



Matthew R. Bernier
SR. COUNSEL
Duke Energy Florida, Inc.

February 28, 2014

VIA HAND DELIVERY

Mr. Tom Ballinger, Director
Division of Engineering
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Annual Service Reliability Report for 2013; Undocketed

Dear Mr. Ballinger:

Pursuant to Rule 25-6.0455, F.A.C., enclosed is an original and four (4) copies of the subject report on behalf of Duke Energy Florida, Inc. Also attached is a CD of the report in electronic format. Please feel free to call me at (850)521-1428 should you have any questions.

Thank you for your assistance with this matter.

Sincerely,

Matthew T. Bernier

MTB/emc
Enclosure

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2013 Year End Customers Served by Region

Zone/Regions	3 Char OP	Op Center	Cust Served	Date
NORTH CENTRAL	APK	APOPKA	95,421	12/31/2013
	DEL	DELAND	76,942	12/31/2013
	JAM	JAMESTOWN	127,422	12/31/2013
	LNG	LONGWOOD	83,226	12/31/2013
			383,011	
NORTH COASTAL	INV	INVERNESS	70,441	12/31/2013
	MON	MONTICELLO	46,923	12/31/2013
	OCA	OCALE	77,030	12/31/2013
			194,394	
SOUTH CENTRAL	BNV	BUENA VISTA	102,012	12/31/2013
	CLR	CLERMONT	29,833	12/31/2013
	HIL	HIGHLANDS	56,011	12/31/2013
	LKW	LAKE WALES	93,658	12/31/2013
	SEO	SE ORLANDO	83,188	12/31/2013
	WGN	WINTER GARDEN	73,386	12/31/2013
			438,088	
SOUTH COASTAL	CLW	CLEARWATER	151,714	12/31/2013
	SEV	SEVEN SPRINGS	169,120	12/31/2013
	STP	ST. PETERSBURG	163,062	12/31/2013
	WAL	WALSINGHAM	147,441	12/31/2013
	ZEP	ZEPHYRHILLS	24,736	12/31/2013
			656,073	
SYSTEM			1,671,566	12/31/2013

I. OVERALL RELIABILITY PERFORMANCE – 2013 (Rule 25-6.0455, F.A.C.)

a. Discuss overall performance absent adjustments

Please see attached Form 102. In 2013, Duke Energy Florida experienced (3) tornado events and (1) named storm. Tropical Storm Andrea (June 5th to June 6th) affected all 4 Zones in the DEF service territory and the tornado events (February 25th and April 14th) affected the North Coastal Zones. Furthermore, the tornado events on June 24th to June 25th affected the South Coastal Zone (all weather events total 18.8 SAIDI minutes). Please see table below for details.

Year	2008	2009	2010	2011	2012	2013
Weather excluded SAI	72.9	6.5	2.5	65.3	52.4	18.8

In 2013, DEF’s SAIDI (absent adjustments) was 107.9, which is the lowest since DEF has been recording reliability performance goals. Even with seven non-excluded SAIDI storm days (totaling 13.6 minutes) impacting the system, DEF’s 2013 SAIDI (absent adjustments) performance surpassed the previous years. This performance improvement is a result of continuous focus on reliability projects including, but not limited to, Storm Hardening, Targeted Reliability, and Feeder Standardization programs. Please see table below for details.

Year	2008	2009	2010	2011	2012	2013
Reported SAIDI	174.7	109.1	114.7	172.4	142.9	107.9

b. Describe the level of detailed reliability data the Company tracks.

The Company tracks detailed reliability information in various databases. This detailed data is recorded per event, which includes affected device, time of day, length of outage, cause of outage, number of customers affected and other pertinent information.

c. Describe Company efforts to increase critical review of detailed reliability data.

In 2013, DEF moved to the IEEE method for internal business goal reporting, due to integrated business practices. Duke Energy uses the IEEE Methodology (2.5 Beta) for calculating the reliability indices. This is also the way Duke Energy will measure reliability for incentive goals. DEF will continue tracking PSC indices which are reported at year-end. The IEEE Method is the industry standard for Reliability measurement and comparison.

DEF continued the practice of auditing outage data to ensure accuracy and using Outage Management System Reconciliation (OMSr) as a platform which allows outage data to be captured in greater detail.

DEF continued to utilize the Reliability Engagement Model that provides a consistent process and easy to use tools to evaluate individual outages with significant reliability impact on a daily basis. The Daily Reliability Exception Report is a daily report with key outage data at the operations center, region and system level. This report is intended to help focus the daily engagement efforts in reliability. The expectation is to focus on assessing the performance of the outage restoration effort on a real time basis and take the required actions to address all of the identified gaps.

DEF continued to utilize the CEMI device report. The CEMI device report looks at devices that have gone out four times or more in the given year. This report is distributed to planning engineers, field personnel, and management for review. Funding is set aside for issues that are determined to need addressing immediately and long term capital projects are identified and submitted for approval for the following year. The CEMI premise database looks at CEMI outliers on a premise/meter level. This database will enable Duke Energy to identify the specific customers that are not solely affected by one consistently failing device and would therefore not be identified on the CEMI device report.

In 2013, DEF began the implementation of a formal Outage Follow-Up Process. The purpose of this new initiative is to investigate significant outages identifying the primary root cause and implementing engineered solutions to mitigate any reoccurrence. The long term goal is to identify systemic improvements that will enhance a customer's overall reliability experience.

d. Describe the process used by your company to identify and select the level of detailed reliability data.

Customer feedback, benchmarking with other utilities, input from the FPSC, performance of assets, and trends are all considered when identifying the level of detailed reliability data.

e. Discuss adjustments

- i. Generation events – see pages 12 - 13.*
- ii. Transmission events – see page 14.*
- iii. Distribution events – see page 17.*
- iv. Extreme weather – see page 15.*

f. Discuss adjusted performance.

For the 2013 adjusted performance results, please see pages 18 – 28.

**FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT – ACTUAL**

PART I

CAUSES OF OUTAGE EVENTS – ACTUAL (Absent Adjustments)				
Utility Name: <u>Duke Energy Florida</u>				
Cause (a)	Customer Minutes Of Interruption	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Tree-Non Preventable	31,792,884	5,471	153.4	88.2
2. Tree-Preventable	21,040,116	4,133	122.6	82.5
3. Storm	19,035,611	4,948	114.1	98.5
4. Defective Equipment	17,514,618	3,392	170.5	68.2
5. U/G Primary Cable	14,739,348	2,054	251.6	90.5
6. Connector Failure	12,436,932	3,035	116.8	86.1
7. Emergency Shutdown-PGN	9,428,031	871	104.3	26.2
8. Vehicle/Const Equipment	8,645,681	396	221.1	88.7
9. Line Maintenance	7,275,016	5,077	136.3	121.2
10. Lightning	5,999,580	1,356	177.9	82.6
Subtotal	147,907,817	30,733	145.5	75.3
All Other Causes *See Attached	32,510,039	19,680	88.6	49.9
System Totals	180,417,856	50,413	123.3	69.0

Note: The causes are ranked by CMI.

PSC/ECR 102 (8/06)
Incorporated by reference in Rule 25-6.0455, F.A.C.

CAUSES OF OUTAGE EVENTS – ACTUAL ([Absent Adjustments](#))

Utility Name: Duke Energy Florida

Year: **2013**

Cause (a)	Customer Minutes Of Interruption	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
Unknown	5,941,381	3,348	83.5	71.4
Animal	5,404,564	5,506	70.9	64.9
Birds	2,499,526	484	97.2	56.7
Substation-Animal	1,645,190	19	67.3	67.1
Wind	1,358,451	184	155.1	116.2
Substation-Breaker Failure	1,339,289	20	86.6	39.2
Substation-Unknown	1,309,640	21	96.7	50.4
Human Error – Public	1,129,895	232	132.1	56.9
Relay-Incorrect Setting Applied	1,020,754	6	131.0	107.0
Human Error – PGN Contractor	938,289	109	140.8	43.4
U/G Secondary/Service	918,517	3,933	174.0	188.3
Substation-Switch Failure	816,916	11	82.7	82.1
Substation-Breaker-Preventable	751,764	8	125.5	41.4
Dig-In	594,882	316	202.3	72.2
Transmission-Conductor/Static	590,158	6	131.7	78.1
Corrosion	587,215	179	141.6	56.1
Right-Of-Way	561,423	20	59.8	25.4
Overload	540,896	144	138.2	93.9
Relay-Human Error-PGN	490,000	14	25.7	24.1
Human Error-PGN	483,334	866	63.7	21.0
Relay-Reclosing Relay Failure	446,422	2	325.0	150.1

CAUSES OF OUTAGE EVENTS – (Absent Adjustments)

Utility Name: Duke Energy Florida

Year: **2013**

All Other Causes	Customer Minutes Of Interruption	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
Cause (a)				
Substation-Human Error-PGN	312,037	13	17.1	16.3
Substation-Transformer Failure	272,602	4	41.6	38.2
Transmission-Wind	272,358	2	467.2	152.3
Relay-Relay Problem	221,892	9	18.2	16.5
Equipment Misapplication	219,529	4	125.2	57.2
Relay-Setting Error	194,888	2	167.2	113.0
Foreign Material in Line	171,648	49	95.1	84.0
Transmission-Pole Failure-Non-Prevent	170,734	3	339.1	110.6
Emergency Shutdown-Customer Request	165,776	30	403.3	273.1
Substation-Human Error-Public	155,851	18	52	5.8
Substation-Defective Equipment	151,492	2	38.8	39.0
Substation-Breaker-Nonprevent	118,506	4	40.6	42.4
Relay-Fuse Failure	114,908	1	117.6	55.2
Improper Installation	84,488	22	135.0	88.9
Miscellaneous	84,451	33	105.3	67.2
Substation-Storm	75,850	4	46.0	56.2
Relay-Equipment Misapplication	70,985	4	10.6	10.2

CAUSES OF OUTAGE EVENTS – [\(Absent Adjustments\)](#)

Utility Name: Duke Energy Florida Year:2013

<u>All Other Causes</u>	<u>Customer</u>	<u>Number</u>	<u>Average</u>	<u>Average</u>
<u>Cause</u>	<u>Minutes</u>	<u>of Outage</u>	<u>Duration</u>	<u>Restoration</u>
<u>(a)</u>	<u>Of</u>	<u>Events(N)</u>	<u>(L-Bar)</u>	<u>(CAIDI)</u>
	<u>Interruption</u>	<u>(b)</u>	<u>(c)</u>	<u>(d)</u>
O/H Secondary Cable	66,360	354	131.0	133.5
Customer Request	45,350	26	149.2	156.9
Substation-Overload	44,571	3	9.5	5.4
Vandalism	38,193	122	74.4	104.9
Transmission-Miscellaneous	30,843	2	9.3	9.0
Construction Equipment	29,200	21	153.1	122.7
Transmission-Insulator Failure	10,357	6	2.6	2.4
Relay-Ground Relay Failure	6,041	1	6.5	7.0
Transmission-Emerg Shutdown-PGN	3,894	1	6.0	6.0
Inaccessible Meter	2,583	160	3.0	15.0
Transmission-Defective Equip	1,704	1	3.3	3.0
Dispatcher Resolved	1,664	2,593	0.6	0.0
Transmission-Switch Failure	1,408	2	2.0	2.0
Voltage Ok At Meter-No Customer Contact	706	752	1.0	0.9
Transformer Change out (TLM)	473	1	42.8	43.0
Transmission-Planned Outage	120	1	6.0	6.0
O/H Service Cable	71	1	70.8	71.0

CAUSES OF OUTAGE EVENTS – [\(Absent Adjustments\)](#)

Utility Name: Duke Energy Florida Year:2013

<u>All Other Causes</u>	<u>Customer</u>	<u>Number</u>	<u>Average</u>	<u>Average Restoration</u>
<u>Cause</u>	<u>Minutes</u>	<u>of Outage</u>	<u>Duration</u>	<u>Time</u>
<u>(a)</u>	<u>Of</u>	<u>Events(N)</u>	<u>(L-Bar)</u>	<u>(CAIDI)</u>
	<u>Interruption</u>	<u>(b)</u>	<u>(c)</u>	<u>(d)</u>
<u>Transmission-Lightning</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>
<u>Other Causes</u>	<u>32,510,039</u>	<u>19,680</u>	<u>88.6</u>	<u>49.9</u>

PART II

THREE PERCENT FEEDER LIST - ACTUAL (UNADJUSTED)													
Utility Name: Duke Energy Florida ___ Year: 2013													
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)						
X71	VINOY	ST. PETERSBURG	2,801	214	-	40	3,055	7	105.9	41.0	N	-	7/22/13
W0904	BARBERVILLE	DELAND	1,800	220	1	26	2,047	7	105.8	62.9	N	4	7/31/14
A144	ALACHUA	MONTICELLO	447	93	5	21	566	7	125.0	72.8	N	2	7/31/14
K100	FROSTPROOF	LAKE WALES	851	162	-	55	1,068	7	126.7	72.5	N	-	8/1/13
W0408	CONWAY	CONWAY	1,598	106	-	14	1,718	6	261.5	114.5	N	-	7/31/14
M342	CLARCONA	WINTER GARDEN	1,820	58	-	11	1,889	6	142.5	49.5	N	-	7/31/14
M337	CLARCONA	WINTER GARDEN	1,717	74	-	18	1,809	6	119.6	40.8	N	-	7/31/14
W0378	ORANGE CITY	DELAND	525	75	2	9	611	6	93.5	46.6	N	-	7/31/14
W0629	HOLOPAW	CONWAY	813	238	10	21	1,082	6	159.3	85.0	Y	3	9/19/13
M451	BAY RIDGE	APOPKA	1,229	166	2	15	1,412	6	154.6	92.6	Y	1	7/31/14
A196	ARCHER	OCALA	670	164	-	71	905	6	108.5	63.0	N	4	2/28/14
A195	ARCHER	OCALA	1	-	2	-	3	6	147.6	138.1	Y	2	2/28/14
M31	ZELLWOOD	APOPKA	1,287	213	2	8	1,510	5	144.0	41.4	N	1	7/31/14
K24	LAKE PLACID NORTH	HIGHLANDS	868	67	-	24	959	5	132.9	72.7	N	-	7/31/14
J112	STARKEY	WALSINGHAM	2,010	59	-	34	2,103	5	116.6	32.4	N	-	7/31/14
K3205	PEMBROKE	HIGHLANDS	1	19	-	-	20	5	170.2	213.4	N	-	7/31/14
X144	MAXIMO	ST. PETERSBURG	-	29	-	1	30	5	73.2	29.1	N	2	7/31/14
M1096	OCOEE	WINTER GARDEN	1,582	116	-	30	1,728	5	102.3	25.6	N	-	7/31/14
K779	ISLESWORTH	WINTER GARDEN	946	90	-	12	1,048	5	215.6	83.1	Y	1	9/4/13
A35	REDDICK	OCALA	409	125	2	12	548	5	134.0	113.0	N	1	7/31/14
M346	CLARCONA	WINTER GARDEN	2,766	71	1	25	2,863	5	169.9	35.5	N	-	7/31/14
A39	MARTIN	OCALA	347	112	-	29	488	5	162.2	82.1	Y	2	7/31/14
A36	REDDICK	OCALA	870	238	-	18	1,126	4	135.0	117.4	N	1	7/31/14
W1110	DELAND EAST	DELAND	1,484	151	2	23	1,660	4	123.6	111.7	N	1	7/31/14
A34	REDDICK	OCALA	860	190	-	12	1,062	4	130.0	85.2	N	1	7/31/14
K966	INTERCESSION CITY	LAKE WALES	1,617	90	-	50	1,757	4	153.3	81.1	N	-	7/31/14
A48	HOLDER	INVERNESS	2,129	163	1	6	2,299	4	139.3	75.8	N	-	7/31/14
J684	ULMERTON WEST	WALSINGHAM	2,103	200	1	6	2,310	4	98.9	75.6	N	-	8/11/13
X120	GATEWAY	WALSINGHAM	1,448	227	20	33	1,728	4	163.3	74.7	Y	1	7/31/14
A379	O BRIEN	MONTICELLO	534	164	1	41	740	4	144.5	72.7	N	1	7/31/14
W0174	OVIEDO	JAMESTOWN	1,612	163	2	26	1,803	4	127.5	72.4	N	-	7/31/14
N35	CRAWFORDVILLE	MONTICELLO	972	113	-	27	1,112	4	89.2	65.8	N	1	7/31/14
M720	APOPKA SOUTH	APOPKA	1,276	287	9	28	1,600	4	128.2	63.2	N	1	7/31/14
X149	MAXIMO	ST. PETERSBURG	2,485	161	-	62	2,708	4	88.8	57.2	N	-	7/31/14
W0187	WINTER SPRINGS	JAMESTOWN	1,328	53	-	13	1,394	4	138.6	55.7	N	-	7/31/14
K57	LAKE WALES	LAKE WALES	1,028	114	-	22	1,164	4	164.3	54.1	N	-	7/31/14
X265	CENTRAL PLAZA	ST. PETERSBURG	898	142	1	27	1,068	4	92.9	53.6	N	-	7/31/14
M1520	LISBON	APOPKA	1,447	134	4	15	1,600	4	113.0	52.9	N	-	9/13/13
W0368	SKY LAKE	CONWAY	823	411	8	23	1,265	4	204.3	52.6	N	1	7/31/14
C7	CLEARWATER	CLEARWATER	1,023	121	3	20	1,167	4	77.8	49.9	N	-	7/31/14

LBAR AND CAIDI Includes all devices.

PSC/ECR 102 (8/06)

Incorporated by reference in Rule 25-6.0455, F.A.C.

PART III

<u>SYSTEM RELIABILITY INDICES – ACTUAL (ABSENT ADJUSTMENTS)</u>					
Utility Name: Duke Energy Florida Year: 2013					
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
North Coastal	176.1	83.5	2.11	8.3	4.86%
Inverness	133.2	83.8	1.59	7.5	1.10%
Monticello	204.6	83.9	2.44	7.4	6.63%
Ocala	198.1	83.1	2.38	9.6	7.21%
South Coastal	88.1	56.6	1.56	10.4	0.48%
Clearwater	87.7	54.5	1.61	10.8	0.85%
Seven Springs	75.8	61.4	1.24	10.2	0.39%
St. Petersburg	103.3	63.6	1.62	9.5	0.57%
Walsingham	85.1	48.9	1.74	11.5	0.15%
Zephyrhills	92.1	49.3	1.87	8.9	0.20%
North Central	111.7	74.9	1.49	9.0	1.64%
Apopka	126.6	69.5	1.82	10.8	3.17%
Deland	115.5	67.5	1.71	8.3	2.70%
Jamestown	92.1	78.0	1.18	6.6	0.58%
Longwood	121.1	87.6	1.38	11.0	0.54%
South Central	104.1	74.4	1.40	7.9	0.83%
Buena Vista	71.0	81.7	0.87	5.0	0.03%
Clermont	76.8	78.1	0.98	7.2	0.08%
SE Orlando	87.7	54.5	1.61	5.1	2.31%
Highlands	104.9	78.3	1.34	9.9	0.87%
Lake Wales	95.7	63.4	1.51	12.4	0.52%
Winter Garden	113.4	54.7	2.07	7.9	0.93%
SYSTEM	107.9	69.0	1.56	9.2	1.35%

GENERATION EVENTS – ADJUSTMENTS (Rule 25-6.0455 F.A.C.)

- a. Discuss each generation event that resulted in customer outages.

There were no events to report for 2013.

- b. Address whether the event was localized or system-wide.

N/A

- c. Describe the Company's efforts to avoid or minimize any similar events in the future in terms of the level of costs incurred and outage duration.

N/A

- d. Provide the 2013 service reliability data for each generation outage event that is excluded from your Company's 2013 Annual Distribution Reliability Report pursuant to Rule 25-6.0455

Generation Event	N/A
C	N/A
CMI	N/A
CI	N/A
SAIDI	N/A
SAIFI	N/A

Please see attached Form 103.

PART I

<u>CAUSES OF OUTAGE EVENTS – ADJUSTED</u>			
Utility Name: Duke Energy Florida		Year: 2013	
Cause (a)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
Generation	N/A	N/A	N/A
System Totals:	N/A	N/A	N/A

PSC/ECR 103 (8/06)
 Incorporated by reference in Rule 25-6.0455, F.A.C.

TRANSMISSION EVENTS – ADJUSTMENTS (Rule 25-6.0455 F.A.C.)

- a. Discuss each transmission event that resulted in customer outages.**

See Attachment A - “DEF Transmission Outages 2013 - Major Events Excluded”.

- b. Address whether the event was localized or system-wide.**

See Attachment A - “DEF Transmission Outages 2013 - Major Events Excluded”.

- c. Describe the Company’s efforts to avoid or minimize any similar events in the future in terms of the level of costs incurred and outage duration.**

Outages that are less than 500,000 customer minutes are reviewed and investigated by local transmission maintenance staff. The results from these investigations are looked at from a system perspective by Duke Energy Florida’s Transmission Department Asset Management Group to determine if the failure is isolated or similar failures are occurring on another part of the system. When similar failures are noted on the system, further investigation is performed to determine if a solution should be implemented system wide to remedy the problem. If a project is required, it is submitted for prioritization against other projects.

If the outage exceeds 500,000 customer minutes, a team is assembled to perform a root cause investigation. The root cause investigation will identify corrective actions needed to prevent repeat occurrences. If a project is required, it is submitted for prioritization against other projects.

- d. Provide the 2013 service reliability data for each generation outage event that is excluded from your Company’s 2013 Annual Distribution Reliability Report pursuant to Rule 25-6.0455**

See Attachment B - “DEF Transmission Outages 2013 - Major Events Only”.

EXTREME WEATHER - EXCLUSIONS (Rule 25-6.0455 F.A.C.)

- a. Include in the discussion, the type of weather event, strength (wind speeds/surge-flood levels), locations affected, source of meteorological information, and the performance of overhead and underground systems.**

Distribution

See Attachment C - "Summary of Severe Weather Dates – 2013".

See Attachment C1- "Exclusion summary-2013.

Transmission

See Attachment B - "DEF Transmission Outages 2013 - Major Events Only".

- b. Describe the Company's efforts to avoid or minimize in terms of costs incurred and outage duration any similar events in the future (Example: Reference specific storm hardening activity)**

Distribution

Please see response to "Storm Hardened Facilities" on Page 43. These efforts are also addressed in our approved Storm Hardening Plan that was filed on May 1, 2013 (Attachment J).

Transmission

Please see response to "Storm Hardened Facilities" on Page 43. These efforts are also addressed in our approved Storm Hardening Plan that was filed on May 1, 2013 (Attachment J).

- c. If the method of deriving the weather exclusion is different from the method used for 2010, please explain the changes and provide the CMI and CI for 2011 using the prior method.**

For Distribution & Transmission - The exclusion method used is the same for 2006, 2007, 2008, 2009, 2010, 2011, 2012 and 2013.

- d. Provide the 2013 service reliability data for each extreme weather outage event that is excluded from your Company’s 2013 Annual Distribution Reliability Report pursuant to Rule 25-6.0455.

Distribution

Dates	Overhead vs. Underground	C	CMI	CI	Duration	L-Bar	N
Feb 25	Overhead	46,923	35,519	761	1,381	81.2	17
	Underground		2,140	9	466	233.2	2
Apr 14	Overhead	383,011	306,240	3,504	9,478	152.9	62
	Underground						
Jun 5 to 6	Overhead	1,671,566	3,796,665	65,253	81,364	116.4	699
	Underground		99,901	968	10,043	119.6	84
Jun 24 to 25	Overhead	656,073	219,464	3,723	7,050	128.2	55
	Underground		16,366	48	2,373	197.7	12

Transmission

See Attachment B - “DEF Transmission Outages 2013 - Major Events Only”.

OTHER DISTRIBUTION – ADJUSTMENTS (Rule 25-6.0455, F.A.C.)

- a. Discuss the causation of each type of distribution event that resulted in customer complaints.**

Since Duke Energy Florida has not taken other causations as exclusions for any events in 2013, DEF has no information to report in this section.

- b. Describe the Company's efforts to avoid or minimize any similar events in the future in terms of the level of costs incurred and outage duration.**

Since Duke Energy Florida has not taken other causations as exclusions for any events in 2013, DEF has no information to report in this section.

- c. Provide the 2013 service reliability data for each distribution outage event that is excluded from your Company's 2013 Annual Distribution Reliability Report pursuant to Rule 25-6.0455**

- i. A table
- ii. Electronic file
- iii. Causation, Date, CMI, CI Total Repair Cost, etc.

Since Duke Energy Florida has not taken other causations as exclusions for any events in 2013, DEF has no information to report in this section.

2013 ADJUSTED RELIABILITY (Rule 25-6.0455, F.A.C.)

Duke Energy Florida's (DEF) 2013 annual adjusted SAIDI was very similar to the 2010 and 2011 SAIDI metrics. However, this was an increase over 2012, which was observed as the lowest SAIDI since DEF has been recording reliability performance goals. The primary driver in 2013 is that storm activity was more frequent and severe than the 3 year average causing higher outage volume to occur in the DEF service territory.

The first extreme weather event was on March 24th, with wind gusts in excess of 62 mph and severe thunderstorms throughout the DEF service territory. This extreme weather day was not excludable and contributed nearly 6 SAIDI minutes in 2013. Furthermore, 6 other days (April 30th, July 4th, August 17th, August 21st, August 22nd, and September 15th) of extreme weather accounted for 7.6 SAIDI minutes. Removal of these SAIDI minutes, totaling 13.6 SAIDI would result in a SAIDI comparable to the year 2012. Moreover, in the North Coastal Zone these 7 extreme weather days totaled 18.2 Zone SAIDI minutes. When removed, the North Coastal Zone results in SAIDI minutes that would be lower than the 2012 year.

Our reliability strategy is to improve performance by outage prevention. The ongoing goal is the elimination of future outages at a specific location for a specific reason. To improve reliability, the utility must control faults. In 2013, DEF implemented the Outage Follow Up (OFU) process to increase the focus on the primary root cause of significant outage events and provide actionable data about controlling faults. The OFU process entails investigating significant outages in order to identify the primary root cause and implement engineered solutions to mitigate the reoccurrence of an event of that nature. The Primary Root Cause is the root cause for which the utility can take action to correct in a timely and economical manner. Most Primary Root Causes are actionable. Many initiating causes (e.g. lightning, traffic accident) are not actionable. Elimination of faults on the distribution system is the most cost effective reliability improvement strategy. Fault removal results in the improvement of all properly normalized reliability measures (e.g. SAIDI, SAIFI, and MAIFI). OFU is the key to determining why faults occur, and what can be done to eliminate them. OFU is a standard, institutionalized process and a major part of the reliability culture. All Duke Energy reliability programs, from construction audits to distribution storm hardening are based on information derived from the Outage Follow Up process. The long term goal is to identify systemic improvements that will enhance customers' overall reliability experience.

In 2013 there was an increase in severe storms that quickly materialized into major weather events which adversely impacted DEF's SAIDI. These events were not excludable under PSC guidelines. These weather patterns were absent in 2012, but were experienced in the years prior to 2012.

Year	2007	2008	2009	2010	2011	2012	2013
Adjusted SAIDI	78.3	75.7	82.8	93.3	86.9	73.4	89.1

a. Causes of outages events – see attached forms.

- i. 5-yr patterns/trends in outage causation for each of the top 10 causes of outage events, including the frequency, duration, restoration time, cost incurred to restore service, remediation programs and costs.**

- *See Attachment D - “5 yr. Trend by Cause Code” Spreadsheet for 2009 - 2013.*

- ii. The process used to identify and select the actions to improve the performance in each of the top 10 causes of outages.**

DEF prioritizes the reliability improvement action plan by balancing historical and current year performance. System devices are evaluated based on the number of interruptions, customers interrupted (CI), and customer minutes of interruption (CMI). In addition, current year performance is monitored monthly to identify emergent and seasonal issues including load balancing for cold weather and the need for foot patrols of devices experiencing multiple interruptions.

- iii. 2013 activities and budget levels addressing each of the 10 causes of service outage.**

- *See Attachment E - “2013 Program Budget” Spreadsheet.*

b. Three percent Feeder list

- i. Identify whether any feeders appear on the 3% listing more than once within a consecutive 5-yr. period and any actions implemented to improve feeder performance.**

Feeder A195:

- *A195 is an express industrial feeder to a foundry furnace that only runs intermittently. Outage impacts to industrial customers are minimal and do not generate complaints. One residential customer exists on the feeder due to inability to serve from adjacent feeder.*
- *Switches added in early 2014 to isolate the least reliable section of feeder and tie customer to adjacent feeder A196. Historically, this was not possible due to large furnace load that would cause unacceptable flicker to other customers. Foundry recently changed to a smaller furnace that has much less flicker and can be sourced on adjacent feeder without complaints.*
- *This is 1/0A feeder through easements with limited ability to control private property tree canopy effects which cause the vast majority of outages.*
- *DEF Infrared Red scanned in June 2013, No issues found after completing Infrared Red scanning. DEF will continue to Infrared Red scan main feeder A195 in June/July 2014*

Feeder A196:

- *Private property tree canopy over our lines in sections are severe and are the source of the vast majority of the outage causes. This is not due to the lack of tree trimming, but the configuration of the circuit related to limited public R/W and adjacent wooded acreage.*
- *Approximately 272 customers (the Town of Bronson) have been part of an Auto Transfer Scheme (ATS) on this feeder for over 20 years. For feeder breaker outages of A196 these customers are automatically transferred to Williston Substation feeder A124 and do not experience an outage. This ATS was installed to improve the performance to the county seat of Levy County due to the chronic performance problems on this feeder. Our ability to minimize the tree outages has been a constant battle for many years.*
- *2013 Tree Trimming Completed A196 in 2013: Trimmed 100% of the feeder (3.78 miles) and laterals (74.77 miles) this year and are complete.*
- *DEF Infrared Red scanned in June 2013, No issues found after completing Infrared Red scanning. DEF will continue to Infrared Red scan main feeder A196 in June/July 2014*
- *In early 2014, DEF completed installing 3 sets of switches that would allow for emergency pick-up of some A196 loads on A195 if necessary during lengthy outages. Only the town of Archer (430 customers) could be transferred of the 900 total on A196. These switches will also enable similar benefits to A195 customers as noted above.*

Feeder A39:

- *DEF Infrared Red scanned in June 2013. No issues found after completing Infrared Red scanning. DEF will continue to Infrared Red scan main feeder A39 in June 2014.*
- *This feeder has a large exposure to private property tree canopy and wooded acreage that chronically impacts its reliability. This feeder is similar to the other 9 feeders in our Reddick service territory. They have all been chronically frequent entries on the worst performing feeder list since its inception.*
- *A 2013 outage investigation identified branch line recloser that was poorly coordinated with the feeder breaker. The recloser has been replaced with a fuse that will prevent future feeder breaker outages.*
- *Further improvements to fault isolation from the feeder breaker on this branchline will be made in 2014 by installing a set of fuses at the substation in conjunction with a new construction project.*
- *In 2013, DEF completed recloser maintenance targets to confirm protective device coordination that ensures proper fault isolation to the fewest possible customers.*

Feeder K779:

- *DEF will Infrared Red scan main feeder K779 in June 2014*

- *Outages are mostly attributed to Storm and Tree related issues. This feeder resides in the downtown Windermere area which is heavily canopied and backlotted.*
- *PQRI conducted an Outage Follow up analysis at the end of 2013 to address CEMI premises. Corrective action are in the process of being inputted and will be addressed.*

Feeder M451:

- *Long rural radial feeder from Bay Ridge substation providing service to the north east area of Plymouth Sorrento (SR 46- 56.9 total miles).*
- *2013 Outages (3) with high CMI are attributed to tree no preventable (2) and tree preventable (1) issues. Because of this, lateral lines were trimmed to the end of 2013, and feeder back bone will be tree trimmed during the 1st quarter of 2014.*
- *DEF developed a Storm Hardening project to be implemented on 2014. We will re-conductor 11,200 ft. of 1/0 conductor with 795 conductor, creating another source to feed-transfer load in case of outages, and reducing the radial exposure.*
- *DEF will Infrared Red scan main feeder M451 in June 2014*

Feeder X120:

- *X120 had 3 breaker level outages in 2013 which is why it is still on the list. One was due to a broken A Phase insulator, and the other two were due to pole fires.*
- *During a two week time frame in January and February of 2013, Pinellas County experienced at least 22 pole fires, some of which resulted in breaker level outages. A specific set of environmental factors seem to cause instances of pole fires in this part of the zone, and 2013 had more days like this than usual. During most years, pole fires rarely happen. Prime conditions for pole fires occur during periods of high pollen, salt spray, fog and sparse rain to cleanse the insulators.*
- *In response to this problem, DEF upgraded its construction standards to 35KV insulation in targeted areas of South Coastal zone in 2010. All new and replaced facilities are insulated to 35KV.*
- *DEF will Infrared Red scan Gateway X120 in June 2014 and perform a CEMI find and fix on the feeder in 2014.*

Feeder K1104:

- *DEF will Infrared Red scan this feeder in June 2014.*
- *One major outage of 186,581 CMI out of 222,737 CMI total is why it's on the list for 2013. The outage was attributed to car hitting a pole.*
- *This feeder is generally quiet but is rather long for an urban environment. Situated in the Horizon West residential area which is the #1 URD growth area in South Central Zone.*

- *Future LGF facilities may change this feeder's configuration down the road to mitigate its exposure. Expected completion in the next 2-3 years.*

Feeder W0629:

- *Very rural feeder. Long drive from South East Operation Center for restoration efforts. Very susceptible to storm exposure.*
- *The 3rd/4th quarter patrol of W-629 was done for items that needed attention. Work request were generated and identified items have been repaired/replaced. (Several Pole replacements, Cross-arms, few insulators that look suspicious, lightning arrestors, etc.) All this work was completed toward the end of the 4th quarter by South East Orlando Operations.*
- *All arresters on the PRECO 14 +/- mile section, were inspected and replaced, as well as ground testing was performed. Work was completed by the end of January 2014.*
- *W-629 is to have tree trimming started the first of 2014.*
- *(3) Cooper VWE recloser are scheduled to be replaced with G&W Viper Reclosers. These reclosers will provide more functionality and fault analysis capabilities. The units will be installed by the end of February and DSCADA communication packages will be incorporated into them by the end of June 2014.*
- *Multiyear target to rebuild 6 mile section of line to higher 25 kV spec has been submitted. This design will include taller poles and a static wire construction.*
- *W0629 was Infrared Red scanned in June 2013The scan found source side switch blades heating for the top and bottom phases. Corrected and replaced in field in September 2013.*
- *Over the last 3 years DEF has reconducted 30,000 plus feet of smaller wire to 336. This reconductor will has added bigger more robust cable which is more durable, eliminate spans with multiple splices, and increases our ability to add future load. There is also an additional 42,000 ft. that is in the plan to be reconducted and is part of our 3 year storm hardening plan that is being submitted.*
- *See attached form on Page 27.*

ii. The process used to identify and select the actions to improve the performance of feeders in the 3% feeder list, if any.

DEF prioritizes the reliability improvement action plan for the 3% Feeder List by balancing historical and current year performance. Feeders are evaluated based on the number of interruptions, customers interrupted (CI), and customer minutes of interruption (CMI). In addition, current year performance is monitored monthly to identify emergent and seasonal issues including load balancing for cold weather and the need for foot patrols of feeders experiencing multiple interruptions.

iii. 2014 activities and budget levels directed at improving feeder performance.

Feeders are prioritized for maintenance and replacement work based on several criteria including customer minutes of interruption (CMI), number of interruptions, interruption cause code, and CEMI repeat outage performance. This process results in a work plan targeted at feeders and devices having the greatest impact on reliability indices and customer satisfaction. This process has resulted in consistent and sustained reliability performance.

The 3% feeder list is based solely on number of interruptions and does not take into consideration any of the additional criteria above. While all feeders on the 3% feeder list are patrolled for corrective action, the possibility exists that they could appear on the list more than once due to their relative impact on system reliability indices.

For the 2014 budget levels, please see Attachment E - "2014 Program Budget" Spreadsheet.

c. Regional Reliability Indices – see attached forms.

i. 5-Yr. patterns/trends in each regions reliability for each index and on any overall basis.

- *See Attachment F - "5 yr. Sum by Region" Spreadsheet.*

ii. The process used to identify and select actions to improve the regional reliability trends.

- *Regional reliability trends are tracked to ensure alignment with the system level goals they support. Specific device level improvements are measured and prioritized at a system level to ensure maximum benefit for resources expended.*

iii. Discuss any 2014 projected activities and budget levels directed at improving regional reliability performance.

- *See Attachment E - "2014 Program Budget" Spreadsheet. Regional reliability trends are tracked to ensure alignment with the system level goals they support. Specific device level improvements are measured and prioritized at a system level to ensure maximum benefit for resources expended.*
- *In 2013, DEF has implemented the Outage Follow-Up process. The OFU process entails investigating significant outages in order to identify the primary root cause and implement engineered solutions to mitigate the reoccurrence of an event of that nature. The long term goal is to identify systemic improvements that will enhance a customer's overall reliability experience. DEF has completed multiple follow up projects in strengthening the target locations where the primary root cause was*

identified and corrected in order to mitigate any future outage events at that location.

**FLORIDA PUBLIC SERVICE COMMISSION
ANNUAL DISTRIBUTION SERVICE RELIABILITY REPORT –
ADJUSTED**

PART I

<u>CAUSES OF OUTAGE EVENTS – ADJUSTED</u>				
Utility Name: Duke Energy Florida			Year: 2013	
Cause** (a)	Customer Minutes Of Interruption	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1.) Tree-Non Preventable	30,411,698	5,205	154.2	89.7
2.) Tree-Preventable	19,989,870	3,938	122.8	83.0
3.) Storm	18,089,139	4,755	114.7	103.6
4.) Defective Equipment	17,431,147	3,358	170.5	68.1
5.) UG Primary Cable	14,519,178	2,039	251.6	90.6
6.) Connector Failure	12,411,430	3,000	116.8	86.0
7.) Vehicle/Const Equip	8,635,240	392	222.0	88.7
8.) Unknown	5,919,287	3,333	83.6	71.4
9.) Lightning	5,907,649	1,344	178.4	82.8
10.) Animal	5,390,272	5,488	70.8	64.9
Subtotal	138,704,910	32,852	129.7	84.1
All Other Causes*See attached	10,212,353	7,015	147.4	58.3
System Totals:	148,917,263	39,867	132.8	81.6

**Ranked by CMI impact.

PSC/ECR 103 (8/06)
Incorporated by reference in Rule 25-6.0455, F.A.C.

CAUSES OF OUTAGE EVENTS – ADJUSTED

Utility Name: Duke Energy Florida

Year: **2013**

All Other Causes	Customer Minutes Of Interruption	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
Cause (a)				
Birds	2,480,492	479	97.7	59.0
Wind	1,304,545	165	160.0	118.5
Human Error-Public	1,121,228	231	132.7	66.1
Human Error-PGN Contractor	938,289	109	140.8	43.4
U/G Secondary/Service	908,659	3,910	173.9	187.7
Dig-In	594,636	315	202.1	72.1
Corrosion	585,107	174	141.1	56.1
Right-Of-Way	561,423	20	59.8	25.4
Overload	540,896	144	138.2	93.9
Human Error-PGN	483,290	865	63.7	21.0
Equipment Misapplication	219,529	4	125.2	57.2
Foreign Material In Line	171,563	48	95.3	84.0
Improper Installation	84,488	22	135.0	88.9
Miscellaneous	84,406	32	108.2	67.3
O/H Secondary Cable	66,338	353	131.3	133.7
Vandalism	38,193	122	74.4	104.9
Construction Equipment	29,200	21	153.1	122.7
O/H Service Cable	71	1	70.8	71.0
All Other Causes	10,212,353	7,015	147.4	58.3

PART II

THREE PERCENT FEEDER LIST – ADJUSTED													
Utility Name: DUKE ENERGY FLORIDA, INC. Year: 2013													
PRIMARY CIRCUIT ID. NO. OR NAME	SUBSTATION ORIGIN	LOCATION	NUMBER OF CUSTOMERS					OUTAGE EVENTS "N"	AVERAGE DURATION "L-Bar"	CAIDI	LISTED LAST YEAR ?	NO. OF YEARS IN THE LAST 5	CORRECTIVE ACTION COMPLETION DATE
			RESIDENTIAL	COMMERCIAL	INDUSTRIAL	OTHER	TOTAL						
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)
K100	FROSTPROOF	LAKE WALES	851	162	55	-	1,068	6	129.7	94.1	N	-	7/31/14
A195	ARCHER	OCALA	1	-	2	-	3	6	147.6	138.1	Y	2	2/28/14
W0904	BARBERVILLE	DELAND	220	-	1	-	221	6	116.6	75.0	N	2	7/31/14
W0408	CONWAY	SE ORLANDO	1,598	106	14	-	1,718	5	300.6	130.3	N	-	7/31/14
A35	REDDICK	OCALA	125	-	2	-	127	5	150.8	123.3	N	-	7/31/14
A196	ARCHER	OCALA	670	164	71	-	905	5	117.8	69.8	Y	5	2/28/14
K24	LAKE PLACID NORTH	HIGHLANDS	868	67	24	-	959	5	143.0	73.3	N	-	7/31/14
A39	MARTIN	OCALA	347	112	29	-	488	4	147.4	89.7	Y	3	7/31/14
K966	PHOSPHORIA	HIGHLANDS	1,617	90	50	-	1,757	4	170.6	81.2	N	-	7/31/14
M1096	OCOOE	WINTER GARDEN	1,582	116	30	-	1,728	4	123.5	30.8	N	-	7/31/14
X144	MAXIMO	ST PETERSBURG	1	-	29	-	30	4	75.1	25.1	N	1	7/31/14
X149	MAXIMO	ST PETERSBURG	2,485	161	62	-	2,708	4	115.9	57.1	N	-	7/31/14
W0378	ORANGE CITY	DELAND	75	-	2	-	77	4	93.5	49.5	N	-	7/31/14
M31	ZELLWOOD	APOPKA	213	-	2	-	215	4	155.2	54.8	N	-	7/31/14
X265	CENTRAL PLAZA	SE ORLANDO	142	-	1	-	143	4	114.9	54.4	N	1	7/31/14
M720	APOPKA SOUTH	APOPKA	287	-	9	-	296	4	150.5	62.9	N	2	7/31/14
K1196	BABSON PARK	LAKE WALES	722	123	16	-	861	4	96.9	49.0	N	1	7/31/14
W0174	OVIEDO	JAMESTOWN	163	-	2	-	165	4	156.1	72.9	N	1	7/31/14
M472	PIEDMONT	APOPKA	1,371	146	7	-	1,524	3	133.0	135.8	N	-	7/31/14
M1758	NORTH LONGWOOD	LONGWOOD	334	-	11	-	345	3	147.5	122.5	N	-	7/31/14
K779	ISLESWORTH	WINTER GARDEN	946	90	12	-	1,048	3	273.5	121.6	Y	1	9/4/13
M451	BAY RIDGE	APOPKA	166	-	2	-	168	3	160.3	119.5	Y	1	7/31/14
A36	REDDICK	OCALA	870	238	18	-	1,126	3	142.6	115.9	N	2	7/31/14
W1110	DELAND EAST	DELAND	151	-	2	-	153	3	129.0	112.4	N	-	7/31/14
K904	VINELAND	BUENA VISTA	1,151	49	8	-	1,208	3	166.7	105.4	N	-	7/31/14
K246	WAUCHULA	HIGHLANDS	126	-	1	-	127	3	117.3	101.3	N	-	7/31/14
X120	GATEWAY	WALSINGHAM	227	-	20	-	247	3	169.1	92.2	Y	1	7/31/14
K1104	REEDY LAKE	BUENA VISTA	1,077	111	32	-	1,220	3	190.8	83.0	Y	1	7/31/14
M664	SPRING LAKE	LONGWOOD	1,668	221	18	-	1,907	3	216.5	78.8	N	1	7/31/14
M668	SPRING LAKE	LONGWOOD	2,109	193	19	-	2,321	3	181.5	74.5	N	-	7/31/14
N35	CRAWFORDVILLE	MONTICELLO	972	113	27	-	1,112	3	92.6	73.3	N	1	7/31/14
W0524	CASSADAGA	DELAND	127	-	1	-	128	3	109.7	71.4	N	-	7/31/13
K3245	DUNDEE	LAKE WALES	1,265	144	53	-	1,462	3	88.2	70.7	N	-	7/31/14
A379	O BRIEN	MONTICELLO	164	-	1	-	165	3	121.0	65.4	N	-	7/31/14
K1447	COUNTRY OAKS	LAKE WALES	184	-	3	-	187	3	129.2	64.9	N	-	7/31/14
N68	MONTICELLO	MONTICELLO	89	-	2	-	91	3	93.2	61.4	N	1	7/31/14
C7	CLEARWATER	CLEARWATER	121	-	3	-	124	3	82.3	61.0	N	-	7/31/14
A38	MARTIN	OCALA	1,677	218	22	-	1,917	3	127.9	60.5	N	-	7/31/14
K244	LAKE BRYAN	BUENA VISTA	1,997	124	13	-	2,134	3	146.8	56.8	N	-	7/31/14
W0368	SKY LAKE	SE ORLANDO	411	-	8	-	419	3	208.4	55.9	N	1	7/31/14

LBAR AND CAIDI Includes all devices.

PART III

SYSTEM RELIABILITY INDICES – ADJUSTED					
Utility Name: Duke Energy Florida Year: 2013					
District or Service Area (a)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
North Coastal	147.3	97.4	1.51	8.1	4.13%
Inverness	105.2	100.0	1.05	7.2	0.96%
Monticello	170.2	94.9	1.79	7.0	5.63%
Ocala	171.7	97.6	1.76	9.5	6.11%
South Coastal	71.2	68.7	1.04	9.9	0.38%
Clearwater	72.5	69.5	1.04	10.4	0.57%
Seven Springs	64.3	70.6	0.91	9.9	0.38%
St. Petersburg	79.5	72.9	1.09	9.0	0.42%
Walsingham	67.2	60.0	1.12	10.9	0.14%
Zephyrhills	80.1	78.4	1.02	8.5	0.20%
North Central	91.1	82.3	1.11	8.9	1.53%
Apopka	110.0	81.0	1.36	10.6	2.80%
Deland	91.7	75.1	1.22	8.3	2.69%
Jamestown	73.4	83.8	0.88	6.6	0.51%
Longwood	96.1	89.9	1.07	11.0	0.54%
South Central	88.2	90.6	0.97	7.8	0.80%
Buena Vista	65.4	90.1	0.73	5.0	0.03%
Clermont	67.0	92.4	0.72	7.2	0.08%
SE Orlando	72.5	69.5	1.04	5.0	2.29%
Highlands	85.7	86.1	1.00	9.8	0.86%
Lake Wales	82.1	75.3	1.09	12.3	0.44%
Winter Garden	84.0	77.5	1.08	7.8	0.92%
SYSTEM	89.1	81.6	1.09	8.9	1.19%

FEEDER SPECIFIC DATA – Expanded to include OH/UG details

Provide the following information for each feeder circuit in service during 2013. If any data is not available explain whether the Company has any plans to begin tracking such data and if not, why.

For (A) thru (Y) - See Attachment G - CD containing Excel File – “2013 Feeder Specific Data”.

- *In 2008, DEF transitioned from FRAMME to G-Electric. This change supported the move from a location-based GIS system to an asset-based GIS system. All 2013 data was obtained from G-Electric.*

For (Z) – See Attachment G - “2013 Summer Feeder Peaks”.

(A) Feeder ID	<i>See Attachment G</i>
(B) Sub-Region in which the feeder is located	<i>See Attachment G</i>
(C) Number of overhead lateral lines	<i>See Attachment G</i>
(D) Number of overhead lateral miles	<i>See Attachment G</i>
(E) Number of Customers served on OH lateral lines	<i>See Attachment G</i>
(F) CMI for overhead lateral lines	<i>See Attachment G</i>
(G) CI for overhead lateral lines	<i>See Attachment G</i>
(H) Number of underground lateral lines	<i>See Attachment G</i>
(I) Number of underground lateral miles	<i>See Attachment G</i>
(J) Number of customers served on UG lateral lines	<i>See Attachment G</i>
(K) CMI for underground lateral lines	<i>See Attachment G</i>
(L) CI for underground lateral lines	<i>See Attachment G</i>
(M) Number of automatic line sectionalizing devices on the lateral lines	<i>See Attachment G</i>
(N) Number of automatic line sectionalizing devices on the feeder	<i>See Attachment G</i>
(O) Whether the feeder circuit is looped	<i>See Attachment G</i>
(P) Total length of the feeder circuit	<i>See Attachment G</i>
(Q) Length of underground portion of the feeder circuit	<i>See Attachment G</i>
(R) Number of customers served by underground feeders	<i>See Attachment G</i>
(S) CMI for underground feeders	<i>See Attachment G</i>
(T) CI for underground feeders	<i>See Attachment G</i>
(U) Length of overhead portion of the feeder circuit	<i>See Attachment G</i>
(V) Number of customers served by overhead feeders	<i>See Attachment G</i>
(W) CMI for overhead feeders	<i>See Attachment G</i>
(X) CI for overhead feeders	<i>See Attachment G</i>
(Y) Load growth since December 31, 2009	<i>See Attachment G</i>
(Z) Peak load recorded through December 31, 2009	<i>See Attachment G</i>

DISTRIBUTION SUBSTATION (Rule 25-6.0455, F.A.C.)

a. Describe the five year patterns/trends in reliability performance of distribution substations.

The five year patterns/trends in reliability performance of distribution substations is best described by the performance indices. These indices are used for calculating system reliability:

- *SAIDI – System Average Interruption Duration Index (minutes/customer). Reflects the average number of minutes a customer was without power system wide. It is determined by dividing the sum of customer-minutes of interruption by the average number of customers served during a period.*
- *CAIDI - Customer Average Interruption Duration Index (minutes/customer). CAIDI is the average customer-minutes of interruption per customer interruption. It approximates the average length of time required to complete service restoration. It is determined by dividing the sum of all customer-minutes of interruption durations by the number of customer interruptions during a period. CAIDI measures how long it takes DEF to restore service after an interruption.*
- *SAIFI - System Average Interruption Frequency Index. SAIFI is the average number of interruptions per customer per a certain period. It is determined by dividing the total number of customer interruptions by the average number of customers served during a period.*
- *FOHMY – Forced Outages per Hundred Miles per Year, measures the number of transmission line events, momentary AND sustained, that are incurred per hundred circuit miles per year. This measure is often grouped by voltage class.*

The following charts will show the trending for these Reliability Indices:

Table 1: 2013 Duke Energy-Florida SAIDI Reliability Indices

Section	Grid SAIDI	Grid Customers Affected	Grid CMI	SECI SAIDI	Retail SAIDI
North	4.1890	197547	9352908.30	4.8190	3.9660
South	2.3370	178814	5218350.50	1.2790	2.71
Florida	6.5260	376361	14571258.80	6.0980	6.6760

In 2013, Grid SAIDI and Retail SAIDI decreased from 2012. SECI SAIDI decreased in 2013 from 2012. SECI (Seminole Electric Cooperatives, Inc.) represents its electric cooperative members in Florida.

In 2013, the affected customers increased 10.6%, while the customer minutes interrupted decreased to 14.57 million CMI, from the 16.65 million CMI in 2012. This is a decrease of approximately 12.5%. The average interruption duration per customer decreased by 14.3%. This particular number went from 7.614 in 2012 to 6.5260 in 2013.

The majority of the customer interruptions in 2013, roughly 54.7% of the total, occurred during the months of May to September, inclusive, as shown in Fig.4. Lightning, substation & line equipment failures, human error and animals were the main contributors to higher CMI during this period. A single incident in January, caused by vandalism was a high contributor to CMI outside of the typical storm season.

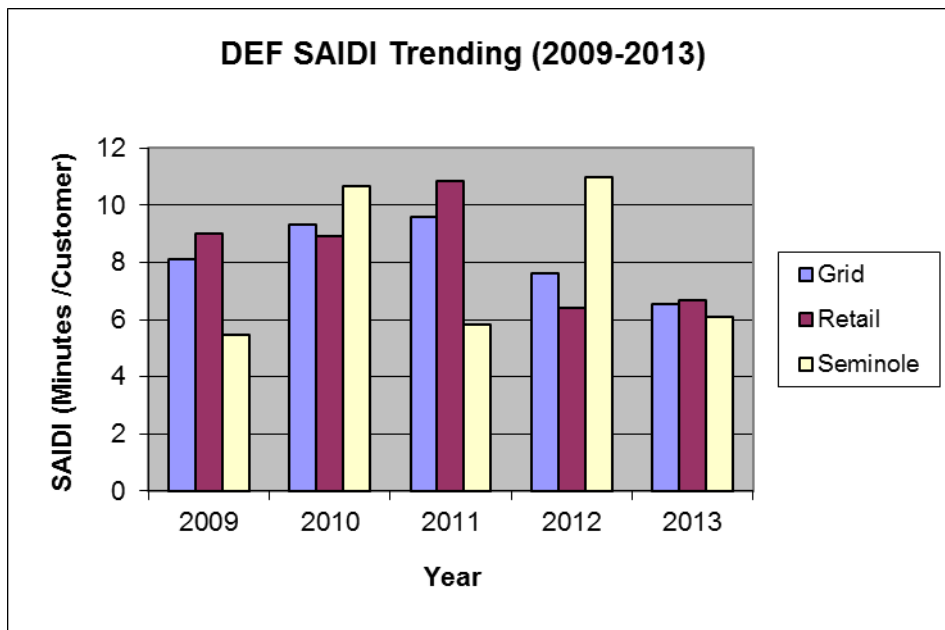


Fig.1 DEF SAIDI Trending (2009-2013)

Grid KPIs	2009	2010	2011	2012	2013
Customers (Thousands)	551.89	499.04	337.592	336.43	376.36
CMI (Millions)	17.548	20.222	20.803	16.65	14.57
SAIDI	8.101	9.336	9.573	7.614	6.526
CAIDI	31.8	44.29	68.116	46.992	39.266
SAIFI	0.42	0.2	0.16	0.136	0.17
FSO	38	66	46	32	N/A*
FOHMY	N/A*	N/A*	N/A*	N/A*	8.21

Table 2: DEF Statistics (2009-2013)

* For 2013, Duke Energy Florida transitioned to a FOHMY (**F**orced **O**utages per **H**undred **M**iles per **Y**ear) metric in lieu of FSOs because the FOHMY metric measures the number of transmission line events, momentary AND sustained that are incurred per hundred circuit miles per year.

2013 FOHMY goal was established as 10.57. The forced outages per hundred circuit miles for the year of 2013 were 8.21. This is a decrease of 22.3% below the goal.

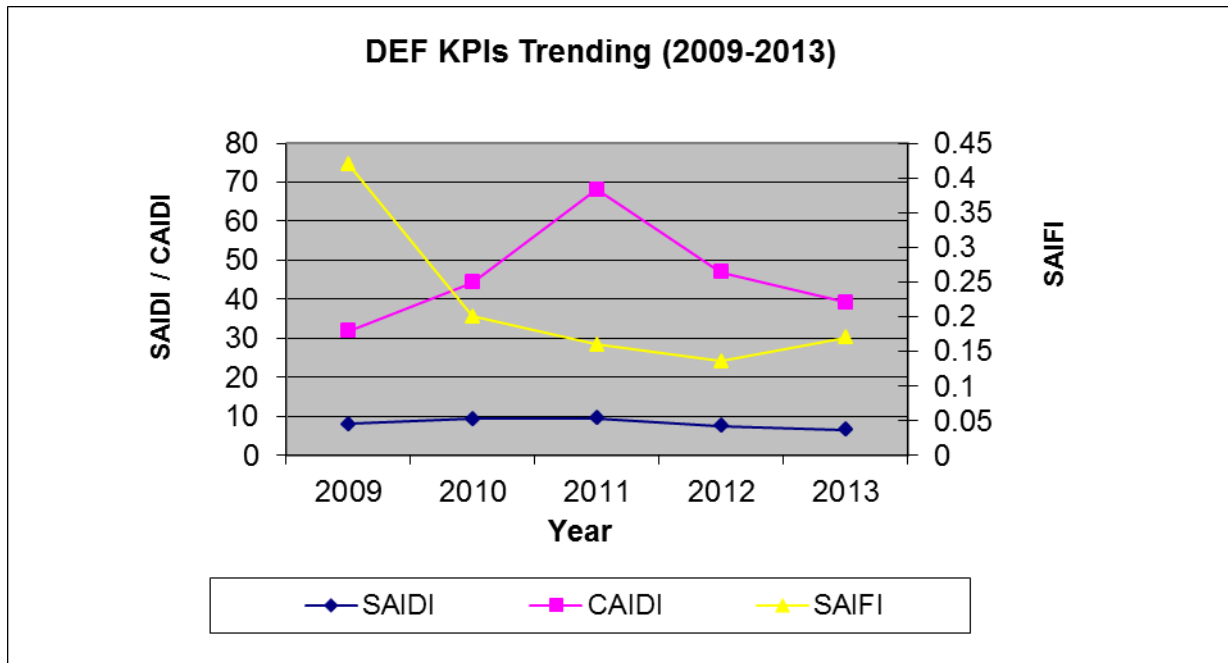


Fig.2 DEF Key Performance Indicators Trending (2009-2013)

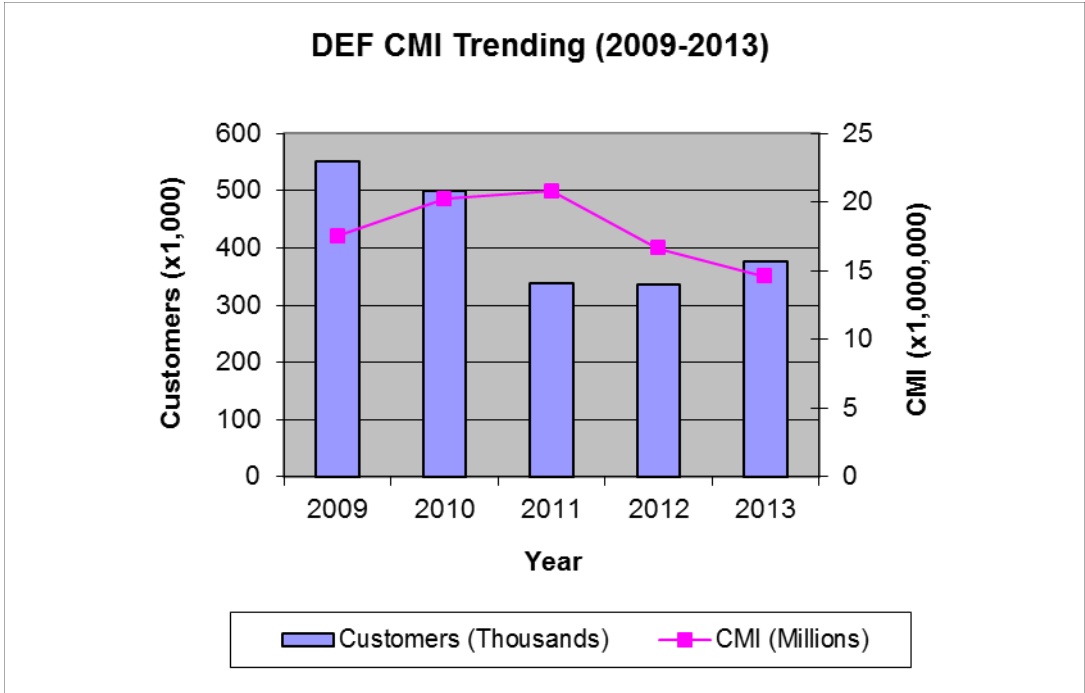


Fig.3 DEF Customers Minute Interruption Trending (2009-2013)

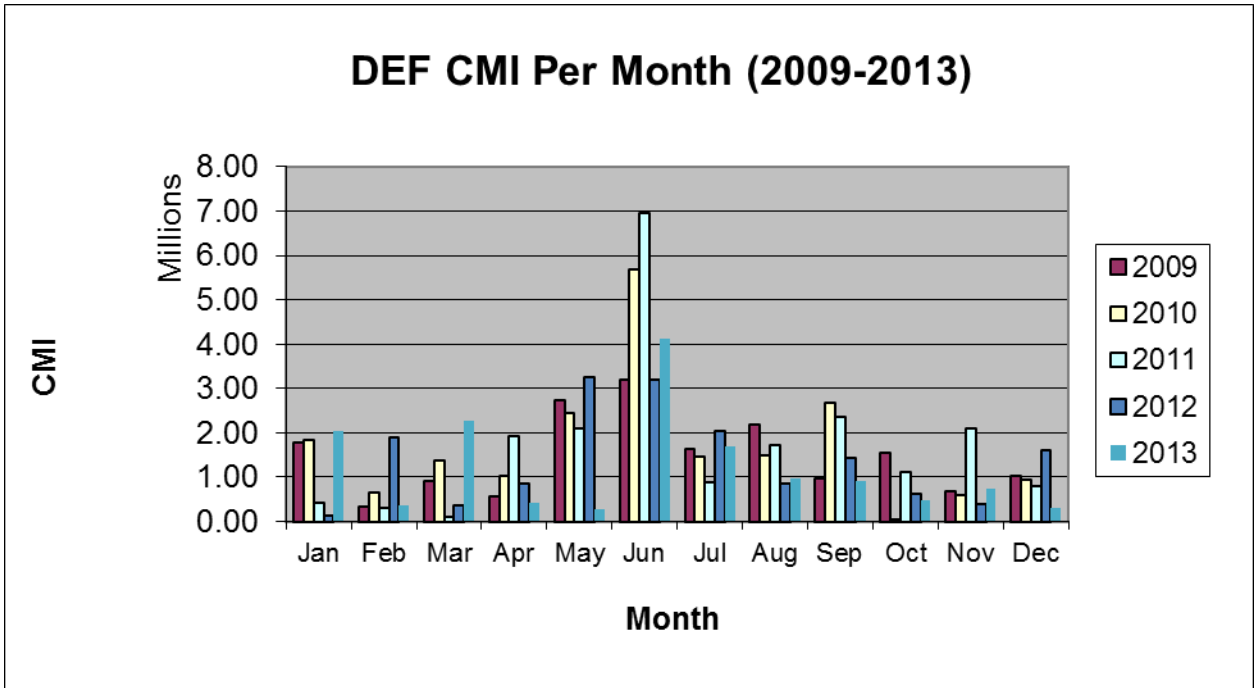


Fig.4 DEF CMI per month (2009-2012)

a. Describe Company efforts to track the reliability of distribution substations.

Duke Energy Florida has an in-house database, Transmission Outage Management System (TOMS), which is used to keep track and record all the events that occur every day. It maintains all the indices mentioned above.

b. Describe the process used by your Company to identify and select the actions to promote substation reliability.

To identify and promote substation reliability, DEF uses different methods, such as monthly substation inspections, predictive and preventive maintenance, infra-red analysis, and numerous diagnostics tests. Once a problem is identified, another tool (Cascade) is used to track the efforts to correct it.

c. Provide the number of distribution substations inspected during normal operations (non-storm related) for 2007, 2008, 2009, 2010, 2011 and 2012.

Duke Energy Florida has inspected each of its current 475 substations on a routine basis since 2004 to present. These routine inspections are scheduled and performed monthly.

SUPPLEMENTAL DISTRIBUTION INFORMATION

The next six pages contain the following information:

- CMI / CI by Operation Center for 2013 (Unadjusted/Adjusted).....Page 36
- CEMI5 by Operation Center for 2013 (Unadjusted).....Page 37
- CEMI5 by Operation Center for 2013 (Adjusted).....Page 38
- MAIFIE by Operation Center for 2013 (Unadjusted).....Page 39
- MAIFIE by Operation Center for 2013 (Adjusted).....Page 40
- SAIDI by Operation Center for 2013 (Unadjusted/Adjusted).....Page 41



2013

	Unadjusted Data		Adjusted Data	
	CMI	CI	CMI	CI
NORTH CENTRAL	42,776,396	571,001	34,906,181	424,189
APOPKA	12,078,878	173,894	10,501,079	129,628
DELAND	8,885,592	131,612	7,058,805	93,950
JAMESTOWN	11,729,640	150,369	9,348,520	111,622
LONGWOOD	10,082,286	115,126	7,997,777	88,989
NORTH COASTAL	34,241,503	409,943	28,625,226	293,788
INVERNESS	9,381,569	111,931	7,407,684	74,100
MONTICELLO	9,598,352	114,341	7,988,457	84,195
OCALA	15,261,582	183,671	13,229,085	135,493
SOUTH CENTRAL	45,609,542	613,203	38,648,836	426,801
BUENA VISTA	7,241,697	88,660	6,672,963	74,025
CLERMONT	2,291,565	29,331	1,998,350	21,616
HIGHLANDS	5,874,088	75,055	4,799,619	55,738
LAKE WALES	8,965,963	141,521	7,693,055	102,217
SE ORLANDO	12,910,835	126,451	11,316,987	93,586
WINTER GARDEN	8,325,394	152,185	6,167,862	79,619
SOUTH COASTAL	57,790,415	1,020,391	46,737,020	680,368
CLEARWATER	13,300,429	244,000	11,005,605	158,266
SEVEN SPRINGS	12,823,015	208,976	10,881,861	154,109
ST. PETERSBURG	16,840,013	264,665	12,964,924	177,759
WALSINGHAM	12,549,279	256,537	9,903,234	164,946
ZEPHYRHILLS	2,277,679	46,213	1,981,396	25,288
Grand Total	180,417,856	2,614,538	148,917,263	1,825,146



CEMI5 Unadjusted Report - 2013

INTERRUPTION	1	2	3	4	5	6	7	8	9	10 +	Cust >5	CEMI >5
NORTH COASTAL												
INVERNESS	21232	10412	5191	2226	1252	416	199	116	22	22	775	1.10%
MONTICELLO	10276	8175	5505	2843	1785	1128	879	373	404	328	3,112	6.63%
OCALA	18316	10723	7485	4465	3396	2162	1558	643	537	657	5,557	7.21%
NORTH COASTAL	49824	29310	18181	9534	6433	3706	2636	1132	963	1007	9,444	4.86%
SOUTH COASTAL												
CLEARWATER	52802	21719	9715	4912	1234	613	453	131	63	37	1,297	0.85%
SEVEN SPRINGS	43456	24663	10325	3748	2545	578	70	5	1	3	657	0.39%
ST. PETERSBURG	37783	29092	15326	6275	2066	545	326	44	10	0	925	0.57%
WALSINGHAM	39885	27437	14901	4767	769	144	57	1	16	0	218	0.15%
ZEPHYRHILLS	6726	3355	2271	836	241	45	5	0	0	0	50	0.20%
SOUTH COASTAL	180652	106266	52538	20538	6855	1925	911	181	90	40	3,147	0.48%
NORTH CENTRAL												
APOPKA	28835	15280	7156	3939	2331	1537	672	440	197	176	3,022	3.17%
DELAND	18303	10016	5778	3728	1578	1150	451	238	138	98	2,075	2.70%
JAMESTOWN	39427	17730	6347	2462	797	619	106	8	4	3	740	0.58%
LONGWOOD	26936	12769	7422	1608	567	121	80	148	57	40	446	0.54%
NORTH CENTRAL	113501	55795	26703	11737	5273	3427	1309	834	396	317	6,283	1.64%
SOUTH CENTRAL												
BUENA VISTA	31349	10577	4855	1099	231	28	3	1	0	0	32	0.03%
CLERMONT	9267	3598	976	422	20	9	13	0	0	1	23	0.08%
HIGHLANDS	14296	9293	3142	1413	596	154	257	58	4	13	486	0.87%
LAKE WALES	28431	13005	9342	3541	868	295	125	36	24	8	488	0.52%
SE Orlando	25793	10684	4583	1947	1824	924	347	234	231	184	1,920	2.31%
WINTER GARDEN	18083	11780	4533	3524	873	499	125	28	6	25	683	0.93%
SOUTH COASTAL	127219	58937	27431	11946	4412	1909	870	357	265	231	3,632	0.83%
System	471196	250308	124853	53755	22973	10967	5726	2504	1714	1595	22,506	1.35%



CEMI5 Adjusted Report - 2013

INTERRUPTION	1	2	3	4	5	6	7	8	9	10 +	Cust >5	CEMI >5
NORTH COASTAL												
Inverness	19865	9951	4845	1967	1209	429	95	113	28	8	673	0.96%
Monticello	10867	7838	5980	2311	1751	1149	582	338	320	251	2,640	5.63%
Ocala	18352	11436	7686	4453	3201	1922	1319	614	318	536	4,709	6.11%
NORTH COASTAL	49084	29225	18511	8731	6161	3500	1996	1065	666	795	8,022	4.13%
SOUTH COASTAL												
Clearwater	52428	21833	7901	4449	1410	197	444	128	60	37	866	0.57%
Seven Springs	45670	24196	9011	3139	2502	591	46	5	1	3	646	0.38%
St. Petersburg	41928	25116	13313	5947	1822	457	203	32	0	0	692	0.42%
Walsingham	42176	26389	14094	4071	642	135	56	1	16	0	208	0.14%
Zephyrhills	7131	2949	2366	742	241	45	5	0	0	0	50	0.20%
SOUTH COASTAL	189333	100483	46685	18348	6617	1425	754	166	77	40	2,462	0.38%
NORTH CENTRAL												
Apopka	29946	14673	7146	3759	2285	1215	657	431	199	173	2,675	2.80%
Deland	18140	9956	5741	3682	1518	1243	356	232	142	94	2,067	2.69%
Jamestown	41152	16525	5854	2546	759	573	65	9	4	2	653	0.51%
Longwood	26771	12295	7306	1570	567	121	128	107	50	40	446	0.54%
NORTH CENTRAL	116009	53449	26047	11557	5129	3152	1206	779	395	309	5,841	1.53%
SOUTH CENTRAL												
Buena Vista	31282	10489	4855	1099	231	28	3	1	0	0	32	0.03%
Clermont	9242	3608	1048	332	16	9	13	0	0	0	23	0.08%
Highlands	14332	9107	3151	1405	598	151	257	58	4	13	483	0.86%
Lake Wales	28400	14202	8195	3314	849	223	119	38	23	5	408	0.44%
SE Orlando	25773	10789	4530	2020	1669	905	347	234	231	184	1,901	2.29%
Winter Garden	18053	11819	4499	3517	879	499	116	28	6	25	674	0.92%
SOUTH CENTRAL	127082	60014	26278	11687	4242	1815	855	359	264	227	3,521	0.80%
System	481508	243171	117521	50323	22149	9892	4811	2369	1402	1371	19,846	1.19%



MAIFIE - Unadjusted (01/01/2013 - 12/31/2013)

	<u>Customers</u> <u>Served</u>	<u># momentary</u> <u>events</u>	<u>CME</u>	<u>MAIFIE</u>
NORTH COASTAL				
Inverness	70,441	400	530,565	7.5
Monticello	46,923	399	346,918	7.4
Ocala	77,030	586	742,802	9.6
NORTH COASTAL	194,394	1,385	1,620,285	8.3
SOUTH COASTAL				
Clearwater	151,714	832	1,644,331	10.8
Seven Springs	169,120	871	1,726,414	10.2
St. Petersburg	163,062	763	1,549,751	9.5
Walsingham	147,441	913	1,696,179	11.5
Zephyrhills	24,736	109	219,967	8.9
SOUTH COASTAL	656,073	3,488	6,836,642	10.4
NORTH CENTRAL				
Apopka	95,421	790	1,032,416	10.8
Deland	76,942	412	636,402	8.3
Jamestown	127,422	499	841,312	6.6
Longwood	83,226	718	919,326	11
NORTH CENTRAL	383,011	2,419	3,429,456	9
SOUTH CENTRAL				
Buena Vista	102,012	459	510,146	5
Clermont	29,833	154	213,540	7.2
Highlands	56,011	439	553,028	9.9
Lake Wales	93,658	820	1,161,085	12.4
SE Orlando	83,188	346	422,715	5.1
Winter Garden	73,386	434	581,441	7.9
SOUTH CENTRAL	438,088	2,652	3,441,955	7.9
<u>System</u>	<u>1,671,566</u>	<u>9,944</u>	<u>15,328,338</u>	<u>9.2</u>



MAIFle - Adjusted (01/01/2013 - 12/31/2013)

	<u>Customers</u>	<u># momentary</u>		
	<u>Served</u>	<u>events</u>	<u>CME</u>	<u>MAIFle</u>
NORTH COASTAL				
Inverness	70,441	384	508,781	7.2
Monticello	46,923	379	327,941	7
Ocala	77,030	578	733,689	9.5
NORTH COASTAL	194,394	1,341	1,570,411	8.1
SOUTH COASTAL				
Clearwater	151,714	795	1,573,013	10.4
Seven Springs	169,120	846	1,667,833	9.9
St. Petersburg	163,062	720	1,465,146	9
Walsingham	147,441	864	1,602,962	10.9
Zephyrhills	24,736	104	210,496	8.5
SOUTH COASTAL	656,073	3,329	6,519,450	9.9
NORTH CENTRAL				
Apopka	95,421	777	1,013,741	10.6
Deland	76,942	409	634,974	8.3
Jamestown	127,422	497	836,353	6.6
Longwood	83,226	712	912,418	11
NORTH CENTRAL	383,011	2,395	3,397,486	8.9
SOUTH CENTRAL				
Buena Vista	102,012	456	508,601	5
Clermont	29,833	154	213,540	7.2
Highlands	56,011	437	551,215	9.8
Lake Wales	93,658	814	1,151,419	12.3
SE Orlando	83,188	341	416,877	5
Winter Garden	73,386	428	574,332	7.8
SOUTH CENTRAL	438,088	2,630	3,415,984	7.8
<u>System</u>	<u>1,671,566</u>	<u>9,695</u>	<u>14,903,331</u>	<u>8.9</u>



SYSTEM RELIABILITY INDICES – ABSENT ADJUSTMENTS		
Utility Name: Progress Energy Florida		
2012		
Region	Operation Center	SAIDI
NORTH COASTAL		176.1
	Inverness	133.2
	Monticello	204.6
	Ocala	198.1
SOUTH COASTAL		88.1
	Clearwater	87.7
	Seven Springs	73.8
	St. Petersburg	103.3
	Walsingham	85.1
	Zephyrhills	92.1
NORTH CENTRAL		111.7
	Apopka	116.6
	Deland	113.3
	Jamestown	92.1
	Longwood	121.1
SOUTH CENTRAL		104.1
	Buena Vista	71.0
	Clermont	76.8
	Highlands	104.9
	Lake Wales	93.7
	SE Orlando	87.7
	Winter Garden	113.4
SYSTEM		107.9

Note: SAIDI indices are the contribution to the system level



SYSTEM RELIABILITY INDICES – ADJUSTED		
Utility Name: Progress Energy Florida		
2012		
Region	Operation Center	SAIDI
NORTH COASTAL		147.3
	Inverness	103.2
	Monticello	170.2
	Ocala	171.7
SOUTH COASTAL		71.2
	Clearwater	72.3
	Seven Springs	64.3
	St. Petersburg	79.3
	Walsingham	67.2
	Zephyrhills	80.1
NORTH CENTRAL		91.1
	Apopka	110.0
	Deland	91.7
	Jamestown	73.4
	Longwood	96.1
SOUTH CENTRAL		88.2
	Buena Vista	63.4
	Clermont	67.0
	Highlands	83.7
	Lake Wales	82.1
	SE Orlando	72.3
	Winter Garden	84.0
SYSTEM		89.1

Note: SAIDI indices are the contribution to the system level

RELIABILITY RELATED CUSTOMER COMPLAINTS

Please see “Attachment H” for DEF’s spreadsheet comparing DEF vs. PSC 2013 reliability-related complaints.

a. Describe the five year patterns/trends in reliability related customer complaints.

Duke Energy Florida receives customer complaints from the FPSC via a variety of methods (Formal Complaints, Courtesy Calls, Internet Transfers). The 5 year trend is shown below with DEF reliability related complaint data:

FPSC Formal (15 day/logged) complaints					
Complaint Category	Year End Total				
	2009	2010	2011	2012	2013
Outages - Momentary	21	24	18	10	27
Outages - Frequent	35	46	21	29	35
Outages - Delay in Restoring	7	4	12	2	2
Voltage	9	2	4	0	3
Equipment/Facilities	15	7	12	9	6
Tree Trimming	11	10	11	8	9
Safety	1	2	1	0	2
Total	99	95	79	58	84

b. Describe Company efforts to correlate reliability related complaints with reliability indices for applicable feeder, lateral and subregion.

Reliability complaints are typically driven by localized delivery system performance. The most effective remedy is surgical corrective action based on patrol/survey of a discrete segment in conjunction with analysis of outage cause(s) and duration. Corrective action scope is typically increased when appropriate to ensure maximum impact on established reliability indices such as SAIDI, MAIFIE, CEMI4, and CELID3.

c. Describe the process used by your company to identify and select systematic actions to improve reliability due to customer complaints (if no such program exists explain why).

Systematic corrective actions are prioritized based on expected improvement to established reliability indices such as SAIDI, MAIFIE, CEMI4, and CELID3. Reliability complaints are typically driven by localized delivery system performance. The most effective remedy is surgical corrective action based on patrol/survey of a discrete segment in conjunction with analysis of outage cause(s) and duration. Corrective actions are compared to the reliability work plan to ensure no unnecessary duplication of effort.

II. STORM HARDENED FACILITIES

Pursuant to the Stipulation regarding the “Process within the Process” entered into and filed jointly by the third-party attachers and IOU’s with the FPSC on September 26, 2007, paragraph 7 requires each electric utility to file by March 1 each year a status report of its implementation of its storm hardening plan. Please see Attachment I - “*Spreadsheet of Storm Hardening Project Status*”.

a. Describe each storm hardening activity undertaken in the field during 2013.

Distribution

In addition to the activities identified in DEF’s Storm Hardening Plan (Attachment J), Wood Pole Inspection Plan (Attachment K), and other initiatives identified and discussed herein, Duke Energy Florida Distribution undertook the following specific activities that deliver a storm hardening benefit during 2013:

Existing Overhead to Underground Conversion:

See Attachment L - “Major Conversions Historical Data”.

New Construction Cable footage installed underground:

In 2013, DEF installed 196 circuit miles of new underground cable. Overall, the DEF distribution system consists of 42.1% primary underground circuit miles (13,176 circuit miles).

Network Maintenance and Replacement:

2013 Actuals - \$736k

Switchgear Replacement

2013 Actuals - \$1.2m

Midfeeder Electronic Sectionalizing (Reclosers):

2013 Actuals - \$870k

Wood Pole Inspection and Treatment:

2013 Actuals - \$2.7m

Wood Pole Replacement:

2013 Actuals - \$17.3m

Padmount Transformer Replacement:

2013 Actuals - \$8.1m

Storm Hardening Projects

2013 Actuals - \$4.2m

Transmission

In addition to the activities identified in DEF's Storm Hardening Plan (Attachment J), Wood Pole Inspection Plan (Attachment K), and other initiatives identified and discussed herein, Duke Energy Florida Transmission undertook the following specific Storm Hardening Activities during 2013:

Maintenance Change outs:

Duke Energy Florida Transmission is installing either steel or concrete poles when replacing existing wood poles. This activity resulted in the replacement of 1347 wood poles with steel or concrete during 2013.

DOT/Customer Relocations and Line Upgrades and Additions:

Duke Energy Florida Transmission will design any DOT or Customer Requested Relocations and any line upgrades or additions to meet or exceed the current NESC Code Requirements and will construct these projects with either steel or concrete poles. This activity resulted in replacement of approximately 1672 poles with steel or concrete during 2013.

- b. Describe the process used by your company to identify the location and select the scope of storm hardening projects.**

Distribution

The location and scope of projects that deliver hardening benefits varies by type of construction, maintenance, or replacement activity. Primary factors considered include operational and storm performance, remaining life, condition assessment of equipment as determined by inspection, and cost to repair or replace. In all cases, the cost to install, maintain, or replace equipment is balanced against the expected long term operational and cost benefit.

For additional information, please see Attachment J- DEF's Storm Hardening Plan.

Transmission

Maintenance Change outs

Poles that require change out are identified by Procedure MNT-TRMX-00053, "Ground Patrols" (Attachment M). The change out schedule is determined by the condition of the wood pole based upon inspector experience.

DOT/Customer Relocations

Poles that are changed out and upgraded are identified by requests from DOT or customers.

Line Upgrades and Additions

Duke Energy Florida Transmission Planning will determine where and when lines need to be upgraded.

For additional information, please see Attachment J - DEF's Storm Hardening Plan.

c. Provide the costs incurred and any quantified expected benefits.

Distribution

See Subsection (a) above.

Transmission

Line Maintenance Change outs

Duke Energy Florida Transmission spent approximately \$21,364,389 for Capital Improvements in 2013. Capital Improvements includes pole change outs and complete insulator replacements.

Quantified benefits will be a stronger and more consistent material supporting Transmission Circuits. Over the next 10 years, the percentage of wood poles on Duke Energy Florida's Transmission system should reduce wood poles on the system from approximately 75% today to 50%.

DOT/Customer Relocations and Line Upgrades and Additions

Duke Energy Florida Transmission spent approximately \$118,914,634 for DOT/Customer Relocations and Line Upgrades and Additions in 2013.

Quantified benefits will be a stronger and more consistent material supporting Transmission Circuits. Over the next 10 years, the percentage of wood poles on Duke Energy's Transmission system should reduce wood poles on the system from approximately 75% today to 50%.

d. Discuss any 2014 projected activities and budget levels.

Distribution

Duke Energy Florida Distribution's storm hardening strategy and activities for 2014 are still ongoing and under development. At this time, however, Duke Energy Distribution reports as follows:

Existing Overhead to Underground Conversion:

Major Underground Conversions are a customer driven activity based upon a willingness to pay the conversion costs. While specific annual totals are difficult to forecast, the trend indicated by Attachment L, "Major Conversions Historical Data" over the last 11 years is expected to continue.

