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FILED 12/15/2017
DOCUMENT NO. 10651-2017
FPSC - COMMISSION CLERK

1640 West Jefferson Street
Quincy, Florida
32351-5679

December 15, 2017

Mr. Wesley Taylor
Florida Public Service Commission

Re: PSC Docket No. 20170215-EU – Review of electric utility hurricane preparedness and restoration actions

Dear Mr. Taylor:

Attached is Talquin Electric Cooperative's response to the PSC Docket No. 20170215-EU – Review of electric utility hurricane preparedness and restoration actions data request.

If you have any questions regarding our submission, please feel free to contact me at (850)627-1679 or email me at tony.guillen@talquinelectric.com

Sincerely,

A handwritten signature in black ink, appearing to read "Tony Guillen, Jr.", with a stylized flourish at the end.

Tony Guillen, Jr
Director of Engineering & Operations
Talquin Electric Cooperative
Talquin Water & Wastewater
1640 West Jefferson Street
Quincy, FL 32351-2134

Cc: Tracy Bensley, Talquin Electric Cooperative General Manager
Michelle Hershel, Florida Electric Cooperatives Assoc. Director of Regulatory Affairs

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STATE OF FLORIDA



OFFICE OF THE GENERAL COUNSEL
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Public Service Commission

November 14, 2017

STAFF'S FIRST DATA REQUEST
via email

To:

Duke Energy Florida, LLC (Matthew.Bernier@duke-energy.com, dianne.triplett@duke-energy.com)
Florida Power & Light Company (ken.hoffman@fpl.com)
Gulf Power Company (jastone@southernco.com, rab@beggslane.com)
Tampa Electric Company (jbeasley@ausley.com)
Municipal Group (AZubaly@publicpower.com)
Lee County (dennie.hamilton@lcec.net)
Cooperative Group (mhershel@feca.com)

Re: Docket No. 20170215-EU - Review of electric utility hurricane preparedness and restoration actions.

To Whom It May Concern:

By this letter, the Commission staff requests that each utility provide responses to the following data requests.

Staging for Utility Personnel and Mutual Aid

1. Please describe the pre-storm coordination process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate. The description should include:
 - a. Dates and topics of internal meetings held after each storm was named.
 - b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.
 - c. Date mutual aid was requested and nature of request.

Hurricane Hermine:

- a. **Dates and topics of internal meetings held after Hurricane Hermine was named.**
 - **Daily staff meetings began on 8/29/16 to begin preparation for TD#9.**
 - **Twice Daily staff meeting began on 9/2/16 with all department directors to report progress on restoration efforts.**
 - **Daily conference call with Leon County EOC began on 8/29/16 for weather briefings and for progress reports from all agencies.**

- **Daily conference call/meeting with Governor began on 9/2/16 for reporting progress to State EOC by all agencies.**
- b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.**
 - **8/30/16 – Conference call with Florida Electric Cooperative Association (FECA) and all Florida Electric Cooperatives to discuss forecasted storm path and mutual aid needs and availability.**
 - **8/31/16 – Conference call with FECA and all Florida Electric Cooperatives to discuss forecasted storm path and mutual aid needs and availability.**
 - **9/1/16 – Talquin Electric Cooperative requested mutual aid assistance through FECA. Initial request was for ten (10) 2-man crews and four (4) 5-man construction crews with a bucket and digger truck to arrive and begin providing aid on 9/2/16. FECA lined up eight (8) 2-man and two (2) construction crews from Baldwin EMC.**
 - **9/2/16 – FECA reported additional Mutual Aid confirmed from Gulf Coast Electric Cooperative, West Florida Electric, Southern Pine Electric, Pioneer Electric Cooperative, Covington EMC, Tallapoosa River Electric Cooperative, and South Alabama Electric Cooperative.**
 - **9/4/16 – FECA reported Florida Keys Electric Cooperative crews headed to Talquin on 9/5/16.**
 - **9/5/16 - FECA reported that Glades EMC from Florida and Greystone EMC from Atlanta are headed to Talquin on 9/5/16.**
- c. Date mutual aid was requested and nature of request: See answer to b. above.**

Hurricane Irma:

- a. Dates and topics of internal meetings held after each storm was named.**
 - **9/4/17 – Department Directors started meeting with key staff to begin preparations and monitor weather.**
 - **9/5/17 – 9/14/17 – Leon County EOC conference call to discuss forecast and storm preparations. Twice daily calls began on 9/6/17.**
 - **9/8/17 – 9/14/17 – Twice daily Talquin Electric Cooperative Executive staff meetings/conference calls. Directors reported on status of preparations prior to storm and restoration progress following the storm.**
 - **9/8/17 – 9/13/17 – Daily Governor's conference call. Received statewide status update from EOC and provided opportunity for utilities to identify needs to EOC.**
- b. Dates and topics of external communication pertaining to mutual aid held after each storm was named.**
 - **9/7/17 – 9/15/17 – Daily FECA conference calls. Discussed mutual aid needs of each utility and any statewide issues being faced – fuel, lodging, etc.**
- c. Date mutual aid was requested and nature of request:**

- **9/8/17 – Talquin Electric Cooperative officially requested mutual aid assistance through FECA and ROW crews through our contractors. Request was for up to 200 construction personnel with bucket trucks and line trucks.**
- **9/9/17 – FECA lined up mutual aid assistance from Mid-South Synergy, CoServ Electric, Bowie-Cass Electric Cooperative, Pedernales Electric Cooperative, Wood County Electric Cooperative, and Comanche Electric Cooperative. All crews began heading to Talquin on 9/10/17. Talquin lined up ROW crews from Nelson Tree Service and NG Gilbert as well as construction crews from Pike.**

2. Please provide a detailed description of the utility's allocation of storm duties for all personnel. This should include a description of each function and the number of utility personnel assigned.

Hurricane Hermine: Please see Appendix A – Hurricane Hermine - Overall Storm Duties by Department & Storm Management Plan Engineering /Operations Departments

Hurricane Irma: Please see Appendix B – Hurricane Irma - Overall Storm Duties by Department & Storm Management Plan Engineering /Operations Departments

3. When did the costs for Hurricanes Hermine, Matthew, Irma, Maria, and Nate begin to accrue for receiving mutual aid?

Mutual Aid costs for Hermine began to accrue on 9/1/2016.

Mutual Aid costs for Hurricane Irma began to accrue 9/9/2017.

Talquin Electric Cooperative began receiving mutual aid invoices within 30 days of each storm. All invoices are usually paid within 90-120 days from the storm.

Damage Assessment Process

4. Please provide a detailed overview of the initial damage assessment process for Hurricanes Hermine, Matthew, Irma, Maria, and Nate, including the number of utility employees or contractors involved, their duties, and how initial damage assessment is disseminated within the utility to assist in restoration activities. Additionally, please provide photographs or other visual media that memorializes storm damage, which was documented during the initial damage assessment process.

Initial Damage Assessment (IDA) is performed by Talquin Electric Cooperative personnel. Substation and transmission lines assessment is performed by substation crews. Distribution circuits and road clearing assessment is performed by Line crews, Line Techs, Staking Engineers, and Service Techs. IDA is communicated to the General Manager, Director of Engineering & Operations, Manager of Operations, Member Services offices, Dispatch Operators, County EOC's and Media representatives.

Hurricane Hermine: 68 Talquin employees used for damage assessment. No contractors used for damage assessment.

Hurricane Irma: 67 Talquin employees used for damage assessment. No Contractors used for damage assessment.

5. Please provide a description of how damage assessment data is updated and communicated internally.

As Talquin Electric Cooperative crews assess and restore damage they report directly to the Dispatch Center as well as complete FEMA sheets for every repair. The dispatchers update the outage management system with crew locations and status of the system. Regular updates are provided to General Manager, Director of Engineering and Operations, Manager of Operations, Member Services offices, County EOC's and Media representatives.

Restoration Workload

6. Please provide a detailed description of how the utility determines when and where to start restoration efforts.
Restoration is started when working conditions are safe for our employees to work. Wind speed, road conditions, debris, and flooded conditions are all critical to ensure safe working conditions. Restoration starts with transmission lines, substations, distribution circuits and critical accounts as determined by initial damage assessment performed by Talquin personnel.
7. For Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please complete the following table on workload priority:

Hurricane Hermine

Personnel Responsible for Restoration Workload Assignments		
Title	Years of experience	Number of crews managed
Manager of Operations – T5	41	55 personnel
Area Superintendent – T1	16	58 personnel
Area Superintendent – T2	16	88 personnel
ROW Coordinator	22	63 personnel
Substation Coordinator	16	6 personnel

Hurricane Irma

Personnel Responsible for Restoration Workload Assignments		
Title	Years of experience	Number of crews managed
Area Superintendent – T1	11	61 personnel
Area Superintendent – T2	17	49 personnel
Area Superintendent – T5	17	41 personnel
ROW Coordinator	23	93 personnel
Substation Coordinator	17	6 personnel

8. Please provide a description of how restoration workload adjusts based on work completed and updates to damage assessments.
Restoration workload is managed by the Manger of Operations and Superintendent in each area. Based on daily updates damage and outages, Line Crews and ROW Crews are assigned work and possibly relocated to other areas as needed.

9. If applicable, please describe how mutual aid was determined to be no longer needed following Hurricanes Hermine, Matthew, Irma, Maria, and Nate.
For both Hurricane Hermine and Irma, Mutual Aid is determined to no longer be needed when all members have had power restored. Mutual Aid crews are then released with some mutual aid retained for a short duration to assist with clean up functions if necessary.

Staffing Considerations

10. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following, please provide the following:

Hurricane Hermine:

 - a. **Days of lodging provided for Utility personnel (Person-Days) - 0**
 - b. **Days of lodging provided for mutual aid partners (Person-Days) –768**
 - c. **Number of meals provided for Utility personnel –4032**
 - d. **Number of meals provided for mutual aid partners –2274**
 - e. **Number of Utility personnel injuries –0**

- f. Number of mutual aid partner injuries –0
 - g. Number of Utility personnel fatalities –0
 - h. Number of mutual aid partner fatalities –0
- Please note any delays in restoration associated with items e-h above. – None

Hurricane Irma

- a. Days of lodging provided for Utility personnel (Person-Days) - 0
 - b. Days of lodging provided for mutual aid partners (Person-Days) – 314
 - c. Number of meals provided for Utility personnel – 1710
 - d. Number of meals provided for mutual aid partners –942
 - e. Number of Utility personnel injuries – 0
 - f. Number of mutual aid partner injuries – 0
 - g. Number of Utility personnel fatalities – 0
 - h. Number of mutual aid partner fatalities – 0
- Please note any delays in restoration associated with items e-h above. – None

11. Please provide a detailed description of when your Utility was considered fully restored from each named storm event.

Hurricane Hermine:

	90% Restored	98% Restored	100% Restored
Gadsden County	9/5/16	9/6/16	9/7/16
Leon County	9/5/16	9/7/16	9/8/16
Liberty County	9/4/16		9/6/16
Wakulla County	9/5/16	9/6/16	9/8/16

Hurricane Irma:

	90% Restored	98% Restored	100% Restored
Gadsden County	9/13/17 @1:40PM	9/13/17 @5:43PM	9/15/17 @ 12:46AM
Leon County	9/13/17 @8:03AM	9/13/17 @7:32PM	9/14/17 @ 11:06PM
Liberty County		9/12/17 @12:48PM	9/14/17 @ 12:21AM
Wakulla County	9/12/17 @3:42PM	9/12/17 @9:08PM	9/13/17 @ 9:33 PM

Customer Communication

12. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please respond to the following for each county in the Utility's service territory affected by the storms.
- a. Total number of customer accounts
 - b. Peak number of outages

Hurricane Hermine

County	Total number of customer accounts	Peak number of outages
Leon	26,257	22,609

Gadsden	14,932	9,351
Wakulla	8,495	8,495
Liberty	3,252	502

Hurricane Irma

County	Total number of customer accounts	Peak number of outages
Leon	24,480	14,583
Gadsden	14,977	9,321
Wakulla	8,684	5,306
Liberty	3,286	2,129

13. Please provide how call center customer service representatives were utilized before, during and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

Hurricane Hermine:

Eleven (11) call center member services representatives were working during the peak of Hermine. Staffing was adjusted as per call volumes. Additionally, a third party call center was available to assist with call overflow.

- Two at Quincy (2)
- One at Hosford (1)
- Two at Lake Jackson (2)
- Three at Bradfordville (3)
- Two at Crawfordville (2)

Hurricane Irma:

Twenty one (21) call center member services representatives were working during the peak of Irma. Staffing was adjusted as per call volumes. Additionally, a third party call center was available to assist with call overflow.

- Three at Quincy (3)
- One at Hosford (1)
- Three at Lake Jackson (3)
- Three at Bradfordville (3)
- Two at Crawfordville (2)
- Nine at HQ (Info Services Reps) (9)

14. Please provide the number of customer service representatives the Utility had during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

Hurricane Hermine:

Seventeen (17) member services representatives were working during Hurricane Hermine.

Hurricane Irma:

Eighteen (18) member services representatives were working during Hurricane Irma.

- a. Were there additional personal deployed or 3rd party entities utilized to help address customer contacts during each named storm event? **No.** If so, how many?
N/A

15. Please provide the number of customer contacts received by the customer call center(s) during Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

**Hurricane Hermine:
Data not Available**

Hurricane Irma:

4,866 calls during Hurricane Irma covering the day before, during, and post storm restoration efforts.

16. Please provide all methods (call centers, email, Utility website, etc.) utilized to submit and collect customer contacts before, during, and after Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

Call Center, Email, Utility Website, Social Media, Text Messaging

17. Please describe the step by step process(es) by which customer contacts are addressed before, during, and after a named storm event. If different during each timeframe, please describe the step by step process during each separately.

- **All accounts listed as MES (Medical Essential Services) accounts were contacted by phone on several days prior to the storm to advise Members to make preparations in advance of the storm and be prepared for extended power and/or water outages. Social media posts were also issued before the storm urging preparation.**
- **During the storm, we primarily engaged with Members through phone calls, email, social media, and press releases as conditions were unsafe for office visits.**
- **After the storm, we primarily engaged with Members through phone calls, email, social media, press releases, TV, radio, and office visits.**

- a. Did the Utility identify any delays in restoration as a result of addressing customer contacts related to Hurricanes Hermine, Matthew, Irma, Maria, and Nate? **No.** If so, please provide detail. **N/A**

18. Please provide whether or not customer contacts are categorized (by concern, complaint, information request, etc.) If so, how are they categorized? If not, why not?

All reported outages from Member contacts are entered into the outage management system. Any emergencies – wire down, fire, vehicle accident, etc. are reported directly into the control center and crews are dispatched to address.

19. Please provide a detailed description of how customer service representatives are informed of restoration progress.

Updates are provided via email updated from Dispatch and Social Media representatives. All Talquin Electric Cooperative personnel have access to the internal outage map with real time updates.

- a. Is there a script provided to each customer service representative to relay restoration progress to customers? If so, what is the process by which the script is created?

As restoration information became available, the Member Services Director and social media team informed staff of internally approved talking points.

20. Please describe the process the Utility uses to notify customers of approximate restoration times. The response should include at a minimum:

- a. How restoration time estimates were determined.
Restoration estimates are determined based on the total number of members out of power, the damage assessments performed following the event and the number of available personnel for restoration. Numbers of broken poles, trees down, and wire down are taken into account when determining the estimate.
- b. How customers are notified.
Members are notified via website updates, social media, phone calls, office visits, external media channels including radio, print, etc.
- c. How restoration time estimates are updated.
Restoration time estimates are updated as the field personnel report on their progress and/or identify any significant changes to the initial damage assessment.
- d. How restoration time estimates are disseminated internally, to the county and state Emergency Operations Centers, and to the public.
Restoration time estimates are disseminated via social media, emails, text messaging and our website. Personnel that are assigned to the EOC's report our status as requested by each EOC.

Material Considerations

21. Regarding Hurricanes Hermine, Matthew, Irma, Maria, and Nate, please provide a description of how vehicle fuel was procured for Utility personnel and mutual aid partners. As part of the response, please answer the following:
- a. Whether or not the Utility has fuel stored for these types of events
Hurricane Hermine: No fuel stored on site.

- Hurricane Irma: Some fuel stored on site.**
- b. Whether or not fuel shortage was an issue during these events
Hurricane Hermine: Fuel storage was not an issue. Our primary supplier had fuel stored and dedicated for us at two locations.
Hurricane Irma: Fuel storage was not an issue. Our primary supplier had fuel stored and dedicated for us at two locations, plus they delivered additional fuel tanks to our Bradfordville Operations Center.
- c. Whether or not there were any delays due to fuel shortage
Hurricane Hermine: We had no delays in fuel supply from our primary supplier.
Hurricane Irma: We had no delays in fuel supply from our primary supplier (some vehicles had to drive farther than normal due to the fact that all service stations were not up and running for a period of time).
- d. Whether or not there were enough vehicles available during these events/any issues mobilizing crews
We had no issues mobilizing crews.
22. Please detail any complications or delays such as shortage or delayed delivery of materials for Hurricanes Hermine, Matthew, Irma, Maria, and Nate.

We had no complication or delays with materials.

Restoration Process

23. Please provide a summary timeline of the utility's restoration process for each hurricane: Hermine, Matthew, Irma, Maria, and Nate. The timeline should include, but not limited to, staging, stand-down, deployment, re-deployment, allocation, mutual aid, release of mutual aid, and date last outage was restored.

Hurricane Hermine

- **9/2/16 – Talquin Electric Cooperative personnel and contractors report to work and begin damage assessment and restoration work. Mutual Aid crews from Baldwin EMC, Tallapoosa River Electric Cooperative, Pioneer Electric Cooperative, West Florida Electric Cooperative, Covington EMC, South Alabama Electric, Southern Pine Electric Cooperative, Gulf Coast Electric Cooperative and Pike arrive on site and begin work.**
- **9/3/16 – Additional ROW Crews arrive on site and begin work.**
- **9/4/16 – Liberty County 90% Restored**
- **9/5/16 – Mutual Aid Crews from Florida Keys Coop, Glades EMC, and Greystone EMC arrive on site and begin work. Additional Cut & Toss resources added from the State EOC.**
- **9/5/16 – Gadsden County, Leon County, and Wakulla County 90% Restored**
- **9/6/16 – Gadsden County and Wakulla County 98% restored. Liberty County 100% Restored.**
- **9/7/16 – Leon County 98% Restored. Gadsden County 100% Restored.**
- **9/8/16. – Leon County and Wakulla County 100% Restored. Full System Restoration.**

- **9/8/16 – All Mutual Aid Crews released.**

Hurricane Irma

- **9/10/17 –Pike Crews arrive and ready to work once storm passes.**
- **9/11/17 – Talquin Electric Cooperative personnel and contractors report to work and begin damage assessment and restoration work.**
- **9/11/17 – ROW crews from Nelson arrive and begin work.**
- **9/12/17 - Mutual Aid crews from CoServe Electric, Wood County Electric Cooperative, Mid-South Synergy, Comanche Electric Cooperative, and Bowie-Cass Electric Cooperative arrive and begin work. ROW crews from NG Gilbert arrive and begin work.**
- **9/12/17 – Wakulla County and Liberty County 98% Restored.**
- **9/13/17 – Mutual Aid crews from Pedernales Electric Cooperative arrive late 9/12/17 and begin work on 9/13/17. Mutual Aid crews from Gulf Coast Electric Cooperative arrive and begin work.**
- **9/13/17 – Gadsden County and Leon County 98% Restored. Wakulla County 100% Restored.**
- **9/14/17 – The following crews are released to go assist other Florida Cooperatives- CoServe Electric, Wood County Electric Cooperative, Mid-South Synergy, Comanche Electric Cooperative, Bowie-Cass Electric Cooperative, Pedernales Electric Cooperative, Pike, Nelson and NG Gilbert. Gulf Coast continues working on Talquin system.**
- **9/14/17 – Leon County and Liberty County 100% Restored.**
- **9/15/17 – Gadsden County 100% Restored. Full System Restoration @ 12:46AM.**
- **9/15/17 – Gulf Coast Electric Cooperative Crews are released to go assist other Florida Cooperatives.**
- **9/15/17 – Talquin crews depart for Sumter Electric Cooperative to provide Mutual Aid.**
- **9/18/17 – Talquin crews are released from Sumter Electric Cooperative and go to Glades EMC to provide Mutual Aid.**
- **9/24/17 – Talquin crews return home.**

24. Please explain how the Utility validates adherences and departures from its storm preparation plan.

During storm preparation and restoration, all employees are encouraged to keep track of what is working well and what can be performed differently to be more effective. Following every major storm event, each department holds debrief sessions to solicit from every employee their input regarding how we performed and how we can improve. A lessons learned report is submitted to the General Manager and presented to the Talquin Electric Cooperative Board of Directors and any changes identified are incorporated in the Emergency Response Plan.

