Assessment (DA) provides predictive information regarding the extent of storm damage to the Progress Energy system and expected time of complete restoration. This is accomplished by estimating damage prior to the storm's arrival, assessing actual damage and estimated time of total restoration immediately after the storm exits, and producing specific damage assessment information for restoration forces.

Organization Chart



The following flowchart describes the damage assessment functional process:



The Damage Assessment sub-processes include the following:

- Predictive Modeling
- Statistical Damage Assessment
- Full Damage Assessment
- Electrical Sweep
- Tree Sweep
- Final Sweep

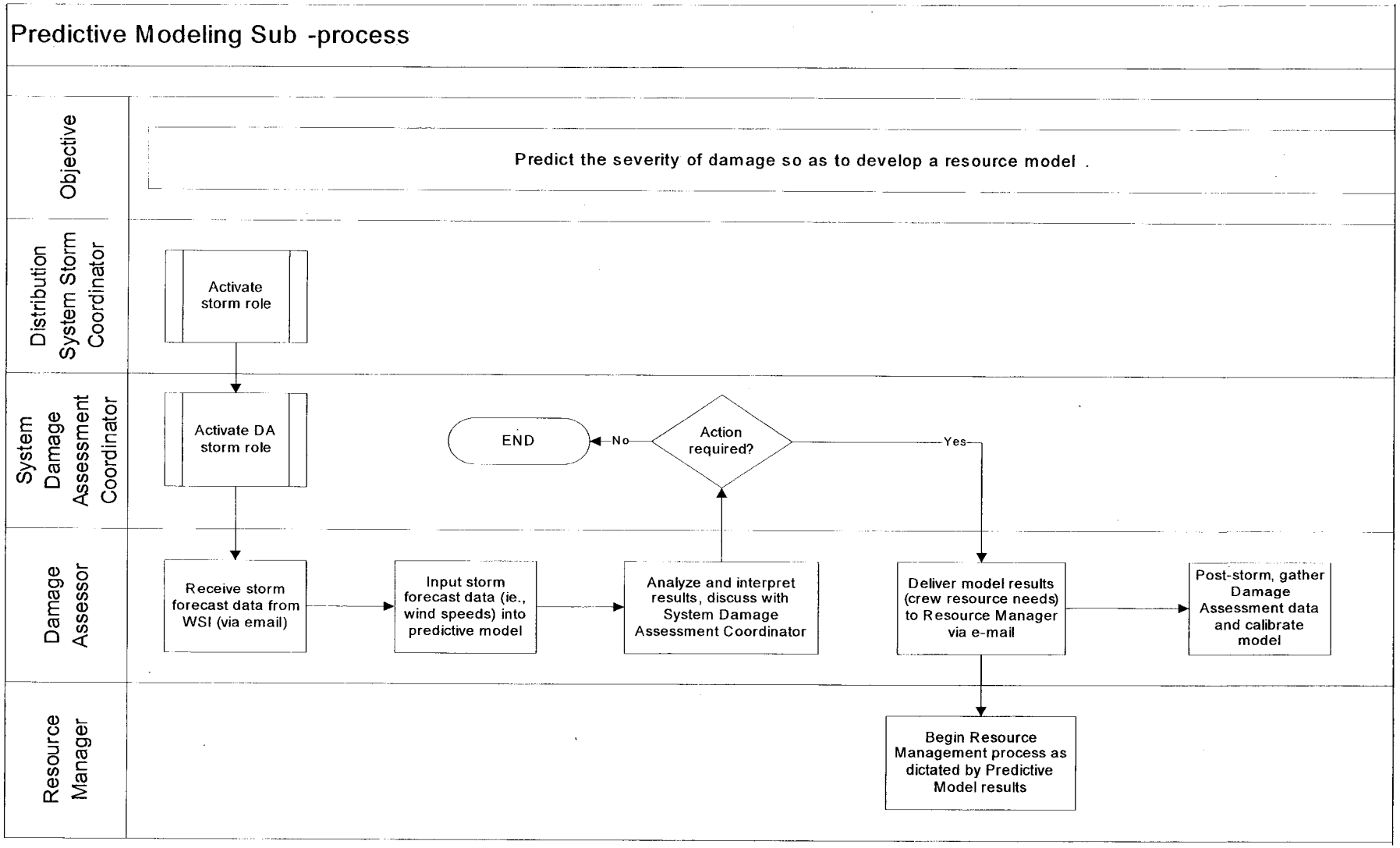
Predictive Modeling

This sub-process predicts the severity of damage so as to develop a resource model.

The following personnel are engaged in Predictive Modeling:

- Damage Assessor (DA2A1)
- Distribution Storm System Coordinator (DSSC1)
- Resource Manager (RM1)
- System Damage Assessment Coordinator (DA1)

The flowcharts below provides a detailed view of these sub-processes:


Predictive Modeling Sub -process
Objective
Predict the severity of damage so as to develop a resource model .
Distribution System Storm Coordinator
Activate storm role
System Damage Assessment Coordinator
Activate DA storm role
END
No
Action required?
Yes
Damage Assessor
Receive storm forecast data from WSI (via email)
Input storm forecast data (ie., wind speeds) into predictive model
Analyze and interpret results, discuss with System Damage Assessment Coordinator
Deliver model results (crew resource needs) to Resource Manager via e-mail
Post-storm, gather Damage Assessment data and calibrate model
Resource Manager
Begin Resource Management process as dictated by Predictive Model results

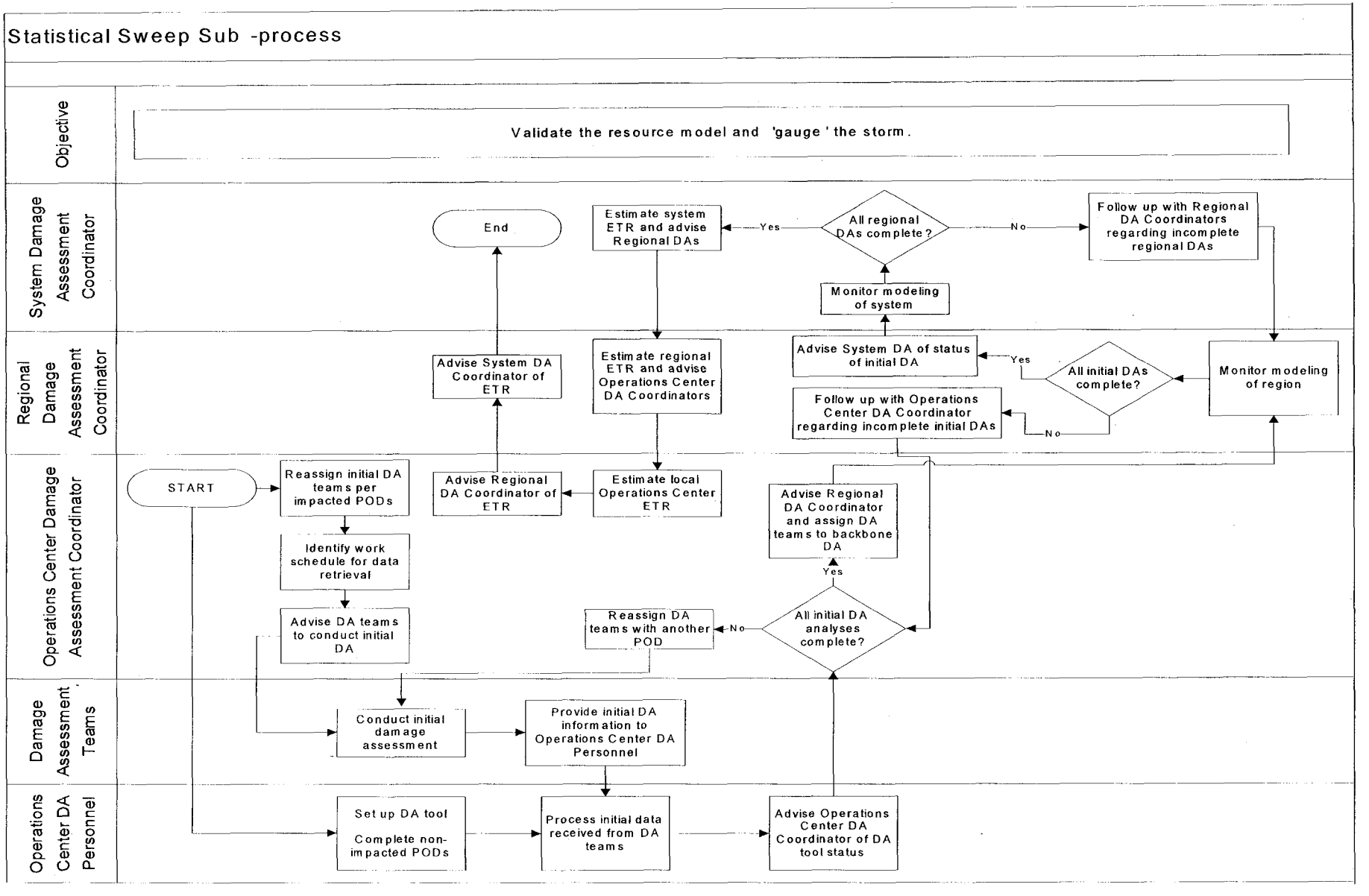
Statistical Damage Assessment

This sub-process validates the resource model and 'gauges' the storm.

The following personnel are engaged in Statistical Damage Assessment:

- Administrative Support (DA1B)
- Damage Assessor (DA2A1)
- Damage Assessor Support (DA2A1A)
- Operations Center Damage Assessment Coordinator (DA2A)
- Regional Damage Assessment Coordinator (DA2)
- System Damage Assessment Coordinator (DA1)
- System Damage Assessment Coordinator Support (DA1A)

The flowchart below provides a detailed view of this sub-process:


Statistical Sweep Sub -process
Objective
Validate the resource model and 'gauge ' the storm.
System Damage Assessment Coordinator
Regional Damage Assessment Coordinator
Operations Center Damage Assessment Coordinator
Damage Assessment Teams
Operations Center DA Personnel
End
Estimate system ETR and advise Regional DAs
Yes
All regional DAs complete?
No
Follow up with Regional DA Coordinators regarding incomplete regional DAs
Monitor modeling of system
Advise System DA Coordinator of ETR
Estimate regional ETR and advise Operations Center DA Coordinators
Advise System DA of status of initial DA
Yes
All initial DAs complete?
Monitor modeling of region
Follow up with Operations Center DA Coordinator regarding incomplete initial DAs
No
START
Reassign initial DA teams per impacted PODs
Advise Regional DA Coordinator of ETR
Estimate local Operations Center ETR
Advise Regional DA Coordinator and assign DA teams to backbone DA
Identify work schedule for data retrieval
Yes
Advise DA teams to conduct initial DA
Reassign DA teams with another POD
No
All initial DA analyses complete?
Conduct initial damage assessment
Provide initial DA information to Operations Center DA Personnel
Set up DA tool
Complete non-impacted PODs
Process initial data received from DA teams
Advise Operations Center DA Coordinator of DA tool status

Full Damage Assessment

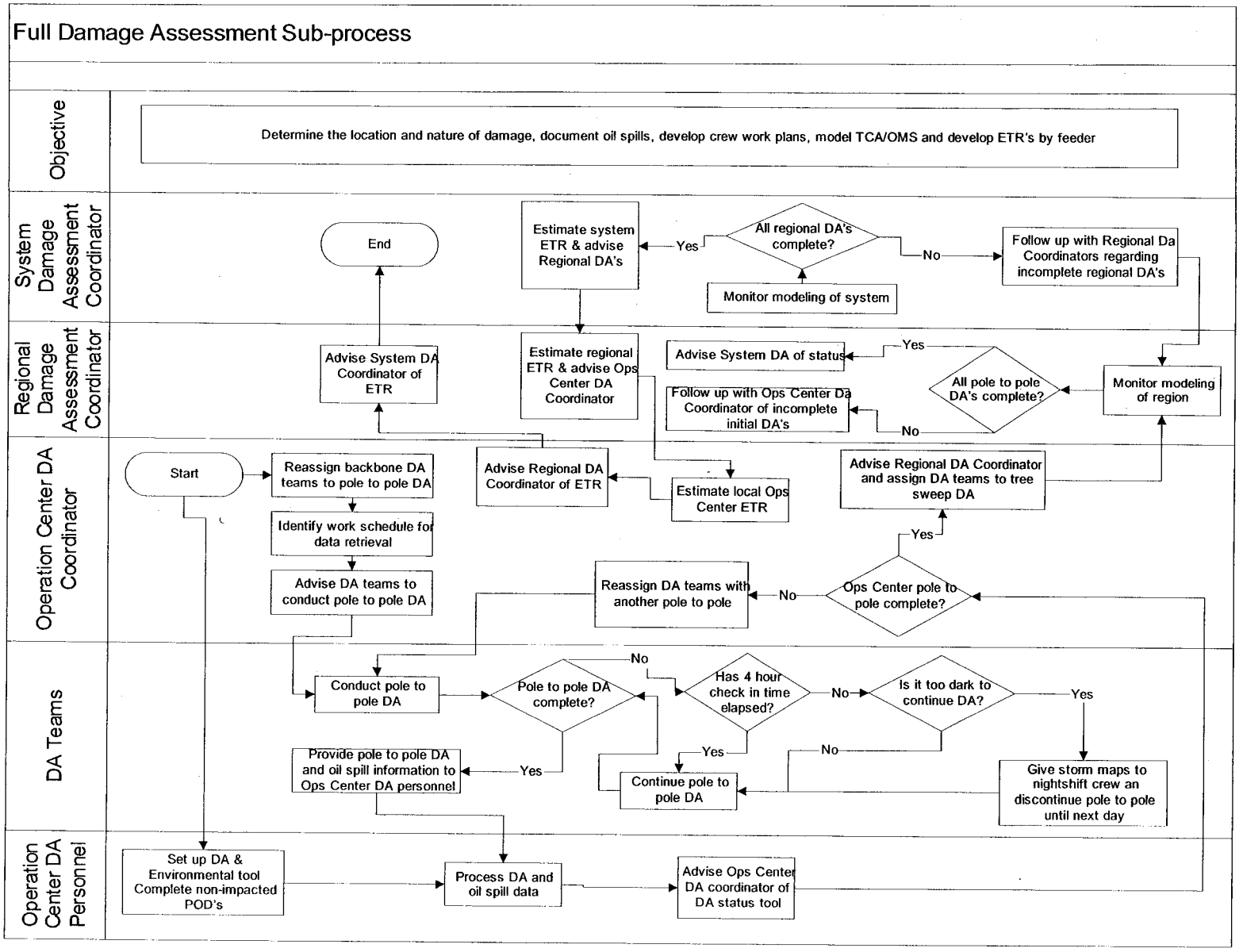
This sub-process determines the location and nature of damage, develops crew work plans, models trouble call analysis (TCA) and outage management system (OMS), and develops estimated times of restoration by feeder.

The following personnel are engaged in Full Damage Assessment:

- Damage Assessor Support (DA2A1A)
- Damage Assessor (DA2A1)
- Operations Center Damage Assessment Coordinator (DA2A)
- Regional Damage Assessment Coordinator (DA2)
- System Damage Assessment Coordinator (DA1)
- Environmental Lead (DA/ENV1)

The flowchart below provides a detailed view of this sub-process:

Full Damage Assessment Sub-process



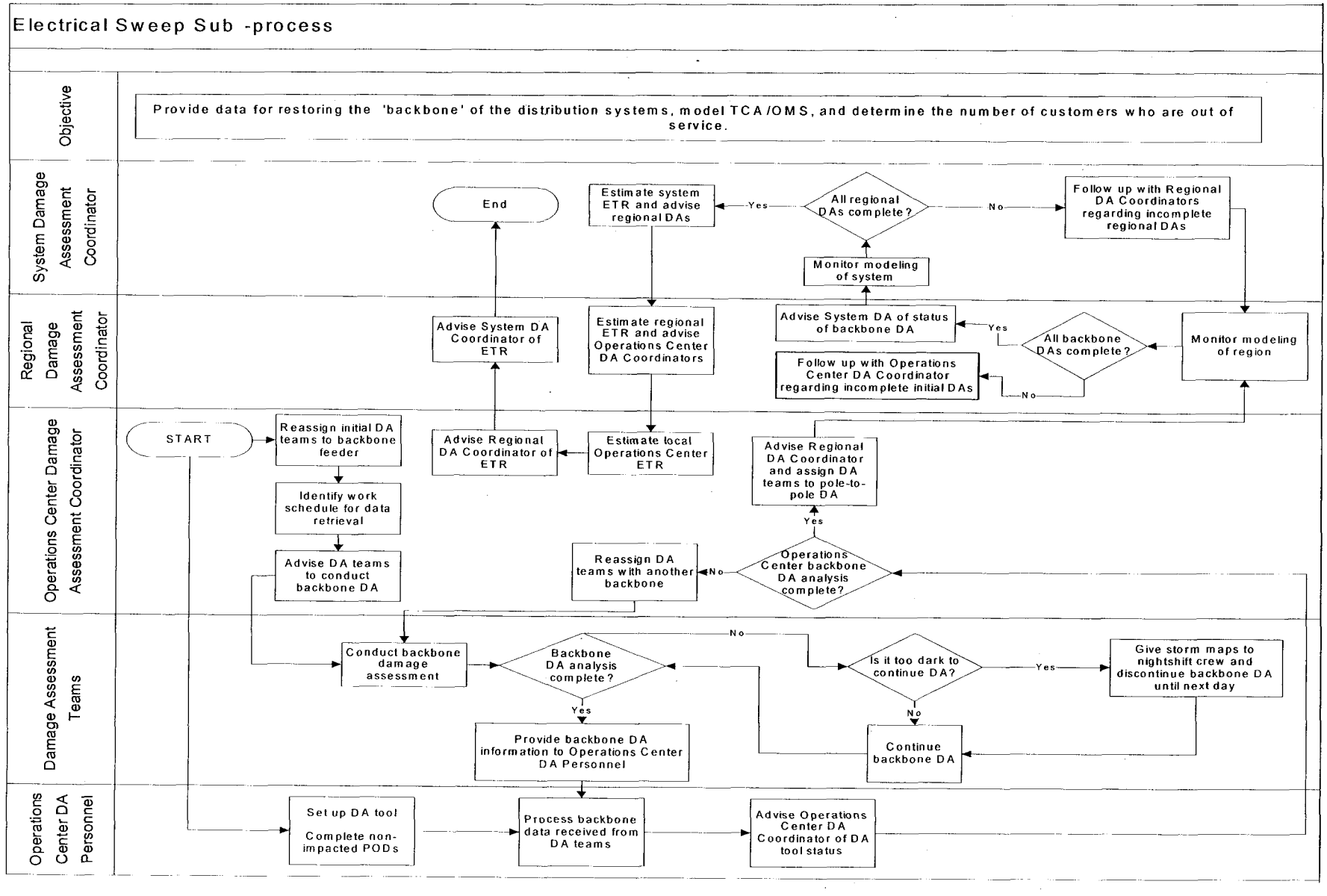
Electrical Sweep

This sub-process provides data for restoring the 'backbone' of the distribution systems, models TCA/OMS, and determines the number of customers who are out of service.

The following personnel are engaged in Electrical Sweep:

- Administrative Support (DA1B)
- Damage Assessor Support (DA2A1A)
- Damage Assessor (DA2A1)
- Operations Center Damage Assessment Coordinator (DA2A)
- Regional Damage Assessment Coordinator (DA2)
- System Damage Assessment Coordinator (DA1)
- System Damage Assessment Coordinator Support (DA1A)

The flowchart below provides a detailed view of this sub-process:


Electrical Sweep Sub -process
Objective
Provide data for restoring the 'backbone' of the distribution systems, model TCA/OMS, and determine the number of customers who are out of service.
System Damage Assessment Coordinator
Regional Damage Assessment Coordinator
Operations Center Damage Assessment Coordinator
Damage Assessment Teams
Operations Center DA Personnel
End
Estimate system ETR and advise regional DAs
Yes
All regional DAs complete?
No
Follow up with Regional DA Coordinators regarding incomplete regional DAs
Monitor modeling of system
Advise System DA Coordinator of ETR
Estimate regional ETR and advise Operations Center DA Coordinators
Advise System DA of status of backbone DA
Yes
All backbone DAs complete?
Monitor modeling of region
Follow up with Operations Center DA Coordinator regarding incomplete initial DAs
No
START
Reassign initial DA teams to backbone feeder
Advise Regional DA Coordinator of ETR
Estimate local Operations Center ETR
Advise Regional DA Coordinator and assign DA teams to pole-to-pole DA
Identify work schedule for data retrieval
Yes
Advise DA teams to conduct backbone DA
Reassign DA teams with another backbone
No
Operations Center backbone DA analysis complete?
Conduct backbone damage assessment
Backbone DA analysis complete?
No
Is it too dark to continue DA?
Yes
Give storm maps to nightshift crew and discontinue backbone DA until next day
Yes
No
Provide backbone DA information to Operations Center DA Personnel
Continue backbone DA
Set up DA tool
Complete non-impacted PODs
Process backbone data received from DA teams
Advise Operations Center DA Coordinator of DA tool status

Tree Sweep

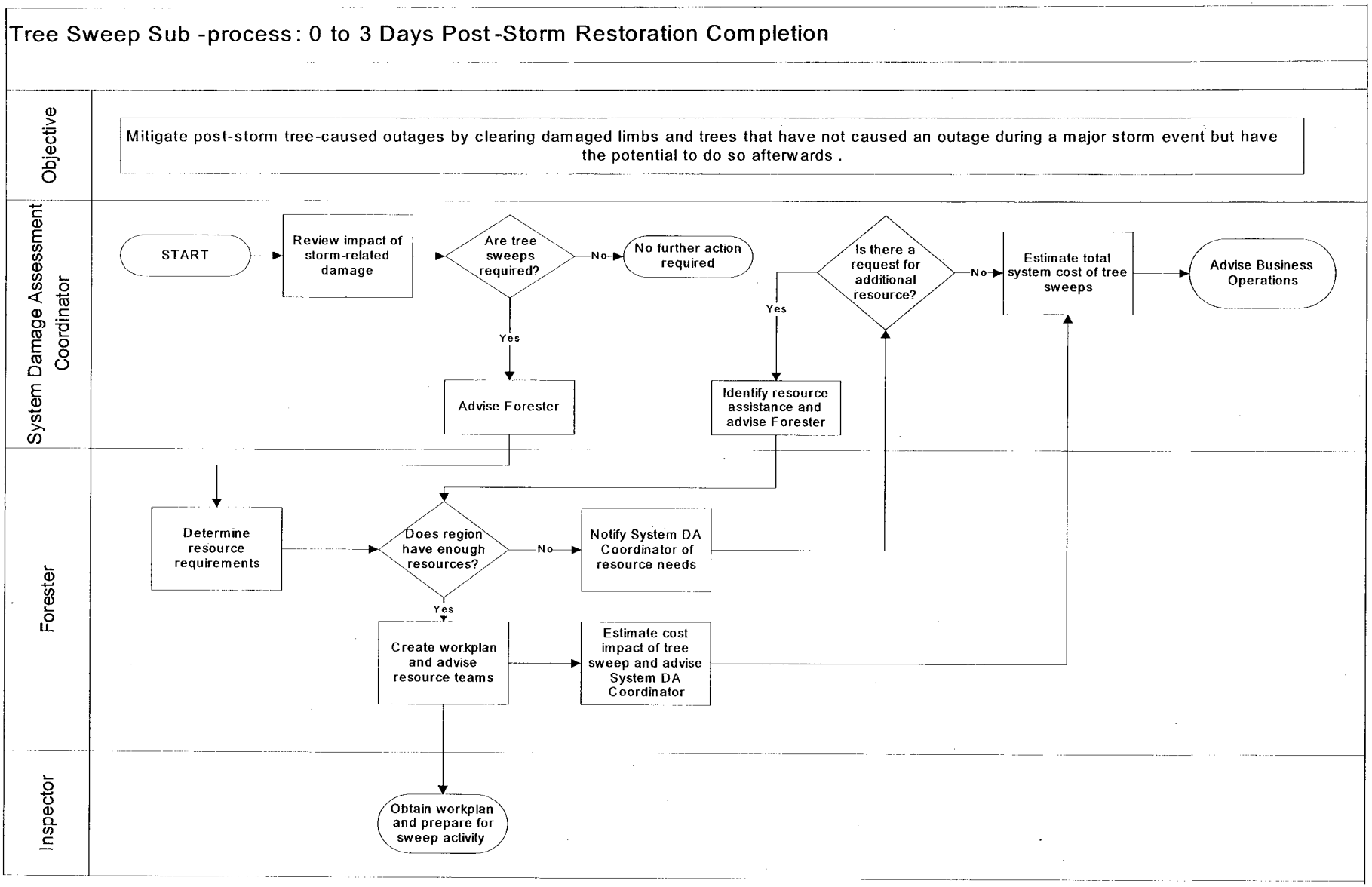
This sub-process mitigates post-storm, tree-caused outages by removing damaged limbs and trees that have not caused an outage during the event but have the potential to do so afterwards.

The following personnel are engaged in Tree Sweep:

- Business Operations
- Foresters
- Inspector
- System Damage Assessment Coordinator (DA1)

The flowcharts below provide a detailed view of this sub-process:

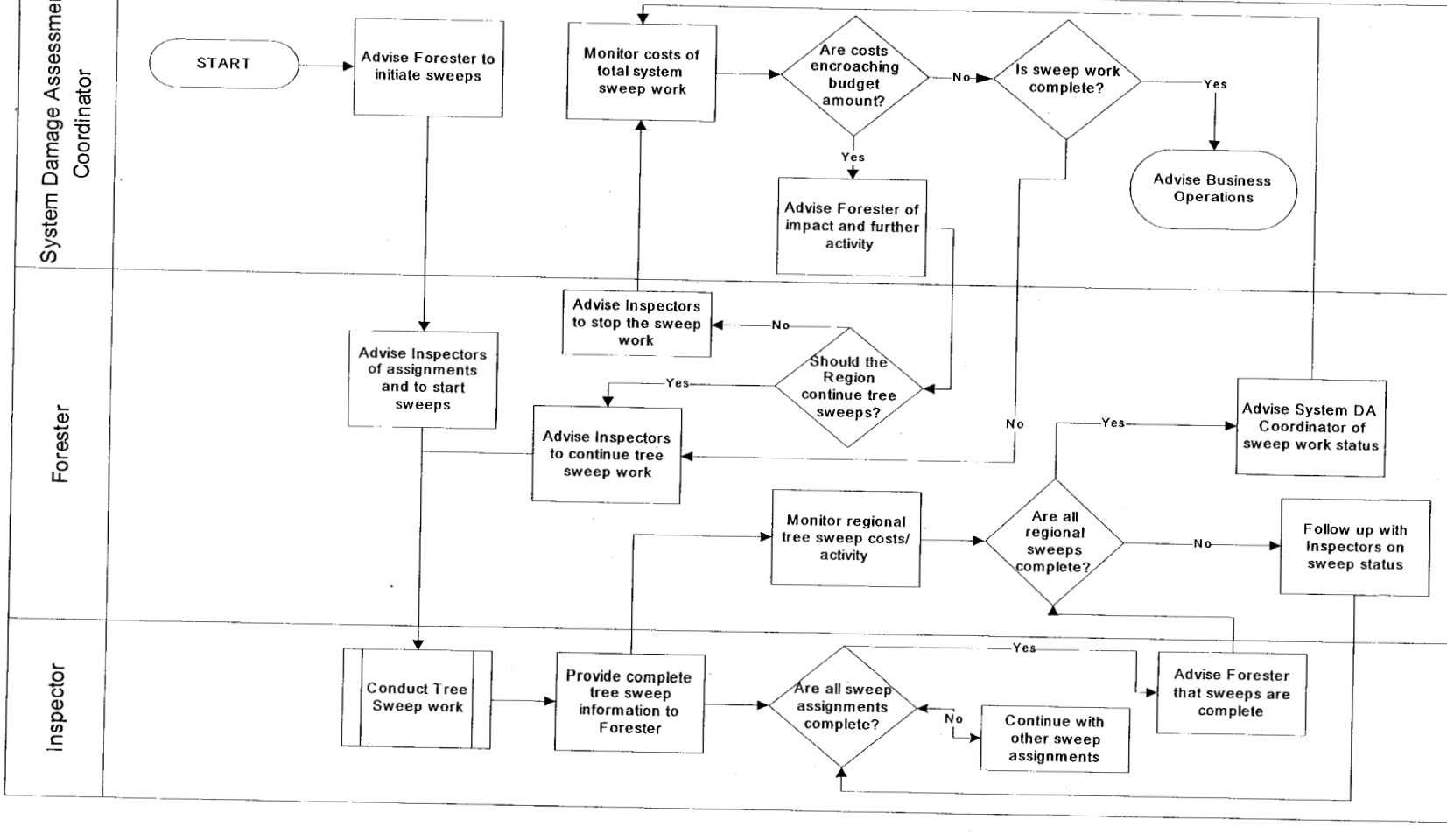
Tree Sweep Sub -process: 0 to 3 Days Post-Storm Restoration Completion



Tree Sweep Sub -process: 2 Weeks Post-Storm Restoration Completion

Objective

Mitigate post-storm tree-caused outages by clearing damaged limbs and trees that have not caused an outage during a major storm event but have the potential to do so afterwards .



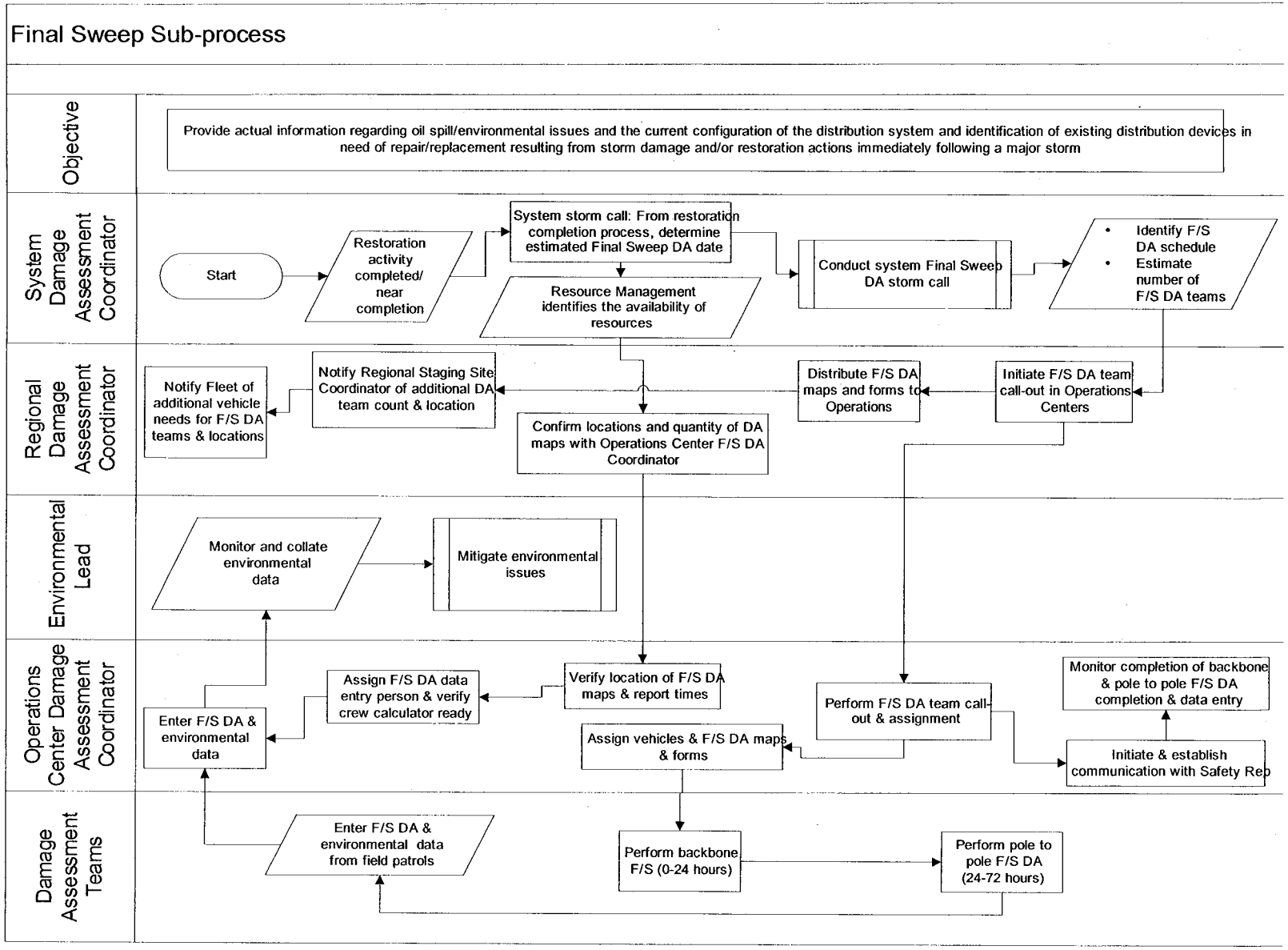
Final Sweep

This sub-process provides information regarding the current configuration of the distribution system (i.e., the state of each switch, existing phasing, etc.). Final Sweep teams identify existing distribution devices in need of repair or replacement due to storm damage or restoration actions immediately following the storm. Additionally, the teams record and report final sweep damage assessment information, which is used to assist in identifying the resources needed to return the distribution system to normal configuration.

The following personnel are engaged in Final Sweep:

- Administrative Support (DA1B)
- Damage Assessor Support (DA2A1A)
- Damage Assessor (DA2A1)
- Operations Center Damage Assessment Coordinator (DA2A)
- Regional Damage Assessment Coordinator (DA2)
- System Damage Assessment Coordinator (DA1)
- System Damage Assessment Coordinator Support (DA1A)
- Environmental Lead (DA/ENV1)

The flowchart below provides a detailed view of this sub-process:

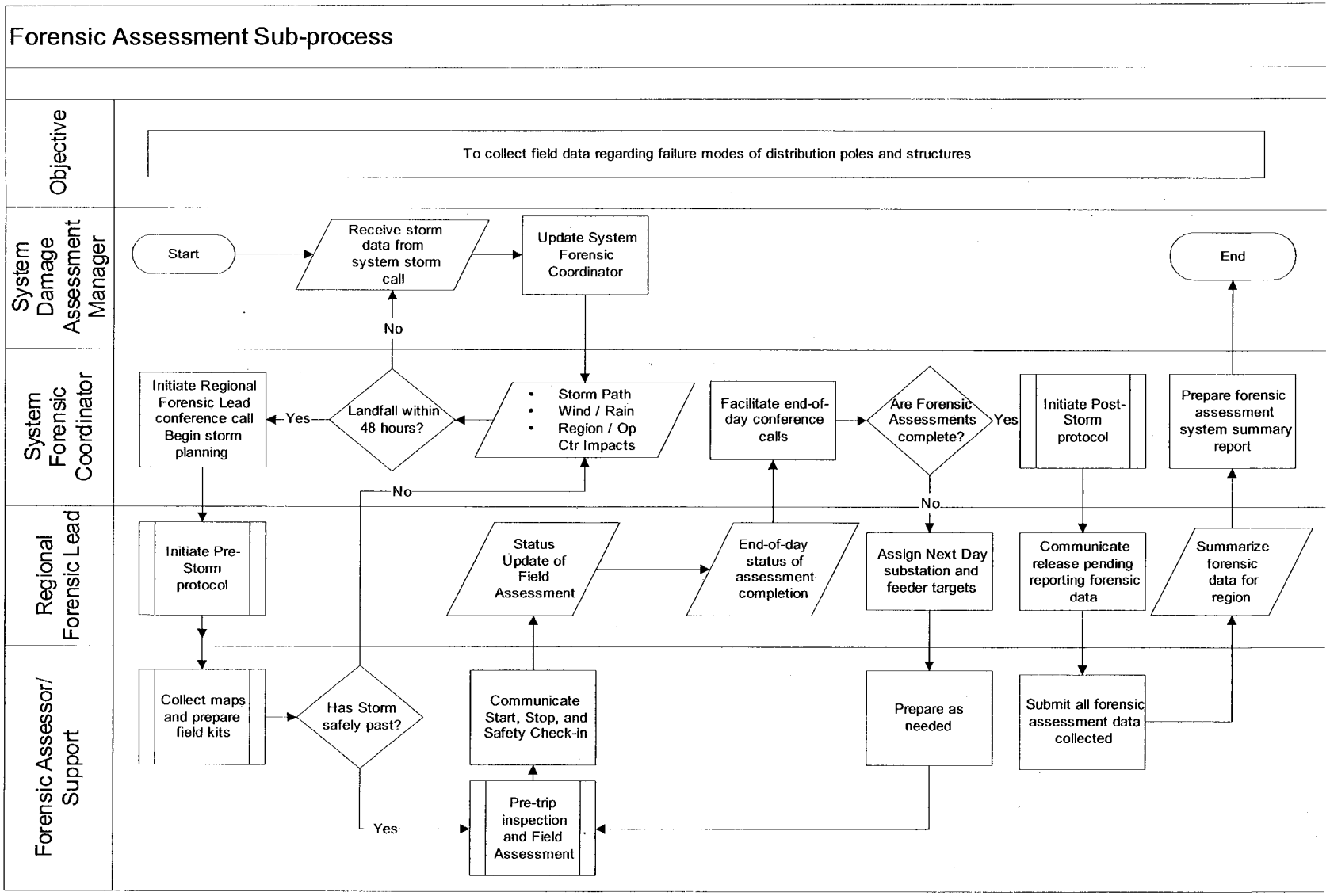

Final Sweep Sub-process
Objective
Provide actual information regarding oil spill/environmental issues and the current configuration of the distribution system and identification of existing distribution devices in need of repair/replacement resulting from storm damage and/or restoration actions immediately following a major storm
System Damage Assessment Coordinator
Start
Restoration activity completed/ near completion
System storm call: From restoration completion process, determine estimated Final Sweep DA date
Resource Management identifies the availability of resources
Conduct system Final Sweep DA storm call
Identify F/S DA schedule
Estimate number of F/S DA teams
Regional Damage Assessment Coordinator
Notify Fleet of additional vehicle needs for F/S DA teams & locations
Notify Regional Staging Site Coordinator of additional DA team count & location
Confirm locations and quantity of DA maps with Operations Center F/S DA Coordinator
Distribute F/S DA maps and forms to Operations
Initiate F/S DA team call-out in Operations Centers
Environmental Lead
Monitor and collate environmental data
Mitigate environmental issues
Operations Center Damage Assessment Coordinator
Enter F/S DA & environmental data
Assign F/S DA data entry person & verify crew calculator ready
Verify location of F/S DA maps & report times
Assign vehicles & F/S DA maps & forms
Perform F/S DA team call-out & assignment
Monitor completion of backbone & pole to pole F/S DA completion & data entry
Initiate & establish communication with Safety Rep
Damage Assessment Teams
Enter F/S DA & environmental data from field patrols
Perform backbone F/S (0-24 hours)
Perform pole to pole F/S DA (24-72 hours)

Forensic Assessment

This sub-process is not directly related to the restoration effort. The purpose of forensic assessment is to provide data on causal modes for distribution pole and structure damage due to storm related damage. The following personnel are engaged in Final Sweep:

- System Damage Assessment Manager (DA1)
- System Forensic Coordinator (DA3)
- Regional Forensic Lead (DA3A)
- Forensic Assessor(DA3A1)

The flowchart below provides a detailed view of this sub-process:


Forensic Assessment Sub-process
Objective
To collect field data regarding failure modes of distribution poles and structures
System Damage Assessment Manager
Start
Receive storm data from system storm call
Update System Forensic Coordinator
End
No
System Forensic Coordinator
Initiate Regional Forensic Lead conference call Begin storm planning
Yes
Landfall within 48 hours?
• Storm Path
• Wind / Rain
• Region / Op Ctr Impacts
Facilitate end-of-day conference calls
Are Forensic Assessments complete?
Yes
Initiate Post-Storm protocol
Prepare forensic assessment system summary report
No
Regional Forensic Lead
Initiate Pre-Storm protocol
Status Update of Field Assessment
End-of-day status of assessment completion
Assign Next Day substation and feeder targets
Communicate release pending reporting forensic data
Summarize forensic data for region
Forensic Assessor/ Support
Collect maps and prepare field kits
Has Storm safely past?
Communicate Start, Stop, and Safety Check-in
Prepare as needed
Submit all forensic assessment data collected
Yes
Pre-trip inspection and Field Assessment

Job Descriptions (DA1-DA3)

DA1: System Damage Assessment Coordinator

Job Function

The System Damage Assessment Coordinator is responsible for the overall readiness of the damage assessment process at Progress Energy and provides leadership to the process.

Job Description

- Understand the DSSOP and Damage Assessment Storm Plan and communicate effectively across group and department lines, ensuring that the damage assessment process is properly aligned with storm restoration strategy
- Maintain relationships with field and storm management team members
- Lead lessons learned activities following major events to ensure continual improvement

Key Interface Points

- Distribution System Storm Coordinator (DSSC1)
- Operations Center Damage Assessment Coordinator (DA3)
- Regional Damage Assessment Coordinator (DA2)

Checklist of Actions

Before Major Storm

- Recruit skilled (senior) and unskilled Damage Assessors (DA2A1) (DA2A1A) from:
  - Region/Operations Center personnel
  - SWARM volunteers
  - Retirees
  - Fossil and Nuclear plants
  - Transmission Department
  - Contractors
- Create and maintain Damage Assessment databases and distribution lists
- Develop, schedule, and deliver Damage Assessor (DA2A1) training
- Develop and schedule training for regional and local Operations Center Damage Assessment contacts
- Ensure that estimated time of restoration (ETR) tool is maintained and enhanced to meet restoration needs
- Participate in development and administering of system storm drills to ensure readiness
- Develop and maintain specifications for statistical and feeder maps utilized during the Damage Assessment process
- Communicate vehicle needs to Service Company/Transportation personnel, and work with vendors to ensure that storm deliverables can be met
- Determine Damage Assessment materials needs, secure funding, purchase, and distribute to PEC/PEF

During Major Storm

- Participate in all System storm conference calls to develop restoration strategy
- Develop Damage Assessment plan and deploy to the field
- Determine availability of Damage Assessment team members
- E-mail team member names and contact information to distribution lists
- Direct phone calls to Damage Assessment team members
- Develop Damage Assessment team assignments and vehicle deployment plans
- Deploy and communicate Damage Assessment plan to Regional Damage Assessment Coordinator (DA2)
- Monitor storm progress and make Damage Assessment adjustments as necessary
- Monitor data entry into ETR tool across the System
- Provide resource modeling and ETR estimates for the System to the Distribution System Storm Coordinator (DSSC1)

After Major Storm

- Demobilize deployed Damage Assessment teams
- Process billing and invoices for retirees and contractors
- Lead lessons learned activities
- Provide input into DSSOP improvement
- Refurbish Damage Assessment kit materials

Training Requirements

Before Major Storm

- Review DSSOP and recent lessons learned to ensure understanding of "the big picture" as it pertains to damage assessment, restoration, and customer communications
- Participate in developing storm drill scenarios to ensure readiness of all those involved in the damage assessment process
- Communicate with Human Resources to obtain lists of recent retirees for recruiting purposes
- Review and test tools to ensure workability and competency of users: Resource Tracking, Damage Assessment Data Entry, Damage Assessment ETR (Web-based)
- Review Damage Assessment training module for potential enhancements
- Develop and implement Damage Assessment training classes for newly recruited Damage Assessors (DA2A1) and contractors
- Communicate with Damage Assessors (DA2A1) to enlist support for upcoming storm season

Battlefield Promotion Success Factors

- Coordination with corporate storm team to ensure awareness of the damage assessment process and requirements
- Coordination and linkage with Regional Damage Assessment Coordinators (DA2) and Operations Center Damage Assessment Coordinators (DA2A) to ensure an overall understanding of the damage assessment process, and to make sure that needed maps are in place, Damage Assessment Data Entry and ETR tools are functional, and Damage Assessment resource-sharing capability is available
- Awareness of storm conference call schedule (all processes)
- Coordination with Transmission Department storm team for potential helicopter resources

Engaged in the Following Sub-processes

- Predictive Modeling
- Statistical Damage Assessment
- Full Damage Assessment
- Electrical Sweep
- Tree Sweep
- Final Sweep
- Estimated Time of Restoration Management
- Forensic Assessment

DA1A: System Damage Assessment Coordinator Support

To be included in a future revision of this document.

DA1B: Administrative Support

To be included in a future revision of this document.

DA2: Regional Damage Assessment Coordinator

Job Function

The Regional Damage Assessment Coordinator is responsible for the overall readiness of the damage assessment process within the assigned Region and provides leadership to the process.

Job Description

- Understand the Damage Assessment Storm Plan and communicate effectively across the Region to ensure that the damage assessment process is in a ready state
- Communicate with the System Damage Assessment Coordinator (DA1) to ensure linkage with the DSSOP
- Participate in lessons learned activities following major events to ensure continual improvement

Key Interface Points

- Operations Center Damage Assessment Coordinators (DA2A)
- Region Storm Coordinator (REG2)
- System Damage Assessment Coordinator (DA1)

Checklist of Actions

Before Major Storm

- Organize and participate in training of Operations Center Damage Assessment personnel
- Stay linked with System Damage Assessment Coordinator (DA1) to ensure readiness
- Ensure that all Operations Center contacts have the current ETR tool and are trained in its use
- Ensure that all Damage Assessment kits in Operations Centers are current
- Ensure that regional GIS Coordinators provide resources for timely printing of feeder maps and statistical maps for damage assessment
- Work with Region management (REG1 and REG2) to ensure resource-sharing capability in the event the Region is not impacted by a storm (i.e., how many Damage Assessment teams can be made available elsewhere)

During Major Storm

- Participate in Region storm conference calls
- Communicate with System Damage Assessment Coordinator (DA1) to ensure that the deployment plan is understood
- Monitor storm progress and make Damage Assessment adjustments as necessary
- Monitor ETR tool for data input progress and maintain communications with Operations Center Damage Assessment contacts to ensure that data flow is timely
- Provide regional resource modeling from statistical damage assessment data
- If Region is not impacted by storm, engage Regional Damage Assessment Coordinator (DA2) to develop a Damage Assessment resource-sharing plan for use elsewhere in the System

After Major Storm

- Participate in demobilizing efforts once restoration is complete
- Participate in lessons learned activities
- Provide support to System Damage Assessment Coordinator (DA1) to determine refurbishing materials for Damage Assessment kits
- Ensure that Operations Center feeder maps and statistical sampling maps get restocked for next storm

Training Requirements

Before Major Storm

- Review Region Storm Plan and recent lessons learned to ensure understanding of "the big picture" as it pertains to damage assessment, restoration, and customer communications
- Review and test tools to ensure workability and competency of users: Resource Tracking, Damage Assessment Data Entry, and Damage Assessment ETR (Web-based)

Battlefield Promotion Success Factors

- Coordination with Region storm team to ensure awareness of the damage assessment process, requirements, and resource-sharing capability in the event the region is not impacted by a major storm (i.e., how many Damage Assessment teams can be supplied to the DSSC)
- Coordination and linkage with System Damage Assessment Coordinator (DA1) and Operations Center Damage Assessment Coordinators (DA2A) to ensure overall understanding of damage assessment process and readiness (maps in place, Damage Assessment Data Entry and ETR tools functional, etc.)
- Awareness of Region storm conference call schedule
- Promoting safety!!!

Engaged in the Following Sub-processes

- Statistical Damage Assessment
- Full Damage Assessment
- Electrical Sweep
- Final Sweep

DA2A: Operations Center Damage Assessment Coordinator

Job Function

The Operations Center Damage Assessment Coordinator is responsible for the overall readiness of the damage assessment process within the assigned Operations Center.

Job Description

- Understand the Damage Assessment Storm Plan and communicate effectively within the Operations Center to ensure that the damage assessment process is in a ready state
- Communicate with Regional Damage Assessment Coordinator (DA2) to ensure linkage with the DSSOP
- Participate in lessons learned activities following major events to ensure continual improvement

Key Interface Points

- Operations Center storm team
- Regional Damage Assessment Coordinator (DA2)
- System Damage Assessment Coordinator (DA1)

Checklist of Actions

Before Major Storm

- Participate in training of Operations Center Damage Assessment personnel
- Stay linked with Regional Damage Assessment Coordinator (DA2) to ensure readiness
- Ensure that the most current version of the ETR tool is on appropriate Operations Center computers and that designated personnel are trained in its use
- Maintain Damage Assessment kits in the Operations Center and provide local maps as needed
- Ensure that adequate feeder and statistical maps are available for Damage Assessment use
- Provide directions and addresses to beginning points of all statistical sampling maps

During Major Storm

- Communicate with Regional Damage Assessment Coordinator (DA2) to ensure that deployment plan is understood
- Develop logistics and deploy Damage Assessment plan for the Operations Center
- Work with Damage Assessor (DA2A1) to provide refresher training to incoming teams
- Input statistical data into ETR tool, perform resource modeling for the Operations Center, and upload data to server
- Input non-emergency environmental reports into environmental tool for tracking by the Regional Environmental Lead (DA/ENV1)
- Input actual damage data into ETR tool to assist in developing feeder-level ETRs
- Provide feeder-level ETRs to Regional Damage Assessment Coordinator (DA2) for review prior to data loading in Outage Management System (OMS)
- Ensure that Damage Assessment data and maps are provided to Feeder/Field Coordinators (OPS2C1A)
- Fax completed Actual Damage Assessment forms to Distribution Control Center (DCC) (fax # is on bottom of form) for creation of outages in Trouble Call Analysis (TCA)
- Ensure a smooth transition for Damage Assessment teams—from performing damage assessment to leading crews, running Outage Tickets, etc.
- If Operations Center is not directly impacted by the storm, offer local resources to Regional Damage Assessment Coordinator (DA2) for developing a resource-sharing plan

After Major Storm

- Participate in demobilization efforts once restoration is complete DA teams are released to the Regional Damage Assessment Coordinator (DA2)
- Participate in lessons learned activities
- Survey Damage Assessment kits and provide list of needs to Regional Damage Assessment Coordinator (DA2)
- Restock Operations Center feeder maps, statistical sampling maps, and local maps as needed

Training Requirements

Before Major Storm

- Review Operations Center Storm Plan and recent lessons learned to ensure understanding of "the big picture" as it pertains to restoration and customer communications
- Review and test tools to ensure workability and competency of users: Resource Tracking, Damage Assessment Data Entry, and Damage Assessment ETR (Web-based)

Battlefield Promotion Success Factors

- Coordination with Operations Center Resource Management Coordinator (OPS3) to ensure awareness of the damage assessment process and requirements
- Coordination and linkage with System Damage Assessment Coordinator (DA1) and Regional Damage Assessment Coordinator (DA2) to ensure overall readiness
- Ensuring that the following items are available: Damage Assessment statistical maps, multiple copies (five recommended) of feeder maps, Damage Assessment kits, and local maps

Engaged in the Following Sub-processes

- Statistical Damage Assessment
- Full Damage Assessment
- Electrical Sweep
- Final Sweep
- Estimated Time of Restoration Management

DA2A1: Damage Assessor

Job Function

The Damage Assessor performs field damage assessments.

Job Description

- Understand the Damage Assessment Storm Plan and communicate effectively across the Region to ensure that the damage assessment process is in a ready state
- Oversee Damage Assessment teams, making sure that they are properly prepared, equipped, and housed
- Conduct refresher and safety trainings with Damage Assessment teams
- Track progress of damage assessment work and move resources as needed
- Communicate with the System Damage Assessment Coordinator (DA1) to ensure linkage with the DSSOP

Key Interface Points

- Feeder/Field Coordinators (OPS2C1A)
- Operations Center Damage Assessment Coordinators (DA2A)
- System Damage Assessment Coordinator (DA1)

Checklist of Actions

Before Major Storm

- Attend Damage Assessment briefing to get assignment, team information, and up-to-date weather update
- Attend pre-storm season training to ensure familiarity with:
- Damage assessment process, forms, etc.
- ETR tool review
- Maps to Operations Centers and staging sites

During Major Storm

Before traveling to location:

- Access Storm Center Website ("Current Information") and print Damage Assessment assignment document.
- Download current Distribution Information System (DIS) Field View data for assigned area (optional)
- Notify assigned Operations Center of schedule, estimated time of arrival of teams, and preparations needed prior to arrival (vehicle assignment, etc.)
- Determine whether the Operations Center has resource needs (Network routers, office supplies, hardhats, etc.)

Before storm, after arriving at assigned location:

- Review skill level of assigned Damage Assessment team members
- Access Storm Center Website ("Current Information"), and print copy of most current Damage Assessment assignment document and other information, and provide to Damage Assessment tea members
- Ensure that Damage Assessment vehicles are in place and obtain keys
  - Record vehicle and tag information for each assigned vehicle
  - Remind Damage Assessment team members to return vehicles to point of origin
- Provide "just in time" Damage Assessment refresher training to all Damage Assessment teams immediately prior to major storm event.
  Suggested meeting format:
- Briefly cover "Damage Assessment Why Do It?" and "Damage Assessment Requirements" slides
- Hand out color copies of the following slides and discuss:
  - Damage Assessment Color Coding DIS Feeder Maps
  - Statistical Damage Assessment Form Example
  - Damage Assessment Scenario #1 (with damage data, no color coding)
  - Damage Assessment Data Form Scenario #1 (completed)
  - Damage Assessment Scenario #1 (final)
  - Damage Assessment Scenario #2 (final)
  - Damage Assessment Data Form Scenario #2
  - Damage Assessment Scenario #3 (final)
  - Damage Assessment Data Form Scenario #3
  - Wrap up with reminders from the Personal Safety and Vehicle Safety slides

- Ensure that all Damage Assessment teams have the following items (one per team):
  Damage Assessment bag
  - Strobe light
  - Hand-held light (red "Show Me" light with 12v charger, fully charged)
  - Flood light
  - Supply of Damage Assessment forms (10 copies statistical and 25 copies pole-to-pole)
  - Local road maps
  - Emergency numbers
  - Damage Assessment team member contact numbers
  - Hand-held radios (if Operations Center has them available for Damage Assessment use)
  - Operations Center contact numbers

(NOTE: All of these materials are located at each Operations Center and can be obtained from the local Administrative Support or Damage Assessment contact)

- Coordinate with Operations Center Damage Assessment contact to:
  - Locate statistical grid, distribution feeder, and local maps
  - Organize statistical assessment and assign Damage Assessment teams
  - Define the backbone for each feeder
  - Utilize statistical assessment data and TCA data to determine when/if backbone assessments will begin and where
  - Organize runners (where needed) and meeting times with Damage Assessment teams
  - Assign vehicles to Damage Assessment teams
  - Ensure that extra Damage Assessment forms are available
  - Review faxing procedure for backbone and pole-to-pole Damage Assessment forms to Customer Service Center
  - Ensure that backbone and pole-to-pole data are entered into ETR tool by Operations Center staff

After Major Storm

Before beginning damage assessment:

- Access Storm Center Website ("Current Information"), print copy of most current Damage Assessment assignment document and current weather forecast, and provide to team members
- Conduct pre-job safety briefing, sharing field conditions and safety pointers
- Continue to emphasize working safely in hazardous situations
- Obtain information about housing and food arrangements and ensure that Damage Assessment teams are in the loop
- Ensure pre-trip inspections are performed on vehicle

During damage assessment and restoration phase:

- Lead pre-job briefings prior to each assessment
- Track progress of work and move resources as needed
- Record non-emergency oil spills and environmental issues
- Emergency oil spills shall be immediately reported to the Regional Environmental Lead (DA/ENV1)
- Ensure that color-coded feeder maps are given to Feeder/Field Coordinators (OPS2C1A)
- Ensure that backbone and pole-to-pole data are entered into ETR tool

After completion of restoration work:

- Document:
  - Follow-up work for crews
  - Transformers and poles left in field
  - Oil spills requiring clean-up
- Ensure that Damage Assessment teams return all Damage Assessment kits, lights, rental vehicles and keys, and associated items to the Operations Center when released
- If Damage Assessment teams are relocated to other Operations Centers, where the total number of Damage Assessment teams deployed exceeds the set number for the Operations Center, ensure that teams carry Damage Assessment kits with them
- Ensure that Damage Assessment kits are returned to the Operations Center of origin

Training Requirements

- Review Damage Assessment training materials
- Arrange to attend a Damage Assessment training class if not trained or if not deployed as a Damage Assessor in the last three years
- Communicate any changes in contact numbers (home, work, cell phone, e-mail address, etc.) to System Damage Assessment Coordinator (DA1)
- Keep abreast of major weather developments and proactively contact System Damage Assessment Coordinator (DA1) regarding availability

Engaged in the Following Sub-processes:

- Statistical Damage Assessment
- Full Damage Assessment
- Electrical Sweep
- Final Sweep
- Estimated Time of Restoration Management

DA2A1A: Damage Assessor Support

Job Function

This position is typically filled by personnel with no experience in distribution or transmission systems. This position will work with the Damage Assessor.

Job Description

This position is primarily responsible for:

- the safe operation of the patrol vehicle
- entering damage assessment data that Damage Assessor has identified
- performing pre-flight inspections of vehicle
- participate in pre-job briefings prior to each assessment

DA3: System Forensic Assessment Coordinator

Job Function

This position is responsible for the coordination of collecting and collating forensic data of distribution pole and structure damage due to a major storm.

Job Description

This position will:

- Monitor path of approaching storm and coordinate a pre-storm conference call with Regional Forensic Leads at least 48 hours prior to expected landfall.
- Facilitate and document substation and feeder assignments among Regional Forensic Leads
- Coordinate end-of-day conference calls with Regional Forensic Leads to determine daily progress and communicate system forensic assignments for the following day.
- Develop and deliver post-storm System Forensic Summary Report to the Damage Assessment Manager within 2 weeks after storm restoration activity has been completed.

Key Interface Points

- System Damage Assessment Coordinator (DA1)
- Regional Forensic Lead (DA3A)

Checklist of Actions

Before Major Storms

- Validate Forensic Assessment roles have been assigned and filled for all regions
- Ensure that training modules are updated annually
- Ensure Forensic Team is trained prior to storm season
- Monitor path of approaching storm and coordinate pre-storm conference call with Regional Forensic Leads at least 48 hours prior to expected landfall to document initial substation and feeder assignments.

During Major Storm

- Facilitate end-of-day conference calls with Region Forensic Leads to document the status of substation and feeder assignments and coordinate next day assignments
- Collect and collate all forensic data

After Major Storm

- Develop and deliver post-storm System Forensic Summary Report to the Damage Assessment Manager within 2 weeks after storm restoration activity has been completed.

Engaged in the following Sub-process:

- Forensic Assessment

DA3A: Regional Forensic Lead

Job Function
This position is responsible for the execution of a forensic review of the assigned region and for coordinating the field activities of the Forensic Assessors and Forensic Support functions.

Job Description

The Regional Forensic Lead will be responsible for identifying, recruiting, and training team members to perform Forensic Assessment. In addition, this position will:

- Participate in pre-storm conference call with System Forensic Coordinator at least 48 hours prior to expected landfall to determine high-priority substations for Forensic Assessment and additional calls, as needed.
- Communicate team assignments and expected initial reporting time/location to Forensic Assessor and Forensic Support team members 48 hours in advance of expected landfall
- Secure and assign vehicles for all Forensic Assessment teams within the region
- Determine and communicate daily substation and feeder assignments by team
- Establish protocols and timelines with Forensic Assessment teams within the region for communicating daily start, stop, and safety check-in times and notify system Damage Assessment Manager and System Forensic Coordinator if communication is not established with teams as expected.
- Participate in end-of-day conference calls with System Forensic Coordinator and other Regional Forensic Leads to determine the system-wide status of Forensic Assessment and assign assessment locations for the following day
- Provide complete Region Substation Forensic Summary Reports to System Forensic Coordinator within 1 week after storm restoration activity has been completed

Key Interface Points

- System Forensic Assessment Coordinator (DA3)
- Forensic Assessor (DA3A1)
- Forensic Support (DA3A1A)

Checklist of Actions

Before Major Storms

- Ensure Regional Forensic Assessment organization has been staffed and trained

During Major Storm

- Pre-Storm Protocol
  - Participate in pre-storm conference call with System Forensic Coordinator and other Regional Forensic Leads at least 48 hours in advance of expected landfall to determine resource needs and potential Day 1 assessment locations by substation and feeder.
  - Communicate team assignments and expected initial reporting time/location to Forensic Assessor and Forensic Support team members 48 hours in advance of expected landfall
  - Secure 1 vehicle for each 2 person Forensic Assessment team expected for the region
  - Provide final call to Forensic Assessor and Forensic Support team members 6 to 24 hours in advance of expected landfall to confirm team assignment and substation feeder assignments.
  - Establish protocols and timelines with Forensic Assessment teams within the region for communicating daily start, stop, and safety check-in times and notify system Damage Assessment Manager and System Forensic Coordinator

- Obtain status report from Forensic Assessment teams prior to end-of-day conference call with System Forensic Coordinator and other Regional Forensic Leads
- Participate in end-of-day conference calls with System Forensic Coordinator and other Regional Forensic Leads to determine the system-wide status of Forensic Assessment and assign assessment locations for the following day

After Major Storm

- Confirm vehicles have been returned
- Provide complete Region Substation Forensic Summary Reports to System Forensic Coordinator within 1 week after storm restoration activity has been completed

Engaged in the following Sub-process:

- Forensic Assessment

DA3A1: Forensic Assessor

Job Function

This position is primarily responsible for conducting a forensic review and the collection of data on the failure mode of distribution poles.

