GUNSTER
FLORIDA'S LAW FIRM FOR BUSINESS

Writer's Direct Dial Number: (850) 521-1706
Writer's E-Mail Address: bkeating@gunster.com

March 4, 2013

HAND DELIVERY AND E-MAIL (*tballing@psc.state.fl.us)*

Mr. Tom Ballinger, Chief
Division of Engineering
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL

Re: Annual Electric Distribution Service Reliability Report for Florida Public Utilities Company

Dear Mr. Ballinger:

Enclosed, please find an original and 5 hard copies of Florida Public Utilities Company's required 2012 Annual Update. An electronic copy is also being provided contemporaneously to you at the above-referenced email address. The update includes the Annual Distribution Service Reliability Report required by Rule 25-6.0455, Florida Administrative Code, the Annual Wood Pole Inspection Report required by Order No. PSC-06-0144-PAA-EI, and updates of our Storm Hardening Plan and Ten Storm Preparedness Initiatives, as required by Order No. PSC-06-0781-PAA-EI.

If you have any questions, please do not hesitate to contact me or Mr. Mark Cutshaw at 904-277-1957 or mcutshaw@fpuc.com.

Sincerely,

Beth Keating
Gunster, Yoakley & Stewart, P.A.
215 South Monroe St., Suite 601
Tallahassee, FL 32301
(850) 521-1706

MEK

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

March 1, 2013

Mr. Thomas Ballinger, Director
Division of Engineering
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0868

Dear Mr. Ballinger:

Attached is Florida Public Utilities Company's required 2012 Annual Update. The update includes the Annual Distribution Service Reliability Report required by Rule 25-6.0455, the Annual Wood Pole Inspection Report required by Order No. PSC-06-0144, and updates of our Storm Hardening Plan and Ten Storm Preparedness Initiatives, as required by Order No. PSC-06-0781.

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

Sincerely,

P Mark Cutshaw

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

Attachments

Cc: Grant, William
Householder, Jeff
Martin Cheryl
Puentes, Jorge
Shelley, Buddy
Toole, Steve
Webber, Kevin

Florida Public Utilities Company

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

2012 Annual Update

March 1, 2013

Florida Public Utilities Company

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

Annual Update

Table of Contents

Introduction

Rule 25-6.0342, FAC, "Electric Infrastructure Storm Hardening, requires each investor-owned electric utility to file a comprehensive storm hardening plan for review and approval by the Florida Public Service Commission (FPSC). Florida Public Utilities Company (FPUC) submitted its Storm Hardening Plan to the Commission on 7/3/07. Docket No. 070300-EI was opened to address FPUC's filing (Storm Plan Docket). During 2010, FPUC submitted an update to the Storm Hardening Plan for the 2010 thru 2012 time period. The plan was approved in Docket No. 100264 under Consummating Order PSC-10-0724-CO-EI.

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

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

I. Reliability Indices

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

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

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

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

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

Indices are calculated as follows:

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

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

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

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

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

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

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

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

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

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

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

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL

PART I

CAUSES OF OUTAGE EVENTS – ACTUAL

Utility Name: **Florida Public Utilities Company- NE Division** Year: **2012**

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Name Storm	58	1173.16	162.37
2. Animal	55	93.30	32.66
3. Vegetation	47	108.71	114.24
4. Other	39	135.26	93.82
5. Corrosion	32	110.58	53.69
6. Unknown	26	94.08	150.80
7. Xfmr Failure	9	173.17	102.86
8. Lightning	8	101.40	77.83
9. Transmission	5	375.90	161.04
10. Vehicle	5	260.52	324.87
System Totals NE	284	334.84	141.17

PSC/ECR 102-1(a) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ADJUST

PART I

CAUSES OF OUTAGE EVENTS – ADJUSTED

Utility Name: **Florida Public Utilities Company- NE Division** Year: **2012**

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Animal	55	93.30	32.66
2. Vegetation	47	108.71	114.24
3. Other	39	135.26	93.82
4. Corrosion	32	110.58	53.69
5. Unknown	26	94.08	150.80
6. Xfmr Failure	9	173.17	102.86
7. Lightning	8	101.40	77.83
8. Vehicle	5	260.52	324.87
System Totals NE	221	113.90	106.86

PSC/ECR 102-1(b) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL

PART I

CAUSES OF OUTAGE EVENTS – ACTUAL			
Utility Name: **Florida Public Utilities Company- NW Division**			Year: **2012**
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	303	79.01	101.96
2. Other Weather	246	133.95	129.37
3. Animal	239	61.26	53.25
4. Unknown	57	54.17	44.52
5. Corrosion	47	86.22	81.10
6. Named Storm	46	90.71	89.58
7. Lightning	36	77.75	70.42
8. Other	24	60.82	67.43
9. Xfmr Failure	16	120.29	20.57
10. Vehicle	14	110.92	104.70
11. Substation	10	293.03	257.99
12. Planned Outage	8	31.11	33.21
System Totals NW	1,046	89.64	127.54

PSC/ECR 102-1(a) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ADJUST

PART I

CAUSES OF OUTAGE EVENTS – ADJUSTED

Utility Name: **Florida Public Utilities Company – NW Division** Year: **2012**

Cause (a)	Number of Outage Events (N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	303	79.01	101.96
2. Other Weather	246	133.95	129.37
3. Animal	239	61.26	53.25
4. Unknown	57	54.17	44.52
5. Corrosion	47	86.22	81.10
6. Lightning	36	77.75	70.42
7. Other	24	60.82	67.43
8. Xfmr Failure	16	120.29	20.57
9. Vehicle	14	110.92	104.70
System Totals: NW	982	87.99	98.16

PSC/ECR 102-1(b) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL

PART I CAUSES OF OUTAGE EVENTS – ACTUAL

Utility Name: **Florida Public Utilities Company- FPUC Total** Year: **2012**

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	350	83.00	103.35
2. Animal	294	67.26	39.88
3. Other Weather	246	133.95	129.37
4. Name Storm	104	694.38	156.39
5. Unknown	83	66.67	122.22
6. Corrosion	79	96.09	59.32
7. Other	63	106.90	92.65
8. Lightning	44	82.05	71.17
9. Xfmr Failure	25	139.33	52.25
10. Vehicle	19	150.29	284.30
11. Substation	10	293.03	257.99
12. Planned Outage	8	31.11	33.21
13. Transmission	5	375.90	161.04
System Totals FPUC	1,330	142.00	136.46

PSC/ECR 102-1(a) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ADJUST

PART I

CAUSES OF OUTAGE EVENTS – ADJUSTED

Utility Name: **Florida Public Utilities Company- FPUC Total** Year: **2012**

Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Vegetation	350	83.00	103.35
2. Animal	294	67.26	39.88
3. Other Weather	246	133.95	129.37
4. Unknown	83	66.67	122.22
5. Corrosion	79	96.09	59.32
6. Other	63	106.90	92.65
7. Lightning	44	82.05	71.17
8. Xfmr Failure	25	139.33	52.25
9. Vehicle	19	150.29	284.30
System Totals FPUC	1,203	92.75	102.43

PSC/ECR 102-1(b) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

PART II

THREE PERCENT FEEDER LIST – ACTUAL

Utility Name: Florida Public Utilities Company Year: 2012

Primary Circuit Id. No. or Name (a)	Sub-station Origin (b)	Location (c)	Number of Customers					Outage Events "N" (i)	Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
212	JLT	Northeast	870	9	0	0	879	2	76	76	NO	NO	N/A
9972	Altha	Northwest	7	23	17	0	223	3	166.43	166.94	NO	NO	N/A

PSC/ECR 102-2(a) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

PART II

THREE PERCENT FEEDER LIST – ADJUSTED

Utility Name: Florida Public Utilities Company Year: 2012

Primary Circuit Id. No. or Name (a)	Sub-station Origin (b)	Location (c)	Number of Customers					Outage Events "N" (i)	Avg Duration "L-Bar" (j)	CAIDI (k)	Listed Last Year? (l)	No. of Years in the Last 5 (m)	Corrective Action Completion Date (n)
			Residential (d)	Commercial (e)	Industrial (f)	Other (g)	Total (h)						
110	JLT	Northeast	1,251	71	0	0	1,322	1	90	90	Yes	1	N/A
9854	Marianna	Northwest	676	143	3	0	822	1	190.25	190.25	NO	NO	N/A

PSC/ECR 102-2(b) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

PART III

SYSTEM RELIABILITY INDICES – ACTUAL

Utility Name: **Florida Public Utilities Company** Year: 2012

District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFIe (e)	CEMI5 (f)
NE Division	495.14	141.17	3.51	N/A*	N/A*
NW Division	290.12	127.54	2.27	N/A*	N/A*
System Averages	403.24	136.46	2.95	N/A*	N/A*

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

PSC/ECR 102-3(a) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

PART III

SYSTEM RELIABILITY INDICES – ADJUSTED

Utility Name: **Florida Public Utilities Company** Year: 2012

District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFIe (e)	CEMI5 (f)
NE Division	141.08	106.86	1.32	N/A*	N/A*
NW Division	165.44	98.16	1.69	N/A*	N/A*
System Averages	152.00	102.43	1.48	N/A*	N/A*

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

PSC/ECR 102-3(b) (8/06)
Incorporated by reference in Rule 25-6.0455,
Florida Administrative Code

2012 - Reliability Indicators By Feeder FPUC – NE (Actual)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	36	170.53	94.05	1,010,227	10,741	6,139		
104 Parkway South\	2	260.22	134.12	397,535	2,964	520		
110 Plantation Roadside	26	205.69	170.14	1,897,880	11,155	5,348		
111 Plantation Fieldside	30	491.98	156.40	1,021,265	6,530	14,760		
209 Fifteenth Street	14	373.74	13.39	20,500	1,531	5,232		
210 Buss Tie	15	98.38	286.17	224,647	785	1,476		
211 Jasmine Street	51	677.01	555.36	1,250,664	2,252	34,527		
212 Eleventh Street	22	153.36	110.39	688,269	6,235	3,374		
214 Clinch Drive	19	776.33	181.65	118,981	655	14,750		
215 Sadler, Nectarine, So.14th	7	72.17	62.71	8,089	129	505		
310 Bonnieview	29	108.80	63.86	213,874	3,349	3,155		
311 Bailey	31	164.60	72.29	25,084	347	5,103		
SD Sub – AIP Feeders	2	103.00	103.00	778,268	7,556	206		
	284	334.84	141.17	7,655,285	54,229	95,096	495.14	3.51

Total No. of Customers at end of 2012 ==> **15,461**

2012 - Reliability Indicators By Feeder FPUC - NE (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	32	109.35	63.33	290,642	4,589	3,499		
104 Parkway South\	1	58.78	58.78	48,908	832	59		
110 Plantation Roadside	22	168.12	132.11	681,688	5,160	3,699		
111 Plantation Fieldside	19	107.83	116.50	404,612	3,473	2,049		
209 Fifteenth Street	11	124.92	7.63	11,626	1,524	1,374		
210 Buss Tie	15	98.38	286.17	224,647	785	1,476		
211 Jasmine Street	31	92.53	66.32	26,197	395	2,868		
212 Eleventh Street	17	174.00	175.33	322,605	1,840	2,958		
214 Clinch Drive	10	94.11	93.23	56,310	604	941		
215 Sadler, Nectarine, So.14th	7	72.17	62.71	8,089	129	505		
310 Bonnieview	27	113.15	113.16	83,174	735	3,055		
311 Bailey	29	92.76	65.72	22,672	345	2,690		
	221	113.90	106.86	2,181,170	20,411	25,173	141.08	1.32

Total No. of Customers at end of 2012 ==> **15,461**

2012 - Reliability Indicators By Feeder FPUC - NW (Actual)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	42	85.75	175.90	346,177	1,968	3,601		
Blountstwn	28	86.02	142.31	143,731	1,010	2,408		
Bristol	84	85.14	121.31	586,149	4,832	7,151		
College	158	118.73	141.97	194,356	1,369	18,760		
Cottondale	128	78.04	79.11	116,523	1,473	9,989		
Dogwood Ht	22	79.89	263.47	154,658	587	1,758		
Greenwood	108	87.44	236.59	717,104	3,031	9,443		
Hospital	78	97.72	143.16	482,871	3,373	7,622		
Hwy 90e	98	76.27	101.42	190,052	1,874	7,475		
Hwy 90w	40	82.26	45.75	86,047	1,881	3,291		
Ind Park	3	204.31	263.24	24,482	93	613		
Indian Spr	79	76.31	73.60	151,245	2,055	6,028		
Prison	7	133.12	397.63	21,870	55	932		
Railroad	42	85.28	68.15	169,015	2,480	3,582		
South St	128	86.58	104.32	259,544	2,488	11,082		
Family Dol	1	26.65	26.65	27	1	27		
	1,046	89.64	127.54	3,643,850	28,570	93,763	290.12	2.27

Total No. of Customers at end of 2012 ==> **12,560**

2012 - Reliability Indicators By Feeder FPUC - NW (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	37	74.22	84.68	46,574	550	2,746		
Blountstwn	24	76.87	94.69	32,479	343	1,845		
Bristol	77	80.68	145.91	260,736	1,787	6,213		
College	147	122.63	151.76	183,329	1,208	18,026		
Cottondale	127	77.86	78.91	115,207	1,460	9,888		
Dogwood Ht	20	63.23	62.16	17,094	275	1,265		
Greenwood	101	85.21	69.91	126,040	1,803	8,606		
Hospital	75	97.44	141.34	453,840	3,211	7,308		
Hwy 90e	93	74.38	101.29	186,076	1,837	6,917		
Hwy 90w	37	83.67	45.46	83,698	1,841	3,096		
Ind Park	2	82.53	82.57	3,881	47	165		
Indian Spr	73	77.39	74.29	144,563	1,946	5,650		
Prison	6	81.24	76.92	538	7	487		
Railroad	40	85.96	68.14	167,158	2,453	3,439		
South St	122	87.98	106.93	256,750	2,401	10,733		
Family Dol	1	26.65	26.65	27	1	27		
	982	87.99	98.16	2,077,989	21,170	86,411	165.44	1.69

Total No. of Customers at end of 2012 ==> **12,560**

FPUC 2012 – Reliability Indicators and Analysis

FPUC's reliability indicators continue to be heavily influenced by the weather as well as the relative small size of our territories when compared to other larger investor owned utilities. This situation generates a greater level of volatility in our reliability indices. However, both NE and NW Divisions continue to invest in infrastructure upgrades and renovations that we believe has begun to show improvements in some of our indicators. A good example of this is the decrease in 23.32% of SAIFI from 1.93 in 2011 to 1.48 in 2012. In a similar fashion, we obtained a 12.14% reduction in SAIDI from 173 in 2011 to 152 in 2012. These improvements are also a direct result of closely implementing the initiatives described in this report.

The NE Division was able to effectively solve many of the substation relay coordination issues that affected the division in the previous years. This contributed to the substantial reduction of 43.83% in SAIFI from 2.35 in 2011 to 1.32 in 2012. Likewise, they obtained a 29.3% reduction in SAIDI from 199.54 in 2011 to 141.08 in 2012

While CAIDI increased 15% from 89 in 2011 to 102.43 in 2012 it is still below the 5 year peak value of 109 in 2009. FPUC will continue to monitor all the reliability indices and the causes of related outages to adjust and improve our current reliability programs.

FPUC 2012 – Description of Excluded Events for Named Storms, Transmission, Distribution, and Substations

Named Storms

The NW and NE Divisions experienced several outages as a result of named storms that impacted our territory. On May 27, 2012 tropical storm Beryl arrived in the NE Division from the Atlantic Ocean with greater strength than initially anticipated. In the following month, on June 24, 2012 the NW Division was affected by tropical storm Debby and on August 27, 2012 by the strong winds of hurricane Isaac. , t

Transmission, Distribution and Substation

The NE Division was affected by 69KV transmission outages. The first occurred on April 2, 2012 due to a failure of a capacitor bank that flashed over to the transmission system. The second occurred on August 23, 2012 due to both a lightning arrestor and sleeve connector failure. In all cases crews were immediately dispatched and power was restored to all customers as soon as possible.
The NW Division was not affected by any transmission events during 2012.

The NE and NW Divisions, as noted in the Excluded Events Tables, had several planned outages to perform maintenance to different sections of the distribution system.

The NW experienced three substation related events in 2012. The first was on July 3, 2012 when a severe storm damaged a Gulf Power Company Transmission Circuit that caused a substation outage at the Caverns Road Substation. This outage affected the Greenwood, Dogwood Heights, Prison and the Industrial Park Feeders.. The second was on August 22, 2012 when an unspecified failure caused a Gulf Power Transmission Circuit outage that affected the Altha and Blountstown Substations. This outage affected the Altha, Blountstown and Bristol Feeders. The third was on December 26, 2012 when a severe storm damaged a Gulf Power Company Transmission Circuit that caused substation outages to the Altha and Blountstown Substations. This outage affected the Altha, Blountstown and Bristol Feeders. In all cases FPUC worked diligently with Gulf Power restore service to all our customers.