- a. If the Utility does not assess departures from its storm plan, explain why not. N/A

- b. If the Utility does not document or otherwise memorialize departures from its storm plan, explain why not. **N/A**
- c. Have departures from the Utility's storm preparation plan resulted in modification of the storm preparation plan during 2015 through 2017? If so, please explain how with examples.

Following a major storm event in January 2017 the storm debrief identified that a bottleneck occurred in the dispatch center as crews were communicating their progress and the dispatchers were updating the outage management system. One dispatcher was collecting and documenting all the crew input and then the other dispatchers would update the system. It was recommended that mapping staff could be pre-assigned to individual dispatchers to expedite the updating of the system. The proposed change was incorporated into the Emergency Response Plan. When Hurricane Irma impacted our service territory we implemented our ERP with the service territory broken into three distinct radio channels. Each channel had one dispatcher and one mapping specialist assigned to document the progress made by the crews and update the outage management system. This resulted in improved communications and more realistic system status.

25. Please explain how the Utility validates adherences and departures from its storm restoration plan.

During storm preparation and restoration, all employees are encouraged to keep track of what is working well and what can be performed differently to be more effective. Following every major storm event, each department holds debrief sessions to solicit from every employee their input regarding how we performed and how we can improve. A lessons learned report is submitted to the General Manager and presented to the Talquin Electric Cooperative Board of Directors and any changes identified are incorporated in the Emergency Response Plan.

- a. If the Utility does not assess departures from its storm restoration plan, explain why not. **N/A**
- b. If the Utility does not document or otherwise memorialize departures from its restoration storm plan, explain why not. **N/A**
- c. Have departures from the Utility's storm restoration plan resulted in modification of the storm restoration plan during 2015 through 2017? If so, please explain how with examples.

Please see answer to 24c. above.

Outages

26. Please identify all counties, including reporting regions/division for each county if applicable, that were impacted (had outages or damage) due to Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Talquin Electric Cooperative serves Gadsden, Leon, Wakulla and Liberty Counties.

27. Please complete the table below summarizing the wind speed and flooding impacts by county in the utility's service area. If the requested information is not available by county, please provide the information on a system basis. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

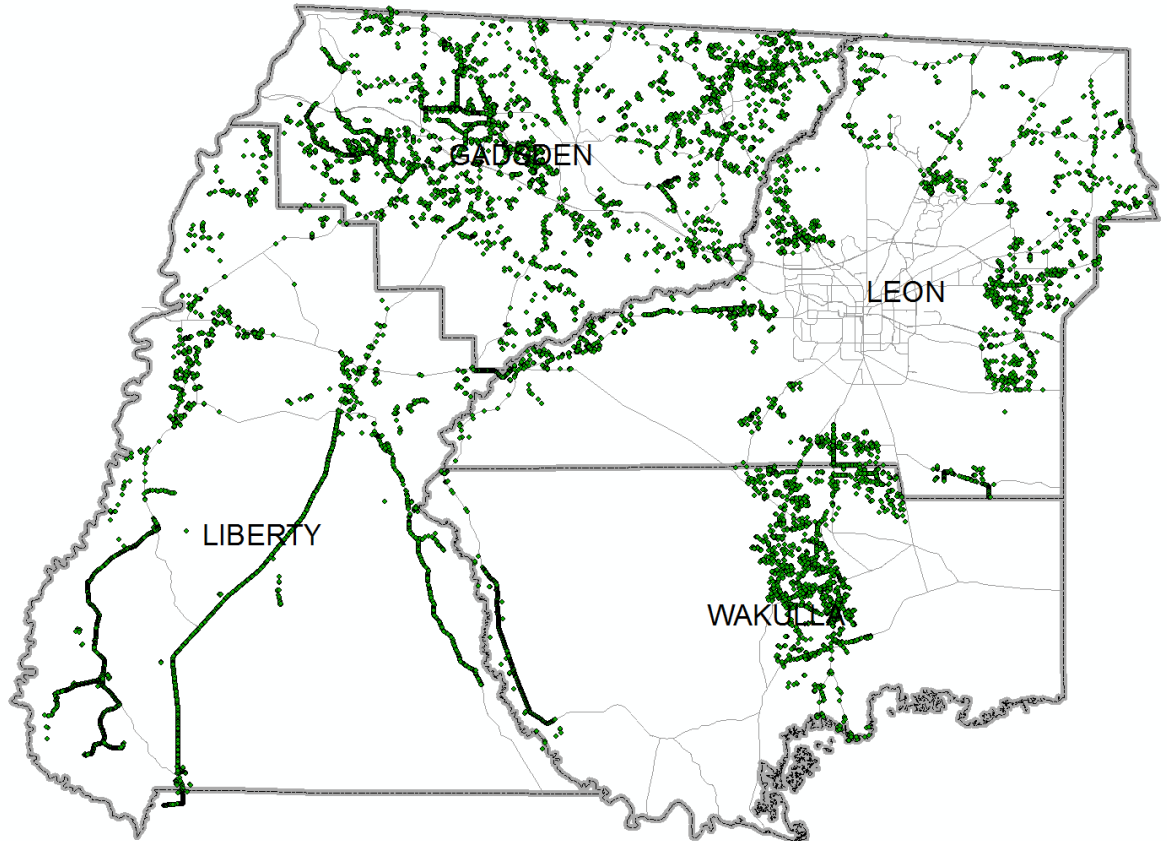
Weather Impact for Hurricane Hermine (*estimated)				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Leon County	60*	70*	6*	0
Wakulla County	65*	75*	5.75*	6.2
Gadsden County	Unknown	Unknown	Unknown	0
Liberty County	Unknown	Unknown	Unknown	0

Weather Impact for Hurricane Irma				
County	Maximum Sustained Winds (MPH)	Maximum Gusts (MPH)	Maximum Rainfall (inches)	Maximum Storm Surge (Feet)
Leon County	43	55	2	0
Wakulla County	35	56	2	0.7
Gadsden County	Unknown	Unknown	Unknown	0
Liberty County	Unknown	Unknown	Unknown	0

Hardened and Non-Hardened Structures

28. Please provide a county map or graphic indicating the geographic locations where the Utility's infrastructure was storm hardened after 2006. For purposes of this question, do not include vegetation management.

The below map shows every location where a primary pole changeout occurred since 2006.



29. Please complete the table below summarizing hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Hardened Facilities - Hermine		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>	Data not Available	Data not Available
Structures	Data not Available	Data not Available
Substations	Data not Available	Data not Available
Total	Data not Available	Data not Available
<i>Distribution</i>	Data not Available	Data not Available
Poles	Data not Available	Data not Available
Substation	Data not Available	Data not Available
Feeder OH	Data not Available	Data not Available
Feeder UG	Data not Available	Data not Available
Feeder Combined	Data not Available	Data not Available
Lateral OH	Data not Available	Data not Available
Lateral UG	Data not Available	Data not Available
Lateral Combined	Data not Available	Data not Available
Total	Data not Available	Data not Available
<i>Service</i>	Data not Available	Data not Available
Service OH	Data not Available	Data not Available
Service UG	Data not Available	Data not Available
Service Combined	Data not Available	Data not Available
Total	Data not Available	Data not Available

Hardened Facilities - Irma		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>	Data not Available	Data not Available
Structures	Data not Available	Data not Available
Substations	Data not Available	Data not Available
Total	Data not Available	Data not Available
<i>Distribution</i>	Data not Available	Data not Available
Poles	Data not Available	Data not Available
Substation	Data not Available	Data not Available
Feeder OH	Data not Available	Data not Available
Feeder UG	Data not Available	Data not Available
Feeder Combined	Data not Available	Data not Available
Lateral OH	Data not Available	Data not Available
Lateral UG	Data not Available	Data not Available
Lateral Combined	Data not Available	Data not Available
Total	Data not Available	Data not Available
<i>Service</i>	Data not Available	Data not Available
Service OH	Data not Available	Data not Available
Service UG	Data not Available	Data not Available
Service Combined	Data not Available	Data not Available
Total	Data not Available	Data not Available

30. Please complete the table below summarizing non-hardened facilities that required repair or replacement as a result of Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Non - Hardened Facilities - Hermine		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>	Data not Available	Data not Available
Structures	Data not Available	Data not Available
Substations	Data not Available	Data not Available
Total	Data not Available	Data not Available
<i>Distribution</i>	Data not Available	Data not Available
Poles	Data not Available	Data not Available
Substation	Data not Available	Data not Available
Feeder OH	Data not Available	Data not Available
Feeder UG	Data not Available	Data not Available
Feeder Combined	Data not Available	Data not Available
Lateral OH	Data not Available	Data not Available
Lateral UG	Data not Available	Data not Available
Lateral Combined	Data not Available	Data not Available
Total	Data not Available	Data not Available
<i>Service</i>	Data not Available	Data not Available
Service OH	Data not Available	Data not Available
Service UG	Data not Available	Data not Available
Service Combined	Data not Available	Data not Available
Total	Data not Available	Data not Available

Non - Hardened Facilities - Irma		
Hurricane	Number of Facilities Requiring	
	Repair	Replacement
<i>Transmission</i>	Data not Available	Data not Available
Structures	Data not Available	Data not Available
Substations	Data not Available	Data not Available
Total	Data not Available	Data not Available
<i>Distribution</i>	Data not Available	Data not Available
Poles	Data not Available	Data not Available
Substation	Data not Available	Data not Available
Feeder OH	Data not Available	Data not Available
Feeder UG	Data not Available	Data not Available
Feeder Combined	Data not Available	Data not Available
Lateral OH	Data not Available	Data not Available
Lateral UG	Data not Available	Data not Available
Lateral Combined	Data not Available	Data not Available
Total	Data not Available	Data not Available
<i>Service</i>	Data not Available	Data not Available
Service OH	Data not Available	Data not Available
Service UG	Data not Available	Data not Available
Service Combined	Data not Available	Data not Available
Total	Data not Available	Data not Available

31. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the five highest volume of outage causation that impacted the Utility's service area.

All of our outages were caused by vegetation due to wind for both Hurricane Hermine and Hurricane Irma.

32. For Hurricanes Matthew, Hermine, Irma, Maria, and Nate, please provide a ranking of the top five drivers that protracted service restoration time.

Hurricane Hermine: There were no drivers that protracted service restoration time

Hurricane Irma: Mutual Aid crews traveling from Alabama on 9/12/17 experienced delays in arriving due to significant traffic congestion on I-10 and US-90. This delayed how soon they could begin restoration work on our system.

33. If applicable, please describe any damage prevented by flood monitors during Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

N/A

34. How many outages were avoided by automated feeder switches during Hurricanes Matthew, Hermine, Irma, Maria, and Nate? Please explain how the data for each event was collected.

N/A

Critical Infrastructure Restoration

35. Please complete the table below for all critical infrastructure facilities (CIFs), by location (city/county) and facility type, which lost power, the restoration time for the CIFs and the cause of the outage (such as wind, storm-surge, flooding, debris, etc.) and facilities structure type that required replacement and/or repair. Please provide this information for Hurricanes Matthew, Hermine, Irma, Maria, and Nate.

Hurricane (Hermine) – CIF No Data Available – legacy OMS offline as of Nov 2016						
CIF Name/Type (i.e. Hospital)	County/ Location	Restoration Time	Outage Cause	Number of Facilities Requiring		
No Data	No Data	No Data	No Data		Repair	Replace
No Data	No Data	No Data	No Data	<i>Transmission</i>	No Data	No Data
No Data	No Data	No Data	No Data	Structures	No Data	No Data
No Data	No Data	No Data	No Data	Substations	No Data	No Data
No Data	No Data	No Data	No Data	Total	No Data	No Data
No Data	No Data	No Data	No Data	<i>Distribution</i>	No Data	No Data
No Data	No Data	No Data	No Data	Poles	No Data	No Data
No Data	No Data	No Data	No Data	Substation	No Data	No Data
No Data	No Data	No Data	No Data	Feeder OH	No Data	No Data
No Data	No Data	No Data	No Data	Feeder UG	No Data	No Data
No Data	No Data	No Data	No Data	Feeder Combined	No Data	No Data
No Data	No Data	No Data	No Data	Lateral OH	No Data	No Data
No Data	No Data	No Data	No Data	Lateral UG	No Data	No Data
No Data	No Data	No Data	No Data	Lateral Combined	No Data	No Data
No Data	No Data	No Data	No Data	Total	No Data	No Data
No Data	No Data	No Data	No Data	<i>Service</i>	No Data	No Data
No Data	No Data	No Data	No Data	Service OH	No Data	No Data
No Data	No Data	No Data	No Data	Service UG	No Data	No Data
No Data	No Data	No Data	No Data	Service Combined	No Data	No Data
No Data	No Data	No Data	No Data	Total	No Data	No Data

Hurricane Irma - CIF			
CIF Name/Type	COUNTY	CUSTOMER RESTORATION TIME	Outage Cause
Talquin Water	LEON	9/12/2017 5:52:48 AM	Wind
Talquin Sewer	LEON	9/12/2017 8:10:32 AM	Wind

Traffic	LEON	9/12/2017 8:10:32 AM	Wind
Law Enforcement	GADSDEN	9/11/2017 5:01:36 PM	Wind
Law Enforcement	GADSDEN	9/11/2017 5:01:36 PM	Wind
Law Enforcement	GADSDEN	9/11/2017 5:01:36 PM	Wind
Talquin Sewer	GADSDEN	9/11/2017 5:01:36 PM	Wind
Law Enforcement	GADSDEN	9/11/2017 5:01:36 PM	Wind
Law Enforcement	GADSDEN	9/11/2017 5:01:36 PM	Wind
School	GADSDEN	9/11/2017 5:01:36 PM	Wind
RR Crossing	LEON	9/11/2017 3:14:13 PM	Wind
Talquin Water	GADSDEN	9/11/2017 2:25:39 PM	Wind
Talquin Sewer	GADSDEN	9/11/2017 2:25:39 PM	Wind
Talquin Sewer	GADSDEN	9/11/2017 2:25:39 PM	Wind
Talquin Water	LEON	9/11/2017 3:33:31 PM	Wind
Talquin Water	LIBERTY	9/12/2017 8:05:56 AM	Wind
Jail	LIBERTY	9/11/2017 4:06:30 PM	Wind
Jail	LIBERTY	9/11/2017 4:06:30 PM	Wind
Jail	LIBERTY	9/11/2017 4:06:30 PM	Wind
Lumber	LIBERTY	9/11/2017 2:39:47 PM	Wind
School	LIBERTY	9/11/2017 1:41:37 PM	Wind
Lumber	LIBERTY	9/11/2017 3:48:58 PM	Wind
Traffic	LEON	9/12/2017 11:27:44 AM	Wind
Talquin Water	LEON	9/11/2017 6:08:34 PM	Wind
Talquin Water	LEON	9/11/2017 6:08:34 PM	Wind
Talquin Water	LEON	9/12/2017 12:24:22 AM	Wind
Traffic	LEON	9/11/2017 6:08:34 PM	Wind
Traffic	LEON	9/11/2017 6:08:34 PM	Wind
Talquin Water	LEON	9/11/2017 6:37:13 PM	Wind
Talquin Water	LEON	9/11/2017 6:37:13 PM	Wind
Traffic	LEON	9/11/2017 6:37:13 PM	Wind
Traffic	LEON	9/11/2017 6:37:13 PM	Wind
Talquin Water	LEON	9/12/2017 3:28:29 AM	Wind
Assisted Living Facility	LEON	9/12/2017 3:07:14 PM	Wind
RR Crossing	LEON	9/12/2017 5:43:44 PM	Wind
Cell Tower	LEON	9/11/2017 4:56:07 PM	Wind
Talquin Water	LEON	9/11/2017 4:56:07 PM	Wind
RR Crossing	LEON	9/10/2017 8:34:53 PM	Wind
Cell Tower	LEON	9/10/2017 8:34:53 PM	Wind
Talquin Water	LEON	9/10/2017 8:34:53 PM	Wind
RR Crossing	LEON	9/11/2017 7:20:34 PM	Wind
Assisted Living Facility	LEON	9/12/2017 12:50:16 PM	Wind
School	LEON	9/12/2017 12:36:41 PM	Wind
School	LEON	9/12/2017 12:36:41 PM	Wind

Cell Tower	LEON	9/12/2017 1:33:27 PM	Wind
Talquin Water	LEON	9/12/2017 1:33:27 PM	Wind
Talquin Sewer	LEON	9/12/2017 1:33:27 PM	Wind
Talquin Sewer	LEON	9/12/2017 1:24:03 PM	Wind
Lodging	LEON	9/13/2017 4:24:05 PM	Wind
Talquin Water	LEON	9/12/2017 1:24:03 PM	Wind
Cell Tower	LEON	9/14/2017 11:04:55 PM	Wind
Traffic	LEON	9/14/2017 11:04:55 PM	Wind
Traffic	GADSDEN	9/11/2017 10:04:19 PM	Wind
RR Crossing	GADSDEN	9/11/2017 8:16:44 PM	Wind
Cell Tower	LIBERTY	9/12/2017 12:41:41 PM	Wind
Talquin Water	GADSDEN	9/12/2017 6:28:39 PM	Wind
DOT I-10	GADSDEN	9/13/2017 5:41:56 PM	Wind
DOT I-10	GADSDEN	9/11/2017 1:29:45 PM	Wind
DOT I-10	GADSDEN	9/11/2017 2:06:38 PM	Wind
DOT I-10	GADSDEN	9/11/2017 2:06:38 PM	Wind
RR Crossing	GADSDEN	9/11/2017 2:06:38 PM	Wind
Traffic	GADSDEN	9/13/2017 10:00:40 AM	Wind
DOT I-10	GADSDEN	9/10/2017 3:49:30 AM	Wind
DOT I-10	GADSDEN	9/13/2017 9:43:20 AM	Wind
DOT I-10	GADSDEN	9/13/2017 8:33:57 PM	Wind
DOT I-10	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
Cell Tower	GADSDEN	9/13/2017 8:33:57 PM	Wind
DOT I-10	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
School	GADSDEN	9/13/2017 8:33:57 PM	Wind
DOT I-10	GADSDEN	9/13/2017 8:33:57 PM	Wind
Jail	GADSDEN	9/13/2017 11:01:52 AM	Wind
RR Crossing	GADSDEN	9/13/2017 11:01:52 AM	Wind
Jail	GADSDEN	9/13/2017 11:01:52 AM	Wind
Cell Tower	GADSDEN	9/13/2017 4:16:04 PM	Wind
Talquin Water	LEON	9/12/2017 12:23:53 PM	Wind
Talquin Water	GADSDEN	9/12/2017 11:26:28 PM	Wind
RR Crossing	GADSDEN	9/10/2017 12:05:33 PM	Wind
RR Crossing	GADSDEN	9/12/2017 7:25:19 PM	Wind
Traffic	GADSDEN	9/12/2017 7:25:19 PM	Wind
RR Crossing	GADSDEN	9/12/2017 7:25:19 PM	Wind
Cell Tower	GADSDEN	9/12/2017 7:25:19 PM	Wind

Talquin Water	GADSDEN	9/12/2017 11:34:41 PM	Wind
Talquin Water	GADSDEN	9/12/2017 11:34:41 PM	Wind
Talquin Water	GADSDEN	9/12/2017 11:30:09 PM	Wind
Talquin Water	GADSDEN	9/12/2017 11:30:09 PM	Wind
RR Crossing	GADSDEN	9/15/2017 12:44:22 PM	Wind
Talquin Water	GADSDEN	9/15/2017 12:44:22 PM	Wind
RR Crossing	GADSDEN	9/12/2017 2:00:58 PM	Wind
Talquin Water	GADSDEN	9/12/2017 7:49:50 PM	Wind
Traffic	GADSDEN	9/12/2017 2:00:58 PM	Wind
RR Crossing	GADSDEN	9/12/2017 2:00:58 PM	Wind
Cell Tower	GADSDEN	9/12/2017 2:00:58 PM	Wind
School	GADSDEN	9/12/2017 8:25:23 PM	Wind
Talquin Sewer	GADSDEN	9/12/2017 8:25:23 PM	Wind
Talquin Water	LEON	9/11/2017 2:56:51 PM	Wind
Cell Tower	LEON	9/11/2017 2:56:51 PM	Wind
Talquin Water	LEON	9/11/2017 2:56:51 PM	Wind
Talquin Water	LEON	9/11/2017 3:29:28 PM	Wind
Cell Tower	LEON	9/11/2017 3:29:28 PM	Wind
Talquin Water	LEON	9/11/2017 3:29:28 PM	Wind
Cell Tower	GADSDEN	9/13/2017 1:47:15 PM	Wind
Traffic	GADSDEN	9/13/2017 1:47:15 PM	Wind
RR Crossing	GADSDEN	9/12/2017 7:25:19 PM	Wind
Talquin Water	GADSDEN	9/12/2017 7:25:19 PM	Wind
DOT I-10	GADSDEN	9/12/2017 7:25:19 PM	Wind
Traffic	GADSDEN	9/12/2017 7:25:19 PM	Wind
Cell Tower	GADSDEN	9/12/2017 7:25:19 PM	Wind
Lumber	GADSDEN	9/14/2017 9:24:36 PM	Wind
RR Crossing	LIBERTY	9/11/2017 8:53:52 PM	Wind
RR Crossing	LIBERTY	9/11/2017 6:36:40 PM	Wind
Cell Tower	LEON	9/10/2017 3:43:04 PM	Wind
Talquin Water	LEON	9/11/2017 9:12:07 PM	Wind
Cell Tower	LEON	9/11/2017 7:29:08 PM	Wind
RR Crossing	LEON	9/11/2017 6:16:57 PM	Wind
Talquin Sewer	LEON	9/12/2017 12:55:46 PM	Wind
Talquin Sewer	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Water	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Sewer	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Sewer	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Sewer	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Sewer	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Sewer	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Sewer	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Sewer	LEON	9/12/2017 10:43:10 AM	Wind
Talquin Water	LEON	9/11/2017 11:03:39 PM	Wind