New Construction Cable footage installed underground:

The specific span miles of new underground cable installed is driven by the level of new connect activity. While the number of span miles installed varies from year to year, the percentage of new primary distribution span miles installed underground is expected to continue.

Network Maintenance and Replacement:
2014 Projections - \$705k

Switchgear Replacement
2014 Projections - \$1.46m

Wood Pole Inspection and Treatment:
2014 Projections - \$2.7m

Wood Pole Replacement:
2014 Projections - \$15.9m

Padmount Transformer Replacement:
2014 Projections - \$9.9m

Storm Hardening Projects
2014 Projections - \$5.9M

Transmission

Duke Energy Florida Transmission's storm hardening strategy and activities for 2014 are still ongoing and under development. At this time, however, Duke Energy Transmission reports as follows:

Line Maintenance Change outs

Duke Energy Florida Transmission should replace approximately 700 poles in 2014. Capital Budget for Line Maintenance is \$19,615,240 for 2014 which includes pole change outs, insulator replacements and any overhead ground wire (OHGW) replacements.

DOT/Customer Relocations and Line Upgrades and Additions

Duke Energy Florida Transmission should replace approximately 1265 poles in 2014. Current identified DOT/Customer Relocation Projects and Line Upgrades and Additions has a capital budget of \$95 million.

III. STORM SEASON READINESS

a. Describe the efforts the Company is taking to be storm-ready by June 1, 2013

Please see Attachment N – DEF’s April 3, 2013 FPSC Presentation “Storm Season Readiness”

Distribution

DEF's Distribution Storm Plan has been reviewed and revised as of June 2013 (See Attachment Y). The Distribution organization will conduct a storm readiness drill in April of 2014. By the start of storm season, all feeder backbones will be surveyed for tree conditions and corrective work completed. System reliability is continually monitored and upgraded through our storm hardening efforts. Critical restoration material and fuel will be ready and available from multiple sources, and we have taken steps to ensure that outside line and tree trimming resources are ready and available.

Transmission

DEF's Transmission Storm Plan has been reviewed and revised as of May 1, 2013 (Attachment Z). The Transmission Department conducted a storm readiness drill during the week of April 23, 2012. Transmission will conduct its 2014 storm drill in conjunction with Distribution. Also, aerial patrols for DEF's entire transmission system took place between March-June and September-December, 2013. The next aerial patrols are scheduled between March-June and September-December, 2014.

IV. WOOD POLE INSPECTION PROGRAM

a. Provide a detailed description of the Company's wood pole inspection program.

Duke Energy Florida's wood pole inspection program philosophy is to determine the condition of the wood pole plant and provide remediation for any wood poles that are showing signs of decay or fall below the minimum strength requirements outlined by NESC standards.

Duke Energy is utilizing the expertise of Osmose Utilities Services, Inc., to perform the inspections on an eight year cycle. Osmose is using visual inspection, sound and boring, and full excavation down to 18 inches below ground line to determine the condition of all poles with the exception of CCA poles less than 16 years of age and poles that cannot be excavated due to obstructions. For CCA poles less than 16 years of age, Osmose is using visual inspection and sound, as well as, selective boring to determine the pole condition. In addition, Osmose is providing remediation of decayed poles through external and internal treatments. If the pole is below NESC standards and has the minimum remaining wood above ground line, Osmose will also reinforce the pole back to original strength.

For additional information, please see Attachment K - "Wood Pole Inspection Plan".

b. 2013 accomplishments

Distribution

Duke Energy, Florida inspected 97,071 wood distribution poles during 2013. This completes 7 yrs. & 9 months of an 8 year inspection cycle. This total should keep us on target to meet an 8 year pole inspection cycle. In addition to the inspections, GPS coordinates and physical attributes were updated and/or verified and inspection results were collected in a central database on all poles inspected.

Transmission

In 2013, DEF's Transmission ground patrol inspected 14,064 wood pole structures. This represents approximately 49% of the wood pole structures on the DEF Transmission system.

c. Projected accomplishments for 2014

Distribution

Among other things, Duke Energy's goal for 2014 is to complete inspections on cycle one of the 8 year pole inspection program and to continue on with the start of cycle two. Duke Energy will continue to utilize the same inspection procedures in 2014 that we have in the past.

Transmission

Current plans are to inspect approximately 1/3 to 1/5 of the system, which equates to approximately 1,000 miles of Transmission Circuits (or approximately 7,500 wood structures). We will have a 3rd party contract crew complete ground line sound and bore inspections for approximately 7,500 wood poles. We also will aerial patrol the entire transmission system two (2) times during 2014. We will perform a ground inspection on all lines 200kv and higher. These patrols will begin in March 2014.

d. Wood pole inspection reports.

Each wood pole inspection report contains the following:

- A description of the methods used for structural analysis and pole inspection,
- A description of the selection criteria that was used to determine which poles would be inspected, and
- A summary report of the inspection data.

Distribution

Please see Attachment O - 2013 Annual Wood Pole Inspection Report filed with the FPSC on February 28, 2014.

For a description of the methods used for structural analysis and pole inspection – please refer to Attachment K - “Wood Pole Inspection Plan”, pages 1 - 4 and 6 - 8.

For the summary report of the inspection data - See Attachment P - CD Rom containing Excel file - “2013 Distribution Pole Inspection Data”.

Transmission

Please see Attachment O - 2013 Annual Wood Pole Inspection Report filed with the FPSC on February 28, 2014.

For a description of the methods used for structural analysis and pole inspection – please refer to Attachment K - “Wood Pole Inspection Plan”, pages 1 - 4 and 6 - 8.

For the summary report of the inspection data – See Attachment Q – CD containing Excel files - “2013 Pole Data” and “2013 Structure Data”.

CCA Pole Sampling Report

Pursuant to Order No. PSC-08-0615-PAA-EI issued September 23, 2008 in Docket No. 080219-EI, the Commission approved modification to the sounding and boring excavation requirements of Order No. 06-0144-PAA-EI with regard to CCA wood poles less than 16 years old. On Pages 3 and 4 of Order No. PSC-08-0615-PAA-EI, it states,

“ORDERED that, consistent with the deviation granted to Gulf Power Company in Order No. PSC-07-0078-PAA-EU, Progress Energy Florida, Inc., Florida Power & Light Company, and Tampa Electric Company shall be required to sound and selectively bore all CCA poles under the age of 16 years, but shall not be required to perform full excavation on these poles. It is further

ORDERED that Progress Energy Florida, Inc., Florida Power & Light Company, and Tampa Electric Company shall also be required to perform full excavation sampling to validate their inspection method. It is further

ORDERED that the results of the utilities’ sampling shall be filed in their annual distribution reliability reports.”

2013 CCA Pole Sampling Results

Please see Attachment O – Duke Energy’s 2013 Annual Wood Pole Inspection Report filed with the FPSC on February 28, 2014. The “CCA Sampling Results for 2013” is included in Duke Energy’s Wood Pole Inspection Report as “Attachment B”.

V. EIW INITIATIVES

VEGETATION MANAGEMENT – THREE YEAR CYCLE (*Initiative 1*)

- a. **Provide a complete description of the Company’s vegetation management program (policies, guidelines, practices) for 2013 and 2014 in terms of both activity and costs.**
 - *See Attachment R - “DEF’s Storm Preparedness Plan”.*
 - *See Attachment S - “Internal Policy & Guidelines”.*
 - *For activities and costs - See information herein on pages 51-58.*
- b. **Describe tree clearing practices in utility easements and authorized rights-of-ways.**

See Attachment S - “Internal Policy & Guidelines”.
- c. **Identify relevant portions of utility tariffs pertaining to utility vegetation management activities within easements and authorized rights-of-ways.**

DEF’s tariffs do not contain specific language pertaining to utility vegetation management activities within easements and authorized rights-of-ways.
- d. **Describe tree removal practices for trees that abut and/or intrude into easements and authorized rights-of-ways.**

See Attachment S - “Internal Policy & Guidelines”.
- e. **Describe tree clearing practices outside of utility easements and authorized rights-of-ways.**

See Attachment S - “Internal Policy & Guidelines”.
- f. **Identify relevant portions of utility tariffs pertaining to utility vegetation management activities outside of easements and authorized rights-of-ways.**

DEF’s tariffs do not contain specific language pertaining to utility vegetation management activities outside of easements and authorized rights-of-ways.
- g. **Describe tree removal practices for trees outside of easements and authorized rights-of-ways.**

See Attachment S - “Internal Policy & Guidelines”.
- h. **Identify relevant portions of utility tariffs pertaining to customer vegetation management obligations as a term or condition of electric service.**

There is no specific language in DEF’s tariffs that pertain to customer vegetation management obligations as a term or condition of electric service. However, in Section 4 of DEF’s tariff book, Sheets 4.11 and 4.123, reference is made to a customer’s responsibility regarding vegetation management.
- i. **Describe Company practices regarding customer trim requests.**

When a customer calls into the call center, either a tree work ticket is generated or a Duke Energy Florida field resource will submit a ticket using the work management system. For the remaining process, please see Attachment T - “Vegetation Management – Customer Demand Tree Trimming Requests”.

- j. Describe the criteria used to determine whether to remove a tree, replace a tree, spot-trim, demand trim, or mid-cycle trim, etc.**

The criteria used is comprised of a number of considerations, i.e., location, customers on the line, removal vs. trim candidate, species, customer permission, easement rights and risk. Apart from identifying these factors, as a general matter, DEF cannot elaborate as to how these factors may apply in a given factual circumstance.

- k. Discuss any 2014 projected activities and budget levels.**

See charts below.

SYSTEM VEGETATION MANAGEMENT PERFORMANCE METRICS

	Feeders			Laterals		
	Unadjusted*	Adjusted	Diff.	Unadjusted*	Adjusted	Diff.
(A) Number of Outages	N/A *	180	N/A *	N/A *	8,963	N/A *
(B) Customer Interruptions	N/A *	224,495	N/A *	N/A *	355,550	N/A *
(C) Miles Cleared	N/A *	476	N/A *	N/A *	3,810	N/A *
(D) Remaining Miles	N/A *	(0)	N/A *	N/A *	(1)	N/A *
(E) Outages per Mile [A ÷ (C + D)]	N/A *	0.38	N/A *	N/A *	2.35	N/A *
(F) Vegetation CI per Mile [B ÷ (C + D)]	N/A *	472.40	N/A *	N/A *	93.34	N/A *
(G) Number of Hotspot trims	N/A *	6,800	N/A *	N/A *	47,778	N/A *
(H) All Vegetation Management Costs	N/A *	\$ 4,169,418	N/A *	N/A *	\$ 27,661,956	N/A *
(I) Customer Minutes of Interruption	N/A *	10,052,303	N/A *	N/A *	40,348,265	N/A *
(J) Outage restoration costs	N/A *	***	N/A *	N/A *	***	N/A *
(K) Vegetation Management Budget (current year) – 2013	N/A *	\$ 4,218,690	N/A *	N/A *	\$ 27,613,695	N/A *
(L) Vegetation Goal (current year) - 2013	N/A *	476	N/A *	N/A *	3,811	N/A *
(M) Vegetation Management Budget (next year) – 2014	N/A *	\$ 17,447,339	N/A *	N/A *	\$ 16,401,661	N/A *
(N) Vegetation Management Goal (next year) – 2015	N/A *	1,196	N/A *	N/A *	3,787	N/A *
(O) Trim-Back Distance	N/A *	***	N/A *	N/A *	***	N/A *

Note: Total miles cleared in 2013 was 4,286. Annual variations from target are expected as DEF manages resource and unit cost factors associated with its integrated vegetation management plan. Based on the 3-year feeder/5-year lateral tree trimming cycle, since 2006 initiation, DEF is at 17% of total 3-year cycle feeder miles and 57% of total 5-year cycle lateral miles.

- * There is no unadjusted data on tree caused storm events that would be relevant to DEF's tree trimming program. It would not be reasonably possible to gather this data and furthermore the data would not be accurate if we could obtain it. It would take extraordinary effort and considerable conjecture to estimate the impact of trees on DEF's distribution system for outage causes that are currently coded "storm". It would not be reasonably possible to gather such data because contractors move around the System and operate under a myriad of restoration contracts and agreements. To track this data, it would require the establishment of both a financially based tracking system to monitor costs as well as crew activity system-wide during a catastrophic event. Additionally, it is not practical to perform a forensic analysis of outages during a catastrophic event for the purpose of obtaining the root cause since several agencies assist in the effort as well as the magnitude of damage that impact a localized area of the system. During a storm event, outage tracking migrates from Outage Management System event to a Damage Assessment event. As such, our ability to capture reliable data becomes significantly compromised.
- ** This data is actual complete in 2013 and scheduled in 2014.
- *** Distance varies according to species' growth rates.
- **** This data was not previously tracked. A means of extracting tree outage data from total storm restoration costs is still being investigated.

MANAGEMENT ZONE (NORTH CENTRAL) VEGETATION MANAGEMENT PERFORMANCE METRICS

	Feeders			Laterals		
	Unadjusted*	Adjusted	Diff.	Unadjusted*	Adjusted	Diff.
(A) Number of Outages	N/A *	43	N/A *	N/A *	2,219	N/A *
(B) Customer Interruptions	N/A *	48,626	N/A *	N/A *	86,602	N/A *
(C) Miles Cleared	N/A *	163	N/A *	N/A *	817	N/A *
(D) Remaining Miles	N/A *	(0)	N/A *	N/A *	1	N/A *
(E) Outages per Mile [A ÷ (C + D)]	N/A *	0.26	N/A *	N/A *	2.71	N/A *
(F) Vegetation CI per Mile [B ÷ (C + D)]	N/A *	299.64	N/A *	N/A *	105.83	N/A *
(G) Number of Hotspot trims	N/A *	3,185	N/A *	N/A *	15,548	N/A *
(H) All Vegetation Management Costs	N/A *	\$ 1,498,741	N/A *	N/A *	\$ 7,317,381	N/A *
(I) Customer Minutes of Interruption	N/A *	2,180,653	N/A *	N/A *	9,992,194	N/A *
(J) Outage restoration costs	N/A *	***	N/A *	N/A *	***	N/A *
(K) Vegetation Management Budget (current year) – 2013	N/A *	\$ 1,536,437	N/A *	N/A *	\$ 7,501,430	N/A *
(L) Vegetation Goal (current year) - 2013	N/A *	163.00	N/A *	N/A *	816.00	N/A *
(M) Vegetation Management Budget (next year) – 2014	N/A *	\$ 4,464,406	N/A *	N/A *	\$ 4,405,956	N/A *
(N) Vegetation Management Goal (next year) – 2015	N/A *	265	N/A *	N/A *	1,098	N/A *
(O) Trim-Back Distance	N/A *	***	N/A *	N/A *	***	N/A *

MANAGEMENT ZONE (SOUTH CENTRAL) VEGETATION MANAGEMENT PERFORMANCE METRICS

	Feeders			Laterals		
	Unadjusted*	Adjusted	Diff.	Unadjusted*	Adjusted	Diff.
(A) Number of Outages	N/A *	42	N/A *	N/A *	1,127	N/A *
(B) Customer Interruptions	N/A *	57,865	N/A *	N/A *	44,636	N/A *
(C) Miles Cleared	N/A *	107	N/A *	N/A *	790	N/A *
(D) Remaining Miles	N/A *	(1)	N/A *	N/A *	(1)	N/A *
(E) Outages per Mile [A ÷ (C + D)]	N/A *	0.39	N/A *	N/A *	1.43	N/A *
(F) Vegetation CI per Mile [B ÷ (C + D)]	N/A *	542.04	N/A *	N/A *	56.61	N/A *
(G) Number of Hotspot trims	N/A *	1,391	N/A *	N/A *	10,203	N/A *
(H) All Vegetation Management Costs	N/A *	\$ 779,377	N/A *	N/A *	\$ 5,715,432	N/A *
(I) Customer Minutes of Interruption	N/A *	3,132,824	N/A *	N/A *	5,862,056	N/A *
(J) Outage restoration costs	N/A *	***	N/A *	N/A *	***	N/A *
(K) Vegetation Management Budget (current year) – 2013	N/A *	\$ 726,719	N/A *	N/A *	\$ 5,329,270	N/A *
(L) Vegetation Goal (current year) - 2013	N/A *	108.00	N/A *	N/A *	791.00	N/A *
(M) Vegetation Management Budget (next year) – 2014	N/A *	\$ 2,083,855	N/A *	N/A *	\$ 5,092,198	N/A *
(N) Vegetation Management Goal (next year) – 2015	N/A *	407	N/A *	N/A *	757	N/A *
(O) Trim-Back Distance	N/A *	***	N/A *	N/A *	***	N/A *

MANAGEMENT ZONE (NORTH COASTAL) VEGETATION MANAGEMENT PERFORMANCE METRICS

	Feeders			Laterals		
	Unadjusted*	Adjusted	Diff.	Unadjusted*	Adjusted	Diff.
(A) Number of Outages	N/A *	57	N/A *	N/A *	3,035	N/A *
(B) Customer Interruptions	N/A *	48,553	N/A *	N/A *	120,089	N/A *
(C) Miles Cleared	N/A *	98	N/A *	N/A *	1,640	N/A *
(D) Remaining Miles	N/A *	0	N/A *	N/A *	1	N/A *
(E) Outages per Mile [A ÷ (C + D)]	N/A *	0.58	N/A *	N/A *	1.85	N/A *
(F) Vegetation CI per Mile [B ÷ (C + D)]	N/A *	492.19	N/A *	N/A *	73.21	N/A *
(G) Number of Hotspot trims	N/A *	994	N/A *	N/A *	15,571	N/A *
(H) All Vegetation Management Costs	N/A *	\$ 451,182	N/A *	N/A *	\$ 7,068,526	N/A *
(I) Customer Minutes of Interruption	N/A *	2,401,385	N/A *	N/A *	14,195,903	N/A *
(J) Outage restoration costs	N/A *	***	N/A *	N/A *	***	N/A *
(K) Vegetation Management Budget (current year) – 2013	N/A *	\$ 433,578	N/A *	N/A *	\$ 6,792,730	N/A *
(L) Vegetation Goal (current year) - 2013	N/A *	98	N/A *	N/A *	1,639	N/A *
(M) Vegetation Management Budget (next year) – 2014	N/A *	\$ 5,690,887	N/A *	N/A *	\$ 2,525,383	N/A *
(N) Vegetation Management Goal (next year) – 2015	N/A *	254	N/A *	N/A *	795	N/A *
(O) Trim-Back Distance	N/A *	***	N/A *	N/A *	***	N/A *

MANAGEMENT ZONE (SOUTH COASTAL) VEGETATION MANAGEMENT PERFORMANCE METRICS

	Feeders			Laterals		
	Unadjusted*	Adjusted	Diff.	Unadjusted*	Adjusted	Diff.
(A) Number of Outages	N/A *	38	N/A *	N/A *	2,582	N/A *
(B) Customer Interruptions	N/A *	69,451	N/A *	N/A *	104,223	N/A *
(C) Miles Cleared	N/A *	107	N/A *	N/A *	563	N/A *
(D) Remaining Miles	N/A *	0	N/A *	N/A *	(2)	N/A *
(E) Outages per Mile [A ÷ (C + D)]	N/A *	0.35	N/A *	N/A *	4.59	N/A *
(F) Vegetation CI per Mile [B ÷ (C + D)]	N/A *	645.79	N/A *	N/A *	185.47	N/A *
(G) Number of Hotspot trims	N/A *	1,230	N/A *	N/A *	6,456	N/A *
(H) All Vegetation Management Costs	N/A *	\$ 1,440,118	N/A *	N/A *	\$ 7,560,617	N/A *
(I) Customer Minutes of Interruption	N/A *	2,337,441	N/A *	N/A *	10,298,112	N/A *
(J) Outage restoration costs	N/A *	***	N/A *	N/A *	***	N/A *
(K) Vegetation Management Budget (current year) – 2013	N/A *	\$ 1,521,955	N/A *	N/A *	\$ 7,990,266	N/A *
(L) Vegetation Goal (current year) - 2013	N/A *	107	N/A *	N/A *	565	N/A *
(M) Vegetation Management Budget (next year) – 2014	N/A *	\$ 5,208,190	N/A *	N/A *	\$ 4,378,124	N/A *
(N) Vegetation Management Goal (next year) – 2015	N/A *	270.03	N/A *	N/A *	1,136.12	N/A *
(O) Trim-Back Distance	N/A *	***	N/A *	N/A *	***	N/A *

Local Community Participation: A discussion addressing utility efforts to collect and use input from local communities and governments regarding (a) r-o-w tree clearing, (b) easement tree clearing, (c) hard-to-access facilities, (d) priority trees not within r-o-w or within easements where the utility has unobstructed authority to remove the danger tree, and (e) trim-back distances.

Please see pages 74-78.

Priority Trees

- a) Number of priority trees removed? 5,634
- b) Expenditures on priority tree removal? \$310,920 (*includes tree removal, removal trims, overhang & vines*)

c) Number of request for removals that were denied? 22 (*These trees were on private property. The owners refused a request for removal. DEF instead trimmed the trees as much as possible within its legal rights to do so.*)

d) Avoided CI with priority trees removed (estimate)? **[See Below]**

e) Avoided CMI with priority trees removed (estimate)? **[See Below]**

In response to items d) and e), the determination of the number of customers (CI) that would have been interrupted and/or the extent of an outage (CMI) is dependent upon a number of variables such as: species of tree; tree wind resistance characteristics; age of tree; condition of tree; type of failure – electrical vs. mechanical (limb or stem); location along the feeder; soil conditions, the extent of any disease and/or insect infestation; the type, magnitude and duration of a storm; etc. To quantify or estimate the avoided CI or CMI as a general matter for all possible conditions would require DEF to guess and speculate on conditions for which it has neither reliable nor supporting data. DEF therefore cannot provide data for these fields.

JOINT-USE POLE ATTACHMENT AUDITS FOR THE YEAR 2013 (Initiative 2)

- a) **Percent of system audited.** *Feeders and Laterals: 100%*
- b) **Date audit conducted?** *A Joint-Use Pole Loading Analysis is conducted every 8 years per FPSC mandates. In 2013, one eighth (1/8) of the joint attachments were audited to fulfill the 8-year requirement.*
- c) **Date of previous audit?** *2013 Partial Joint Use Structural Analysis System Audit.*
- d) **List of audits conducted annually.** *Partial system audits are conducted annually. A full Joint-Use Pole Loading Analysis is conducted every eight years.*

2013 Joint-Use Structural Audits – Distribution Poles (all pole types)

(A) Number of company owned distribution poles.	987,241
(B) Number of company distribution poles leased.	449,832
(C) Number of owned distribution pole attachments (cable & phone attachments on PE poles)	769,482
(D) Number of leased distribution pole attachments. (PE attachments on phone poles)	13,612
(E) Number of authorized attachments. (1704 new attachments permitted in 2013)	771,186
(F) Number of unauthorized attachments.	0
(G) Number of distribution poles strength tested. (complete loading analysis needed)	65,226
(H) Number of distribution poles passing strength test. (complete loading analysis needed) *	65,172
(I) Number of distribution poles failing strength test (overloaded).	54
(J) Number of distribution poles failing strength test (other reasons). (Hardware upgrades required)	0
(K) Number of distribution poles to be corrected (strength failure) (added down guy)	34
(L) Number of distribution poles corrected (other reasons).	0
(M) Number of distribution poles to be replaced. (Overloaded poles entered into the DARTS database)	20
(N) Number of apparent NESC violations involving electric infrastructure.	None
(O) Number of apparent NESC violations involving 3 rd party facilities.	None

* For each group of poles in a tangent line, the pole that had the most visible loading, line angle, and longest or uneven span length was selected to be modeled for wind loading analysis. If that one pole failed, the next worst case pole in that group of tangent poles was analyzed as well. Each pole analyzed determined the existing pole loading of all electric and communication attachments on that pole. If the existing analysis determined the pole was overloaded, that pole was added to a current year work plan to be corrected. Should the original pole analyzed meet the NESC loading requirements, all similar poles in that tangent line of poles was noted as structurally sound and entered into the database as “PASSED” structural analysis.

2013 Joint-Use Attachment Audits – Transmission Poles (all pole types)

(A) Number of company owned transmission poles.	48,599
(B) Number of company transmission poles leased.	5,580
(C) Number of owned transmission pole attachments (cable & phone attachments on PE poles)	7,776
(D) Number of leased transmission pole attachments. (DE attachments on phone poles)	0
(E) Number of authorized attachments.	7,776
(F) Number of unauthorized attachments.	0
(G) Number of transmission poles strength tested.	31
(H) Number of transmission poles passing strength test.	25
(I) Number of transmission poles failing strength test (overloaded).	5*
(J) Number of transmission poles failing strength tests (other reasons).	0
(K) Number of transmission poles corrected (sent to transmission to be scheduled for change out)	5
(L) Number of transmission poles corrected (other reasons).	0
(M) Number of transmission poles replaced	0
(N) Number of apparent NESC violations involving electric infrastructure.	None
(O) Number of apparent NESC violations involving 3 rd party facilities.	0

* The poles identified in 2013 as overloaded will be prioritized and replaced in 2014.

State whether pole rents are jurisdictional or non-jurisdictional. If pole rents are jurisdictional, then provide an estimate of lost revenue and describe the company's efforts to minimize the lost revenue.

Pole attachment rents are jurisdictional and are booked in Account 454 – “Rent from Electric Property”. DEF conducts partial audits of its pole attachments throughout the year. A full Joint-Use Pole Loading Analysis is conducted every eight years. When DEF discovers unauthorized attachments on DEF poles, DEF follows-up with the attacher who owns the unauthorized attachments and DEF seeks all revenue applicable under controlling laws, rules, and regulations.

SIX YEAR INSPECTION CYCLE FOR TRANSMISSION STRUCTURES (*Initiative 3*)

Describe the extent of the inspection and results pertaining to transmission wires, towers, and substations for reliability and NESC safety matters. The intent is to assure the Commission that utilities know the status of their facilities and that reasonable efforts are taken to address transmission structure reliability and NESC safety matters.

Duke Energy Florida’s Transmission Department follows Procedure MNT-TRMX-00053 titled “Ground Patrols” (Attachment M) to periodically assess the condition of the transmission circuits. The primary goal of the ground patrol is to inspect transmission line structures and associated hardware and conductor on a routine basis to identify any required material repairs or replacements. Please also see Initiative 3 in DEF’s Storm Hardening Plan.

Transmission Circuit, Substation and Other Equipment Inspections

	2013 Activity		2013 Current Budget		Next Year (2014)	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission circuits.	N/A	586	\$2,778,056	\$2,711,308	N/A	\$2,972,765
(B) Planned transmission circuit inspections.	195	N/A	N/A	N/A	195	N/A
(C) Completed transmission circuit inspections.	N/A	225	N/A	N/A	N/A	N/A
(D) Percent of transmission circuit inspections	N/A	38%	N/A	N/A	33%	N/A
(E) Planned transmission substation inspections.	N/A	475	\$16,238,702	\$15,023,532	475	\$14,625,626
(F) Completed transmission substation inspections.	N/A	475	N/A	N/A	N/A	N/A
(G) Percent transmission substation inspections	N/A	100%	N/A	N/A	N/A	N/A
(H) Planned transmission equipment inspections (other equipment).	N/A	N/A	N/A	N/A	N/A	N/A
(I) Completed transmission equipment inspections (other equipment).	N/A	N/A	N/A	N/A	N/A	N/A
(J) Percent of transmission equipment inspections completed (other	N/A	N/A	N/A	N/A	N/A	N/A

Note: For most entries of “N/A” in the chart above, Duke Energy Florida does not specifically budget for Transmission line or substation inspections on an item by item basis. The budget and actual figures that are entered include inspections, emergency response, preventative maintenance, training, and other O&M Costs.

Transmission Tower Structure Inspections

	2013 Activity		2013 Current Budget		Next Year (2014)	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total transmission tower structures.	N/A	3,431	Please see note 1	N/A	N/A	Please see note 1
(B) Planned transmission tower structure inspections	N/A	Please see note 2	N/A	Please see note 2	N/A	N/A
(C) Completed transmission tower structure inspections.	N/A	1,388	N/A	N/A	N/A	N/A
(D) Percent of transmission tower structure inspections completed.	N/A	40%	N/A	N/A	N/A	N/A

Note 1: Please see the previous budget and actuals on page 59 for line inspections. All inspections for wood poles, towers, steel and concrete structures are included in the O&M budget. Duke Energy Florida does not specifically budget for Transmission line or substation inspections on an item by item basis. The budget and actual figures that are entered include inspections, emergency response, preventative maintenance, training, and other O&M Costs.

Note 2: Transmission circuits with towers are inspected on a 5-year cycle. Inspections are planned and completed based upon the 5-year cycle.

Transmission Pole Inspections

	2013 Activity		Current Budget (2013)		Next Year (2014)	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total number of transmission pole structures.	N/A	47,965	\$2,778,056 See Note 1	\$2,711,308 See Note 1	N/A	\$2,972,765 See Note 1
(B) Number of transmission pole structures strength tested. <i>Item A: number of poles analyzed</i> <i>Item B: Number of pole structures ground inspected</i>	N/A	A: 540 B: 14,999	N/A	N/A	See Note 3	N/A
(C) Number of transmission pole structures passing strength test. <i>Item A: number of poles analyzed</i> <i>Item B: Number of pole structures ground inspected</i>	N/A	A: 535 B: 14,999	N/A	N/A	N/A	N/A
(D) Number of transmission poles failing strength test (overloaded).	N/A	5	N/A	N/A	N/A	N/A
(E) Number of transmission poles failing for other reasons – <i>Ground Inspection</i> (See Note 2)	N/A	2,236	N/A	N/A	N/A	N/A
(F) Number of transmission poles corrected (strength failure).	N/A	5 See note 4	N/A	N/A	N/A	N/A
(G) Number of transmission poles corrected for other reasons - <i>Ground Inspection</i>	N/A	1347 see note 2	N/A	N/A	N/A	N/A
(H) Total transmission poles replaced.	N/A	1347	N/A	N/A	N/A	N/A

Note 1: Duke Energy Florida does not specifically budget for Transmission line or substation inspections on an item by item basis. The budget and actual figures that are entered include inspections, emergency response, preventative maintenance, training, and other O&M costs.

Note 2: Duke Energy Florida Transmission has prioritized the remaining number of transmission poles that need to be corrected based upon the inspection results and the status of the poles. Poles that needed to be replaced quickly have already been replaced as reflected above. Poles that can remain in service have been prioritized and DEF is in the process of working through corrections based on those prioritizations.

Note 3: Transmission circuits are inspected on a 3 or 5 year cycle depending on structural material. Inspections are planned and completed based on the 5 year cycle.

Note 4: DEF Transmission identified the potential strength failure using approximate calculations. The identified strength failing poles are being reviewed using exact wind and weight spans of attachments. The poles that fail the strength requirement will be prioritized to be replaced.

Please also see Attachment O – “Wood Pole Inspection Report” filed on February 28, 2014 with the FPSC.

STORM HARDENING ACTIVITIES FOR TRANSMISSION STRUCTURES (*Initiative 4*)

Describe the extent of any upgrades to transmission structures for purposes of avoiding extreme weather, storm surge or flood-caused outages, and to reduce storm restoration costs. The intent is to assure the Commission that utilities are looking for and implementing storm hardening measures.

Hardening of Existing Transmission Structures

	2013 Activity		Current Budget (2013)		Next Year (2014)	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Transmission structures scheduled for hardening.	1,590	N/A	108.8M	N/A	2,497	\$114.6M
(B) Transmission structures hardening completed.	N/A	3,056	N/A	\$140.3M	N/A	N/A
(C) Percent transmission structures hardening	N/A	192%	N/A	N/A	N/A	N/A

Note: Budget and Actual costs include maintenance pole change-outs, insulator replacements, and other capital costs. The budget and actual figures also include DOT/Customer Relocations, line rebuilds and System Planning additions. Structures are designed to withstand current NESC Wind Requirements and are build utilizing steel or concrete structures. DEF does not break out the cost of the structures separately and is reporting the entire construction costs for the Transmission Line Projects.

GEOGRAPHIC INFORMATION SYSTEM (GIS) (Initiative 5)

In 2008, DEF completed the transition to the new GIS system (G-Electric). The move to G-Electric enabled DEF to migrate from a location based GIS system to an asset based GIS system (consistent with Commission Order No. PSC-06-0351-PAA-EI).

In addition to this effort, DEF created a team dedicated to upgrading the Work Management system. The scope of this project included the implementation of the Facilities Management Data Repository (FMDR) along with the Compliance Tracking System (CTS). The implementation of these two systems was completed in 2011, allowing DEF to facilitate the compliance tracking, maintenance, planning, and risk management of the major Distribution assets.

Since its creation in 2010, the Distribution Data Integrity department has continued to ensure the accuracy and quality of the data within the Geographical Information System (GIS) and the Outage Management System (OMS) with a focus on business processes. This department has created and enhanced key performance indicators that are used to continually measure and monitor the quality of DEF’s GIS and OMS data. The consistency, accuracy, and dependability of these systems have led to improvements in the reliability and performance of our utility system, contributing to the safety of the DEF field crews.

Distribution OH Data Input

	Activity		Current Budget		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total number of system wide OH assets for input.	N/A	N/A	N/A	N/A	N/A	N/A
(B) Number of OH assets currently on system.	N/A	1,341,812	N/A	N/A	N/A	N/A
(C) Percent of OH assets already on system.	N/A	100%	N/A	N/A	N/A	N/A
(D) Annual OH assets targeted for input (goal).	N/A	N/A	N/A	N/A	N/A	N/A
(E) Annual OH assets input to system (actual).	N/A	N/A	N/A	N/A	N/A	N/A
(F) Annual percent of OH assets input.	N/A	100%	N/A	N/A	N/A	N/A

DEF cannot necessarily report data in the form of items (A)-(F) above given that such items are not entirely consistent and in line with the status of DEF’s current GIS system and DEF’s ongoing efforts to upgrade that system.

Distribution UG Data Input

	Activity		Current Budget		Next Year	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total number of system wide UG assets for input.	N/A	N/A	N/A	N/A	N/A	N/A
(B) Number of UG assets currently on system.	N/A	172,626	N/A	N/A	N/A	N/A
(C) Percent of UG assets already on system.	N/A	100%	N/A	N/A	N/A	N/A
(D) Annual UG assets targeted for input (goal).	N/A	N/A	N/A	N/A	N/A	N/A
(E) Annual UG assets input to system (actual).	N/A	N/A	N/A	N/A	N/A	N/A
(F) Annual percent of UG assets input.	N/A	100%	N/A	N/A	N/A	N/A

DEF cannot necessarily report data in the form of items (A)-(F) above given that such items are not entirely consistent and in line with the status of DEF's current GIS system and DEF's ongoing efforts to upgrade that system.

Transmission OH Data Input

	Activity (2013)		Current Budget (2013)		Next Year (2014)	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total number of system wide OH transmission assets for input.	N/A	49,085	N/A	N/A	N/A	N/A
(B) Number of OH transmission assets currently on system.	N/A	48,599	N/A	N/A	N/A	N/A
(C) Percent of OH transmission assets already on	N/A	99%	99%	N/A	99%	N/A
(D) Annual OH transmission assets targeted for	N/A	N/A	N/A	N/A	N/A	N/A
(E) Annual OH transmission assets input to	N/A	N/A	N/A	N/A	N/A	N/A
c(F) Annual percent of OH transmission assets	N/A	N/A	1%	N/A	1%	N/A

Transmission UG Data Input

	Activity (2013)		Current Budget (2013)		Next Year (2014)	
	Goal	Actual	Budget	Actual	Goal	Budget
(A) Total number of system wide UG transmission assets for input.	N/A	69.87 miles	N/A	N/A	N/A	N/A
(B) Number of UG transmission assets currently on system.	N/A	69.87 miles	N/A	N/A	N/A	N/A
(C) Percent of UG transmission assets already on	N/A	100%	N/A	N/A	N/A	N/A
(D) Annual UG transmission assets targeted for	N/A	N/A	100%	N/A	N/A	N/A
(E) Annual UG transmission assets input to	N/A	N/A	N/A	N/A	N/A	N/A
(F) Annual percent of UG transmission assets	N/A	100%	N/A	N/A	N/A	N/A

POST-STORM DATA COLLECTION AND FORENSIC ANALYSIS (*Initiative 6*)

a) **Has a forensics team been established?**

Distribution

Yes. The forensics process will again participate in DEF's 2014 Storm Drill.

Transmission

Yes.

b) **Have forensics measurements been established? If yes, please describe/provide.**

Distribution

Yes. During the field observations, Forensic Assessors collect various information regarding poles damaged during storm events:

- *Data points typically collected during the initial approach to the pole would include: pole type, number of conductors, joint-use status, number of transformers and other distribution equipment attached, etc.*
- *Data points typically collected during the pole detail review would include: birth date, pole class, pole height, etc.*
- *Data points typically collected during the site review would include a free form rendering of the site as well as qualitative data about damaged pole structures (e.g. whether the pole is leaning, broken, location of break, etc.).*

Transmission

Yes. The forensic team shall collect sufficient data at the failure sites to determine the nature and cause of the failure. Data collection shall include the following:

- *Structure identification*
- *Photographs*
- *Sample of damaged components as necessary*
- *Field technical assessment (soil conditions, exposure, vegetation, etc.)*
- *Inventory of attachments and guys*

Forensic Analysis: Data and forensic samples will be analyzed to determine the cause and correlating factors contributing to the failure. Analysis will include as required:

- *Conditional assessment of failed components*
- *Structural evaluations*
- *Failure analysis*
- *Correlation with storm path and intensity*
- *Correlation with GIS data*

c) **Has a forensics database format been established?**

Distribution

Yes, in collaboration with the University of Florida's Public Utility Research Center (PURC), DEF and the other Florida investor owned utilities developed a common format to collect and track data related to damage discovered during a forensics investigation. This ensures we are collecting compatible data to allow analysis of performance and refinement of the inputs to OH to UG Cost/Benefit model.

Transmission

Yes, DEF Transmission uses a spreadsheet tool to manage the data described in subsection (b) above.

d) Describe/provide GIS and forensics data tracking integration.

Distribution

Pole location information is manually collected during forensic inspections in the field. Data is then available for analysis using GIS applications.

We have re-assessed statistical pods in our GIS system to ensure their accuracy and statistical validity as a sample of the Duke Energy Florida service territory. The statistical pods are a post-storm sample used to quickly forecast the level of damage sustained by our facilities following a major storm or hurricane. The damage assessment that results from these statistical samples allows more accurate targeting of the need and location for forensics teams.

Transmission

The forensic data that is collected is identified and cataloged by the structure number or GPS coordinate if the structure number is not available. The failure data can then be correlated with the data contained in the MapInfo GIS system. The maintenance history of the poles/structures will be populated in the GIS system.

e) Describe/provide forensics and restoration process integration. (Established and documented processes to capture forensics data during the restoration process.)

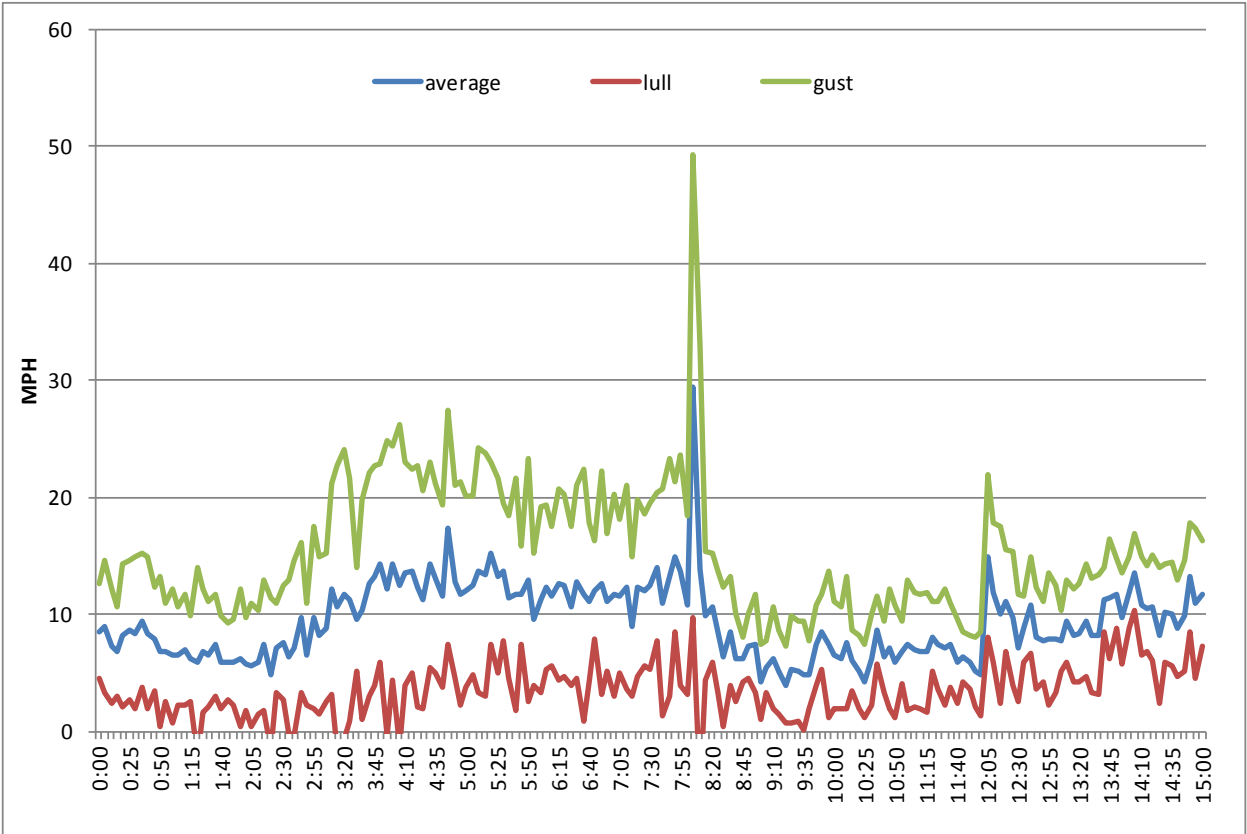
See Attachment U - "Damage Assessment" – EMG-EDGX-00048 - Distribution's damage assessment process and "Transmission Storm Forensic Analysis Specification".

f) Describe/provide any forensics data sampling methodology.

Distribution

Forensic assessors are mobilized to areas predicted to have the highest sustained wind speeds within the service territory to identify pole failure modes in a manner that will minimize interference with the restoration process.

As a result of the installation of weather stations across Florida (as part of the collaborative research project done with PURC and the other Florida electric utilities), we are now able to correlate, at a high level, experienced outages with nearby wind speeds. The graph below shows the registered wind speeds (mph) at the Land O Lakes substation weather station as severe weather caused more than 500 outages on April 5, 2011. This type of information is augmented with on-site forensics data following a major storm or hurricane.



Transmission

See Attachment U.

- g) **Describe/provide forensics reporting format used to report forensics results to the Company and the Commission.**

See Attachment U - "Damage Assessment" – EMG-EDGX-00048 - Distribution's damage assessment process and "Transmission Storm Forensic Analysis Specification".

OVERHEAD/UNDERGROUND RELIABILITY (OH/UG) (INITIATIVE 7)

- a. **Describe the five year patterns/trends in reliability performance of underground systems vs. overhead systems.** (Do a Table) See separate spreadsheet attachment.

See Attachment V - "Comparison of Historical Trends-Overhead vs. Underground"

- b. **Describe Company efforts to separately track the reliability of overhead and underground systems.**

Following is a description of the process that will be used to separately track the reliability of overhead and underground systems:

DEF will collect information to determine the percentage of storm caused outages on overhead systems and underground systems. Some assumptions are required when assessing the performance of overhead systems versus underground systems. For example, underground systems are typically protected by overhead fuses. DEF will provide for these factors in its analysis.

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

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

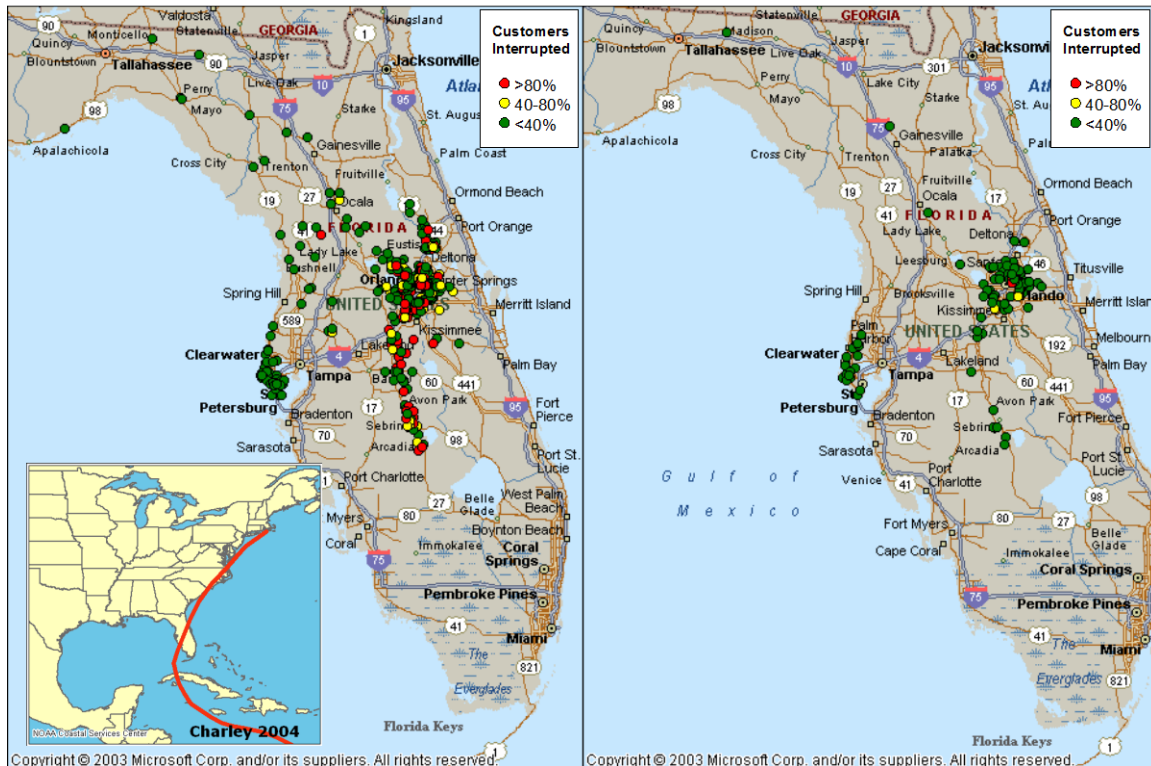
As part of this process, the location of each feeder circuit point is determined by approximating the geographic midpoint of each circuit. Outages experienced as a result of a

named storm will be extracted from system data. The outages will then be grouped by feeder circuit ID and by outage type, where outage type is either overhead or underground. The number of customers interrupted by an overhead device will then be summed by feeder circuit ID and the number of customers interrupted by an underground device will be summed by feeder circuit ID. A single feeder circuit may have overhead and underground outages, so approximations will be made in those circumstances.

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

OH Construction Outage Severity

UG Construction Outage Severity



DEF will also collect available performance information as a part of the storm restoration process via servicemen in the field, such as:

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

c. Describe the process used by your company to identify and select the actions to promote underground distribution systems.

DEF notes that it does not necessarily promote underground distribution systems in all instances. Rather, DEF's programs are designed to identify areas where an underground distribution system would be effective both from an operational and cost/benefit perspective, and to help customers considering underground projects to receive the information that they need to make a well-thought decision.

In 2007, DEF created a project management organization dedicated to streamlining the engineering and construction of all infrastructure projects including underground conversions. There were 3 OH/UG conversion projects completed in 2013, totaling 6,852 feet or 1.30 circuit miles.

In 2013, DEF installed 196 circuit miles of new underground cable. Overall, the DEF distribution system consists of 42.1% primary underground circuit miles (13,176 circuit miles).

d. Provide Overhead/Underground metrics (miles, # of customers, CMI, CI, MAIFie, CEMI5 and L-Bar for the Calendar Year).

See Attachment W- "Overhead/Underground Metrics".

COORDINATION WITH LOCAL GOVERNMENTS (*Initiative 8*)

Update on Duke Energy Florida's (DEF) local government storm response coordination activities:

DEF's storm planning and response program is operational twelve months out of the year and response activities for catastrophic events can be implemented at any time. Currently, there are approximately sixty (60) resources assigned to coordination with local government as part of an emergency planning and response program. Also, approximately forty (40) employees are assigned full-time, year-round, to coordinate with local government on issues such as emergency planning, vegetation management, undergrounding and service related issues.

Vegetation Management –*Maintaining trees and vegetation along distribution and transmission rights of way helps reduce outages on a day-to-day basis as well as during storm events and enhances safety for customers, as well as DEF employees and contractors. DEF maintains a rigorous inspection process that identifies vegetation encroachments and ensures vegetation-management activities follow required pruning and clearance specifications.*

Tree Trimming - *To enhance communication with our communities regarding specific tree trimming projects, we meet with municipalities prior to implementation of significant projects in order to inform them of the general areas that are expected to be impacted, note concerns, and answer questions. DEF also conducts communication and outreach to customers along the impacted areas for significant activities to inform them of the project, as well as explain the need for vegetation management.*

Tree Line USA – *In 2013, DEF achieved the designation of “Tree Line USA Utility.” This designation is given by the National Arbor Day Foundation, in cooperation with the National Association of State Foresters. It recognizes public and private utilities across the nation that demonstrate practices that protect and enhance community forests while managing the need for reliable electric power. This is the seventh consecutive year DEF has received the Tree Line USA designation.*

Undergrounding – *DEF works with communities to inform them of available undergrounding options and to be a part of their planning processes. This assists them in several ways – better fiscal planning, coordination with other utilities, and improved communications with residents affected. Currently, DEF is working with cities along the beaches in Pinellas County in response to a multi-year plan by the communities to underground utilities along Gulf Boulevard, as well as enhance streetscapes and improve pedestrian safety. The construction will be done in increments and is anticipated to be completed in 8-10 years.*

Other Construction Projects – *In addition to undergrounding conversion projects, there are planned transmission and distribution enhancement projects that are expected to result in improvements to system reliability during storm events. DEF works extensively with local governments and communities to coordinate such projects.*

Emergency Planning and Coordination – *DEF's team works with counties and municipalities year round and during catastrophic events. Prior to storm season, DEF holds meetings with communities to discuss emergency planning preparations and coordination, participates in county drills and training exercises, and holds community education workshops and events.*

As part of our yearly planning process, we work with counties to identify and prioritize specific infrastructure within the counties. This prioritization of accounts is factored into restoration activities by our operation centers during storms.

We have developed our capability to produce detailed electronic outage information which is provided to county Emergency Operations Centers (EOCs) throughout storm events. The information is available in multiple formats, including formats that may be imported into county GIS systems. This program provides significant information to EOCs during storms to assist in their response efforts. Information includes detailed outage data per each square mile within the county and is produced periodically during each day of a significant catastrophic event. DEF has modified its program to make this detailed outage data available to counties during mid-level storm events as well.

In 2013, DEF developed a “Make it Safe” road clearing program to provide dedicated resources to assist selected counties in our service territories for the first 24 – 48 hours of storm restoration with road clearing and “make it safe” activities. DEF will have dedicated contract crews for each zone staged at county facilities or DEF operations centers. The benefits of this program include improved response time to county priorities, improve customer satisfaction by reducing customer outage time, reduce exposure to night time storm hazards, and increase DEF crew productivity during daylight hours.

Additionally, DEF has developed live line demonstrations, called “Arc and Spark,” which include critical information for first responders and emergency management personnel. DEF’s team of experts will recreate live-voltage scenarios such as downed power lines, trees and/or ladders on power lines, vehicle wrecks involving power lines, and digging into underground facilities incidents. DEF shares this information with city, county and emergency personnel to assist them in planning and safety instruction.

2013 Activities

The following activities are not an exhaustive list, but include many of the activities associated with Duke Energy Florida’s coordination activities with state and local governments for 2013:

- *Emergency Operation Center visits were performed in Alachua, Bay, Citrus, Columbia, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hardee, Hernando, Highlands, Jefferson, Lafayette, Lake, Liberty, Leon, Levy, Madison, Marion, Orange, Osceola, Pasco, Pinellas, Polk, Seminole, Sumter, Suwannee, Taylor, Volusia and Wakulla counties at the EOCs and EOC exercises to review storm procedures prior to storm season. (February – June 2013)*
- *Florida Statewide Hurricane Exercise - Representatives throughout the DEF service territory participated in storm preparedness activities throughout this event. (May 2013)*
- *Seminole County Emergency Operations Center Table Top Exercise – DEF participated in a mock-drill for the pre-storm, during and post-storm stages of emergency response. (May 2013)*

- *Orange County - First responders from the cities of Belle Isle, Edgewood, Winter Garden, Ocoee, Windermere and Oakland were invited to participate in the Live Wire Demonstrations at DEF's Southeast Orlando and Winter Garden operating centers. (May and June 2013)*
- *Marion County – DEF participated in a training session at the EOC for utility workers and first responders. (August 2013)*
- *Pinellas County – DEF held two training and education sessions with fire and police chiefs, city managers and mayors at the DEF Energy Control Center to review DEF's storm processes and provided a tour of our outage restoration process. (June 2013)*
- *Seminole County - All Seminole County municipalities were invited to a demonstration hosted by the DEF Community Relations Manager and the DEF Apopka operations center. DEF demonstrated the "live truck" to first responders and public works representatives from Seminole County and local municipalities. (June 2013)*
- *Polk County Hurricane Expo – Duke Energy hosted a booth where DEF had the opportunity to speak to families about products, services, weather and hurricane readiness. (June 2013)*
- *Pasco County Arc & Spark Session – This training session was held with members of Pasco County Fire & Rescue, New Port Richey and Port Richey Police and Fire Departments, as well as Traffic Operations in Pasco County to show the dangers of high voltages. More than forty (40) people attended the training session. (October 2013)*
- *A Duke EOC Representative met with the Volusia County EOC to draft the EOC training calendar for 2014. (November 2013)*

2014 Activities

The following activities are currently planned activities associated with Duke Energy's coordination activities with state and local governments for 2014:

State Activities:

- *Florida's Severe Weather Awareness Week (February 24 - 28, 2014)*
- *28th Annual Governor's Hurricane Conference (May 11 – 16, 2014)*
- *Florida Annual Statewide Hurricane Exercise (May 19 - 22, 2014)*
- *Governor's Annual Domestic Security Executive Exercise (TBD)*

2014 County/City Activities:

- *DEF representatives will meet with county representatives in each of our counties throughout our service territory during the year as well as participate in pre-storm season planning activities such as mock drills at the County EOCs. These meetings and visits will also include updating the EOCs on DEF emergency response policies and DEF website demonstrations on how to access electronic outage information during storm events. Some examples are provided below.*
 - *DEF conducts ongoing communications with municipalities to provide information about DEF's emergency response planning, respond to inquiries, and to update county contact information for all EOCs.*
 - *DEF executives will meet with many of the county EOC directors and their staff to discuss DEF's storm response planning and enhancement of the coordination between the company and county emergency management.*
- *DEF will meet with school board superintendents and their staff to discuss storm coordination, restoration prioritization, shelter locations and back-up generation availability.*
- *DEF will participate in many community hurricane and storm expos held by counties or federal or state agencies throughout our service territory and beyond, to inform the public and encourage appropriate storm preparation by residents and business.*
- *DEF has developed a partnership with the Council of Neighborhood Associations (CONA) in South Pinellas County that provides opportunities to communicate to more than 110 HOAs through articles in their monthly newsletters. We also meet with many other HOAs and POAs throughout the DEF service territory. We use these opportunities to inform the residents of storm preparation activities and provide information prior to storm season.*
- *DEF is working with the Pinellas County barrier island communities that have expressed a strong interest in undergrounding with the assistance of county funds for these infrastructure projects.*
- *DEF conducts an internal week-long storm preparedness training prior to storm season to simulate the response to a real storm including pre-storm preparations activities during a major storm event and post-storm response. During this exercise, the county EOCs are engaged as part of the simulation.*
- *DEF has created a webpage with an interactive map that is available to the public, including the media and local governments. The interactive map provides access to the latest outage information twenty-four hours a day, seven days a week. These maps provide county-specific estimates for power restoration when available and the ability to search by address.*
- *DEF has developed a system to report outages online via computer or other mobile device. This online reporting tool gives our customers another way to communicate with DEF, helping ensure any disruptions in service are recognized immediately and that power is restored as quickly and safely as possible.*
- *DEF has added four state-of-the-art mobile command centers. Each of these electric generator powered mobile command centers is equipped with work stations, satellite phones and internet capabilities and will be stationed in the hardest hit areas following a major storm event. These*

mobile command centers will act as self-sufficient emergency command posts, giving DEF the ability to respond more quickly to isolated or severely damaged areas. The units will also serve as individual processing locations allowing field supervisors to effectively manage the flow of the thousands of employees from numerous utilities responding to a single staging site following a storm.

COLLABORATIVE RESEARCH (Initiative 9)

Project Planning Report: For each project identified by the Steering Committee, provide a report that includes the purpose, scope, objectives, research method, data inputs, expected costs and benefits, sources of funding, schedule, and findings to date.

Please see Attachment X - "PURC Report on Collaborative Research for Hurricane Hardening" dated February 2014.

Annual Progress Report: For each project previously identified by the Steering Committee for which ongoing research is being pursued but not completed, provide an annual report, including updates on all aspects of the Project Planning Report.

Please see Attachment X - "PURC Report on Collaborative Research for Hurricane Hardening" dated February 2014.

Project Completion Summary Report: For each concluded project identified by the Steering Committee, provide a report that includes an assessment of the success of the research project, as well as any proposed implementation plan for any results or findings for each utility. Describe the benefits expected or realized as a result of plan implementation on storm hardening for each utility.

Please see Attachment X - "PURC Report on Collaborative Research for Hurricane Hardening" dated February 2014.

Annual Report of the Collaborative Research Effort: Provide a report to include an overall assessment of the collaborative research program to date, as described in the Memorandum of Understanding (MOU) dated January 1, 2010, including its operational and financial viability and future planning of the organization. Identify any extension of the MOU contemplated or finalized by the Steering Committee.

Please see Attachment X - "PURC Report on Collaborative Research for Hurricane Hardening" dated February 2014.

Describe the projects promoted, costs incurred, and benefits achieved. A single joint filing can address all collaborative research. Utilities should also discuss any additional independent activities in which it is engaged, such as EPRI, private research, or through universities.

Please see Attachment X - "PURC Report on Collaborative Research for Hurricane Hardening dated February 2014. In addition to DEF's involvement with PURC, DEF is actively engaged as both participant and presenter in a variety of technical and professional organizations where hardening alternatives are reviewed and assessed. Examples include the Southeastern Electric Exchange (SEE), Edison Electric Institute (EEI), Institute of Electrical and Electronics Engineers (IEEE), Chartwell Hardening Teleconference, and Davies Consulting Asset Management Conference. DEF Standards engineers also assess new products on a continuous basis.

DISASTER PREPAREDNESS AND RECOVERY PLAN (*Initiative 10*)

Submit formal disaster preparedness plan annually by March 1st. Include disaster recovery training completed, pre-storm preparation and staging activities, post storm recovery plans, lessons learned, and plan modifications or changes.

Duke Energy has an established storm recovery plan that is reviewed and updated annually based on lessons learned from the previous storm season and organizational needs.

For Distribution - See Attachment Y – “Distribution System Storm Operational Plan (DSSOP).

For Transmission – See Attachment Z – “Transmission Storm Plan”.

VI. Other Storm Hardening Initiatives (OH/UG)

- a.** For each of the other ongoing storm hardening initiatives provide a detailed discussion describing the activity and costs incurred for 2013 and projected for 2014.

Please see DEF's Storm Hardening Plan – Attachment J. Also, please see response on page 43.

- b.** Overhead/Underground

- i. Describe the process used by your company to identify the scope of storm hardening projects.
 - ii. Provide any quantified expected benefits.
 - iii. If benefit quantification is not practical or possible at this time, explain when or how the cost-effectiveness of the activity is assessed.

Please see DEF's Storm Hardening Plan – Attachment J. Also, please see response on page 43.

ATTACHMENT A

DEF Transmission Outages -Major Events Excluded

For Reporting Year: 2013



Source of Data TOMS

OUTAGE_ID	LOCATION	DATE/TIME	INITIATINGCAUSE	SUSTAINEDCAUSE	RETAIL_CMI	GRID_CMI
32219	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	2/17/2013 6:51:02 AM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL		0
33161	CABBAGE ISLAND - POINCIANA 69KV (ICP-2)	6/20/2013 4:36:20 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33169	OCCIDENTAL #1 115KV (0177)	6/20/2013 6:44:04 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33495	PIEDMONT - SPRING LAKE 69KV (PSL-1)	7/20/2013 12:24:06 AM	LINE - ANIMAL - BIRD - CLEARANCE	LINE - ANIMAL - BIRD - CLEARANCE		0
33633	OCCIDENTAL #1 115KV (0177)	8/2/2013 6:08:57 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33755	BROOKRIDGE - TWIN COUNTY RANCH 115KV - CLEARWATER (CRB-1)	8/17/2013 6:09:10 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33964	PEACOCK 69KV (0461)	9/6/2013 5:54:08 PM	LINE - CUSTOMER -	LINE - CUSTOMER - INDUSTRIAL		0
33995	LITTLE PAYNE CREEK #1 69KV (0287)	9/12/2013 6:01:49 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33215	QUINCY - GREINA TEC 69KV RADIAL (QX-3)	6/24/2013 7:59:07 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -		0
33222	FT WHITE - JASPER WEST CKT 115KV (IJ-2)	6/25/2013 2:30:24 PM	LINE - LIGHTNING -	- -		0
33437	ROSS PRAIRIE 230KV (0407)	7/15/2013 1:58:00 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33718	FT WHITE - NEWBERRY 230KV (CF-3)	8/12/2013 10:42:00 AM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT		0
33775	OCCIDENTAL #1 115KV (0177)	8/20/2013 4:41:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33784	OCCIDENTAL SWIFT CREEK #2 115KV (0272)	8/20/2013 7:39:58 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33777	VANDOLAH - MYAKKA PREC 69KV RADIAL (VHC-1)	8/20/2013 5:00:29 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33795	NEWBERRY - TRENTON 69KV (NT-1)	8/21/2013 12:36:21 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33865	OCCIDENTAL #1 115KV (0177)	8/28/2013 1:46:42 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33902	FT WHITE - JASPER EAST CKT 115KV (IJ-1)	8/30/2013 9:12:53 PM	LINE - WEATHER - WIND	- -		0
33915	FROSTPROOF - LAKE WALES 69KV (AL-3)	9/1/2013 4:41:25 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33955	AVALON - LAKE LUNTZ 69KV (AH-1)	9/5/2013 6:21:55 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33958	AVALON - CLERMONT EAST 69KV (CET-1)	9/6/2013 3:26:44 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33963	DINNER LAKE - PHILLIPS 69KV (PDL-1)	9/6/2013 5:54:50 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - OTHER		0

NORTH BARTOW - SOUTH ELOISE (TECO) 33981 230KV (WLXT-2)	9/10/2013 6:25:11 AM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT		0
33998 EAST CLEARWATER 230KV (0127)	7/17/2013 4:17:00 PM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC	247,947.00	247,947.00
34001 CROSS CITY 69KV (0081)	7/9/2013 5:08:00 PM	LINE - LIGHTNING -	RELAY - EQUIPMENT - UNDERFREQUENCY	4,300.00	4,300.00
34004 INGLIS 115KV (0037)	8/1/2013 1:59:37 AM	SUB - ANIMAL - RACCOON	SUB - ANIMAL - RACCOON	98,952.00	98,952.00
34029 VINOY 115KV (0159)	8/25/2013 7:38:38 AM	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	76,400.00	76,400.00
34032 FROSTPROOF - LAKE WALES 69KV (AL-3)	9/15/2013 3:42:34 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
34034 DINNER LAKE - PHILLIPS 69KV (PDL-1)	9/15/2013 3:46:02 PM	LINE - LIGHTNING -	RELAY - CUSTOMER - CUSTOMER REQUEST		0
34035 MANLEY ROAD (CARGILL) 115KV (0004)	9/15/2013 3:45:48 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34036 LITTLE PAYNE CREEK #1 69KV (0287)	9/15/2013 3:56:06 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32163 OCCIDENTAL #1 115KV (0177)	2/1/2013 9:33:05 AM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT		0
32419 LITTLE PAYNE CREEK #1 69KV (0287)	3/21/2013 12:11:53 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32472 MAGNOLIA RANCH 69KV (0377)	3/7/2013 8:22:56 AM	RELAY - HUMAN ERROR - INADVERTENT TRIP	RELAY - HUMAN ERROR - OTHER	172,692.00	172,692.00
32556 LITTLE PAYNE CREEK #1 69KV (0287)	4/11/2013 6:08:19 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33119 HAINES CITY 69KV (0317)	6/16/2013 11:39:37 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE		0
33191 DENHAM - TARPON SPRINGS 69KV (TZ-2)	6/22/2013 5:59:01 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33193 OCCIDENTAL SWIFT CREEK #1 115KV (0260)	6/22/2013 6:18:06 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33530 CRYSTAL RIVER PL - HOLDER CKT#1 230KV (CCF-4)	7/23/2013 8:13:38 AM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33592 BAYBORO PEAKERS PL - BAYBORO 115KV (BPB-1)	7/30/2013 4:39:48 AM	SUB - PLANNED - OTHER PLANNED OUTAGE	RELAY - EQUIPMENT - RELAY PROBLEM		0
33688 AVON PARK PLANT 230KV (0503)	8/8/2013 4:31:28 PM	RELAY - EQUIPMENT - RECLOSING	SUB - EQUIPMENT - CIRCUIT SWITCHER - ELECTRICAL		0
33846 VANDOLAH - WAUCHULA 69KV (VW-1)	8/25/2013 3:18:05 PM	LINE - WEATHER -	LINE - WEATHER - WIND		0
33121 HAINES CITY EAST 230KV (0497)	6/17/2013 1:02:26 AM	LINE - LIGHTNING -	SUB - UNKNOWN - INVESTIGATION COMPLETE		0
33131 ANDERSEN 230KV (0245)	6/17/2013 2:04:23 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33490 SOUTH FORT MEADE 115KV (0360)	7/19/2013 6:33:15 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER -		0
33538 OCCIDENTAL #1 115KV (0177)	7/24/2013 10:43:01 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33549 MEADWDS SOUTH - TAFT (OUC) 230KV (MDWS)	7/25/2013 7:10:25 AM	LINE - WEATHER - WIND	RELAY - HUMAN ERROR - SETTING ERROR		0

VANDOLAH - MYAKKA PREC 69KV RADIAL 33564 (VHC-1)	7/26/2013 2:00:36 AM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
33581 MEADOW WOODS EAST 69KV (0484)	7/28/2013 5:34:28 PM	SUB - EQUIPMENT - PT	SUB - EQUIPMENT - PT	151,492.00	151,492.00	0
33587 FORT GREEN #6 69KV (0437)	7/29/2013 5:31:15 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33624 GATEWAY - 32ND ST 115KV (HD-6)	8/1/2013 1:25:18 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - WEATHER - WIND			0
33634 ARCHER - WILLISTON 69KV (AW-1)	8/2/2013 6:45:32 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
33616 FT MEADE - SOUTH POLK 230KV (AF-2)	7/31/2013 4:55:36 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -			0
FT MEADE - WEST LAKE WALES 230KV 33641 (FWL-1)	8/2/2013 6:32:54 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - EQUIPMENT - CONDUCTOR/STATIC			0
33678 DELAND WEST - UMATILLA 69KV (ED-2)	8/7/2013 7:08:32 AM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
OCCIDENTAL SWIFT CREEK #1 115KV 33686 (0260)	8/8/2013 9:09:37 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
MULBERRY - NORTHWEST (CITY OF 33684 BARTOW) 69KV (MSW-NWSW-1)	8/7/2013 5:45:32 PM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
HOLOPAW - WEST LAKE WALES 230KV 33698 (WLXF-3)	8/9/2013 8:51:53 PM	LINE - PLANNED - EMERGENT	RELAY - EQUIPMENT - AUTO RECLOSING CUT SWITCH FAILURE			0
LAKE LOUISA SEC - CLERMONT EAST 33733 69KV - HAINES CITY (CEB-3)	8/14/2013 3:42:57 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
OCCIDENTAL SWIFT CREEK #1 115KV 33770 (0260)	8/20/2013 7:58:22 AM	LINE - PLANNED - THIRD PARTY REQUEST	LINE - PLANNED - THIRD PARTY REQUEST			0
OCCIDENTAL SWIFT CREEK #2 115KV 33771 (0272)	8/20/2013 8:49:31 AM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT			0
BROOKSVILLE - FLORIDA ROCK 69KV 33780 RADIAL (BFR-1)	8/20/2013 5:35:04 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
33785 PEACOCK 69KV (0461)	8/20/2013 7:34:20 PM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL			0
CAMP LAKE - HOWEY BKR STA (SEC)69KV 33819 (CLL-1)	8/22/2013 2:43:24 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
33821 APOPKA SOUTH 69KV (0216)	6/28/2013 4:44:00 PM	RELAY - HUMAN ERROR - SELF INFLICTED	RELAY - HUMAN ERROR - SELF INFLICTED	226,040.00	226,040.00	0
33826 FORT GREEN #10 69KV (0463)	8/22/2013 5:14:06 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE			0
33832 OLD TOWN NORTH 69KV (0462)	8/23/2013 2:26:46 PM	LINE - CUSTOMER -	LINE - CUSTOMER -			0
ROSS PRAIRIE - SILVER SPRINGS 69KV (IO- 33837 4)	8/24/2013 4:13:45 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
LAKE PLACID - LAKE PLACID NORTH 69KV 33847 (DLP-2)	8/26/2013 12:46:53 AM	SUB - CUSTOMER - REA/EMC	SUB - CUSTOMER - REA/EMC			0
33848 MANLEY ROAD (CARGILL) 115KV (0004)	8/26/2013 4:10:56 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER -			0
33849 INGLIS MINING 115KV (0395)	8/26/2013 9:19:26 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32055 SOUTH FORT MEADE 115KV (0360)	1/2/2013 3:25:19 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0

32150 FORT GREEN #10 69KV (0463)	1/29/2013 11:32:45 AM	SUB - CUSTOMER - INDUSTRIAL	RELAY - CUSTOMER - INDUSTRIAL	0
33000 MAITLAND - SPRING LAKE 69KV (SLM-1)	6/4/2013 8:05:52 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
APALACHICOLA - CARRABELLE 69KV (JA-33337 1)	7/6/2013 10:27:07 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33405 LITTLE PAYNE CREEK #1 69KV (0287)	7/12/2013 4:59:01 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33518 LITTLE PAYNE CREEK #1 69KV (0287)	7/22/2013 8:36:51 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
BARCOLA - WEST SUB (CITY OF 33629 LAKELAND) 230KV (BLX)	8/1/2013 7:31:21 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
33792 G. E. ALACHUA 69KV (0160)	8/21/2013 7:04:17 AM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT	0
33828 FT WHITE - JASPER EAST CKT 115KV (IJ-1)	8/22/2013 7:54:20 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
33909 DELAND - DELTONA 69KV (TD-1)	8/31/2013 8:16:56 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
34077 FOLEY 69KV (0247)	9/22/2013 4:04:22 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
BROOKSVILLE WEST - HUDSON 115KV 33179 (BWR-1)	6/21/2013 12:22:52 PM	LINE - TREE - NON-PREVENTABLE	LINE - TREE - NON-PREVENTABLE	0 29,542.50
33188 FT WHITE - JASPER 69KV (JF-1)	6/22/2013 8:59:40 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
OCCIDENTAL SWIFT CREEK #2 115KV 33284 (0272)	7/1/2013 3:10:09 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
IDYLVILD - PHIFER CEC 69KV RADIAL (IR-33350 1)	7/8/2013 3:56:10 PM	LINE - TREE - NON-PREVENTABLE	RELAY - EQUIPMENT - RECLOSING	0 488,730.10
BEVERLY HILLS - CITRUS HILLS 115KV 33402 LINE (BI-2)	7/12/2013 1:31:13 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
FT GREEN SPRINGS - FT MEADE 69KV 33841 (FFG-1)	8/25/2013 12:56:13 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33796 CROSS CITY - WILCOX 69KV (WCC-1)	8/21/2013 1:08:28 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33811 FORT GREEN #4 69KV (0335)	8/22/2013 5:21:37 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33890 SOUTH FORT MEADE 115KV (0360)	8/30/2013 2:41:28 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - UNKNOWN - INVESTIGATION COMPLETE	0
FT WHITE - JASPER WEST CKT 115KV (IJ-33903 2)	8/30/2013 9:12:53 PM	LINE - WEATHER - WIND	- -	0
DOUGLAS AVE - SPRING LAKE 69KV (ASL-33946 2)	9/4/2013 4:58:08 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
34049 MANLEY ROAD (CARGILL) 115KV (0004)	9/17/2013 1:46:12 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
34054 OCCIDENTAL #1 115KV (0177)	9/17/2013 1:50:28 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
34079 FORT GREEN #6 69KV (0437)	9/23/2013 4:17:19 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
34081 LAKE TARPON 500KV (0179)	9/23/2013 10:02:43 AM	RELAY - EQUIPMENT - RELAY PROBLEM	RELAY - EQUIPMENT - RELAY PROBLEM	0

34098 CRYSTAL RIVER PLANT 230KV (0171)	9/24/2013 8:11:48 AM	SUB - EQUIPMENT - CT	SUB - EQUIPMENT - CT		0
OCCIDENTAL SWIFT CREEK #2 115KV 34099 (0272)	9/24/2013 10:18:30 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34109 ODESSA - TARPON SPRINGS 69KV (TZ-2)	9/24/2013 10:08:20 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
34159 FORT GREEN #10 69KV (0463)	10/3/2013 10:35:18 AM	LINE - ANIMAL -	LINE - ANIMAL - OTHER		0
34208 ULMERTON WEST 69KV (0337)	10/2/2013 10:26:25 AM	RELAY - HUMAN ERROR - INADVERTENT TRIP	RELAY - HUMAN ERROR - INADVERTENT TRIP	3,020.00	3,020.00
34254 WELCH ROAD 230KV (0312)	10/16/2013 8:51:53 PM	SUB - ANIMAL - RACCOON	SUB - ANIMAL - RACCOON		0
33248 FORT GREEN #4 69KV (0335)	6/26/2013 10:15:01 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33548 FT WHITE - PERRY 69KV (FP-1)	7/24/2013 3:37:30 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33554 HUDSON - LAKE TARPON 230KV (CC-5)	7/25/2013 9:07:05 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - EQUIPMENT - CONDUCTOR/STATIC		0
33623 GATEWAY - ULMERTON 115KV (HD-5)	8/1/2013 1:20:08 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - CONDUCTOR/STATIC		0
BROOKRIDGE - BROOKSVILLE WEST (BBW 33736 CKT) 115KV (BBW-1)	8/14/2013 6:23:01 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #1 115KV 33931 (0260)	9/2/2013 5:33:06 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 33950 (0272)	9/5/2013 8:23:15 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34070 OCCIDENTAL #1 115KV (0177)	9/21/2013 9:07:53 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34141 CELEBRATION 69KV (0414)	9/30/2013 7:40:04 PM	SUB - EQUIPMENT - BUS - BUS WORK	SUB - EQUIPMENT - BUS - BUS WORK	0	0
33105 OCCIDENTAL #1 115KV (0177)	6/14/2013 6:52:53 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #1 115KV 33180 (0260)	6/21/2013 1:16:36 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
PORT RICHEY WEST - SEVEN SPRINGS 33317 115KV (SPR-1)	7/3/2013 4:18:04 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
FLORA MAR - NEW PORT RICHEY 115KV 33318 (FMNR-NRNR-1)	7/3/2013 4:18:08 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33419 LITTLE PAYNE CREEK #1 69KV (0287)	7/13/2013 11:49:43 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
AVON PARK PL - DESOTO CITY 69KV (AD- 33525 1)	7/22/2013 6:03:48 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
APALACHICOLA - CARRABELLE 69KV (JA- 33539 1)	7/24/2013 10:43:50 AM	LINE - WEATHER - WIND	LINE - WEATHER - WIND		0
33748 FT WHITE - JASPER EAST CKT 115KV (IJ-1)	8/16/2013 8:20:01 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND		0
BROOKSVILLE WEST - SEVEN SPRINGS 33836 230KV (CRS-CC-1)	8/24/2013 3:14:03 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33844 GINNIE - TRENTON 69KV (IS-4)	8/25/2013 9:07:45 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0

33877 OCCIDENTAL #1 115KV (0177)	8/28/2013 3:05:52 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #2 115KV 33907 (0272)	8/31/2013 9:09:38 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
CRYSTAL RIVER PL - HOLDER CKT#2 33912 230KV (CCF-5)	8/31/2013 4:52:00 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT	0
INTERCESSION CITY PL - CABBAGE 33928 ISLAND 69KV (ICP-1)	9/2/2013 4:43:30 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33929 UCF - WINTER PARK EAST 69KV (WF-1)	9/2/2013 4:51:15 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
OCCIDENTAL SWIFT CREEK #2 115KV 33933 (0272)	9/3/2013 7:28:23 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33936 SOUTH FORT MEADE 115KV (0360)	9/3/2013 11:13:34 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33961 CARRABELLE - GUMBAY 69KV (GBC-1)	9/6/2013 4:16:37 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
FISHEATING CREEK - LAKE PLACID 69KV 33951 (ALP-2)	9/5/2013 4:11:41 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33962 OCCIDENTAL #1 115KV (0177)	9/6/2013 5:35:12 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
LAKE TARPON - SHELDON ROAD CKT#2 33997 (TECO) 230KV (LTX2-1)	9/13/2013 3:40:25 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
34002 HOLOPAW 230KV (0161)	6/19/2013 8:31:00 PM	RELAY - HUMAN ERROR - SETTING ERROR	RELAY - HUMAN ERROR - SETTING ERROR	0
34007 FORT GREEN #6 69KV (0437)	9/14/2013 8:15:46 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
EAST LAKE WALES - INDIAN LAKES 34033 ESTATES 69KV RADIAL (ELX-AL-1)	9/15/2013 3:42:40 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
34064 MANLEY ROAD (CARGILL) 115KV (0004)	9/19/2013 9:55:17 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
34087 ULMERTON 230KV (0126)	9/23/2013 12:08:30 PM	SUB - EQUIPMENT - LIGHTNING ARRESTER	SUB - EQUIPMENT - TRANSFORMER - BUSHING	0
CRYSTAL RIVER PL - CENTRAL FLA 500KV 34107 (CRCF-1)	9/24/2013 5:20:13 PM	LINE - PLANNED - EMERGENT	- -	0
OCCIDENTAL SWIFT CREEK #1 115KV 34114 (0260)	9/26/2013 7:49:14 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
34129 LAKE BRANCH 115KV (0475)	9/30/2013 7:25:32 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #1 115KV 34130 (0260)	9/30/2013 8:14:01 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33033 PEACOCK 69KV (0461)	6/8/2013 8:21:07 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33135 PIEDMONT - SPRING LAKE 69KV (PSL-1)	6/17/2013 8:42:41 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
VANDOLAH - MYAKKA PREC 69KV RADIAL 33194 (VHC-1)	6/22/2013 7:28:09 PM	LINE - PUBLIC INTERFERENCE - VEHICLE	LINE - PUBLIC INTERFERENCE - VEHICLE	0 589,327.00
33484 DRIFTON - MONTICELLO 69KV (DB-1)	7/18/2013 9:46:49 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33654 LITTLE PAYNE CREEK #1 69KV (0287)	8/4/2013 3:49:20 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0