2012 NE Division Excluded Events					
Date	Feeder	Exclusion	Aff Cust	L	CMI
4/2/12	110 PLANTATION ROADSIDE	Transmission	1,286	164	211,097
4/2/12	104 PARKWAY SOUTH\	Transmission	832	175	145,267
4/2/12	102 SOUTH FLETCHER	Transmission	1,729	164	283,585
4/2/12	111 PLANTATION FIELDSIDE	Transmission	1,176	163	192,256
5/27/12	211 JASMINE STREET	Named Storm – Beryl	1,740	597	1,038,780
5/27/12	214 CLINCH DRIVE	Named Storm – Beryl	20	793	15,855
5/27/12	212 ELEVENTH STREET	Named Storm – Beryl	879	118	103,722
5/27/12	214 CLINCH DRIVE	Named Storm – Beryl	2	2,199	4,397
5/27/12	111 PLANTATION FIELDSIDE	Named Storm – Beryl	33	750	24,760
5/27/12	214 CLINCH DRIVE	Named Storm – Beryl	3	2,178	6,535
5/27/12	211 JASMINE STREET	Named Storm – Beryl	2	2,180	4,359
5/27/12	214 CLINCH DRIVE	Named Storm – Beryl	4	2,173	8,690
5/27/12	110 PLANTATION ROADSIDE	Named Storm – Beryl	1,322	503	664,966
5/27/12	211 JASMINE STREET	Named Storm - Beryl	5	2,154	10,770
5/27/12	110 PLANTATION ROADSIDE	Named Storm - Beryl	20	689	13,782
5/27/12	211 JASMINE STREET	Named Storm - Beryl	5	2,127	10,636
5/27/12	211 JASMINE STREET	Named Storm - Beryl	5	2,126	10,628
5/27/12	211 JASMINE STREET	Named Storm - Beryl	4	3,406	13,622
5/27/12	214 CLINCH DRIVE	Named Storm - Beryl	3	2,099	6,296
5/27/12	111 PLANTATION FIELDSIDE	Named Storm - Beryl	3	2,075	6,224
5/28/12	212 ELEVENTH STREET	Named Storm - Beryl	879	27	23,733
5/28/12	310 BONNIEVIEW	Named Storm - Beryl	1,307	98	128,086
5/28/12	211 JASMINE STREET	Named Storm - Beryl	7	2,050	14,348
5/28/12	212 ELEVENTH STREET	Named Storm - Beryl	879	35	30,765
5/28/12	102 SOUTH FLETCHER	Named Storm - Beryl	1,793	10	17,930
5/28/12	SD SUB - AIP FEEDERS -315 AT SD	Named Storm - Beryl	3,778	177	668,706
5/28/12	212 ELEVENTH STREET	Named Storm - Beryl	879	233	204,807
5/28/12	SD SUB - AIP FEEDERS -315 AT SD	Named Storm - Beryl	3,778	29	109,562
5/28/12	111 PLANTATION FIELDSIDE	Named Storm - Beryl	22	1,580	34,751
5/28/12	211 JASMINE STREET	Named Storm - Beryl	3	1,581	4,744
5/28/12	211 JASMINE STREET	Named Storm - Beryl	8	1,553	12,424
5/28/12	111 PLANTATION FIELDSIDE	Named Storm - Beryl	6	1,448	8,690
5/28/12	211 JASMINE STREET	Named Storm - Beryl	18	1,445	26,012
5/28/12	211 JASMINE STREET	Named Storm - Beryl	7	1,437	10,062
5/28/12	211 JASMINE STREET	Named Storm - Beryl	4	1,434	5,737
5/28/12	211 JASMINE STREET	Named Storm - Beryl	14	1,415	19,816
5/28/12	111 PLANTATION FIELDSIDE	Named Storm - Beryl	10	1,410	14,104
5/28/12	211 JASMINE STREET	Named Storm - Beryl	5	1,405	7,027
5/28/12	111 PLANTATION FIELDSIDE	Named Storm - Beryl	17	1,378	23,427
5/28/12	111 PLANTATION FIELDSIDE	Named Storm - Beryl	18	1,316	23,681
5/28/12	211 JASMINE STREET	Named Storm - Beryl	1	1,314	1,314

5/28/12	209 FIFTEENTH STREET	Named Storm - Beryl	1	1,312	1,312
5/28/12	211 JASMINE STREET	Named Storm - Beryl	15	1,298	19,477
5/28/12	214 CLINCH DRIVE	Named Storm - Beryl	5	1,296	6,478
5/28/12	209 FIFTEENTH STREET	Named Storm - Beryl	1	1,292	1,292
5/28/12	111 PLANTATION FIELDSIDE	Named Storm - Beryl	2	1,284	2,569
5/28/12	311 BAILEY	Named Storm - Beryl	1	1,271	1,271
5/28/12	102 SOUTH FLETCHER	Named Storm - Beryl	1	1,256	1,256
5/28/12	310 BONNIEVIEW	Named Storm - Beryl	1,307	2	2,614
5/28/12	211 JASMINE STREET	Named Storm - Beryl	5	1,213	6,064
5/28/12	311 BAILEY	Named Storm - Beryl	1	1,142	1,142
5/28/12	211 JASMINE STREET	Named Storm - Beryl	3	1,080	3,239
5/28/12	214 CLINCH DRIVE	Named Storm - Beryl	5	1,076	5,382
5/28/12	212 ELEVENTH STREET	Named Storm - Beryl	879	3	2,637
5/28/12	111 PLANTATION FIELDSIDE	Named Storm - Beryl	2	955	1,910
5/28/12	211 JASMINE STREET	Named Storm - Beryl	1	953	953
5/28/12	214 CLINCH DRIVE	Named Storm - Beryl	4	943	3,773
5/29/12	209 FIFTEENTH STREET	Named Storm - Beryl	5	1,254	6,269
5/29/12	214 CLINCH DRIVE	Named Storm - Beryl	5	1,053	5,265
5/29/12	102 SOUTH FLETCHER	Named Storm - Beryl	1	923	923
5/29/12	211 JASMINE STREET	Named Storm - Beryl	5	891	4,454
5/29/12	110 PLANTATION ROADSIDE	Named Storm - Beryl	1,322	5	6,610
8/23/12	111 PLANTATION FIELDSIDE	Transmission	586	98	57,575
8/23/12	104 PARKWAY SOUTH\	Transmission	466	98	45,637
8/23/12	102 SOUTH FLETCHER	Transmission	896	98	87,793
8/23/12	110 PLANTATION ROADSIDE	Transmission	754	97	73,414
8/23/12	111 PLANTATION FIELDSIDE	Transmission	1,179	192	226,525
8/23/12	110 PLANTATION ROADSIDE	Transmission	1,291	191	246,323
8/23/12	102 SOUTH FLETCHER	Transmission	1,732	189	328,099
8/23/12	104 PARKWAY SOUTH\	Transmission	834	189	157,723
8/23/12	111 PLANTATION FIELDSIDE	Transmission	3	60	181

2012 NW Division Excluded Events					
Date	Feeder	Exclusion	Aff Cust	L	CMI
1/17/12	GREENWOOD	Planned Outage	2	20	41
2/2/12	GREENWOOD	Planned Outage	4	20	82
2/6/12	SOUTH ST	Planned Outage	40	21	838
6/24/12	ALTHA	Named Storm - Debby	107	279	29,889
6/24/12	BRISTOL	Named Storm - Debby	49	79	3,847
6/24/12	BRISTOL	Named Storm - Debby	1	260	260
6/24/12	RAILROAD	Named Storm - Debby	25	68	1,708
6/24/12	ALTHA	Named Storm - Debby	9	46	410
6/25/12	COTTONDALE	Named Storm - Debby	13	101	1,316
6/25/12	INDIAN SPR	Named Storm - Debby	39	61	2,390
6/25/12	GREENWOOD	Named Storm - Debby	16	149	2,380
6/25/12	SOUTH ST	Named Storm - Debby	3	116	348
6/25/12	COLLEGE	Named Storm - Debby	2	49	98
6/25/12	ALTHA	Named Storm - Debby	5	115	573
6/25/12	HWY 90W	Named Storm - Debby	1	89	89
6/25/12	DOGWOOD HT	Named Storm - Debby	8	42	333
6/25/12	INDIAN SPR	Named Storm - Debby	17	96	1,638
6/25/12	COLLEGE	Named Storm - Debby	3	56	167
6/25/12	BRISTOL	Named Storm - Debby	4	165	661
6/25/12	BRISTOL	Named Storm - Debby	748	46	34,146
6/25/12	BRISTOL	Named Storm - Debby	157	134	21,085
6/25/12	INDIAN SPR	Named Storm - Debby	2	48	96
6/25/12	HWY 90E	Named Storm - Debby	2	174	347
6/25/12	HOSPITAL	Planned Outage	3	13	39
7/3/12	GREENWOOD	Substation	1,176	499	587,000
7/3/12	DOGWOOD HT	Substation	304	451	137,231
7/3/12	IND PARK	Substation	46	448	20,601
7/3/12	PRISON	Substation	48	444	21,331
8/1/12	COLLEGE	Planned Outage	19	41	777
8/1/12	COLLEGE	Planned Outage	9	40	361
8/1/12	COLLEGE	Planned Outage	22	36	794
8/16/12	GREENWOOD	Planned Outage	15	57	854
8/22/12	BRISTOL	Substation	1,049	92	96,123
8/22/12	ALTHA	Substation	646	365	235,682
8/22/12	BLOUNTSTWN	Substation	223	365	81,391
8/27/12	BLOUNTSTWN	Named Storm - Isaac	1	64	64
8/27/12	INDIAN SPR	Named Storm - Isaac	3	86	257
8/27/12	HWY 90W	Named Storm - Isaac	2	47	94
8/28/12	COLLEGE	Named Storm - Isaac	2	52	104
8/28/12	HOSPITAL	Named Storm - Isaac	156	184	28,639

8/28/12	INDIAN SPR	Named Storm - Isaac	9	37	332
8/28/12	HWY 90E	Named Storm - Isaac	11	120	1,321
8/29/12	COLLEGE	Named Storm - Isaac	37	71	2,629
8/29/12	RAILROAD	Named Storm - Isaac	2	75	150
8/29/12	HWY 90E	Named Storm - Isaac	3	115	344
8/29/12	COLLEGE	Named Storm - Isaac	12	164	1,965
8/29/12	BLOUNTSTWN	Named Storm - Isaac	223	82	18,360
8/29/12	HOSPITAL	Named Storm - Isaac	3	117	352
8/30/12	COLLEGE	Named Storm - Isaac	19	91	1,730
8/30/12	COLLEGE	Named Storm - Isaac	19	60	1,137
8/30/12	SOUTH ST	Named Storm - Isaac	39	33	1,305
8/30/12	SOUTH ST	Named Storm - Isaac	2	38	77
8/30/12	GREENWOOD	Named Storm - Isaac	2	44	87
8/30/12	HWY 90E	Named Storm - Isaac	2	51	103
8/30/12	HWY 90W	Named Storm - Isaac	37	59	2,165
8/30/12	COLLEGE	Named Storm - Isaac	17	74	1,264
8/30/12	HWY 90E	Named Storm - Isaac	19	98	1,862
8/31/12	SOUTH ST	Named Storm - Isaac	2	87	173
8/31/12	INDIAN SPR	Named Storm - Isaac	39	50	1,969
8/31/12	GREENWOOD	Named Storm - Isaac	13	48	620
8/31/12	SOUTH ST	Named Storm - Isaac	1	53	53
12/26/12	BLOUNTSTWN	Substation	220	52	11,436
12/26/12	ALTHA	Substation	651	51	33,049
12/26/12	BRISTOL	Substation	1,037	163	169,290

II. Wood Pole Inspections

Introduction

To comply with FPSC Order No. PSC-06-0144, in 2008 Florida Public Utilities Co. (FPUC) implemented an 8-year cycle wood pole inspection program. The most current edition of the National Electric Safety Code (NESC) serves as a basis for the design of replacement poles for wood poles that fail inspection. Grade 'B' construction, as described in Section 24 of the NESC, has been adopted as the standard of construction for designing new pole installations and the replacement of reject poles in each FPUC Electric Division (NE & NW). Extreme wind loading, as specified in figure 250-2(d) of the NESC, has been adopted, as follows: 130 mph wind speed for wind loading in NE Division (Fernandina); 120 mph wind speed for wind loading in NW Division (Marianna).

Wood pole inspections are performed by a qualified wood pole inspection contractor. Inspection results are summarized for each division using the Wood Pole Inspection Reports included in this section. Also included are bar charts and tables that show inspection results summary, failure rates, and pole ages.

The number of inspections may vary from year-to-year based upon a variety of factors. FPUC will continue to work diligently to complete all required wood pole inspections during the eight year wood pole inspection cycle.

Inspection Process

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

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

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

CCA poles less than 16 years of age are visually inspected, sounded, and selectively bored. Boring takes place only if internal decay is suspected. Unless a pole fails sound and bore, a full excavation is not performed on these poles. To ensure that more rigorous inspections are not warranted, FPUC requires its contractor to perform full excavation sampling of at least 1.0% of CCA poles under 16 years of age and planned for current cycle inspection. The random sample inspections for 2012 produced no reject failures for 2012.

Strength and Loading Assessment

The contractor performs Strength Assessment tests on selected poles to compare the current measured circumference to the original circumference of the pole. The effective circumference of the pole is determined to ensure that the current condition of the pole meets the requirements of NESC Section 26 "Strength Requirements". Beginning in 2010, pole inspection criteria were enhanced to include LoadCalc analysis on poles with remaining strength at or below 67%. If the 'required' remaining strength resulting from the combined strength and load analysis indicates that the pole is not suited for continued use, the contractor rejects the pole and reports it to FPUC for follow-up.

Poles having 3rd party attachments of ½" or larger in diameter are assessed for loading by the contractor who uses a program called LoadCalc. When conducting the Loading Assessment, span lengths, attachment heights, wire sizes, and 3rd party attachments are analyzed to estimate pole loading. Poles identified by the contractor as being loaded at or above 100% are re-evaluated by FPUC engineers using a program called PoleForeman. NESC Grade B construction & 60 mph winds provide the basis for calculations. Poles loaded at or above 100% following re-evaluation are replaced. Additional discussion about 3rd party attachments is provided in Storm Preparedness Initiatives section under Initiative #2, "Joint Use Pole Attachment Audit".

Post Inspection Follow-Up

The contractor provides FPUC with follow up reports.

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

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

The list of reject poles is provided to 3rd party attachers so they may give feedback concerning planned attachments that require increased pole size for added loading.

Summary

FPUC collects and stores pole inspection data upon completion of annual wood pole inspections. The contractor provides FPUC with wood pole inspection data that includes pole location, size, class, test results, and general comments. The contractor provides inspection summary data via an On-line Data Center that allows FPUC to create specific reports and view detailed or summary information. The On-line Data Center is essential for post inspection follow up.

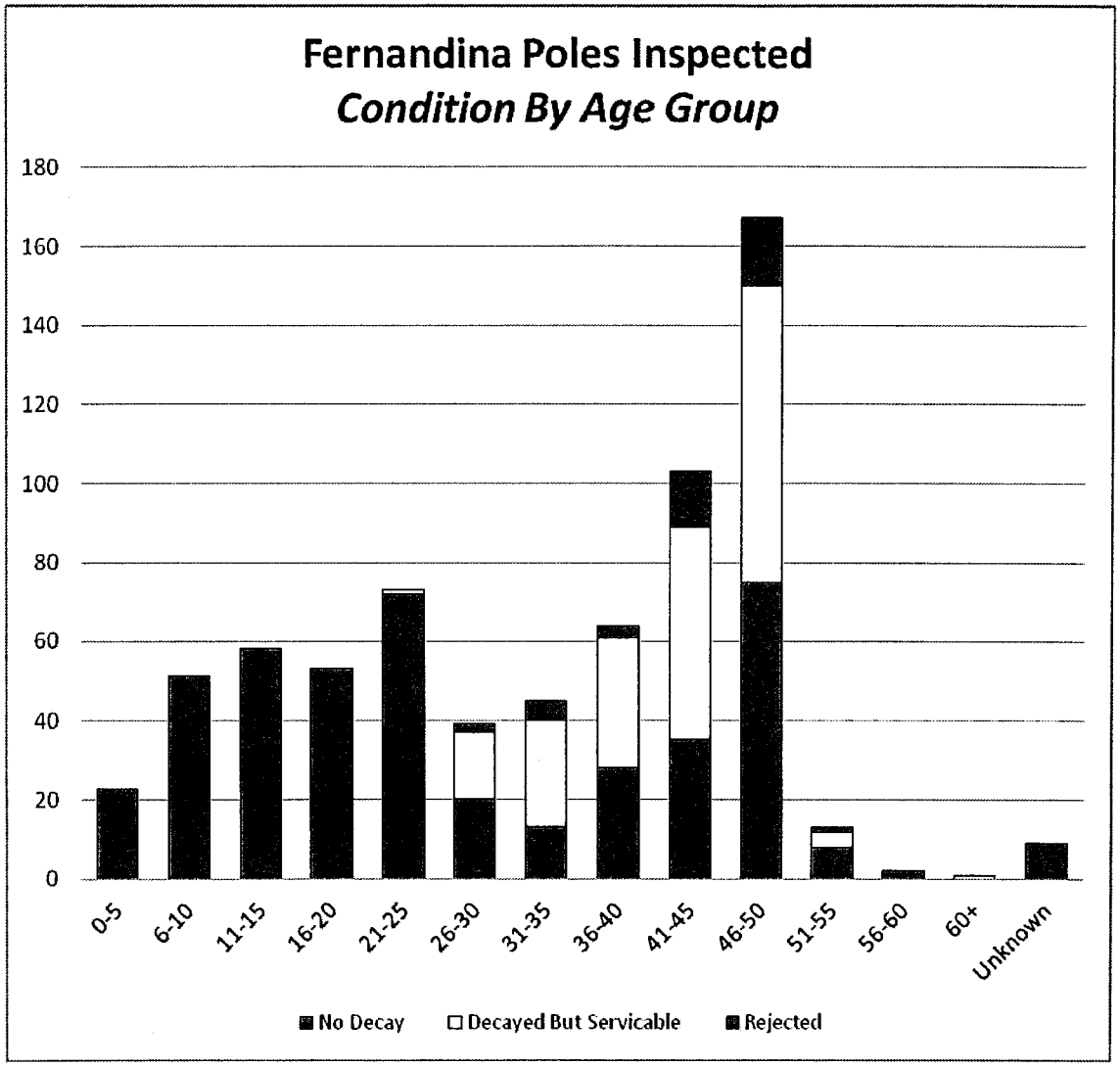
The inspection contractor is required to perform quality control assessments of their work to ensure FPUC pole inspection requirements are being met. The contractor provides documentation that these assessments have taken place.

Florida Public Utilities Company - NE Division
Annual Wood Pole Inspection Report
Cycle Year #5 of 8 Year Cycle
(Inspection Year 2012)

a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Total # of wood poles in NE Division	# of pole inspections planned for this year	Backlog included in plans for this year	# of pole inspections completed this year	# of poles failing inspection this year	% failure rate this year	# failures replaced this year	# failures repaired this year	Total # of failures remaining to be replaced	Total # of failures remaining to be repaired	# of poles requiring maint. follow-up this year	# of poles overloaded this year	Total # of poles inspected in 8 yr cycle to date	Total % of poles inspected in 8 yr cycle to date	# of pole inspections planned next year
4872	**612**	**0**	**701**	**42**	**6.0%**	**95**	**N/A***	**2**	**N/A***	**212**	**8**	**3250**	**66.7%**	**595**

If d < b, provide explanation	Include reason for variance, resulting backlog, and plans to address backlog: **N/A.**
If g + h < e, provide explanation	Include reason for variance, resulting backlog, and plans to address backlog: **N/A** *** Present FPUC policy is to replace all failure poles in lieu of bracing "restorable" failure poles. Therefore, columns (h) and (j) are not applicable (N/A) to FPUC at this time.**
Additional Information	Random sample full excavation inspections were completed on at least one percent of CCA poles planned for current cycle inspections. Random sample inspections produced no results to indicate more rigorous inspections of CCA poles are necessary at this time.