Job Description

The Forensic Assessor will be responsible for the resources necessary to conduct the Forensic Assessment in the field, including the direct supervision of an assigned Forensic Support team member. This position will:

- Be proficient in the data collection process and procedure necessary to conduct Forensic Assessment
- Prepare field kit upon initial notification of assignment from Regional Forensic Lead (described below)
- Confirm daily Forensic Assessment assignment with Regional Forensic Lead and confirm protocols and timelines with for communicating daily start, stop, and safety check-in times
- Initiate contact with assigned Forensic Support team member and provide just-in-time refresher of expectations as required
- Conduct pre-trip inspection with Forensic Support prior to departing local Operation Center to ensure all materials and resources are available and that the vehicle is in safe working order
- Conduct pre-job briefing before each inspection
- Conduct field Forensic Assessment of assigned substations and/or feeders and collect required data for each pole identified as damaged or in need of repair
- Report daily observations and status update to Regional Forensic Lead as assigned
- Complete and submit hardcopy checklist to Regional Forensic Lead for each pole identified as damaged or in need of repair no later than 2 days after restoration activity has been completed

Key Interface Points

- Regional Forensic Lead (DA3A)
- Forensic Support (DA3A1)

Checklist of Actions

Before Major Storms

- Be knowledgeable of the roles and responsibilities of the Forensic Assessor and Forensic Support functions, including the proper procedures for collecting data regarding the failure mode of distribution poles
- Be familiar with current Distribution Construction Specifications likely to be encountered during field Forensic Assessment of overhead distribution construction
- Ensure PPE is inspected and in date

During Major Storm

- Print or collect current statistical grid, distribution feeder, and local road maps that correspond to assigned substations and/or feeders
- Prepare daily field kit to consist of at least:
  - Strobe light
  - Supply of Forensic Assessment Forms (sufficient number for assigned area)
  - Emergency numbers
  - Forensic Assessment team member contact numbers
  - Local Operations Center contact numbers
  - Water
  - Personal items
- Have ready access to additional PPE for Forensic Support team member if needed
- Initiate contact with assigned Forensic Support team member to confirm reporting location and time
- Check-out vehicle
- Conduct pre-job briefing with Forensic Support prior to departing local Operation Center to ensure all materials and resources are available and are in safe working order
- Communicate start, stop, and safety check-in times with Regional Forensic Lead as required
- Facilitate safe navigation to and from Forensic Assessment locations
- Conduct field Forensic Assessment of all assigned substations and/or feeder locations and ensure a Forensic Assessment form has been completed with the required data for each pole identified as damaged or in need of repair
- Provide direction to and supervision of Forensic Support to facilitate efficient and safe collection of data
- Report daily observations and status update to Regional Forensic Lead as assigned
- Communicate daily assignments and meeting logistics information to assigned Forensic Support team member

After Major Storm

- Return vehicle
- Complete and submit hardcopy checklist to Regional Forensic Lead for each pole identified as damaged or in need of repair no later than 2 days after restoration activity has been completed

Engaged in the following Sub-process:

- Forensic Assessment

DA3A1A: Forensic Support

Job Function

This position will provide field support to the Forensic Assessor in the collection of required data during Forensic Assessment in the field.

Job Description

This position is responsible for:

- Participating in pre-job briefings
- Safe operation of assigned passenger vehicle
- Cataloguing time, location, and other required data for each pole identified as damaged or in need of repair
- Assisting in the preparation of summary reports for use by the Regional Forensic Lead

Key Interface Points

- Forensic Assessor
- Regional Forensic Lead

Checklist of Actions

Before Major Storms

- Review storm plan assignment
- Ensure PPE is inspected and in date
- If required, pack personal needs and clothing for extended period
- Receive pre-storm planning communication from Regional Forensic Lead

During Major Storm

- Arrive at assigned area with PPE and personal items
- Check in with the Forensic Assessor
- Assist Forensic Assessor with data collection
- Assist Forensic Assessor with maintaining communication schedule during the shift
- Assist Forensic Assessor with data download at the end of each shift
- Assist in pre-trip inspection of vehicle
- Participate in pre-job briefings prior to each assessment

After Major Storm

- Support Forensic Assessor as required in completing summary reports

Engaged in the following Sub-process:

- Forensic Assessment

DA/ENV1: Environmental Lead

Job Function

The Environmental Lead is the primary contact at the region storm center for environmental response activities. This individual will coordinate environmental responses and address all environmental issues as part of the damage assessment and restoration processes.

Job Description

- Participate in regional storm calls as necessary
- Ensure sufficient environmental resources are available
- Direct environmental resources for required response activities
- Interface with environmental regulatory agencies as necessary
- Provide updates and status of environmental response activities to appropriate Company management

Key Interface Points

- Region Storm Center
- Transmission Storm Organization
- Operation Center Damage Assessment Coordinator (DA2A)
- Regional restoration personnel (emergency spills only)

Checklist of Actions

Before Major Storm

- Contact environmental emergency response contractors to provide notification of potential activation for storm response support
- Review and, if needed, make arrangements for material needs for environmental response activities
- Arrange for additional environmental FTE support from the PEC Environmental Support Group and the PE Service Company Environmental Services Section

During Major Storm

- Interface with Ops Center Damage Assessment Coordinators to identify non-emergency environmental events requiring response (interface may be accomplished by use of electronic environmental tool)
- Monitor assigned regional environmental updates from Ops Center DA Coordinators
  - Develop environmental response plan from this information
- Receive emergency environmental calls from field personnel and mitigate issues
- Oversee environmental response activities
- Interface with environmental regulatory agencies
- Provide internal communications/updates
- Coordinate environmental responses as part of DA sweeps

After Major Storm

- Coordinate collection and management of environmental data
- Ensure environmental issues are completed in a timely manner
- Ensure proper accounting and processing of environmental related storm costs
- Participate in lessons learned and process enhancement

Tools and Information Needed

- Damage assessment data
- Internal and external communication ability
- Environmental contact list
- Environmental Response contractor list
- Distribution and Transmission team contacts

Training Requirements

- Job related functions

DA/ENV1A: Environmental Support

Job Function

The environmental support person will typically be in the field overseeing environmental response activities. This position will report to and follow the direction of the Environmental Lead. During periods where environmental response is not required, this position will provide, as needed, support to storm restoration activities.

Job Description

- Direct environmental response contractors and other resources performing environmental response activities.
- Ensure sufficient environmental resources are available for each response need in coordination with the Environmental Lead's direction
- Interface with environmental regulatory agencies as necessary
- Provide updates and status of environmental response activities to Environmental Lead
- Direct environmental response activities during final storm sweeps

Key Interface Points

- Environmental Lead (DA/ENV1)
- Operation Center Storm Personnel
- Transmission Storm Personnel

Systems For Damage Assessment Team

- Damage Assessment online tool
- ETR online tool
- OMS
- Resource Tracking tool
- Environmental input tool

Supplementary Information

To be included in a future revision

Document title

Information Technology and Telecommunications

Document number

EMG-EDGX-00049

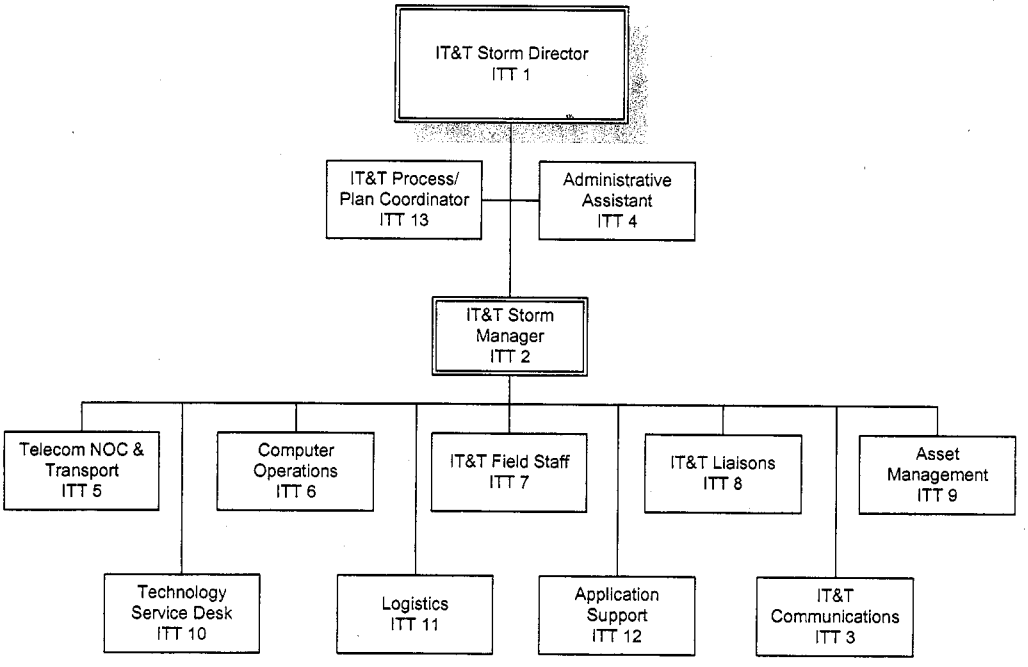
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

The IT&T Department will support major storm restoration efforts by maintaining, monitoring and restoring, as needed, critical information technology infrastructure/applications and providing information technology assets needed to support storm recovery.

Organization Chart



Sub-process

The Information Technology and Telecommunications (IT&T) functional process includes the following sub-process:

- Requesting IT Assets

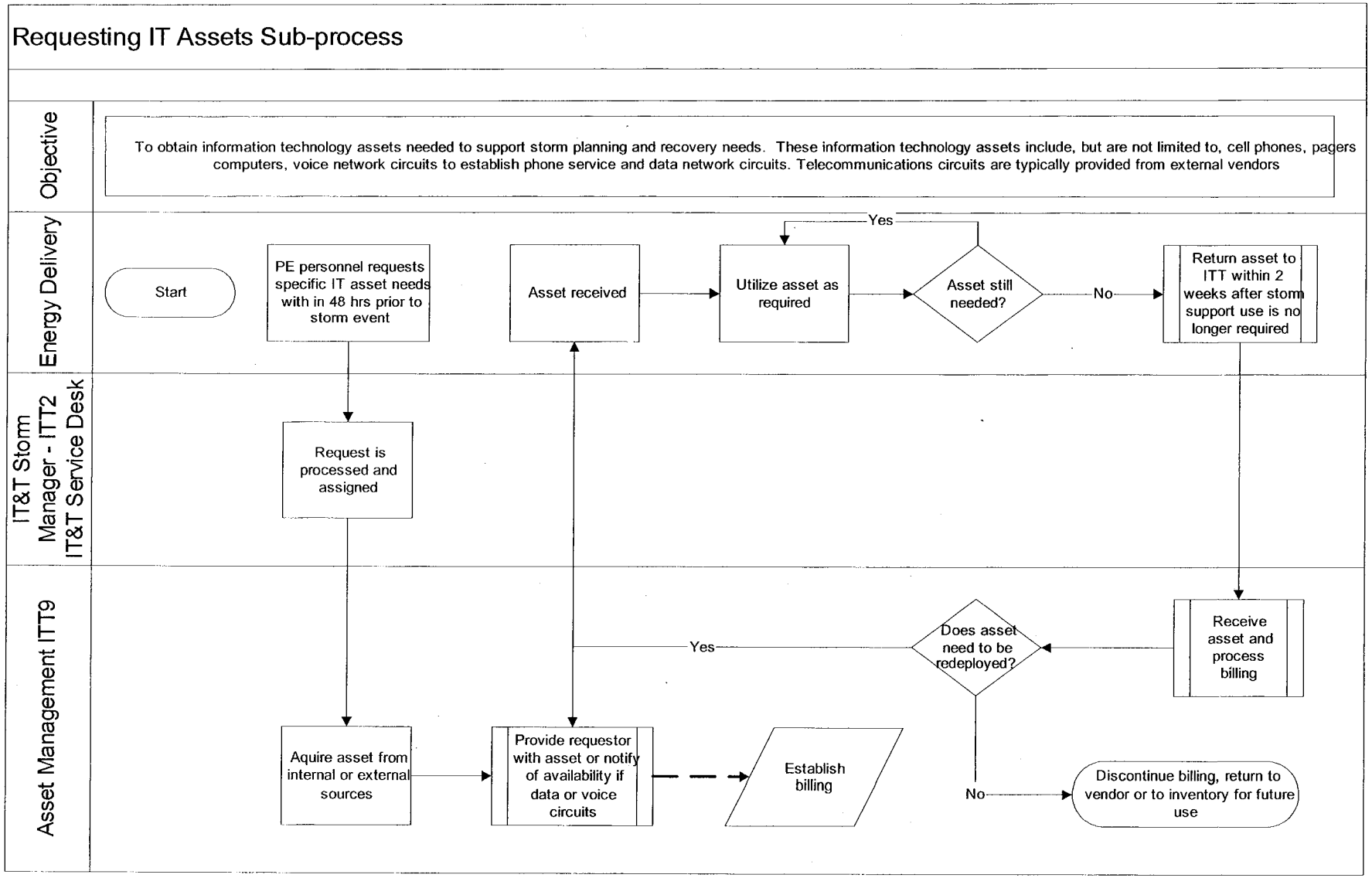
Requesting IT Assets

This sub-process addresses the process for requesting all Information Technology assets needed to support storm planning and recovery efforts.

The following personnel are engaged:

- Storm Asset Management Coordinator (ITT9)
- Storm Manager (ITT2)
- IT&T Service Desk Organization

The flowcharts below provide a detailed view of this sub-process.


Requesting IT Assets Sub-process
Objective
To obtain information technology assets needed to support storm planning and recovery needs. These information technology assets include, but are not limited to, cell phones, pagers computers, voice network circuits to establish phone service and data network circuits. Telecommunications circuits are typically provided from external vendors
Energy Delivery
Start
PE personnel requests specific IT asset needs with in 48 hrs prior to storm event
Asset received
Utilize asset as required
Asset still needed?
Yes
No
Return asset to ITT within 2 weeks after storm support use is no longer required
IT&T Storm Manager - ITT2
IT&T Service Desk
Request is processed and assigned
Asset Management ITT9
Aquire asset from internal or external sources
Provide requestor with asset or notify of availability if data or voice circuits
Establish billing
Does asset need to be redeployed?
Yes
No
Receive asset and process billing
Discontinue billing, return to vendor or to inventory for future use

Job Descriptions

ITT 1: Storm Director

Job Function
The Storm Director is responsible to the IT&T Leadership Team for all IT&T storm related activities.

Key Interface Points

- IT&T Leadership Team
- IT&T Storm Manager (ITT2)
- Distribution System Storm Coordinator (DSSC1)

Checklist of Actions

Before Major Storm

- Receive severe weather updates from the Storm Manager based on notification from WSI and/or Energy Delivery
- Receive notification from the Storm Manager that Energy Delivery has initiated the Corporate Plan
  - Designate alternate Storm Manager for event, if necessary
- During initial notification, review Energy Delivery assessments and plans for any corporate Storm Plan activation with Storm Manager

During Major Storm

- Officially declare activation of IT&T Storm Mode
- Notify the IT&T Leadership Team any critical items (abnormal conditions, IT&T outages, staffing issues, customer comments, etc.)
- Determine if the level of storm support continues to be appropriate based on storm severity
- Advise and coordinate with Technology Support Services, Distributed Technology Operations, Technology Operations Center, Infrastructure & Security Services, Technology Management Services, Technology Service Desk, and Technology Command Center to determine the service areas threatened and the level of activation for each group
- Participate in Energy Delivery conference calls as required, and initiate any IT&T conference calls as needed.
- Working with CIO ensure that PGN Execute Management is kept appraised of IT&T activities, as well as any outages and restorations that may have an impact on Progress Energy business operations.

After Major Storm

- Officially declare end of IT&T Storm Mode
- Provide input to Lessons Learned and updates to IT&T Storm Plan
- Approve updates and changes to the IT&T Storm Plan

Checklist & Supporting Tools - N/A

ITT 2: Storm Manager

Job Function
The Storm Manager is a Unit Level Supervisor/Manager responsible to the Storm Director for all matters relating to department Storm response.

Job Description

- Understand the Damage Assessment Storm Plan and communicate effectively across the Region to ensure that the damage assessment process is in a ready state
- Communicate with the IT&T Storm Organization to ensure linkage with the DSSOP
- Participate in lessons learned activities following major events to ensure continual improvement

Key Interface Points

- IT&T Storm Director (ITT1)
- All personnel in IT&T Storm Team Leadership Roles
- Energy Delivery Storm Team

Checklist of Actions

Before Major Storm

- Notify IT&T Leadership team via voice or e-mail that IT&T has entered into Storm Planning Phase
- Review severe weather updates from WSI and/or Energy Delivery
  - Notify Storm Director of potential severe weather events
- Participate on Energy Delivery System Storm conference calls (including events where Energy Delivery is providing off-system support to other utilities)
  - Act as primary IT&T Liaison for Energy Delivery
  - Capture asset (radios, cell phones, pagers) and resource needs during conference calls
- Notify Storm Director, IT&T Leadership, TOSS Leadership, and Application Development managers of emerging Energy Delivery plans
- Review IT&T Storm organization chart and identify primary contacts for each role for the pending storming event
- Initiate IT&T Storm planning call (based on forecasted severity and location of weather event)
- Ensure IT&T Storm web site is updated with appropriate storm planning information

During Major Storm

- Notify IT&T Leadership team via voice or e-mail that IT&T has entered into storm plan activation phase
- Initiate and lead IT&T Storm call
- Participate in Energy Delivery Conference Calls and review progress of storm check lists
- Communicate regularly with Storm Director
  - Inform Storm Director of any critical items (abnormal conditions, IT&T outages, staffing issues, customer comments, etc.)
  - Determine if the level of storm support continues to be appropriate based on storm severity
- Participate in Energy Delivery Conference Calls and review progress of storm check lists
- Initiate and lead IT&T Storm calls
- Coordinate with Storm Communications Coordinator for e-mail and voice mailbox updates
- Advise and coordinate with Technology Support Services, Distributed Technology Operations, Technology Operations Center, Infrastructure & Security Services, Technology Management Services, Technology Service Desk, and Technology Command Center to determine the service areas threatened and the level of activation for each group
- Coordinate and communicate the alert phases needed for each group
- Provide ongoing notifications regarding event status to IT&T Leadership, TOSS Leadership, Application Development managers, and Storm Team primary contacts
- Ensure IT&T Storm web site is updated with appropriate storm event information

After Major Storm

- Termination of the event
- Provide input to Lessons Learned and updates to IT&T Storm Plan
- Working with IT&T Process/Plan Coordinator, identify and communicate process improvements and plan documentation updates.

Checklist & Supporting Tools

IT&T Storm Call Agenda Shell
IT&T Storm Manager – Energy Delivery Storm Call Reminders

ITT3: IT&T Communications Coordinator

Job Function

The Storm Communication Coordinator is responsible to the Storm Director and/or Storm Manager for communicating storm status and departmental response to the IT&T department.

Job Description

The Storm Communication Coordinator should at every phase verify that the update line is kept current. The Storm Communication Coordinator is responsible for the following as directed by the Storm Director and/or Storm Manager.

Key Interface Points

- IT&T Storm Manager (ITT2)
- IT&T Storm Director (ITT1)

Checklist of Actions

Before Major Storm

- Notify all staff in the IT&T Department utilizing the "IT&T All Employees"
- Address in Outlook to let them know when the department goes into Storm Mode.

During Major Storm

- Notify all staff in the IT&T Department by e-mail with Storm Activation Phase information
- Notify all staff in the IT&T Department by e-mail with Event Support Phase information.
- Post Storm Status update messages on a common voice-mail telephone number
- Notify staff of charge codes for storm event expenses
- After each IT&T Storm Briefing, post a Storm Status message by voice-mail and/or e-mail to communicate the following:
    - Changes in Storm alert levels including summary of Corporate Storm Center briefing
    - Latest weather projections and outage numbers
    - Critical systems status, IT&T system outages, abnormal conditions or activities
    - Technical Support status and activities
    - IT&T Staffing comments/projections
    - Next update time

After Major Storm

- Notify staff of termination of the event
- Request input on lessons learned and updates to the storm plan

Checklist & Supporting Tools

Example IT&T Storm Communications

ITT 4: Storm Administrative Assistant Lead

Job Function

The administrative assistant lead will provide administrative support to the Storm Manager and Director and coordinate any other administrative resource needs.

Key Interface Points

- Storm Manager
- Storm Director

Checklist of Actions

Before Major Storm

- Assist the Storm Director and Storm Manager as required
- Request local administration personnel to produce hardcopies of the IT&T phones lists. This information will then be available at all locations and will be used in the event of system problems.
- Coordinate/assign members if the Administrative Assistant Unit to help out with storm duties

During Major Storm

- Assist Logistics Coordinator with the IT&T storm center setup
- Assist Logistics Coordinator with coordination of logistics (Lodging, meals and etc)
- Assist with maintaining specific IT&T Section storm rooms or work locations, maintaining current contact and staffing lists, and providing other support as required
- Provide other support as required

After Major Storm

- Support transition of storm work locations and storm center back to normal operations.
- Provide lessons learned/updates to Storm Plan

Checklist & Supporting Tools

Storm Administrative Assistance Checklist

ITT 5:Telecom Network Operations Center (NOC) / Transport

Job Function

The Telecom NOC and Transport managers will coordinate support to monitor the data and voice network, take actions to ensure continuity of service, and coordinate activities with outside telecom vendors.

Key Interface Points

- Outside Vendors
- Distributed Technology Operations Managers and Supervisors
- Storm Manager

Checklist of Actions

Before Major Storm

- Coordinate with NOC and NSM personnel to ensure that they are aware of planning activities
- Engage PTLLC in the initial planning to ensure accurate monitoring of systems and generators at Progress Energy remote sites

- Notify NOC and NSM that IT&T is activating the Storm Plan
- Review TOC Storm Plan

During Major Storm

- Manage and direct all restoration efforts for the voice and data networks
- Provides status updates for respective area during IT&T Storm Briefing
- Coordinate with the following to ensure restoration of voice and data networks:
    - Telephone Vendors: Sprint, Qwest, BellSouth, Verizon
    - Network System Management
    - Review remote generators and fuel status
    - Open Systems Engineering
    - Transport Network – PTLLC

After Major Storm

- Ensure responsibility is assigned for permanent restoration of data and voice network in situations where temporary solutions were implemented.
- Ensure appropriate network documentation and records are updated to reflect current state.
- Provide lessons learned/updates to Storm Plan

Checklist & Supporting Tools

Technology Operations Center Detail Storm Plan

ITT6: Computer Operations

Job Function

The Computer Operations storm manager will coordinate activities to ensure systems remain available as needed, issues are communicated appropriately, and that backup up power sources are available to the data center.

Key Interface Points

- Storm Manager
- Application Support Manager

Checklist of Actions

Before Major Storm

- Coordinate with Computer Operations personnel to ensure awareness of planned activities
- Verify fuel levels for the data center back up generator are adequate and dispatch fuel providers are on alert as needed

During Major Storm

- Notify Computer Operations staff that IT&T is activating the Storm Plan
- Review TOC Storm Plan
- Reports to the Storm Manager
- Provides status updates for respective area during IT&T Storm Briefing
- Coordinate with the following:
  - Review Change Management schedule for go / no go decisions on specific enterprise change management requests
  - Systems Performance Team
  - Mainframe Systems Engineering
  - Facilities (CDC)
  - Applications Support Managers

After Major Storm

- Ensure transition to normal change management and operations practices.
- Provide lessons learned/updates to Storm Plan

Checklist & Supporting Tools

Technology Operations Center Detail Storm Plan

ITT 7: IT&T Field Staff Operations (Technician Coordinator)

Job Function

The IT&T Field Staff Operations manager ensures IT&T field resources are available to support Energy Delivery storm recovery efforts.

Key Interface Points

- ITT Storm Manager (ITT2)
- Telecom NOC & Transport Manager (ITT5)

Checklist of Actions

Before Major Storm

- Participate in IT&T conference calls – as required.
- Participate in Energy Delivery Regional Storm Calls – as required
- Coordinate with Field staff to ensure that they are aware of planning activities
- Review open tickets for any critical problems that need to be addressed prior to the storm.
- Prepare a list of outstanding issues / problems currently affecting the PTC network.
- Confirm location of portable generators.
- Ensure that no maintenance or project work shall be started on the network prior to the storm.
- Determine resource needs: radio, cell phones, and pagers.
- Determine what critical areas will require extended on-site Telecommunication Technician or DTA coverage (Call Centers, ECC, Nuclear Sites, etc)
- Determine locations that will require on site Field support during the event.
- Contact IT Managers at nuclear sites to determine if on site resources are needed for the Technical Support Center during the event. Establish resources and reporting time.
- Evaluate support needs for Florida ECC/DCC and communicate.
- Determine staffing of Supervisors for Customer Support (i.e. ECC, Energy Delivery Regional Command Centers)
- Identify additional resources available for operational support (Engineering staff).

- Establish Telecommunications Technician and DTA schedule/coverage for impacted field areas and areas requiring 24 hour on site support or on site support during the event. Communicate schedule to employees.
- Create Service Requests for Storm Readiness for the following:
  - Check fuel levels and refuel if necessary generators at impacted radio sites
  - Complete a readiness check of all portable radio trailers
  - Check fuel levels and perform readiness check of portable generators
  - Identify any Telecom sites which require flood protection (i.e. sandbags, equipment relocation, etc.)
- Identify from Storm Director plans for support of other utility companies
  - If Florida employees will support Carolina's – Coordinate to program 900 MHz radios with NC talk groups.
  - Determine if Portable radio trailer will be needed. If so arrange for Telecommunications technician to provide support.
- Determine IT&T Storm Response Plans
  - IT&T Storm Center (off site from CDC)
  - Establish Dispatching Procedure (Resource Line)
  - ECC support
  - Runners and Other Field Support
  - Communicate Storm Accounting to employees.
  - Communicate Dispatching Procedures and conduct Technician Informational Meeting
  - Coordinate with Energy Delivery any set up of Staging Areas
  - Ensure that PTC technicians are available as required to work with PE technicians.

During Major Storm

- Participate in Energy Delivery Regional Storm Calls – as required
- Implement technician and/or DTA extended schedule at CSC and Operations Centers, ECC, Nuclear sites, etc.
- Ensure Operations Engineers, Implementation Team, Supervisors, and Manager are in place as needed (TCC, Field, etc.)
- Storm Radios
- Contact Asset Management Coordinator to determine support required for Storm Radios.
- Ensure technicians are available to program storm radios as needed.

- Provides status updates for respective area during IT&T Storm Briefing.
- Participate in Energy Delivery Regional Storm Calls – as required.
- Develop current status sheet, include the following at a minimum:
  - Field tech status
  - Network issues (major issues)
  - Current action being performed for each item and the next step planned.
  - Other Staffing issues
  - Generator status.
  - List locations that have generators that are running.
  - Approximate fuel level for sites where the generators are running.
- Track Technician efforts by location, problem, vendor, status, and elapsed time
- Deploy mobile radio trailer as needed.
- Contact sites provided with support during the event or extended on site support to determine on-going needs for support. Determine if relief resources are needed or if employees can be redeployed.
- Participate in the manager rotation at TPP or Central Station locations.

After Major Storm

- Ensure mobile equipment used to support storm is appropriately returned or obtained for future use.
- Track storm related costs.
- Provide lessons learned/updates to Storm Plan

Checklist & Supporting Tools

N/A

ITT 8: IT&T Liaison

Job Function

This site liaison role will act as the IT&T Representative to the Energy Delivery Operations Storm Centers and other sites as requested. The DTO Unit Supervisor will act as the IT/T Representative at the Region Operations Storm Center to the Region VP and General Manager.

Key Interface Points

- IT&T Storm Manager (ITT2)
- Energy Delivery General Managers

Job Description

Typical work hours for a site liaison are 12 hour shifts (7am – 7 pm) (7pm – 7 am) until storm center is closed. These hours may be determined by liaisons, but the liaison Manager must be notified of the schedule. In the case of the DTO Unit Supervisor, typical work hours are the same as Region VP and/or Region General Manager. The site liaison will work off-shift from DTO Unit Supervisor

Checklist of Actions

Before Major Storm

- Ensure the necessary personal preparation has been made by staff to enable travel
- Ensure personnel have made arrangements for transportation, if not using personal vehicle, and for lodging
- Attend Regional Storm conference calls as the IT&T liaison

During Major Storm

- Ensure staff contact Energy Delivery Operations Manager regarding assigned location
- Communicate to staff to report to the assigned Operations Center when weather and road conditions are safe.
- Provide status updates for respective area during IT&T Storm Briefing
- Provide one stop contact for the Energy Delivery Storm Center for all IT&T issues/requests
- Ensure that tickets are entered in the IT&T problem resolution system
- Provide customer with status of any current issues/requests
- Work with the Technology Service Desk and NOC for proper resolution of issues
- Participate in the Region Storm calls as the IT&T Representative
- Provide management oversight for IT&T field technicians assigned to that region
- Act as the region escalation point of contact for all IT&T incidents
- Provide feedback to IT&T storm manager and IT&T management team on region request and incident management

After Major Storm

- Ensure all issues/requests at Energy Delivery Operations Centers have been resolved

Checklist & Supporting Tools

N/A

ITT 9: Asset Management

Job Function

The Storm Asset Mgmt Coordinator is responsible to the Storm Manager for the coordination for acquiring and deploying IT Assets needed to support storm work. These assets typically include radios, cell phones, computers, printers, and voice or data circuits. However, given the situation other types of IT assets may be requested.

Key Interface Points

- IT&T Storm Manager
- IT&T Help Desk

Checklist of Actions

Before Major Storm

- Ensure the IT asset team and related storm personnel have a 5-day schedule for adequate storm coverage
- Alert radio/cell phone vendor of possible need
- Alert vendors of possible need for new phone lines or data circuits at staging sites.

During Major Storm

- Activate storm mode and the schedule that was established
- Determine radio/cell phone and other IT asset needs by location
- Determine quantity and locations for new phone lines of data circuits
- Schedule delivery of radios/cell phones
- Attend regularly scheduled storm planning meetings and address issues that arise
- Provide status updates for respective area during IT&T Storm Briefing

After Major Storm

- Termination of the event
- Verify radios and cell phones are returned to vendor as appropriate.
- Lessons learned/updates to Storm Plan

Checklist & Supporting Tools

Cell Phone and Radios Acquisition – Florida & Carolinas
Storm Printers Acquisition
Satellite Phone Acquisition
Staging & Logistics Site Support – Obtaining Voice / Data Communications

ITT 10: Technology Service Desk

Job Function

The IT&T Technology Service Desk Coordinator is responsible to the Storm Manager for the coordination of the Technology Service Desk.

Key Interface Points

- IT&T Storm Manager

Checklist of Actions

Before Major Storm

- Ensure that Technology Service Desk has a 5-day schedule for adequate storm coverage

During Major Storm

- Activate storm mode and the schedule that was established
- Attend regularly scheduled IT&T Service Desk storm planning meetings and address issues that arise
- Provides status updates for respective area during IT&T Storm Briefing
- Establish appropriate pre-recorded service desk message for incoming calls

After Major Storm

- Termination of the event
- Update VRU Service Desk messages to reflect normal operations
- Provide lessons learned/updates to Storm Plan

Checklist & Supporting Tools

Technology Service Desk Storm Plan
Technology Service Desk Storm Checklist

ITT 11: Logistics Coordinator

Job Function

The Storm Logistics Coordinator is responsible to the Storm Manager for the coordination of facility and logistical matters internal to the Department. Additionally, the Logistics Coordinator will be responsible for managing requests for additional IT&T volunteers for Storm support through the IT&T SWARM Volunteer Coordinator.

Key Interface Points

- IT&T Storm Manager

Checklist of Actions

Before Major Storm

- Coordinate set up of IT&T Storm Center at the CDC
- Coordinate with Corporate Services for Storm Vehicle Requests
- Coordinate facility access and utilization
- Coordinate food catering and distribution
- Coordinate lodging for on-site personnel
- Procure admin and operational materials and other supplies as required
- Coordinate with the designated Storm Administrative Leads
- Ensure IT&T Volunteer Coordinator is aware of storm status.

During Major Storm

- Assist field staff support personnel with assignment of portable generators.
- Coordinate and assist in set up Storm Center (CDC & TCC)
- Assign Storm Vehicle requests
- Activate access and utilization
- Assign lodging to on-site personnel and schedule food/meals
- Provides status updates for respective area during IT&T Storm Briefing
- Continually review and coordinate logistical request for lodging requirements, vehicles, food, etc.
- Coordinate requests for volunteers with IT&T Storm Manager and other storm organizations with the IT&T Volunteer coordinator.

After Major Storm

- Return IT&T storm center to normal operations state
- Contact food catering regarding discontinuing service.
- Lessons learned/updates to Storm Plan

Checklist & Supporting Tools

Storm Logistics Coordinator Checklist

ITT 12: Applications Support

Job Function

This position provides the IT&T single point of contact with the CSCs, DCC, and other application support teams. The position is responsible for coordinating efforts within IT&T to ensure that the enabling applications and technology to support storm work are available as needed. Critical storm business application support is provided primarily by IT&T's Energy Delivery and Generation Application Services (EDGAS) section. During major storms EDGAS storm applications are supported the IT&T teams who have responsibility the specific applications (e.g. CIMBUI, ROR, OMS, TCA/CADOPS, Damage Assessment, etc.). IT&T application points of contact are established for critical Energy Delivery sites (i.e. Customer Service Center, central Distribution Dispatch). This position is also responsible for establishing the points of contact for these areas to ensure adequate flow of information and provide a single point of application support contact for the IT&T storm team.

Key Interface Points

- IT&T Storm Manager (ITT2)
- EDGAS Application Support Teams
- Computer Operations (ITT6)

Checklist of Actions

Before Major Storm

- Coordinate/schedule IT&T resources to support applications that enable storm recovery efforts.

During Major Storm

- Coordinate with EDGAS counterparts to ensure that adequate IT&T resources are in place in Carolina or Florida to support applications which support Florida or Carolina storm events
- CSC application contacts coordinate with Security Services & User Admin to activate/deactivate corporate Storm IDs. Contact Security Services for Carolina IDs or User Admin for Florida IDs.
- Serve as point of contact for CSC, Distribution Dispatch and overall application support
- Attend and report on CSC, Distribution Dispatch, and other storm applications during storm-related meetings or conference calls.
- Provides status updates for respective area during IT&T Storm Briefing
- Communicate with TOC to ensure adequate computing resources are available to handle elevated system loads
- Communicate with Change Management group to review planned outages/upgrades and cancel those that may impact the CSCs, DCCs and others ability to address storm events.
- Coordinate with the Service Desk to ensure adequate staffing for CSC, DCC, and others work schedules.
- Attend regularly scheduled storm planning meetings and address issues that arise

After Major Storm

- Coordinate disabling of CSC storm IDs
- Update VRU storm messages to reflect normal operations
- Provide lessons learned/updates to Storm Plan

Checklist & Supporting Tools

N/A

ITT 13: IT&T Process / Plan Coordinator

Job Function

This position is responsible for coordinating maintenance of the IT&T storm plan, coordinating lessons learned after storm events, and ensuring appropriate process improvements are made to the IT&T Storm Plan.

Key Interface Points

- Storm Manager (ITT2)
- Storm Director (ITT1)

Job Description

This position is responsible for:

- Coordinating the overall IT&T Storm Plan Maintenance
- Coordinating storm event lessons learned and related process improvements
- Communicating plan changes

Checklist & Supporting Tools

N/A

IT&T Off System Support - Non Service Territory Impacting Event

At times Energy Delivery may be asked to provide resources to assist in restoration of storm events that impact service territories outside of Progress Energy's service territory. To assist in this effort IT&T will provide resources, as requested, to support Energy Delivery personnel working off system to help other companies recover from storms. Typically these may include IT field support personnel, cell phones, computers, or other communication devices. The IT&T Storm Manager will be the point of contact for Energy Delivery in these cases. The IT&T Storm Manager will coordinate any request with the appropriate IT&T storm team.

Systems

IT&T provides the communications backbone that supports all processes.

Supplementary Information

- IT&T Storm Plan (ITS-ITDX-00014)

Document title

Customer and Community Relations

Document number

EMG-EDGX-00050

Applies to: Energy Delivery – Carolinas and Florida

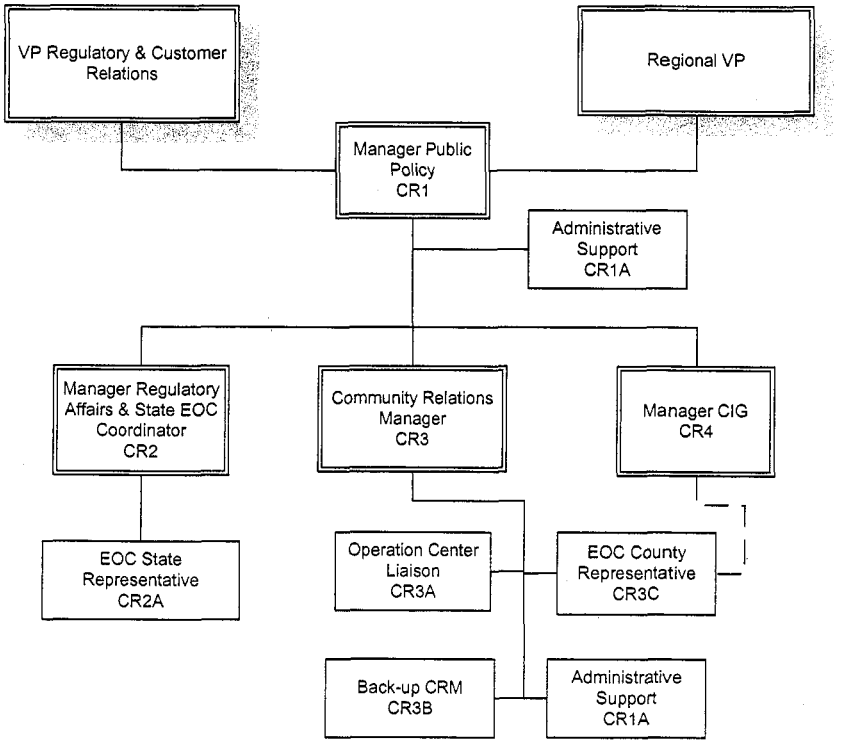
Keywords: emergency; distribution system storm operational plan

Mission

Our mission is to provide excellent customer service and collaboration with local government during emergencies through organization, commitment, strong relationships, the provision of resources and feedback mechanisms.

- To provide local government with the support needed to facilitate the coordination of outage restoration in a safe and efficient manner.
- To provide local government with ongoing information and updates in advance of, during and after storm events to assist them with their local storm preparation and restoration efforts including informing the public.
- To provide accurate and timely information to key leaders, commercial/industrial customers and local communities before during and after storms.
- To educate the public on proper storm preparation and restoration actions.
- To assist in the resolution of local governmental issues and concerns related to storm and emergency situations.

Organization Chart



Sub-processes

The Community Relations functional process includes the following sub-processes:

- Emergency Operations Center Crew Management
- Emergency Operations Center Communication (PEF Status)

Emergency Operations Center Crew Management

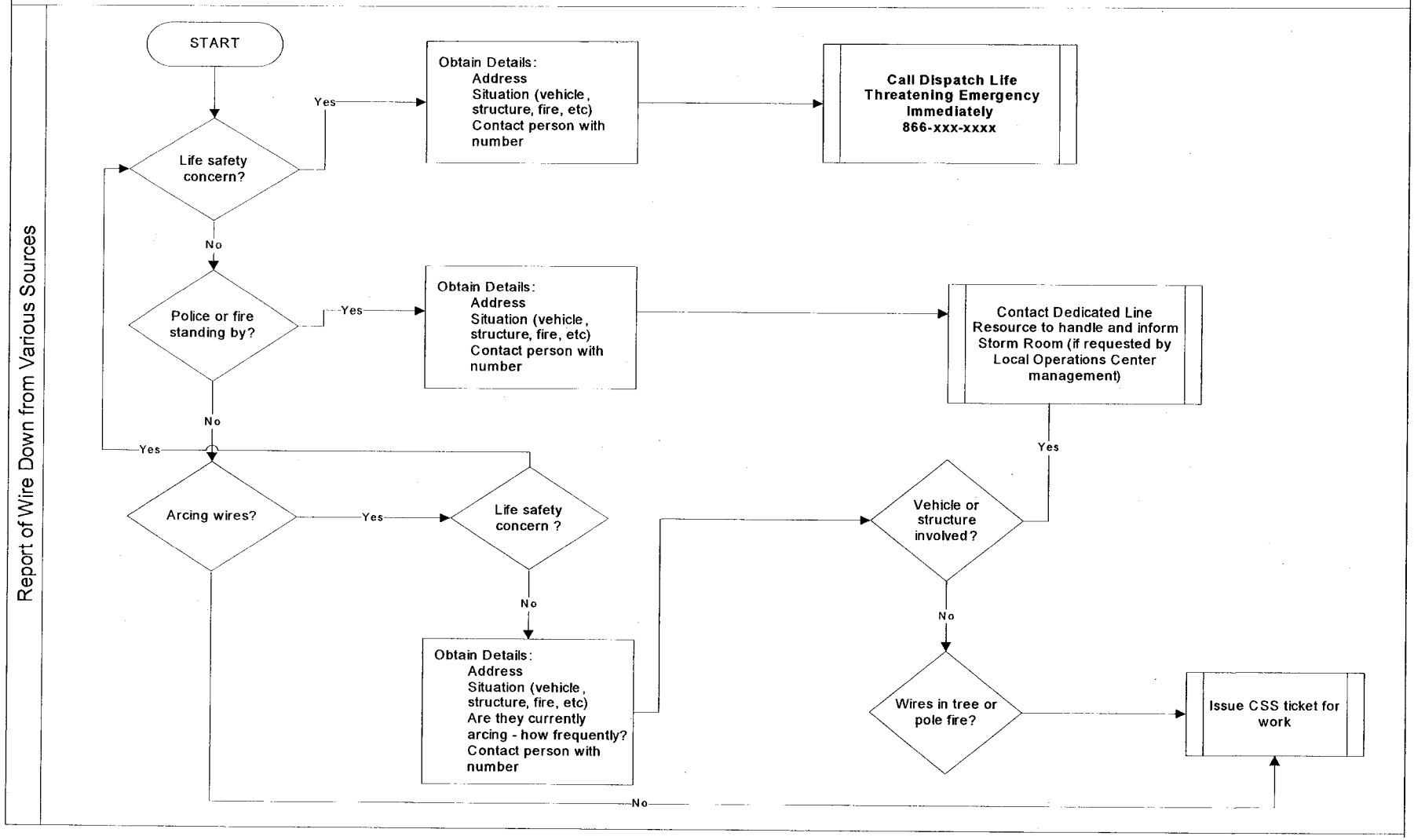
This sub-process is used to prioritize crew dispatch to those areas where public safety is of the greatest concern.

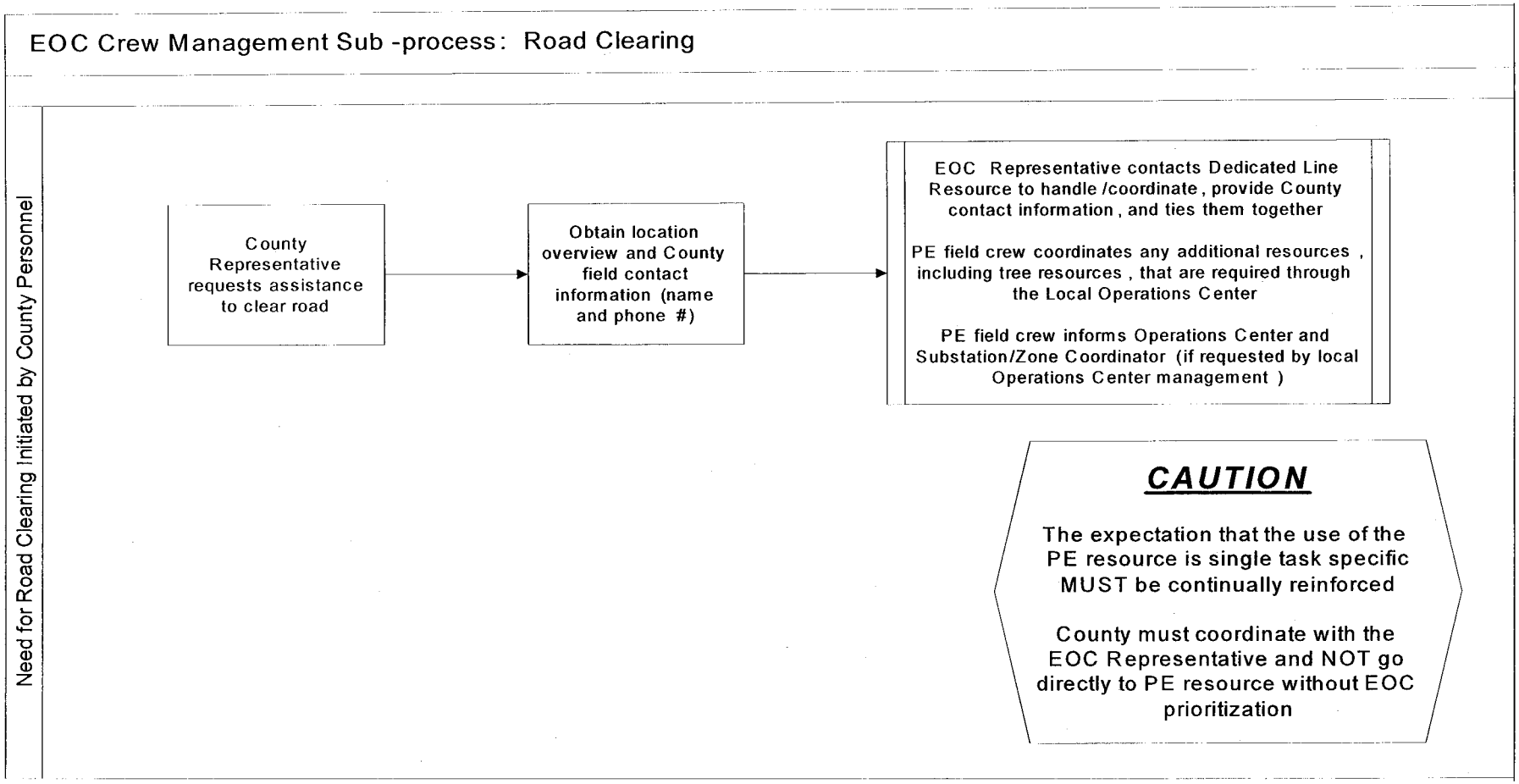
The following personnel are engaged in EOC Crew Management:

- Community Relations Manager (CR3)
- Dedicated Line Resources
- Dispatcher (DCC2A1)
- Emergency Operations Center Representative (CR3C)
- Operations Center Liaison (CR3A)
- Substation/Zone Coordinator (OPS2C-1)

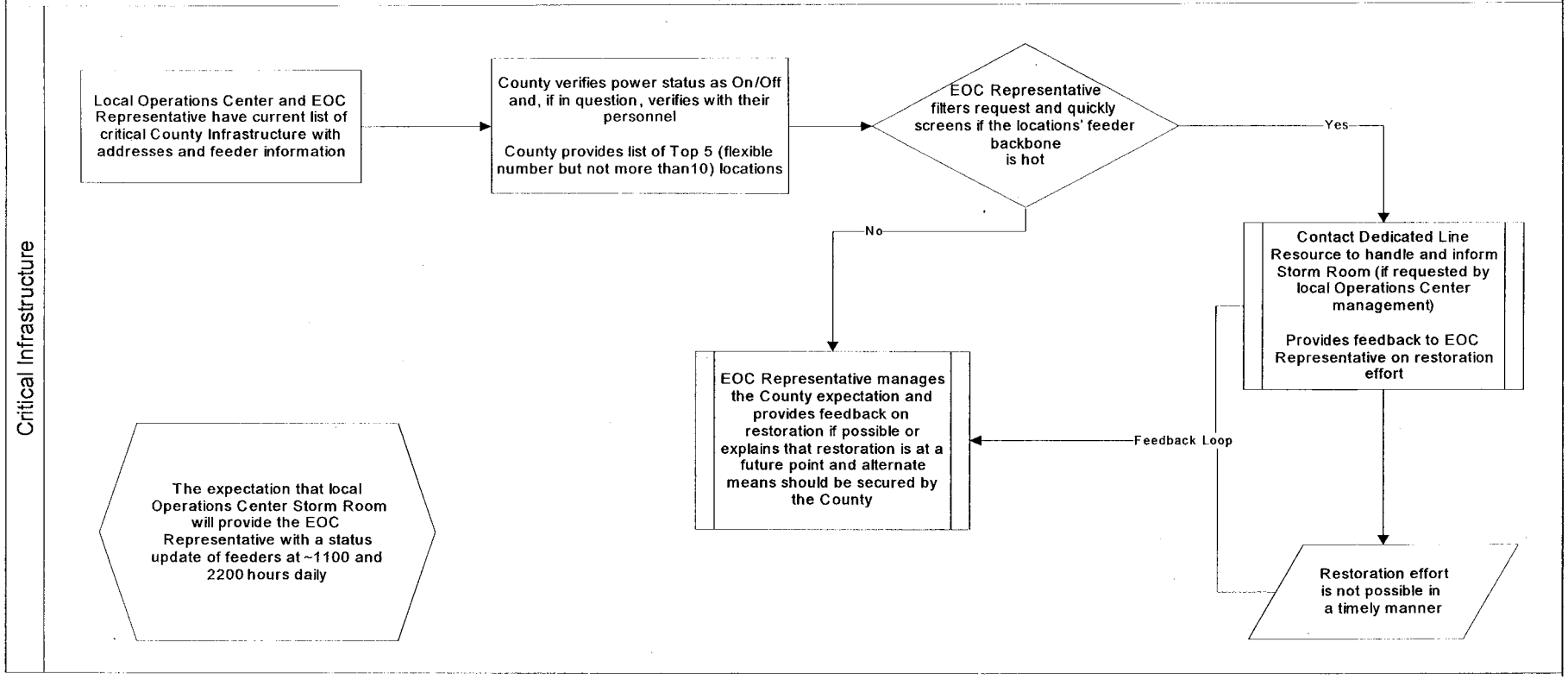
The flowcharts below provide a detailed view of this sub-process:

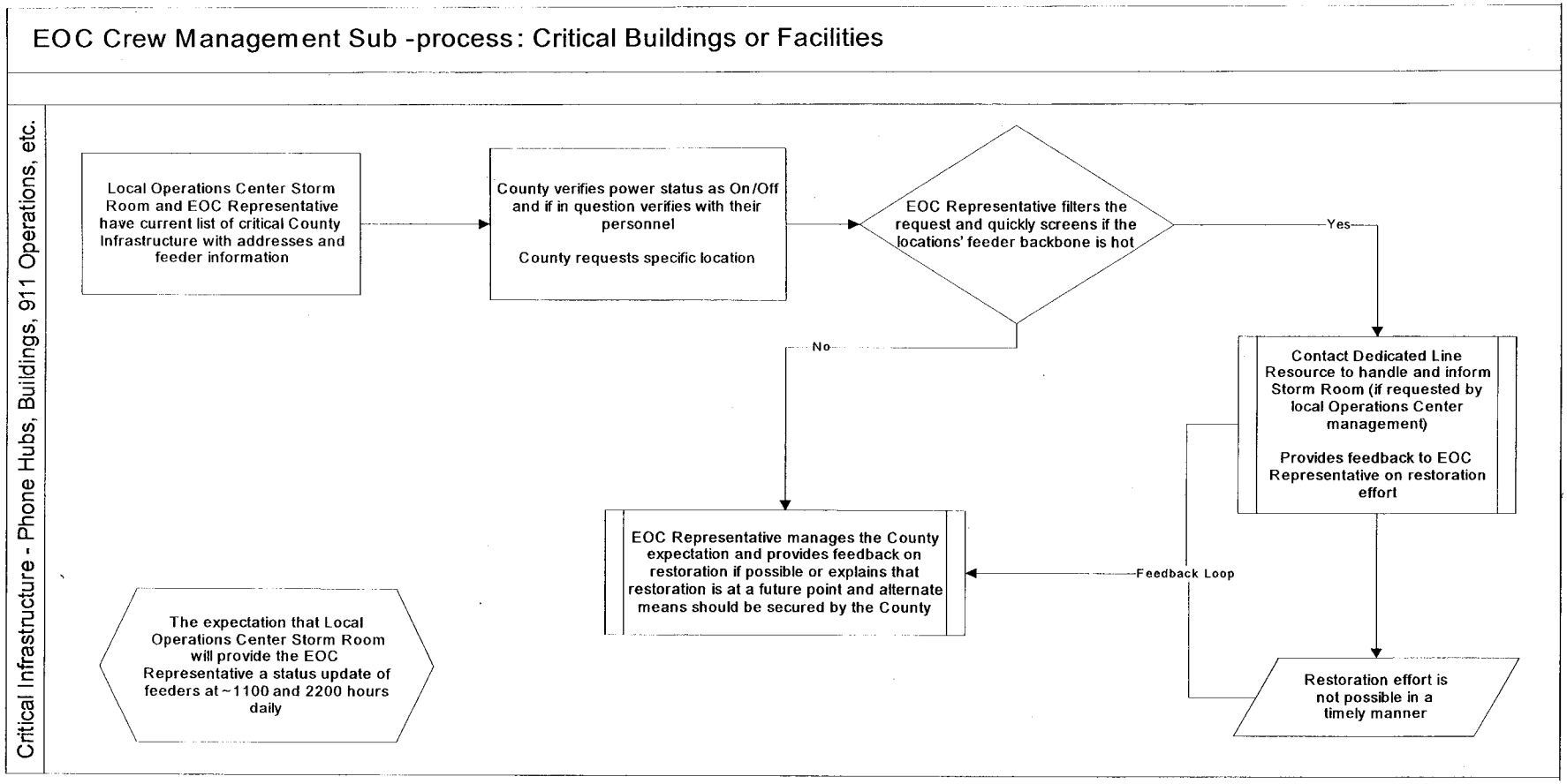
EOC Crew Management Sub -process: Wire Down

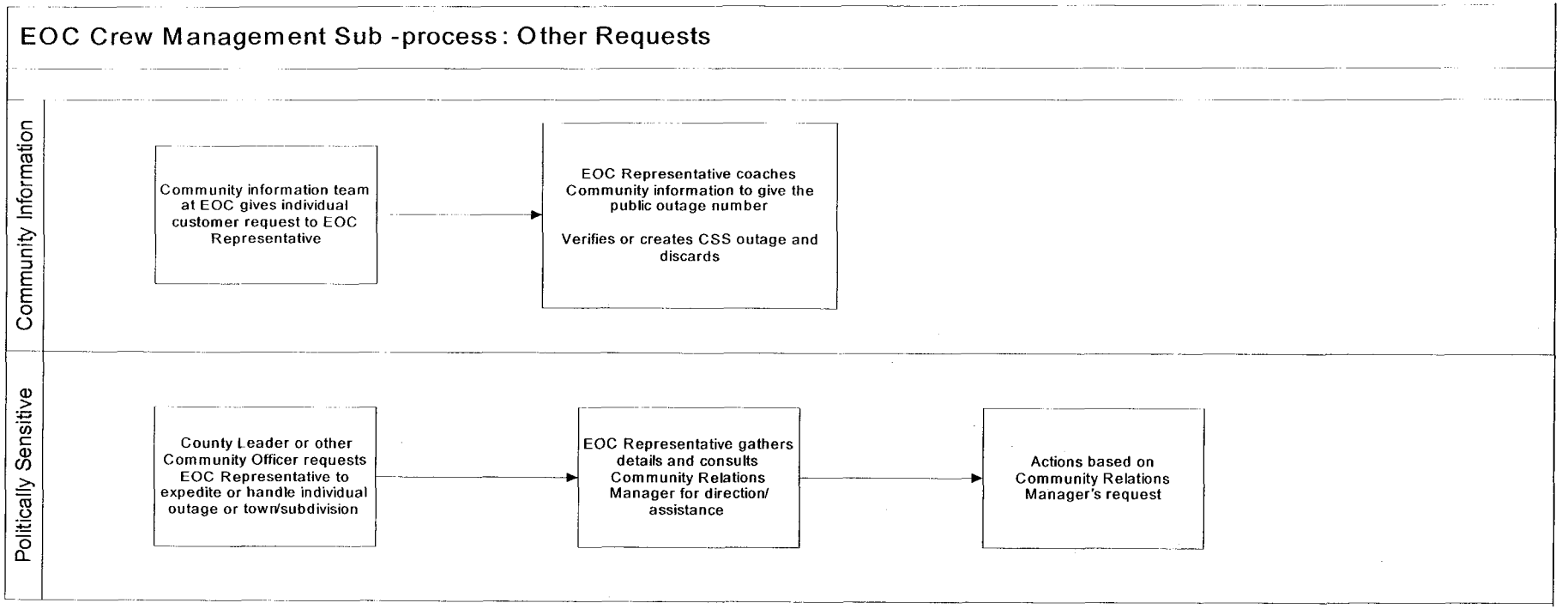



EOC Crew Management Sub -process: Road Clearing
Need for Road Clearing Initiated by County Personnel
County Representative requests assistance to clear road
Obtain location overview and County field contact information (name and phone #)
EOC Representative contacts Dedicated Line Resource to handle /coordinate, provide County contact information, and ties them together
PE field crew coordinates any additional resources , including tree resources , that are required through the Local Operations Center
PE field crew informs Operations Center and Substation/Zone Coordinator (if requested by local Operations Center management)
CAUTION
The expectation that the use of the PE resource is single task specific MUST be continually reinforced
County must coordinate with the EOC Representative and NOT go directly to PE resource without EOC prioritization

EOC Crew Management Sub -process: Infrastructure (lift stations , well fields and traffic lights)




EOC Crew Management Sub -process: Critical Buildings or Facilities
Critical Infrastructure - Phone Hubs, Buildings, 911 Operations, etc.
Local Operations Center Storm Room and EOC Representative have current list of critical County Infrastructure with addresses and feeder information
County verifies power status as On/Off and if in question verifies with their personnel
County requests specific location
EOC Representative filters the request and quickly screens if the locations' feeder backbone is hot
Yes
No
Contact Dedicated Line Resource to handle and inform Storm Room (if requested by local Operations Center management)
Provides feedback to EOC Representative on restoration effort
EOC Representative manages the County expectation and provides feedback on restoration if possible or explains that restoration is at a future point and alternate means should be secured by the County
Feedback Loop
The expectation that Local Operations Center Storm Room will provide the EOC Representative a status update of feeders at ~1100 and 2200 hours daily
Restoration effort is not possible in a timely manner


EOC Crew Management Sub -process: Other Requests
Community Information
Community information team at EOC gives individual customer request to EOC Representative
EOC Representative coaches Community information to give the public outage number
Verifies or creates CSS outage and discards
Politically Sensitive
County Leader or other Community Officer requests EOC Representative to expedite or handle individual outage or town/subdivision
EOC Representative gathers details and consults Community Relations Manager for direction/ assistance
Actions based on Community Relations Manager's request

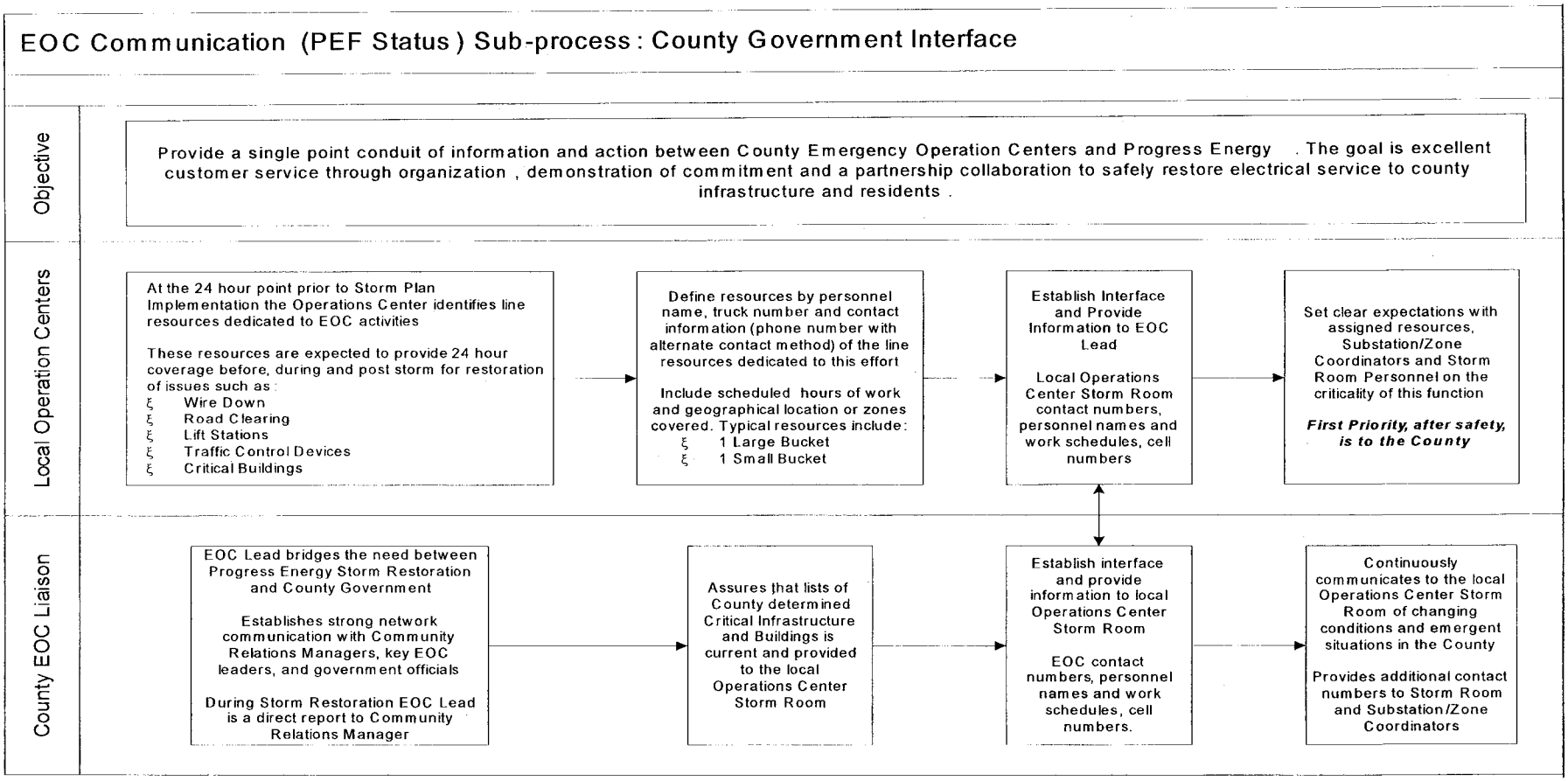
Emergency Operations Center Communication (PEF Status)

This sub-process provides a single point conduit of information and action between County Emergency Operation Centers (EOC) and Progress Energy. The goal is excellent customer service through organization, demonstration of commitment and a partnership collaboration to safely restore electrical service to county infrastructure and residents.