33670	CRYSTAL RIVER EAST - INGLIS CKT1 115KV (IT-CKT1)	8/6/2013 2:59:46 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
33671	CRYSTAL RIVER EAST - INGLIS CKT2 115KV (IT-CKT2)	8/6/2013 2:59:46 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
34420	ALACHUA 69KV (0110)	9/4/2013 6:56:00 PM	LINE - LIGHTNING -	SUB - EQUIPMENT - PLANNED	41,632.00	41,632.00	
33316	CRYSTAL RIVER EAST - INGLIS CKT1 115KV (IT-CKT1)	7/3/2013 4:01:25 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
33565	PEACOCK 69KV (0461)	7/26/2013 6:24:05 AM	LINE - CUSTOMER - DISTRIBUTION	LINE - CUSTOMER - DISTRIBUTION			0
33673	NORTH BARTOW - WEST LAKE WALES 69KV (BWL-2)	8/6/2013 8:01:44 PM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
33707	FORT GREEN #6 69KV (0437)	8/12/2013 5:13:15 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33735	MONTICELLO - BOSTON (GA PWR) 69KV (DB-2)	8/14/2013 4:00:57 PM	LINE - NEIGHBORING UTILITY - OTHER	LINE - NEIGHBORING UTILITY - OTHER			0
33871	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	8/28/2013 9:28:03 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33806	BROOKSVILLE - INVERNESS 69KV - WILDWOOD (HB-2)	8/21/2013 4:08:38 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND			0
33857	FORT GREEN #10 69KV (0463)	8/27/2013 3:28:31 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER -			0
33952	FOUR CORNERS - GIFFORD 69KV (BMF-2)	9/5/2013 5:02:10 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
34030	WEST CHAPMAN 69KV (0172)	6/11/2013 3:08:00 PM	LINE - LIGHTNING -	RELAY - EQUIPMENT - OTHER	446,422.00	446,422.00	
34039	LITTLE PAYNE CREEK #1 69KV (0287)	9/15/2013 9:45:38 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
34424	LOCKWOOD 69KV (0357)	10/10/2013 8:58:00 PM	LINE - UNKNOWN -	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	243,715.00	243,715.00	
34468	SUWANNEE RIVER PL - TWIN LAKES (GA PWR) 115KV (SP-1)	11/13/2013 11:08:03 AM	LINE - EQUIPMENT - OTHER	LINE - PLANNED - MAINTENANCE AND CONSTRUCTION			0
34485	CENTRAL FLA - KATHLEEN 500KV - HAINES CITY (CFK-1)	11/16/2013 7:23:03 AM	LINE - ANIMAL - BIRD - EXCREMENT	LINE - ANIMAL - BIRD - EXCREMENT			0
34486	HORSE CREEK 69KV (0006)	11/16/2013 7:59:57 AM	SUB - ANIMAL - BIRD - DAMAGE	SUB - ANIMAL - BIRD - DAMAGE	0	0	
34489	HOLDER - INVERNESS 69KV (HB-3)	11/16/2013 2:44:46 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -			0
34494	OCCIDENTAL #1 115KV (0177)	11/17/2013 7:18:29 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32254	HAINES CREEK - TAVARES SEC 69KV (HCT- 1)	2/24/2013 8:50:50 AM	LINE - ANIMAL - BIRD - CLEARANCE	LINE - ANIMAL - BIRD - CLEARANCE	0	9,306.00	
32886	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	5/22/2013 8:53:21 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33020	JASPER 115KV (0074)	6/6/2013 9:27:58 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
33385	CENTRAL FLA - HOLDER 230KV (CCF-3)	7/11/2013 5:16:42 PM	LINE - WEATHER -	LINE - EQUIPMENT - INSULATOR			0
34186	FORT GREEN #6 69KV (0437)	10/8/2013 7:33:51 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0

34037 LISBON TEMP 69KV (0027)	7/9/2013 6:12:00 AM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC	50,590.00	50,590.00
CROSS CITY - OLD TOWN NORTH SW STA 33319 69KV (TC-2)	7/3/2013 5:24:15 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33361 HULL ROAD 69KV (0138)	7/9/2013 9:29:26 AM	SUB - EQUIPMENT - TRANSFORMER - OTHER	SUB - EQUIPMENT - TRANSFORMER - OTHER		0
LAKE TARPON - PALM HARBOR 230KV (CC- 33472 LTL-1)	7/17/2013 4:15:32 PM	LINE - WEATHER - WIND	- -		0
LAKE TARPON - PALM HARBOR 230KV (CC- 33473 LTL-1)	7/17/2013 4:16:14 PM	LINE - LIGHTNING -	RELAY - EQUIPMENT - PHASE		0
CLEARWATER - EAST CLEARWATER 69KV 33474 (LECW-3)	7/17/2013 4:15:57 PM	LINE - WEATHER - WIND	- -		0
33487 PEACOCK 69KV (0461)	7/19/2013 5:04:26 PM	LINE - CUSTOMER -	LINE - CUSTOMER - CUSTOMER REQUEST		0
33488 FT MEADE - HOMELAND 69KV (FMB-1)	7/19/2013 5:03:10 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
DEARMIN - SILVER SPRINGS NORTH SECI 33638 230KV (DSNX-1)	8/2/2013 11:05:00 AM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT		0
HORSE CREEK - HORSE CREEK #2 69KV 33639 RADIAL (FSD-2)	8/2/2013 4:26:16 PM	LINE - WEATHER - MAJOR STORM - WIND	LINE - OPERATIONAL - OTHER		0
BROOKSVILLE - INVERNESS 69KV - 33667 CLEARWATER (HB-1)	8/5/2013 9:56:04 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #1 115KV 33850 (0260)	8/26/2013 10:31:50 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
AVON PARK PL - DESOTO CITY 69KV (AD- 34010 1)	9/14/2013 6:22:48 PM	LINE - WEATHER - WIND	LINE - EQUIPMENT - POLE FAILURE - NON PREVENTABLE	272,358.00	272,358.00
CROSS CITY - OLD TOWN NORTH SW STA 34104 69KV (TC-2)	9/24/2013 1:46:47 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - CONDUCTOR/STATIC		0
SUWANNEE RIVER PL - HANSON 115KV 34209 (SW-JQ-1)	10/10/2013 2:24:00 PM	LINE - HUMAN ERROR - CONTRACTOR - CONSTRUCTION	LINE - HUMAN ERROR - CONTRACTOR - CONSTRUCTION	0.00	16,539.00
34238 FOUR CORNERS - GIFFORD 69KV (BMF-2)	10/14/2013 11:41:44 AM	SUB - ANIMAL - BIRD - DAMAGE	SUB - EQUIPMENT - BREAKER/TRANS - BUSHING		0
34269 FT WHITE - JASPER EAST CKT 115KV (IJ-1)	10/20/2013 2:27:14 AM	LINE - UNKNOWN - UNDER INVESTIGATION	- -		0
34312 LAKE PLACID NORTH 69KV (0476)	9/25/2013 2:24:10 AM	SUB - EQUIPMENT - BREAKER/DIST - ARRESTOR	SUB - EQUIPMENT - BREAKER/DIST - ARRESTOR	45,540.00	45,540.00
34313 FORT GREEN #6 69KV (0437)	10/26/2013 7:34:12 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34342 CRAWFORDVILLE - ST MARKS 69KV (CS-1)	10/30/2013 8:12:08 AM	LINE - PLANNED - MAINTENANCE AND CONSTRUCTION	SUB - EQUIPMENT - BREAKER/TRANS - MECHANICAL		0
BROOKRIDGE - CRYSTAL RIVER EAST 34361 230KV (CC-1)	11/2/2013 4:37:23 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -		0
APALACHICOLA - CARRABELLE 69KV (JA- 32272 1)	2/25/2013 1:15:10 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32698 FORT MEADE 230KV (0504)	5/3/2013 1:20:10 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33018 JASPER 115KV (0074)	6/6/2013 9:13:11 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33069 EUSTIS SOUTH - SORRENTO 69KV (SES-1)	6/11/2013 2:19:58 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - CONDUCTOR/STATIC	0	225,605.00

33159 BAY HILL - VINELAND 69KV (BHV-1)	6/20/2013 3:53:52 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
33160 LITTLE PAYNE CREEK #1 69KV (0287)	6/20/2013 3:56:52 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33228 ULMERTON 230KV (0126)	6/21/2013 12:05:27 PM	LINE - EQUIPMENT - INSULATOR	RELAY - OTHER - SYSTEM OPERATION			0
BAYVIEW - EAST CLEARWATER 115KV (HD-33229 1)	6/21/2013 12:05:26 PM	LINE - EQUIPMENT - INSULATOR	RELAY - HUMAN ERROR - SETTING ERROR	291,483.00	291,483.00	
OCCIDENTAL SWIFT CREEK #2 115KV 33233 (0272)	6/25/2013 8:25:13 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
34026 PEMBROKE 69KV (0327)	4/14/2013 11:59:00 AM	LINE - OTHER - PLANNED	LINE - OTHER - PLANNED		120	120.00
34028 TAUNTON RD 69KV (0449)	8/5/2013 5:58:18 PM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC	114,466.00	114,466.00	
DUNNELLON TOWN - ADAMS 69KV RADIAL 34292 (IO-2)	10/23/2013 3:08:57 AM	SUB - ANIMAL - OTHER	SUB - ANIMAL - OTHER		0	4,746.40
33136 MANLEY ROAD (CARGILL) 115KV (0004)	6/17/2013 10:56:41 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
BROOKSVILLE - BROOKSVILLE WEST 33269 CKT#1 115KV (BWB-1)	6/29/2013 9:11:31 AM	LINE - WEATHER - MAJOR STORM	- -			0
OCCIDENTAL SWIFT CREEK #2 115KV 33285 (0272)	7/1/2013 6:40:27 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER -			0
CROSS CITY - OLD TOWN NORTH SW STA 33370 69KV (TC-2)	7/9/2013 5:07:07 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
33422 BAY RIDGE - KELLY PK 69KV (BK-1)	7/13/2013 4:01:54 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
33438 OCCIDENTAL #1 115KV (0177)	7/15/2013 2:55:18 PM	SUB - CUSTOMER - INDUSTRIAL	RELAY - CUSTOMER - INDUSTRIAL			0
OCCIDENTAL SWIFT CREEK #2 115KV 33533 (0272)	7/23/2013 10:38:44 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
FT MEADE - WEST LAKE WALES 230KV 33557 (FWL-1)	7/25/2013 11:16:07 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
33573 FORT GREEN #10 69KV (0463)	7/27/2013 4:35:09 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33953 COUNTRY OAKS - DUNDEE 69KV (DCO-1)	9/5/2013 5:50:37 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
34211 ALAFAYA - OVIEDO 69KV (FTO-1)	10/10/2013 9:02:25 PM	LINE - LIGHTNING -	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL			0
34410 OCCIDENTAL #1 115KV (0177)	11/7/2013 4:34:59 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
34419 CARRABELLE BEACH 69KV (0226)	3/24/2013 3:13:00 AM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC	100,320.00	100,320.00	
OCCIDENTAL SWIFT CREEK #2 115KV 34499 (0272)	11/18/2013 11:28:42 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
34505 DRIFTON - HANSON 115KV (JQ-4)	11/18/2013 3:16:17 PM	LINE - TREE - NON-PREVENTABLE	LINE - TREE - NON-PREVENTABLE			0
34506 DRIFTON - HANSON 115KV (JQ-4)	11/18/2013 3:17:52 PM	LINE - TREE - PREVENTABLE	LINE - TREE - PREVENTABLE		0	4,464.00
34507 FT WHITE - JASPER EAST CKT 115KV (IJ-1)	11/18/2013 3:44:49 PM	LINE - ANIMAL - BIRD - EXCREMENT	- -			0

AVALON - CAMP LAKE 230KV - HAINES 34555 CITY (CFW-2)	11/26/2013 7:56:11 AM	LINE - EQUIPMENT - POLE FAILURE - NON PREVENTABLE	LINE - EQUIPMENT - POLE FAILURE - NON PREVENTABLE		0
32470 LEISURE LAKES 69KV (0355)	2/19/2013 11:00:08 PM	LINE - CUSTOMER - DISTRIBUTION	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	76,563.00	76,563.00
32763 LITTLE PAYNE CREEK #1 69KV (0287)	5/12/2013 5:57:39 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32822 UMATILLA - PAISELY (SEC) 69KV (ED-3)	5/19/2013 3:51:05 AM	LINE - UNKNOWN - UNDER INVESTIGATION	LINE - UNKNOWN - UNDER INVESTIGATION		0
32998 LEESBURG - OKAHUMPKA 69KV (CLL-2)	6/4/2013 7:57:47 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #1 115KV 33075 (0260)	6/12/2013 7:22:42 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
INTERCESSION CITY PL - CABBAGE 33143 ISLAND 69KV (ICP-1)	6/18/2013 8:48:17 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #1 115KV 33230 (0260)	6/25/2013 5:21:02 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33235 FORT GREEN #4 69KV (0335)	6/26/2013 10:17:29 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33835 KELLY PARK - MT DORA 69KV (EP-5)	8/24/2013 3:04:34 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33968 ALTAMONTE 230KV (0136)	9/8/2013 11:18:30 AM	SUB - EQUIPMENT - BUS - BUS WORK	SUB - EQUIPMENT - BUS - BUS WORK		0
34015 KENNETH 115KV (0174)	5/1/2013 7:13:48 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	57,316.00	57,316.00
FT GREEN SPRINGS - VANDOLAH #2 CKT 33148 69KV (VFGS-1)	6/19/2013 3:07:32 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33362 FORT GREEN #10 69KV (0463)	7/9/2013 9:51:31 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33449 OCCIDENTAL #1 115KV (0177)	7/16/2013 1:34:56 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 33494 (0272)	7/19/2013 8:34:54 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
APALACHICOLA - CARRABELLE 69KV (JA- 33540 1)	7/24/2013 11:09:36 AM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33769 FORT GREEN #10 69KV (0463)	8/20/2013 4:29:55 AM	SUB - CUSTOMER - INDUSTRIAL	RELAY - EQUIPMENT - RELAY PROBLEM		0
33843 FORT GREEN #11 69KV (0472)	8/25/2013 8:01:41 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - CUSTOMER REQUEST		0
34264 FORT WHITE 230KV (0111)	10/18/2013 7:03:47 AM	RELAY - EQUIPMENT - OTHER	RELAY - EQUIPMENT - OTHER		0
34426 CROSS CITY 69KV (0081)	9/24/2013 1:46:00 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - CONDUCTOR/STATIC	33,728.00	33,728.00
OCCIDENTAL SWIFT CREEK #1 115KV 34464 (0260)	11/13/2013 1:44:19 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34496 FT MEADE - VANDOLAH 230KV (FV-1)	11/18/2013 4:46:22 AM	LINE - ANIMAL - BIRD - CLEARANCE	LINE - ANIMAL - BIRD - CLEARANCE		0
FT WHITE - JASPER WEST CKT 115KV (J- 34510 2)	11/18/2013 5:18:03 PM	LINE - ANIMAL - BIRD - EXCREMENT	- -		0
32137 MANLEY ROAD (CARGILL) 115KV (0004)	1/27/2013 7:12:35 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0

JASPER - OCC SWIFT CREEK #1 115KV (JS-32279 1)	2/26/2013 5:00:19 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT			0
32442 DELTONA EAST 115KV (0332)	3/23/2013 5:43:56 PM	LINE - UNKNOWN - UNDER INVESTIGATION	RELAY - HUMAN ERROR - SETTING ERROR	923,982.00	923,982.00	
DUNNELLON TOWN - HOLDER 69KV (HDU-33040 1)	6/9/2013 5:17:09 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
DUNNELLON TOWN - HOLDER 69KV (HDU-33041 1)	6/9/2013 5:21:04 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
FT MEADE - WEST LAKE WALES 230KV 33646 (FWL-1)	8/2/2013 7:59:46 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT			0
33824 DELTONA - DELTONA EAST 115KV (DED-1)	8/22/2013 4:27:07 PM	LINE - LIGHTNING -	- -			0
33834 MAITLAND - WINTER PARK 69KV (WO-5)	8/23/2013 5:36:03 PM	LINE - WEATHER - WIND	LINE - EQUIPMENT - POLE FAILURE - PREVENTABLE	26,728.00	26,728.00	
34119 LARGO 230KV (0123)	9/26/2013 2:33:57 PM	RELAY - HUMAN ERROR - SELF INFLICTED	RELAY - EQUIPMENT - OTHER			0
33149 BAYVIEW - TRI CITY 115KV (HD-2)	6/19/2013 3:45:58 PM	SUB - OPERATIONAL - EMERGENCY	SUB - EQUIPMENT - TRANSFORMER - OTHER			0
33181 OCCIDENTAL #1 115KV (0177)	6/21/2013 1:45:19 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33256 OCCIDENTAL #1 115KV (0177)	6/27/2013 12:05:23 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33277 LITTLE PAYNE CREEK #1 69KV (0287)	6/30/2013 2:40:39 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33325 LITTLE PAYNE CREEK #1 69KV (0287)	7/4/2013 4:14:48 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
DOUGLAS AVE - SPRING LAKE 69KV (ASL-33394 2)	7/11/2013 9:23:46 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
HOLOPAW - WEST LAKE WALES 230KV 33404 (WLXF-3)	7/12/2013 2:15:26 PM	LINE - LIGHTNING -	- -			0
33420 BROOKSVILLE WEST 230KV (0173)	7/13/2013 12:53:09 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
CLEARWATER - EAST CLEARWATER 69KV 33470 (LECW-3)	7/17/2013 6:18:34 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT			0
33523 DUNDEE - MIDWAY 69KV (DLM-LMP-1)	7/22/2013 4:34:15 PM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
33750 FOUR CORNERS - GIFFORD 69KV (BMF-2)	8/16/2013 10:29:38 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
33787 FT WHITE - HIGH SPRINGS 69KV (FH-1)	8/20/2013 8:13:15 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
33825 FROSTPROOF - LAKE WALES 69KV (AL-3)	8/22/2013 4:38:39 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
34711 LAKE BRANCH 115KV (0475)	12/20/2013 7:13:38 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
34715 SOUTH POLK 230KV (0498)	12/20/2013 5:48:04 PM	SUB - EQUIPMENT - LIGHTNING ARRESTER	RELAY - MISOPERATION -	0	9.00	
34721 FORT GREEN #10 69KV (0463)	12/23/2013 1:58:30 PM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL			0
34729 LARGO 230KV (0123)	12/29/2013 2:14:51 PM	SUB - EQUIPMENT - INSULATOR	SUB - EQUIPMENT - INSULATOR			0

32174 KENNETH 115KV (0174)	1/27/2013 10:23:43 PM	LINE - CUSTOMER - DISTRIBUTION	RELAY - EQUIPMENT - RELAY PROBLEM	84,081.00	84,081.00
33024 OCCIDENTAL #1 115KV (0177)	6/7/2013 12:17:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33522 INTERCESSION CITY PLANT 230KV (0166)	7/22/2013 3:44:15 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33567 OCCIDENTAL #1 115KV (0177)	7/26/2013 8:03:11 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33609 FORT GREEN #11 69KV (0472)	7/31/2013 11:04:36 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
FT GREEN SPRINGS - FT MEADE 69KV 33627 (FFG-1)	8/1/2013 7:15:44 PM	LINE - WEATHER - WIND	- -		0
34056 CRYSTAL RIVER PLANT 230KV (0171)	9/18/2013 1:13:23 AM	SUB - ANIMAL - RACCOON	SUB - ANIMAL - RACCOON		0
DALLAS - SILVER SPRINGS SHORES 69KV 34108 (DW-OCF-1)	9/24/2013 6:30:10 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
34425 DUNEDIN 69KV (0059)	10/10/2013 2:24:37 AM	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	27,405.00	27,405.00
33309 BAY RIDGE - KELLY PK 69KV (BK-1)	7/3/2013 1:54:17 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33436 ROSS PRAIRIE 230KV (0407)	7/15/2013 2:04:50 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33330 FOLEY 69KV (0247)	7/5/2013 1:51:07 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
DALLAS - SILVER SPRINGS SHORES 69KV 33399 (DW-OCF-1)	7/12/2013 12:56:59 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
TIMBER SW STA - TIMBER ENERGY 69KV 33543 RADIAL (JH-2)	7/24/2013 2:40:55 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33553 LITTLE PAYNE CREEK #1 69KV (0287)	7/25/2013 8:59:37 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33612 MANLEY ROAD (CARGILL) 115KV (0004)	7/31/2013 2:51:42 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
CENTRAL FLA - LEESBURG (CFLE) 69KV 33664 (CFLE-1)	8/5/2013 8:05:32 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND		0
33665 BAY HILL - VINELAND 69KV (BHV-1)	8/5/2013 8:11:28 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND		0
BOGGY MARSH - LAKE LOUISA SEC 69KV 33734 (CEB-2)	8/14/2013 3:50:17 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
CENTRAL FLA - ORANGE BLOSSOM 69KV 33822 (DLL-OCF-1)	8/22/2013 3:16:49 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33986 MANLEY ROAD (CARGILL) 115KV (0004)	9/11/2013 2:40:07 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
HAINES CREEK - SORRENTO 230KV (CFS- 34333 2)	10/29/2013 8:54:52 AM	LINE - OPERATIONAL - EMERGENCY	LINE - OPERATIONAL - EMERGENCY		0
HINES - WEST LAKE WALES 230KV (HWLW- 34397 1)	11/6/2013 2:05:04 PM	LINE - OPERATIONAL - EMERGENCY	LINE - OPERATIONAL - EMERGENCY		0
34504 FT WHITE - JASPER EAST CKT 115KV (IJ-1)	11/18/2013 3:03:19 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -		0
34531 FT MEADE - VANDOLAH 230KV (FV-1)	11/21/2013 2:51:19 AM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR		0

NORTHEAST - PINELLAS COUNTY RR 34570 230KV (NX-1)	12/1/2013 6:35:15 AM	LINE - WEATHER - WIND	LINE - OPERATIONAL - SYSTEM OPERATING LIMIT MITIGATION		0
OCCIDENTAL SWIFT CREEK #1 115KV 32775 (0260)	5/13/2013 7:07:07 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33300 PEACOCK 69KV (0461)	7/2/2013 3:45:23 PM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL		0
33555 MANLEY ROAD (CARGILL) 115KV (0004)	7/25/2013 9:26:11 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33767 ODESSA - TARPON SPRINGS 69KV (TZ-2)	8/19/2013 6:56:32 PM	LINE - LIGHTNING -	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
34110 VANDOLAH - WHIDDON 230KV (VWX-1)	9/24/2013 10:14:50 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
34295 ADAMS 69KV (0286)	10/23/2013 3:17:54 AM	SUB - ANIMAL - OTHER	SUB - ANIMAL - OTHER	29,553.00	29,553.00
34433 OCCIDENTAL #3 115KV (0188)	11/11/2013 2:05:00 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34434 LAKE WALES 69KV (0318)	11/11/2013 8:44:26 AM	SUB - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE		0
34453 LITTLE PAYNE CREEK #1 69KV (0287)	11/12/2013 8:25:00 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34508 FT WHITE - JASPER EAST CKT 115KV (IJ-1)	11/18/2013 5:04:11 PM	LINE - ANIMAL - BIRD - EXCREMENT	- -		0
34624 LEESBURG - OKAHUMPKA 69KV (CLL-2)	12/8/2013 12:48:14 AM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC	65,697.00	65,697.00
33106 CENTRAL FLORIDA 500KV (0170)	6/14/2013 9:42:56 AM	RELAY - HUMAN ERROR - WIRING ERROR	RELAY - HUMAN ERROR - WIRING ERROR		0
33114 LAKE BRANCH 115KV (0475)	6/16/2013 7:28:35 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33162 MANLEY ROAD (CARGILL) 115KV (0004)	6/20/2013 4:48:37 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33368 CENTRAL FLA - DALLAS 230KV (CFO-2)	7/9/2013 3:46:30 PM	LINE - UNKNOWN - UNDER INVESTIGATION	LINE - OPERATIONAL - OTHER		0
33393 MANLEY ROAD (CARGILL) 115KV (0004)	7/11/2013 9:14:12 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33441 G. E. ALACHUA 69KV (0160)	7/16/2013 8:35:08 AM	SUB - PLANNED - EMERGENT	SUB - PLANNED - EMERGENT		0
PORT RICHEY WEST - SEVEN SPRINGS 33486 115KV (SPR-1)	7/19/2013 2:21:29 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	RELAY - HUMAN ERROR - SELF INFLICTED		0
33630 SOUTH FORT MEADE 115KV (0360)	8/1/2013 8:41:38 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33631 CRAWFORDVILLE - ST MARKS 69KV (CS-1)	8/1/2013 8:48:52 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -		0
33840 PEACOCK 69KV (0461)	8/24/2013 6:35:13 PM	SUB - CUSTOMER -	SUB - CUSTOMER -		0
32103 OLD TOWN NORTH 69KV (0462)	1/17/2013 4:11:14 AM	LINE - CUSTOMER - REA/EMC	LINE - CUSTOMER - REA/EMC		0
32110 PARKWAY - TAFT 69KV (WR-5)	1/18/2013 8:40:53 AM	LINE - EQUIPMENT - GROUND/GUY	LINE - EQUIPMENT - POLE FAILURE - PREVENTABLE	0	134
32165 NEWBERRY - TRENTON 69KV (NT-1)	2/1/2013 11:22:00 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT		0

OCCIDENTAL SWIFT CREEK #1 115KV 33271 (0260)	6/29/2013 11:12:58 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33625 HOLDER - INVERNESS 69KV (HB-3)	8/1/2013 2:02:52 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33593 MANLEY ROAD (CARGILL) 115KV (0004)	7/30/2013 5:12:18 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - CUSTOMER REQUEST		0
33851 FORT GREEN #10 69KV (0463)	8/26/2013 12:02:57 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER -		0
33925 OCCIDENTAL #1 115KV (0177)	9/2/2013 12:09:02 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34272 CLARCONA 69KV (0353)	10/21/2013 6:23:54 AM	SUB - EQUIPMENT - BUS - BUS WORK	RELAY - OTHER - SYSTEM OPERATION		0
33124 ANDERSEN - BUSHNELL SEC 69KV (BCF-1)	6/17/2013 6:14:41 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33156 REEDY LAKE 69KV (0049)	6/8/2013 3:45:27 PM	LINE - CUSTOMER - DISTRIBUTION	RELAY - EQUIPMENT - RELAY PROBLEM	756.00	756.00
APOPKA SOUTH - WOODSMERE 69KV (WP- 33267 2)	6/28/2013 4:44:46 PM	LINE - LIGHTNING -	RELAY - HUMAN ERROR - INADVERTENT TRIP	216,405.00	216,405.00
HAVANA - HINSON TEC 69KV RADIAL (HH- 33367 1)	7/9/2013 2:31:36 PM	LINE - EQUIPMENT - OTHER	LINE - EQUIPMENT - OTHER	0	152,401.50
33401 BEVERLY HILLS - HOLDER 115KV (HBH-1)	7/12/2013 1:31:13 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
LAKE TARPON - ULMERTON 230KV (CC-NC- 33464 1)	7/17/2013 4:15:29 PM	LINE - WEATHER -	LINE - EQUIPMENT - CONDUCTOR/STATIC		0
33468 BAYVIEW - TRI CITY 115KV (HD-2)	7/17/2013 4:33:26 PM	LINE - WEATHER -	- - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #2 115KV 33527 (0272)	7/23/2013 1:02:31 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
BROOKSVILLE - FLORIDA ROCK 69KV 33651 RADIAL (BFR-1)	8/4/2013 1:21:02 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
BROOKSVILLE - FLORIDA ROCK 69KV 33753 RADIAL (BFR-1)	8/17/2013 5:07:49 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33754 BAY RIDGE - KELLY PK 69KV (BK-1)	8/17/2013 5:17:37 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND		0
33868 LAKE BRANCH 115KV (0475)	8/28/2013 5:17:20 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER -		0
33876 OCCIDENTAL #1 115KV (0177)	8/28/2013 1:17:51 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33901 FT WHITE - JASPER 69KV (JF-1)	8/30/2013 8:17:06 PM	LINE - WEATHER -	LINE - WEATHER - WIND		0
33939 HORSE CREEK 69KV (0006)	9/3/2013 1:27:51 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
34009 DESOTO CITY 69KV (0031)	9/14/2013 6:13:50 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
34017 MAITLAND 69KV (0023)	8/23/2013 5:36:32 PM	LINE - WEATHER - WIND	LINE - EQUIPMENT - POLE FAILURE - PREVENTABLE	26,728.00	26,728.00
34018 MAXIMO 115KV (0029)	8/19/2013 4:37:13 PM	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	183,412.00	183,412.00
34025 OVIEDO 69KV (0303)	7/14/2013 9:51:52 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	163,120.00	163,120.00

34490 DAVENPORT - HAINES CITY 69KV (ICLW-6)	11/17/2013 6:41:05 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE		0
32293 FORT GREEN #11 69KV (0472)	2/27/2013 7:28:49 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 33283 (0272)	6/30/2013 8:29:41 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33378 HERNANDO AIRPORT 115KV (0376)	6/30/2013 4:05:28 AM	SUB - ANIMAL - OTHER	SUB - ANIMAL - OTHER	188,949.00	188,949.00
NORTH BARTOW - WEST LAKE WALES 33947 69KV (BWL-2)	9/4/2013 5:20:47 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33965 UMATILLA (SEC) REA 69KV (6794)	9/6/2013 11:05:43 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		3,540.00
34495 FORT GREEN #10 69KV (0463)	11/18/2013 1:58:44 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33189 LITTLE PAYNE CREEK #1 69KV (0287)	6/22/2013 1:16:20 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33496 LITTLE PAYNE CREEK #1 69KV (0287)	7/20/2013 6:38:43 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33628 LITTLE PAYNE CREEK #1 69KV (0287)	8/1/2013 7:23:46 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33653 LITTLE PAYNE CREEK #1 69KV (0287)	8/4/2013 3:32:50 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
ROSS PRAIRIE - MARION OAKS SEC 69KV 33722 RADIAL (RPMX-1)	8/13/2013 4:02:36 PM	LINE - WEATHER - WIND	SUB - EQUIPMENT - SWITCH	0	55,371.10
34797 SEVEN SPRINGS 230KV (0225)	7/25/2013 12:29:25 PM	LINE - CUSTOMER - DISTRIBUTION	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	40,992.00	40,992.00
34864 ALTAMONTE 230KV (0136)	12/19/2013 8:13:30 AM	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	53,900.00	53,900.00
32154 ARCHER - WILLISTON 69KV (AW-1)	1/30/2013 3:47:25 PM	LINE - EQUIPMENT - POLE FAILURE - PREVENTABLE	LINE - EQUIPMENT - POLE FAILURE - PREVENTABLE		0
32425 CLEARWATER - HIGHLANDS 69KV (HCL-1)	3/22/2013 8:13:46 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
32697 SOUTH FORT MEADE 115KV (0360)	5/2/2013 6:04:13 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32750 SOUTH POLK 230KV (0498)	5/6/2013 8:46:07 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	RELAY - MISOPERATION -		0
32914 VANDOLAH - WHIDDON 230KV (VWX-1)	5/25/2013 12:33:37 PM	LINE - EQUIPMENT - JUMPER	LINE - EQUIPMENT - JUMPER		0
33015 FT WHITE - JASPER 69KV (JF-1)	6/6/2013 8:51:44 PM	LINE - EQUIPMENT - CROSSARM	- -		0
34014 OVIEDO 69KV (0303)	3/19/2013 1:04:11 PM	LINE - EQUIPMENT - ARRESTER	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	51,639.00	51,639.00
33954 PARKWAY - SHINGLE CREEK 69KV (SCP-1)	9/5/2013 6:00:52 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33994 LITTLE PAYNE CREEK #1 69KV (0287)	9/12/2013 4:37:07 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
BROOKSVILLE WEST - SEVEN SPRINGS 34239 230KV (CRS-CC-1)	10/14/2013 3:03:15 PM	LINE - OPERATIONAL - EMERGENCY	LINE - OPERATIONAL - EMERGENCY		0
HOLOPAW - OSCEOLA PL (RELIANT 33150 ENERGY) 230KV HREX1 (HREX-1)	6/19/2013 8:31:49 PM	RELAY - HUMAN ERROR - SETTING ERROR	RELAY - HUMAN ERROR - SETTING ERROR	194,888.00	304,207.00

33175 CENTRAL FLORIDA 500KV (0170)	6/21/2013 3:39:55 AM	LINE - PLANNED - EMERGENT	SUB - EQUIPMENT - STATION SERVICE	0
33252 DUNNELLON TOWN - INGLIS 69KV (IO-3)	6/27/2013 11:01:58 AM	LINE - LIGHTNING -	- -	0
CRYSTAL RIVER EAST - INGLIS CKT2				
33254 115KV (IT-CKT2)	6/27/2013 11:13:48 AM	LINE - LIGHTNING -	- -	0
OCCIDENTAL SWIFT CREEK #2 115KV				
33272 (0272)	6/29/2013 8:17:20 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33279 MANLEY ROAD (CARGILL) 115KV (0004)	6/30/2013 3:40:19 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
JACKSON BLUFF - TALLAHASSEE 69KV (JT-33307 1)	7/3/2013 1:29:00 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33626 OLD TOWN NORTH 69KV (0462)	8/1/2013 6:42:08 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33644 DINNER LAKE - PHILLIPS 69KV (PDL-1)	8/2/2013 6:31:27 PM	LINE - LIGHTNING -	RELAY - NEIGHBORING UTILITY - OTHER UTILITY PROBLEM	0
33783 LITTLE PAYNE CREEK #1 69KV (0287)	8/20/2013 6:20:43 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33809 DUNDEE - LAKE WALES 69KV (ICLW-3)	8/21/2013 7:35:38 PM	LINE - LIGHTNING -	LINE - UNKNOWN -	0
33810 LARGO - ULMERTON 230KV (UL-1)	8/21/2013 7:50:00 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT	0
34012 FORT GREEN SPRINGS 69KV (0439)	9/14/2013 8:04:02 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
34082 INGLIS MINING 115KV (0395)	9/23/2013 9:46:00 AM	SUB - ANIMAL - SQUIRREL	SUB - ANIMAL - SQUIRREL	1,470.00
34083 HIGH SPRINGS - HULL ROAD 69KV (GH-1)	9/23/2013 10:43:25 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
34284 LAKE BRANCH 115KV (0475)	10/21/2013 10:43:39 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
HINES - WEST LAKE WALES 230KV (HWLW-34663 1)	12/11/2013 11:47:24 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
32214 LITTLE PAYNE CREEK #1 69KV (0287)	2/16/2013 8:09:50 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #1 115KV				
32576 (0260)	4/15/2013 8:40:27 AM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL	0
32993 HOLOPAW 230KV (0161)	3/10/2013 12:50:42 AM	LINE - EQUIPMENT - INSULATOR	RELAY - HUMAN ERROR - OTHER	92,073.00 92,073.00
33003 LITTLE PAYNE CREEK #1 69KV (0287)	6/5/2013 10:36:52 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33027 OCCIDENTAL #1 115KV (0177)	6/7/2013 3:41:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
BARNUM CITY - INTERCESSION CITY 69KV				
33031 (ICLB-ICB-1)	6/8/2013 7:18:34 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33164 LAKE BRANCH 115KV (0475)	6/20/2013 5:12:39 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33324 FORT GREEN #10 69KV (0463)	7/4/2013 3:51:54 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33482 OCCIDENTAL #1 115KV (0177)	7/18/2013 3:02:04 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0

BARCOLA - PEBBLEDALE (TECO) 230KV 33551 (BPX-1)	7/25/2013 7:43:34 AM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
FT GREEN SPRINGS - DUETTE PREC 69KV 33562 RADIAL (FSD-1)	7/26/2013 12:48:21 AM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
FT MEADE - SAND MOUNTAIN 69KV 33708 RADIAL (FSM-1)	8/12/2013 6:55:59 AM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL		0
33943 LITTLE PAYNE CREEK #1 69KV (0287)	9/4/2013 9:10:09 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
FT GREEN SPRINGS - FT MEADE 69KV 34210 (FFG-1)	10/10/2013 6:49:15 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
34227 OCCIDENTAL #1 115KV (0177)	10/13/2013 7:50:28 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
FT GREEN SPRINGS - FT MEADE 69KV 34393 (FFG-1)	11/6/2013 7:21:23 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE		0
AVON PARK PL - FISHEATING CREEK 34528 230KV (AFC-1)	11/20/2013 4:03:03 PM	LINE - UNKNOWN - UNDER INVESTIGATION	LINE - UNKNOWN - UNDER INVESTIGATION		0
33147 HERNANDO AIRPORT 115KV (0376)	6/16/2013 9:38:45 PM	SUB - ANIMAL - RACCOON	SUB - ANIMAL - RACCOON	149,974.00	149,974.00
COUNTRY OAKS - LAKE WALES 69KV (LEL- 33167 2)	6/20/2013 4:35:43 PM	RELAY - EQUIPMENT - RTU FAILURE	RELAY - EQUIPMENT - RTU FAILURE		0
33371 FT MEADE - TIGER BAY 230KV (TBFM-1)	7/9/2013 7:36:00 PM	SUB - EQUIPMENT - CCPD	SUB - EQUIPMENT - CCPD		0
33507 DINNER LAKE 69KV (0415)	7/21/2013 7:06:19 AM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
LAKE BRYAN - DISNEY WORLD LAKE 33761 BUENA VISTA 69KV (LBV-1)	8/18/2013 9:31:13 PM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR		0
BOGGY MARSH - LAKE LOUISA SEC 69KV 33960 (CEB-2)	9/6/2013 3:42:16 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33993 MANLEY ROAD (CARGILL) 115KV (0004)	9/12/2013 3:53:54 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34260 OCCIDENTAL #1 115KV (0177)	10/17/2013 2:29:02 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34865 APOPKA SOUTH 69KV (0216)	11/2/2013 12:37:00 PM	LINE - EQUIPMENT - ARRESTER	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	599,961.00	599,961.00
BARCOLA - WEST SUB (CITY OF 32079 LAKELAND) 230KV (BLX)	1/8/2013 7:42:41 PM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR		0
32136 FORT GREEN #11 69KV (0472)	1/26/2013 7:21:28 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 32273 (0272)	2/25/2013 3:26:56 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32327 LITTLE PAYNE CREEK #1 69KV (0287)	3/6/2013 5:26:13 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32493 OCCIDENTAL #1 115KV (0177)	4/1/2013 12:05:24 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32494 MANLEY ROAD (CARGILL) 115KV (0004)	4/1/2013 12:08:20 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
ORANGE SWITCHING STA - ORANGE 32564 COGEN 69KV (FMB-4)	4/13/2013 6:52:30 PM	SUB - EQUIPMENT - BUS - ARRESTER	SUB - EQUIPMENT - BUS - ARRESTER	0	196.00
32833 OCCIDENTAL #1 115KV (0177)	5/19/2013 8:34:46 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0

33142 LAKE BRYAN 230KV (0206)	5/10/2013 1:42:20 PM	RELAY - HUMAN ERROR - SETTING ERROR	RELAY - HUMAN ERROR - SETTING ERROR	0
33178 GATEWAY - ULMERTON 115KV (HD-5)	6/21/2013 12:05:26 PM	LINE - EQUIPMENT - INSULATOR	RELAY - EQUIPMENT - RELAY PROBLEM	0
33241 FORT GREEN #4 69KV (0335)	6/26/2013 6:01:45 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33395 FORT GREEN #10 69KV (0463)	7/11/2013 10:43:21 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33589 HOWEY SEC - OKAHUMPKA (CLL-3)	7/29/2013 9:09:57 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33611 SUWANNEE RIVER PL - FT WHITE 115KV (SF-2)	7/31/2013 2:52:06 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33618 EUSTIS SOUTH - TAVARES SEC 69KV (EST-1)	7/31/2013 8:29:16 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND	0
33666 BOGGY MARSH - LAKE LOUISA SEC 69KV (CEB-2)	8/5/2013 9:38:53 PM	LINE - LIGHTNING -	SUB - LIGHTNING -	0
33803 PIEDMONT - SPRING LAKE 69KV (PSL-1)	8/21/2013 3:19:00 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - OTHER	0
33949 UMERTON WEST - WALSINGHAM 69KV (DLW-6)	9/4/2013 5:36:40 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
34173 DEBARY PL - ORANGE CITY 230KV (DDW-1)	10/6/2013 7:27:58 PM	LINE - LIGHTNING -	- -	0
34757 AVALON - CLERMONT EAST 69KV (CET-1)	11/26/2013 7:56:25 AM	LINE - EQUIPMENT - POLE FAILURE - NON PREVENTABLE	RELAY - HUMAN ERROR - EQUIPMENT MISAPPLICATION	0
32433 FT WHITE - JASPER 69KV (JF-1)	3/23/2013 3:05:47 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
32572 FLORIDA GAS TRANSMISSION 230KV (0512)	4/14/2013 9:07:32 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
32617 INGLIS MINING 115KV (0395)	4/22/2013 9:56:00 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32677 LITTLE PAYNE CREEK #1 69KV (0287)	4/30/2013 8:29:43 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32712 DESOTO CITY - LAKE PLACID NORTH 69KV (DLP-1)	5/6/2013 7:51:06 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33308 PIEDMONT - PLYMOUTH 69KV (PP-1)	7/3/2013 1:48:37 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33238 DELTONA - DELTONA EAST 115KV (DED-1)	6/26/2013 3:30:07 PM	LINE - LIGHTNING -	- -	0
33451 FT GREEN SPRINGS - FT MEADE 69KV (FFG-1)	7/16/2013 2:02:42 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33469 TRI CITY - ULMERTON 115KV (HD-8)	7/17/2013 4:49:16 PM	LINE - WEATHER -	SUB - EQUIPMENT - SWITCH	0
33509 WINTER PARK 69KV (0305)	7/21/2013 9:32:35 AM	SUB - ANIMAL - SQUIRREL	SUB - ANIMAL - SQUIRREL	0
33513 BARNUM CITY - NORTHRIDGE 69KV (BCN)	7/21/2013 5:20:36 PM	LINE - LIGHTNING -	SUB - LIGHTNING -	0
33536 OCCIDENTAL #1 115KV (0177)	7/24/2013 8:10:54 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33799 MANLEY ROAD (CARGILL) 115KV (0004)	8/21/2013 2:54:38 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0

UMERTON WEST - WALSINGHAM 69KV 33807 (DLW-6)	8/21/2013 5:18:12 PM	LINE - LIGHTNING -	LINE - UNKNOWN -		0
OCCIDENTAL SWIFT CREEK #1 115KV 33818 (0260)	8/22/2013 2:18:12 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
NORTH BARTOW - WEST LAKE WALES 33926 69KV (BWL-2)	9/2/2013 1:08:18 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
34530 FT MEADE - VANDOLAH 230KV (FV-1)	11/21/2013 1:54:55 AM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR		0
34726 DINNER LAKE - PHILLIPS 69KV (PDL-1)	12/28/2013 3:22:39 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -		0
33199 VANDOLAH - WAUCHULA 69KV (VW-1)	6/23/2013 6:01:55 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #2 115KV 33208 (0272)	6/23/2013 8:08:07 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33369 CROSS CITY - WILCOX 69KV (WCC-1)	7/9/2013 5:01:38 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
DESOTO CITY - PHILLIPS PL (TECO) 69KV 33384 (AD-2)	7/11/2013 4:32:15 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	RELAY - NEIGHBORING UTILITY - OTHER UTILITY PROBLEM		0
33406 ATWATER - QUINCY 115KV (QX-1)	7/12/2013 8:52:13 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
CENTRAL FLA - ORANGE BLOSSOM 69KV 33500 (DLL-OCF-1)	7/20/2013 6:40:10 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33645 DINNER LAKE - PHILLIPS 69KV (PDL-1)	8/2/2013 6:54:35 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33689 FT WHITE - JASPER 69KV (JF-1)	8/8/2013 7:29:00 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33690 MANLEY ROAD (CARGILL) 115KV (0004)	8/8/2013 7:36:03 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33756 CARRABELLE - GUMBAY 69KV (GBC-1)	8/17/2013 7:21:27 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
34423 TRENTON 69KV (0076)	10/8/2013 12:21:42 AM	SUB - EQUIPMENT - BREAKER/DIST - OTHER	SUB - EQUIPMENT - BREAKER/DIST - OTHER	1,875.00	1,875.00
34512 FORT GREEN #11 69KV (0472)	11/19/2013 12:12:02 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
HOLOPAW - WEST LAKE WALES 230KV 32072 (WLXF-3)	1/6/2013 5:49:09 AM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR	5,856.00	10,702.10
32117 WELCH ROAD 230KV (0312)	1/21/2013 5:24:00 PM	RELAY - HUMAN ERROR - SELF INFLICTED	RELAY - HUMAN ERROR - SELF INFLICTED		0
CAMP LAKE - HOWEY BKR STA (SEC)69KV 32417 (CLL-1)	3/21/2013 7:43:50 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32429 FT WHITE - PERRY 69KV (FP-1)	3/23/2013 11:03:29 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #2 115KV 32523 (0272)	4/5/2013 7:17:30 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #1 115KV 32729 (0260)	5/7/2013 6:51:31 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32742 SOUTH FORT MEADE 115KV (0360)	5/8/2013 12:58:54 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32808 BAY RIDGE - KELLY PK 69KV (BK-1)	5/16/2013 6:45:22 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0

32857 LITTLE PAYNE CREEK #1 69KV (0287)	5/20/2013 5:54:04 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32901 MANLEY ROAD (CARGILL) 115KV (0004)	5/23/2013 9:28:56 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32983 OCCIDENTAL #1 115KV (0177)	6/3/2013 4:38:13 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
PORT RICHEY WEST - SEVEN SPRINGS 33202 115KV (SPR-1)	6/23/2013 5:35:29 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - INSULATOR			0
33607 OCCIDENTAL #1 115KV (0177)	7/31/2013 9:42:00 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33815 PIEDMONT - PLYMOUTH 69KV (PP-1)	8/22/2013 1:24:38 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - GROUND/GUY			0
FT MEADE - WEST LAKE WALES 230KV 33643 (FWL-1)	8/2/2013 6:33:48 PM	LINE - WEATHER -	LINE - EQUIPMENT - CONDUCTOR/STATIC			0
33827 DRIFTON - PERRY 69KV (DP-1)	8/22/2013 7:44:35 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
AVON PARK PL - DESOTO CITY 69KV (AD- 33914 1)	9/1/2013 4:28:57 PM	LINE - WEATHER - WIND	LINE - EQUIPMENT - CONDUCTOR/STATIC			0
33996 LAKE BRANCH 115KV (0475)	9/13/2013 6:11:11 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
34235 GIFFORD 230KV (0454)	10/14/2013 11:41:44 AM	SUB - ANIMAL - BIRD - DAMAGE	RELAY - OTHER - SYSTEM OPERATION			0
34428 OVIEDO 69KV (0303)	9/16/2013 10:58:10 AM	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	37,415.00	37,415.00	0
SILVER SPRINGS - SILVER SPRINGS 32109 SHORES 69KV (OCF-1)	1/18/2013 4:01:15 AM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC			0
32118 TAFT 69KV (0163)	1/18/2013 8:40:53 AM	LINE - EQUIPMENT - POLE FAILURE - PREVENTABLE	LINE - EQUIPMENT - POLE FAILURE - PREVENTABLE	101,178.00	101,178.00	0
DELAND WEST - ORANGE CITY 115KV (TO- 32276 1)	2/26/2013 12:05:28 PM	SUB - EQUIPMENT - SWITCH	SUB - EQUIPMENT - SWITCH			0
32478 UCF - WINTER PARK EAST 69KV (WF-1)	3/28/2013 2:04:51 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
VANDOLAH - CHARLOTTE (FPL) 230KV 32549 (VCX-1)	4/10/2013 6:55:00 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
32766 OCCIDENTAL #1 115KV (0177)	5/12/2013 2:14:24 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
QUINCY - GREYNA TEC 69KV RADIAL (QX- 32823 3)	5/19/2013 4:32:03 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
32853 FORT GREEN #10 69KV (0463)	5/20/2013 5:33:02 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33158 BAY HILL - VINELAND 69KV (BHV-1)	6/20/2013 3:49:32 PM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
33287 BRONSON - CHIEFLAND 69KV (BC)	7/1/2013 11:40:10 AM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
BROOKRIDGE - BROOKSVILLE WEST (BBW 33380 CKT #2) 115KV (BBW-2)	7/10/2013 8:43:05 PM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
33600 LITTLE PAYNE CREEK #1 69KV (0287)	7/30/2013 11:33:10 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33742 MARTIN WEST - REDDICK 69KV (SI-4)	8/15/2013 8:13:16 PM	LINE - TREE - NON-PREVENTABLE	LINE - TREE - NON-PREVENTABLE	0	13,022.00	0

BROOKSVILLE - FLORIDA ROCK 69KV 33782 RADIAL (BFR-1)	8/20/2013 5:47:32 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - EQUIPMENT - CONDUCTOR/STATIC	0	413.00
CHAMPIONS GATE - DAVENPORT 69KV 33956 (ICLW-5)	9/5/2013 7:21:40 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
34011 FORT GREEN #10 69KV (0463)	9/14/2013 7:55:19 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34427 ALACHUA 69KV (0110)	10/5/2013 8:40:00 AM	LINE - EQUIPMENT - SWITCH	LINE - EQUIPMENT - SWITCH	1,408.00	1,408.00
34513 FT MEADE - VANDOLAH 230KV (FV-1)	11/19/2013 5:25:37 AM	LINE - ANIMAL - BIRD - EXCREMENT	LINE - ANIMAL - BIRD - EXCREMENT		0
32471 ISLEWORTH 69KV (0387)	2/28/2013 8:21:52 AM	SUB - ANIMAL - SQUIRREL	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL		0
NORTH BARTOW - SOUTH ELOISE (TECO) 32688 230KV (WLXT-2)	5/1/2013 8:20:02 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
LAKE BRYAN - ORANGWOOD 69KV (WLB- 32862 1)	5/20/2013 6:24:49 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33198 DELAND WEST - UMATILLA 69KV (ED-2)	6/23/2013 2:08:25 AM	LINE - PUBLIC INTERFERENCE - VEHICLE	LINE - PUBLIC INTERFERENCE - VEHICLE	0	6,330.80
33255 BRONSON (CFEC) (6044)	6/27/2013 11:41:46 AM	LINE - WEATHER - WIND	- -		0
33426 HAINES CITY 69KV (0317)	7/14/2013 3:27:09 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33432 LITTLE PAYNE CREEK #1 69KV (0287)	7/14/2013 6:12:37 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 33508 (0272)	7/21/2013 7:01:55 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33510 AVON PARK PL - WAUCHULA 69KV (APW-1)	7/21/2013 4:34:21 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33511 AVON PARK PL - WAUCHULA 69KV (APW-1)	7/21/2013 4:37:58 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33606 CENTRAL FLORIDA 500KV (0170)	7/31/2013 8:11:35 AM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT		0
33649 MANLEY ROAD (CARGILL) 115KV (0004)	8/3/2013 2:29:34 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
COUNTRY OAKS - EAST LAKE WALES 33650 69KV (LEL-1)	8/3/2013 3:03:10 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33662 AVON PARK PL - WAUCHULA 69KV (APW-1)	8/5/2013 5:27:48 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33717 CIRCLE SQUARE 69KV (0354)	8/12/2013 9:10:10 PM	LINE - LIGHTNING -	LINE - -		0
34117 SOUTH FORT MEADE 115KV (0360)	9/26/2013 10:35:49 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34121 OCCIDENTAL #1 115KV (0177)	9/26/2013 9:29:49 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34166 FT WHITE - JASPER EAST CKT 115KV (IJ-1)	10/4/2013 8:30:00 AM	LINE - UNKNOWN - UNDER INVESTIGATION	- -		0
34422 CRAWFORDVILLE 230KV (0147)	10/30/2013 8:11:00 AM	SUB - EQUIPMENT - BREAKER	SUB - EQUIPMENT - BREAKER	155,253.00	155,253.00
34714 SOUTH FORT MEADE 115KV (0360)	12/20/2013 3:05:57 PM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL		0

34732 GE PINELLAS - LARGO 69KV (LD-3)	12/29/2013 2:14:49 PM	SUB - EQUIPMENT - INSULATOR	RELAY - HUMAN ERROR - SETTING ERROR		0
32270 EAST CLEARWATER 230KV (0127)	2/25/2013 11:43:45 AM	SUB - EQUIPMENT - TRANSFORMER - WINDING	SUB - EQUIPMENT - TRANSFORMER - WINDING		0
OCCIDENTAL SWIFT CREEK #2 115KV 32271 (0272)	2/25/2013 12:58:41 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32437 BARNUM CITY 69KV (0235)	3/23/2013 5:49:54 PM	RELAY - UNKNOWN - INVESTIGATION COMPLETE	RELAY - UNKNOWN - INVESTIGATION COMPLETE		0
32438 OCCIDENTAL #1 115KV (0177)	3/23/2013 8:24:47 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32527 OCCIDENTAL #1 115KV (0177)	4/7/2013 11:58:49 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
HOLOPAW - WEST LAKE WALES 230KV 32543 (WLXF-3)	3/10/2013 12:58:25 AM	LINE - EQUIPMENT - INSULATOR	LINE - OPERATIONAL - OTHER	3,312.00	5,227.90
32638 WEWAHOOTEE 69KV (0150)	4/24/2013 2:45:07 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33060 DRIFTON - MONTICELLO 69KV (DB-1)	6/10/2013 5:26:22 PM	LINE - WEATHER -	LINE - WEATHER -		0
SUN N LAKES - DINNER LAKE (TECO) 69KV 33091 (ALP-3)	6/13/2013 4:10:13 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33092 AVON PARK PL - WAUCHULA 69KV (APW-1)	6/13/2013 4:38:48 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
OCCIDENTAL SWIFT CREEK #2 115KV 33190 (0272)	6/22/2013 5:40:26 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33192 DENHAM - TARPON SPRINGS 69KV (TZ-2)	6/22/2013 5:55:42 PM	LINE - WEATHER - MAJOR STORM	LINE - WEATHER - MAJOR STORM		0
33207 OCCIDENTAL #1 115KV (0177)	6/24/2013 9:41:57 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
BROOKSVILLE - INVERNESS 69KV - 33243 WILDWOOD (HB-2)	6/26/2013 7:22:32 PM	LINE - LIGHTNING -	- -		0
33290 STARKEY ROAD 69KV (0234)	6/14/2013 7:35:13 PM	LINE - CUSTOMER - DISTRIBUTION	SUB - EQUIPMENT - BREAKER/DIST - PROTECTION/CONTROL	63,210.00	63,210.00
OCCIDENTAL SWIFT CREEK #1 115KV 33303 (0260)	7/2/2013 10:41:31 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33328 SOUTH FORT MEADE 115KV (0360)	7/4/2013 11:19:04 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33407 LITTLE PAYNE CREEK #1 69KV (0287)	7/12/2013 9:09:34 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
DESOTO CITY - PHILLIPS PL (TECO) 69KV 33506 (AD-2)	7/21/2013 6:45:18 AM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
DALLAS - SILVER SPRINGS SHORES 69KV 33617 (DW-OCF-1)	7/31/2013 5:55:26 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND		0
33663 AVON PARK PL - WAUCHULA 69KV (APW-1)	8/5/2013 5:55:14 PM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC	0	5,294.90
OCCIDENTAL SWIFT CREEK #1 115KV 33768 (0260)	8/20/2013 2:31:49 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
BROOKRIDGE - TWIN COUNTY RANCH 33838 115KV - CLEARWATER (CRB-1)	8/24/2013 5:12:17 PM	LINE - WEATHER -	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
AVON PARK PL - DESOTO CITY 69KV (AD- 33839 1)	8/24/2013 5:19:33 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - EQUIPMENT - CONDUCTOR/STATIC		0

VANDOLAH - MYAKKA PREC 69KV RADIAL 33894 (VHC-1)	8/30/2013 2:24:05 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND	0
COUNTRY OAKS - EAST LAKE WALES 33945 69KV (LEL-1)	9/4/2013 4:50:46 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
SUWANNEE RIVER PL - HANSON 115KV 33984 (SW-JQ-1)	9/10/2013 11:47:00 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	RELAY - OTHER - SYSTEM OPERATION	0 6,438.00
34090 LITTLE PAYNE CREEK #1 69KV (0287)	9/23/2013 2:29:10 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
34102 VANDOLAH 230KV (0284)	9/24/2013 1:08:52 PM	LINE - CUSTOMER -	LINE - NEIGHBORING UTILITY - OTHER	0
QUINCY - GREYNA TEC 69KV RADIAL (QX- 32177 3)	2/5/2013 8:44:30 AM	LINE - NEIGHBORING UTILITY - OTHER	LINE - NEIGHBORING UTILITY - OTHER	0
JASPER - OCC SWIFT CREEK #1 115KV (JS- 32277 1)	2/26/2013 1:31:09 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33026 LIBERTY 69KV (0466)	6/7/2013 3:06:47 PM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR	367.00
EAST CLEARWATER - ULMERTON 230KV 33065 (NC-1)	6/11/2013 12:22:15 PM	LINE - LIGHTNING -	- -	0
OCCIDENTAL SWIFT CREEK #2 115KV 33133 (0272)	6/17/2013 8:17:27 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #1 115KV 33201 (0260)	6/23/2013 1:06:19 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
CABBAGE ISLAND - POINCIANA 69KV (ICP- 33275 2)	6/30/2013 2:28:52 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33417 FORT GREEN #10 69KV (0463)	7/13/2013 10:55:41 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33416 TIMBER ENERGY COGEN 69KV (7978)	7/13/2013 10:13:39 AM	LINE - CUSTOMER - GENERATION	LINE - CUSTOMER - GENERATION	0
33418 HOLOPAW 230KV (0161)	7/13/2013 11:17:01 AM	SUB - CUSTOMER - GENERATION	SUB - CUSTOMER - GENERATION	0
33599 LITTLE PAYNE CREEK #1 69KV (0287)	7/30/2013 11:06:17 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33622 CLEARWATER - HIGHLANDS 69KV (HCL-1)	8/1/2013 12:39:58 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE	0
34700 LAKE BRANCH 115KV (0475)	12/19/2013 9:47:17 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32215 EATONVILLE - WOODSMERE 69KV (WO-4)	2/16/2013 11:51:16 AM	LINE - ANIMAL - BIRD - CLEARANCE	LINE - ANIMAL - BIRD - CLEARANCE	0
OCCIDENTAL SWIFT CREEK #1 115KV 32381 (0260)	3/16/2013 1:41:21 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
APALACHICOLA - CARRABELLE 69KV (JA- 32445 1)	3/24/2013 3:11:30 AM	LINE - UNKNOWN - UNDER INVESTIGATION	LINE - EQUIPMENT - CONDUCTOR/STATIC	0
BROOKSVILLE - FLORIDA ROCK 69KV 32559 RADIAL (BFR-1)	4/12/2013 9:07:32 AM	LINE - EQUIPMENT - INSULATOR	LINE - OTHER - POLE FIRE	0.00 544.00
METROWEST (OUC) 230KV - WILDWOOD 33072 (CFW-5)	6/11/2013 3:27:45 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
OCCIDENTAL SWIFT CREEK #1 115KV 33153 (0260)	6/20/2013 4:50:38 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
VANDOLAH - MYAKKA PREC 69KV RADIAL 33163 (VHC-1)	6/20/2013 5:09:40 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0

33166 MIDWAY 69KV (0493)	6/20/2013 4:44:43 PM	LINE - WEATHER - WIND	- -		0
33182 PIEDMONT - SPRING LAKE 69KV (PSL-1)	6/21/2013 4:26:58 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33183 CLARCONA - OCOEE 69KV (OCC-1)	6/21/2013 4:19:58 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33242 CRYSTAL RIVER SOUTH - TWIN COUNTY RANCH 115KV (CRB-4)	6/26/2013 6:27:35 PM	LINE - LIGHTNING -	- -		0
33281 LAKE BRANCH 115KV (0475)	6/30/2013 3:40:17 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33311 EUSTIS SOUTH - SORRENTO 69KV (SES-1)	7/3/2013 2:01:02 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33334 OCCIDENTAL SWIFT CREEK #1 115KV (0260)	7/6/2013 3:15:21 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33126 MANLEY ROAD (CARGILL) 115KV (0004)	6/17/2013 6:45:54 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33184 MANLEY ROAD (CARGILL) 115KV (0004)	6/21/2013 4:57:25 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33195 OCCIDENTAL #1 115KV (0177)	6/22/2013 7:44:26 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33196 LITTLE PAYNE CREEK #1 69KV (0287)	6/22/2013 9:49:26 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33265 APOPKA SOUTH 69KV (0216)	6/28/2013 12:45:22 PM	SUB - HUMAN ERROR - OTHER	SUB - HUMAN ERROR - SELF INFLICTED	281,331.00	281,331.00
33289 DINNER LAKE - PHILLIPS 69KV (PDL-1)	7/1/2013 2:27:40 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33382 PEACOCK 69KV (0461)	7/2/2013 3:41:24 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33541 CABBAGE ISLAND - POINCIANA 69KV (ICP-2)	7/24/2013 1:36:36 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33558 LITTLE PAYNE CREEK #1 69KV (0287)	7/26/2013 12:08:44 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34299 LITTLE PAYNE CREEK #1 69KV (0287)	10/23/2013 10:19:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34429 CASSADAGA 115KV (0397)	9/26/2013 1:46:37 AM	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	154,404.00	154,404.00
34569 JASPER - OCC SWIFT CREEK #1 115KV (JS-1)	12/1/2013 4:21:00 AM	LINE - EQUIPMENT - ARRESTER	LINE - EQUIPMENT - ARRESTER		0
34685 OCCIDENTAL SWIFT CREEK #1 115KV (0260)	12/16/2013 8:10:21 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34855 ULMERTON WEST 69KV (0337)	8/4/2013 2:15:13 AM	LINE - CUSTOMER - DISTRIBUTION	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	209,366.00	209,366.00
32085 SOUTH FORT MEADE 115KV (0360)	1/10/2013 1:06:57 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32217 MANLEY ROAD (CARGILL) 115KV (0004)	2/16/2013 7:34:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32233 ZEPHYRHILLS 69KV (0021)	2/19/2013 1:59:42 PM	SUB - EQUIPMENT - BREAKER/TRANS - OTHER	SUB - EQUIPMENT - BREAKER/TRANS - OTHER	63,399.00	63,399.00
32235 JASPER - HOMERVILLE (GA. PWR) 115KV (JW2)	2/19/2013 8:59:30 PM	LINE - NEIGHBORING UTILITY - EQUIPMENT	LINE - NEIGHBORING UTILITY - EQUIPMENT		0

FT GREEN SPRINGS - VANDOLAH #2 CKT 32365 69KV (VFGS-1)	3/12/2013 11:50:42 AM	LINE - TREE - NON-PREVENTABLE	LINE - TREE - NON-PREVENTABLE	0.00	548.00
BROOKSVILLE - INVERNESS 69KV - 33244 CLEARWATER (HB-1)	6/26/2013 7:22:32 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
IDYLVILD - PHIFER CEC 69KV RADIAL (IR- 33298 1)	7/2/2013 3:53:35 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
FT WHITE - JASPER WEST CKT 115KV (J- 33231 2)	6/25/2013 7:55:08 PM	LINE - UNKNOWN - UNDER INVESTIGATION	- -		0
INTERCESSION CITY PL - CABBAGE 33580 ISLAND 69KV (ICP-1)	7/28/2013 4:45:17 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33752 HIGH SPRINGS - HULL ROAD 69KV (GH-1)	8/17/2013 2:43:45 AM	LINE - TREE - PREVENTABLE	LINE - TREE - PREVENTABLE	0.00	252.00
33831 GE PINELLAS - LARGO 69KV (LD-3)	8/23/2013 11:04:20 AM	LINE - UNKNOWN - UNDER INVESTIGATION	SUB - EQUIPMENT - CIRCUIT SWITCHER - ELECTRICAL		0
34283 SOUTH POLK 230KV (0498)	10/21/2013 3:42:52 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	RELAY - MISOPERATION -		0
34517 FORT GREEN #4 69KV (0335)	11/19/2013 11:10:58 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34733 BAY HILL 69KV (0208)	12/29/2013 3:28:46 PM	LINE - CUSTOMER - DISTRIBUTION	RELAY - HUMAN ERROR - WIRING ERROR		0
32168 LAKE BRANCH 115KV (0475)	2/3/2013 7:16:19 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32172 BROOKSVILLE 115KV (0026)	2/4/2013 12:30:52 PM	SUB - OPERATIONAL - EMERGENCY	SUB - EQUIPMENT - SWITCH		0
33295 WEST CHAPMAN - ALAFAYA 69KV (WCA-1)	7/2/2013 12:41:01 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND		0
32824 BAY RIDGE - SORRENTO 69KV (SB-1)	5/19/2013 4:49:20 AM	LINE - UNKNOWN - UNDER INVESTIGATION	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33348 INGLIS MINING 115KV (0395)	7/8/2013 9:17:17 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33349 ATWATER - LIBERTY 115KV (ATL-1)	7/8/2013 3:21:47 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
FT WHITE - JASPER WEST CKT 115KV (J- 33397 2)	7/12/2013 11:10:01 AM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
FT WHITE - JASPER WEST CKT 115KV (J- 33398 2)	7/12/2013 11:10:00 AM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
LAKE WALES - WEST LAKE WALES CKT#1 33415 69KV (WLLW-1)	7/13/2013 9:55:17 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33433 FOLEY 69KV (0247)	7/14/2013 6:20:45 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
MULBERRY - NORTHWEST (CITY OF 33452 BARTOW) 69KV (MSW-NWSW-1)	7/16/2013 2:16:40 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #1 115KV 33239 (0260)	6/26/2013 4:01:38 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
LAKE PLACID - LAKE PLACID NORTH 69KV 33274 (DLP-2)	6/30/2013 11:52:31 AM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
FT GREEN SPRINGS - FT MEADE 69KV 33276 (FFG-1)	6/30/2013 2:40:33 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
33278 PARKWAY - SHINGLE CREEK 69KV (SCP-1)	6/30/2013 2:56:01 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0

33280 SOUTH FORT MEADE 115KV (0360)	6/30/2013 3:40:18 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33491 DELAND - DELTONA 69KV (TD-1)	7/19/2013 6:40:20 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
OCCIDENTAL SWIFT CREEK #1 115KV 33333 (0260)	7/5/2013 11:46:50 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33597 ARCHER - HULL ROAD 69KV (AUF-1)	7/30/2013 9:27:23 AM	LINE - TREE - NON-PREVENTABLE	LINE - TREE - NON-PREVENTABLE	0.00	82,838.70
33602 GATEWAY - ULMERTON 115KV (HD-5)	7/30/2013 7:34:53 PM	LINE - EQUIPMENT - CONDUCTOR/STATIC	SUB - EQUIPMENT - BREAKER/DIST - PREVENTABLE	57,543.00	57,543.00
33751 HORSE CREEK 69KV (0006)	8/16/2013 11:07:20 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
HAINES CREEK - TAVARES SEC 69KV (HCT- 33797 1)	8/21/2013 1:54:32 PM	LINE - WEATHER - WIND	LINE - WEATHER - WIND		0
33823 CENTRAL FLA - COLEMAN 69KV (BCF-2)	8/22/2013 3:07:44 PM	LINE - WEATHER -	LINE - WEATHER -		0
OCCIDENTAL SWIFT CREEK #1 115KV 33862 (0260)	8/27/2013 7:50:08 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
NEW RIVER - ZEPHYRHILLS NORTH 115KV 34111 (ZNR-1)	9/25/2013 1:52:41 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE		0
34857 ULMERTON WEST 69KV (0337)	8/9/2013 5:07:13 PM	LINE - CUSTOMER - DISTRIBUTION	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	160,650.00	160,650.00
34866 HOLDER 230KV (0203)	11/14/2013 9:39:06 AM	RELAY - HUMAN ERROR - INADVERTENT TRIP	RELAY - HUMAN ERROR - INADVERTENT TRIP	125,730.00	125,730.00
32084 DRIFTON - HANSON 115KV (JQ-4)	1/10/2013 11:27:59 AM	LINE - PUBLIC INTERFERENCE - TREE	LINE - PUBLIC INTERFERENCE - TREE		0
32112 WELCH ROAD 230KV (0312)	1/20/2013 4:30:56 AM	SUB - ANIMAL - OTHER	SUB - ANIMAL - OTHER		0
33022 LITTLE PAYNE CREEK #1 69KV (0287)	6/7/2013 7:02:00 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 33168 (0272)	6/20/2013 7:26:40 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33246 HORSE CREEK 69KV (0006)	6/26/2013 8:35:07 PM	LINE - WEATHER - MAJOR STORM	LINE - WEATHER - MAJOR STORM		0
33250 SOUTH FORT MEADE 115KV (0360)	6/27/2013 2:22:33 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 33305 (0272)	7/3/2013 5:31:49 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
VANDOLAH - MYAKKA PREC 69KV RADIAL 33322 (VHC-1)	7/3/2013 8:50:26 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
OCCIDENTAL SWIFT CREEK #2 115KV 33331 (0272)	7/5/2013 10:34:16 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33220 FT WHITE - PERRY 69KV (FP-1)	6/25/2013 1:59:48 PM	LINE - LIGHTNING -	- -		0
33400 HOWEY - SUMTER CO-OP 69KV (6786)	7/12/2013 1:23:17 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
INTERCESSION CITY PL - CABBAGE 33579 ISLAND 69KV (ICP-1)	7/28/2013 4:34:31 PM	LINE - LIGHTNING -	SUB - LIGHTNING -		0
33601 HOLDER - ROSS PRAIRIE 230KV (CCF-6)	7/30/2013 3:14:13 PM	SUB - EQUIPMENT - CCPD	SUB - EQUIPMENT - CCPD		0

33613 BEVERLY HILLS - LECANTO 115KV (CSB-2)	7/31/2013 4:58:54 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
33966 FORT GREEN #6 69KV (0437)	9/7/2013 2:50:27 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - UNKNOWN - INVESTIGATION COMPLETE	0
34021 ALACHUA 69KV (0110)	7/16/2013 8:16:55 AM	LINE - EQUIPMENT - PLANNED	LINE - EQUIPMENT - PLANNED	2,124.00 2,124.00
34038 LITTLE PAYNE CREEK #1 69KV (0287)	9/15/2013 7:14:13 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
34161 FORT GREEN #11 69KV (0472)	10/3/2013 11:27:44 AM	LINE - ANIMAL -	LINE - ANIMAL - OTHER	0
34844 ROSS PRAIRIE 230KV (0407)	1/12/2013 8:03:27 AM	SUB - EQUIPMENT - TRANSFORMER - OTHER	SUB - EQUIPMENT - TRANSFORMER - OTHER	53,067.00 53,067.00
34871 DUNNELLON TOWN 69KV (0035)	12/15/2013 12:52:09 AM	LINE - TREE - NON-PREVENTABLE	SUB - EQUIPMENT - UNKNOWN	183,400.00 183,400.00
32236 FORT GREEN #11 69KV (0472)	2/20/2013 8:09:56 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32482 FORT GREEN #11 69KV (0472)	3/31/2013 12:22:22 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33014 FT WHITE - JASPER 69KV (JF-1)	6/6/2013 8:06:39 PM	LINE - EQUIPMENT - CROSSARM	LINE - EQUIPMENT - CROSSARM	0
OCCIDENTAL SWIFT CREEK #1 115KV 33055 (0260)	6/10/2013 4:11:37 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33080 LARGO - ULMERTON 230KV (UL-1)	6/11/2013 12:22:15 PM	LINE - LIGHTNING -	RELAY - EQUIPMENT - PHASE	0
33081 PASADENA - SEMINOLE 230KV (LSP-1)	6/11/2013 12:22:19 PM	LINE - LIGHTNING -	SUB - EQUIPMENT - CCPD	0
CRYSTAL RIVER EAST - INGLIS CKT1 33253 115KV (IT-CKT1)	6/27/2013 11:13:48 AM	LINE - LIGHTNING -	- -	0
33304 SOUTH FORT MEADE 115KV (0360)	7/3/2013 3:13:43 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33463 GATEWAY - 32ND ST 115KV (HD-6)	7/17/2013 4:18:30 PM	LINE - WEATHER -	LINE - EQUIPMENT - CONDUCTOR/STATIC	0
EAST CLEARWATER - HIGHLANDS 69KV 33466 (ECTW-3)	7/17/2013 4:15:59 PM	LINE - WEATHER - WIND	LINE - EQUIPMENT - CONDUCTOR/STATIC	0
CHAMPIONS GATE - DAVENPORT 69KV 33514 (ICLW-5)	7/21/2013 5:35:08 PM	LINE - LIGHTNING -	SUB - LIGHTNING -	0
INTERCESSION CITY PL - CABBAGE 33515 ISLAND 69KV (ICP-1)	7/21/2013 5:42:11 PM	LINE - LIGHTNING -	SUB - LIGHTNING -	0
FT GREEN SPRINGS - DUETTE PREC 69KV 33561 RADIAL (FSD-1)	7/26/2013 12:44:42 AM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
OCCIDENTAL SWIFT CREEK #1 115KV 33881 (0260)	8/29/2013 12:51:29 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
CYPRESSWOOD - HAINES CITY 69KV 33895 (ICLW-2)	8/30/2013 6:00:35 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
34112 SOUTH FORT MEADE 115KV (0360)	9/25/2013 6:50:06 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #1 115KV 34214 (0260)	10/11/2013 7:33:14 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #2 115KV 34431 (0272)	11/10/2013 11:49:30 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0

34687 DINNER LAKE - PHILLIPS 69KV (PDL-1)	12/17/2013 9:22:47 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
32860 FORT GREEN #4 69KV (0335)	5/20/2013 6:14:05 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33113 PEACOCK 69KV (0461)	6/15/2013 6:45:02 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #2 115KV 33117 (0272)	6/16/2013 12:34:47 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #1 115KV 33332 (0260)	7/5/2013 11:01:25 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #2 115KV 33340 (0272)	7/7/2013 3:24:30 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33450 SOUTH FORT MEADE 115KV (0360)	7/16/2013 1:48:06 PM	SUB - UNKNOWN - INVESTIGATION COMPLETE	RELAY - MISOPERATION -	0
33423 LITTLE PAYNE CREEK #1 69KV (0287)	7/13/2013 7:54:18 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33524 AVON PARK PL - WAUCHULA 69KV (APW-1)	7/22/2013 5:52:22 PM	LINE - LIGHTNING -	SUB - LIGHTNING -	0
33532 UNIVERSITY OF FLORIDA 69KV (0091)	7/23/2013 7:48:05 PM	LINE - CUSTOMER - DISTRIBUTION	LINE - CUSTOMER - DISTRIBUTION	0
33545 MANLEY ROAD (CARGILL) 115KV (0004)	7/24/2013 4:25:13 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33569 MANLEY ROAD (CARGILL) 115KV (0004)	7/27/2013 12:30:46 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER -	0
33570 OCCIDENTAL #1 115KV (0177)	7/27/2013 1:13:56 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33263 APOPKA SOUTH 69KV (0216)	6/28/2013 8:07:12 AM	SUB - ANIMAL - SQUIRREL	SUB - ANIMAL - SQUIRREL	874,380.00 874,380.00
33270 OCCIDENTAL #1 115KV (0177)	6/29/2013 9:29:21 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33306 OCCIDENTAL #1 115KV (0177)	7/3/2013 9:54:07 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33652 OCCIDENTAL #1 115KV (0177)	8/4/2013 2:36:20 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33672 KELLY PARK - MT DORA 69KV (EP-5)	8/6/2013 4:35:00 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
JASPER - TWIN LAKES (GA PWR) 69KV (JV- 33674 1)	8/6/2013 11:27:44 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
BROOKRIDGE - LAKE TARPON 500KV (CLT- 33762 1)	8/19/2013 6:33:27 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	RELAY - UNKNOWN - INVESTIGATION COMPLETE	0
33793 FOLEY 69KV (0247)	8/21/2013 9:10:00 AM	SUB - PLANNED - EMERGENT	SUB - PLANNED - EMERGENT	0
33816 HIGH SPRINGS 69KV (0067)	8/22/2013 1:28:41 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33833 CLARCONA - OCOEE 69KV (OCC-1)	8/23/2013 3:55:27 PM	LINE - WEATHER -	LINE - WEATHER -	0
34024 OCOEE 69KV (0169)	3/26/2013 11:21:00 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	120,354.00 120354
34724 FORT GREEN #10 69KV (0463)	12/27/2013 5:22:10 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0

PORT ST JOE - PORT ST JOE IND 69KV 32105 RADIAL (PPS-1)	1/17/2013 8:54:08 AM	LINE - WEATHER - WIND	LINE - TREE - NON-PREVENTABLE		0
OCCIDENTAL SWIFT CREEK #1 115KV 32274 (0260)	2/25/2013 8:17:52 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 32483 (0272)	3/31/2013 7:35:54 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
NORTH BARTOW - PEBBLEDALE (TECO) 32519 230KV (WLXT-1)	4/4/2013 2:11:00 PM	LINE - CUSTOMER - REA/EMC	LINE - CUSTOMER - REA/EMC		0
AVON PARK PL - SOUTH POLK 230KV (AF- 33292 1)	7/2/2013 11:39:10 AM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR		0
33326 MANLEY ROAD (CARGILL) 115KV (0004)	7/4/2013 5:01:45 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #1 115KV 33327 (0260)	7/4/2013 6:09:07 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 33414 (0272)	7/13/2013 9:05:18 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33499 DELAND - DELTONA 69KV (TD-1)	7/20/2013 4:35:23 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
OCCIDENTAL SWIFT CREEK #2 115KV 33203 (0272)	6/23/2013 6:00:17 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
SUWANNEE RIVER PL - MADISON 115KV 33296 (SP-SUM-1)	7/2/2013 2:10:24 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
HINES ENERGY COMPLEX PL - TIGER BAY 33372 230KV (HETB-1)	7/9/2013 7:36:00 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT		0
33424 ECON 230KV (0368)	7/14/2013 1:32:12 AM	SUB - EQUIPMENT - CCPD	SUB - EQUIPMENT - CCPD		0
OCCIDENTAL SWIFT CREEK #2 115KV 33425 (0272)	7/14/2013 7:04:48 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33434 SEVEN SPRINGS 230KV (0225)	6/22/2013 6:28:35 PM	LINE - CUSTOMER - DISTRIBUTION	RELAY - EQUIPMENT - RELAY PROBLEM	74,511.00	74,511.00
33702 MANLEY ROAD (CARGILL) 115KV (0004)	8/11/2013 7:15:43 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
34008 DINNER LAKE 69KV (0415)	9/14/2013 6:13:50 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
34093 MANLEY ROAD (CARGILL) 115KV (0004)	9/24/2013 3:45:26 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
HOLOPAW - WEST LAKE WALES 230KV 34201 (WLXF-3)	10/9/2013 11:12:27 AM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR		0
OCCIDENTAL SWIFT CREEK #2 115KV 34511 (0272)	11/18/2013 10:51:44 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #1 115KV 32920 (0260)	5/27/2013 2:38:11 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33019 JASPER 115KV (0074)	6/6/2013 9:14:56 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33467 EAST CLEARWATER 230KV (0127)	7/17/2013 4:13:50 PM	LINE - WEATHER - WIND	LINE - EQUIPMENT - CONDUCTOR/STATIC		0
33501 ULMERTON 230KV (0126)	7/20/2013 9:34:49 PM	SUB - EQUIPMENT - TRANSFORMER - ARRESTER	SUB - EQUIPMENT - TRANSFORMER - ARRESTER	154,464.00	154464
DESOTO CITY - PHILLIPS PL (TECO) 69KV 33505 (AD-2)	7/21/2013 6:07:42 AM	LINE - LIGHTNING -	SUB - LIGHTNING -		0

BOGGY MARSH - LAKE LOUISA SEC 69KV 33512 (CEB-2)	7/21/2013 4:52:18 PM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
33576 MANLEY ROAD (CARGILL) 115KV (0004)	7/28/2013 11:41:25 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
DENHAM - DALE MABRY (TECO) 69KV (DX- 33577 1)	7/28/2013 2:46:52 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE			0
33582 TURNER PL - ORANGE CITY 115KV (TO-2)	7/28/2013 7:17:38 PM	LINE - ANIMAL - BIRD - CLEARANCE	LINE - TREE - NON-PREVENTABLE			0
OCCIDENTAL SWIFT CREEK #2 115KV 33635 (0272)	8/2/2013 7:39:24 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
33658 DALLAS 230KV (0403)	8/4/2013 3:34:09 PM	LINE - WEATHER - WIND	RELAY - HUMAN ERROR - SETTING ERROR			0
DALLAS AIRPORT - BELLEVIEW SEC 69KV 33659 RADIAL (IO-1)	8/4/2013 3:34:11 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
CABBAGE ISLAND - POINCIANA 69KV (ICP- 33668 2)	8/6/2013 2:01:40 AM	LINE - UNKNOWN - UNDER INVESTIGATION	SUB - LIGHTNING -			0
33677 PEACOCK 69KV (0461)	8/7/2013 6:21:41 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
33696 INGLIS MINING 115KV (0395)	8/9/2013 10:37:00 AM	LINE - PLANNED - EMERGENT	- -			0
33699 DINNER LAKE - PHILLIPS 69KV (PDL-1)	8/9/2013 10:49:29 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
33703 ULMERTON WEST 69KV (0337)	8/11/2013 3:11:00 AM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT			0
33346 OCCIDENTAL #1 115KV (0177)	7/8/2013 7:34:20 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
DALLAS - SILVER SPRINGS SHORES 69KV 33421 (DW-OCF-1)	7/13/2013 3:08:58 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
AVON PARK PL - DESOTO CITY 69KV (AD- 33504 1)	7/21/2013 5:15:17 AM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
33492 AVON PARK PL - WAUCHULA 69KV (APW-1)	7/19/2013 6:51:09 PM	LINE - WEATHER -	SUB - UNKNOWN -			0
33493 AVON PARK PL - WAUCHULA 69KV (APW-1)	7/19/2013 6:53:15 PM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
WINDERMERE - SOUTHWOOD (OUC) 33544 230KV (WXO-1)	7/24/2013 3:21:00 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT			0
33661 AVON PARK PL - WAUCHULA 69KV (APW-1)	8/5/2013 2:58:36 PM	LINE - LIGHTNING -	SUB - LIGHTNING -			0
BROOKSVILLE - INVERNESS 69KV - 33680 CLEARWATER (HB-1)	8/7/2013 5:26:23 PM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
34020 PORT ST. JOE 230KV (0113)	6/3/2013 8:28:59 AM	SUB - EQUIPMENT - BREAKER/DIST - ARRESTOR	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	3,080.00		3,080.00
34022 BEACON HILL 69KV (0248)	7/22/2013 11:25:46 AM	LINE - WEATHER - WIND	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	89,932.00		89,932.00
34408 BITHLO 230KV (0101)	9/27/2013 4:58:49 AM	SUB - ANIMAL - OTHER	SUB - ANIMAL - OTHER	330,665.00		330,665.00
34445 MYRTLE LAKE 230KV (0394)	11/2/2013 1:19:34 AM	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	2,991.00		2,991.00
32101 FORT GREEN #3 69KV (0330)	1/16/2013 6:06:23 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0