Assisted Living Facility	Leon	9/12/2017 9:21:14 PM	Wind
Cell Tower	LEON	9/11/2017 7:46:33 PM	Wind
School	LEON	9/11/2017 7:45:47 PM	Wind
School	LEON	9/11/2017 7:45:47 PM	Wind
Talquin Water	LEON	9/10/2017 6:37:42 AM	Wind
Traffic	LEON	9/10/2017 6:37:42 AM	Wind
Talquin Water	LEON	9/13/2017 9:23:02 AM	Wind
Traffic	LEON	9/13/2017 9:23:02 AM	Wind
School	GADSDEN	9/12/2017 12:46:46 PM	Wind
Talquin Water	GADSDEN	9/12/2017 12:46:46 PM	Wind
Cell Tower	GADSDEN	9/12/2017 8:47:28 PM	Wind
Talquin Water	GADSDEN	9/12/2017 12:46:46 PM	Wind
Talquin Water	GADSDEN	9/12/2017 12:46:46 PM	Wind
RR Crossing	GADSDEN	9/12/2017 12:46:46 PM	Wind
School	GADSDEN	9/12/2017 12:46:46 PM	Wind
School	GADSDEN	9/12/2017 12:46:46 PM	Wind
Talquin Water	GADSDEN	9/13/2017 1:42:12 PM	Wind
Cell Tower	GADSDEN	9/12/2017 12:46:46 PM	Wind
Cell Tower	GADSDEN	9/13/2017 11:16:18 AM	Wind
Talquin Water	GADSDEN	9/13/2017 12:44:52 PM	Wind
School	GADSDEN	9/12/2017 6:27:11 PM	Wind
School	GADSDEN	9/12/2017 6:27:11 PM	Wind
School	GADSDEN	9/12/2017 6:27:11 PM	Wind
Talquin Water	GADSDEN	9/12/2017 4:30:50 PM	Wind
School	GADSDEN	9/11/2017 3:58:04 PM	Wind
School	GADSDEN	9/11/2017 3:58:04 PM	Wind
School	GADSDEN	9/11/2017 3:58:04 PM	Wind
School	GADSDEN	9/11/2017 3:58:04 PM	Wind
Talquin Water	GADSDEN	9/11/2017 6:25:11 PM	Wind
Talquin Water	GADSDEN	9/12/2017 11:04:34 AM	Wind
School	GADSDEN	9/12/2017 6:27:11 PM	Wind
School	WAKULLA	9/11/2017 1:49:58 PM	Wind
School	WAKULLA	9/11/2017 1:49:58 PM	Wind
Traffic	WAKULLA	9/11/2017 2:33:53 PM	Wind
Cell Tower	WAKULLA	9/11/2017 1:48:22 PM	Wind
Talquin Water	WAKULLA	9/11/2017 1:48:22 PM	Wind
Traffic	WAKULLA	9/11/2017 1:48:22 PM	Wind
Lodging	WAKULLA	9/11/2017 1:48:22 PM	Wind
School	WAKULLA	9/11/2017 1:48:22 PM	Wind
Talquin Sewer	WAKULLA	9/12/2017 1:54:13 PM	Wind
Talquin Sewer	WAKULLA	9/12/2017 1:49:36 PM	Wind
Talquin Sewer	WAKULLA	9/12/2017 1:49:36 PM	Wind
Talquin Water	WAKULLA	9/10/2017 1:13:49 PM	Wind

Talquin Sewer	WAKULLA	9/12/2017 1:49:36 PM	Wind
Cell Tower	WAKULLA	9/12/2017 8:42:18 AM	Wind
Talquin Water	WAKULLA	9/11/2017 11:50:57 AM	Wind
Talquin Sewer	WAKULLA	9/12/2017 1:49:36 PM	Wind
Talquin Sewer	WAKULLA	9/12/2017 1:49:36 PM	Wind
Talquin Sewer	WAKULLA	9/12/2017 1:49:36 PM	Wind
DOT I-10	GADSDEN	9/13/2017 11:21:54 AM	Wind
Talquin Water	GADSDEN	9/11/2017 5:32:38 PM	Wind
Talquin Water	GADSDEN	9/11/2017 7:42:56 PM	Wind
Talquin Water	GADSDEN	9/12/2017 5:30:17 AM	Wind
School	LEON	9/12/2017 12:05:11 PM	Wind
Talquin Water	LEON	9/12/2017 11:06:22 AM	Wind

Hurricane (Irma) – CIF		
Number of Facilities Requiring		
	Repair	Replace
Transmission	No Data	No Data
Structures	No Data	No Data
Substations	No Data	No Data
Total	No Data	No Data
Distribution	No Data	No Data
Poles	No Data	No Data
Substation	No Data	No Data
Feeder OH	No Data	No Data
Feeder UG	No Data	No Data
Feeder Combined	No Data	No Data
Lateral OH	No Data	No Data
Lateral UG	No Data	No Data
Lateral Combined	No Data	No Data
Total	No Data	No Data
Service	No Data	No Data
Service OH	No Data	No Data
Service UG	No Data	No Data
Service Combined	No Data	No Data
Total	No Data	No Data

Underground Facilities

36. Please provide an assessment of the performance of underground facilities during Hurricanes Matthew, Hermine, Irma, Maria, and Nate. As part of this assessment please summarize the number of underground facilities that required repair or replacement for each event.

Underground facilities were not directly affected during Hurricane Hermine and Hurricane Irma. However there were numerous indirect impacts from overhead outages (transmission and distribution) upstream of the underground areas. Data from Hermine is not available due to the legacy outage system being offline. We are able to determine the following from Irma: Of the 14,046 active service locations fed by underground transformers, 5,770 took an outage.

37. Please provide a discussion what programs/tariffs the utility has in place to promote
- a. Undergrounding of new construction (e.g., subdivisions)

Following Hurricane Hermine the Talquin Electric Cooperative Board of Directors approved that all new subdivisions less than or equal to one acre in size shall be underground and all new secondary services shall be underground no matter the lot size. This will help harden the system for future outage events and will reduce maintenance and right of way cost in future years.

- b. Conversion of overhead to underground

Following Hurricane Hermine the Talquin Electric Cooperative Board of Directors approved Talquin to waive the charge for Talquin's portion of the work for Members who wish to convert their overhead secondary service to a URD secondary service. Members will be responsible for the costs incurred for converting the service from overhead to underground and connecting at the Talquin owned pedestal. The pedestal will be installed by Talquin at the primary pole along our main line.

These changes are part of our efforts to continue to improve reliability to our members as well as reduce their exposure to personal property damage caused by storms.

Please file all responses electronically no later than December 15, 2017 from the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form. Please contact me at wtaylor@psc.state.fl.us or at 850.413.6175 if you have any legal questions, or contact Emily Knoblauch for technical questions at eknoblau@psc.state.fl.us or at 850.413.6632.

Sincerely,

/s/Wesley Taylor

Wesley Taylor
Attorney

WDT/as

cc: Office of Commission Clerk
Office of Public Counsel (kelly.jr@leg.state.fl.us, sayler.erik@leg.state.fl.us)

Appendix A

Hurricane Hermine

Overall Storm Duties by Department & Storm Management Plan Engineering /Operations Departments

OVERALL STORM DUTIES BY DEPARTMENT

Primary Functions of Administrative Services

The primary functions that Administrative Services performs during a major outage situation is providing support to our crews through the delivery of food, arranging lodging and food delivery for out of town crews, communications to our members and the media, safety inspections for all crews, and administration of any water issues.

Food deliveries vary depending on the type of meal we are providing and the area the crews are working in. Some vendors will deliver food to a central location and we will take it to the crews in the field. Food orders are generally paid for with a credit card and any of the Administrative Services staff could place the order.

When planning food delivery, our service territory will be split in 3 different areas, with a coordinator for each area. Natalie Barrett will coordinate the T-2, T-4, and T-5 areas. Linda Bakker will coordinate the T-1 and T-3 areas. Megan Smith, with the assistance of Member Services personnel will coordinate the T-6 area. These individuals will be responsible for contacting the superintendents in charge of each area, to determine number of meals required, and where they should be delivered. They will also place the orders for the food, and pick up if necessary. When at all possible, meals will be delivered to the operations facilities, or the lineworkers will be given the opportunity to break and come in to a pre-determined restaurant or location. Meals will only be delivered out to the lines during extreme circumstances. When food or supplies require delivery to the actual work locations, the coordinating group will utilize bird dogs and other available personnel to make delivery more timely and efficient.

These coordinators will also be responsible for stocking their specified operations facilities with drinks, protein bars, and other individually wrapped snacks that can be readily picked up by the lineworkers as they come and go. These items are for the purpose of sustaining them between meals, or if they are unable to break away from their jobs for a period of time.

Tracy Bensley - Overseeing Talquin's daily operations to insure personnel are carrying out their duties to restore power to all members as quickly and safely as possible. Backup will be designated by General Manager at the time of the storm.

Colleen Stanley - Coordinate food arrangements and lodging for out of town crews. Backup is Natalie Barrett

Linda Bakker – Coordinate food delivery to T-1 and T-3 Area. Backup is Kelli Riley.

Ashley Sirmans - Assist with food ordering and any other administrative needs, such as communication with Board Members. Backup is Kim Gay.

Steve Timmons - Orientation for out of town crews prior to their beginning work on our system. Perform crew inspections during the entire event. Backup is Ted lee.

Natalie Barrett - Coordination of food and supplies at T-2, T-4 & T-5. Backup is Colleen Stanley

Kim Gay - Maintain flow of information to our members through our website and through updates to all media outlets. Backup is Alisia Hounshell.

Alisia Hounshell – Assist with food delivery, where needed. Backup is Megan Smith

Megan Smith - Gather field photos for media updates, assist with food deliver in the T-6 area.

Kelli Riley- Assist with Food delivery T-1 and T-3. Backup is Linda Bakker

John Hallas - Water outage needs, such as boil water notices and compliance issues. Backup is Rob Driver or Tim Waddle.

Ron Kelly - Coordinate all facilities and fleet needs including tools, Backup is Tim Bentley

Tim Bentley - Coordinate fueling of all generators and vehicles. Backup is Ron Kelly.

Primary Function of Accounting Services and Information Services

Sean Alderman - Director of Accounting Services, is responsible for the following. Sean's back up will be Karen Rowan.

1. Assign accounting personnel to alternate storm duties (dispatch, outage response, food, lodging control and management).
2. Back up supply chain functions. Assist Supply Chain Manager and warehouse clerks with occasional material deliveries, when necessary.
3. Process immediate vendor payments. Provide cash advance or expense advance for internal employees and crews.
4. Prepare and control FEMA documentation. Assist the Operations Department and Superintendents with this process.
5. Assist with distribution of meals for crews, contractors and support staff.
6. Arrange for a Line of Credit or loan advance for related storm expenses, if necessary.
7. Initiate FEMA contact and claims processing for the declared counties.

Dan Hancock - Payroll Supervisor/GL and Plant Accounting. Dan will assist with food and lodging arrangements during the storm. Dan's back-up will be Karen Rowan.

Karen Rowan - Supervisor Treasury and Finance- Karen will assist with immediate AP check issues, payroll and cash disbursements. Karen's back up will be Sean Alderman.

Lynn Mayo - Accounts Payable Clerk - Lynn will be assigned to help dispatch. Lynn's back up will be Theresa Black.

Theresa Black - Accounting Clerk - Theresa will be assigned to coordinate information with Gadsden County EOC.

Cindy Brandon - Payroll Coordinator - Cindy will be assigned to perform time sheet tracking and coordinating payroll processing. Cindy's back up will be Karen Rowan.

RaSarah Browder - Grant Administrator - RaSarah will coordinate all FEMA responsibilities. RaSarah's back up will be Sean Alderman.

The Supply Chain Section of Accounting is listed separately.

Dwight Callahan - Manager of Information Services, is responsible for the following. Dwight's back up is Traci Sansom.

1. Assign I.S. personnel to the alternative storm duties (dispatch, outage response).
2. Be a liaison between management team and I.S. department.
3. Make certain that vendors of critical systems or hardware are notified to be prepared to help per agreements if notified. I.E. CIS vendor and print/mail vendor.
4. Assist with distribution of meals for the crews and contractors. Traci Sansom - Information Services Supervisor - Emergency Action Leader, Ensure that all business continuity functions are maintained and that Consumer Services Clerks are in assigned locations. Traci's back up is Dwight Callahan.

KaGrecia Robinson - Capital Credit Clerk - Answer outage calls and continues business functions.

Lisa Darby - Collection Clerk - Gadsden County E.O.C. representative. Lisa's back up is Theresa Black.

Michele Powell - Consumer Information Clerk - Answer outage calls and continues business functions. Backup Christy Wheeler.

Sheila Fletcher - Consumer Information Clerk - Answer outage calls and continues business functions. Back up is Ashley Fulton

Ashley Tolar - Consumer Information Clerk - Answers outage calls and Liberty County EOC backup

Deborah Sansom - Records Specialist – Liberty County EOC representative

Amelia Keaton - Receptionist - Handles reception duties. Amelia is backed up by all Consumer Information Clerks.

Christy Wheeler - Consumer Information Clerk - Working in Dispatch as assigned. Christy's back up is Michelle Powell.

Tim Cooper - Courier - Delivers meals and supplies to areas as needed. Tim's back up is Andrew Lyle.

Primary function of Supply Chain Services

Stephen Dean, Manager of Supply Chain Services, is responsible for the following. Steven's backup is Lisa Burnett.

1. Communicate with vendors to ensure all materials are available for replenishment.
2. Maintain an open line with all warehouses to ensure readiness of materials.
3. Assist Accounting Department in any areas that may require further assistance.

Below is the list of Supply Chain personnel and their responsibilities: Backups for all Warehouse personnel will be Stephen Dean, Lisa Burnett or other Mutual Aid Assistance personnel such as Gresco

Lisa Burnett - Supply Chain Services Administrator - Material provision and distribution as required. Lisa's backup is Steven Dean.

Kevin Neel- T-1 Area Material Clerk - Material provision and distribution as required.

Eddie Catchman - T-S Area Material Clerk - Material provision and distribution as required.

Frank Mozolic- T-2 Area Material Clerk - Material provision and distribution as required.

Lisa Jones - T-4 Area Material Clerk - Material provision and distribution as required.

Primary Function of Engineering Services

Jeremy Nelms, Director of Engineering & Operations Services, is responsible for the following. Jeremy's back up is Bill James.

1. Assign engineering personnel to the alternative storm duties (dispatch, outage response, map production, food acquisition/distribution, troubleshooting, and support).
2. Coordinate storm preparation prior to storm and restoration following the storm.
3. Ensure Operations and contract crews have necessary FEMA documentation and ancillary supplies for storm inventory and record keeping.
4. Keep in contact with General Manager, providing updates every four hours or as critical events take place.

Ken Stocks - Reliability and GIS Supervisor - Responsible for the overall supervision of System Control Center during a storm event, including schedules for dispatchers, acquiring additional dispatch resources, and overall management of control center activities. Update maps for DataVoice and other map viewers if changes from switching due to restoration efforts need to be reflected. Justin Wiwi is Ken's back up.

Marvin Montford - Mapping Specialist - Will report to Dispatch where he will be available to support the dispatchers with answers to any mapping related questions or concerns. Also available to fill in for dispatcher from T2 or TS area. Assist Justin Wiwi with map production and publishing. Justin Wiwi is Marvin's back up with mapping related questions.

Justin Wiwi - Mapping Coordinator - Will update and distribute SD cards to all employees with GPS units. Print maps as needed for contract crews. Will also be available to deliver meals as needed in the Gadsden County area. Marvin is Justin's back up.

Bill James - Manager of Planning and Design - Report to Dispatch where he will assist in the evaluation of system damage and destruction. Assist RaSarah as needed in distributing and gathering FEMA documentation. Available to assist in the event of a catastrophic failure of substation or transmission assets. Assist in the coordination of any switching-related efforts. Matt Gibson is Bill's back up.

Mark Taylor - Engineering Aide - Will be assigned to work a shift at Leon County Emergency Mgmt. Mark's back up is Matt Gibson.

Matt Gibson - Will be assigned to work at T2 to assist Jonathan Temples with any logistical matters such as food or supplies delivery. Matt is also capable of leading an out-of-town crew. Terry Cordell is Matt's back up.

Mike Grice - Planning Engineer- Will be assigned to work at T1 to assist Mark Gainous with any logistical matters such as food or supplies delivery. Mike is also capable of leading an out-of-town crew. Matt Gibson is Mike's back up.

Abby Emery - Right of Way Contract Coordinator - Will be responsible for all laundry services in the event of a sustained outage with many contract crews. She will collect the dirty clothes, transport to cleaners, and then be responsible for redistributing back to the appropriate persons. Abby's Backup is RaSarah

Stacy Collins - AMI Analyst - Will assist in System Control Center with the pinging of meters to confirm both outages and restorations during the storm.

The following assignments are for all outside personnel with in-depth knowledge of the system and specialty training to assist with directing contract crews. The list also includes those individuals with a specialized skill set necessary to support Operations during a critical outage.

Assignment	Primary	Backup
T1 Bird Dog	Chuck Morgan	Matt Carpenter
T2 Bird Dog	Terry Cordell	Jake Beech
T2 Bird Dog	Jake Beech	Terry Cordell
T3 Bird Dog	Matt Carpenter	Chuck Morgan
T4 Bird Dog	Kenny Graves	Donnie Elher
T5 Bird Dog	Ryan Stephens	Donnie Ehler
T5 Bird Dog	Donnie Ehler	Ryan Stephens

Primary Function of Information Technology and Communications

Dane Clemons - Director of Information Technology and Communications is responsible for the following; Dane's backup up is Branden Rager.

1. Ensure that IT staff has everything necessary to patch, fix or respond to system related issues.
2. Make sure current back-up to all network systems are done and accessible in a safe location.
3. Be a liaison between management team and I.T and Communications department.
4. Make certain that vendors of critical systems or hardware are notified to be prepared to help per agreements if notified.
5. Liaison with PAT-Live/21st Century regarding issues (extenuating circumstances, pertinent information, adjustments in staffing capacity, etc.) that arise during storm events
6. Liaison with Data-Voice International on issues impacting the operation of the Outage Management System (OMS) and/or Data Voice back-up Interactive Voice Response (IVR) systems
7. Assisting in the coordination of the effort to migrate to contingent or fail-over systems such as Data-Voice back-up OMS server in Texas

Branden Rager - IT Supervisor - Oversee all IT staff and functions before, during and after event as well maintaining the ATS system. Branden's back up for IT staff is Dane Clemons. Branden's back up for IT operation functions is Hugh Ham.

Branden Rager - Network Analyst - Maintains network connectivity and contacting network hardware vendors. Branden's back up is Dane Clemons.

Hugh Ham - System Administrator -Responsible for system backups. Hugh's backup is Shawn McGregor

Shawn McGregor - System Administrator - Maintains software programs and contacting system vendors. Shawn's back up is Hugh Ham.

Andrew Lyle - PC Specialist - Handles computer hardware support and contacts computer vendors. Andrew's back up is Hugh Ham.

David Kennedy - Communications Coordinator - See attached Two-Way Radio Communication Responsibility document. Main function involves the coordination of support and troubleshooting in the event of a failure in radio communications. David's back up will be Greg Janicki.