The following personnel are engaged in EOC Communication:

- Community Relations Manager (CR3)
- Dedicated Line Resources
- Emergency Operations Center Representative (CR3C)
- Operations Center Liaison (CR3A)
- Substation/Zone Coordinator (OPS2C-1)

The flowchart below provides a detailed view of this sub-process:


EOC Communication (PEF Status) Sub-process: County Government Interface
Objective
Provide a single point conduit of information and action between County Emergency Operation Centers and Progress Energy . The goal is excellent customer service through organization , demonstration of commitment and a partnership collaboration to safely restore electrical service to county infrastructure and residents .
Local Operation Centers
At the 24 hour point prior to Storm Plan Implementation the Operations Center identifies line resources dedicated to EOC activities
These resources are expected to provide 24 hour coverage before, during and post storm for restoration of issues such as :
ξ Wire Down
ξ Road Clearing
ξ Lift Stations
ξ Traffic Control Devices
ξ Critical Buildings
Define resources by personnel name, truck number and contact information (phone number with alternate contact method) of the line resources dedicated to this effort
Include scheduled hours of work and geographical location or zones covered. Typical resources include:
ξ 1 Large Bucket
ξ 1 Small Bucket
Establish Interface and Provide Information to EOC Lead
Local Operations Center Storm Room contact numbers, personnel names and work schedules, cell numbers
Set clear expectations with assigned resources, Substation/Zone Coordinators and Storm Room Personnel on the criticality of this function
First Priority, after safety, is to the County
County EOC Liaison
EOC Lead bridges the need between Progress Energy Storm Restoration and County Government
Establishes strong network communication with Community Relations Managers, key EOC leaders, and government officials
During Storm Restoration EOC Lead is a direct report to Community Relations Manager
Assures that lists of County determined Critical Infrastructure and Buildings is current and provided to the local Operations Center Storm Room
Establish interface and provide information to local Operations Center Storm Room
EOC contact numbers, personnel names and work schedules, cell numbers.
Continuously communicates to the local Operations Center Storm Room of changing conditions and emergent situations in the County
Provides additional contact numbers to Storm Room and Substation/Zone Coordinators

Job Descriptions

CR1: Manager, Public Policy (Customer/Comm Relations Storm Coordinator)

Job Function

The Customer and Community Relations Storm Coordinator manages the development and implementation of storm preparation planning activities for Regulatory and Customer Relations and Community Relations in Florida. The coordinator works with these groups to establish storm planning initiatives each year and to develop a process and the resources needed to implement these initiatives. The coordinator is responsible for ensuring full storm staffing compliment, developing system staffing scenarios, and training for all team members.
The coordinator's primary contacts are the Community Relations Manager (CR3), the Manager Regulatory Affairs (CR2), and the Manager, CIG (CR4) for the storm preparation activities and during storm events. During the storms the coordinator facilities the implementation of staffing planning, team coordination meetings and resource support.

Job Description

- Assure process flow for all work types is understood and in place prior to the storm.
- Provide annual training for EOC Representatives (CR3C) CRM Back ups (CR3B), Operating Center Liaisons (CR3A) and Administrative Support (CR1A).
- Provide general oversight for EOC Representatives (CR3C) and assure all performance expectations are met.
- Collaborate with Public Policy and Community Relations to assure EOCs are properly staffed.
- Assure all pre storm activities are completed for each EOC.

Key Interface Points

- System Storm Coordination Team
- Manager, CIG (CR4)
- Community Relations Manager (CR3)
- Manager, Regulatory Affairs (CR2)
- EOC Representatives (CR3C)
- Corporate Communications

Checklist of Actions

Before Major Storm

- Assure all pre storm activities are completed
- Collaborate with Community Relations, Regulatory Affairs and CIG to assure all storm positions are properly staffed.
- General communication to all team members on assignments and responsibilities
- Manage implementation of annual training for EOC Representatives (CR3C), Operating Center Liaisons (CR3A), CRM Backups (CR3B) and Administrative Support (CR1A).
- Review all process flow documents, job descriptions, staffing plans and other process information to ensure they are updated as needed.
- Review and ensure team website is current and accessible to all team members.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.

During Major Storm

- Provide general oversight for team staffing and assure all performance expectations are met.
- Schedule and facilitate meetings before, during and after storm for coordination among team members and management.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Provide updates for system storm calls.
- Facilitate the provision of resources needed to support team actions including coordination with Corporate Communications for support throughout storm events.
- Assist as needed in local government support activities

After Major Storm

- Coordinate lessons learned activities and implementation of results.

Tools and Information Needed

- Company laptop computer
- Company cellular phone (in some cases a company radio will also be required)
- Progress Energy shirts to be worn at the EOC
- Reliable vehicle appropriate to storm impacted areas

Training Requirements

- General leadership experience
- Company organizational knowledge
- Working knowledge of PE distribution and transmission facilities and operational procedures
- Experience dealing with external public (e.g. elected officials) – strong communication skills
- Able to work extended hours

Engaged in the Following Sub-process:

- EOC Crew Management Sub-process: Infrastructure (lift stations, well fields and traffic lights)
- EOC Crew Management Sub-process: Critical Buildings or Facilities

CR2: State Emergency Operations Center (SEOC) Coordinator

Job Function

The SEOC Coordinator (CR2) interacts primarily with PEF personnel in the Distribution Storm Center (DCC), Transmission Storm Center, Energy Control Center and Customer and Community Relations, as well as representatives from the Florida Public Service Commission (FPSC), Department of Environmental Protection (DEP), Department of Transportation (DOT), Law Enforcement, Military Support and the Governor's Office.

Job Description

- Oversight of EOC Representatives (State) (CR2A) assigned to State EOC
- Provide Regulatory updates for internal PEF Storm Calls before, during and after major storms.
- Obtain the Governor's Executive Order and distribute to PEF Logistics personnel for logistical purposes.
- Prepare DOT Waivers and communicate with DOT SEOC personnel (ESF 16) to expedite arrival of out-of-state crews prior to entry into the State of Florida.
- Prepare Aviation Waivers and obtain approvals from ESF 1 & ESF 3 (DOT & Public Works).
- Coordinate with PEF Storm Centers for the exchange of accurate information pertaining to restoration efforts before, during and after a major storm.
- Communicate with SEOC officials regarding power outage numbers by county and restoration efforts after a major storm.
- Communicate Key Messages with SEOC personnel.
- Help PEF representatives with specific requests or help they need from a state level relating to restoration efforts.
- Interact regularly with numerous positions in Customer and Community Relations storm team
- Responsible for participation in PEF System Storm Calls, CCR Calls
- Responsible for PEF participation in the State Storm Drill

Key Interface Points

- Governor's Office
- Florida Public Service Commission (FPSC)
- Department of Environmental Protection (DEP)
- Department of Transportation (DOT)
- Law Enforcement
- National Guard / Military Support

- Distribution Storm Center (DCC)
- Transmission Storm Center
- Energy Control Center (ECC)
- Numerous positions in Customer and Community Relations storm team

CHECKLIST OF ACTIONS

Before Major Storm

- Responsible for PEF participation in the State Storm Drill
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Update storm manuals and emergency contact information.
- Ensure Executive Orders are available to appropriate PEF personnel.
- Communicate with the SEOC personnel the exchange of timely and accurate information of PEF efforts being taken prior to a major storm making landfall (number of contract crews, shutdown of nuclear plant, etc.).
- Gather all DOT / Aviation data and report on appropriate forms.
- Arrange for highway escorts for out-of-town crews/equipment and other travel arrangements (ex. Weigh stations, tolls).

During Major Storm

- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Communicate with the SEOC personnel the exchange of timely and accurate information.

After Major Storm

- Communicate with the SEOC personnel the exchange of timely and accurate information.
- Gather PEF storm manuals in Rm. ESF 12 of the SEOC and return to office.
- Fully support all Lessons Learned initiatives, post storm.

Tools and Information Needed

- Company laptop computer with email and internet access
- Progress Energy shirts to be worn at the SEOC

Training Requirements

- Experience dealing with elected officials – strong communication skills.
- Knowledge of state computer tracking system.
- Knowledge of PEF Storm Plans.

Engaged in the Following Sub-process:

TBD

CR3: Community Relations Manager

Job Function

This Community Relations Manager (CR3) position has overall responsibility for Progress Energy's governmental coordination program in their assigned area working with public officials and other identified key leaders before, during and after hurricane restoration efforts. The CRMr will facilitate communication between PE and the local governments providing timely updates. The CRM will direct resources assigned to their team for the purpose of governmental coordination including EOC representatives, Operation Center Liaisons, Back up CRMs and Administrative Support. The Community Relations Manager (CR3) will be headquartered in the region storm center.

Job Description

- Collaborate with local government and key leaders to:
    - Facilitate the coordination of outage restoration by providing on-going updates before, during and after storm events
    - Educate the public on proper storm preparation and restoration actions
    - Assist in the resolution of local governmental issues and concerns related to storm and emergency situations
- Provide direction to a team of Back-up CRM (CR3B) and Operations Center Liaisons (CR3A), who are the main contact positions for communications with public officials, Emergency Management personnel and other identified key leaders in the area assigned - before, during and after the storm.
- Interact with Operations Managers, Corporate Communications, Region/System Storm Center, CSC, Region VP, etc. to gain knowledge of restoration priorities and efforts.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.

Key Interface Points

- Regional VP
- Manager,Public Policy (CR1)
- Back-up CRM (CR3B)
- Operating Center Liaison (CR3A)
- EOC Rep (CR3C)
- Admin Support (CR1A)
- Operations Managers
- Corporate Communications
- Region/System Storm Center
- CSC
- Public Officials, Emergency Management personnel, other key leaders

Checklist of Actions

Before Major Storm

- Coordinate with Public Policy on storm initiatives, staffing plans, training and resource coordination. Participate in planning meetings.
- Update list of all public officials and local contacts prior to June 1 in the Customer and Community Relations shared storm files.

- Conduct minimum of 1 workshop per region statewide prior to storm season to include city/county staff and emergency personnel. This will assist us in having protocols in place prior to storms as well as improving relationships and communications.
- Participate in EOC and local government support training
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Oversee distribution of any pre-storm communications to the community leaders in your area of responsibility.

During Major Storm

- Provide direction to a team of Back-up CRMs (CR3B) and Operations Center Liaisons (CR3A), who are the main contact positions for communications with public officials, Emergency Management personnel and other identified key leaders in the area assigned - before, during and after the storm.
- Coordinate with Public Policy on storm staffing and resources coordination.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Interact with Operations Managers, Public Policy, Corporate Communications, Region/System Storm Center, CSC, Region VP, etc. for coordination and to gain knowledge of restoration priorities and efforts.

After Major Storm

- Ensure that the Operating Center Liaisons (CR3A) and Back-up CRM's (CR3B) have finalized the communication process with local elected officials, etc., by contact with local communities to ensure that there are no outstanding issues to resolve.
- Fully support all Lessons Learned initiatives, post storm.

Tools and Information Needed

- Company laptop computer with CSS loaded
- Company cellular phone (in some cases a company radio will also be required)
- Standard PE storm kit
- Progress Energy shirts to be worn when out visiting public.
- Reliable vehicle appropriate to accessing storm impacted areas.

Training Requirements

- Must have the flexibility to relocate to hardest hit areas
- Be able to drive to meetings of officials and Emergency Management, etc.
- General leadership experience
- Company organizational knowledge
- Working knowledge of PE distribution and transmission facilities and operational procedures
- Experience dealing with external public (e.g. elected officials) – strong communication skills
- Able to work extended hours

Engaged in the Following Sub-process:

- EOC Crew Management Sub-process: Wire Down
- EOC Crew Management Sub-process: Road Clearing
- EOC Crew Management Sub-process: Infrastructure (lift stations, well fields and traffic lights)
- EOC Crew Management Sub-process: Critical Buildings or Facilities
- EOC Crew Management Sub-process: Other Requests
- EOC Crew Management Sub-process: County Government Interface

CR4: Manager CIG

Job Function

The Manager, CIG is the primary contact for the Manager, Public Policy (CR1) for storm preparation activities including, assignment of CIG representatives to EOCs and infrastructure priority lists. The Manager, CIG (CR4) has the responsibility for relationships with CIG customers during storm restoration activities.

Job Description

- Assure process flow for all work types is understood and in place prior to the storm.
- Provide annual training for EOC Representatives (CR3C) and Operating Center Liaisons (CR3A).
- Provide general oversight for EOC Representatives (CR3C) and assure all performance expectations are met.
- Collaborate with Public Policy and Community Relations to assure EOCs are properly staffed.
- Assure all pre storm activities are completed for each EOC.

Key Interface Points

- Manager, Public Policy (CR1)
- Community Relations Manager (CR3)
- EOC Representatives (CR3C)

Checklist of Actions

Before Major Storm

- Assure process flow for all work types is understood and in place prior to the storm.
- Provide annual training for EOC Representatives (CR3C) and Operating Center Liaisons (CR3A).
- Provide general oversight for EOC Representatives (CR3C) and assure all performance expectations are met.
- Collaborate with Community Relations and Public Policy to assure EOCs are properly staffed.
- Assure all pre storm activities are completed for each EOC. These include:
- Work with local governments to update specific city/county and EOC priorities (e.g. designated hospitals, shelters, traffic lights, essential water treatment facilities and lift stations, etc.) and develop prioritized infrastructure list for each county.
- Create list of all governmental facilities in the County including responsible operating center, substation, and feeder.
- Review and update EOC priority work flow process
- Assure a network connection that will accommodate a Progress Energy computer exists at the EOC

During Major Storm

- Ensure that the CIG representative's assignments to EOCs are met
- Provide infrastructure priority lists
- Responsible for relationships with CIG customers during storm restoration activities
- Responsible for supporting the coordination of a dedicated CIG contact line.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.

After Major Storm

- Support Lessons Learned (both internal and with the EOCs) initiatives, representing the EOC Coordination efforts.

Tools and Information Needed

- Company laptop computer with CSS loaded
- Company cellular phone (in some cases a company radio will also be required)
- Standard PE storm kit
- Progress Energy shirts to be worn at the EOC
- Reliable vehicle appropriate to storm impacted areas

Training Requirements

- General leadership experience
- Company organizational knowledge
- Working knowledge of PE distribution and transmission facilities and operational procedures
- Experience dealing with external public (e.g. elected officials) – strong communication skills
- Able to work extended hours

Engaged in the Following Sub-process:

- EOC Crew Management Sub-process: Infrastructure (lift stations, well fields and traffic lights)
- EOC Crew Management Sub-process: Critical Buildings or Facilities

CR2A: EOC Representative (State)

Job Function

The EOC Representative (State) (CR2A) interacts primarily with the Storm Center, Community Relations Managers (CR3), Back-up CRM (CR3B), and Operating Center Liaison (CR3A), and Corporate Communications during storm restoration activities. The EOC Representative (State) (CR2A) is located at the State Emergency Operations Center. The primary responsibility of the EOC Representative (State) (CR2A) is to work with the EOC personnel to establish current priorities for restoration, communicate this information to appropriate operating center personnel and ensure EOC priorities are worked successfully. The EOC Representative (State) (CR2A) is also responsible establishing contact with assigned EOC and updating storm restoration priority lists prior to the beginning of the storm season.

Job Description

- Establish contact with assigned EOC prior to June 1.
- Update storm restoration infrastructure priority lists throughout the year prior to June 1.
- Provide regular briefings on PE progress and deliver key messages to EOC personnel.
- Coordinate with crews and or storm center to ensure implementation of priority infrastructure restoration process.
- Communicate with the Community Relations Manager (CR3) and Operation Center Liaison (CR3A) for the exchange of timely and accurate information before, during and after a major storm.

Key Interface Points

- Community Relations Managers (CR3)
- Back-up CRM (CR3B)
- Operating Center Liaison (CR3A)
- Corporate Communications
- EOC personnel

Checklist of Actions

Before Major Storm

- In coordination with Manager, CIG (CR4), work with state government to update EOC priorities (e.g. designated hospitals, shelters, traffic lights, essential water treatment facilities and lift stations, etc.) and develop prioritized list for the State.
- Create list of all governmental facilities in the State including responsible operating center, substation, and feeder.
- Review PE procedures with EOC staff and establish working relationship and rules.
- Work with Community Relations Managers (CR3) and GM to establish EOC priority work flow process.

- Provide feeder map for the State for use at the EOC.
- Obtain a street level utility territory map for the State.
- Assure a network connection that will accommodate a Progress Energy computer exists at the EOC.
- Attend scheduled meetings as the storm approaches.

During Major Storm

- Organize and report "911" type issues to Dispatch.
- Advise CRM and Corporate Communications of the need for press briefings or public official meetings.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Provide regular briefings on PE progress and deliver key messages to EOC personnel.
- Communicate with the Community Relations Manager (CR3) and Operation Center Liaison (CR3A) for the exchange of timely and accurate information before, during and after a major storm.

After Major Storm

- Responsible for "break-down" of PE area in EOC facility.
- Fully support all Lessons Learned initiatives, post storm.

Tools and Information Needed

- Company laptop computer with CSS loaded
- Company cellular phone (in some cases a company radio will also be required)
- Standard PE storm kit
- Progress Energy shirts to be worn at the EOC
- Reliable vehicle appropriate for accessing storm impacted areas
- Able to work extended hours
- Must have the flexibility to relocate to hardest hit areas

Training Requirements

- Working knowledge of PE distribution and transmission facilities and operational procedures
- Working knowledge of customer service procedures and CSS
- Experience dealing with external publics (e.g. elected officials) – strong communication skills

Engaged in the Following Sub-process:

- EOC Crew Management Sub-process: Wire Down
- EOC Crew Management Sub-process: Road Clearing
- EOC Crew Management Sub-process: Infrastructure (lift stations, well fields and traffic lights)
- EOC Crew Management Sub-process: Critical Buildings or Facilities
- EOC Crew Management Sub-process: Other Requests
- EOC Communication (PEF Status) Sub-process: County Government Interface

CR3C: EOC Representative (County)

Job Function

The EOC Representative (CR3C) interacts primarily with the Storm Center, Community Relations Managers (CR3), Back-up CRM (CR3B), and Operating Center Liaison (CR3A), and Corporate Communications during storm restoration activities. The EOC Representative (CR3C) is located at the Emergency Operations Center. The primary responsibility of the EOC Representative (CR3C) is to work with the EOC personnel to establish current priorities for restoration, communicate this information to appropriate operating center personnel and ensure EOC priorities are worked successfully. The EOC Representative (CR3C) is also responsible establishing contact with assigned EOC and updating storm restoration priority lists prior to the beginning of the storm season.

Job Description

- Establish contact with assigned EOC prior to June 1.
- Update storm restoration infrastructure priority lists throughout the year prior to June 1.
- Provide regular briefings on PE progress and deliver key messages to EOC personnel.
- Coordinate with crews and or storm center to ensure implementation of priority infrastructure restoration process.
- Communicate with the Community Relations Manager (CR3) and Operation Center Liaison (CR3A) for the exchange of timely and accurate information before, during and after a major storm.

Key Interface Points

- Community Relations Managers (CR3)
- Back-up CRM (CR3B)
- Operating Center Liaison (CR3A)
- Corporate Communications
- EOC personnel

Checklist of Actions

Before Major Storm

- In coordination with Manager, CIG (CR4), work with local governments to update specific city/county and EOC priorities (e.g. designated hospitals, shelters, traffic lights, essential water treatment facilities and lift stations, etc.) and develop prioritized list for each county.
- Create list of all governmental facilities in the County including responsible operating center, substation, and feeder.
- Review PE procedures with EOC staff and establish working relationship and rules.
- Work with Community Relations Managers (CR3) and GM to establish EOC priority work flow process.
- Provide feeder map for the County for use at the EOC.
- Obtain a street level utility territory map for the County.
- Assure a network connection that will accommodate a Progress Energy computer exists at the EOC.
- Attend scheduled meetings as the storm approaches.

During Major Storm

- Organize and report "911" type issues to Dispatch.
- Advise CRM and Corporate Communications of the need for press briefings or public official meetings.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Provide regular briefings on PE progress and deliver key messages to EOC personnel.
- Communicate with the Community Relations Manager (CR3) and Operation Center Liaison (CR3A) for the exchange of timely and accurate information before, during and after a major storm.

After Major Storm

- Responsible for "break-down" of PE area in EOC facility.
- Fully support all Lessons Learned initiatives, post storm.

Tools and Information Needed

- Company laptop computer with CSS loaded
- Company cellular phone (in some cases a company radio will also be required)
- Standard PE storm kit
- Progress Energy shirts to be worn at the EOC
- Reliable vehicle appropriate for accessing storm impacted areas
- Able to work extended hours
- Must have the flexibility to relocate to hardest hit areas

Training Requirements

- Working knowledge of PE distribution and transmission facilities and operational procedures
- Working knowledge of customer service procedures and CSS
- Experience dealing with external publics (e.g. elected officials) – strong communication skills

Engaged in the Following Sub-process:

- EOC Crew Management Sub-process: Wire Down
- EOC Crew Management Sub-process: Road Clearing
- EOC Crew Management Sub-process: Infrastructure (lift stations, well fields and traffic lights)
- EOC Crew Management Sub-process: Critical Buildings or Facilities
- EOC Crew Management Sub-process: Other Requests
- EOC Communication (PEF Status) Sub-process: County Government Interface

CR3A: Operating Center Liaison

Job Function

The Operating Center Liaison interacts primarily with Community Relations Managers (CR3) and EOC Representatives (CR2A) during storm restoration activities. The Operating Center Liaison (CR3A) is located in the region storm center or the local operations center depending on the severity of the storm and best allocation of available personnel. The Operating Center Liaison (CR3A) is the main contact person for communication in the operations center with public officials, emergency management personnel and other identified key leaders in the area assigned. This position is accountable to the Community Relations Manager (CR3) and will receive instruction and direction from that individual.

Job Description

- Take a proactive approach to providing information to all public officials, emergency management personnel and other identified key leaders in the area assigned.
- Maintain updated lists of all public officials and initiate contact in the very early stages of storm response, prior to the storm whenever possible to keep officials abreast of our preparation and maintain communication throughout the storm restoration period.
- Communicate with the Community Relations Manager (CR3) and EOC Representative (CR3C) for the exchange of timely and accurate information before, during and after a major storm.
- Coordinate, when necessary with local Emergency Preparedness personnel concerning evacuations and emergency shelters.
- Contact the local elected officials at the closing of the storm center to finalize the communication process.

Key Interface Points

- Community Relations Managers (CR3)
- EOC Representatives (CR3C)
- Public Officials, Emergency Management personnel, key leaders

Checklist of Actions

Before Major Storm

Initiate and establish communications with:

- Community Relations Managers (CR3)
- EOC Representatives (CR3C)
- DOM of the local operations center
- Public Officials
- Emergency Management Personnel (when necessary re: evacuations and emergency shelters).
- Other identified key leaders

During Major Storm

- Provide continual updates to all public officials, emergency management personnel and other identified key leaders in the area assigned.
- Maintain communication with the Community Relations Manager (CR3) and EOC Representative (CR3C) for the exchange of timely and accurate information.
- Coordinate, when necessary with local Emergency Preparedness Personnel concerning evacuations and emergency shelters.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.

After Major Storm

- Contact the local elected officials at the closing of the storm center to finalize the communication process.
- Fully support all Lessons Learned initiatives, post storm.

Tools and Information Needed

- Access to computer with CSS loaded
- Company cellular phone (in some cases a company radio will also be required)
- Progress Energy shirts to be worn when out visiting publics
- Reliable vehicle appropriate for travel in storm impacted areas)
- Able to work extended hours
- Must have the flexibility to relocate to hardest hit areas

Training Requirements

- Working knowledge of PE distribution and transmission facilities and operational procedures
- Working knowledge of customer service procedures and CSS
- Experience dealing with external publics (e.g. elected officials) – strong communication skills

Engaged in the Following Sub-process:

- EOC Crew Management Sub-process: Wire Down
- EOC Crew Management Sub-process: Road Clearing
- EOC Crew Management Sub-process: Infrastructure (left stations, well fields and traffic lights)
- EOC Crew Management Sub-process: Critical Buildings or Facilities
- EOC Communication (PEF Status) Sub-process: County Government Interface

CR3B: Back-up Community Relations Manager (CRM)

Job Function

The Back-up CRM (CR3B) will work in the region storm center or the local operations center depending on the severity of the storm and best allocation of available personnel. The Back-up CRM (CR3B) will be the main in-person contact for communication with public officials, emergency management personnel and other identified key leaders in the area assigned. This position is accountable to the Community Relations Manager (CR3) and will receive instruction and direction from that individual.

Job Description

- Take pro-active approach to providing information to all public officials, Emergency Management personnel and other identified key leaders in the area assigned, by maintaining an updated list of public officials within your area of responsibility.
- Communicate with the Community Relations Manager (CR3) and EOC Representative (CR3C) for the exchange of timely and accurate information before, during and after a major storm.
- Represent PE at any community meetings before and during the storm.
- Contact the local elected officials at the closing of the storm center to finalize the communication process.

Key Interface Points

- Community Relations Manager (CR3)
- Manager, Public Policy (CR1)
- Operating Center Liaison (CR3A)
- EOC Representative (CR3C)
- Admin Support (CR1A)
- Public Officials, Emergency Management personnel, other identified key leaders

Checklist of Actions

Before Major Storm

- Taking pro-active approach to providing information to all public officials, emergency management personnel and other identified key leaders in the area assigned as directed by Community Relations Manager (CR3).
- Initiate contact prior to the storm to keep them abreast of our preparations and maintain communication throughout the storm restoration period.
- Communicate with the Community Relations Manager (CR3) and EOC Representative (CR3C) for the exchange of timely and accurate information before, during and after a major storm.
- Coordinate, when necessary with local Emergency Preparedness Personnel concerning evacuations and emergency shelters.
- Represent PE at any community meetings before and during the storm.

During Major Storm

- Provide information to all public officials, emergency management personnel and other identified key leaders in the area assigned as directed by Community Relations Manager (CR3).
- Communicate with the Community Relations Manager (CR3) and EOC Representative (CR3C) for the exchange of timely and accurate information before, during and after a major storm.
- Coordinate, when necessary with local Emergency Preparedness Personnel concerning evacuations and emergency shelters.
- Represent PE at community meetings before and during the storm.
- Participate in daily CCR and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.

After Major Storm

- Contact the local elected officials at the closing of the storm center to finalize the communication process.
- Fully support all Lessons Learned initiatives, post storm.

Tools and Information Needed

- Access to computer with CSS loaded
- Company cellular phone (in some cases a company radio will also be required)
- Progress Energy shirts to be worn when out visiting publics
- Reliable vehicle appropriate to accessing storm impacted areas

Training Requirements

- Participate in EOC and local governmental training sessions conducted by PE
- Working knowledge of PE distribution and transmission facilities and operational procedures
- Working knowledge of customer service procedures and CSS
- Experience dealing with external publics (e.g. elected officials) – strong communication skills
- Able to work extended hours
- Must have the flexibility to relocate to hardest hit areas

Engaged in the Following Sub-process:

- EOC Crew Management Sub-process: Wire Down
- EOC Crew Management Sub-process: Road Clearing
- EOC Crew Management Sub-process: Infrastructure (lift stations, well fields and traffic lights)
- EOC Crew Management Sub-process: Critical Buildings or Facilities
- EOC Crew Management Sub-process: Other Requests
- EOC Crew Management Sub-process: County Government Interface

CR1A: Administrative Support

Job Function

The Administrative Support (CR1A) will work in the region storm center or the local operations center depending on the severity of the storm and best allocation of available personnel. The Administrative Support (CR1A) will provide clerical support to the Community Relations Managers, Manager of Public Policy, before, during and after a storm event. This position may also be asked to initiate and maintain communications with government and key leaders.

Job Description

- Take pro-active approach to providing information to all public officials, Emergency Management personnel and other identified key leaders in the area assigned, by maintaining an updated list of public officials within your area of responsibility.
- Communicate with the Community Relations Manager (CR3) and EOC Representative (CR3C) for the exchange of timely and accurate information before, during and after a major storm.
- Represent PE at any community meetings before and during the storm.
- Contact the local elected officials at the closing of the storm center to finalize the communication process.

Key Interface Points

- Manager, Public Policy (CR1)
- Community Relations Manager (CR3)
- Operating Center Liaison (CR3A)
- EOC Representative (CR3C)
- Back-up Community Relations Manager (CR3B)
- Public Officials, Emergency Management personnel, other identified key leaders

Checklist of Actions

Before Major Storm

- Assist in the facilitation of storm preparation activities including resource coordination, communications, contact information updates, etc.,
- Take pro-active approach to providing information to all public officials, emergency management personnel and other identified key leaders in the area assigned as directed by leadership group, may include preparing communication packets.
- May assist with initiating contact prior to the storm to keep communities and key leaders abreast of our preparations and maintain communication throughout the storm restoration period.
- Organize meetings and assist with pre-storm training as needed.

During Major Storm

- Provide information to all public officials, emergency management personnel and other identified key leaders in the area assigned as directed by Community Relations Manager (CR3).
- Provide administrative support including organizing meetings, travel, and resources as directed during storm event.

After Major Storm

- Contact the local elected officials at the closing of the storm center to finalize the communication process.
- Fully support all Lessons Learned initiatives, post storm.

Tools and Information Needed

- Access to computer with CSS and ACT loaded
- Company cellular phone (in some cases a company radio will also be required)
- Reliable vehicle appropriate to accessing storm impacted areas.

Training Requirements

- Participate in training sessions conducted by PE.
- Working knowledge of customer service procedures and CSS
- Experience dealing with external publics (e.g. elected officials) – strong communication skills
- Able to work extended hours

Engaged in the Following Sub-process:

- EOC Crew Management Sub-process: Wire Down
- EOC Crew Management Sub-process: Road Clearing
- EOC Crew Management Sub-process: Infrastructure (lift stations, well fields and traffic lights)
- EOC Crew Management Sub-process: Critical Buildings or Facilities
- EOC Crew Management Sub-process: Other Requests
- EOC Crew Management Sub-process: County Government Interface

Systems

CSS, OMS

Supplementary Information

To be included in a future revision of this document.

Document title

Resource Management

Document number

EMG-EDGX-00052

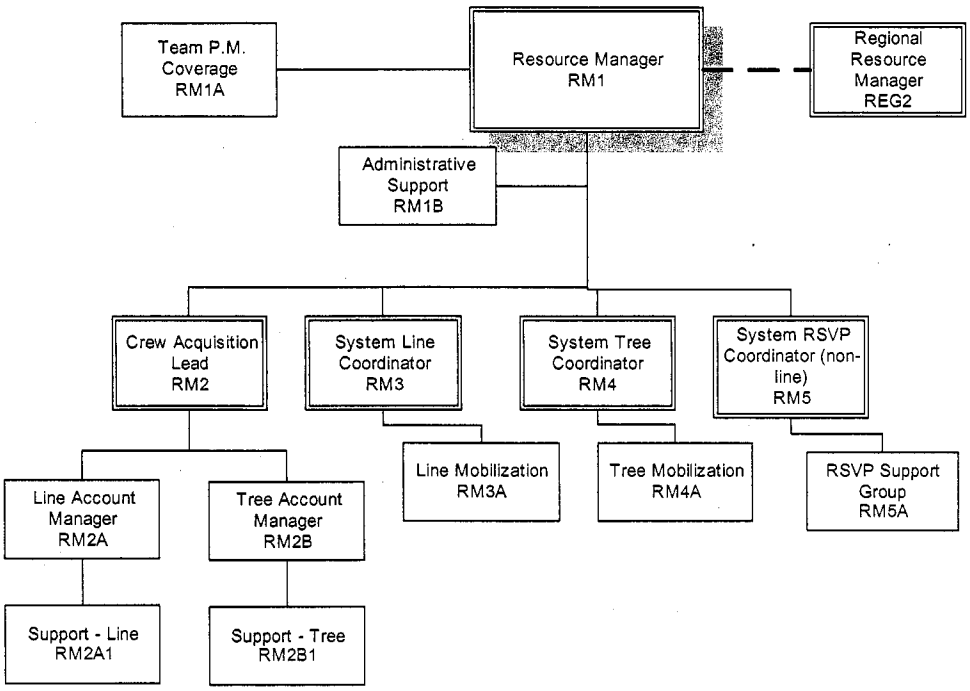
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

Resource Management acquires, mobilizes, assigns, tracks, and demobilizes off-system line and tree distribution resources, both before and during major storm events, in the most cost-effective and efficient manner possible. Resource Management also receives and fulfills additional support resources required by Progress Energy's regional storm organizations.

Organization Chart



Sub-processes

The Resource Management functional process includes the following sub-processes:

- Crew Acquisition and Mobilization
- Line/Tree Acquisition
- Support Personnel Acquisition

Crew Acquisition and Mobilization

This sub-process gathers the information needed to determine and prioritize the amount and type of resources required to support system-wide restoration efforts.

The following personnel are engaged in Crew Acquisition and Mobilization:

- Resource Manager (RM1)
- Crew Acquisition Lead (RM2)
- Distribution System Storm Coordinator (DSSC1)
- Fleet (SS1A)
- Region Storm Coordinator (REG2)
- System Staging and Logistics Coordinator (SL1)

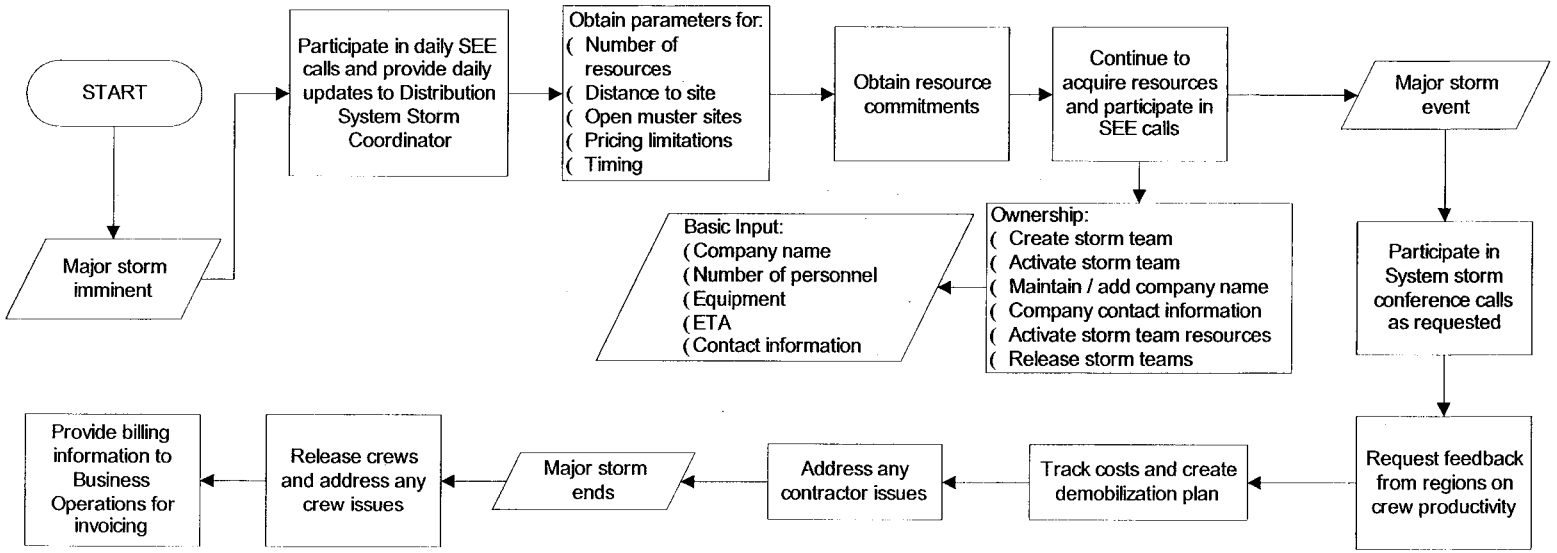
The flowchart and timeline below provide a detailed view of this sub-process:

Crew Acquisition and Mobilization Sub -process

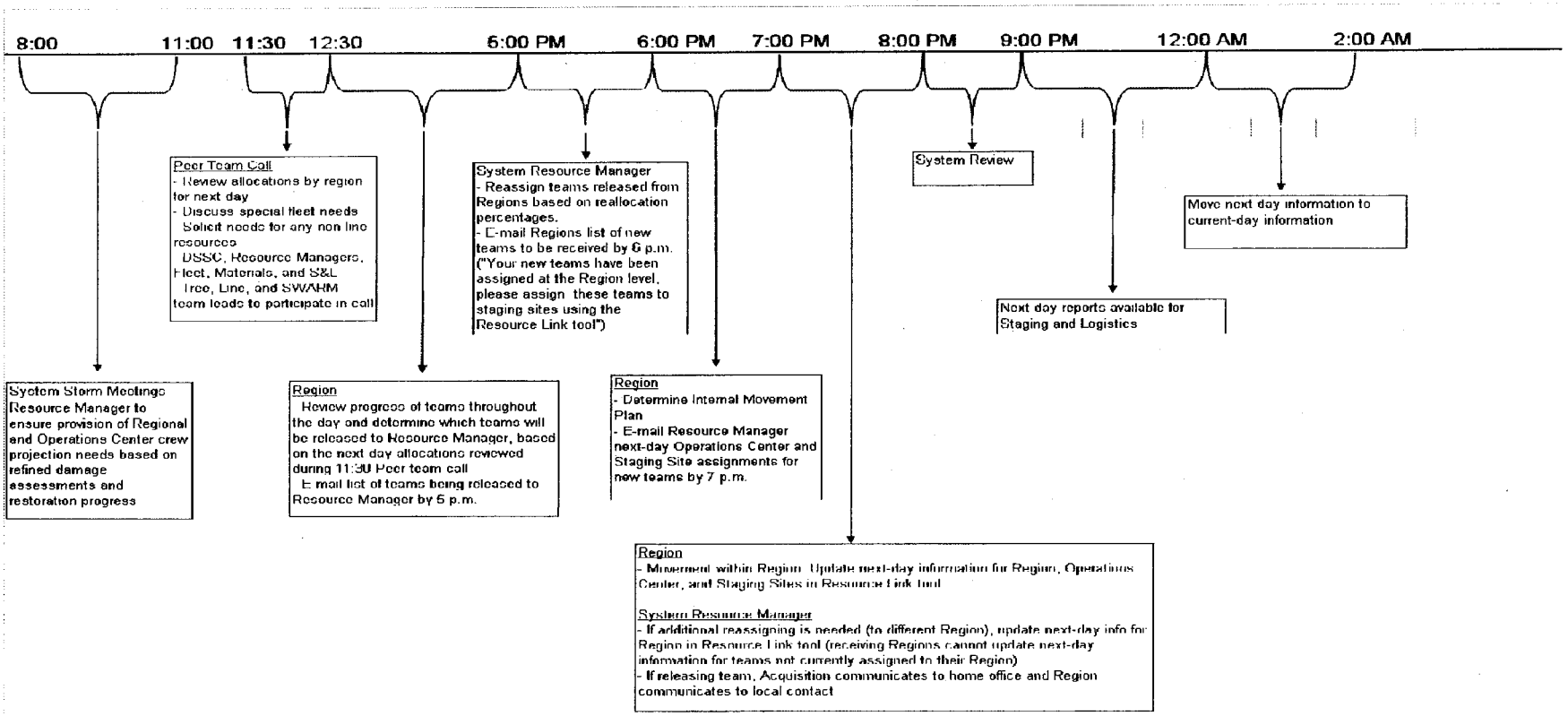
Objective

Gather the information needed to determine and prioritize the amount and type of resources required to support system -wide restoration efforts.

Crew Acquisition Lead



Crew Acquisition and Mobilization Timeline



Notes:

1) If a team is to be reassigned or released, they will be notified after 6 p.m. and told to have their belongings with them the next morning. They will receive their new assignment the next morning at the staging site. The staging site Operations Center Liaison will give them the assignment and provide maps.

2) From 9 p.m. to midnight, S&L will make contact with hotels to acquire or cancel rooms based on the information contained in Resource reports.

3) Reports should become "same-day" just after midnight (12:01 a.m.) in an automated fashion.

4) The Resource Manager will maintain primary crew communication with outside resources until the crew is within approximately two hours of the Region. At that time, the Region will assign a staging site and take over primary communication with the crew. Assignment of the staging site will serve as formal notification to the Resource Manager that contact responsibility has been transferred.

Line/Tree Acquisition

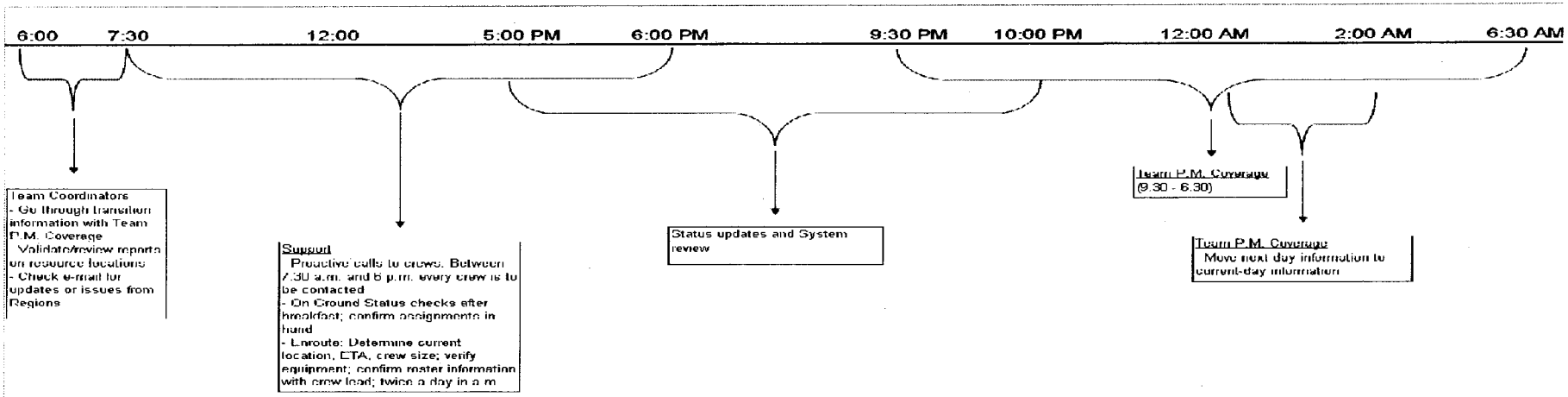
The Line/Tree Acquisition sub-process determines the movement of line and tree crews during restoration efforts.

The following personnel are engaged in Line/Tree Acquisition:

- Resource Manager (RM1)
- System Line Coordinator (RM3)
- System Tree Coordinator (RM4)
- Team P.M. Coverage (RM1A)

The timeline below provides a detailed view of this sub-process:

Line/Tree Acquisition Timeline



Notes:

1) If a team is to be reassigned or released, they will be notified after 6 p.m. and told to have their belongings with them the next morning. They will receive their new assignment the next morning at the staging site. The staging site Operations Center Liaison will give them the assignment and provide maps.

2) From 9 p.m. to midnight, S&L will make contact with hotels to acquire or cancel rooms based on the information contained in Resource reports.

3) Reports should become "same-day" just after midnight (12:01 a.m.) in an automated fashion.

Support Personnel Acquisition

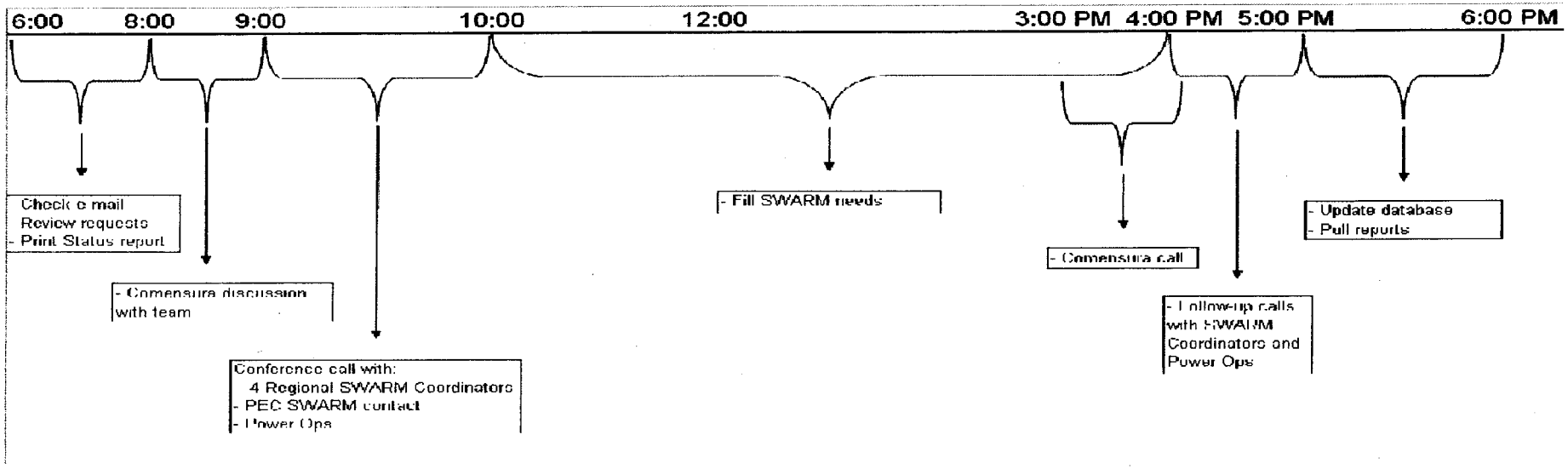
The Support Personnel Acquisition sub-process determines the needs for support personnel other than line and tree.

The following personnel are engaged in Support Personnel Acquisition:

- Generation
- Resource Manager (RM1)
- System RSVP Coordinator (Non-line) (RM5)
- Team P.M. Coverage (RM1A)

The timeline below provides a detailed view of this sub-process:

Support Personnel Acquisition Timeline



Job Descriptions (RM1-RM6F)

RM1: Resource Manager

To be included in a future revision of this document.

RM1A: Team P.M. Coverage

To be included in a future revision of this document.

RM1B: Administrative Support

To be included in a future revision of this document.

RM2: Crew Acquisition Lead

Job Description

This position will:

- Collaborate with system storm manager, or designee, to determine
  - Resource requirements
  - Timing for mobilization
  - Financial constraints
  - Pricing limitations
  - Location to muster resources (in state, out of state)
  - Radius to acquire resources
- Communicate the result of above to the acquisition team to begin process
- Ensure resources are acquired and appropriate terms and conditions are negotiated
- SEE and EEI company representative
  - Team lead, or designee, participates and collaborates with national and regional mutual assistance associations
- Responsible for reporting on goal achievement as defined by the system
  Sample goals:
  - Number of incremental line resources acquired
  - Number of incremental tree resources acquired
  - Number of line resources demobilized
  - Number of tree resources demobilized
- Develops crew demobilization Plan
  - Determine means to populate information regarding crew price and designate team member to update file
  - Solicit feedback from the regions on crew performance via the line and tree crew lead
  - Provide timeline to make crew decisions on who to release which will be discussed on the daily resource call
  - Acquisition team notifies home office first of release and the region will notify the local crews

Key Interface Points

- Line Account Manager (RM2A)
- SEE
- EEI
- Region Storm Managers (REG1)
- Crew acquisition account team members

RM2A: Line Account Manager

Job Description

- Primary account manager - Create and activate storm in storm tool
- Acquire and secure resources from utilities, private companies, muni's and coops that meets the criteria established by the Acquisition team lead. Negotiate terms and conditions as prescribed by team lead.
  - How many needed?
  - What is the timing?
  - When to make financial commitment.
  - Pricing limitations
  - Location to muster resources (in state, out of state)
  - Radius to acquire resources
- Primary account manager - As requested by team lead, serve as the SEE and EEI company representative
  - Participate and collaborate with national and regional mutual assistance associations
- Primary account manager - Resource outlook and forecast
  - Provide high level information on resources to be made available (example: Southern Company to release 200 people in 2 days to Progress Energy). Provide to Resource Management Director.
- Implement Crew Demobilization Plan
  - Notify home office first of release as directed by Crew Mobilization team leads
- Major issue resolution
  - Handle unique issues as requested by the crew mobilization team leads or the resource management director (examples: request for crews to sleep on cots, etc)

Key Interface Points

- Crew Acquisition Team Lead (RM2)
- Crew Mobilization Team Lead (RM3 & RM4)

Methods of performing job duties

- Conference Calls with SEE and EEI
- Participating in system storm calls
- Face to face, voice and email communications with team leads, external and internal resources/employees

Measures of success

- Crews acquired compared to goal
- No safety related incidents

Checklist of Actions

Before Major Storm

- Setup storm in Storm Resource Tracking Tool
- Determine schedule for crew acquisition support team and communicate
- Access to phone bank, printer, fax machine, and scanner

During Major Storm

- Maintain key contact information (Contractors, SEE, EEI, etc.)
- Ensure adequate team resources are on hand and available for upcoming shifts
- Ensure daily deadlines/goals are met in regards to crew acquisition
- Ensure contracts and work releases are secured for each contractor
- Ensure compliance with SEE and EEI agreements

After Major Storm

To be included in a future revision of this document

Tools and Information Needed
- Storm Resource Link (the web based crew tracking tool)
- Contracts and Work Releases for Contractors
- SEE and EEI agreements

Training Requirements
- Knowledge of SEE and EEI agreements and process
- Knowledge of System Storm Resource Tool
- Knowledge of Contracts and Work Releases
- Knowledge of Crew Mobilization function

RM2B: Tree Account Manager

Job Description
- Primary account manager - Create and activate storm in storm tool
- Acquire and secure resources from utilities, private companies, muni's and coops that meets the criteria established by the Acquisition team lead. Negotiate terms and conditions as prescribed by team lead.
  - How many needed?
  - What is the timing?
  - When to make financial commitment.
  - Pricing limitations
  - Location to muster resources (in state, out of state)
  - Radius to acquire resources
- Primary account manager - As requested by team lead, serve as the SEE and EEI company representative
  - Participate and collaborate with national and regional mutual assistance associations
- Primary account manager - Resource outlook and forecast
  - Provide high level information on resources to be made available (example: Southern Company to release 200 people in 2 days to Progress Energy). Provide to Resource Management Director.
- Implement Crew Demobilization Plan
  - Notify home office first of release as directed by Crew Mobilization team leads
- Major issue resolution
  - Handle unique issues as requested by the crew mobilization team leads or the resource management director (examples: request for crews to sleep on cots, etc)

Key Interface Points
- Crew Acquisition Team Lead (RM2)
- Crew Mobilization Team Lead (RM3 & RM4)

Methods of performing job duties
- Conference Calls with SEE and EEI
- Participating in system storm calls
- Face to face, voice and email communications with team leads, external and internal resources/employees

Measures of success
- Crews acquired compared to goal
- No safety related incidents

Checklist of Actions

Before Major Storm
- Setup storm in Storm Resource Tracking Tool
- Determine schedule for crew acquisition support team and communicate
- Access to phone bank, printer, fax machine, and scanner

During Major Storm

- Maintain key contact information (Contractors, SEE, EEI, etc.)
- Ensure adequate team resources are on hand and available for upcoming shifts
- Ensure daily deadlines/goals are met in regards to crew acquisition
- Ensure contracts and work releases are secured for each contractor
- Ensure compliance with SEE and EEI agreements

After Major Storm

To be included in a future revision of this document

Tools and Information Needed

- Storm Resource Link (the web based crew tracking tool)
- Contracts and Work Releases for Contractors
- SEE and EEI agreements

Training Requirements

- Knowledge of SEE and EEI agreements and process
- Knowledge of System Storm Resource Tool
- Knowledge of Contracts and Work Releases
- Knowledge of Crew Mobilization function

RM2A1: Support (Line)

Job Description

This position will:

- Assign crews to the regions based on direction from their lead
- Be responsible for meeting report and tool update deadlines during the course of the day (refer to crew timeline
- Handle incoming questions from the region storm room and handle, or route, accordingly
- Track internal tree resources moved to another area
- Run reports at designated times and provide to the lead
- Maintain back up information in case tool becomes inoperable at some point in the process
  - ➢ Maintain daily log book -Print crew lists and information twice per day and insert into tracking book to assist in reconciliation

Crew communication Team

Responsible for manual GPS on tree crews

- Ensure the calls are being made to incoming crews, and that the tool is being updated with the latest ETA's
- Track status of movement
- Once on system, initiate a daily call to ensure there are no issues

Crew communication

- Provide directions to their show up site
- Provide regional contact information when appropriate

Request rosters

- Ensure rosters are received from each crew
- Load information into a centralized page
- Ensure crew ID is included on the roster

Ensure smooth transition from system to regions for incoming crews

- If mustering site is used, after arriving there, turn them over to the region for future communication
- If mustering site not used, turn the crew over to the receiving region within 2-3 hours of arrival
- To facilitate the transition, the system will call the crew and notify them that the region will now take over communication. Give the crew the region phone number and contact name but have the region initiate the call.

**** Need a Spanish speaking person on the team**

Checklist of Actions

Before Major Storm

- Refresher/Dry run of Storm Resource Tool
- Access to phone bank, printer, fax machine, and scanner

During Major Storm

- Ensure timely and accurate input of resources acquired into Storm Tool
- Communication with Resource Mobilization team when new teams are mobilized

RM2B1: Support (Tree)

Job Description

This position will:
- Assign crews to the regions based on direction from their lead
- Be responsible for meeting report and tool update deadlines during the course of the day (refer to crew timeline
- Handle incoming questions from the region storm room and handle, or route, accordingly
- Track internal tree resources moved to another area
- Run reports at designated times and provide to the lead
- Maintain back up information in case tool becomes inoperable at some point in the process
  - Maintain daily log book -Print crew lists and information twice per day and insert into tracking book to assist in reconciliation

Crew communication Team

Responsible for manual GPS on tree crews
- Ensure the calls are being made to incoming crews, and that the tool is being updated with the latest ETA's
- Track status of movement
- Once on system, initiate a daily call to ensure there are no issues

Crew communication
- Provide directions to their show up site
- Provide regional contact information when appropriate

Request rosters
- Ensure rosters are received from each crew
- Load information into a centralized page
- Ensure crew ID is included on the roster

Ensure smooth transition from system to regions for incoming crews
- If mustering site is used, after arriving there, turn them over to the region for future communication
- If mustering site not used, turn the crew over to the receiving region within 2-3 hours of arrival
- To facilitate the transition, the system will call the crew and notify them that the region will now take over communication. Give the crew the region phone number and contact name but have the region initiate the call.

** **Need a Spanish speaking person on the team**

Checklist of Actions

Before Major Storm

- Refresher/Dry run of Storm Resource Tool
- Access to phone bank, printer, fax machine, and scanner

During Major Storm

- Ensure timely and accurate input of resources acquired into Storm Tool
- Communication with Resource Mobilization team when new teams are mobilized

RM3: System Line Mobilization Coordinator

Job Description

This position will:

- Participate on the daily system call with regions
- Manage crew assignment to regions
- Be decision maker for which crews are assigned to which region
  a) The lead will factor in, crew equipment and capability.
    - In order to make these decisions, the lead will refer to the comments section in the tool where that crew acquisition will use to identify specifics on crews and they will also list equipment being brought.
    - The lead will also receive verbal feedback on the system call with the region resource managers on their needs.
    - The lead will oversee the tool input personnel to ensure this information is updated in the Tool and the region is notified (will ensure the input personnel include such pertinent information as climbing vs non climbing tree personnel, special equipment, etc)

  b) Break down crews into 10-15 person teams and assign in that manner to the regions

- Communicate special needs related to outside resources
  Example: if a crew insists on using a mobile kitchen, the lead would provide that info on the system call to the region and to S&L who will also be on the call.

- Elevated issue resolution with the regions
  Serve as the single point of contact when unique conflicts and situations arise

- Responsible for manual GPS on crews
    - Ensure the calls are being made to incoming crews, and that the tool is being updated with the latest ETA's
    - Once on system, initiate a daily call to ensure there are no issues

- Responsible to ensure rosters are received
    - Ensure rosters are acquired from incoming crews and populate a shared drive with that information

- Ensure smooth transition from system to regions for incoming crews
    - If mustering site is used, after arriving there, turn them over to the region for future communication
    - If mustering site not used, turn the crew over to the receiving region within 2-3 hours of arrival
- To facilitate the transition, the system will call the crew and notify them that the region will now take over communication. Give the crew the region phone number and contact name but have the region initiate the call.

- Track internal line resources moved to another area

- Resource forecast – ensure a resource forecast is available to the regions to provide a picture of resources to come through the upcoming week

- Developing a contingency plan if tool is inoperable or phone lines are down
- Ensuring the crew mobilization storm kit and pre storm checklists are prepared/completed as outlined
- Ensuring direction books are available to provide appropriate information to incoming crews
- Provide the needed system reports at designated times

Primary Interfaces:
- Region Resource Coordinators
- Fleet services
- Staging and Logistics system liaison
- Materials management
- Crew acquisition account managers

Methods of performing job duties:
- Face to face leadership of team members
- Participating in storm calls
- Voice and email communications with external and internal resources/employees

Measures of success:
- No safety related incidents
- Crew ready to work. % (Compare how many resources you forecast to be on property ready to work, versus, how many resources ultimately were available)
- Tool input complete by prescribed daily deadlines

Documents/forms needed to perform functions:
- Resource Mobilization Daily Timeline (attachment A)
- Storm Resource Link (the web based crew tracking tool)
- Directions to staging sites

Primary support location where employee works from:
- System storm room

Training Requirements
- Working knowledge of Resource Link Tool
  - Reporting function
  - Crew Mobilization function

Checklist of Actions

Before Major Storm

- Establish via IT , email account for both line and tree support
- Establish via IT, router/hub network connection for team laptop computers
- Determine schedule for support team and communicate
- Determine if special travel access/documentation is required (obtain appropriate paperwork) – for contract crews
- Access to Fax machine/scanner
- Access to printer for rosters and reports
- Ensure crew mobilization storm kit and pre-storm checklists are prepared/completed as outlined
- 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Maintain key contact information (fleet, materials, etc.)
- Ensure adequate team resources are on hand and available for upcoming shifts
- Timely reporting available for daily storm calls
- Communicate Crew Mobilization system team phone numbers and e-mail addresses to Regions and Operating Centers.
- Ensure team has Region and Op Center storm team phone numbers and e-mail addresses
- Ensure daily deadlines/goals are met in regards to input and crews ready to work
- Create/update daily log for exchange of issues from day shift to night shift

RM3A: Line Mobilization Support

Job Description

This position will:

Tool input and crew splits
- Assign crews to the regions based on direction from their lead
- Be responsible for meeting report and tool update deadlines during the course of the day (refer to crew timeline)

Region support
- Handle incoming questions from the region storm room and handle, or route, accordingly

- Track internal tree resources moved to another area
- Run reports at designated times and provide to the lead
- Maintain back up information in case tool becomes inoperable at some point in the process
  - Maintain daily log book -Print crew lists and information twice per day and insert into tracking book to assist in reconciliation

Crew communication Team
- Be responsible for manual GPS on tree crews
  - Ensure the calls are being made to incoming crews, and that the tool is being updated with the latest ETA's
  - Track status of movement
  - Once on system, initiate a daily call to ensure there are no issues

Crew communication
- Provide directions to their show up site
- Provide regional contact information when appropriate

Request rosters
- Ensure rosters are received from each crew
- Load information into a centralized page
- Ensure crew ID is included on the roster

Ensure smooth transition from system to regions for incoming crews
- If mustering site is used, after arriving there, turn them over to the region for future communication
- If mustering site not used, turn the crew over to the receiving region within 2-3 hours of arrival
- To facilitate the transition, the system will call the crew and notify them that the region will now take over communication. Give the crew the region phone number and contact name but have the region initiate the call.

**** Need a Spanish speaking person on the team**

Checklist of Actions

Before Major Storm

- Contact Team Lead for schedule
- Attend 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Timely reporting available for daily storm calls
- Ensure daily deadlines/goals are met in regards to input and crews ready to work

RM4: System Tree Coordinator

Job Description

This position will:

- Participate on the daily system call with regions
- Manage crew assignment to regions
- Be decision maker for which crews are assigned to which region
  a) The lead will factor in, crew equipment and capability.
    - In order to make these decisions, the lead will refer to the comments section in the tool where that crew acquisition will use to identify specifics on crews and they will also list equipment being brought.
    - The lead will also receive verbal feedback on the system call with the region resource managers on their needs.
    - The lead will oversee the tool input personnel to ensure this information is updated in the Tool and the region is notified (will ensure the input personnel include such pertinent information as climbing vs non climbing tree personnel, special equipment, etc)

  b) Break down crews into 10-15 person teams and assign in that manner to the regions

- Communicate special needs related to outside resources
  Example: if a crew insists on using a mobile kitchen, the lead would provide that info on the system call to the region and to S&L who will also be on the call.

- Elevated issue resolution with the regions
  Serve as the single point of contact when unique conflicts and situations arise

- Responsible for manual GPS on crews
    - Ensure the calls are being made to incoming crews, and that the tool is being updated with the latest ETA's
    - Once on system, initiate a daily call to ensure there are no issues

- Responsible to ensure rosters are received
    - Ensure rosters are acquired from incoming crews and populate a shared drive with that information

- Ensure smooth transition from system to regions for incoming crews
    - If mustering site is used, after arriving there, turn them over to the region for future communication
    - If mustering site not used, turn the crew over to the receiving region within 2-3 hours of arrival
- To facilitate the transition, the system will call the crew and notify them that the region will now take over communication. Give the crew the region phone number and contact name but have the region initiate the call.