32135 GA PACIFIC - WILCOX 69KV (WGP-1)	1/25/2013 10:30:52 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
32521 LITTLE PAYNE CREEK #1 69KV (0287)	4/5/2013 2:59:30 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32435 NORTH LONGWOOD 230KV (0066)	3/23/2013 5:10:07 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
32621 FORT GREEN #11 69KV (0472)	4/22/2013 4:36:05 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
CABBAGE ISLAND - POINCIANA 69KV (ICP-32673 2)	4/30/2013 6:02:07 AM	LINE - LIGHTNING -	LINE - LIGHTNING -			0
32705 LITTLE PAYNE CREEK #1 69KV (0287)	5/4/2013 8:54:55 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32714 SOUTH POLK 230KV (0498)	5/6/2013 8:46:03 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			3
QUINCY - GREINA TEC 69KV RADIAL (QX-32764 3)	5/12/2013 10:59:31 AM	LINE - NEIGHBORING UTILITY - OTHER	LINE - NEIGHBORING UTILITY - OTHER			0
OCCIDENTAL SWIFT CREEK #1 115KV 32836 (0260)	5/20/2013 6:38:42 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32847 EUSTIS SOUTH - SORRENTO 69KV (SES-1)	5/20/2013 4:45:12 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - CONDUCTOR/STATIC	0	196,410.00	
32865 LITTLE PAYNE CREEK #1 69KV (0287)	5/20/2013 9:29:26 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
FLORIDA GAS TRANSMISSION 230KV 32093 (0512)	1/15/2013 2:30:55 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
SILVER SPRINGS - SILVER SPRINGS 32166 SHORES 69KV (OCF-1)	2/2/2013 4:45:39 AM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC			0
LAKE BRYAN - LAKE CECILE (CITY OF 32255 KISSIMMEE) 69KV (LBX-1)	2/24/2013 10:03:33 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
32245 SOUTH FORT MEADE 115KV (0360)	2/22/2013 6:33:17 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
HOMELAND - ORANGE SWITCHING 32563 STATION 69KV (FMB-2)	4/13/2013 6:25:23 PM	SUB - EQUIPMENT - BUS - ARRESTER	SUB - EQUIPMENT - BUS - ARRESTER			0
32649 FORT GREEN #4 69KV (0335)	4/25/2013 1:13:07 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32244 SOUTH FORT MEADE 115KV (0360)	2/22/2013 2:58:51 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
OCCIDENTAL SWIFT CREEK #1 115KV 32263 (0260)	2/25/2013 8:55:52 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
TURNER PL - DELTONA EAST 115KV (TDE-32509 1)	4/3/2013 1:36:58 PM	SUB - EQUIPMENT - TRANSFORMER - ARRESTER	- -			0
32655 LITTLE PAYNE CREEK #1 69KV (0287)	4/28/2013 9:47:58 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL			0
32882 SEVEN SPRINGS 230KV (0225)	5/8/2013 11:04:31 AM	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	RELAY - EQUIPMENT - RELAY PROBLEM	9,436.00	9,436.00	
HOLOPAW - WEST LAKE WALES 230KV 32947 (WLXF-3)	5/29/2013 11:10:18 AM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR	3,720.00	6,988.30	
ZEPHYRHILLS NORTH - DADE CITY (TECO) 32955 69KV (BZ-6)	6/1/2013 7:26:04 PM	LINE - LIGHTNING -	LINE - UNKNOWN - INVESTIGATION COMPLETE			0
32995 DINNER LAKE - PHILLIPS 69KV (PDL-1)	6/4/2013 7:38:28 AM	LINE - NEIGHBORING UTILITY - EQUIPMENT	RELAY - MISOPERATION -			0

32054 LAKE WEIR 69KV (0048)	1/1/2013 1:34:38 PM	LINE - PUBLIC INTERFERENCE - VANDALISM	LINE - PUBLIC INTERFERENCE - VANDALISM	0.00	1,540,906.00
32127 MANLEY ROAD (CARGILL) 115KV (0004)	1/23/2013 1:46:20 PM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 32305 (0272)	3/4/2013 1:17:34 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #1 115KV 32339 (0260)	3/9/2013 8:57:46 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32473 EAST CLEARWATER 230KV (0127)	3/10/2013 9:33:37 AM	LINE - CUSTOMER - DISTRIBUTION	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	128,973.00	128,973.00
32550 OCCIDENTAL #1 115KV (0177)	4/10/2013 8:34:09 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
HAINES CREEK - SORRENTO 230KV (CFS- 32589 2)	4/15/2013 8:13:23 PM	LINE - PLANNED - MAINTENANCE AND CONSTRUCTION	LINE - PLANNED - MAINTENANCE AND CONSTRUCTION		0
32832 OCCIDENTAL #1 115KV (0177)	5/19/2013 8:34:29 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32835 OCCIDENTAL #1 115KV (0177)	5/19/2013 11:26:32 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32158 SILVER SPRINGS 230KV (0034)	1/30/2013 11:42:15 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - EQUIPMENT - TRANSFORMER - INSTR		0
OCCIDENTAL SWIFT CREEK #1 115KV 32202 (0260)	2/11/2013 10:19:59 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32461 WEKIVA 230KV (0269)	3/26/2013 7:08:41 AM	SUB - EQUIPMENT - TRANSFORMER - BUSHING	SUB - EQUIPMENT - BREAKER/TRANS - MECHANICAL	662,452.00	662452
LAKE WALES - WEST LAKE WALES CKT#1 32520 69KV (WLLW-1)	4/4/2013 10:55:08 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32656 FT MEADE - VANDOLAH 230KV (FV-1)	4/28/2013 10:24:33 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
BROOKER CREEK - TARPON SPRINGS 32672 115KV (HTE-1)	4/30/2013 5:33:44 AM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
32683 THIRTY SECOND STREET 115KV (0366)	4/30/2013 5:40:25 PM	SUB - EQUIPMENT - TRANSFORMER - BUSHING	SUB - EQUIPMENT - TRANSFORMER - BUSHING	317,173.00	317,173.00
32790 HAMMOCK 115KV (0257)	5/13/2013 8:09:15 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32133 NEW PORT RICHEY 115KV (0070)	1/17/2013 10:48:41 AM	LINE - CUSTOMER - DISTRIBUTION	RELAY - EQUIPMENT - FUSE FAILURE	114,908.00	114,908.00
32191 ATWATER - QUINCY 115KV (QX-1)	2/7/2013 12:15:00 PM	LINE - PLANNED - EMERGENT	LINE - PLANNED - EMERGENT		0
32198 FORT GREEN #4 69KV (0335)	2/11/2013 7:09:14 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32221 FORT GREEN #6 69KV (0437)	2/17/2013 2:39:50 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32223 BRONSON 230KV (0295)	2/18/2013 6:00:59 AM	LINE - NEIGHBORING UTILITY - EQUIPMENT	LINE - NEIGHBORING UTILITY - EQUIPMENT		0
FT WHITE - JASPER WEST CKT 115KV (J- 32259 2)	2/25/2013 7:16:30 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32379 PARKWAY - TAFT 69KV (WR-5)	3/16/2013 11:16:23 AM	LINE - EQUIPMENT - CROSSARM	LINE - EQUIPMENT - CROSSARM		0
CROSS CITY - CROSS CITY CFEC 69KV 32434 RADIAL (TC-1)	3/23/2013 1:50:36 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0

32567	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	4/14/2013 1:27:53 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32633	CAMP LAKE - FERNDALE SEC 69KV RADIAL (CLFX-1)	4/23/2013 11:14:40 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32821	DELAND WEST - UMATILLA 69KV (ED-2)	5/19/2013 3:48:16 AM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
32122	NORTH BARTOW - SOUTH ELOISE (TECO) 230KV (WLXT-2)	1/22/2013 10:16:00 PM	RELAY - EQUIPMENT - RELAY PROBLEM	RELAY - EQUIPMENT - RELAY PROBLEM		0
32183	LAKE BRANCH 115KV (0475)	2/6/2013 7:54:59 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32524	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	4/6/2013 9:56:35 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32682	LITTLE PAYNE CREEK #1 69KV (0287)	4/30/2013 6:10:05 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32866	LITTLE PAYNE CREEK #1 69KV (0287)	5/20/2013 10:58:37 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32957	CRYSTAL RIVER PLANT 230KV (0171)	6/1/2013 9:31:07 PM	SUB - UNKNOWN - INVESTIGATION COMPLETE	- -		0
32134	FORT GREEN #4 69KV (0335)	1/24/2013 10:09:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32288	DEBARY PLANT 230KV (0246)	2/26/2013 10:46:37 PM	SUB - UNKNOWN - INVESTIGATION COMPLETE	SUB - UNKNOWN - INVESTIGATION COMPLETE		0
32367	MANLEY ROAD (CARGILL) 115KV (0004)	3/12/2013 6:12:56 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32608	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	4/22/2013 1:56:41 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32624	LITTLE PAYNE CREEK #1 69KV (0287)	4/22/2013 8:16:09 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32657	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	4/29/2013 12:10:38 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32830	OCCIDENTAL #1 115KV (0177)	5/19/2013 8:21:26 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32831	OCCIDENTAL #1 115KV (0177)	5/19/2013 8:34:42 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32834	OCCIDENTAL SWIFT CREEK #2 115KV (0272)	5/19/2013 8:45:26 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32869	LITTLE PAYNE CREEK #1 69KV (0287)	5/21/2013 9:13:06 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32211	OCCIDENTAL #1 115KV (0177)	2/14/2013 6:06:25 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32231	WINTER SPRINGS 230KV (0252)	2/18/2013 2:14:57 PM	RELAY - HUMAN ERROR - INADVERTENT TRIP	RELAY - HUMAN ERROR - INADVERTENT TRIP	58,170.00	58,170.00
32242	OCCIDENTAL #1 115KV (0177)	2/21/2013 7:37:04 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32308	SEMINOLE 230KV (0051)	2/5/2013 9:40:13 AM	LINE - CUSTOMER - DISTRIBUTION	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	72,610.00	72,610.00
32356	BROOKRIDGE - BROOKSVILLE WEST (BBW) CKT) 115KV (BBW-1)	3/11/2013 12:18:37 PM	LINE - CUSTOMER - REA/EMC	LINE - CUSTOMER - REA/EMC		0
32422	AVON PARK PL - SOUTH POLK 230KV (AF-1)	3/22/2013 3:56:00 PM	LINE - PUBLIC INTERFERENCE - OTHER	LINE - OPERATIONAL - EMERGENCY		0

OCCIDENTAL SWIFT CREEK #2 115KV 32777 (0272)	5/13/2013 10:23:46 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32917 MANLEY ROAD (CARGILL) 115KV (0004)	5/27/2013 1:07:31 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32956 OCCIDENTAL #1 115KV (0177)	6/1/2013 9:01:19 PM	SUB - PLANNED - THIRD PARTY REQUEST	SUB - PLANNED - THIRD PARTY REQUEST		0
OCCIDENTAL SWIFT CREEK #2 115KV 32982 (0272)	6/3/2013 4:24:35 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
DESOTO CITY - PHILLIPS PL (TECO) 69KV 32988 (AD-2)	6/4/2013 7:38:28 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33017 JASPER 115KV (0074)	6/6/2013 9:11:44 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
HOLOPAW - WEST LAKE WALES 230KV 32343 (WLXF-3)	3/10/2013 12:50:42 AM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR	3,312.00	6,016.80
32570 PIEDMONT - SPRING LAKE 69KV (PSL-1)	4/14/2013 6:02:46 PM	LINE - LIGHTNING -	LINE - EQUIPMENT - CONDUCTOR/STATIC		0
32684 THIRTY SECOND STREET 115KV (0366)	4/30/2013 5:47:02 PM	SUB - EQUIPMENT - TRANSFORMER - BUSHING	SUB - OTHER - OVERLOAD		0
32686 LITTLE PAYNE CREEK #1 69KV (0287)	5/1/2013 3:50:09 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
FT WHITE - JASPER WEST CKT 115KV (J- 32703 2)	5/3/2013 9:48:52 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -		0
LAKE BRYAN - WINDERMERE 230KV CKT 2 32816 (LBW-1)	5/17/2013 6:17:15 AM	LINE - EQUIPMENT - ARRESTER	LINE - EQUIPMENT - ARRESTER		0
APOPKA SOUTH - WOODSMERE 69KV (WP- 32967 2)	6/2/2013 8:10:32 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
QUINCY - GREYNA TEC 69KV RADIAL (QX- 33005 3)	6/6/2013 5:04:41 AM	LINE - WEATHER - WIND	- -		0
33012 HAVANA - TALLAHASSEE 69KV (TQ-HH-1)	6/6/2013 5:52:35 PM	LINE - EQUIPMENT - CONDUCTOR/STATIC	LINE - EQUIPMENT - CONDUCTOR/STATIC		0
33025 OCCIDENTAL #1 115KV (0177)	6/7/2013 1:19:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32102 DELAND 69KV (0301)	1/5/2013 9:01:21 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	SUB - EQUIPMENT - BREAKER/DIST - ELECTRICAL	121,162.00	121,162.00
32104 FORT GREEN #11 69KV (0472)	1/17/2013 7:20:20 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
CROSS CITY - OLD TOWN NORTH SW STA 32113 69KV (TC-2)	1/20/2013 2:48:08 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32258 HOMELAND - MULBERRY 69KV (BH-2)	2/25/2013 5:24:45 AM	LINE - ANIMAL - OTHER	LINE - ANIMAL - OTHER	0.00	61.00
BARCOLA - PEBBLEDALE (TECO) 230KV 32424 (BPX-1)	3/22/2013 6:06:12 PM	LINE - ANIMAL - BIRD - CLEARANCE	LINE - ANIMAL - BIRD - CLEARANCE		0
OCCIDENTAL SWIFT CREEK #2 115KV 32568 (0272)	4/14/2013 11:03:22 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32868 FT WHITE - JASPER 69KV (JF-1)	5/21/2013 4:30:54 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32918 FORT GREEN #10 69KV (0463)	5/27/2013 4:38:17 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32949 CYPRESSWOOD 69KV (0267)	5/21/2013 1:11:22 AM	LINE - CUSTOMER - DISTRIBUTION	RELAY - HUMAN ERROR - EQUIPMENT MISAPPLICATION		0

32962 LITTLE PAYNE CREEK #1 69KV (0287)	6/2/2013 6:37:31 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 32964 (0272)	6/2/2013 6:55:43 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32965 OCCIDENTAL #1 115KV (0177)	6/2/2013 7:16:59 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32968 PIEDMONT - PLYMOUTH 69KV (PP-1)	6/2/2013 8:15:27 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
32969 MANLEY ROAD (CARGILL) 115KV (0004)	6/2/2013 8:26:36 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
DENHAM - DALE MABRY (TECO) 69KV (DX- 32981 1)	6/3/2013 3:40:35 PM	LINE - NEIGHBORING UTILITY - LIGHTNING	LINE - NEIGHBORING UTILITY - LIGHTNING		0
PALM HARBOR - TARPON SPRINGS 69KV 32153 (ECTW-4)	1/30/2013 1:48:55 PM	LINE - EQUIPMENT - INSULATOR	LINE - EQUIPMENT - INSULATOR		0
32159 LARGO 230KV (0123)	1/31/2013 12:20:12 AM	SUB - EQUIPMENT - INSULATOR	SUB - EQUIPMENT - INSULATOR		0
32359 OCCIDENTAL #1 115KV (0177)	3/12/2013 5:13:05 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32384 LEBANON 69KV (0141)	1/5/2013 5:15:03 PM	LINE - OPERATIONAL - EMERGENCY	LINE - OPERATIONAL - EMERGENCY	3,894.00	3,894.00
32385 LEBANON 69KV (0141)	2/18/2013 7:36:51 AM	LINE - OPERATIONAL - OTHER	LINE - OPERATIONAL - OTHER	13,000.00	13,000.00
OCCIDENTAL SWIFT CREEK #1 115KV 32426 (0260)	3/22/2013 11:34:11 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #1 115KV 32609 (0260)	4/22/2013 3:13:14 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
OCCIDENTAL SWIFT CREEK #2 115KV 33006 (0272)	6/6/2013 9:59:59 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33029 BROOKSVILLE - UNION HALL 69KV (BZ-1)	6/8/2013 2:16:47 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33030 FROSTPROOF - LAKE WALES 69KV (AL-3)	6/8/2013 3:23:04 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
LAKE EMMA - WINTER SPRINGS 230KV 32342 (DWS-2)	3/9/2013 10:26:29 PM	LINE - PLANNED - OTHER PLANNED OUTAGE	LINE - PLANNED - OTHER PLANNED OUTAGE		0
32560 OCCIDENTAL #1 115KV (0177)	4/12/2013 9:57:52 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
ORANGE SWITCHING STA - SOUTH 32565 BARTOW 69KV RADIAL (FMB-5)	4/13/2013 7:13:13 PM	SUB - EQUIPMENT - BUS - ARRESTER	SUB - EQUIPMENT - BUS - ARRESTER	0	806.00
NORTH BARTOW - ORANGE SWITCHING 32566 STA 69KV (FMB-3)	4/13/2013 7:22:43 PM	SUB - EQUIPMENT - BUS - ARRESTER	SUB - EQUIPMENT - BUS - ARRESTER		0
CASSELBERRY - LAKE ALOMA 69KV (CLA- 32571 1)	4/14/2013 6:34:37 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
DESOTO CITY - PHILLIPS PL (TECO) 69KV 32689 (AD-2)	5/2/2013 7:15:57 AM	LINE - NEIGHBORING UTILITY - OTHER	LINE - NEIGHBORING UTILITY - OTHER		0
DESOTO CITY - LAKE PLACID NORTH 69KV 32691 (DLP-1)	5/2/2013 7:39:32 AM	LINE - NEIGHBORING UTILITY - OTHER	LINE - NEIGHBORING UTILITY - OTHER		0
32695 LITTLE PAYNE CREEK #1 69KV (0287)	5/2/2013 4:03:46 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32827 OCCIDENTAL #1 115KV (0177)	5/19/2013 8:18:22 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0

33007 FT WHITE - JASPER 69KV (JF-1)	6/6/2013 10:48:19 AM	LINE - OPERATIONAL - EMERGENCY	LINE - OPERATIONAL - EMERGENCY	0
BROOKSVILLE - COLEMAN 69KV - 33032 WILDWOOD (BCF-BW-2)	6/8/2013 7:34:07 PM	LINE - ANIMAL - BIRD - DAMAGE	LINE - ANIMAL - BIRD - DAMAGE	0
SUWANNEE RIVER PL - MADISON 115KV 33036 (SP-SUM-1)	6/9/2013 3:21:01 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
OCCIDENTAL SWIFT CREEK #2 115KV 33037 (0272)	6/9/2013 4:21:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #1 115KV 33038 (0260)	6/9/2013 4:27:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
DUNNELLON TOWN - HOLDER 69KV (HDU- 33039 1)	6/9/2013 4:54:43 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33042 FORT GREEN #4 69KV (0335)	6/9/2013 10:14:45 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
OCCIDENTAL SWIFT CREEK #2 115KV 32463 (0272)	3/26/2013 8:41:03 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32771 BUSHNELL EAST 69KV SUB (0481)	5/12/2013 4:54:41 PM	LINE - PUBLIC INTERFERENCE - VEHICLE	LINE - PUBLIC INTERFERENCE - VEHICLE	0
OCCIDENTAL SWIFT CREEK #2 115KV 32829 (0272)	5/19/2013 7:43:56 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
HUNTERS CREEK - SHINGLE CREEK 69KV 32894 (SCH-1)	5/22/2013 6:21:27 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
OCCIDENTAL SWIFT CREEK #1 115KV 32997 (0260)	6/4/2013 6:09:16 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
QUINCY - GRETN A TEC 69KV RADIAL (QX- 33045 3)	6/10/2013 3:39:39 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33056 VANDOLAH - WAUCHULA 69KV (VW-1)	6/10/2013 4:45:17 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
32152 BAYBORO 115KV (0010)	1/30/2013 12:23:50 PM	LINE - EQUIPMENT - GROUND/GUY	LINE - EQUIPMENT - GROUND/GUY	0
32411 FORT GREEN #11 69KV (0472)	3/19/2013 11:04:07 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
BARCOLA - PEBBLEDALE (TECO) 230KV 32053 (BPX-1)	1/1/2013 6:58:44 AM	RELAY - HUMAN ERROR - INCORRECT SETTING APPLIED	RELAY - HUMAN ERROR - INCORRECT SETTING APPLIED	0
32069 DRIFTON - HANSON 115KV (JQ-4)	1/3/2013 6:27:10 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
32410 LAKE BRYAN 230KV (0206)	3/19/2013 9:42:52 AM	SUB - EQUIPMENT - TRANSFORMER - ARRESTER	SUB - EQUIPMENT - TRANSFORMER - ARRESTER	0
CRAWFORDVILLE - HOPKINS GEN TIE #4 32436 (CITY OF TALLAH) 230KV (CRAW-1)	3/23/2013 6:07:14 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
32449 TRI CITY 115KV (0270)	2/5/2013 9:51:08 AM	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	79,547.00 79,547.00
FLORIDA GAS TRANSMISSION 230KV 32573 (0512)	4/14/2013 9:37:00 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32607 CONWAY - NARCOOSEE 69KV (WR-3)	4/21/2013 5:59:26 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
32315 LAKE TARPON 500KV (0179)	3/4/2013 1:01:39 PM	SUB - EQUIPMENT - BREAKER/TRANS - OTHER	SUB - EQUIPMENT - BREAKER/TRANS - OTHER	0
32325 LITTLE PAYNE CREEK #1 69KV (0287)	3/5/2013 4:21:45 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0

32431	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	3/23/2013 12:00:14 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32432	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	3/23/2013 12:46:50 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32441	GA PACIFIC - WILCOX 69KV (WGP-1)	3/24/2013 3:53:08 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
32447	DELAND (FP&L) 69KV (7974)	3/25/2013 5:06:08 AM	LINE - NEIGHBORING UTILITY - EQUIPMENT	LINE - NEIGHBORING UTILITY - EQUIPMENT	0
32526	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	4/7/2013 4:14:36 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32592	LIBERTY 69KV (0466)	4/16/2013 10:57:00 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -	0
32953	BITHLO - EAST ORANGE 69KV (FTR-1)	5/31/2013 3:45:57 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
32940 1)	IDYLVILD - UNIVERSITY FLA 69KV (IG-GUF-	5/29/2013 6:13:22 AM	LINE - PUBLIC INTERFERENCE - VEHICLE	LINE - PUBLIC INTERFERENCE - VEHICLE	0
33057	MAITLAND - SPRING LAKE 69KV (SLM-1)	6/10/2013 5:08:40 PM	LINE - LIGHTNING -	LINE - LIGHTNING -	0
33061	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	6/10/2013 9:30:34 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32111	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	1/19/2013 4:15:01 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32193	OCCIDENTAL SWIFT CREEK #1 115KV (0260)	2/8/2013 2:47:16 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32253	OCCIDENTAL #1 115KV (0177)	2/23/2013 10:08:38 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32561	VANDOLAH - WAUCHULA 69KV (VW-1)	4/13/2013 7:55:26 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
32720	LITTLE PAYNE CREEK #1 69KV (0287)	5/6/2013 11:36:41 AM	LINE - CUSTOMER - INDUSTRIAL	LINE - CUSTOMER - INDUSTRIAL	0
32772	MULBERRY 69KV (0424)	5/10/2013 6:32:51 PM	SUB - CUSTOMER - GENERATION	SUB - CUSTOMER - GENERATION	0
32970	OCCIDENTAL SWIFT CREEK #2 115KV (0272)	6/2/2013 9:48:14 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
33073	HOWEY SEC - OKAHUMPKA (CLL-3)	6/11/2013 3:42:05 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
33083	HOWEY METERING 69KV (0404)	6/12/2013 8:01:02 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE	0
32173	MANLEY ROAD (CARGILL) 115KV (0004)	2/4/2013 2:02:55 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32224	FORT GREEN #11 69KV (0472)	2/18/2013 8:34:22 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32639	OCCIDENTAL #2 115KV (0187)	4/24/2013 3:22:12 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32700	OCCIDENTAL SWIFT CREEK #2 115KV (0272)	5/3/2013 6:23:41 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32702	MANLEY ROAD (CARGILL) 115KV (0004)	5/3/2013 8:16:21 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL	0
32087	INTERCESSION CITY PLANT 230KV (0166)	1/13/2013 9:01:05 AM	SUB - CUSTOMER - GENERATION	SUB - CUSTOMER - GENERATION	0

32212 LITTLE PAYNE CREEK #1 69KV (0287)	2/15/2013 8:57:26 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32286 HIGH SPRINGS - HULL ROAD 69KV (GH-1)	2/27/2013 12:40:30 AM	LINE - TREE - NON-PREVENTABLE	LINE - EQUIPMENT - POLE FAILURE - NON PREVENTABLE	0	4,297.70
32595 LAKE WALES 69KV (0318)	4/10/2013 3:27:00 PM	RELAY - HUMAN ERROR - EQUIPMENT MISAPPLICATION	RELAY - HUMAN ERROR - EQUIPMENT MISAPPLICATION	12,815.00	12,815.00
32369 LEESBURG - OKAHUMPKA 69KV (CLL-2)	3/13/2013 9:10:15 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
CRYSTAL RIVER PL - CENTRAL FLA 500KV 32800 (CRCF-1)	5/15/2013 4:25:57 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	RELAY - HUMAN ERROR - SETTING ERROR		0
33059 LARGO 230KV (0123)	6/10/2013 4:05:19 PM	LINE - EQUIPMENT - GROUND/GUY	LINE - EQUIPMENT - GROUND/GUY		0
NEW RIVER - ZEPHYRHILLS NORTH 115KV 33070 (ZNR-1)	6/11/2013 2:20:44 PM	LINE - WEATHER - MAJOR STORM	LINE - WEATHER - MAJOR STORM		0
33071 BAY RIDGE - KELLY PK 69KV (BK-1)	6/11/2013 3:06:07 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	- -		0
33074 HOWEY SEC - OKAHUMPKA (CLL-3)	6/11/2013 3:45:33 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33082 CAMP LAKE 230KV (0271)	6/12/2013 8:01:02 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
33086 LAKE TARPON 500KV (0179)	6/13/2013 5:43:18 AM	SUB - EQUIPMENT - BREAKER/TRANS - BUSHING	SUB - EQUIPMENT - BREAKER/TRANS - BUSHING		0
OCCIDENTAL SWIFT CREEK #1 115KV 33087 (0260)	6/13/2013 6:29:45 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
33090 DUNDEE - LAKE WALES 69KV (ICLW-3)	6/13/2013 3:03:20 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - ANIMAL - BIRD - EXCREMENT	30,843.00	30,843.00
32250 LITTLE PAYNE CREEK #1 69KV (0287)	2/22/2013 7:42:19 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32364 LARGO 230KV (0123)	3/12/2013 11:16:01 AM	SUB - EQUIPMENT - INSULATOR	SUB - EQUIPMENT - TRANSFORMER - WINDING		0
32551 SOUTH FORT MEADE 115KV (0360)	4/11/2013 12:44:13 AM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
32569 TURNER PL - DELTONA 115KV (TD-2)	4/14/2013 5:45:24 PM	LINE - LIGHTNING -	LINE - LIGHTNING -		0
32704 U.C.F. NORTH 69KV (0008)	4/27/2013 7:19:47 AM	LINE - EQUIPMENT - ARRESTER	SUB - EQUIPMENT - BREAKER/DIST - MECHANICAL	78,318.00	78,318.00
FT GREEN SPRINGS - FT MEADE 69KV 32762 (FFG-1)	5/12/2013 5:33:22 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32881 FT WHITE - PERRY 69KV (FP-1)	5/21/2013 4:32:23 PM	LINE - UNKNOWN - INVESTIGATION COMPLETE	LINE - UNKNOWN - INVESTIGATION COMPLETE		0
32897 KENNETH 115KV (0174)	5/23/2013 2:47:07 AM	SUB - CUSTOMER - DISTRIBUTION	SUB - CUSTOMER - DISTRIBUTION		0
32915 OCCIDENTAL #1 115KV (0177)	5/25/2013 2:15:28 PM	SUB - CUSTOMER - INDUSTRIAL	SUB - CUSTOMER - INDUSTRIAL		0
				Totals	10,896,570.00 14,458,537.80

ATTACHMENT B

DEF Transmission Outages -Major Events Only

Source of Data TOMS

For Reporting Year: 2013



<u>OUTAGE_ID</u>	<u>LOCATION</u>	<u>DATE/TIME</u>	<u>INITIATING CAUSE</u>	<u>SUSTAINED CAUSE</u>	<u>RETAIL_CMI</u>	<u>GRID_CMI</u>
34016	LOCKHART 230KV (0385) CROSS CITY - OLD TOWN NORTH SW STA	6/6/2013 10:06:24 AM	LINE - UNKNOWN - INVESTIGATION COMPLETE	RELAY - EQUIPMENT - RELAY PROBLEM LINE - EQUIPMENT - POLE FAILURE - NON PREVENTABLE	53,108.00	53,108.00
33011	69KV (TC-2)	6/6/2013 5:49:43 PM	LINE - TREE - NON-PREVENTABLE		59,613.00	59,613.00
Totals:					112,721.00	112,721.00

ATTACHMENT C



Summary of Severe Weather Dates

2013

a. Include in the discussion, the type of weather event, strength (wind speeds/surge-flood levels), locations affected, source of meteorological information, and the performance of overhead and underground systems.

Dates	Type of Weather Event	Strength (Wind Speeds/surge-flood levels)	Locations affected	Source of Metrological Information	Performance of Overhead and Underground Systems
Feb 25	Tornado	Unknown Wind Speed	MONTICELLO	National Weather Service	See response to Section (d) - pg. 10 of Reliability Report
Apr 14	Tornado	Unknown Wind Speed	INVERNESS MONTICELLO OCALA	National Weather Service	See response to Section (d) - pg. 10 of Reliability Report
Jun 5 to 6	Tropical Storm Andrea	25 to 50 mph	APOPKA DELAND JAMESTOWN LONGWOOD INVERNESS MONTICELLO OCALA BUENA VISTA CLERMONT HIGHLANDS LAKE WALES SE ORLANDO WINTER GARDEN CLEARWATER SEVEN SPRINGS ST. PETERSBURG WALSINGHAM ZEPHYRHILLS	National Weather Service	See response to Section (d) - pg. 10 of Reliability Report
Jun 24 to 25	Tornado	Unknown Wind Speed	CLEARWATER SEVEN SPRINGS ST. PETERSBURG WALSINGHAM ZEPHYRHILLS	National Weather Service	See response to Section (d) - pg. 10 of Reliability Report

ATTACHMENT D



CAUSES OF OUTAGE EVENTS – ADJUSTED															
Utility Name: Duke Energy Florida Years: 2009 to 2013															
Cause (a)	2013			2012			2011			2010			2009		
	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)	Number of Outage Events(N) (b)	Average Duration (L-Bar) (c)	Average Restoration Time (CAIDI) (d)
1. Storm	4,755	114.7	89.7	3,826	102.9	85.3	4,470	130.6	114.3	3,711	106.6	90.3	4,405	121.5	95.0
2. UG Secondary/Serv	3,910	173.9	187.7	3,642	168.4	183.5	3,841	163.3	155.4	3,819	150.7	163.0	4,477	169.0	188.2
3. Animal and Birds	5,967	73.0	62.9	6,637	71.0	58.6	7,686	70.0	58.7	5,910	66.1	54.4	5,049	68.0	56.9
4. Unknown	3,333	83.6	71.4	2,909	80.1	56.4	3,429	81.0	63.5	4,595	79.2	60.1	5,582	78.6	63.4
5. Tree-Preventable	3,938	122.8	83.0	3,229	120.1	76.5	4,896	147.5	94.7	5,469	127.6	88.3	4,827	126.1	86.0
6. Defective Equip.	3,358	170.5	68.1	3,122	177.3	76.4	3,296	173.7	68.7	3,681	172.9	69.2	3,718	183.1	71.2
7. Connector Failure	3,000	116.8	86.0	2,892	114.3	89.5	2,905	119.7	80.7	3,078	113.3	78.1	3,244	113.2	80.3
8. UG Primary Cable	2,039	251.6	90.6	2,076	252.2	88.7	2,288	248.9	77.7	2,175	226.5	90.4	2,521	227.7	84.3
9. Tree-Nonpreventable	5,205	154.2	89.7	4,438	150.4	87.0	4,930	176.4	94.5	3,612	140.4	79.6	3,474	149.4	86.3
10. Lightning	1,344	178.4	82.8	980	191.5	78.7	1,093	215.9	96.0	1,073	187.4	76.1	1,525	157.9	82.7
All Other Causes	3,018	130.6	68.5	2,769	129.7	62.2	3,089	129.2	58.9	4,199	125.7	62.1	3,664	22.5	57.6
System Totals:	39,867	132.8	81.6	36,520	129.3	76.8	41,923	137.0	81.4	41,322	124.3	76.1	42,486	129.2	76.8

ATTACHMENT E

CAPITAL													
	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Annual
SI-AUTOMATION	100,106	252,822	(1,704)	303,729	201,918	49,203	(1,704)	(1,704)	(1,704)	100,106	100,106	166,772	1,267,946
SI-CAP REPL-CAP	139,059	157,285	102,588	189,181	11,443	(2,224)	(2,224)	43,346	61,564	79,813	116,266	66,136	962,233
SI-CAPACITOR NEW-CAP	21,670	10,796	(78)	43,128	(78)	(78)	(78)	(78)	10,796	10,756	(78)	(78)	96,600
SI-DISC SWITCH-CAP	(465)	7,024	16,380	20,156	(465)	7,033	10,783	7,035	3,273	12,623	5,160	5,160	93,697
SI-FEEDER STAND-CAP	184,036	242,948	290,623	326,319	378,972	112,347	(22,209)	429,017	392,379	449,617	548,714	(12,422)	3,320,341
SI-NETWORK REPL-CAP	(498)	(498)	30,338	50,894	30,338	20,059	9,782	30,338	20,059	61,173	40,616	20,059	670,092
SI-NEW ABB RECL-CAP	73,909	80,014	97,073	121,484	(1,122)	4,280	9,083	24,700	108,104	87,084	67,855	(2,374)	382,476
SI-POLE REINF-CAP	-	-	95,619	-	-	95,619	-	-	95,619	-	-	95,619	738,483
SI-POLE REPL CLOSED	66,988	67,705	68,128	70,800	66,938	66,402	66,662	66,955	66,809	67,541	66,678	(3,124)	15,177,284
SI-POLE REPL OPEN	1,376,742	1,391,470	1,400,166	1,455,082	1,375,718	1,364,690	1,370,033	1,376,059	1,373,047	1,388,111	1,370,375	(64,208)	1,844,634
SI-SMALL WIRE UP-CAP	102,242	134,971	161,457	181,288	210,540	62,415	(12,338)	238,343	217,988	249,787	304,841	(6,901)	1,288,928
SI-STBPLRMVL	107,015	107,015	107,015	107,015	107,015	107,015	107,015	107,542	107,015	107,015	107,015	111,236	5,880,052
SI-STORM HARD-CAP	289,400	2,049,877	992,632	424,785	(35,928)	(35,928)	(35,928)	1,011,577	128,011	1,099,510	27,972	(35,928)	5,086,103
SI-SUBAQUEOUS CABLE	213,780	282,687	259,372	250,489	272,119	263,453	263,670	312,240	257,482	263,817	2,228,471	218,523	553,390
SI-TARGETRELIABILITY	30,673	40,491	48,437	54,386	63,162	18,725	(3,702)	71,503	65,397	74,936	91,452	(2,070)	2,884,081
SI-TRIP REPL 1PH-CAP	230,323	253,408	238,018	262,886	222,628	268,801	232,104	271,795	243,933	249,276	228,542	182,368	2,558,305
SI-TRIP REPL 3PH-CAP	204,307	224,783	211,133	233,191	197,480	238,438	205,886	241,093	216,379	221,118	202,727	161,769	1,895,336
SI-TRIP1PHMODEF	148,612	118,573	148,606	128,364	250,340	204,131	188,221	167,042	160,895	144,749	143,386	92,417	2,504,891
SI-TRIP3PHMODEF	196,407	156,707	196,400	169,648	330,851	269,781	248,754	220,765	212,639	191,302	189,499	122,138	1,316,403
SI-UG CABLE LG-CAP	55,331	73,166	67,132	64,832	70,431	68,188	68,244	80,815	66,642	68,282	576,781	56,559	6,781,471
SI-UG CABLE SM-CAP	285,039	376,916	345,830	333,985	362,825	351,270	351,559	416,320	343,309	351,756	2,971,294	291,365	76,582
SI-ELECTRONIC RECL-CAP	8,447	9,145	11,094	13,884	(128)	489	1,038	2,823	12,355	9,953	7,755	(271)	3,063,279
SI-HYDRAULIC RECLOSER REP	337,869	365,780	443,764	555,357	(5,128)	19,567	41,522	112,916	494,190	398,100	310,194	(10,852)	3,016,272
SI-UG CABLE TEST/REHAB	271,165	271,165	271,165	271,165	271,165	-	-	-	413,375	413,375	413,375	420,322	1,458,673
SI-UG SWITCHGEAR REPL	68,625	139,198	103,913	103,913	33,339	139,200	174,486	421,495	68,627	174,487	(1,949)	33,339	113,749
SI-VOLTAGE REGULATORS	2,024	19,450	11,979	16,959	(465)	11,982	2,024	14,467	2,024	29,257	4,513	(465)	113,749
SI-AUTO TRANS SWITCH-CAP	16,017	40,452	(273)	48,597	32,307	7,872	(273)	(273)	(273)	16,017	16,017	26,684	202,871
ENGINEERING RELIABILITY PROGRAMS	334,134	334,134	342,483	342,483	342,483	342,483	342,483	342,483	342,483	342,483	342,483	342,483	4,093,098
Sum:	4,862,956	7,207,485	6,059,292	6,144,001	4,788,697	4,055,213	3,614,893	6,008,615	5,482,418	6,662,045	10,480,061	2,274,255	67,441,020

O&M													
	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Sum:
ENV-ENVIRONMENTAL	91,412	80,709	100,963	126,579	134,904	141,227	134,904	134,904	134,904	134,904	134,904	134,904	1,485,218
SI-ATS INSPECTIONS	-	-	-	84,996	-	-	-	-	94,945	-	-	-	179,941
SI-AUTOMATION	5,634	9,391	43,190	15,023	28,157	46,942	9,391	8,451	37,558	28,157	7,512	37,558	276,964
SI-CAP INSPECT/MAINT-O&M	27,404	48,025	95,208	179,402	58,197	20,061	19,775	38,987	82,776	80,515	71,195	42,094	763,639
SI-FAULT INDICATOR	4,665	5,621	10,960	17,092	24,961	12,685	2,386	6,691	18,430	15,469	12,059	4,372	135,391
SI-FEEDER STAND-CAP	43,103	43,103	43,103	43,103	43,103	43,103	43,103	43,103	43,103	43,103	43,103	43,104	517,240
SI-FEEDER STAND-O&M	33,322	40,151	78,287	122,082	178,296	90,607	17,041	47,796	131,640	110,492	86,137	31,230	967,081
SI-IR SCAN INSP/MAINT-O&M	-	27,550	17,101	3,800	27,551	13,302	75,052	104,503	48,451	18,051	35,150	13,302	383,813
SI-NETWORK MAINT-O&M	-	37,701	37,701	37,701	37,701	32,987	32,987	36,131	28,275	34,558	40,842	32,987	389,571
SI-POLE INSPECT-O&M	199,080	199,080	199,080	199,080	199,080	199,080	199,080	199,080	199,080	199,080	199,080	199,080	2,388,960
SI-POLE TREAT-O&M	31,359	31,359	31,359	31,359	31,359	31,359	31,359	31,359	31,359	31,359	31,415	-	345,005
SI-RECLOS MAINT-O&M	-	-	-	-	-	-	-	-	239,878	-	-	-	239,878
SI-SMALL WIRE UP-CAP	38,161	38,161	38,161	38,161	38,161	38,161	38,161	38,161	38,161	38,161	38,161	38,161	457,933
SI-STORM HARD-CAP	50,155	50,155	50,155	50,155	50,155	50,155	50,155	50,155	50,155	50,155	50,155	50,155	601,855
SI-SWITCHGEAR MAINT	-	3,881	2,911	-	3,888	7,779	8,740	26,181	19,371	14,570	6,796	-	94,117
SI-TRIP1PHREMED-O&M	119,090	100,409	112,092	123,765	126,099	114,425	119,099	109,659	107,418	107,412	100,406	81,741	1,321,615
SI-TRIP3PHREMED-O&M	69,941	58,970	65,832	72,687	74,058	67,202	69,947	64,403	63,087	63,084	58,969	48,006	776,186
SI-VOLTAGE REG INSP	-	-	-	-	-	-	-	-	-	38,885	-	-	38,885
SI-SUBAQUEOUS CABLE OM	-	-	-	-	-	-	-	189,061	-	-	-	-	189,061
Sum:	713,326	774,266	926,103	1,144,985	1,055,670	909,075	851,180	1,128,625	1,368,591	1,007,955	915,884	756,694	11,552,353

ATTACHMENT F



SYSTEM RELIABILITY INDICES – ADJUSTED																									
Utility Name: Duke Energy Florida Year: 2009 to 2013																									
District or Service Area (a)	2013					2012					2011					2010					2009				
	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)	SAIDI (b)	CAIDI (c)	SAIFI (d)	MAIFle (e)	CEMI5 (f)
North Coastal Region	147.3	97.4	1.51	8.1	4.13%	135.7	91.5	1.48	8.8	3.46%	201.2	106.6	1.89	9.1	4.77%	145.1	88.1	1.65	8.5	4.33%	136.1	87.9	1.55	9.8	2.60%
South Coastal Region	71.2	68.7	1.04	9.9	0.38%	58.5	66.0	0.89	10.3	0.34%	70.3	71.5	0.98	12.7	0.38%	86.0	71.1	1.21	13.2	0.81%	75.7	68.0	1.11	11.5	0.38%
North Central Region	91.1	82.3	1.11	8.9	1.53%	79.3	80.7	0.98	9.6	0.82%	86.4	81.7	1.06	11.0	0.69%	101.4	81.4	1.25	11.4	1.21%	80.8	83.0	0.97	11.1	0.53%
South Central Region	88.2	90.6	0.97	7.8	0.80%	62.9	78.6	0.80	7.6	0.49%	60.7	72.8	0.83	8.5	0.43%	73.5	70.7	1.04	8.5	0.66%	71.0	78.9	0.90	9.7	0.64%
System Averages	89.1	81.6	1.09	8.9	1.19%	73.4	76.8	0.96	9.3	0.85%	86.9	81.4	1.07	10.8	0.98%	93.3	76.1	1.23	11.1	1.28%	82.8	76.8	1.08	10.8	0.74%

ATTACHMENT G



2013 Summer Feeder Peaks

Load Area	NAME	BANK	FEEDER NAME	PLANNER PEAK MVA
SOUTH COASTAL	ALDERMAN	1	C5000	8.00
SOUTH COASTAL	ALDERMAN	1	C5001	5.20
SOUTH COASTAL	ALDERMAN	1	C5003	7.50
SOUTH COASTAL	ALDERMAN	2	C5008	9.00
SOUTH COASTAL	ALDERMAN	2	C5009	11.00
SOUTH COASTAL	ALDERMAN	2	C5013	8.00
SOUTH COASTAL	ALDERMAN	3	C5011	9.80
SOUTH COASTAL	ALDERMAN	3	C5012	10.70
SOUTH COASTAL	ANCLOTE	7	C4208	9.60
SOUTH COASTAL	ANCLOTE	7	C4206	4.90
SOUTH COASTAL	ANCLOTE	7	C4207	10.60
SOUTH COASTAL	ANCLOTE	8	C4201	9.20
SOUTH COASTAL	ANCLOTE	8	C4202	7.20
SOUTH COASTAL	ANCLOTE	8	C4203	9.80
SOUTH COASTAL	ANCLOTE	8	C4204	9.80
SOUTH COASTAL	BAYBORO PLANT	1	X0010	3.30
SOUTH COASTAL	BAYBORO PLANT	1	X0012	0.00
SOUTH COASTAL	BAYBORO PLANT	1	X0015	8.00
SOUTH COASTAL	BAYBORO PLANT	1	X0017	6.00
SOUTH COASTAL	BAYBORO PLANT	1	X0019	9.70
SOUTH COASTAL	BAYBORO PLANT	1	X0020	6.20
SOUTH COASTAL	BAYBORO PLANT	2	X0013	3.20
SOUTH COASTAL	BAYBORO PLANT	2	X0014	0.00
SOUTH COASTAL	BAYBORO PLANT	2	X0016	9.00
SOUTH COASTAL	BAYBORO PLANT	2	X0018	5.70
SOUTH COASTAL	BAYBORO PLANT	2	X0021	0.00
SOUTH COASTAL	BAYBORO PLANT	2	X0009	7.40
SOUTH COASTAL	BAYVIEW	1	C0651	11.50
SOUTH COASTAL	BAYVIEW	1	C0652	9.50
SOUTH COASTAL	BAYVIEW	1	C0653	8.90
SOUTH COASTAL	BAYVIEW	1	C0654	11.10
SOUTH COASTAL	BAYVIEW	2	C0655	7.80
SOUTH COASTAL	BAYVIEW	2	C0656	9.10
SOUTH COASTAL	BAYVIEW	2	C0657	11.90
SOUTH COASTAL	BAYVIEW	2	C0658	8.00
SOUTH COASTAL	BAYWAY	2	X0096	8.40
SOUTH COASTAL	BAYWAY	2	X0097	11.30
SOUTH COASTAL	BAYWAY	2	X0098	0.00
SOUTH COASTAL	BAYWAY	2	X0099	12.00

SOUTH COASTAL	BAYWAY	2	X0100	3.00
SOUTH COASTAL	BELLEAIR	1	C1002	8.80
SOUTH COASTAL	BELLEAIR	1	C1003	9.10
SOUTH COASTAL	BELLEAIR	1	C1004	2.10
SOUTH COASTAL	BELLEAIR	1	J1001	7.90
SOUTH COASTAL	BELLEAIR	2	C1005	10.40
SOUTH COASTAL	BELLEAIR	2	C1007	6.50
SOUTH COASTAL	BELLEAIR	2	C1008	11.40
SOUTH COASTAL	BROOKER CREEK	1	C5400	8.60
SOUTH COASTAL	BROOKER CREEK	1	C5401	4.00
SOUTH COASTAL	BROOKER CREEK	1	C5402	9.00
SOUTH COASTAL	BROOKER CREEK	2	C5404	8.00
SOUTH COASTAL	BROOKER CREEK	2	C5405	11.00
SOUTH COASTAL	BROOKER CREEK	2	C5406	11.00
SOUTH COASTAL	CENTRAL PLAZA	1	X0262	9.60
SOUTH COASTAL	CENTRAL PLAZA	1	X0266	0.00
SOUTH COASTAL	CENTRAL PLAZA	1	X0268	12.00
SOUTH COASTAL	CENTRAL PLAZA	2	X0263	1.30
SOUTH COASTAL	CENTRAL PLAZA	2	X0265	5.20
SOUTH COASTAL	CENTRAL PLAZA	2	X0267	10.90
SOUTH COASTAL	CLEARWATER	1	C0004	6.80
SOUTH COASTAL	CLEARWATER	1	C0005	11.10
SOUTH COASTAL	CLEARWATER	1	C0006	3.40
SOUTH COASTAL	CLEARWATER	1	C0007	5.20
SOUTH COASTAL	CLEARWATER	2	C0008	2.70
SOUTH COASTAL	CLEARWATER	2	C0009	3.30
SOUTH COASTAL	CLEARWATER	2	C0010	9.10
SOUTH COASTAL	CLEARWATER	2	C0011	8.20
SOUTH COASTAL	CLEARWATER	3	C0012	9.10
SOUTH COASTAL	CLEARWATER	3	C0013	3.80
SOUTH COASTAL	CLEARWATER	3	C0014	6.00
SOUTH COASTAL	CLEARWATER	3	C0015	7.90
SOUTH COASTAL	CLEARWATER	4	C0016	8.00
SOUTH COASTAL	CLEARWATER	4	C0017	9.40
SOUTH COASTAL	CLEARWATER	4	C0018	6.20
SOUTH COASTAL	CROSS BAYOU	1	J0142	12.00
SOUTH COASTAL	CROSS BAYOU	1	J0143	6.40
SOUTH COASTAL	CROSS BAYOU	1	J0144	2.90
SOUTH COASTAL	CROSS BAYOU	1	J0145	8.60
SOUTH COASTAL	CROSS BAYOU	2	J0146	8.60
SOUTH COASTAL	CROSS BAYOU	2	J0147	10.60
SOUTH COASTAL	CROSS BAYOU	2	J0148	10.10
SOUTH COASTAL	CROSS BAYOU	3	J0140	5.90
SOUTH COASTAL	CROSS BAYOU	3	J0141	11.00

SOUTH COASTAL	CROSS BAYOU	3	J0150	9.70
SOUTH COASTAL	CROSSROADS	1	X0132	8.20
SOUTH COASTAL	CROSSROADS	1	X0133	8.00
SOUTH COASTAL	CROSSROADS	1	X0134	7.50
SOUTH COASTAL	CROSSROADS	2	X0135	9.30
SOUTH COASTAL	CROSSROADS	2	X0136	2.70
SOUTH COASTAL	CROSSROADS	2	X0137	4.30
SOUTH COASTAL	CROSSROADS	2	X0138	7.00
SOUTH COASTAL	CURLEW	1	C4989	8.78
SOUTH COASTAL	CURLEW	1	C4990	6.90
SOUTH COASTAL	CURLEW	1	C4991	11.26
SOUTH COASTAL	CURLEW	2	C4976	6.40
SOUTH COASTAL	CURLEW	2	C4985	5.35
SOUTH COASTAL	CURLEW	2	C4986	11.10
SOUTH COASTAL	CURLEW	3	C4972	7.60
SOUTH COASTAL	CURLEW	3	C4973	9.30
SOUTH COASTAL	CURLEW	3	C4987	7.90
SOUTH COASTAL	CURLEW	3	C4988	9.10
SOUTH COASTAL	DENHAM	1	C0151	9.90
SOUTH COASTAL	DENHAM	1	C0152	10.60
SOUTH COASTAL	DENHAM	2	C0153	9.30
SOUTH COASTAL	DENHAM	2	C0154	6.40
SOUTH COASTAL	DENHAM	2	C0155	8.30
SOUTH COASTAL	DENHAM	3	C0156	9.70
SOUTH COASTAL	DENHAM	3	C0157	10.10
SOUTH COASTAL	DENHAM	3	C0158	10.80
SOUTH COASTAL	DENHAM		C0159	7.00
SOUTH COASTAL	DISSTON	1	X0060	10.10
SOUTH COASTAL	DISSTON	1	X0061	4.80
SOUTH COASTAL	DISSTON	1	X0062	11.20
SOUTH COASTAL	DISSTON	1	X0063	10.70
SOUTH COASTAL	DISSTON	2	X0064	9.30
SOUTH COASTAL	DISSTON	2	X0065	10.30
SOUTH COASTAL	DISSTON	2	X0066	11.50
SOUTH COASTAL	DISSTON	2	X0067	8.20
SOUTH COASTAL	DUNEDIN	1	C0102	8.60
SOUTH COASTAL	DUNEDIN	1	C0103	8.50
SOUTH COASTAL	DUNEDIN	2	C0104	8.30
SOUTH COASTAL	DUNEDIN	2	C0106	6.00
SOUTH COASTAL	DUNEDIN	3	C0107	9.90
SOUTH COASTAL	DUNEDIN	3	C0108	7.80
SOUTH COASTAL	EAST CLEARWATER	1	C0900	9.90
SOUTH COASTAL	EAST CLEARWATER	1	C0901	6.20
SOUTH COASTAL	EAST CLEARWATER	1	C0902	9.60

SOUTH COASTAL	EAST CLEARWATER	1	C0903	6.73
SOUTH COASTAL	EAST CLEARWATER	2	C0904	10.53
SOUTH COASTAL	EAST CLEARWATER	2	C0905	7.80
SOUTH COASTAL	EAST CLEARWATER	2	C0906	5.75
SOUTH COASTAL	EAST CLEARWATER	2	C0907	10.81
SOUTH COASTAL	EAST CLEARWATER	3	C0908	9.04
SOUTH COASTAL	EAST CLEARWATER	3	C0909	8.16
SOUTH COASTAL	EAST CLEARWATER	3	C0910	10.93
SOUTH COASTAL	EAST CLEARWATER	3	C0911	8.25
SOUTH COASTAL	ELFERS	1	C0954	4.53
SOUTH COASTAL	ELFERS	1	C0955	9.12
SOUTH COASTAL	ELFERS	1	C0956	6.03
SOUTH COASTAL	ELFERS	1	C0957	9.00
SOUTH COASTAL	ELFERS	2	C0950	7.57
SOUTH COASTAL	ELFERS	2	C0951	6.83
SOUTH COASTAL	ELFERS	2	C0952	6.41
SOUTH COASTAL	ELFERS	2	C0953	6.28
SOUTH COASTAL	FIFTY FIRST STREET	1	X0104	5.90
SOUTH COASTAL	FIFTY FIRST STREET	1	X0106	4.00
SOUTH COASTAL	FIFTY FIRST STREET	1	X0108	6.10
SOUTH COASTAL	FIFTY FIRST STREET	1	X0102	11.90
SOUTH COASTAL	FIFTY FIRST STREET	2	X0101	6.20
SOUTH COASTAL	FIFTY FIRST STREET	2	X0103	7.40
SOUTH COASTAL	FIFTY FIRST STREET	2	X0105	7.10
SOUTH COASTAL	FIFTY FIRST STREET	2	X0107	7.40
SOUTH COASTAL	FLORA-MAR	1	C4000	7.70
SOUTH COASTAL	FLORA-MAR	1	C4001	8.70
SOUTH COASTAL	FLORA-MAR	1	C4002	9.70
SOUTH COASTAL	FLORA-MAR	1	C4003	9.40
SOUTH COASTAL	FLORA-MAR	2	C4006	9.40
SOUTH COASTAL	FLORA-MAR	2	C4007	8.30
SOUTH COASTAL	FLORA-MAR	2	C4008	8.10
SOUTH COASTAL	FLORA-MAR	2	C4009	8.60
SOUTH COASTAL	FORTIETH STREET	1	X0081	5.30
SOUTH COASTAL	FORTIETH STREET	1	X0082	8.70
SOUTH COASTAL	FORTIETH STREET	2	X0083	7.10
SOUTH COASTAL	FORTIETH STREET	2	X0084	7.60
SOUTH COASTAL	FORTIETH STREET	2	X0085	6.20
SOUTH COASTAL	G E PINELLAS	1	J0231	0.00
SOUTH COASTAL	G E PINELLAS	2	J0234	0.00
SOUTH COASTAL	G E PINELLAS	2	J0235	0.00
SOUTH COASTAL	GATEWAY	1	X0111	12.16
SOUTH COASTAL	GATEWAY	1	X0112	2.63
SOUTH COASTAL	GATEWAY	1	X0113	8.79

SOUTH COASTAL	GATEWAY	1	X0114	3.19
SOUTH COASTAL	GATEWAY	2	X0118	9.91
SOUTH COASTAL	GATEWAY	2	X0119	7.14
SOUTH COASTAL	GATEWAY	2	X0120	7.36
SOUTH COASTAL	GATEWAY	3	X0121	8.76
SOUTH COASTAL	GATEWAY	3	X0123	7.25
SOUTH COASTAL	GATEWAY	3	X0125	6.76
SOUTH COASTAL	HIGHLANDS	1	C2805	8.46
SOUTH COASTAL	HIGHLANDS	1	C2806	10.79
SOUTH COASTAL	HIGHLANDS	1	C2807	10.28
SOUTH COASTAL	HIGHLANDS	2	C2802	8.31
SOUTH COASTAL	HIGHLANDS	2	C2803	5.93
SOUTH COASTAL	HIGHLANDS	2	C2804	6.58
SOUTH COASTAL	KENNETH	1	X0050	10.60
SOUTH COASTAL	KENNETH	1	X0051	4.90
SOUTH COASTAL	KENNETH	1	X0052	0.00
SOUTH COASTAL	KENNETH	1	X0053	10.80
SOUTH COASTAL	KENNETH	2	X0054	0.00
SOUTH COASTAL	KENNETH	2	X0055	6.10
SOUTH COASTAL	KENNETH	2	X0056	14.40
SOUTH COASTAL	KENNETH	2	X0057	10.40
SOUTH COASTAL	LAND-O-LAKES	1	C0140	10.70
SOUTH COASTAL	LAND-O-LAKES	1	C0141	6.70
SOUTH COASTAL	LAND-O-LAKES	1	C0142	0.00
SOUTH COASTAL	LAND-O-LAKES	1	C0143	11.40
SOUTH COASTAL	LARGO	1	J0402	3.16
SOUTH COASTAL	LARGO	1	J0403	8.34
SOUTH COASTAL	LARGO	1	J0404	10.22
SOUTH COASTAL	LARGO	1	J0405	5.99
SOUTH COASTAL	LARGO	2	J0406	6.46
SOUTH COASTAL	LARGO	2	J0407	10.86
SOUTH COASTAL	LARGO	2	J0408	4.96
SOUTH COASTAL	LARGO	2	J0409	6.11
SOUTH COASTAL	MAXIMO	1	X0143	10.47
SOUTH COASTAL	MAXIMO	1	X0144	0.92
SOUTH COASTAL	MAXIMO	1	X0146	7.21
SOUTH COASTAL	MAXIMO	1	X0147	10.17
SOUTH COASTAL	MAXIMO	2	X0149	9.67
SOUTH COASTAL	MAXIMO	2	X0150	8.55
SOUTH COASTAL	MAXIMO	2	X0151	10.54
SOUTH COASTAL	MAXIMO	2	X0152	0.34
SOUTH COASTAL	MAXIMO	3	X0140	8.78
SOUTH COASTAL	MAXIMO	3	X0141	8.22
SOUTH COASTAL	MAXIMO	3	X0142	9.08

SOUTH COASTAL	NEW PORT RICHEY	1	C0441	6.60
SOUTH COASTAL	NEW PORT RICHEY	1	C0442	8.40
SOUTH COASTAL	NEW PORT RICHEY	2	C0443	9.40
SOUTH COASTAL	NEW PORT RICHEY	2	C0444	8.60
SOUTH COASTAL	NORTHEAST	1	X0282	6.30
SOUTH COASTAL	NORTHEAST	1	X0283	4.70
SOUTH COASTAL	NORTHEAST	1	X0284	11.50
SOUTH COASTAL	NORTHEAST	1	X0285	8.30
SOUTH COASTAL	NORTHEAST	1	X0286	8.20
SOUTH COASTAL	NORTHEAST	2	X0287	9.90
SOUTH COASTAL	NORTHEAST	2	X0288	7.70
SOUTH COASTAL	NORTHEAST	2	X0289	9.00
SOUTH COASTAL	NORTHEAST	2	X0290	6.90
SOUTH COASTAL	NORTHEAST	2	X0291	3.70
SOUTH COASTAL	OAKHURST	1	J0221	8.20
SOUTH COASTAL	OAKHURST	1	J0228	9.80
SOUTH COASTAL	OAKHURST	1	J0229	8.30
SOUTH COASTAL	OAKHURST	2	J0226	10.50
SOUTH COASTAL	OAKHURST	2	J0227	9.30
SOUTH COASTAL	OAKHURST	3	J0223	8.80
SOUTH COASTAL	OAKHURST	3	J0224	9.70
SOUTH COASTAL	ODESSA	2	C4320	12.10
SOUTH COASTAL	ODESSA	2	C4322	10.50
SOUTH COASTAL	ODESSA	2	C4323	8.40
SOUTH COASTAL	ODESSA	1	C4329	5.50
SOUTH COASTAL	OLDSMAR	1	C0603	0.08
SOUTH COASTAL	OLDSMAR	2	C0604	1.44
SOUTH COASTAL	PALM HARBOR	1	C0752	7.50
SOUTH COASTAL	PALM HARBOR	1	C0753	8.10
SOUTH COASTAL	PALM HARBOR	2	C0755	8.90
SOUTH COASTAL	PALM HARBOR	2	C0756	7.70
SOUTH COASTAL	PALM HARBOR	2	C0757	9.80
SOUTH COASTAL	PASADENA	1	X0216	5.40
SOUTH COASTAL	PASADENA	1	X0217	4.10
SOUTH COASTAL	PASADENA	1	X0219	8.40
SOUTH COASTAL	PASADENA	1	X0220	5.90
SOUTH COASTAL	PASADENA	2	X0211	9.70
SOUTH COASTAL	PASADENA	2	X0212	5.80
SOUTH COASTAL	PASADENA	2	X0213	5.50
SOUTH COASTAL	PASADENA	2	X0214	8.50
SOUTH COASTAL	PASADENA	2	X0215	3.30
SOUTH COASTAL	PILSBURY	1	X0252	11.60
SOUTH COASTAL	PILSBURY	1	X0253	10.50
SOUTH COASTAL	PILSBURY	1	X0254	9.70

SOUTH COASTAL	PILSBURY	1	X0255	9.30
SOUTH COASTAL	PILSBURY	2	X0256	10.46
SOUTH COASTAL	PILSBURY	2	X0257	10.16
SOUTH COASTAL	PILSBURY	2	X0258	9.25
SOUTH COASTAL	PILSBURY	2	X0259	12.70
SOUTH COASTAL	PINELLAS WELL FIELD	1	C801	0.00
SOUTH COASTAL	PINELLAS WELL FIELD	1	C802	0.00
SOUTH COASTAL	PORT RICHEY WEST	1	C0205	2.30
SOUTH COASTAL	PORT RICHEY WEST	1	C0206	10.70
SOUTH COASTAL	PORT RICHEY WEST	1	C0207	6.90
SOUTH COASTAL	PORT RICHEY WEST	2	C0202	8.60
SOUTH COASTAL	PORT RICHEY WEST	2	C0203	10.50
SOUTH COASTAL	PORT RICHEY WEST	3	C0208	7.00
SOUTH COASTAL	PORT RICHEY WEST	3	C0209	10.00
SOUTH COASTAL	PORT RICHEY WEST	3	C0210	7.90
SOUTH COASTAL	SAFETY HARBOR	1	C3518	6.90
SOUTH COASTAL	SAFETY HARBOR	1	C3525	9.30
SOUTH COASTAL	SAFETY HARBOR	1	C3527	9.50
SOUTH COASTAL	SAFETY HARBOR	1	C3528	5.70
SOUTH COASTAL	SAFETY HARBOR	2	C3521	8.40
SOUTH COASTAL	SAFETY HARBOR	2	C3523	7.50
SOUTH COASTAL	SAFETY HARBOR	2	C3524	7.50
SOUTH COASTAL	SEMINOLE	1	J0892	10.40
SOUTH COASTAL	SEMINOLE	1	J0893	6.10
SOUTH COASTAL	SEMINOLE	1	J0894	11.80
SOUTH COASTAL	SEMINOLE	1	J0895	10.90
SOUTH COASTAL	SEMINOLE	2	J0889	9.80
SOUTH COASTAL	SEMINOLE	2	J0890	9.70
SOUTH COASTAL	SEMINOLE	2	J0891	5.20
SOUTH COASTAL	SEMINOLE	2	J888	3.90
SOUTH COASTAL	SEVEN SPRINGS	4	C4500	6.80
SOUTH COASTAL	SEVEN SPRINGS	4	C4501	9.90
SOUTH COASTAL	SEVEN SPRINGS	6	C4502	8.30
SOUTH COASTAL	SEVEN SPRINGS	5	C4507	6.80
SOUTH COASTAL	SEVEN SPRINGS	5	C4508	12.30
SOUTH COASTAL	SEVEN SPRINGS	5	C4509	6.50
SOUTH COASTAL	SEVEN SPRINGS	4	C4510	7.80
SOUTH COASTAL	SEVEN SPRINGS	6	C4512	7.50
SOUTH COASTAL	SIXTEENTH STREET	1	X0031	9.98
SOUTH COASTAL	SIXTEENTH STREET	1	X0033	3.58
SOUTH COASTAL	SIXTEENTH STREET	1	X0035	3.20
SOUTH COASTAL	SIXTEENTH STREET	1	X0043	4.14
SOUTH COASTAL	SIXTEENTH STREET	1	X0045	9.02
SOUTH COASTAL	SIXTEENTH STREET	2	X0032	0.03

SOUTH COASTAL	SIXTEENTH STREET	2	X0034	10.33
SOUTH COASTAL	SIXTEENTH STREET	2	X0036	5.88
SOUTH COASTAL	SIXTEENTH STREET	2	X0042	7.15
SOUTH COASTAL	SIXTEENTH STREET	2	X0046	6.72
SOUTH COASTAL	STARKEY ROAD	1	J0112	9.00
SOUTH COASTAL	STARKEY ROAD	1	J0113	5.40
SOUTH COASTAL	STARKEY ROAD	1	J0114	9.00
SOUTH COASTAL	STARKEY ROAD	2	J0115	7.00
SOUTH COASTAL	STARKEY ROAD	2	J0116	10.50
SOUTH COASTAL	STARKEY ROAD	2	J0117	3.80
SOUTH COASTAL	STARKEY ROAD	2	J0118	9.10
SOUTH COASTAL	TARPON SPRINGS	1	C0301	6.30
SOUTH COASTAL	TARPON SPRINGS	1	C0302	8.50
SOUTH COASTAL	TARPON SPRINGS	1	C0303	8.80
SOUTH COASTAL	TARPON SPRINGS	1	C0304	10.80
SOUTH COASTAL	TARPON SPRINGS	2	C0305	9.40
SOUTH COASTAL	TARPON SPRINGS	2	C0306	6.40
SOUTH COASTAL	TARPON SPRINGS	2	C0307	9.50
SOUTH COASTAL	TARPON SPRINGS	2	C0308	7.70
SOUTH COASTAL	TAYLOR AVENUE	1	J2905	8.67
SOUTH COASTAL	TAYLOR AVENUE	1	J2906	8.37
SOUTH COASTAL	TAYLOR AVENUE	1	J2907	10.44
SOUTH COASTAL	TAYLOR AVENUE	2	J2902	8.00
SOUTH COASTAL	TAYLOR AVENUE	2	J2903	11.20
SOUTH COASTAL	TAYLOR AVENUE	2	J2904	10.34
SOUTH COASTAL	THIRTY SECOND STREET	1	X0022	9.09
SOUTH COASTAL	THIRTY SECOND STREET	1	X0023	4.63
SOUTH COASTAL	THIRTY SECOND STREET	1	X0024	4.66
SOUTH COASTAL	THIRTY SECOND STREET	1	X0025	11.02
SOUTH COASTAL	THIRTY SECOND STREET	2	X0026	7.06
SOUTH COASTAL	THIRTY SECOND STREET	2	X0027	11.21
SOUTH COASTAL	THIRTY SECOND STREET	2	X0028	8.37
SOUTH COASTAL	TRI-CITY	2	J5034	8.70
SOUTH COASTAL	TRI-CITY	2	J5036	3.20
SOUTH COASTAL	TRI-CITY	2	J5038	9.60
SOUTH COASTAL	TRI-CITY	3	J5030	8.00
SOUTH COASTAL	TRI-CITY	3	J5032	9.00
SOUTH COASTAL	TRI-CITY	3	J5040	8.70
SOUTH COASTAL	ULMERTON	1	J0240	7.51
SOUTH COASTAL	ULMERTON	1	J0241	9.32
SOUTH COASTAL	ULMERTON	1	J0242	6.05
SOUTH COASTAL	ULMERTON	1	J0243	9.31
SOUTH COASTAL	ULMERTON	2	J0244	7.36
SOUTH COASTAL	ULMERTON	2	J0245	8.83

SOUTH COASTAL	ULMERTON	2	J0246	5.74
SOUTH COASTAL	ULMERTON	2	J0247	7.92
SOUTH COASTAL	ULMERTON WEST	1	J0680	8.90
SOUTH COASTAL	ULMERTON WEST	1	J0682	10.70
SOUTH COASTAL	ULMERTON WEST	1	J0684	10.30
SOUTH COASTAL	ULMERTON WEST	2	J0689	10.80
SOUTH COASTAL	ULMERTON WEST	2	J0690	9.50
SOUTH COASTAL	ULMERTON WEST	2	J0691	4.00
SOUTH COASTAL	VINOY	1	X0076	4.40
SOUTH COASTAL	VINOY	1	X0077	6.70
SOUTH COASTAL	VINOY	1	X0078	11.60
SOUTH COASTAL	VINOY	1	X0079	2.30
SOUTH COASTAL	VINOY	1	X0080	6.40
SOUTH COASTAL	VINOY	2	X0071	13.00
SOUTH COASTAL	VINOY	2	X0072	11.40
SOUTH COASTAL	VINOY	2	X0073	3.00
SOUTH COASTAL	VINOY	2	X0074	2.40
SOUTH COASTAL	VINOY	2	X0075	1.40
SOUTH COASTAL	VINOY	1	X0070	1.84
SOUTH COASTAL	WALSINGHAM	1	J0555	8.57
SOUTH COASTAL	WALSINGHAM	1	J0556	8.79
SOUTH COASTAL	WALSINGHAM	1	J0557	10.62
SOUTH COASTAL	WALSINGHAM	1	J0558	7.81
SOUTH COASTAL	WALSINGHAM	2	J0551	6.18
SOUTH COASTAL	WALSINGHAM	2	J0552	9.15
SOUTH COASTAL	WALSINGHAM	2	J0553	7.35
SOUTH COASTAL	WALSINGHAM	2	J0554	9.29
SOUTH COASTAL	ZEPHYRHILLS	1	C0854	4.67
SOUTH COASTAL	ZEPHYRHILLS	1	C0855	6.26
SOUTH COASTAL	ZEPHYRHILLS	1	C0856	7.18
SOUTH COASTAL	ZEPHYRHILLS	1	C0857	3.49
SOUTH COASTAL	ZEPHYRHILLS	2	C0851	8.62
SOUTH COASTAL	ZEPHYRHILLS	2	C0852	7.34
SOUTH COASTAL	ZEPHYRHILLS	2	C0853	3.62
SOUTH COASTAL	ZEPHYRHILLS NORTH	1	C0342	6.85
SOUTH COASTAL	ZEPHYRHILLS NORTH	1	C0343	11.40
SOUTH COASTAL	ZEPHYRHILLS NORTH	1	C0344	6.36
SOUTH COASTAL	ZEPHYRHILLS NORTH	2	C0340	2.98
SOUTH COASTAL	ZEPHYRHILLS NORTH	2	C0341	7.39
SOUTH COASTAL	ZEPHYRHILLS NORTH	2	C0345	3.26
SOUTH CENTRAL	AGRICOLA #4	3	K151	0.00
SOUTH CENTRAL	ARBUCKLE CREEK	1	K1361	3.80
SOUTH CENTRAL	AVALON	1	AVAL001	0.00
SOUTH CENTRAL	AVON PARK NORTH	1	K0893	6.89

SOUTH CENTRAL	AVON PARK NORTH	1	K0894	5.01
SOUTH CENTRAL	AVON PARK NORTH	2	K0891	5.87
SOUTH CENTRAL	AVON PARK NORTH	2	K0892	2.77
SOUTH CENTRAL	AVON PARK PLANT	4	K0118	4.85
SOUTH CENTRAL	AVON PARK PLANT	4	K0119	7.71
SOUTH CENTRAL	AVON PARK PLANT	5	K0116	5.04
SOUTH CENTRAL	AVON PARK PLANT	5	K0117	7.11
SOUTH CENTRAL	BABSON PARK	1	K1195	3.79
SOUTH CENTRAL	BABSON PARK	1	K1196	4.03
SOUTH CENTRAL	BALBOA	1	BALB001	0.00
SOUTH CENTRAL	BARNUM CITY	1	K1501	6.09
SOUTH CENTRAL	BARNUM CITY	1	K3360	10.52
SOUTH CENTRAL	BARNUM CITY	1	K3364	2.14
SOUTH CENTRAL	BARNUM CITY	2	K1503	9.71
SOUTH CENTRAL	BARNUM CITY	2	K3362	7.48
SOUTH CENTRAL	BAY HILL	1	K72	8.53
SOUTH CENTRAL	BAY HILL	1	K73	11.55
SOUTH CENTRAL	BAY HILL	1	K74	9.42
SOUTH CENTRAL	BAY HILL	2	K75	5.87
SOUTH CENTRAL	BAY HILL	2	K76	8.97
SOUTH CENTRAL	BAY HILL	2	K77	3.42
SOUTH CENTRAL	BAY HILL	3	K67	8.94
SOUTH CENTRAL	BAY HILL	3	K68	9.70
SOUTH CENTRAL	BAY HILL	3	K79	8.03
SOUTH CENTRAL	BOGGY MARSH	1	K958	7.52
SOUTH CENTRAL	BOGGY MARSH	1	K959	7.01
SOUTH CENTRAL	BOGGY MARSH	2	K957	5.94
SOUTH CENTRAL	BOGGY MARSH	2	K960	8.62
SOUTH CENTRAL	BOGGY MARSH	2	K961	9.77
SOUTH CENTRAL	BOGGY MARSH	1	K964	7.18
SOUTH CENTRAL	BONNET CREEK	1	K973	4.09
SOUTH CENTRAL	BONNET CREEK	1	K974	6.14
SOUTH CENTRAL	BONNET CREEK	1	K975	8.58
SOUTH CENTRAL	BONNET CREEK	1	K976	7.06
SOUTH CENTRAL	BONNET CREEK	2	K1230	8.59
SOUTH CENTRAL	BONNET CREEK	2	K1231	8.27
SOUTH CENTRAL	BONNET CREEK	2	K1232	6.67
SOUTH CENTRAL	BONNET CREEK	2	K1234	7.54
SOUTH CENTRAL	BOWEN	1	BOWE001	0.00
SOUTH CENTRAL	CABBAGE ISLAND	2	K1614	8.50
SOUTH CENTRAL	CABBAGE ISLAND	2	K1616	6.85
SOUTH CENTRAL	CABBAGE ISLAND	2	K1618	4.52
SOUTH CENTRAL	CABBAGE ISLAND	3	K1613	4.80
SOUTH CENTRAL	CABBAGE ISLAND	3	K1615	2.06

SOUTH CENTRAL	CANOE CREEK	1	W0105	3.70
SOUTH CENTRAL	CELEBRATION	2	K2701	7.75
SOUTH CENTRAL	CELEBRATION	2	K2704	2.24
SOUTH CENTRAL	CELEBRATION	3	K2703	6.53
SOUTH CENTRAL	CELEBRATION	3	K2706	9.49
SOUTH CENTRAL	CENTRAL PARK	1	K0495	3.67
SOUTH CENTRAL	CENTRAL PARK	1	W0493	10.00
SOUTH CENTRAL	CENTRAL PARK	1	W0494	5.53
SOUTH CENTRAL	CENTRAL PARK	2	W0496	6.08
SOUTH CENTRAL	CENTRAL PARK	2	W0497	9.07
SOUTH CENTRAL	CENTRAL PARK	2	W0498	6.56
SOUTH CENTRAL	CENTRAL PARK	2	K499	10.47
SOUTH CENTRAL	CENTRAL PARK	3	K800	12.12
SOUTH CENTRAL	CENTRAL PARK	3	W0500	10.04
SOUTH CENTRAL	CENTRAL PARK	3	W0501	5.75
SOUTH CENTRAL	CHAMPIONS GATE	1	K1762	10.85
SOUTH CENTRAL	CHAMPIONS GATE	1	K1764	5.47
SOUTH CENTRAL	CHAMPIONS GATE	2	K1761	1.24
SOUTH CENTRAL	CHAMPIONS GATE	2	K1763	10.90
SOUTH CENTRAL	CITRUSVILLE	1	K0035	6.45
SOUTH CENTRAL	CITRUSVILLE	1	K0061	8.63
SOUTH CENTRAL	CITRUSVILLE	1	K0062	9.68
SOUTH CENTRAL	CLARCONA	1	M0337	8.79
SOUTH CENTRAL	CLARCONA	1	M0343	10.42
SOUTH CENTRAL	CLARCONA	2	M0339	3.27
SOUTH CENTRAL	CLARCONA	2	M0340	6.34
SOUTH CENTRAL	CLARCONA	2	M0345	8.19
SOUTH CENTRAL	CLARCONA	2	M0346	11.54
SOUTH CENTRAL	CLARCONA	3	M0342	9.42
SOUTH CENTRAL	CLARCONA	3	M0348	6.53
SOUTH CENTRAL	CLARCONA	3	M0351	0.60
SOUTH CENTRAL	CLERMONT	1	K601	10.56
SOUTH CENTRAL	CLERMONT	1	K602	10.56
SOUTH CENTRAL	CLERMONT	1	K603	10.18
SOUTH CENTRAL	CLERMONT	2	K605	6.08
SOUTH CENTRAL	CLERMONT	2	K606	9.22
SOUTH CENTRAL	CLERMONT	2	K607	6.95
SOUTH CENTRAL	COLONIAL	1	K2476	10.08
SOUTH CENTRAL	COLONIAL	1	K2477	6.10
SOUTH CENTRAL	CONWAY	1	W0407	6.93
SOUTH CENTRAL	CONWAY	1	W0408	9.46
SOUTH CENTRAL	CONWAY	2	W0404	8.03
SOUTH CENTRAL	CONWAY	2	W0405	8.19
SOUTH CENTRAL	COUNTRY OAKS	1	K1443	4.79

SOUTH CENTRAL	COUNTRY OAKS	1	K1446	2.36
SOUTH CENTRAL	COUNTRY OAKS	2	K1445	0.00
SOUTH CENTRAL	COUNTRY OAKS	2	K1447	8.32
SOUTH CENTRAL	CROOKED LAKE	1	K1772	8.19
SOUTH CENTRAL	CURRY FORD	2	W595	3.43
SOUTH CENTRAL	CURRY FORD	2	W596	10.70
SOUTH CENTRAL	CURRY FORD	2	W597	8.53
SOUTH CENTRAL	CURRY FORD	2	W598	8.20
SOUTH CENTRAL	CURRY FORD	3	W601	10.18
SOUTH CENTRAL	CYPRESSWOOD	1	K0317	3.54
SOUTH CENTRAL	CYPRESSWOOD	1	K0563	5.00
SOUTH CENTRAL	CYPRESSWOOD	2	K0561	3.23
SOUTH CENTRAL	CYPRESSWOOD	2	K0562	8.58
SOUTH CENTRAL	DAVENPORT	1	K0007	3.23
SOUTH CENTRAL	DAVENPORT	1	K0008	5.39
SOUTH CENTRAL	DAVENPORT	1	K0009	6.44
SOUTH CENTRAL	DESOTO CITY	1	K3220	5.45
SOUTH CENTRAL	DESOTO CITY	1	K3221	1.45
SOUTH CENTRAL	DESOTO CITY	2	K3222	1.76
SOUTH CENTRAL	DINNER LAKE	1	K1690	8.74
SOUTH CENTRAL	DINNER LAKE	1	K1691	7.03
SOUTH CENTRAL	DINNER LAKE	2	K1684	1.80
SOUTH CENTRAL	DINNER LAKE	2	K1685	6.61
SOUTH CENTRAL	DINNER LAKE	2	K1687	2.37
SOUTH CENTRAL	DINNER LAKE	2	K1688	3.94
SOUTH CENTRAL	DINNER LAKE	2	K1689	4.91
SOUTH CENTRAL	DUNDEE	2	K3244	6.96
SOUTH CENTRAL	DUNDEE	2	K3245	7.19
SOUTH CENTRAL	DUNDEE	2	K3246	1.76
SOUTH CENTRAL	EAST LAKE WALES	1	K1032	4.15
SOUTH CENTRAL	EAST LAKE WALES	1	K1030	11.50
SOUTH CENTRAL	EAST LAKE WALES	2	K1031	4.33
SOUTH CENTRAL	FISHEATING CREEK	1	K1560	9.21
SOUTH CENTRAL	FORT MEADE	3	K0170	2.11
SOUTH CENTRAL	FORT MEADE	3	K0171	2.06
SOUTH CENTRAL	FOUR CORNERS	1	K1404	8.55
SOUTH CENTRAL	FOUR CORNERS	1	K1407	7.73
SOUTH CENTRAL	FOUR CORNERS	2	K1406	8.36
SOUTH CENTRAL	FOUR CORNERS	2	K1409	5.14
SOUTH CENTRAL	FOUR CORNERS	2	K1412	0.00
SOUTH CENTRAL	FOUR CORNERS	3	K1414	5.43
SOUTH CENTRAL	FOUR CORNERS	3	K1416	7.80
SOUTH CENTRAL	FOUR CORNERS	3	K1411	12.65
SOUTH CENTRAL	FROSTPROOF	1	K0100	5.85