The following assignments are for all outside personnel with in-depth knowledge of the system and specialty training to assist with directing contract crews. The list also includes those individuals with a specialized skill set necessary to support Operations during a critical outage.

Assignment	Primary	Back up
Communications Support	Greg Janicki	Juris Pumpurs
Communications Support	Juris Pumpurs	Randy Peevy
Communications Support	Randy Peevy	Juris Pumpurs

Primary Functions of Member Services

Susan Vickers, Director of Member Services, is responsible for the following. Susan's back up is Mike Greene.

- Conference call with all MS Supervision to schedule work assignments and shift work.
- Contact Wakulla EOC for direction on EOC schedule.
- Contact IT to verify all phone settings are set to "storm mode".
- Contact IT for assigned and updated laptop for use at Wakulla EOC.
- Assist any MS Office Managers, as needed.
- Coordinate with Administrative Services for meal preparation and distribution.
- Work at Wakulla EOC, located at Wakulla County Sheriff's Office.

Allison Brunson, Administrative Assistant to Member Services, is responsible for the following. Allison's back up is Susan Vickers.

- Send an updated Medical Essential Service (MES) list by area to Dispatch and MS Office Managers.
- Update contact numbers for all Member Services employees.
- Verify all Member Service employees have TEC 10 Badges.
- Assist Dispatch as needed once above responsibilities are met.

Dan Ard, Energy Services Manager, is responsible for the following. Dan's back up is Tanner Lee, except for Leon County EOC duties.

- Reschedule any Energy Analysis appointments that would conflict with the approaching storm.
- Work Leon County EOC when needed.
- Assist MS Office Managers.
- Assist with meal distribution.
-

Tanner Lee, Energy Services Specialist III is responsible for the following. Tanner's back up is Dan Ard, except for Leon County EOC duties.

- Reschedule any Energy Analysis appointments that would conflict with the approaching storm.
- Assist with meal distribution.

Brent Holland, Metering Coordinator, is responsible for the Metering Technicians and Metering Chief as follows. Brent's back up is Jesse Roberts & Susan Vickers.

- Monitor areas that are subject to flooding or storm surge.
- Jon Boat is inspected & stocked.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the Meter Shop.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.
-

Mike Greene, MS Office Manager, is responsible for the clerical and field personnel assigned to Crawfordville (T6) as follows. Mike's back up will be Barbara Green & Susan Vickers.

- All monies & payments are to be deposited in the bank or transported to the vault located at Quincy (T1) Member Services.
- Verify DataVoice is operable on all computers.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the offices.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.
- Issue FEMA paperwork and instructions to employees.

Barbara Green, MS Office Manager, is responsible for the clerical and field personnel assigned to Quincy (T1) and Hosford (T3) as follows. Barbara's back up is Mike Greene & Susan Vickers.

- All monies & payments are to be deposited in the bank or transported to the vault located at Quincy (T1) Member Services.
- Verify DataVoice is operable on all computers.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the offices.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.
- Issue FEMA paperwork and instructions to employees.

John Revell, MS Office Manager, is responsible for the clerical and field personnel assigned to Lake Jackson (T4) as follows. John's backup is Lisa Dibartolomeo & Susan Vickers.

- All monies & payments are to be deposited in the bank or transported to the vault located at Quincy (T1) Member Services.
- Verify DataVoice is operable on all computers.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the offices.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.
- Issue FEMA paperwork and instructions to employees.

Lisa Dibartolomeo, MS Office Manager, is responsible for the clerical and field personnel assigned to Bradfordville (TS) as follows. Lisa's back up is John Revell & Susan Vickers.

- All monies & payments are to be deposited in the bank or transported to the vault located at Quincy (TI) Member Services.
- Verify DataVoice is operable on all computers.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the offices.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.
- Issue FEMA paperwork and instructions to employees.

Names	Titles	Area/Location	Storm duties	Backup Personnel
Linda Bakker	Human Resources Manager	T4-MS	Coordinate with food ordering and Delivery to T1 and T3	Kelli Riley
Natalie Barrett	Safety & Compliance	T2	Assist with food ordering and Delivery2	Colleen Stanley
Tracy Bensley	General Manager	OCC	Overseeing Company Operations	
Colleen Stanley	Dir. Of Admin. Services	HQ	Coordinating food and lodging arrangements for outside crews	Natalie Barrett
Kim Gay	Media & Comm. Manager	HQ	Keep Members informed	Alisia Hounshell
John Hallas	Compliance Manager	T4-WTR	Assist the Water Department	Rob Driver
Alisia Hounshell	Media & Comm. Specialist II	HQ	Assist with Food Delivery	Megan Smith
Ron Kelly	Mgr. of Fleet & Facilities	HQ	Fueling Generators & Vehicles, maintenance of vehicles & any storm damaged facilities	Timmy Bentley
Megan Smith	Media & Comm. Specialist I	HQ	Gather photos for media updates, Assist with Food delivery T6	Alisia Hounshell
Kelli Riley	HR Assistant	T4- MS	Assist with food ordering and Delivery T1 and T3	Linda Bakker
Steve Timmons	Safety Manger	T2	Safety Orientation for outside crews and crew inspectors	Ted Lee

Accounting	Titles	Area/Location	Storm Duties	Backup Personnel
Sean Alderman	Dir. Of Financial Services	HQ	Process payments to vendors and provide cash flow and line of credit as needed	Karen Rowan
Theresa Black	Accounting Clerk	HQ	Gadsden County EOC	Karen Rowan
Cindy Brandon	Payroll Coordinator	HQ	Track timesheets and coordinate payroll	Lynn Mayo
RaSarah Browder	Grant/Dev. Coordinator	OCC	Collect FEMA Documentation ,Brief Crews	Sean Alderman
Dan Hancock	Payroll Supervisor/GL- plant Accounting	HQ	Assist with food & Lodging arrangements	Karen Rowan
Lynn Mayo	Accounts Payable	HQ	Process Invoices	Theresa Black
Karen Rowan	Supervisor of Treasury & Finance	HQ	AP Check issues, payroll & cash Disbursement	Sean Alderman

Supply Chain	Titles	Area/Location	Storm duties	Backup Personnel
Stephen Dean	Mgr. Supply chain	HQ	Communicating with vendors and supporting Material clerks	Lisa Burnett
Lisa Burnett	SC Administrator	HQ	Material provision & distribution	Stephen Dean
Eddie Catchman	T5- Material Clerk	T5 WH	Material provision & distribution	S. Dean/L Burnett/ Other MA
Lisa Jones	T4- Material Clerk	T4 WH	Material provision & distribution	S. Dean/L Burnett/ Other MA
Frank Mozolic	T2- Material Clerk	T2 WH	Material provision & distribution	S. Dean/L Burnett/ Other MA
Kevin Neel	T1- Material Clerk	T1 WH	Material provision & distribution	S. Dean/L Burnett/ Other MA

Information Services	Titles	Area/Location	Storm duties	Backup Personnel
Dwight Callahan	Manager of IS	HQ	Ensure all assigned staff are in their locations	Traci Sansom
Traci Sansom	IS Supervisor	HQ	Emergency action leader- oversee continuation of business operations	Dwight Callahan
KarGrecia Robinson	Capital Credits	HQ	Answer outage calls at HQ	
Lisa Darby	Collection Clerk	HQ	Gadsden Co EOC	Theresa Black

Michele Powell	Consumer Info Clerk	HQ	Answer outage calls at HQ and/or dispatch	Christy Wheeler
Shelia Fletcher	Consumer Info Clerk	HQ	Mail Room	Ashley Fulton
Ashley Fulton	Consumer Info Clerk	HQ	Answer outage calls at HQ- Backup for Liberty County EOC	Debra Sansom
Deborah Sansom	Record Specialist	HQ	Continue Normal Business Functions and answer outage calls	Liberty EOC
Amelia Keaton	Receptionist	HQ	Switchboard Operator	Any CI Clerk
Christy Wheeler	Consumer Info Clerk	T1- OPS	Dispatch - declaring/mapping	Michelle Powell
Tim Cooper	Courier	HQ	Deliver meals and Supplies	

IT	Titles	Area/Location	Storm duties	Backup personnel
Dane Clemmons	Dir. Of IT & Com	T1- Comms	Pat Live/ Management/ DV Liaison	Doug G/Branden Rager
Doug Goetschius	Application support Specialist	T1- Comms	Maintaining ATS system/Phone system	Hugh Ham/Branden Rager
Greg Janicki	Engineering Tech	T1- Comms	Maintaining Microwave, SCADA, Radios	David Kennedy/Juris Pumpurs
David Kennedy	Communication Coordinator	T1- Comms	Maintaining Microwave, SCADA, Radios	Greg Janicki/ Juris Pumpurs
Andrew Lyle	PC Specialist	T1- Comms	Computer Hardware Support	Shawn McGregor
Randy Peevy	Engineering Tech	T1- Comms	Maintaining Microwave, SCADA, Radios	Juris Pumpurs
Juris Pumpurs	Engineering Tech	T1- Comms	Maintaining Microwave, SCADA, Radios	Greg Janicki
Shawn McGregor	System Administrator	T1- Comms	Maintaining IT Infrastructure	Hugh Ham
Branden Rager	Service Desk Supervisor	T1- Comms	Maintaining Network Connectivity	Dane Clemons
Hugh Ham	System Administrator	T1- Comms	Maintaining IT Infrastructure Backups	Shawn McGregor

Member Service	Last Name	Classification	Location	Storm Assignment	Back-Up Personnel
Sharee	Bunkley	MS Rep I	T3-MS	Phones	
Elsie	McCrary	MS Rep II	T1-MS	Phones	
Kay	Zarza	MS Rep III	T1-MS	Phones	
KarGrecia	Robinson	MS Rep I	T1-MS	Phones	
Beatriz	Tovias	MS Rep I	T1-MS	Phones	
Patricia	Metcalf	MS Rep III	T1-MS	Phones	
Barbara	Green	MS Office Manager	T1-MS	Office Duties	Mike Greene
Josh	Brogoto	Metering & Service Technician III	T1-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Tim	Cole	Metering & Service Technician II	T1-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Roscoe	Holley	Metering & Service Technician III	T3-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Carolyn	Drake	MS Rep II	T4-MS	Phones	
Evelyn	Hester	MS Rep I	T4-MS	Phones	
Julie	Wise	MS Rep I	T4-MS	Phones/Backup FEMA Duties T4	
Jenna	Brooks	MS Rep III	T4-MS	FEMA Duties T4/Phones	Julie Wise
Giselle	Kelly	MS Rep I (Aerotek)	T4-MS	Phones	
John	Revell	MS Office Manager	T4-MS	Office Duties	Lisa Dibartolomeo
Leon	Gramling	Metering & Service Technician III	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Ryan	Ribolzi	Metering & Service Technician III	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Billy	Johnson	Metering & Service Technician II	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Claudia	Massey	MS Rep I	T6-MS	Phones	
Tammie	Sanders	MS Rep III	T6-MS	FEMA Duties T6/Phones	Zaina Roberts

Zaina	Roberts	MS Rep III	T6-MS	Phones/Backup FEMA Duties T6	
Deborah	Christian	MS Rep II	T6-MS	Wakulla EOC Duties	Mike Greene
Mike	Greene	MS Office Manager	T6-MS	Office Duties/Wakulla EOC Backup	Barbara Green
Billy	Whitfield	Metering & Service Technician III	T6-MS	Meter Troubleshooting & Assist Ops - T2/T6 Area	
Wayne	Barrow	Metering & Service Technician III	T6-MS	Meter Troubleshooting & Assist Ops - T2/T6 Area	
Carla	Smoker	MS Rep II	T5-MS	Phones/Backup FEMA Duties T5	
Tahirah	Singleton	MS Rep I	T5-MS	Phones	
Nikki	Mancil	MS Rep I (Aerotek)	T5-MS	Phones	
Janice	Papy	MS Rep III	T5-MS	FEMA Duties T5/Phones	Carla Smoker
Lisa	Dibartolomeo	MS Office Manager	T5-MS	Office Duties	John Revell
Ricky	Lamb	Metering & Service Technician II	T5 MS	Meter Troubleshooting & Assist Ops - T5 Area	
Henry	Wiggins	Metering & Service Technician II	T5-MS	Meter Troubleshooting & Assist Ops - T5 Area	
Kenny	Chaganis	Metering & Service Technician II	T5 MS	Meter Troubleshooting & Assist Ops - T5 Area/Meter Shop Backup	
Brent	Holland	Metering Coordinator	T1-Metershop	Metering Duties	Susan Vickers
Jessie	Roberts	Metering Technician Chief	T1-Metershop	Meter Troubleshooting	
Jim	Ferrell	Metering Technician III	T1-Metershop	Meter Troubleshooting	
Jeff	Washington	Meter Shop Technician	T1-Metershop	Meter Shop Duties	Kenny Chaganis
Allison	Brunson	Admin Asst to Member Services	HQ	MS Preparation/Dispatch	Susan Vickers
Susan	Vickers	Director of Member Services	HQ	Wakulla EOC Duties/Meals for T6 area	Mike Greene
Dan	Ard	Energy Services Manager	HQ	Leon County EOC Duties	
Tanner	Lee	Energy Services Technician III	HQ	Assist Ops - Meals	

ENG/OPS	Title	Area/Location	Storm Duties	Back-up Personnel
Nelms, Jeremy	Director of Engineering & Operations	Operations Center	Assign Engineering personnel to the alternative storm duties(dispatch, outage response, map production, food acquisition/distribution, troubleshooting and support. Coordinate storm prep prior to storm and restoration following. Ensure Operations & contract crews have FEMA documentation & ancillary supplies for storm inventory & record keeping. Keep contact with GM, providing updates every 4 hours or as critical events take place.	Bill James
Lee, Ted	Manager of Electric Operations	T-5 Operations		Director of Engineering and Operations/ Superintendents
Hayes, Marie	Work Order Coordinator	Headquarters	Administrative duties	RaSarah Browder
Stocks, Ken	Reliability and GIS Supervisor	T-1 Ops	Responsible for the overall supervision of System Control Center during a storm event, including schedules for dispatchers, acquiring additional dispatch resources and overall management of control center activities. Will update maps for DataVoice and other map viewers if changes from switching due to restoration efforts need to be reflected	Justin Wiwi

Justin Wiwi	Mapping Coordinator	T-1 Ops	Will update and distribute SD cards to all employees with GPS units, print maps as needed for contract crews and be available to deliver meals as needed in the Gadsden Co. area.	Marvin Montford
Marvin Montford	Mapping Specialist	T-1 Ops	Will report to Dispatch where he will be available to support dispatchers with answers to any mapping related questions or concerns. Will be available to fill in for Dispatcher for T2 or T5 area. Will assist Justin Wiwi with map production & publishing.	Justin Wiwi
Bentley, Sharon	Operations Dispatcher	Dispatch	Dispatch (second shift) - radio, all areas	Rachelle Parramore
Silvia Hernandez	Operations Dispatcher	Dispatch	Dispatch (second shift) - radio, all areas	Rachelle Parramore
Marchant, Elaine	Operations Dispatcher	Dispatch	Dispatch (first shift) - DataVoice T2 /T6/T 5 area	Rachelle Parramore
Mills, Daniel	Operations Dispatcher	Dispatch	Dispatch (first shift) - radio for T-1 & T-4 areas	Rachelle Parramore
Parramore, Rachelle	Operations Team Leader	Dispatch	Dispatch (First shift) - duties as necessary	
Smith, Sara	Operations Dispatcher	Dispatch	Dispatch (second shift) - radio, all areas	Rachelle Parramore
Smith, Sandra	Operations Dispatcher	Dispatch	Dispatch (first shift) - DataVoice for T-1 and T4 areas	Rachelle Parramore
Stone, Stacy	Operations Dispatcher	Dispatch	Dispatch (first shift) - radio for T2/T5 areas	Rachelle Parramore
Gainous, Mark	Area Operating Superintendent	T-1 Ops	Superintendent of T-1 Area	All Area Operating Superintendents
Bradley, Chase	Apprentice Lineman II	T-1 Ops	Line crew	-
Cromer, Bruce	Line Foreman	T-1 Ops	Line crew	
Dunham, Garrett	Helper- Aerotek	T-1 Ops	Line crew	
Goodwin, Nicholas	Apprentice Lineman I	T-1 Ops	Line crew	
Green, Richard	1st Class Lineman	T-1 Ops	Line crew	
Harper, Mike	1st Class Lineman	T-1 Ops	Line crew	
Johnson, Grayson	Lineman Chief	T-1 Ops	Line crew	
Kincaid, Chris	1st Class Lineman	T-1 Ops	Line crew	
Lanier, Matthew	Apprentice Lineman I	T-1 Ops	Line crew	
Lopez, Jorge	1st Class Lineman	T-1 Ops	Line crew	
Moore, Brian	Lineman Chief	T-1 Ops	Line crew	
Revell, Oren	1st Class Lineman	T-1 Ops	Line crew	
Tyus, Charlie	Truck Driver III	T-1 Ops	Line crew	-
Vickers, Ricky	Lineman Chief	T-1 Ops	Line crew	
Waller, Jeremiah	1st Class Lineman	T-1 Ops	Line crew	
Hogan, Nate	Utility Locator	T-6 Ops	Utility locating	Any available trained personnel
Temples, Jonathan	Area Operating Superintendent	T-2 Ops	Superintendent of T-2 and T-6	All Area Operating Superintendents
Blankenship, Josh	1st Class Lineman	T-2 Ops	Line crew	
Davis, Trey	Apprentice Lineman V	T-2 Ops	Line crew	
Lord, Jacob	Apprentice Lineman I	T-2 Ops	Line crew	
Revell, Bobbie	Truck Driver III	T-6 Ops	Line crew	
Roberts, John	1st Class Lineman	T-2 Ops	Line Crew	
Robison, Bobby	1st Class Lineman	T-6 Ops	Line crew	
Sims, Terry	Truck Driver III	T-2 Ops	Line crew	-
Towles, Reed	1st Class Lineman	T-2 Ops	Line crew	
Wright, Melvin	Lineman Chief	T-2 Ops	Line crew	-
Young, Wayne	Apprentice Lineman I	T-2 Ops	Line crew	
Locke, Chad	ROW Coordinator	Headquarters	ROW	All Area Superintendents
Evans, Ray	Tree Trimmer Chief	T-4 Ops	Duties as assigned by Right-of-Way Coordinator	Abby Emery

Emery, Abby	ROW Contract Coordinator	Headquarters	Responsible for all laundry services in event of sustained outage with many contract crews. Will be responsible for collecting, transporting and redistributing to appropriate persons.	RaSarah Browder
Ward, Chris	Substation Technician Coordinator	T-4 Ops	Supervising Substation Technicians; coordinating restoration efforts with Electrical Operations, Water & Wastewater, and Engineering	Bill James
Bouie, Lester	Substation Technician III	T-5 Ops	Substation duties - Brickyard, Harbinwood, Havana, Hinson, Lake Bradford, Lake Jackson	Duties distributed among other Substation Techs
Causey, John	Substation Tech Chief	T-1 Ops	Substation duties - Baker, Bucklake, Centerville, Chaires, Killearn, Miccosukee	Duties distributed among other Substation Techs
Hartsfield, Scott	Substation Tech Chief	T-4 Ops	Substation duties - Hilliardville, Shadeville, Wakulla, Woodville	Duties distributed among other Substation Techs
Hussey, Adam	Substation Technician III	T-4 Ops	Substation duties - Bristol, Gretna, Hosford, Lowry, Lake Talquin, Oak Grove, Point Milligan, Wetumpka, Greensboro	Duties distributed among other Substation Techs
Roberts, Cameron	Substation Technician III	T-4 Ops	Substation Duties	Duties distributed among other Substation Techs
Sanders, Matt	Substation Technician III	T-4 Ops	Substation duties - well sites, lift stations, generators	Duties distributed among other Substation Techs
Lee, Ted	Manager of Operations	T-5 Ops	Superintendent of T-5 Area	All Area Operating Superintendents
Batt, Justin	Apprentice Lineman II	T-5 Ops	Line crew	
Benton, Ricky	Lineman Chief	T-5 Ops	Line crew	
Ferry, Mike	Lineman Chief	T-5 Ops	Line crew	-
Martin, Dustin	Apprentice Lineman IV	T-5 Ops	Line crew	
McBrayer, Shaun	1st Class Lineman	T-5 Ops	Line crew	-
Orama, Jerry	Apprentice Lineman III	T-5 Ops	Line crew	
Rivenbark, Lance	Apprentice Lineman II	T-5 Ops	Line crew	
Stacey, Jordan	1st Class Lineman	T-5 Ops	Line crew	-
Trinidad, Vicente	1st Class Lineman	T-5 Ops	Line crew	
Crow, Mike	Assistant Superintendent Operating	T-4 Ops	Support to T1 Superintendent	All Area Operating Superintendents
Carr, Dean	Line Technician		Outage Response	
Daniels, Jessie	Line Technician		Outage Response	
Graham, Keith	Line Technician		Outage Response	
Hadland, Gary	Line Technician		Outage Response	
Johnson, Keith	Line Technician		Outage Response	
Mccord, Cliff	Line Technician		Outage Response	
McDaniel, David	Line Technician		Outage Response	
Sanders, Jimmy	1st Class Lineman		Outage Response	
Engineering Personnel (not listed above)				

Bill James	Manager of Planning and Design	T-1 Ops	Reports to Dispatch where he will assist in evaluation of system damage & destruction. Assists RaSarah as needed in distributing & gathering FEMA documentation. Available to assist in event of catastrophic failure of substation or transmission assets. Assist in coordination of any switching related efforts.	Matt Gibson
Mark Taylor	Engineering Aide	Leon County EOC	Leon County liaison	Matt Gibson
Matt Gibson	Engineer	Headquarters	T2 Support	Mike Grice
Mike Grice	Planning Engineer	T-1 Ops	Will assist Mark Gainous @ T1 Ops with logistical matters (food or supplies delivery) May lead out-of-town crew if needed.	Matt Gibson
Stacy Collins	AMI Analyst	Dispatch	Will assist in System Control Center with pinging of meters to confirm outages and restorations during the storm	



Revised 2/2/2016



Storm Management Plan
Engineering / Operations Departments

Director of Engineering & Operations

Duties and Responsibilities

Storm Monitoring and Declaration

- Monitoring information distributed by local (Leon, Gadsden, Wakulla, and Liberty) and statewide EOC
- Assessing the situation and discussing with General Manager, Human Resources, Finance Department, and Media Communications
- Hold Pre-Storm meeting with Operations Superintendents, Safety Coordinator, and other key employees to discuss duties and responsibilities of response and restoration phases
- Verify Dispatcher Control Center duties and responsibilities
- Holding co-op wide VOIP briefing when the General Manager declares a storm situation
- Coordinating with Administrative Assistant to Engineering & Operations to update TEC Media Communications Department on latest information from National Weather Services.
- Review list of priority restorations before a storm situation arises.