NE Division


Fernandina Poles Inspected
Condition By Age Group
180
160
140
120
100
80
60
40
20
0
0-5
6-10
11-15
16-20
21-25
26-30
31-35
36-40
41-45
46-50
51-55
56-60
60+
Unknown
No Decay
Decayed But Servicable
Rejected

NE Division

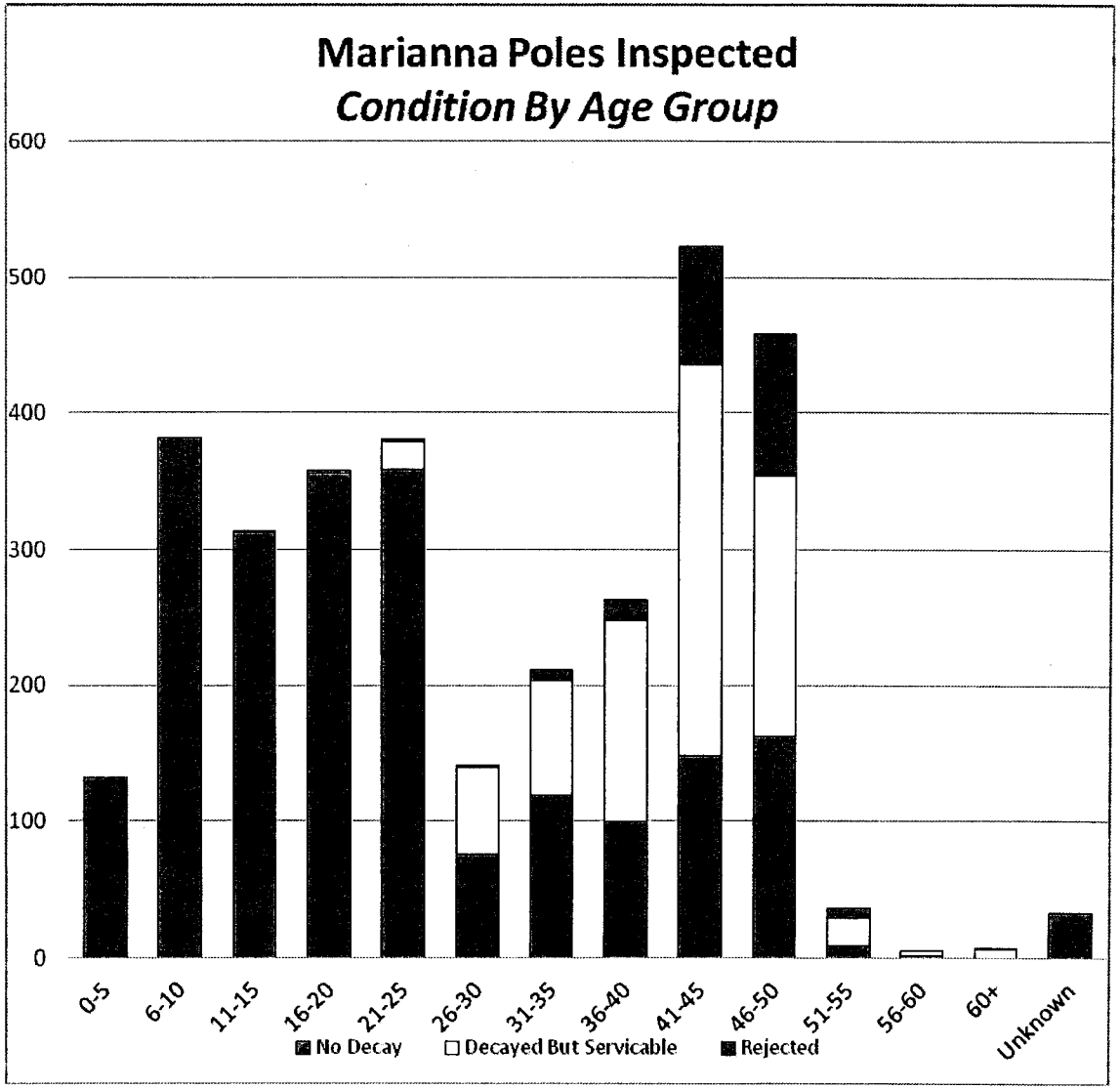
Fernandina Poles Inspected *Condition By Age Group*								
Age Span (Years)	No Decay		Decayed But Servicable		Rejected		Total Poles Inspected	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
0-5	[illegible]	[illegible]	0	0%	[illegible]	[illegible]	23	3%
6-10	[illegible]	[illegible]	0	0%	[illegible]	[illegible]	51	7%
11-15	[illegible]	[illegible]	0	0%	[illegible]	[illegible]	58	8%
16-20	[illegible]	[illegible]	0	0%	[illegible]	[illegible]	53	8%
21-25	[illegible]	[illegible]	1	1%	[illegible]	[illegible]	73	10%
26-30	[illegible]	[illegible]	17	44%	[illegible]	[illegible]	39	6%
31-35	[illegible]	[illegible]	27	60%	[illegible]	[illegible]	45	6%
36-40	[illegible]	[illegible]	33	52%	[illegible]	[illegible]	64	9%
41-45	[illegible]	[illegible]	54	52%	[illegible]	[illegible]	103	15%
46-50	[illegible]	[illegible]	75	45%	[illegible]	[illegible]	167	24%
51-55	[illegible]	[illegible]	4	31%	[illegible]	[illegible]	13	2%
56-60	[illegible]	[illegible]	0	0%	[illegible]	[illegible]	2	0%
60+	[illegible]	[illegible]	1	100%	[illegible]	[illegible]	1	0%
Unknown	[illegible]	[illegible]	0	0%	[illegible]	[illegible]	9	1%
Totals	***447***	***64%***	***212***	***30%***	***42***	***6%***	***701***	

Florida Public Utilities Company - NW Division
Annual Wood Pole Inspection Report
Cycle Year #5 of 8 year Cycle
(Inspection Year 2012)

a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
Total # of wood poles in NW Division	# of pole inspections planned for this year	Backlog included in plans for this year	# of pole inspections completed this year	# of poles failing inspection this year	% failure rate this year	# failures replaced this year	# failures repaired this year	Total # of failures remaining to be replaced	Total # of failures remaining to be repaired	# of poles requiring maint. follow-up this year	# of poles overloaded this year	Total # of poles inspected in 8 yr cycle to date	Total % of poles inspected in 8 yr cycle to date	# of pole inspections planned next year
21279	**2655**	**0**	**3243**	**226**	**7.0%**	**147**	**N/A***	**467**	**N/A***	**988**	**249**	**14098**	**66.3%**	**2394**

If d < b, provide explanation	Include reason for variance, resulting backlog, and plans to address backlog: N/A. .
If g + h < e, provide explanation	Include reason for variance, resulting backlog, and plans to address backlog: N/A * Present FPUC policy is to replace all failure poles in lieu of bracing "restorable" failure poles. Therefore, columns (h) and (j) are not applicable (N/A) to FPUC at this time.
Additional Information	Random sample full excavation inspections were completed on at least one percent of CCA poles planned for current cycle inspections. Random sample inspections produced no results to indicate more rigorous inspections of CCA poles are necessary at this time.

NW Division


Marianna Poles Inspected
Condition By Age Group
600
500
400
300
200
100
0
0-5
6-10
11-15
16-20
21-25
26-30
31-35
36-40
41-45
46-50
51-55
56-60
60+
Unknown
No Decay
Decayed But Servicable
Rejected

NW Division

Marianna Poles Inspected *Condition By Age Group*								
Age Span (Years)	No Decay		Decayed But Servicable		Rejected		Total Poles Inspected	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
0-5	[illegible]	[illegible]	0	0%	0	0%	132	4%
6-10	[illegible]	[illegible]	0	0%	0	0%	382	12%
11-15	[illegible]	[illegible]	1	0%	0	0%	313	10%
16-20	[illegible]	[illegible]	2	1%	0	0%	358	11%
21-25	[illegible]	[illegible]	20	5%	[illegible]	[illegible]	381	12%
26-30	[illegible]	[illegible]	64	45%	[illegible]	[illegible]	141	4%
31-35	[illegible]	[illegible]	84	40%	[illegible]	[illegible]	211	7%
36-40	[illegible]	[illegible]	149	57%	[illegible]	[illegible]	263	8%
41-45	[illegible]	[illegible]	288	55%	[illegible]	[illegible]	523	16%
46-50	[illegible]	[illegible]	192	42%	[illegible]	[illegible]	458	14%
51-55	[illegible]	[illegible]	20	56%	[illegible]	[illegible]	36	1%
56-60	[illegible]	[illegible]	3	60%	[illegible]	[illegible]	5	0%
60+	[illegible]	[illegible]	6	86%	[illegible]	[illegible]	7	0%
Unknown	[illegible]	[illegible]	0	0%	[illegible]	[illegible]	33	1%
Totals	***2188***	***67%***	***829***	***26%***	***226***	***7%***	***3243***	

III. Storm Hardening Update

Introduction

This is the required annual update of the FPUC Storm Hardening Plan. Wood pole inspection is addressed in more detail in Section II of this update. More extensive updates for the ten storm preparedness initiatives can be found in Section IV.

Compliance with NESC Requirements:

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

Extreme Wind Loading:

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

Mitigation of Damage Due to Storm Surge and Flooding:

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

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

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

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

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

Placement of New and Replacement Facilities:

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

Deployment Strategy:

FPUC has a fully implemented storm hardening strategy. Significant areas of note for 2012 include:

1. During 2012, each division completed the fifth year of pole inspections for the 8 year cycle wood pole inspection program. Specific results are reported in Section II - Wood Pole Inspections.
2. FPUC continues its Vegetation Management Program that includes trimming main feeders every three years, laterals every six years, and addressing danger trees as soon as possible. Additional information about the FPUC Vegetation Management Program can be found in Section IV - Storm Preparedness Initiatives, Initiative #1 - Vegetation Management Program for Distribution Circuits.
3. Pole loading inspections and follow up are performed annually in both divisions as part of the Wood Pole Inspection Program. More information about pole loading inspections and follow up can be found in Section II - Wood Pole Inspections, and Section IV - Storm Preparedness Initiatives, Initiative #2 - Joint Use Pole Attachment Audit.
4. FPUC owned transmission poles are only located in NE Division. Details about climbing inspections of transmission poles can be found in Section IV - Storm Preparedness Initiatives, Initiative #3 - Six Year Transmission Structure Inspection Program.
5. Section IV - Storm Preparedness Initiatives, Initiative #4 - Storm Hardening of Existing Transmission Structures contains additional information about transmission structure storm hardening.
6. New underground facilities are designed to mitigate damage from storm surges and flooding.
7. FPUC will continue to place facilities on public rights of way and, if this is not possible, will secure private easements to make sure facilities are easily accessible.

Communities and Areas Affected by Electric Infrastructure Improvements:

The majority of the items listed in the deployment strategy affect all areas of the FPUC electric service territory. The intent is to make sure both divisions benefit from these strategies. Transmission inspection and transmission storm hardening programs only affect the Northeast Florida Division since there are no FPUC owned transmission facilities in the Northwest Florida

Division at this time. Constructing distribution lines to comply with the NESC extreme wind loading standards is beneficial to both divisions and the communities they serve.

Upgrading of Joint Use Facilities

In 2012 the NW Division storm hardened and relocated Highway 90W feeder to Jackson St. from Nolan St to St. Clair St.

NE Division storm hardening projects planned for 2012 were placed on hold because the local government wanted to discuss undergrounding some of the overhead facilities associated with the projects. FPUC agreed to take another look at the projects to include conversion from overhead facilities to underground as soon as the local government made a formal request for preparation of a preliminary cost estimate. As of the end of 2012, no formal request had been received by FPUC. The two NE Division storm hardening projects submitted in the FPUC 2010-2012 Storm Hardening Plan have been placed on hold pending input from local government. Two new storm hardening projects are under development for the NE Division and will be included in the FPUC 2013-2015 Storm Hardening Plan. NE Division increased efforts to catch up on replacement of backlog of 55 reject poles carried forward from 2011 in addition to the 42 reject poles added from 2012 inspections. Many of these reject poles have joint use facilities. New replacement poles were designed to accommodate joint use facilities and were installed in accordance with criteria found in the current addition of NESC guidelines for extreme wind loading conditions. The new installations were coordinated with joint users. Ninety five reject poles were replaced during 2012 in NE Division. Only two wooden transmission poles remain on the NE Division backlog. Due to the extended lead order time for building concrete poles, the two transmission poles will be replaced with concrete poles in 2013, along with twenty nine additional wooden transmission poles with significant damage that were discovered during the 2012 transmission climbing inspection.

IV. Storm Preparedness Initiatives

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

Initiative #1 - Vegetation Management Programs for Distribution Circuits

FPUC continues to work towards the accomplishment of a three year vegetation management cycle on main feeders and a six year vegetation management cycle on laterals on the system.

The program includes the following:

1. Three year vegetation management cycle on all main feeders.
2. Six year vegetation management cycle on all laterals.
3. Increased participation with local governments to address improved overall reliability due to tree related outages.
4. Information made available to customers regarding the maintenance and placement of trees.

Based upon current tree trimming crew levels, the Company will make reasonable efforts to address the following :

1. Annual inspection of main feeders to critical infrastructure prior to the storm season to identify and perform the necessary trimming.
2. Address danger trees located outside the normal trim zone and located near main feeders as reported.

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

The FPUC vegetation management program was implemented in 2007. Because the Company Program for trimming main Feeders is a Three Year Program, a Comparison Table is not necessary for Feeders. The Company Program for trimming Laterals is six years. FPUC will begin preparing Comparison Tables for Laterals when Six Year Cycle trimming has been completed in 2013 (2014 Report).

FPUC Consolidated Vegetation Management Performance Metrics – 2012

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	5	5	0	350	350	0
(B) Customer Interruptions	5,355	5,355	0	8,778	8,778	0
(C) Miles Cleared	52.07	52.07	0	122.56	122.56	0
(D) Remaining Miles (Note 8)	80.74	80.74	0	57.98	57.98	0
(E) Outages per Mile [A ÷ (C + D)]	0.04	0.04	0.00	1.94	1.94	0.00
(F) Vegetation CI per Mile [B ÷ (C + D)]	40.32	40.32	0.00	48.62	48.62	0.00
(G) Number of Hotspot trims	300	300	0	NA	NA	NA
(H) All Vegetation Management Costs	$668,957	$668,957	0	(Note 4)	(Note 4)	(Note 4)
(I) Customer Minutes of Interruption	953,960	953,960	0	907,209	907,209	0
(J) Outage restoration costs	(Note 5)	(Note 5)	0	NA	NA	NA
(K) Vegetation Budget (current year)	$ 662,000	$ 662,000	$ -	NA	NA	NA
(L) Vegetation Goal (current year)	$ 662,000	$ 662,000	$ -	NA	NA	NA
(M) Vegetation Budget (next year)	$ 869,000	$ 869,000	$ -	NA	NA	NA
(N) Vegetation Goal (next year)	$ 869,000	$ 869,000	$ -	NA	NA	NA
(O) Trim-Back Distance	(Note 6)	(Note 6)	0	(Note 6)	(Note 6)	NA

Danger Trees (FPUC Totals) – Additional Questions
a) Number of danger trees removed? 283 (est)
b) Expenditures on danger tree removal? $36,000 (est)
c) Number of request for removals that were denied? 0
d) Avoided CI with danger trees removed (estimate)? _____
e) Avoided CMI with danger trees removed (estimate)? _____

Note 4: Vegetation management costs have not been separated between main feeders and laterals.
Note 5: Outage restoration costs have not been historically documented.
Note 6: Distribution is 10 feet and transmission (138KV is 30 feet and 69KV is 15 feet)
Note 8: For 2013 and beyond vegetation management metrics will be recalculated using new project management procedure.

	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	4	4	0	47	47	0
(B) Customer Interruptions	4,387	4,387	0	995	995	0
(C) Miles Cleared (Notes 1 & 2)	22.31	22.31	0	20.18	20.18	0
(D) Remaining Miles (Note 2 & 3)	28.61	28.61	0	2.15	2.15	0
(E) Outages per Mile [A ÷ (C + D)]	0.08	0.08	0.00	2.10	2.10	0.00
(F) Vegetation CI per Mile [B ÷ (C + D)]	86.15	86.15	0.00	44.56	44.56	0.00
(G) Number of Hotspot trims	43	43	0	NA	NA	NA
(H) All Vegetation Management Costs	$222,123	$222,123	0	(Note 4)	(Note 4)	(Note 4)
(I) Customer Minutes of Interruption	927,539	927,539	0	113,673	113,673	0
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (current year)	$195,000	$195,000	0	NA	NA	NA
(L) Vegetation Goal (current year)	$195,000	$195,000	0	NA	NA	NA
(M) Vegetation Budget (next year)	$290,000	$290,000	0	NA	NA	NA
(N) Vegetation Goal (next year)	$290,000	$290,000	0	NA	NA	NA
(O) Trim-Back Distance	(Note 6)	(Note 6)	0	(Note 6)	(Note 6)	NA

Danger Trees (NE Division) – Additional Questions

a) Number of danger trees removed? 23

b) Expenditures on danger tree removal? $6,000 (est)

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

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

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

Note 1: Miles cleared in 2012 include total miles of main feeders and laterals and hot spot trimming.
Note 2: NE Division uses GIS system to obtain miles of feeders and laterals.
Note 3: Remaining miles include second 3 year feeder tree trimming cycle
Note 4: Vegetation management costs have not been separated between main feeders and laterals.
Note 5: Outage restoration costs have not been historically documented.
Note 6: Distribution is 10 feet and transmission (138KV is 30 feet and 69KV is 15 feet)

NW Division Vegetation Management Performance Metrics – 2012

	Feeders			Laterals		
	Unadjusted	Adjusted	Diff.	Unadjusted	Adjusted	Diff.
(A) Number of Outages	1	1	0	303	303	0
(B) Customer Interruptions	968	968	0	7,783	7,783	0
(C) Miles Cleared (note 2)	29.76	29.76	0	102.38	102.38	0
(D) Remaining Miles	52.13	52.13	0	55.83	55.83	0
(E) Outages per Mile [A ÷ (C + D)]	0.01	0.01	0	1.92	1.92	0
(F) Vegetation CI per Mile [B ÷ (C + D)]	11.82	11.82	0	49.19	49.19	0
(G) Number of Hotspot trims	257	257	0	NA	NA	NA
(H) All Vegetation Management Costs	$446,834	$446,834	0	(Note 4)		
(I) Customer Minutes of Interruption	26,421	26,421	0	793,536	793,536	0
(J) Outage restoration costs	(Note 5)	(Note 5)	NA	NA	NA	NA
(K) Vegetation Budget (current year)	$467,000	$467,000	0	NA	NA	NA
(L) Vegetation Goal (current year)	$467,000	$467,000	0	NA	NA	NA
(M) Vegetation Budget (next year)	$579,000	$579,000	0	NA	NA	NA
(N) Vegetation Goal (next year)	$579,000	$579,000	0	NA	NA	NA
(O) Trim-Back Distance	NA	10	NA	NA	10	NA

Danger Trees (NW Division) – Additional Questions
a) Number of danger trees removed? 260 (est.)
b) Expenditures on danger tree removal? $30,000 (est)
c) Number of request for removals that were denied? 0
d) Avoided CI with danger trees removed (estimate)? _____
e) Avoided CMI with danger trees removed (estimate)? _____

Note 2: NW Division uses GIS system to obtain miles of feeders and laterals.
Note 4: Vegetation management costs have not been separated between main feeders and laterals.
Note 5: Outage restoration costs have not been historically documented.