- Track internal line resources moved to another area

- Resource forecast – ensure a resource forecast is available to the regions to provide a picture of resources to come through the upcoming week

- Developing a contingency plan if tool is inoperable or phone lines are down

- Ensuring the crew mobilization storm kit and pre storm checklists are prepared/completed as outlined
- Ensuring direction books are available to provide appropriate information to incoming crews
- Provide the needed system reports at designated times

Primary Interfaces:
- Region Resource Coordinators
- Fleet services
- Staging and Logistics system liaison
- Materials management
- Crew acquisition account managers

Methods of performing job duties:
- Face to face leadership of team members
- Participating in storm calls
- Voice and email communications with external and internal resources/employees

Measures of success:
- No safety related incidents
- Crew ready to work. % (Compare how many resources you forecast to be on property ready to work, versus, how many resources ultimately were available)
- Tool input complete by prescribed daily deadlines

Documents/forms needed to perform functions:
- Resource Mobilization Daily Timeline (attachment A)
- Storm Resource Link (the web based crew tracking tool)
- Directions to staging sites

Primary support location where employee works from:
- System storm room

Training Requirements
- Working knowledge of Resource Link Tool
  - Reporting function
  - Crew Mobilization function

Checklist of Actions

Before Major Storm

- Establish via IT , email account for both line and tree support
- Establish via IT, router/hub network connection for team laptop computers
- Determine schedule for support team and communicate
- Determine if special travel access/documentation is required (obtain appropriate paperwork) – for contract crews
- Access to Fax machine/scanner
- Access to printer for rosters and reports
- Ensure crew mobilization storm kit and pre-storm checklists are prepared/completed as outlined
- 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Maintain key contact information (fleet, materials, etc.)
- Ensure adequate team resources are on hand and available for upcoming shifts
- Timely reporting available for daily storm calls
- Communicate Crew Mobilization system team phone numbers and e-mail addresses to Regions and Operating Centers.
- Ensure team has Region and Op Center storm team phone numbers and e-mail addresses
- Ensure daily deadlines/goals are met in regards to input and crews ready to work
- Create/update daily log for exchange of issues from day shift to night shift

RM4A: Tree Mobilization Support

Job Description

This position will:

Tool input and crew splits
- Assign crews to the regions based on direction from their lead
- Be responsible for meeting report and tool update deadlines during the course of the day (refer to crew timeline)

Region support
- Handle incoming questions from the region storm room and handle, or route, accordingly
- Track internal tree resources moved to another area
- Run reports at designated times and provide to the lead
- Maintain back up information in case tool becomes inoperable at some point in the process
  - Maintain daily log book -Print crew lists and information twice per day and insert into tracking book to assist in reconciliation

Crew communication Team
- Be responsible for manual GPS on tree crews
  - Ensure the calls are being made to incoming crews, and that the tool is being updated with the latest ETA's
  - Track status of movement
  - Once on system, initiate a daily call to ensure there are no issues

Crew communication
- Provide directions to their show up site
- Provide regional contact information when appropriate

Request rosters
- Ensure rosters are received from each crew
- Load information into a centralized page
- Ensure crew ID is included on the roster

Ensure smooth transition from system to regions for incoming crews
- If mustering site is used, after arriving there, turn them over to the region for future communication
- If mustering site not used, turn the crew over to the receiving region within 2-3 hours of arrival
- To facilitate the transition, the system will call the crew and notify them that the region will now take over communication. Give the crew the region phone number and contact name but have the region initiate the call.

**** Need a Spanish speaking person on the team**

Checklist of Actions

Before Major Storm

- Contact Team Lead for schedule
- Attend 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Timely reporting available for daily storm calls
- Ensure daily deadlines/goals are met in regards to input and crews ready to work

RM5: System RSVP Coordinator

Job Description

This position will:

- Participate in daily system call with regions
- Manage the process of receiving requests, and staffing, non craft and technical manpower requests on behalf of Florida distribution regions
- Maintain a tracking tool for assignments and personnel (utilize the Storm Resource Link to input the damage assessment resources; utilize separate RSVP tool for balance of support personnel)
- When internal resources are not available, contact outside agencies and firms
- Employee point of contact – Serve as a central point of contact for those resources recruited or secured to fill gaps
- Interface with Carolina RSVP system coordinators to share resources between distribution organizations

Primary Interfaces:
- Region Resource Coordinators
- PEC storm support coordinator
- POG storm support coordinator
- Damage assessment system team
- Fleet services
- Outside contract companies

Methods of performing job duties:
- Face to face leadership of team members
- Participating in storm calls
- Voice and email communications with external and internal resources/employees

Measures of success:
- No safety related incidents
- Support resource requests filled
- Tool input complete by prescribed daily deadlines

Documents/forms needed to perform functions:
- Resource Mobilization Daily Timeline (attachment A)
- Storm Resource Link (the web based crew tracking tool)
- Directions to staging sites and operating centers

Primary support location where employee works from:
- System storm room

Training Requirements

- Working knowledge of Resource Link Tool
- Familiarity with existing RSVP Database

Checklist of Actions

Before Major Storm

- SWARM database (excel file) loaded on all team member computers
- Requisition form developed; to be completed for each request. Contains key data per request
- Make contact with Regional Coordinators (HR Reps) for RSVP needs (3 days prior)
- List of approved vendor contacts
- List of approved agencies (these agencies will have list of PE retirees) and contacts
- List of key Carolina support contacts
- List of key Energy Supply (Florida) contacts
- Key contact information for Materials services and Fleet
- Who will be setup in each Region to approve payroll for retirees brought onboard through Comensura?

During Major Storm

- Database method for tabulating requests/requisitions (tracking # of request forms), and location of personnel
- Facilitate daily calls with 4 regional RSVP Coordinators, PEC RSVP contact, and Power Ops
- Communicate RSVP phone number via corporate communications (email/web) and storm calls.
- Maintain key information real time via team database and poster board
- Ensure hotel accommodations are acquired and communicated

RM5A: RSVP Support Group

To be included in a future revision of this document

Checklist of Actions

Before Major Storm

- Contact Team Lead for schedule
- Attend 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Timely reporting available for daily storm calls
- Ensure daily deadlines/goals are met in regards to input and crews ready to work

Systems

- Resource Link tool
- Resource Tracking tool
- RSVP database

Supplementary Information

To be included in a future revision of this document.

Document title

Data Management

Document number

EMG-EDGX-00053

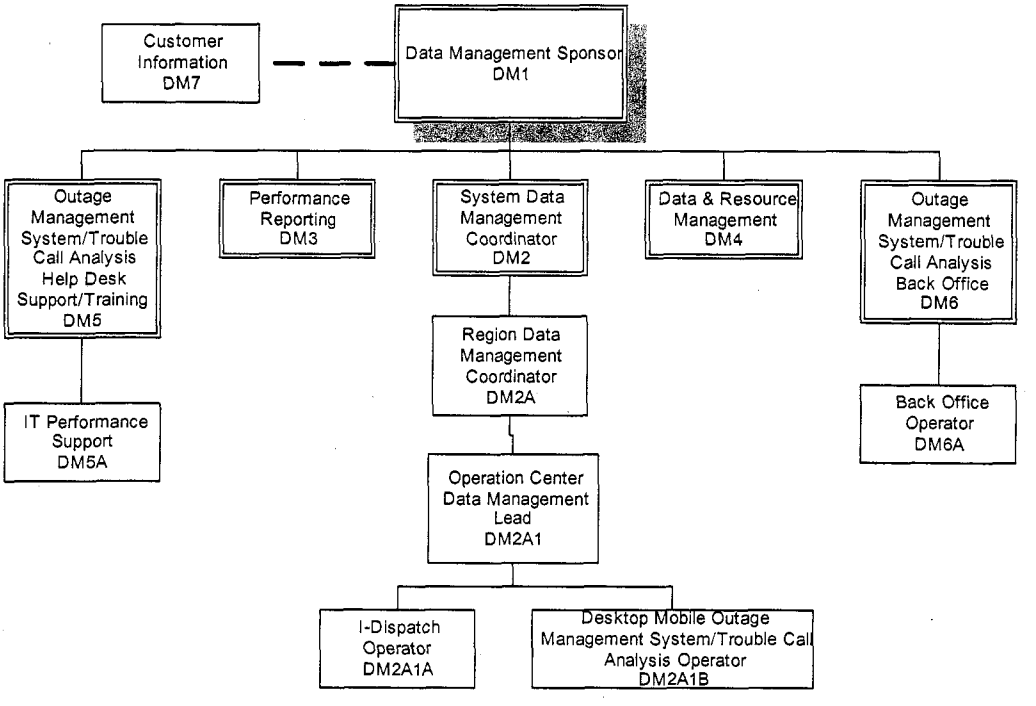
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

Data Management is responsible for the coordination, correction, compilation, analysis, and reporting of accurate outage and restoration information during major storm restorations. This information is used to communicate with customers and government agencies, and to facilitate deployment of appropriate resources such as line crews.

Organization Chart



Sub-processes

The Data Management functional process includes the following sub-processes:

- Estimated Time of Restoration Management
- Performance Reporting
- Outage Management System Updating
- No Loc/Outage Completion

The Data Management team participates in the following sub-processes:

- Assess, Isolate and Restore (Section EMG-EDGX-00051)

Estimated Time of Restoration Management

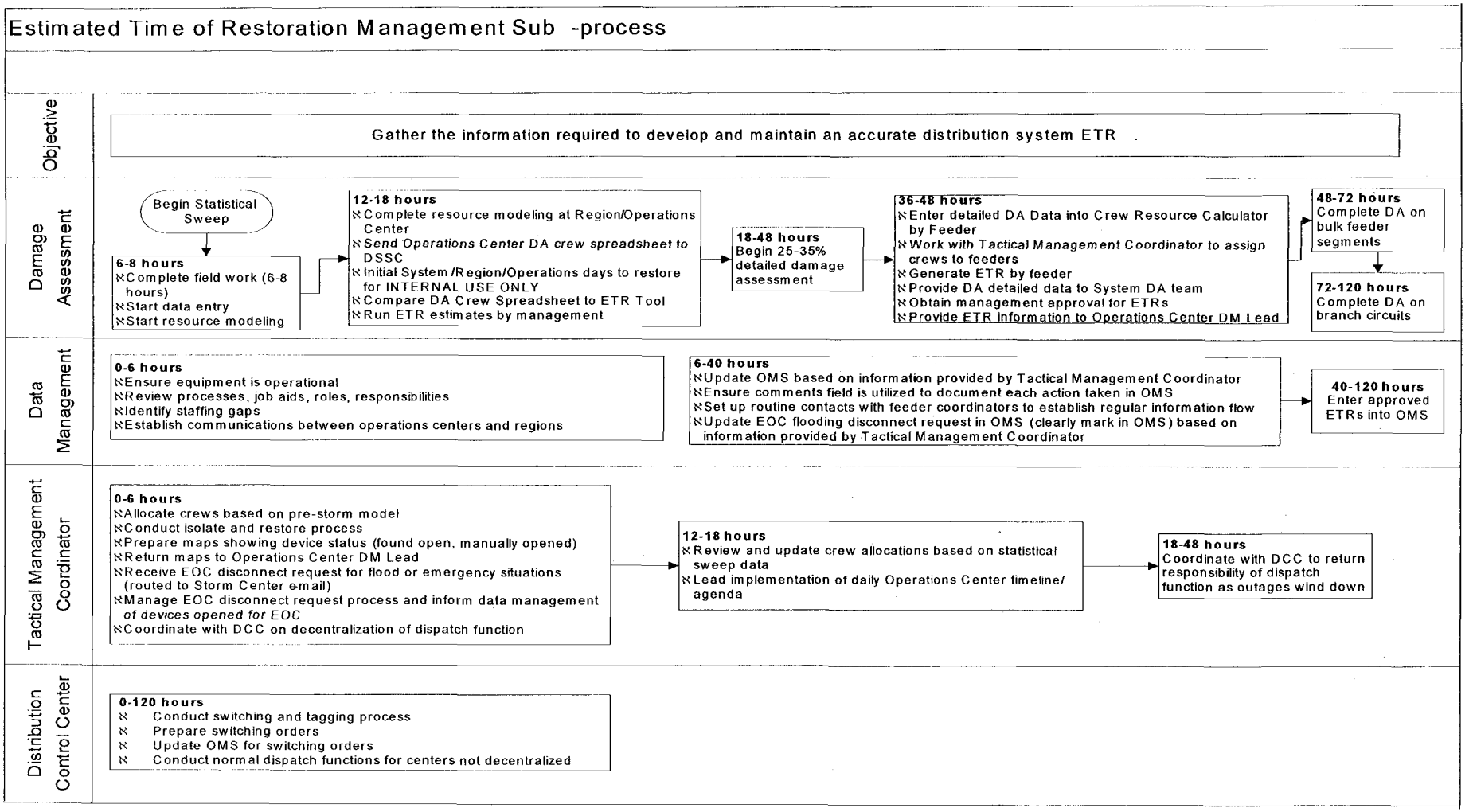
This sub-process gathers the information required to develop and maintain an accurate distribution system ETR.

The following personnel are engaged in ETR Management:

- Damage Assessor (DA2A1)
- Desktop MOMS/TCA Operator (DM2A1B)
- Dispatcher (DCC2A1)
- Operations Center Damage Assessment Coordinator (DA2A)
- Operations Center Data Management Lead (DM2A1)
- Region Data Management Coordinator (DM2A)
- Regional Damage Assessment Coordinator (DA2)
- System Damage Assessment Coordinator (DA1)
- System Data Management Coordinator (DM2)
- Tactical Management Coordinator (OPS2)

The flowchart below provides a detailed view of this sub-process:

Estimated Time of Restoration Management Sub -process



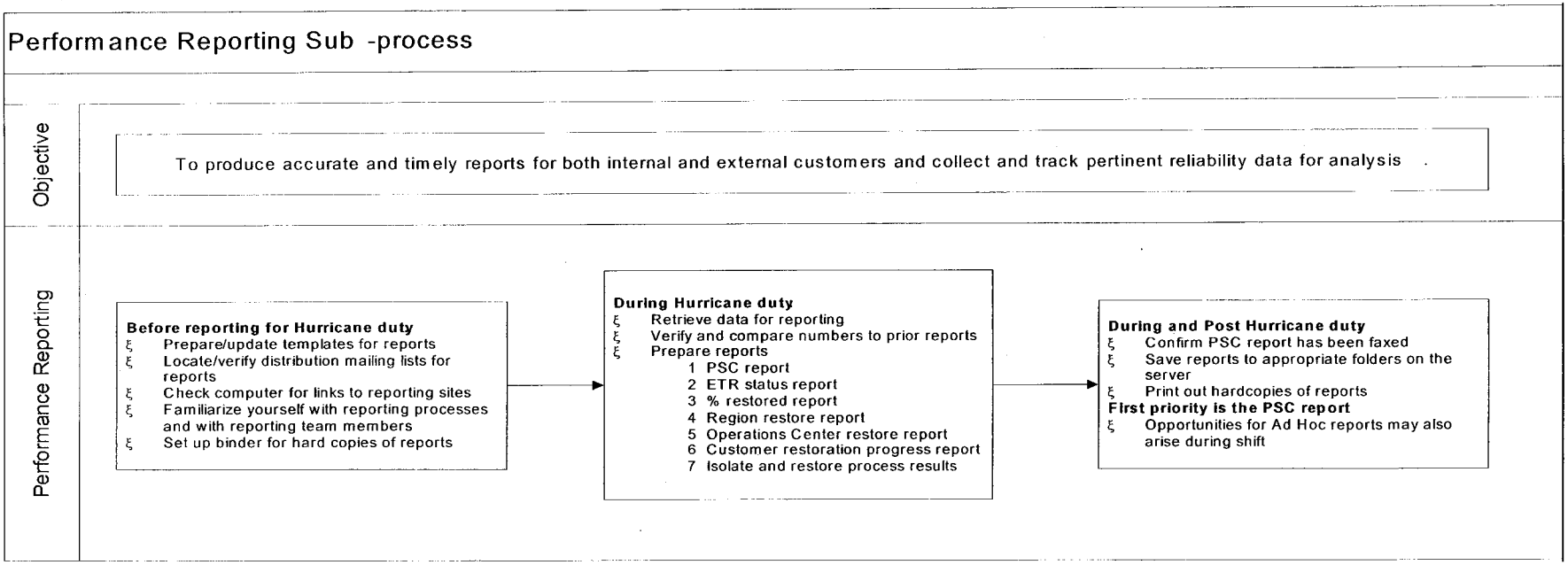
Performance Reporting

The Performance Reporting sub-process produces accurate and timely reports for both internal and external customers and collects and tracks pertinent reliability data for analysis. Internal customers include all PE employees; external customers include Public Service Commission (PSC), media and the public Website.

The following personnel are engaged in Performance Reporting:

- Data Analyst
- Performance Reporting (DM3)
- Senior Energy Management Specialist
- Technical Support Assistant 1

The flowchart below provides a detailed view of this sub-process:



Outage Management System Threshold Management

This sub-process supports restoration efforts by maintaining an optimal threshold (ratio of calls to downstream transformers) during a major storm event.

The following personnel are engaged in OMS Threshold Management:

- OMS Help Desk (DM5)
- Dispatchers (DCC2A2)

The flowchart below provides a detailed view of this sub-process:

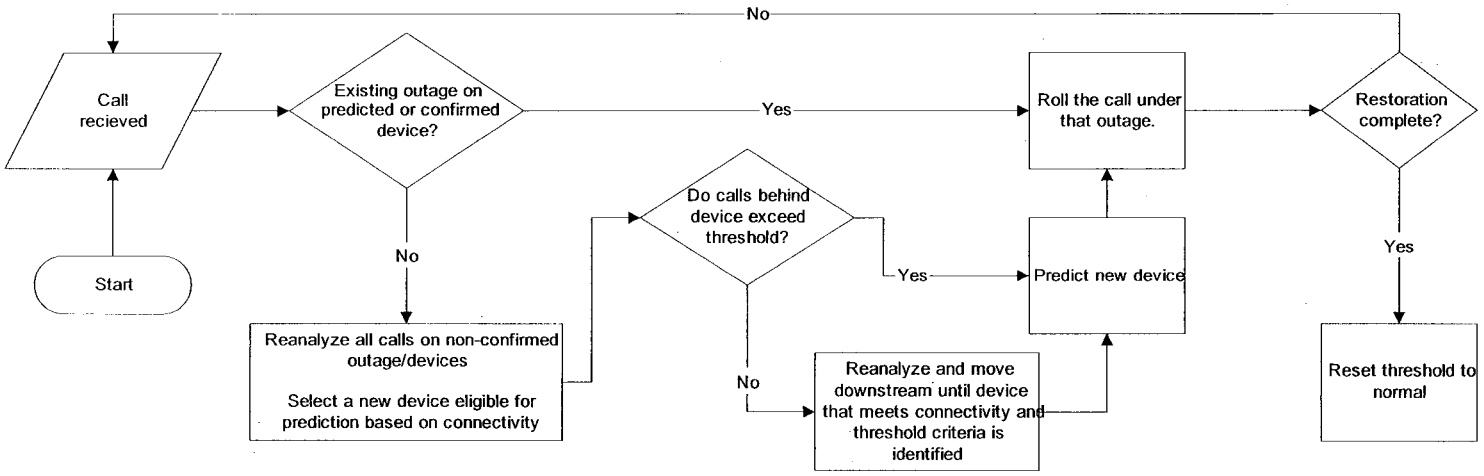
Outage Mangagement System Updating Sub-process

Objective

Support restoration efforts by maintaining an optimal threshold (ratio of calls to downstream transformers) during a major storm event

DM5

Dispatchers DCC2A2



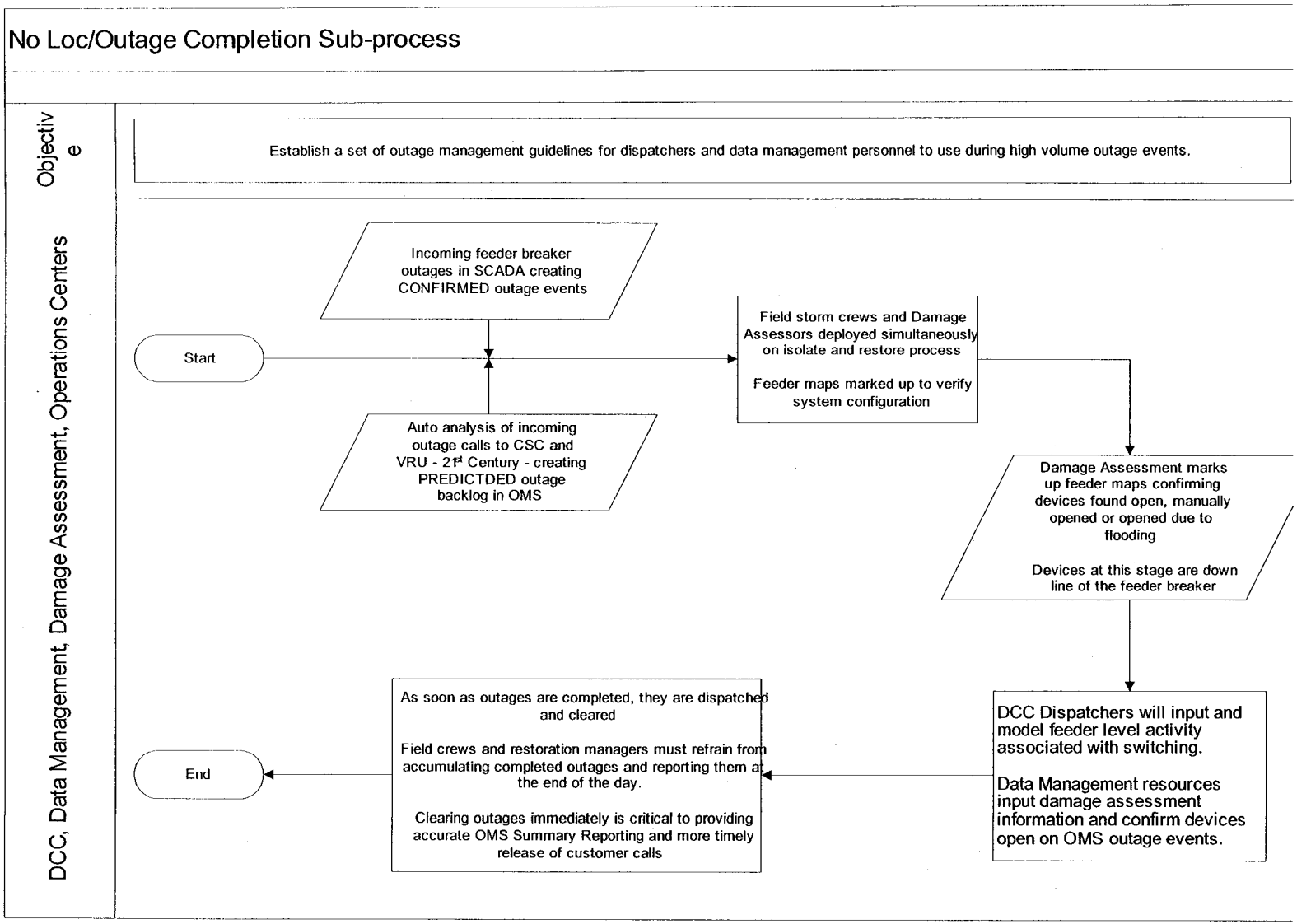
No Loc/Outage Completion

This sub-process establishes a set of outage management guidelines for Data Management to use during high-volume outage events.

The following personnel are engaged in No Loc/Outage Completion:

- Damage Assessment team
- Data Management team
- Dispatchers (DCC2A2)
- Operations Center team

The flowchart below provides a detailed view of this sub-process:


No Loc/Outage Completion Sub-process
Objectiv e
Establish a set of outage management guidelines for dispatchers and data management personnel to use during high volume outage events.
DCC, Data Management, Damage Assessment, Operations Centers
Incoming feeder breaker outages in SCADA creating CONFIRMED outage events
Start
Auto analysis of incoming outage calls to CSC and VRU - 21st Century - creating PREDICTDED outage backlog in OMS
Field storm crews and Damage Assessors deployed simultaneously on isolate and restore process
Feeder maps marked up to verify system configuration
Damage Assessment marks up feeder maps confirming devices found open, manually opened or opened due to flooding
Devices at this stage are down line of the feeder breaker
DCC Dispatchers will input and model feeder level activity associated with switching.
Data Management resources input damage assessment information and confirm devices open on OMS outage events.
As soon as outages are completed, they are dispatched and cleared
Field crews and restoration managers must refrain from accumulating completed outages and reporting them at the end of the day.
Clearing outages immediately is critical to providing accurate OMS Summary Reporting and more timely release of customer calls
End

Job Descriptions (DM1-DM7)

DM1: Data Management Sponsor

Job Function

This position is responsible for all Data Management activities and team members. This position is typically an Asset Management manager.

Job Description

- Provide direction for all data management initiatives
- Facilitate the coordination of data management teams at the system storm center, regions, and back office
- Coordinate and collaborate with other team leads
- Set daily objectives for the data management team
- Monitor and check the publication of performance reports
- Oversee the utilization of resources for data management activities
- Coordinate with the OMS/TCA help desk and IT&T to maintain system performance
- Provide direction for the data management back office functions
- Escalate process issues to System
- Participating in system and data management team storm calls
- Maintain voice and e-mail communication with external and internal resources/employees

Key Interface Points

- System storm coordinator
- Data Management team
- Distribution Control Center Coordinator (DCC1)
- General Manager
- Region data management coordinator
- Regional damage assessment coordinator

Tools and Information Needed

- Intranet access
- Restoration performance reports
- Data management resource availability/utilization

Training Requirements

- System storm plan objectives
- Communication methods
- Data Management organization overview
- OMS roll-up threshold philosophy
- Storm scenarios workshop

Engaged in the Following Sub-processes

- Estimated Time of Restoration Management
- Performance Reporting
- Assess, Isolate, and Restore (See EMG-EDGX-00051)
- OMS Updates (No Loc/Outage Completion)

DM2: System Data Management Coordinator

Job Function

This position is responsible for establishing and communicating data management objectives to the region data management coordinators. This position is typically a supervisor or key individual contributor with subject matter expertise in all restoration systems and processes.

Job Description

- Obtains direction from data management sponsor (DM1)
- Coordinate and collaborate with the region data management coordinators on all data management activities and objectives
- Communicate data management activities with the regions
- Monitor data management processes and process implementation
- Escalate issues to data management sponsor (DM1)
- Participating in system storm calls
- Establish schedule and facilitate reoccurring data management calls
- Maintain voice and e-mail communication with external and internal resources/employees

Key Interface Points

- Data management sponsor (DM1)
- Data Management team
- Distribution Control Center Coordinator (DCC1)
- Region data management coordinators

Tools and Information Needed

- Intranet access
- Restoration performance reports
- Region data management resource contact details
- Conference call line

Training Requirements

- Communication methods
- Data Management organization overview
- Storm scenarios workshop
- Region data management plan overview

Engaged in the Following Sub-processes

- Estimated Time of Restoration Management
- Performance Reporting
- Assess, Isolate, and Restore
- OMS Updates (No Loc/Outage Completion)

DM2A: Region Data Management Coordinator

Job Function

This position is responsible for OMS modeling for the region.

Job Description

- Publish and distribute performance reports for the region
- Establish data management lead responsibility at each Operations Center in the region
- Lead interaction with Operations Center supervision
- Monitor OMS outages at Region level to identify OMS errors and areas needing OMS updates
- Work with Tactical Management Coordinator (OPS2) to provide outage information to assist in crew assignments to achieve restoration goals
- Monitor the ongoing updates of the OMS to ensure that deadlines are met and that information is accurate
- Move Data Management resources across region to ensure adequate staffing at Operations Centers
- Ensure consistency across Operations Centers for adherence to processes, roles, and responsibilities
- Monitor feeder/outage ETRs to ensure they are established, current and met
- Escalate process issues to System
- Participating in storm calls
- Maintain voice and e-mail communication with external and internal resources/employees
- Access intranet storm Website for items such as:
    - Monitoring ETR performance report
    - Monitoring OMS status
    - Retrieving process diagrams (IPT, Non-outage ticket handling, etc.)

Key Interface Points

- Data Management team
- Distribution Control Center Coordinator (DCC1)
- Region Storm Manager (REG1)
- Regional Damage Assessment personnel
- Regional Storm Room

Tools and Information Needed

- Damage assessment form (field form for validation of OMS predicted device status)
- Desktop MOMS software
- Intranet access
- OMS work stations

Training Requirements

- Communication methods
- Data Management organization overview
- I-Dispatch functional overview
- OMS roll-up threshold philosophy
- Storm scenarios workshop

- Engaged in the Following Sub-processes:

    - Estimated Time of Restoration Management
    - Performance Reporting

DM2A1: Operations Center Data Management Lead

Job Function

This position is responsible for OMS modeling for the Operations Center.

Job Description

- Establish and maintain communication with DCC
- Collaborate with Damage Assessment team and Tactical Management Coordinator (OPS2) to share outage and damage assessment information and establish ETRs by Feeder
- Work with DCC to correct OMS missed predictions
- Ensure roles and responsibilities are executed effectively
- Coordinate with night shift to have outage tickets printed and work packages developed for Substation/Zone Coordinators (OPS2C-1) and Feeder/Field Coordinators (OPS2C1A)
- Participate in storm calls
- Maintain voice and e-mail communication with external and internal resources/employees
- Access intranet storm Website for items such as:
    - Monitoring ETR performance report
    - Monitoring OMS status
    - Retrieving process diagrams (IPT, Non outage ticket handling, etc)

Key Interface Points

- DCC representative (appointed field interface)
- IT/Performance Support (DM5A)
- Regional Damage Assessment Coordinator (DA2)
- Regional Data Management Coordinator (DM2A)
- Regional Storm Room
- System Data Management Coordinator (DM2)

Checklist of Actions

Before Major Storm

- Five days before a major storm all Operations Centers should identify who will be needed to operate OMS, OMS Status, IPT Cruiser and MOMS
- Determine who the necessary personnel are and submit list to IT/Performance Support (DM5A) who will ensure that everyone has the required access needed.
- Two to three days before major storm, personnel should be sent to one of two locations (Winter Garden or DCC) for training
- The day before storm hits, IT&T should be informed where to deploy storm computers and begin the shipping process
- Storm computers will need to be added to Terminal Node Definition in the OMS System by IT/Performance Support (DM5A)
- Tools and Information Needed
- Damage assessment form (field form for validation of OMS predicted device status)
- Desktop MOMS software
- Intranet access
- OMS work stations

Training Requirements

- I-Dispatch training
- Storm scenarios workshop
- Communication methods
- Data Management organization overview

Engaged in the Following Sub-processes

- Estimated Time of Restoration Management
- Performance Reporting

DM2A1A: I-Dispatch Operator

Job Function

This position supports the Operations Center where they are assigned by recording ETR data into OMS.

Job Description

This position will perform the following tasks:

- Enter damage assessment & ETR data by feeder into the OMS
- Assign outage orders to desktop MOMS units
- Identify OMS errors and correct
- Represents restoration efforts in OMS (ie, feeder no-locks, restore events)

Key Interface Points

- Tactical Management Coordinator (OPS2)
- Operations Center Damage Assessment Coordinator (DA2A)
- Operations Center storm room support personnel

Checklist of Actions

Before Major Storm

- Review storm plans and identify key interfaces
- Review training modules for this positions role and responsibilities

During Major Storm

- Enter current OMS data and maintain accurate data within the system.
- Support Operations Center storm personnel as needed.

After Major Storm

- Participate in lessons learned

Measures of success

- ITR/ETR's input into system within timeframe given
- OMS devices modeled correctly (modeling open point, correct device open, etc)

Tools and Resources Required

- OMS work stations
- Desktop MOMS software
- Damage assessment form (field form for validation of OMS predicted device status)
- Intranet access

DM2A1B: Desktop Mobile Outage Management System/Trouble Call Analysis Operator

Job Function

This position is responsible for entering outage restoration information into the Mobil Outage Management System (MOMS).

Job Description

- Enter ETR data into MOMS

Key Interface Points

- Operations Center Data Management Lead (DM2A1)

Tools and Information Needed

- Desktop MOMS software
- Intranet access

Training Requirements

- Desktop MOMS training
- Data Management organization overview

Engaged in the Following Sub-processes

- Estimated Time of Restoration Management
- Performance Reporting

DM3: Performance Reporting

Job Function

These positions are responsible for preparing and posting restoration performance reports with a primary objective of preparing the restoration update for the FPSC.

Job Description

- Obtain direction from data management sponsor
- Monitor and report the assess, isolate, and repair process outcome
- Prepare and post the FPSC report, customers without power by county, four times daily as set by the data management sponsor
- Prepare and post operations center restoration reports
- Provide ETR status update
- Prepare and post percent restore chart
- Prepare and post region restore report
- Prepare and post operations center restore chart
- Prepare and post customer restoration progress report
- Participating in data management team storm calls
- Maintain contact with data management sponsor
- Provide ad hoc restoration information as requested when not in conflict with FPSC reporting schedule

Key Interface Points

- Data management sponsor
- Data Management team
- Operations center data management leads

Tools and Information Needed

- Intranet access
- Restoration performance report templates
- Report posting schedule
- Operations center data management contact details

Training Requirements

- Data Management organization overview
- Understanding of data management processes and sub-processes
- Storm scenarios workshop
- Proficient in MS Access, Excel, OMS Status, and Restoration Trends

Engaged in the Following Sub-processes

- Estimated Time of Restoration Management
- Performance Reporting
- Assess, Isolate, and Restore (See EMG-EDGX-00051)

DM4: Data and Resource Management

Job Function

This position is responsible for coordinating personnel, hardware, and software to support the data management and region data management teams.

Job Description

- Obtain direction from data management sponsor
- Establish existing contingent of computers and op center data management team members
- Obtain resource expectations from region data management coordinators
- Estimate gap in hardware, software, personnel resources
- Communicate demand for additional PC devices to OMS trouble call help desk support (DM5)
- Facilitate the move of hardware/software to identified locations
- Prepare list of potential additional I-Dispatch/Desktop MOMS operators based on region needs
    - Collaborate with IT&T/DCC for additional, unassigned resources
- Create prioritized listing for deployment of additional resources
- Facilitate directions, lodging, transportation, arrival and departure of traveling data management personnel
- Update tracking sheet including contact information for all mobile data management resources, people and computers
- Maintain contact with traveling data management resources

Key Interface Points

- Data management sponsor
- Data Management team
- Operations center data management leads
- Staging and logistics (hotels)
- Fleet (rental cars)
- DCC
- IT&T

Tools and Information Needed

- Intranet access
- Operations center data management contact details
- Operations center data management organization charts
- Available, off system resources to supplement op center data management teams

Training Requirements

- Data Management organization overview
- Storm scenarios workshop
- Communication methods

Engaged in the Following Sub-processes

- Performance Reporting

DM5: Outage Management System/Trouble Call Analysis Help Desk Support/Training

Job Function

This position is responsible for the performance of all restorations systems, make-ready of additional PC equipment, and key technical personnel. This position is typically the manager of performance support, energy delivery.

Job Description

- Obtain data management objectives from the data management sponsor (DM1)
- Provide direction and oversight of system technical support personnel (DM5A)
- Collaborate on roll-up logic adjustments
- Administer data collection for performance reporting (DM3)
- Monitor and advise on disposition of system performance
- Participate in system and data management storm calls
- Facilitate the acquisition of additional PC equipment
- Oversee refresher and update training program
- Elevate issues to data management sponsor
- Coordinate with key IT&T resources to start, run, and maintain storm only procedures and applications

Key Interface Points

- Data management sponsor
- DCC
- IT&T

Tools and Information Needed

- Intranet access
- Region expectation for additional I-Dispatch/Desktop MOMS PCs

Training Requirements

- Data Management organization overview
- Storm scenarios workshop
- Communication methods

Engaged in the Following Sub-processes

- Performance Reporting

DM5A: IT/Performance Support

Job Function

These positions are responsible for data collection, technical adjustments, training, and tracking of status of technical systems.

Job Description

- Provide systems technical support
- Log system settings as they change before, during, and after storm
- Advise and change roll-up logic when requested
- Toggle restoration call-backs
- Supply training for I-Dispatch and Desktop MOMS systems
- Maintain restoration systems performance
- Collect raw data for restoration performance reporting
- Participate in data management storm calls
- Collaborate with key IT&T resources to start, run, and maintain storm only procedures and applications
    - ➢ Restoration trends, county restoration summary

Key Interface Points

- Data management sponsor
- DCC
- IT&T

Tools and Information Needed

- All technical tools and resources

Training Requirements

- Data Management organization overview
- Storm scenarios workshop
- Communication methods

Engaged in the Following Sub-processes

- Performance Reporting

DM6: Outage Management System/Trouble Call Analysis Back Office

Job Function

This position is responsible for the operation of OMS back office.

Job Description

- Obtain direction from the data management sponsor
- Provide oversight and direction to the back office operators
- Participate in data management storm calls
- Collaborate with region data management leads and assess supporting needs
- Elevate issues to the data management sponsor
- Communicate work load capacity of the back office
- Assist back office team in technical operation of I-Dispatcher and Desktop MOMS

Key Interface Points

- Data management sponsor
- System data management coordinator
- Region data management coordinator

Tools and Information Needed

- Intranet access
- I-Dispatcher
- Desktop MOMS
- Region data management contact list

Training Requirements

- Data Management organization overview
- Storm scenarios workshop
- Communication methods
- I-Dispatcher/Desktop MOMS

Engaged in the Following Sub-processes

- Performance Reporting
- Estimated Time of Restoration Management
- OMS Update (No Loc/Outage Completion)

DM6A: Back Office Operator

Job Function

These positions are responsible for updating restoration information in I-Dispatcher/Desktop MOMS.

Job Description

- Provide overflow support for the operations center data management teams
- Enter ITR/ETR updates (new bulk update process)
- Perform customer call backs
- Support data entry initiatives as needed

Key Interface Points

- Outage Management System Back Office (DM6)

Tools and Information Needed

- Intranet access
- I-Dispatcher
- Desktop MOMS
- Region data management contact list

Training Requirements

- Data Management organization overview
- I-Dispatcher/Desktop MOMS

Engaged in the Following Sub-processes

- Performance Reporting
- Estimated Time of Restoration Management
- OMS Update (No Loc/Outage Completion)

DM7: Customer Information

To be included in a future revision

Systems

I-Dispatch

Desktop Mobile Outage Management System

Outage Management System Summary

- **County Summary**
- **Restoration Trends**
- **Event List reports**

Intranet

Internet

Supplementary Information

To be included in a future revision of this document.

Document title

Region

Document number

EMG-EDGX-00054

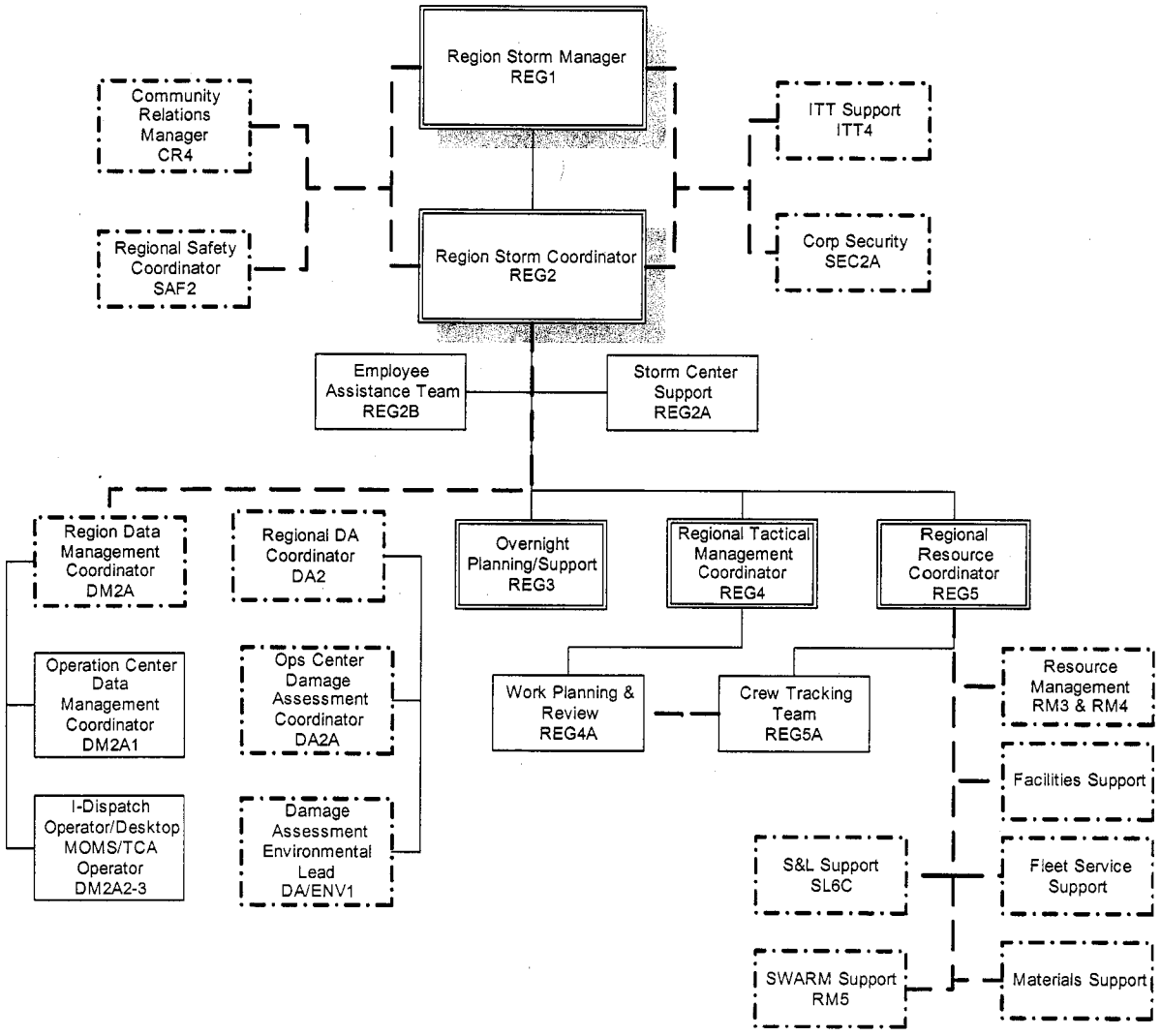
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

The Regional Storm Organization will

Organization Chart



NOTE: The above represents a typical Region structure. This structure may vary, as conditions within each Region warrant.

Job Descriptions

REG1: Regional Storm Manager

Job Function

This position will typically be filled by the regional GM. This position is the lead for the regional storm organization.

Job Description

This position manages the overall regional storm plan and engages the regional storm organization to meet the daily regional goals.

Key Interfaces

- Distribution System Storm Coordinator (DSSC1)
- Regional Storm Coordinator (REG2)
- Operations Center Coordinator (OPS1)
- Community Relations Manager (CR3)

Checklist of Actions

Before Major Storm
- Participate in pre-storm GM conference Calls
- Participate in pre-storm System Conference call
- Lead Regional Conference calls
- Verify regional storm organization is prepared for storm duty

During Major Storm
- Maintain participation in GM and System Calls
- Facilitate Regional conference calls
  - Update region on system and regional restoration efforts
  - Update region on daily goal expectations
- Manage the regional storm effort

After Major Storm
- Sponsor regional lessons learned

Tools and Information Needed

- Contact list for entire Operations Center storm organization chart
- County EOC issues spreadsheet
- Priority customer/feeder list

REG2: Regional Storm Coordinator

Job Function

This position may be filled by the Regional GM or assigned to a qualified designee by the Regional GM. This position is responsible for the management of all of the regional resources during a major storm.

Job Description

This position is responsible for:
- Maintaining a regional storm plan by ensuring the plan is reviewed and updated annually.
- Managing the regional storm center during major storm restoration efforts
- Identify storm training gaps within the regional storm organization and fill need.
- Supporting storm restoration efforts outside of their service territory, when required.

Key Interfaces

- Regional Storm Manager (REG1)
- Operations Center Coordinator (OPS1)
- Community Relations Manager (CR3)
- Regional Storm Team
- Regional storm support group coordinators (DA, DM, RM Etc.)
- Regional Safety Coordinator (SAF2)

Checklist of Actions

Before Major Storm

- Assign roles for the regional storm team (regional storm organization chart)
- Verify critical contact lists are updated
- Regional Storm Center is prepared for use
- Participate in regional storm preparation conference calls

During Major Storm

- Manage the regional storm room

Tools and Information Needed

- Contact list for entire Operations Center storm organization chart
- County EOC issues spreadsheet
- Priority customer/feeder list for Operations Center

REG3: Overnight Planning/Support

To be included in a future revision of this document.

REG4: Regional Tactical Management Coordinator

Job Function
It is the responsibility of this position to ensure an efficient storm restoration effort through planning and communication. The Tactical Management Coordinator provides a single point of contact for all associated storm roles to meet Zone Coordinator's storm restoration needs following a major event by providing oversight for timely outage management updates, proper allocation of crew resources, accurate damage assessment...ect. This position will serve as a part of the Operations/Local Storm Center planning team with critical links to the Operations Storm Center Coordinator, Resource Management Coordinator, and Community Management Coordinator.

Job Description

Duties:
- Coordination of all contract line and tree crews in the region under direction of the System Storm Center when it is open and operational.
- Assignment, coordination and transfer of all contract line and tree crews in the region (under the direction of the Region Coordinator).
- Procurement of specialized equipment.
- Coordinate Emergency Crew work with input from Community Management Coordinator.
- Work with Region Storm Coordinator and Contract team to determine areas needed additional crew assistance to achieve restoration goals.

REG2A: Storm Center Support Team

To be included in a future revision of this document.

REG4A: Work Planning and Review

To be included in a future revision of this document.

REG5: Regional Resource Coordinator

Job Function

The Regional Resource Coordinator is responsible for accepting, tracking, and assigning all internal and external contractor line and tree resources to the appropriate Operations Centers. These individuals serve as the regional lead for all of the Operations Center Resource Management Coordinators (OPS3). Their leadership is critical to the success of each of the respective Operations Centers within the Region. They provide accurate, detailed resource information to the Regional Storm team.

Job Description

- Utilize the Resource Tracking tool to organize and track the incoming crews
- Communicate with the Region Storm Coordinator to determine the appropriate distribution of incoming resources
- Participate in all Resource Management and Region Storm conference calls and provide feedback to the General Manager and Region Storm Coordinator regarding information covered
- Provide direction and support for and lead any necessary conference calls with the Operations Center Resource Management Coordinators.

Key Interface Points

- Regional Storm Manager (REG1)
- Operations Center Resource Management Coordinator (OPS3)
- Regional Storm Coordinator (REG2)
- Staging and Logistic Regional Coordinators (SL6)

Tools and Information Needed

- Resource Tracking tool
- Contact list for entire Region Storm organization chart

Checklist of Actions

Before Major Storm

- Review Resource Tracking tool
- Activate the Operations Center Resource Management Coordinators
- Communicate with Regional Storm team
- Communicate pre-storm information to Resource Management personnel
- Communicate with S&L to validate staging sites to be opened

During Major Storm

- Attend Storm conference calls
- Update Resource Tracking tool
- Communicate with Operations Center Resource Management Coordinators
- Allocate internal and external contractor resources to the Operations Centers
- Assign the appropriate contractors to the areas in need
- Provide feedback to the Regional Storm team

After Major Storm

- Communicate transition of resources off system
- Update Resource Tracking tool
- Prepare for sweep type work and additional resources needed
- Prepare reports for General Manager on numbers of resources used and potential costs
- Participate in Storm lessons learned

Training Requirements

Before Major Storm

- Participate in Resource Tracking tool training
- Complete understanding of Regional Storm Plan and roles and responsibilities
- Provide Operations Center Resource Management Coordinators the necessary training to perform their storm duties
- Assemble Resource Management team within the Region/Operations Center Storm Plans
- Successful participation in Annual Storm Drill

Battlefield Promotion Success Factors

- Collaboration between Resource Management, Regional Storm team, and Operations Center Resource Management Coordinators
- Reports showing best practices and successful movement of resources
- Follow Regional Vision Statement: "Everyone Matters"

REG5A: Crew Tracking Team

To be included in a future revision of this document.

Systems

To be included in a future revision of this document.

Supplementary Information

To be included in a future revision of this document.

Document title

Operations Center

Document number

EMG-EDGX-00055

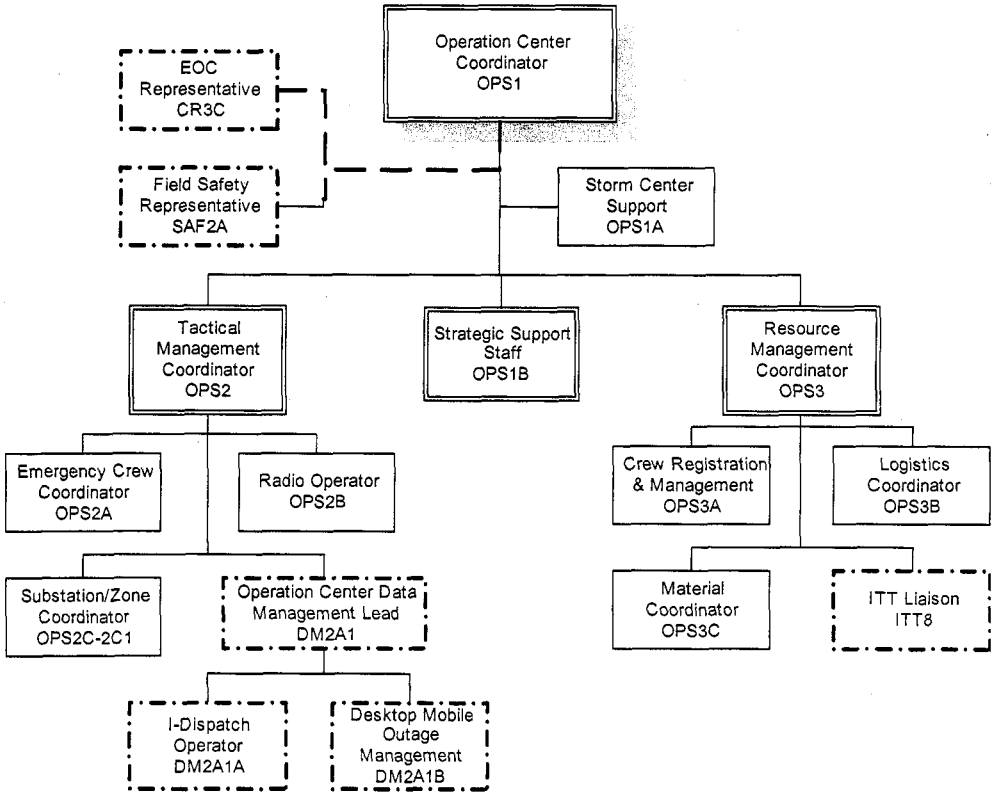
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

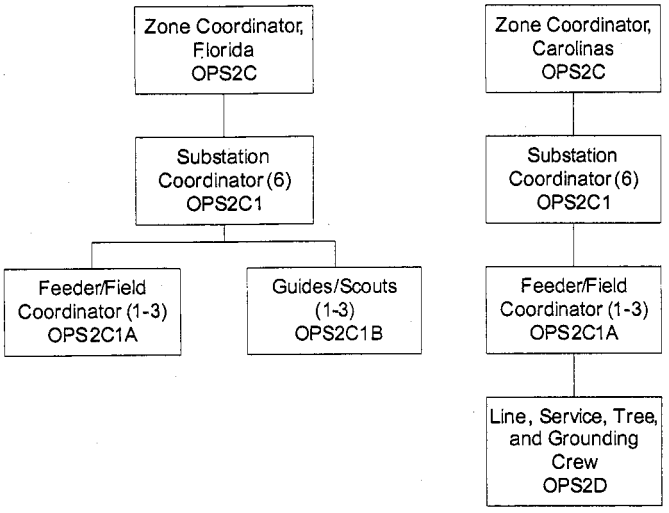
Mission

It is the mission of each Progress Energy Operations Center to ensure that storm plan personnel training, materials and equipment are current for the specific purpose of efficiently executing storm plans according to expectations pertaining to safety, cost, restoration times and other key performance indicators to ensure success for the company, its employees and its customers.

Organization Chart



Zone Coordinator (Florida and Carolinas) Operations Center Organization Charts



NOTES: 1) The above charts represent a typical Operations Center structure. This structure may vary, as local conditions warrant. 2) Substation/Zone Coordinator can be assigned to one individual, depending on damage severity. 3) Feeder/Field Coordinator is also referred to as Feeder Coordinator.

Sub-process

The Operations Center functional process includes the following sub-processes:

- Work Package Execution

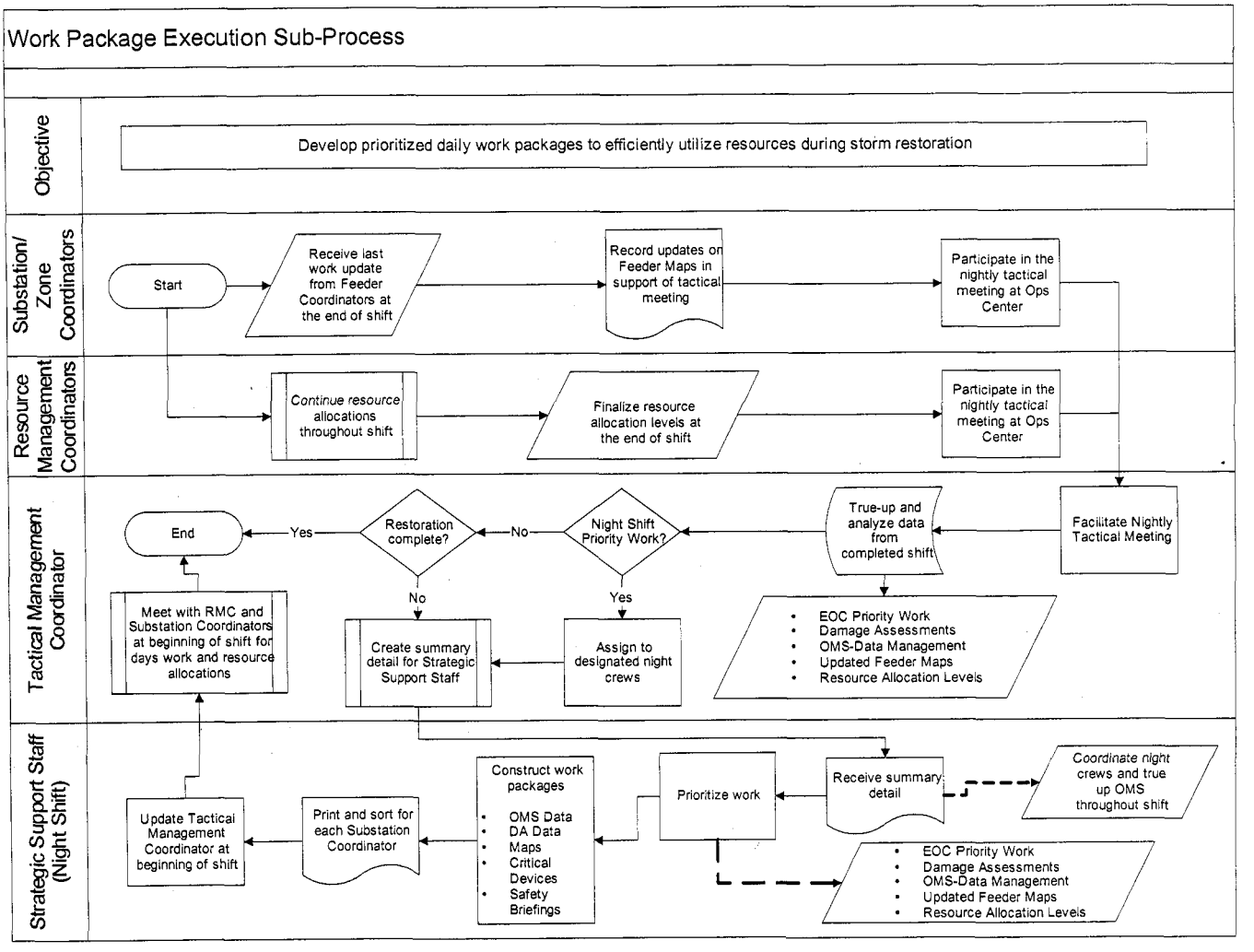
Work Package Execution

The Work Package Execution sub-process develops work packages containing outage and damage information for work crews at the beginning of each work day.

The following personnel are engaged in Work Package Execution:

- Tactical Management Coordinator (OPS2)
- Substation/Zone Coordinator (OPS2C-1)
- Feeder/Field Coordinator (OPS2C1A)
- Resource Management Coordinator (OPS3)

The following flowchart offers a detailed view of this sub-process:



Job Descriptions (OPS1-OPS3C)

OPS1: Operations Center Coordinator

Job Function

This position will typically be the Distribution Operations Manager assigned to the center. This position provides the managerial oversight for the entire operation centers restoration effort. The OPS1 reports directly to the REG1 for the assigned region. This position should maintain a storm organizational and planning focus throughout the restoration effort.

Job Description

This position is responsible for ensuring:

- The storm organizational chart is updated and that there are no personnel gaps prior to storm season
- Storm personnel are fully trained
- The critical feeder lists are current
- EOC critical equipment and infrastructure lists are current

- The establishment of a work schedule that ensures a smooth transition between shifts - a 2 hour overlap is recommended
- The Regional Storm Center receives timely updates as required
- The Operation Center storm restoration effort meets established goals.

Key Interface Points

Regional Storm Manager (REG1)

Tactical Management Coordinator (OPS2)

EOC Representative (CR3C)

Resource Management Coordinator (OPS3)

DA Environmental Lead (DA/ENV1)

Before Major Storm

Prior to storm landfall, the state of readiness for the Operation Center Storm Team is a critical component for a successful restoration effort. To assist the Operations Center Coordinator in verifying the level of readiness, the following checklist should be used:

Exhibit 20-Operations Center Pre-Storm Checklist

During Major Storm

- Emphasize a safe restoration effort – Maintain personal safety as a value
- Ensure you can account for all assigned PE employees throughout the restoration effort
- Maintain a current list of all contract and other off-system crews working within your restoration activities
- Communicate restoration crew arrivals to the Region Storm Coordinator (REG2)
- Monitor OMS updates and ensure information accuracy
- Ensure prioritized feeder lists are being utilized
- Prioritize and respond to critical customer or emergency issues
- If nuclear sites are within your area of responsibilities, support the nuclear siren restoration plan
- Ensure oil spill events and other environmental issues are forwarded promptly to the Regional Environmental lead (DA/ENV1)

Utilize the following checklist to assist in this effort:

Exhibit 20 – Operations Center Pre-Storm Checklist

After Major Storm

- Ensure all personnel are accounted for
- Ensure all data from final sweeps are documented
- Sponsor an Operation Center Lessons Learned

Exhibit 21 – Operations Center Post-Storm Checklist

OPS1A: Storm Center Support

Job Function

This position will provide administrative support the Operations Storm Center.

Job Description

This position will report to the Operation Center Coordinator (OPS1) and assist the effort by:

- Support phone communications
- Organizing storm center reports
- Maintaining office supplies throughout the restoration effort
- Assist storm personnel where necessary
- Maintain office functionality during the restoration effort

OPS1B: Strategic Support Staff (Night Shift)

Job Function

This team replaces the daytime Operation Centers Storm Management Team.
This group will typically be led by one D.F.S. or other qualified management personnel.
The group should be comprised of the following:

1-D.F.S
2- OSA's
1- Engineer/Service Coordinator
1- Data management representative
1- Damage assessment representative

Job Description

This group will manage the operation centers night time storm restoration activities including:

- Emergency calls
- EOC priority work
- Ensuring OMS is updated and correctly modeled
- Damage Assessment information is current
- Tracking any resource management deployments, reassignments or releases
- Overseeing the Work Package development

Key Interface Points

Ops Center Tactical Management Coordinator (OPS2)
Ops Center Resource Management Coordinator (OPS3)
Regional Night Support Team
Material coordinator (OPS3C)

Checklist of Actions

Before Major Storm

- Review storm plan
- Lead should engage identified team members and coordinate initial preplanning meeting

- Critical customer list
- Critical feeder list

During Major Storm

- Manage night emergency restoration crews
- Monitor and update night time OMS information
- Update Ops Center employee update line (if utilized)
- Develop a nightly work package for the Zone/Substation coordinators next days shift to include:
  - Daily goal update
  - Daily safety briefings
  - Data Management update (OMS reports)
  - Resource allocation update
  - Damage assessment
  - Logistical updates (food deliveries, fuel deliveries and materials)
  - Prioritized list of work

After Major Storm

- Participate in lessons learned process

Battlefield Promotion Success Factors

- Meeting daily operational goals
- Effective collaboration with the Tactical Management team and Operations Center Coordinator

Engaged in the Following Sub-processes

- Work Package Execution

OPS2: Tactical Management Coordinator

Job Function

The Tactical Management Coordinator is responsible for prioritizing the outage restoration and the flow of high-priority outages. The Tactical Management Coordinator is responsible for developing the Operations Center's restoration strategy prior to the storm, keeping a higher-level view of Operations Center efforts and maintaining an organized "tactical" approach to battling a storm.

Job Description

- Organize incoming requests from the county EOCs
- Ensure EOC spreadsheet is updated on restoration progress
- Ensure EOC and emergency work has been assigned to dedicated (priority-emergency) crews
- Assign work to Substation/Zone Coordinators (OPS2C-1) for completion
- Provide oversight to the entire restoration process within the Operations Center, keeping focused on the critical/priority issues
- Provide feedback to the Operations Center Coordinator (OPS1) on high-priority issues
- Ensure storm room maintains engagement with county EOCs (via phone, fax, messenger/runner)
- Communicate with Operations Center Storm Room staff
- Maintain communications with dedicated resources and Substation/Zone Coordinators (OPS2C-1)

Key Interface Points

- Operations Center Coordinator (OPS1)
- Emergency Crew Coordinator (OPS2A)
- Resource Management Coordinator (OPS3)
- Substation/Zone Coordinators (OPS2C1)
- Progress Energy contact at county EOC

Checklist of Actions

Before Major Storm

- Review Operations Center storm plan
- Communicate with Operations Center Coordinator (OPS1)
- Validate Critical Feeder List
- Help develop restoration strategy for Operations Center

During Major Storm

- Attend storm conference calls
- Ensure county EOC spreadsheet is updated
- Communicate with Operations Center Coordinator (OPS1) and Substation/Zone Coordinators
- (OPS2C1)
- Ensure resources are assigned to high-priority issues
- Assign work to appropriate Substation/Zone Coordinators (OPS2C-1)
- Provide feedback on restoration status to the Operations Center Coordinator (OPS1), Substation/Zone Coordinators (OPS2C-1), and county EOCs

After Major Storm

- Prepare reports for Operations Center Coordinator (OPS1) on number and type of priority issues resolved
- Provide feedback on the overall success of the Operations Center storm plan
- Participate in lessons learned

Tools and Information Needed

- Contact list for entire Operations Center storm organization chart
- County EOC issues spreadsheet
- Priority customer/feeder list for Operations Center

Training Requirements

Before Major Storm

- Help develop restoration strategy for Operations Center storm plan
- Have a complete understanding of Operations Center storm plan and roles and responsibilities
- Successfully participate in annual storm drill

Battlefield Promotion Success Factors

- Collaboration between Operations Center Coordinator (OPS1), Substation/Zone Coordinators
- (OPS2C-1), and county EOCs
- Reports showing best practices and successful resolution to high priority issues
- Effective restoration plan
- Following the regional vision statement: "Everyone Matters"

Engaged in the Following Sub-processes

- Work Package Execution
- Estimated Time of Restoration Management

OPS2A: Emergency Crew Coordinator

Job Function

This position is responsible for coordinating and assigning EOC and other emergency work to restoration personnel assigned to this role. These responsibilities may be fulfilled by the Tactical Management Coordinator or assigned to a designee. The dedicated EOC restoration personnel may be located at the EOC, if requested.