Storm Phases

- Establishing phases of response, from activation to mitigation
- Ensuring all field information is correct

Crew Scheduling and Work Hours/Conditions

- Notifying Superintendents 72 hours out from storm about the possibility of working
- Making the call to cancel vacations, etc.
- Establishing work hours/shifts
- Establishing crew make-up
- Assigning EOC liaisons 72 hours out from storm for 12 hour shifts
- Ensuring that a Talquin representative has been assigned to the PATLive center

Safety

- Holding a co-op wide VOIP safety briefing in conjunction with the Safety Department
- Collecting data on the storm, including wind speeds and other possible hazards
- Communicating safety procedures to all personnel, such as stopping work in bucket trucks in wind over 30 mph
- Ensuring that all field personnel involved in storm restoration are qualified

Supply Chain and Material Acquisition

- Coordinating with supply chain
- Ensuring all storm contracts are in place before storm situations arise
- Ensuring all mutual aid agreements are in place before storm situations arise
- Establish a list of vendors provided through FECA for emergency work (refer to NRECA Storm Contractor List)

Mutual Aid

- If requested contact contractors and other cooperatives for assistance (refer to NRECA Storm Contractor List)
- Maintaining our own contact list in addition to the list provided by FECA

Emergency Lodgings

- Coordinating with HR to establish Storm Services areas that can provide shelter with food and essentials

Post-Storm Assessment and Briefing

- Arranging for damage assessment survey (refer to NRECA Storm Contractor List)
- Keeping in communication with the General Manager, other Directors, and Media Communications
- Coordinating with Administrative Assistant to Engineering & Operations to update every 6-12 hours co-op wide on latest information on the restoration progress.

Administrative Assistant to Engineering & Operations

Duties and Responsibilities

Pre-Storm Information and Awareness

- Disseminating information on home preparedness to employees before storm situations arise
- Compiling and maintaining emergency contact lists for Talquin crews
- Keeping list of priority restorations updated before a storm situation arises

Post-Storm Communications

- Updating every 4 hours (or as necessary for major updates) as per the Director of Engineering & Operations regarding the latest information on the restoration progress, including accounts off, accounts on, work force numbers (field, management, clerical)
- Updating and sending out FECA/statewide form twice daily
- Making calls to personnel on Dispatch call list to assist in answering calls from emergency services line and in glass room. (Dispatch calls for outage only help)
- Follow up on home preparedness for employees.

Organization

- Compiling and maintaining crew information and emergency contact lists for out-of-town crews
- Distributing Contractor Storm Packets and cameras to out-of-town and contract crews, all of whom will report initially to the Quincy Operations Center
- Sending list of contractor and out-of-town crew names to Media Communications so TEC temporary name badges can be made up
- Coordinate with Supply Chain to ensure certificates of liability are up to date for contractors and Mutual Aide (Accounting keeps these)
- Coordinating with HR on crew numbers and locations for meal delivery and hotel stays

T-1 Area Operating Superintendent

Duties and Responsibilities

Crew Preparedness

- Maintaining safety and emphasizing the importance of safety to all crews
- Ensuring crews have prepared their own homes for a storm situation
- Ensuring crews all have cameras and Overhead Field Inventory forms
- Briefing crews on necessity of taking pictures and filling out forms at each site for FEMA documentation
- Coordinating critical needs with Supply Chain

Management of Restoration Efforts

- Keeping list of priority restorations updated and reviewed before a storm situation arises
- Overseeing restoration efforts from both the office and the field, as necessary
- Making frequent progress and update reports to the Director of Engineering & Operations
- Checking material stores frequently
- Utilizing assistants for as necessary to handle calls

Right-of-Way

- Coordinating right-of-way efforts in local area with contractor crews and Right-of-Way Coordinator

Dispatch Coordination

- Ensuring Dispatch contact list (Sheriff's Offices, COT contacts, etc.) is updated
- Ensuring extra personnel who have been trained to assist during storms have been contacted
- Establishing 16-hour shifts to be scheduled 72 hours out
- Verifying that various Dispatch systems (DataVoice, etc.) and equipment (satellite phones, storm laptops, etc.) have been checked
- Ensuring that PATLive and Communications Department have been apprised on the situation

T-2 & T-6 Area Operating Superintendent

Duties and Responsibilities

Crew Preparedness

- Maintaining safety and emphasizing the importance of safety to all crews
- Ensuring crews have prepared their own homes for a storm situation
- Ensuring crews all have cameras and Overhead Field Inventory forms
- Briefing crews on necessity of taking pictures and filling out forms at each site for FEMA documentation
- Coordinating critical needs with Supply Chain

Management of Restoration Efforts

- Keeping list of priority restorations updated and reviewed before a storm situation arises
- Overseeing restoration efforts from both the office and the field, as necessary
- Making frequent progress and update reports to the Director of Engineering & Operations
- Checking material stores frequently
- Utilizing assistants for as necessary to handle calls

Right-of-Way

- Coordinating right-of-way efforts in local area with contractor crews and Right-of-Way Coordinator

T-5 Area Operating Superintendent

Duties and Responsibilities

Crew Preparedness

- Maintaining safety and emphasizing the importance of safety to all crews
- Ensuring crews have prepared their own homes for a storm situation
- Ensuring crews all have cameras and Overhead Field Inventory forms
- Briefing crews on necessity of taking pictures and filling out forms at each site for FEMA documentation
- Coordinating critical needs with Supply Chain

Management of Restoration Efforts

- Keeping list of priority restorations updated and reviewed before a storm situation arises
- Overseeing restoration efforts from both the office and the field, as necessary
- Making frequent progress and update reports to the Director of Engineering & Operations
- Checking material stores frequently
- Utilizing assistants for as necessary to handle calls

Right-of-Way

- Coordinating right-of-way efforts in local area with contractor crews and Right-of-Way Coordinator

Dispatch Center

Duties and Responsibilities

Pre-Storm Testing and Verification

- Checking all systems used during storm situation (OMS, Wild Blue, etc.)
- Checking all equipment used during storm situation (storm laptops, satellite phones, etc.)
- Updating Employee Crew List for each Dispatch station

Shifts and Safety

- Establishing a schedule of 16-hour shifts 72 hours out from storm
- Briefing incoming Dispatchers at the end of each shift

Communications

- Unless an emergency, communication to Dispatchers on the radio should be directed to the Reliability & GIS Supervisor, Dispatch Team Leader or their designated backups
- Ensuring that all Dispatch contact lists are up-to-date
- Contacting PATLive as soon as possible to ensure their staff will be able to handle the volume of calls

Switching and Backfeeding

- Coordinating with Engineering and Operations on switching and backfeeding directives

SCADA

- Establishing SCADA monitoring on a regular basis

Right-of-Way Coordinator

Duties and Responsibilities

Pre-Storm Preparation

- Contacting right-of-way contractor crews and notifying them of the situation
- Assigning unit right-of-way crew to each area
- Relaying the information to Director of Engineering & Operations

Restoration Efforts

- Serving as contact for incoming right-of-way contractor crews
- Coordinating with all areas on right-of-way efforts

Manager of Operations

Duties and Responsibilities

Pre-Storm Preparation

- Establishing the location and state of readiness of all fleet vehicles
- Coordinating staging area locations and security with Leon and Gadsden EOC and the Director of Operations (refer to NRECA Storm Contractor List)
- Ensuring all fuel agreements are in place before a storm situation rises
- Securing a fuel stock for Talquin's use for vehicles, equipment, and generators
- Establish fueling centers for Talquin, contractor, out-of-town crew equipment at staging areas
- Ensuring all equipment vendor, tire, and repair shop contracts are in place before a storm situation arises
- Ensuring all equipment and vehicle rentals for cars, trucks, and heavy equipment (track equipment, heavy clearing equipment, etc.) are in place before a storm situation arises
- Ensuring all wrecker, crane, and helicopter service contracts are in place before a storm situation arises
- Maintaining a sizable inventory of magnetic contractor vehicle signs and ensuring they are affixed to all contractor vehicles in the system

Substation Group
Duties and Responsibilities

Repair and Restoration

- Ensuring each technician knows his assigned substations
- Coordinating with Engineering & Operations and Water and Wastewater in restoration efforts

2016 Assignments:

Bouie, Lester
Baker
Bucklake
Centerville
Chaires
Killearn
Miccosukee

Causey, John
Brickyard
Harbinwood
Havana
Hinson
Lake Bradford
Lake Jackson

Hartsfield, Scott
Hilliardville
Shadeville
Wakulla
Woodville

Hussey, Adam
Bristol
Gretna
Hosford
Lowry
Lake Talquin
Oak Grove
Point Milligan
Wetumpka
Greensboro

Sanders, Matt/Cameron Roberts
Well sites
Lift stations
Generators

Other Departments

Duties and Responsibilities as Relating to Engineering & Operations

Engineering/Operations

- Coordinating with transmission providers (Seminole Electric, City of Tallahassee, Duke Energy) on restoration progress
- Coordinating on post-storm assessment with the Director of Engineering & Operations
- Manning a station in Dispatch to ping AMI meters, monitor SCADA, and coordinate on switching and backfeeding

HR

- Coordinating food delivery in the field and at the offices
- Coordinating hotel rooms for out-of-town crews and in-house personnel if needed
- Coordinating with Engineering & Operations to establish Storm Services areas that can provide shelter with food and essentials

Safety

- Ensuring that training is provided throughout the year
- Implementing the training program for Member Services field personnel along with Engineering & Operations
- Conducting safety briefings with all crews 36 hours out and again 12 hours out

Communications

- Ensuring the operation of all temporary and permanent mobile communications (satellite phones, radios, cell phones, etc.)

Member Services

- Entering DataVoice tickets as per member calls
- Providing specifically-trained field personnel as necessary to assist with the restoration efforts
- Keeping Medically Essential Lists updated

Finance

- Establishing a storm account number to use for storm related time and expenses of Talquin crews, out-of-town crews, and contractors
- Establishing protocol for receipt and invoicing transactions
- Checking credit card limits for key personnel
- Establishing FEMA recording clarifications

Supply Chain

- Coordinating with the Director of Engineering & Operations and Area Operating Superintendents on critical needs
- Ensuring certificates of liability are up to date for contractors
- Ensuring each area has storm stock – minor materials buckets filled

Mapping

- Assisting Dispatchers and crews as needed with verifying pole numbers and other information
- Assisting HR as needed with verifying pole locations
- Distributing GPS devices to personnel who are delivering meals and picking up laundry
- Providing system maps for out of town crews
- Providing system maps for in-house crews
- Providing personnel for Dispatch Center to declare restorations as completed

Media Communications

- Making updates to the Talquin website and sending out press releases as the restoration effort progresses
- Making up TEC temporary badges for contractors and out-of-town crews

IT

- Checking Wild Blue system
- Checking and maintaining all Cisco phones

Other Contacts

Kim Gay – Media Communications Specialist
[REDACTED]

Ron Hawkins - Mobile Help 4 U, Inc.
Rhawk70@hotmail.com
www.mobilehelp4u.com

Townsend Tree Services, Inc.

1331 Lions Club Rd Suite B
PO Box 918 Madison, GA 30650
[REDACTED]
[REDACTED]

Mike Williams-Vice President
mwilliams@townsendtree.com
[REDACTED]

Edward Garrett- Manager
egarrett@townsendtree.com
[REDACTED]
[REDACTED]

E. Frank McTier- President
101 S. Main St.
PO Box 128
Parker City, In 47368
[REDACTED]
[REDACTED]
[REDACTED]

fmctier@townsendtree.com
www.townsendtree.com

Liberty County Emergency Management

Rhonda Lewis- Director
10979 NW Spring Street
Bristol, FL 32321
[REDACTED]
[REDACTED]

Asplundh Tree Expert

Ronnie Collins-Regional Manager
106 SW 140th Terrace
Suite 3
Jonesville, Fl 32669

[REDACTED]

[REDACTED]

[REDACTED]

rcollins@asplundh.com

Gary Henderson – Supervisor

[REDACTED]

ghenderson@asplundh.com

Tree's Inc.

Regional Manager- Jarred Morsch

[REDACTED]

[REDACTED]

jmorsch@treesinc.com

General Foreman- Logan Martinez

[REDACTED]

[REDACTED]

lmartin4@treesinc.com

2016 Staging Areas

State Farmer's Market

[REDACTED]
[REDACTED]
[REDACTED]

Quincy Airport

[REDACTED]
[REDACTED]

Talquin can use whole left side of airport

Tallahassee Regional Airport

David Pollard – [REDACTED]

[REDACTED]

Jim Durwin – ([REDACTED])

[REDACTED]

Liberty County Road and Bridge

5159 NW SR 20

Bristol, FL 32321

J. T. Hathaway – [REDACTED]

[REDACTED]

[REDACTED]

Sorrell1945@yahoo.com

Ring Power – Midway

Ted Gerrell – [REDACTED]

[REDACTED]

[REDACTED]

Out-of-Town Storm Call List/By Seniority				
Last	First	Title	Talquin Cell	Home / Cell
Sims	Terry	Truck Driver III		████████
Cromer	Bruce	HCC Line Foreman	████████	████████
Vickers	Ricky	Lineman Chief	████████	████████
Hadland	Gary	Line Technician	████████	████████
Benton	Ricky	Lineman Chief		████████
Tyus	Charlie	Truck Driver III	████████	████████
Revell	Bobbie	Truck Driver III		████████
Wright	Melvin	Lineman Chief	████████	████████
Carr	Dean	Line Technician	████████	████████
Robison	Bobby	Lineman Chief		████████
Ferry	Mike	1 st Class Lineman		████████
Johnson	Grayson	Lineman Chief	████████	████████
Moore	Brian	Lineman Chief		████████
Revell	Oren	1 st Class Lineman	████████	████████
McCord	Cliff	Line Technician		████████
Kincaid	Chris	1 st Class Lineman	████████	████████
Roberts	John	1 st Class Lineman	████████	████████
Hogan	Nate	Utility Locator	████████	████████
McBrayer	Shaun	1 st Class Lineman		████████
McDaniel	David	Line Technician		████████
Towles	Reed	1 st Class Lineman		████████
Blankenship	Josh	1 st Class Lineman		████████
Waller	Jeremiah	1 st Class Lineman		
Harper	Mike	1 st Class Lineman	████████	████████
Lopez	Jorge	1 st Class Lineman		
Martin	Dustin	1 st Class Lineman	████████	
Davis	Trey	Apprentice Lineman V		
Rivenbark	Lance	Apprentice Lineman II		
Graham	Keith	Line Technician		
Orama	Jerry	Apprentice Lineman III		
Green	Richard	1 st Class Lineman		
Sanders	Jimmy	1 st Class Lineman		
Batt	Justin	Apprentice Lineman II		

Bradley	Chase	Apprentice Lineman II		
Lord	Jacob	Apprentice Lineman I		
Johnson	Keith	Line Technician		
Daniels	Jessie	Line Technician		
Trinidad	Vicente	1 st Class Lineman		
Goodwin	Nicholas	Apprentice Lineman I		
Stacey	Jordan	1 st Class Lineman		
Young	Wayne	Apprentice Lineman I		
Lanier	Matt	Apprentice Lineman I		
Dunham	Garrett	Helper - Aerotek		

Storm Assessment & Bird dog (escort) Team

Duties:

- Bird dog/Guide
- Damage Assessment
- Traffic Control
- Delivery of materials/meals
- Communications

Personnel:

- Jacob Beech, staking (T2/T6)
- Ryan Stephens, staking (T5)
- Josh Brogato, serviceman, CDL holder (Liberty County, Wetumpka, Lake Talquin, Greensboro)
- Kenny Chaganis, metering, serviceman, CDL holder (Killlearn)
- Tim Cole, serviceman, CDL holder (Gretna, Pt. Milligan, Oak Grove)
- Kenny Graves, staking (T4, T5)
- Jim Ferrell, metering
- Ryan Ribolzi, serviceman (Lake Jackson, Harbinwood)
- Wayne Barrow, serviceman (Shadeville, Hilliardville, Wakulla)
- Leon Gramling, in his service area (Hwy 20, Lake Bradford and Brickyard)
- Billy Johnson, in his service area (Havana, Hinson and Brickyard)
- Don Ehler, CDL holder (Whole System)
- Terry Cordell, staking, CDL holder (T2 and T6)
- Roscoe Holley, standby, CDL holder Liberty County)
- Chuck Morgan, staking, CDL holder (T1 and T3)
- Jesse Roberts, metering, CDL holder
- Billy Whitfield, serviceman, CDL holder (T2 and T6)
- Nate Hogan, utility locator, groundman
- Ricky Lamb, serviceman (Baker, Buck Lake, Miccosukee)
- Henry Wiggins, servicemen (Baker, Buck Lake, Chaires)

All assigned employees SHALL receive training in the following areas of the safety manual, policies and procedures at the noted intervals. Individual training in varying assigned task will be documented through TEC Safety Department.

	Training	Time Interval
1.	May Day protocol	Annual
2.	General Rules (section 101-125)	Annual
3.	Health & Environmental (section 201-202)	Annual
4.	Vehicle Operations (entire section)	Annual
5.	Fire Protection (entire section)	Annual
6.	OH Distribution and Transmission Work (entire section)	Annual
7.	UD Lines (entire section)	Annual
8.	Blood-borne Pathogens	Annual
9.	Personal Protective Equipment	Annual
10.	Rubber Glove Use and Care	Annual
11.	Hazard Recognition	Annual
12.	Working on De-Energized Lines/Tagout	Annual
13.	Aerial Lift Training (pre-operation) and Rescue	Annual
14.	Defensive Driving	Annual
15.	First Aid, CPR and AED	Bi-Annual
16.	Chainsaw Training	Bi-Annual
17.	MOT Training	4 years
18.	Groundman School	As needed
19.	Partner Map Training, EOC facilitating process with local agencies	As needed
20.	Familiarity with Transformers, Materials, Etc.	As needed
21.	Forklift Training	As scheduled by safety department

EOC Facilitators (Leon County):

Mark Taylor, Engineering

Matt Gibson, Engineering

EOC Facilitators (Liberty):

Dan Ard, Energy Service Manager

Tanner Lee, Energy Services

EOC Facilitators (Wakulla):

Susan Vickers, Director of Member Services

Mike Greene, T-6 Area Office Manager

EOC Facilitator (Gadsden):

Lisa Darby, Collections

Michele Powell, Information Services

The Control Center will be the primary location for coordination and notification of power outages for areas where Talquin power is provided.