NW Tree Trim Schedule – Main Feeders
2013 - 2015

2013
1. OCB#9742: Greenwood/Malone Feeder
2. OCB#9722: Dogwood Heights Feeder
3. OCB#9982: College Feeder
4. OCB#9932: Indian Springs Feeder
5. OCB#9732: Prison Feeder

2014
1. OCB#9942: HWY 90E Feeder
2. OCB#9992: HWY 90W Feeder
3. OCB#9854: South Street Feeder
4. OCB#9882: Bristol Feeder
5. OCB#9872: Family Dollar Feeder

2012
1. OCB#9866: Cottondale Feeder
2. OCB#9952: Altha Feeder
3. OCB#9972: Blountstown Feeder
4. OCB#9512: Railroad Feeder
5. OCB#9872: Hospital Feeder
6. OCB#9752: Industrial Park Feeder

NW Tree Trim Schedule – laterals
2013 - 2018

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

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

2015
1. OCB#9992: HWY 90W Feeder
2. OCB#9854: South Street Feeder
3. OCB#9872: Family Dollar Feeder

2016
1. OCB#9866: Cottondale Feeder
2. OCB#9952: Altha Feeder

2017
1. OCB#9512: Railroad Feeder
2. OCB#9872: Hospital Feeder
3. OCB#9982: College Feeder

2018
1. OCB#9742: Greenwood/Malone Feeder
2. OCB#9722: Dogwood Heights Feeder
3. OCB#9752: Industrial Park Feeder

NE DIVISION - TREE TRIM SCHEDULE – Main Feeders

2013 – 2015

2013:
1. Feeder#310
2. Feeder#311
3. Feeder#201(69KV)
4. Feeder#202 (69KV)
5. Feeder#315 (69KV)

2014:
1. Feeder#102
2. Feeder#104
3. Feeder#211
4. Feeder#212
5. Feeder#802(138KV)
6. Feeder#803(138KV)

2015:
1. Feeder#110
2. Feeder#111
3. Feeder#209
4. Feeder#214
5. Feeder#210
6. Feeder#215
7. Feeder#313 (69KV)

NE DIVISION - TREE TRIM SCHEDULE – Laterals
2013 – 2018

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

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

2015:
1. Feeder#214
2. Feeder#215

2016:
1. Feeder#110
2. Feeder#111

2017:
1. Feeder#104
2. Feeder#209

2018:
1. Feeder#210
2. Feeder#211

FPUC NE Division - D&T Vegetation Management*										
Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
311	27,672	260	52,529	95,681	5.24	0.05	9.95	18.12	15.19	18.17
310	16,080	1,485	32,580	51,837	3.05	0.28	6.17	9.82	9.22	10.10
209	25,423	1,062	22,253	37,236	4.81	0.20	4.21	7.05	9.03	7.25
210	9,990	2,245	27,961	6,700	1.89	0.43	5.30	1.27	7.19	1.69
211	13,992	225	60,222	23,852	2.65	0.04	11.41	4.52	14.06	4.56
212	17,477	110	55,966	8,505	3.31	0.02	10.60	1.61	13.91	1.63
214	14,935	305	22,435	3,491	2.83	0.06	4.25	0.66	7.08	0.72
215	11,264	1,250	14,549	38,850	2.13	0.24	2.76	7.36	4.89	7.59
102	19,249	2,207	37,931	114,746	3.65	0.42	7.18	21.73	10.83	22.15
104	1,438	6,799	0	51,595	0.27	1.29	0.00	9.77	0.27	11.06
110	10,292	0	7,762	163,381	1.95	0.00	1.47	30.94	3.42	30.94
111	10,354	6,020	7,990	90,453	1.96	1.14	1.51	17.13	3.47	18.27
Dist. Totals	**178,166**	**21,968**	**342,178**	**686,327**	**33.74**	**4.16**	**64.81**	**129.99**	**98.55**	**134.15**
69KV Line									**11.45**	
138KV Line									**8.02**	
D&T Totals	**178,166**	**21,968**	**342,178**	**686,327**	**33.74**	**4.16**	**64.81**	**129.99**	**118.02**	**134.15**

* Basis for tracking and managing 2010 and future tree trimming cycles (3 yr. mains and 6 yr. laterals) - Data source is GIS mapping system.

2/16/2011

2012 FPUC NE Division - D&T Vegetation Management**										
Feeder #	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
311	31,896	0	24,937	0	6.04	0.00	4.72	0.00	10.76	0.00
310	20,862	0	2,390	0	3.95	0.00	0.45	0.00	4.40	0.00
209	7,993	0	21,940	0	1.51	0.00	4.16	0.00	5.67	0.00
210	825	0	2,225	0	0.16	0.00	0.42	0.00	0.58	0.00
211	10,290	0	15,160	0	1.95	0.00	2.87	0.00	4.82	0.00
212	9,090	0	22,365	0	1.72	0.00	4.24	0.00	5.96	0.00
214	13,918	0	12,145	0	2.64	0.00	2.30	0.00	4.94	0.00
215	9,100	0		0	1.72	0.00	0.00	0.00	1.72	0.00
102	650	0	5,260	0	0.12	0.00	1.00	0.00	1.12	0.00
104		0		0	0.00	0.00	0.00	0.00	0.00	0.00
110	200	0	150	0	0.04	0.00	0.03	0.00	0.07	0.00
111		0		0	0.00	0.00	0.00	0.00	0.00	0.00
Dist. Totals	**104,824**	**0**	**106,572**	**0**	**19.85**	**0.00**	**20.18**	**0.00**	**40.04**	**0.00**
69KV Line	3,900				**0.74**				**0.74**	
138KV Line	9,090				**1.72**				**1.72**	
D&T Totals	**117,814**	**0**	**106,572**	**0**	**22.31**	**0.00**	**20.18**	**0.00**	**42.50**	**0.00**

** 2012 Trim Totals

2/28/2013

FPUC NW Division - D&T Vegetation Management*										
	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
Feeder #	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
9742 Greenwood/ Malone	78,442	0	243,625	5,630	14.86	0	46.14	1.07	61.00	1.07
9722 Dogwood Heights	22,492	0	57,742	2,870	4.26	0	10.94	0.54	15.20	0.54
9982 College	70,950	0	216,532	30587	13.44	0	41.01	5.79	54.45	5.79
9932 Indian Springs	30,117	0	139,043	40,744	5.70	0	26.33	7.72	32.04	7.72
9732 Prison	16,950	0	13,228	17,887	3.21	0	2.51	3.39	5.72	3.39
9942 Hwy 90E	67,057	0	258,941	23,186	12.70	0	49.04	4.39	61.74	4.39
9992 Hwy 90W	15,096	0	55,848	1,097	2.86	0	10.58	0.21	13.44	0.21
9854 South Street	80,724	0	453,411	15,082	15.29	0	85.87	2.86	101.16	2.86
9882 Bristol	60,851	0	222,900	5,931	11.52	0	42.22	1.12	53.74	1.12
9872 Family Dollar	15,910	365	4,740	2,817	3.01	0.07	0.90	0.53	3.91	0.60
9866 Cottondale	71,809	0	351,938	9,690	13.60	0	66.65	1.84	80.26	1.84
9952 Altha	47,917	0	219,520	2,208	9.08	0	41.58	0.42	50.65	0.42
9972 Blountstown	32,921	0	39,225	2,275	6.24	0	7.43	0.43	13.66	0.43
9512 Railroad	41,251	0	84,845	8,886	7.81	0	16.07	1.68	23.88	1.68
9872 Hospital	16,417	0	193,180	2,744	3.11	0	36.59	0.52	39.70	0.52
9752 Industrial Park	18,609	0	3,820	1,444	3.52	0	0.72	0.27	4.24	0.27
Dist. Totals	**687,513**	**365**	**2,558,538**	**173,078**	**130.21**	**0.07**	**484.57**	**32.78**	**614.78**	**32.85**
D&T Totals	**687,513**	**365**	**2,558,538**	**173,078**	**130.21**	**0.07**	**484.57**	**32.78**	**614.78**	**32.85**

* Basis for tracking and managing 2010 and future tree trimming cycles (3 yr. mains and 6 yr. laterals) - Data source is GIS mapping system. 2/23/2011

2012 FPUC NW Division - D&T Vegetation Management**										
	Main Feeder		Feeder Laterals		Main Feeder		Feeder Laterals		TOTALS	
Feeder #	OH (feet)	UG (feet)	OH (feet)	UG (feet)	OH (miles)	UG (miles)	OH (miles)	UG (miles)	OH (miles)	UG (miles)
9742 Greenwood/ Malone	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9722 Dogwood Heights	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9982 College	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9932 Indian Springs	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9732 Prison	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9942 Hwy 90E	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9992 Hwy 90W	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9854 South Street	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9882 Bristol	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9872 Family Dollar	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9866 Cottondale	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
9952 Altha	47917	0	219,520	0	9.08	0.00	41.58	0.00	50.65	0.00
9972 Blountstown	32921	0	39,225	0	6.24	0.00	7.43	0.00	13.66	0.00
9512 Railroad	41251	0	84,845	0	7.81	0.00	16.07	0.00	23.88	0.00
9872 Hospital	16417	0	193,180	0	3.11	0.00	36.59	0.00	39.70	0.00
9752 Industrial Park	18609	0	3,820	0	3.52	0.00	0.72	0.00	4.25	0.00
Dist. Totals	**157,115**	**0**	**540,590**	**0**	**29.76**	**0.00**	**102.38**	**0.00**	**132.14**	**0.00**
D&T Totals	**157,115**	**0**	**540,590**	**0**	**29.76**	**0.00**	**102.38**	**0.00**	**132.14**	**0.00**

** 2012 Trim Totals
2/28/2013

Initiative #2 – Joint Use Pole Attachment Audit

During 2012, thirteen hundred and seventeen (1,317) detailed pole loading calculations were performed for FPUC by a contractor as part of the Wood Pole Inspection Program. Poles having remaining strength at or below 67% and poles having 3rd party attachments of ½" or larger in diameter were selected for loading assessment using a contractor supplied computer program called LoadCalc. Span lengths, attachment heights, wire sizes, and 3rd party attachments were included in the loading assessments. Loading assessment reports were supplied to FPUC by the contractor. Poles with loading estimates at or above 100% of design load are automatically included in the FPUC post inspection follow-up plan. FPUC will perform additional load assessment on these poles using PoleForeman. FPUC calculations will be in accordance with the 2007 addition of NESC with 60 mph wind speed. Poles that fail the PoleForeman assessment will be scheduled for replacement. Replacement poles will be designed to comply with storm hardening requirements. The list of replacement poles will be provided to 3rd party attachers so they can give feedback concerning existing or planned attachments that may require increased pole size for added loading. Third party attachers will be notified of the replacement pole locations so their attachments can be transferred. FPUC joined NJUNS (National Joint Use Notification System) during 2009 to facilitate notification of joint use partners.

FPUC has joint use agreements with multiple telecommunication and cable television providers. The agreements include provisions for joint use attachment audits. Audits will be initiated as soon as parties agree to terms for conducting the audits. Data collected during the audits will be analyzed to determine the number of poles found to be overloaded, the number of unauthorized joint use attachments, and the number of customer outages related to these situations, if applicable. The goal is to conduct a thorough joint use audit once every five years.

Initiative #3 – Six Year Transmission Structure Inspection Program

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

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

Transmission Circuit, Substation and Other Equipment Inspections

	Activity		Current Budget**		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission circuits.	19.5	19.5	NA	NA	19.5	NA
(B) Planned transmission circuit inspections ***	19.5	19.5	NA	NA	19.5	NA
(C) Completed transmission circuit *** inspections.	19.5	19.5	NA	NA	19.5	NA
(D) Percent of transmission circuit inspections completed. *	100%	100%	NA	NA	100%	NA
(E) Planned transmission substation inspections	4	4	NA	NA	4	NA
(F) Completed transmission substation * inspections.	4	4	NA	NA	4	NA
(G) Percent transmission substation inspections completed.*	100%	100%	NA	NA	100%	NA
(H) Planned transmission equipment inspections (other equipment).	NA	NA	NA	NA	NA	NA
(I) Completed transmission equipment inspections (other equipment).	NA	NA	NA	NA	NA	NA
(J) Percent of transmission equipment inspections completed (other equipment).	NA	NA	NA	NA	NA	NA

* Inspections performed were visual
** Current accounting system does not provide data to this level
*** 6 yr. climbing inspection completed in 2012

Transmission Tower Structure Inspections

	Activity		Current Budget**		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission tower structures.	4	4	NA	NA	4	NA
(B) Planned transmission tower structure Inspections *	4	4	NA	NA	4	NA
(C) Completed transmission tower structure inspections. *	4	4	NA	NA	4	NA
(D) Percent of transmission tower structure inspections completed.	100%	100%	NA	NA	100%	NA

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

Transmission Pole Inspections

	Activity		Current Budget		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total number of transmission poles. *	297	297	NA	NA	NA	NA
(B) Number of transmission poles strength tested.	NA	NA	NA	NA	NA	NA
(C) Number of transmission poles passing strength test.	NA	NA	NA	NA	NA	NA
(D) Number of transmission poles failing strength test (overloaded).	NA	NA	NA	NA	NA	NA
(E) Number of transmission poles failing strength test (other reasons).	NA	NA	NA	NA	NA	NA
(F) Number of transmission poles corrected (strength failure).	NA	NA	NA	NA	NA	NA
(G) Number of transmission poles corrected (other reasons).	NA	NA	NA	NA	NA	NA
(H) Total transmission poles replaced.	NA	NA	NA	NA	NA	NA

*FPUC includes wood transmission poles in the eight year ground-line condition inspection and treatment program.

Initiative #4 – Storm Hardening of Existing Transmission Structures

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

The 69 KV transmission system consists of a total of 212 poles of which 39 are concrete poles. All installations met the NESC code requirements in effect at the time of construction. A policy of replacing existing wood poles with concrete has been in place for some time. This policy requires that when it becomes necessary to replace a wood pole due to construction requirements or concerns with the integrity of the pole, a concrete pole that meets current NESC codes and storm hardening requirements will be utilized.

There were no storm hardening projects performed on transmission poles or structures during 2012. However, NE division conducted the six year transmission climbing inspection outlined in initiative #3 during 2012. There were 31 wooden transmission poles identified for replacement. A project was developed to replace these poles. The poles will be replaced with concrete transmission poles during 2013.

NW Division currently has no transmission structures.

Hardening of Existing Transmission Structures

	Activity		Current Budget		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Transmission structures scheduled for hardening.	0	0	0	0	0	0
(B) Transmission structures hardening completed.	0	0	0	0	0	0
(C) Percent transmission structures hardening completed.	0	0	0	0	0	0

Initiative #5 – Geographic Information System

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

The system also interfaces with the Customer Information System to function as a Customer Outage Management System (OMS). Implementation of the OMS has resulted in significant improvement in data collection and retrieval capability for analyzing and reporting reliability indices.

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

FPUC has completed a search for a new vendor to provide an ESRI based GIS mapping system that will integrate multiple utility systems (gas, electric, propane, etc) into to one system. The migration of data began in 2012 and is expected to be completed by the end of the first quarter of 2013. In addition, plans are in place to improve the current OMS system by enabling customer outage calls to be automatically logged into the system. There is a potential for a temporary setback in the quality and timeliness of data collection during the transition.

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

FPUC has started the process of establishing a forensics oversight team to coordinate communications, schedule data collection activities, and final reporting requirements. Our plans are to utilize a consultant, Osmose Utility Services, to collect, analyze, and report on field data collected which will be entered into the FPUC Outage Management System (OMS). FPUC will utilize standard reporting forms for submitting forensic data to the FPSC.

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

FORENSIC DATA COLLECTION AND REPORTING

PURPOSE:

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

PROCESS:

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

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

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

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

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

RESPONSIBILITIES:

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

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

REPORTING:

All post storm forensic data collected will be entered in standard forms. The form allows both overhead and underground damage to be entered and data must be entered separately for each incident. Pictures of damages from multiple views will be taken and included for clarity and additional assessment.

Initiative #7 – Reliability Performance of Overhead vs Underground Systems

FPUC collects outage data attributed to overhead or underground equipment failure in order to evaluate the associated reliability indices. OH & UG adjusted reliability indices are reported for each Division and for FPUC system total.

During 2012, there were no projects in the NE Division to convert overhead facilities to underground However, the local government approached FPUC to discuss undergrounding some of the overhead facilities associated with the storm hardening projects planned for construction during 2012. FPUC agreed to take another look at the projects as soon as the local government officials made a formal request for preliminary cost estimates. As of the end of 2012, no formal request was received by FPUC. The two NE Division storm hardening projects submitted in the FPUC 2010-2012 Storm Hardening Plan have been placed on hold pending input from local government. Two new storm hardening projects are under development for the NE Division and will be included in the FPUC 2013-2015 Storm Hardening Plan.

During 2012 there was no OH to UG conversions in the NW Division. However, they did have one storm hardening project. They relocated Hwy 90 W feeder to Jackson St. from Noland St to St Clair St.