SOUTH CENTRAL	FROSTPROOF	1	K0101	4.35
SOUTH CENTRAL	FROSTPROOF	1	K0102	4.96
SOUTH CENTRAL	FROSTPROOF	2	K0103	5.62
SOUTH CENTRAL	FROSTPROOF	2	K0104	4.95
SOUTH CENTRAL	GROVELAND	1	K673	4.64
SOUTH CENTRAL	GROVELAND	1	K674	7.50
SOUTH CENTRAL	GROVELAND	2	K675	6.34
SOUTH CENTRAL	HAINES CITY	1	K0018	10.38
SOUTH CENTRAL	HAINES CITY	1	K0019	6.27
SOUTH CENTRAL	HAINES CITY	1	K0021	8.71
SOUTH CENTRAL	HAINES CITY	1	K0022	6.91
SOUTH CENTRAL	HAINES CITY	2	K0016	9.04
SOUTH CENTRAL	HAINES CITY	2	K0017	8.32
SOUTH CENTRAL	HAINES CITY	2	K0020	11.66
SOUTH CENTRAL	HEMPLE	1	K2255	9.45
SOUTH CENTRAL	HEMPLE	1	K2250	9.74
SOUTH CENTRAL	HEMPLE	2	K2244	6.68
SOUTH CENTRAL	HEMPLE	2	K2247	9.03
SOUTH CENTRAL	HEMPLE	2	K2252	2.51
SOUTH CENTRAL	HEMPLE	3	K2246	6.47
SOUTH CENTRAL	HEMPLE	3	K2249	5.24
SOUTH CENTRAL	HEMPLE	3	K2253	7.64
SOUTH CENTRAL	HOLOPAW	1	W0630	4.30
SOUTH CENTRAL	HOLOPAW	2	W0629	9.17
SOUTH CENTRAL	HOWEY	1	K564	5.80
SOUTH CENTRAL	HOWEY	1	K565	3.64
SOUTH CENTRAL	HUNTERS CREEK	1	K51	8.49
SOUTH CENTRAL	HUNTERS CREEK	1	K40	11.42
SOUTH CENTRAL	HUNTERS CREEK	2	K42	10.52
SOUTH CENTRAL	HUNTERS CREEK	2	K43	9.73
SOUTH CENTRAL	HUNTERS CREEK	2	K46	0.00
SOUTH CENTRAL	HUNTERS CREEK	3	K45	10.18
SOUTH CENTRAL	HUNTERS CREEK	3	K48	6.69
SOUTH CENTRAL	HUNTERS CREEK	3	K49	6.44
SOUTH CENTRAL	INTERCESSION CITY	1	K0966	8.46
SOUTH CENTRAL	INTERCESSION CITY	1	K0967	8.70
SOUTH CENTRAL	INTERNATIONAL DRIVE	2	K4820	5.40
SOUTH CENTRAL	INTERNATIONAL DRIVE	3	K4815	7.16
SOUTH CENTRAL	INTERNATIONAL DRIVE	2	K4817	5.55
SOUTH CENTRAL	INTERNATIONAL DRIVE	3	K4818	7.34
SOUTH CENTRAL	ISLEWORTH	2	K779	10.33
SOUTH CENTRAL	ISLEWORTH	2	K784	10.54
SOUTH CENTRAL	ISLEWORTH	2	K792	8.70
SOUTH CENTRAL	ISLEWORTH	3	K781	8.81

SOUTH CENTRAL	ISLEWORTH	3	K782	5.63
SOUTH CENTRAL	ISLEWORTH	3	K789	5.81
SOUTH CENTRAL	LAKE BRYAN	1	K240	2.28
SOUTH CENTRAL	LAKE BRYAN	1	K242	4.19
SOUTH CENTRAL	LAKE BRYAN	2	K244	9.93
SOUTH CENTRAL	LAKE BRYAN	2	K238	12.00
SOUTH CENTRAL	LAKE BRYAN	2	K239	4.18
SOUTH CENTRAL	LAKE BRYAN	3	K230	10.01
SOUTH CENTRAL	LAKE BRYAN	3	K231	6.71
SOUTH CENTRAL	LAKE BRYAN	3	K232	10.35
SOUTH CENTRAL	LAKE LUNTZ	1	K3282	8.51
SOUTH CENTRAL	LAKE LUNTZ	1	K3284	12.23
SOUTH CENTRAL	LAKE LUNTZ	2	K3283	10.88
SOUTH CENTRAL	LAKE LUNTZ	2	K3285	10.99
SOUTH CENTRAL	LAKE MARION	1	K1286	5.74
SOUTH CENTRAL	LAKE MARION	1	K1287	10.15
SOUTH CENTRAL	LAKE MARION	2	K1288	5.82
SOUTH CENTRAL	LAKE OF THE HILLS	1	K1884	8.28
SOUTH CENTRAL	LAKE OF THE HILLS	1	K1885	4.48
SOUTH CENTRAL	LAKE PLACID	1	K0757	4.01
SOUTH CENTRAL	LAKE PLACID	1	K0758	6.67
SOUTH CENTRAL	LAKE PLACID	2	K1066	7.46
SOUTH CENTRAL	LAKE PLACID	2	K1320	6.64
SOUTH CENTRAL	LAKE PLACID NORTH	1	K0024	3.98
SOUTH CENTRAL	LAKE PLACID NORTH	2	K0027	3.29
SOUTH CENTRAL	LAKE WALES	1	K0053	5.49
SOUTH CENTRAL	LAKE WALES	1	K0054	10.01
SOUTH CENTRAL	LAKE WALES	1	K0055	6.74
SOUTH CENTRAL	LAKE WALES	2	K0056	3.13
SOUTH CENTRAL	LAKE WALES	2	K0057	6.99
SOUTH CENTRAL	LAKE WALES	2	K0058	8.68
SOUTH CENTRAL	LAKE WILSON	1	K881	5.00
SOUTH CENTRAL	LAKE WILSON	1	K882	7.16
SOUTH CENTRAL	LAKE WILSON	2	K883	10.55
SOUTH CENTRAL	LAKE WILSON	2	K884	7.56
SOUTH CENTRAL	LAKWOOD	1	K1693	6.27
SOUTH CENTRAL	LAKWOOD	1	K1694	4.69
SOUTH CENTRAL	LAKWOOD	1	K1695	7.12
SOUTH CENTRAL	LAKWOOD	2	K1705	5.51
SOUTH CENTRAL	LAKWOOD	2	K1706	7.98
SOUTH CENTRAL	LEISURE LAKES	1	K1415	8.07
SOUTH CENTRAL	MAGNOLIA RANCH	2	W0502	7.90
SOUTH CENTRAL	MAGNOLIA RANCH	2	W0503	5.30
SOUTH CENTRAL	MAGNOLIA RANCH	3	W0504	8.36

SOUTH CENTRAL	MAGNOLIA RANCH	3	W0505	0.00
SOUTH CENTRAL	MEADOW WOODS EAST	1	K1060	10.19
SOUTH CENTRAL	MEADOW WOODS EAST	1	K1061	7.18
SOUTH CENTRAL	MEADOW WOODS SOUTH	2	K1775	8.26
SOUTH CENTRAL	MEADOW WOODS SOUTH	2	K1778	7.37
SOUTH CENTRAL	MEADOW WOODS SOUTH	2	K1781	11.04
SOUTH CENTRAL	MEADOW WOODS SOUTH	3	K1777	6.89
SOUTH CENTRAL	MEADOW WOODS SOUTH	3	K1780	5.71
SOUTH CENTRAL	MEADOW WOODS SOUTH	3	K1783	9.02
SOUTH CENTRAL	MEADOW WOODS SOUTH	1	K1789	4.10
SOUTH CENTRAL	MIDWAY	1	K1472	6.78
SOUTH CENTRAL	MIDWAY	1	K1473	9.57
SOUTH CENTRAL	MIDWAY	1	K1475	4.34
SOUTH CENTRAL	MINNEOLA	2	K945	7.34
SOUTH CENTRAL	MINNEOLA	2	K946	9.99
SOUTH CENTRAL	MONTVERDE	1	K4834	10.43
SOUTH CENTRAL	MONTVERDE	1	K4837	6.41
SOUTH CENTRAL	MONTVERDE	2	K4841	8.85
SOUTH CENTRAL	MONTVERDE	2	K4833	5.71
SOUTH CENTRAL	MONTVERDE	2	K4836	7.66
SOUTH CENTRAL	MONTVERDE	2	K4840	10.62
SOUTH CENTRAL	MONTVERDE	2	K4845	5.95
SOUTH CENTRAL	NARCOOSSEE	1	W0212	10.70
SOUTH CENTRAL	NARCOOSSEE	1	W0213	10.30
SOUTH CENTRAL	NARCOOSSEE	1	W0214	6.40
SOUTH CENTRAL	NARCOOSSEE	2	W0215	9.40
SOUTH CENTRAL	NARCOOSSEE	2	W0217	9.00
SOUTH CENTRAL	NARCOOSSEE	3	W0219	9.86
SOUTH CENTRAL	NARCOOSSEE	3	W0220	8.50
SOUTH CENTRAL	OCOEE	1	M1090	9.84
SOUTH CENTRAL	OCOEE	1	M1091	5.83
SOUTH CENTRAL	OCOEE	1	M1092	9.20
SOUTH CENTRAL	OCOEE	2	M1094	7.84
SOUTH CENTRAL	OCOEE	2	M1095	5.88
SOUTH CENTRAL	OCOEE	2	M1096	9.85
SOUTH CENTRAL	OCOEE	3	M1086	4.65
SOUTH CENTRAL	OCOEE	3	M1087	7.15
SOUTH CENTRAL	OCOEE	3	M1088	9.67
SOUTH CENTRAL	OKAHUMPKA	1	K284	6.30
SOUTH CENTRAL	OKAHUMPKA	2	K285	5.65
SOUTH CENTRAL	OKAHUMPKA	2	K286	2.00
SOUTH CENTRAL	ORANGWOOD	1	K217	3.61
SOUTH CENTRAL	ORANGWOOD	1	K220	3.04
SOUTH CENTRAL	ORANGWOOD	1	K221	6.07

SOUTH CENTRAL	ORANGEWOOD	1	K222	10.26
SOUTH CENTRAL	ORANGEWOOD	1	K223	4.03
SOUTH CENTRAL	ORANGEWOOD	1	K224	4.08
SOUTH CENTRAL	ORANGEWOOD	2	K218	4.86
SOUTH CENTRAL	ORANGEWOOD	2	K225	3.57
SOUTH CENTRAL	ORANGEWOOD	2	K226	7.09
SOUTH CENTRAL	ORANGEWOOD	2	K227	3.96
SOUTH CENTRAL	ORANGEWOOD	2	K228	8.85
SOUTH CENTRAL	ORANGEWOOD	2	K229	3.41
SOUTH CENTRAL	PEMBROKE	1	K3205	0.06
SOUTH CENTRAL	PINECASTLE	1	W0391	2.92
SOUTH CENTRAL	PINECASTLE	1	W0392	8.88
SOUTH CENTRAL	PINECASTLE	2	K0396	8.20
SOUTH CENTRAL	PINECASTLE	2	W0394	0.00
SOUTH CENTRAL	PINECASTLE	2	W0395	10.49
SOUTH CENTRAL	POINCIANA	1	K1236	9.79
SOUTH CENTRAL	POINCIANA	1	K1237	7.60
SOUTH CENTRAL	POINCIANA	1	K1558	10.99
SOUTH CENTRAL	POINCIANA	2	K1508	9.64
SOUTH CENTRAL	POINCIANA	2	K1509	7.57
SOUTH CENTRAL	POINCIANA	2	K1556	10.07
SOUTH CENTRAL	POINCIANA	2	K1561	10.18
SOUTH CENTRAL	POINCIANA NORTH	3	K629	6.08
SOUTH CENTRAL	POINCIANA NORTH	3	K631	7.67
SOUTH CENTRAL	REEDY LAKE	1	K1104	6.30
SOUTH CENTRAL	REEDY LAKE	1	K1110	7.67
SOUTH CENTRAL	REEDY LAKE	2	K1102	5.35
SOUTH CENTRAL	REEDY LAKE	2	K1108	0.00
SOUTH CENTRAL	RIO PINAR	1	W0968	9.10
SOUTH CENTRAL	RIO PINAR	1	W0969	6.30
SOUTH CENTRAL	RIO PINAR	1	W0970	11.80
SOUTH CENTRAL	RIO PINAR	1	W0975	8.35
SOUTH CENTRAL	RIO PINAR	4	W0971	4.90
SOUTH CENTRAL	RIO PINAR	4	W0972	11.10
SOUTH CENTRAL	RIO PINAR	4	W0973	8.80
SOUTH CENTRAL	RIO PINAR	4	W0974	9.11
SOUTH CENTRAL	SAND LAKE	1	K920	2.73
SOUTH CENTRAL	SAND LAKE	1	K925	4.19
SOUTH CENTRAL	SAND LAKE	1	K926	4.06
SOUTH CENTRAL	SAND LAKE	1	K931	5.02
SOUTH CENTRAL	SAND LAKE	1	K932	3.61
SOUTH CENTRAL	SAND LAKE	2	K922	4.22
SOUTH CENTRAL	SAND LAKE	2	K923	2.16
SOUTH CENTRAL	SAND LAKE	2	K928	5.54

SOUTH CENTRAL	SAND LAKE	2	K929	6.64
SOUTH CENTRAL	SAND LAKE	2	K934	7.65
SOUTH CENTRAL	SAND MOUNTAIN	1	K3201	0.42
SOUTH CENTRAL	SEBRING EAST	1	K0541	2.99
SOUTH CENTRAL	SEBRING EAST	1	K0542	5.87
SOUTH CENTRAL	SHINGLE CREEK	1	K857	10.70
SOUTH CENTRAL	SHINGLE CREEK	1	K860	8.68
SOUTH CENTRAL	SHINGLE CREEK	1	K861	5.75
SOUTH CENTRAL	SHINGLE CREEK	2	K855	8.61
SOUTH CENTRAL	SHINGLE CREEK	2	K858	6.91
SOUTH CENTRAL	SHINGLE CREEK	2	K863	8.94
SOUTH CENTRAL	SHINGLE CREEK	3	K868	8.66
SOUTH CENTRAL	SKY LAKE	1	W0362	6.74
SOUTH CENTRAL	SKY LAKE	1	W0363	10.71
SOUTH CENTRAL	SKY LAKE	1	W0364	7.31
SOUTH CENTRAL	SKY LAKE	2	W0365	9.18
SOUTH CENTRAL	SKY LAKE	2	W0366	6.37
SOUTH CENTRAL	SKY LAKE	3	W0367	10.50
SOUTH CENTRAL	SKY LAKE	3	W0368	6.99
SOUTH CENTRAL	SKY LAKE	3	W0369	9.37
SOUTH CENTRAL	SOUTH BARTOW	1	K0154	0.00
SOUTH CENTRAL	SUN'N LAKES	1	K1300	7.48
SOUTH CENTRAL	SUN'N LAKES	1	K1296	6.67
SOUTH CENTRAL	SUN'N LAKES	1	K1297	5.69
SOUTH CENTRAL	SUN'N LAKES	2	K1136	6.25
SOUTH CENTRAL	SUN'N LAKES	2	K1137	3.03
SOUTH CENTRAL	SUN'N LAKES	3	K1135	5.67
SOUTH CENTRAL	TAFT	1	K1026	8.09
SOUTH CENTRAL	TAFT	1	K1027	6.71
SOUTH CENTRAL	TAFT	1	K1028	6.52
SOUTH CENTRAL	TAFT	2	K1023	3.05
SOUTH CENTRAL	TAFT	2	K1024	5.62
SOUTH CENTRAL	TAFT	2	K1025	9.43
SOUTH CENTRAL	TAFT INDUSTRIAL	1	K3432	0.00
SOUTH CENTRAL	TAUNTON ROAD	1	K1081	4.92
SOUTH CENTRAL	TAUNTON ROAD	1	K1083	3.41
SOUTH CENTRAL	VINELAND	1	K901	5.78
SOUTH CENTRAL	VINELAND	1	K907	5.26
SOUTH CENTRAL	VINELAND	1	K913	6.55
SOUTH CENTRAL	VINELAND	2	K903	11.34
SOUTH CENTRAL	VINELAND	2	K909	3.49
SOUTH CENTRAL	VINELAND	2	K904	10.50
SOUTH CENTRAL	VINELAND	2	K910	7.98
SOUTH CENTRAL	VINELAND	3	K906	8.40

SOUTH CENTRAL	VINELAND	3	K915	7.12
SOUTH CENTRAL	VINELAND	3	K912	8.64
SOUTH CENTRAL	WAUCHULA	1	K0245	4.69
SOUTH CENTRAL	WAUCHULA	2	K0246	5.28
SOUTH CENTRAL	WEST DAVENPORT	1	K1523	5.94
SOUTH CENTRAL	WEST DAVENPORT	1	K1524	4.67
SOUTH CENTRAL	WEST DAVENPORT	2	K1521	10.93
SOUTH CENTRAL	WEST DAVENPORT	2	K1526	6.42
SOUTH CENTRAL	WEST LAKE WALES	2	K0866	5.78
SOUTH CENTRAL	WESTRIDGE	1	K0420	8.63
SOUTH CENTRAL	WESTRIDGE	1	K0425	6.03
SOUTH CENTRAL	WESTRIDGE	2	K0421	8.54
SOUTH CENTRAL	WESTRIDGE	2	K0426	6.65
SOUTH CENTRAL	WESTRIDGE	2	K0428	5.75
SOUTH CENTRAL	WEWAHOOTEE	1	W1197	2.20
SOUTH CENTRAL	WEWAHOOTEE	1	W1198	2.10
SOUTH CENTRAL	WINDERMERE	1	K303	8.02
SOUTH CENTRAL	WINDERMERE	1	K304	6.94
SOUTH CENTRAL	WINDERMERE	3	K302	11.73
SOUTH CENTRAL	WINTER GARDEN	1	K204	9.32
SOUTH CENTRAL	WINTER GARDEN	1	K205	9.10
SOUTH CENTRAL	WINTER GARDEN	1	K206	9.70
SOUTH CENTRAL	WINTER GARDEN	1	K207	9.00
SOUTH CENTRAL	WINTER GARDEN	2	K201	11.26
SOUTH CENTRAL	WINTER GARDEN	2	K202	7.86
SOUTH CENTRAL	WINTER GARDEN	2	K203	8.02
SOUTH CENTRAL	WOODSMERE	3	M0252	5.53
SOUTH CENTRAL	WOODSMERE	3	M0253	7.40
SOUTH CENTRAL	WOODSMERE	3	M0254	5.36
SOUTH CENTRAL	WOODSMERE	4	M0255	10.97
SOUTH CENTRAL	WOODSMERE	4	M0256	7.64
SOUTH CENTRAL	WORLD GATEWAY	1	K187	7.61
SOUTH CENTRAL	WORLD GATEWAY	1	K189	8.30
NORTH COASTAL	ADAMS	1	A0199	5.50
NORTH COASTAL	ADAMS	1	A0200	3.90
NORTH COASTAL	ALACHUA	1	A0143	1.40
NORTH COASTAL	ALACHUA	1	A0144	3.00
NORTH COASTAL	APALACHICOLA	1	N58	5.20
NORTH COASTAL	APALACHICOLA	1	N59	6.30
NORTH COASTAL	ARCHER	1	A0195	1.50
NORTH COASTAL	ARCHER	2	A0196	5.20
NORTH COASTAL	BEACON HILL	1	N516	5.70
NORTH COASTAL	BEACON HILL	2	N515	1.80
NORTH COASTAL	BEACON HILL	2	N527	4.70

NORTH COASTAL	BELLEVIEW	1	A0001	8.60
NORTH COASTAL	BELLEVIEW	1	A0003	10.10
NORTH COASTAL	BELLEVIEW	2	A0002	9.90
NORTH COASTAL	BELLEVIEW	2	A0004	6.70
NORTH COASTAL	BELLEVIEW	2	A0006	10.20
NORTH COASTAL	BEVERLY HILLS	1	A0074	7.00
NORTH COASTAL	BEVERLY HILLS	1	A0075	7.30
NORTH COASTAL	BEVERLY HILLS	2	A0072	5.70
NORTH COASTAL	BEVERLY HILLS	2	A0073	6.70
NORTH COASTAL	BROOKSVILLE	2	A0097	5.40
NORTH COASTAL	BROOKSVILLE	2	A0098	5.30
NORTH COASTAL	BROOKSVILLE	3	A0095	6.10
NORTH COASTAL	BROOKSVILLE	3	A0096	8.60
NORTH COASTAL	BEVILLE CORNER	1	A0561	1.90
NORTH COASTAL	BEVILLE CORNER	1	A0562	2.80
NORTH COASTAL	BUSHNELL EAST	1	A170	6.70
NORTH COASTAL	CARRABELLE	1	N42	2.20
NORTH COASTAL	CARRABELLE	1	N43	6.10
NORTH COASTAL	CARRABELLE BEACH	1	N48	2.30
NORTH COASTAL	CIRCLE SQUARE	1	A0251	5.70
NORTH COASTAL	CIRCLE SQUARE	2	A0250	5.70
NORTH COASTAL	CIRCLE SQUARE	1	A0253	4.10
NORTH COASTAL	CITRUS HILLS	2	A0282	7.30
NORTH COASTAL	CITRUS HILLS	2	A0284	8.20
NORTH COASTAL	CITRUS HILLS	3	A0283	4.90
NORTH COASTAL	CITRUS HILLS	3	A0285	6.50
NORTH COASTAL	COLEMAN	1	A0105	2.20
NORTH COASTAL	COLEMAN	1	A0106	5.70
NORTH COASTAL	COLEMAN	2	A0107	5.00
NORTH COASTAL	CRAWFORDVILLE	1	N35	6.10
NORTH COASTAL	CRAWFORDVILLE	1	N36	4.60
NORTH COASTAL	CROSS CITY	1	A0118	4.50
NORTH COASTAL	CROSS CITY	1	A0119	7.20
NORTH COASTAL	CROSS CITY INDUSTRIAL	1	A0046	3.90
NORTH COASTAL	CRYSTAL RIVER NORTH	1	A0161	6.70
NORTH COASTAL	CRYSTAL RIVER NORTH	1	A0162	7.50
NORTH COASTAL	CRYSTAL RIVER PLANT	11	A0300	0.00
NORTH COASTAL	CRYSTAL RIVER PLANT	11	A0308	0.00
NORTH COASTAL	CRYSTAL RIVER SOUTH	1	A0158	0.00
NORTH COASTAL	CRYSTAL RIVER SOUTH	1	A0159	5.20
NORTH COASTAL	DUNNELLON TOWN	1	A0070	8.20
NORTH COASTAL	DUNNELLON TOWN	2	A0068	4.30
NORTH COASTAL	DUNNELLON TOWN	2	A0069	10.00
NORTH COASTAL	EAGLES NEST	1	A0228	6.30

NORTH COASTAL	EAGLES NEST	2	A0224	5.40
NORTH COASTAL	EAST POINT	1	N230	2.50
NORTH COASTAL	EAST POINT	1	N231	4.50
NORTH COASTAL	FLORAL CITY	1	A0087	3.00
NORTH COASTAL	FLORAL CITY	1	A0088	2.80
NORTH COASTAL	FOLEY	1	N18	0.00
NORTH COASTAL	FOLEY	2	N19	0.00
NORTH COASTAL	FOLEY	2	N20	0.00
NORTH COASTAL	FORT WHITE	2	A0020	3.80
NORTH COASTAL	GAINESVILLE	2	A1539	0.00
NORTH COASTAL	GAINESVILLE	2	A1540	0.00
NORTH COASTAL	GAINESVILLE	2	T425B99	0.00
NORTH COASTAL	GEORGIA PACIFIC	1	A0045	5.70
NORTH COASTAL	HERNANDO AIRPORT	1	A0430	8.50
NORTH COASTAL	HERNANDO AIRPORT	1	A0431	6.50
NORTH COASTAL	HIGH SPRINGS	1	A0015	9.30
NORTH COASTAL	HIGH SPRINGS	2	A0016	5.70
NORTH COASTAL	HOLDER	1	A0049	6.60
NORTH COASTAL	HOLDER	2	A0048	6.90
NORTH COASTAL	HOMOSASSA	3	A0271	7.60
NORTH COASTAL	HOMOSASSA	3	A0272	6.00
NORTH COASTAL	HULL ROAD	1	A0404	0.00
NORTH COASTAL	HULL ROAD	2	A0405	0.00
NORTH COASTAL	HULL ROAD	2	A0406	0.00
NORTH COASTAL	INDIAN PASS	1	N556	8.00
NORTH COASTAL	INGLIS	2	A0078	6.30
NORTH COASTAL	INVERNESS	1	A0081	7.50
NORTH COASTAL	INVERNESS	1	A0082	6.20
NORTH COASTAL	INVERNESS	1	A0083	6.30
NORTH COASTAL	INVERNESS	2	A0084	9.70
NORTH COASTAL	INVERNESS	2	A0085	10.40
NORTH COASTAL	JASPER	2	N191	4.70
NORTH COASTAL	JASPER	2	N192	4.10
NORTH COASTAL	JENNINGS	1	N195	2.40
NORTH COASTAL	LADY LAKE	1	A0243	7.60
NORTH COASTAL	LADY LAKE	1	A0246	9.00
NORTH COASTAL	LADY LAKE	2	A0244	5.00
NORTH COASTAL	LADY LAKE	2	A0245	6.50
NORTH COASTAL	LAKE WEIR	1	A0061	5.00
NORTH COASTAL	LAKE WEIR	2	A0064	7.80
NORTH COASTAL	LEBANON	1	A0132	4.00
NORTH COASTAL	LURAVILLE	1	A0192	4.50
NORTH COASTAL	MADISON	1	N3	6.90
NORTH COASTAL	MADISON	1	N4	3.30

NORTH COASTAL	MADISON	2	N1	4.50
NORTH COASTAL	MADISON	2	N2	5.80
NORTH COASTAL	MARICAMP	1	A0333	8.30
NORTH COASTAL	MARICAMP	1	A0335	6.30
NORTH COASTAL	MARICAMP	2	A0334	8.00
NORTH COASTAL	MARTIN	1	A0038	9.50
NORTH COASTAL	MARTIN	1	A0039	5.50
NORTH COASTAL	MCINTOSH	1	A0050	3.50
NORTH COASTAL	MCINTOSH	1	A0051	5.10
NORTH COASTAL	MONTICELLO	1	N66	3.60
NORTH COASTAL	MONTICELLO	1	N67	6.00
NORTH COASTAL	MONTICELLO	2	N68	2.40
NORTH COASTAL	MONTICELLO	2	N69	6.00
NORTH COASTAL	NEWBERRY	1	A0094	8.30
NORTH COASTAL	OBRIEN	1	A0379	4.60
NORTH COASTAL	OCHLOCKONEE	1	N37	4.80
NORTH COASTAL	OCHLOCKONEE	1	N38	3.90
NORTH COASTAL	ORANGE BLOSSOM	1	A0392	5.90
NORTH COASTAL	ORANGE BLOSSOM	1	A0310	8.30
NORTH COASTAL	ORANGE BLOSSOM	1	A0389	6.10
NORTH COASTAL	ORANGE BLOSSOM	2	A0309	5.40
NORTH COASTAL	ORANGE BLOSSOM	2	A0388	6.40
NORTH COASTAL	ORANGE BLOSSOM	2	A0394	7.20
NORTH COASTAL	PERRY	1	N7	5.60
NORTH COASTAL	PERRY	1	N8	2.30
NORTH COASTAL	PERRY	2	N10	7.00
NORTH COASTAL	PERRY	2	N9	5.90
NORTH COASTAL	PERRY NORTH	1	N14	7.40
NORTH COASTAL	PERRY NORTH	1	N15	9.10
NORTH COASTAL	PINE RIDGE	1	A0422	6.60
NORTH COASTAL	PINE RIDGE	1	A0423	6.80
NORTH COASTAL	PINE RIDGE	1	A0425	5.20
NORTH COASTAL	PORT ST. JOE	2	N52	3.80
NORTH COASTAL	PORT ST. JOE	2	N53	4.50
NORTH COASTAL	PORT ST. JOE	2	N54	4.40
NORTH COASTAL	PORT ST. JOE	2	N55	0.20
NORTH COASTAL	PORT ST. JOE INDUSTRIAL	1	N201	2.80
NORTH COASTAL	PORT ST. JOE INDUSTRIAL	1	N202	2.20
NORTH COASTAL	PORT ST. JOE INDUSTRIAL	1	N203	1.00
NORTH COASTAL	RAINBOW SPRINGS	1	A0368	5.30
NORTH COASTAL	RAINBOW SPRINGS	2	A0369	3.90
NORTH COASTAL	REDDICK	1	A0036	5.30
NORTH COASTAL	REDDICK	2	A0034	4.90
NORTH COASTAL	REDDICK	2	A0035	5.40

NORTH COASTAL	SANTOS	1	A0230	7.20
NORTH COASTAL	SANTOS	2	A0231	8.30
NORTH COASTAL	SEMINOLE ASPHALT	1	N27	0.00
NORTH COASTAL	SILVER SPRINGS	3	A0153	8.90
NORTH COASTAL	SILVER SPRINGS	3	A0154	6.10
NORTH COASTAL	SILVER SPRINGS SHORES	1	A0129	7.50
NORTH COASTAL	SILVER SPRINGS SHORES	1	A0130	5.50
NORTH COASTAL	SILVER SPRINGS SHORES	2	A0128	5.50
NORTH COASTAL	SILVER SPRINGS SHORES	2	A0131	8.80
NORTH COASTAL	SOPCHOPPY	1	N327	5.20
NORTH COASTAL	ST. GEORGE ISLAND	1	N233	7.80
NORTH COASTAL	ST. GEORGE ISLAND	1	N234	3.60
NORTH COASTAL	ST. MARKS	1	N331	3.80
NORTH COASTAL	ST. MARKS	1	N332	6.90
NORTH COASTAL	ST. MARKS WEST	1	N332	6.30
NORTH COASTAL	ST. MARKS WEST	2	N331	3.90
NORTH COASTAL	ST. MARKS WEST	2	N336	3.30
NORTH COASTAL	SUWANNEE RIVER PLANT	4	N323	5.70
NORTH COASTAL	SUWANNEE RIVER PLANT	5	N0324	4.00
NORTH COASTAL	SUWANNEE RIVER PLANT	5	N325	5.50
NORTH COASTAL	TANGERINE	3	A0262	9.50
NORTH COASTAL	TANGERINE	3	A0263	4.90
NORTH COASTAL	TANGERINE	3	A0264	4.40
NORTH COASTAL	TRENTON	1	A0090	6.00
NORTH COASTAL	TRENTON	1	A0091	2.00
NORTH COASTAL	TROPIC TERRACE	1	A0212	6.80
NORTH COASTAL	TROPIC TERRACE	2	A0207	6.00
NORTH COASTAL	TROPIC TERRACE	2	A0208	3.00
NORTH COASTAL	TWIN COUNTY RANCH	1	A0216	4.80
NORTH COASTAL	TWIN COUNTY RANCH	2	A0218	5.20
NORTH COASTAL	TWIN COUNTY RANCH	2	A0219	3.70
NORTH COASTAL	TWIN COUNTY RANCH	1	A0221	4.90
NORTH COASTAL	UNIVERSITY OF FLORIDA	1	A0027	0.00
NORTH COASTAL	UNIVERSITY OF FLORIDA	1	A0958	0.00
NORTH COASTAL	UNIVERSITY OF FLORIDA	1	A0959	0.00
NORTH COASTAL	UNIVERSITY OF FLORIDA	2	A0956	0.00
NORTH COASTAL	UNIVERSITY OF FLORIDA	2	A0957	0.00
NORTH COASTAL	UNIVERSITY OF FLORIDA	3	A0026	0.00
NORTH COASTAL	UNIVERSITY OF FLORIDA	3	A0028	0.00
NORTH COASTAL	WAUKEENAH	1	N64	2.40
NORTH COASTAL	WAUKEENAH	1	N65	2.10
NORTH COASTAL	WEIRSDALE	1	A0321	7.20
NORTH COASTAL	WEIRSDALE	2	A0322	5.70
NORTH COASTAL	WHITE SPRINGS	1	N375	2.70

NORTH COASTAL	WILDWOOD CITY	1	A0395	7.30
NORTH COASTAL	WILDWOOD CITY	1	A0396	6.70
NORTH COASTAL	WILLISTON	1	A0124	7.00
NORTH COASTAL	WILLISTON	2	A0125	8.10
NORTH COASTAL	ZUBER	1	A0202	8.90
NORTH COASTAL	ZUBER	2	A0204	6.80
NORTH COASTAL	ZUBER	2	A0205	7.60
NORTH CENTRAL	ALAFAYA	2	W0289	9.10
NORTH CENTRAL	ALAFAYA	2	W0290	8.00
NORTH CENTRAL	ALAFAYA	3	W0297	9.30
NORTH CENTRAL	ALAFAYA	3	W0298	9.80
NORTH CENTRAL	ALTAMONTE	1	M0571	5.30
NORTH CENTRAL	ALTAMONTE	1	M0572	9.20
NORTH CENTRAL	ALTAMONTE	1	M0573	3.04
NORTH CENTRAL	ALTAMONTE	1	M0574	5.40
NORTH CENTRAL	ALTAMONTE	2	M0575	6.14
NORTH CENTRAL	ALTAMONTE	2	M0576	7.90
NORTH CENTRAL	ALTAMONTE	2	M0578	8.90
NORTH CENTRAL	ALTAMONTE	2	M0579	8.90
NORTH CENTRAL	APOPKA SOUTH	1	M0723	7.70
NORTH CENTRAL	APOPKA SOUTH	1	M0724	4.60
NORTH CENTRAL	APOPKA SOUTH	2	M0725	9.60
NORTH CENTRAL	APOPKA SOUTH	2	M0726	6.40
NORTH CENTRAL	APOPKA SOUTH	2	M0727	4.90
NORTH CENTRAL	APOPKA SOUTH	3	M0720	9.20
NORTH CENTRAL	APOPKA SOUTH	3	M0721	9.10
NORTH CENTRAL	BARBERVILLE	1	W0902	6.90
NORTH CENTRAL	BARBERVILLE	2	W0903	1.90
NORTH CENTRAL	BARBERVILLE	2	W0904	9.20
NORTH CENTRAL	BAY RIDGE	1	M0447	7.80
NORTH CENTRAL	BAY RIDGE	1	M0453	7.10
NORTH CENTRAL	BAY RIDGE	2	M0445	3.40
NORTH CENTRAL	BAY RIDGE	2	M0451	7.30
NORTH CENTRAL	BITHLO	1	W0951	9.70
NORTH CENTRAL	BITHLO	1	W0952	4.40
NORTH CENTRAL	BITHLO	1	W0953	7.00
NORTH CENTRAL	BITHLO	2	W0954	8.25
NORTH CENTRAL	BITHLO	2	W0955	8.00
NORTH CENTRAL	CASSADAGA	2	W0523	7.00
NORTH CENTRAL	CASSADAGA	2	W0524	7.70
NORTH CENTRAL	CASSADAGA	3	W0515	9.10
NORTH CENTRAL	CASSADAGA	3	W0516	7.80
NORTH CENTRAL	CASSADAGA	3	W0517	5.00
NORTH CENTRAL	CASSELBERRY	1	W0017	6.50

NORTH CENTRAL	CASSELBERRY	1	W0018	4.80
NORTH CENTRAL	CASSELBERRY	1	W0019	8.50
NORTH CENTRAL	CASSELBERRY	1	W0020	9.70
NORTH CENTRAL	CASSELBERRY	2	W0021	4.90
NORTH CENTRAL	CASSELBERRY	2	W0022	9.80
NORTH CENTRAL	CASSELBERRY	2	W0025	5.60
NORTH CENTRAL	CASSELBERRY	2	W0026	9.80
NORTH CENTRAL	CASSELBERRY	3	W0027	10.40
NORTH CENTRAL	CASSELBERRY	3	W0028	4.70
NORTH CENTRAL	CASSELBERRY	3	W0029	5.00
NORTH CENTRAL	DELAND	1	W0803	9.60
NORTH CENTRAL	DELAND	1	W0804	9.00
NORTH CENTRAL	DELAND	1	W0805	6.70
NORTH CENTRAL	DELAND	2	W0806	7.60
NORTH CENTRAL	DELAND	2	W0807	9.70
NORTH CENTRAL	DELAND	2	W0808	8.00
NORTH CENTRAL	DELAND	3	W0809	9.10
NORTH CENTRAL	DELAND EAST	1	W1108	9.10
NORTH CENTRAL	DELAND EAST	1	W1109	5.10
NORTH CENTRAL	DELAND EAST	1	W1110	8.80
NORTH CENTRAL	DELAND EAST	2	W1105	6.10
NORTH CENTRAL	DELAND EAST	2	W1106	5.60
NORTH CENTRAL	DELAND EAST	2	W1107	8.10
NORTH CENTRAL	DELAND EAST	3	W1102	7.80
NORTH CENTRAL	DELAND EAST	3	W1103	7.20
NORTH CENTRAL	DELAND EAST	3	W1104	6.90
NORTH CENTRAL	DELTONA	1	W4555	9.90
NORTH CENTRAL	DELTONA	1	W4561	9.40
NORTH CENTRAL	DELTONA	1	W4567	7.40
NORTH CENTRAL	DELTONA	2	W4558	7.60
NORTH CENTRAL	DELTONA	2	W4564	10.20
NORTH CENTRAL	DELTONA	2	W4565	6.40
NORTH CENTRAL	DELTONA	3	W4553	7.80
NORTH CENTRAL	DELTONA	3	W4556	8.20
NORTH CENTRAL	DELTONA	3	W4562	9.60
NORTH CENTRAL	DELTONA	3	W4550	9.20
NORTH CENTRAL	DELTONA EAST	2	W0123	7.10
NORTH CENTRAL	DELTONA EAST	2	W0132	7.40
NORTH CENTRAL	DELTONA EAST	2	W0126	4.90
NORTH CENTRAL	DELTONA EAST	3	W0121	6.90
NORTH CENTRAL	DELTONA EAST	3	W0124	8.40
NORTH CENTRAL	DELTONA EAST	3	W0130	8.20
NORTH CENTRAL	DOUGLAS AVENUE	1	M1704	5.40
NORTH CENTRAL	DOUGLAS AVENUE	1	M1707	5.90

NORTH CENTRAL	DOUGLAS AVENUE	1	M1710	0.00
NORTH CENTRAL	DOUGLAS AVENUE	2	M1706	9.10
NORTH CENTRAL	DOUGLAS AVENUE	2	M1709	6.80
NORTH CENTRAL	DOUGLAS AVENUE	2	M1712	7.30
NORTH CENTRAL	EAST ORANGE	1	W0273	3.60
NORTH CENTRAL	EAST ORANGE	1	W0276	2.90
NORTH CENTRAL	EAST ORANGE	2	W0250	10.70
NORTH CENTRAL	EAST ORANGE	2	W0253	7.90
NORTH CENTRAL	EAST ORANGE	2	W0265	8.70
NORTH CENTRAL	EAST ORANGE	2	W0271	8.00
NORTH CENTRAL	EAST ORANGE	3	W0252	8.40
NORTH CENTRAL	EAST ORANGE	3	W0255	6.50
NORTH CENTRAL	EAST ORANGE	3	W0274	10.40
NORTH CENTRAL	EAST ORANGE	3	W0281	11.40
NORTH CENTRAL	EATONVILLE	1	M1131	5.00
NORTH CENTRAL	EATONVILLE	1	M1132	9.40
NORTH CENTRAL	EATONVILLE	1	M1133	5.00
NORTH CENTRAL	EATONVILLE	2	M1135	10.50
NORTH CENTRAL	EATONVILLE	2	M1136	6.50
NORTH CENTRAL	EATONVILLE	2	M1137	7.40
NORTH CENTRAL	EATONVILLE	3	M1138	5.60
NORTH CENTRAL	EATONVILLE	3	M1139	10.20
NORTH CENTRAL	ECON	1	W0320	9.10
NORTH CENTRAL	ECON	1	W0326	9.40
NORTH CENTRAL	ECON	1	W0329	9.70
NORTH CENTRAL	ECON	2	W0318	5.50
NORTH CENTRAL	ECON	2	W0321	8.00
NORTH CENTRAL	ECON	2	W0324	8.40
NORTH CENTRAL	ECON	2	W0327	11.60
NORTH CENTRAL	EUSTIS	1	M0503	6.20
NORTH CENTRAL	EUSTIS	1	M0504	9.80
NORTH CENTRAL	EUSTIS	2	M0499	6.20
NORTH CENTRAL	EUSTIS	2	M0500	5.10
NORTH CENTRAL	EUSTIS	2	M0501	4.10
NORTH CENTRAL	EUSTIS SOUTH	1	M1057	9.90
NORTH CENTRAL	EUSTIS SOUTH	1	M1058	9.60
NORTH CENTRAL	EUSTIS SOUTH	1	M1059	6.20
NORTH CENTRAL	EUSTIS SOUTH	2	M1054	5.50
NORTH CENTRAL	EUSTIS SOUTH	2	M1055	8.50
NORTH CENTRAL	EUSTIS SOUTH	2	M1056	9.90
NORTH CENTRAL	FERN PARK	1	M0907	5.20
NORTH CENTRAL	FERN PARK	1	M0908	5.10
NORTH CENTRAL	FERN PARK	1	M0909	5.50
NORTH CENTRAL	KELLER ROAD	1	M0001	8.10

NORTH CENTRAL	KELLER ROAD	1	M0003	8.50
NORTH CENTRAL	KELLER ROAD	2	M0002	2.00
NORTH CENTRAL	KELLER ROAD	2	M0004	7.80
NORTH CENTRAL	KELLY PARK	2	M0821	4.20
NORTH CENTRAL	KELLY PARK	2	M0822	5.20
NORTH CENTRAL	LAKE ALOMA	1	W0151	6.20
NORTH CENTRAL	LAKE ALOMA	1	W0153	7.70
NORTH CENTRAL	LAKE ALOMA	2	W0158	3.50
NORTH CENTRAL	LAKE ALOMA	2	W0161	9.70
NORTH CENTRAL	LAKE EMMA	1	M0425	2.50
NORTH CENTRAL	LAKE EMMA	1	M0426	6.50
NORTH CENTRAL	LAKE EMMA	1	M0427	4.00
NORTH CENTRAL	LAKE EMMA	1	M0428	7.30
NORTH CENTRAL	LAKE EMMA	2	M0421	7.30
NORTH CENTRAL	LAKE EMMA	2	M0422	8.50
NORTH CENTRAL	LAKE EMMA	2	M0423	3.40
NORTH CENTRAL	LAKE EMMA	2	M0424	4.50
NORTH CENTRAL	LAKE HELEN	1	W1700	5.30
NORTH CENTRAL	LAKE HELEN	2	W1701	10.00
NORTH CENTRAL	LAKE HELEN	2	W1704	7.20
NORTH CENTRAL	LAKE HELEN	1	W1703	0.00
NORTH CENTRAL	LISBON	1	M1518	5.80
NORTH CENTRAL	LISBON	1	M1520	5.70
NORTH CENTRAL	LISBON	2	M1517	7.30
NORTH CENTRAL	LISBON	2	M1519	6.60
NORTH CENTRAL	LOCKHART	1	M0400	10.90
NORTH CENTRAL	LOCKHART	1	M0406	8.20
NORTH CENTRAL	LOCKHART	1	M0412	9.80
NORTH CENTRAL	LOCKHART	2	M0402	10.50
NORTH CENTRAL	LOCKHART	2	M0408	4.30
NORTH CENTRAL	LOCKHART	2	M0414	5.60
NORTH CENTRAL	LOCKHART	3	M0417	9.00
NORTH CENTRAL	LOCKWOOD	1	W0480	8.00
NORTH CENTRAL	LOCKWOOD	1	W0481	7.90
NORTH CENTRAL	LOCKWOOD	1	W0482	8.30
NORTH CENTRAL	LONGWOOD	1	M0142	8.60
NORTH CENTRAL	LONGWOOD	1	M0143	6.90
NORTH CENTRAL	LONGWOOD	2	M0144	7.80
NORTH CENTRAL	LONGWOOD	2	M0145	7.60
NORTH CENTRAL	MAITLAND	1	M0081	6.90
NORTH CENTRAL	MAITLAND	1	M0082	8.60
NORTH CENTRAL	MAITLAND	1	M0084	3.50
NORTH CENTRAL	MAITLAND	2	M0085	5.70
NORTH CENTRAL	MAITLAND	2	W0086	5.20

NORTH CENTRAL	MAITLAND	2	W0087	9.80
NORTH CENTRAL	MAITLAND	3	M0080	9.60
NORTH CENTRAL	MAITLAND	3	W0079	8.60
NORTH CENTRAL	MYRTLE LAKE	2	M0648	8.60
NORTH CENTRAL	MYRTLE LAKE	2	M0649	8.90
NORTH CENTRAL	MYRTLE LAKE	2	M0650	6.40
NORTH CENTRAL	MYRTLE LAKE	2	M0651	7.80
NORTH CENTRAL	MYRTLE LAKE	3	M0657	8.50
NORTH CENTRAL	MYRTLE LAKE	3	M0658	11.60
NORTH CENTRAL	MYRTLE LAKE	3	M0659	8.60
NORTH CENTRAL	NORTH LONGWOOD	6	M1749	8.90
NORTH CENTRAL	NORTH LONGWOOD	6	M1755	6.40
NORTH CENTRAL	NORTH LONGWOOD	6	M1758	6.00
NORTH CENTRAL	NORTH LONGWOOD	7	M1751	10.00
NORTH CENTRAL	NORTH LONGWOOD	7	M1757	6.10
NORTH CENTRAL	NORTH LONGWOOD	7	M1760	5.80
NORTH CENTRAL	NORTH LONGWOOD	7	M1763	8.30
NORTH CENTRAL	NORTH LONGWOOD	6	M1761	11.30
NORTH CENTRAL	ORANGE CITY	2	W0372	9.80
NORTH CENTRAL	ORANGE CITY	2	W0378	7.80
NORTH CENTRAL	ORANGE CITY	3	W0370	9.60
NORTH CENTRAL	ORANGE CITY	3	W0376	9.20
NORTH CENTRAL	OVIEDO	1	W0171	6.80
NORTH CENTRAL	OVIEDO	1	W0172	8.30
NORTH CENTRAL	OVIEDO	2	W0174	9.00
NORTH CENTRAL	OVIEDO	2	W0175	5.50
NORTH CENTRAL	OVIEDO	3	W0176	13.10
NORTH CENTRAL	OVIEDO	3	W0181	6.00
NORTH CENTRAL	PIEDMONT	1	M0475	8.20
NORTH CENTRAL	PIEDMONT	1	M0476	6.00
NORTH CENTRAL	PIEDMONT	1	M0477	9.90
NORTH CENTRAL	PIEDMONT	1	M0478	9.70
NORTH CENTRAL	PIEDMONT	2	M0471	10.80
NORTH CENTRAL	PIEDMONT	2	M0472	7.30
NORTH CENTRAL	PIEDMONT	2	M0473	10.30
NORTH CENTRAL	PIEDMONT	2	M0474	9.10
NORTH CENTRAL	PLYMOUTH	1	M0702	0.50
NORTH CENTRAL	PLYMOUTH	1	M0704	9.20
NORTH CENTRAL	PLYMOUTH	2	M0706	2.10
NORTH CENTRAL	PLYMOUTH	2	M0707	5.10
NORTH CENTRAL	SPRING LAKE	1	M0666	5.00
NORTH CENTRAL	SPRING LAKE	1	M0667	6.10
NORTH CENTRAL	SPRING LAKE	1	M0668	9.70
NORTH CENTRAL	SPRING LAKE	2	M0662	6.70

NORTH CENTRAL	SPRING LAKE	2	M0663	3.70
NORTH CENTRAL	SPRING LAKE	2	M0664	9.00
NORTH CENTRAL	SPRING LAKE	3	M0669	7.00
NORTH CENTRAL	SPRING LAKE	3	M0670	6.70
NORTH CENTRAL	SUNFLOWER	1	W0469	6.10
NORTH CENTRAL	SUNFLOWER	1	W0470	10.80
NORTH CENTRAL	SUNFLOWER	1	W0471	8.10
NORTH CENTRAL	SUNFLOWER	2	W0472	8.80
NORTH CENTRAL	SUNFLOWER	2	W0473	9.70
NORTH CENTRAL	SUNFLOWER	2	W0474	10.80
NORTH CENTRAL	TURNER PLANT	8	W0761	7.30
NORTH CENTRAL	TURNER PLANT	8	W0762	6.40
NORTH CENTRAL	TURNER PLANT	10	W0763	6.40
NORTH CENTRAL	TURNER PLANT	10	W0764	5.80
NORTH CENTRAL	UCF	1	W1012	8.40
NORTH CENTRAL	UCF	1	W1013	6.70
NORTH CENTRAL	UCF	1	W1014	9.60
NORTH CENTRAL	UCF	2	W1015	7.90
NORTH CENTRAL	UCF	2	W1016	9.00
NORTH CENTRAL	UCF	2	W1017	8.20
NORTH CENTRAL	UCF	2	W1018	8.10
NORTH CENTRAL	UCF NORTH	1	W0942	2.60
NORTH CENTRAL	UCF NORTH	1	W0980	8.70
NORTH CENTRAL	UCF NORTH	1	W0983	10.20
NORTH CENTRAL	UCF NORTH	1	W0989	0.60
NORTH CENTRAL	UCF NORTH	2	W0940	3.20
NORTH CENTRAL	UCF NORTH	2	W0981	8.00
NORTH CENTRAL	UCF NORTH	2	W0982	8.50
NORTH CENTRAL	UCF NORTH	2	W0988	11.00
NORTH CENTRAL	UCF NORTH	1	W0989	0.60
NORTH CENTRAL	UMATILLA	1	M4407	8.40
NORTH CENTRAL	UMATILLA	1	M4408	5.20
NORTH CENTRAL	UMATILLA	2	M4405	5.50
NORTH CENTRAL	WEKIVA	1	M0101	5.80
NORTH CENTRAL	WEKIVA	1	M0106	6.20
NORTH CENTRAL	WEKIVA	1	M0107	7.00
NORTH CENTRAL	WEKIVA	1	M0112	8.00
NORTH CENTRAL	WEKIVA	1	M0115	4.80
NORTH CENTRAL	WEKIVA	2	M0103	5.50
NORTH CENTRAL	WEKIVA	2	M0104	6.90
NORTH CENTRAL	WEKIVA	2	M0109	5.30
NORTH CENTRAL	WEKIVA	2	M0110	8.70
NORTH CENTRAL	WEKIVA	2	M0113	6.20
NORTH CENTRAL	WELCH ROAD	1	M0543	5.30

NORTH CENTRAL	WELCH ROAD	1	M0550	8.60
NORTH CENTRAL	WELCH ROAD	1	M0552	6.00
NORTH CENTRAL	WELCH ROAD	3	M0545	9.60
NORTH CENTRAL	WELCH ROAD	3	M0548	6.80
NORTH CENTRAL	WELCH ROAD	3	M0554	8.00
NORTH CENTRAL	WEST CHAPMAN	2	W0705	4.00
NORTH CENTRAL	WEST CHAPMAN	2	W0702	5.30
NORTH CENTRAL	WEST CHAPMAN	3	W0700	8.30
NORTH CENTRAL	WEST CHAPMAN	3	W0708	8.80
NORTH CENTRAL	WEST CHAPMAN	3	W0703	6.50
NORTH CENTRAL	WINTER PARK	4	W0014	2.60
NORTH CENTRAL	WINTER PARK	4	W0015	7.10
NORTH CENTRAL	WINTER PARK	4	W0016	5.70
NORTH CENTRAL	WINTER PARK EAST	1	W0924	9.40
NORTH CENTRAL	WINTER PARK EAST	1	W0925	10.70
NORTH CENTRAL	WINTER PARK EAST	1	W0926	10.10
NORTH CENTRAL	WINTER PARK EAST	1	W0927	7.80
NORTH CENTRAL	WINTER PARK EAST	3	W0928	8.80
NORTH CENTRAL	WINTER PARK EAST	3	W0929	8.70
NORTH CENTRAL	WINTER PARK EAST	3	W0930	5.60
NORTH CENTRAL	WINTER PARK EAST	3	W0931	9.90
NORTH CENTRAL	WINTER SPRINGS	1	W0192	9.45
NORTH CENTRAL	WINTER SPRINGS	1	W0194	7.30
NORTH CENTRAL	WINTER SPRINGS	2	W0195	8.60
NORTH CENTRAL	WINTER SPRINGS	2	W0196	8.80
NORTH CENTRAL	WINTER SPRINGS	3	W0187	9.10
NORTH CENTRAL	WINTER SPRINGS	3	W0188	9.30
NORTH CENTRAL	WINTER SPRINGS	3	W0189	7.90
NORTH CENTRAL	ZELLWOOD	1	M0031	7.50
NORTH CENTRAL	ZELLWOOD	1	M0032	8.50
NORTH CENTRAL	ZELLWOOD	2	M0033	7.80
NORTH CENTRAL	ZELLWOOD	2	M0034	6.80

ATTACHMENT H

Received Jan 1 to Dec 31, 2013

87 Complaints

DEF logged as Power Quality & Reliability

Date Received	PSC Complaint #	PEF Category	PSC Ruling	PSC Closure Code
1/22/2013	1097673E	Equipment/Facilities Issues	Non Infraction	GI-15 OUTAGES
4/5/2013	1106723E	Equipment/Facilities Issues	Non Infraction	GI-11 REPAIR SERVICE
4/5/2013	1106715E	Equipment/Facilities Issues	Non Infraction	GI-17 SAFETY ISSUES
10/16/2013	1127221E	Equipment/Facilities Issues	Non Infraction	GI-11 REPAIR SERVICE
11/27/2013	1131604E	Equipment/Facilities Issues	Non Infraction	GI-30 QUALITY OF SERVICE
8/23/2013	1120889E	Outages - Delay in Restoring Service	Non Infraction	GI-15 OUTAGES
1/4/2013	1095678E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
3/18/2013	1104816E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
3/18/2013	1104730E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
4/15/2013	1107514E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
4/22/2013	1108137E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
4/30/2013	1109081E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
5/2/2013	1109390E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
6/7/2013	1112621E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
6/11/2013	1112999E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
6/26/2013	1114515E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
6/28/2013	1114785E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
6/28/2013	1114774E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
6/28/2013	1114797E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
7/1/2013	1114835E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
7/2/2013	1115100E	Outages - Frequent	Non Infraction	GI-11 REPAIR SERVICE
7/8/2013	1115496E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
7/10/2013	1115722E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
7/10/2013	1115725E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
7/12/2013	1115975E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
7/29/2013	1117524E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
8/2/2013	1118222E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
8/19/2013	1120027E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
8/20/2013	1120273E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
8/20/2013	1120271E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
8/20/2013	1120269E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
8/26/2013	1120920E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
9/3/2013	1121985E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
9/25/2013	1124806E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
9/26/2013	1124891E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
9/27/2013	1125048E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
10/1/2013	1125468E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
10/1/2013	1125488E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
10/3/2013	1125799E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
11/18/2013	1130487E	Outages - Frequent	Non Infraction	GI-15 OUTAGES
1/14/2013	1096626E	Outages - Momentary	Non Infraction	GI-11 REPAIR SERVICE
2/18/2013	1101739E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
2/25/2013	1102419E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
4/18/2013	1108017E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
5/1/2013	1109145E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
5/14/2013	1110330E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
6/18/2013	1113559E	Outages - Momentary	Non Infraction	GI-15 OUTAGES

Received Jan 1 to Dec 31, 2013

123 Complaints

PSC Service Reliability Only Closure Codes

Date Received	PSC Complaint #	PEF Category	PSC Closure Code
4/5/2013	1106723E	Equipment/Facilities Issues	GI-11 REPAIR SERVICE
10/16/2013	1127221E	Equipment/Facilities Issues	GI-11 REPAIR SERVICE
1/22/2013	1097673E	Equipment/Facilities Issues	GI-15 OUTAGES
4/5/2013	1106715E	Equipment/Facilities Issues	GI-17 SAFETY ISSUES
11/27/2013	1131604E	Equipment/Facilities Issues	GI-30 QUALITY OF SERVICE
8/23/2013	1120889E	Outages - Delay in Restoring Service	GI-15 OUTAGES
7/2/2013	1115100E	Outages - Frequent	GI-11 REPAIR SERVICE
1/4/2013	1095678E	Outages - Frequent	GI-15 OUTAGES
3/18/2013	1104816E	Outages - Frequent	GI-15 OUTAGES
3/18/2013	1104730E	Outages - Frequent	GI-15 OUTAGES
4/15/2013	1107514E	Outages - Frequent	GI-15 OUTAGES
4/22/2013	1108137E	Outages - Frequent	GI-15 OUTAGES
4/30/2013	1109081E	Outages - Frequent	GI-15 OUTAGES
5/2/2013	1109390E	Outages - Frequent	GI-15 OUTAGES
6/7/2013	1112621E	Outages - Frequent	GI-15 OUTAGES
6/11/2013	1112999E	Outages - Frequent	GI-15 OUTAGES
6/26/2013	1114515E	Outages - Frequent	GI-15 OUTAGES
6/28/2013	1114774E	Outages - Frequent	GI-15 OUTAGES
6/28/2013	1114797E	Outages - Frequent	GI-15 OUTAGES
6/28/2013	1114785E	Outages - Frequent	GI-15 OUTAGES
7/1/2013	1114835E	Outages - Frequent	GI-15 OUTAGES
7/8/2013	1115496E	Outages - Frequent	GI-15 OUTAGES
7/10/2013	1115722E	Outages - Frequent	GI-15 OUTAGES
7/10/2013	1115725E	Outages - Frequent	GI-15 OUTAGES
7/12/2013	1115975E	Outages - Frequent	GI-15 OUTAGES
7/29/2013	1117524E	Outages - Frequent	GI-15 OUTAGES
8/2/2013	1118222E	Outages - Frequent	GI-15 OUTAGES
8/19/2013	1120027E	Outages - Frequent	GI-15 OUTAGES
8/20/2013	1120271E	Outages - Frequent	GI-15 OUTAGES
8/20/2013	1120273E	Outages - Frequent	GI-15 OUTAGES
8/20/2013	1120269E	Outages - Frequent	GI-15 OUTAGES
8/26/2013	1120920E	Outages - Frequent	GI-15 OUTAGES
9/3/2013	1121985E	Outages - Frequent	GI-15 OUTAGES
9/25/2013	1124806E	Outages - Frequent	GI-15 OUTAGES
9/26/2013	1124891E	Outages - Frequent	GI-15 OUTAGES
9/27/2013	1125048E	Outages - Frequent	GI-15 OUTAGES
10/1/2013	1125488E	Outages - Frequent	GI-15 OUTAGES
10/1/2013	1125468E	Outages - Frequent	GI-15 OUTAGES
10/3/2013	1125799E	Outages - Frequent	GI-15 OUTAGES
11/18/2013	1130487E	Outages - Frequent	GI-15 OUTAGES
1/14/2013	1096626E	Outages - Momentary	GI-11 REPAIR SERVICE
8/19/2013	1120178E	Outages - Momentary	GI-11 REPAIR SERVICE
2/18/2013	1101739E	Outages - Momentary	GI-15 OUTAGES
2/25/2013	1102419E	Outages - Momentary	GI-15 OUTAGES
4/18/2013	1108017E	Outages - Momentary	GI-15 OUTAGES
5/1/2013	1109145E	Outages - Momentary	GI-15 OUTAGES
5/14/2013	1110330E	Outages - Momentary	GI-15 OUTAGES

6/24/2013	1114251E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
7/26/2013	1117434E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
8/19/2013	1120178E	Outages - Momentary	Non Infraction	GI-11 REPAIR SERVICE
9/4/2013	1122035E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
9/25/2013	1124853E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
9/26/2013	1124996E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
9/30/2013	1125185E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/1/2013	1125455E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/7/2013	1126196E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/17/2013	1127319E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/17/2013	1127314E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/18/2013	1127545E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/21/2013	1127697E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/21/2013	1127759E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/22/2013	1127891E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/22/2013	1127830E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/24/2013	1128204E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
10/28/2013	1128507E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
11/13/2013	1130111E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
11/14/2013	1130140E	Outages - Momentary	Non Infraction	GI-15 OUTAGES
2/6/2013	1100442E	Street Lights/Area Lights-Repair	Non Infraction	GI-11 REPAIR SERVICE
4/22/2013	1108246E	Street Lights/Area Lights-Repair	Non Infraction	GI-11 REPAIR SERVICE
7/30/2013	1117826E	Street Lights/Area Lights-Repair	Non Infraction	GI-15 OUTAGES
8/13/2013	1119449E	Street Lights/Area Lights-Repair	Non Infraction	GI-11 REPAIR SERVICE
10/30/2013	1128831E	Street Lights/Area Lights-Repair	Non Infraction	GI-15 OUTAGES
3/12/2013	1104117E	Tree Trimming	Non Infraction	GI-17 SAFETY ISSUES
6/6/2013	1112541E	Tree Trimming	Non Infraction	GI-11 REPAIR SERVICE
7/2/2013	1114875E	Tree Trimming	Non Infraction	GI-17 SAFETY ISSUES
8/14/2013	1119641E	Tree Trimming	Non Infraction	GI-15 OUTAGES
10/4/2013	1125918E	Tree Trimming	Non Infraction	GI-30 QUALITY OF SERVICE
3/13/2013	1104302E	Voltage Issues	Non Infraction	GI-11 REPAIR SERVICE
8/6/2013	1118692E	Voltage Issues	Non Infraction	GI-11 REPAIR SERVICE
11/18/2013	1130496E	Voltage Issues	Non Infraction	GI-17 SAFETY ISSUES
7/8/2013	1115435E	Equipment/Facilities Issues	Non Infraction	GI-32 PROCESS REVIEW
9/25/2013	1124724E	Outages - Delay in Restoring Service	Non Infraction	GI-18 TREE TRIMMING
11/19/2013	1130621E	Outages - Frequent		
3/11/2013	1104053E	Tree Trimming	Infraction	ES-04 INADEQUATE TREE TRIMMING
5/16/2013	1110615E	Tree Trimming	Non Infraction	GI-18 TREE TRIMMING
9/16/2013	1123427E	Tree Trimming	Non Infraction	GI-18 TREE TRIMMING
10/29/2013	1128611E	Tree Trimming	Non Infraction	GI-18 TREE TRIMMING

Notes Duplicate complaints

6/18/2013	1113559E	Outages - Momentary		GI-15 OUTAGES
6/24/2013	1114251E	Outages - Momentary		GI-15 OUTAGES
7/26/2013	1117434E	Outages - Momentary		GI-15 OUTAGES
9/4/2013	1122035E	Outages - Momentary		GI-15 OUTAGES
9/25/2013	1124853E	Outages - Momentary		GI-15 OUTAGES
9/26/2013	1124996E	Outages - Momentary		GI-15 OUTAGES
9/30/2013	1125185E	Outages - Momentary		GI-15 OUTAGES
10/1/2013	1125455E	Outages - Momentary		GI-15 OUTAGES
10/7/2013	1126196E	Outages - Momentary		GI-15 OUTAGES
10/17/2013	1127319E	Outages - Momentary		GI-15 OUTAGES
10/17/2013	1127314E	Outages - Momentary		GI-15 OUTAGES
10/18/2013	1127545E	Outages - Momentary		GI-15 OUTAGES
10/21/2013	1127759E	Outages - Momentary		GI-15 OUTAGES
10/21/2013	1127697E	Outages - Momentary		GI-15 OUTAGES
10/22/2013	1127830E	Outages - Momentary		GI-15 OUTAGES
10/22/2013	1127891E	Outages - Momentary		GI-15 OUTAGES
10/24/2013	1128204E	Outages - Momentary		GI-15 OUTAGES
10/28/2013	1128507E	Outages - Momentary		GI-15 OUTAGES
11/13/2013	1130111E	Outages - Momentary		GI-15 OUTAGES
11/14/2013	1130140E	Outages - Momentary		GI-15 OUTAGES
2/6/2013	1100442E	Street Lights/Area Lights-Repa		GI-11 REPAIR SERVICE
4/22/2013	1108246E	Street Lights/Area Lights-Repa		GI-11 REPAIR SERVICE
8/13/2013	1119449E	Street Lights/Area Lights-Repa		GI-11 REPAIR SERVICE
7/30/2013	1117826E	Street Lights/Area Lights-Repa		GI-15 OUTAGES
10/30/2013	1128831E	Street Lights/Area Lights-Repa		GI-15 OUTAGES
6/6/2013	1112541E	Tree Trimming		GI-11 REPAIR SERVICE
8/14/2013	1119641E	Tree Trimming		GI-15 OUTAGES
3/12/2013	1104117E	Tree Trimming		GI-17 SAFETY ISSUES
7/2/2013	1114875E	Tree Trimming		GI-17 SAFETY ISSUES
10/4/2013	1125918E	Tree Trimming		GI-30 QUALITY OF SERVICE
3/13/2013	1104302E	Voltage Issues		GI-11 REPAIR SERVICE
8/6/2013	1118692E	Voltage Issues		GI-11 REPAIR SERVICE
11/18/2013	1130496E	Voltage Issues		GI-17 SAFETY ISSUES
4/3/2013	1106445E	Adjustment/Backbilling Issues		ES-14 SERVICE IMPROPERLY DISCONNECTED
7/17/2013	1116432E	Claims		GI-15 OUTAGES
8/21/2013	1120448E	Claims		GI-15 OUTAGES
9/5/2013	1122287E	Claims		GI-15 OUTAGES
10/14/2013	1126795E	Claims		GI-15 OUTAGES
7/10/2013	1115779E	Claims		GI-17 SAFETY ISSUES
11/12/2013	1129980E	Claims		GI-28 IMPROPER DISCONNECT
2/1/2013	1099969E	Claims		GI-30 QUALITY OF SERVICE
8/28/2013	1121368E	Contacted Commission in Error		GI-11 REPAIR SERVICE
10/8/2013	1126306E	Customer Privacy		GI-28 IMPROPER DISCONNECT
1/14/2013	1096795E	Customer Privacy		GI-29 DELAY IN CONNECTION
11/4/2013	1129122E	Customer Privacy		GI-30 QUALITY OF SERVICE

7/15/2013	1116087E	Damage to Customer's Property	GI-17 SAFETY ISSUES
5/29/2013	1111831E	Deposit Issues	ES-14 SERVICE IMPROPERLY DISCONNECTED
11/1/2013	1128963E	Deposit Issues	GI-15 OUTAGES
12/9/2013	1132519E	Deposit Issues	GI-28 IMPROPER DISCONNECT
7/16/2013	1116288E	High Bill	GI-15 OUTAGES
2/15/2013	1101621E	Non-Pay Disconnects	ES-14 SERVICE IMPROPERLY DISCONNECTED
1/23/2013	1098033E	Non-Pay Disconnects	GI-28 IMPROPER DISCONNECT
2/5/2013	1100231E	Non-Pay Disconnects	GI-28 IMPROPER DISCONNECT
5/8/2013	1109899E	Non-Pay Disconnects	GI-28 IMPROPER DISCONNECT
8/27/2013	1121293E	Non-Pay Disconnects	GI-28 IMPROPER DISCONNECT
10/16/2013	1127156E	Non-Pay Disconnects	GI-28 IMPROPER DISCONNECT
11/18/2013	1130482E	Non-Pay Disconnects	GI-28 IMPROPER DISCONNECT
12/12/2013	1133055E	Non-Pay Disconnects	GI-28 IMPROPER DISCONNECT
7/12/2013	1116007E	Non-Pay Disconnects	GI-29 DELAY IN CONNECTION
2/7/2013	1100588E	Payment Options Issue	GI-28 IMPROPER DISCONNECT
3/8/2013	1103795E	Payment Options Issue	GI-30 QUALITY OF SERVICE
12/11/2013	1132896E	Products & Services Issues	GI-30 QUALITY OF SERVICE
2/7/2013	1100628E	Right-of-Way/Easement Issues	GI-30 QUALITY OF SERVICE
3/12/2013	1104118E	Safety Issues	GI-17 SAFETY ISSUES
7/2/2013	1114998E	Safety Issues	GI-17 SAFETY ISSUES
4/22/2013	1108189E	Service Charge Dispute	GI-30 QUALITY OF SERVICE
2/15/2013	1101581E	Service Delays	ES-14 SERVICE IMPROPERLY DISCONNECTED
4/8/2013	1106842E	Service Delays	GI-29 DELAY IN CONNECTION
5/21/2013	1111113E	Service Delays	GI-29 DELAY IN CONNECTION
8/19/2013	1120203E	Service Delays-New Construction	GI-28 IMPROPER DISCONNECT
4/29/2013	1108835E	Service Delays-New Construction	GI-29 DELAY IN CONNECTION
6/27/2013	1114659E	Service Delays-New Construction	GI-29 DELAY IN CONNECTION
7/12/2013	1115947E	Service Delays-New Construction	GI-29 DELAY IN CONNECTION
9/18/2013	1123876E	Service Delays-New Construction	GI-29 DELAY IN CONNECTION
12/12/2013	1133135E	Service Delays-New Construction	GI-29 DELAY IN CONNECTION
8/22/2013	1120611E	Unable to Reach Company	GI-11 REPAIR SERVICE

ATTACHMENT I

Storm Hardening Projects - 2010 - 2012 Plan

Op Center	Project Name	Sub Category	Status	Region
Lake Buena vista	Celebration	Feeder Tie	Completed - 2010	South Central
Highlands	Dinner Lake Feeder Exits	OH to UG Conversion	Completed - 2010	South Central
Lake Wales	Lake Marion Loop	Feeder Tie	Completed - 2010	South Central
Southeast Orlando	Simmons Rd	Extreme Wind Upgrades	Completed - 2010	South Central
Southeast Orlando	Millinockett	Feeder Tie	Completed - 2010	South Central
Apopka	Eustis US 441/19A	Feeder Tie	Completed - 2010	North Central
Apopka	Reconductor Marden Rd	Small Reconductor	Completed - 2010	North Central
Apopka	Ponkan Rd	Feeder Tie	Completed - 2010	North Central
Longwood	Gateway Dr	Feeder Tie	Completed - 2010	North Central
Jamestown	Black Hammock	Feeder Tie	Completed - 2010	North Central
Jamestown	Union Park	Small Reconductor	Completed - 2010	North Central
Jamestown	Willow Run OH-UG	OH to UG Conversion	Completed - 2010	North Central
Jamestown	N Pine Ave & Palm Dr	Feeder Tie	Completed - 2010	North Central
Seven Springs	C152	Feeder Tie	Completed - 2010	South Coastal
Seven Springs	Betmar Feeder Tie	Feeder Tie	Completed - 2010	South Coastal
Seven Springs	Suncoast Parkway	Feeder Tie	Completed - 2010	South Coastal
Seven Springs	Eiland Blvd Feeder Tie	Feeder Tie	Completed - 2010	South Coastal
Monticello	On US 90	Back lot to Front lot conversion	Completed - 2011	North Coastal
Monticello	SR 65 Line Relocation	Back lot to Front lot conversion	Completed - 2011	North Coastal
St-Petersburg	22nd St. S reconductor- From 18th Ave S to 22nd ave S	Feeder Tie	Completed - 2011	South Coastal
St-Petersburg	22nd Ave. S Reconductor-from 22nd St south to 31 st street S	Feeder Tie	Completed - 2011	South Coastal
St-Petersburg	62nd Ave. Reconductor (NE area improvement)	Feeder Tie	Completed - 2011	South Coastal
St-Petersburg	9th St. South Reconductor (X360 to X308)	Feeder Tie	Completed - 2011	South Coastal
Seven Springs	Sail Dr., New Port Richey\Sail Dr.pptx	OH to UG Conversion	Completed - 2011	South Coastal
Apopka	Reconductor Wekiva Pines Blvd., Sorrento	Back lot to Front lot conversion	Completed - 2011	North Central
Lake Wales	K966 Loughman Reconductor 17&92	Feeder Tie	Completed - 2011	South Central
Monticello	St George Island - UG Submersible	Submersible UG	Completed - 2011	North Coastal
Lake Wales	Feeder tie K1521 and K1526	Feeder Tie	Completed - 2011	South Central
Longwood	I4-Crossing at Fairbanks Av.	OH to UG Conversion	Completed - 2011	North Central
Lake Buena vista	Ficquette Rd Feeder tie K792 to K1110	Feeder Tie	Completed - 2011	South Central
Longwood	I 4 crossing- Dardmouth	OH to UG Conversion	Completed - 2011	North Central
St-Petersburg	Connecticut Ave. Reconductor (NE area improvement)	Feeder Tie	Completed - 2012	South Coastal
Monticello	Madison N2, N3	Feeder Tie	Completed - 2012	North Coastal
Southeast Orlando	Dallas Blvd	Extreme Wind Upgrades	Completed - 2012	South Central
Apopka	Feeder tie M0447 to M0545	Feeder Tie	Completed - 2012	North Central
Jamestown	Rouse Rd	Feeder Tie	Completed - 2012	North Central
Seven Springs	C140/C141 Feeder Tie	Feeder Tie	Complete - Jan 2013	South Coastal
Apopka	Vulcan Road Feeder Tie	Feeder Tie	Complete - Jan 2013	North Central
Clermont	Buck Hill Crossing	OH to UG Conversion	Completed - 2012	South Central
Clermont	CR 455 Crossing	OH to UG Conversion	Complete - Dec 2013	South Central
Clermont	Old SR 50 Crossing	OH to UG Conversion	Complete - Dec 2013	South Central
Deland	Dirksend Phase 1	Reconductor	Complete - Jan 2013	North Central
Highlands	Dinner Lake K1690	Back lot to Front lot conversion	Complete - 2012	South Central
Jamestown	Pebble Beach Blvd	Feeder Tie	Complete - Feb 2013	North Central
Jamestown	Chapman Rd	Feeder Tie	Complete - Jan 2013	North Central
Monticello	St George Island	Extreme Wind Upgrades	Complete - 2012	North Coastal
Winter Garden	Roper Rd	Feeder Tie	Complete - 2012	South Central
Monticello	Alligator Point Extreme Wind Phase 1	Extreme Wind Upgrades	Complete - 2012	North Coastal
Walsingham	Seminole Bridge reconductor	OH to UG Conversion	Complete - Feb 2013	South Coastal
Apopka	Fox Valley Dr	Back lot conversion	Complete - 2012	North Central
Deland	Feeder Tie W808	Feeder Tie	Complete - 2012	North Central
Deland	Cassadaga Rd I4 Crossing	OH to UG Conversion	Complete - 2012	North Central
Apopka	Duncan Trail	Back lot conversion	Complete - 2012	North Central
Buena Vista	Convention Center I4 Crossing	OH to UG Conversion	Complete - April 2013	South Central

Storm Hardening Projects - 2010 - 2012 Plan

Buena Vista	I4 Crossing	OH to UG Conversion	Complete - May 2013	South Central
Apopka	Wekiva Cove Rd	Back lot conversion	Complete - 2012	North Central
Jamestown	Econ backlot conversion	Back lot conversion	Complete - 2012	North Central
Monticello	N67 Feeder Relocation From Abrams to SR 59 On US 90	Back lot to Front lot conversion	Complete – July 2013	North Coastal
Monticello	N67 Old Lloyd Road Single Phase to Three Phase	Small Reconductor	Complete – Sept 2013	North Coastal
St Petersburg	22nd St. S Reconductor	Feeder Tie	Complete – Nov 2013	South Coastal
St Petersburg	22nd Ave. S Reconductor	Feeder Tie	Expected Completion – Feb 2014	South Coastal
St Petersburg	Shore Acres Bridge Reconductor (NE area improvement)	Feeder Tie	Expected completion – Dec 2014	South Coastal
St Petersburg	21st/22nd Alley Reconductor (NE area improvement)	Feeder Tie	Expected Completion in June 2013	South Coastal
Ocala	Feeder Tie Addition between A38 and A204	Feeder Tie	Expected Completion 2014 thru 2015 (3 Parts)	North Coastal
St Petersburg	Cordova Blvd. NE to Snell Isle NE Reconductor	Feeder Tie	Expected Completion in May 2013	South Coastal
Inverness	Feeder Tie Addition between A68 and A49	Feeder Tie	Expected Completion in 2014	North Coastal
St Petersburg	34th Ave NE/Monterey Blvd/Almedo/Rivera Dr Reconductor	Feeder Tie	Expected Completion in June 2013	South Coastal
OCA	Martin A38 - CR 316 E of CR 200A	Small Reconductor	Complete – Mar 2013	North Coastal
Monticello	Madison N2, N3 Feeder Tie	Feeder Tie	Complete – May 2012	North Coastal
St Petersburg	1st St. N Reconductor	Feeder Tie	Expected Completion in March 2014	South Coastal
St Petersburg	Denver St. NE/Venetian Blvd. Reconductor	Feeder Tie	Complete – Jan 2014	South Coastal
Monticello	Alligator Point Extreme Wind Phase 1 of 4	Extreme Wind Upgrades	Complete – Dec 2013	North Coastal
Inverness	Lebanon Sub feeder Reconductor	Small Reconductor	Expected Completion in May 2014	North Coastal
Lake Wales	Feeder tie K1521 and K1526	Feeder Tie	Complete – August 2013	South Central
Deland	Monastery I4 Oh-Ug conversion	OH to UG Conversion	Expected Completion –Dec 2014	North Central
Monticello	St George Island - East Side UG	Submersible UG	Complete - Jan 2013	North Coastal
South East Orlando	Reconductor US-192 Holopaw Phase 1 & 2 of 3	Small Reconductor	Expected Completion – Dec 2014	South Central
Inverness	Brooksville - SR 50 E of Cortez	Small Reconductor	Complete – Dec 2013	North Coastal
Inverness	Holder A48 - Arrowhead Subd	Small Reconductor	Complete – Dec 2013	North Coastal
Monticello	Madison N1 - Fdr to Lee	Small Reconductor	Complete – Oct 2013	North Coastal

ATTACHMENT J



Storm Hardening Plan

2013 – 2015

May 1, 2013

FPSC Rule 25-6.0342, F.A.C.



Storm Hardening Plan

May 1, 2013

I. Introduction:

Rule 25-6.0342, Florida Administrative Code, requires investor-owned electric utilities in Florida to file a Storm Hardening Plan with the Florida Public Service Commission (“FPSC”) on or before May 7, 2007 and every three years thereafter as a matter of course. Rule 25-6.0342 specifies what must be included in utility storm hardening plans, and Duke Energy Florida, Inc. (“DEF”) has tracked those rule provisions in its Storm Hardening Plan below:

25-6.0342(3): *Each utility storm hardening plan shall contain a detailed description of the construction standards, policies, and procedures employed to enhance the reliability of overhead and underground electrical transmission and distribution facilities.*

DEF’s construction standards, policies, practices, and procedures related to storm hardening issues are listed below and are attached hereto as **Attachment A**:

Distribution OH Construction Manual

- i. Cover page
 1. *Addresses NESC adherence standards.*
- ii. General Overhead section
 1. *Discusses company policy on extreme wind.*
 2. *Details Florida’s extreme wind contour lines.*
 3. *Discusses the use of the Pole Foreman program.*
- iii. Poles, Guys and Anchors Section
 1. *Discusses DEF’s standard pole strengths, sizes, and limitations.*
- iv. Primary Construction section
 1. *Discusses corporate practices for primary line construction.*
- v. Coastal and Contaminated area section
 1. *Discusses corporate practices for primary line construction in coastal areas.*



Distribution UG Construction Manual

- vi. Cover page
 - 1. *Addresses NESC adherence standards.*
- vii. Underground General Section
 - 1. *Discusses location of UG facilities in accessible locations.*
- viii. OH-UG Transition section
 - 1. *Discusses corporate practices for primary framing on dip poles.*
- ix. Trenching and Conduit section
 - 1. *Discusses corporate practices for trenching and use of conduit on primary UG circuits.*
- x. Flooding and Storm Surge Requirements
 - 1. *Discusses corporate procedures for the installation of UG equipment in areas targeted for storm surge hardening.*

Distribution Engineering Manual

- xi. Overhead Design guide section
 - 1. *Addresses line location in accessible location.*
 - 2. *Addresses NESC compliance.*
 - 3. *Discusses Pole Foreman program.*
- xii. Underground Design guide section
 - 1. *Addresses line location in accessible location.*
 - 2. *Addresses NESC compliance.*

Transmission - Extreme Wind Loading Design Criteria Guideline for Overhead Transmission Line Structures

- xiii. Standards Position Statement
 - 1. *Addresses NESC compliance.*
 - 2. *Addresses American Society of Civil Engineer's Manual 74 (ACSE 74).*
 - 3. *Discusses transmission line importance for reliability.*
 - 4. *Details Florida's extreme wind contour lines.*



Transmission - Line Engineering Design Philosophy

- xiv. Overhead Line Design philosophy
 - 1. *Addresses NESC compliance.*
 - 2. *Addresses insulator loading criteria.*
 - 3. *Addresses guy / anchor capacity ratings.*
 - 4. *Addresses design load cases.*
 - 5. *Addresses extreme wind guidelines.*
 - 6. *Addresses structural guidelines.*

Joint Use – Pole Attachment Guidelines and Clearances

- xv. Pole Attachment Guidelines
 - 1. *Addresses Pole Attachment and Overlash Procedures.*
 - 2. *Addresses Joint Use Construction.*
 - 3. *Addresses Guys and Anchors.*
- xvi. Joint Use Clearances
 - 1. *Addresses Line Clearances.*
 - 2. *Addresses Joint Use Clearances.*

In addition to the standards, practices, policies, and procedures identified above, DEF's Wood Pole Inspection Plan, Vegetation Management Plan, and legacy Ongoing Storm Preparedness Plan all contain standards, practices, policies, and procedures that address system reliability and issues related to extreme weather events. These plans are included herewith as **Attachment B**.

25-6.0342(3)(a): *Each filing shall, at a minimum, address the extent to which the utility's storm hardening plan complies, at a minimum, with the National Electric Safety Code that is applicable pursuant to subsection 25-6.0345(2), F.A.C.*

All standards, practices, policies, and procedures in the manuals and plans listed above are based on accepted industry practices designed to meet or exceed the requirements of the National Electric Safety Code (NESC). These standards, practices, policies, and procedures are followed on all new construction and all rebuilding and relocations of existing facilities.



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25-6.0342(3)(b): *Each filing shall, at a minimum, address the extent to which the utility's storm hardening plan adopts the extreme wind loading standards specified by Figure 250-2(d) of the 2007 edition of the NESC for new construction, major planned work, and critical infrastructure.*

New Construction:

With respect to new construction for transmission poles, DEF's transmission department is building all new construction with either steel or concrete pole material. Virtually all new transmission structures exceed a height of sixty feet above ground and therefore will be constructed using the NESC Extreme Wind Loading criteria.