Dispatchers and support personnel will be on hand for the duration of the storm and will be based in the Control Center.

ACTION PLAN:

Dispatchers, Area Operations representatives and additional support personnel will work in two shifts (Day: 6a-10p, Night: 8p-8a) for the duration of the storm until outages are brought to a minimum. Dispatchers will resume primary duties at this point.

The Night shift shall be considered a reorganization & daytime preparation time while crews are down for the night. Stand-by crews will remain in the field and a Dispatcher will be stationed in the Dispatch office.

All storm communication must be transmitted over the radio; no information should be transmitted over the telephone. This includes Outage Crews to Dispatch and Outage Crews communicating with each other in the field. Switching information SHALL be transmitted over the radio.

Team Leader: Rachelle Parramore

Station 5, [REDACTED]

(6:00a-10p)

Map Questions: Justin Wiwi (available as needed for any map issues)

Restoration Switching/Extra Support/Power Supplier Coordination: Mike Grice,

Matthew Gibson, Bill James

Station 6, [REDACTED]

IT Support:

<p style="text-align: center;">T1/ T3 Area T4 Area (WEST) Station 1 (Radio) Station 3 (OMS Operator) ██████████ Radio Channel OPS</p> <p><u>Shift 1 (6:00am-10:00pm)</u> Radio: Daniel Mills (Station 1) OMS Operator: Sandra Smith (Station 3)</p>	<p style="text-align: center;">T5 Area T2/T6 Area (EAST) Station 2 (Radio) Station 4 (OMS Operator) ██████████ Radio Channel STORM 2</p> <p><u>Shift 1 (6:00am-10:00pm)</u> Radio: Silvia Hernandez (Station 2) OMS Operator: Stacy Stone (Station 4)</p>
<p style="text-align: center;">Outage Verification/Switch Order Preparation/ Phone Support <u>(6:00 am – 10:00 pm)</u> Elaine Marchant Extra Support for All Areas</p>	
<p style="text-align: center;">Station 1, Primary Radio Channel OPS</p> <p><u>Shift 2 (8:00pm-8:00am)</u> Radio: Sharon Bentley OMS Operator & General System Assistance: Sara Smith <i>*This shift shall be used for clean-up from the previous day's work as well as preparation for the upcoming day's work. The daytime shift Dispatcher's and support will move out of their assigned positions as soon after 10pm as possible, and into their assigned positions as soon after 6am as possible. Shift 2 employees will need to ensure the phone at Station 2 is taken off of the Do Not Disturb option.</i></p>	
<p style="text-align: center;"><u>Back up Positions</u></p> <p style="text-align: center;">Team Leader: Elaine Marchant Radio Dispatcher, Day: Stacy Stone Radio Dispatcher, Night: Sara Smith Declaring/Mapping or Closing: Engineering/Mapping Extra Support: Engineering/Mapping</p> <p>*Rachelle Parramore or Elaine Marchant will be primary backup for any Daytime Position that becomes vacated; Elaine Marchant or Ken Stocks will be backup Team Leader if the need arises; Rachelle Parramore or Elaine Marchant will be needed to Declare or Close if the Day shift is short one position; Elaine Marchant will change from daytime to nighttime hours and be used if any extra support is needed on the Night shift.</p>	

Positions Defined:

Team Leader: Responsible for communication with Superintendents as needed, with Kim Gay (“All Employee” emails) for member advisement, and with others who need information from the Control Center. This position will also be available to replace ALL others in the Control Center to allow each to have regular breaks. This position must be filled either by the current Dispatch Team Lead or by a current Operations Dispatcher or Supervisor if the Team Lead is unavailable.

Radio Dispatcher: Responsible for communication with Outage Crews as well as maintaining a valid list of hold tags (including posting/removing hold tags on the SCADA). All logs must be maintained real time and saved to provide access by other support in Dispatch. This position must be filled by a current Operations Dispatcher. (Shift 1 Dispatchers will have separate Radio and Hold Tag Logs – Areas T1/T3/T4 and Areas T2/T6/T5; Shift 2 Dispatcher will work only from Areas T1/T3/T4 Logs for the duration of the shift).

OMS Operator (Declaring/Mapping/Closing): responsible for organizing outages as they come in to the system, keeping the Radio Dispatcher organized and notified of all new outages, **(especially large ones that may require re-routing a crew)** and maintaining the OMS map (including declaring outages, changing truck locations and adding/removing alert points); also responsible for updating devices when information is provided and closing all devices and incidents as quickly as possible after power restoration- must listen to radio traffic and refer to saved Radio Log for closing information. Must verify all open incidents, groups and device outages are closed appropriately. Responsible for keeping devices/tickets class codes accurate for reference. OMS Operator may also fill in for the Radio Dispatcher if needed, provided that Extra Support personnel are available to fill in the OMS Operator vacancy.

Extra Support: responsible for assistance with contacting members, creating/closing service orders, pinging meters if needed, as well as assisting the Team Leader with various duties.

Outage Verification: Pinging Meters: responsible for checking outages as they come in (specifically outages that come in as “single calls” to verify the power is off) via the RNI; must update the ticket with “RNI Shows Power Fail” or “RNI shows good voltage”. OPS will check any power fails; the member should be called to verify breaker status for any good voltage results- MS will follow up as needed.

OMS Operator & General System Assistance (Shift 2): responsible for backing up the Radio Dispatcher on the 2nd shift, including, but not limited to answering phone calls, declaring/closing devices, pinging meters and creating/completing necessary service orders. Also responsible for clean-up from the previous day (with support from Radio Dispatcher as time and outages allow), including updating the hold tag logs with any missing information and removing any assigned or dispatched status’ from OMS for trucks that are out on rest time.

Procedure for information transfer:

The OMS Operator will monitor the OMS system for new incidents and map predictions. Radio Dispatcher can assist the OMS Operator if the radio traffic allows.

The Radio Dispatcher shall maintain a list of hold tags; the OMS Operator should use the hold tag locations as reference for declaring outages on the OMS map to keep the system organized.

The Radio Dispatcher will record all important outage information in the Crew Location Log, where the OMS Operator can access it and close out the outage.

*Appropriate information includes:

- Time Crew is Dispatched
- Crew(s) assigned to outage (list all trucks if multiple are needed)
- Any information provided by crew regarding outage
- Outage completion information (refused with/closed breaker/code)

Any hold tag information will be recorded in the hold tag log.

The OMS Operator will close outages as quickly as possible, ensuring that all related tickets are closed (the actual device declared out as well as any “no-pulls” in the open incidents or grouped incidents screen). All information in the radio log should be entered into the OMS system comments for data tracking.

Shift 2 Organization

This shift will be responsible for removing all Dispatched and Assigned crews from each outage in the system so that Shift 1 can start the day with a clear screen. They will also need to keep the system organized (declaring outages as more come in, and closing whatever the crews complete during their shift).

Member Services - 2016 Storm Roster					
First Name	Last Name	Classification	Location	Storm Assignment	Back-Up Personnel
Sharee	Bunkley	MS Rep I	T3-MS	Phones	
Elsie	McCrary	MS Rep II	T1-MS	Phones	
Kay	Zarza	MS Rep III	T1-MS	Phones	
KarGrecia	Robinson	MS Rep I	T1-MS	Phones	
Beatriz	Tovias	MS Rep I	T1-MS	Phones	
Patricia	Metcalfe	MS Rep III	T1-MS	Phones	
Barbara	Green	MS Office Manager	T1-MS	Office Duties	Mike Greene
Josh	Brogoto	Metering & Service Technician III	T1-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Tim	Cole	Metering & Service Technician II	T1-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Roscoe	Holley	Metering & Service Technician III	T3-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Carolyn	Drake	MS Rep II	T4-MS	Phones	
Evelyn	Hester	MS Rep I	T4-MS	Phones	
Julie	Wise	MS Rep I	T4-MS	Phones/Backup FEMA Duties T4	
Jenna	Brooks	MS Rep III	T4-MS	FEMA Duties T4/Phones	Julie Wise
Giselle	Kelly	MS Rep I (Aerotek)	T4-MS	Phones	
John	Revell	MS Office Manager	T4-MS	Office Duties	Lisa Dibartolomeo
Leon	Gramling	Metering & Service Technician III	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Ryan	Ribolzi	Metering & Service Technician III	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Billy	Johnson	Metering & Service Technician II	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Claudia	Massey	MS Rep I	T6-MS	Phones	
Tammie	Sanders	MS Rep III	T6-MS	FEMA Duties T6/Phones	Zaina Roberts
Zaina	Roberts	MS Rep III	T6-MS	Phones/Backup FEMA Duties T6	
Deborah	Christian	MS Rep II	T6-MS	Wakulla EOC Duties	Mike Greene
Nikki	Mancil	MS Rep I (Aerotek)	T6-MS	Phones	
Mike	Greene	MS Office Manager	T6-MS	Office Duties/Wakulla EOC Backup	Barbara Green
Billy	Whitfield	Metering & Service Technician III	T6-MS	Meter Troubleshooting & Assist Ops - T2/T6 Area	
Wayne	Barrow	Metering & Service Technician III	T6-MS	Meter Troubleshooting & Assist Ops - T2/T6 Area	
Carla	Smoker	MS Rep II	T5-MS	Phones/Backup FEMA Duties T5	
Tahirah	Singleton	MS Rep I	T5-MS	Phones	
Mindy	Mills	MS Rep I (Aerotek)	T5-MS	Phones	
Janice	Papy	MS Rep III	T5-MS	FEMA Duties T5/Phones	Carla Smoker
Lisa	Dibartolomeo	MS Office Manager	T5-MS	Office Duties	John Revell
Ricky	Lamb	Metering & Service Technician II	T5 MS	Meter Troubleshooting & Assist Ops - T5 Area	
Henry	Wiggins	Metering & Service Technician II	T5-MS	Meter Troubleshooting & Assist Ops - T5 Area	
Kenny	Chaganis	Metering & Service Technician II	T5 MS	Meter Troubleshooting & Assist Ops - T5 Area/Meter Shop Backup	
Brent	Holland	Metering Coordinator	T1-Metershop	Metering Duties	Susan Vickers
Jessie	Roberts	Metering Technician Chief	T1-Metershop	Meter Troubleshooting	
Jim	Ferrell	Metering Technician III	T1-Metershop	Meter Troubleshooting	
Jeff	Washington	Meter Shop Technician	T1-Metershop	Meter Shop Duties	Kenny Chaganis
Allison	Brunson	Admin Asst to Member Services	HQ	MS Preparation/Dispatch	Susan Vickers
Susan	Vickers	Director of Member Services	HQ	Wakulla EOC Duties/Meals for T6 area	Mike Greene
Dan	Ard	Energy Services Manager	HQ	Leon County EOC Duties	
Tanner	Lee	Energy Services Technician III	HQ	Assist Ops - Meals	

TALQUIN SUBSTATION 911 ADDRESSES AND PHONE NUMBERS

BAKER (I)	[REDACTED]	[REDACTED]
BRICKYARD (X)	[REDACTED]	[REDACTED]
BRISTOL (S)	[REDACTED]	[REDACTED]
BUCK LAKE (G)	[REDACTED]	[REDACTED]
CENTERVILLE (I5)	[REDACTED]	[REDACTED]
CHAIRES (Y)	[REDACTED]	[REDACTED]
GREENSBORO (L)	[REDACTED]	[REDACTED]
GRETNA (M)	[REDACTED]	[REDACTED]
HARBINWOOD (T)	[REDACTED]	[REDACTED]
HAVANA (N)	[REDACTED]	[REDACTED]
HILLIARDVILLE (B)	[REDACTED]	[REDACTED]
HINSON (O)	[REDACTED]	[REDACTED]
HOSFORD (K)	[REDACTED]	[REDACTED]
KILLEARN (P)	[REDACTED]	[REDACTED]
LAKE BRADFORD (H)	[REDACTED]	[REDACTED]
LAKE JACKSON (Q)	[REDACTED]	[REDACTED]
LAKE TALQUIN ©	[REDACTED]	[REDACTED]
LOWRY (Z)	[REDACTED]	[REDACTED]
MICCOSUKEE (F)	[REDACTED]	[REDACTED]
OAK GROVE ®	[REDACTED]	[REDACTED]
PT. MILLIGAN (D)	[REDACTED]	[REDACTED]
SHADEVILLE (A)	[REDACTED]	[REDACTED]
WAKULLA (W)	[REDACTED]	[REDACTED]
WETUMPKA (U)	[REDACTED]	[REDACTED]
WOODVILLE (V)	[REDACTED]	[REDACTED]

Appendix B

Hurricane Irma

Overall Storm Duties by Department & Storm Management Plan Engineering /Operations Departments

**OVERALL COMPANY LIST OF ASSIGNMENTS
DURING STORM RESTORATION**

Primary Functions of Administrative Services

The primary functions that Administrative Services performs during a major outage situation is providing support to our crews through the delivery of food, arranging lodging and food delivery for out of town crews, communications to our members and the media, safety inspections for all crews, and administration of any water issues.

Food deliveries vary depending on the type of meal we are providing and the area the crews are working in. Vendors will deliver food to a central location and we will take it to the crews in the field. Food orders are generally paid for with a credit card and any of the Administrative Services staff could place the order.

- Use of food trucks to deliver:
 - Packaged (to-go container) breakfast to T1, T4, T5, and T6 (crews and office staff)
 - Box lunch to T1, T4, T5, and T6 (crews and office staff)
 - Buffet style dinner to T1, T4, T5, and T6

- Assistants assigned to Superintendents at T1, T5, and T2/T6
 - Assistants:
 - Keep up with crew counts
 - Get counts to HR for food service and Colleen for hotel needs
 - Keep crew rooms stocked with beverages, snacks, ice, etc.
 - Any other duties to assist superintendent

Julie Wise – T1 Ops (Pick up credit card from accounting prior to starting assignment)
Backup is Karen Rowan

Natalie Barrett – T2/T6
Backup is Tammie Sanders

Ashley Sirmans – T5
Backup is Dan Hanock

Superintendent's Assistant Duties:

- Keep snacks & drinks refreshed

- Coordinate with other assistants to track crews throughout service area to ensure accurate dinner counts – Report dinner counts to Linda

- Coordinate with other assistants to track crews throughout service area to ensure accurate rooms are reserved. - Update Colleen if more rooms are needed in your service area (Hotels will be reserved in the T5/T4, T2/T6, and T1 areas)
- Report initial crew routes to Marie
- Track Sign-In Sheets for Meals (each meal must have an attached name) - Submit sheets to Kelli
- Track Sign-In Sheets for Hotels (each room must have two names attached) – Submit sheets to Colleen
- If possible, get a picture of arriving crews for social media – Send to Megan or Alisia
- Any other duties assigned by Superintendent

Tracy Bensley - Overseeing Talquin's daily operations to insure personnel are carrying out their duties to restore power to all members as quickly and safely as possible. Backup will be designated by General Manager at the time of the storm.

Colleen Stanley - Coordinate food arrangements and lodging for out of town crews. Backup is Linda Bakker

Linda Bakker – Coordinate food delivery to all areas. Backup is Kelli Riley.

Ashley Sirmans - Assist the superintendent in the T5 Area with logistics and keeping track of crews and any other administrative needs, such as communication with Board Members. Backup is TBD

John Roberts - Orientation for out of town crews prior to their beginning work on our system. Perform crew inspections during the entire event. Backup is Ted lee.

Natalie Barrett - Assist the superintendent in the T5 Area with logistics and keeping track of crews and any other administrative needs. Back up is TBD

Maicel Green - Maintain flow of information to our members through our website and through updates to all media outlets. Backup is Alisia Hounshell and Megan Smith

Alisia Hounshell – Gather field photos for media updates track and post on social media. Backup is Megan Smith

Megan Smith - Gather field photos for media updates track and post on social media. Backup is Alisia Hounshell

Kelli Riley- Assist with Food delivery in all areas. Backup is Linda Bakker

Ron Kelly - Coordinate all facilities and fleet needs including tools, Backup is Tim Bentley

Tim Bentley - Coordinate fueling of all generators and vehicles. Backup is Ron Kelly.

Primary Function of Accounting Services and Information Services

Sean Alderman - Director of Accounting Services, is responsible for the following. Sean's back up will be Karen Rowan.

1. Assign accounting personnel to alternate storm duties (warehouse, outage calls, FEMA, management, etc.).
2. Back up supply chain functions. Assist Supply Chain Manager and warehouse clerks with occasional material deliveries, when necessary.
3. Process immediate vendor payments. Provide cash advance or expense advance for internal employees and crews.
4. Prepare and control FEMA documentation. Assist the Operations Department and Superintendents with this process.
5. Assign employees to outage calls
6. Arrange for a Line of Credit or loan advance for related storm expenses, if necessary.
7. Initiate FEMA contact and claims processing for the declared counties.

Dan Hancock – Payroll Supervisor/GL and Plant Accounting. Dan will assign storm account numbers and assist storm clerks and material clerks as needed. Dan's back-up will be Karen Rowan.

Karen Rowan – Supervisor Treasury and Finance– Karen will assist with immediate AP check issues, payroll and cash disbursements. Karen's back up will be Sean Alderman.

Lynn Mayo – Accounts Payable Clerk – Lynn is responsible for issuing AP checks and cash disbursements. Lynn's back up will be Theresa Black

Theresa Black – Accounting Clerk – Theresa will be assigned to coordinate information with Gadsden County EOC along with Lisa Darby.

Cindy Brandon – Payroll Coordinator – Cindy will be assigned to perform time sheet tracking and coordinating payroll processing. Cindy's back up will be Lynn Mayo.

RaSarah Browder – Grant Administrator – RaSarah will coordinate all FEMA responsibilities. RaSarah's back up will be Sean Alderman.

The Supply Chain Section of Accounting is listed separately.

Dwight Callahan - Manager of Information Services, is responsible for the following. Dwight's back up is Traci Sansom.

1. Assign I.S. personnel to the alternative storm duties (dispatch, outage response).
2. Be a liaison between management team and I.S. department.
3. Make certain that vendors of critical systems or hardware are notified to be prepared to help per agreements if notified. I.E. CIS vendor and print/mail vendor.
4. Assist with distribution of meals for the crews and contractors. Traci Sansom - Information Services Supervisor - Emergency Action Leader, Ensure that all business continuity functions are maintained and that Consumer Services Clerks are in assigned locations. Traci's back up is Dwight Callahan.

Julie Wise - Capital Credit Clerk – Assist T1 Operations Superintendent

Lisa Darby - Collection Clerk - Gadsden County E.O.C. representative. Lisa's back up is Theresa Black.

Michele Powell - Consumer Information Clerk - Answer outage calls and continues business functions. Backup Christy Wheeler.

Sheila Fletcher - Consumer Information Clerk - Answer outage calls and continues business functions. Back up is Ashley Fulton

Ashley Tolar - Consumer Information Clerk - Answers outage calls and Liberty County EOC backup

Deborah Sansom - Records Specialist – Liberty County EOC representative

Kargrecia Robinson - Receptionist - Handles reception duties. Amelia is backed up by all Consumer Information Clerks.

Christy Wheeler - Consumer Information Clerk - Working in Dispatch as assigned. Christy's back up is Michelle Powell.

Tim Cooper - Courier - Delivers meals and supplies to areas as needed. Tim's back up is Andrew Lyle.

Primary function of Supply Chain Services

Stephen Dean, Manager of Supply Chain Services, is responsible for the following. Steven's backup is Lisa Burnett.

1. Communicate with vendors to ensure all materials are available for replenishment.
2. Maintain an open line with all warehouses to ensure readiness of materials.
3. Assist Accounting Department in any areas that may require further assistance.

Below is the list of Supply Chain personnel and their responsibilities: Backups for all Warehouse personnel will be Stephen Dean, Lisa Burnett or other Mutual Aid Assistance personnel such as Gresco

Lisa Burnett - Supply Chain Services Administrator - Material provision and distribution as required. Lisa's backup is Steven Dean.

Kevin Neel- T-1 Area Material Clerk - Material provision and distribution as required.

Eddie Catchman - T-S Area Material Clerk - Material provision and distribution as required.

Frank Mozolic- T-2 Area Material Clerk - Material provision and distribution as required.

Lisa Jones - T-4 Area Material Clerk - Material provision and distribution as required.

Primary Function of Engineering Services

Tony Gullien, Director of Engineering & Operations Services, is responsible for the following. Tony's back up is Bill James.

1. Assign engineering personnel to the alternative storm duties (dispatch, outage response, map production, food acquisition/distribution, troubleshooting, and support).
2. Coordinate storm preparation prior to storm and restoration following the storm.
3. Ensure Operations and contract crews have necessary FEMA documentation and ancillary supplies for storm inventory and record keeping.
4. Keep in contact with General Manager, providing updates every four hours or as critical events take place.