2012 - Reliability Indicators By UG & OH - FPUC Total (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
OH	1,160	90.81	99.63	3,506,450	35,196	105,338		
UG	43	145.25	117.89	752,709	6,385	6,246		
	1,203	92.75	102.43	4,259,159	41,581	111,584	152.00	1.48

Total No. of Customers at end of 2012 ==> **28,021**

2012 - Reliability Indicators By (OH) - FPUC NE (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	29	94.25	53.61	240,368	4,484	2,733		
110 Plantation Roadside	4	197.60	109.59	96,662	882	790		
111 Plantation Fieldside	14	108.70	141.80	375,198	2,646	1,522		
209 Fifteenth Street	10	134.57	7.21	10,771	1,494	1,346		
210 Buss Tie	15	98.38	286.17	224,647	785	1,476		
211 Jasmine Street	30	90.84	64.33	24,766	385	2,725		
212 Eleventh Street	17	174.00	175.33	322,605	1,840	2,958		
214 Clinch Drive	10	94.11	93.23	56,310	604	941		
215 Sadler, Nectarine, So.14th	4	74.52	59.73	6,033	101	298		
310 Bonnieview	21	102.08	99.10	53,416	539	2,144		
311 Bailey	25	85.82	66.80	17,837	267	2,145		
	179	106.58	101.85	1,428,613	14,027	19,078	92.40	0.91

Total No. of Customers at end of 2012 ==> **15,461**

2012 - Reliability Indicators By (UG) - FPUC NE (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
102 South Fletcher	3	255.37	478.80	50,274	105	766		
104 Parkway South\	1	58.78	58.78	48,908	832	59		
110 Plantation Roadside	18	161.56	136.75	585,026	4,278	2,908		
111 Plantation Fieldside	5	105.41	35.57	29,414	827	527		
209 Fifteenth Street	1	28.50	28.50	855	30	28		
211 Jasmine Street	1	143.08	143.08	1,431	10	143		
215 Sadler, Nectarine, So.14th	3	69.03	73.45	2,057	28	207		
310 Bonnieview	6	151.93	151.83	29,758	196	912		
311 Bailey	4	136.12	61.99	4,835	78	544		
	42	145.11	117.88	752,558	6,384	6,095	48.67	0.41

Total No. of Customers at end of 2012 ==> **15,461**

2012 - Reliability Indicators By (OH) - FPUC NW (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Altha	37	74.22	84.68	46,574	550	2,746		
Blountstwn	24	76.87	94.69	32,479	343	1,845		
Bristol	77	80.68	145.91	260,736	1,787	6,213		
College	147	122.63	151.76	183,329	1,208	18,026		
Cottondale	126	77.28	78.86	115,056	1,459	9,737		
Dogwood Ht	20	63.23	62.16	17,094	275	1,265		
Greenwood	101	85.21	69.91	126,040	1,803	8,606		
Hospital	75	97.44	141.34	453,840	3,211	7,308		
Hwy 90e	93	74.38	101.29	186,076	1,837	6,917		
Hwy 90w	37	83.67	45.46	83,698	1,841	3,096		
Ind Park	2	82.53	82.57	3,881	47	165		
Indian Spr	73	77.39	74.29	144,563	1,946	5,650		
Prison	6	81.24	76.92	538	7	487		
Railroad	40	85.96	68.14	167,158	2,453	3,439		
South St	122	87.98	106.93	256,750	2,401	10,733		
Family Dol	1	26.65	26.65	27	1	27		
	981	87.93	98.15	2,077,838	21,169	86,260	165.43	1.69

Total No. of Customers at end of 2012 ==> **12,560**

2012 - Reliability Indicators By (UG) - FPUC NW (Adjusted)

Cause	Number of Outage Events (N)	Average Duration (L-Bar)	CAIDI	Sum of all Customer Min. Interrupted (CMI)	Total Customer Interruptions (CI)	Total Outage Duration (L)	SAIDI	SAIFI
Cottondale	1	150.92	150.92	151	1	151		
	1	150.92	150.92	151	1	151	0.01	0.00

Total No. of Customers at end of 2012 ==> **12,560**

Initiative #8 – Utility Company Coordination with Local Governments

FPUC actively participates with local governments in pre-planning for emergency situations and in coordinating activities during emergency situations. Current practice is to have FPUC personnel located at the county EOC's on a 24 hour basis during emergency situations to ensure good communications.

FPUC has continued involvement with local governments regarding reliability issues with emphasis on both undergrounding and vegetation management. All parties have continued to cooperate in order to address vegetation management issues in a cost effective manner when possible so that overall reliability impacts are minimized.

FPUC and the City of Marianna have worked together to complete a project of undergrounding in the downtown area of Marianna and are planning further projects. Although these projects have improved aesthetics as the major goal, they will provide a reliability case study area that can be used in future undergrounding analysis.

Initiative #9 – Collaborative Research

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

The benefits of the research work among the utilities and PURC include increased and sustained collaboration and discussion among the members of the Steering Committee, greater knowledge of the determinants of damage during storm and non-storm times, greater knowledge and data from wind collection stations and post-hurricane forensics in the State of Florida, and continued state-to-state collaboration with others in the Atlantic Basin Hurricane Zone.

For 2012, research focused on undergrounding, wind data collection, and public outreach. The Steering Committee is preparing the next steps in these research areas.

The 2013 report follows on the next page.

Report on Collaborative Research for Hurricane Hardening

Provided by
The Public Utility Research Center
University of Florida
To the
Utility Sponsor Steering Committee
February 2013

I. Introduction

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

PURC manages the work flow and communications, develops work plans, serves as a subject matter expert, conducts research, facilitates the hiring of experts, coordinates with research vendors, advises the Project Sponsors, and provides reports for Project activities. The collaborative research has focused on undergrounding, vegetation management, hurricane-wind speeds at granular levels, and improved materials for distribution facilities.

This report provides an update on the activities of the Steering Committee since the previous report dated February 2012.

II. Undergrounding

The collaborative research on undergrounding has been focused on understanding the existing research on the economics and effects of hardening strategies, including undergrounding, so that informed decisions can be made about undergrounding policies and specific undergrounding projects.

The collaborative has refined the computer model developed by Quanta Technologies and there has been a collective effort to learn more about the function and functionality

of the computer code. PURC and the Project Sponsors have worked to fill information gaps for model inputs and significant efforts have been invested in the area of forensics data collection. Since the state has not been affected by any hurricanes since the database software was completed, there is currently no data. Therefore, future efforts to refine the undergrounding model will occur when such data becomes available.

In addition, PURC has worked with doctoral and master's candidates in the University of Florida Department of Civil and Coastal Engineering to assess some of the inter-relationships between wind speed and other environmental factors on utility equipment damage. PURC has also been contacted by engineering researchers at other universities with an interest in the model, though no additional relationships have been established. The researchers that contact PURC all cite the model as the only non-proprietary model of its kind.

The research discussed in last year's report on the relationship between wind speed and rainfall is still under review by the engineering press. Further results of this and related research can likely be used to further refine the model.

III. Wind Data Collection

The Project Sponsors entered into a wind monitoring agreement with WeatherFlow, Inc. Currently, WeatherFlow's Florida wind monitoring network includes 50 permanent wind monitoring stations around the coast of Florida. The wind, temperature, and barometric pressure data being collected at these stations has been made available to the Project Sponsors.

There have been no major impacts from hurricanes since the wind monitoring network was established. Once such an event does occur and wind data is captured, it is expected that forensic investigations of utilities' infrastructure failure will be conducted and overlaid with wind observations to correlate failure modes to wind speed and turbulence characteristics. Project Sponsors and PURC will analyze such data at that time.

IV. Public Outreach

In last year's report we discussed the impact of Hurricane Irene on greater interest in storm preparedness. PURC researchers discussed the collaborative effort in Florida with the engineering departments of the state regulators in Pennsylvania and Maryland. In addition, PURC researchers testified on the collaborative effort in a special session before the office of the Governor of Connecticut. While all of the regulators and policymakers showed great interest in the genesis of the collaborative effort, and the results of that effort, they have not, at this point, shown further interest in participating in the research effort. However, the impact of Hurricane Sandy has sparked interest in the research in the states of New York and New Jersey, and representatives of regulatory and consumer organizations in both states have contacted PURC regarding the research and Florida's collaborative effort.

In August, PURC Director of Energy Studies Ted Kury participated in a teleseminar for state utility regulators sponsored by the National Regulatory Research Institute. During the seminar, he joined other participants in discussing the costs and benefits of relocating power lines underground. He also discussed the state's response to the 2004-05 hurricane seasons and shared lessons from the collaborative experience. In March of 2013, the *Wall Street Journal* will be publishing a special section on pressing energy issues where Kury will be contributing an essay on the costs and benefits of undergrounding.

V. Conclusion

In response to the FPSC's Order 06-0351, IOUs, municipal electric utilities, and rural electriccooperatives joined together and retained PURC to coordinate research on electric infrastructure hardening. The steering committee has taken steps to extend the research collaboration MOU so that the industry will be in a position to focus its research efforts on undergrounding research, granular wind research and vegetation management when significant storm activity affects the state.

Initiative #10 – Natural Disaster Preparedness and Recovery Program

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

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

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

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

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

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

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

Emergency Procedures for both divisions were updated during 2012 and are included in this section of the report.

FLORIDA PUBLIC UTILITIES COMPANY

NORTHEAST FLORIDA DIVISION

2012
EMERGENCY PROCEDURES

1. OBJECTIVE

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

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

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

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

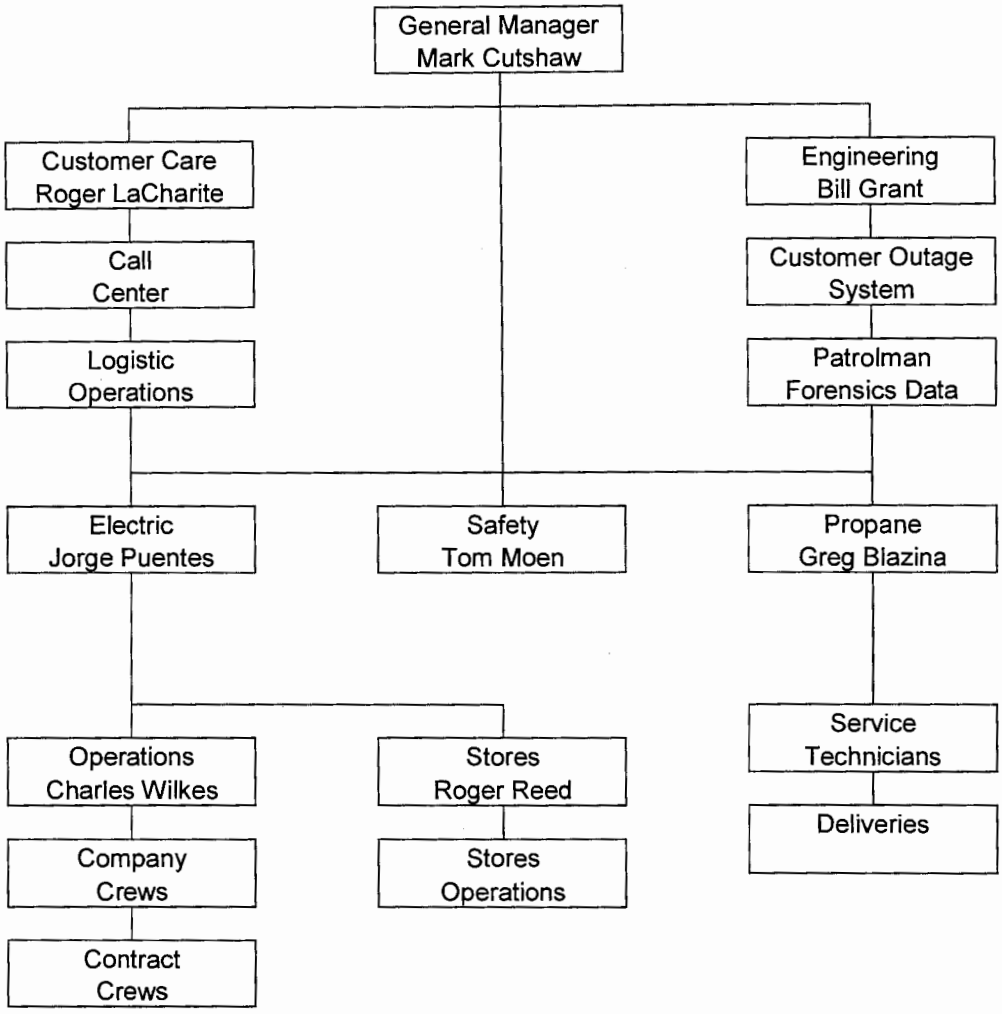
D. Provide for orderly restoration activities in order to provide efficient and rapid restoration.

E. Provide all logistical needs for employees and contractors.

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

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

2. ORGANIZATIONAL CHART



3. EMERGENCY PERSONNEL POLICY

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

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

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

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

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

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

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

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

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

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

However, it is the responsibility of each employee to develop a personal plan that can be quickly implemented in case a storm impacts our area. This plan should involve the protection of family and property which can be put into action quickly and allow for compliance with the above mentioned requirements. Every effort will be made to allow employees time off prior to a storm to make preparations for the event.

4. GENERAL RESTORATION GUIDELINES

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

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

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

Restoration activities will be handled in the following manner:

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

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

C. When the intensity of the storm is such that work can no longer be done safely, all work will cease and personnel will report to the office or other safe location. Work will not be conducted when wind speed reach 40 miles per hour

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

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

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

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

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

5. EMERGENCY ELECTRIC SAFETY PRECAUTIONS

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

A. SIZING UP WORK:

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

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

B. INSULATION:

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

C. DISTRIBUTION CIRCUITS ON OR NEAR TRANSMISSION POLES:

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

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

D. STREET LIGHTING WIRES:

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

E. FUSE CUT-OUT CLEARANCE:

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

F. REQUIREMENTS FOR USE OF RUBBER PROTECTIVE APPARATUS:

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

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

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

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

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

G. SWITCHING ORDERS:

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

NO DEVIATION FROM THIS RULE WILL BE PERMITTED.

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

H. SWITCHING ORDER:

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

I. HIGH WATER:

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

J. BROKEN CONDUCTORS:

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

6. ANNUAL PREPARATIONS

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

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

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

D. Schedule and conduct half day emergency procedure training sessions prior to July 1. Written documentation is to be retained when training is complete.

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

Technical Projects Manager

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

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

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

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

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

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

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

H. Update status of vehicle repair facilities.

Propane Operations Manager

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

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

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

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

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

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

G. Update status of vehicle repair facilities.

Customer Care / Logistics Manager

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

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

8) Airport

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

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

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

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

F. Update status of building security firm.

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

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

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

I. Update the procedure of the Office Operation.

Engineering Manager

A. Update and have on hand the following:

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

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

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

7. PREPARATION JUST PRIOR TO THE EMERGENCY

General Manager, Northeast Florida

A. Monitor the emergency.

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

C. Check the status of personnel on vacation.

D. Handle all media request.

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

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

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

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

I. Make determination on when to release personnel to go home and provide instructions to employees.

J. Ensure contact with JEA is established.

Technical Projects Manager

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

B. Monitor time/material needs of contractors.

C. Check emergency stock levels and fuel supplies.

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

E. Check all communication equipment.

F. Review safety precautions with all personnel.

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

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

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

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

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

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

M. Secure all material in the warehouse yard.

N. Install Storm Shutters on all facilities.

Propane Operations Manager

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

B. Monitor time/material needs of contractors.

C. Check emergency stock levels and fuel supplies.

D. Review plan to supply power to bulk plant using backup power supplies.

E. Check all communication equipment.

F. Review safety precautions with all personnel.

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

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

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

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

K. Secure all material in the warehouse yard.

L. Install Storm Shutters on all propane office.

M. Place plastic covering over all electronic or sensitive equipment and secure as necessary.

Customer Care / Logistics Manager

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

B. Arrange with telephone company additional lines if necessary.

C. Review assignments with personnel.

D. Ensure all computers are backed up and secured.

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

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

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

H. Make definite arrangements for contract crew lodging.

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

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

K. Run the hurricane report from ORCOM.

L. Make arrangements for an abundant supply of ice.

M. Make definite arrangements for building security.

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

O. Place plastic covering over all electronic or sensitive equipment and secure as necessary.

Engineering Manager

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

B. Ensure Mapping System is backed up and operating.

C. Begin constant monitoring customer outages.

8. DURING THE EMERGENCY

General Manager, Northeast Florida

A. Be located at the Northeast Florida office (if possible) and constantly monitor the situation and restoration process.

B. Keep media sources informed.

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

D. Ensure employees that may be working are secure when wind speeds reach 40 miles per hour.

Technical Projects Manager

A. Be located at the Northeast Florida office (if possible) and constantly monitor the situation and restoration process.

B. Coordinate overall restoration process.

C. Begin analyzing trouble.

D. Activate control room.

Propane Operations Manager

A. Be located at the Northeast Florida office (if possible) and constantly monitor the situation and restoration process.

B. Coordinate overall restoration process.

Customer Care / Logistics Manager

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

B. Coordinate assistance to employees and their families.

C. Have food and drinks available to all employees.

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

Engineering Manager

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

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

9. AFTER THE EMERGENCY

General Manager Northeast Florida

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

B. Begin making request for additional manpower to contractors.

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

Technical Projects Manager

A. Initiate damage assessment teams.

B. Prioritize and schedule the restoration process.

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

D. Provide damage assessment to General Manager.

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

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

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

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

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

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

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

L. Monitor and provide assistance in repairing vehicles.

Propane Operations Manager

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

B. Provide damage assessment to General Manager.

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

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

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

F. Determine and assign appropriate manpower and equipment for each situation.

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

L. Monitor and provide assistance in repairing vehicles.

Customer Care / Logistics Manager

A. Coordinate the answering of telephone calls.

B. Provide petty cash and pay bills as needed.

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

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

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

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

G. Provide assistance as needed.

H. Ensure building security firm is operating at office.

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

J. Ensure caters are available as needed.

Engineering Manager

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

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

10. Operating Procedure

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

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

A. BEFORE THE STORM

All operating personnel should be instructed as to:

1. Safety and operating procedures to be followed during the storm.
2. Where and when materials and supplies will be available.
3. Their assigned areas and supervisor.

4. Any provisions made for feeding and lodging.
5. Work days will normally be two shifts. Each shift will consist of at least 12 hours but could be 16 hours.
6. The necessity of dividing line crews for clearing and minor repairs.
7. Radio and telephone communication procedures with appropriate list of call letters and telephone numbers.

B. DURING THE STORM

1) First Stage - Repairing All Cases Reported

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

2) Second Stage - Clearing Trouble From the Lines

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

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

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

3) Third Stage - De-energizing Main Lines

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

C. AFTER THE STORM

1) Sequence of Restoration

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

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

2) Line Patrols

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

11. TELEPHONE OPERATORS GUIDE

During any major interruption our customers will naturally be concerned about falling wires, burning wires, defrosting refrigeration and even their daily routines in which electricity plays a part. The most important test we have is maintaining good relations during these emergencies. Those employees answering telephones must keep this in mind -

be calm, pleasant and sympathetic with the customer and at the same time getting the necessary information needed to clear dangerous conditions and restore service as soon as possible, giving as much information to the customer that is available.

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

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

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

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

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

Suggested Answering Routine to be used by All Operators

Phase 1 - Early Trouble Prior to Extensive Damage

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

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

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

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

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

Phase 3 - Damage Evaluated and Repair Time Estimated

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

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

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

      1) "Is the wire burning?"

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

Operators Guide

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

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

1. Be courteous to each customer.
2. Give him as much information as is available of the restoration work.
3. Record each call and report the information vital to restoring the customer's service.
4. Handle each call as briefly as possible.
5. Thank the customer for calling.
6. Do not give the news media information. If a request for new information is received, record the name of the individual, news organization, telephone number and specific request. Inform the caller that a company representative will return the call. The information should be sent immediately to the General Manager, Northeast Florida.

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

Entering Outages

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

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

12. MEDIA/PUBLIC INFORMATION GUIDE

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

13. WAREHOUSE PROCEDURE

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

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

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

14. OFFICE PROCEDURE

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

Annual

1. The Customer Service Manager will update information regarding the Office operations.
2 Information about the contingency plan will be updated by the Customer Service Manager each year.

Prior to the Emergency

1. The General Manger and Customer Service Manager will decide on the appropriate contingency plan necessary based on the emergency situation and begin contingency operations.
2. The Customer Service Manager will ensure that protective covering is available and installed on all Office equipment and server to ensure damage, if any, is minimized.