DEF's design standards can be summarized as: 1) quality construction in adherence with current NESC requirements 2) well defined and consistently executed maintenance plans, and 3) prudent end-of-life equipment replacement programs. When these elements are coupled with a sound and practiced emergency response plan, construction grades as defined by the NESC provide the best balance between cost and performance.

DEF has extensive experience with the performance of Grade C and Grade B construction standards as defined by the NESC. That experience, which includes several hurricane seasons and other severe weather events, indicates that properly constructed and maintained distribution lines meeting all provisions of the NESC perform satisfactorily and provide a prudent and responsible balance between cost and performance.

DEF has not adopted extreme wind standards for all new distribution construction because of the following reasons:

1. Section 250C of the 2012 version of the NESC does not call for the extreme wind design standard for distribution poles which are less than sixty feet in height. Based on the fact that DEF's distribution poles are less than sixty feet, the extreme wind standard outlined in figure 250-2(d) does not apply.

2. All credible research, which includes extensive studies by the NESC rules committee, demonstrates that applying extreme winds standards would not benefit distribution poles. See Exhibit 4 filed in Docket No. 060172-EU, August 31, 2006 Workshop.
3. Utility experience from around the country further indicates that electrical distribution structures less than sixty feet in height are damaged in extreme wind events by trees, tree limbs, and other flying debris. Thus, applying the extreme wind standard to distribution poles would result in large increases in cost and design complexity without a commensurate benefit.
4. DEF's experience was consistent with that of the other utilities around the nation who found that vegetation and flying debris were the main causes of distribution pole damage, a condition that the extreme wind standard will not address. In 2004, approximately 96% of DEF's pole failures were attributable to flying debris and/or super extreme wind events such as tornadoes and micro-bursts.

Major planned work:

Consistent with NESC Rule 250C, DEF will use the extreme wind standard for all major planned transmission work, including expansions, rebuilds, and relocations of existing facilities. For the reasons discussed in the new construction section above, DEF has not adopted the extreme wind standard for major planned distribution work, including expansions, rebuilds, or relocations of existing facilities.

Critical infrastructure:

With respect to transmission, virtually all new transmission structures exceed a height of sixty feet above ground and therefore are constructed using the NESC extreme wind loading criteria. Accordingly, DEF will use the extreme wind standard for all major planned transmission work, including expansions, rebuilds, and relocations of existing facilities, irrespective of whether they can be classified as "critical" or "major."

DEF, for the reasons discussed in the new construction section above, has not adopted the extreme wind standard for any of its distribution level critical infrastructure. Placing



Storm Hardening Plan

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distribution poles constructed to extreme wind standards around facilities such as hospitals and police stations in DEF's service territory would unnecessarily increase costs and restoration time if those poles are knocked down by falling trees or flying debris such as roofs or signs. DEF's current level of construction, around critical facilities and around all other facilities, has performed well during weather events and any pole failures due solely to wind impact were caused by "super extreme" wind events such as tornados and "micro bursts," conditions that would have caused and did cause extreme wind construction to fail as well.

While no current data or research supports the application of the extreme wind standard to distribution pole construction, DEF continues to analyze the extreme wind standard by using its prioritization model for implementation purposes in selected locations throughout DEF's service territory. Since the submittal of the 2007 Storm Hardening plan, DEF constructed several pilot projects using the extreme winds standards. To date, there has not been a significant weather event that allowed DEF to assess the performance of these projects. In conjunction with wind measuring devices, DEF will study the performance of the extreme wind standard at these various sites when a weather event allows for such analysis. From this process, DEF expects to continue to learn and adjust its extreme weather strategy based on information that it will collect and gather from other utilities in Florida and throughout the nation as new standards and applications are applied and tested.

25-6.0342(3)(c): *Each filing shall, at a minimum, address the extent to which the utility's storm hardening plan is designed to mitigate damage to underground and supporting overhead transmission and distribution facilities due to flooding and storm surges.*

Based on DEF's experience in the 2004 and 2005 hurricane seasons, along with the experiences of other utilities in Florida reported to the FPSC after those seasons, DEF has concluded that underground applications may not be best suited for all areas. DEF has identified areas in its service territory where current underground equipment should be replaced with overhead due to the fact that those areas are subject to frequent and prolonged flooding resulting in damage from water intrusion on underground equipment. Thus, one of DEF's most effective tools in its hardening arsenal is to identify areas where underground equipment should and



should not be used.

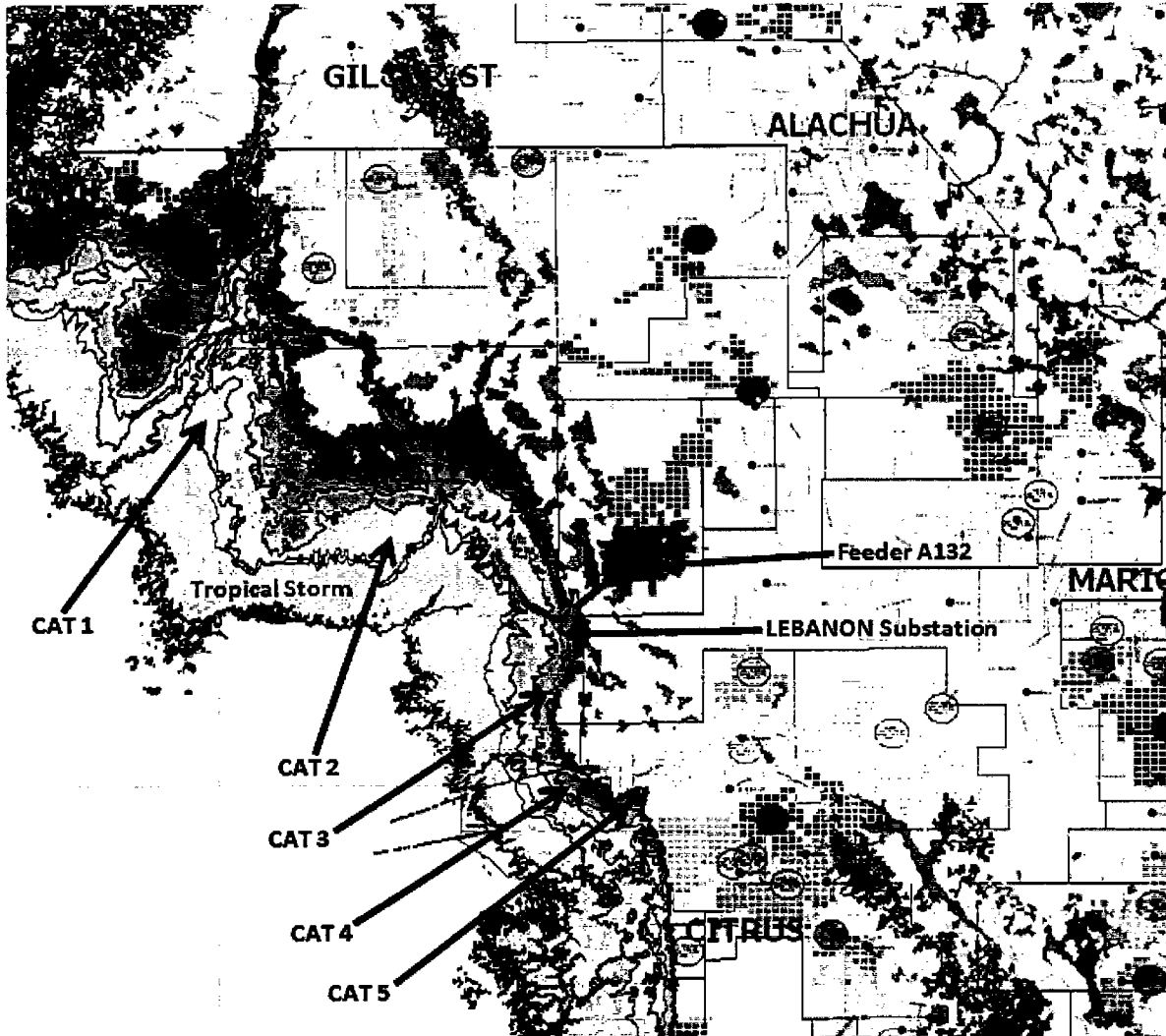
In areas where underground equipment may be exposed to minor storm surge and/or shorter term water intrusion, DEF has used its prioritization model (discussed in detail below) to identify areas where certain mitigation projects will be put into place to test whether flood mitigation techniques and devices can be used to protect equipment such as switchgears, padmounted transformers and pedestals. In these selected project sites, DEF will test:

- Stainless steel equipment;
- Submersible connectors;
- Raised mounting boxes;
- Cold shrink sealing tubes; and
- Submersible secondary blocks.

Throughout the year after a significant weather event, DEF will monitor these installations to collect and analyze data to determine how this equipment performs relative to DEF's current design with respect to outage prevention, reduced maintenance, and reduced restoration times. From this process, DEF will continue to learn and will adapt its flood and storm surge strategies based on information that it will collect and based on the information gathered by other utilities in Florida and throughout the nation as new standards and applications are applied and tested.

St. George Island in Franklin County was one of the areas where DEF used its submersible underground strategy to retrofit its existing facilities using the submersible standards listed above. St George Island is a good example of an area that would be susceptible to surges during a severe storm. The project was completed in 2007 and subsequent construction has conformed to the design standard for areas susceptible to storm surge.

DEF also utilizes Geo Media software to determine the optimum location for submersible underground facilities. The flood zones were provided by the state and overlaid onto DEF's land base computer system along with other facilities. This method allows DEF to visually determine which geographic areas would most benefit from submersible facilities. See example below.



In addition to the actions discussed above, during major storm events, substations that are in the forecast strike zone will have sandbags placed in strategic areas to attempt to eliminate water intrusion into control houses. In the event of water intrusion causing extensive damage requiring prolonged repair, DEF will employ mobile substations to affected areas, where possible, in order to restore power.



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25-6.0342(3)(d): *Each filing shall, at a minimum, address the extent to which the utility's storm hardening plan provides for the placement of new and replacement distribution facilities so as to facilitate safe and efficient access for installation and maintenance pursuant to Rule 25-6.0341, F.A.C.*

DEF will continue to use front lot construction for all new distribution facilities and all replacement distribution facilities unless a specific operational, safety, or other site-specific reason exists for not using such construction at a given location. See Distribution Engineering Manual, Section xv(1).

25-6.0342(4): *Each utility storm hardening plan shall explain the systematic approach the utility will follow to achieve the desired objectives of enhancing reliability and reducing restoration costs and outage times associated with extreme weather events.*

As part of its systematic approach to storm hardening for the 2007-2009 Storm Hardening plan, DEF engaged industry expert Davies Consulting ("DCI") in developing a comprehensive prioritization model that has helped DEF identify potential hardening projects, procedures, and strategies. DCI has worked with a number of utilities nationally to evaluate their power delivery system major storm preparedness. They have also evaluated options for infrastructure hardening to improve performance and reliability not only day-to-day, but also during major storms. Collaborating with DCI, DEF created an evaluation framework for various hardening options and prioritization of potential alternatives. Since 2007, the model has been improved and enhanced to better reflect the changes in DEF's overall storm hardening strategy. The structure of the model was adjusted to use more consistent scoring criteria to evaluate the pilot projects. New software technology such as Geomedia was incorporated into the model. As more data becomes available, DEF will continue to adjust its prioritization model as appropriate.

Using the same evaluation framework for the 2013-2015 Storm Hardening plan, DEF prioritized its proposed projects based on various components that will be discussed in more details below.

Under the foregoing components of the evaluation framework, the prioritization model is set up to analyze the following hardening alternatives for DEF:

- OH-to-UG Conversions
 - Taking existing overhead (OH) electric lines and facilities and placing them underground (UG) via the use of specialized UG equipment and materials. The primary purpose of this hardening activity is to attempt to eliminate tree and debris related outages in the area of exposure. When applied to crossings on major highways, this hardening activity can also mitigate potential interference with first responders and other emergency response personnel caused by fallen lines.

- Small Wire Upgrade
 - The conversion of an existing overhead line currently with either #4 AL or #6 Cu conductor to a thicker gauge conductor of 1/0 or greater. The primary purpose of this hardening activity is to attempt to utilize stronger conductor that may be better able to resist breakage from falling tree branches and debris.

- Backlot to Frontlot Conversion
 - Taking an existing overhead line located in the rear of a customer's property and relocating it to the front of the customers property. This involves the removal of the existing line in the rear of the property and construction of a new line in the front of the property along with re-routing service drops to individual customer meters. The primary purpose of this hardening activity is to minimize the number of tree exposures to the line to prevent outages and to expedite the restoration process by allowing faster access in the event an outage occurs.

- Submersible UG
 - Taking an existing UG line and equipment and hardening it to withstand a storm surge via the use of the current DEF storm surge

standards. This involves the use of specialized stainless steel equipment and submersible connections. The primary purpose of this hardening activity is to attempt to minimize the damage caused by a storm surge to the equipment and thus expedite the restoration after the storm surge has receded.

- Alternative NESC Construction Standards
 - Building OH line and equipment segments to the extreme wind standard as shown in the NESC extreme wind contour lines of figure 250-2(d). This will be done via the use of the current extreme wind standards which call for the use of the industry accepted Pole Foreman program to calculate the necessary changes. Typical changes include shorter span lengths and higher class (stronger) poles. The primary purpose of this hardening activity is to attempt to reduce the damage caused by elevated winds during a major storm. Locations have been chosen to provide contrasting performance data between open coastal and inland heavily treed environments.
- Feeder ties
 - Tying radial feeders together to provide switching capabilities to reduce outage duration. This hardening alternative will mitigate long outages that would have otherwise occurred as a result of the inability to transfer load/customers to an alternate source.

Although the concept of storm hardening is generally thought of as outage prevention, it is inevitable that outages will still occur during a severe storm as a result of vegetation and flying debris. Feeder ties will help mitigate the duration of such outages. Tying multiple feeders together will give DEF the ability to minimize duration by serving customers from an alternate source while repairs are being made on the affected segment. Based on DEF's experience in the 2004 -2005 hurricane seasons as well as more recent tropical storms, feeder ties are crucial for a distribution system as it provides the opportunity to maximize the number of customers restored in the shortest timeframe possible. Regardless of what caused the outage during a severe storm, a

radial feeder will be out for as long as it takes to make the necessary repairs. On the other hand, a feeder tie would allow DEF to restore as many customers as possible, thereby minimizing the number of customers that are without power for the length of the repair.

The development of the prioritization model begins with compiling a list of desired projects submitted by engineers and field personnel most familiar with the specific region. Each project is then evaluated based on the following criteria:

- Major Storm Outage Reduction Impact
 - Determines the potential benefits that the project provides during a major storm based on reduced damages or the ability to restore power more rapidly.
- Community Storm Impact
 - Evaluates the potential benefits that the proposed project will have on a community's ability to cope with damage.
- Third Party Impact
 - Captures complexities of proposed projects in terms of coordination with third parties such as telecommunication, Cable TV, permitting, easements, costs, etc.
- Overall Reliability
 - Captures the overall potential reliability benefits that the project provides on a day to day basis in terms of reduced customer interruptions and outage duration.
- Financial Cost
 - Provides the financial value of the proposed project based on cost per customer and cost per foot of newly installed wire/cable.

The prioritization model is set up to address the following hardening project questions:

- How many customers are served from the upstream protective device?
- What will be the impact of this project on the restoration time during a major storm?
- At what level of hurricane will the area served by this feeder flood due to

storm surges?

- What is the tree density in the area served by this feeder or section?
- What level of tree damage will this project mitigate during a major storm?
- How many critical infrastructure components (lift stations, shelters, hospitals, police, etc...) does this project address?
- How valuable will the project be perceived by the community?
- What are the major obstacles/risks for completing the project? i.e. easements, permits, etc.
- What type of investment is required by joint users (telecoms and cable) to complete this project?
- What is the 3-year average number of CEMI4 customers on this feeder?
- What is the 3-year average number of CMI on this feeder?
- What is the change in the annual CAIDI that this project will result in (on the feeder or section)?
- Will this project reduce the number of momentary customer interruptions on this section?
- What is the 3-year average number of CELID CI on this feeder?
- What is the construction Cost per customer

Each answer to the questions listed above is assigned a numerical value and subsequently weighted to produce an overall rating for each specific hardening project. The prioritization model is based on a structured methodology for evaluating the benefits associated with various hardening options. The model allows for the ranking of the overall list of projects. It enables DEF to strategically determine the order in which these projects are constructed, based on their order of ranking.

DEF is using the prioritization model to ensure a systematic and analytical approach to deploying storm hardening options within its service territory. For proven hardening options that DEF is already using as part of its construction standards and policies, the prioritization model will help DEF best locate and prioritize areas within its system where those options should be used. For unproven or experimental hardening options, such as the extreme wind standard for distribution pole construction, DEF is using its prioritization model to identify areas within its



Storm Hardening Plan

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service territory where analytical data collection projects can be used to evaluate the performance and results of such hardening options. Examples of specific projects that took place between 2007 and 2012 are discussed later in this document.

25-6.0342(4)(a): *A description of the facilities affected, including technical design specifications, construction standards, and construction methodologies employed.*

All of DEF's facilities are affected to some degree by the standards, policies, procedures, practices, and applications discussed throughout this document. Specific facilities are also addressed herein in detail (i.e. upgrading all transmission poles to concrete and steel, using front lot construction for all new distribution lines where possible). Technical design specifications, construction standards, and construction methodologies are specifically discussed at pages 1 through 3 of this plan and are included in **Attachments A and B**.

25-6.0342(4)(b): *The communities and areas within the utility's service area where the electric infrastructure improvements are to be made.*

As discussed above, all of DEF's facilities are affected to some degree by the standards, policies, procedures, practices, and applications discussed throughout this document. As a result, all areas of DEF's service territory are impacted by DEF's storm hardening efforts. Based on DEF's recent storm experience and/or through the prioritization model a number of projects were identified, please see **Attachment D** for the Distribution Projects completed between 2007 and 2012.



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Distribution:

The list below is a sampling of the proposed 2013 – 2015 Storm Hardening projects

Op Center	Project Name	Sub Category
Buena Vista	Old Harbor Rd Sky Lake South	Back Lot to Front Lot Conversion
Southeast Orlando	Meadow Woods Village 10	Back Lot to Front Lot Conversion
Winter Garden	Malcom Rd. reconductor/reroute	Back Lot to Front Lot Conversion
Monticello	Alligator Point Extreme Wind Phase 2 of 4	Alternative NESC Construction Standard
Apopka	M451 to M453 feeder tie - Phase 1 of 2	Feeder Tie
Apopka	Apopka Blvd Feeder Tie	Feeder Tie
Buena Vista	Reams Feeder Tie K1110 to K789	Feeder Tie
Buena Vista	Loop ug feeder radial-Celebration	Feeder Tie
Clermont	Minneola Feeder Tie - Phase 1 of 2	Feeder Tie
Deland	Deltona East W0124 feeder tie	Feeder Tie
Deland	Lake Helem W1701 feeder tie	Feeder Tie
Seven Springs	Land O'Lakes-Denham Feeder Tie - Phase 1 of 3	Feeder Tie
Winter Garden	Orlavista	Feeder Tie
Deland	SR 17-92 and Benson Junction	OH to UG Conversion
Apopka	Earlwood AV. reconductor	Small Wire Upgrade
Apopka	Chandler Rd. & Kelly Park reconductor	Small Wire Upgrade
Apopka	Woodward Ave./Eustis	Small Wire Upgrade
Apopka	Reconductor Plymouth M707 feeder exit from 2/0 Cu to 795 AAC	Small Wire Upgrade
Apopka	Reconductor Plymouth M707 feeder from 1/0 Al to 795 AAC(tie to M32)	Small Wire Upgrade



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Buena Vista	Cassino Ave Back_lot	Small Wire Upgrade
Clearwater	Highlands C2807 reconductor-Weak Link	Small Wire Upgrade
Clermont	Change conductor size from 336 to 795 between switch K5330622 and K2227	Small Wire Upgrade
Deland	Mercers Fernery Rd.	Small Wire Upgrade
Deland	Pensilvania Ave.	Small Wire Upgrade
Inverness	Lebanon A132 - US 19 South	Small Wire Upgrade
Lake Wales	Hunt Brothers Rd. Reconductor	Small Wire Upgrade
Longwood	N. Ranger Blvd. reconductor	Small Wire Upgrade
Southeast Orlando	Reconductor Hickory Tree Rd, Holopaw - Phase 1 of 4	Small Wire Upgrade
Southeast Orlando	Reconductor US-192 Holopaw (Phase 3)	Small Wire Upgrade
Southeast Orlando	Reconductor 2/0 Cu OH with 795 AAC Daetwyler Dr., Winona Dr.	Small Wire Upgrade
Walsingham	Reconductor 4/0 Cu on Bay Pines Blvd with 795 AAC	Small Wire Upgrade
Winter Garden	Sabrina Drive Back_lot	Small Wire Upgrade
Winter Garden	Pine Street Windermere	Small Wire Upgrade

With regard to system hardening projects in general, DEF's approach is to consider the unique circumstances of each potential location considered for hardening by taking into account variables such as:

- operating history and environment;
- community impact and customer input;
- exposure to storm surge and flooding;
- equipment condition;
- historical and forecast storm experience; and
- potential impacts on third parties;



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This surgical approach leads to the best solution for each discrete segment of the delivery system.

For example, Pasadena Feeder X220 was selected as a storm hardening candidate for 2009. X220 is a mainly an overhead feeder along Pasadena Avenue running from the substation south to the Palms of Pasadena Hospital. Engineering was initiated, and pole foreman was used for pole size selection and pole spacing. It was calculated that a 100 foot spacing and pole classes H1, 0, 1, and 2 would be required to meet the extreme wind loading criteria. Class H poles are normally transmission poles, and have a large ground or butt circumference. The general distribution guidelines for pole spacing are between 175 to 220 feet.

The Town of Pasadena was contacted by our Public Affairs Department, given the project scope information, and was made aware of the positive impacts of the project. The city was adamantly opposed to the storm hardening of X220 due to the larger class poles, closer pole spacing, and the perceived overall aesthetic impact. Due to the overwhelming negative reaction of the town, this project was cancelled. On the other hand, the San Blass Extreme wind project in Monticello was well received by the community. The project was discussed with the County Manager and the County Commissioner for the District. This project was also discussed with a local civic club where many of the members were residents in the project area. This project was completed in 2009. This is a real life example of why “one size does not fit all” when it comes to storm hardening.

In areas like Gulf Boulevard and other coastal communities in Pinellas County, local governments have worked with DEF to identify areas where overhead facilities have been or will be placed underground, and this option will help to mitigate storm outages caused by vegetation and flying debris. DEF is also working in these areas to evaluate upgrading portions of those facilities to the surge-resistant design discussed above. Again, these hardening options may work well in these communities, but may not be ideal or desirable in others.

Transmission:

The Transmission Department is employing a system-based approach to changing out wood poles to either concrete or steel poles based upon the inspection cycle and condition of



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pole. These projects are identified during the transmission pole inspection cycles. Specific new, rebuilt or relocated projects that are planned over the next three years are listed below:

NORTH FLORIDA AREA	Project Type	County	Third Party Impact
Alachua to GE Alachua (GH-2, 4.37mi) 69kV Line Rebuild	Rebuild	Alachua	Likely
Nobleton Tap - Floral City Tap 69 kV line rebuild	Rebuild	Citrus	Possible
Carrabelle Bch Tap to Eastpoint (14.14mi) 69kV Line Rebuild	Rebuild	Franklin	Unlikely
Carrabelle to Carrabelle Bch Tap (1.7mi) 69kV Line Rebuild	Rebuild	Franklin	Unlikely
QX 115kV 10.85 mile rebuild (Atwater - Quincy (QX-1))	Rebuild	Gadsden	Unlikely
Rebuild 115kV JQ-12 Line Havana to Brdfrdvll W 10.53 miles	Rebuild	Gadsden	Likely
Jackson Bluff to Brickyard Tap	Rebuild	Hamilton	Unlikely
Rebuild Existing Jasper-Wrights Chapel 115kV Tie (9.59 mi)	Rebuild	Hamilton	Possible
Liberty-Jackson Bluff 69KV Line Rebl w/design for fut 115KV	Rebuild	Leon	Possible
JQ 1.7 West Lake-Burnham Tap 115 kV rebuild; 1.53 mi	Rebuild	Madison	Unlikely
SI 69kV 4 mile Line Rebuild - Williston to Williston (CFEC)	Rebuild	Marion	Likely
Proctor Tap to Cara Tap 69 kV Line Rebuild	Rebuild	Marion	Unlikely
MS-128 TO MS-135 MARION NW 35TH-49TH ST/ NW 27TH AV TO US441	Rebuild	Marion	Likely



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Pinecastle - Sky Lake (WR-7) - 69 kV Rebuild 2.34 miles PCSL	Rebuild	Orange	Possible
Narcoossee to Rio Pinar (WR) - 69 kV Line Rebuild	Rebuild	Orange	Possible
Windermere-Bay Hill (WT) - 69 kV Rebuild 3.66 miles	Rebuild	Orange	Possible
Lake Bryan to Vineland (LV) - 69 kV Line Rebuild	Rebuild	Orange	Possible
Plymouth South Sub - Relocation of PP, WP & EP Lines	Rebuild	Orange	Likely
NR-71 to NR-72 253F ORANGE SR408/SR 417 INTERCHANGE IMPROV	Rebuild	Orange	Possible
CFCX 69kV dedicated line to SECO Continental Sub	rebuild	Sumter	Likely
JF-3 Ft White - Live Oak 69kV rebuild, 25.45 miles	Rebuild	Suwannee	Unlikely
Boyd Tap to Scanlon Tap (DP-3) 69kV rebuild, 8.0 mi	Rebuild	Taylor	Likely
Eridu Tap to Scanlon Tap (DP-2) 69kV rebuild, 5.24 mi	Rebuild	Taylor	Likely
Drifton to Eridu Tap (DP-1) 69kV rebuild, 13.48 mi	Rebuild	Taylor	Likely
PC line; Rebuild Line-Replace 132 Wood Poles w/ Steel[PRG]	Rebuild	Taylor	Possible
Deland West - DeLeon Springs 115kV & DWB Rebuild	Rebuild	Volusia	Likely
GUF Alachua Archer Rd frm SW16th -SW13th City of Gainesville	Governmental	Alachua	Likely
CLT & CC CITRUS 405270-3-52-01 SR589 SUNCOAST PKWY II-SECT 1	Governmental	Citrus	Possible
CSB-93 405270-4-52-01 Citrus Suncoast Pkwy II N.Card-CR486	Governmental	Citrus	Possible



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HCR-12 115kV; 405822-2-52-01; SR 55 (US 19) from N of West Green Acres St to N of West Jump Ct; Road Widening, Improvements & Drainage	Governmental	Citrus	Unlikely
069kV CEB Hooks and Grand Sanitary Sewer	Governmental	Lake	Unlikely
OLR-69kV-CR. 470 widening Lake Co. PWDED	Governmental	Lake	Possible
LC ## 238395-5-52-01 Lake SR500 Lake Ella to Avenida Central	Governmental	Lake	Unlikely
LE - Transfer LE to Dbl Ckr on CFS Strs	Governmental	Lake	Likely
DR-90 to DR-98 238720-1-52-01 Marion SR40; SR45/US41 to CR328	Governmental	Marion	Unlikely
DR-36 to DR-94 238648-1 Marion SR45	Governmental	Marion	Unlikely
MS-128 TO MS-135 MARION NW 35TH- 49TH ST/ NW 27TH AV TO US441	Governmental	Marion	Unlikely
410674-3-52-01;SR 40 East of CR 314 to east of CR 314A;	Governmental	Marion	Possible
242484-6-52-01 Orange SR-400 Ext-Maitland over Keller Rd	Governmental	Orange	Possible
NR-69_CIP 5029_ORANGE_VALENCIA COLLEGE LANE WIDE & IMPROVE.	Governmental	Orange	Possible
WO 69kV Underground Relocation on Fairbanks Avenue	Governmental	Orange	Yes
NR-71 & -72 230kV 253F; SR 417/SR 408 Interchange Improvements	Governmental	Orange	Possible
SLE 69kV relocation for Kennedy Blvd widening (Orange Cnty)	Governmental	Orange	Likely



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SLM 69kV relocations for Kennedy Blvd widening (Orange Cnty)	Governmental	Orange	Likely
SLM 69kV relocations for Kennedy Blvd widening (Orange Cnty)	Governmental	Orange	Possible
WO 69kV relocation for Kennedy Blvd widening (Orange Cnty)	Governmental	Orange	Likely
WO 69kV relocation for Kennedy Blvd widening (Orange Cnty)	Governmental	Orange	Possible
69kV EP 431081 Wekiva Pkwy from US 441 to Ponkan	Governmental	Orange	Unlikely
69kV BK 431081 Wekiva Pkwy at the Y interchange	Governmental	Orange	Unlikely
230kV PS-94 431081 Wekiva Pkwy at the Y interchange	Governmental	Orange	Yes
69kV EP 431081 Wekiva Pkwy at US441 and SR 46	Governmental	Orange	Unlikely
WR and RW 69kV Relocation for Econ Trail	Governmental	Orange	Likely
FPID 242484-5-32-01 WO 69kV Relocation for I-4 Widening	Governmental	Orange	Possible
FTO FTO-141 415030-1-38-01 SEMINOLE CO. SR426/CR419 WIDENING	Governmental	Seminole	Unlikely
ASL-58 FPID#242592-3-32-01 SEMINOLE STATE ROAD 400 (I-4)	Governmental	Seminole	Possible
ASW-17,18,19 242592-2-52-01 Seminole Cnty SR400 / I-4	Governmental	Seminole	Unlikely
WEWC-WF 417545-1-52-01, SEMINOLE, SR417 BRIDGE MOD @ SR426	Governmental	Seminole	Unlikely
WF 69kV & WEWC 69kV CIP 001981-01; Dean Road widening;	Governmental	Seminole	Possible



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NLA-23 to NLA-29 69kV 412994-3-52-01 CSXT Comm Rail Longwood	Governmental	Seminole	Yes
ASL-58 FPID#242592-3-32-01 SEMINOLE STATE ROAD 400 (I-4)	Governmental	Seminole	Unlikely
230kV DA, DL & DWS 431081 Wekiva Pkwy at I-4 and SR 46/SR 417	Governmental	Seminole	Unlikely
WA 69 kV Relocation- SR15/600 Interchange @ SR436- #404418-1	Governmental	Seminole	Unlikely
BCF 69kV_CR-468 Four lane curb and Gutter expansion	Governmental	Sumter	Likely
CRCF,CCF,IT,CLT,CC CITRUS 405270-5-52- 01 SNCST PKWY II-SCT 3	Governmental	Sumter	Possible
BCF 69kV_CR-468 Four lane curb and Gutter expansion	Governmental	Sumter	Possible
DWB,410251-1-52-01, Volusia Co, SR 15/US 17	Governmental	Volusia	Possible

SOUTH FLORIDA AREA	Project Type	County	Third Party Impact
HCR-12 115kV SR- 55 CITRUS.405822-2-52- 01	Rebuild	Citrus	Possible
FV124-128 230kv 5mi Relocation for CF Industries	Rebuild	Hardee	Likely
Brooksville West-Weeki Wachee Switch - 115 kV line rebuild	Rebuild	Hernando	Possible
Avon Park-SunNLakes 69 kv Rebuild, 4.82 miles	Rebuild	Highlands	Likely
Desoto City to Desoto City Tap 69 kV Line Rebuild	Rebuild	Highlands	Possible



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Dinner Lake-Phillips Tap (PDL-2) - Rebuild 69 kV, 2.77 miles	Rebuild	Highlands	Possible
Denham to Morgan Rd Line #1	Rebuild	Pasco	Possible
BZ-384 TO BZ-386 C-3216.30 Pasco Clinton Ave road improve	Rebuild	Pasco	Possible
NP-4 thru NP-8 FIN: 256931-2-52-01 Gandy to 4th St	Rebuild	Pinellas	Possible
Land O Lakes - Denham line reroute to Morgan Road substation	Rebuild	Pinellas	Possible
Denham - Tampa Downs line reroute to Morgan Road substation	Rebuild	Pinellas	Possible
Oakhurst - Seminole - Rebuild 69kV Line	Rebuild	Pinellas	Possible
BNUG 115 kV_Northeast Sub FIN:256931-2-52-01 Gandy to 4th St	Rebuild	Pinellas	Unlikely
ICB 69kV 8.25 mi rebuild (I. City to Barnum City)	Rebuild	Polk	No
WLLW 69kV 4.52 mile rebuild (West Lk Wales-LkWales #1)	Rebuild	Polk	Possible
Avon Park-Avon Park North 69 kV Rebuild, 3.69 mi	Rebuild	Polk	Possible
Lake Wales-Crooked Lake Tap 69 kV Line Rebuild 1.03 mi	Rebuild	Polk	Possible
ICB-188 TO ICB-236 197534-2-52-01 POLK SR-25 (US27)	Rebuild	Polk	Possible
ICB & BMF Polk-US27 Barry Rd. to Lake Cnty 197534-4-52-01	Rebuild	Polk	Possible
HT-39, -40 & -42; 405822-3-52-01 SR 55 from Jump Ct to W Fort Island Trail (SR 44)	Governmental	Citrus	Unlikely
CLT-175 TO CLT-178_257298-6-52-01 HERNANDO CR578	Governmental	Hernando	Unlikely



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ALP, 605-610, 431383-1-52-01, HIGHLANDS, STATE ROAD # 25	Governmental	Highlands	Possible
WLB, WLB-2, ORANGE CO, GRANDNATIONAL OVERPASS	Governmental	Orange	Possible
WR and RW 69kV Relocation for Econ Trail	Governmental	Orange	Possible
TMS 69kV Relocation Taft-Vineland Rd from SOBT to Orange Ave	Governmental	Orange	Possible
SCP Relo-Bee Line Exp of John Young Bridge 406090-1-52-01	Governmental	Orange	Possible
69kV TMS-89 & -90 412994; Sunrail Phase II, Meadow Woods Park and Ride Station	Governmental	Orange	Yes
ZNR 44, 57, 58 CIP 6360 Pasco Co Zephyrhills Bypass West Gap	Governmental	Pasco	Likely
416561-2-52-01; SR 54 from eo CR 577 to eo CR 579 (Morris Bridge Rd)	Governmental	Pasco	Likely
BZ-384 TO BZ-386 C-3216.30 Pasco Clinton Ave road improve	Governmental	Pasco	Yes
418325-1,2-52-01; SR 54 from US 19 to Gunn; CR 1 from SR 54 to Embassy Blvd-Ridge Rd; Ridge Rd from US 19 to Broad St	Governmental	Pasco	Highly Unlikely
NP-4 thru NP-8 FIN: 256931-2-52-01 Gandy to 4th St	Governmental	Pinellas	Unlikely
LSP LSP-12 922252 PINELLAS CO. STARKEY ROAD	Governmental	Pinellas	Unlikely
LSP-71-74 PID921321 PINELLAS TRAIL 97TH WAY	Governmental	Pinellas	Unlikely
413622-2-52-01 - CR-296 (118TH AVE.)	Governmental	Pinellas	Unlikely



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LSP15-17 PID2182 PINELLAS STARKY RD-BRYAN DAIRY RD IMPROV.	Governmental	Pinellas	Unlikely
BNUG 115 kV_Northeast Sub FIN:256931-2-52-01 Gandy to 4th St	Governmental	Pinellas	Unlikely
CPM-24 TO CPM-25_12043-112 PINELLAS CITY OF ST.PETE, ADA	Governmental	Pinellas	Unlikely
ICB-188 TO ICB-236 197534-2-52-01 POLK SR-25 (US27)	Governmental	Polk	Likely
ICB & BMF Polk-US27 Barry Rd. to Lake Cnty 197534-4-52-01	Governmental	Polk	Likely
115kV DC-59 to -60 CIP 4904; Rhode Island Ave, From Veterans Memorial Parkway to Normandy Blvd	Governmental	Volusia	Unlikely

25-6.0342(4)(c): *The extent to which the electric infrastructure improvements involve joint use facilities on which third-party attachments exist.*

In the description of specific hardening projects above, DEF has provided information as to whether the projects involve joint use facilities on which third-party attachments exist. Since 2009, all joint use poles changed out in support of Rule 25-6.0342(6) are scheduled within the company FMDR system. Communication carriers are notified at the time of the pole change out that transfers are needed. This process is in line with the other company pole maintenance programs and the cost to the communication carriers is minimized. By the end of 2013 auditing cycle, DEF will have completed the required inspection of every joint use pole in the DEF system. The 8 year inspection cycle will continue in 2014 starting with poles last inspected in 2007.

25-6.0342(4)(d): *An estimate of the costs and benefits to the utility of making the electric infrastructure improvements, including the effect on reducing storm restoration costs and customer outages.*

With respect to system-wide storm and extreme weather applications identified in



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Attachment B, DEF has provided any available cost/benefit information within the documents in **Attachment B**. Additionally, please see the following chart for money that DEF has spent in 2010, 2011 and 2012 on storm hardening and maintenance:

Duke Energy Florida Storm Hardening and Maintenance Costs

Description	2010 Actual	2011 Actual	2012 Actuals
Vegetation Management (Distribution & Transmission)	\$36,059,080	\$27,509,602	\$31,564,612
Joint Use Pole Inspection Audit	\$493,833	\$479,684	\$537,528
Transmission Pole Inspections	\$2,502,186	\$3,242,329	\$3,927,081
Other Transmission Inspections and Maintenance	\$12,771,234	\$14,163,748	\$15,723,729
Transmission Hardening Projects	\$107,070,806	\$81,794,465	\$90,771,847
Distribution Pole Inspections & Treatments	\$2,650,416	\$2,328,407	\$2,559,172
Distribution Hardening Projects	\$23,597,698	\$21,833,971	\$34,183,578
Total	\$185,145,253	\$151,352,206	\$179,267,547

25-6.0342(4)(e): *An estimate of the costs and benefits, obtained pursuant to Rule 25-6.0342(6), to third-party attachers affected by the electric infrastructure improvements, including the effect on reducing storm restoration costs and customer outages realized by the third-party attachers.*

With respect to system-wide storm and extreme weather applications identified in **Attachments A** and **B**, DEF believes that any entity jointly attached to DEF's equipment would enjoy any benefit that DEF would enjoy from that same application, and DEF has provided any available cost/benefit information within the documents in those attachments.

25-6.0342(5): *Each utility shall maintain written safety, reliability, pole loading capacity, and engineering standards and procedures for attachments by others.*

Please see **Attachment A** and **Attachment C**.



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25-6.0342(5): *The attachment standards and procedures shall meet or exceed the NESC so as to assure that third-party facilities do not impair electric safety, adequacy, or pole reliability; do not exceed pole loading capacity; and are constructed, installed, maintained, and operated in accordance with generally accepted engineering practices for the utility's service territory.*

All third-party joint use attachments on DEF's distribution and transmission poles are engineered and designed to meet or exceed current NESC clearance and wind loading standards. New attachment requests are field inspected before and after attachments to assure company construction standards are being met. All entities proposing to attach joint use attachments to DEF's distribution and transmission poles are given a copy of the company-prepared "Joint Use Attachment Guidelines." Attached hereto as **Attachment C**. These guidelines are a comprehensive collection of information spelling out the company's joint use process, construction standards, timelines, financial responsibilities, and key company contacts responsible for the completing permit requests. All newly proposed joint use attachments are field checked and designed using generally accepted engineering practices to assure the new attachments do not overload the pole or impact safety or reliability of the electric or other attachments. Additionally, annual and full-system audits are performed as detailed in DEF's annual March 1 comprehensive reliability report. For details on this activity, please see **Attachment B**.

25-6.0342(6): *Each utility shall seek input from and attempt in good faith to accommodate concerns raised by other entities with existing agreements to share the use of its electric facilities.*

Since 2009, DEF has continued to communicate with the telecommunications carriers regarding the pole loading project. DEF has diligently cut cost for carriers by suggesting make ready solutions for over loaded pole conditions that do not include pole change outs. Additional guying and attachment rearrangement solutions have saved the communications carriers thousands of dollars annually. DEF continues to answer any questions and address concerns expressed verbally by joint attachers. DEF has taken all input received into consideration in the development and finalization of this storm hardening plan.



2013 Storm Hardening Plan Attachment List

Attachment A:

1. Distribution Overhead Construction Manual
2. Distribution Underground Construction Manual
3. Distribution Engineering Manual
4. Transmission Extreme Winds Loading Design Criteria Guideline for Overhead Transmission Line Structures
5. Transmission Line Engineering Design Philosophy
6. Joint Use – Pole Attachment Guidelines and Clearances

Attachment B:

1. Ongoing Storm Preparedness Plan
2. Pole Inspection Plan
3. Vegetation Plan (included in Ongoing Storm Preparedness Plan)
4. 2012 PSC Reliability Report; pages 40-43, 45-47, 48-63

Attachment C:

1. Joint Use Pole Guidelines

Attachment D:

1. Completed Distribution Storm Hardening Projects 2007 through 2012

ATTACHMENT K



Comprehensive Wood Pole Inspection Plan

Purpose and Intent of the Plan:

To implement and update a wood pole inspection program that complies with FPSC Order No. PSC-06-0144-PAA-EI issued February 27, 2006 (the “Plan”). The Plan¹ concerns inspection of wooden transmission and distribution poles, as well as pole inspections for strength requirements related to pole attachments. The Plan is based on the requirements of the National Electric Safety Code (“NESC”) and an average eight-year inspection cycle. The Plan provides a detailed program for gathering pole-specific data, pole inspection enforcement, co-located pole inspection, and estimated program funding. This Plan also sets forth pole inspection standards utilized by Duke Energy Florida (“DEF”) that meet or exceed the requirements of the NESC.

The Plan includes the following specific sub-plans:

- Transmission Wood Pole Inspection Plan (“Transmission Plan”).
- Distribution Wood Pole Inspection Plan (“Distribution Plan”).
- Joint Use Wood Pole Inspection Plan (“Joint Use Plan”).

These three inspection sub-plans are outlined and described below. All of these sub-plans will be evaluated on an ongoing basis to address trends, external factors beyond the Company’s control (such as storms and other weather events), and cost effectiveness.

1) Transmission Wood Pole Inspection Plan

A. Introduction

Ground-line inspection and treatment programs detect and treat decay and mechanical damage of in-service wood poles. DEF’s Transmission Department accomplishes this by identifying poles that are 8 years of age or older and treating these poles as necessary in order to extend their useful life. As required, DEF also assesses poles and structures for incremental attachments that may create additional loads. Poles that can no longer maintain the safety margins required by the NESC (ANSI C2-2002) will be remediated. These inspections result in one of four or a combination of the following actions: (1) No action required; (2) Application of treatment; (3) Repaired; (4) Replaced.

B. General Plan Provisions

- (i). Pole Inspection Selection Criteria

¹ The 2012 Comprehensive Wood Pole Inspection Plan was provided to the Commission by DEF’s predecessor, Progress Energy Florida, Inc. (“PEF”) per Order No. PSC-06-0144-PAA-EI. DEF confirms there are no substantive changes to the Plan.



Comprehensive Wood Pole Inspection Plan

Transmission performs ground patrols to inspect transmission system line assets to allow for the planning, scheduling, and prioritization of corrective and preventative maintenance work. These patrols assess the overall condition of the assets including insulators, connections, grounding, and signs, as well as an assessment of pole integrity. These patrols are done on a three-year cycle and the assessment data and reports generated from these patrols are used to plan the ground-line inspections set forth in Section 1B(ii) below. The ground patrol inspections categorize wood poles into four conditions or states (State 2-5). DEF conducts ground-line inspections of State 2 and 3 poles. State 3 poles are given priority for ground-line inspection scheduling. DEF replaces State 4 and 5 poles. DEF no longer utilizes the State 1 category.

In performing inspection and patrols, the following Transmission Line Wood Poles Inspection State Categories shall apply:

State 2 : Meeting all of the criteria listed below:

- No woodpecker holes or woodpecker holes have been repaired.
- A pole that has been cut and capped.
- Checks/cracks show no decay or insect damage.
- Ground-line inspected/treated with no data in the remarks field of the report and no noted reduction in effective pole diameter.
- Hammer test indicates a hard pole.
- No pole top deflection noted.

State 3 : Meeting one or more of the criteria listed below:

- Checks/cracks show decay or insect damage, or the presence of minimal shell cracking.
- Ground-line inspected/treated with decay noted in the remarks field of the report and a noted reduction in effective pole diameter.
- Hammer test indicates a minimal amount of ground-line decay.
- Pole has been repaired (e.g., C-truss).
- Poles with a wood bayonet or a pole that needs to be cut and capped.
- Pole can be partially hollow but with no less than 3 – 4 inches of shell thickness and cannot be caved during a hammer test.
- Pole top deflection is less than 3 feet.

State 4 : Meeting one or more of the criteria listed below and should be scheduled to be replaced:

- Woodpecker holes which have deep cavities and are not repairable.
- Checks/cracks show significant decay or insect damage, or the presence of substantial shell cracking.
- Decay in the pole top is extensive such that the pole cannot be cut and capped nor is the pole top section a candidate for a bayonet.
- Ground-line inspected/treated and identified as rejected/restorable or rejected/non-restorable.



Comprehensive Wood Pole Inspection Plan

- When hammer tested, ground-line decay pockets are found and are greater than 5 inches wide and 2 inches deep.
- Pole is hollow with less than 3 – 4 inches of shell thickness extending over more than one-quarter of the pole circumference, determined by hammer test and/or a screw driver.
- Pole top deflection is between 3 to 5 feet.

State 5 : Meeting one or more of the criteria listed below. (This pole should be scheduled to be replaced as soon as possible):

- Woodpecker holes which have deep cavities and are not repairable, severely affecting the integrity of the pole.
- Ground-line inspection indicates the pole as “priority.”
- When hammer tested, ground-line decay pockets are found and are greater than 8 inches wide by 3 inches deep.
- Pole is hollow with less than 2 inches of shell thickness extending over more than one-third of the pole circumference.
- Pole deflection exceeds 5 feet.

(ii). Ground-Line Inspections

Ground-line inspections of wood transmission poles are conducted by qualified pole inspectors on an average 8-year cycle. This results in, on average, approximately 12.5% of the remaining population of wood poles receiving this type of inspection on an annual basis. Treatment and inspection work shall be done or supervised by a foreman with a minimum of six months experience and shall be certified as being qualified for this work.

For poles without an existing inspection hole, the pole will be bored at a 45 degree angle below the ground line to a depth that extends past the center of the pole. For previously inspected poles, the original ground-line inspection plug shall be bored out and the depth of the inspection hole measured to ensure that the pole has been bored to the required depth. Treatment application plug(s) will be bored out and the depth of these holes measured to ensure compliance. Hammer marks should be evident to show that the pole has been adequately sounded.

All work done, materials used, and materials disposed of shall be in compliance and accordance with all local, municipal, county, state, and federal laws and regulations applicable to said work. Preservatives used shall conform to the minimum requirements as set forth in this Transmission Plan.

The inspection method used is a sound and bore inspection that will include the following components:

- Above Ground Observations - Visual inspection of the exterior condition of the pole and visual inspection of components hanging from the pole.



Comprehensive Wood Pole Inspection Plan

- Sound with Hammer – The exterior of the pole is tested with a hammer and the inspector listens for “hollowness” of the pole.
- Bore at Ground Line – The pole is bored at a 45 degree angle below the ground line. This inspection method helps to determine internal decay at the base as well as measure the amount of “good wood” left on the interior of the pole.
- Excavate to 18 inches (Full Ground Line Inspection) – The soil is removed 18 inches below ground line. Decay pockets are identified and bored to determine the extent of decay.
- Removal of Surface Decay – Identified areas of decay are removed down to “good wood” using a sharp pick.
- Assessment of Remaining Strength – All data collected from the inspection will be used to determine effective circumference and remaining strength of the pole. In evaluating pole conditions, deductions shall be made from the original ground line circumference of a pole to account for hollow heart, internal decay pockets, and removal of external decay. The measured effective critical circumference shall be at the point of greatest decay removal in the vicinity of the ground line taking into account the above applicable deductions. A pole circumference calculator shall be used to determine the measured effective critical circumference. To remain in service “as-is,” the pole shall meet minimum NESC strength requirements. The measured effective critical circumference will be compared to the minimum acceptable circumference for the applicable class pole listed in the latest version of ANSI 05.1-1992, American National Standard for Wood Poles and NESC-C2-1990(1). Poles below the minimum acceptable circumference shall be rejected and will be marked in the field for replacement as either a State 4 or State 5 pole.
- Where excavation at the ground line cannot be achieved due to concrete or similar barriers, pole integrity will be assessed using a drilling resistance measuring device. These devices are now available on the market and are able to accurately detect voids and decay in poles at and below the ground where excavation is not possible.

(iii) Structural Integrity Evaluation

As part of the visual inspection of the poles, the inspector will note and record the type and location of non-native utility pole attachments to the pole or structure. This information will be used by the Joint Use Department to perform a loading analysis on certain poles or structures, where necessary, as more fully described in the Joint Use section of this Plan. In such cases, the loading information obtained from this analysis will be used along with the strength determined in the ground-line inspection. If the loads exceed: a) the strength of the structure when new and b) the strength of the existing structure exceeds the strength required at replacement, according to the NESC, the structure will either be braced to the required strength or will be replaced with a pole of sufficient strength. Specific information on this process is contained in the Joint Use section of this Plan.

(iv). Records and Reporting

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



Comprehensive Wood Pole Inspection Plan

- 1) A description of the methods used for structural analysis and pole inspection.
- 2) A description of the selection criteria that was used to determine which poles would be inspected.
- 3) A summary report of the inspection data including the following:
 - a. Total number of wood poles in Company inventory.
 - b. Number of pole inspections planned.
 - c. Number of poles inspected.
 - d. Number of poles failing inspection.
 - e. Pole failure rate (%) of poles inspected.
 - f. Number of poles designated for replacement.
 - g. Total number of poles replaced.
 - h. Number of poles requiring minor follow-up.
 - i. Number of poles overloaded.
 - j. Methods of inspection used.
 - k. Number of pole inspections planned for next annual inspection cycle.
 - l. Total number of poles inspected (cumulative) in the 8-year cycle to date.
 - m. Percentage of poles inspected (cumulative) in the 8-year cycle to date.
- 4) A pole inspection report that contains the following detailed information:
 - a. Transmission circuit name.
 - b. Pole identification number.
 - c. Inspection results.
 - d. Remediation recommendation.
 - e. Status of remediation.

C. Program Cost and Funding

- DEF continues to meet the obligations set forth in Order No. PCS-06-0144-PAA-EI. The number of poles inspected per year will start at approximately 3,800 poles, but may vary from year to year depending on previous years' accomplishments.

DEF is currently on track to meet the 8-year cycle requirements. The number of poles inspected may vary year to year depending on the previous year's accomplishments with the intent to complete inspections in the required timeframe. The estimated figures in the chart below are "best estimates," given information and facts known at this time and are subject to change or modification.

Wood Pole Program Cost Estimates



Comprehensive Wood Pole Inspection Plan

Annual Unit & Cost Estimate		
Cycle		
Years per cycle	8	
Poles inspected per year	3,800	On average; may vary year to year
Assumed poles replaced*	5%	Current future projections
O&M Cost		
GL Inspection & Treatment	\$250,000	On average; may vary year to year
Capital Cost		
Pole & Insulator Replacements	\$6,000,000	On average; may vary year to year
Hurricane Hardening	\$7,000,000	On average; may vary year to year

* Assumption is made that approximately 5% of the poles inspected will be identified for replacement.

2) Distribution Wood Pole Inspection Plan

A. Introduction

In accordance with FPSC Order No. PSC-06-0144-PAA-EI, DEF’s Distribution Department inspects Company-owned wood poles on an average 8-year cycle. These inspections determine the extent of pole decay and any associated loss of strength. The information gathered from these inspections is used to determine pole replacements and to effectuate the extension of pole life through treatment and reinforcement. Additionally, information collected from the wood pole inspections is used to populate regulatory reporting requirements, provide data for loading analyses, identify other equipment maintenance issues, and used to track the results of the inspection program over time.

B. General Plan Provisions

(i). Ground-line Inspection Purpose

- The ground-line inspection process is the industry standard for determining the existing condition of wood pole assets. This inspection helps to determine extent of decay and the remaining strength of a pole. Ground-line inspections also provide insight into the remaining life of a wood pole.
- The ground-line inspection is performed at the base of the pole because the base is the location of the largest “bending moment,” as well as the area subject to the most fungal decay and insect attack. Assessing the condition of the pole at the base is the most efficient way to effectively treat and restore a wood pole.

(ii). Pole Inspection Process



Comprehensive Wood Pole Inspection Plan

When a wood distribution pole, other than a CCA pole, is inspected, the tasks listed below will be performed. For a CCA type wood distribution pole less than 16 years of age, the inspection will consist of a visual above ground inspection and sounding with hammer, both procedures are described below. For CCA poles 16 years of age and greater, all inspection methods described below are used. Boring at Ground Line is also performed on type CCA poles when decay is present.

- Above Ground Observations - Visual inspection of the exterior condition of the pole and visual inspection of components hanging from the pole.
- Partial Excavation – The soil is removed around the base of the pole and the pole is inspected for signs of decay.
- Sound with Hammer – The exterior of the pole is tested with a hammer and the inspector listens for “hollowness” of the pole.
- Bore at Ground Line – The pole is bored at a 45 degree angle below the ground line. This inspection method helps to determine internal decay at the base as well as measure the amount of “good wood” left on the interior of the pole.
- Excavate to 18 Inches (Full Ground Line Inspection) – If significant decay is found during the full excavation, the soil is removed 18 inches below ground line. Decay pockets are identified and bored to determine the extent of decay.
- Removal of Surface Decay – Identified areas of decay are removed down to “good wood” using a sharp pick.
- Prioritization of rejected poles – rejected poles shall be assessed on their overall condition and then prioritized accordingly. Generally these poles will then be replaced in order of priority, from highest to lowest.
- For poles where obstructions, such as concrete encasement, make full excavation impractical DEF will utilize the best economical inspection process in accordance with Order No. PSC-08-0644-PAA-EI issued October 6, 2008.

(iii) Data Collection

All data collected through the inspection process will be submitted to DEF’s Distribution Department in electronic format by inspection personnel. This data will be used to determine effective circumference and remaining strength of the pole. In evaluating pole conditions, deductions shall be made from the original ground line circumference of a pole to account for hollow heart, internal decay pockets, and removal of external decay. The measured effective critical circumference shall be at the point of greatest decay removal in the vicinity of the ground line taking into account the above applicable deductions. A pole circumference calculator shall be used to determine the measured effective critical circumference. To remain in service “as-is,” the pole shall meet minimum NESC strength requirements. The measured effective critical circumference will be compared to the applicable minimum acceptable circumference listed in the most current versions of ANSI 05.1-1992, American National Standard for Wood Poles, and NESC-C2-1990(1). Poles below the minimum acceptable circumference shall be rejected and will be marked in the field for replacement.



Comprehensive Wood Pole Inspection Plan

(iv). Structural Integrity Evaluation

- See Joint Use Pole Inspection Plan, section B, paragraph (i).

(v). Records and Reporting

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

- 1) A description of the methods used for structural analysis and pole inspection.
- 2) A description of the selection criteria that was used to determine which poles would be inspected.
- 3) A summary report of the inspection data including the following:
 - a. Total number of wood poles in Company inventory.
 - b. Number of pole inspections planned.
 - c. Number of poles inspected.
 - d. Number of poles failing inspection.
 - e. Pole failure rate (%) of poles inspected.
 - f. Number of poles designated for replacement.
 - g. Total number of poles replaced.
 - h. Number of poles requiring minor follow-up.
 - i. Number of poles overloaded.
 - j. Methods of inspection used.
 - k. Number of pole inspections planned for next annual inspection cycle.
 - l. Total number of poles inspected (cumulative) in the 8-year cycle to date.
 - m. Percentage of poles inspected (cumulative) in the 8-year cycle to date.
- 4) A pole inspection report that contains the following detailed information:
 - a. Distribution circuit name.
 - b. Pole identification number.
 - c. Inspection results.
 - d. Remediation recommendation.
 - e. Status of remediation.

C. Program Cost and Funding

(i). Poles Program Cost Estimates



Comprehensive Wood Pole Inspection Plan

DEF continues to successfully meet the obligations set forth in Order No. PSC-06-0144-PAA-EI and continues to inspect poles based on the 8-year cycle as mandated by the FPSC. The number of poles inspected per year is expected to be approximately 96,000 poles, but may vary from year to year depending on previous years' accomplishments with the intent to complete inspections in the required timeframe. Funding requirements to meet all aspects of this program will be adjusted from year to year, as well. DEF is currently on track to meet the 8-year cycle requirements.

The estimated figures in the charts below are “best estimates,” given information and facts known at this time and are subject to change or modification.

Annual Unit Estimate *							
Years per Cycle	# of Wood Poles to be inspected per year	Non-CCA Replacements	CCA Replacements	Non-CCA Bracing	CCA Bracing	Non-CCA Treatments	CCA Treatments
8	96,000	4,340	120	770	30	17,300	8,300

* Assumption is made that approximately 2% of the non-CCA poles inspected will be identified for replacement.

Annual Cost Estimate							
Years per Cycle	O&M Costs		Capital		O&M Total	Capital Total	Program Total Cost
	Inspections (S&B + Excavation)	Treatments (add'l to inspection)	Replacements	Braces			
8	\$2,800,000	\$470,000	\$9,900,000	\$450,000	\$3,270,000	\$10,350,000	\$13,620,000

3) Joint Use Pole Inspection Plan

A. Introduction

DEF currently has approximately 784,000 joint use attachments on distribution poles and approximately 8,300 joint use attachments on transmission poles. On average, DEF receives approximately 10,000 new attachment requests per year. All new attachment requests are reviewed in the field to assure the new attachments meet NESC and company clearance and structural guidelines. The information provided below outlines DEF's attachment permitting process and how DEF intends to gather structural information on certain existing joint use poles over an average 8-year inspection cycle to meet the obligations set forth in Order No. PCS-06-0144-PAA-EI.

B. General Plan Provisions

- (i) Structural Analysis for a Distribution Pole New Joint Use Attachment



Comprehensive Wood Pole Inspection Plan

When the Joint Use Department receives a request to attach a new communication line to a distribution pole, the following is done to ensure that NESC clearance and loading requirements are met before permitting the new attachment:

- Each pole is field inspected, and the attachment heights of all electric and communication cables and equipment are collected. The pole number, pole size and class (type) are noted as well as span lengths of cables and wires on all sides of the pole.
- For each group of poles in a tangent line, the pole that has the most visible loading, line angle and longest or uneven span length is selected to be modeled for wind loading analysis.
- The selected pole's information is loaded into a software program called "SPIDA CALC" from IJUS. The pole information is analyzed and modeled under the NESC Light District settings of 9psf, no ice, 30° F, at 60 MPH winds to determine current loading percentages.
- If that one pole fails, the next worst case pole in that group of tangent poles is analyzed as well.
- Each pole is analyzed to determine existing pole loading and the proposed loading with the new attachment.
- If the existing analysis determines the pole is overloaded, a work order is issued to replace the pole with a larger class pole. If the pole fails only when the new attachment is considered, a work order estimate is made and presented to the communication company wishing to attach.
- The results of the analysis and the new attachment are entered into the FRAME system.

(ii). Structural Analysis for a Transmission Pole New Joint Use Attachment

When the Joint Use Department receives a request to attach a new communication line to a transmission pole with distribution underbuild, the following will be done to ensure that NESC clearance and loading requirements are met before permitting the new attachment:

- Each pole is field inspected, and the attachment heights of all electric and communication cables and equipment are collected. The pole number, pole size and class (type) are noted as well as span lengths of cables and wires on all sides of the pole.
- All pole information including structural plan and profiles are sent to the engineering company, Enercon in Longwood, Florida, to be modeled in PLS-CADD/LITE and PLS-POLE for structural analysis.
- Enercon engineers determine the worst case structures in a tangent line and request the structural drawings and attachment information on those selected poles. Typically, transmission poles with line angle and uneven span lengths are the poles considered for wind loading analysis.
- The selected pole information is loaded into the PLS-CADD and PLS-POLE software. Depending on the pole location per the NESC wind charts, one of the following load cases is run. **NESC Light District:** 9psf, no ice, 30° F, 60mph; **NESC Extreme:** 3 sec gust for the specific county, no ice, 60° F (Ex: Orange County is 110 mph); or **DEF Extreme** at 36psf, 75° F, wind chart mph
- If that one pole fails, the next worst case pole in that group of tangent poles is analyzed as well.



Comprehensive Wood Pole Inspection Plan

- Each pole is analyzed to determine existing pole loading and the proposed loading with the new attachment.
- If the existing analysis determines the pole is overloaded, a work order is issued to replace the pole with a larger class pole. If the pole fails only when the new attachment is considered, a work order estimate is made and presented to the communication company wishing to attach.
- The results of the analysis and the new attachment are entered into the FRAME system.

(iii). Analysis of Existing Joint Use Attachments On Distribution Poles

There are approximately 784,000 joint use attachments on approximately 515,000 distribution poles in the DEF system. All distribution poles with joint use attachments will be inspected on an average 8-year audit cycle to determine existing structural analysis for wind loading. These audits will start at the sub-station where the feeder originates. For each group of poles in a tangent line, the pole that has the most visible loading, line angle, and longest or uneven span length will be selected to be modeled for wind loading analysis. Each pole modeled will be field inspected. The attachment heights of all electric and communication cables and equipment will be collected. The pole age, pole type, pole number, pole size / class, span lengths of cables and wires, and the size of all cables and wires on all sides of the pole will be collected.

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

(iv). Analysis of Existing Joint Use Attachments On Transmission Poles

There are approximately 8,300 joint use attachments on approximately 2,800 transmission poles in the DEF system. All transmission poles with joint use attachments will be inspected on an average 8-year audit cycle to determine existing structural analysis for wind loading. Audits will start at the sub-station where the feeder originates. All pole information (pole size, class, type, age, pole number, cable, wire, equipment attachment heights, span lengths) including structural plan and profiles will be sent to the



Comprehensive Wood Pole Inspection Plan

engineering company, Enercon in Longwood Florida, to be modeled in PLS-CADD/LITE and PLS-POLE for structural analysis. Enercon engineers will determine the worst case structures in a tangent line and request the structural drawings and attachment information on those selected poles. Typically, transmission poles with line angle and uneven span lengths are the poles considered for wind loading analysis.

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

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

(v). Records and Reporting

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

- 1) A description of the methods used for structural analysis and pole inspection.
- 2) A description of the selection criteria that was used to determine which poles would be inspected.
- 3) A summary report of the inspection data including the following:
 - a. Number of poles inspected.
 - b. Number of poles not requiring remediation.
 - c. Number of poles requiring remedial action.
 - d. Number of pole requiring minor follow up.
 - e. Number of poles requiring a change in inspection cycle.
 - f. Number of poles that were overloaded.
 - g. Number of inspections planned.



Comprehensive Wood Pole Inspection Plan

C. Program Cost and Funding

(i). Pole Analysis Funding

As stated above, there are currently approximately 784,000 joint use attachments on approximately 515,000 distribution poles and approximately 8,300 joint use attachments on approximately 2,800 transmission poles. DEF will analyze the “worst case” poles in a tangent line of similar poles as deemed appropriate during field inspections.

In order to meet the obligations set forth in Order No. PCS-06-0144-PAA-EI, DEF requires incremental funding annually to successfully gather data and enter it into the required reporting format. See calculation that follows. The estimated figures in these charts are “best estimates,” given information and facts known at this time and are subject to change or modification.

Annual Unit & Cost Estimate									
Distribution poles with joint use	Annual inspected (8-yr cycle)	10% of Distribution poles analyzed	1% of Distribution poles replaced	Transmission poles with joint use	Annual inspected (8-yr cycle)	30% of Transmission poles analyzed	10% of Transmission poles replaced	Total cost to analyze poles (O&M)	Total cost to replace poles (capital)
515,000	63,750	6,375	191	2,800	338	101	10	\$607,183	\$505,600

ATTACHMENT L

Major Conversions Historical Data

	WRs Completed												
	All Years	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002
No. of WRs	348	3	6	9	57	10	42	42	40	43	26	51	19
Manhour Estimate	180,983	1,582	6,214	2,732	16,655	2,517	41,151	27,719	25,415	37,511	10,558	7,711	1,218
Manhours Charged	169,196	45	2,098	2,185	10,057	2,528	41,167	27,994	25,527	38,080	10,571	7,720	1,223
No. of Units (Ft)	378,582	6,852	16,196	7,124	85,920	4,961	74,467	48,197	52,807	55,108	11,121	14,117	1,712
No. of Units (Miles)	72	1.30	3.07	1.35	16.27	0.94	14.10	9.13	10.00	10.44	2.11	2.67	0.32
Estimated Cost	20,342,656	225,660	1,135,639	363,620	2,079,768	391,373	4,824,690	3,734,020	2,934,875	2,686,765	882,087	914,825	169,334
CIAC	15,791,170	230,187	649,801	662,461	2,376,753	462,338	2,681,567	3,866,787	2,045,350	1,649,664	710,797	377,393	78,071
No of WRs with CIAC Paid (in STORMS/WMIS)	59%	205	3	6	7	18	9	31	29	27	23	17	24
Est. Cost of those WRs with no CIAC Paid	31%	6,277,457	-	-	17,845	954,068	30,904	1,172,514	1,363,212	717,415	1,467,711	165,739	336,120
Est Cost of those WRs with CIAC Paid	69%	14,065,199	225,660	1,135,639	345,775	1,125,700	360,469	3,652,176	2,370,808	2,217,460	1,219,054	716,348	578,705
CIAC Ratio of those with CIAC Paid		112%	102%	57%	192%	211%	128%	73%	163%	92%	135%	99%	65%
CIAC Ratio Overall		78%	102%	57%	182%	114%	118%	56%	104%	70%	61%	81%	41%
Based on Units >50													
No of WRs with >50 Units	59%	205	2	6	6	36	9	30	32	32	23	13	14
Est Cost of WRs with >50 units	88%	17,998,140	224,134	1,135,639	344,147	1,809,600	380,285	4,390,458	3,177,390	2,895,514	2,563,259	627,324	400,182
Manhours Est of WRs with >50 Units	94%	158,311	1,575	6,214	2,592	14,737	2,452	37,109	22,737	24,383	35,633	6,703	3,936
No of Units (Ft) for WRs with >50 Units	100%	378,432	6,852	16,196	7,122	85,913	4,959	74,440	48,194	52,775	55,068	11,115	14,094
No of Units (Miles) for WRs with >50 Units		71.67	1.30	3.07	1.35	16.27	0.94	14.10	9.13	10.00	10.43	2.11	2.67
Cost per manhour of WRs with >50 Units		113.69	142.34	182.77	132.79	122.79	155.09	118.31	139.75	118.75	71.93	93.59	101.67
Cost per manhour of All WRs		120.23	4,981.47	541.19	166.42	206.80	154.82	117.20	133.39	114.97	70.56	83.44	118.50
Cost per Unit (Ft) of WRs with >50 Units		47.56	32.71	70.12	48.32	21.06	76.69	58.98	65.93	54.87	46.55	56.44	28.39
Cost per Unit (Ft) of All WRs		53.73	32.93	70.12	51.04	24.21	78.89	64.79	77.47	55.58	48.75	79.32	64.80
Cost per Unit (Mile) of WRs with >50 Units		251.116	172,713	370,226	255,139	111,214	404,901	311,413	348,106	289,689	245,769	298,000	149,919
Cost per Unit (Mile) of All WRs		283,715	173,889	370,226	269,500	127,807	416,539	342,089	409,063	293,449	257,424	418,795	342,160
Manhour per Unit (Ft) of WRs with >50 Units		0.42	0.23	0.38	0.36	0.17	0.49	0.50	0.47	0.46	0.65	0.60	0.28
Manhour per Unit (Ft) of All WRs		0.45	0.01	0.13	0.31	0.12	0.51	0.55	0.58	0.48	0.69	0.95	0.55
Manhour per Unit (Mile) of WRs with >50 Units		2,209	1,213	2,026	1,921	906	2,611	2,632	2,491	2,439	3,417	3,184	1,475
Manhour per Unit (Mile) of All WRs		2,360	35	684	1,619	618	2,691	2,919	3,067	2,552	3,649	5,019	2,887

Note: Data is from STORMS/WMIS and only those WRs that are completed.

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
No. of Units (Miles)	0.32	2.67	2.11	10.43	10.00	9.13	14.10	0.94	16.27	1.35	3.07	1.30
Estimated Cost	\$ 169,334	\$ 914,825	\$ 882,087	\$ 2,686,765	\$ 2,934,875	\$ 3,734,020	\$ 4,824,690	\$ 391,373	\$ 2,079,768	\$ 363,620	\$ 1,135,639	\$ 225,660
Cost per Unit (Ft) of WRs with >50 Units	\$ 29.46	\$ 28.39	\$ 56.44	\$ 46.55	\$ 54.87	\$ 65.93	\$ 58.98	\$ 76.69	\$ 21.06	\$ 48.32	\$ 70.12	\$ 32.71

ATTACHMENT M

Transmission Line Material Condition Assessment Procedure; Ground Patrols

MNT-TRMX-00053

Applies to: Transmission Operations and Planning Department – Carolinas and Florida

Keywords: maintenance; transmission – maintenance line

1.0 Purpose

The material condition of the transmission line structures must be periodically assessed to ensure the assets are in optimum condition. The primary goal of the line assessment is to inspect transmission line structures and associated hardware on a routine basis with the purpose of finding and documenting any required material repairs or replacements. A secondary goal is to periodically inspect the general condition of the right-of-way including emergency type danger trees, ditches, access locations, and encroachments.

2.0 Determining Risk

The State Code represents a components present condition and ranges from a State 1 to State 5. The ground patrol requires the state of all the line components, including switches, poles, crossarms, conductors, etc., to be collected by means of computer software and uploaded into Cascade. This information is then integrated with the known criticality of the line. This determines the risk of the line to the Department. Unacceptable risks have high probabilities of degrading service to customers, negatively impacting reliability, or incurring increased O&M or capital costs to the company.

3.0 Terms and Definitions

3.1 Ground Patrol: The ground patrol is a detailed assessment of a line's structures, crossarms, insulators, guys, anchors, static wires, and conductors. The ground patrol also includes an assessment of the overall condition of the right-of-way, including access, ditches, encroachments, and the recording of vegetation issues whose clearance to conductor warrant review by the Area Transmission Forester including dead, diseased, dying, leaning or uprooted trees.

3.2 Climbing Inspections: A key component of the ground patrol is evaluating the condition of insulators & wood crossarms. These components cannot always be properly evaluated from the ground, even with binoculars. Therefore, when the condition of components up the structure appears suspect, poles & towers should be climbed or assessed with a bucket. This may expose line deficiencies that may be more widespread, such as penciled porcelain insulators on multiple structures.

- 3.3 High Risk Areas:** These are defined as areas adjacent to industrial areas, plants with caustic type emissions, or the ocean or salt spray. The responsibility of recognizing these areas is left to the line crew as the material condition is indicative that the line structure is indeed in such an area.
- 3.4 Patrol versus Repairs:** Repairs to poles during a patrol should be limited. Generally, found deficiencies should have work orders written and later scheduled for completion based on prioritization. This methodology insures all lines receive an appropriate amount of inspection and the most critical of work is completed first.

4.0 Roles and Responsibilities

4.1 Line Technician: The Line Technician is tasked with completing the line assessment. Specific responsibilities include:

- 4.1.1 Utilize the guidance contained in this document to accurately classify and assess the condition of transmission line components.
- 4.1.2 Write work orders for all O&M and capital work.
- 4.1.3 Utilize Cascade to assess the condition of all line equipment including selecting appropriate component state codes when repairs or replacements are necessary.
- 4.1.4 Immediately communicate any imminent vegetation threats to the transmission line to the Area Transmission Forester & the Line Maintenance Supervisor by means of a cell phone call, as per the TVM Program: Imminent Threat Communication Procedure ([MNT-TRMX-00192](#)). At a minimum, that communication should include the line name/code, span information, and relevant information about the threatening vegetation.

Vegetation concerns not deemed to be imminent danger to the transmission lines should be reported to the Area Transmission Forester either by phone or E-mail in a timely manner.

4.2 Line Supervisor: The Line Supervisor is tasked with providing oversight and planning for the assessment process. Specific responsibilities include:

- 4.2.1 Provide input to the prioritization of when lines are patrolled.
- 4.2.2 Ensure Ground Patrol Assessments are conducted at intervals identified in the Transmission Line Equipment Maintenance Schedules Procedure ([MNT-TRMX-00051](#)), to be completed within 125% of the due date.
- 4.2.3 Ensure supplemental Assessments are conducted for pending construction projects or in reaction to significant line operations.
- 4.2.4 Ensure poles and towers are properly inspected & climbed.

- 4.2.5 Ensure all O&M and capital work orders are written to the data management tool in a timely manner.
- 4.2.6 Ensure the Ground Patrol Job Plan is completed within 30 days of a Ground Patrol and is forwarded to the responsible individuals.
- 4.2.7 Ensure vegetation threats to the transmission lines are communicated in a timely manner to the Area Transmission Forester.

5.0 Precautions and Limitations

Ground patrol assessments will be conducted in accordance with all applicable Company safety rules, OSHA regulations, work practices, & federal, state, and local regulations.

6.0 Material and Special Equipment

Image stabilizer type binoculars are required for assessing structure hardware, particularly the underside of porcelain insulators or the end fittings on polymer insulators. Binoculars are needed to inspect for signs of hardware, insulator, conductor, or ground wire connection corrosion. A thorough inspection of all structures is expected.

7.0 Inspection and Climbing Requirements

In certain situations, a climbing inspection is to be performed in addition to the ground patrol. During the climbing patrol, all insulators, pole attachments, hardware, and connections are to be inspected. Crews are to document which structures are climbed so different structures are inspected during subsequent patrols.

Poles with distribution underbuild cannot be climbed. These locations should be noted and should be followed up later with a more detailed helicopter assessment or by utilizing a bucket in cases where crossarm or insulator integrity is suspicious.

- 7.1 Lattice Tower Lines shall have a detailed climbing inspection performed on at least every 15th tower, more often if any component deterioration is found.
- 7.2 Wood Pole Lines do **not** require a detailed climbing unless the line is located in a High Risk Area or if component deterioration is found.
- 7.3 Concrete and Steel Pole Lines do **not** require a detailed climbing inspection unless the line is located in a High Risk Area or if component deterioration is found.
- 7.4 Structures located adjacent to or in an industrial area or plant with caustic type emissions are required to have a detailed climbing inspection performed on **all** potentially affected structures.
- 7.5 Lines located adjacent to or in an area with known salt contamination and constructed with porcelain insulators are to have a detailed climbing inspection performed on every 5th structure, more often if component deterioration is found.

8.0 Simplified Component Assessment Definitions

- 8.1 **STATE 1** components are new or less than 10 years old & are in excellent condition.
- 8.2 **STATE 2** components are greater than 10 years old but are in excellent condition.
- 8.3 **STATE 3** has some maintenance issues, primarily consisting of non-critical repair needs, or the component is in otherwise good condition.
- 8.4 **STATE 4** components are in need of replacement.
- 8.5 **STATE 5** components require IMMEDIATE attention.

9.0 Critical/Major System Components & State Codes

9.1 Transmission Wood Poles

9.1.1 **State 1** is described as meeting the criteria listed below:

- A wood pole up to 10 years of age & in excellent condition.

9.1.2 **State 2** is described as meeting all of the criteria listed below:

- Hammer indicates a hard pole with no soft spots or decay from the pole groundline to 6 feet
- Hammer cannot cave the pole, i.e. head of hammer embedded in pole
- No woodpecker holes or woodpecker holes have been repaired
- Pole checks may be present but with no evidence of decay, insect damage, or shell cracking
- If available, recent contracted pole inspection company inspection report shows no reduction in effective pole diameter
- No longitudinal pole top deflection present, i.e. pole is straight

9.1.3 **State 3** is described as meeting ANY of the criteria listed below:

- Hammer reveals minimal amount of groundline decay or insect damage confined to small pockets extending no more than 2 inches into the pole
- Hammer up the pole reveals minor shell cracking or soft wood, indicated by sound or caving
- Woodpecker holes are present but are not located in critical pole locations and do not contain nesting cavities
- Pole checks show evidence of decay, insect damage, or shell cracking
- Pole has been cut and capped, C-trussed, or has a wood bayonet
- Pole has a deteriorated pole cap
- Contracted pole inspection company inspection report includes a reduction in effective pole diameter

- Screwdriver probes indicate the center of pole to be partially hollow with at least 4 inches of shell thickness remaining in all directions
- Longitudinal pole top deflection between 2 - 3 feet
- Pole has Cellon treatment

9.1.4 **State 4** is described as meeting ANY of the criteria listed below and should be planned & scheduled to be replaced:

- Hammer reveals significant groundline decay pockets that are greater than 6 inches wide and 3 inches deep
- Hammer reveals significant shell cracking or soft wood, indicated by sound or caving of the wood
- Woodpecker holes are deep and may include nesting cavities, are located in critical areas, or are not repairable
- Pole checks reveal significant evidence of decay, insect damage, or shell cracking extending deep into the pole, as indicated by caving the pole, sawdust, or sound
- Pole top decay is extensive such that the pole cannot be cut and capped
- Contracted pole inspection company inspection report rejects the pole
- Pole is hollow with less than 4 inches of shell thickness extending over more than one-quarter of the pole circumference
- Longitudinal pole top deflection is between 3 to 5 feet



State 4 Pole w/ Internal Decay



State 4 Woodpecker Holes

Note: Critical woodpecker hole locations include holes in the vicinity of the crossarm, plankarm, crossbrace, guy, or insulator connections to the pole. (The holes in the above photograph are in critical locations).

9.1.5 **State 5** is described as meeting one or more of the criteria listed below. This pole should be scheduled to be replaced as soon as possible:

- Hammer reveals decay extending to the center of the pole
- Woodpecker holes are extensive, severely affecting the pole integrity
- Contracted pole inspection company report indicates the pole as “priority”
- Pole is hollow with less than 2 inches of shell thickness extending over more than one-quarter of the pole circumference
- Longitudinal pole deflection exceeds 5 feet



State 5 Internal Decay



State 5 Internal Decay



State 5 Shell Crack



State 5 Pole Shell Crack



**State 5 WoodPecker Holes
(with large internal cavity)**



State 5 Groundline Pole Decay

9.2 Transmission Line Crossarms, Plankarms, Crossbraces, & Kneebraces

9.2.1 **State 1** is described as meeting the criteria listed below:

- Crossarms, Crossbraces, or Kneebraces are steel

9.2.2 **State 2** is described as meeting all of the criteria listed below:

- Wood; when hammer tested, member is hard
- No Woodpecker holes or rot present
- Galvanized or painted steel members have minimal rust
- There is no loose hardware

9.2.3 **State 4** is described as meeting one or more of the criteria listed below and should be scheduled to be restored or replaced:

- When hammer tested, member can be caved
- Separation exists between laminates sections of crossbraces
- Member has wide (> 1 inch) cracks that can hold water
- Woodpecker holes are present
- There is missing hardware

9.2.3 **State 5** is described as needing immediate attention

9.3 Transmission Line Lattice Towers, Steel & Concrete Poles

9.3.1 **State 1** is described as meeting all of the criteria listed below:

- Poles or Towers are new, less than 10 years old
- No visible signs of deterioration

9.3.2 **State 2** is described as meeting all of the criteria listed below:

- Galvanized or painted steel pole or towers have minimal surface rust
- No pack-out on tower bracing at member connections to tower legs
- Groundline treatment on steel pole or tower is totally intact & has not deteriorated
- Grout on top of concrete pole is intact
- Concrete surface may have hairline cracks, but less than 1/8 inch wide

9.3.3 **State 3** is described as meeting one or more of the criteria listed below:

- Galvanized or painted steel pole or towers have rust and needs painting
- Weathering steel poles or tower members exhibit minimal pitting
- Aluminum towers exhibit minimal surface deterioration.
- Light pack-out on tower bracing at member connections to tower legs
- Groundline treatment on steel pole or tower is cracked, or peeled, but rusting has not yet occurred
- Grout on top of concrete pole is cracked
- Concrete surface may have hairline cracks, but less than 1/8 inch wide

9.3.4 **State 4** is described as meeting one or more of the criteria listed below:

- Galvanized or painted steel pole or towers have deep rust, needs cleaning, priming, & painting
- Weathering steel poles or towers exhibit heavy pack-out including deformed or missing members or bolts
- Aluminum towers exhibit deformed or missing members or bolts
- Concrete poles has rust stains originating from inside the crack from the reinforcing steel or cracks more that ¼ inch wide

9.3.5 **State 5** is described as needing immediate attention

9.4 Transmission Line Porcelain Insulators

9.4.1 **State 1** has no visible signs of deterioration, cracking, chipping, or pin rust

9.4.2 **State 3** is described as meeting one or more of the criteria listed below:

- Displays initial signs of pin rust but without noticeable loss of material or swelling of the pin base
- Up to two individual insulator units within a string with cracked or broken skirts at 69/115 kV, or up to three at 230/500 kV
- Any individual insulator unit within a string with signs of electrical flashing
- Insulator units with bird contamination



Typical State 3 “Ball & Socket” Insulator

9.4.3 **State 4** is described as meeting one or more of the criteria listed below and should be replaced:

- These insulators have advanced pin rust with noticeable loss of material and/or swelling of the pin base
- Three or more individual insulator units within a string with cracked or broken skirts at 69/115 kV, or four or more for 230/500 kV
- Three or more individual insulator units within a string with signs of electrical flashing
- Insulator fails a dielectric test



Typical State 4 “Ball & Socket” Insulators

9.4.4 **State 5** is described as needing immediate attention

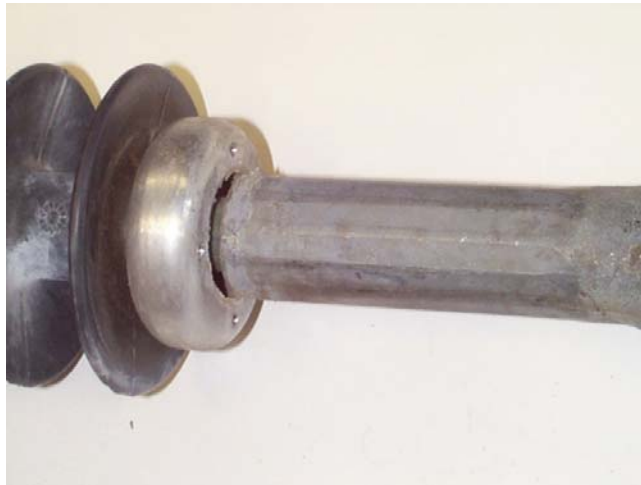
9.5 Transmission Line Polymer Insulators

9.5.1 **State 1** has no visible signs of deterioration

9.5.2 **State 3** has moderate amounts of chalking

9.5.3 **State 4** is described as meeting one or more of the criteria listed below and should be replaced:

- Has an exposed fiberglass rod
- Has open splits or gaps in the rubber housing
- Displays signs of electrical tracking or leaking interface compound
- Has missing corona rings (230 kV)



Exposed Fiberglass Rod (Ohio Brass)



Split Housing (Ohio Brass)

9.5.4 **State 5** is described as needing immediate attention

9.6 Transmission Line Conductors

9.6.1 **State 2** conductor has no visible wear

9.6.2 **State 3** is described as meeting one or more of the criteria listed below and should be repaired:

- Minor core rusting or corrosion
- Minor “Birdcage” of any conductor
- Conductor aluminum strands are unraveled
- “Ohm-stick” conductor splice resistance readings indicating a recommended recheck in one year

9.6.3 **State 4** is described as needing immediate attention and meets one or more of the criteria listed below and should be repaired or replaced:

- Conductor steel core has severe corrosion.
- Conductor shot through the steel strands.
- “Ohm-stick” conductor splice resistance readings indicating a recommendation to immediately replace

9.6.4 **State 5** is described as needing immediate attention

9.7 Transmission Line Overhead Ground Wires (Statics, OHGW, OHG, OPGW)

9.7.1 **State 2** static has no visible wear

9.7.2 **State 3** is described as meeting one or more of the criteria listed below:

- Static has minor rusting, corrosion, or visible pitting
- Mechanical static splices present
- Statics including 5/16”, 3#6, & 7#10
- “Ohm-stick” conductor splice resistance readings indicating a recommended recheck in one year

9.7.3 **State 4** is described as meeting one or more of the criteria listed below and should be repaired or replaced:

- Any broken strands
- “Ohm-stick” conductor splice resistance readings indicating a recommendation to immediately replace.
- Static is severely rusted and or has become brittle. This condition can also be supported with lab testing of static samples.