Job Description

- Prioritize incoming requests from the county EOCs
- Update EOC spreadsheet on restoration progress
- Assign EOC and emergency work to dedicated (priority-emergency) crews
- Provide feedback to the Tactical Management Coordinator (OPS2) on high-priority issues
- Communicate with county EOCs (via phone, fax, messenger/runner)
- Communicate with Operations Center Storm Room staff
- Maintain communications with dedicated resources and Substation/Zone Coordinators (OPS2C-1)

Key Interface Points

- Tactical Management Coordinator (OPS2)
- Resource Management Coordinator (OPS3)
- Substation/Zone Coordinators (OPS2C-1)
- Progress Energy contact at county EOC

OPS2B: Radio Operator

Job Function

This position is responsible for radio communications between the Operations Center and field personnel such as Feeder/Field Coordinators and restoration crews.

Job Description

This position will ensure:

- Storm radios are functional
- Maintain radio etiquette per corporate policy and procedures
- Assist in the storm center set up
- Assist OMS Coordinators as required
- Stay current on crew locations
- Assist in emergency 911 calls

OPS2C-1: Substation/Zone Coordinator

Job Function

The Substation/Zone Coordinator will normally be an experienced line and service person or other qualified employee. This individual must have strong field experience in distribution operations and should be very familiar with their assigned zone.

Job Description

The Substation/Zone Coordinator will be assigned restoration authority over a specific zone, generally at the substation level. They may be assigned a zone of more than one substation. They will be responsible for coordinating all restoration crews, Feeder/Field Coordinators (OPS2C1A), and Guides/Scouts (OPS2C1B) in their assigned zone. They will have the authority to control and direct the field switching activities as designated by the Operations Center Coordinator (OPS1). This position will receive daily prioritized work packages created by the Strategic Support Staff (OPS1B).

Pre-storm Planning Functions:

- Become familiar with assigned zone and know the location of feeder circuits, switches and reclosers
- Become familiar with the critical customers and feeder priorities in assigned zone
- Recommend to the Operations Center Coordinator (OPS1) any improvements in the circuit feeds, tie lines and switches in assigned zone that would facilitate storm restoration

Crew Management Functions:

- Ensure all crews include an assigned, qualified, Feeder/Field Coordinator (OPS2C1A)
- Assign Guides/Scouts (OPS2C1B) to assist Feeder/Field Coordinators (OPS2C1A) or crews as needed
- Direct, coordinate and manage the activities of all restoration resources in assigned zone
- Assign restoration priorities to Feeder/Field Coordinators (OPS2C1A)
- Ensure the proper handling of materials

Damage Assessment Functions:

- Utilize the assigned centralized Damage Assessment teams in an effective manner
- Participate as directed in initial and follow-up damage assessments
- Analyze the damage assessment information in assigned zone to determine crew assignments and restoration priorities
- Ensure that all Feeder/Field Coordinators (OPS2C1A) and crews follow the proper procedure to provide timely and accurate ETR information and restoration status feedback
- Notify the Operations Center Coordinator (OPS1) when an aerial patrol would assist in locating damages

Restoration Functions:

- Coordinate restoration activities using the Feeder Priority Listing
- Coordinate and direct switching activities in the assigned zone
- Provide timely response to special needs customers (i.e., life support)
- Communicate restoration information to the Dispatcher (DCC2A2) and Operations Center Data Management Lead (DM2A1)
- Advise the Operations Center Coordinator (OPS1) when additional crews and special equipment (tracked vehicles, etc.) are required
- Track restoration efforts against goal – maintain restoration focus

Safety Functions:

- Ensure that assigned Feeder/Field Coordinators (OPS2C1A) and Guides/Scouts (OPS2C1B) are capable of safely performing their assignments
- Ensure that safety procedures are followed:
  - Ensure that Feeder/Field Coordinators (OPS2C1A) and crews understand clearance procedures
  - Ensure that Feeder/Field Coordinators (OPS2C1A) and crews are adequately supplied with proper clearance tags

- Ensure that a clear process is in place for placing and removing hot line tags
- Communicate clear and specific job assignments
- Ensure that all crews are rested and not allowed to work fatigued
- Ensure that proper lighting is available for night work
- Report any safety issues, close calls or accidents

Environmental Functions:

- Ensure that restoration personnel are aware of any sensitive environmental concerns in assigned zone
- Ensure scrap material, transformers and other lines and equipment are removed from customer property
- Ensure that environmental guidelines are adhered to, including:
  - Leaking transformers are bagged, tagged and removed from customer property
  - Creosote and CCA poles are properly handled discarded
  - Non-emergency oil spills are reported to the Operations Center Damage Assessment Coordinator (DA2A) for tracking by the Regional Environmental Lead (DA/ENV1)
  - Emergency oil spills shall be reported immediately to the Regional Environmental Lead.
  - Endangered species and bird nests are handled in accordance with guidelines
  - Appropriate measures are taken when working in wetlands

Data Integrity Functions:

- Ensure GIS number integrity is maintained
- Make crews aware of GIS Update form
- Ensure Feeder/Field Coordinators (OPS2C1A) and crews are aware of and follow the correct procedure for data integrity
- Collect and forward all GIS Update forms to Operations Center GIS coordinator

Record Procedures:

Keep a daily recorded log of restoration activities, including:

- Any assigned zone boundary changes
- Names of Feeder/Field Coordinators (OPS2C1A) and Guides/Scouts (OPS2C1B) working in assigned zone
- Crew teams working in assigned zone
- Major restoration milestones

Key Interface Points

- Feeder/Field Coordinators (OPS2C1A)
- Guides/Scouts (OPS2C1B)
- Operations Center Coordinator (OPS1)
- Dispatcher (DCC2A2)
- Environmental Lead (DA/ENV1)

Tools and Information Needed

- Feeder Priority Listing
- GIS Update form

Training Requirements

Before Major Storm

- Help develop restoration strategy for Operations Center storm plan
- Complete understanding of Operations Center Storm Plan and roles and responsibilities
- Ensure familiarity with assigned substations/zones
- Maintain updated feeder/TA maps
- Undertake refresher training on MOMS and OMS
- Communicate storm plan with feeder coordinators assigned to your substations/zones
- Successfully participate in annual storm drill

Battlefield Promotion Success Factors

- Meeting Operations Center ETRs by feeder/county
- Effective restoration plan
- Executing the Operations Center restoration plan
- Following the regional vision statement: "Everyone Matters"

Engaged in the Following Sub-processes

- Work Package Execution

OPS2C1A: Feeder/Field Coordinator

Job Function

The Feeder/Field Coordinator will typically be a line or service person or other qualified employee who is familiar with the territory. This individual reports to the Substation/Zone Coordinator (OPS2C-1) and is responsible for the coordination of restoration crews and support needs with staging teams and logistics personnel. Guides/Scouts (OPS2C1B) may be assigned to the Feeder/Field Coordinator, if needed.

Job Description

Crew Coordination Functions:

- Stay engaged with the foreman/supervisor of assigned crews
- Coordinate restoration activities with the Substation/Zone Coordinator (OPS2C-1)
- Ensure the proper handling of material
- Keep tree crews ahead of construction crews
- Ensure that permanent repairs (connections, conductor splices, and tensioning) meet company standards

Restoration Functions:

- Communicate updated restoration information to the Substation/Zone Coordinator (OPS2C-1), Dispatcher (DCC2A2) or Operations Center Data Management Lead (DM2A1)
- Communicate with the Substation/Zone Coordinator (OPS2C-1) when additional crews are needed
- Stay informed of restoration goals
- Be professional with all customers, bystanders and outside contract personnel
- Coordinate placing and removing of hot line tags, line clearances and other switching and tagging functions
- Document any follow-up work and forward to the Substation/Zone Coordinator

Safety Functions:

- Ensure that crews have safety instruction packets
- Ensure that crews follow safety procedures
- Report any safety issues, close calls, or accidents
- Ensure proper line grounding
- Ensure that contractors understand operating characteristics of company line material (transformers, cutouts, capacitors, reclosers, sectionalizers, etc.)
- Ensure crews are rested and not allowed to work fatigued
- Ensure that proper lighting is available for night work, as required
- Conduct daily tailgate safety meetings
- Maintain a company safety manual
- Ensure that work zones are established in accordance with State Department of Transportation guidelines
- Ensure work clearance from bystanders
- Conduct line patrols before energizing circuits

Environmental Functions:

Ensure that environmental guidelines are adhered to, including:

- Leaking transformers are bagged, tagged and removed from customer property
- Creosote and CCA poles are properly handled and discarded
- Transformers, broke insulators and other scrap material or removed from customer property
- Non-emergency oil spills are reported to the Substation/Zone Coordinator
- Emergency oil spills are reported directly to the Regional Environmental Lead (DA/ENV1)
- Endangered species and bird nests are handled in accordance with guidelines
- Appropriate measures are taken when working in wetlands

Data Integrity functions:

Maintain facilities GIS numbering according to the following guidelines:

- Provide crews with a supply of GIS numbers and holders
- Replace damaged GIS numbers
- Use GIS Update form to document all changes in GIS numbers, missing numbers and changes in phasing, fuse, pole or transformer size

Clearance Procedures:

Ensure that clearance tags are completed and properly installed:

- Tags should include crew leader's name, name of person giving clearance, and name of person in charge of crew performing work
- If tree crew is clearing rights of way, ensure that the section of line is cleared, grounded, and tagged
- Update tags when other crews are assigned
- Install tags on opening device of section of line
- If cutout is at an opening point, ensure that the barrel is removed and circuit grounded until work is complete

Record Procedures:

Maintain complete and accurate records of:

- Time crews were assigned
- Name of person in charge
- Crew identification (Pike, Red Simpson, Irby, etc.)

Key Interface Points

- Substation/Zone Coordinator (OPS2C-1)
- Guides/Scouts (OPS2C1B)
- Dispatcher (DCC2A2)
- Environmental Lead (DA/ENV1)

Checklist of Actions

- Maintain area maps
- Maintain updated one line grid maps
- Stay engaged with assigned personnel and crew leads
- Inspect work for PE specification adherence -
- Document temporary repairs and forward to Substation/Zone Coordinator
- Document location and type of equipment and materials that will need to be loaded and properly discarded

Tools and Information Needed

- Feeder Priority Listing
- GIS Update form

Training Requirements

- Understand restoration strategy for Operations Center storm plan
- Have a complete understanding of Operations Center storm plan and roles and responsibilities.
- Ensure familiarity with assigned feeders
- Maintain updated feeder/TA maps
- Undertake refresher training on MOMS and OMS
- Patrol assigned feeder (know the roads and isolating points)
- Review switching and tagging
- Have a working knowledge of any unusual equipment on assigned feeders (LSS scheme, ATS, Itella-team, etc.)
- Successfully participate in annual storm drill

Battlefield Promotion Success Factors

- Meeting Operations Center ETRs by feeder
- Effective restoration plan
- Execution of Operations Center restoration plan
- Following the regional vision statement: "Everyone Matters"

Engaged in the Following Sub-processes

- Work Package Execution

OPS2C1B: Guide/Scout

Job Function

This position will primarily lead off-system crews to work sites and assist in the delivery of material, equipment or food.

Job Description

Employees assigned to this position should be very familiar with the service area in order to efficiently lead crews to assigned work areas and for the timely delivery of needed resources. This position may directly support Feeder/Field Cooridinators

Key Interface Points

Substation/Zone Coordinator (OPS2C1)

Feeder/Field Coordinator (OPS2C1A)

Assigned Crew Foremen/Lead

Checklist of Actions

During Major Storm

- Support the Substation/Zone Coordinator and/or Feeder/Field Coordinator
- Meet assigned crews when they arrive
- Perform a pre trip safety briefing with crews identifying travel hazards such as:
  - Non-functioning traffic lights
  - Proper method for entering intersections without functioning traffic lights
  - Keeping a safe gap between vehicles
  - Public drivers that may be distracted by restoration efforts etc.
- Leading crews to their assigned areas
- Updating crews on meals and lodging
- Support crews by helping with ice, water and other necessities
- Deliver material, equipment and other items as needed.
- Assist in reporting of any environmental spills to the Feeder Field Coordinator or Substation/Zone Coordinator

OPS2D: Line/Service, Tree and Grounding Crew

Job Function

These line and service positions support the restoration effort by grounding lines and equipment prior to work being performed.

Job Description

These positions may be assigned to the Tactical Management Coordinator (OPS2), Emergency Crew Coordinator (OPS2A), Substation/Zone Coordinators (OPS2C) or Feeder/Field Coordinators (OPS2C1A). The primary responsibility for these positions will be to work ahead of tree trimming crews:

- Isolating downed lines and equipment and tree conflicts
- Grounding lines and equipment per PE safety rules

OPS3: Resource Management Coordinator

Job Function

The Resource Management Coordinator is responsible for accepting, tracking, and assigning all internal and external contractor line and tree resources to the appropriate Zone/Substation Coordinators (OPS2C-1). This individual's organizational skills are critical to the success of Operations Centers. Using the Resource Tracking tool, the Resource Management Coordinator provides accurate, detailed resource information to the Operations Center Coordinator (OPS1) and Substation/ Zone Coordinators (OPS2C-1).

Job Description

- Utilize the Resource Tracking tool to organize and track incoming crews
- Communicate with the Operations Center Coordinator (OPS1) to determine the appropriate distribution of incoming resources
- Participate in all Resource Management conference calls
- Participate in all regional resource storm calls
- Provide feedback to the Operations Center Coordinator (OPS1) and Substation/Zone Coordinators (OPS2C-1) regarding information covered in these calls

Key Interface Points

- Region Storm Coordinator (REG2)
- Operations Center Coordinators (OPS1)
- Regional Resource Coordinator (REG5)
- Staging and Logistics leads located at staging sites
- Substation/Zone Coordinators (OPS2C-1)

Checklist of Actions

Before Major Storm

- Review Resource Tracking tool
- Communicate with Regional Resource Coordinator (REG5)
- Communicate with Staging and Logistics to validate staging sites to be opened

During Major Storm

- Attend storm conference calls
- Update Resource Tracking tool
- Communicate with Operations Center Coordinator (OPS1) and Substation/Zone Coordinators
- (OPS2C-1)
- Allocate internal and external contractor resources to Substation/Zone Coordinators (OPS2C-1)
- Assign appropriate contractors to areas in need
- Provide feedback to the Regional Resource Coordinator (REG5), Operations Center Coordinator (OPS1), and Substation/Zone Coordinators (OPS2C-1)

After Major Storm

- Communicate transition of resources off-system
- Update Resource Tracking tool
- Prepare for Sweep type work and additional resources needed
- Prepare reports for Regional Resource Coordinator (REG5) on numbers of resources used and their overall effectiveness
- Participate in lessons learned

Tools and Information Needed

- Communication with Operations Center Storm Room staff
- Conference calls with Regional Resource Coordinator (REG5)
- Contact list for entire Operations Center storm organization chart
- Resource Tracking tool

Training Requirements

Before Major Storm

- Participate in Resource Tracking tool training
- Have a complete understanding of the Operations Center storm plan and roles and responsibilities
- Successfully participate in annual storm drill

Battlefield Promotion Success Factors

- Collaboration between Regional Resource management, Regional Storm team, and other Resource Management Coordinators
- Reports showing best practices and successful movement of resources
- Following the regional vision statement: "Everyone Matters"

Engaged in the Following Sub-processes

- Work Package Execution

OPS3A: Crew Registration and Management

To be included in a future revision of this document.

OPS3B: Logistics Coordinator

Job Function

The Operations Center Logistics Coordinator is responsible for interacting with the System S&L Team and the Regional Storm team to coordinate food, lodging, transportation, laundry services, security needs and other necessities associated with the restoration personnel assigned to the Operations Center.

Job Description

This position will:

- Coordinate meal and lodging arrangements with the Substation/Zone Coordinators (OPS2C1)
- Assist S&L personnel in the delivery of meals
- Ensure water and ice are provided
- Coordinate the delivery of portable toilets
- Coordinate transportation and fuel needs
- Coordinate food and drink requirements for Operation Storm Center and office personnel
- Maintain cost tracking for food and lodging expenses

OPS3C: Material Coordinator

Job Function

This position will normally be filled with a warehouse person. This position will interact with the S&L site personnel for receiving, handling, inventorying and distributing material and equipment.

Job Description

This position will support the restoration effort by:

- Becoming familiar with the layout plans of assigned staging sites
- Organizing and managing the staging sites material with S&L personnel
- Coordinating the delivery of high use materials such as fuses, bolts, connectors etc.

Systems

To be included in a future revision of this document.

Supplementary Information

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

Document title

Customer and Marketing Services

Document number

EMG-EDGX-00056

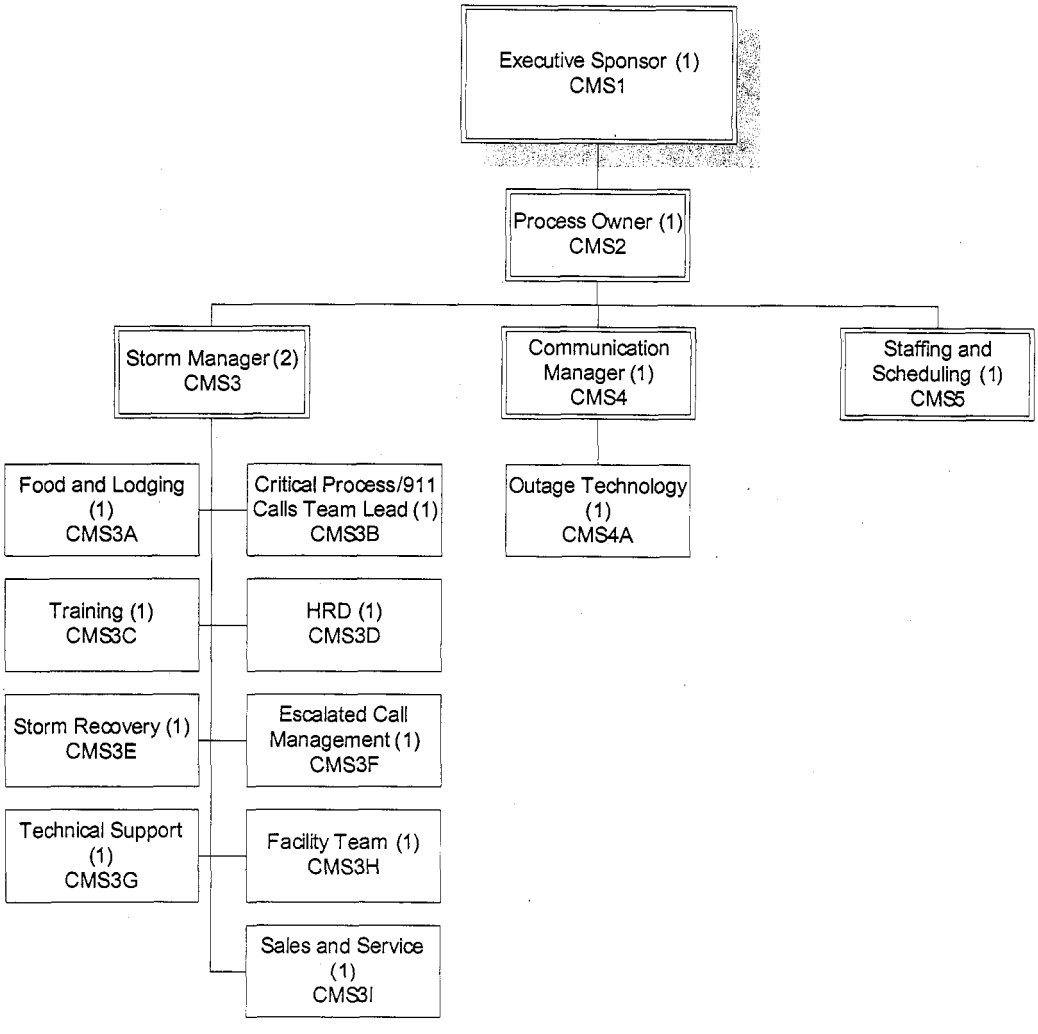
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

Customer and Marketing Services (C&MS) consistently and effectively communicates with empathy to Progress Energy customers on the status of major storm response and restoration efforts. C&MS also accurately and efficiently collects outage data for use by Energy Delivery in restoration efforts.

Organization Chart



Sub-process

The C&MS functional process includes the following sub-process:

- Critical Process/911 Calls

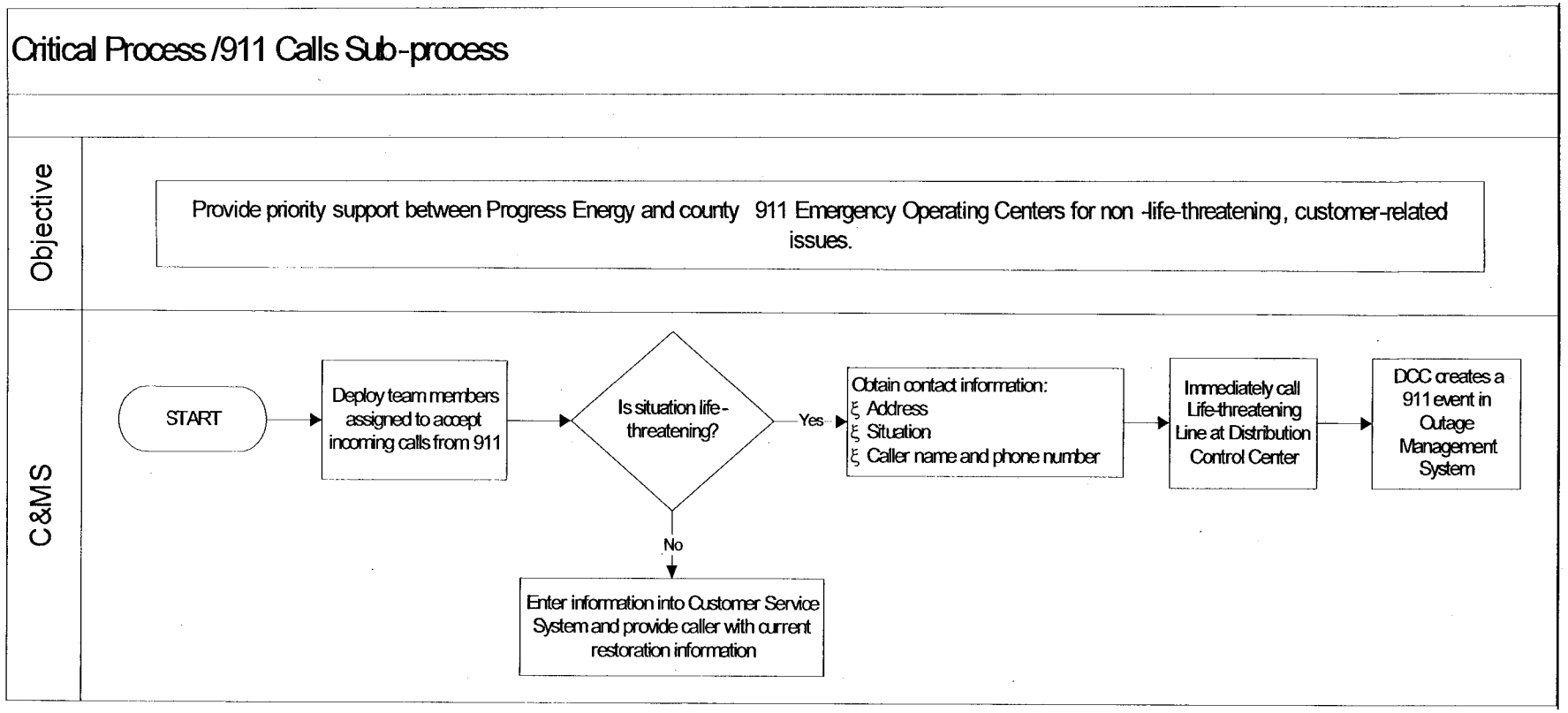
Critical Process/911 Calls

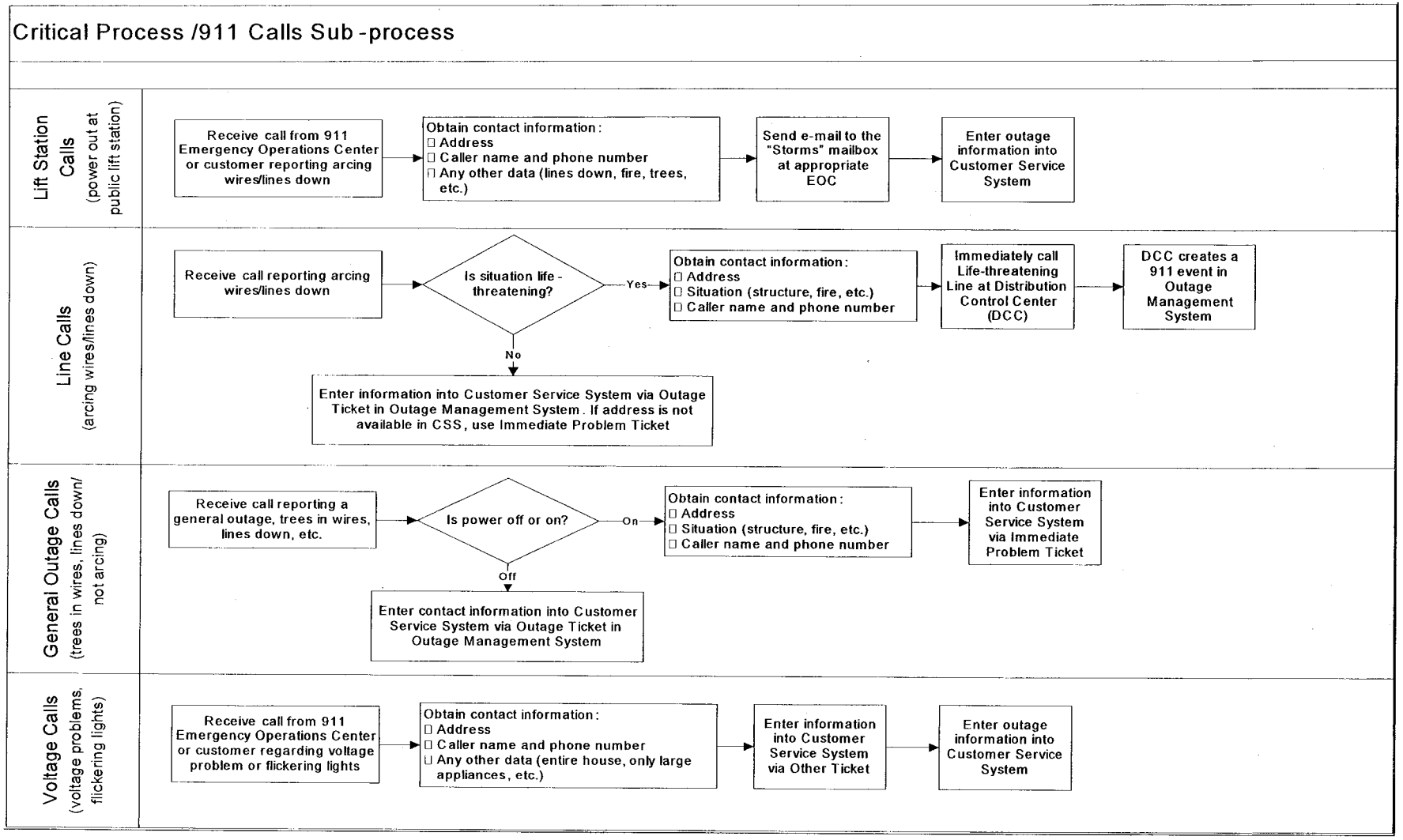
The Critical Process/911 Calls sub-process provides priority support between Progress Energy and county 911 Emergency Operations Centers for non-life-threatening, customer-related issues.

The following personnel are engaged in Critical Process/911 Calls:

- Communication Manager (CMS4)
- Critical Process/911 Calls Team Lead (CMS3B)
- Escalated Call Management (CMS3F)
- Outage Technology (CMS4A)

The flowcharts below provide a detailed view of this sub-process.


Critical Process /911 Calls Sub-process
Objective
Provide priority support between Progress Energy and county 911 Emergency Operating Centers for non -life-threatening, customer-related issues.
C&MS
START
Deploy team members assigned to accept incoming calls from 911
Is situation life-threatening?
Yes
Obtain contact information:
ξ Address
ξ Situation
ξ Caller name and phone number
Immediately call Life-threatening Line at Distribution Control Center
DCC creates a 911 event in Outage Management System
No
Enter information into Customer Service System and provide caller with current restoration information


Critical Process /911 Calls Sub-process
Lift Station Calls (power out at public lift station)
Receive call from 911 Emergency Operations Center or customer reporting arcing wires/lines down
Obtain contact information:
Address
Caller name and phone number
Any other data (lines down, fire, trees, etc.)
Send e-mail to the "Storms" mailbox at appropriate EOC
Enter outage information into Customer Service System
Line Calls (arcing wires/lines down)
Receive call reporting arcing wires/lines down
Is situation life-threatening?
Yes
Obtain contact information:
Address
Situation (structure, fire, etc.)
Caller name and phone number
Immediately call Life-threatening Line at Distribution Control Center (DCC)
DCC creates a 911 event in Outage Management System
No
Enter information into Customer Service System via Outage Ticket in Outage Management System. If address is not available in CSS, use Immediate Problem Ticket
General Outage Calls (trees in wires, lines down/ not arcing)
Receive call reporting a general outage, trees in wires, lines down, etc.
Is power off or on?
On
Obtain contact information:
Address
Situation (structure, fire, etc.)
Caller name and phone number
Enter information into Customer Service System via Immediate Problem Ticket
Off
Enter contact information into Customer Service System via Outage Ticket in Outage Management System
Voltage Calls (voltage problems, flickering lights)
Receive call from 911 Emergency Operations Center or customer regarding voltage problem or flickering lights
Obtain contact information:
Address
Caller name and phone number
Any other data (entire house, only large appliances, etc.)
Enter information into Customer Service System via Other Ticket
Enter outage information into Customer Service System

Job Descriptions (CMS1-CMS5)

CMS1: Executive Sponsor

Job Function

The Executive Sponsor collaborates with the Executive Leadership team of Progress Energy in determining the storm will be declared a major event. The executive sponsor collaborates with other executives to secure corporate resources from other areas of the company as needed. The Executive Sponsor informs the Process Owner of the decision to implement the Hurricane/Major event plan.

Job Description

- Interfaces throughout the major event with the PE Executive leadership team on event response, resources needed and estimated recovery times.
- Provides governance oversight of the Customer Service response to the major event.
- Authorizes use of third party resources and outsourcers to assist in the customer response effort.

Key Interface Points

- Progress Energy Executive leadership team
- Customer Service Process Owner
- Storm Manager
- Communications Manager

Checklist of Actions

Before Major Storm

- Negotiate in advance with other PE executives the release of corporate resources for assisting in the overall storm response.
- Approve overall storm/major event response plan developed by the Process Owner.
- *During Major Storm*
- Secure corporate resources as needed
- Collaborate with other PE executives as needed on overall corporate response to the event. Provide relevant performance metric data to PE Executive leadership team.
- Collaborate with the process owner to ensure the overall Customer Service response strategy is implemented consistent with the PE objectives to drive desired business results.
- *After Major Storm*
- Collaborate with the Process Owner on the development and implementation of a recovery plan to effectively restore the department's performance to pre-storm levels.

Tools and Information Needed

- Estimated storm impact from weather bureau.
- Estimated time of service restoration from Energy Distribution.
- Historical customer response to similar events
- Complete Customer and Marketing Services Storm Plan

Training Requirements

Before Major Storm

- Review and understand C&MS major storm plan.
- Review and understand PE major storm plan.
- Review and understand past PE major event performance, tools and capabilities.

Battlefield Promotion Success Factors

- Coordination with Process Owner, Storm Manager and Communications Manager
- Participation in Executive, System and Department storm calls.

CMS2: Process Owner

Job Function

Define, develop and implement an overall major event/hurricane response plan for managing the C&MS response consistent with corporate strategy to drive desired business results. Collaborate with other process owners to ensure integration and alignment of initiatives as set forth by the leadership team. Communicate effectively with the Executive Sponsor on department performance.

Job Description

- Provide relevant performance metric information via the System storm calls to other Process Owners so that customer reaction to the event is captured in development of the overall PE response.
- Provide governance oversight to the Storm Manager, Communication Manager and other department functions as necessary to achieve corporate objectives.
- Develop and implement effective change management plans, educate and arm champions of the process. Identify performance improvement opportunities.
- Directly accountable to the Executive Sponsor in achievement of performance metrics.

Key Interface Points

- Executive Sponsor
- Storm Manager
- Restoration Process Owner
- Communications Manager

Checklist of Actions

Before Major Storm

- Develop the overall strategy for the C&MS hurricane/major event strategy
- Communicate the overall strategy to the C&MS leadership team
- Collaborate with other PE Process Owners to ensure integration of improvement initiatives and that projects receive the appropriate prioritization within Energy Delivery as a whole.
- Assign individuals to each role within the C&MS plan, including the Storm Manager.

During Major Storm

- Participate in the System Calls providing key performance metrics.
- Collaborate with the Restoration Process Owner on key Estimated Times of Restoration.
- Provide governance oversight to the C&MS organization to ensure performance metrics are being achieved.

After Major Storm

- Collaborate with other PE Process Owners to ensure consistent communications across the organization.
- Review and approve the implementation of the storm recovery plan.

Tools and Information Needed

- Estimated time of service restoration from Energy Distribution.
- Historical customer response to similar events
- Complete Customer and Marketing Services Storm Plan
- Complete Staffing plans and Communication Strategy

Training Requirements

Before Major Storm

- Review and understand C&MS major storm plan.
- Review and understand PE major storm plan.
- Review and understand past PE major event performance, tools and capabilities.

Battlefield Promotion Success Factors

- Coordination with Process Owner, Storm Manager and Communications Manager
- Participation in Executive, System and Department storm calls.

CMS3: Storm Manager

Job Function

In collaboration with the Process Owner, coordinate the C&MS execution of the Hurricane/Major Event storm plan.

Job Description

- Participate in the system storm calls to obtain information on the storm status, overall impact, and PE response. Communicate C&MS performance metrics.
- Conduct and lead the C&MS department hurricane/major event coordination meetings.
- Coordinate with the other Storm Managers to ensure effective, consistent communication to customers, internal employees and other PE departments.
- Collaborate with Process Owner, Executive Sponsor on adjustments needed to the C&MS execution plan.

Key Interface Points

- Process Owner
- Communications Manager
- Training Manager
- Human Resource Department
- Food and Lodging Coordinator
- 911 Response Team
- Call Services Managers

Checklist of Actions

Before Major Storm

- Review and understand C&MS major storm plan.
- Review and understand PE major storm plan.
- Review and understand past PE major event performance, tools and capabilities.
- Communicate roles/responsibilities to each employee within C&MS.
- Conduct pre-storm coordination call with each member of the C&MS Storm leadership team.

During Major Storm

- Collaborate and lead the Department Hurricane/Major Event coordination meetings.
- Directly accountable for working with process analysts and subject matter experts to make corrections as needed in the storm response execution.
- Ensure thorough communication occurs between Carolinas and Florida to seize potential synergies, best practices, observations, etc.

After Major Storm

- Lead the Hurricane Lessons Learned discussion
- Collaborate with C&MS leadership team to assign responsibility for implementing change to close the gaps identified during the lessons learned process.

Tools and Information Needed

- Estimated time of service restoration from Energy Distribution.
- Historical customer response to similar events
- Complete Customer and Marketing Services Storm Plan
- Complete Staffing plans and Communication Strategy

Training Requirements

Before a Major Storm

- Review and understand C&MS major storm plan.
- Review and understand PE major storm plan.
- Review and understand past PE major event performance, tools and capabilities.
- Review and understand C&MS staffing plans.

Battlefield Promotion Success Factors

- Coordination with Process Owner, Training, Food/Lodging, 911 and Communications Manager
- Participation in System storm calls.
- Effective leadership of Department Storm coordination calls.

CMS3A: Food and Lodging

Job Function

Coordinate the timely delivery of food, snacks and supplies necessary to sustain the C&MS staff during the restoration effort. Coordinate with the corporate Travel department any travel, rental cars or hotels needed within C&MS.

Job Description

- Develop menus for use during hurricanes/major events.
- Purchase snacks, paper goods and other supplies necessary to feed C&MS employees prior to the event.
- Develop a list of vendors to use during a major event to provide food/snacks.
- Order food for meals for the duration of the event.
- Assist caterers and vendors in the distribution of the food on site.
- Communicate with the employees the feeding schedule.

Key Interface Points

- Storm Manager
- Communication Manager

Checklist of Actions

Before Major Storm

- Develop menus for use during the events.
- Determine the potential number of meals required to be served based on the staffing plans.
- Develop a list of potential caterers/vendors
- Contact potential vendors/caterers as necessary to obtain contact numbers.
- Secure necessary paper supplies, etc necessary to support the feeding of employees.
- Determine from Storm Manager any potential need for hotel rooms, travel or flights.

During Major Storm

- Order food from vendors as necessary to feed the entire C&MS staff, including corporate volunteers.
- Coordinate the distribution of the food
- Coordinate clean-up after serving the meals
- Coordinate any hotel rooms or travel requirements with the Travel department.

After Major Storm

- Coordinate the payment of invoices received for services during the storm.

Tools and Information Needed

- Staffing plans for determining the number of meals to be served.
- Contact information for the corporate Travel department.
- A list of vendors/caterers in the area that have been helpful in past storms.

Training Requirements

Before Major Storm

- Understanding of past menus and employee preferences.
- Understanding of helpful caterers and vendors within the area.

Battlefield Promotion Success Factors

- Communication with Storm Manager

CMS3B: Critical Process/911 Calls Team Lead

Job Function

The Critical Process/911 Calls Team Lead receives incoming calls from 911 Emergency Operations Centers during major storm events, evaluates the level of urgency, and responds to the caller's request using sound judgment.

Job Description

- Confirm with 911 Team lead schedules, availability, tools and expectations of assignment.
- Work safely but efficiently.....each call received may be a life or death decision process.
- At the beginning of each shift, verify with team lead current storm situation and any process changes/updates.
- Process each call utilizing the following steps:
- Log into network and start CSS
- Log into Rockwell to begin receiving calls, utilizing regular log-in ID.
- When accepting calls...
  - Determine caller's name
  - Verify telephone number where caller can be reached
  - Determine address where caller is reporting the problem.
  - Determine reason for call:
    - **Is a life in immediate danger if Progress Energy (PE) is not on site immediately for rescue?** If yes, transfer call immediately to the life-threatening line in dispatch- 1-866-570-5949. Provide the caller information to dispatch and explain the nature of the call. If the call cannot be transferred to this line for some reason, immediately contact the Team Lead for assistance.
    - **If no life is in immediate danger....**
      - If power is out, enter the reason for the call in the Outage Management System (OMS), including all customer information, and specific information reason for customer call.
      - If power is on, or if there is no valid address associated with the event, create an Immediate Problem Ticket. (IPT) Examples could include trees in wires, arcing wires, pole down, etc. Complete all requested information on the IPT form.

Key Interface Points

- Direct customer contact
- Dispatch/Call Services management
- Team leads and associates

Checklist of Actions

Before Major Storm

- Review team schedule and modify as needed
- Contact team associates to confirm responsibilities and schedules
- Communicate with Distribution Contact Center (DCC) and Regional Dispatch to confirm critical contacts and supervisory schedules during the storm event
- Review emergency call-handling procedures with team associates to refresh their memories on the process
- Confirm team availability and resources with Call Flow Supervisor

During Major Storm

- Attend storm Customer and Marketing Services coordination meetings
- Communicate updated information to team
- Monitor stress level of team leads and associates to ensure that overall safety and accuracy are maintained
- Accept 911 calls and handle as described in process maps

After Major Storm

- Communicate transition to normal operation to team associates
- Notify DCC and Regional Dispatch of return to normal operation

Tools and Information Needed

- Escalated Call forms

Training Requirements

Before Major Storm

- Review and understand C&MS Major Storm Plan
- Review and understand strategy utilized with Energy Delivery for life-threatening calls and emergency calls
- Review and understand the ProgressNet, including its purpose, layout, publication times, and general content
- Review with Call Flow all call routing, overflow, and associate gating assignments
- Have clear understanding of contacts at DCC and Regional Dispatch

Battlefield Promotion Success Factors

- Coordinate with Call Services managers and Storm Communication Manager to understand overall strategy and progress of restoration effort
- Keep a copy of C&MS meeting times
- Keep a copy of C&MS Major Storm Plan, including roles/responsibilities and list of team associates

Engaged in the Following Sub-process

- Critical Process/911 Calls

CMS3C: Training

Job Function

Provide process and behavioral training to corporate volunteers as needed on the accurate management of customer contacts associated with processing outage calls during a major event consistent with the objectives of C&MS. Provide annual outage/unusual event training to existing PE employees annually to ensure consistent and accurate processing of all outage related contacts.

Job Description

Develop a training program for corporate volunteers covering all aspects of responding to customer inquiries during a major event. This includes:

- Signing into the ACD switch to take calls.
- Communication of passwords necessary.
- A high level overview of the 911 process.
- Understanding of how to transfer calls
- Key words/phrases to use in responding to customers
- Understanding of the C&MS web page.
  - Information on Estimated Restoration Times
  - Corporate Messaging
  - Food Service
- Development and Delivery of annual training to existing PE employees on outage processing.
  - 911 Calls
  - Outages
  - Trees Down
  - Individual Service outages
  - Immediate Problem Tickets
  - Engineering Investigate Orders
  - Other Tickets

Key Interface Points

Storm Manager (CMS3)
Human Resources Department
Communication Manager (CMS4)

Checklist of Actions

Before Major Storm

- Develop training materials for corporate volunteers and existing employees
- Identify trainers
- Obtain passwords for use by corporate volunteers

During Major Storm

- Conduct training for corporate volunteers
- Coordinate with Storm Manager any training needs identified during the event.

After Major Storm

- Participate in the lessons learned process to communicate any training improvements needed

Tools and Information Needed

List of corporate volunteers
Training rooms
Trainers
Passwords
CSS/CIM knowledge

Training Requirements

Before Major Storm

- Understanding of all CIM/CSS processes related to storm response
- Understanding of HELP and department web page
- Understanding of key success factors for delivery of training

Battlefield Promotion Success Factors

- Communication with training team
- Communication with Storm Manager, Process Owner and Communications Manager.

CMS3D: HRD

Job Function

Serve as a resource for answering employee questions during a hurricane/major event about Progress Energy H/R policies. This includes questions about overtime applicability, compensation and assistance for special needs.

Job Description

- Attend the Department Storm calls
- Offer updates to the Process Owner, Storm Manager on H/R related issues
- Be available to assist in the resolution of employee questions, concerns regarding compensation, working conditions, etc.

Key Interface Points

Storm Manager (CMS3)
Communications Manager (CMS4)

Checklist of Actions

Before Major Storm

- Coordinate with H/R managers in other departments within the company on the H/R storm response plan. Including exempt overtime payment, child/elder care credits, time off and assistance programs.
- Review the H/R plan with the Process Owner.

During Major Storm

- Participate in the department storm calls to answer any questions that may arise
- Participate in H/R coordination calls to obtain updated H/R strategy, direction

After Major Storm

- Collaborate with Process Owner to ensure appropriate H/R policies and direction was followed.

Tools and Information Needed

- Complete understanding of PE H/R policies.
- Complete understanding of the H/R Hurricane/Major Event plans

Training Requirements

Before Major Storm

- Coordination with other H/R Managers on H/R strategy
- Understanding of general PE H/R strategy

Battlefield Promotion Success Factors

- Knowledge of key contacts within H/R
- Communication with Process Owner/Storm Manager

CMS3E: Storm Recovery

Job Function

After a major storm, an action plan is needed to guide the CS&M department through the post storm recovery process. This position is responsible for developing the plan for addressing the back-log in WFM items, Credit and Collections and increased call volume after the event. After approval of the plan, the Storm Recovery Manager will coordinate the securing of contract personnel needed, work completion status, communicating with the leadership team the status of field work and the subsequent processing times for field work.

Job Description

- While the major event is still in process, develop an action plan to address backlogs in WFM's, collections and the effect of increased telephone calls resulting from the storm impacts. (Including delay in regular service due to the storm along with debris removal calls, customer complaints and service restoration due to the storm)
- Determine new in service dates from Energy Delivery for new service installation, street light repair, meter reading, service orders, tree trimming and collections.
- Develop a specific recovery plan for approval by the Process Owner.
- Coordinate the hiring of contract personnel to assist CS&M in meeting the objectives outlined in the recovery plan.

Key Interface Points

- Call Flow Supervisor
- CAO Manager
- Storm Process Owner
- Call Services Managers
- Service Delivery Supervisor
- Regional Service Operations Managers
- DSM Supervision (FL)
- Employee Development Supervisor

Checklist of Actions

Before Major Storm

- Complete understanding of CS&M Hurricane/Major Event Plan.
- Complete understanding of regular business completion targets.
- Contact list/understanding of hiring process for contract employees

During Major Storm

- Monitor backlog of work within CAO, Energy Delivery and DSM (FL) for use in developing the impact analysis of the storm.
- Develop the overall recovery action plan
- Obtain approval for the plan from the Process Owner.
- Place order for contract employees identified in the recovery plan.

After Major Storm

- Coordinate training with the Employee Development Supervisor for contract employees.
- Communicate backlog information to the Communications Manager.
- Provide regular updates on backlog status to the CS&M leadership team, Energy Delivery and DSM (FL)

Tools and Information Needed

- Backlog information from CAO, Energy Delivery and Call Services
- Contact information for temporary employment agencies
- Temporary company badge and password information.
- Extensive knowledge of work processes with CS&M.

Training Requirements

Before Major Storm

- Complete understanding of the C&MS hurricane/major event plan.
- Contact information for all key interface points.
- Contact information for H/R and Contract agencies

Battlefield Promotion Success Factors

- Communication with Process Owner, Storm Manager, CAO Manager
- Understanding of impacts associated with past storms.

CMS3F: Escalated Call Management

Job Function

The Escalated Call Management manages customer complaints/concerns that are raised to the second level from Customer Service Associates. They provide process knowledge, support to the Customer Service Associates as needed.

Job Description

- Manage the Escalated Call process within Customer Service
- Confirm schedules with team leads/associates to ensure continuous coverage during a major event
- Provide staffing updates to Call Flow to report any unexpected absences
- Retrieve CSC voice mail from employee line
- Accept escalated calls from team associates
- Determine appropriate actions based on the customer issue:
  - Escalate to Call Services management
  - Escalate to Distribution Dispatch function
  - Provide customer with the appropriate response
- Participate in storm conference calls

Key Interface Points

- Direct customer contact
- Dispatch/Call Services management
- Team leads/associates

Checklist of Actions

Before Major Storm

- Provide pre-storm information updates via the Storm/Inform Line

During Major Storm

- Receive escalated calls from customers
- Research each call for key facts, and prioritize according to current guidelines
- Document each call in the Customer Service System (CSS) and on an Escalated Call form
- Process customer requests based on current call handling procedures

After Major Storm

- Confirm with Communication Manager (CMS4) and Call Services management that the role for escalated calls is no longer needed (the role of escalated call management may continue beyond the actual restoration process)
- Communicate with Customer Service Associates that all escalated calls should be referred to the appropriate team lead

- Communicate with the escalated call management team that they may return to their regularly assigned positions

Tools and Information Needed

- Escalated Call forms

Training Requirements

Before Major Storm

- Compete Phase I and Phase II training for Customer Service Associates
- Complete follow-up outage training
- Review and understand C&MS philosophy for customer complaint handling
- Review and understand strategy utilized with Energy Delivery for damage assessment, estimated times of restoration, and post-storm activity

Battlefield Promotion Success Factors

- Coordination with peers on taking escalated calls
- Review and understanding of current restoration efforts, their status, and key communication points for customers
- Review of CSC Storm Page for consistency of data
- Clarifying with peers the philosophy on accepting escalated calls

Engaged in the Following Sub-process

- Critical Process/911 Calls

CMS3G: Technical Support

Job Function

The purpose of this position is to serve as a liaison between Energy Delivery, Information Technology and CS&M during a major event in the areas of Estimated Restoration Times, Call Back parameters, and settings within the automated call back process.

Job Description

- Physically located in the Energy Delivery dispatch centers, collaborate with Energy Delivery Managers, process experts in the development and communication of Estimated Restoration Times. (ERT)
- Adjust restoration call back parameters as requested by Energy Delivery, Storm Manager, Communications Manager or Storm Manager.
- Communicate extensively with the Communications Manager on storm response.

Key Interface Points

- Director, Central Dispatch Center
- Communications Manager
- Manager, Information Technology
- Storm Manager
- Process Manager

Checklist of Actions

Before Major Storm

- Complete understanding of the CS&M Hurricane/Major Event Plan
- Complete understanding of the restoration process within Energy Delivery
- Complete understanding of the outage, outbound dialing process with CS&M
- Access to the parameters section of the Customer Service outbound dialing dialogue.

During Major Storm

- Participate in the following storm coordination calls:
  - Energy Delivery
  - CS&M
  - System
  - IT&T
- Adjust outbound dialing parameters as requested
- Communicate frequently restoration updates with the Communications Manager
- *After Major Storm*
- Verify parameters page has been reset to normal operations.

Tools and Information Needed

- CS&M, Energy Delivery Hurricane/Major Event plans
- Access to parameters table

Training Requirements

Before Major Storm

- Technical understanding of outbound dialing process.
- Technical understanding of storm restoration process
- Understanding of Estimated Restoration Time determination

Battlefield Promotion Success Factors

- Collaboration with the Communications Manager
- Collaboration with the Director of Distribution Dispatch
- Collaboration with Information Technology

CMS3H: Facility Team

Job Function

The purpose of this team is to work with Building Management in securing the facilities prior to a major event.

Job Description

- Perform a visual inspection of the building and property.
- Coordinate with Building Management the repair of any items observed
- Identify any loose items such as trash cans, tables, chairs, etc.
- Secure any loose items identified
- Coordinate with building management the boarding up of any windows not secured by hurricane proof glass
- Perform a test of the on-site generator
- Verify a full gas tank exists for the generator

Key Interface Points

- Site Manager
- Building Maintenance Managers
- Storm Managers
- Process Owner

Checklist of Actions

Before Major Storm

- Visual inspection of the building
- Secure any loose items, correct any deficiencies identified
- Verify contact information with Building Maintenance contacts

During Major Storm

- Contact Building Maintenance with any facility related issues
- Communicate with Storm Manager

After Major Storm

- Perform a visual inspection of the building to identify any property damage
- Coordinate with Building Maintenance the repair of any identified issues.
- Coordinate the removal of any storm related items.
- Return facility to normal operation.

Tools and Information Needed

- Contact names/numbers for building maintenance
- General knowledge of facilities history, issues, weaknesses

Training Requirements

Before Major Storm

- General knowledge of facilities, location of generators, water control valves, breaker switches, and lighting systems.
- Contact information for Building Maintenance

Battlefield Promotion Success Factors

- Coordination with the site managers and Building Maintenance

CMS3I: Sales and Service

Job Functions

Provides assistance to customers requiring an electrical contractor for repairs to their meter base damaged by the storm.

Job Description

- Coordinates electrical contractor network with PE customers requiring assistance with repair of their meter can due to damages associated with a major storm.

Key Interface Points

- Storm Manager
- Communications Manager
- Electrical Contractor Network
- New Construction Supervisor

Checklist of Actions

Before Major Storm

- Negotiate contract with Electricians participating in Home Wire program to assist customers impacted by the storm

During Major Storm

- Communicate with Electricians to confirm availability
- Coordinate with the Communications Manager, Supervisor of New Construction the approved contractors list to share with customers.

After Major Storm

- Coordinate payment of invoices associated with Customers on HomeWire program.
- Verify PE is charged correctly in accordance to contract.

Tools and Information Needed

- List of approved electricians in PE service territory
- Copies of contracts between PE and electricians
- Basic meter can repair knowledge

Training Requirements

Before Major Storm

- Understanding of electricians contract rules/limitations
- Understanding of CS&M hurricane/major event plans

Battlefield Promotion Success Factors

- Communication with electricians, storm managers and new construction supervisors.

CMS4: Communication Manager

Job Function

The Communication Manager coordinates all internal and external communications for C&MS during a major storm event.

Job Description

- Interface with Corporate Communications to ensure consistency in messaging between the media and the CSC
- Develop and publish changes to the C&MS Web page, including:
  - Damage assessment
  - Estimated times of restoration
  - Work process changes
  - Food, schedule, and weather updates
- Communicate all pertinent data via the CSC Storm Page
- Manage Web development staff
- Participate in storm conference calls

Key Interface Points

- C&MS Managers, Directors, and Vice President
- Corporate Communications team
- General Managers
- Regional Vice Presidents

Checklist of Actions

Before Major Storm

- Review team schedule and modify as needed
- Activate CSC Storm Page
- Develop pre-storm communications (COLT messages)
- Communicate pre-storm information to all Customer Contact Personnel and publish on the Customer Service Department Storm Web Page
- Publish on the CSC Storm Web page the Check-in/Check-out instructions for all Progress Energy employees assisting customers including seating and facility information
- Communicate to all Customer Contact employees that the Emergency Call Handling procedures can be found in system "HELP" for their reference (provide the link in initial communication)

During Major Storm

- Participate in storm conference calls
- Update CSC Storm Page
- Communicate the following to CSC employees:
  - Weather/storm status
  - Resources assigned to the restoration (number of line crews, tree trimming, etc.)
  - Corporate estimates of restoration times
  - Any work process changes/updates
  - Communications being provided to customers (corporate messages or through technology)
  - Facilities information including food, shelter, evacuation, etc.

After Major Storm

- Communicate to all employees assisting with the storm restoration effort in C&MS the transition back to normal operations staff requirements
- Return routing plans to normal

Tools and Information Needed

- E-mail/Web page tools

Training Requirements

Before Major Storm

- Review and understand strategy utilized with Energy Delivery for damage assessment, estimated times of restoration, and post-storm activity
- Review and understand Progress Net, including purpose, layout, publication times, and general content
- Review and understand C&MS Major Storm Plan
- Have complete knowledge of Communication team associates, contact information, and schedules
- Have clear understanding of Voice Response Unit Automated Call Distribution (ACD), 21st Century, and Convergent Resources, Inc. (CRI) applications

Battlefield Promotion Success Factors

- Coordination with Raleigh Communication Manager for overall understanding of communication strategy
- Keeping a copy of C&MS/Corporate Communications meeting times
- Keeping a copy of C&MS Major Storm Plan, including roles/responsibilities and list of team associates

Engaged in the Following Sub-process

- Critical Process/911 Calls

CMS4A: Outage Technology

Job Function

Outage Technology collaborates with the Energy Delivery Data Management team on developing appropriate technology for communication between C&MS and Energy Delivery. This individual also manages geographic messaging to deliver a consistent message from Corporate Communications and Customer and Marketing Services.

Job Description

- Meet daily with the Energy Delivery Data Management team to identify any communication issues between the functions
- Contact 21st Century daily to resolve any communication issues and verify that technology is working as designed
- Serve as first point of contact for 21st Century to assist in any issue resolution
- Meet with Communications Manager and Energy Delivery Data Management team to confirm Callback parameters on updated estimate time of restoration and 21st Century reporting statistics
- Participate in storm conference calls
- Make adjustments as necessary to outage technology

Key Interface Points

- 21st Century
- Communication Manager
- Data Management team
- Dispatch/Call Services Management

Checklist of Actions

Before a Major Storm

- Contact 21st Century to communicate call need
- Verify callback status
- Verify availability of area-specific messaging
- Verify and train team associates

During a Major Storm

- Monitor traffic at 21st Century
- Prepare messaging at carrier, ACD
- Update outgoing messages in voice mail

After Major Storm

- Return technology to pre-storm status

Tools and Information Needed

- 21st Century HVCA Reporting tool
- CallBack Parameters Table within ProgressNet
- Outage Management System

Training Requirements

Before a Major Storm

- Review outage parameters with IT&T Analysts
- Understand strategy utilized with Energy Delivery for damage assessment
- Estimate times of restoration and post-storm activity
- Review and understand C&MS Major Storm Plan
- Work with Call Flow to understand Voice Response Unit (VRU), ACD, 21st Century, and CRI applications

Battlefield Promotion Success Factors

- Coordination with Raleigh Communication Manager for consistency
- Having a clear understanding and maintaining consistency of Corporate Communications key messages
- Review and understanding of C&MS Major Storm Plan

Engaged in the Following Sub-process

- Critical Process/911 Calls

CMS5: Staffing and Scheduling

To be included in a future revision of this document.

Systems

- 21st Century
- Customer Service System
- Immediate Problem Tickets
- MobileLink
- Outage Management System
- Rockwell
- Staging Pollers for 21st Century
- Trouble Call Analysis
- Web Outages

Supplementary Information

To be included in a future revision of this document.

Document title

Support Services

Document number

EMG-EDGX-00057

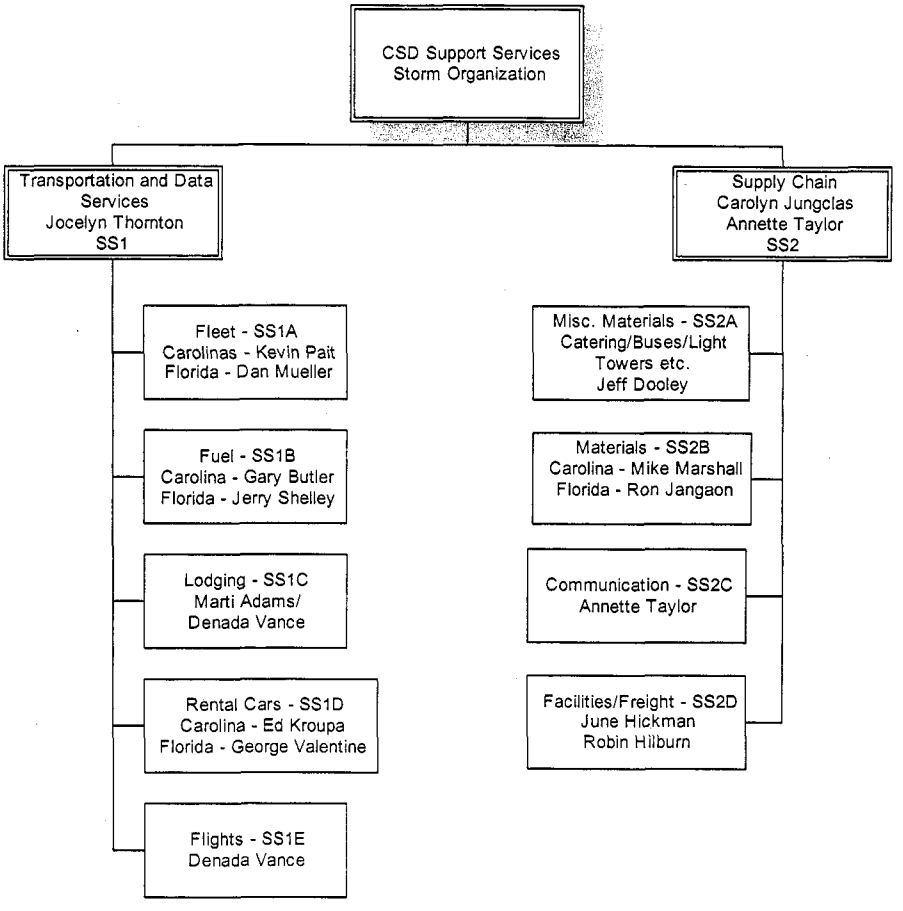
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

The Support Services storm organization will fully support the storm restoration effort by meeting the needs of our customers in a timely and professional manner.

Organization Chart



Functional Process and Sub-processes

To be included in a future revision of this document.

Job Descriptions

SS1 & SS2 – Support Services Storm Coordinators

Job Function

This position manages the appropriate CSD Storm organization to ensure major storm restoration work groups are fully supported.

Job Description

This position will:

- Assign storm coordinator responsibilities prior to each storm season
- Represent their storm organization on system storm conference calls
- Facilitate internal conference calls to ensure their storm organization is meeting the needs of their customers
- Sponsor internal lessons learned after each storm to ensure continuous improvement

SS1A – Fleet Coordinator

Job Function

This position manages the fleet storm organization to ensure vehicle and equipment needs are met through out the storm restoration process.

Job Description

This position will:

- Ensure Progress Energy vehicles and equipment are prepared for safe operation prior to storm landfall
- Ensure fleet storm organization is properly staffed to support vehicle and equipment repairs
- Ensure fleet storm organization has arranged access to critical components such as tires, batteries, hydraulic hoses etc.
- Represent the Fleet organization in CSD Support Services storm conference calls
- Participate in sponsored lessons learned processes

SS1B – Fuel Coordinator

Job Function

This position manages the fuel storm organization to ensure vehicle and equipment fuel needs are met through out the storm restoration process.

Job Description

This position will:

- Prepare for gas and diesel fuel needs prior to each storm season
- Ensure contracted fuel tankers and wet fueling trucks are staged at appropriate sites
- Stay Engage with Corporate Security, Staging and Logistics site coordinators and Ops Center Coordinators to ensure fuel is being utilized for appropriate business use.
- Participate in sponsored lessons learned processes

SS1C – Lodging Coordinator

Job Function

This position ensures that the appropriate level of hotel room acquisitions are maintained throughout the storm restoration effort.