After the Emergency

Contingency Plan #1

1. Due to the damage to the NE FL facilities, all mail and payments will go directly to the Northwest Florida office. This may not be the best alternative due to the issues with the USPS but is the most practical.
2. NW Florida personnel will process the mail using personnel as needed. Deposits will be made normally on a daily basis.
3. As soon as NE FL is capable of processing payments normally, payment processing will be handled normally.

Contingency Plan #2

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

15. Personnel Backup Contingencies

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

General Manager, Northeast Florida
Technical Projects Manager

Technical Projects Manager
Engineering Manager

Propane Operations Manager
Service Technician A

Engineering Manager

Technical Projects Manager

Customer Care Manager
Customer Care Supervisor

16. **EMPLOYEE ASSIGNMENTS**

TENTATIVE SCHEDULE

DAY SHIFT
Begin at 6:00 AM

OFFICE

Mark Cutshaw	General Manager
Jorge Puentes	Technical Projects Mgr.
Bill Grant	Engineering Manager
Roger LaCharite	Customer Service Manager
Greg Blazina	Propane Manager
Mary Atkins	Engineering
David Richardson	Logistics
Linda Winston	Logistics
Rena Williams	Telephone
Linda Gamble	Telephone
Renee Bolyard	Telephone
Susan Beale	Telephone

LINE CREWS

Vacant	Line Supervisor
Steve Taylor	Senior Lineman
Clint Brown	Lineman
Billy Clardy	Senior Lineman
Donnie Maxwell	Lineman
Parrish Kildow	Senior Lineman

SERVICE CREWS

Charles Wilkes	Service Supervisor
Al Harris	Senior Lineman
Vacant	Senior Lineman
Dean Montgomery	Lineman
Justin Beverly	Line Apprentice
Don Scandaliato	IMC Technician I
Jeff Hindsley	IMC Technician II
Michael Atkins	IMC Tec Apprentice

STORES

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

PATROLMAN/GUIDE

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

NIGHT SHIFT
Begin at 6:00 PM

OFFICE

Patti Thornton	Customer Care Supervisor
Vacant	Telephone
Leslie Zambrano	Telephone
Curtis Boatwright	Engineering
Chris Hebert	Engineering

SERVICE CREWS

Shannon Wagner	Senior Lineman
Vacant	Apprentice

OFFICE/PATROLMAN/GUIDE

Jevon Brown	Telephone/Patrolman

PROPANE OPERATIONS

Vacant	Service Tech. B
Terry Simmons	Gas Utility Worker

DAY SHIFT (CONTINUED)
Begin at 6:00 AM

PROPANE OPERATIONS

Dave Pluta	Service Tech. A
Rod Calhoun	Service Tech. B
James Moore	Gas Utility Worker

SAFETY

Tom Moen	Safety, Training & Compliance Coordinator

17. EMERGENCY ASSISTANCE LIST

Company	Contact	Telephone	Available Resources
Gulf Power Company	Andy McQuagge	(850) 444-6422	Crews
West Florida Electric Coop	Bill Rimes	(850) 263-6518	Crews
FPU-Marianna	Buddy Shelley	(850) 562-6811	Crews, Tree Crews, Support
BellSouth	M. Wyatt	(904) 727-1536	BellSouth Engineering
Comcast	Larry K.Winburn	(904) 380-7574	
Quantas/Dillard Smith	Brian Imsand	(423) 490-2206	Crews
Pike Electric Coop	Barry McCarthy	(912) 258-0645 cell (850) 632-5769 home	Crews
Public Service Commission	Dan Hoppe	(850) 413-6802	
Florida Electric Power Coord Group	R J Midulla	(813) 289-5644	Crews
Mastec	Ron Martin	(904) 562-2135	Crews
C & C Powerline	Rick Springer	(904) 751-6020	Crews
Asplundh	Ronnie Collins	(352) 256-2370 cell	Tree Crews
JEA	Dispatcher	(904) 665-7152	Power Supply

Vehicle Repairs Assistance			
Company	**Contact**	**Telephone**	**Available Resources**
Altec	John Armstrong	(205) 458-3445	Head of Service Technicians
Altec	Bobby Knittel	(352) 303-3894	Mobile Technician
Altec	Tim Hill	(386) 871-1421	Mobile Technician
Altec	Jim DeReus	(229) 854-9658	Mobile Technician
Carter Auto	Tommy Carter	(904) 491-8255	Repairs and Tires
First Coast Fab.	Doug Wolf	(904) 261-7611	Welding And Machine Work
General Truck	Howard Johnson	(904) 588-5423	Crane Repairs and Parts
Maudlin International Trucks	Jerry Green	(904)509-0012	Truck repairs and Parts
Moeller	George Moeller	(904) 415-2094	Vehicle Repairs and Welding
Napa	Tom Cox	(904) 261-4044	Parts and Tools
Power Pro-Tech	Jimmy Evans	(800) 437 4474	Generator Repairs
Tiresoles	Main Office	(904) 378-0090	Truck and Equipment Tires
Tiresoles	Chris	(904) 219-4035	Truck and Equipment Tires

18. EMERGENCY STOCK REQUIREMENTS

Bin#	Description	Qty Required	Qty On Hand	Order *
31-1065	WIRE,#8 BARE SOL SD CU TIE WIRE (SPOOL)	1000	2500	---
31-1095	WIRE,#6 CU SD SOLID POLY,TX RISER WIRE (SPOOL)	1000	750	3000
31-1115	WIRE,#4 BARE SOL CU SD OH (SPOOL)	1000	990	2000
31-1310	WIRE,#4 AL OH SOFT TIE (SPOOL)	1000	2616	---
31-1350	WIRE,1/0 BARE STD AL OH (AZUSA)	1000	10535	---
31-1410	WIRE,4/0 BARE STD AL OH (ALLIANCE)	1000	23686	---
31-1460	WIRE,396.4 BARE STD AL OH (CANTON)	1000	12625	---
31-1470	WIRE,#477 BARE STD AL OH (COSMOS)	1000	5564	---
31-1475	WIRE,#636 BARE STD AL OH (ORCHID)	1000	9742	---
31-1479	WIRE,#2 AL DUPLEX OH (DOBERMAN/XLP)	1000	9500	---
31-1480	WIRE,#6 AL DUPLEX OH (COIL)(SHEPPARD)	600	1850	---
31-1580	WIRE,1/0 TRIPLEX OH (COIL)(GAMMARUS)	1000	3000	4000
31-1585	WIRE,1/0 TRIPLEX OH (REEL)(GAMMARUS)	1000	5650	---
31-1610	WIRE,4/0 STD TRIPLEX AL OH (LAPAS)	500	1125	---
31-1660	WIRE,1/0 QUAD AL OH (SHETLAND)	200	990	---
31-1715	WIRE,GUY 3/8 BEZINAL COATED	1000	2500	---
33-1030	WIRE,#2 AL URD 15KV	3000	6960	---
33-1050	WIRE,4/0 INS STD AL URD 15KV	6000	11230	---
33-1070	WIRE,750MCM AL URD 15 KV	3000	5292	---
35-1040	ANCHOR SCREW 5' X 10"	10	61	---
35-1050	ANCHOR SCREW 8' X 10"	10	37	---
35-1145	ARRESTOR,LIGHTNING,SILICONE 9 KV	20	64	---
35-2060	BRACKET,MOUNTING,AL ONE CUTOUT & ARRES.	20	24	30
35-2065	BRACKET,MOUNTING,AL	20	40	---
35-2075	BRACKET,SINGLE INSUL,FIBERGLASS,HORIZ.	20	39	---
35-2080	BRACKET,MOUNTING,AL HEAVY DUTY	10	15	---
35-2310	CLAMP,GROUND ROD 5/8"	20	269	---
35-2650	COUPLING GROUND ROD 5/8, CU CLAD(NON-THREAD)	50	157	100
35-2661	COVER,SERVICE SLEEVE #C2	200	810	---
35-2662	COVER,H-TAP #C5	200	362	200
35-2663	COVER,H-TAP #C7	200	238	200
35-2716	CUTOUT,SILICONE,SEACOAST	50	56	42
35-2717	FUSEHOLDER,200A CUTOUT	20	26	---
35-2718	FUSEHOLDER,100A CUTOUT	10	11	25
35-2835	GUARD,LINE 336.4 MCM AL OR ACSR	30	61	---
35-2840	GUARD,LINE 477 MCM AL OR ACSR	30	49	---
35-2855	GUARD,SQUIRREL	10	60	25
35-3014	INSULATOR,UPRIGHT 35 KV SILICONE	30	100	48

35-3025	INSULATOR,HORIZ MOUNT 35KV SILICONE INT BASE	60	71	96
35-3040	INSULATOR,POST TYPE 88KV W/CLAMP	12	20	---
35-3085	INSULATOR,SUSPENSION SILICONE 25 KV	20	31	36
35-3120	INSULATOR,GUY STRAIN 8 FT	10	13	20
35-3121	INSULATOR,GUY STRAIN 8 FT 36000 LB	10	105	---
35-3245	MOUNT,TX,BRACKET, SINGLE PHASE	10	25	---
35-3260	MOUNT,TX CLUSTER AL ABOVE 3-50KVA	4	6	---
35-3520	POLE,30 CL 6 CP	15	18	
35-3530	POLE,35 CL 4 CP	10	14	5 day
35-3545	POLE,40 CL 3 PP	10	13	
35-3550	POLE,40 CL 1 PP	15	19	
35-3575	POLE,45 CL 3	15	9	---
35-3579	POLE,45 CL H1	5	5	---
35-3590	POLE,55 CL H1	1	6	---
35-3760	ROD-GROUND COPPER CLAD 5/8" X 8' NON-THRD	30	404	---
35-3945	SWITCH,UNDERSLUNG	6	8	---
35-3946	SWITCH,INLINE	6	14	---
37-1000	CLAMP,DEADEND,#6-#4 AL SERVICE WEDGE	20	181	---
37-1020	CLAMP,DEADEND,#2-1/0 AL SERVICE WEDGE	40	88	200
37-1040	CLAMP,DEADEND,4/0 AL SERVICE WEDGE	40	147	200
37-1250	CLAMP,PARA GR #2 STD AL	50	181	---
37-1260	CLAMP,PARA GR #1/0 STD AL W/SS BOLTS	50	187	---
37-1270	CLAMP,PARA GR 4/0 STD AL	50	88	---
37-1290	CLAMP,PARA GR 350-477 AL OR 336.4-397.5 ACSR	50	120	---
37-1380	CONN,H-TYPE (WR9)	50	287	---
37-1390	CONN,H-TYPE (WR159)	100	247	---
37-1400	CONN,H-TYPE (WR189)	100	200	200
37-1415	CONN,H-TYPE (WR259)	100	150	200
37-1420	CONN,H-TYPE (WR379)	100	539	---
37-1425	CONN,H-TYPE (WR399)	100	264	250
37-1430	CONN,H-TYPE (WR419)	100	79	100
37-1455	CONN,H-TYPE (NB500-40)	30	224	---
37-1456	CONN,H-TYPE (NB500)	30	126	---
37-1620	CONN,VISE ACTION #6 CU	100	593	---
37-1630	CONN,VISE ACTION #4 CU	100	202	400
37-1640	CONN,VISE ACTION 6 SOL-#2 SOL CU	100	702	300
37-1650	CONN,VISE ACTION 2 SOL-#2 STD CU	100	522	500
37-1660	CONNECTORS-VISE ACTION 2/0 SOL -1/0 STD CU	100	206	450
37-1670	CONN,VISE ACTION 1/0 SOL-4/0 STD CU	100	101	350
37-1710	CONN,URD FLOOD SEAL 4 POSITION	30	38	---
37-1713	CONN,TX,OH,6 POSITION	25	166	---
37-1770	DEADEND,AUTOMATIC SS #2 STD CU	20	132	---
37-1780	DEADEND,AUTOMATIC SS 1/0 STD CU	20	48	---
37-1785	DEADEND,AUTOMATIC SS 2/0 STD CU	10	87	---

37-1790	DEADEND,AUTOMATIC SS 4/0 STD CU	20	107	---
37-1800	DEADEND,AUTOMATIC SS #2 STD AL	20	100	---
37-1810	DEADEND,AUTOMATIC SS 1/0 STD AL	20	56	---
37-1840	DEADEND,AUTOMATIC SS 4/0 STD AL	20	31	---
37-1850	DEADEND,AUTOMATIC SS 394.6 AL	20	82	---
37-1855	DEADEND,AUTOMATIC SS 477 AL	20	68	---
37-1891	DEADEND,FULL TENSION,COMP477 AL W/2 HOLE LUG	15	44	---
37-1892	DEADEND,FULL TENSION,COMPRESSION 636 AL	15	18	---
37-1970	LUG,TERM,URD 2/0 AL 2-HOLE	50	100	---
37-1980	LUG,TERM,URD 4/0 AL 1-HOLE	50	222	---
37-2120	SLEEVE,AUTO SPLICE #8 STD-#6 SOL CU	20	64	---
37-2130	SLEEVE,AUTO SPLICE #6 STD-#4 SOL CU	20	59	---
37-2141	SLEEVE,AUTO SPLICE #2 STD CU	20	255	---
37-2161	SLEEVE,AUTO SPLICE 1/0 CU	20	241	---
37-2190	SLEEVE,AUTO SPLICE 4/0 STR CU	20	44	---
37-2340	SLEEVE,SERVICE 2/0-2/0 AL/ACSR (IKL47)	100	106	100
37-2350	SLEEVE,SERVICE 4/0-1/0 AL (IKL66)	100	178	---
37-2360	SLEEVE,SERVICE 4/0-2/0 AL (IKL67)	100	122	100
37-2370	SLEEVE,SERVICE 4/0-4/0 AL (IKL69)	100	133	---
37-2375	SLEEVE,SERVICE 350-350 AL	50	111	---
37-2430	SLEEVE,FULL TENSION #2 STD AL	20	256	---
37-2450	SLEEVE,SERVICE FULL TENSION 1/0 STD AL	20	195	---
37-2480	SLEEVE,PRIMARY FULL TENSION 4/0 AL	20	113	---
37-2515	SLEEVE,PRIMARY FULL TENSION 397.5(396.4) AL	20	29	---
37-2530	SLEEVE,PRIMARY FULL TENSION 477 AL	20	47	---
37-2535	SLEEVE,PRIMARY FULL TENSION 636 AAC	20	65	---
37-2665	SPLICE KIT,URD 15KV #2 STD AL	12	58	---
37-2670	SPLICE KIT,URD 15KV-2/0 AL	17	43	---
37-2680	SPLICE KIT,URD 15KV-4/0 AL	12	36	---
37-2690	SPLICE KIT,URD 15KV 750 AL	12	35	---
37-2820	TERMINAL,PIN #2STD AL	50	116	300
37-2830	TERMINAL,PIN 1/0 STD AL	50	220	---
37-2835	TERMINAL,PIN 2/0 STD AL	50	31	20
37-2840	TERMINAL,PIN 4/0 STD AL	50	80	---
37-2845	TERMINAL,PIN 350 AL	10	59	---
37-2850	TERMINAL,PIN 500 AL	10	64	---
39-1220	FUSE LINK 7 AMP QA	75	117	50
39-1240	FUSE LINK 15 AMP QA	50	167	---
39-1260	FUSE LINK 25 AMP QA	50	117	50
39-1270	FUSE LINK 30 AMP QA	75	137	---
39-1290	FUSE LINK 50 AMP QA	75	180	25
39-1320	FUSE LINK 75 AMP QA	25	69	25
39-1330	FUSE LINK 100 AMP QA	25	73	---
41-1114	KITS,TERM OH FOR 2/0 AL	10	38	---

41-1115	KITS,TERM OH FOR #2 AL	20	20	10
41-1120	KIT,TERM SILICONE FOR #2 AL	10	29	---
41-1125	KIT,TERM OH,SILICONE FOR 4/0 AL	20	27	---
41-1148	ELBOW,LOAD BREAK TERMINATOR #2 W/TEST POINT	20	64	---
41-1150	ELBOW,LOAD BREAK, URD, 2/0 AL,15KV W/TEST POINT	10	34	---
41-1160	TERMINATOR,LOAD BREAK 4/0 W/TEST POINT	20	107	---
41-1195	STRAP,MOUNTING,TERMINATOR,#2,2/0 & 4/0 SS	50	67	---
41-1200	VAULT,SECONDARY,PEDESTAL	6	26	12
N/S	#2 Extended Repair Elbows	12	OK	---
N/S	#2/0 Extended Repair Elbows	12	OK	---
N/S	#4/0 Extended Repair Elbows	12	OK	---
N/S	EXTENDED SPLICE REPAIR KIT,#2 STR,3M QS II	5	6	---
N/S	EXTENDED SPLICE REPAIR KIT,2/0,3M QS II	10	14	---
N/S	EXTENDED SPLICE REPAIR KIT,4/0,3M QS II	5	8	---
NS 35-1185	ATTACHMENT,DOWN GUY	20	20	50
NS 35-1186	ATTACHMENT,DOWN GUY (POLE PLATE) WOOD 35MLB	10	OK	---
NS 35-1187	ATTACHMENT,DOWN GUY CONCRETE 35MLB	10	OK	---
NS 35-1350	BOLT,DOUBLE ARMING,GALV 5/8 X 18	30	OK	---
NS 35-1360	BOLT,DOUBLE ARMING,GALV 5/8 X 20	20	OK	---
NS 35-1430	BOLT,DOUBLE ARMING,GALV 3/4 X 22	20	OK	---
NS 35-1480	BOLT,DOUBLE UPSET,GALV 5/8 X 12	20	OK	---
NS 35-1640	BOLT,MACHINE,GALV 5/8 X 10	100	70	100
NS 35-1650	BOLT,MACHINE,GALV 5/8 X 12	100	20	200
NS 35-1660	BOLT,MACHINE,GALV 5/8 X 14	100	190	---
NS 35-1800	BOLT,MACHINE,GALV 3/4 X 20	50	OK	---
NS 35-1810	BOLT,MACHINE,GALV 3/4 X 22	50	OK	---
NS 35-1820	BOLT,MACHINE,GALV 3/4 X 24	50	OK	---
NS 35-1850	EYELET, 3/4" HOLE	50	75	400
NS 35-2245	CLAMP SUPPORT FOR #2,1/0,4/0 CU	50	OK	---
NS 35-2255	CLAMP SUPPORT FOR #2,1/0,4/0 AL	50	OK	---
NS 35-2265	CLAMP SUPPORT 394.6-477 AL	50	OK	---
NS 35-2375	CLEVIS,SECONDARY EXTENSION	20	OK	---
NS 35-2780	EYELET,THIMBLE ANGLE 5/8"	20	OK	25
NS 35-2895	GUY GRIP,3/8", BEZINAL COATED (352895)	100	10	200
NS 35-3130	LAG SCREW - 1/2"X4" GALV.	150	500	---
NS 35-3290	NUT EYE,GALV 5/8	30	30	50
NS 35-3300	NUT EYE,GALV 3/4	30	OK	---
NS 35-3320	NUT,THIMBLE EYE 5/8	20	OK	---
NS 35-3881	STRAP,CONDUIT OR PIPE 2" STAINLESS STEEL	40	OK	100
NS 35-3886	STRAP,CONDUIT OR PIPE 3" STAINLESS STEEL	40	OK	---
NS 35-3970	TAPE,SCOTCH #23-2	20	OK	---
NS 35-4020	TAPE,VINYL	50	OK	400
NS 35-4030	THIMBLE,GUY WIRE 3/8	200	OK	---