9.7.4 **State 5** is described as needing immediate attention

9.8 Transmission Line Anchors and Guy Wires

9.8.1 **State 2** anchors & guys have no visible wear

- Guy Grips & anchor heads are all above groundline
- Guys are tight.

9.8.2 **State 3** is described as meeting one or more of the criteria listed below:

- Guys have been damaged
- Guy Grips & anchor heads are at or below groundline
- Grade modifications have exposed the top portion of the anchor
- Guys are loose and can be swayed

9.8.3 **State 5** is described as needing immediate attention

9.9 Transmission Line Switches

9.9.1 **State 1** is described as meeting all of the criteria listed below:

- The switch is new or less than 10 years old & is in excellent condition.
- All preventative maintenance is completed within 125% of the established due date
- No know material defects
- Infrared readings are normal

9.9.2 **State 2** is described as meeting all of the criteria listed below:

- The switch is greater than 10 years old & is in excellent condition
- All preventative maintenance is completed within 125% of the established due date
- No know material defects
- Infrared readings are normal

9.9.3 **State 3** is described as meeting one or more of the criteria listed below:

- Preventative maintenance activities are overdue by more than 125% of the established completion date
- Switch has a history of mechanical issues that have required attention on several occasions
- Switch is mounted on a wood pole structure
- Infrared readings slightly above normal

9.9.4 **State 4** is described as meeting one or more of the criteria listed below:

- Preventative maintenance activities are overdue by more than 150% of the established completion date.
- Switch has mechanical issues that require attention whenever it is operated
- Infrared readings are high and require adjustment of blade/jaw interface or replacement

9.9.5 **State 5** is described as needing immediate attention, or:

- Infrared readings indicate immediate action is required
- The switch is tagged out of service with the ECC due to mechanical or operational problems
- Interrupter has lost dielectric strength, i.e. no vacuum or gas is present.

9.10 Transmission Minor Components

- 9.10.1 **Aerial Markers;** Inspect for faded, partially detached, or missing markers.
- 9.10.2 **Arrestors;** Inspect for loose hardware, detached jumpers, cracks, signs of being burned, or with high infrared readings.
- 9.10.3 **Bird Contamination;** Inspect for bird droppings on crossarms, the ground, and stains on porcelain insulator strings. Significant activity may warrant the installation of protective bird guards.
- 9.10.4 **Conductor Splices;** Inspect for rusted strands or a discharge of the conductive grease at the splice ends. The color will normally be black. Elevated infrared readings will indicate if the splice is in a critical state. The “Ohmstick” is an effective means of evaluating a splices’ integrity.
- 9.10.5 **Connections;** Inspect for bent, cracked, or missing hardware, and loose or missing bolts.
- 9.10.6 **Dampers;** Inspect for bent, cracked, or missing nuts. Look for signs of being broken loose and sliding away from the insulator.
- 9.10.7 **Encroachments;** Inspect for buildings, deer stands, ditches, fences, and elevation changes including ditches affecting access and mounds.
- 9.10.8 **Grounding;** Inspect for broken or deteriorated pole grounds and for unattached flying taps or bonding straps to the overhead ground wire.
- 9.10.9 **Guy Strain Insulators;** Inspect coatings for cracking and chipping as they protect the fiberglass insulator rod from ultraviolet radiation. Inspect end fittings for deterioration. Insulators with significantly frayed glass or splintering should be replaced.
- 9.10.10 **Line Traps;** Inspect for bent, cracked, or missing hardware.
- 9.10.11 **Pole Bands;** Inspect for broken thru bolts and pulled out lag screws, particularly on conductor deadends.

- 9.10.12 **ROW Condition;** Inspect for burn or dirt piles, trees that may affect the reliability of the line, vines, and any change in grade due to earthmoving activities.
- 9.10.13 **U-bolts used on steel crossarms;** Inspect for loose hardware. Particular attention should be given to rusting nuts and washers on 5/8" diameter weathering U-bolts.
- 9.10.14 **Warning Signs;** Inspect for faded, detached or missing signs. Insure signs used for helicopter patrols are present at all crossings.

10.0 References

- 10.1 Ground Patrol Assessments shall be followed in accordance with the Transmission Maintenance Program Policy ([MNT-TRMX-00000](#)).
- 10.2 Ground Patrol Assessments will be conducted at intervals identified in the Transmission Line Equipment Maintenance Schedules Procedure ([MNT-TRMX-00051](#)).

ATTACHMENT O



Matthew R. Bernier
Sr. Counsel
Duke Energy Florida, Inc.

February 28, 2014

VIA ELECTRONIC MAIL

Mr. Tom Ballinger, Director
Division of Engineering
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: *2013 Annual Wood Pole Inspection Report; Undocketed*

Dear Ms. Stauffer:

Pursuant to Order Nos. PSC-06-0144-PAA-EI and PSC-07-0918-PAA-PU, enclosed is Duke Energy Florida, Inc.'s ("DEF") Annual Wood Pole Inspection Report for CY 2013. This information is also contained in DEF's 2013 Annual Service Reliability Report dated February 28, 2014.

Thank you for your assistance in this matter. Please feel free to call me at (850) 521-1428 should you have any questions concerning this filing.

Respectfully,

s/Matthew R. Bernier

Matthew R. Bernier
Sr. Counsel

Matthew.Bernier@duke-energy.com

MRB/mw
Enclosures



DUKE ENERGY FLORIDA'S 2013 ANNUAL WOOD POLE INSPECTION REPORT

- I. In Order No. PSC-06-0144-PAA-EI, the Commission stated that on an annual basis, investor-owned electric utilities shall file wood pole inspection reports containing the following information:
- A review of the methods the company used to determine NESC compliance for strength and structural integrity of the wood poles included in the previous year's annual inspections, taking into account pole loadings, where required;
 - An explanation of the inspected poles selection criteria, including, among other things, geographic location and the rationale for including each such selection criterion; and
 - Summary data and results of the company's previous year's wood pole inspections, addressing the strength, structural integrity, and loading requirements of the NESC.

In compliance with Order No. PSC-06-0144-PAA-EI, Duke Energy Florida ("DEF") submits the following information for calendar year 2013:

METHODS USED

Please see Attachment A – Column J. For a more detailed explanation of the methods used, please refer to DEF's¹ Wood Pole Inspection Plan filed on April 2, 2012.

SELECTION CRITERIA

See comments on Attachment A.

SUMMARY DATA AND RESULTS

Please see Attachment A.

¹ DEF's 2012 Wood Pole Inspection Plan was filed in the name of DEF's predecessor, Progress Energy Florida, Inc. ("PEF"). All references herein to Progress Energy Florida, Inc. or PEF should be understood to refer to DEF.

Duke Energy Florida (Distribution) Annual Wood Pole Inspection Report (Reporting Year 2013)

a	b	c	d	e	f	g	h	i	j	k	l	m
Total # of Wooden Poles in the Company Inventory	# of Pole Inspections Planned this Annual Inspection	# of Poles Inspected this Annual Inspection	# of Poles Failing Inspection this Annual Inspection	Pole Failure Rate (%) this Annual Inspection	# of Poles Designated for Replacement this Annual Inspection	Total # of Poles Replaced this Annual Inspection	# of Poles Requiring Minor Follow-up this Annual Inspection	# of Poles Overloaded this Annual Inspection	Method(s) V = Visual E = Excavation P= Prod S = Sound B= Bore	# of Pole Inspections Planned for Next Annual Inspection Cycle	Total # of Poles Inspected (Cumulative) in the 8-Year Cycle To Date	% of Poles Inspected (Cumulative) in the 8-Year Cycle To Date
789,870	96,000	97,071	15,337	15.8%	6000	5722	2718		V, E, S, B, P	47,557 cyc 1 48,443 cyc 2	736,847	93%
If b - c > 0, provide explanation												
If d - g > 0, provide explanation		The number of poles that were identified in 2013 as needing replacement was greater than projected. Backlog of poles is being prioritized based on severity of defects.										
Description of selection criteria for inspections		The selection criterion was based on time since last inspection and their geographic location.										

Duke Energy Florida (Transmission) Annual Wood Pole Inspection Report (Reporting Year 2013)

a	b	c	d	e	f	g	h	i	j	k	l	m
Total # of Wooden Poles in the Company Inventory	# of Pole Inspections Planned this Annual Inspection	# of Poles Inspected this Annual Inspection	# of Poles Failing Inspection this Annual Inspection	Pole Failure Rate (%) this Annual Inspection	# of Poles Designated for Replacement this Annual Inspection	Total # of Poles Replaced this annual Inspection	# of Poles Requiring Minor Follow-up this Annual Inspection	# of Poles Overloaded this Annual Inspection	Methods(s) V=Visual E=Excavation P= Prod S=Sound B=Bore R=Resistograph	# of Poles Inspections Planned for Next Annual Inspection Cycle	Total # of Poles Inspected (cumulative in the 8-Year Cycle to Date	% of Poles Inspected (Cumulative) in the 8-Year Cycle to Date
28,322 Wood Poles	7,500	14,999	2,236	14.91%	1,124	1,347	1,761	0	V&P=2,715 S&B= 12,284 Total= 14,999	7,500	Inspected 06 = 15,161 Inspected 07 = 12,287 Inspected 08 = 10,520 Inspected 09 = 4,585 Inspected 10 = 5,375 Inspected 11=11,687 Inspected 12=13,914 Inspected 13=14,999 Total = 88,528	100.00%
If b - c > 0, Provide Explanation												
If d - g > 0, provide explanation	Inspections were completed thru the year with majority of inspections completed in 3rd or 4th quarter. Poles found to be defective in 2013 will be prioritized and worked into schedule for 2014.											
Description of Selection Criteria for Inspections	DEF Transmission Inspects transmission lines with wood poles on a 3 year cycle. DEF also inspects Transmission lines with Steel or Concrete Poles and Lattice Towers on a 5 year cycle. Inspection criteria is included in Document MNT-TRMX-00051 contained in DEF's Annual Service Reliability Report.											

Duke Energy Florida

CCA Pole Sampling Results (Less than 16 Years of Age)

(Reporting Year 2013)

a	b	c	d	e	f	g	h	i	j	k	l	m
Total # of CCA Poles Less than 16 Years of Age in the Company Inventory	Total # of Pole Inspections Planned this Annual Inspection	# of CCA Poles Less than 16 years of age Inspected this Annual Inspection	# of CCA Poles Less than 16 years of age sampled this Annual Inspection	# of CCA Poles Less than 16 Years of Age Failing Inspection this Annual Inspection	CCA Poles Less than 16 Years of Age Failure Rate (%) this Annual Inspection	# of CCA Poles Less than 16 Years of Age Designated for Replacement this Annual Inspection	Total # of Poles Replaced this Annual Inspection	# of CCA Poles Less than 16 Years of Age Requiring Minor Follow-up this Annual Inspection	# of Poles Overloaded this Annual Inspection	Method(s) V = Visual E = Excavation P= Prod S = Sound B= Bore	# of Pole Inspections Planned for Next Annual Inspection Cycle	Total # of Poles Inspected (Cumulative) in the 8-Year Cycle To Date
228,000	96,000	22,379	1005	40	.18%	40		3619	N/A	V, E, S, B, P		
If b - c > 0, provide explanation	N/A											
If d - g > 0, provide explanation	N/A											
Description of selection criteria for inspections												

**ATTACHMENT P –
See Excel File**

ATTACHMENT Q –
See Excel File

ATTACHMENT R



Ongoing Storm Preparedness Plan

Purpose and Intent of the Plan:

To implement Duke Energy Florida’s (“DEF”) Ongoing Storm Preparedness Plan (the “Plan”)¹ that complies with FPSC Order No. PSC-06-0351-PAA-EI issued April 25, 2006 (the “Order”). The Plan addresses the specific ten-points that the Florida Public Service Commission (the “Commission”) identified in the Order.

The Plan includes the following specific sub-plans:

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

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

1) Vegetation Management Cycle for Distribution Circuits

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

¹ The Ongoing Storm Preparedness Plan was provided to the Commission by DEF’s predecessor, Progress Energy Florida, Inc. (“PEF”) per Order No. PSC-06-0351-PAA-EI. DEF confirms there are no substantive changes to the Plan.



Ongoing Storm Preparedness Plan

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

- Cutting brush within an eight foot radius of all device poles;
- To the extent practical and reasonably feasible, felling “dead danger trees” within 25 feet of the closest conductor that have a high likelihood of falling on the conductors; and
- Cutting of underbrush instead of topping it.

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

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

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

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

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

A mandatory three-year trim cycle without regard to system reliability, customer impact, and cost-effectiveness would not benefit DEF’s customers when compared to a focused and targeted plan such as DEF’s IVM program. Additionally, in recent years, DEF has experienced availability challenges within the tree trimming labor force in Florida. A non-targeted, mandatory three-year trim cycle would adversely impact all electric utilities within the state by forcing them to compete for an already scarce resource.



Ongoing Storm Preparedness Plan

Such demand could be expected to inflate costs for all utilities. Further, a mandatory, non-targeted three-year cycle would not provide the flexibility that DEF can currently leverage to address tree conditions that can vary significantly depending a number of variables, most significantly weather conditions. DEF

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

2) Audit of Joint Use Attachment Agreements.

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

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

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



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

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

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

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

- 1) A description of the methods used for structural analysis and pole inspection.
- 2) A description of the selection criteria that was used to determine which poles would be inspected.



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- 3) A summary report of the inspection data including the following:
 - a. Number of poles inspected.
 - b. Number of poles not requiring remediation.
 - c. Number of poles requiring remedial action.
 - d. Number of pole requiring minor follow up.
 - e. Number of poles requiring a change in inspection cycle.
 - f. Number of poles that were overloaded.
 - g. Number of inspections planned.

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

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

Estimated Cost to Analyze "Other than Wood Poles"

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

3) Transmission Structure Inspection Program.

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

- (i). Aerial Patrols



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

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

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

(ii). Transmission Line Ground Inspections

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

(iii) Structural Integrity Evaluation

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

(iv). Transmission Substation Inspections

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

(v). Records and Reporting



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

- 1) A description of the methods used for analysis and inspection;
- 2) A description of the selection criteria that was used to determine which assets would be inspected; and
- 3) A summary report of the inspection data;

Transmission Line Inspections Cost Estimates

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

4) Hardening of Existing Transmission Structures.

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

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

Costs	Changeouts or new Poles /Year	Cost/Year	Total Changeouts or new Poles/10 years	Total 10 Year Costs (Present Value)
Maintenance Change outs	500	\$7.0 Million	5000	\$70 Million



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DOT Relocations	100	\$7.0 Million	1000	\$70 Million
Line Upgrades and Additions	750	\$ 50.0 Million	7500	\$500 Million
Increased GL Inspection	200	\$2.8 Million	2000	\$ 28 Million
Total	1550	\$66.8 Million	15500	\$668 Million

5) Transmission and Distribution Geographic Information System.

Distribution

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

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

Systems:

Computer Maintenance Management System
Estimated Costs - \$1M

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

Operational Datamart
Estimated costs - \$950k



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

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

The implementation of a new corporate document management system would support archival of and access to all documents and drawings related to distribution assets and the aggregation of those assets to a system. This would likely facilitate the referencing of standards in the past as well as current design standards.

Facility Baseline Inspection
Estimated Costs - \$6.6M

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

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

Transmission

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

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

Estimated
Costs

Total 10-Yr
Cost



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Inspection and Data Entry	\$ 2,000,000
Computer system upgrades	\$1,000,000

6) Post-Storm Data Collection and Forensic Analysis.

Distribution

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

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

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

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

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

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

- Participate in pre-storm conference call with System Forensic Coordinator at least 48 hours prior to expected landfall to determine high-priority substations for Forensic Assessment and additional calls, as needed.
- Communicate team assignments and expected initial reporting time/location to Forensic Assessor and Forensic Support team members 48 hours in advance of expected landfall.
- Secure and assign vehicles for all Forensic Assessment teams within the region.
- Determine and communicate daily substation and feeder assignments by team.



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- Establish protocols and timelines with Forensic Assessment teams within the region for communicating daily start, stop, and safety check-in times and notify system Damage Assessment Manager and System Forensic Coordinator if communication is not established with teams as expected.
- Participate in end-of-day conference calls with System Forensic Coordinator and other Regional Forensic Leads to determine the system-wide status of Forensic Assessment and assign assessment locations for the following day.
- Provide complete Region Substation Forensic Summary Reports to System Forensic Coordinator within 1 week after storm restoration activity has been completed.

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

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

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

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



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

Transmission

Field Data Collection

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

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

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

Maintenance/GIS Data

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

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

Data Reduction

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

Estimated Costs

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



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

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

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

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

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

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

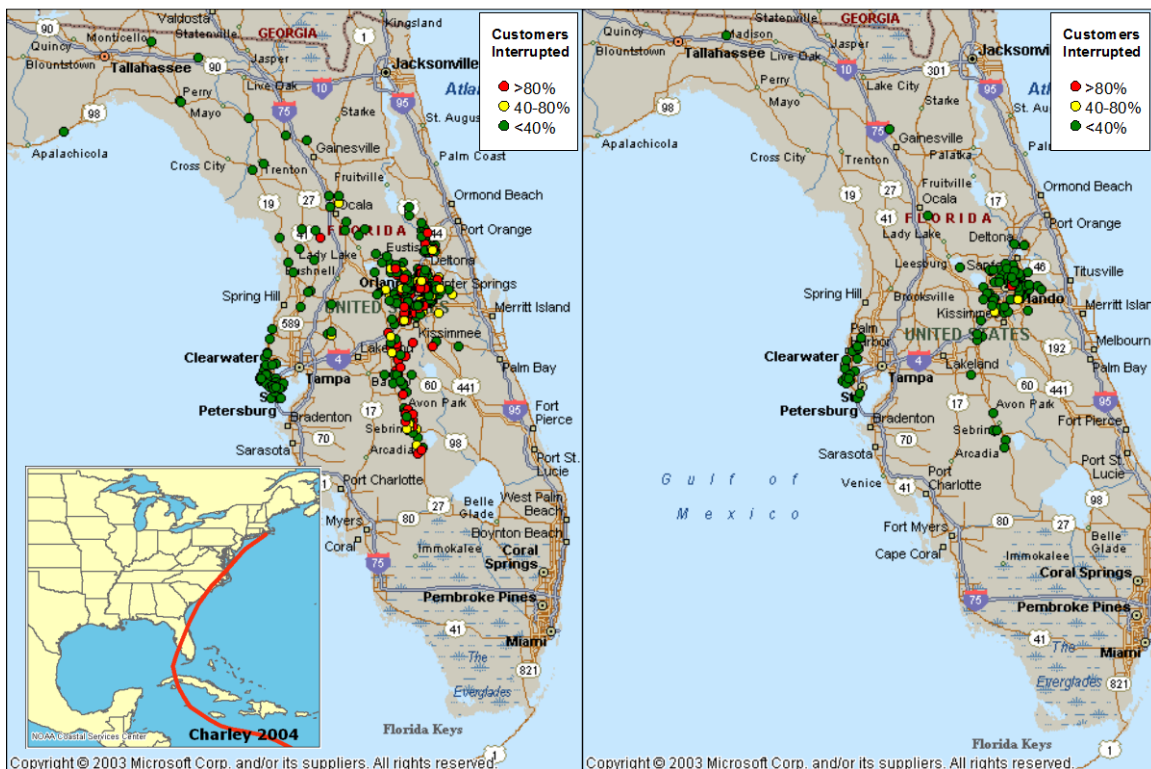
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As part of this process, the location of each feeder circuit point is determined by approximating the geographic midpoint of each circuit. Outages experienced as a result of a named storm will be extracted from system data. The outages will then be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

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

OH Construction Outage Severity

UG Construction Outage Severity





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

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

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

8) Increased Utility Coordination With Local Governments.

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

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



Ongoing Storm Preparedness Plan

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

a) Staffing and Training

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

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

Government Coordination Roles

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

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

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

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



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

Overview of government coordination organization

Storm assignments and roles

Job requirements

Material and resource requirements

EOC crew management module

NIMS training

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

Training Presentations and Materials

Staffing Priority List

Maps, Location/Contact Information

Government/Agency Contact Information

Calendar of Activities

Storm Job Descriptions

Team Member Lists/Contact Info

Territorial Maps

Storm Staffing Scenarios

Storm Organization Chart

b) On Going Coordination

Throughout the year, company representatives will work with local government officials and agency representatives to enhance the flow of information and to identify coordination opportunities.

Coordination opportunities fall into several categories – storm related activities, vegetation management programs, undergrounding programs, and other coordination efforts.

- **Storm Related Activities**

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

- DEF is taking steps to enhance public information through the media. Among a number of activities, DEF will be participating as a panelist in hurricane preparedness town hall-type meetings forums in the Tampa and Orlando television markets. The programs are designed to



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educate the public and will include representatives from local government emergency management, the Red Cross, and FEMA.

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

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

- DEF is scheduled to participate in State-sponsored events:

- Governor's Hurricane Conference
- State Storm Drill

- DEF Sponsored events:

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

- Vegetation management coordination program

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

- Ensure that all Duke Energy customers will have received some form of vegetation management education through community outreach, events, web site information, advertising and other communication mechanisms.



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- Improve relationships with local governments, offering successful vegetation programs in their communities.
- Launch a Radio/Public Service Announcement Campaign in 2006 that will reach more than 30% of the Duke Energy market.
- Distribution of information in 2006 on vegetation management that will reach more than 30% of the Duke Energy market.
- Vegetation programs and events in Duke Energy communities in Florida.

- Undergrounding Programs

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

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

- Street lighting repair program

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

- Other coordination activities

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

c) Plan implementation during storm events



Ongoing Storm Preparedness Plan

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

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

d) Emergency Operation Center (EOC) Plan

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

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



Ongoing Storm Preparedness Plan

Pre-storm duties:

- Work with local governments to update specific city/county and EOC priorities (e.g. designated hospitals, shelters, traffic lights, essential water treatment facilities and lift stations, etc.) and develop prioritized account list for each county.
 - Create list of all governmental facilities in the County including responsible operating center, substation, and feeder.
 - Review DEF procedures with EOC staff and establish working relationship and rules.
 - Work internally with operations personnel to establish EOC priority work flow.
 - Provide feeder maps or outage information for the County for use at the EOC.
 - Obtain a street level utility territory map for the County.
-
- Assure a network connection that will accommodate a Duke Energy computer exists at the EOC.
 - Attend scheduled meetings as the storm approaches.
 - Participate in software training at EOCs.

Duties during major storm event:

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

Duties after major storm:

- Attend scheduled EOC debriefing meetings
- Responsible for “break-down” of DEF area in EOC facility

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

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

DEF believes the necessary leadership to serve as the R&D coordinator is available from the Public Utility



Ongoing Storm Preparedness Plan

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

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

Estimated Costs and Timeline

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

10). Natural Disaster Preparedness and Recovery Program.

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

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

ATTACHMENT S

Document title

Transmission Vegetation Management Program

Document number

MNT-TRMX-00176

Applies to: Transmission Operations & Planning Department – Carolinas and Florida

Keywords: maintenance; transmission – maintenance line

1.0 Introduction

Progress Energy Transmission employs an Integrated Vegetation Management Program (IVMP) that combines various components to manage the growth of vegetation on the electric transmission utility right of way (ROW). Through the use of different, integrated methods, the optimum results (reliability, etc.) occur reducing the need to employ reliability-based trimming/removal and danger tree cutting.

Progress Energy Transmission utilizes easements, permits and/or company owned lands for the right of way on which the transmission lines are constructed. The routine inspection and maintenance of the right of ways (ROW) are extremely important for the safety of the public and the personnel that are responsible for the operation/maintenance of the transmission lines. Maintaining right of ways in accordance with established procedures results in a high level of transmission line reliability.

2.0 Program Policies, Procedures, Components and Specifications (FAC-003 R1)

2.1 Program Objectives

Ensure the reliability of the transmission system by minimizing vegetation related interruptions, while maintaining compliance with regulatory, environmental and safety requirements/standards.

2.2 Philosophy

Our philosophy is based upon employing the proper, most economical vegetation management techniques to ensure the effectiveness of our program in a wide variety of environments. This is achieved through communication, continuous learning and assessing best management practices throughout the industry.

MNT-TRMX-00176	Rev. 6 (11/11)	Page 1 of 12
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2.3 Program Scope

The visual inspection and appropriate maintenance of transmission line right of ways comprise the Transmission Vegetation Management Program.

Inspections (periodic aerial and as needed ground patrols) are performed to monitor vegetation growth, right of way contractor effectiveness and encroachments within the right of way. Maintenance activities may include any of the following: re-clearing vegetation (mechanical clearing, hand cutting and herbicide application), tree trimming/removal, danger tree cutting and encroachment licensing/removal.

All transmission lines at voltages of 200 KV and higher will maintain 100% compliance with the MNT-TRMX-00176 specifications and cycle frequencies. All transmission lines at voltages less than 200KV will utilize MNT- TRMX-00176 as a standard and apply appropriate IVM methods as required to ensure the reliability of the line.

2.4 Program Work Components

All work performed shall be in accordance with ANSI, OSHA and other applicable safety requirements, laws and Progress Energy guidelines. The following describes the various components that are utilized in the Progress Energy Transmission’s Integrated Vegetation Management Program.

Right of way re-clearing (using mechanical equipment – e.g., rotary mowers, Kershaw, Hydro-Ax, etc.) - All of the wooded sections of the right-of-way are to be re-cleared with mechanical equipment, where possible, to the full width as noted in a detail description. All undergrowth is to be cut within six (6) inches of the ground. All vines on poles and brush around poles in fields are to be cut and removed out of cropped areas. Cut all leaning trees that have been pulled into the right-of-way by storms. All brush cut from stream banks or drainage ditches must be removed from streams and ditches so as not to impede the flow of water. When run ways are cut through existing canals, the canal must be restored to original condition allowing drainage to continue as it did before our operation. Vista screens and trimmed trees are not to be cut during re-clearing operations without specific instructions from Company representative.

Right of way re-clearing (hand-cutting) - All of the wooded sections of the right-of-way that cannot be re-cleared with mechanical equipment are to be hand cut to the full width as noted in a detail description. All undergrowth is to be cut within six (6) inches of the ground or current water level. All vines on poles and brush around poles in fields are to be cut and removed out of cropped areas. Cut all leaning trees that have been pulled into the right-of-way by storms. All brush cut from stream banks or drainage ditches must be removed from streams and ditches so as not to impede the flow of water. Vista screens and trimmed trees are not to be cut during re-clearing operations without specific instructions from a Progress Energy representative.

Right of way re-clearing (herbicides) – Where appropriate, the primary method of vegetation control on transmission right of ways may be established as, or converted to, the use of herbicides. Herbicides may also be applied on a case by case basis on areas of line right of ways that cannot be effectively, or efficiently, mowed or hand-cut. The application of herbicides on Transmission ROW shall be in accordance with procedure [EVC-EDGC-00001](#) (Herbicide Usage on Rights-of-Way *Energy Delivery Carolinas only*) and all applicable TVM specifications.

Tree removal/trimming - All trees requiring removal/trimming should be removed or trimmed so as to obtain sufficient clearance to prevent a hazard to operations for the removal/trimming cycle. As noted in right-of-way use guidelines and many easement documents, vegetation that matures at a height of greater than 12’ may not be planted in the right-of-way and, if planted without written approval, is subject to potential removal during future maintenance activities. Existing vegetation within the ROW that will reach a height of more than 12’ at maturity will be evaluated for removal during maintenance by Progress Energy representatives based on line or site specific parameters, Progress Energy arboricultural practices/principles and the rights granted to Progress Energy via underlying easements, permits or other legal documents. In improved areas such as yards, landscaping etc., the property owner may be notified of the planned tree removal work via direct contact, door hangers or other methods as appropriate for the site/situation specific circumstances.

Side-trimming – Trees within and along the edge of the right-of-way will be targeted for removal, and trees outside of the right-of-way with growth potential within the right-of-way will be side-trimmed at a minimum (some may require removal if side-trimming is not adequate) to meet clearance requirements. These trees or limbs, due to their height and location, have the potential to make contact with, or be in close proximity to, the conductor due to reasonably expected conductor movement (i.e. conductor blowout).

Off right of way tree cutting – Off right of way trees are those trees located outside the defined right of way width. These trees, due to their height if they were to fall could make contact with the conductor or fall to within five feet of the outermost conductor, grow into the conductor or due to conductor blowout could make contact with the conductor. All trees cut are to be cut according to [MNT-TRMX-00193](#) (TVM: Off Right of Way Tree Cutting Guidelines).

Danger tree cutting – Danger trees are those trees located inside or outside the designated right of way that are in decline/diseased, have structural defects, leaning towards the right of way or are dead. These trees, due to there height if they were to fall could make contact with the conductor or fall to within five feet of the outermost conductor. These trees should be inspected and assessed thoroughly for structural integrity before climbing is performed. When the safety of the crew is at risk if the tree is climbed, alternate mechanical or other methods shall be utilized to perform the removal safely.

2.4.1 Program Component Frequency Targets

The actual frequency for specific facilities may vary significantly from the target frequency based on the integrated program components that are being employed and on site/facility specific factors (such as - but not limited to: indigenous vegetation, easement/permit width and rights, construction type, voltage, IVM activities, environmental restrictions, regulatory requirements, etc.) Right of way maintenance frequency intervals for program component tasks are identified below. These frequency intervals will be used as the initial scheduling targets to determine the calendar year in which the work will be scheduled.

	<u>Task</u>	<u>PE Carolinas</u>	<u>PE Florida</u>
2.4.1.1	Right of Way		
	1. Re-clearing (mechanical)	36 months	48-60 months
	2. Re-clearing (hand-cutting)	36 months	48-60 months
	3. Re-clearing (herbicides)	36 months	48 months
	4. Tree removal/trimming	36 months	48-60 months
	5. Side-trimming	36-72 months	48-60 months
	6. Off-R/W Tree Cutting	As Needed*	As Needed*

* Reliability-based danger tree cutting is performed as needed when danger trees are identified.

2.5 Work Specifications and Procedures

2.5.1 Work Specifications

Standards for specific work will be developed for all work practices and incorporated into contract documents for each project or work activity. These standards/specifications will incorporate ANSI-300 and ANSI-Z133 as appropriate.

2.5.2 Off Right-of-Way Tree Cutting

Standards found in [MNT-TRMX-00193](#) (TVM: Off Right of Way Tree Cutting Guidelines).

3.0 Inspections (FAC-003 R1.1)

Aerial patrols will be conducted in accordance with all applicable Progress Energy Safety Rules, OSHA regulations, work practices, and regulatory requirements. Patrols will be conducted with qualified Progress Energy Transmission personnel to look for and document conditions of the following: ROW/Vegetation clearances - encroachments - line equipment - substation equipment.

The general guidelines for TVM Aerial Patrol Inspections, reactive work completion and frequencies that impact Right of Way are defined in procedure [MNT-TRMX-00195](#) (TVM Program: Aerial Patrol Inspection Guidelines).

When multiple aerial patrols are planned for a calendar year, they will be scheduled across the growing season to ensure that growth issues are detected.

4.0 TVM Clearance Requirements (FAC-003 R1.2)

Progress Energy Transmission vegetation clearance requirements for the TVM program have been established. These clearances comply with the program vegetation clearances requirements of FAC-003.

4.1 Vegetation Clearances Following VM Work (FA-003 R1.2.1)

The vegetation clearances to be achieved at the time of TVM work completion will comply with the following guidelines:

4.1.1 Clearances Achieved at the Time of TVM Work

4.1.1.1 Vegetation Clearance: Floor Growth (vertical)

The vegetation to conductor clearances to be obtained at the time of TVM work completion will use the maximum operating sag of the conductor as the reference point for TVM work for vegetation clearances. The clearance to be obtained at the time of TVM work will use the following criteria:

- Clearances to be cut will include the appropriate ‘minimum’ conductor to vegetation clearances defined in Table 4 or Table 5 (i.e. Clearance 2) of [MNT-TRMX-00191](#) (TVM Program: Vegetation Clearance Tables)
- Clearances will also include distances for vegetation re-growth as defined in Table 3 of [MNT-TRMX-00191](#) (TVM Program: Vegetation Clearance Tables)
- These combined distances are to be obtained at the time of TVM work below the maximum operating sag point of the conductor
- Minimum safe working distances may also impact clearance requirements at the time work is completed as defined in Table 1 or Table 2 of [MNT-TRMX-00191](#) (TVM Program: Vegetation Clearance Tables)

4.1.1.2 Vegetation Clearance: Side Growth

To ensure side growth and conductor side-swing impacts are limited, the TVM program targets providing vegetation side growth clearance, in support of Clearance 1 requirements, based on the following criteria:

- Clearance 1 for side growth TVM work is established based on a reasonable conductor movement (i.e. conductor blowout) assumption of less of less than 4.1 psf wind loading or equivalent to approximately 40 mph winds (i.e., sub-tropical storm winds)
- For all rated electrical operating conditions, implementation of Clearance 1 will avoid encroachment and maintenance of Clearance2 which is the ‘minimum’ conductor to vegetation clearances as defined in Table 4 or Table 5 of [MNT-TRMX-00191](#) (TVM Program: Vegetation Clearance Tables)
- For cases where Clearance 1 cannot be cut at the time of TVM work, mitigation measure to achieve sufficient clearances will be developed.

4.1.2 Safe Working Clearances

For all vegetation work, the minimum safe working distances defined in Table 1 and Table 2 of [MNT-TRMX-00191](#) (TVM Program: Vegetation Clearance Tables) will be observed.

The majority of all work is normally completed at normal operating (loading/temperature) conditions that ensure the safe working clearances can be observed with no special precautions. When operating conditions and vegetation growth reduce clearances to less than the minimum safe working distances, the work will be rescheduled under the appropriate operating conditions to ensure that safe working clearances can be observed.

4.2 Minimum Vegetation to Conductor Clearances (FA-003 R1.2.2)

The minimum conductor to vegetation clearances, Clearance 2 in FAC-003 (R1.2.2), will be maintained under all rated electrical operating conditions. These clearances are defined in Table 4 and Table 5 of [MNT-TRMX-00191](#) (TVM Program: Vegetation Clearance Tables).

The clearances included in these tables were developed and based on Table 5, IEEE 516-2003, phase to ground distances with appropriate altitude correction factors applied.

5.0 Personnel Qualifications (FAC-003 R1.3)

The following qualifications represent the minimum level of experience and/or education to be hired for the following positions.

5.1 Field Inspector/Right of Way Specialist

Minimum Qualifications:

1. Bachelors Degree in Forestry or related field, or 2 year technical degree with 1 years experience, or 5 years experience in utility vegetation management
2. General understanding of Integrated Vegetation Management techniques
3. Understanding of ANSI Z-133 and A-300
4. Understanding of basic electrical systems and causes of vegetation related interruptions
5. General knowledge of proper herbicide uses and application methods
6. Must obtain state pesticide applicators license within 1 year, or work under the direction of an Area Forester
7. Must obtain ISA certification within 1 year, or work under the direction of an Area Forester

5.2 Lead Forester/Area Forester

Minimum Qualifications:

1. Bachelors degree in forestry or related field and 3 years utility vegetation management experience or 2 year technical degree and 5 years experience in utility vegetation management
2. Working knowledge of Integrated Vegetation Management techniques
3. Knowledge of NERC Standard FAC-003-1 and its requirements for the Transmission Vegetation Management Program
4. Working knowledge of ANSI Z-133 and A-300
5. Working knowledge of an Integrated Vegetation Management Program including practical applications of herbicides

6.0 Corrective Action Plan (FAC-003 R1.4)

For all locations (spans) on the transmission system where the minimum vegetation clearances cannot be obtained to meet the target frequency cycle for the program component activity, the location will be documented. The following will provide the documentation for all mitigation sites and reactive work:

Corrective Action Plan– planned/documented vegetation management work that is scheduled more frequently than TVM program standard frequencies to mitigate vegetation-related clearance issues to ensure the reliability of the system.

- Every span that requires maintenance other than the Program Component Frequencies, in paragraph 2.4.1, will be documented and tracked, including the mitigation measures for that location (i.e., shorter frequencies, etc).

Reactive Work – vegetation related work identified in the field, not previously documented or planned, that requires action before scheduled cycle work to mitigate a potential reliability clearance issue.

- The TVM Program reactive work scheduling and tracking process will track all reactive work assigned and completed by TVM personnel.

7.0 Imminent Threat Communications (FAC-003 R1.5)

During the course of TVM work and inspections, any situation or condition that is observed and deemed to present an imminent threat to the Transmission System shall be reported in accordance with the [MNT-TRMX-00192](#) (TVM: Imminent Threat Communication Procedure).

8.0 Annual Work Plan (FAC-003 R2)

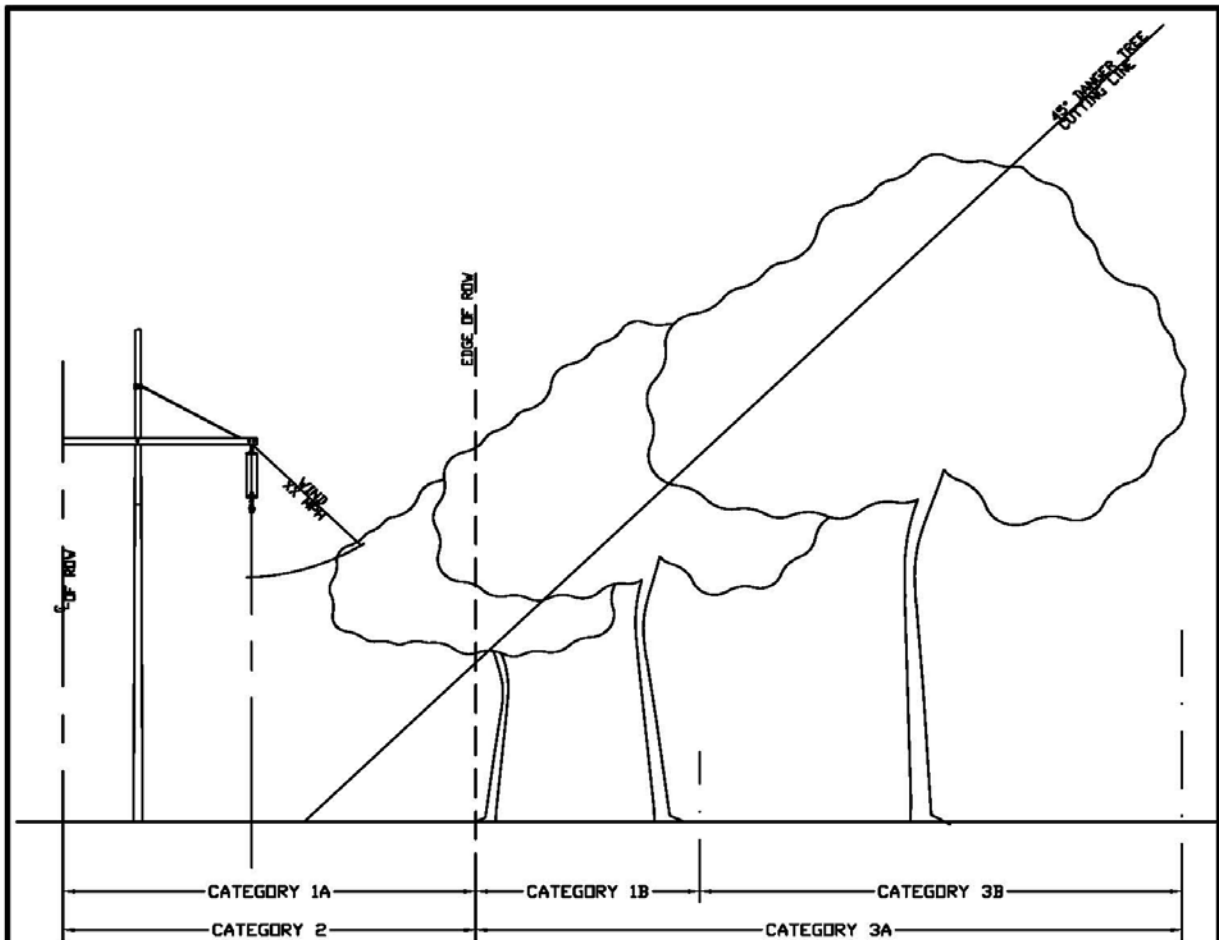
An annual work plan for the year will be maintained for each area managed by an area forester. The plan will be developed for each component activity by line or complete line maintenance. The plan will be developed using previous work completion dates, cycle length and based on annual growth cycles. Changes to the annual plan shall be documented with criteria for any changes and mitigation plans. Each area forester shall maintain a file for reportable lines with work completion information and a line completion form for each activity or complete line maintenance.

9.0 Transmission Vegetation Outage Reporting (FAC-003 R3)

On a periodic basis, as defined by the Region Reliability Organization, the TVM Program will report any outage that meets the criteria defined in FAC-003. In addition, the outage reporting will utilize the following criteria for meeting the FAC-003 reporting requirements:

- The general exclusion criteria in the [MNT-TRMX-00194](#) (Transmission Outage Reporting Process)
- Side growth vegetation-related outages resulting from tropical storm or higher winds (40 mph or greater)
- Vegetation-related outages due to human or animal interference, such as: animal severing tree; vehicle contact with tree, removal or digging or moving of vegetation; logging; arboricultural or horticultural or agricultural activities; etc.)
- Vegetation related outages that result from vegetation falling into lines from outside the ROW that result from natural disasters shall not be considered reportable (examples of disasters that create non-reportable outages include, but are not limited to, earthquakes, fires, tornados, hurricanes, landslides, wind shear, major storms as defined either by [MNT-TRMX-00194](#) --- the Transmission Outage Reporting Process, ice storms, and floods)
- Transmission vegetation categories ([Attachment A](#), [Attachment B](#), [Attachment C](#) & [Attachment D](#))

Attachment A
Transmission Vegetation Categories



Vegetation categories.... Reliability compliance categories

NERC Category 1 - Code/Compliance Trees
 PE A - Grow in trees located inside the right of way that could make contact with the conductor.
 PE B - Trees located outside the right of way that could contact the conductor due to side growth into the right of way or conductor blow out.

NERC Category 2 - Any tree that falls into the line from within the right of way.

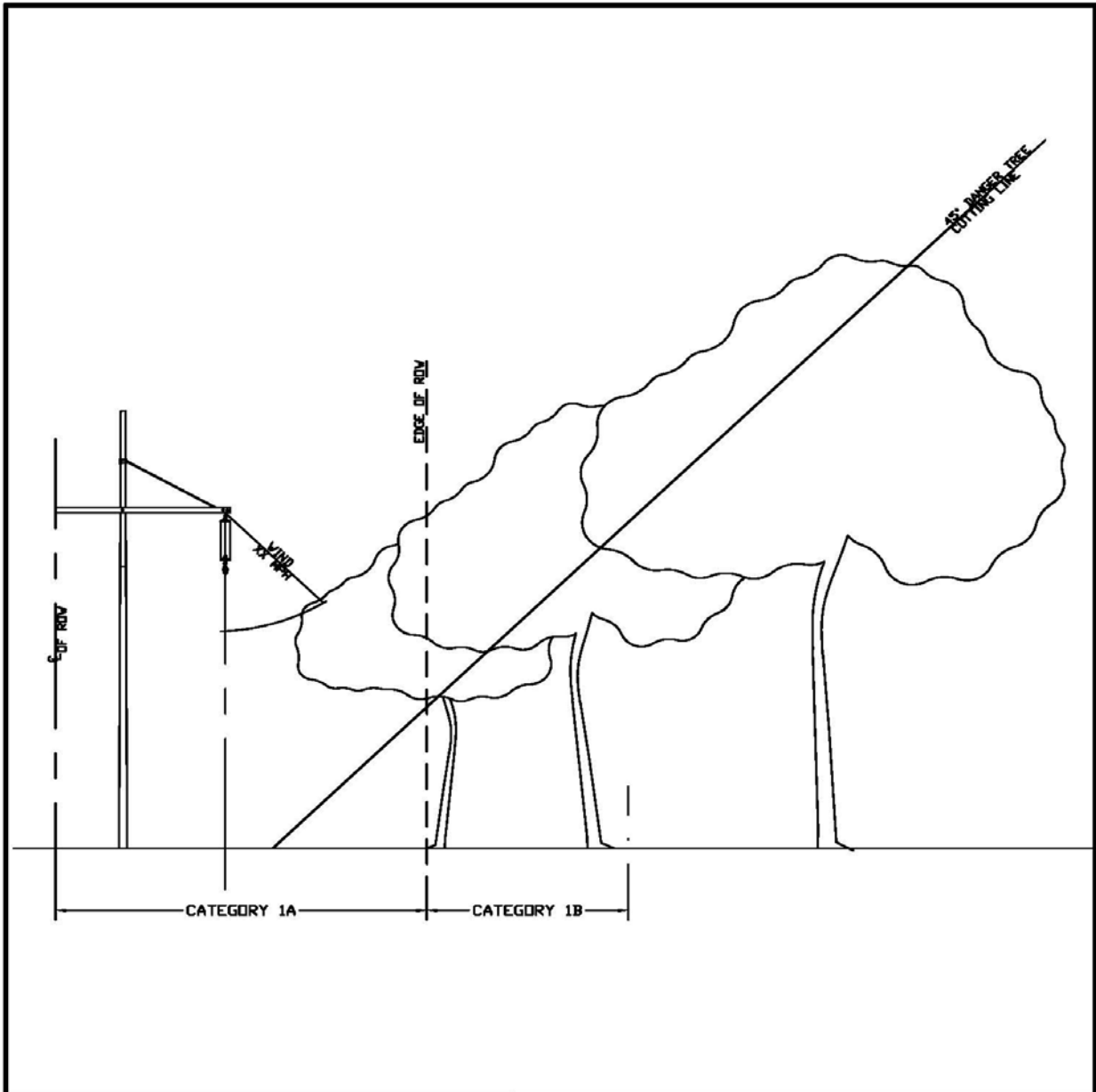
NERC Category 3
 PE A - Immediate Reliability Risk: Diseased, damaged, leaning, structurally unsound or dead trees located outside the right of way that would make contact with the conductor or fall to within 5 feet of a point on the ground directly beneath the outside conductor.
 PE B - Long Term Reliability Risk: Trees that are outside of the right of way and could make contact with the conductor or fall to within 5 feet of a point on the ground directly beneath the outside conductor.




10/06 DATE	V. H.	NTS SCALE	TRANSMISSION VEGETATION MANAGEMENT
JLW DRAWN	JLW TECH		
CHECK	ENGR		
1 OF 4 SHEET		DWG.	TVG

The Transmission Vegetation Management Program (Document No. MNT-TRMX-00176) was provided to the Commission by DEF's predecessor, Progress Energy Florida, Inc. ("PEF") in its 2012 Annual Reliability Report. DEF confirms there are no substantive changes to the document.

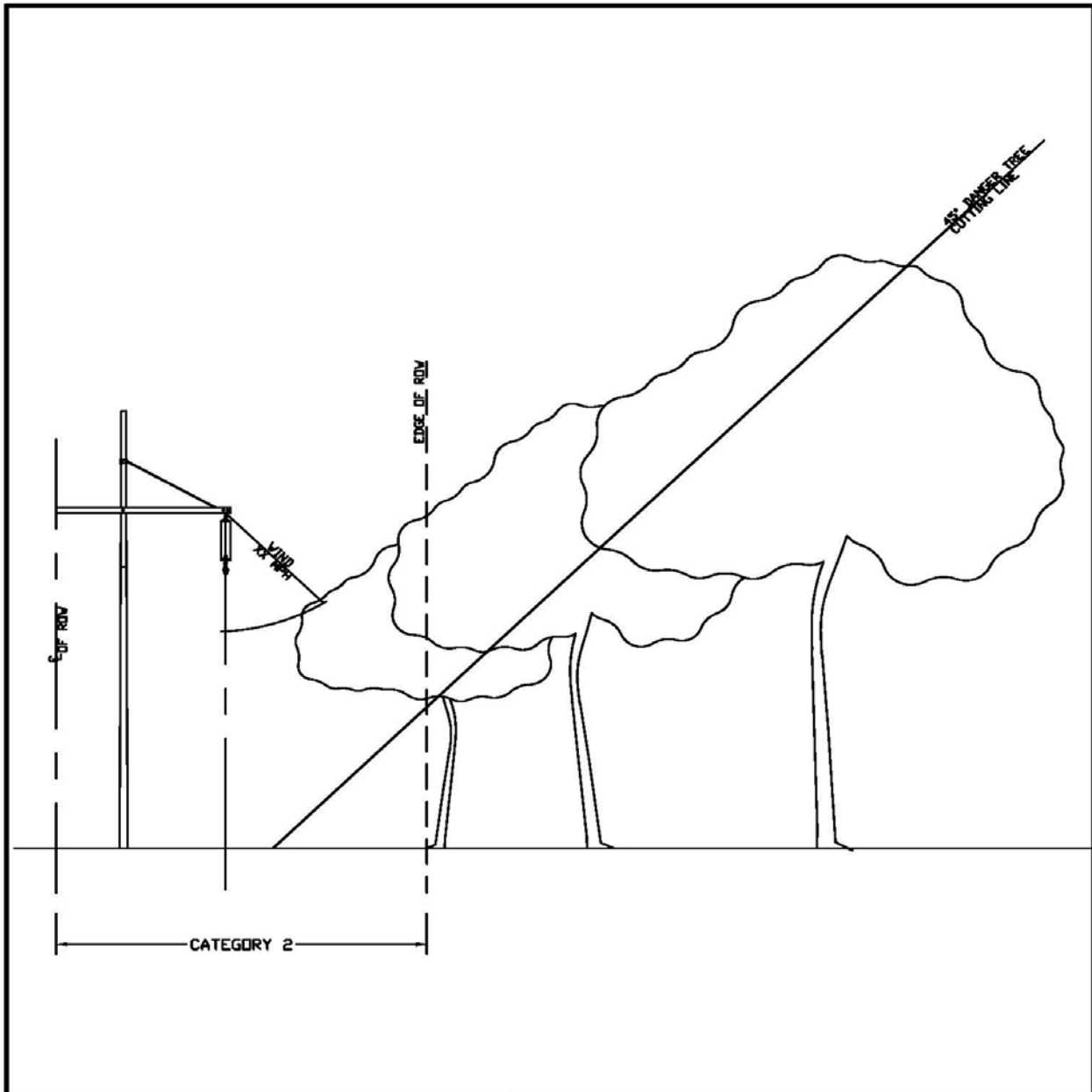
Attachment B
Category 1 Vegetation



<p>NERC Category 1 - Code/Compliance Trees</p> <p>PE A - Grow in trees located inside the right of way that could make contact with the conductor.</p> <p>PE B - Trees located outside the right of way that could contact the conductor due to side growth into the right of way or conductor blow out.</p>	 Progress Energy	
	10/06 DATE	1/8" = 1'-0" VERTICAL SCALE
	JLW DRAWN	JLW TECH
	CHECK	ENGR
2 OF 4 SHEET		DWG. CATEGORY 1

The Transmission Vegetation Management Program (Document No. MNT-TRMX-00176) was provided to the Commission by DEF's predecessor, Progress Energy Florida, Inc. ("PEF") in its 2012 Annual Reliability Report. DEF confirms there are no substantive changes to the document.

Attachment C
Category 2 Vegetation



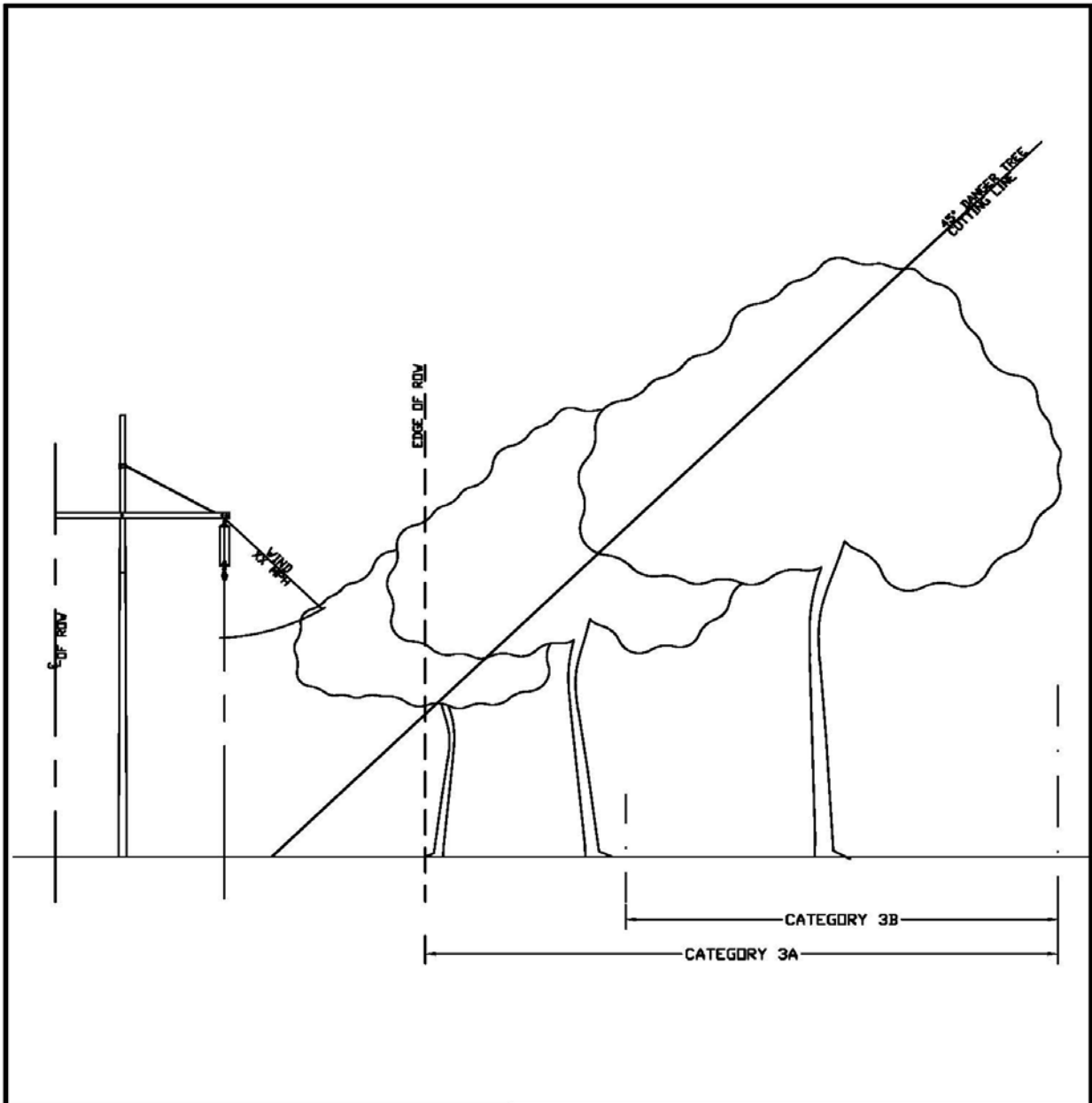
NERC Category 2 -
Any tree that falls into the line from within the right of way.




10/06 DATE	V. H. NTS SCALE	TRANSMISSION VEGETATION MANAGEMENT
JLW DRAWN	JLW TECH	
CHECK	ENGR	
3 OF 4 SHEET		DWG. CATEGORY 2

The Transmission Vegetation Management Program (Document No. MNT-TRMX-00176) was provided to the Commission by DEF's predecessor, Progress Energy Florida, Inc. ("PEF") in its 2012 Annual Reliability Report. DEF confirms there are no substantive changes to the document.

Attachment D
Category 3 Vegetation

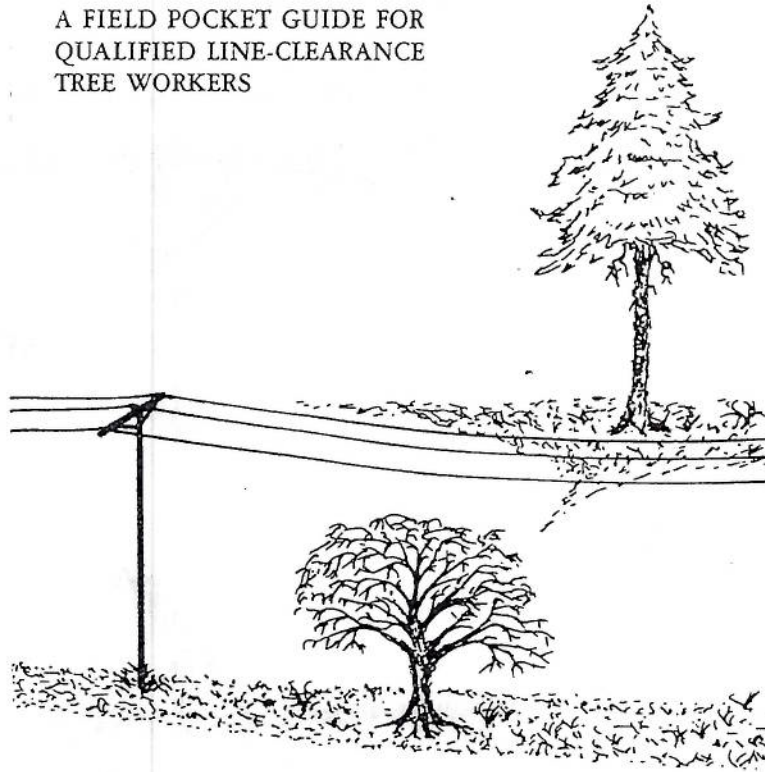


<p>NERC Category 3</p> <p>PE A - Immediate Reliability Risk: Diseased, damaged, leaning, structurally unsound or dead trees located outside the right of way that would make contact with the conductor or fall to within 5 feet of a point on the ground directly beneath the outside conductor.</p> <p>PE B - Long Term Reliability Risk: Trees that are outside of the right of way and could make contact with the conductor or fall to within 5 feet of a point on the ground directly beneath the outside conductor.</p>	 Progress Energy		
	10/06 DATE	V. H. NTS SCALE	TRANSMISSION VEGETATION MANAGEMENT
	JLW DRAWN	JLW TECH	
	CHECK	ENGR	
4 OF 4 SHEET		DWG. CATEGORY 3	

The Transmission Vegetation Management Program (Document No. MNT-TRMX-00176) was provided to the Commission by DEF's predecessor, Progress Energy Florida, Inc. ("PEF") in its 2012 Annual Reliability Report. DEF confirms there are no substantive changes to the document.

PRUNING TREES NEAR ELECTRIC UTILITY LINES

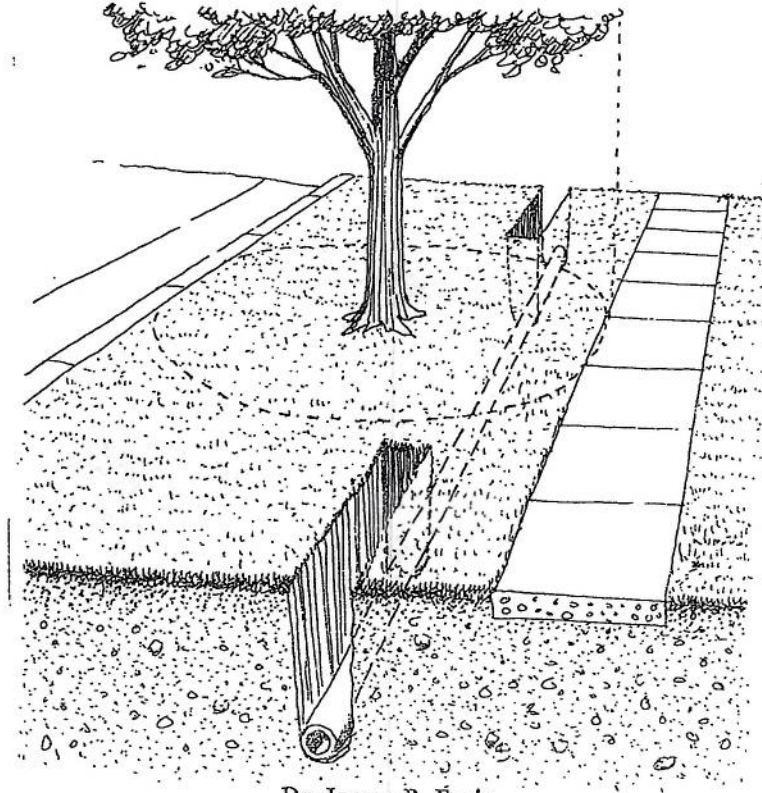
A FIELD POCKET GUIDE FOR
QUALIFIED LINE-CLEARANCE
TREE WORKERS



DR. ALEX L. SHIGO

Trenching & Tunneling Near Trees

A Field Pocket Guide For Qualified Utility Workers



Dr. James R. Fazio

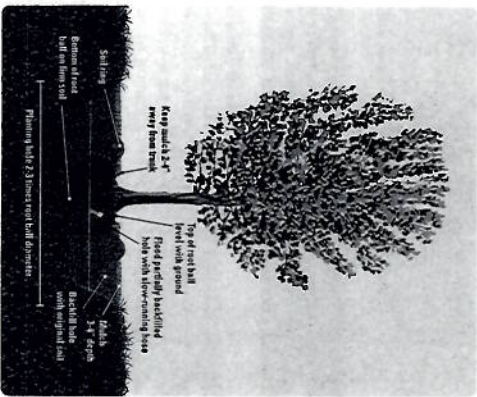
Progress Energy recommends planting these bushes and small-sized trees around powerlines* throughout our service territory in Florida.

- Sweet Acacia (*Acacia farnesiana*)
- Lead Plant (*Ampelopsis*)
- Sweetshrub (*Calycanthus floridus*)
- Florida Anise (*Illicium floridanum*)
- Yucca Holly (*Ilex cornuta*)
- Beakberry (*Gallicium americanum*)
- Wax Myrtle (*Myrica aspera*)
- Rigid Dogwood (*Callicarpa japonica*)
- Shrubwill (*Syrinx americana*)
- Rusty Blackhaw (*Viburnum rufidulum*)
- Fossil-Haw (*Viburnum nudum*)
- Southern Arrowwood (*Viburnum dentatum*)
- Japanese Ligustrum (*Ligustrum japonicum*)
- Sandhiva Viburnum (*Viburnum suspensum*)
- Ficus (*Ficus palmata*)

You are required by Florida law to call Sunshine State One Call of Florida at 811 at least two full business days before digging so that underground utilities can be located and marked.

*Flamingo, rosemary, and holly are not recommended for planting near powerlines. If you have any questions, please call us toll-free at 800.200.8744 and ask to speak with your local forester.

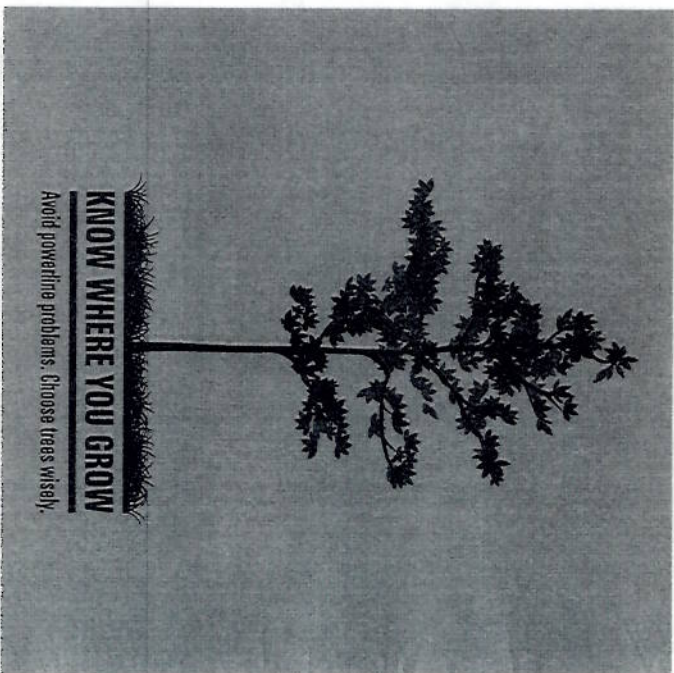
THE PROPER WAY TO PLANT YOUR NEW TREE



Please visit progress-energy.com/plantman for more information. If you have further questions, please call us toll-free at 800.200.8744 and ask to speak with your local forester.



Progress Energy



Progress Energy

PLANTING DISTANCES FROM POWERLINES



WHAT YOU CAN DO

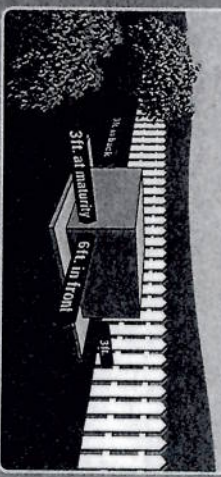
Protect your power. Know Where You Grow.

Choosing the right tree or plant and the right location for it in your yard is very important. The mature height and spread of the tree must remain 10 feet away from overhead powerlines. * Plant only small-sized trees (mature height – 15 feet or less) around overhead powerlines. Plant medium-sized trees (mature height – up to 40 feet) 25 feet away from overhead powerlines. Plant large-sized trees (mature height – 40 feet or more) 50 feet away from overhead powerlines. Be careful where you plant around underground powerlines. * Important roots that are too close to underground powerlines may be damaged if we have to make repairs. Transformer boxes require space free of plants and other objects in your yard. 6 feet in front, 3 feet on the sides. Don't plant vines to cover powerline poles.

Using the right tree or plant in the right location will save it from being pruned or removed, prevent danger from energized tree limbs or vines as well as downed powerlines due to broken limbs or fallen trees, and reduce outages and the time it takes to restore power after storms for you and your neighbors.

* Planting recommendations in this brochure apply only to properties with lower-voltage distribution powerlines. They do not apply to properties with high-voltage transmission powerlines. Progress Energy does not recommend planting around our transmission powerlines in Florida. If you have questions about what kind of powerlines are on your property, please call us toll-free at 800.700.8764 and ask to speak with your local forester.

Transformer Boxes Require Space Free of Plants and Other Objects in Your Yard



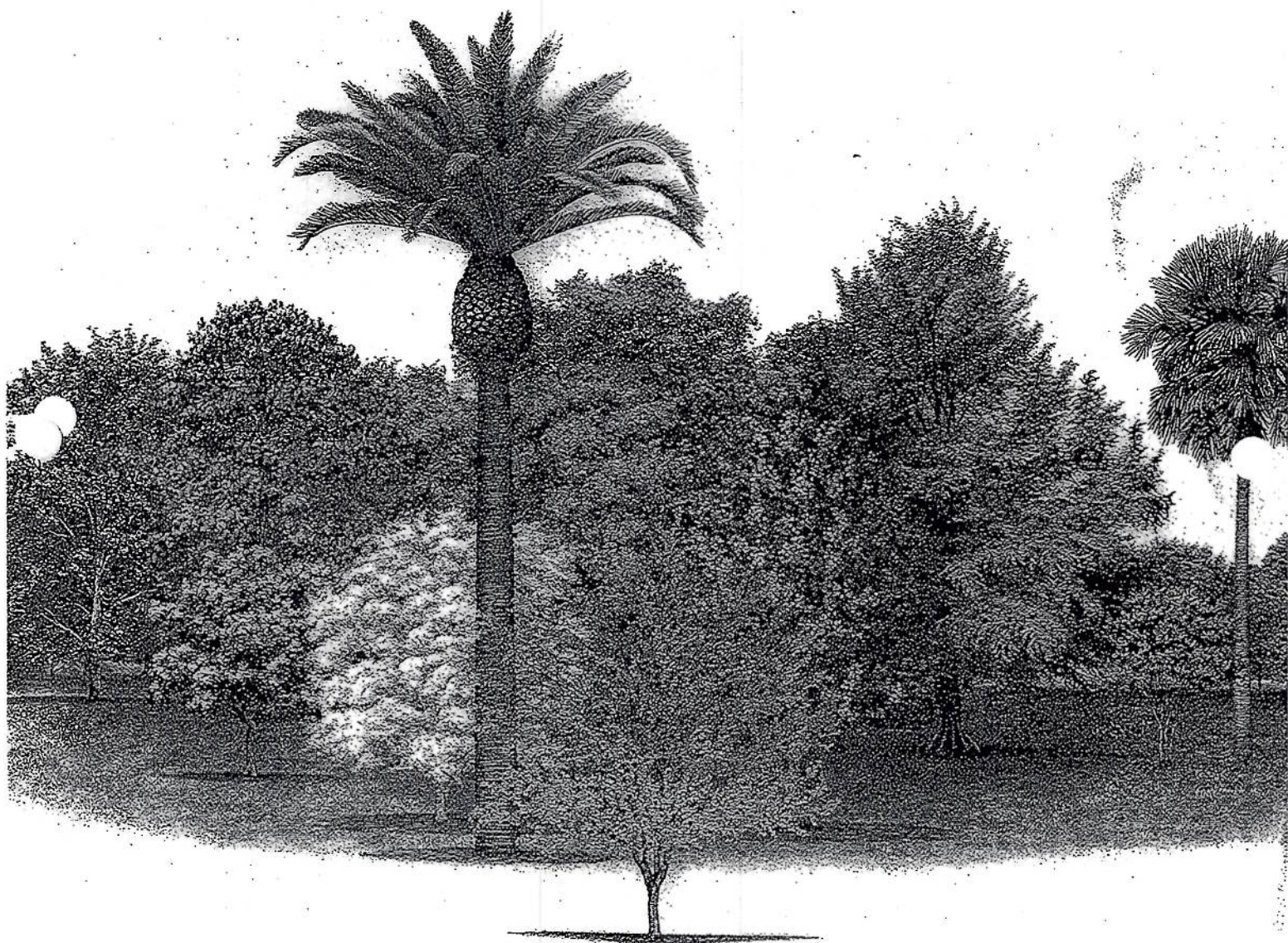
What We Do

At Progress Energy, we're committed to growing the safe, reliable power you need every day. That's why we have a comprehensive program to manage the trees and plants growing around our powerlines and in our systems. It includes pruning, removing trees and plants, cutting brush and applying herbicides and tree-growth regulators. We balance our responsibility to provide safe, reliable power with concern for the environment that makes your community beautiful. We have been recognized for our progressive practices with the distinctive Tree Line USA designation from The National Arbor Day Foundation.

RIGHT TREE / RIGHT PLACE

SELECTING & PLANTING
Trees for the **Central Florida**

URBAN FOREST



Florida Urban Forestry Council

Progress Energy Carolinas & Florida
Distribution Rights-of-Way Vegetation Management
Lewis Tree Service

Special Conditions

1. Demand, Revenue, and Productivity Tree Crews

Lewis Tree Service (“Contractor”) shall provide a qualified workforce, of sufficient size and type, to support all assigned Minor Storm, Demand, Revenue, and Productivity tree work. Contractor will also be responsible to manage all work associated with the work types. If there is not a sufficient amount of work of a given type to support a crew, ***contractor shall utilize that crew in the most efficient manner*** on other work types utilizing the established price structure for the work type.

If Progress Energy (“Owner”) determines that any of the Contractor operations is in jeopardy of not meeting goals, Owner will notify Contractor ***in writing*** and instruct Contractor to add resources. Owner will offer the Contractor the opportunity to address the concerns and Contractor will be required to provide Owner with a written plan to address the concerns. If the Contractor does not satisfactorily address the concerns by a mutually agreed upon time, Owner may offer work to other Contractor(s). Contractor shall be responsible for any additional cost associated with Owner getting work completed by other contractor(s). Such changes shall not prompt an adjustment to billing rates.

1.1 Productivity Work

Contractor, with input and concurrence from Owner’s Region Forester and/or Designee, will determine the number, type, and crew composition for productivity crews. A workforce sufficient to complete 100% of the assigned productivity work plan will be expected in each region. Work shall be performed so that all work scheduled for each quarter is completed by operations center and region.

Based on Owner’s annual strategic vegetation management goals, circuits will be selected for incorporation in the annual plan by utilizing a prioritization model. Once the circuits are selected and the annual productivity work plan is developed it shall be provided by the Region Forester or Designee to the Contractor. The plan will contain work information by operations center, circuit, and calendar quarter, and ***the year last trimmed***. The actual plan and circuits are subject to change based upon factors such as, but not limited to weather, availability of contractor resources, ***system reliability***, and funding level.

Work considered to be part of productivity consists of normal clearance pruning ***on primary, and secondary conductors***, cutting and/or removing of underbrush in areas where there is no mowing or herbicide applications such as but not limited to, urban areas, vacant lots in subdivisions, etc., vine cutting/removal, and customer requests for pruning and or tree felling/removal on a circuit being currently maintained.

Topping of brush shall be prohibited. Brush that is at, or within two feet (2’) of the nearest Owner

conductor, including the neutral, on circuits scheduled on the current productivity work plan, shall be cut at ground level. Brush as it pertains to productivity "tree crews" is defined as infrequent volunteer woody vegetation, typically less than six inches (6") in diameter at four feet above ground level (dbh) growing on the ROW floor. Continuous/large areas of brush (entire span(s)) should be maintained either by a specialized herbicide application crew and/or by mowing/hand cutting operations, and not the typical productivity tree crew. Brush around all device/switch poles shall be cut to ground level for a distance of an 8' radius around the pole, or the greatest extent practical *based on the specific situation*.

Internal and external customer requests for dead tree felling within 25' of the nearest primary Conductor, including the neutral, in an active "open" circuit shall be part of Productivity Work. Debris removal from these dead tree felling operations shall be considered demand work. Contractor will be required to document on the "Exceptions" report the locations where debris removal from dead tree felling will require the use of a demand work charging. Dead trees, trees with significant dead tops, or trees that present a significant danger to Owner's facilities and are greater than twenty five (25') from the outermost conductor shall also be recorded by Contractor on the weekly exceptions report for follow-up by the appropriate Owner representative.

Areas with a significant number of dead trees such as fire kills, beetle damage, drought kills, beaver swamps, etc. shall be considered demand work, as directed by Owner's region Forester *or designee*. Customer requests outside of the current circuit that the productivity crews are working shall be considered demand work.

At the beginning of each year, Contractor will be required to provide a business plan including the number, size, and type of crews to be used to perform productivity work for that year.

Productivity Work will include all necessary work on overhead primary, open-wire secondary, guy wires, as well as insulated secondary, including street light circuits. Expectations for clearance will be defined in this attachment, Section 2, "Pruning / Work Specifications".

Contractor will be responsible for determining what type and what amount of each type of work must be completed in the assigned area. Work or rework required as a result of unacceptable quality, such as skips, improper clearance, or otherwise not meeting Owner's specifications shall be performed to meet specifications at Contractor's expense.

1.2 Demand Work

Demand crews **may or** may not actually be assigned to a specific operations center but one will be available for use by each operations center. The daily management of the demand crews will be by the Contractor with concurrence from Owner. Contractor will be responsible for completing demand work assigned by the Region. Both parties will mutually agree upon the time frame for Demand Work completion. Demand work consists of internal and external customer requests, small storms, and non-scheduled emergency.

Demand work requests will be field evaluated, approved, and assigned by Owner or designee. If the evaluation results in the determination that the work is justified and cost effective, the work with instructions will be assigned to the Contractor for distribution to a demand crew. Payment for demand crews will be time and equipment (T&E) through the use of the FIRS system at the attached rates. See attachment "B".

If demand work becomes excessive in a given operation center, as compared to historical data, the Region Forester will be available to help the Operations Center and the Contractor evaluate

the use of the demand crews and provide guidance, and training. Owner reserves the right to request changes to crew composition and /or Contractor personnel if work performance is not satisfactory.

The total cost of the demand work shall not exceed the demand work portion of rights-of-way (ROW) budget. Exceptions may be authorized by the *Owner's Designated Representative*.

1.3 Revenue Work

Contractor will be responsible for providing a revenue workforce suitable in size and qualifications to complete work requests in the time allotted by the Owner's work request assignment system or the work order preparer. If there are increases in revenue construction, Contractor will be expected to provide additional labor, equipment and/or other resources to complete the work by a mutually agreed upon time.

1.4 Storm Work

Contractor's ability to respond to emergency requirements must be maintained such that acceptable response may be made to all Operations Centers in the event of a storm or emergency situation. Contractor and Owner's designees shall mutually agree on the expectations of "acceptable". Acceptable response shall be defined and based on Region and Operations center expectations, physical residence location of contractor employees, and equipment availability.

2. Pruning/Work Specifications

2.1 Primary/All Conductors

Specifications for clearance will be based on the distance from conductors, including the neutral, to the branch tips of encroaching limbs. Trees with limbs that encroach within eight feet (8') of the closest primary or open wire secondary conductor will be pruned, with one exception. The exception is, slow growing tree species that are within eight feet but have a growth rate that will allow for continued acceptable clearance do not have to be pruned. Contractor is responsible to determine what needs to be pruned and will confirm with the Inspector/Forester/*Designee* the trees that are within eight feet that are not being pruned due to slow growth rates. Contractor and Owner may mutually agree on acceptable clearance while work is in progress. Once a decision has been made to prune the tree, the tree will be pruned back to the full width of the established ROW, typically fifteen feet (15') *in the Carolinas and the greatest extent possible in Florida. Ever effort shall be made to make cuts at or beyond the old cuts.* Exceptions to the above are: if Contractor achieves the maximum clearance possible by removing branches at the tree trunk, and tree re-growth causes poor performance characteristics; easement limitations; city ordinance limitations as determined by Owner; Owner verified customer refusals, and Owner approved exceptions. Trees that are valid exceptions, after proper pruning, and do not hold until the next maintenance pruning will be pruned as demand work. Proper pruning techniques shall be used when obtaining clearance.

Trees pruned for the first time shall be pruned to the full extent of the right-of-way. When pruning a tree for the first time Contractor does not have to wait until limbs have encroached within 8' of the conductor to establish future tree form.

Trees that are not pruned to specifications or cause reliability issues (interruptions, outages,

momentaries, etc.), excluding acceptable exceptions, shall be re-worked to meet specifications by Contractor at no additional cost to Owner. Reliability issues typically occur as a result of vegetation that has been in continual contact with conductors. Contact is usually indicated by numerous brown (desiccated) leaves or conductor contact that is causing smoke, sparks, or fire. This type of vegetation issue is typically located above, between, or beside the conductors.

Where not limited by government ordinance, minimum accepted height clearance above the conductor will be the height that can be reached with a 55'-60' lift and a 10'-12' pruner or the hinge-point whichever is greater, *with one exception. In some urban areas there may be large mature overhang that has been allowed to remain by Owner for various reasons. If Owner specifies that this mature overhang must be removed, obtaining the permission to remove overhang shall be the responsibility of Owner. Payment for such overhang removal shall be made utilizing at labor and equipment rates.* Other exceptions may be granted by the Region Forester or *Designee* in areas where overhang within the hinge point has been established for years.