Marie Hayes- Work Order Coordinator – Will report to General Services building. Responsible for compiling list of crews names, emergency contact information and daily locations and keep on spreadsheet. Assist in other areas as needed.

Ken Stocks - Reliability and GIS Supervisor - Responsible for the overall supervision of System Control Center during a storm event, including schedules for dispatchers, acquiring additional dispatch resources, and overall management of control center activities. Update maps for OMS and other map viewers if changes from switching due to restoration efforts need to be reflected. Justin Wiwi is Ken's back up.

Marvin Montford - Mapping Specialist - Will report to Dispatch where he will be available to support the dispatchers with answers to any mapping related questions or concerns. Also available to fill in for dispatcher from T2 or T5 area. Assist Justin Wiwi with map production and publishing. Justin Wiwi is Marvin's back up with mapping related questions.

Justin Wiwi - Mapping Coordinator - Will update and distribute SD cards to all employees with GPS units. Print maps as needed for contract crews. Provide OMS Support to Dispatch. Marvin is Justin's back up.

Atoosa Izadifar – Mapping Specialist - Mapping Specialist – Will report to Dispatch where she will be available to support the dispatchers with answers to any mapping related questions or concerns. Assist Justin Wiwi with map production and publishing. Marvin is Atoosa's back up with mapping related questions.

Bill James - Manager of Planning and Design - Report to Dispatch where he will assist in the evaluation of system damage and destruction. Assist RaSarah as needed in distributing and gathering FEMA documentation. Available to assist in the event of a

catastrophic failure of substation or transmission assets. Assist in the coordination of any switching-related efforts. Matt Gibson and Mike Grice are Bill's back up.

Mark Taylor - Engineering Aide - Will be assigned to work a shift at Leon County Emergency Mgmt. Mark's back up is Terrance Roberts.

Terrance Roberts-Engineer- Will be assigned to work a shift at Leon County Emergency Mgmt. Terrances's backup is Mark Taylor

Matt Gibson- Engineering Supervisor - Report to Dispatch to assist and back up Bill James. Will be available to work at T2 to assist Jonathan Temples with any logistical matters such as food or supplies delivery. Matt is also capable of leading an out-of-town crew. Mike Grice is Matt's back up.

Mike Grice – Engineering Supervisor- Report to Dispatch to assist and back up Bill James. Will be available to work at T1 to assist Mark Gainous with any logistical matters such as food or supplies delivery. Mike is also capable of leading an out-of-town crew. Matt Gibson is Mike's back up.

Abby Emery - Right of Way Contract Coordinator - Will be responsible for all laundry services in the event of a sustained outage with many contract crews. She will collect the dirty clothes, transport to cleaners, and then be responsible for redistributing back to the appropriate persons. Abby's Backup is RaSarah

Stacy Collins - AMI Analyst - Will assist in System Control Center with the pinging of meters to confirm both outages and restorations during the storm. Will assist in other areas as necessary.

Dan Ard, Energy Services Manager, is responsible for the following. Dan's back up is Tanner Lee,

- Reschedule any Energy Analysis appointments that would conflict with the approaching storm.
- Assist with meal distribution.

Tanner Lee, Energy Services Specialist III is responsible for the following. Tanner's back up is Dan Ard,

- Reschedule any Energy Analysis appointments that would conflict with the approaching storm.
- Assist with meal distribution.

Brent Holland - Metering Coordinator, is responsible for the Metering Technicians and Metering Chief as follows. Brent's back up is Jesse Roberts.

- Monitor areas that are subject to flooding or storm surge.
- Jon Boat is inspected & stocked.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the Meter Shop.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.

The following assignments are for all outside personnel with in-depth knowledge of the system and specialty training to assist with directing contract crews. The list also includes those individuals with a specialized skill set necessary to support Operations during a critical outage.

Assignment	Primary	Backup
T1 Bird Dog	Chuck Morgan	Matt Carpenter
T2 Bird Dog	Terry Cordell	Jake Beech
T2 Bird Dog	Jake Beech	Terry Cordell
T3 Bird Dog	Matt Carpenter	Chuck Morgan
T4 Bird Dog	Kenny Graves	
T5 Bird Dog	Ryan Stephens	

Primary Function of Information Technology and Communications

Dane Clemons - Director of Information Technology and Communications is responsible for the following; Dane's backup up is Branden Rager.

1. Ensure that IT staff has everything necessary to patch, fix or respond to system related issues.
2. Make sure current back-up to all network systems are done and accessible in a safe location.
3. Be a liaison between management team and I.T and Communications department.
4. Make certain that vendors of critical systems or hardware are notified to be prepared to help per agreements if notified.

5. Liaison with PAT-Live/21st Century regarding issues (extenuating circumstances, pertinent information, adjustments in staffing capacity, etc.) that arise during storm events
6. Liaison with Data-Voice International on issues impacting the operation of the Outage Management System (OMS) and/or Data Voice back-up Interactive Voice Response (IVR) systems
7. Assisting in the coordination of the effort to migrate to contingent or fail-over systems such as Data-Voice back-up OMS server in Texas

Branden Rager - IT Supervisor - Oversee all IT staff and functions before, during and after event as well maintaining the ATS system. Branden's back up for IT staff is Dane Clemons. Branden's back up for IT operation functions is Hugh Ham.

Branden Rager - Network Analyst - Maintains network connectivity and contacting network hardware vendors. Branden's back up is Dane Clemons.

???? - System Administrator -Responsible for system backups. ???? backup is Shawn McGregor

Shawn McGregor - System Administrator - Maintains software programs and contacting system vendors. Shawn's back up is Hugh Ham.

Andrew Lyle - PC Specialist - Handles computer hardware support and contacts computer vendors. Andrew's back up is Hugh Ham.

David Kennedy - Communications Coordinator - See attached Two-Way Radio Communication Responsibility document. Main function involves the coordination of support and troubleshooting in the event of a failure in radio communications. David's back up will be Greg Janicki.

The following assignments are for all outside personnel with in-depth knowledge of the system and specialty training to assist with directing contract crews. The list also includes those individuals with a specialized skill set necessary to support Operations during a critical outage.

Assignment	Primary	Back up
Communications Support	Greg Janicki	Juris Pumpurs
Communications Support	Juris Pumpurs	Randy Peevy
Communications Support	Randy Peevy	Juris Pumpurs

Primary Functions of Member Services

Blake Flowers, Director of Member Services, is responsible for the following. Blake's back up is Mike Greene.

- Conference call with all MS Supervision to schedule work assignments and shift work.
- Contact Wakulla EOC for direction on EOC schedule.
- Contact IT to verify all phone settings are set to "storm mode".
- Contact IT for assigned and updated laptop for use at Wakulla EOC.
- Assist any MS Office Managers, as needed.
- Coordinate with Administrative Services for meal preparation and distribution.
- Work at Wakulla EOC, located at Wakulla County Sheriff's Office.

Allison Brunson, Administrative Assistant to Member Services, is responsible for the following. Allison's back up is Blake Flowers.

- Send an updated Medical Essential Service (MES) list by area to Dispatch and MS Office Managers.
- Update contact numbers for all Member Services employees.
- Verify all Member Service employees have TEC 10 Badges.
- Assist Dispatch as needed once above responsibilities are met.

Mike Greene, MS Office Manager, is responsible for the clerical and field personnel assigned to Crawfordville (T6) as follows. Mike's back up will be Barbara Green & Blake Flowers.

- All monies & payments are to be deposited in the bank or transported to the vault located at Quincy (T1) Member Services.
- Verify DataVoice is operable on all computers.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the offices.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.
- Issue FEMA paperwork and instructions to employees.

Barbara Green, MS Office Manager, is responsible for the clerical and field personnel assigned to Quincy (T1) and Hosford (T3) as follows. Barbara's back up is Mike Greene & Blake Flowers.

- All monies & payments are to be deposited in the bank or transported to the vault located at Quincy (T1) Member Services.
- Verify DataVoice is operable on all computers.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.

- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the offices.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.
- Issue FEMA paperwork and instructions to employees.

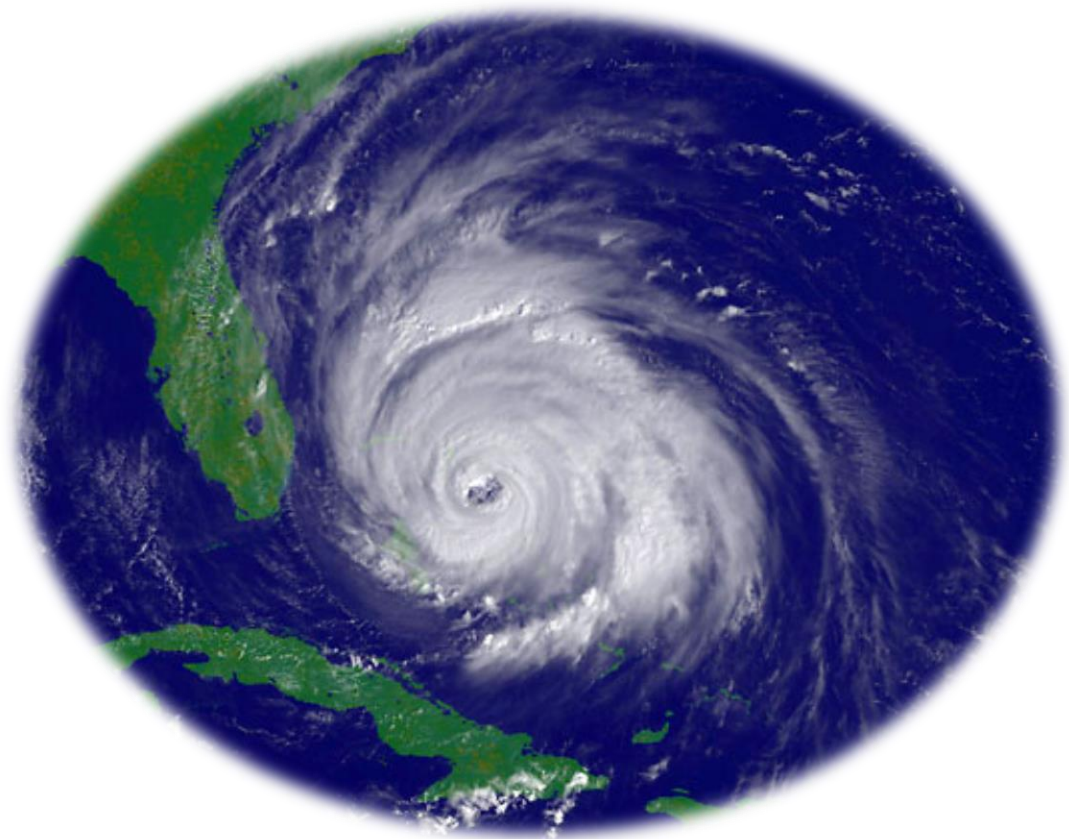
John Revell, MS Office Manager, is responsible for the clerical and field personnel assigned to Lake Jackson (T4) as follows. John's backup is Lisa Dibartolomeo & Susan Vickers.

- All monies & payments are to be deposited in the bank or transported to the vault located at Quincy (T1) Member Services.
- Verify DataVoice is operable on all computers.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the offices.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.
- Issue FEMA paperwork and instructions to employees.

Lisa Dibartolomeo, MS Office Manager, is responsible for the clerical and field personnel assigned to Bradfordville (TS) as follows. Lisa's back up is John Revell & Blake Flowers.

- All monies & payments are to be deposited in the bank or transported to the vault located at Quincy (T1) Member Services.
- Verify DataVoice is operable on all computers.
- All trucks are fueled and inspected.
- Portable radios and truck radios are operable on all channels.
- Digital cameras are operable and extra supply of batteries.
- Distribute TEC Storm Restoration Overhead Field Inventory Forms.
- Secure all outside movable belongings around the offices.
- Trucks are stocked through Warehouse Material Clerk.
- Review Safety Rules and inspect all safety equipment.
- Check raincoats, flashlights, safety vests, etc. for all field service trucks.
- Issue assignments to all employees.
- Verify laptops have updated Partner Maps.

- Issue FEMA paperwork and instructions to employees.



Revised 2/7/2017



Storm Management Plan
Engineering / Operations Departments

Director of Engineering & Operations

Duties and Responsibilities

Storm Monitoring and Declaration

- Monitoring information distributed by local (Leon, Gadsden, Wakulla, and Liberty) and statewide EOC
- Assessing the situation and discussing with General Manager, Human Resources, Finance Department, and Media Communications
- Hold Pre-Storm meeting with Operations Superintendents, Safety Coordinator, and other key employees to discuss duties and responsibilities of response and restoration phases
- Verify Dispatcher Control Center duties and responsibilities
- Holding co-op wide VOIP briefing when the General Manager declares a storm situation
- Coordinating with Administrative Assistant to Engineering & Operations to update TEC Media Communications Department on latest information from National Weather Services.
- Review list of priority restorations before a storm situation arises.

Storm Phases

- Establishing phases of response, from activation to mitigation
- Ensuring all field information is correct

Crew Scheduling and Work Hours/Conditions

- Notifying Superintendents 72 hours out from storm about the possibility of working
- Making the call to cancel vacations, etc.
- Establishing work hours/shifts
- Establishing crew make-up
- Assigning EOC liaisons 72 hours out from storm for 12 hour shifts
- Ensuring that a Talquin representative has been assigned to the PATLive center

Safety

- Holding a co-op wide VOIP safety briefing in conjunction with the Safety Department
- Collecting data on the storm, including wind speeds and other possible hazards
- Communicating safety procedures to all personnel, such as stopping work in bucket trucks in wind over 30 mph
- Ensuring that all field personnel involved in storm restoration are qualified

Supply Chain and Material Acquisition

- Coordinating with supply chain
- Ensuring all storm contracts are in place before storm situations arise
- Ensuring all mutual aid agreements are in place before storm situations arise
- Establish a list of vendors provided through FECA for emergency work (refer to NRECA Storm Contractor List)

Mutual Aid

- If requested contact contractors and other cooperatives for assistance (refer to NRECA Storm Contractor List)
- Maintaining our own contact list in addition to the list provided by FECA

Emergency Lodgings

- Coordinating with HR to establish Storm Services areas that can provide shelter with food and essentials

Post-Storm Assessment and Briefing

- Arranging for damage assessment survey (refer to NRECA Storm Contractor List)
- Keeping in communication with the General Manager, other Directors, and Media Communications
- Coordinating with Administrative Assistant to Engineering & Operations to update every 6-12 hours co-op wide on latest information on the restoration progress.

Administrative Assistant to Engineering & Operations

Duties and Responsibilities

Pre-Storm Information and Awareness

- Disseminating information on home preparedness to employees before storm situations arise
- Compiling and maintaining emergency contact lists for Talquin crews
- Keeping list of priority restorations updated before a storm situation arises

Post-Storm Communications

- Updating every 4 hours (or as necessary for major updates) as per the Director of Engineering & Operations regarding the latest information on the restoration progress, including accounts off, accounts on, work force numbers (field, management, clerical)
- Updating and sending out FECA/statewide form twice daily
- Making calls to personnel on Dispatch call list to assist in answering calls from emergency services line and in glass room. (Dispatch calls for outage only help)
- Follow up on home preparedness for employees.

Organization

- Compiling and maintaining crew information and emergency contact lists for out-of-town crews
- Distributing Contractor Storm Packets and cameras to out-of-town and contract crews, all of whom will report initially to the Quincy Operations Center
- Sending list of contractor and out-of-town crew names to Media Communications so TEC temporary name badges can be made up
- Coordinate with Supply Chain to ensure certificates of liability are up to date for contractors and Mutual Aide (Accounting keeps these)
- Coordinating with HR on crew numbers and locations for meal delivery and hotel stays

T-1 Area Operating Superintendent

Duties and Responsibilities

Crew Preparedness

- Maintaining safety and emphasizing the importance of safety to all crews
- Ensuring crews have prepared their own homes for a storm situation
- Ensuring crews all have cameras and Overhead Field Inventory forms
- Briefing crews on necessity of taking pictures and filling out forms at each site for FEMA documentation
- Coordinating critical needs with Supply Chain

Management of Restoration Efforts

- Keeping list of priority restorations updated and reviewed before a storm situation arises
- Overseeing restoration efforts from both the office and the field, as necessary
- Making frequent progress and update reports to the Director of Engineering & Operations
- Checking material stores frequently
- Utilizing assistants for as necessary to handle calls

Right-of-Way

- Coordinating right-of-way efforts in local area with contractor crews and Right-of-Way Coordinator

T-2 & T-6 Area Operating Superintendent

Duties and Responsibilities

Crew Preparedness

- Maintaining safety and emphasizing the importance of safety to all crews
- Ensuring crews have prepared their own homes for a storm situation
- Ensuring crews all have cameras and Overhead Field Inventory forms
- Briefing crews on necessity of taking pictures and filling out forms at each site for FEMA documentation
- Coordinating critical needs with Supply Chain

Management of Restoration Efforts

- Keeping list of priority restorations updated and reviewed before a storm situation arises
- Overseeing restoration efforts from both the office and the field, as necessary
- Making frequent progress and update reports to the Director of Engineering & Operations
- Checking material stores frequently
- Utilizing assistants for as necessary to handle calls

Right-of-Way

- Coordinating right-of-way efforts in local area with contractor crews and Right-of-Way Coordinator

T-5 Area Operating Superintendent

Duties and Responsibilities

Crew Preparedness

- Maintaining safety and emphasizing the importance of safety to all crews
- Ensuring crews have prepared their own homes for a storm situation
- Ensuring crews all have cameras and Overhead Field Inventory forms
- Briefing crews on necessity of taking pictures and filling out forms at each site for FEMA documentation
- Coordinating critical needs with Supply Chain

Management of Restoration Efforts

- Keeping list of priority restorations updated and reviewed before a storm situation arises
- Overseeing restoration efforts from both the office and the field, as necessary
- Making frequent progress and update reports to the Director of Engineering & Operations
- Checking material stores frequently
- Utilizing assistants for as necessary to handle calls

Right-of-Way

- Coordinating right-of-way efforts in local area with contractor crews and Right-of-Way Coordinator

Dispatch Center

Duties and Responsibilities

Pre-Storm

Testing and Verification

- Verifying with ITC that all systems used are online and storm ready (OMS, TGB/AMI communication, Tate radio channels, SCADA, etc.)
- Checking all equipment/software used during storm situation (storm laptops, etc. coordinate with IT & Communications)
- Updating Employee Crew List for each Dispatch station
- Verify GIS map update has been posted to OMS
- Remove any AMI suspended meters (Meter Exchange Project)

Shifts and Safety

- Establishing a schedule of 16-hour shifts 72 hours out from storm

Communications

- Ensuring that all Dispatch contact lists are up-to-date
- Contacting PATLive as soon as possible to ensure their staff will be able to handle the volume of calls
- Contacting OMS vendor for anticipated extra support during the storm
- The Directors of Member Services and Water will be notified that Dispatch support of normal radio traffic will be suspended through the duration of storm mode.
- Assign points of contact between TEC employees in the Glass Room and the Control Center.
- Confirmation that a separate phone line has been configured for the Glass Room.

Switching and Backfeeding

- Verifying One line diagrams are current
- Verifying with Engineering that SCADA backfeed scenarios are current
- Identifying any limitations with SCADA (points offline for maintenance)

During Storm (when storm conditions are present)

Communication

- Unless an emergency, communication to Dispatchers on the radio should be directed to the Reliability & GIS Supervisor, Dispatch Team Lead or their designated backup
- A Dispatcher/Mapping Employee will be tasked to answer any incoming phone calls in the Control Center.
- Briefing incoming Dispatchers at the end of each shift

SCADA

- An off Radio-Dispatcher(s) will be tasked to monitor SCADA to ensure as near as possible real-time updates between the verified SCADA outages and device status within the OMS.
- An employee from Engineering/Mapping will assemble and maintain a list of substations and feeders that are out throughout the duration of storm conditions.

Post-Storm (when storm conditions have subsided)

Day

- The Control Center will split in up to three (3) OPS Radio Channels and a Switching Channel as necessary during the day shift (6A-10P) to handle the anticipated volume of radio traffic. The channels will be announced over the radio and to Superintendents. An all-employees email will also be sent stating which radio channels will serve each OPS area and any changes to the configuration.
- A Restoration Engineer will work side by side with each on-radio Dispatcher to assist with timely OMS updates, prioritization, crew communication, etc.
 - The Restoration Engineer includes TEC Engineers, Mapping.

Night

- OPS Radio Channels will be combined in the overnight hours (10P-6A).
- At least one Dispatcher and Mapping Employee will spend the overnight hours verifying existing outages from largest to smallest using AMI.