NS 35-4335	WASHER,DOUBLE COIL 5/8"	200	OK	---
NS 37-1865	DEADEND,AUTO,SLIDE OPENING WEDGE #4-4/0	50	OK	---
NS 37-1868	DEADEND,AUTO,SLIDE OPENING WEDGE 4/0-600	50	OK	---
	Transformer, Pad Mount 100 KVA	7	6	
	Transformer, Pad Mount 50 KVA	7	12	
	Transformer, Pad Mount 75 KVA	7	6	

*As of 5/5/10

19. TRANSPORTATION AND COMMUNICATION EQUIPMENT

TRUCK #	ITEM DESCRIPTION	X	Y	Z	RADIO INSTALLED	RADIO OPERABLE	DATE	BY	CONTACT/ COMMENTS
810	2010 INTL Bucket				N				
740	1995 INTL Bucket				N				
747	1998 INTL Bucket				N				
748	1999 Ford F- 350				N				
749	1999 INTL Derrick				N				
813	2010 Ford F-150				N				
756	2000 Ford F-150				N				
757	2000 Ford F-350				N				
762	2000 Chevy 2500				N				
809	1999 Ford F-150				N				
765	2001 Ford Ranger				N				
766	2001 Ford Ranger				N				
767	2001 Ford F-150				N				
768	2001 Ford F-150				N				
811	2010 Ford F-150				N				Safety
770	1997 Ford F-350				N				
774	2001 Ford Ranger				N				
812	2010 Ford Ranger				N				
816	2007 Buick Lucerne								
787	2002 Bobtail								
791	2000 Ford F-250								
792	2004 INTL Bucket				N				
793	2005 Bobtail								
814	2010 Ford F-150				N				
795	2006 Chevy Trailblazer								
796	2006 Chevy 1500								
797	2006 Ford F-550								
798	2005 INTL Derrick				N				
803	Bobtail								
804	2008 INTL Bucket				N				
807	2001 Ford F550 I&M				N				
808	2009 Toyota Prius - Conservation								
Trailers									
691A	1982 Reel Trailer								
692A	1982 Reel Trailer								
705A	1992 Brakehoe Trailer								
708A	1998 Under Ground Trailer								
754	1999 Reel Trailer								
755	1999 Reel Trailer								
763A	2000 Trackhoe Trailer								

786	2002 Maintenance Trailer								
790	2003 Pole Trailer								

Note: X = Operational Y = Material Z = Fuel

20. CRITICAL CUSTOMER LIST

A. Hospitals, Clinics, Nursing Homes

Name	Address	Telephone		Contact Person
Baptist Medical Center - Nassau	1700 East Lime St	321-3500 (main)		Wayne Arnold
Amelia Island Care Center	2700 Atlantic Ave	261-5518		Sharon Jamison
		753-3575 Home		
Quality Health	1625 Lime St	261-0771		Steve Jordan
		225-2351 (Answer service)		
Nassau County Health Dept.	30 South 4th St.	548-1860 or 548-1800		Eugina Seidel
Savannah Grand	1900 Amelia Trace Ct.	321-0898	Cell 662-4568	TammiHolland
Home 321-3478				
Osprey Village	76 Osprey Village Dr.	277-3337 x11	Cell 753-2435	Dana Sargent
Jane Adams House	1550 Nectarine St	261-9494	Cell 583-3526	Jeanett Adams

B. Public Utilities – Major Resorts

Name Address		Telephone		Contact Person
Fernandina Waste Water/Water	1007 South 5th St	277-7380 Ext. 224	753-1412 (cell)	John Mandrick
Amelia Utilities	5390 First Coast Hwy	261-0822	491-7330	Doug Hewett
		261-9452	261-0822	After Hours
		753-2989 plant		Danny White
Florida Power and Light		(800) 226-3545		
AIP – Security		277-5914		Gregory Curtis
Ritz Carlton		277-1100	753-1020(cell)	Victor Chavez
			753-2122(cell)	Tom Gagne
Bellsouth (Switching Office)	1910 S. 8th St.			
(Dist Office)		757-1910	904-635-1072 (cell)	Pam Henck

C. Major Disaster Shelters/Motels

Name	Address	Telephone	Contact Person
Nassau Holiday	Hwy 17, Yulee	225-2397	
Amelia Hotel	1997 So. Fletcher Ave	261-5735	
Amelia South Condo's	3350 So. Fletcher Ave	261-7991	
Beachside Motel	3172 So. Fletcher Ave	261-4236	
Elizabeth Pointe Lodge	98 So. Fletcher Ave.	277-4851	
Days Inn	2707 Sadler Road	277-2300	
Hardee Elementary	2200 Susan Drive	491-7936	
F. B. High School	435 Citrona Drive	491-7937	
F.B. Middle School	315 Citrona Drive	491-7938	
Southside Elementary	1112 Jasmine St.	491-7941	
Yulee Elementary	86083 Felmore Rd.	225-5192	
Yulee High School	85375 Miner Rd.	225-8641	
Yulee Middle School	85439 Miner Rd.	491-7944	
Yulee Primary	Goodbread Road	491-7945	
Hampton Inn	2549 Sadler Road	321-1111	
Comfort Inn	76043 Sidney Place	225-1092	
Holiday Inn	76071 Sidney Place	849-0200	
Hampton Inn (downtown)	19 South 2nd St	491-4911	
Comfort Suites	2801 Atlantic Ave.	261-0193	

D. Municipal and State Emergency Services

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

E. Communication and Broadcasting Services

Name	Address	Telephone	Contact Person
WOKV Radio		245-8866	Rich Jones
	Cell	718-7503	
WQIK Radio		636-0507	
WAPE Radio		245-8500/01	Tim Clarke

F. Major Food Storage/Processing Facilities

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

G. Correction Facilities

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

H. Airports

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

G. News Media

Name	Address	Telephone	Contact Person
Fernandina Newsleader	261-3696	Fax 261-3698	

21. **ADDRESS AND TELEPHONE LISTING OF ACTIVE EMPLOYEES**

Name	Address	Telephone
Atkins, Mary	111 S. 11th St.	753-3208
Atkins, Michael	4736 Saint Marc Ct	556-2621
Beale, Susan	86189 Augustus Ave	225-0416
Beverly, Justin	45673 Pickette St, Callahan	370-9596
Blazina, Greg	115 Pineapple Ct., Longwood, Fl	407-339-5649
Boatright, Curtis	768 Wax Wing Lane	261-6988
Bolyard, Renee	96032 Inlet Cove Court	261-2123
Brown, Clint	85116 Harts Rd, Yulee	548-0675
Brown, Jevon	86175 Courtney Isle Wy #1210, Yulee	572-2132
Calhoun, Rod	1887 White Sands Way	432-8255
Clardy, Bill	97067 Lee Rd. Yulee	261-4269
Cutshaw, Mark	32547 Willow Parke	491-7107
Davis, Sarah	2137 Oak Ridge Drive	891-8108
Gamble, Linda	96090 Hidden Marsh Lane	277-8682
Goins, Mia	1417 Holly Drive	352-0672
Grant, Bill	1714 Park Ave	491-7898
Harris, Alfonzo	96081 Baker Dr., Yulee	430-6142
Hebert, Chris	23904 Crescent Parke Dr.	277-3444
Hindsley, Jeff	1812 Reatta Ln	261-7952
Kildow, Parrish	2698 Forrest Dr #A8	912-387-6371
LaCharite, Roger	22 Long Point Drive	321-4262
Maxwell, Donnie	411 So. 4th St	583-1536
Moen, Tom	1603 Geddes	310-9522
Montgomery, Dean	87749 Haven Rd, Yulee	415-3086
Moore, James	812 Parkview Place West	432-8354
Moore, Randy	76276 Dove Rd. Yulee	225-8769
Peacock, Lewis	86309 Yulee Hills Rd, Yulee	572-2186
Pluta, Dave	97158 Castle Ridge Dr. Yulee	321-1343
Puentes, Jorge	86125 Moriches Drive	430-2011
Reed, Roger	2202 High Rigger Ct	261-3160
Richardson, David	83057 St. Mark Drive, Yulee	548-0499
Scandaliato, Don	87493 Roses Bluff Rd	261-7952
Simmons, Terry	622 Spanish Way E	261-0321
Taylor, Steve	1621 Highland St.	261-8738
Thornton, Patti	2035 Bridal Rd.	261-8294
Wagner, Shannon	3165 S. Fletcher Ave. #18	310-6307
Wilkes, Charles	4856 Why Rd.	261-6355
Williams, Rena	2034 Russell Road	491-6283
Winston, Linda	96075 Starlight Lane, Yulee	583-4210
Zambrano, Leslie	2135 Cumberland Ct.	556-5451

22. Emergency Telephone List

A. **Telephone Repair**

AT & T	(888) 757-6500	
Coastal Telephone (Cabling & repair)	225-5603	Albert Hudson
(After Hours)	206-0485	

B. **Radio Repair**

Fisher Communications	(904)389-2141	Larry Lappen

C. **Jacksonville Electric Authority** 800-683-5542

Dispatcher	(904) 665-4806	
Dispatcher Supervisor	(904) 665-4156	Allen Putnam
Storm Coordinator	(904) 665-7145	Garry Baker
	(904) 665-7110	Ricky Erixton
SOC (System Operation Center)	(904) 665-4806	

D. **Emergency Management**

Nassau County	(904)548-4980	TBD

E. **Law Enforcement - 911**

Nassau County	225-0331	Sheriff – Tommy Seagraves
F.B. City	277-7342	City Police Chief – James Hurley

F. **Ambulance - 911**

G. **News Media**

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

H. **City/County Officials**

Nassau County Office	491-7380		
Danny Leeper	(H) 261-8029	430-3868 Cell	County Commissioner
Stacy Johnson	(H) 261-1154	583-2746 Cell	County Commissioner
Walter Boatright	(H) 879-2564	753-0141 Cell	County Commissioner

County Manager)	(W) 491-7380	Ted Selby	
Susan Steger – City Mayor	(W) 277-0788	206-0572 Cell	(H) 261-4372
Michael Czymbor - City Manager	(W) 277-7305	753-4330 Cell	(H) 310-6182
Jason Higginbotham - City Fire Chief		753-4293 Cell	
James Hurley - City Police Chief –	(W) 277-7344	753-4244 Cell	

I. **Public Service Commission**

Director	(800) 342-3552
Dan Hoppe-Director	(850) 413-6802
Mark Futrell-Director	(850) 413-6692

J. **Genarator Repair**
See Emergency Assistance List Section 17.

K. **FPUC NE Substations**

Stepdown	277-1974
JL Terry	277-1973
AIP	277-1975

23. LOGISTICS

Motels:

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

Restaurants:

Applebee's	206-4300	2006 South 8th Street
Baxter's	277-4503	4919 1st Coast Hwy
Florida House	491-3322	22 South 3rd Street
Sonny's BBQ	261-6632	2742 So. 8th St.
Barbara Jean's	277-3700	960030 Gateway Blvd.
Huddle House	261-2933	1855 S. 8th St
Murrays Grill	261-2727	SR 200
Chilis	225-8666	SR 200

Food Stores:

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

Cellular Phones:
Sprint/Nextel 1800-777-4681

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

Ice Supply:
Winn Dixie 277-2539

Service Stations:

Flash Foods Store's	261-6563
Sonoco	277-2384

Vehicle Repair Facilities:

Altec Industries Inc	(561) 686-8550 West Palm Beach
Maudlin International	(904) 783-9822

Rental Equipment
United Rental (904)757-9393

Cable Davenport Cell# (904)759-8257

Flashlights (20 w/batteries): Quantity on hand

WalMart (Additional) 261-5306

Portable AM/FM Radios w/batteries:

WalMart 261-5306
Walmart (Yulee) 261-9410

24. SERVICE PLAN TO SUPPLY POWER TO FPU OFFICES

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

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

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

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

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

25. DAMAGE ASSESSMENT PLAN

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

General Manager, Northeast Florida
Check along the transmission route from the East side of Lofton Creek to the Stepdown Substation. Check Step Down Substation.

Technical Projects Manager
Check along the transmission route from the Stepdown to JLTerry Substation. JL Terry to Rayonier and Smurfit. Check JL Terry and Chip Mill Substations.

Engineer
Check along the transmission route from JEA Nassau Substation to the West side of Lofton Creek.

Service Supervisor
Check along South Fletcher Av then down Sadler Road to the office.

Engineering Manager
Check along the Transmission route from the Stepdown to AIP Substation. Check AIP Substation.

26. POST-STORM DATA COLLECTION AND FORENSIC ANALYSIS

FPUC will employ contractors to perform both the post-storm data collection and forensics analysis should a significant storm occur. The contractors will be provided with system mapping information and requested to collect post-storm damage information on areas as defined by the company. The areas will be selected in order to survey the areas in which the most damage occurs in order to gain the most information.

Damage will be identified so that the cause of the outage is identified as it relates to trees, wind, debris, conductor failure, pole failure, etc. which will be identified on the map. Depending upon the degree of damage, forensic analysis may be collected during this process. However, if the damage is extensive the forensics analysis will be performed as soon as possible after the post-storm data collection is completed.

Data collected during the collection process will be analyzed after completion of all storm related work has been completed. This analysis will summarize the type damage and failure modes of outages in order to determine methods to improve reliability in the future.

FLORIDA PUBLIC UTILITIES COMPANY

NORTHWEST FLORIDA DIVISION

FLORIDA PUBLIC
UTILITIES

EMERGENCY PROCEDURES
2012

1. Objective

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

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

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

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

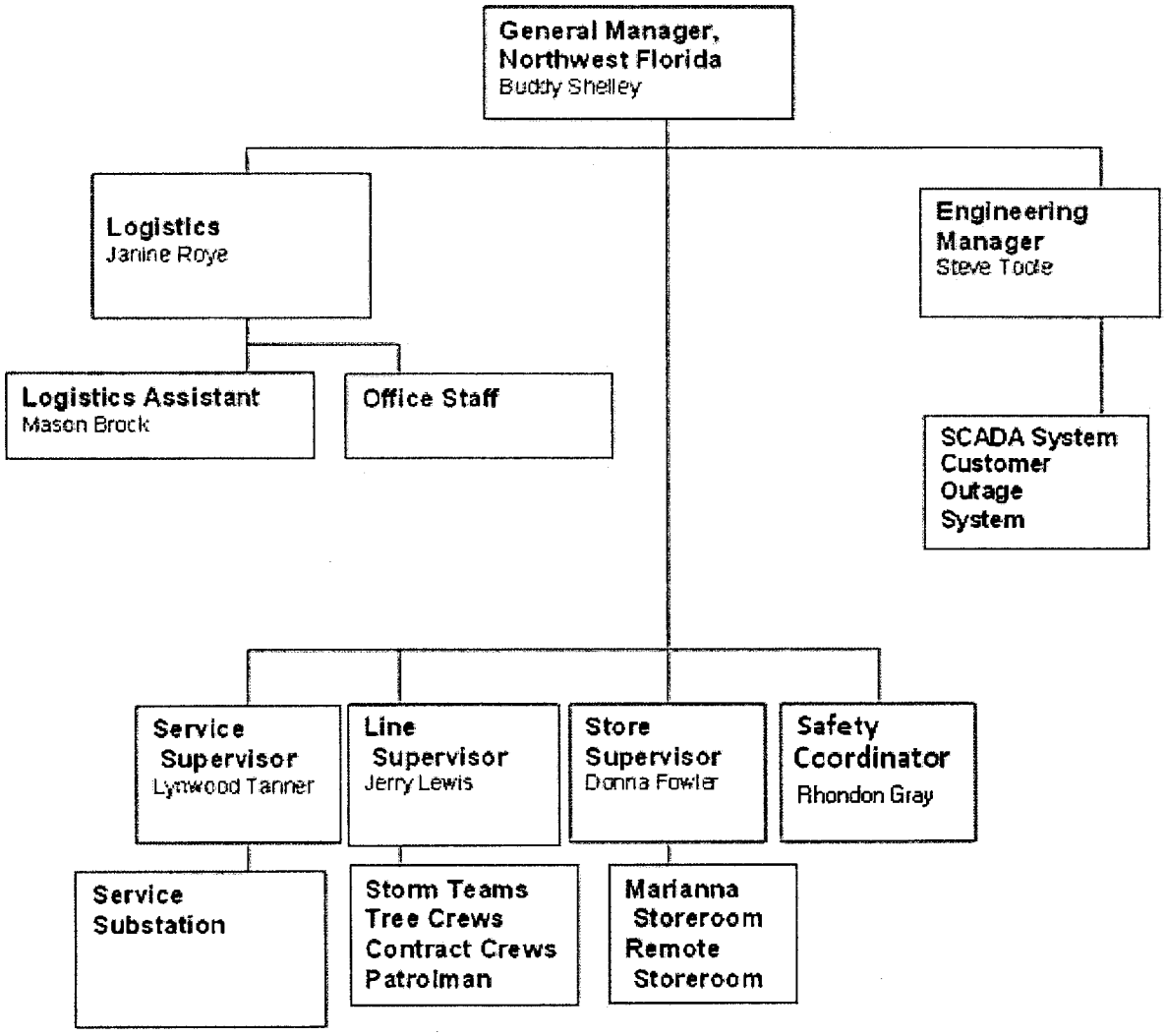
D. Provide for orderly restoration activities in order to provide efficient and rapid restoration.

E. Provide all logistical needs for employees and contractors.

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

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

2. ORGANIZATIONAL CHART



3. EMERGENCY PERSONNEL POLICY

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

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

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

C. During an emergency, the company will maintain a small workforce to monitor the emergency and address emergency conditions that may exists. This workforce will be located at a safe location and work closely with the Counties served EOCs. The company will determine what workforce is required and will consider utilizing those employees who volunteer for this type of work. The General Manager, Engineering Manager, Line and Service Supervisors will form the basis of this group. Other employees will be included based on the severity and timing of the emergency.

D. All employees are strongly encouraged to have a personal evacuation plan and know what to do during an emergency condition that impacts the service area. The plan should take into consideration the magnitude of the emergency and the significance of the actions that may be necessary. The plan should ensure that the employee and their family are safely out of harm's way while still allowing the employee to respond as required when the emergency conditions subside to a manageable level.