Job Description

This position will:

- Engage hotel contacts prior to each storm season to ensure adequate space is available for storm restoration support
- Ensure hotel room bookings are maintained, cancellations are processed in a timely manner and new hotel acquisitions are completed throughout the restoration effort
- Stay engaged with all storm organization coordinators to ensure lodging needs are fulfilled
- Support sponsored lessons learn processes

SS1D – Rental Car Coordinator

Job Function

This position manages the procurement of light duty rental vehicles in the Carolinas to ensure light duty transportation needs are met through out the storm restoration process.

Job Description

This position will:

- Prepare for light duty vehicle needs prior to each storm season
- Ensure contracted light duty vehicle vendors understand their roles and commitments during a storm.
- Engage with pre-determined customer groups to ensure light duty vehicle rental needs are achieved in storm response.
- Participate in sponsored lessons learned processes

SS1E – Flight Coordinator

To be included in a future revision

SS2A – Miscellaneous Materials Coordinator

Job Function

This position will coordinate efforts of Purchasing Team members in the procurement of Staging & Logistics Site commodity resources (includes catering, busing, light towers, generators, dumpsters, etc.).

Job Description

This position will:

- Coordinate with Purchasing Team and Staging & Logistics command to ensure adequate resources are deployed to ensure quantity and timing requirements of Staging & Logistics sites are met.
- Provide communication point of contact to S&L command on site requirements and overall purchasing status.

SS2B – Material Coordinator

Job Function

This position ensures that line construction material and support is available throughout the storm restoration effort at the Energy Delivery operations centers and staging areas

Job Description

This position will:

- Ensure Staging and Logistic kits are delivered immediately after the storm to each of the designated staging areas
- Ensure Material Storm boxes are distributed to the appropriate locations
- Allocate materials personnel to staging sites and Operation Centers as needed
- Ensure that the Central Material Storm Center at the Garner Material Distribution Center is open and staffed for the duration of the storm restoration efforts
- Ensure that the Materials Storm Center fills material requests either through on site reserves or by direct shipment from the supplier
- Participate in the System and Staging & Logistics storm conference calls. Stand in the for SCM Manager as needed.
- Ensure all remaining aspects of the Material & Services Storm plan is implemented
- Process all unused storm materials back into inventory at the Garner Warehouse
- Ensure that all Material Storm Boxes and Staging & Logistics kits are replenished
- Participate in sponsored lessons learned processes

SS2C – Communication Coordinator

To be included in a future revision

SS2D – Facilities/Freight Coordinator

To be included in a future revision

Systems

- Concur
- Corporate Data Warehouse
- Corporate Time Entry (CTE)
- Damage Assessment tool (new)
- DSSOP (Web-based) and all the links within
- Map Framme
- Microsoft Applications
- PassPort
- PE Network (to access drives off remote servers)
- Resource Link tool

- SABRE (on occasion)
- SARP
- Streets and Trips
- Supporting Storm Plan (Web-based) and all the links within
- Vehicle Diagnostics (currently in planning stage)
- Vehicle Management System
- Weather maps

Supplementary Information

To be included in a future revision of this document.

Document title

Safety

Document number

EMG-EDGX-00058

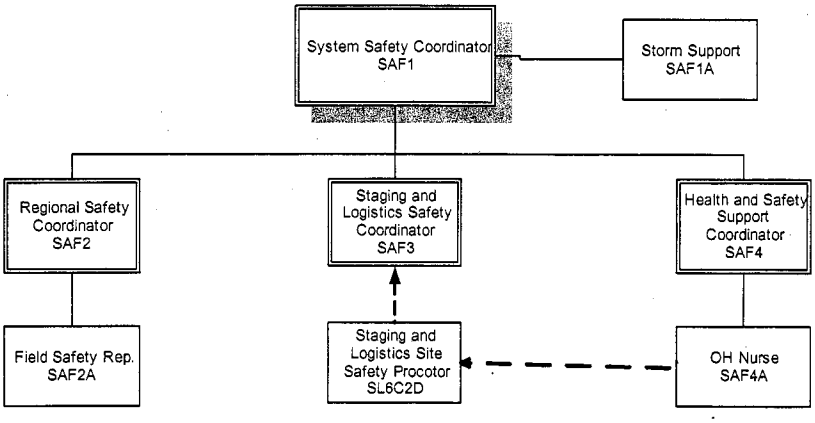
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

To provide safety support during storm restoration to Progress Energy employees, contractors and the general public, helping ensure a safe restoration process.

Organization Charts



Sub-processes

The Safety functional process includes the following sub-process:

- Safety - Major Storm Support

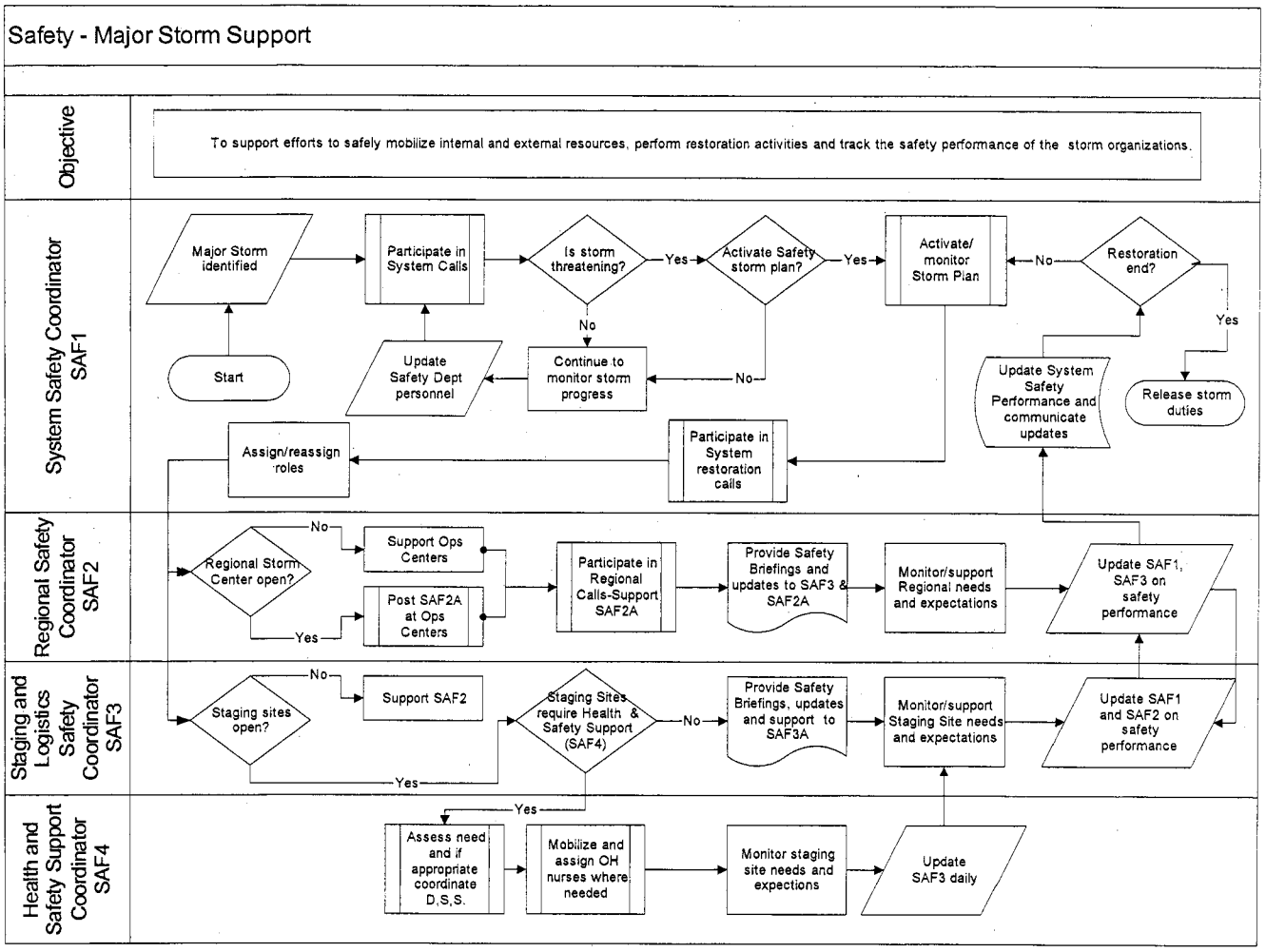
Major Storm Support

This sub-process identifies roles and responsibilities in support of major storm restoration acitivities.

The following personnel are engaged as lead positions for storm restoration:

- Safety Storm Coordinator (SAF1)
- Regional Safety Coordinator (SAF2)
- Staging and Logistics Safety Coordinator (SAF3)
- Health and Safety Support Coordinator (SAF4)

The flowchart below provides a detailed view of this sub-process:



Job Descriptions

SAF 1: System Safety Coordinator:

Job Function

This position will typically be filled by the Manager of Health and Safety. This position will coordinate and manage the safety storm organization throughout Progress Energy Delivery system. The System Safety Coordinator will be responsible for the overall implementation of the corporate safety storm plan and will provide safety support as required by the restoration efforts.

Job Description

Responsibilities to include:
- Participate in the system storm conference calls and provide safety messages
- Coordinate the system storm team
- Implement and manage the system safety storm plan
- Establish safety support assignments
- Monitor the restoration efforts and adjust safety support as needed
- Verify system safety performance is current throughout the restoration effort
- Update all functional areas of Progress Energy Delivery of any safety issues
- Ensure transportation and material needs are met for the Safety Storm Organization
- Ensure Daily Safety Messages are provided to the various storm organizations for use in safety briefings
- Sponsor final storm safety performance report

Key Interface Points
- Distribution System Storm Coordinator (DSSC1)
- Regional GM's (REG1)
- Regional Safety Coordinator (SAF2)
- Staging and Logistics Coordinator (SAF3)
- Health and Safety Support Coordinator (SAF4)

Checklist of Actions

Before Major Storm
- Establish safety support needs and fill need with appropriate personnel
- Facilitate Safety Storm Organization preparedness meeting
  - Verify storm organization has updated supplies and PPE
  - Verify prepared safety messages are current
  - Verify safety orientations are available for mustering sites
  - Verify emergency care locations are identified and communicated
- Engage System Safety Coordinator peers to identify additional safety resources
- Receive list of important contacts and contact information

During Major Storm
- Prepare daily safety message for system conference calls
- Stay engaged with System Storm Organization Leads
- Monitor and communicate system safety performance
- Manage the Safety Storm Organization for performance excellence
- Coordinate safety related root cause meetings/investigations

After Major Storm
- Verify safety performance record is accurate
- Verify safety related issues have been resolved or are being followed up
- Gather lessons learned data from the safety storm organization and forward to the Distribution System Storm Coordinator Assistant (DSSC1A)

Engaged in the Following Sub-process
- Safety - Major Storm Support

SAF 1A: Storm Support

This role primarily will perform administrative duties in support of the System Safety Coordinator (SAF1).

SAF 2: Regional Safety Coordinator

Job Function

This position will typically be filled by the existing regional Senior Occupational and Health Specialist. This position will coordinate the safety support group, comprised of safety field representatives, for the regional restoration efforts. The Regional Safety Coordinator will stay engaged with the Regional Storm Manager (REG1) and the Operations Center Coordinator (OPS1) to ensure safety support needs are being met.

Job Description

Responsibilities to include:

- Participate in the regional conference calls and share daily safety messages
- Participate in daily corporate safety staff conference calls and communicate regional safety performance
- Facilitate scheduled calls with regional Field Safety Reps (SAF2A) and monitor safety performance
- Participate in regional safety related root cause meetings or investigations
- Anticipate regional safety needs and direct safety resources as needed
- Support the regional Field Safety Representatives
- Maintain field presence with Field Safety Representatives, Progress Energy employees, Progress Energy Management and contractors.

Key Interface Points

- Safety Storm Coordinator (SAF1)
- Regional Storm Coordinator (REG1)
- Operation Center Coordinator (OPS1)
- Field Safety Representatives (SAF2A)
- Staging and Logistics Safety Coordinator (SAF3)

Checklist of Actions

Before Major Storm

- Inspect PPE and replace or update as needed
- Pack personal needs for 10-14 days
- Verify vehicle is reserved for storm use and arrange possession
- Verify availability of prepared safety messages
- Participate in safety storm organization preparedness meeting
- Engage Safety Field Representatives and establish roles and responsibilities
- Participate in Regional preparation conference calls:
- Prepare and share safety message
- Communicate safety support plan
- Verify regional safety related needs are being met
- Lead the regional storm safety culture
- Verify Operation Centers are preparing personnel, vehicles, PPE, supplies and other safety related resources in preparation for storm response
- Stock up on safety related reporting forms
- Verify emergency response locations
- Develop list of important contacts and contact information

During Major Storm

- Support any local safety orientations for off system line and tree resources
- Participate in regional conference calls
- Maintain field presence and note safety related positives and issues
- Support Field Safety Representatives
- Stay engaged with the D.O.M's
- Capture all regional safety related near misses, occupational illnesses, personal injuries and vehicle accidents
  - Communicate timely safety related issues to the Regional Storm Coordinator (REG1)
  - Report to the System Safety Coordinator (SAF1)
  - Update Safety Storm Organization on daily conference calls
- Perform safety trending and support the development of a action plan for improved safety performance
- Verify safety forms are being filled out and events are being reported per corporate procedures
- Host OSHA field agents if they arrive on PE property

After Major Storm

- Verify final regional safety performance and report to the System Safety Coordinator
- Capture lessons learned from Field Safety Representatives and customers - forward to System Safety Coordinator
- Develop communication for use in updating regional customers on safety performance during storm restoration efforts
- Follow up on safety related incidents
- Turn in supplied vehicle and any receipts associated with storm

Battlefield Promotion Success Factors

- Stay engaged with Regional and Operations Center Storm management team
- Maintain a high field presence

Engaged in the Following Sub-process

- Safety - Major Storm Support

SAF 3: Staging and Logistics Safety Coordinator

Job Function

This position will typically be filled by a Senior Occupational and Health Specialist. This position will be the single point of contact for the various safety issues/concerns related to the System Staging and Logistics Storm Organization. The position will be responsible for coordinating the allocation of safety resources for identified staging sites and large mustering sites.

Job Description

Responsibilities to include:

- The allocation of S&L Site Safety Proctors to the various staging sites and large mustering sites.
- Providing prepared safety messages to S&L Safety Proctors
- Updating S&L Site Safety Proctors on safety related issues
- Anticipate S&L safety needs and respond as required
- Support the needs of the S&L Safety Proctors to ensure their success
- Work with Corporate Security and Site Safety Proctors to ensure staging sites are properly organized and manned:
  - Traffic patterns ensure safe pedestrian and vehicle flow
  - Loading areas are separated from overnight parking areas, catering tents and major traffic flow
  - Where required, traffic cones and barricade tape utilized to direct traffic, define functional areas and secure vehicles and equipment
  - Signage (dual language) utilized to identify important locations
- Perform site inspections
- Stay engaged with the System S&L Coordinator

Key Interface Points

- System Safety Coordinator (SAF1)
- System S&L Coordinator (SL1)
- Regional Safety Coordinators (SAF2)
- Health and Safety Support Coordinator (SAF4)
- S&L Safety Site Proctors (SL7D)

Checklist of Actions

Before Major Storm

- Inspect your personal PPE, supplies etc in preparation for storm duties
- Pack personal needs for 10-14 days
- Participate in S&L storm preparation conference calls
- Identify planned locations for staging and mustering sites
- Verify staging site plan layouts are available and updated
- Identify and mobilize S&L Site Safety Proctors as required
- Forward staging site plan layouts to S&L Safety Proctors for site inspections
- Organize prepared safety messages for use by the S&L Site Safety Proctors (SL7D)
- Verify vehicle has been reserved for storm use and arrange for its pick up
- Stock up on safety related reporting forms
- Receive list of important contacts and contact information
- Verify emergency response locations

During Major Storm

- Coordinate all of the safety orientation presentations for off system contract line and tree resources
- Participate in S&L restoration conference calls
- Monitor S&L site safety performance and verify accuracy
- Report safety related issues to the System S&L Coordinator and System Safety Coordinator.
- Verify safety forms are being filled out and events are being reported per corporate procedures
- Support the Site S&L Safety Proctors
- Perform site inspections and note safety related positives and issues
- Stay engaged with Key Interface Personnel

After Major Storm

- Verify final S&L safety performance and report to the System Safety Coordinator
- Capture lessons learned from S&L Site Safety Proctors and customers - forward to System Safety Coordinator
- Develop communication for use in updating S&L customers on safety performance during storm restoration efforts
- Follow up on safety related incidents
- Turn in supplied vehicle and any receipts associated with storm

Battlefield Promotion Success Factors

- Stay engaged with the Staging & Logistics Storm management team
- Maintain a high field presence

Engaged in the Following Sub-process

- Safety - Major Storm Support

SAF 4: Health and Safety Support Coordinator

Job Function

This position will provide overall health and Safety support to include coordination of OH needs to the System Safety Storm Organization during major storm events. This position may be filled by qualified corporate Health & Safety personnel; however, the Associate Occupational Health and Safety Specialist will normally fulfill this role.

Job Description

Responsibilities include:
- Coordinate development of Health and Wellness and provide updates to the safety storm coordinators in support of safety briefings
- Respond to developing health and wellness issues identified from the System Safety Storm Organization
- Arrange for and assign occupational health nurses and other health professionals to identified sites
- Coordinate vaccinations and other health related precautions

Key Interface Points
- System Safety Coordinator (SAF1)
- S&L Safety Coordinator (SAF3)
- Occupational Health Nurse (SAF4A)

Checklist of Actions

Before Major Storm
- Verify occupational health nurses contact list is current
- Contact occupational health nurses (SAF4A) and advise of possible storm duty requirements
- Engage with the System Safety Coordinator (SAF1)and the S&L Safety Coordinator (SAF3) for site needs
- Identify and arrange any travel needs required by the occupational health nurse/professional support
- Establish occupational health nurse/professional support cost tracking tool, if utilized
- Verify occupational health prepared messages are current – update as needed

During Major Storm
- Provide occupational health updates to the system safety storm organization for breifings
- Monitor effectiveness of provided OH Nurse/professionals at designated sites
- Track associated costs and update System Safety Coordinator (SAF1)
- Coordinate OH nurse/professionals (SAF4A)to ensure their effectiveness
- Update System Safety Storm organization on occupational health issues and performance
- Re-assign occupational health nurse/professionals (SAF4A) as sites open and close, as needed

After Major Storm
- Release all occupational health nurse/professionals
- Verify final travel needs are met and assigned vehicles are released
- Develop health care support cost report and submit to the System Safety Coordinator (SAF1)
- Develop lessons learned document and forward to the System Safety Coordinator (SAF1)

Engaged in the Following Sub-process
- Safety - Major Storm Support

SAF 2A: Field Safety Representative

Job Function

This position will normally be filled by existing Occupational Health and Safety Specialists. However, other qualified personnel may be utilized when approved by the System Safety Coordinator (SAF1). This position will provide direct field safety support to those personnel assigned restoration duties.

Job Description

This position will require the individual to perform daily safety audits, inspections and safety briefings. In addition, this position will require the individual to develop and communicate daily updates on the System and Operational Center safety performance.

Key Interface Points

- Regional Safety Coordinator (SAF2)
- Operation Center Coordinator (OPS1)
- Substation/Zone Coordinator (OPS2C1)
- Feeder/Field Coordinator (OPS2C1A)
- Off system resources

Checklist of Actions

Before Major Storm

- Inspect personal PPE and replace/update as needed
- Pack personal needs for 10-14 days
- Check supply of safety related reporting forms
- Print prepared daily safety messages
- Verify storm use vehicle has been reserved and arrange for its pick up
- Identify yourself to the Operation Centers Storm Team
- Participate in operations center preparation meetings, if possible.
- Receive list of important contacts and contact information
- Verify emergency response locations

During Major Storm

- Perform daily briefings at the Operations Center
- Update local Operations Center management on all health and safety related issues
- Support any local safety orientations for off system line and tree resources
- Perform operation center inspections to ensure:
  - Material is being properly loaded, secured or discarded
  - Traffic flow is not being impeded
  - Housekeeping remains a priority
  - Document compliments and concerns
- Perform tool and equipment inspections:
  - Verify good housekeeping is being performed on the vehicles
  - Inspect personal and PE tools – verify that they are calibrated, in-date and in good working condition
  - Verify PPE is in-date and in good working condition
  - Document compliments and concerns
- Perform daily field audits to verify:
  - Switching and tagging procedures are being followed
  - PPE is being used per the corporate safety manuals
  - Isolate and insulate procedures are being followed
  - Personal and equipment grounding are being utilized and installed appropriately
  - Effective pre job briefings are being utilized
  - Material is being handled, loaded and transported properly
  - Monitor the effectiveness of pre-job briefs
  - Document compliments and concerns
- Communicate audit and inspection compliments or concerns with:
  - Field personnel prior to leaving work site
  - Local management team by the end of the shift
  - Regional Safety Coordinator (SAF2) by the end of the shift
- Ensure health and safety related incidents are being reported per the Corporate Guidance Documents
  - Injury/Illness Form – FRM-SUBS-00979
  - Vehicle Accident Form – FRM-SUBS-00025
  - Post Accident Drug & Alcohol Checklist Form – FRM-SUBS-00317
- Ensure required health and safety reporting forms are properly filled out and forwarded to the Corporate Safety Department
- Immediately communicate with the Regional Safety Coordinator (SAF2) when an injury, vehicle accident or health issue is identified
- Participate in safety related root cause investigations
- Stay engaged with the Operation Centers management team

After Major Storm

- Verify all safety related issues have been reported to the Regional Safety Coordinator (SAF2)
- Verify all incidents have been reported and documented per the corporate procedures
- Communicate with the operation centers personnel on their performance
- Turn in supplied vehicle and any receipts associated with storm
- Identify lessons learned and forward to the Regional Safety Coordinator (SAF2)

Battlefield Promotion Success Factors

- Stay engaged with Operations Center Storm management team
- Maintain a high field presence

SAF 4A: Occupational Health Nurse/Professionals

Job Function

This position will normally be filled by offsite contractor. However, if the need arises, it can be filled by PE OH staff. This position will provide direct field nursing support to those personnel assigned restoration duties.

Job Description

This position will require the individual to perform nursing activities as within the scope of the individual license. In addition, this position will require the individual to communicate daily to the Health and Safety Support Coordinator.

Key Interface Points

- Health & Safety Support Coordinator
- Field Safety Representatives

Checklist of Actions

Before Major Storm

- Ensure adequate supplies are available

During Major Storm

- Ensure local clinics, medical facilities are located upon arrival at site
- Provide daily updates to H&S Support Coordinator prior to daily briefings
- Work with Field Safety Representatives (OHSA recordable, etc.)
- Ensure logs are current for all injuries and illnesses.

After Major Storm

- Process all paperwork to H&S Support Coordinator for final disposition
- Provide lessons learned to H&S Support Coordinator

Systems

To be included in a future revision of this document.

Document title

Human Resources

Document number

EMG-EDGX-00059

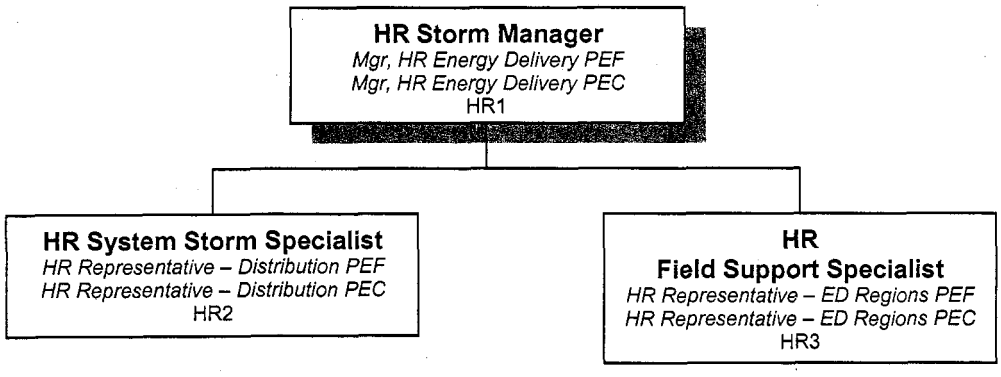
Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Mission

The Human Resources Department (HR) provides employee support and services; human resource information systems support (HRIS), policy development and administration to the entire company. It is imperative that HR employees provide service and support continuity during storm conditions and that people, procedures and systems are in place to manage the necessary employee support, policy administration, and issue resolution during these critical periods. All departments within the company have developed storm plans which have identified specific needs and roles in the event of major storms. Likewise, this Storm Plan has been created to guide the HR team in preparing for and providing support to our customers during storm conditions.

Organization Chart



Sub-processes

The HR functional process includes the following sub-processes:

- HR Major Storm Support

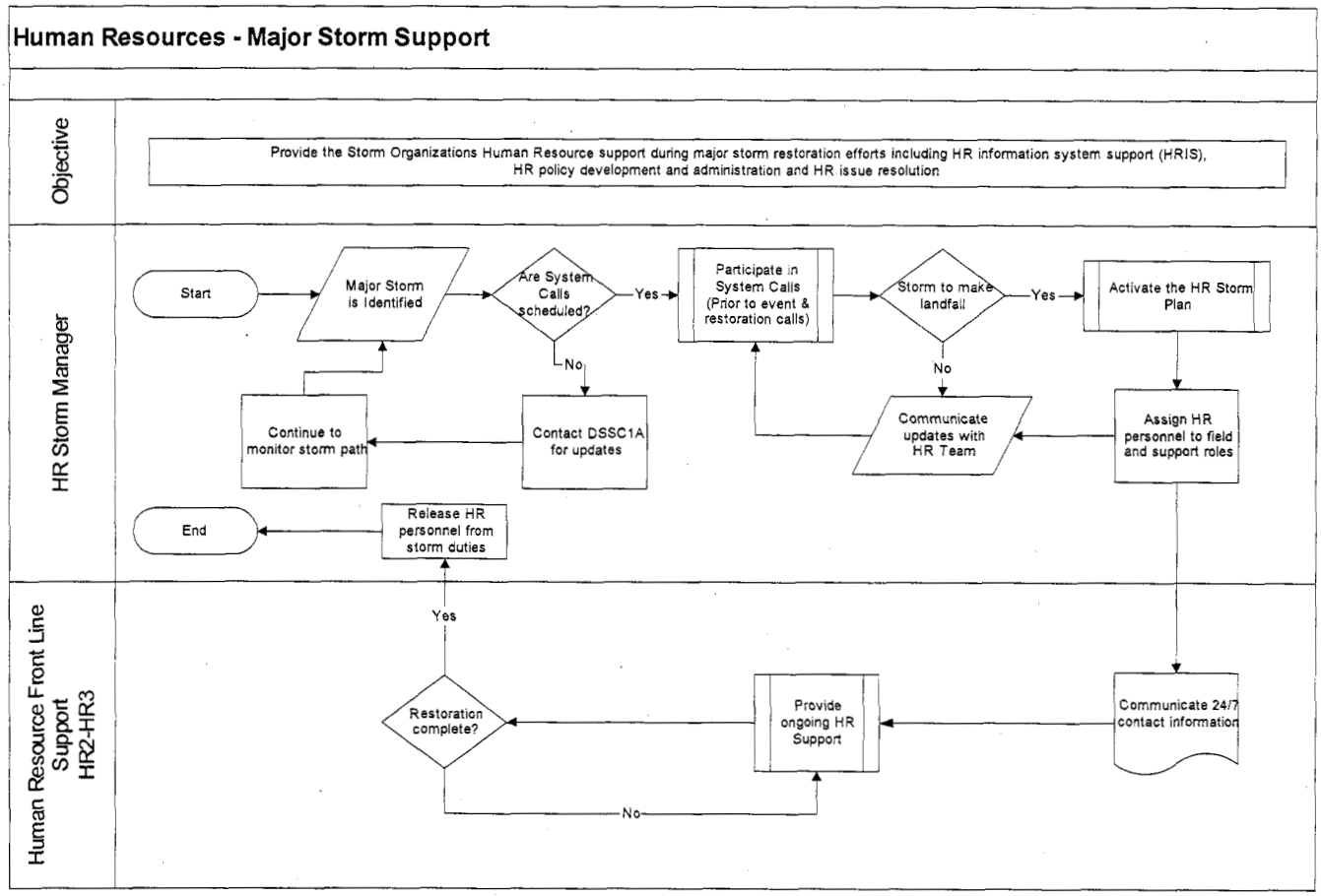
HR Major Storm Support

This sub-process identifies roles and responsibilities for the Human Resource Storm Organization once a major storm has been identified, as the storm approaches the Progress Energy system and during restoration efforts.

The following personnel are engaged in this sub-process:

- HR Storm Manager (HR1)
- HR System Storm Specialists (HR2)
- HR Field Support Specialists (HR3)

The flowchart below provides a detailed view of this sub-process:



Job Descriptions (HR1-HR3)

HR1: HR Storm Manager

Job Function

The HR Manager serves as a liaison to corporate HR and leads the HR support function including system level support, field support, HR policy development, interpretation, and HR related communications during major storms.

Job Description

- Act as liaison and provide support to human resources management to facilitate implementation of the HR Storm Plan.
- Participate in daily System storm conference calls and provide human resource information as requested.
- Schedule and lead daily Human Resources storm conference calls.
- Prompt VP-HR to communicate to HR employees the expectation to assist in storm preparation efforts via their storm role.
- Assign HR personnel to provide backup support to HR Storm Manager, HR System Storm Specialist and HR Field support Specialist(s), as needed.
- Assist management in developing and communicating business unit specific storm policies (i.e. Vacation Expense Reimbursement, Childcare Reimbursement Policy).
- Assist in developing storm specific HR policies/programs, as needed.
- Review and approve all HR related employee communications, and coordinate publication of such with Corporate Communications Liaison.
- Other duties as assigned.

Key Interface Points

- HR System Storm Specialist (HR2)
- HR Field Support Specialist (HR3)
- Various other human resource functions
- Corporate Communications Liaison

Tools and Information Needed

To be included in a future revision of this document.

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

HR2: HR System Storm Specialist

Job Function

The HR System Storm Specialist is accountable for providing system level HR support for continuity. Accountabilities include policy interpretation and communication, employee assistance, human resources, and emergency support.

Note: Activation of this role is dependent on the level of impact. For example, if the System Storm Center is opened as a result of multi-regional storm impact, then it is likely that this role will need to be activated.

Job Description

- Provide back-up support to HR Storm Manager and HR Field Support Specialists.
- Work with HR Storm Manager to develop content for HR storm-specific communications.
- Work with HR Storm Manager to develop, communicate and administer HR storm-specific policies.
- Work with Corporate Communications Liaison to ensure website is updated with appropriate links to HR policies and information. For example:
    - Inclement Weather Policy
    - Extended Pay
    - Double Time Pay
    - Holiday Pay
    - Standby Pay
    - Shift Differential
    - Rest Time
- Ensure the availability of EAP support information.
- Support emergency communication efforts of family members, as needed.
- Compile and maintain an HR Issues Log at the system level.
- Other duties as assigned.

Key Interface Points

- HR Storm Manager (HR1)
- HR Field Support Specialists (HR3)
- Corporate Communications Liaison

Tools and Information Needed

To be included in a future revision of this document.

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

HR3: HR Field Support Specialist

Job Function

The HR Field Support Specialist is accountable for providing regional and/or local HR support during major storms. Accountabilities include policy interpretation and communication, employee assistance, human resources, and emergency support.

Job Description

- Provide back-up support to HR System Storm Specialist and HR Storm Manager.
- Direct employees to website for storm specific policies.
- Respond to questions requiring policy interpretation.
- Support emergency communication efforts of family members, as needed.
- Compile and maintain an HR issues log for respective Region, and report issues to HR Storm Manager or HR System Storm Specialist, whichever is applicable.
- Other duties as assigned.

Key Interface Points

- HR Storm Manager (HR1)
- HR System Storm Specialist (HR2)

Tools and Information Needed

To be included in a future revision of this document.

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Document title

Appendix A: Key Performance Indicators

Document number

EMG-EDGX-00060

Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

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The following section contains a summary of the key performance indicators (KPIs) for Progress Energy storm restoration efforts. Each functional process is responsible for meeting or exceeding their assigned Customer, Operational, and/or Financial KPIs.

Safety is the shared responsibility of all Progress Energy employees. The safety of fellow employees and the general public is the most important consideration when the DSSOP is in effect—just as it is under normal operating conditions. Following are guidelines for meeting the core safety KPIs at Progress Energy: zero controllable vehicle accidents (CVAs) and zero injuries.

- Under no circumstance will safety be sacrificed for speed.
- Communication in the form of job briefings is the cornerstone of all work to be performed. It is crucial to clearly communicate unique operating procedures and/or distribution system characteristics to outside personnel.
- No employee shall attempt restoration activity or set up staging areas during weather conditions that are deemed unsafe.
- Substation/Zone Coordinators (OPS2C-1) are responsible for electrical safety tagging within their assigned zones.
- Every effort shall be made to notify the general public of potential hazards. Work at night shall be well planned and organized.

Key Performance Indicators for Distribution System Storm Center

Category	KPI
Customer	o Number of key customers left to restore
Operational	o Estimated time of restoration (ETR) o Line personnel/customers without service o Number of customers restored per day
Financial	o Daily costs of operations/ customers restored
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Staging and Logistics

Category	KPI
Customer	o Resolution of regional escalated calls with the expectation of zero escalated to the System S&L o Zero site customer issues escalated to System S&L
Operational	o Timely flow of Resource Management information to S&L teams o Zero human resource issues escalated to System S&L o Validation of regional staging site counts o Buffer targets met o Best practices implemented real-time across all staging areas o Capitalize 100% on opportunities to co-locate with Transmission where applicable o Line personnel/customers without service o Customers restored per day
Financial	o Daily costs of operations/ customers restored
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Business Operations

Category	KPI
Financial	o Average cost per restore o Comparison of estimated average cost per restore to predictive average cost per restore o Total storm cost o Total storm cost/days to restore o Total storm cost/total outages o Total storm cost/total number of customers out at peak o Total storm cost/(number of L&S Employees + number of contractors (on and off system)) o Total storm cost by cost components o Burn rate per crew o Daily costs of operations/ customers restored
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Damage Assessment

Category	KPI
Customer	o Number of key customers left to restore
Operational	o Completion of statistical assessment data entry within 10 hours (end of storm or first light) o Establish system ETR in online tool by end of first day o Completion of pole-to-pole data entry by end of 3rd day o Line personnel/customers without service o Customers restored per day o Estimated time of restoration (ETR)
Financial	o Forecast ETR to actual ETR o Daily costs of operations/ customers restored
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Community Relations

Category	KPI
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Resource Management

Category	KPI
Operational	o % of support resource requests filled o Resource Link Tool input complete by prescribed daily deadlines o Crew ready to work. % (compare amount of resources you forecast to be on property ready to work, versus, how many resources ultimately were available) o Line personnel/customers without service o Customers restored per day
Financial	o Daily costs of operations/ customers restored
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Data Management

Category	KPI
Customer	o Number of key customers left to restore o Outages restored within given timelines
Operational	o Line personnel/customers without service o Customers restored per day o Estimated time of restoration (ETR) o Monitor ETR Assignment report and give feedback to Regions o On-time receipt of data from back office by performance reporting o Operating Center leads are trained and understand their role o Data management resource availability o On-time delivery of regional reports o Timely input of ITR/ETR data o Accurate modeling of OMS devices (modeling open point, correct device open, etc.) o Timely completion of daily work execution packages
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Regions and Operations Center

Category	KPI
Customer	o Continue 100% of EOC and escalated PSC concerns assessed and/or restored throughout the day o Estimated time of restoration (ETR) o Number of key customers to restore
Operational	o Identify post-sweep assessment plan for tree and line resources o Daily summary of work completed by Operations center (number of spans of wire down closed vs. open, poles replaced, transformers, services, etc.) o Line personnel/customers without service o Customers restored per day
Financial	o Release all but the crews needed for the weekend to system control o Daily costs of operations/ customers restored
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Customer and Marketing Services

Category	KPI
Customer	o Total calls received, by region o Calls processed through technology o Total e-mails o Abandon rate: 911 line o Abandon rate: General line o Overall service level o Number of customer complaints (FPSC and executive) o Number of customer compliments
Operational	o Total calls received, by region o Calls processed through technology o Total e-mails o Number of meters estimated
Financial	o Number and dollar value of late fees waived o Number of accounts deferred from cut for non-payment
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Support Services

Category	KPI
Customer	o On-time provision of vehicles for customer use o Zero customers inconvenienced by vehicle breakdowns
Operational	o Vehicle availability for crew use o Fuel provided within time-frame specified in agreements o Quantity of sites providing fuel as specified in agreements
Financial	o Daily costs of operations/ customers restored
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Document title

Appendix B: Key Personnel

Document number

EMG-EDGX-00061

Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Distribution System Storm Center (DSSC)

Job Code	Job Title	Name	Area of Responsibility	Contact Information
DSSC1	Distribution System Storm Coordinator			
DSSC1A	Distribution System Storm Center Coordinator Assistant			
DSSC1B	Assistant Support Team			

Staging and Logistics (S&L)

Job Code	Job Title	Name	Area of Responsibility	Contact Information
SL1	System Staging and Logistics Coordinator		PEF PEF	
SL2	S&L Resource Management			
SL3	System Site Coordinator		PEF/PEC	
SL4	Crew Mobilization Liaison			
SL5	Hotel Manager		PEF PEF	
SL5A	Acquisition Manager			
SL5B	Fulfillment Team			
SL5A1	Travel Center Coordinator		PEC	
SL6	Regional Site Coordinator		PEF	
SL6A	Regional Storm Cards		PEF	
SL6B	Regional Administrative Support			

Job Code	Job Title	Name	Area of Responsibility	Contact Information
SL7	Staging Site Coordinators		PEF PEF PEF	

Corporate Communications

Job Code	Job Title	Name	Area of Responsibility	Contact Information
CC1	Corporate Communications Manager		PEF/PEC	
CC2	Public Relations			
CC3	Employee Communications			
CC4	Brand and Marketing Communications			
CC5	Generation Communications			

Corporate Security

Job Code	Job Title	Name	Area of Responsibility	Contact Information
SEC1	System Security Liaison		PEF PEC	
SEC1A	Liaison Support			
SEC1B	Contract Security Storm Coordinator	*Contractor*		
SEC2	Regional Security Liaison		North Coastal FL South Coastal FL North Central FL South Central FL North Carolinas East Carolinas West Carolinas South Carolinas	

Accounting Storm Team

Job Code	Job Title	Name	Area of Responsibility	Contact Information
ACCT1	Assistant Controller		PEF PEC	
ACCT2	Rollup Lead		PEF PEF PEC PEC	
ACCT2A	Generation Cost Estimator			
ACCT2B	Plant Accounting Estimator			
BO1	Manager Energy Delivery Business Services		PEF PEC	
TAX1	Tax Department and Regulatory Accounting		PEF PEF PEC PEC	
BO2	Energy Delivery Business Services Consultant		PEF PEC	
BO3	Contract Invoice Processor		DE&O DOS	
BO4	Distribution Crew Resource Estimator		PEF PEF PEC PEC	
BO5	Distribution Internal Labor Resource Estimator		PEF PEF PEC PEC	
BO6	Damage Assessment Estimator		PEF PEF PEC PEC	
BO7	Staging and Logistics Cost Estimator		PEF PEF PEF PEC	

Job Code	Job Title	Name	Area of Responsibility	Contact Information
BO8	Service Company Cost Estimator		PEF/PEC PEF/PEC	
BO9	Customer Service Center Cost Estimator		PEF PEF PEC PEC	
BO10	Transmission Cost Estimator		PEF PEF PEC PEC	
BO11	Storm Cards Administrator		PEF PEF PEC PEC	

Damage Assessment

Job Code	Job Title	Name	Area of Responsibility	Contact Information
DA1	System Damage Assessment Coordinator		PEF PEF	
DA1A	System Damage Assessment Manager		PEF PEF PEF	
DA1B	Administrative Support	TBD	PEF	
DA2	Regional Damage Assessment Coordinator		North Coastal FL South Coastal FL North Central FL South Central FL	
DA2A	Operations Center Damage Assessment Coordinator		North Coastal FL South Coastal FL North Central FL South Central FL South Central FL	
DA2A1	Damage Assessor	*Refer to SWARM list*	PEF	
DA2A1A	Damage Assessor Support	*Refer to SWARM list*	PEF	
DA/ENV1	Environmental Lead			
DA/ENV1A	Environmental Support			

Information Technology and Telecommunications (IT&T)

Job Code	Job Title	Name	Area of Responsibility	Contact Information
ITT1	Storm Director		Overall IT&T storm related activities	
ITT2	Storm Manager		IT&T storm event response and plan execution	
ITT3	ITT Communications		Internal IT&T storm related communication	
ITT4	Administrative Assistant		Administration support for IT&T storm manager and director	
ITT5	Telecom NOC & Transport		Data and voice network	
ITT6	Computer Operations		Data Center computer operations	
ITT7	IT&T Field Staff		IT&T field support for Energy Delivery storm recovery efforts	
ITT8	IT&T Liaisons		IT&T liaison with Energy Delivery Operations Storm Centers and other sites as requested	

Job Code	Job Title	Name	Area of Responsibility	Contact Information
ITT9	Asset Management		Coordinating acquisition and deployment of IT assets needed to support storm work	
ITT10	Technology Service Desk		Technology Serice Desk	
ITT11	Logistics		Facility and logistical matters internal to IT&T	
ITT12	Applications Support		Applications used to enable/support storm work	

Community Relations

Job Code	Job Title	Name	Area of Responsibility	Contact Information
CR1	Manager Public Policy			
CR1A	Administrative Support			
CR2	Manager Regulatory Affairs/State EOC Coordinator			
CR2A	EOC State Representative			
CR3	Community Relations Manager			
CR3A	Operation Center Liaison			
CR3B	Backup Community Relations Manager			
CR3C	EOC County Representative			
CR4	Manager CIG			

Distribution Control Center (DCC)

Job Code	Job Title	Name	Area of Responsibility	Contact Information
DCC1	Distribution Control Center Storm Coordinator (Director Dispatch)			
DCC1A	Administrative Assistant			
DCC2	Lead Shift Supervisor			
DCC2A	Shift Supervisor			
DCC2A1	OSA			
DCC2A2	Dispatchers			
DCC2A3	Relief Dispatchers			
DCC2A4	Dispatcher Trainee			
DCC3	Lead Engineer			
DCC3A	Energy Delivery Process Analyst			
DCC3B	Senior Engineer			

Resource Management

Job Code	Job Title	Name	Area of Responsibility	Contact Information
RM1	Resource Manager			
RM1A	Team P.M. Coverage			
RM1B	Administrative Support			
RM2	Crew Acquisition Lead			
RM2A	Line Account Manager			
RM2B	Tree Account Manager			
RM2A1	Support (Line)			
RM2B1	Support (Tree)			
RM3	System Line Coordinator			
RM3A	Line Mobilization			
RM3A1	Extra Support (Line)	TBD		
RM4	System Tree Coordinator			
RM4A	Tree Mobilization			
RM5	System RSVP Support Coordinator (Non-line)			
RM5A	RSVP Support Group			

Data Management

Job Code	Job Title	Name	Area of Responsibility	Contact Information
DM1	Data Management Sponsor			
DM2	System Data Management Coordinator			
DM2A	Region Data Management Coordinator		North Central FL South Central FL North Coastal FL South Coastal FL	
DM2A1	Operations Center Data Management Lead	TBD		
DM2A1A	I-Dispatch Operator	TBD		
DM2A1B	Desktop Mobile Outage Management System/Trouble Call Analysis Operator	TBD		
DM3	Performance Reporting			
DM4	Data and Resource Management			
DM5	Outage Management System/Trouble Call Analysis Help Desk Support/Training			

Job Code	Job Title	Name	Area of Responsibility	Contact Information
DM5A	IT/Performance Support			
DM6	Outage Management System/Trouble Call Analysis Back Office			
DM6A	Back Office Operator			
DM7	Customer Information			

Regions

Job Code	Job Title	Name	Area of Responsibility	Contact Information
REG1	Region Storm Manager			
REG2	Region Storm Coordinator			
REG2A	Storm Center Support Team			
REG2B	Employee Assistance Team			
REG3	Overnight Planning/Support			
REG4	Region Tactical Management Coordinator			
REG4A	Work Planning and Review			
REG5	Regional Resource Coordinator			
REG5A	Crew Tracking Team			

Operations Center

Job Code	Job Title	Name	Area of Responsibility	Contact Information
OPS1	Operations Center Coordinator			
OPS1A	Storm Center Support			
OPS1B	Strategic Support Staff (Night Shift)			
OPS2	Tactical Management Coordinator			
OPS2A	Emergency Crew Coordinator			
OPS2B	Radio Operator			
OPS2C-1	Substation/Zone Coordinator			
OPS2C1A	Feeder/Field Coordinator			
OPS2C1B	Guide/Scout			
OPS2D	Line, Service, Tree and Grounding Crew			
OPS3	Resource Management Coordinator			
OPS3A	Crew Registration and Management			
OPS3B	Logistics Coordinator			
OPS3C	Material Coordinator			

Customer and Marketing Services (C&MS)

Job Code	Job Title	Name	Area of Responsibility	Contact Information
CMS1	Executive Sponsor			
CMS2	Process Owner			
CMS3	Storm Manager			
CMS3A	Food and Lodging			
CMS3B	Critical Process/911 Calls Team Lead			
CMS3C	Training			
CMS3D	HRD			
CMS3E	Storm Recovery			
CMS3F	Escalated Call Management			
CMS3G	Technical Support			
CMS3H	Facility Team			
CMS3I	Sales and Service			
CMS4	Communication Manager			
CMS4A	Outage Technology			
CMS5	Staffing and Scheduling			

Support Services

Job Code	Job Title	Name	Area of Responsibility	Contact Information
SS1	Transportation and Data Services Coordinator			
SS1A	Fleet			
SS1B	Fuel			
SS1C	Lodging			
SS1D	Rental Cars			
SS1E	Flights			
SS2	Supply Chain Coordinator			
SS2A	Misc. Materials – Catering, buses, light towers			
SS2B	Materials			
SS2C	Communications			
SS2D	Facilities/Frieght			

Safety Team

Job Code	Job Title	Name	Area of Responsibility	Contact Information
SAF1	System Safety Coordinator			
SAF1A	Storm Support			
SAF2	Regional Safety Coordinator			
SAF2A	Field Safety Representative			
SAF3	Staging & Logistics Coordinator			
SAF4	Health & Safety Support Coordinator			
SAF4A	Occupational Health Nurse	TBD		
			PEC PEF	

Human Resources

Job Code	Job Title	Name	Area of Responsibility	Contact Information
HR1	Human Resource Storm Manager			
HR2	Human Resource System Storm Specialist			
HR3	HR Field Support Specialist			

Document title

Appendix C: System Matrix

Document number

EMG-EDGX-00062

Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

Systems	DSSC	S&L	CC	BO	DA	CR	DCC	RM	REG	OPS	C&MS	SS	SAF	HR
21st Century											✓			
Alarm 60							✓							
ARCOS							✓							
BAKER							✓							
Concur												✓		
Corporate Data Warehouse												✓		
CSS							✓				✓			
CTE												✓		
Damage Assessment online tool					✓									
Damage Assessment tool (new)												✓		
Damage Assessment tools				✓										
DSSOP												✓		
Elite Dispatch Radio Consoles							✓							
ETR online tool					✓									
FMS							✓							
Framme							✓							
Framme Webview							✓							
Human Resources system				✓										
I/Dispatch							✓							
IPT											✓			
IPT Cruiser							✓							
LBS							✓							

Systems	DSSC	S&L	CC	BO	DA	CR	DCC	RM	REG	OPS	C&MS	SS	SAF	HR
Map Framme		✓										✓		
Mapboard							✓							
Microsoft Applications	✓						✓					✓		
MobileLink							✓				✓			
Nice Logger							✓							
OMS					✓		✓				✓			
PassPort				✓								✓		
PE Network												✓		
Resource Link tool		✓						✓				✓		
Resource Tracking tool				✓	✓			✓						
Rockwell											✓			
SABRE												✓		
SARP												✓		
SCADA							✓							
Staging Pollers for 21st Century											✓			
Streets and Trips		✓										✓		
Supporting Storm Plan												✓		
SWARM database	✓							✓						
Switching Orders PEF							✓							
TCA											✓			
Vehicle Diagnostics												✓		
VMS												✓		
Weather maps	✓											✓		
Web Outages											✓			

Document title

Appendix D: Abbreviations

Document number

EMG-EDGX-00063

Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

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ACD: Automated Call Distribution

AIR: Assess, Isolate, and Restore

ARCOS: Automated Roster Callout System

CCD: Corporate Communications Department

CIG: Commercial, Industrial, and Government

CRI: Convergent Resources, Inc.

CSC: Customer Service Center

CSS: Customer Service System

CTE: Corporate Time Entry

CVA: Controllable vehicle accident

DA: Damage Assessment

DCC: Distribution Contact Center

DIS: Distribution Information System

DOM: Distribution Operation Manager (Operations Center Coordinator (OPS1))

DSSC: Distribution System Storm Center

DSSOP: Distribution System Storm Operational Plan

EOC: Emergency Operations Center

ETR: Estimated time of restoration

F/S: Final Sweep

GAAP: Generally Accepted Accounting Principles

GIS: Geographic Information System

GM: General Manager

GPS: Global Positioning System

IPT: Immediate Problem Ticket

IT&T: Information Technology and Telecommunications

JE: journal entry

KPI: Key performance indicator

L&S: Line and Service Department (PEC only)

LSC: Local Storm Center (PEC only)

MOMS: Mobile Outage Management System

OMS: Outage Management System

PE: Progress Energy

PEC: Progress Energy Carolina

PEF: Progress Energy Florida

PGN: Progress Energy Corporation

POC: Point of contact

POD: Point of delivery

POG: Power Operations Group/Generation

PPE: Personal protective equipment

PSC: Public Service Commission

RRM: Regional Resource Manager

S&L: Staging and Logistics

SCADA: Supervisory Control and Data Acquisition

SEE: Southeastern Electric Exchange

SWARM: Supplemental Workforce Availability Readiness and Mobilization

TCA: Trouble Call Analysis

TOC: Technology Operations Center

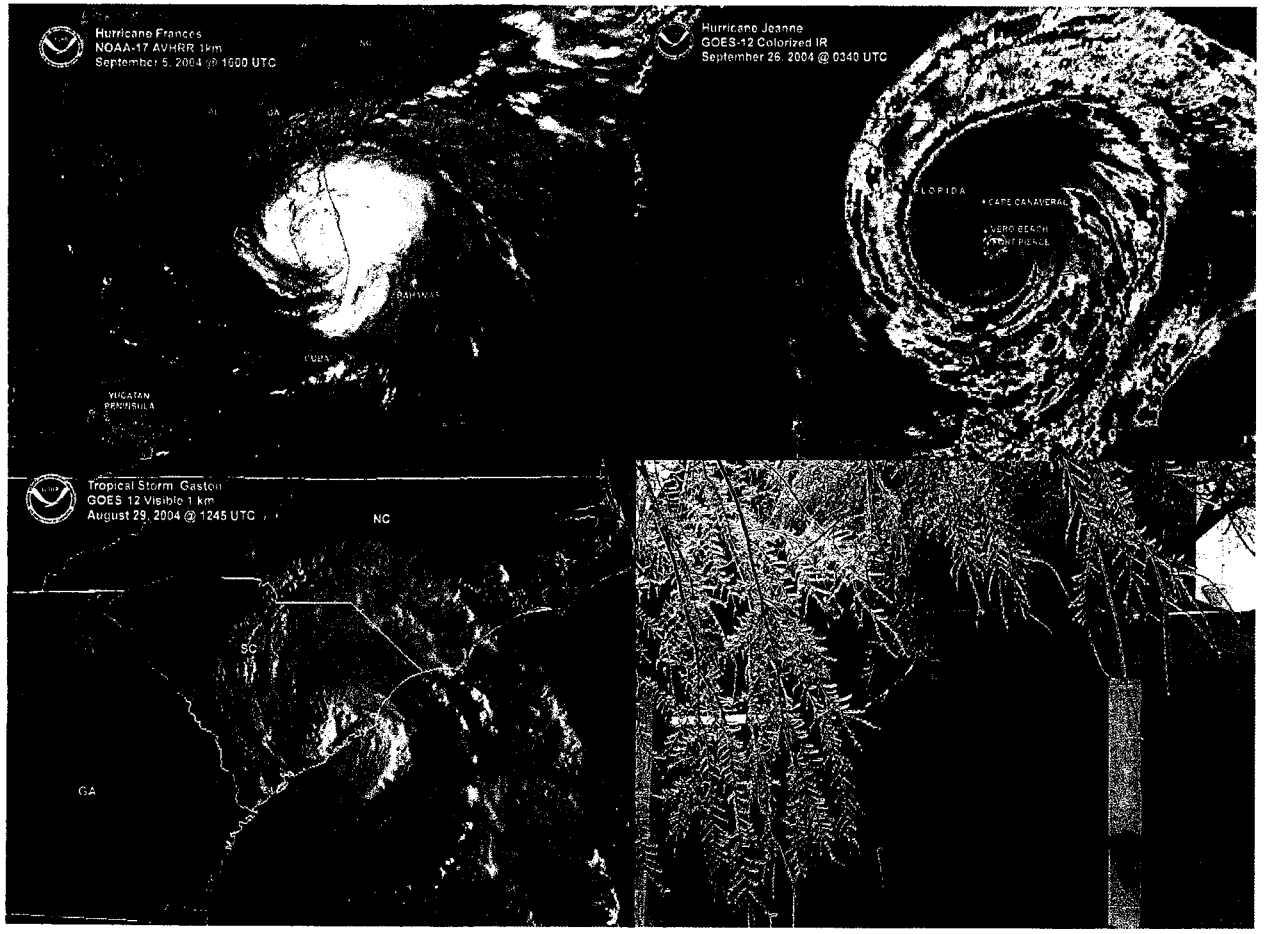
VMS Vehicle Management System

VRU: Voice Response Unit

WBS: Work breakdown structure

Progress Energy

Transmission Department Storm Plan



I. PURPOSE

The Transmission Storm Plan, in keeping with the corporate guideline, has been developed for use when either catastrophic damage to transmission facilities has occurred and the repair is beyond the capability of the local Transmission Maintenance Area personnel, or the National Weather Service issues a wide area severe weather warning (e.g., hurricane or ice storm expected to hit the Progress Energy service area).

II. STORM/EMERGENCY CLASSIFICATIONS

The Transmission Department Storm response is controlled and managed by multiple Storm Centers. The Storm Centers and their associated roles and responsibilities are listed below. The storm/emergency classifications are also listed below.

Level I

Storms or events that affect or could affect only one Transmission Maintenance Area with low to moderate damage. Restoration is normally accomplished by the affected area's resources without outside assistance.

Command and Control

1. Transmission Maintenance Area Storm Center is functioning (responsible for assessing needs, coordinating all assigned resources and restoration efforts within their respective areas)

2. Transmission Maintenance Area is responsible for obtaining materials, major equipment, engineering support, general office support, fault locations and additional crews through normal methods (note: Transmission Maintenance Area may contact Logistics Center lead and request assistance).

3. Transmission Storm Center is not manned, but Transmission Maintenance Area Coordinator and Transmission Storm Coordinator need to determine if updates on conference calls are needed to assist and facilitate mobilization decisions and resource needs.

Examples

- Anticipated large number of distribution breaker operations.
- Loss of offsite power at Nuclear Plant (see note 1).

- Event of High Interest to Public or Media (see note 1).
- Distribution System Storm Center holding storm or event conference calls for updates.
- Single Transmission Line Locked out.
- Single Transformer Failure that the Transmission Maintenance Area can handle with own resources.
- Single Regulator Failure that Transmission Maintenance Area can handle with own resources.

Note 1: May be elevated to Level II, depending on need as determined by affected Transmission Maintenance Area and Transmission Storm Center.

Level II

Storms or events with moderate damage affecting one or more Transmission Maintenance Area. Damage in the maintenance area may require the use of crews from other Transmission Maintenance Areas or Transmission Construction in order to be repaired in a timely manner.

COMMAND AND CONTROL

1. Transmission Maintenance Area Storm Centers are open (responsible for assessing needs, coordinating all assigned resources and restoration efforts within their respective areas).

2. Logistics Center is open for engineering, materials, contracting, accounting, fault locations, General Office and scheduling support.

3. Transmission Storm Center is not manned, but holds updates on conference calls to assist with restoration efforts and facilitate mobilization decisions. The Transmission Storm Center will also resolve conflicts for competing resources, materials and contractors.

4. Transmission Storm Center will represent the Transmission Department on Distribution System Storm Conference Calls.

Examples

- Events that affect critical customers with sustained outage or that Transmission Maintenance Area cannot handle.

- Anticipated ice accumulation level of 3/8" to ½".

- Lockout of two transmission lines in the same area at the same time, which Transmission Maintenance Area cannot handle with regularly available resources.

- Lockout of two Subs at the same time in one Transmission Maintenance Area, which cannot be handled with regularly available resources.
- Event threatening Major Generation Availability.
- Loss of offsite power at Nuclear Plant (see note 1).
- Event of High Interest to Public or Media (see note 1).
- Event where out-of-Area (on-system) crews/resources are needed.

Note 1: When elevated from Level I by affected Transmission Maintenance Area Manager and Transmission Storm Center.

Level III

Storms or events causing damage to one or more Transmission Maintenance Area requiring the assistance of the Transmission Storm Center, Logistics Center, ORCA (Operations and Restoration Coordination Administration Team) and Wholesale Customer Storm Center. Restoration efforts require the use of on-system contractors, possible off-system contractors, other utilities and personnel from other Transmission Maintenance Areas.

Command and Control

1. Transmission Storm Center is open (responsible for coordinating inter-maintenance area efforts and serving as a liaison to Senior Management and Corporate Communications/media).
2. Transmission Maintenance Area Storm Centers are open (responsible for assessing needs, coordinating all assigned resources and restoration efforts within their respective areas).
3. Logistics Center is open for engineering, materials, contracting, accounting, fault locations, General Office and scheduling support.

4. ORCA Center is open to serve as coordinators for restoration priorities between Transmission Storm Center and Energy Control Center.

5. Wholesale Center is open to facilitate communications between Progress Energy and Wholesale Power Customers.

Examples

- Conditions Significantly Threatening Reliability (System Stability) General Load Reduction & Restoration Status - PE level 4 condition Red or NERC EEA 3
- Potential for hurricane force winds over large area of Progress Energy System.
- Open when anticipated Major Storm is declared.
- Damage in excess of what on-system crews can handle.
- Event of significant Civil Disturbance that could cause significant power disruption
- Anticipated ice accumulation level of greater than ½".

Level IV

Storms or events producing extensive damage to the Transmission System, as well as to other Electric, Communications, and Commercial Services Infrastructure. Restoration efforts require management of large compliments of off-system crews (>100 off-system personnel), as well as extensive materials, logistics, and engineering support.

Command and Control

1. Transmission Storm Center is open (responsible for coordinating inter-maintenance area efforts and serving as a liaison to Senior Management and Corporate Communications/media).

2. Transmission Maintenance Area Storm Centers are open (responsible for assessing needs, coordinating all assigned resources and restoration efforts within their respective areas).

3. Logistics Center is open for engineering, materials, contracting, accounting, fault locations, General Office and scheduling support.

4. ORCA Center is open to serve as coordinators for restoration priorities between Transmission Storm Center and Energy Control Center.

5. Wholesale Center is open to facilitate communications between Progress Energy and Wholesale Power Customers.

Examples

- Heavy Category III (or stronger) Hurricane and accompanying tornadic activity producing widespread structural damage to lines and substations.

III. ACTIVATION AND COMMUNICATION

The individual Transmission Maintenance Area Storm Center leads shall be responsible for monitoring the storm/emergency situation and determining the storm/emergency classification level in order to activate the storm/emergency response for their area. The Transmission Storm Center shall also monitor the storm/emergency situation and has the responsibility for involving all Transmission Maintenance Area Storm Center Coordinators to determine the overall Transmission Storm/Emergency classification level and elevation. During system-wide events, such as ice storms and major damage events, the Transmission Storm Center shall have overall responsibility for communicating with the areas and determining the Storm/Emergency classification level.

The Transmission Storm Center shall inform all Transmission Maintenance Area Storm Center leads and alternates of the storm/emergency classification level by direct communications. The Transmission Storm Center shall also inform the remainder of the General Office Transmission Department of the classification level via email.

Once the storm/emergency classification level has been activated, the individual Transmission Maintenance Area Storm Center leads in the affected areas shall inform their respective staffs of the classification level via email and direct communications.

IV. TRANSMISSION STORM CENTERS

1. Locations

The primary location of the **Carolinas Transmission Storm Center** is at the ECC. The backup location for the Transmission Storm Center is at the North Central Transmission Maintenance Area headquarters in Garner, NC.

The primary location of the **Florida Transmission Storm Center** is at the Northpoint Headquarters.

A. DUTIES AND RESPONSIBILITIES

1. Monitor development of storm or emergency and determine appropriate level of response.

2. Provide overall direction for the assignment of transmission resources, equipment, and materials for system restoration activities among multiple maintenance areas.