Right-of-Way Coordinator

Duties and Responsibilities

Pre-Storm Preparation

- Contacting right-of-way contractor crews and notifying them of the situation
- Assigning unit right-of-way crew to each area
- Relaying the information to Director of Engineering & Operations

Restoration Efforts

- Serving as contact for incoming right-of-way contractor crews
- Coordinating with all areas on right-of-way efforts

Manager of Operations

Duties and Responsibilities

Pre-Storm Preparation

- Establishing the location and state of readiness of all fleet vehicles
- Coordinating staging area locations and security with Leon and Gadsden EOC and the Director of Operations (refer to NRECA Storm Contractor List)
- Ensuring all fuel agreements are in place before a storm situation rises
- Securing a fuel stock for Talquin's use for vehicles, equipment, and generators
- Establish fueling centers for Talquin, contractor, out-of-town crew equipment at staging areas
- Ensuring all equipment vendor, tire, and repair shop contracts are in place before a storm situation arises
- Ensuring all equipment and vehicle rentals for cars, trucks, and heavy equipment (track equipment, heavy clearing equipment, etc.) are in place before a storm situation arises
- Ensuring all wrecker, crane, and helicopter service contracts are in place before a storm situation arises
- Maintaining a sizable inventory of magnetic contractor vehicle signs and ensuring they are affixed to all contractor vehicles in the system

Substation Group
Duties and Responsibilities

Repair and Restoration

- Ensuring each technician knows his assigned substations
- Coordinating with Engineering & Operations and Water and Wastewater in restoration efforts

2017 Assignments:

Bouie, Lester
Baker
Bucklake
Centerville
Chaires
Killearn
Miccosukee

Causey, John
Brickyard
Harbinwood
Havana
Hinson
Lake Bradford
Lake Jackson

Hartsfield, Scott
Hilliardville
Shadeville
Wakulla
Woodville

Hussey, Adam
Bristol
Gretna
Hosford
Lowry
Lake Talquin
Oak Grove
Point Milligan
Wetumpka
Greensboro

Sanders, Matt/Cameron Roberts
Well sites
Lift stations
Generators

Other Departments

Duties and Responsibilities as Relating to Engineering & Operations

Engineering/Operations

- Coordinating with transmission providers (Seminole Electric, City of Tallahassee, Duke Energy) on restoration progress
- Coordinating on post-storm assessment with the Director of Engineering & Operations and provide a daily or twice daily status report to Communications/Social media on the restoration progress, areas expecting long duration, etc.
- Serving as a Restoration Engineer in Dispatch to ping AMI meters, monitor SCADA, and coordinate on switching and backfeeding

HR

- Coordinating food delivery in the field and at the offices
- Coordinating hotel rooms for out-of-town crews and in-house personnel if needed
- Coordinating with Engineering & Operations to establish Storm Services areas that can provide shelter with food and essentials

Safety

- Ensuring that training is provided throughout the year
- Implementing the training program for Member Services field personnel along with Engineering & Operations
- Conducting safety briefings with all crews 36 hours out and again 12 hours out

Communications

- Ensuring the operation of all temporary and permanent mobile communications (satellite phones, radios, cell phones, etc.)

Member Services

- Entering trouble tickets as per member calls
- Providing specifically-trained field personnel as necessary to assist with the restoration efforts
- Keeping Medically Essential Lists updated

Finance

- Establishing a storm account number to use for storm related time and expenses of Talquin crews, out-of-town crews, and contractors
- Establishing protocol for receipt and invoicing transactions
- Checking credit card limits for key personnel
- Establishing FEMA recording clarifications

Supply Chain

- Coordinating with the Director of Engineering & Operations and Area Operating Superintendents on critical needs
- Ensuring certificates of liability are up to date for contractors
- Ensuring each area has storm stock – minor materials buckets filled

Mapping

- Provide priority restoration accounts including schools to Superintendents
- Providing system maps on an as needed basis
- Serve on shifts as a Restoration Engineers in the Control Center
- Liaison between TEC and COT (meters on other's lines)
- Serve in OMS map cleanup

Media Communications

- Making updates to the Talquin website and sending out press releases as the restoration effort progresses
- Making up TEC temporary badges for contractors and out-of-town crews

IT

- Checking and maintaining all Cisco phones

Other Contacts

Ron Hawkins - Mobile Help 4 U, Inc.
Rhawk70@hotmail.com
www.mobilehelp4u.com

Townsend Tree Services, Inc.

1331 Lions Club Rd Suite B
PO Box 918 Madison, GA 30650

[REDACTED]
[REDACTED]

Mike Williams-Vice President
mwilliams@townsendtree.com

[REDACTED]

Edward Garrett- Manager
egarrett@townsendtree.com

[REDACTED]
[REDACTED]

E. Frank McTier- President
101 S. Main St.
PO Box 128
Parker City, In 47368

[REDACTED]
[REDACTED]
[REDACTED]

fmctier@townsendtree.com
www.townsendtree.com

Liberty County Emergency Management

Rhonda Lewis- Director
10979 NW Spring Street
Bristol, Fl 32321

[REDACTED]
[REDACTED]

Asplundh Tree Expert

Ronnie Collins-Regional Manager

106 SW 140th Terrace

Suite 3

Jonesville, Fl 32669

[REDACTED]

[REDACTED]

[REDACTED]

rcollins@asplundh.com

Gary Henderson – Supervisor

[REDACTED]

ghenderson@asplundh.com

Tree's Inc.

Regional Manager- Jarred Morsch

[REDACTED]

[REDACTED])

jmorsch@treesinc.com

General Foreman- Logan Martinez

[REDACTED]

[REDACTED]

lmartin4@treesinc.com

2017 Staging Areas

State Farmer's Market



Quincy Airport



Talquin can use whole left side of airport

Tallahassee Regional Airport



Liberty County Road and Bridge

5159 NW SR 20
Bristol, FL 32321



Ring Power – Midway



Out-of-Town Storm Call List/By Seniority				
Last	First	Title	Talquin Cell	Home / Cell
Sims	Terry	Truck Driver III		████████
Cromer	Bruce	HCC Line Foreman	████████	████████
Vickers	Ricky	Lineman Chief	████████	████████
Hadland	Gary	Line Technician	████████	████████
Benton	Ricky	Lineman Chief		████████
Tyus	Charlie	Truck Driver III	████████	████████
Revell	Bobbie	Truck Driver III		████████
Wright	Melvin	Lineman Chief	████████	████████
Carr	Dean	Line Technician	████████	████████
Robison	Bobby	Lineman Chief		████████
Ferry	Mike	1 st Class Lineman		████████
Johnson	Grayson	Lineman Chief	████████	████████
Moore	Brian	Lineman Chief		████████
Revell	Oren	1 st Class Lineman	████████	████████
McCord	Cliff	Line Technician		████████
Hogan	Nate	Utility Locator	████████	████████
McBrayer	Shaun	1 st Class Lineman		████████
McDaniel	David	Line Technician		████████
Towles	Reed	1 st Class Lineman		████████
Blankenship	Josh	1 st Class Lineman		████████
Waller	Jeremiah	1 st Class Lineman		
Harper	Mike	1 st Class Lineman	████████	████████
Martin	Dustin	1 st Class Lineman	████████	
Davis	Trey	1 st Class Lineman		
Rivenbark	Lance	Apprentice Lineman II		
Graham	Keith	Line Technician		
Orama	Jerry	Apprentice Lineman IV		
Green	Richard	1 st Class Lineman		
Sanders	Jimmy	Line Technician		
Bradley	Chase	Apprentice Lineman III		
Lord	Jacob	Apprentice Lineman III		
Johnson	Keith	Line Technician		

Daniels	Jessie	Line Technician		
Young	Wayne	Apprentice Lineman I		
Trinidad	Vicente	1 st Class Lineman		
Goodwin	Nicholas	Apprentice Lineman I		
Stacey	Jordan	1 st Class Lineman		
Lanier	Matt	Apprentice Lineman I		
Parmer	Jeremy	Apprentice Lineman V		
Dunham	Garrett	Apprentice Lineman I		
Ganas	Jordan	1 st Class Lineman		
Andrews	Joshua	Apprentice Lineman III		
Herrmann	Jonathan	1 st Class Lineman		
Bozeman	Kenneth	Apprentice Lineman IV		
Mathis	Charles	Groundman		

Storm Assessment & Bird dog (escort) Team

Duties:

Bird dog/Guide
 Damage Assessment
 Traffic Control
 Delivery of materials/meals
 Communications

Personnel:

Jacob Beech, staking (T2/T6)
 Ryan Stephens, staking (T5)
 Josh Brogato, serviceman, CDL holder (Liberty County, Wetumpka, Lake Talquin, Greensboro)
 Kenny Chaganis, metering, serviceman, CDL holder (Killlearn)
 Tim Cole, serviceman, CDL holder (Gretna, Pt. Milligan, Oak Grove)
 Kenny Graves, staking (T4, T5)
 Jim Ferrell, metering
 Ryan Ribolzi, serviceman (Lake Jackson, Harbinwood)
 Wayne Barrow, serviceman (Shadeville, Hilliardville, Wakulla)
 Leon Gramling, in his service area (Hwy 20, Lake Bradford and Brickyard)
 Billy Johnson, in his service area (Havana, Hinson and Brickyard)
 Terry Cordell, staking, CDL holder (T2 and T6)
 Roscoe Holley, standby, CDL holder Liberty County)
 Chuck Morgan, staking, CDL holder (T1 and T3)
 Jesse Roberts, metering, CDL holder
 Billy Whitfield, serviceman, CDL holder (T2 and T6)
 Nate Hogan, utility locator, groundman

Ricky Lamb, serviceman (Baker, Buck Lake, Miccosukee)

All assigned employees SHALL receive training in the following areas of the safety manual, policies and procedures at the noted intervals. Individual training in varying assigned task will be documented through TEC Safety Department.

	Training	Time Interval
1.	May Day protocol	Annual
2.	General Rules (section 101-125)	Annual
3.	Health & Environmental (section 201-202)	Annual
4.	Vehicle Operations (entire section)	Annual
5.	Fire Protection (entire section)	Annual
6.	OH Distribution and Transmission Work (entire section)	Annual
7.	UD Lines (entire section)	Annual
8.	Blood-borne Pathogens	Annual
9.	Personal Protective Equipment	Annual
10.	Rubber Glove Use and Care	Annual
11.	Hazard Recognition	Annual
12.	Working on De-Energized Lines/Tagout	Annual
13.	Aerial Lift Training (pre-operation) and Rescue	Annual
14.	Defensive Driving	Annual
15.	First Aid, CPR and AED	Bi-Annual
16.	Chainsaw Training	Bi-Annual
17.	MOT Training	4 years
18.	Groundman School	As needed
19.	Partner Map Training, EOC facilitating process with local agencies	As needed
20.	Familiarity with Transformers, Materials, Etc.	As needed
21.	Forklift Training	As scheduled by safety department

EOC Facilitators (Leon County):

Mark Taylor, Engineering
Terrance Roberts, Engineering

EOC Facilitators (Liberty):

Debra Sansom, Records Specialist
Ashley Fulton, Data Entry Clerk

EOC Facilitators (Wakulla):

Mike Greene, T-6 Area Office Manager
Deborah Christian, MSR II

EOC Facilitator (Gadsden):

Lisa Darby, Collections
Theresa Black, Accounting Clerk

Control Center

The Control Center will be the primary location for coordination and notification of power outages for areas where Talquin power is provided.

Dispatchers and support personnel will be on hand for the duration of the storm and will be based in the Control Center.

All storm communication must be transmitted over the radio; no information should be transmitted over the telephone. This includes Outage Crews to Dispatch and Outage Crews communicating with each other in the field. Switching information SHALL be transmitted over the radio.

Team Leader: Rachelle Parramore
Station 5, Phone Ext. 1194
(6:00a-10p)

Map Questions: Justin Wiwi, Marvin Montford and Atoosa Izadifar (available as needed for any map issues)

Restoration Switching/Extra Support/Power Supplier Coordination: Mike Grice,
Matthew Gibson, Bill James
Station 6, [REDACTED]

IT Support:

T1/ T3 Area
T4 Area (**WEST**)
Radio Channel OPS

Shift 1 (6:00am-10:00pm)
Radio: Dispatcher
Restoration
Engineer/Dispatcher

T5 Area
T2/T6 Area (**EAST**)
Radio Channel STORM 2

Shift 1 (6:00am-10:00pm)
Radio: Dispatcher
Restoration
Engineer/Dispatcher

Outage Verification/Switch Order Preparation/ Phone Support (6:00 am – 10:00 pm)
Dispatcher
Extra Support for All Areas

Station 1, Primary
Radio Channel OPS

Shift 2 (8:00pm-8:00am)
Radio: Dispatcher
OMS Operator & General System Assistance: Dispatcher
**This shift shall be used for clean-up from the previous day's work as well as preparation for the upcoming day's work. The daytime shift Dispatcher's and support will move out of their assigned positions as soon after 10pm as possible, and into their assigned positions after 8 hours of rest. Shift 2 employees will need to ensure the phone at Station 2 is taken off of the Do Not Disturb option.*

Back up Positions

Team Leader: Elaine Marchant
Extra Support: Engineering/Mapping

*Rachelle Parramore or Elaine Marchant will be primary backup for any Daytime Position that becomes vacated; Elaine Marchant or Ken Stocks will be backup Team Leader if the need arises; Elaine Marchant will change from daytime to nighttime hours and be used if any extra support is needed on the Night shift.

Positions Defined:

Team Leader: Responsible for communication with Superintendents as needed and with others who need information from the Control Center. This position will also be available to replace ALL others in the Control Center to allow each to have regular breaks. This position must be filled either by the current Dispatch Team Lead or by a current Operations Dispatcher or Supervisor if the Team Lead is unavailable.

Radio Dispatcher: Responsible for communication with Outage Crews as well as maintaining a valid list of hold tags (including posting/removing hold tags on the SCADA). This position must be filled by a current Operations Dispatcher.

OMS Operator: responsible for organizing outages as they come in to the system, keeping the Radio Dispatcher organized and notified of all new outages, **(especially large ones that may require re-routing a crew)** and maintaining the OMS map; also responsible for updating devices when information is provided real time.

Extra Support: responsible for assistance with contacting members, creating/closing service orders, pinging meters if needed.

Outage Verification: Pinging Meters: responsible for checking outages as they come in (specifically outages that come in as “single calls” to verify the power is off) via the RNI; must update the ticket with “RNI Shows Power Fail” or “RNI shows good voltage”. OPS will check any power fails; the member should be called to verify breaker status for any good voltage results- MS will follow up as needed.

OMS Operator & General System Assistance (Shift 2): responsible for backing up the Radio Dispatcher on the 2nd shift, including, but not limited to answering phone calls, opening/closing devices, pinging meters and creating/completing necessary service orders. Also responsible for clean-up from the previous day (with support from Radio Dispatcher as time and outages allow), including updating the hold tag logs with any missing information and removing any assigned or dispatched status' from OMS for trucks that are out on rest time.

Procedure for information transfer:

The OMS Operator will monitor the OMS system for new incidents and map predictions. Radio Dispatcher can assist the OMS Operator if the radio traffic allows.

The Radio Dispatcher shall maintain all hold tags in OMS; the Restoration Engineer should use the hold tag locations as reference for verifying outages on the OMS map to keep the system up to date in real time.

The Radio Dispatcher will record all Crew assignments in the OMS, where the Restoration Engineer can access it and close out the outage.

*Appropriate information includes:

- Time Crew is Dispatched
- Crew(s) assigned to outage (list all trucks if multiple are needed)
- Any information provided by crew regarding outage
- Outage completion information (refused with/closed breaker/code)

The Restoration Engineer will close outages as quickly as possible.

Member Services - 2017 Storm Roster					
First Name	Last Name	Classification	Location	Storm Assignment	Back-Up Personnel
Sharee	Bunkley	MS Rep I	T3-MS	FEMA Duties T3/Phones	
Melo	Arismendiz	MS Rep I	T1-MS	Phones	
Tahirah	Singleton	MS Rep I	T1-MS	Phones	
Elsie	McCrary	MS Rep II	T1-MS	Phones	
Beatriz	Tovias	MS Rep I	T1-MS	Phones	
Patricia	Metcalfe	MS Rep III	T1-MS	Phones	
Barbara	Green	MS Office Manager	T1-MS	Office Duties	Mike Greene
Josh	Brogoto	Metering & Service Technician III	T1-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Tim	Cole	Metering & Service Technician II	T1-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Roscoe	Holley	Metering & Service Technician III	T3-MS	Meter Troubleshooting & Assist Ops - T1/T3 Area	
Evelyn	Hester	MS Rep I	T4-MS	Phones	
Jenna	Brooks	MS Rep III	T4-MS	FEMA Duties T4/Phones	Kay Zarza
Kay	Zarza	MS Rep III	T4-MS	Phones/FEMA Back up T4	
Giselle	Kelly	MS Rep I	T4-MS	Phones	
Josy	Castro	MS Rep I	T4-MS	Phones	
John	Revell	MS Office Manager	T4-MS	Office Duties	Lisa Dibartolomeo
Leon	Gramling	Metering & Service Technician III	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Ryan	Ribolzi	Metering & Service Technician III	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Billy	Johnson	Metering & Service Technician II	T4-MS	Meter Troubleshooting & Assist Ops - T4 Area	
Claudia	Massey	MS Rep I	T6-MS	Phones	
Tammie	Sanders	MS Rep III	T6-MS	FEMA Duties T6/Phones	Zaina Roberts
Zaina	Kinsey	MS Rep III	T6-MS	Phones/Backup FEMA Duties T6	
Deborah	Christian	MS Rep II	T6-MS	Wakulla EOC Duties	Mike Greene
Mike	Greene	MS Office Manager	T6-MS	Office Duties/Wakulla EOC Backup	Barbara Green
Billy	Whitfield	Metering & Service Technician III	T6-MS	Meter Troubleshooting & Assist Ops - T2/T6 Area	
Wayne	Barrow	Metering & Service Technician III	T6-MS	Meter Troubleshooting & Assist Ops - T2/T6 Area	
Carla	Smoker	MS Rep II	T5-MS	Phones/Backup FEMA Duties T5	
Guerlande	Celine	MS Rep I (Aerotek)	T5-MS	Phones	
Nikki	Mancil	MS Rep I	T5-MS	Phones	
Janice	Papy	MS Rep III	T5-MS	FEMA Duties T5/Phones	Carla Smoker
Lisa	Dibartolomeo	MS Office Manager	T5-MS	Office Duties	John Revell
Ricky	Lamb	Metering & Service Technician II	T5 MS	Meter Troubleshooting & Assist Ops - T5 Area	
Kenny	Chaganis	Metering & Service Technician II	T5 MS	Meter Troubleshooting & Assist Ops - T5 Area/Meter Shop Backup	
Allison	Thompson	Admin Asst to Member Services	HQ	MS Preparation/Dispatch	

TALQUIN SUBSTATION 911 ADDRESSES AND PHONE NUMBERS		
BAKER (I)	[REDACTED]	[REDACTED]
BRICKYARD (X)	[REDACTED]	[REDACTED]
BRISTOL (S)	[REDACTED]	[REDACTED]
BUCK LAKE (G)	[REDACTED]	[REDACTED]
CENTERVILLE (I5)	[REDACTED]	[REDACTED]
CHAIRES (Y)	[REDACTED]	[REDACTED]
GREENSBORO (L)	[REDACTED]	[REDACTED]
GRETNA (M)	[REDACTED]	[REDACTED]
HARBINWOOD (T)	[REDACTED]	[REDACTED]
HAVANA (N)	[REDACTED]	[REDACTED]
HILLIARDVILLE (B)	[REDACTED]	[REDACTED]
HINSON (O)	[REDACTED]	[REDACTED]
HOSFORD (K)	[REDACTED]	[REDACTED]
KILLEARN (P)	[REDACTED]	[REDACTED]
LAKE BRADFORD (H)	[REDACTED]	[REDACTED]
LAKE JACKSON (Q)	[REDACTED]	[REDACTED]
LAKE TALQUIN ©	[REDACTED]	[REDACTED]
LOWRY (Z)	[REDACTED]	[REDACTED]
MICCOSUKEE (F)	[REDACTED]	[REDACTED]
OAK GROVE ®	[REDACTED]	[REDACTED]
PT. MILLIGAN (D)	[REDACTED]	[REDACTED]
SHADEVILLE (A)	[REDACTED]	[REDACTED]
WAKULLA (W)	[REDACTED]	[REDACTED]
WETUMPKA (U)	[REDACTED]	[REDACTED]
WOODVILLE (V)	[REDACTED]	[REDACTED]