E. The company plans to move much of the transportation equipment to separate locations to ensure one event does not cause damage to the fleet. Employees are encouraged to volunteer to take certain vehicles with them prior to the emergency and use them to return to work as soon as possible after the emergency conditions subside to a manageable level. The company will determine how the transportation equipment is distributed among the volunteer employees.

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

G. EMPLOYEES ARE TO MAKE EVERY REASONABLE EFFORT TO REPORT TO WORK. IT'S UNDERSTOOD THAT THERE WILL BE INSTANCES WHERE EMPLOYEES JUST CAN'T GET TO WORK. IF YOU ARE UNABLE TO REPORT TO WORK MAKE EVERY EFFORT TO CONTACT YOUR SUPERVISOR TO REPORT YOUR ABSENCE.

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

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

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

consecutive hours.

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

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

4. GENERAL RESTORATION GUIDELINES

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

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

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

Restoration activities will be handled in the following manner:

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

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

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

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

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

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

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

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

5. Emergency Safety Precaution

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

A. SIZING UP WORK:

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

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

B. INSULATION:

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

C. DISTRIBUTION CIRCUITS ON OR NEAR TRANSMISSION POLES:

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

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

D. STREET LIGHTING WIRES:

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

E. FUSE CUT-OUT CLEARANCE:

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

F. REQUIREMENTS FOR USE OF RUBBER PROTECTIVE APPARATUS:

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

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

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

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

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

G. SWITCHING ORDERS:

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

NO DEVIATION FROM THIS RULE WILL BE PERMITTED.

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

H. SWITCHING ORDER:

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

I. HIGH WATER:

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

J. BROKEN CONDUCTORS:

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

6. **Annual Preparations**

General Manger, Northwest Florida

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

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

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

D. Schedule and conduct half day emergency procedure training sessions prior to July 1.

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

Engineering Manager

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

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

C. Update and have on hand the following:

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

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

Logistics

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

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

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

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

D. Have "Emergency Vehicle" cards for vehicles.

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

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

G. Update status of building security firm.

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

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

I. Update the procedure of the Lockbox Operation.

Line and Service Supervisors

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

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

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

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

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

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

G. Update status of vehicle repair facilities

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

General Manager, Northwest Florida

A. Monitor the emergency.

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

C. Check the status of personnel on vacation.

D. Handle all media request.

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

F. Consult with FPUC President concerning activation of Division Emergency Procedures.

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

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

Line and Service Supervisors

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

B. Check emergency stock levels and fuel supplies.

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

D. Check all communication equipment.

E. Review safety precautions with all personnel.

F. Review line department job assignments with personnel and pass out necessary forms, information.

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

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

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

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

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

Logistics

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

B. Arrange with telephone company additional lines if necessary.

C. Ensure all computers are backed up and secured.

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

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

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

G. Make definite arrangements for contract crew lodging.

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

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

J. Make arrangements for an abundant supply of ice.

K. Make definite arrangements for building security.

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

Engineering Manager

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

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

C. Begin constant monitoring customer outages and SCADA system.

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

F. Monitor time/material needs of contractors.

G. Assemble for safety briefing.

8. During the Emergency

General Manager, Northwest Florida

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

B. Keep media sources informed.

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

Engineering Manager

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

B. Coordinate overall restoration process.

C. Process customer outage system analysis and monitoring SCADA system to determine outage locations.

D. Activate control room.

Logistics

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

B. Coordinate assistance to employees and their families.

C. Have food and drinks available to all employees.

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

Line and Service Supervisors

A. Be located at the Northwest Florida office

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

9. After the Emergency

General Manager, Northwest Florida

A. Determine manpower requirement from information provided by Others. Contact WPB concerning the situation, if possible, and advise whether or not the additional personnel should continue to the Northwest Florida.

B. Begin making request for additional manpower to contractors.

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

Engineering Manager

A. Initiate damage assessment teams.

B. Prioritize and schedule the restoration process.

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

D. Provide damage assessment to General Manager.

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

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

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

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

Logistics

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

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

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

D. Provide assistance as needed.

E. Ensure building security firm is operating at office.

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

G Ensure caters are available as needed.

Line and Service Supervisors

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

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

C. Provide outside crews with all necessary information and SAFETY INFORMATION.

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

I. Monitor and provide assistance in repairing vehicles.

10. Operating Procedure

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

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

A. Before the Storm

All operating personnel should be instructed as to:

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

B. During the Storm

1) First Stage - Repairing All Cases Reported

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

2) Second Stage - Clearing Trouble From the Lines

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

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

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

3) Third Stage - De-energizing Main Lines

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

C. After the Storm

Discuss with Safety Coordinator on safety concerns/near miss during restorations.

1) Sequence of Restoration

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

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

2) Line Patrols

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

11. Telephone Operators Guide

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

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

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

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

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

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

Suggested Answering Routine to be used by All Operators

Phase 1 - Early Trouble Prior to Extensive Damage

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

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

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

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

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

Phase 3 - Damage Evaluated and Repair Time Estimated

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

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

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

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

Operators Guide

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

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

1. Be courteous to each customer.
2. Give him as much information as is available of the restoration work.
3. Record each call and report the information vital to restoring the customer's service.
4. Handle each call as briefly as possible.
5. Thank the customer for calling.
6. Do not give the news media information. If a request for new information is received, record the name of the individual, news organization, telephone number and specific request. Inform the caller that a company representative will return the call. The information should be sent immediately to the General Manager, Northwest Florida.
7. During an emergency condition, some customers will contact the company for reasons that do not pertain to the emergency. These calls should be recorded and the exact customer needs should be stated in the remarks column. These calls may include disconnections, reconnections, etc., or may be a personal call to an employee. After the contact has been recorded, the completed form should be given directly to the supervisor.

Entering Outages

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

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

12. Media/Public Information Guide

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

13. Warehouse Procedure

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

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

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

14. Lockbox Procedure

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

Annual

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

Prior to the Emergency

1. The Logistics Manager will contact the post office to determine mail delivery schedules and alternatives. Rerouting of mail may be required and involve the Customer Relations Director notification of billing contractor.

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

After the Emergency

Contingency Plan #1

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

Contingency Plan #2

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

Contingency Plan #3

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

15. Personnel Backup Contingencies

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

General Manager, Northwest Florida
Engineering Manager
Service Supervisor
Line Supervisor

Engineering Manager
Service Supervisor
Line Supervisor

Logistics Manager
Energy Conservation Representative

16. **Employee Assignments**

TENTATIVE SCHEDULE

DAY SHIFT 6:00 AM Reporting Time		NIGHT SHIFT 6:00 PM Reporting Time	
OFFICE		**OFFICE**	
Buddy Shelley	General Manager, NW	Donna Fowler	Stores Supervisor
Steve Toole	Engineering Manager	Pam Thomas	Telephone
Janine Roye	Logistics Lead		Telephone
Mason Brock	Logistics	Stephen Amos	Telephone
Shane Magnus	Engineering	Donnie Tew	Engineering /Cust. Outages
Sally Jones	Telephone		
Kim Hall	Telephone	**SERVICE CREWS**	
Laura McCoy	Telephone	Brady Foran	Working Foreman
		Stan Sims	App.Lineman
LINE CREWS			
Jerry Lewis	Line Supervisor	**PATROLMAN/GUIDE**	
Darryl Grooms	Working Foreman	Claude Holden	Patrol/Guide
Danny Mathis	Working Foreman		
James Ussery	Lineman		
Kevin Harris			
Jeremy Hill	Lineman		
Chris Allen	Apprentice Lineman		
SERVICE CREWS			
Lynwood Tanner	Service Supervisor		
Woody Hall	Working Foreman		
Alvin Foran	Lineman		
Bobby See	IMC Technician I		
John Griffin	IMC Technician I		
Andy Bevis	Lineman		
STORES			
Donna Fowler	Stores Supervisor		
Doug Jones	Warehouseman		
PATROL/GUIDE/SAFETY			
Rhondon Gray	SAFETY		
Virginia Nail	Patrol/Guide		
Kate Jones	Patrol/Guide		

17. **Emergency Assistance List**

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

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

18. Emergency Stock Requirements

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

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

19. **Transportation and Equipment**

810	Fork Lift								
859	Pole Trailer								
860	Material Trailer								
861	Combination Pole Trailer								
862	Wire Retrieving Trailer								
863	Wire Pulling Trailer								
969	Freightliner/Derrick								
979	Freightliner/Derrick								
968	Material Handler/Freightliner								
980	Bucket Truck								
977	GMC Pick-Up Truck (O'Pry)								
946	Pick-Up Truck (Griffin)								
971	GMC Canyon PU (Jones)								
972	GMC Canyon PU (Spare)								
970	GMC Canyon PU (Nail)								
949	Toyota Truck (Spare)								
957	Toyota Pre-Runner (Tew)								
954	Altec Material Handler								
974	Altec Material Handler								
956	Toyota Pre-Runner (Flag)								
958	Chevrolet Malibu (Spare)								
959	Toyota Tundra (Spare)								
960	Toyota Tundra (Tanner)								
983	Altec Service Material Handler								
962	GMC Savanna Van (See)								
965	Altec Material Handler								
966	GMC Sierra Pickup (Lewis)								
967	GMC Sierra Pickup (Holden)								
865	Signboard								
866	Trailer								
975	Chevy Pickup (Toole)								
978	GMC Pickup (Shelley)								
9__	Toyota Rav4 (Brock)								
999	Ford Pickup (Gray)								

Note: X = Operational

Y = Material
Z = Fuel

20. Critical Customer List

A. Hospitals, Clinics, Nursing Homes

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

B. Public Utilities

Name	Address	Telephone	Contact Person
Marianna Waste Water	2832 Davey St.	482-4353	Jim Dean
Sunland Waster Water T.P.	3693 Industrial Park	"	"
Park St. Pump Station	2988 Park St.	"	"
Davis Field Pump Station	4457 South St.	"	"
Sheffield Pump Station	3325 Old US Rd.	"	"
Marianna Well #5	Clinton & Noland St.	"	"
Marianna Well #6	Ninth Av. & Third St.	"	"
Marianna Well #1	Hwy 90 W/ Pool	"	"
Marianna Public Work	4168 South St.	"	"
Marianna Gas Department		"	"

C. Major Disaster Shelters/Motels

Name	Address	Telephone	Contact Person
Best Western 2086 Hwy 71	526-5666		
Comfort Inn	2175 Hwy 71	526-5600	
Exective Inn	4113 Lafayette	526-3710	
Best-Value Inn 4168 Lafayette	482-4973		
Chipola Jr. College	3094 College Dr.	526-2761	
Cottondale High School	2680 Levy St	482-9821	Lee Miller
Malone High School	5361 North St	482-9950	Lee Miller
Marianna High School	Caverns RD.	482-9605	Lee Miller
Marianna Middle School	4144 South St.	482-9609	Lee Miller
Riverside Elementary	2958 Cherokee St.	482-9611	Lee Miller
Golson Elementary	4258 Second Av.	482-9607	Lee Miller
Microtel	4959 Whitetail Dr.	526-5005	Harkins
Hampton Inn	2185 Hwy 71	526-1006	D Thompson
Budget Inn	4135 Lafayette St	482-2700	R Shah
Fairfield Inn	4966 Whitetail Dr.	482-2578	
Ramada Limited	4655 E. Hwy 90	526-3251	
Comfort Inn	2214 Hwy 71	482-7112	
Marianna Inn	2222 Hwy 71	526-2900	

D. Municipal and State Emergency Services

Name	Address	Telephone	Contact Person
Florida Highway Patrol	3613 Hwy 90	482-9512	Lt. Moore
Jackson Co. Sheriff Dept.	4012 Lafayette St	482-9624	L. Roberts
Cottondale Police Dept.	2659 Front St.	352-4361	Watford
Marianna Police Dept.	2890 Green St.	526-3125	H. Baggett
Jackson Co. Fire & Rescue	Industrial Park Dr.	482-9669	R Brown
Alford Fire Dept.	1768 Georgia St	638-8657	B Yongue
Cottondale Fire Dept.	2669 Front St.	911	B Keyes
Malone Fire Dept.	5187 Ninth Ave.	911	M Padget
Marianna Fire Dept.	4425 Clinton St.	482-2414	J Barwick
Emergency Management	.	482-9683	Andreason
Emergency Management	.	573-1058	Andreason

E. Communication and Broadcasting Services

Name	Address	Telephone	Contact Person
WTOT/WJAQ Radio	4376 Lafayette St	482-3046	D Moore
Jackson County Floridan	4403 Constitution Ln	526-3614	V. Roberts
WMBB	Panama City	850-769-2313	M. McAfee

F. Major Food Storage/Processing Facilities

Name	Address	Telephone	Contact Person
Malone IGA	5417 10th St.	569-2635	
Grocery Outlet	Lafayette St.	526-5528	D. Pendergrass
Sunshine Food-Greenwood	S. Main	594-1286	
Winn Dixie	4478 Lafayette St	482-5303	Russ
Daffin Food Service	2867 Estes	482-4026	J. Milton
Walmart Superstore	Highway 71	526-5744	M. Gilmore
Save-a-lot	4700 Hwy 90	526-4700	

G. Correction Facilities

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

I. Airports

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

***EMERGENCY FUEL**

24HRS. DONALD CUTCHINS **STORM/FUEL SHORTAGE**
(h)352-2906 ©573-1505 **(w) 482-7003 © 643-8925**

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

Name	Address	Telephone
Allen, Chris	3601 Guinea Runway, Marianna , Fl. 32448	693-4301
Amos, Stephen	2982 Dixon, Marianna, Fl. 32446	557-0800
Bevis, Andy	3400 Riley Drive, Marianna, Fl 32448	557-6484
Brock, Mason	2970 Chase Way, Marianna, FL 32446	557-0180
Foran, Alvin	16846 NW CR 379A, Bristol, FL 32321	643-2582
Foran, Brady	2948 Gardenview Rd Cottondale, FL 32431	579-4238
Fowler, Donna	PO Box 1250, Marianna, Fl. 32446	557-3495
Gray, Rhondon	PO Box 31 Cottondale, FL 32431	352-4644
Griffin, John	2776 Kynesville Road, Cottondale, FL 32431	579-2479
Grooms, Darryl	3568 Flat Rd Greenwood, FL 32443	209-7144
Hall, Kim	3791 Old Cottondale Rd, Marianna, FL 32448	526-3144
Hall, Woody	3791 Old Cottondale Rd, Marianna, FL 32448	526-3144
Hill, Jeremy	3158 Swaills Rd, Alford, FL 32420	326-0266
Harris, Kevin	2341 Cycle Lane, Cottondale, FL 32431	579-0101
Holden, Claude	2126 Tanner Rd Marianna, FL 32448	526-2664
Jones, Doug	PO Box 654, Malone, Fl. 32445	569-2836
Jones, Kate	25404 NW Bowden Rd., Altha, Fl. 32421	762-2984
Jones, Sally	22473 NW Goodwin Rd., Altha, Fl 32421	762-8366
Lewis, Jerry	15869 NW Pea Ridge Road, Bristol, FL 32321	643-5797
Magnus,Shane	16405 Castile Ave.,Panama City Beach 32413	209-3493
Mathis, Danny	4420 Spring Valley Dr, Marianna, FL 32448	526-3390
McCoy, Laura	2694 Old Airbase Road, Marianna, FL 32448	526-2998
Moyer, Leslie	PO Box 6311 Marianna, Fl. 32447	209-2266
Nail, Virginia	5701 Nubbin Ridge Rd., Greenwood, Fl. 32443	594-7570
Roye, Janine	2850 Paulding Court, Alford, Fl. 32420	579-4754
See, Bobby	2679 Dock Rd, Cottondale, FL 32431	579-4467
Shelley, Buddy	3849 Hwy 90, Marianna, Fl. 32446	557-6480
Sims, Stan	5056 Pondview Loop, Marianna, Fl. 32448	573-1237
Tanner, Lynwood	P. O. Box 6401, Marianna, FL 32447	579-4679
Tew, Donnie	4951 Carousel Loop, Marianna, FL 32448	482-4126
Thomas, Pamela	3350 Plantation Circle, Marianna, FL 32446	482-2847
Toole, Steve	915 Daniel Dr., Alford, Fl. 32420	579-4455
Ussery, James	2510 Railroad St., Cottondale, FL 32431	352-3928

22. Emergency Telephone List

A. Telephone Repair

Century Link (Wilton Crawford)	526-3481 or (611)

B. Radio Repair

Verizon (Jerry Fox)	(850) 867-9633

C. Gulf Power Company

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

D. Emergency Management

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

E. Law Enforcement - 911

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

F. Ambulance - 911

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

G. News Media

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

H. City/County Officials

Jackson County	482-9633
Calhoun County	674-4545
Liberty County	643-5404
Alford	579-4684
Bascom	569-2234
Cottondale	352-4361
Greenwood	594-1216
Malone	569-2308
Marianna	482-4353
Altha	762-3280
Bristol	643-2261
Blountstown	674-5488

II. Public Service Commission

Tim Devlin, Dir. Economic Regulation	413-6900
Dan Hoppe, Dir, Auditing and Safety	413-6480
Joseph Jenkins	413-6626
Bob Trapp	413-6632
Roland Floyd	413-6676
Connie Kummer	413-6701

23. Logistics

Motels:

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

Air Mattress/Cots:

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

Laundry & Linen Services/Supplies:

UniMac Express Laundry	482-6504
Nifty Cleaners	482-2825

First Aid Supplies:

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

Restaurants:

Captain D's	482-6230
Beef O Bradys	482-0002
Fortune Cookie	526-3735
Jim's Buffet & Grill	526-2366
Madison's Warehouse	526-4000
Dairy Queen	482-1055
Sonny's Barbecue	526-7274
Ruby Tuesday	526-7100
Waffle Iron	526-5055
Zaxby's	633-4545
The Oaks	526-1114
Hungry Howies	526-7878
Ruby Tuesday	526-7100
Waffle Iron	526-5055
Zaxby's	633-4545
The Oaks	526-1114
Hungry Howies	526-7878
Firehouse Subs	482-5883
San Marcos	482-0062
Pizza Hut	482-5900
Gazebo Rest.	526-1276

Catering:

Sweet Stuff Bakery	526-2250

Food Stores:

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

Cellular Phones:

Verizon	526-7701

Water Supply:

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

Ice Supply:

Winn Dixie	482-5303

Service Stations:

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

Vehicle Repair Facilities:

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

Flashlights (20 w/batteries):

Quantity on hand
Mayer Electric (Additional)800-216-6712

Portable AM/FM Radios w/batteries:

WalMart	526-5744

Necessary Supplies for Northwest Florida Office:

Food Items:

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

Supplies:

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

24. Service Plan to Supply Power to FPU Offices

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

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

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

25. Damage Assessment Plan

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

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

Safety Coordinator
Check Chipola Substation. Check along Old US Rd to Hwy 90.

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

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

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

26. Damage Assessment Form

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