3. Provide input to ECC (via ORCA) regarding restoration priorities.

4. Track and Report outage data and information for external (to the Department) communications.

5. Serve as liaison to Senior Management, Corporate Communications/media, Legal, and Distribution Asset Management.

DE. CONFERENCE CALL AGENDA / CHECKLIST

Date:_____ **Time:**_____

1. PRIOR TO THE EVENT

❑ ***Roll Call*** **CAROLINAS** ❑ Logistics ❑ SWTA ❑ ORCA ❑ ETA ❑ ECC ❑ Safety ❑ NCTA ❑ Department VP	***TSC***
❑ ***Roll Call*** **FLORIDA** ❑ Logistics ❑ CTA ❑ ORCA ❑ NTA ❑ ECC ❑ Safety ❑ STA ❑ Department VP	***TSC***
❑ ***Weather Forecast*** ❑ Reference projected path & timeline storm map on storm web site ❑ Discussion of start/stop wind timeline ❑ Rainfall and flooding, ice accretion ❑ Area impact, damage predictions, based on the forecast.	***TSC***
❑ ***Resources Availability / Readiness*** ❑ Construction, Maintenance, Contract Crew Availability and Equipment ❑ Contract Line crews (on-system and off-system) ❑ Tree crews (on system and off system) ❑ Special resources (Helicopter, Track Equipment, other) ❑ Planned mobilization timeline – updates ❑ Confirm resource availability versus projected resource needs	***Logistics***
❑ ***Logistics support*** ❑ Materials issues/availability vs projected need (poles, hardware, other) ❑ Transportation – Vehicle needs ❑ Telecom – cellphone, radio needs ❑ Financial – storm credit cards, storm project numbers ❑ For Level IV (heavy damage) event: ❑ Verify adequate plan for crew receiving, processing, staging, logistics ❑ Prepare for potential material lay-down sites (personnel, security, communications, loading/unloading equipment, consumables)	***Logistics***
❑ ***Area reports*** CAROLINAS ❑ ETA ❑ NCTA ❑ SWTA	***ATCs***
❑ ***Area reports*** FLORIDA ❑ NTA ❑ STA ❑ CTA	***ATCs***
❑ ***ORCA Update*** ❑ Preparation plans – system issues	***ORCA***
❑ ***Non-craft personnel availability*** ❑ Non-craft support personnel for maintenance (guides, runners, Storm	***Logistics***

Center support, lay-down site manning) ❑ Non-craft support for other departments (releases to Distr, CSC, Florida)	
❑ ***ECC Update*** ❑ Preparation activities – updates	***ECC***
❑ ***Safety / Messages to the troops*** ❑ Messages to reinforce commitment to safety excellence	***VP & Safety***
❑ ***System Storm Center*** ❑ Confirm system storm, logistics, and Area Storm Center hours of manned operations ❑ Review actions & open issues ❑ Verify next conf call time and phone number	***TSC***

2. DURING THE EVENT

Date:_____ Time:_____

❑ ***Roll Call*** CAROLINAS				***TSC***
❑ Logistics	❑ SWTA	❑ ORCA		
❑ ETA	❑ ECC	❑ Safety		
❑ NCTA	❑ Department VP			
❑ ***Roll Call*** FLORIDA				***TSC***
❑ Logistics	❑ CTA	❑ ORCA		
❑ NTA	❑ ECC	❑ Safety		
❑ STA	❑ Department VP			
❑ ***Transmission Outage updates*** CAROLINAS ❑ ETA ❑ NCTA ❑ SWTA				***ATCs***
❑ ***Transmission Outage updates*** FLORIDA ❑ NTA ❑ STA ❑ CTA				***ATCs***
❑ ***Weather & Distribution status update)*** ❑ Update of pertinent weather information (exposure to additional weather events, or update on weather working conditions) ❑ Customers out and estimated restoration for the distribution system				***tsc***
❑ ***ORCA Report*** ❑ System issues ❑ Restoration priorities				***ORCA***
❑ ***Resources Assignments / Mobilization*** ❑ Status of mobilization ❑ Assignments of crews (contract / company / tree) ❑ Special resource assignments (Helicopter, Track Equipment, other) ❑ Additional needs ❑ De-mobilization timeline – when appropriate				***Logistics***
❑ ***Logistics support*** ❑ Materials issues/availability vs projected need (poles, hardware, other) ❑ Transportation issues ❑ Communications issues ❑ For Level IV (heavy damage) event: ❑ Crew receiving, processing, staging, logistics issues ❑ Lay-down sites (personnel, security, communications, loading/unloading equipment, consumables) issues				***Logistics***
❑ ***Area reports restoration issues*** CAROLINAS ❑ ETA ❑ NCTA ❑ SWTA				***ATCs***
❑ ***Area reports restoration issues*** FLORIDA				***ATCs***

❑ NTA ❑ STA ❑ CTA	
❑ ***Non-craft personnel assignments*** ❑ Non-craft support personnel for maintenance ❑ Non-craft support for other departments	***Logistics***
❑ ***ECC Update*** ❑ Dispatch, communications, emerging issues,	***ECC***
❑ ***Safety / Messages to the troops*** ❑ Messages to reinforce commitment to safety excellence	***VP or Safety***
❑ ***System Storm Center*** ❑ Confirm System, Area Storm, & Logistics Ctr. hrs. of manned operations ❑ Review actions & open issues ❑ Verify next conf call time and phone number	***TSC***

V. TRANSMISSION LOGISTICS CENTER

A. DUTIES AND RESPONSIBILITIES

1. Provide for engineering, materials, contracting, accounting, fault locations, General Office and scheduling support in restoration activities as requested by Transmission Maintenance Area Storm Centers and prioritized by the Transmission Storm Center.

2. Serve as contact to DISTRIBUTION ASSET MANAGEMENT when Transmission Storm Center is not activated.

3. Track all resources and location of Transmission Employees and contractors.

4. Update Transmission Department Storm On-Line Tracking Tool with Crew Information and Locations.

1. LOGISTICS SUPPORT COORDINATOR

Timeline-Storm Preparations

Pre- Storm

96 hours before Storm	- Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator.
	- Ensure that the Contracts Team provides list of available helicopter service, moves them into location where storm/emergency is not expected to hit places on standby status and removes from standby status as directed by Transmission System Coordinator.
72 Hours before Storm	- Determine required number of rental vehicles and inform Admin Team.
	- Determine required number of cell phones and company radios and inform Admin Team
48 hours before Storm	- Notify affected individuals when notified of Transmission Storm Center activation and track resources and their locations. Keep the Transmission Storm Center updated on resource status.
	- Receive progress of major emergencies from Transmission System Coordinator.
	- Develop a list of available construction contractors **on** the system and provide to the Transmission System Coordinator and the Transmission Maintenance Area Coordinators. (Contracts Team)
	- Develop a list of available construction materials **on** the system

and provide to the Transmission System Coordinator and the Area Transmission Assistant Coordinators. (Contracts Team)

- Develop a Materials Team list of available construction materials **off** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Have the Contracts Team place contractors on stand-by status as directed by the Transmission System Coordinator.
- Ensure that the Materials Team has contacted material suppliers to reserve or hold critical materials for possible later shipment.
- Activate Storm cards
- Instruct company construction resources to initiate pre-storm activities and forward construction resource availability to Transmission System Coordinator.

24 hours before Storm

- Ensure that Fault Recorder and Aspen Fault Location application expertise is available and the S.R. lab is staffed. (S.R.)
- Ensure that spare parts inventory support personnel are staffed in the Logistics Support Center.
- Ensure that TPP HVAC and lighting is left on during the Logistics Support Center activation.
- Ensure that Materials Team has secured Material Inventory report (SAR Report – Carolinas only) for all Transmission crews.

  This information will be combined into a report similar to the Material Inventory report for the Storm Plan.
- Ensure that Contracts Team has developed list of available construction contractors **off** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Activate Logistics Support Center upon direction from Transmission System Coordinator and have designated personnel set up the room.

- Develop preliminary Storm Plan crew schedule for system and provide to Transmission System Coordinator.
- Develop status and schedule/location of construction mobile substations and 230 kV mobile switch and provide to Transmission System Coordinator.

Damage Repair

- Contact company construction and contract crews and provide Assessment & Maintenance Area assignment, location to report, and contact person to report to.

  Upon cancellation of pre-storm activities, cancel all contractors placed on standby and release all materials being held for Progress Energy.

- Ensure that the contracts team contacts helicopter service for aerial patrol of lines.
- To be provided preliminary outage/damage report from the Transmission System Coordinator.
- To be provided the initial priority for system restoration from the Transmission System Coordinator and updates as priorities change.
- Coordinate all Office resources, Construction crews, and Construction Support Personnel and provide initial single point of contact for Area Transmission Assistant Coordinators. Logistics Support Coordinator may then designate individuals to provide response information to the Area Transmission Coordinator.
- To be provided with each crews work schedule by each Area Transmission Coordinator.
- Provide schedule/listing of resources by Maintenance area and for system; indicating crew (contractor, company, and other utility) by functional area with supervisor's name. This information should be provided and updated daily to the affected Area Transmission Coordinators and the Transmission System Coordinator.
- Coordinate materials and resources to the prioritized work location, as directed by the Transmission System Coordinator.
- Provide Transmission System Coordinator and all Area Transmission Coordinators with appropriate project number.
- To be provided progress of repairs on a daily basis by the Area Transmission Coordinator.
- To be provided travel conditions in each maintenance area from the Area Transmission Coordinator.
- Ensure that the materials team provides material requisition and delivery information to the Area Transmission Coordinator.
- Provide volunteers to man Family Information Center.

2. CONTRACT SUPPORT TEAM

Timeline-Storm Preparations

Pre-Storm

96 hours before Storm	- Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator. - Coordinate obtaining the number of Helicopters required by the Transmission System Coordinator and Energy Delivery, when requested by DISTRIBUTION ASSET MANAGEMENT, and place Helicopters on "Standby" as directed - Place Transmission Contractors on "Standby" status as directed by the Transmission System Coordinator
72 hours before Storm	- Verify the number of Helicopters required by the Transmission System Coordinator and Energy Delivery, when requested by DISTRIBUTION ASSET MANAGEMENT, and place Helicopters on "Standby" as directed. - Place Transmission Contractors on "Standby" status as directed by the Transmission System Coordinator
48 hours before Storm	- Verify the number of Helicopters required by the Transmission System Coordinator, and Energy Delivery, when requested by DISTRIBUTION ASSET MANAGEMENT, and place Helicopters on "Standby" as directed. - Coordinate Helicopter Staging Areas, if practical and possible, and preliminary Helicopter and Progress Energy Contact information when provided by DISTRIBUTION ASSET MANAGEMENT and Transmission System Coordinator. **Note: Helicopters must be stored in hangers during storm and windy conditions for protection**. - Place Transmission Contractors on "Standby" status as directed by the Transmission System Coordinator - Receive progress of major emergencies from Transmission System Coordinator. - Make list of available construction contractors **on** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
24 hours before Storm	- Finalize and Coordinate Helicopter Reporting locations Contact information, when provided by DISTRIBUTION ASSET MANAGEMENT and Transmission System Coordinator. - Provide list of available helicopter service, reporting locations,

and estimated Time of Arrival.

- Make list of available construction contractors **off** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Place contractors on stand-by status as directed by the Transmission System Coordinator. (Contractor should be placed on "Standby" a minimum of 24 hours prior to Storm making land fall)
- Provide list of available helicopter service, move them into location where emergency is not expected to hit place on standby status and remove from standby status as directed by Transmission System Coordinator. Note: Helicopters must be stored in hangers during Storm and wind conditions for protection
- Instruct company construction resources to initiate pre-storm/emergency activities and forward construction resource availability to Transmission System Coordinator.

- Develop preliminary Storm Plan crew schedule for system and provide to Transmission System Coordinator.

Damage Repair

- Contact company construction and contract crews and provide Assessment & Maintenance Area assignment, location to report, and contact person to report to.
- Contact helicopter service for aerial patrol of lines. (Helicopter provider are to report to Maintenance Area / location as soon as conditions after the storm/emergency allow)
- To be provided preliminary outage/damage report from the Transmission System Coordinator.
- To be provided the initial priority for system restoration from the Transmission System Coordinator and updates as priorities change.
- Remove Contractors, which are not needed from "Standby" status and release as directed by Transmission System Coordinator
- Provide schedule/listing of resources by Maintenance area and for system; indicating crew (contractor, company, and other utility) by functional area with supervisor's name. This information should be provided and updated daily to the affected Area Transmission Coordinators and the Transmission System Coordinator.
- To be provided progress of repairs on a daily basis by the Area Transmission Coordinator.
- To be provided travel conditions in each maintenance area from the Area Transmission Coordinator.

3. MATERIALS TEAM

Timeline-Storm Preparations

Pre-Storm

48 Hours before Storm

- Receive progress of major emergencies from Transmission System Coordinator.
- Make list of available construction materials **on** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Make list of available construction materials **off** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Contact material suppliers to reserve or hold critical materials for possible later shipment.
- Develop status and schedule/location of construction mobile substations and 230 kV mobile switch and provide to Transmission System Coordinator.

24 Hours before Storm

- Secure Material Inventory report (SAR Report – Carolinas only) for all Transmission crews.

  For the Carolinas, obtain the report from Accounting Department (Analysis, Systems & Inventory Unit) personnel:

  This information will be combined into a report similar to the Material Inventory report for the Storm Plan.
- Provide spare parts inventory support personnel in the Logistics Support Center.
- Burn Material Database CD in case computer system goes down
- Upon cancellation of pre-storm/emergency activities, cancel all contractors placed on standby and release all materials being held for PEC.

Damage Repair

- Coordinate materials and resources to the prioritized work location as directed by the Transmission System Coordinator.
- To be provided progress of repairs on a daily basis by the Area Transmission Coordinator.
- To be provided travel conditions in each maintenance area from the Area Transmission Coordinator.
- Provide material requisition and delivery information to the Area Transmission Coordinator.

4. ADMINISTRATIVE TEAM

Timeline-Storm Preparations

Pre-Storm	-
96 Hours before Storm	- Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator.
72 Hours before Storm	- Contact Enterprise about availability of cars and obtain required vehicles.
	- Obtain required number of cell phones and company radios.
	Reserve Meet Me Conference Call Line for Transmission Department
48 Hours before Storm	- Ensure that the local HVAC and lighting is left on during the Logistics Support Center activation and Storm Center activation.
	- Activate Storm Cards
24 Hours before Storm	- Reserve hotel rooms for Logistics Center Staff and Support Personnel.
	- Assist with the Activation of the Logistics Support Center upon direction from the Logistics Center Coordinator
	- Upon cancellation of pre-storm activities, cancel all vehicles, cell phones, radios, hotels and food services being reserved for PE.
Damage Repair	- Assist with Storm Restorations Efforts as needed.
	- Determine Food Requirements for Storm Center, Logistics Support Center, SR Lab and Support Personnel and provide refreshments
	- Determine Daily Hotel Needs for Staff and ensure that reservations are provided.
	- Assist with providing volunteers to man Family Information Center.

VI. OPERATIONS AND RESTORATION COORDINATION ADMINISTRATION TEAM (ORCA)

A. RESPONSIBILITIES

1. The ORCA Team will communicate directly with the Storm Center personnel to consider outages, restoration time, customers affected, and network reliability in recommending restoration priorities. The ORCA team will gather and combine information from the Energy Control Center, SPOD personnel in the Network Reliability Area, and the data supplied by personnel in the Transmission Storm Center to develop these recommendations.
2. ORCA will report initial events and time of lockout as well as actual return to service time to the Storm Center.
3. The ORCA team may also provide technical assistance to the System Operators at their request when unusual circumstances arise to assist with operations or other activities.
4. Duties of SPOD personnel in the Network Reliability Support Center are to support communication with Pre-Notification customer account representatives as requested by the ECC control room, communicate with NCEMC (Carolinas) and the Florida EMCs and communicate with the Wholesale Customer Storm Center in coordination with the Transmission System Coordinator and the Transmission Storm Center.

The ORCA Team is activated when a Level III event is declared. Once activated, it is staffed continuously until the Level III event is terminated. Shift staffing decisions of Transmission ORCA members may be coordinated with ECC during Storm preparedness planning.

B. CAROLINAS

The ORCA team operates from the Network Reliability Support Area in the Visitor's Gallery at the Progress Energy Carolinas Energy Control Center.

C. FLORIDA

The ORCA team operates from the Network Reliability Support Area in the Visitor's Gallery at the Progress Energy Florida Energy Control Center.

VII. WHOLESALE CUSTOMER STORM CENTER

A. DUTIES AND RESPONSIBILITIES

The Wholesale Storm Center provides 24/7 service restoration coordination to wholesale delivery points and customer contact coordination for wholesale customers served from the Progress Energy – Carolinas or Progress Energy – Florida transmission and distribution system.

1. The Wholesale Storm Center (WSC) is normally activated when the Transmission Storm Center is activated

2. It is staffed by Transmission Expansion Unit with assistance from Account Management – North Unit (Regulated Commercial Operations) personnel if needed. In the event RCO staff provides assistance, the Legal Department will file for an exception to FERC Code of Conduct

3. The Wholesale Storm Center (Carolinas) is located in TPP 17C3-4 where phones and computer equipment are installed.

4. The Wholesale Storm Center (Florida) is located in the Transmission Storm center.

5. Upon activation, staff contacts the CSC and coordinates the transfer of the Wholesale Customer Service Restoration Hotline to the WEC

6. WSC staff notifies wholesale customers, DISTRIBUTION ASSET MANAGEMENT Storm Center, Transmission Storm Center, and ECC of its activation

7. When customer outage calls are received from customers, outage information is relayed to the appropriate Distribution Operations Center (currently developing access to DCC's Web based ticket reporting system) for distribution served POD outages or reported to the ECC and Transmission Storm Center for transmission POD outages

8. WSC staff obtains outage status information from the various distribution and transmission Storm Centers and/or Region staffs to provide appropriate information to customers and/or obtains information from customers for the Company's restoration operations

9. WSC staff assist restoration of service to Harris and Brunswick emergency sirens served by wholesale customers

10. WSC staff coordinates trouble call-out Agreements and facilitates use of Mutual Aid Agreements with wholesale customers

11. WSC staff assists customers and Company staffs during the release of contractors in the event the other party continues to need assistance

12. WSC staff tracks POD outages and coordinates customer interactions until service is restored

13. At such point WSC activities decline to a point that follow-up can be done outside the WEC, the Hotline Number is transferred back to the DCC and customers and Company staffs are notified as appropriate

14. The WSC equipment is then dismantled and stored as required

VIII. MAINTENANCE AREAS

A. RESPONSIBILITIES

PREFACE

In the event of severe damage to transmission facilities, due to storm or other cause, the repair of which is beyond the capability of local Transmission Maintenance Personnel, the resources of the Company will be consolidated to the extent deemed necessary by the System or Area Transmission Coordinator, in accordance with the following outline.

In the Transmission Department, each Area will have appropriate personnel, facilities, and equipment under the direction of the Area Transmission Coordinator. The Area Transmission Coordinators will report to the Assistant System Coordinator for the Transmission Department.

All staff assignments and other necessary information must be kept up to date and reviewed annually. Area Transmission Coordinators must be ready to affect the transfer of help to other areas with a minimum of confusion and delay, as well as to direct the work of numerous crews with efficiency and safety in case of trouble in their own areas.

The decision on which Storm Center(s) to activate will depend on the location of the storm/emergency. The body of this document applies to all locations, with separate attachments for contacts primarily supporting each location.

THE SAFETY OF EMPLOYEES AND THE PUBLIC WILL, AT ALL TIMES, BE THE PRIME CONSIDERATION!

1. AREA TRANSMISSION COORDINATOR

The Area Transmission Coordinator will coordinate all the Company transmission resources in his Area in a severe storm or other disaster in an effort to maintain or restore service.

The Area Transmission Manager is responsible for insuring the area contact lists for storm/emergency restoration are maintained current.

Under the authority of the Transmission System Coordinator, the Area Transmission Coordinator will have similar authority on the Transmission Area level.

2. STAFF ENGINEER

a. Will normally work with the Area Transmission Coordinator, providing relief for rest and meals and otherwise assisting as needed.

b. Can be designated as a Field Coordinator.

c. Will be available to assess damage to Area substations and lines

d. Will maintain a current substation direction book.

3. MAINTENANCE SUPERVISORS

a. Will coordinate personnel restoration activities as directed by the Area Transmission Coordinator and ECC dispatcher.

b. Will normally work with the Area Transmission Coordinator, providing relief for rest and meals and otherwise assisting as needed.

c. Can be designated as a Field Coordinator.

d. Will act as liaison between Transmission Maintenance and other PE or contract personnel.

e. Will see that the generator located at the headquarters is tested periodically in anticipation of a storm/emergency, the tank level is checked and filled as necessary in anticipation of a storm/emergency (Substation Supervisor).

f. Will, in anticipation of the storm/emergency, fuel all vehicles, test and charge all portable radio batteries, test and fuel all portable generators, emphasize the importance of minimizing radio traffic on primary channels, and check the operation of all pagers and cellular phones.

g. Will contact fuel vendors and arrange for fuel supply needs. This will include field refueling.

h. Will assist with Company/Contractor expense documentation and the implementation of all special accounting practices.

i. Will keep a complete log of events.

j. Will assign a member of crew (normally the Senior Lineman) to work with a Field Coordinator stationed at the Storm control center in the determining and dispatching of materials.

k. Will, in the anticipation of the storm/emergency, fuel all vehicles, test and charge all portable radio batteries, test and fuel all portable generators, emphasize the importance of minimizing radio traffic on primary channels, and check the operation of all pagers and cellular phones.

4. FORESTER

a. Will normally work with the Area Transmission Coordinator, serving as relief for rest and meals and otherwise assisting as needed, particularly with moving and accounting for extra crews.

b. Can be designated as a Field Coordinator.

c. Will assess ROW damage and clearing needs.

d. Will organize support from local contractors, coordinating all ROW and clearing activities

e. Will maintain Transmission Area maps to be copied and distributed to out-of-town crews.

f. Will maintain a current contractor directory.

g. Will gather and provide information on road access from state and local agencies with the help of the Staff Engineer and the Support Staff.

h. Will arrange for aerial patrol of lines. When appropriate, will notify contract helicopter in advance and route to a location on the system where the storm is not expected to hit.

i. Will help with the distribution, crew registration forms, voucher forms, and will be responsible for notification of charge numbers.

j. Will assist with Company/Contractor expense documentation and the implementation of all special accounting practices.

5. ADMINISTRATIVE ASSISTANT

a. Will assist in communications between the Storm Center and field operations.

b. Will lend clerical support to the Area Transmission Coordinator as needed.

c. Will help man the Storm Center telephone/radio.

d. Will contact and make arrangements with the local Division Services Coordinator for the possible need of rooms in advance; once needs are known, make reservations through the local Division Services coordinator.

e. Will make arrangements for meals for personnel involved in restoration of the system through the local Division Services Coordinator.

f. Will be responsible for maintaining and distributing up-to-date employee directories, Storm Center telephone numbers, and inserts for inclusion in this plan.

g. Will help with the distribution, crew registration forms, voucher forms, and will be responsible for notification of charge numbers.

B. PRE-STORM PREPARATION TIMELINES

1. AREA TRANSMISSION COORDINATOR PRE-STORM CHECKLIST

BEGINNING OF STORM SEASON (6-1)		
	Verify that staff revised and updated Storm Plan Contact List.	
	During the January and June Safety Council Meeting, discuss with employees the PE philosophy concerning employee safety during emergencies.	
	Verify area staff have completed pre-storm season check list.	
96 – 72 HOURS PRIOR TO THE STORM		
	Verify area staff have completed 96-72 hour check list.	
72 – 48 HOURS PRIOR TO THE STORM		
	Check tools and equipment including flashlights, boots, and rain suits, etc.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	
	Verify area staff have completed 72-48 hour check list.	
48 – 24 HOURS PRIOR TO THE STORM		
	Track storm and projected time, area, amount of damage. Set up on-going weather information channel. Evaluate need to request onsite IT support for the Storm Centers.	
	Hold staff meeting and ascertain their state of readiness.	
	Check all tools and equipment, to include flashlights, boots, and rain suits.	
	Review Storm Plan responsibilities.	

	Review safety responsibilities.	
	Place contract and Progress Energy crews on standby.	
	Prepare a grab bag of clothes and hygiene items.	
	Verify area staff have completed 48- 24 hour check list.	
24 – 0 HOURS PRIOR TO THE STORM		
	Review crew readiness and availability.	
	Evacuate families if necessary.	
	Prepare headquarters area for storm/emergency.	
	Check availability and operation of pagers and portable radios.	
	Verify area staff have completed 24-0 hour check list.	

2. STAFF ENGINEER PRE-STORM CHECK LIST

96 – 72 HOURS PRIOR TO THE STORM		
	Make the necessary arrangements for staging areas.	
72 – 48 HOURS PRIOR TO THE STORM		
	Assist ATC to make arrangements for possible need of company crews.	
	Check all tools and equipment including flashlights, boots, and rain suits, etc.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	
48 – 24 HOURS PRIOR TO THE STORM		
	Assist ATC to make arrangements for possible need of company crews.	
	Assist ATC in establishing Storm Center.	
	Check first aid kits.	
	Prepare a grab bag of clothes and hygiene items.	
24 – 0 HOURS PRIOR TO THE STORM		
	Evacuate families if necessary.	
	Prepare headquarters area for storm/emergency.	
	Check availability and operation of pagers and portable radios.	

3. MAINTENANCE SUPERVISOR PRE-STORM CHECK LIST

BEGINNING OF STORM SEASON (6-1)		
	Chain saw training and equipment obtained/checked.	
	Check condition of all vehicles.	
96 – 72 HOURS PRIOR TO THE STORM		
	Line Supv: Check inventory; poles, arm, etc.	
	Sub Supv: Secure all items in all substations	
	Check condition of all vehicles and fill fuel tanks.	
72 – 48 HOURS PRIOR TO THE STORM		
	Line Supv: Check with Transmission Construction for number of available crews.	
	Check all tools and equipment including flashlights, boots, and rain suits, etc.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	
48 – 24 HOURS PRIOR TO THE STORM		
	Line Supv: Review Storm Plan responsibilities of contractor with contract management: * Reporting location, * Meal tickets, * Motel tickets, * Time sheets, * Contractor work schedule, * Crew sign-in process, staging areas and crew tracking	

	Check all tools and equipment, to include flashlights, boots, and rain suits.	
	Sub Supv: At TM Headquarters, Check gas in tank for the generator and arrange for refueling truck to be on site.	
	Sub Supv: At TM Headquarters, Check gas in tank for the generator and arrange for refueling truck to be on site.	
	Sub Supv: Check generator and emergency lights.	
	Discuss crew assignments.	
	Contact other Company crews.	
	Check for special tools - chain saw, air compressor, large generator.	
	Check first aid kits.	
	Review Pre-Event Briefing with Crew	
	Prepare a grab bag of clothes and hygiene items.	
24 – 0 HOURS PRIOR TO THE STORM		
	Move equipment out of storm path to safe area, if necessary.	
	Review crew readiness and availability.	
	Fill all vehicles and cans with fuel. (Spray windshields with Rain-X)	
	Evacuate families if necessary.	
	Prepare headquarters area for storm/emergency.	
	Obtain water and ice for each vehicle.	
	Check availability and operation of pagers and portable radios.	

4. FORRESTER PRE-STORM CHECK LIST

96 – 72 HOURS PRIOR TO THE STORM		
	Review area maps to assure that they are current	
	Review contractor labor, equipment, and phone number list to verify they are current.	
	Check contractor packets for crews.	
	Check condition of vehicle and fill fuel tank.	
72 – 48 HOURS PRIOR TO THE STORM		
	Make initial contact with helicopter service – verify availability and location.	
	Check tools and equipment including flashlights, boots, and rain suits, etc.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	
48 – 24 HOURS PRIOR TO THE STORM		
	Make available current maintenance area maps.	
	Review contractor labor, equipment and phone number list to assure they are current.	
	Have contractor packets for crews available.	
	Review Storm Plan responsibilities of contractor with contract management: * Reporting location, * Meal tickets, * Motel tickets,	

	* Time sheets, * Contractor work schedule, * Crew sign-in process, staging areas and crew tracking	
	Make follow-up contact with helicopter service - verify availability and location.	
	Check ready effort of contract crews.	
	Check first aid kits.	
	Prepare a grab bag of clothes and hygiene items.	
24 – 0 HOURS PRIOR TO THE STORM		
	Put contractors on ready alert.	
	Assure contract crews know where, when, and to whom to report.	
	Contact helicopter service-position helicopter at closest "safe" location.	
	Review crew readiness and availability.	
	Fill vehicle and cans with fuel. (Spray windshields with Rain-X)	
	Evacuate families if necessary.	
	Prepare headquarters area for storm/emergency.	
	Obtain water and ice for each vehicle.	
	Check availability and operation of pagers and portable radios.	

5. ADMINISTRATIVE ASSISTANT PRE-STORM PLAN CHECK LIST

BEGINNING OF STORM SEASON (6-1)		
	Verify and distribute updated Storm Plan organizational charts, phone lists, and identify where to find those.	
96 – 72 HOURS PRIOR TO THE STORM		
	Contact Facilities Management to check gas in the tank for the local generator(s).	
	Check ice machine to see if ice is needed. Contact local ice company if needed.	
72 – 48 HOURS PRIOR TO THE STORM		
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	
48 – 24 HOURS PRIOR TO THE STORM		
	Ask for additional portable cell phones and hand held radios and distribute.	
	Stock food and water at headquarters; order port-a-johns.	
	Check all tools and equipment, to include flashlights, boots, and rain suits.	
	Assist ATC in establishing Storm Center.	
	Prepare a grab bag of clothes and hygiene items.	
	Contact District Coordinator to reserve hotel rooms.	
	Contact District Coordinator regarding meals for crews.	
	Contact District Coordinator regarding fuel supply needs for vehicles.	

	Contact District Coordinator regarding availability of local garages for vehicle repairs.	
24 – 0 HOURS PRIOR TO THE STORM		
	Contact District Coordinator to confirm number of hotel rooms needed and to confirm meal arrangements.	
	Man Storm Center and radio.	
	Prepare headquarters area for storm	

AUTHORIZED COPY

Document title

Distribution Storm Plan - Overview

Document number

EMG-EDGX-00010

Applies to: Energy Delivery Group – Carolinas and Florida

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

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

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

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

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

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

PEF-SR-00092

Table of Contents

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

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

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

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

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

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

AUTHORIZED COPY

Document title

Distribution Storm Plan – Sec 1 - Introduction

Document number

EMG-EDGX-00011

Applies to: Energy Delivery Group – Carolinas and Florida

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

1.0 Table of Contents

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

2.0 Summary

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

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

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

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

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

3.0 Region Plans - Guidelines and Procedures

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

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

4.0 Operations Center Plans – Guidelines and Procedures

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

5.0 Employee Role

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

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

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

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

6.0 Safety

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

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

7.0 Storm Plan Implementation

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

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

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

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

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

8.0 Storm Plan Levels

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

The following paragraphs describe each storm level:

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

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

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

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

9.0 Weather Information

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

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

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

10.0 Definition of a Major Storm

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

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

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

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

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

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

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

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

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

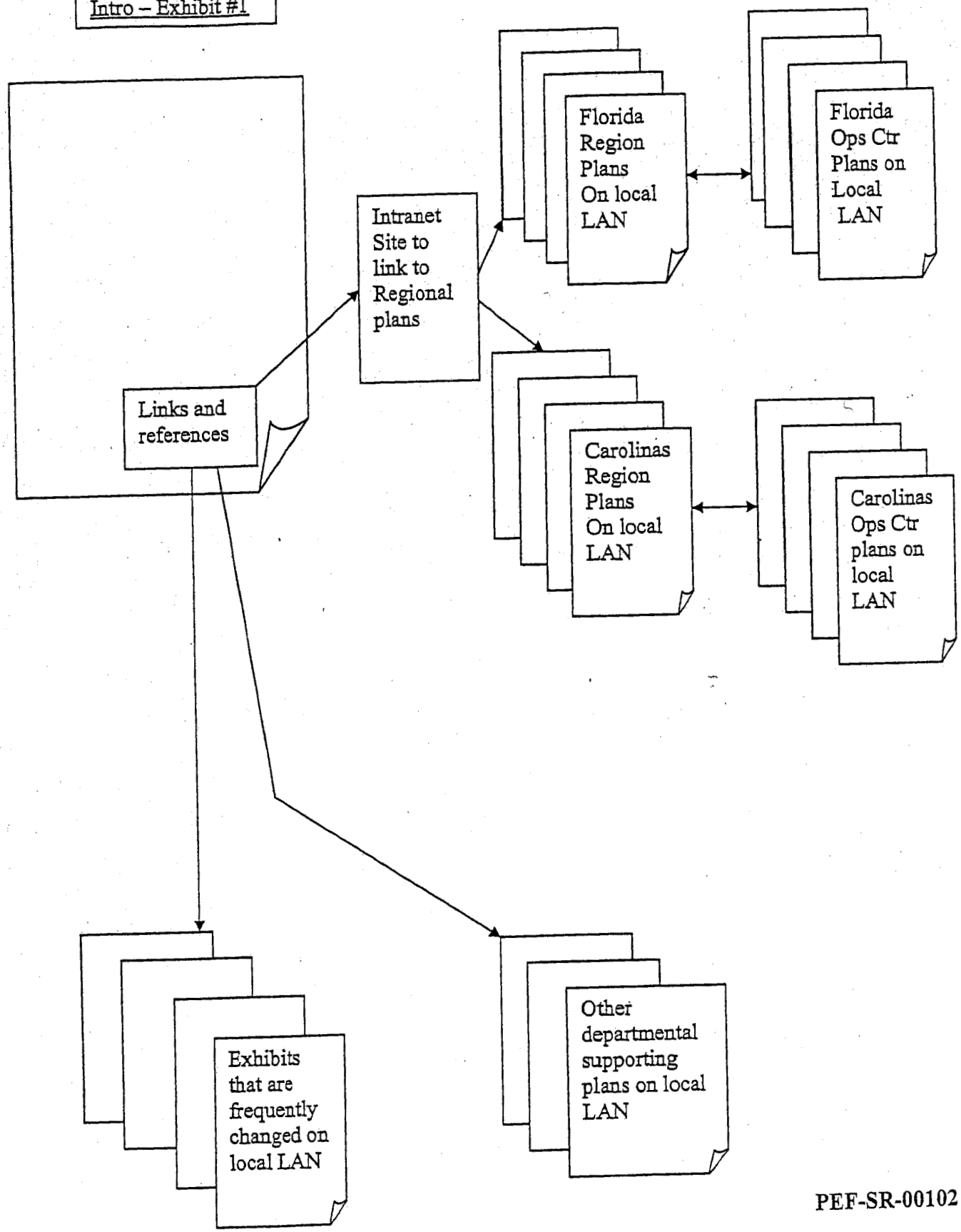
Storm RESTORATION is complete when storm damaged facilities which are essential for supplying service to customers have been repaired.

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

11.0 Plan Revisions

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

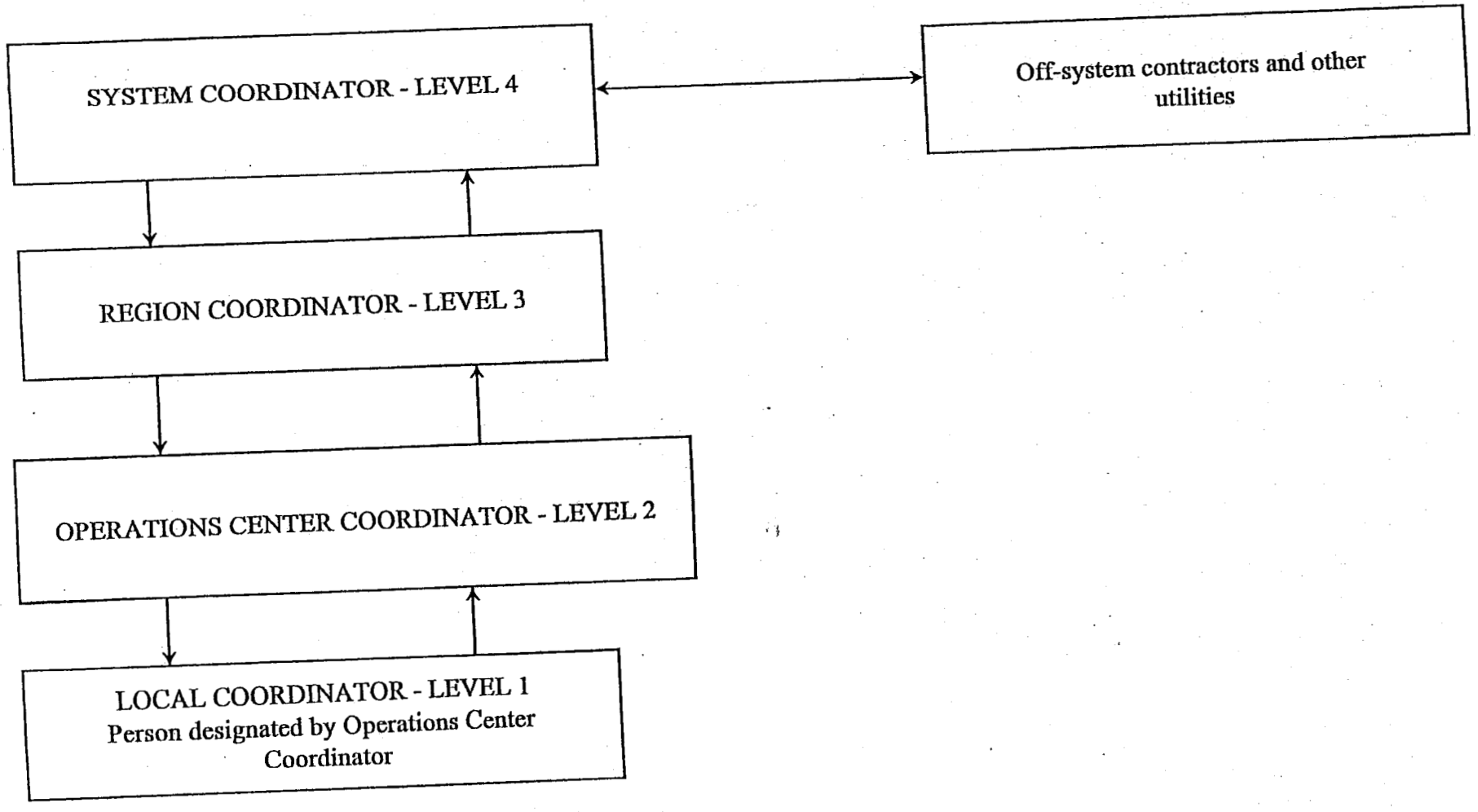
Intro – Exhibit #1



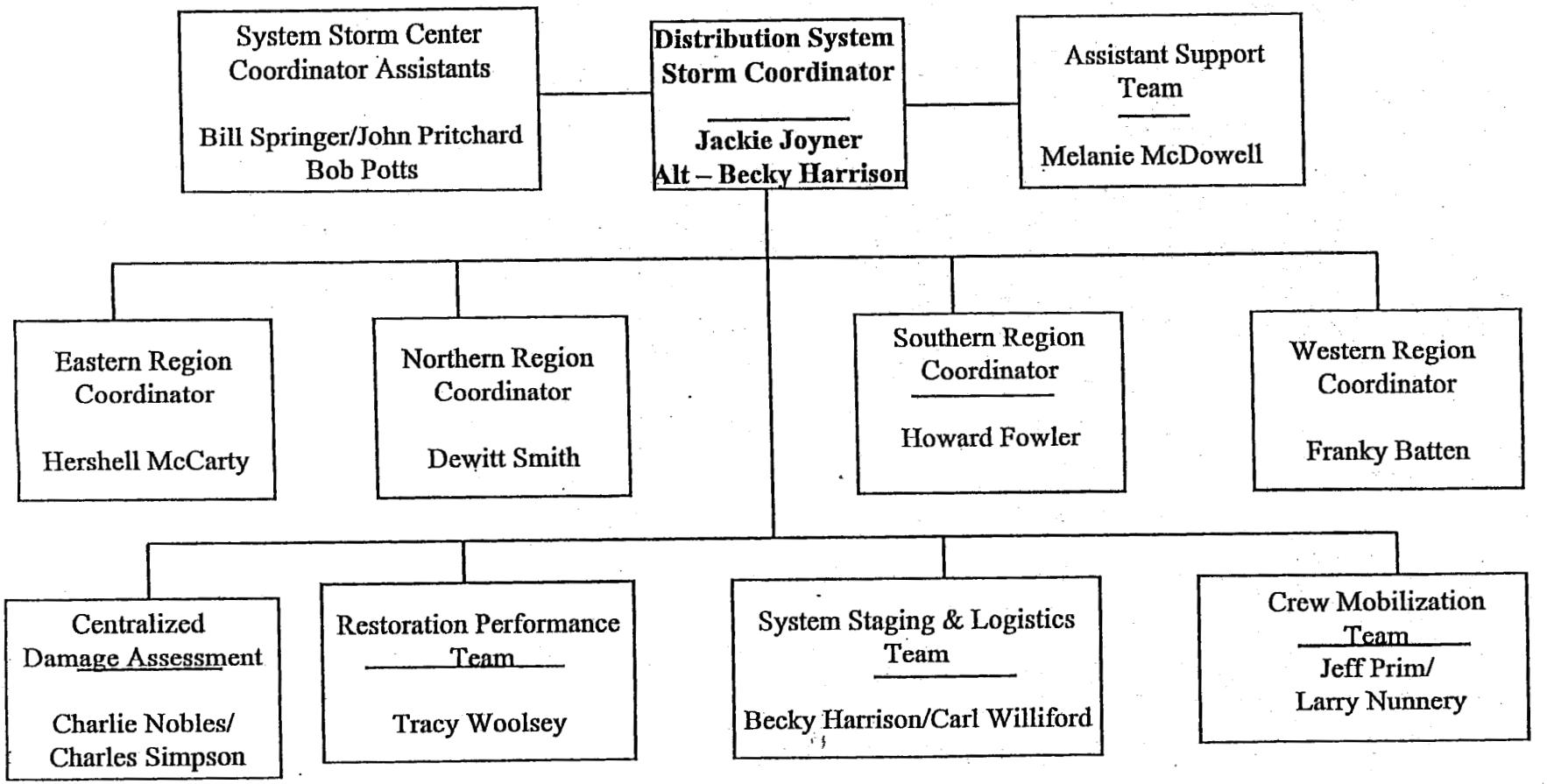
PEF-SR-00102

PROGRESS ENERGY STORM PLAN DOCUMENTS

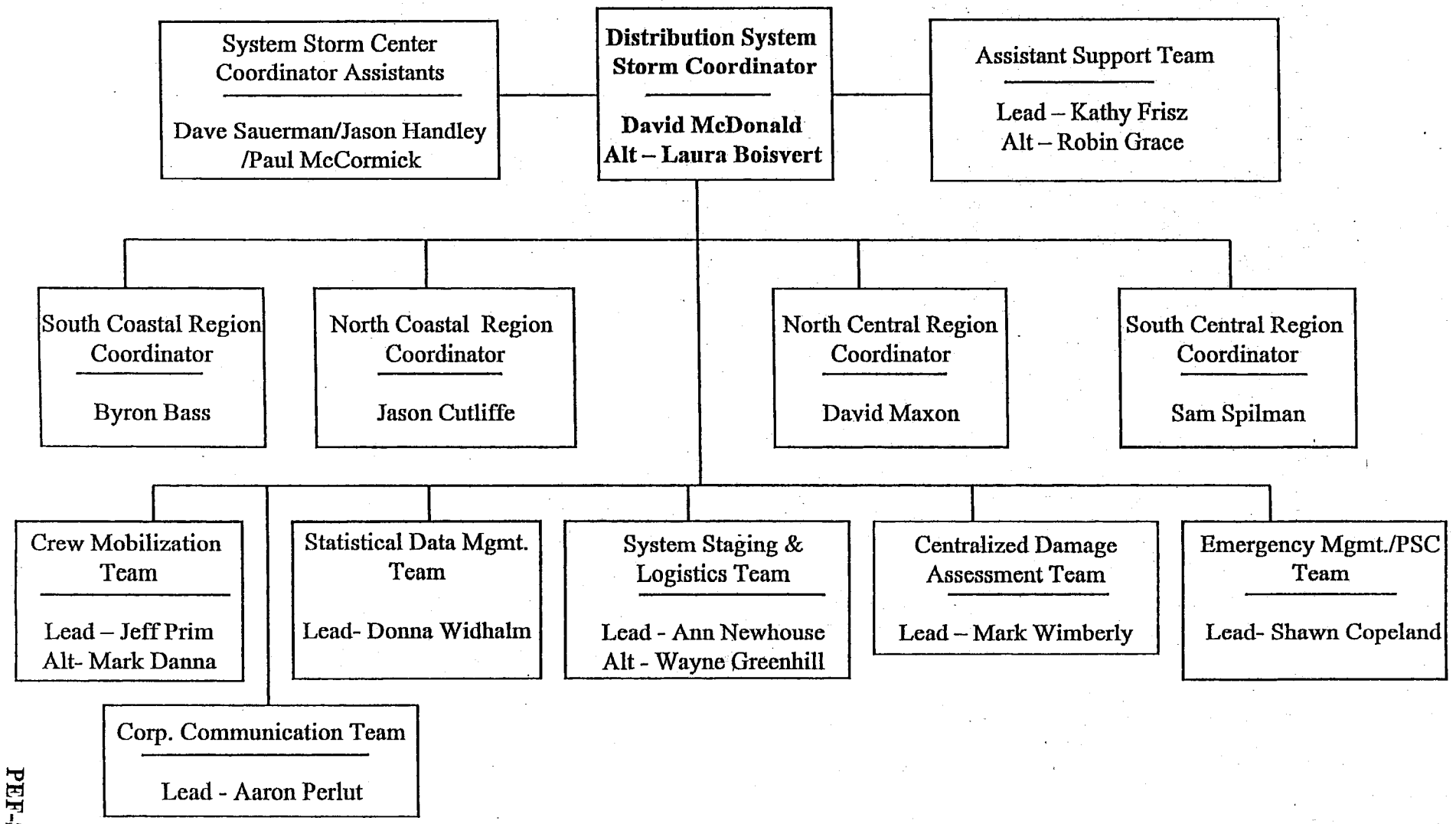
COMMUNICATIONS FLOW
Requesting and Providing Assistance



CAROLINAS DISTRIBUTION SYSTEM STORM COORDINATORS



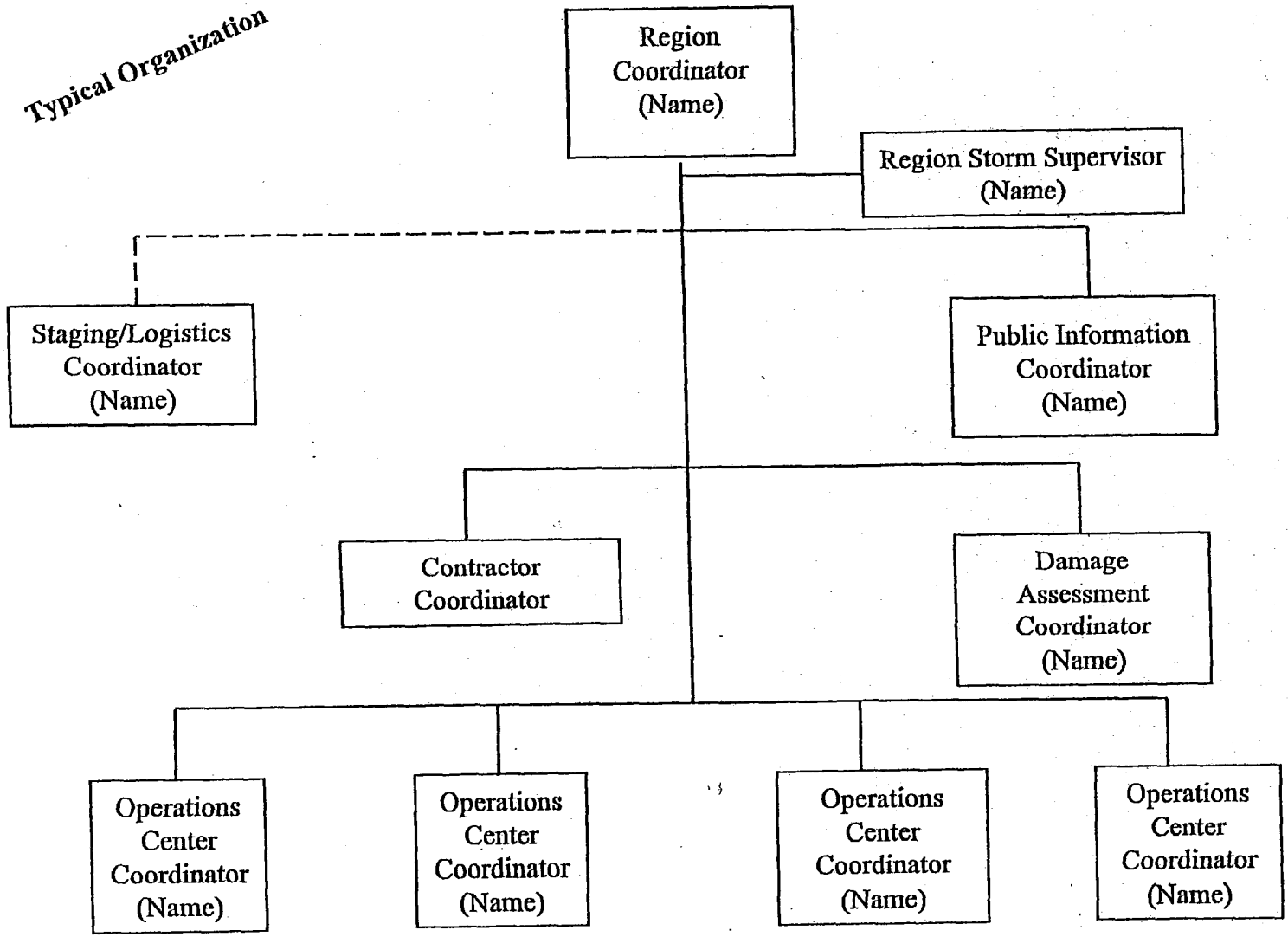
FLORIDA DISTRIBUTION SYSTEM STORM COORDINATORS



PEF-SR-00105

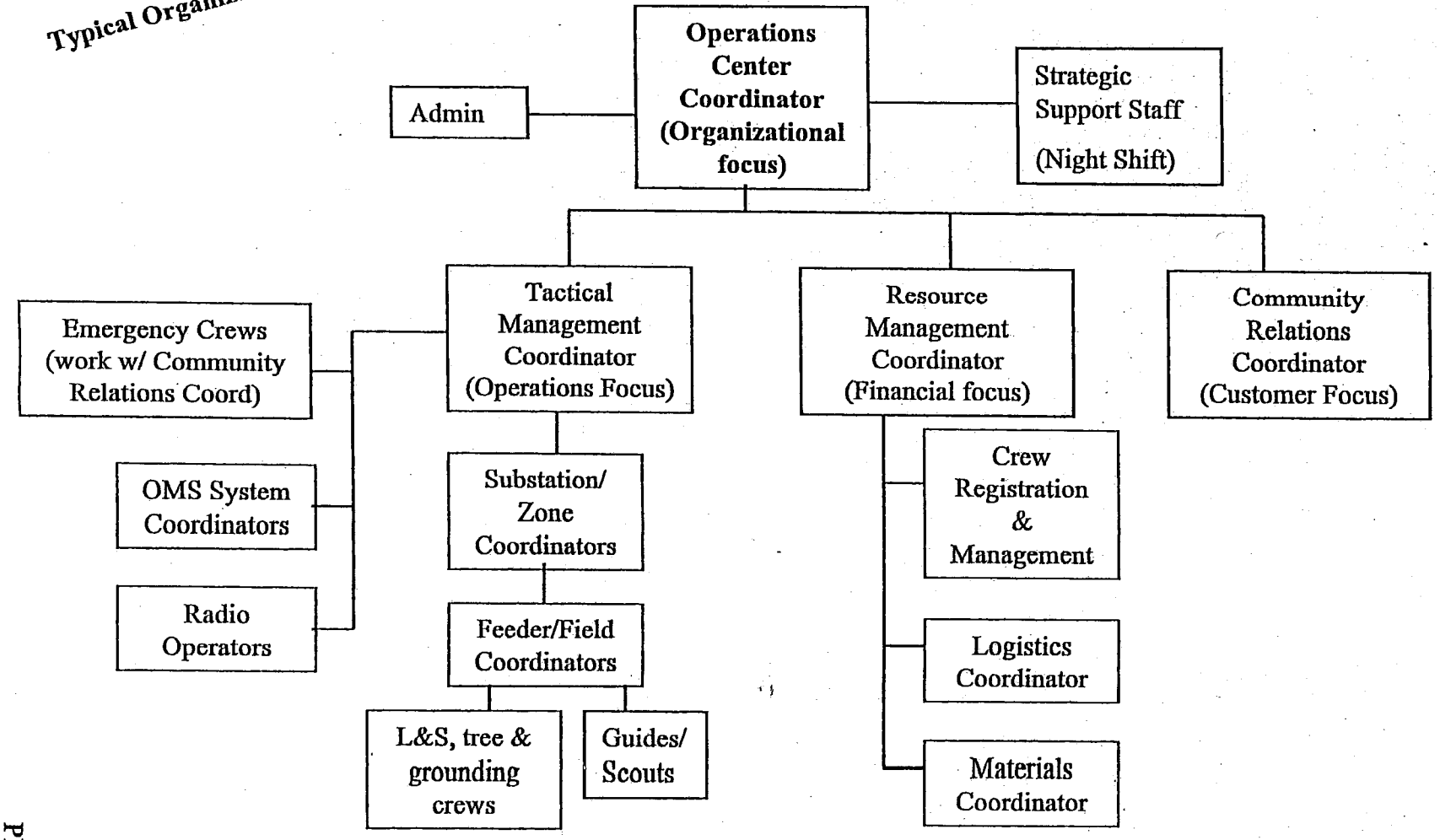
REGION

Typical Organization

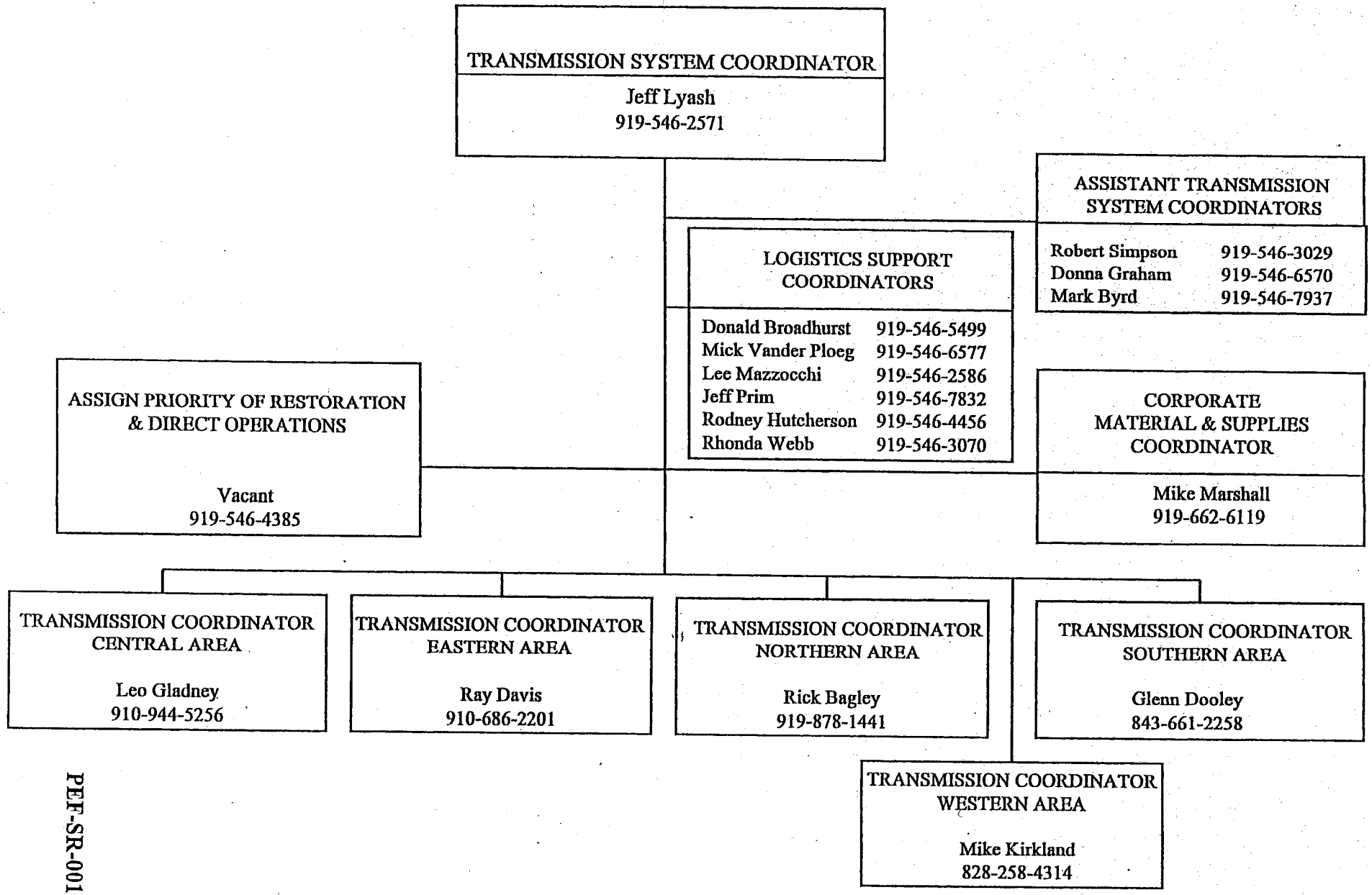


OPERATIONS CENTER

Typical Organization

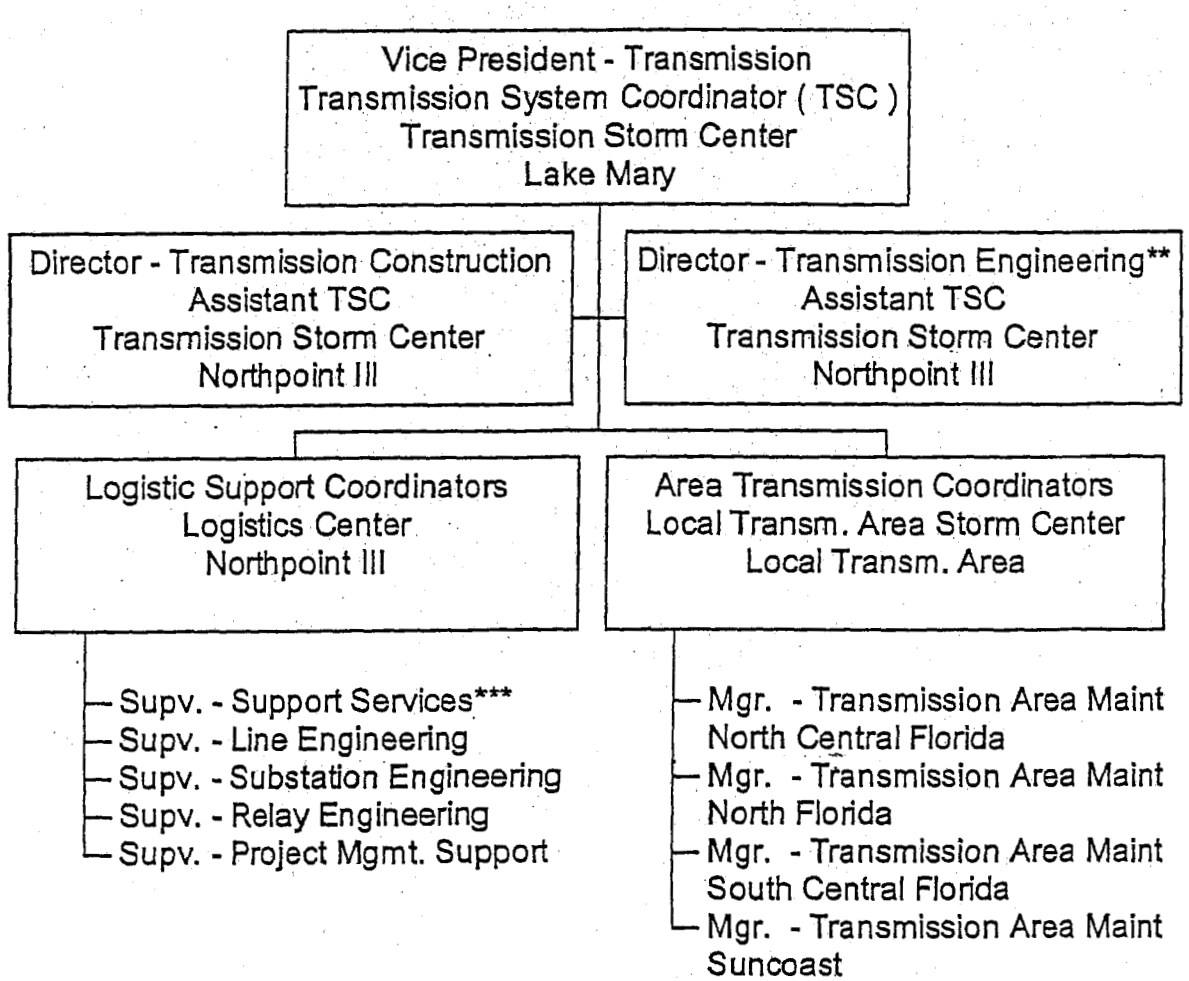


Carolinas Transmission Storm Team
Storm Plan Organization



Introduction – Exhibit #8

Florida Transmission Storm Team



** Storm Center Sponsor
*** Logistics Center Sponsor

Florida Transmission – Storm Centers

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

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

PEF-SR-00110

INTRO - EXHIBIT #9 - SYSTEM STORM CENTER TIMELINE

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

AT ALL TIMES

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

120 HOURS (5 DAYS) PRIOR TO STORM

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

96 HOURS (4 DAYS) PRIOR TO STORM

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

72 HOURS (3 DAYS) PRIOR TO STORM

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

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

48 HOURS (2 DAYS) PRIOR TO STORM

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

24 HOURS (1 DAYS) PRIOR TO STORM

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

IMMEDIATE POST STORM ITEMS

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

POST STORM FOLLOW-UP ACTIVITIES

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

Document title

Distribution Storm Plan – Sec 2 - Planning and Preparation

Document number

EMG-EDGX-00012

Applies to: Energy Delivery Group – Carolinas and Florida

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

1.0 Table of Contents

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

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

PEF-SR-00114

2.0 Storm Awareness

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

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

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

3.0 Distribution System Storm Coordinator – Roles and Responsibilities

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

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

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

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

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

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

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

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

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

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

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

4.0 Region Storm Coordinator – Roles and Responsibilities

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

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

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

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

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

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

5.0 Operations Center Storm Coordinators – Roles and Responsibilities

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

6.0 Region Restoration Coordinators – Roles and Responsibilities

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

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

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

7.0 Region Public Information Coordinator – Roles and Responsibilities

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

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

8.0 Bench Strength Employee Assignments (SWARM)

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

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

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

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

9.0 Staging Areas

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

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

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

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

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

10.0 Storm Response Teams

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

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

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

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

11.0 Storm Room Standards

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

12.0 Contractors

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

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

13.0 Testing the Plan

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

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

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

Eastern Region

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

Southern Region

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

Northern Region

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

Western Region

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

Customer Service Center

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

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

Updated 11/19/2004

Guideline For
On & Off System Storm Response Teams

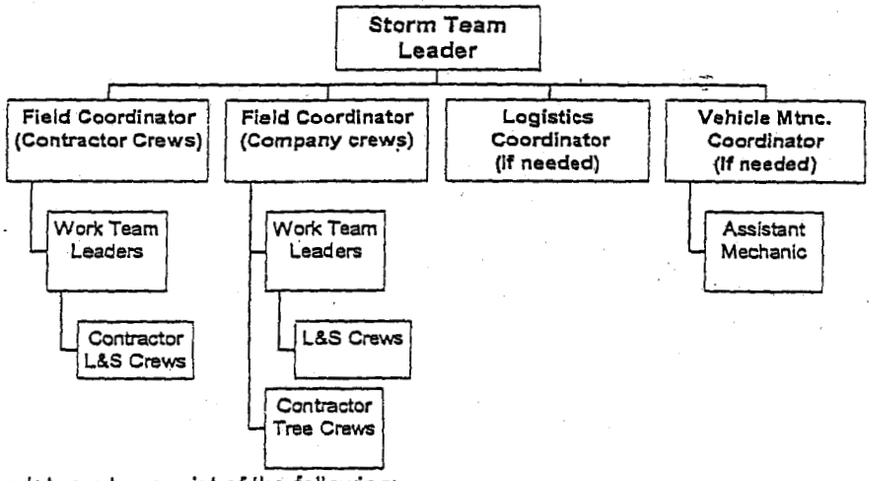
Introduction

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

Team Structure

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

On System Storm Response Team



Note: Typical work team to consist of the following:

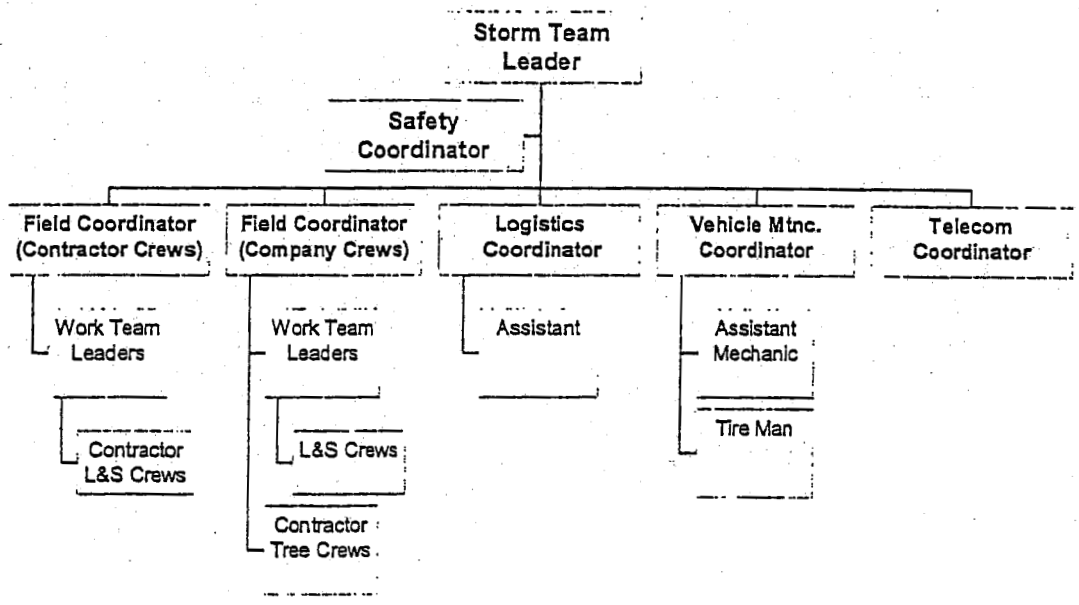
- 1 Digger Derrick (2 men)
- 1 Material Handler (2 men)
- 1 Service Bucket (2 men)
- 1 Pick-Up Truck (Work Team Leader)
- 1 Pick-Up Truck (Contractor Crew Foreman)*
- 1 Passenger Vehicle (Scout)**

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

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

Team Structure (continued)

Off System Storm Response Team



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

Roles & Responsibilities

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

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

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

Clothing

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

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

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

Mobilization

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

Mobilization Plans

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

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

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

Rosters

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

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

PEF-SR-00129

Carolina Power & Light Co. - Storm Team List

Crew ID#:

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

Carolina Power & Light Co. - Storm Team List

Crew ID#:

SENDING LOCATION:	DATE:	DEPART TIME:	ETA:	Release Time:	DESTINATION:
estern Region	8/25/1998	8/25/98 1pm	8/25/98 9:00 PM		Raleigh Staging Area

CREW INFORMATION				VEHICLE INFO		LODGING	
EMPLOYEE NAME (F) after name if female	CLASSIFICATION	CELL PHONE NUMBER	PAGER NUMBER	VEHICLE TYPE	VEH Number	HOTEL	ROOM Number
ew No 3				Pick-up	4900		
ave Galloway	Senior L&S	[redacted]		Material Handler	5126		
ackie West	1/C L&S						
m Wright	1/C L&S			Service Bucket	4646		
eve McClure	1/C L&S	[redacted]		Digger Derrick	3303		
ick Fisher	1/C L&S						
ommy Coleman	1/C L&S						
rew No 4				Material Handler	5132		
avid Buckner	1/C L&S	[redacted]		Service Truck	4937		
enny Buckner	1/C L&S			Digger Derrick	9022		
obert Brinkley	1/C L&S						
ay Pressley	1/C L&S						
ordon Fox	1/C L&S						
rew No 5				Service Bucket	4645		
Johnny R. Jones	1/C L&S	[redacted]					
Larry Miller	1/C L&S			Material Handler	5127		
Jeff Fisher	1/C L&S	[redacted]					
Carroll Mehaffey	1/C L&S			Material Handler	5134		
Greg Jones	1/C L&S	[redacted]					
Randy Hall	1/C L&S			Service Truck	5025		
Olen Sawyer	1/C Electrician	[redacted]		Service Bucket	4174		
Dwight Carter	1/C Electrician						

PEF-SR-00131

npany Name: | **Crew ID#:** | **Updated:** (Date,Time,& Initials)

ORIGIN (From): | DESTINATION (To): | DEPARTURE (Date & Time): | ETA (Date & Time): | To Be Completed by Staging & Logistics

CREW INFORMATION					VEHICLE INFO		LODGING	
EMPLOYEE NAME F) after name if female	MAIL CODE	CLASSIFICATION	CELL PHONE NUMBER	PAGER/PUSH TO TALK	VEHICLE TYPE	VEH NUMBER	HOTEL	ROOM NUMBER

PEF-SR-00132

Carolina Power & Light Co. - Storm Team List

Crew ID#:

SENDING LOCATION:	DATE:	DEPART TIME:	ETA:	Release Time:	DESTINATION:		

CREW INFORMATION				VEHICLE INFO		LODGING	
EMPLOYEE NAME (F) after name if female	CLASSIFICATION	CELL PHONE NUMBER	PAGER NUMBER	VEHICLE TYPE	VEH Number	HOTEL	ROOM Number

PEP-SR-00133

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

PEF-SR-00134

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

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

Storm Room Layout

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

Telephones

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

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

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

Duty Roster

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

E-Mail

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

Storm Room Assignments

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

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

Emergency Power

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

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

Building Specifications

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

Disaster Recovery

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

Operations and Local Storm Rooms

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

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

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

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

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

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

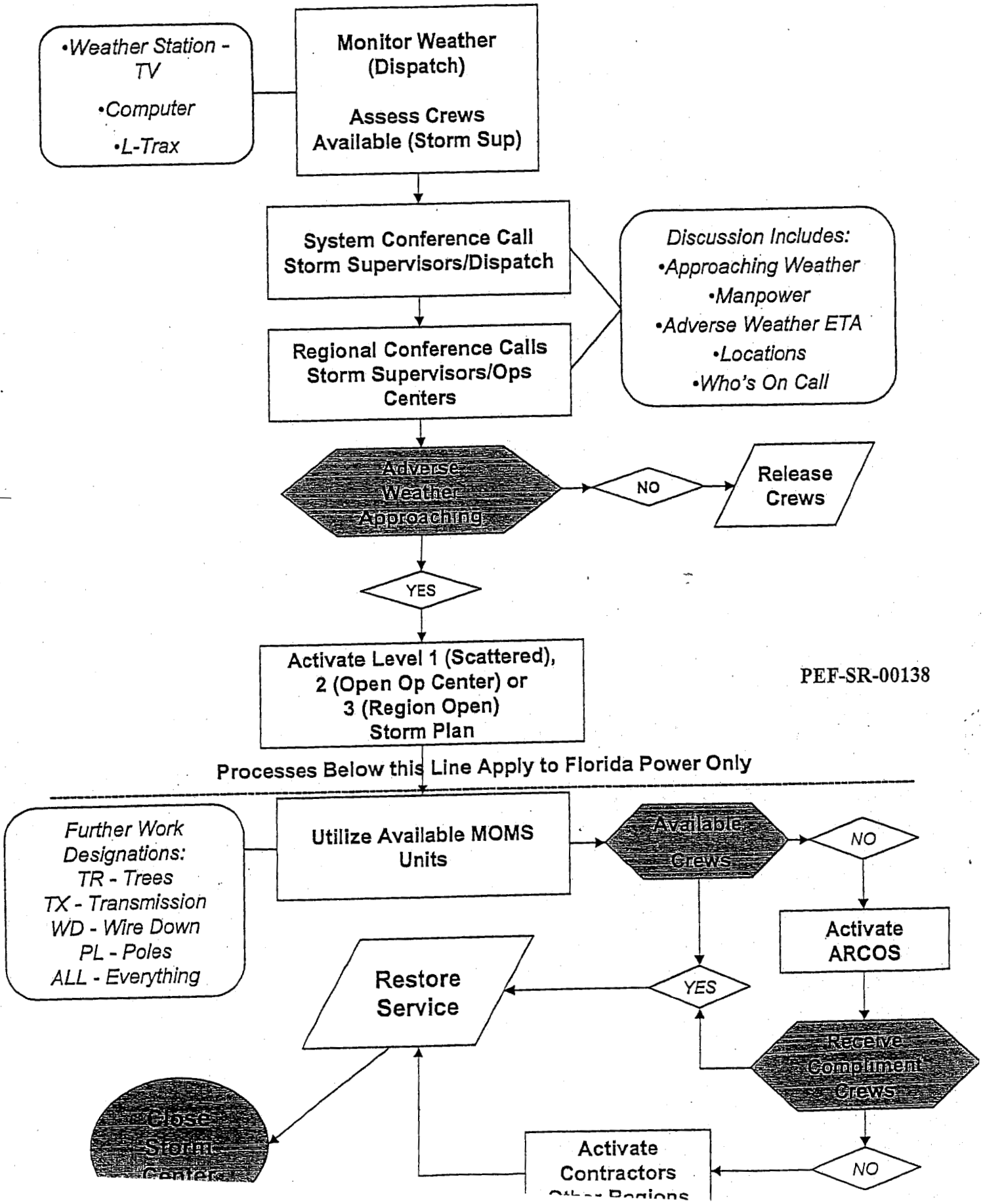
Assessment Desk
- Staff with 3 to 5 people
- Isolated quiet area
- Lots of desk/table top area
- Network connectivity
- Multi-line phone
- Flip Charts and/or Dry Erase Board

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

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

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

Daily Thunderstorm Monitoring



Document title

Distribution Storm Plan – Sec 3 - Implementation

Document number

EMG-EDGX-00013

Applies to: Energy Delivery Group – Carolinas and Florida

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

1.0 Table of Contents

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

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

PEF-SR-00139

2.0 Safety

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

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

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

3.0 Pre-Hurricane Deployment Guidelines

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

4.0 Feeder Breaker Operation

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

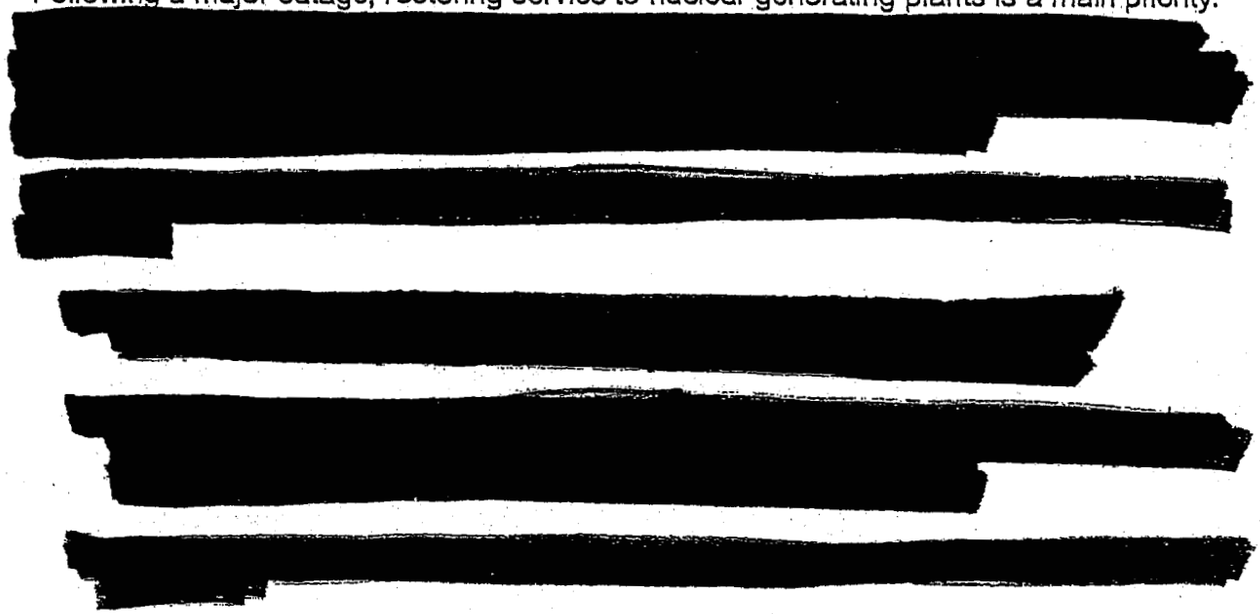
5.0 Damage Assessment

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

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

6.0 Restoration Priorities

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



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

7.0 Off System Crew Mobilization and Tracking

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

8.0 Fiber Optic System Restoration

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

9.0 Tree Removal Policy

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

10.0 Revenue Customer Callbacks

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

11.0 Contractors

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

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

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

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

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

12.0 GIS Data Integrity

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

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

13.0 Tracking of Road Closings During a Storm

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

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

PROCEDURE

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

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

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

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

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

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

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

PHASE I – MOBILIZATION OF CREWS ONTO PROGRESS ENERGY SYSTEMS

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

PHASE II – TRACKING OF CREWS WHILE ON SYSTEM

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

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

PHASE III – RELEASE OF CREWS TO RETURN HOME

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

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

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

Distribution Storm Plan –Exhibit #21 – Revenue Customer Callbacks

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

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

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

DISTRIBUTION STORM PLAN - EXHIBIT #23 - GIS UPDATE FORM

For Carolinas, Send to DIS, OHS 9A2

Name: _____

Company: _____ **Work Location:** _____

Crew #: _____ **Date:** _____

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

CONDUCTOR CHANGES			
Beginning Locid	Ending Locid	Conductor Removed	Conductor Installed

Comments:

Note 1: Include ALL pole changeouts.

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

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

DISTRIBUTION STORM PLAN - EXHIBIT #22 – CREW REGISTRATION FORM

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

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

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

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

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

Foreman/Supervisor: _____ _____

Home Headquarters: _____ _____

Crew members & classification

_____

_____

_____

Number & type of vehicles

_____ _____ _____

_____ _____ _____

_____ _____ _____

her tools/equipment/remarks: _____

_____

_____

Work assignment

Area/feeder/grid: _____

CP&L person-in-charge: _____

Signed: _____ _____
Foreman/Supervisor Local Coordinator

Crew transfer/release authorization

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

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

Report to _____ at _____
Local Coordinator Address

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

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

Remarks: Other tools/equipment/remarks:

_____

_____

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

Form no. 41171
Rev. 9/97

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

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

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

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

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

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

Hurricane Categories (Saffir-Simpson Hurricane Scale)

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

Saffir-Simpson Hurricane Scale Defined

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

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

Document title

Distribution Storm Plan – Sec 4 - Post Storm Functions

Document number

EMG-EDGX-00014

Applies to: Energy Delivery Group – Carolinas and Florida

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

1.0 Table of Contents

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

2.0 Crews For Clean-up Work

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

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

PEF-SR-00152

3.0 Post-Storm Recovery Plan

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

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

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

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

4.0 Extended Pay Procedures

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

5.0 Major Storm Approval Form

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

6.0 Lessons Learned Process

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

The evaluation process should include the following:

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

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

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

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

MAJOR STORM APPROVAL FORM

Major Storm Definition

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

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

Major Storm Approval

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

Approvals & Process Routing

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

Major Storm Approval Form

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

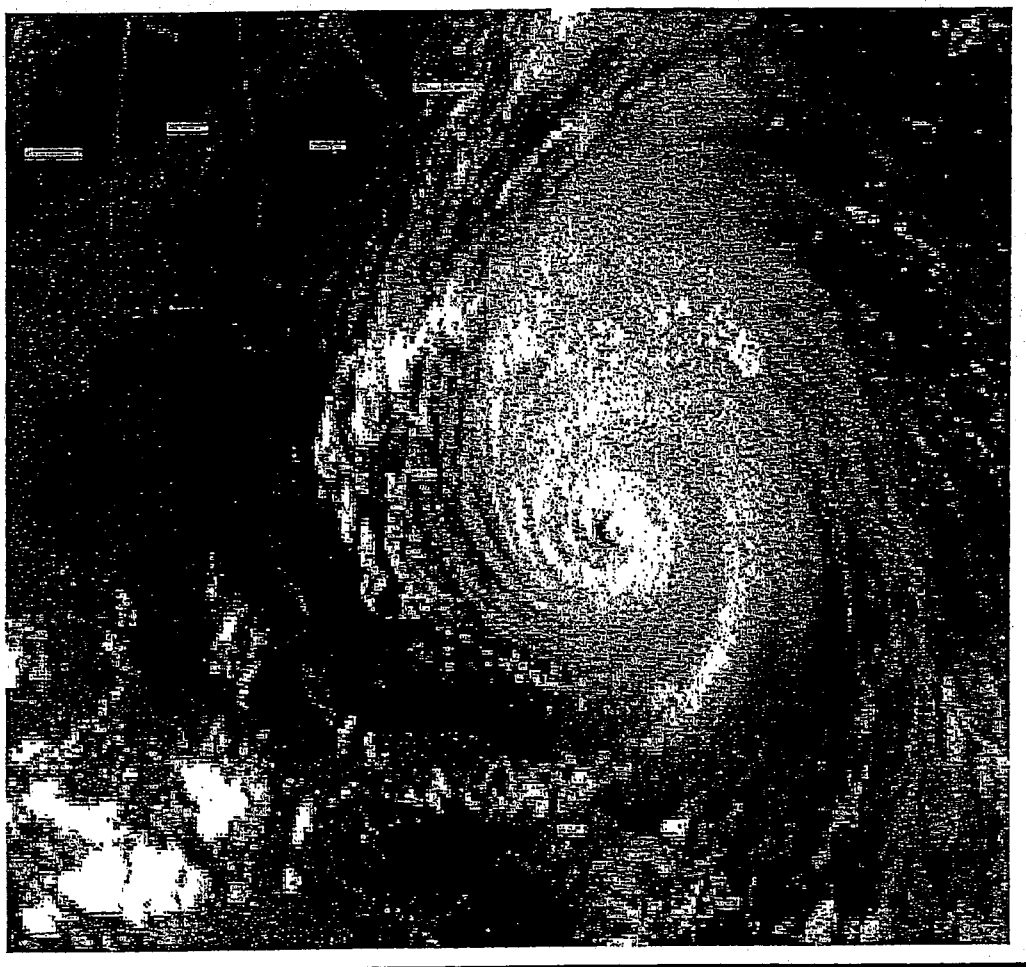
**********Adjusting Outage Time for Outside Construction Help**********

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

Progress Energy

Transmission -Florida

Department Storm Plan



Rev. 2004-10

Transmission Department Storm Plan

Table of Contents

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Progress Energy - Florida
Transmission Department
Storm Plan

I. INTRODUCTION

A. Preface

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

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

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

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

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

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

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

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

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

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

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

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

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

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

B. Transmission Storm Center

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

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

A Fax is also available and the number is:

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

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

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

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

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

C. Logistics Support Center

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

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

A Fax is also available and the number is:

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

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

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

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

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

D. Area Transmission Centers

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

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

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

II. PRE-SEASON ACTIVITIES

A. Annual Review and Revision

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

B. Pre-Season Planning

1. **Director, Transmission Engineering - Responsibilities**

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

2. **Supervisor, Transmission Support Services Unit Responsibilities**

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

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

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

III. PRE-STORM ACTIVITIES

A. Transmission System Coordinator (TSC) and Assistants Responsibilities

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

III. PRE-STORM ACTIVITIES (cont'd)

B. Logistics Support Coordinator (LSC) Responsibilities

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

III. PRE-STORM ACTIVITIES (cont'd)

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

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

III. PRE-STORM ACTIVITIES (cont'd)

C. Area Transmission Coordinator (ATC) Responsibilities

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

III. PRE-STORM ACTIVITIES (cont'd)

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

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

IV. DAMAGE ASSESSMENT AND REPAIR

A. Transmission System Coordinator (TSC) and Assistants Responsibilities

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

IV. DAMAGE ASSESSMENT AND REPAIR (cont'd)

B. Logistics Support Coordinator (LSC) Responsibilities

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

IV. DAMAGE ASSESSMENT AND REPAIR (cont'd)

C. Area Transmission Coordinator (ATC) Responsibilities

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

V. RECOVERY FOLLOWUP ACTIVITIES

A. Transmission System Coordinator (TSC) and Assistants Responsibilities

- Communicate deactivation of the Transmission Storm Center to all Transmission Areas, Logistics Support Center, and to Distribution.
- When the Storm Center has been deactivated the Distribution Storm Center should be notified of such and that if any additional resources are needed from Transmission, the local Transmission Area Manager or appropriate Construction Supervisor should be contacted directly. Provide Distribution with appropriate contact numbers for these resources.
- Ensure that contractors are released when a decision has been made that their services are no longer required. Failing to notify the contractors of this release will cost Progress Energy - Florida substantial amounts of money.
- Direct the Logistic Support Center to demobilize / cancel any pending contract, helicopter, neighboring utility support as applicable.
- Direct the Logistics Support Coordinator to decommission the Logistics Support Center.
- Notify Corporate Communications that the Transmission storm center is deactivated
- Decommission the Storm Center in accordance with Attachment 7.
- Follow-up on any actions needed to ensure the Storm Center is fully ready to support a future event.

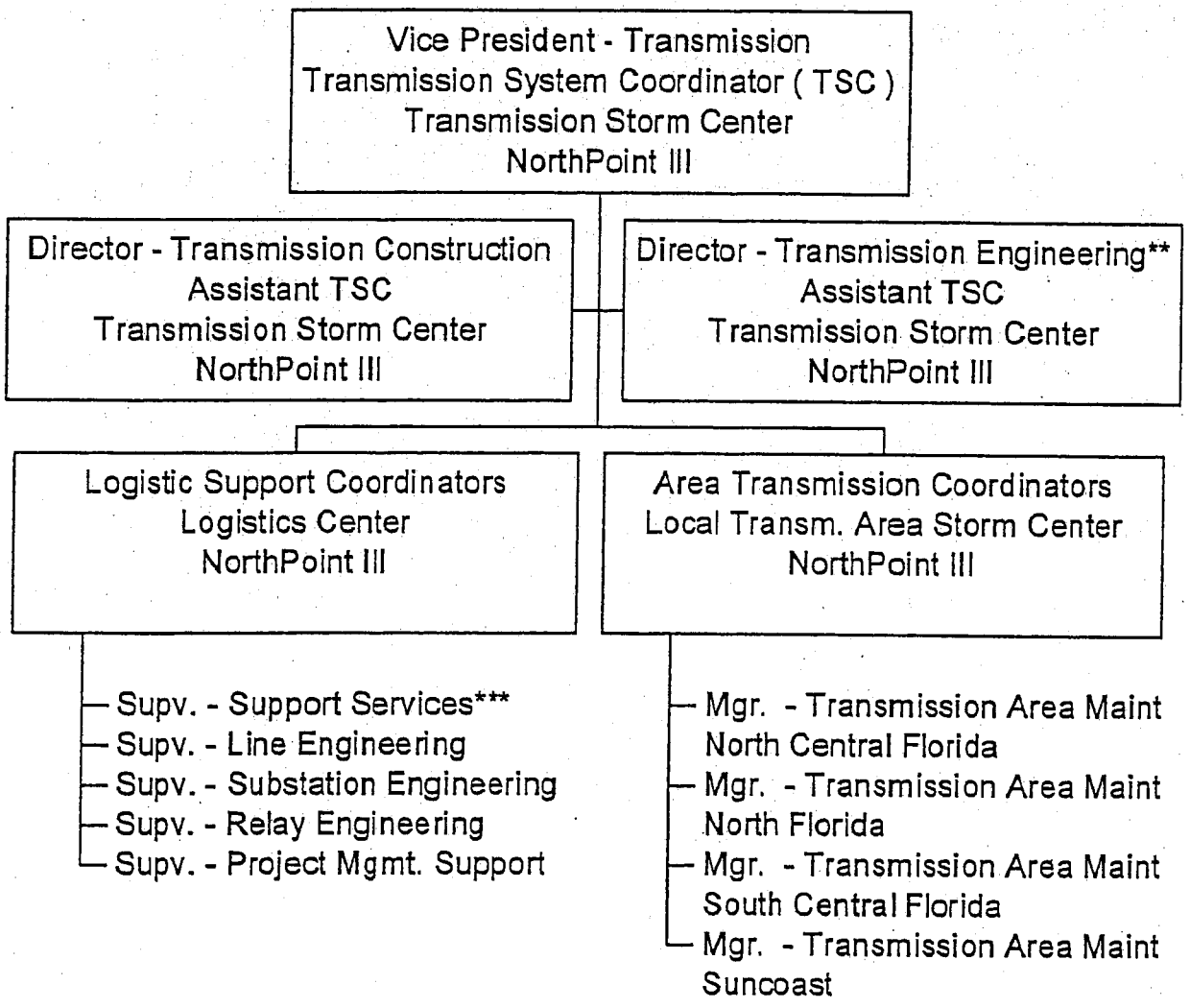
B. Logistics Support Coordinator (LSC) Responsibilities

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

C. Area Transmission Coordinator (ATC) Responsibilities

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

Attachment 1 - Transmission Storm Team



** Storm Center Sponsor
*** Logistics Center Sponsor

Attachment 2 – Storm Centers

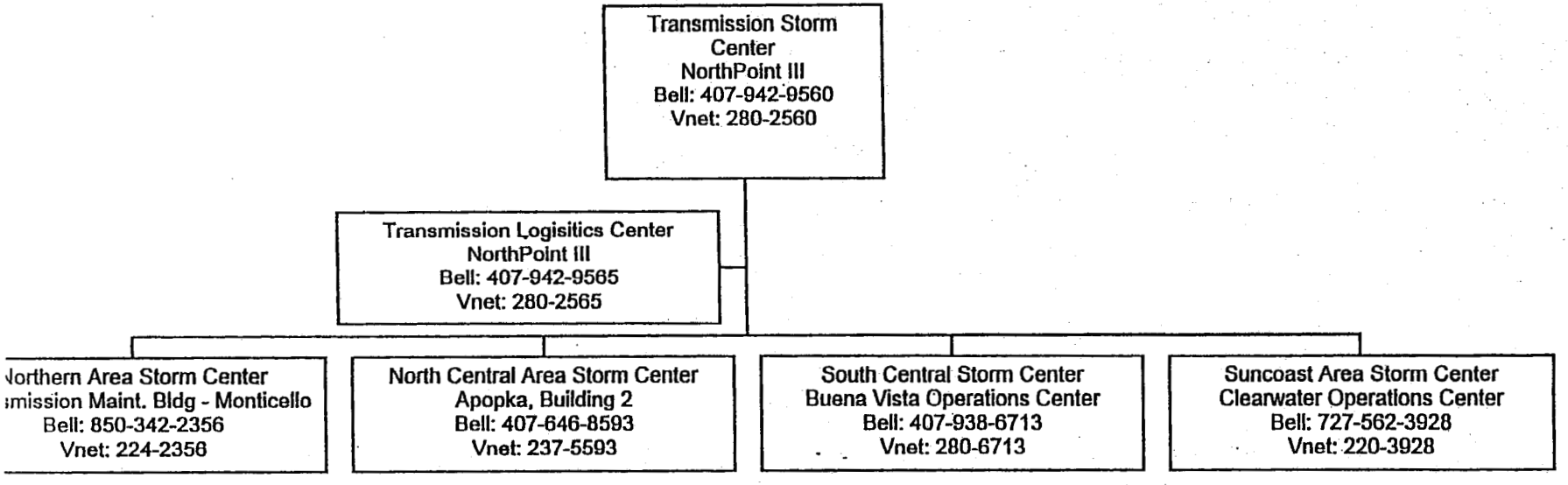
ription	Location	Bell #	Voicenet #	Fax Bell #	Fax Voicenet #
smission Storm Center	NorthPoint III, 3A1	407-942-9560 407-942-9561	280-2560 280-2561	407-942-9563	280-2563
	ECC (alternate location)	727-344-4340 727-344-4341	220-4340 220-4341		
smission stics Support Center	NorthPoint III, 4C4	407-942-9565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

ather links:
: weather page: ftp://S00072/DOWNLOAD/ECC_ALL/WEATHER.HTM

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

Attachment 2A – Storm Center Chart

Transmission Storm Centers



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

Attachment 3 – Transmission Key Contacts

The contents of this attachment are now located at:

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

Attachment 4 – Other Key Contacts

The contents of this attachment are now located at:

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

Attachment 5 – Storm Definitions and Hurricane Classification

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

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

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

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

SAFFIR/SIMPSON HURRICANE SCALE

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

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

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

Attachment 6 – Storm Center Setup

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

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

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

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

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

Attachment 7 – Storm Center Decommissioning

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

Attachment 8 – Logistics Support Center Setup

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

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

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

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

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

Attachment 9 – Logistics Support Center Decommissioning

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

Attachment 10 – Engineering Support

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

Attachment 11 – Materials Support

Relay and Substation Parts

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

Major Substation Equipment & Bushings

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

System Transformer Repair / Mobile Transformers Contact

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

Attachment 11 – Materials Support (cont'd)

Wildwood Central Warehouse

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

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

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

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

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

Heavy Hauling

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

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

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

Attachment 12 – Energy Control Center Contact Numbers

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

Attachment 13 – Transmission Planning

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

Attachment 14 – Corporate Communication / ITSD – Telecommunications Emergency Contacts

Manager, Corporate Communications - Florida: TBD

Karen Breakell

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

Aaron Perlut

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

Rick Janka

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

Craig Eicher

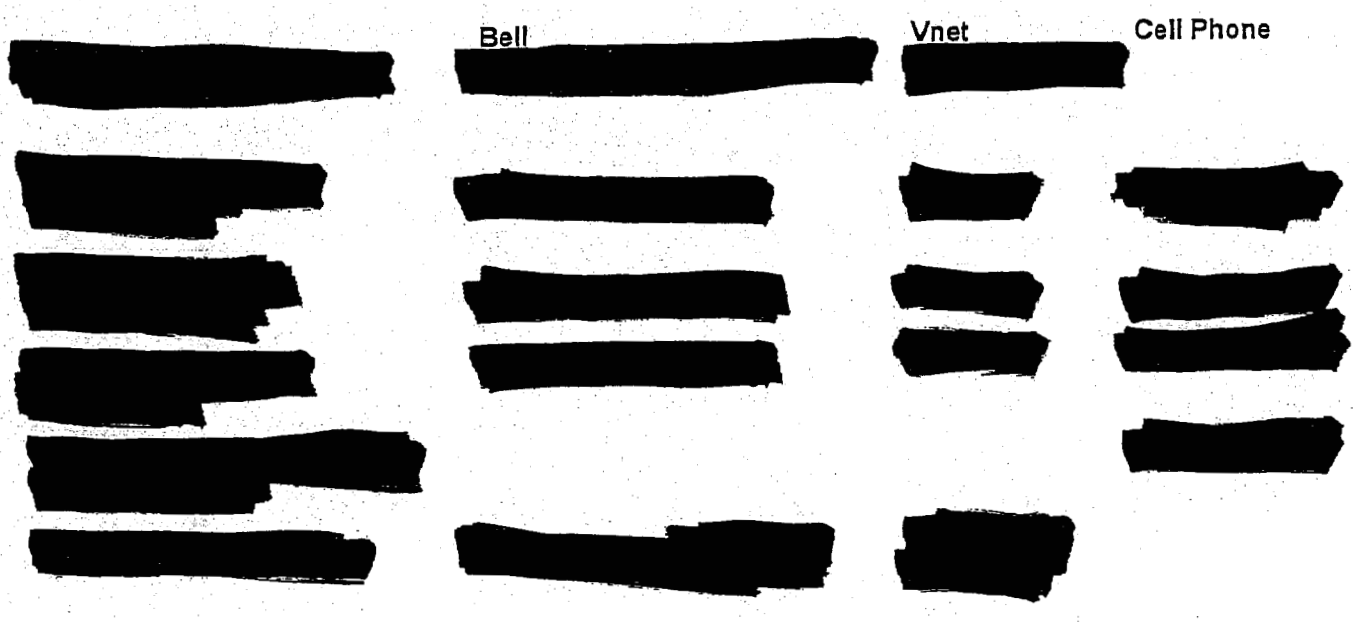
Bell	407 942 2518
VNet	280 2518
Cell	[redacted]
Pager	[redacted]
Home	[redacted]

ITSD & Telecommunications Emergency Contacts

For computer support help call: [redacted]

For telecommunications support help call: [redacted]

Attachment 15 – Crystal River #3 Emergency Contacts



Attachment 16 – T&D Services Contacts

Name	Title	Outside	VoiceNet	Cell	Home
udoin, David	Eng. Tech. Support Specialist - IR	407-942-9213	280-2213	[redacted]	
le, Esta	Revenue Support Specialist-Wireless	407-942-9299	280-2299		
is, Troy	Manager	407-942-9446	280-2446		
ihr, Chuck	Senior Engineer	407-942-9206	280-2206		
ickson, Mark	Senior Engineer	407-942-9650	280-2650		
liday, Pauline	Tech Support Asst. II	407-942-9216	280-2216		
..es, Collier	Lead E D Tech Proj Mgmt Spec - Northern	407-942-9390	280-2390		
ier, Keith	Sr Engr Technical Supt Spec - Telecom	407-942-9247	280-2247		
air, Julie	Sr. Admin. Asst.	407-942-9457	280-2457		
Gee, Ellen	Sr Bus Fin Anlyst	407-942-9270	280-2270		
er, Donnie	Lead E D Tech Proj Mgmt Spec - Suncoast	727-384-7815	220-4815		
er, Gary	Assoc Engr Tech. Supt Spec-Fiber	407-942-9225	280-2225		
Burgess	Director	407-942-9217	280-2217		

Name	Title	Outside	VoiceNet	Cell	
orehead, Bob	Vice President	727-820-5008	230-5008	[redacted]	
ree, Cyndi	Admin. Asst. to Department Head	727-820-5778	230-5778		

Contractors

Name	Speciality	Outside	Voice Net	Cell	
ocksmith, lliam	Fiber/Field Coordinator	407-942-9259	280-2259	[redacted]	
ucker, Ben	Land Acquisition & Permitting	407-942-9361	280-2361	[redacted]	

FAX Numbers

Location	Outside	Voice Net
orthpoint	407-942-9487	280-2487
ller	272-384-4865	220-4865
orehead	727-820-5715	230-5715

Attachment 17 – State Emergency Contact Numbers

Florida Dept. of Emergency Management, ESF-12

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

Attachment 18 – Statewide Energy Emergency Contact Personnel

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

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

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

		Mobile	[redacted]
		Beeper	
		Email	[redacted]
Gulfstream (cont.)	George Matzke VP, Marketing (Secondary Contact)	Office	(813) 282-6613
		Fax	(813) 289-4438
		Home	[redacted]
		Mobile	
		Beeper	
		Email	[redacted]
	Al Taylor VP, Operations	Office	(941) 723-7101
		Fax	(941) 723-7180
		Home	[redacted]
		Mobile	
		Beeper	
		Email	[redacted]
orida Public Service Commission	Jim Ruehl Emergency Coordinator	Office	(850) 413-6694
		Fax	(850) 413-6695
		Home	
		Mobile	[redacted]
		Beeper	
		Email	[redacted]
	Edward Mills Bureau Chief	Office	(850) 413-6650
		Fax	(850) 413-6651
		Home	[redacted]
		Email	[redacted]
	Roland Floyd Bureau Chief	Office	(850) 413-6676
		Fax	(850) 413-6677
		Home	[redacted]
		Email	[redacted]
	Joe Jenkins Asst. Director	Office	(850) 413-6626
		Fax	(850) 413-6627
		Home	[redacted]
		Email	[redacted]
A Division of Emergency Management		Office	(850) 413-9900
			(850) 413-9910
State Warning Point			(850) 413-9911
Hour Emergency Conact		Fax	(850) 488-7841

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

n Company Services | Power Coordination Center

Office (205) 257-6303
(205) 257-6302
(205) 257-6301
Fax (205) 257-5533

Jim Griffith
Manager, Operations

Office (205) 257-6892
Fax (205) 257-6663
Home [redacted]
Mobile
Beeper

Email

Attachment 19 – FRCC Operating Committee Contacts

INVESTOR-OWNED UTILITY SECTOR

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

GENERATING LOAD SERVING ENTITY SECTOR

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

POWER MARKETER SECTOR

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

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

GENERATOR SECTOR

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

NON-UTILITY SECTOR

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

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

LOAD-SERVING ENTITY SECTOR

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

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

ADJUNCT MEMBER

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

AFFILIATE MEMBER

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

SUBCOMMITTEE CHAIRS

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

Attachment 20 – Contract Provisions for Emergency Work

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

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

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

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

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

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

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

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

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

Attachment 21 – Emergency Helicopter Service

Upstate Helicopters
Office: 864-595-0164

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

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

Attachment 22 – Construction & Clearing Contractor Instructions

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

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

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

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

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

Substation Foundation Construction

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

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

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

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

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

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

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

Contact: Jim Kennedy
Fax: 863-687-7200

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

Contact: Ernest Teague
Fax: 704-383-2535

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

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

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

Drilling & Structure Foundation

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

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

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

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

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

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

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

Contact: Michael Dyer
Fax: 727-572-1122

Transmission Overhead Construction

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

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

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

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

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

Contact: Ernie Smith
Fax: 352-365-1844

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

Contact: Mike Katulka
Fax: 954-584-6865

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

Contact: Vance Mauldin
Fax: 407-654-5844

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

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

Contact: Quentin Gillette

Fax: 256-351-2496

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

Contact: Charlie Roper, [redacted]

Fax: 407-696-5999

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

Contact: Larry Schweitzer, [redacted]

Fax 407-398-0104

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

Contact: Ernest Teague

Fax: 704-383-2535

Cutting/Clearing (Right of Way)

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

Contact: Rocio Jasso

Fax: 713-644-8812

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

Contact: John DeLaney, [redacted]

Fax: 863-859-9931

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

Contact: Wendell Durham, [redacted]

Fax: 813-783-3140

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

Contact: Randy McCulloch, [redacted]

Fax: 352-489-6160

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

Contact: Joe Gazelka

Fax: 407-328-4229

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

Substation Electrical Construction

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

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

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

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

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

Contact: Ernest Teague
Fax: 704-393-2535

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

Contact: David Boisvert
Fax: 407-297-0802

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

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

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

Helicopter Services

Power Lines & Helicopters, Inc. (Construction)
10479 North 158th Street — Contact: Harry Hansen
Jupiter, FL 33468-8080
Office Phone: 561-743-1498 — Fax: 561-743-6778

Upstate Helicopters, Inc. (Line inspection)
121-C Venture Blvd — Contact: Barry Straud
Spartanburg, SC 29306
Office Phone: 864-595-0164 — Fax: 864-595-1186

Haverfield Corporation (Construction)
104 Sanders Road — Contact: Bob Burns
Carroll Valley, PA 17320
Office Phone: 717-642-9890 — Fax: 407-888-2877

AIR2 (Construction)
12515 Southwest 88th Street — Contact:
Miami, FL 33186
Office Phone: 305-662-2896 — Fax: 305-662-9133

Aerial Photography Services

Kucera South
2215 South Florida Avenue — Contact: Larry Towles
Lakeland, FL 33803

Office Phone: 863-686-8640 — **Fax: 863-688-9594**

Attachment 24 - Crew Registration Instructions

General Information

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

1. Provide tracking of all crew personnel and equipment in the area.
2. Provide a means for logging out work assignments.
3. Provide a means for documenting any problems or comments that crews feel might be needed for future reference.
4. Provide a method for collecting Fixed Asset Accounting information.

Instructions

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

1. **Company:** write in the name of the company that the crew works for (example: Progress Energy - Florida, Stackhouse, Howell, etc.). If crew works for Progress Energy - Florida, add the area that it is from (example: Progress Energy - Florida Suncoast Line Crew).
2. **Employee's Full Name:** write in the full name (not nickname) of each member of the crew.
3. **Social Security Number:** fill in the social security number for each crew member.
4. **Progress Energy - Florida Supervisor of Crew:** supervisor should write in his name.
5. **Vehicles/Equipment:** list the types of vehicles and equipment assigned to the crew (for example: wire stringer, marsh master, bucket truck, etc.).
6. **Crew Lodging:** list the name of the place where the crew will be staying.

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

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

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Form No. 64023
6/92

Attachment 25 - Crew Registration Form

Company:

Crew Members

Employee's Full Name	Social Security Number

Progress Energy - Florida Supervisor of Crew:

Vehicles/Equipment

Crew Lodging:

Side 1 of Form

Work Assignments / Materials Installed

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Date__________ **Assignment**

From To # % %
Structure_____ Structure_____ Poles_____ Insulators_____ Conductor

Comments/Problems/Follow-up Needed

Attachment 26 – Storm Accounting Procedures

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

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

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

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

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

Attachment 27 – Storm Card Procedure

PURPOSE

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

SYSTEM STORM COORDINATOR

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

STORM CARD OWNERS

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

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

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

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

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

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

Attachment 27 – Storm Card Procedure (cont'd)

STORM CARD RECIPIENTS

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

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

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

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

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

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

USE OF PERSONAL FUNDS

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

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

rm Plan Expense Account Form (Example):

ne of Hurricane: Mitch

Prepared By: *Pete Smith*

dit Card Number: 123456789

Date Prepared: 06/01/01

ployee Name: Pete Smith

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

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

Attachment 29 – Progress Energy - Florida Transmission Storm Card Distribution

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

Attachment 30 – Storm Voucher Form

Transmission Department Voucher Form

General Information

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

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

Instructions

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

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

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

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

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

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

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

City _____ Date _____

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

Name of Business

Staple voucher to invoice.

___ Meals:

___ Breakfast ___ Dinner ___ Supper

# of employees on ticket:

___ Other:

Amount $

Progress Energy - Florida Supervisor/
Employee:

FRONT OF FORM BACK OF FORM

Transmission Department Voucher Form

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

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

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

$2,500,000 Deductible

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

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

Attachment 32 – Safety & Environmental Contacts

Safety:

Transmission Safety Rep:

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

Manager - Progress Energy - Florida Health & Safety:

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

Environmental:

Environmental Supervisor:

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

Coastal Regions:

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

North Central:

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

South Central:

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

Environmental Services Section (ESS) Storm Operations Center

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

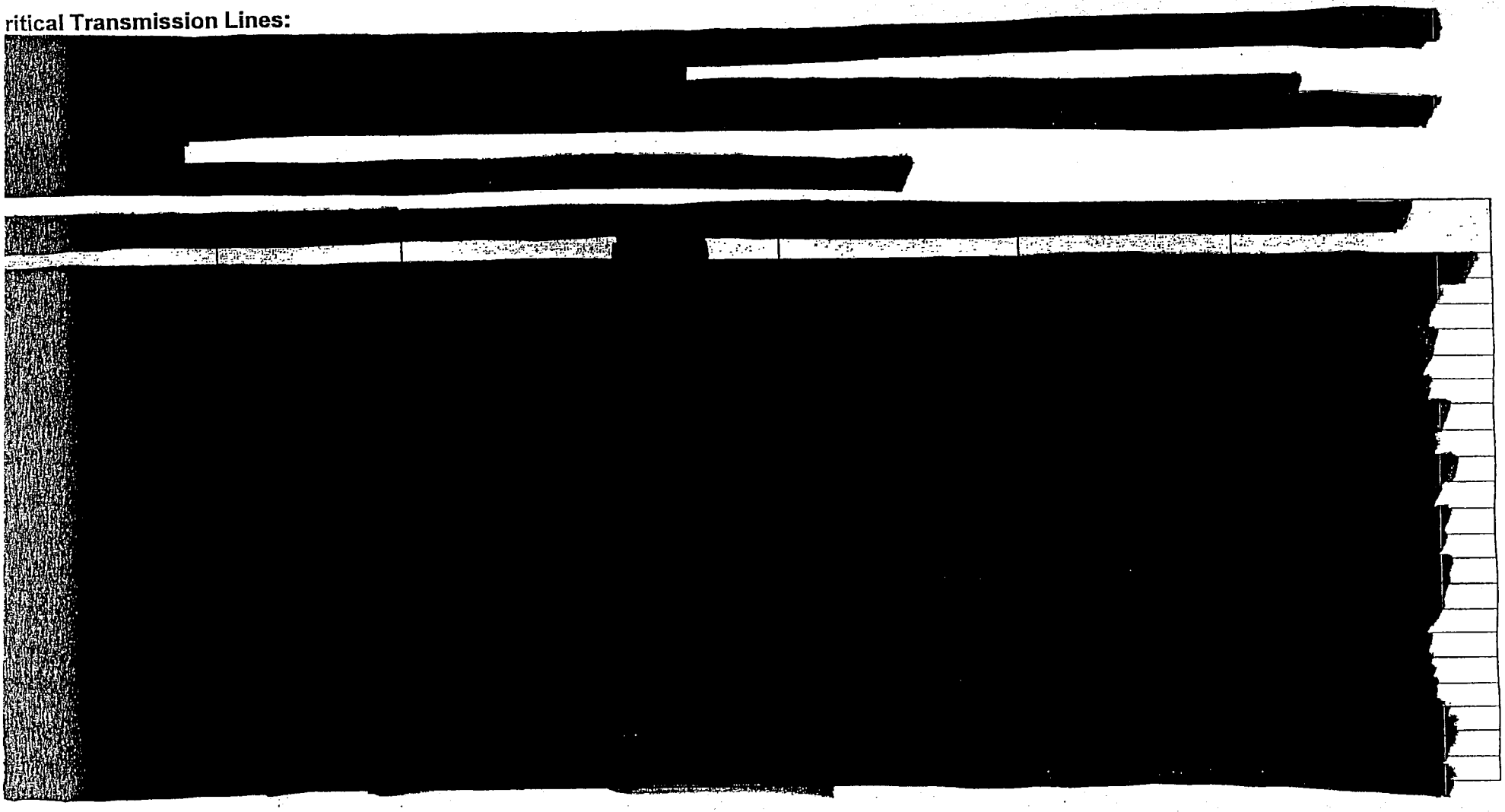
Environmental Web page: \\S00225\Shared\Env Web\index.html

Attachment 33 - Storm Planning Checklist and Good Practices

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

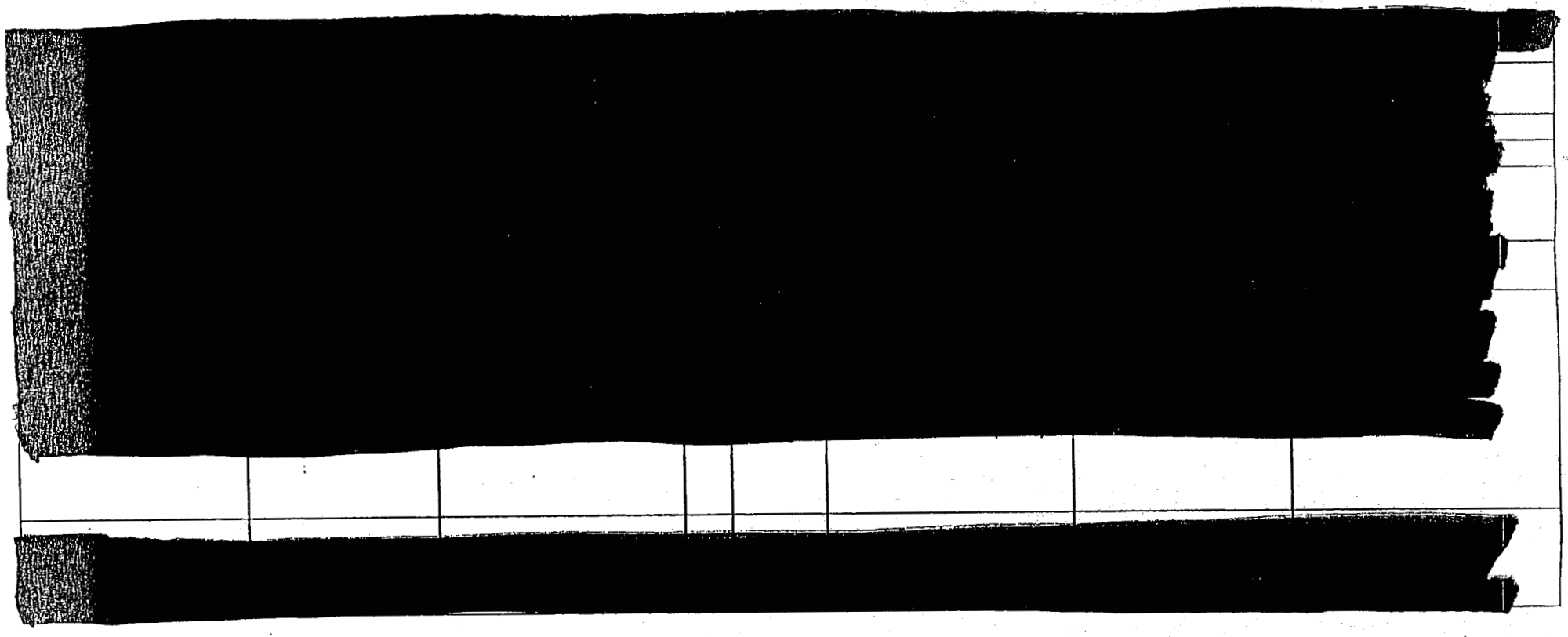
Attachment 34 - Critical Transmission Lines

ritical Transmission Lines:

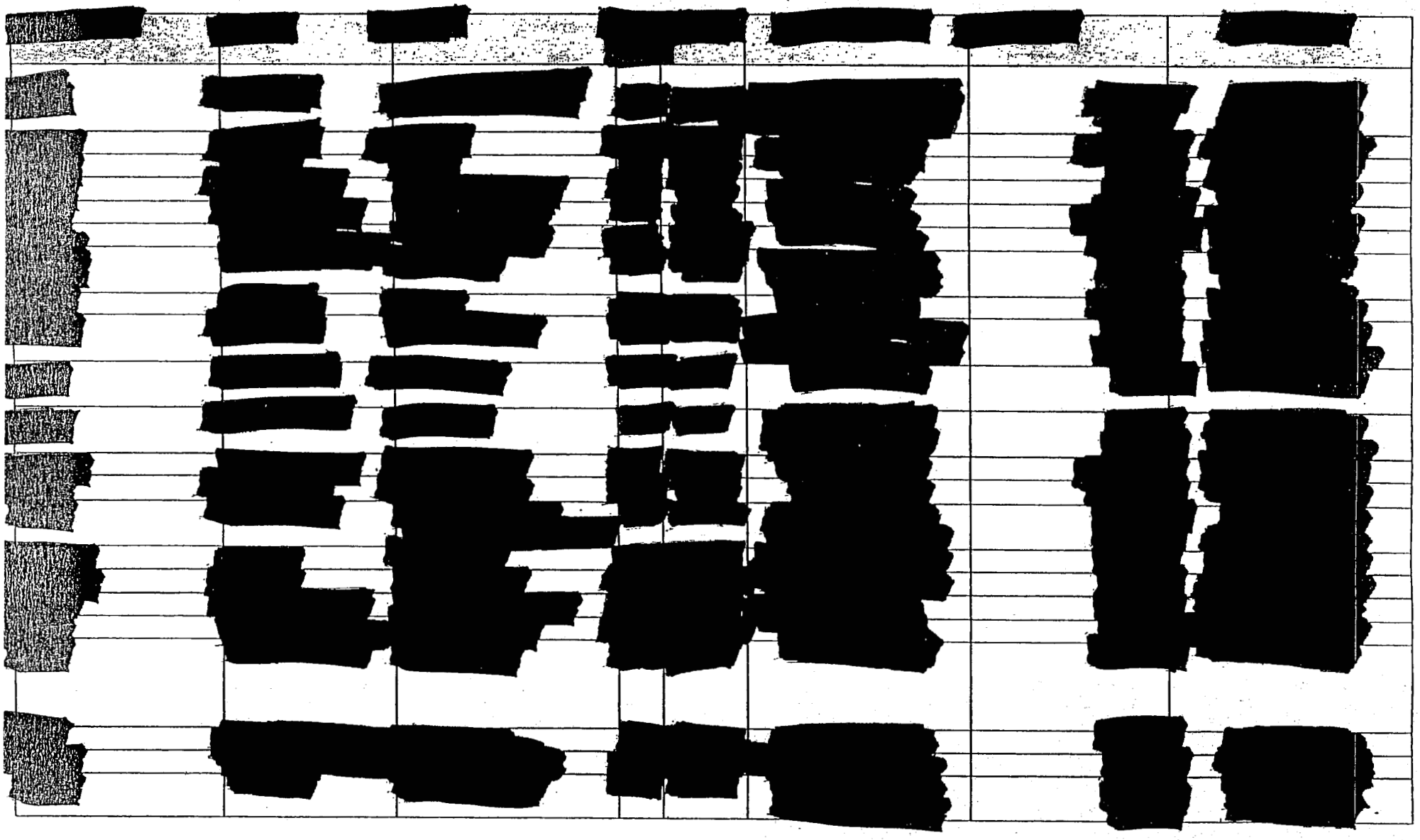


PEF-SR-00069

Attachment 34 - Critical Transmission Lines (cont'd)

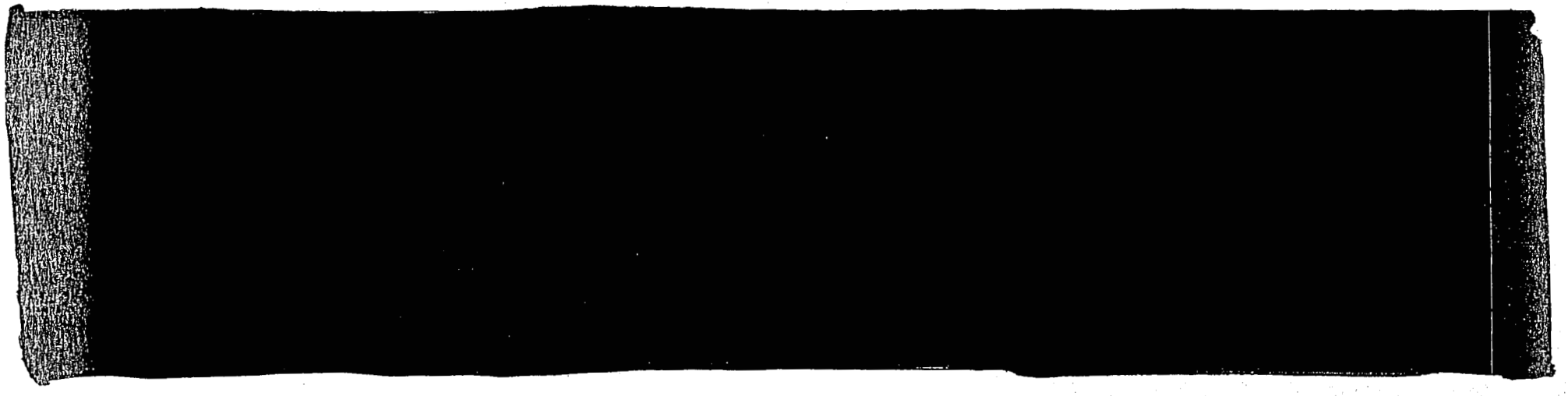


Attachment 34 - Critical Tran[illegible]ission Lines (cont'd)



PEF-SR-00071

Attachment 34 - Critical Transmission Lines (cont'd)



Attachment 35 - Critical Substations

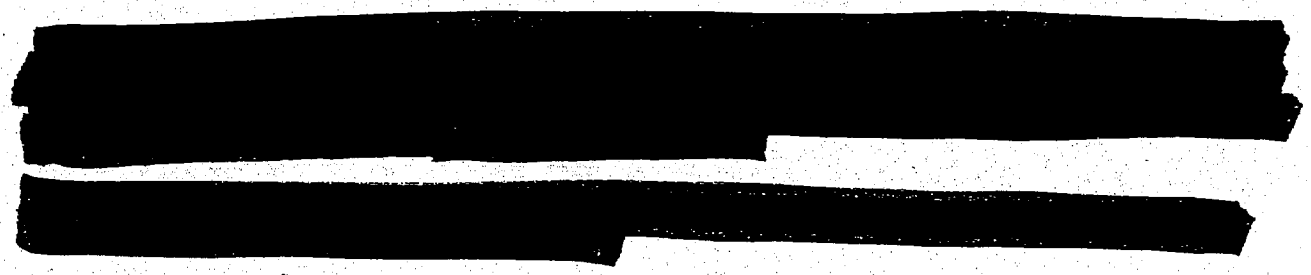
Below are listed the Plant Substations and the Transmission Substations that are considered critical to PE-FL's bulk electric system reliability. [redacted]

Plant Substations

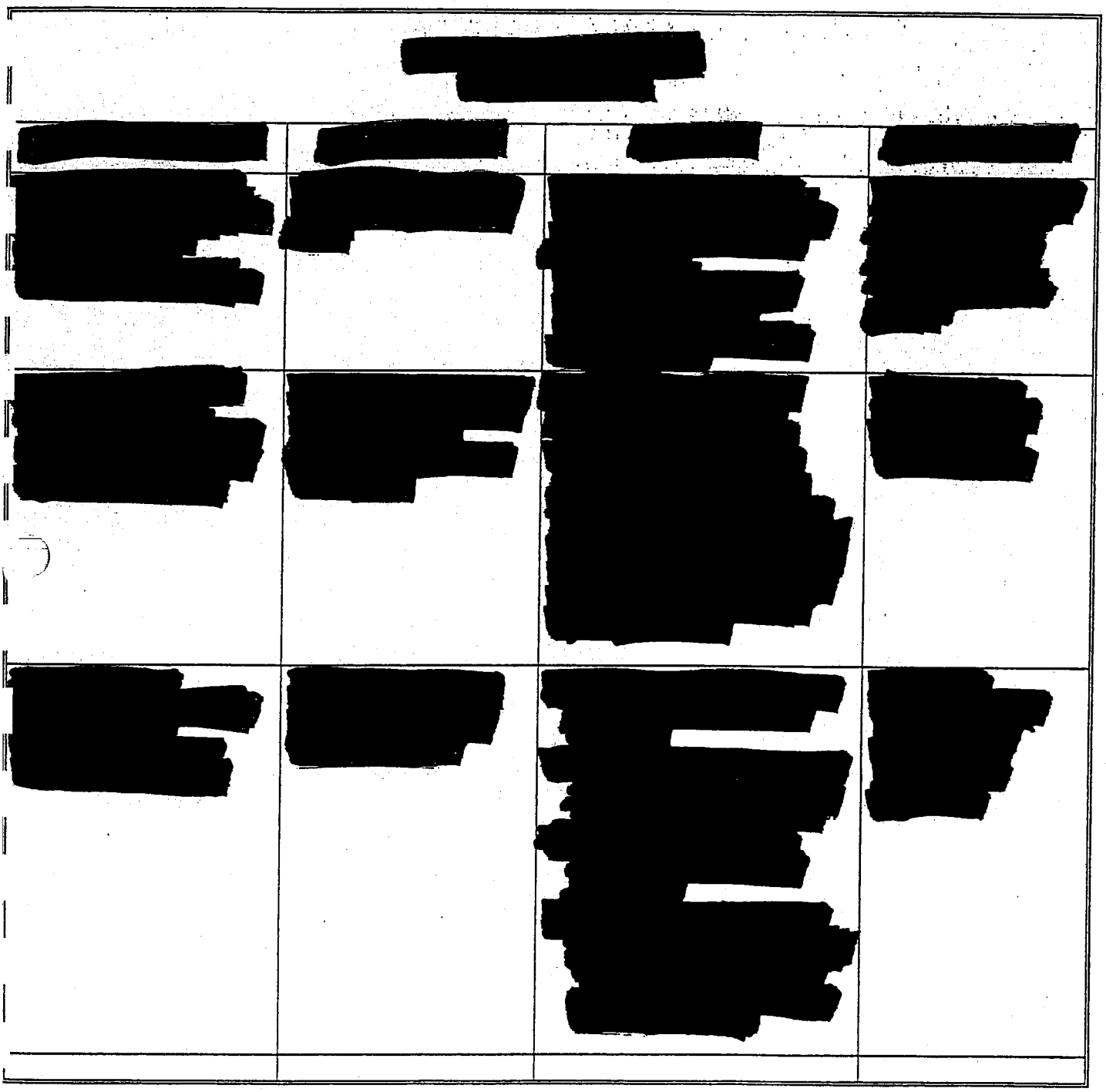
Substation Name	County
[redacted]	[redacted]

Transmission Substations

Substation Name	County
[redacted]	[redacted]



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



Attachment 37 – Authorized Helicopter Requester List

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

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