When pruning around primary device/switch poles, including but not limited to oil switches, manual switches, air break switches, capacitor banks, regulators, fused cutouts (excludes fused cutouts that only serve a transformer) contractor shall ensure that a column, consisting of 8' eight feet radius or the greatest extent possible, around the pole shall be cleared from the ground to the hinge point.

Contractor will be held accountable for clearance and quality with incentives and penalties as stated in Attachment "C, Incentives and Penalties".

2.2 Open Wire Secondary

Open-wire or hard drawn secondary will be pruned based on the distance from the conductor, including the neutral, to the tips of encroaching limbs. Trees with limbs within eight feet (8') of the conductor will be pruned. *Once a decision has been made to prune the tree, the tree will be pruned back to the full width of the established ROW, typically ten feet (10')*. Proper pruning techniques shall be used when obtaining clearance.

2.3 Multiplex Cables and Guy Wires

Multiplex cables and guy wires shall be pruned if limbs are in direct contact and are load bearing on the conductors. Load bearing is defined as limb(s) that are in contact with conductors and consist of size and weight causing tension on the conductor or interference with the normal sag or alignment of the conductor. Contractor shall exercise prudent judgment and special consideration during the winter months when the weight of the leaves *may be off* the limbs resulting in *only* a slight clearance between the limb to the conductor.

2.4 Dead Trees/Limbs

Dead trees located within twenty five feet (25') of the nearest primary conductor, including the neutral, and pose a threat to Owner's facilities shall be felled. Trees within 25' of the nearest primary conductor that are partially dead and have tops or limbs that pose a threat to Owner's facilities will be made safe by removing the dead portions that are threats to conductors or by felling the entire tree. If a tree is to be felled or removed on private property, even within the easement, every attempt shall be made to secure the owner's written permission to do so. Permission from the appropriate governmental agency may be needed if the tree is located within

the public right-of-way. Dead limbs overhanging primary conductors shall be removed.

2.5 Underbrush

Topping of brush shall be prohibited. Brush that is at, or within two feet (2') of the nearest Owner conductor, including the neutral, shall be cut at ground level during the present productivity work plan. Brush as it pertains to productivity "tree crews" is defined as infrequent volunteer woody vegetation, typically less than six inches (6") dbh growing on the ROW floor. Continuous/large areas of brush (entire span(s)) will be maintained either by a specialized herbicide application crew and/or by mowing/hand cutting operations, and not the typical productivity tree crew. Brush around device/switch, poles including but not limited to oil switches, manual switches, air break switches, capacitor banks, regulators, fused cutouts (excludes fused cutouts that only serve a transformer) shall be cut to ground level for a distance of an eight foot (8') radius around the pole, or the greatest extent *possible and* practical.

2.6 Vines

All vines growing on Owner's facilities (poles, conductors, guys, etc.) shall be cut and/or treated with approved herbicides as they are encountered during Productivity work. As vines are cut a section of stems shall be removed so that it is obvious that all have been cut. Vines that are missed during Productivity shall be the responsibility of Contractor as rework at no additional expense to Owner.

2.7 General

All work must be performed in conformance to requirements of Owner, OSHA, ANSI Z133.1 and A300, as well as other Federal, State, County, and local ordinances that may apply.

3. Work Inspection

Contractor shall be responsible for, and required to inspect all work on a circuit before turning in as complete to the Owner for payment.

Any work identified during Owner inspections, as not meeting Owner specifications shall be forwarded to Contractor for rework at Contractor's expense. Contractor will have five (5) business days to respond to Owner regarding rework notification. Contractor shall complete all rework within ten (10) business days of their response to Owner. Once Contractor completes rework, Contractor shall notify Owner of completion. Owner shall re-inspect the work/rework. If quality is once again found unacceptable, Owner reserves the right to invoice Contractor for all labor and equipment costs for the re-inspection as well as any subsequent inspection costs, until work meets Owner's specifications.

If the work quality or the span unit recorded for payment is identified as questionable, Owner and Contractor authorized representatives will jointly visit and evaluate the work in question to make a mutually agreeable determination. If a determination cannot be made, it shall be referred to the Owner's Supervisor of Vegetation Management and Contractor for resolution.

3.1 Productivity Work

Under the Productivity based span program, the Owner is less concerned with footage trimmed, number of span units completed, number of trees pruned, or the number of trees removed. Quality, clearance, and the proper recording of the span unit type are the Owner's major focal *areas*. The Owner's Inspector will check quality and clearance *and verify unit types* with a drive through of the *portion of the circuit* that the Contractor has indicated as complete. *Owner may choose to inventory work prior to Contractor beginning work. If so, Owner shall supply Contractor with a list of all spans, by span identifiers such as pole numbers and unit type. As contractor completes the pre inventoried work, if there are deviations from the units identified by Owner, Contractor shall provide those deviations to Owner in writing. Owner and Contractor shall mutually agree upon the actual unit type to be billed.*

During the drive through the inspector may not check and approve the trim footage or clearance distances, but will only verify the fact that the area has been pruned. Quality as it pertains to outages will be addressed in the Attachment "C, Incentives and Penalties".

Contractor will be required to provide all productivity work "completion" documentation, including the invoice, to the Owner's *Region Forester* or designee before inspection initiation can begin. Inspections shall be completed within two weeks after Owner's inspector receives approval to proceed with inspection(s) from Owner's Region Forester *or Designee*. If all required documentation has been received and agreed upon, and work inspections have not been completed on the invoiced circuit within the two weeks, Owner's Region Forester *or Designee* shall approve and forward invoice to Owner's accounting for payment processing. Payment of invoice(s) does not relieve Contractor of the responsibility to perform work or rework not meeting contract specifications. Exceptions to the two week requirement shall be agreed upon in writing by Contractor and Owner's Region Forester *or Designee*.

3.2 Demand and Revenue

Owner will inspect Demand and Revenue work on a random basis. Concerns found during inspections will be forwarded to Contractor supervision for resolution. Work not meeting Owner's specifications will be reworked by Contractor at no additional cost to Owner. *If rework is required*, Contractor shall provide Owner with the name of the crew(s) that will perform the rework along with the date it is scheduled to be worked.

4. Contractor Workscope Tracking

Contractor will be responsible for tracking all costs and workscope progress for productivity, demand, revenue, mowing, and herbicide work. If requested by the Owner's DR, Contractor management will be required to meet monthly with the Region Forester and Vegetation Management Unit to formally present this information.

Contractor presentation material will include information by region and operations center. Data will include miles/areas in the workscope assigned completed and remaining, *units worked* average cost per mile, % revenue, % demand and % productivity work, herbicide and mowing miles completed, and safety status.

Proposals and/or plans for addressing any deficiencies shall be included in the Contractor

presentation.

5. Communications

5.1 Radio/Cell Phone

At a minimum, Contractor shall provide a two way radio/cell phone to each Supervisor and General Foreperson as well as a two way radio/cell phone to each Demand Crew Foreperson. Herbicide crew forepersons will also be required to have a two way radio/cell phone.

5.2 Crew Locations

If requested by Owner, Contractor shall provide Owner's Designee with crew locations, by region, on a daily basis. Actual means of providing this information shall be mutually agreed upon by the Owner's Designee and the Contractor.

5.3 Bilingual Capability

Contractor shall have at least one English speaking (detailed conversation ability) employee on each crew. This employee shall also have the capability to translate safety information from English to the appropriate Language of the other members on the crew.

5.4 Contractor Single Point of Contact

Contractor shall provide Owner with a single point of contact person for safety and/or human performance issues. This individual shall be the main interface between Contractor and Owner's Contractor Performance Specialist. In order to ensure effective communications, the Contractors contact must have a cell phone and email capabilities.

6. Contractor Uniform & Appearance Guidelines

Contractor employees doing work for Owner must present a professional image to customers and the general public. This image should convey a feeling of confidence that the employees are authorized to be there, and that they are efficient and professional in their work.

Contractor shall provide every employee with uniform clothing. Employees shall report to work each day in Contractor's uniform clothing that is in appropriate and acceptable condition. Appropriate and acceptable shall be defined as:

6.1 Appearance

Personal appearance must be neat and clean.

Facial hair must be neat and trimmed (trimmed beards are allowed)

Long hair must be restrained (i.e., braided or tied)

6.2 Uniform

Shirt – Uniform shirt with contractor's name and logo shall be worn at all times. The shirttail should be tucked into the pants whenever practical and must be tucked in when communicating with customers. No tank tops, sleeveless shirts, or shirts with inappropriate graphics or language printed on them will be allowed. Shirts with collars will not be required as defined in Section 19 (Contractor Personnel Matters).

Jackets or Coveralls when worn must display the Contractor's name and logo.

Pants shall be black, blue, khaki, green, brown, or grey in color and must be hemmed. Pants with holes in the crotch or buttocks shall not be allowed at the work site.

Hard Hats are part of the uniform and must display the contractor's logo.

6.3 General

- Uniforms must meet all applicable OSHA requirements and regulations.
- Pants, shirts, coveralls, and jackets must be neat in appearance.
- New Contractor employees must be wearing an appropriate uniform within thirty (30) days of their hire date. During the initial thirty (30) days, employees will be expected to wear clothing and boots that meet all OSHA regulations, Owner expectations, and present a professional image.
- These rules must be followed at all times by contractor employees while working on Owner's system.

7. Employee Safety

Contractor employees performing work for Owner have a responsibility to present an appropriate safety image to our customers and the public. Every effort shall be made to provide the public and fellow employees with the safest work site possible.

- Boots shall be worn at all times. They must have hard toes and hard soles that are compliant with OSHA regulation 1910.136.
- No metal or loose jewelry shall be worn while at the work site.
- All federal, State, and Local DOT traffic regulations shall be adhered to.
- Appropriate PPE for the job shall be utilized.
- All local state and Federal safety regulations shall be followed.
- Effective pre job briefings shall be conducted, a minimum of one per day. Other briefings may be required as work type, complexity, or location change.

8. Contractor Business Plan

If requested by Owner, Contractor must provide a business plan to Owner's DR by the end of the second business week in January. The plan must include the proposed management for all productivity, demand, herbicide and revenue work assigned to Contractor for the year.

9. Annual Workplan

Work identified to be managed for the year will be selected based on *circuits* utilizing a reliability based prioritization model. Actual *circuits* to be worked shall be provided to

Attachment A

Contractor by the Owner's Region Forester, Designee, or another individual approved by the Owner's DR.

End of Attachment "A"

-All other terms in the Contract and Contract Amendments remain unchanged-

Progress Energy *Carolinas and Florida*
Distribution Rights-of-Way Vegetation Management
Lewis Tree Service

Rights-of-Way Floor Specifications

Underbrush Mowing / Handcutting

5. General Mowing Workslope

Contractor will be responsible for locating and mowing and/or hand cutting all primary and open wire secondary lines within the assigned *circuits* or workslope area.

Contractor shall provide all labor, management, supervision, tools, equipment, transportation, and other services and facilities necessary for the performance of the work in compliance with these specifications and all applicable laws and regulations.

The price for the work includes all overhead, supervision, profit, taxes, insurance, mileage, travel time, all equipment and tools, etc. required for the work and all other expenses incurred by the Contractor in connection with this work. No additional charges will be paid by Owner.

The Contractor shall limit work schedule to Monday through Friday, with Saturday as a make-up day, between the hours of 6:30 am and 6:00 p.m., excluding national holidays. Work outside of these hours requires prior consent by the Region Forester *or Designee*. Saturday work must be approved by the Region Forester *or Designee* beforehand.

6. Mowing Specifications

All lines shall be either mowed or hand cut, and debris shall be ground up by the mower or removed from all, but not limited to, fields, fence lines, pastures, maintained areas, fire breaks, dirt paths/roads, driveways, highway ROW, etc. When the clearing operations are conducted adjacent to customer maintained yards, special caution must be exercised and any debris shall be removed. Special attention must be given to any vegetation that is cut in areas where livestock is present, especially species such as red maple, black cherry, walnut, etc that may be toxic to livestock. No debris shall be left in any flowing or intermittent stream or ditch, or any area that might be considered as a high water area in adverse conditions.

All poles, guy wires, and anchors shall be cleared of vines and brush at ground level. Brush within an eight-foot radius (8') around poles shall be cut flat to the ground. Angle cut stubs resulting from the use of a brush axe etc. shall not be left.

The full width of the ROW shall be cleared. The ROW will be cleared beyond dead end poles for a minimum of fifteen (15') feet for primary and eight (8') feet for open wire secondary. The Region Forester *or Designee* may grant exceptions where special circumstances exist. The ROW will be mowed as close to the ground as possible, four to six inches will be the maximum acceptable height of stubble and stumps.

Every effort will be made to preserve established *plants such as* Dogwoods, Redbuds, Wax Myrtles, Crepe Myrtles, Sumac, Holly, Cedars, Mountain Laurel, Rhododendron, Blueberry, and other low growing species in the ROW on a spacing that will not inhibit future maintenance operations. ***This list is not all inclusive and must be modified based on the region being worked. The Region Forester or Designee can offer guidance on local species.***

Contractor shall perform work in such a manner so as not to interrupt electrical service to Owner's customers or damage Owner's facilities and equipment. Contractor supervision will be responsible for ensuring that any pole damaged by their mowing crew is reported immediately to the Region Forester or *Designee*, and if immediate repair is necessary to the local Operations Center. Each contractor Crew Leader shall demonstrate actively caring and notify the Region Forester, *Inspector, or Designee* of any damaged pole that has worked around, regardless of what caused the damage. Notification may be attached to the time sheet unless immediate danger exists; in which case the Crew Leader will notify the appropriate Operations Center immediately.

Contractor shall not clear brush or perform any other form of ROW maintenance activity without first obtaining any necessary permits from all local, state or federal authorities having jurisdiction.

Notification of individual property owners will only be required, as a courtesy, in cases where the property owner is on the property at the time of mowing or in known cases of customer concern. ***This policy may be changed at any time that Owner deems it necessary. Changes to the notification policy shall be communicated to Contractor by Owners Designated Representative.*** After notification, if the property owner objects to the ROW maintenance, Contractor agrees to make every reasonable effort to obtain permission to carry out the provisions of these specifications. If all efforts to obtain consent to perform the required maintenance are unsuccessful, the Contractor shall notify the Region Forester *or Designee* in writing within forty-eight (48) hours of the circumstances involved; listing name of person refusing permission, their address, their reason for refusal, and a record of Contractor's efforts to obtain permission. The Region Forester *or Designee* shall then take or recommend appropriate action. If Owner's action results in obtaining permission to perform the required maintenance within thirty (30) days of the date of Contractor's written notice of refusal; the work shall be done by Contractor at no extra cost to Owner.

No extra or additional work outside the scope of work required herein will be performed by Contractor unless authorized in writing by Owner. Additional work approved by Owner will be described in detail and the cost of the work will be stated and agreed upon in writing by both parties.

Owner reserves the right to relocate a crew or crews to perform extra maintenance, demand, revenue, or emergency work. The completion date for the impacted contract work will be extended by the same amount of delay time caused by Owner. If applicable, the rate of pay for

extra maintenance work, revenue work, and emergency work will be in accordance with the Schedule of Unit Prices in effect in attachment "B"

Any fence taken down, opened or unlocked shall be restored to as good as or better condition. Every effort will be made to prevent damage to fences, roads, bridges, drainage ditches, dams, ponds, and all other property. Contractor will be responsible for all property damage caused by his herbicide application operations. Customer complaints and claims arising from the work performed shall be resolved before the work is considered complete for payment by Owner, unless litigation is involved. The Contractor shall inform the Region Forester *or Designee* of all such complaints and claims. Contractor will contact the customer and Region Forester *or Designee* within twenty-four (24) hours of being notified by customer of a complaint.

Contractor shall instruct and require its personnel to conduct themselves in a professional manner, in their relations with property owners and members of the general public. Conduct must preserve and improve Owner's customer relations. Contractor's company identification (logo and name) shall be visible on both sides of each vehicle and on employee uniform clothing. All Contractor personnel will be required to wear sleeved uniform shirts that bear the Contractor's identification

Contractor shall submit a schedule detailing the work to be performed based on the location of distribution lines as outlined on the system inventory map, indicating beginning and ending areas. Also to be included is a listing of the crews and equipment to be used in these areas.

If work is performed using Time End equipment rates, Contractor shall submit weekly time sheets showing men, equipment and number of hours worked by each, as well as line miles completed.

7. Work Inspection and Acceptance

Owner's representative and a representative of Contractor shall make periodic inspections of the work performed, a minimum of every two weeks. Final inspection of completed circuits shall be made jointly by Owner's representative and a representative of Contractor.

Following Owner's inspections, any work not performed to specifications shall be performed by Contractor at no additional cost to Owner. Re-work shall be performed as necessary to complete the work to specifications before work is accepted by Owner and payment is made.

End of attachment "D"

-All other terms in the Contract and Contract Amendments remain unchanged-

ANSI®
A300 (Part 1)-2008

for Tree Care Operations —
Tree, Shrub, and Other Woody Plant Management —
Standard Practices (*Pruning*)

Secretariat
Tree Care Industry Association, Inc.

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Tree Care Industry Association, Inc.
136 Harvey Road - Suite B101-B110
Londonderry, NH 03053
1-800-733-2622
(603) 314-5380
Fax: (603) 314-5386
E-mail: Rouse@tcia.org
Web: www.tcia.org

American National Standard

Approval of an American National Standard requires review by ANSI that the requirements for due process, consensus, and other criteria for approval have been met by the standards developer.

Consensus is established when, in the judgement of the ANSI Board of Standards Review, substantial agreement has been reached by directly and materially affected interests. Substantial agreement means much more than a simple majority, but not necessarily unanimity. Consensus requires that all views and objections be considered, and that a concerted effort be made toward their resolution.

The use of American National Standards is completely voluntary; their existence does not in any respect preclude anyone, whether he has approved the standards or not, from manufacturing, marketing, purchasing or using products, processes or procedures not conforming to the standards.

The American National Standards Institute does not develop standards and will in no circumstances give an interpretation of any American National Standard. Moreover, no person shall have the right or authority to issue an interpretation of an American National Standard in the name of the American National Standards Institute. Requests for interpretations should be addressed to the secretariat or sponsor whose name appears on the title page of this standard.

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**Tree Care Industry Association, Inc.,
136 Harvey Road - Suite B101-B110, Londonderry, NH 03053
Phone: 1-800-733-2622 or (603) 314-5380 Fax: (603) 314-5386
E-mail: tcia@tcia.org
Web: www.tcia.org**

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* The term pruning type is replaced with the term pruning method. The purpose of this is to label the processes detailed in section 6 with greater accuracy.

Foreword This foreword is not part of American National Standard A300 (Part 1)-2008
Pruning

ANSI A300 Standards are divided into multiple parts, each focusing on a specific aspect of woody plant management (e.g. Pruning, Fertilization, etc).

These standards are used to develop written specifications for work assignments. They are not intended to be used as specifications in and of themselves. Management objectives may differ considerably and therefore must be specifically defined by the user. Specifications are then written to meet the established objectives and must include measurable criteria.

ANSI A300 standards apply to professionals who provide for or supervise the management of trees, shrubs, and other woody landscape plants. Intended users include businesses, government agencies, property owners, property managers, and utilities. The standard does not apply to agriculture, horticultural production, or silviculture, except where explicitly noted otherwise.

This standard has been developed by the Tree Care Industry Association (TCIA), an ANSI-accredited Standards Developing Organization (SDO). TCIA is secretariat of the ANSI A300 standards, and develops standards using procedures accredited by the American National Standards Institute (ANSI).

Consensus for standards writing was developed by the Accredited Standards Committee on Tree, Shrub, and Other Woody Plant Management Operations – Standard Practices, A300 (ASC A300).

Prior to 1991, various industry associations and practitioners developed their own standards and recommendations for tree care practices. Recognizing the need for a standardized, scientific approach, green industry associations, government agencies and tree care companies agreed to develop consensus for an official American National Standard.

The result – ANSI A300 standards – unify and take authoritative precedence over all previously existing tree care industry standards. ANSI requires that approved standards be developed according to accepted principles, and that they be reviewed and, if necessary, revised every five years.

TCIA was accredited as a standards developing organization with ASC A300 as the consensus body on June 28, 1991. ASC A300 meets regularly to write new, and review and revise existing ANSI A300 standards. The committee includes industry representatives with broad knowledge and technical expertise from residential and commercial tree care, utility, municipal and federal sectors, landscape and nursery industries, and other interested organizations.

Suggestions for improvement of this standard should be forwarded to: A300 Secretary, c/o Tree Care Industry Association, Inc., 136 Harvey Road - Suite B101-B110, Londonderry, NH, 03053.

ANSI A300 (Part 1)-2008 Pruning was approved as an American National Standard by ANSI on May 1, 2008. ANSI approval does not require unanimous approval by ASC A300. The ASC A300 committee contained the following members at the time of ANSI approval:

Tim Johnson, Chair
(Artistic Arborist, Inc.)

Bob Rouse, Secretary
(Tree Care Industry Association, Inc.)

(Continued)

<i>Organizations Represented</i>	<i>Name of Representative</i>
American Nursery and Landscape Association	Warren Quinn Craig J. Regelbrugge (Alt.)
American Society of Consulting Arborists	Donald Zimar
American Society of Landscape Architects	Ron Leighton
Asplundh Tree Expert Company	Geoff Kempter Peter Fengler (Alt.)
Bartlett Tree Expert Company	Peter Becker Dr. Thomas Smiley (Alt.)
Davey Tree Expert Company	Joseph Tommasi R.J. Laverne (Alt.)
International Society of Arboriculture	Bruce Hagen Sharon Lilly (Alt.)
National Park Service	Robert DeFeo Dr. James Sherald (Alt.)
Professional Grounds Management Society	Thomas Shaner
Professional Land Care Network	Preston Leyshon
Society of Municipal Arborists	Gordon Mann Andy Hillman (Alt.)
Tree Care Industry Association	Dane Buell James McGuire (Alt.)
USDA Forest Service	Ed Macie Keith Cline (Alt.)
Utility Arborist Association	Matthew Simons Jeffrey Smith (Alt.)

Additional organizations and individuals:

American Forests (Observer)
Mike Galvin (Observer)
Peter Gerstenberger (Observer)
Dick Jones (Observer)
Myron Laible (Observer)
Beth Palys (Observer)
Richard Rathjens (Observer)
Richard Roux (NFPA-780 Liaison)

ASC A300 mission statement:

Mission: To develop consensus performance standards based on current research and sound practice for writing specifications to manage trees, shrubs, and other woody plants.

American National Standard for Tree Care Operations —

Tree, Shrub, and Other Woody Plant Management — Standard Practices (Pruning)

1 ANSI A300 standards

1.1 Scope

ANSI A300 standards present performance standards for the care and management of trees, shrubs, and other woody plants.

1.2 Purpose

ANSI A300 performance standards are intended for use by federal, state, municipal and private entities including arborists, property owners, property managers, and utilities for developing written specifications.

1.3 Application

ANSI A300 performance standards shall apply to any person or entity engaged in the management of trees, shrubs, or other woody plants.

2 Part 1 – Pruning standards

2.1 Purpose

The purpose of Part 1 – *Pruning* is to provide performance standards for developing written specifications for pruning.

2.2 Reasons for pruning

The reasons for tree pruning may include, but are not limited to, reducing risk, managing tree health and structure, improving aesthetics, or achieving other specific objectives. Pruning practices for agricultural, horticultural production, or silvicultural purposes are exempt from this standard unless this standard, or a portion thereof, is expressly referenced in standards for these other related areas.

2.3 Implementation

2.3.1 Specifications for pruning should be written and administered by an arborist.

2.3.1.1 Specifications should include location of tree(s), objectives, methods (types), and extent of pruning (location, percentage, part size, etc).

2.3.2 Pruning specifications shall be adhered to.

2.4 Safety

2.4.1 Pruning shall be implemented by an arborist, familiar with the practices and hazards of pruning and the equipment used in such operations.

2.4.2 This performance standard shall not take precedence over applicable industry safe work practices.

2.4.3 Performance shall comply with applicable Federal and State Occupational Safety and Health standards, ANSI Z133.1, Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA) and other Federal Environmental Protection Agency (EPA) regulations, as well as state and local regulations.

3 Normative references

The following standards contain provisions, which, through reference in the text, constitute provisions of this American National Standard. All standards are subject to revision, and parties to agreements based on this American National Standard shall apply the most recent edition of the standards indicated below.

ANSI Z60.1, Nursery stock
ANSI Z133.1, Arboriculture – Safety requirements
29 CFR 1910, General industry ¹⁾
29 CFR 1910.268, Telecommunications ¹⁾
29 CFR 1910.269, Electric power generation, transmission, and distribution ¹⁾
29 CFR 1910.331 - 335, Electrical safety-related work practices ¹⁾

4 Definitions

4.1 arboriculture: The art, science, technology, and business of commercial, public, and utility tree care.

¹⁾ Available from U.S. Department of Labor, 200 Constitution Avenue, NW, Washington, DC 20210

4.2 arborist: An individual engaged in the profession of arboriculture who, through experience, education, and related training, possesses the competence to provide for or supervise the management of trees and other woody plants.

4.3 arborist trainee: An individual undergoing on-the-job training to obtain the experience and the competence required to provide for or supervise the management of trees and other woody plants. Such trainees shall be under the direct supervision of an arborist.

4.4 branch: A shoot or stem growing from a parent branch or stem (See Fig. 4.4).

4.4.1 codominant branches/codominant leaders: Branches or stems arising from a common junction, having nearly the same size diameter (See Fig. 4.4).

4.4.2 lateral branch: A shoot or stem growing from another branch (See Fig. 4.4).

4.4.3 parent branch or stem: A tree trunk or branch from which other branches or shoots grow (See Fig. 4.4).

4.4.4 scaffold branch: A primary branch that forms part of the main structure of the crown (See Fig. 4.4).

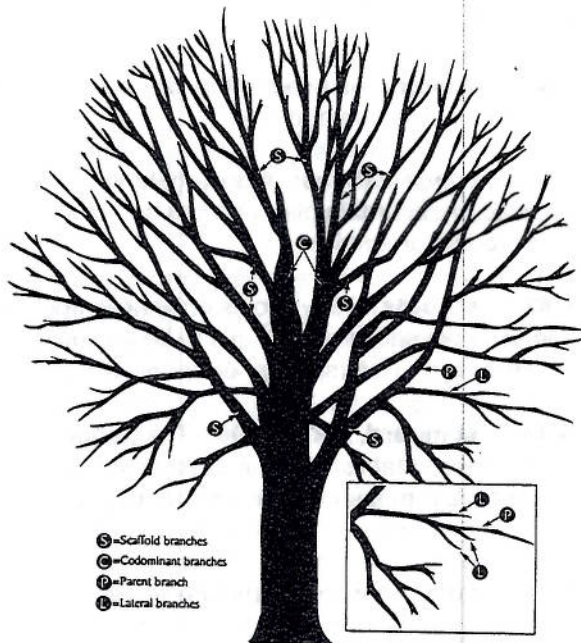


Figure 4.4 Standard branch definitions.

4.5 branch bark ridge: The raised area of bark in the branch crotch that marks where the branch and parent stem meet. (See Figs. 5.3.2 and 5.3.3).

4.6 branch collar: The swollen area at the base of a branch.

4.7 callus: Undifferentiated tissue formed by the cambium around a wound.

4.8 cambium: The dividing layer of cells that forms sapwood (xylem) to the inside and inner bark (phloem) to the outside.

4.9 clean: Selective pruning to remove one or more of the following non-beneficial parts: dead, diseased, and/or broken branches (7.2).

4.10 climbing spurs: Sharp, pointed devices strapped to a climber's lower legs used to assist in climbing trees. (syn.: gaffs, hooks, spurs, spikes, climbers)

4.11 closure: The process in a woody plant by which woundwood grows over a pruning cut or injury.

4.12 crown: Upper part of a tree, measured from the lowest branch, including all the branches and foliage.

4.13 decay: The degradation of woody tissue caused by microorganisms.

4.14 espalier: The combination of pruning, supporting, and training branches to orient a plant in one plane (6.5).

4.15 establishment: The point after planting when a tree's root system has grown sufficiently into the surrounding soil to support growth and anchor the tree.

4.16 facility: A structure or equipment used to deliver or provide protection for the delivery of an essential service, such as electricity or communications.

4.17 frond: A leaf structure of a palm.

4.18 heading: The reduction of a shoot, stem, or branch back to a bud or to a lateral branch not large enough to assume the terminal role.

- 4.19 interfering branches:** Crossing, rubbing, or upright branches that have the potential to damage tree structure and/or health.
- 4.20 internode:** The area between lateral branches or buds.
- 4.21 job briefing:** The communication of at least the following subjects for arboricultural operations: work specifications, hazards associated with the job, work procedures involved, special precautions, electrical hazards, job assignments, and personal protective equipment.
- 4.22 leader:** A dominant, typically upright, stem – usually the main trunk. There can be several leaders in one tree.
- 4.23 lion's tailing:** The removal of an excessive number of inner and/or lower lateral branches from parent branches. Lion's tailing is not an acceptable pruning practice (6.1.7).
- 4.24 live crown ratio:** Crown height relative to overall plant height.
- 4.25 mechanical pruning:** A pruning technique where large-scale power equipment is used to cut back branches (9.3.2).
- 4.26 method:** A procedure or process for achieving an objective.
- 4.27 peeling:** The removal of dead frond bases without damaging living trunk tissue at the point they make contact with the trunk. (syn.: shaving)
- 4.28 petiole:** A stalk of a leaf or frond.
- 4.29 pollarding:** Pruning method in which tree branches are initially headed and then reduced on a regular basis without disturbing the callus knob (6.6).
- 4.30 pruning:** The selective removal of plant parts to meet specific goals and objectives.
- 4.31 qualified line-clearance arborist:** An individual who, through related training and on-the-job experience, is familiar with the equipment and hazards in line clearance and has demonstrated the ability to perform the special techniques involved. This individual may or may not be currently employed by a line-clearance contractor.
- 4.32 qualified line-clearance arborist trainee:** An individual undergoing line-clearance training under the direct supervision of a qualified line-clearance arborist. In the course of such training, the trainee becomes familiar with the equipment and hazards in line clearance and demonstrates ability in the performance of the special techniques involved.
- 4.33 raise:** Pruning to provide vertical clearance (7.3).
- 4.34 reduce:** Pruning to decrease height and/or spread (7.4).
- 4.35 remote area:** As used in the utility pruning section of this standard, an unpopulated area.
- 4.36 restoration:** Pruning to redevelop structure, form, and appearance of topped or damaged trees (6.3).
- 4.37 rural area:** As used in the utility pruning section of this standard, a sparsely populated place away from large cities, suburbs, or towns but distinct from remote areas.
- 4.38 shall:** As used in this standard, denotes a mandatory requirement.
- 4.39 shoot:** Stem or branch and its leaves, especially when young.
- 4.40 should:** As used in this standard, denotes an advisory recommendation.
- 4.41 specifications:** A document stating a detailed, measurable plan or proposal for provision of a product or service.
- 4.42 sprouts:** New shoots originating from epicormic or adventitious buds, not to be confused with suckers. (syn.: watersprouts, epicormic shoots)
- 4.43 standard, ANSI A300:** The performance parameters established by industry consensus as a rule for the measure of extent, quality, quantity, value or weight used to write specifications.
- 4.44 stem:** A woody structure bearing buds, foliage, and giving rise to other stems.
- 4.45 structural pruning:** Pruning to improve branch architecture (6.2).

4.46 stub: Portion of a branch or stem remaining after an internodal cut or branch breakage.

4.47 subordination: Pruning to reduce the size and ensuing growth rate of a branch or leader in relation to other branches or leaders.

4.48 sucker: Shoot arising from the roots.

4.49 thin: pruning to reduce density of live branches (7.5).

4.50 throw line: A small, lightweight line with a weighted end used to position a climber's rope in a tree.

4.51 topping: Reduction of tree size using internodal cuts without regard to tree health or structural integrity. Topping is not an acceptable pruning practice (6.1.7).

4.52 tracing: The removal of loose, damaged tissue from in and around the wound.

4.53 trunk: The main woody part of a tree beginning at and including the trunk flare and extending up into the crown from which scaffold branches grow.

4.54 trunk flare: 1. The area at the base of the plant's trunk where it broadens to form roots. 2. The area of transition between the root system and trunk (syn.: root flare).

4.55 urban/residential areas: Populated areas including public and private property that are normally associated with human activity.

4.56 utility: A public or private entity that delivers a public service, such as electricity or communications.

4.57 utility space: The physical area occupied by a utility's facilities and the additional space required to ensure its operation.

4.58 vista/view prune: Pruning to enhance a specific view without jeopardizing the health of the tree (6.4).

4.59 wound: An opening that is created when the bark of a live branch or stem is cut, penetrated, damaged, or removed.

4.60 woundwood: Partially differentiated tissue responsible for closing wounds. Woundwood develops from callus associated with wounds.

5 Pruning practices

5.1 Tree inspection

5.1.1 An arborist or arborist trainee shall visually inspect each tree before beginning work.

5.1.2 If a condition is observed requiring attention beyond the original scope of the work, the condition should be reported to an immediate supervisor, the owner, or the person responsible for authorizing the work.

5.1.3 Job briefings shall be performed as outlined in ANSI Z133.1, subclause 3.1.4.

5.2 Tools and equipment

5.2.1 Equipment, tools, and work practices that damage living tissue and bark beyond the scope of normal work practices shall be avoided.

5.2.2 Climbing spurs shall not be used when entering and climbing trees for the purpose of pruning.

Exceptions:

- when branches are more than throw-line distance apart and there is no other means of climbing the tree;
- when the outer bark is thick enough to prevent damage to the inner bark and cambium;
- in remote or rural utility rights-of-way.

5.3 Pruning cuts

5.3.1 Pruning tools used in making pruning cuts shall be sharp.

5.3.2 A pruning cut that removes a branch at its point of origin shall be made close to the trunk or parent branch without cutting into the branch bark ridge or branch collar or leaving a stub (see Figure 5.3.2):

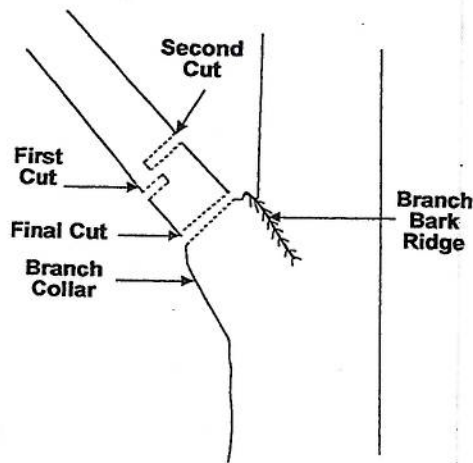


Figure 5.3.2. A cut that removes a branch at its point of origin. (See Annex A – Pruning cut guideline).

5.3.3 A pruning cut that reduces the length of a branch or parent stem shall be made at a slight downward angle relative to the remaining stem and not damage the remaining stem. Smaller cuts shall be preferred (see Fig. 5.3.3).

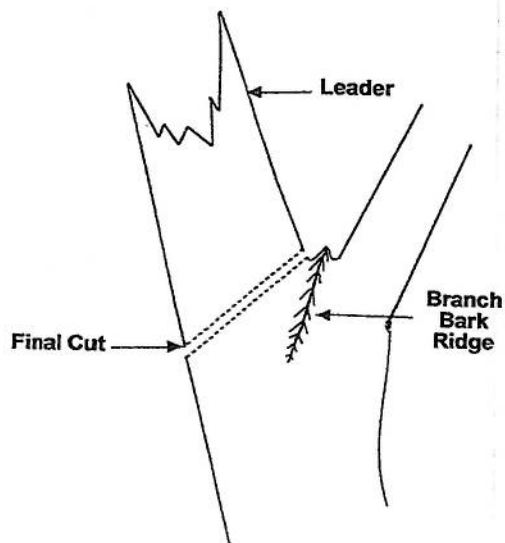


Figure 5.3.3. A cut that reduces the length of a branch or parent stem.

5.3.4 When pruning to a lateral, the remaining lateral branch should be large enough to assume the terminal role.

5.3.5 The final cut should result in a flat surface with adjacent bark firmly attached.

5.3.6 When removing a dead branch, the final cut shall be made just outside the collar of living tissue.

5.3.7 Tree branches shall be removed in such a manner so as to avoid damage to other parts of the tree or to other plants or property. Branches too large to support with one hand shall be precut to avoid splitting of the wood or tearing of the bark (see Figure 5.3.2). Where necessary, ropes or other equipment shall be used to lower large branches or portions of branches to the ground.

5.3.8 A cut that removes a branch with a narrow angle of attachment should be made from the outside of the branch to prevent damage to the parent branch (see Figure 5.3.8).

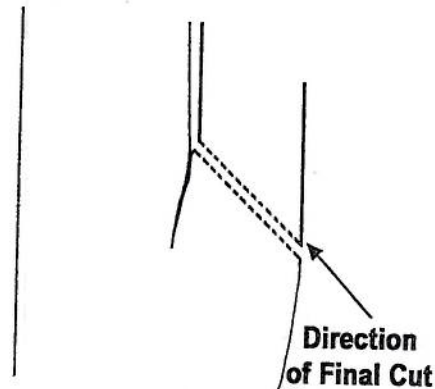


Figure 5.3.8. A cut that removes a branch with a narrow angle of attachment.

5.3.9 Severed branches shall be removed from the crown upon completion of the pruning, at times when the tree would be left unattended, or at the end of the workday.

5.4 Wound treatment

5.4.1 Wound treatments shall not be used to cover wounds or pruning cuts, except when necessary for disease, insect, mistletoe, or sprout control, or for cosmetic reasons.

5.4.2 Wound treatments that are damaging to tree tissues shall not be used.

5.4.3 When tracing wounds, only loose, damaged tissue shall be removed.

6 Pruning objectives

6.1 Pruning objectives shall be established prior to beginning any pruning operation.

6.1.1 Objectives should include, but are not limited to, one or more of the following:

- Risk reduction
- Manage health
- Clearance
- Structural improvement/correction
- View improvement/creation
- Aesthetic improvement
- Restoration

6.1.2 Established objectives should be specified in writing (See Annex B – *Specification writing guideline*).

6.1.3 To obtain the defined objective, the growth cycles, structure, species, and the extent of pruning to be performed shall be considered.

6.1.4 Not more than 25 percent of the foliage should be removed within an annual growing season. The percentage and distribution of foliage to be removed shall be adjusted according to the plant's species, age, health, and site.

6.1.5 When frequent excessive pruning is necessary for a tree to avoid conflicts with elements such as infrastructure, view, traffic, or utilities, removal or relocation of the tree shall be considered.

6.1.6 Pruning cuts should be made in accordance with section 5.3 *Pruning cuts*.

6.1.7 Topping and lion's tailing shall be considered unacceptable pruning practices for trees.

6.2 Structural: Structural pruning shall consist of selective pruning to improve tree and branch architecture primarily on young- and medium-aged trees.

6.2.1 Size and location of leaders or branches to be subordinated or removed should be specified.

6.2.2 Dominant leader(s) should be selected for development as appropriate.

6.2.3 Strong, properly spaced scaffold branch structure should be selected and maintained by reducing or removing others.

6.2.4 Temporary branches should be retained or reduced as appropriate.

6.2.5 Interfering, overextended, defective, weak, and poorly attached branches should be removed or reduced.

6.2.6 At planting, pruning should be limited to cleaning (7.2).

6.3 Restoration: Restoration shall consist of selective pruning to redevelop structure, form, and appearance of severely pruned, vandalized, or damaged trees.

6.3.1 Location in tree, size range of parts, and percentage of sprouts to be removed should be specified.

6.4 Vista/view: Vista/view pruning shall consist of the use of one or more pruning methods (types) to enhance a specific line of sight.

6.4.1 Pruning methods (types) shall be specified.

6.4.2 Size range of parts, location in tree, and percentage of foliage to be removed should be specified.

6.5 Espalier

6.5.1 Branches that extend outside the desired plane of growth shall be pruned or tied back.

6.5.2 Ties should be replaced as needed to prevent girdling the branches at the attachment site.

6.6 Pollarding

6.6.1 Consideration shall be given to the ability of the individual tree to respond to pollarding.

6.6.2 Management plans shall be made prior to the start of the pollarding process for routine removal of sprouts.

6.6.3 Heading cuts shall be made at specific locations to start the pollarding process. After the initial cuts are made, no additional heading cuts shall be made.

6.6.4 Sprouts growing from the cut ends of branches (knuckles) should be removed annually during the dormant season.

7 Pruning methods (types)

7.1 One or more of the following methods (types) shall be specified to achieve the objective.

7.2 Clean: Cleaning shall consist of pruning to remove one or more of the following non-beneficial parts: dead, diseased, and/or broken branches.

7.2.1 Location of parts to be removed shall be specified.

7.2.2 Size range of parts to be removed shall be specified.

7.3 Raise: Raising shall consist of pruning to provide vertical clearance.

7.3.1 Clearance distance shall be specified.

7.3.2 Location and size range of parts to be removed should be specified.

7.3.3 Live crown ratio should not be reduced to less than 50 percent.

7.4 Reduce: Reducing shall consist of pruning to decrease height and/or spread.

7.4.1 Consideration shall be given to the ability of a species to tolerate this type of pruning.

7.4.2 Location of parts to be removed or clearance requirements shall be specified.

7.4.3 Size of parts should be specified.

7.5 Thin: Thinning shall consist of selective pruning to reduce density of live branches.

7.5.1 Thinning should result in an even distribution of branches on individual branches and throughout the crown.

7.5.2 Not more than 25 percent of the crown should be removed within an annual growing season.

7.5.3 Location of parts to be removed shall be specified.

7.5.4 Percentage of foliage and size range of parts to be removed shall be specified.

8 Palm pruning

8.1 Palm pruning should be performed when fronds, fruit, or loose petioles may create a dangerous condition.

8.2 Live healthy fronds should not be removed.

8.3 Live, healthy fronds above horizontal shall not be removed. Exception: Palms encroaching on electric supply lines (see Fig. 8.3a and 8.3b).

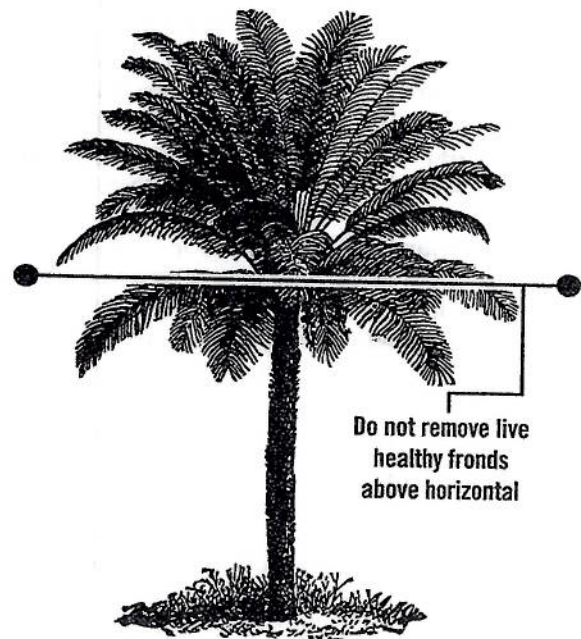


Figure 8.3a Frond removal location.

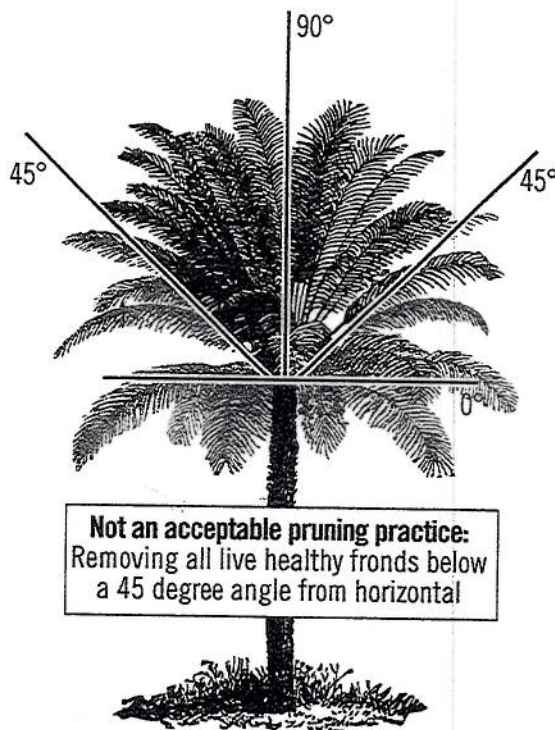


Figure 8.3b An overpruned palm (not an acceptable pruning practice).

8.4 Fronds removed should be severed close to the petiole base without damaging living trunk tissue.

8.5 Palm peeling (shaving) should consist of the removal of only the dead frond bases at the point they make contact with the trunk without damaging living trunk tissue.

9 Utility pruning

9.1 Purpose

The purpose of utility pruning is to prevent the loss of service, comply with mandated clearance laws, prevent damage to equipment, maintain access, and uphold the intended usage of the facility/utility space while adhering to accepted tree care performance standards.

9.2 General

9.2.1 Only a qualified line-clearance arborist or line-clearance arborist trainee shall be assigned to

line clearance work in accordance with ANSI Z133.1, 29 CFR 1910.331 – 335, 29 CFR 1910.268 or 29 CFR 1910.269.

9.2.2 Utility pruning operations are exempt from requirements in subclause 5.1, *Tree Inspection*, for conditions outside the utility pruning scope of work.

9.2.3 Job briefings shall be performed as outlined in ANSI Z133.1, subclause 3.1.4.

9.3 Utility crown reduction pruning

9.3.1 Urban/residential areas

9.3.1.1 Pruning cuts should be made in accordance with subclause 5.3, *Pruning cuts*. The following requirements and recommendations of 9.3.1.1 are repeated from subclause 5.3 *Pruning cuts*.

9.3.1.1.1 A pruning cut that removes a branch at its point of origin shall be made close to the trunk or parent branch, without cutting into the branch bark ridge or collar, or leaving a stub (see Figure 5.3.2).

9.3.1.1.2 A pruning cut that reduces the length of a branch or parent stem shall be made at a slight downward angle relative to the remaining stem and not damage the remaining stem. Smaller cuts shall be preferred (see Fig. 5.3.3).

9.3.1.1.3 The final cut shall result in a flat surface with adjacent bark firmly attached.

9.3.1.1.4 When removing a dead branch, the final cut shall be made just outside the collar of living tissue.

9.3.1.1.5 Tree branches shall be removed in such a manner so as not to cause damage to other parts of the tree or to other plants or property. Branches too large to support with one hand shall be precut to avoid splitting of the wood or tearing of the bark (see Figure 5.3.2). Where necessary, ropes or other equipment shall be used to lower large branches or portions of branches to the ground.

9.3.1.1.6 A cut that removes a branch with a narrow angle of attachment should be made from the outside of the branch to prevent damage to the parent branch (see Figure 5.3.8).

9.3.1.2 A minimum number of pruning cuts should be made to accomplish the purpose of facility/utility pruning. The structure and growth habit of the tree should be considered.

9.3.1.3 Trees directly under and growing into facility/utility spaces should be removed or pruned. Such pruning should be done by removing entire branches or leaders or by removing branches that have laterals growing into (or once pruned, will grow into) the facility/utility space.

9.3.1.4 Trees growing next to, and into or toward, facility/utility spaces should be pruned by reducing branches to laterals (5.3.3) to direct growth away from the utility space or by removing entire branches. Branches that, when cut, will produce sprouts that would grow into facilities and/or utility space should be removed.

9.3.1.5 Branches should be cut to laterals or the parent branch and not at a pre-established clearing limit. If clearance limits are established, pruning cuts should be made at laterals or parent branches outside the specified clearance zone.

9.3.2 Rural/remote locations – mechanical pruning

Cuts should be made close to the main stem, outside of the branch bark ridge and branch collar. Precautions should be taken to avoid stripping or tearing of bark or excessive wounding.

9.4 Emergency service restoration

During a utility-declared emergency, service must be restored as quickly as possible in accordance with ANSI Z133.1, 29 CFR 1910.331 – 335, 29 CFR 1910.268, or 29 CFR 1910.269. At such times, it may be necessary, because of safety and the urgency of service restoration, to deviate from the use of proper pruning techniques as defined in this standard. Following the emergency, corrective pruning should be done as necessary.

Annex B Specification writing guideline

A300 (Part 1)-2008 *Pruning* standards are performance standards, and shall not be used as job specifications. Job specifications should be clearly detailed and contain measurable criteria.

The words "should" and "shall" are both used when writing standards. The word "shall" is used when writing specifications.

Writing specifications can be simple or complex and can be written in a format that suits your company/the job. The specifications consist of two sections.

I. General:

This section contains all aspects of the work to be performed that needs to be documented, yet does not need to be detailed.

Saying under the General section that "all work shall be completed in compliance with A300 Standards" means the clauses covering safety, inspections, cuts, etc. will be adhered to. There is no need to write each and every clause into every job specification.

Other items that may be covered in the General section could be: work hours and dates, traffic issues, disposal criteria, etc.

The second section under Job Specifications would be:

II. Details:

This section provides the clear and measurable criteria; the deliverables to the client.

This section, to be written in compliance with A300 standards, shall contain the following information:

1. Objective – Clause 6

These objectives originate from/with the tree owner or manager. The arborist shall clearly state what is going to be done to achieve the objective(s).

Objectives can be written for the entire job or individual trees. Rarely can one or two words clearly convey an objective so that all parties involved (client, sales, crew, etc.) can visualize the outcome.

2. Method – Clause 7

Here the method(s) to be used to achieve the objective are stated. Again, depending on the type of job, this can be stated for the individual tree or a group of trees.

3. Location – Clause 7.2.1, 7.3.2, 7.4.2, 7.5.3

This is the location in the tree(s) that the work methods are to take place.

4. Density – Clause 7.3.1, 7.3.3, 7.5.1, 7.5.2, 7.5.4

This is the amount or volume of parts that are to be removed and can be stated exactly or in ranges.

5. Size – Clause 7.2.2, 7.3.2, 7.4.3, 7.5.4

This is the size or range of sizes of cut(s) utilized to remove the volume specified.

NOTE: Items # 4 & 5 are directly related to resource allocation, staffing and dollars.

SAMPLE PRUNING SPECIFICATIONS

#1. Scope: Large live oak on west side of pool

Objectives: Increase light penetration through east side of tree. Reduce risk potential of 1-inch-diameter branches falling.

Specifications: All broken branches and 1-inch-plus diameter dead branches shall be removed from the crown.

The three lowest 8-inch-plus diameter branches on the east side shall be thinned 25 percent with 1-inch- to 3-inch-diameter cuts.

NOTE: All work shall be completed in compliance with ANSI A300 and Z133.1 Standards.

Annex B Specification writing guideline

#2. Scope: 1 Arizona ash

Objective: Enhance structure/structural development.

Specifications: General:

All pruning shall be completed in compliance with A300 Standards.

Detail:

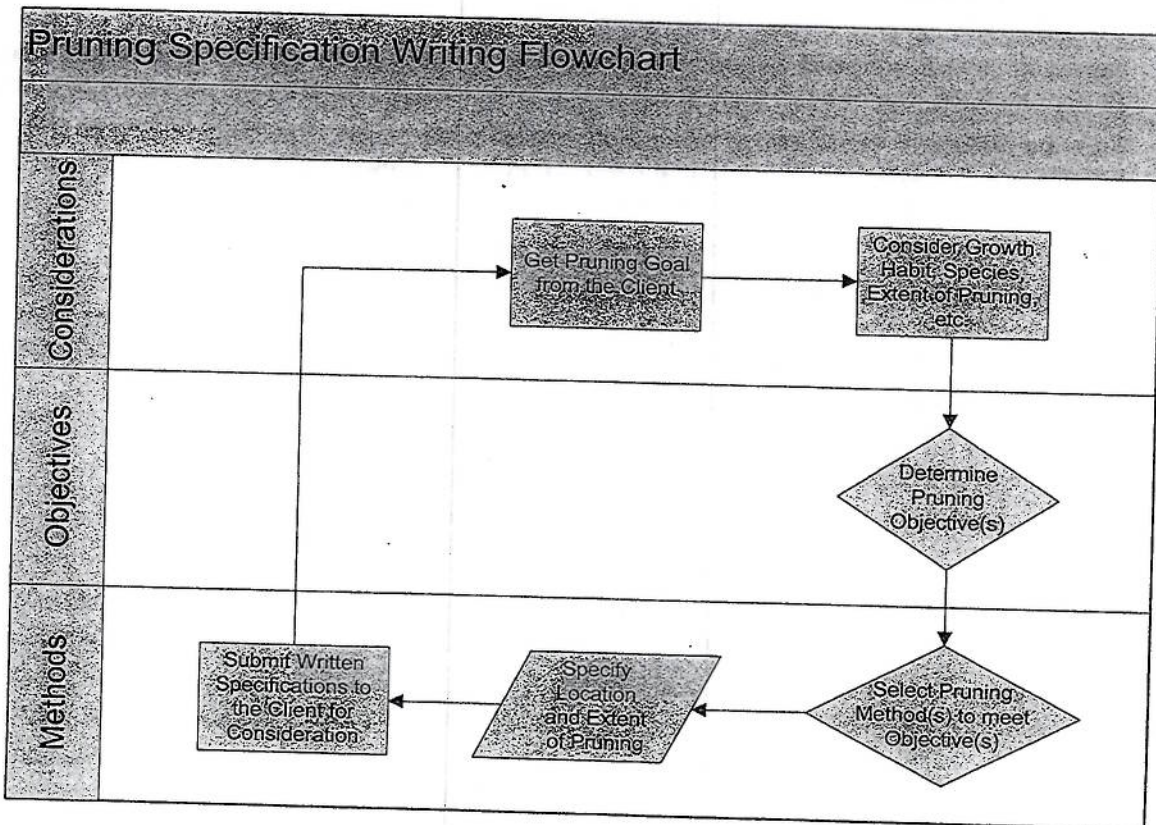
Thin crown 20-25 percent with 1-inch- to 4-inch-diameter cuts. Reduce west codominant leader by approximately 12 feet.

#3. Scope: Twenty-three newly installed evergreen elms

Objective: Maximize establishment – reduce nuisance while enhancing natural growth habit.

All work shall be completed in compliance with A300 Standards and the following specifications.

- Specifications:**
- Retain as much size as possible and 80-90 percent density of foliage.
 - Lowest permanent branch will be 6 feet above grade in four to five years.
 - Retain all sprout growth originating 18 inches above grade on trunk and 4 inches out from branch attachments throughout crown.
 - Remove weakest rubbing branches.
 - Remove dead branches.
 - Reduce broken branches or branches with dead ends back to live laterals or buds. Heading cuts can be used.
 - Maintain 6 inches behind adjacent edge of walks all growth that originates between 1.5 feet (18 inches) and 6 feet (72 inches) above grade. Heading cuts are acceptable.



Annex C

Applicable ANSI A300 interpretations

The following interpretations apply to Part 1 – *Pruning*:

C-1 Interpretation of “should” in ANSI A300 standards

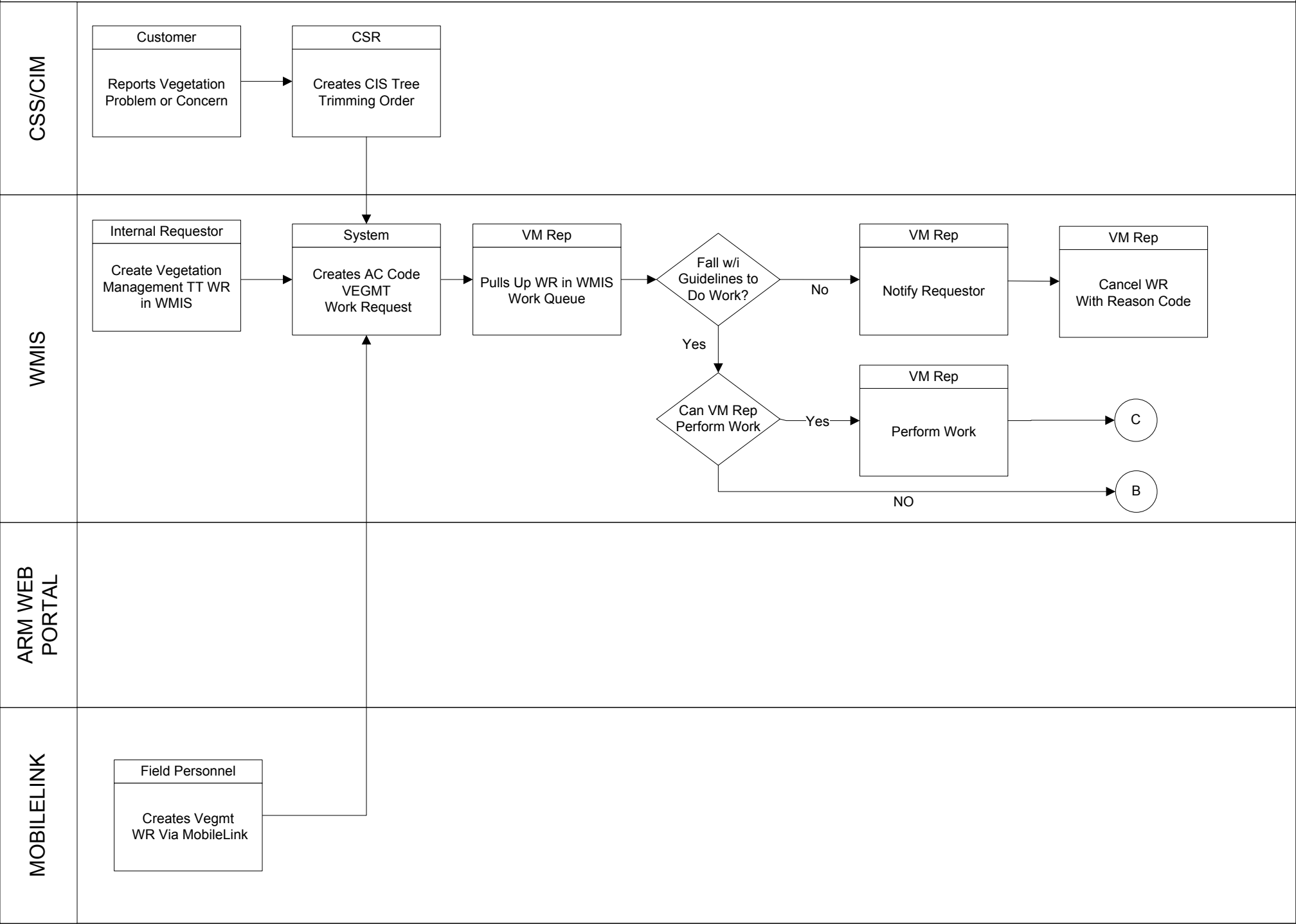
“An advisory recommendation” is the common definition of “should” used in the standards development community and the common definition of “should” used in ANSI standards. An advisory notice is not a mandatory requirement. Advisory recommendations may not be followed when defensible reasons for non-compliance exist.

C-2 Interpretation of “shall” in ANSI A300 standards

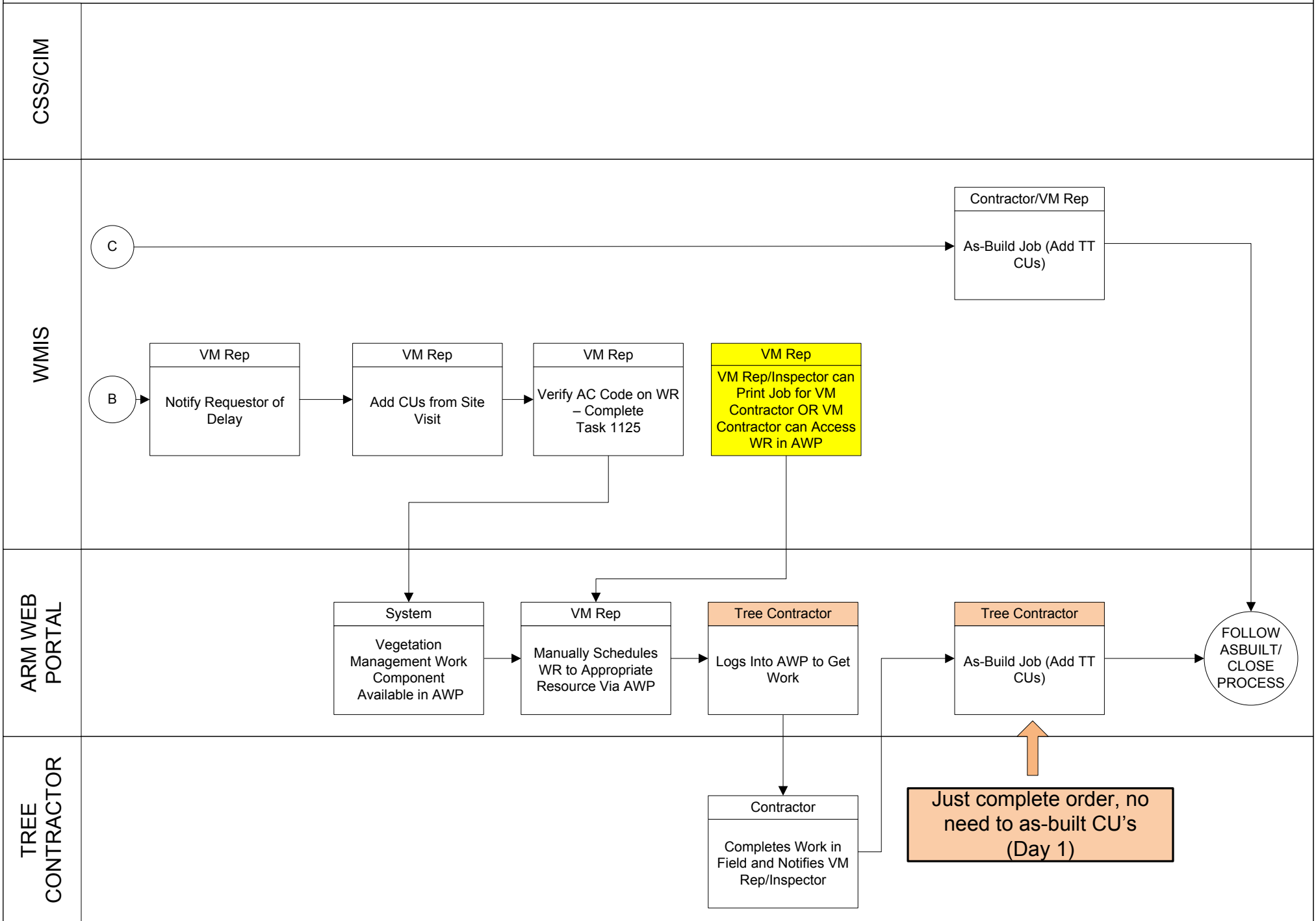
“A mandatory requirement” is the common definition of “shall” used in the standards development community and the common definition of “shall” used in ANSI standards. A mandatory requirement is not optional and must be followed for ANSI A300 compliance.

ATTACHMENT T

Vegetation Management – Customer Demand Tree Trimming Requests



Vegetation Management – Customer Demand Tree Trimming Requests



ATTACHMENT U

Document title

Damage Assessment

Document number

EMG-EDGF-00048

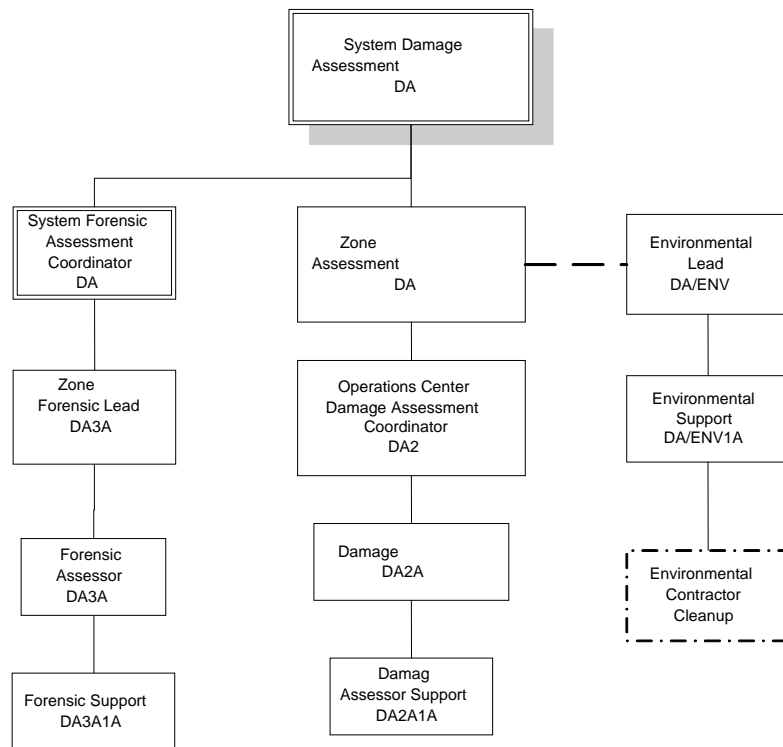
Applies to: FDO – Duke Energy Florida

Keywords: emergency; distribution system storm operational plan

Mission

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

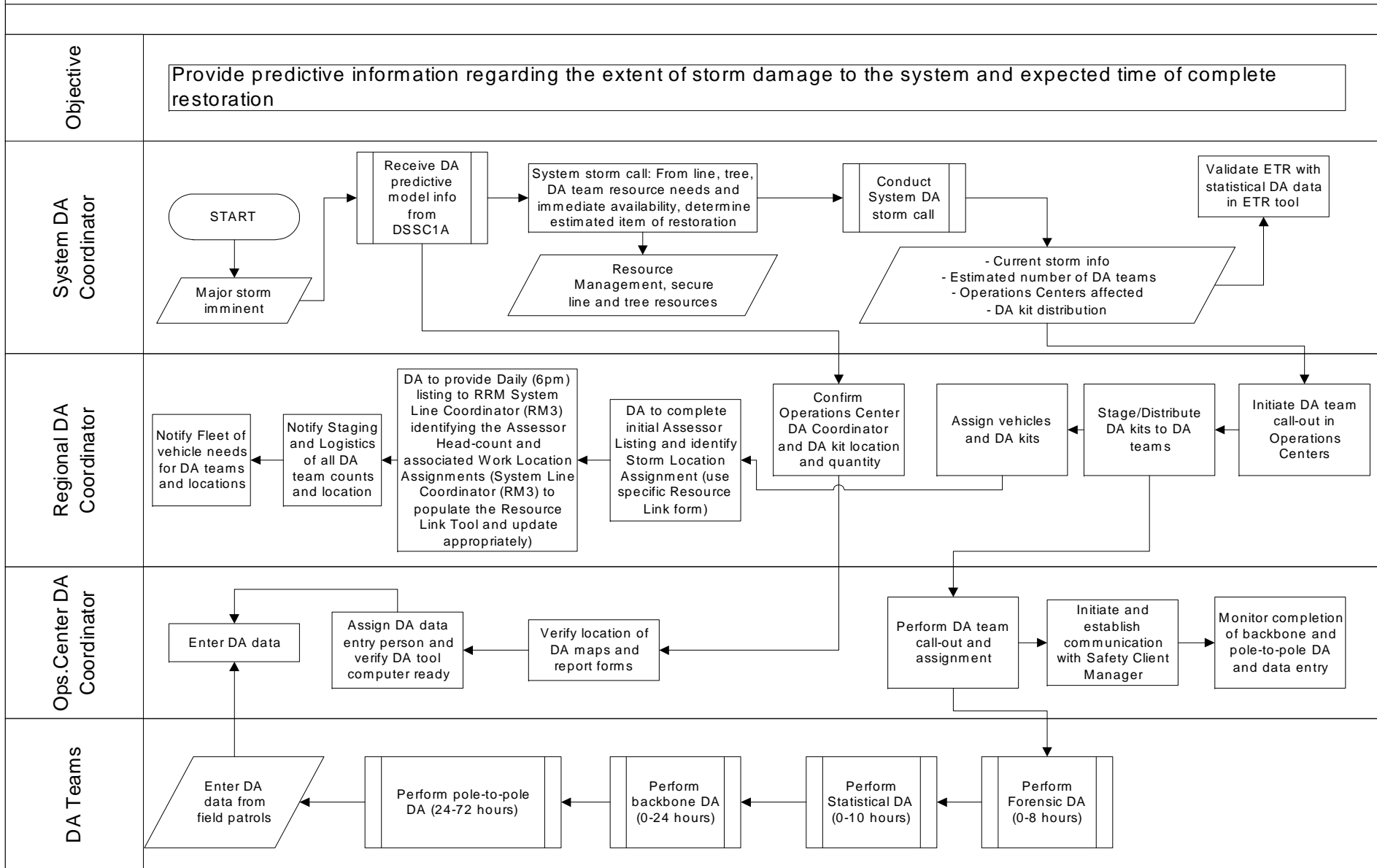
Organization Chart



The term “region” is intended to mean “zone” throughout this document.

The following flowchart describes the damage assessment functional process:

Major Storm Restoration Damage Assessment Process



The Damage Assessment sub-processes include the following:

- [Statistical Damage Assessment](#)
- [Backbone Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Tree Sweep](#)
- [Final Sweep](#)

Statistical Damage Assessment

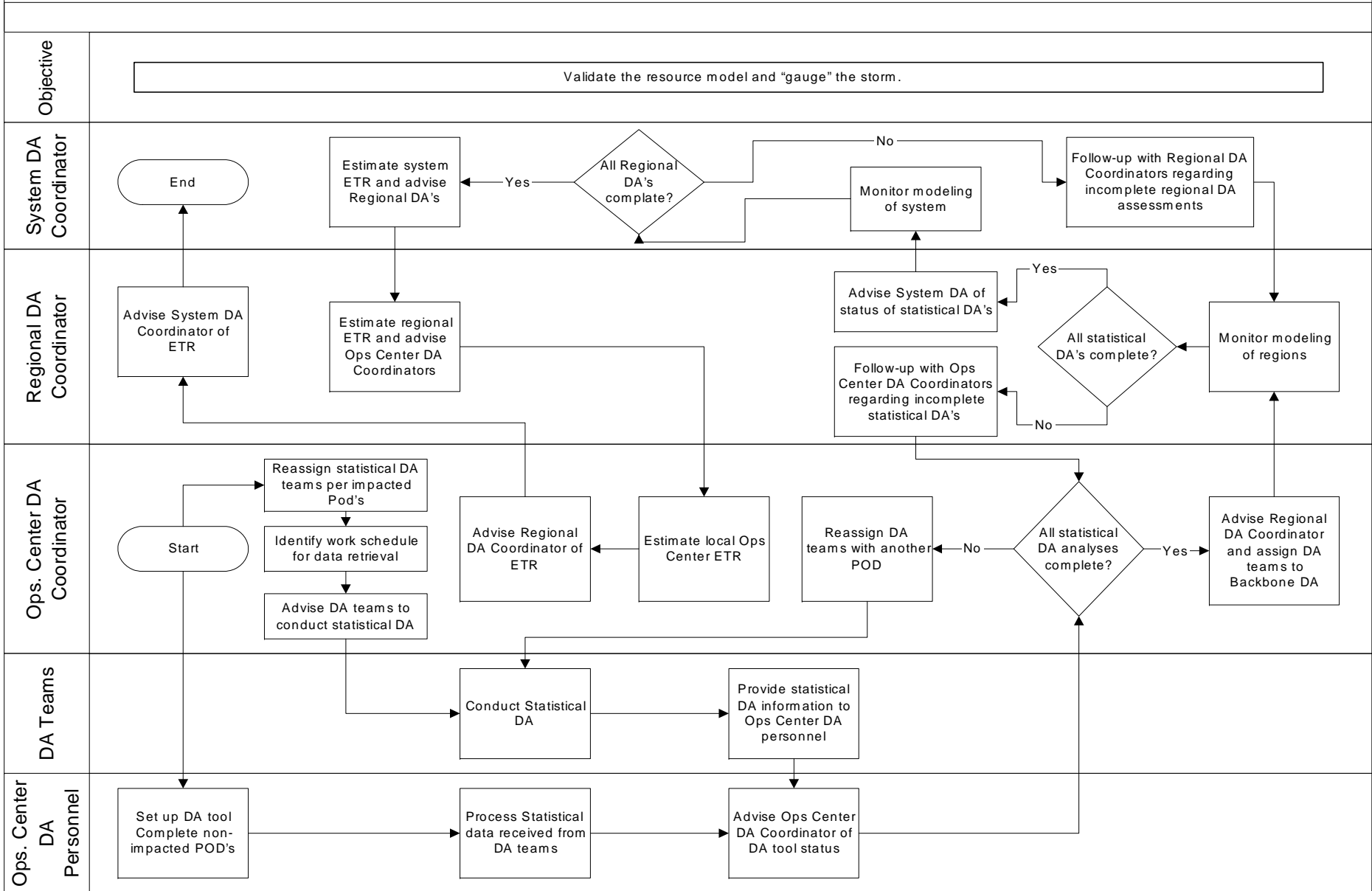
This sub-process validates the resource model and 'gauges' the storm.

The following personnel are engaged in Statistical Damage Assessment:

- Damage Assessor ([DA2A1](#))
- Damage Assessor Support ([DA2A1A](#))
- Operations Center Damage Assessment Coordinator ([DA2A](#))
- Zone Damage Assessment Coordinator ([DA2](#))
- System Damage Assessment Coordinator ([DA1](#))

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

Statistical Damage Assessment Sub-process



Backbone Assessment

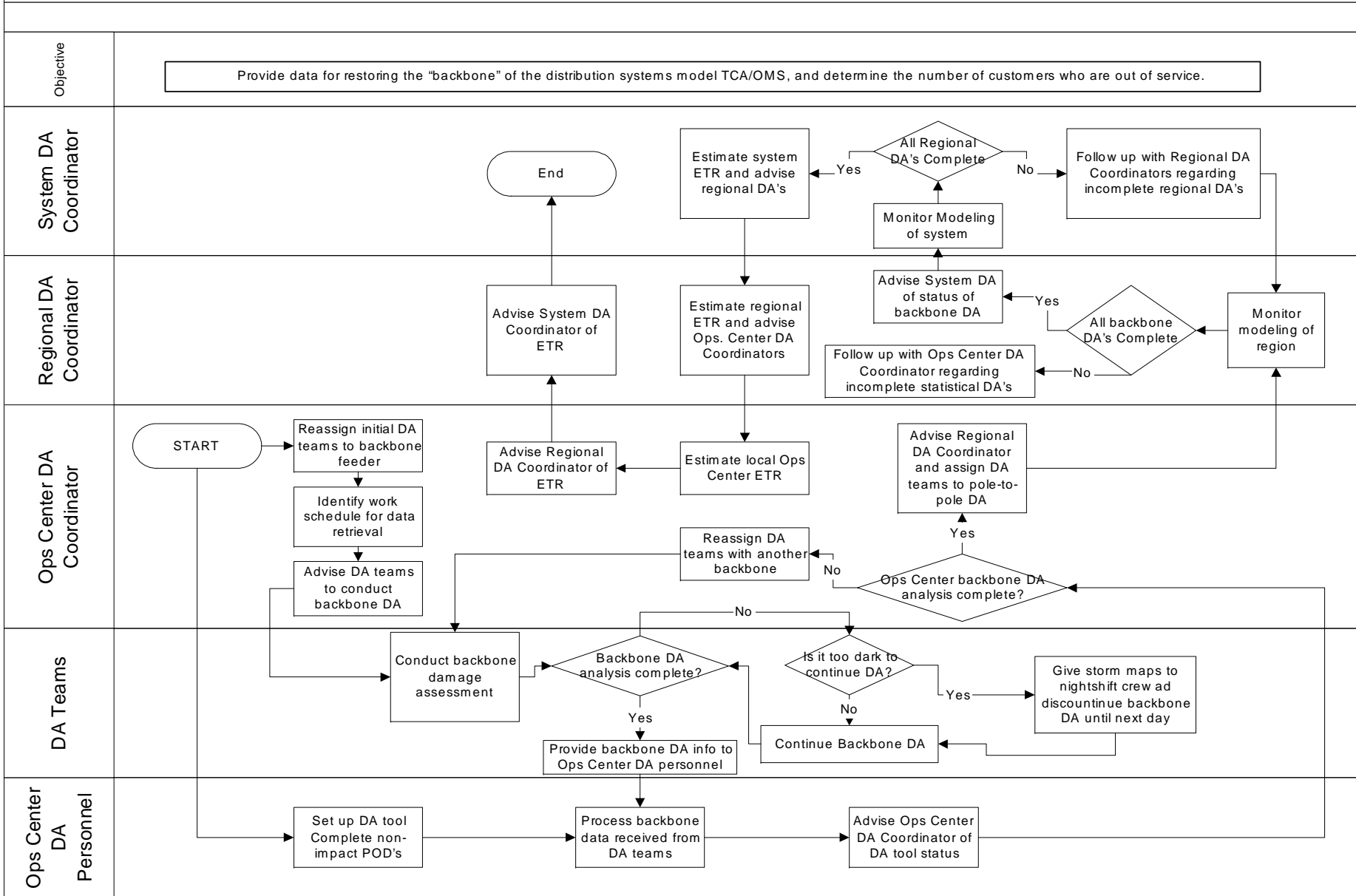
This sub-process provides data for restoring the 'backbone' of the distribution systems, models TCA/OMS, and determines the number of customers who are out of service.

The following personnel are engaged in Backbone Assessment:

- Damage Assessor Support ([DA2A1A](#))
- Damage Assessor ([DA2A1](#))
- Operations Center Damage Assessment Coordinator ([DA2A](#))
- Zone Damage Assessment Coordinator ([DA2](#))
- System Damage Assessment Coordinator ([DA1](#))

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

Backbone Assessment Sub-process



Pole to Pole Damage Assessment

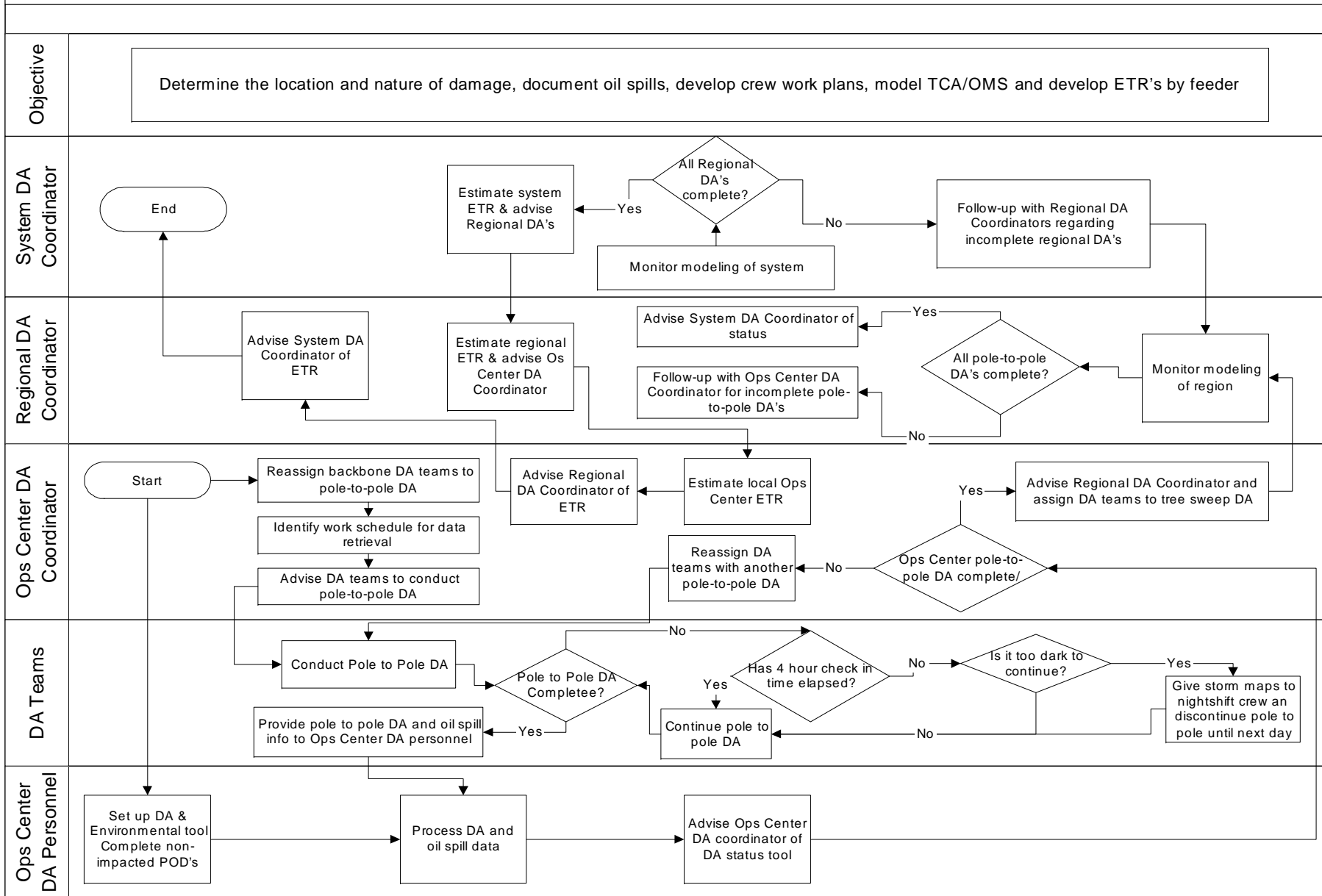
This sub-process determines the location and nature of damage, develops crew work plans, models trouble call analysis (TCA) and outage management system (OMS), and develops estimated times of restoration by feeder.

The following personnel are engaged in Pole to Pole Damage Assessment:

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

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

Pole-to-Pole Damage Assessment



Tree Sweep

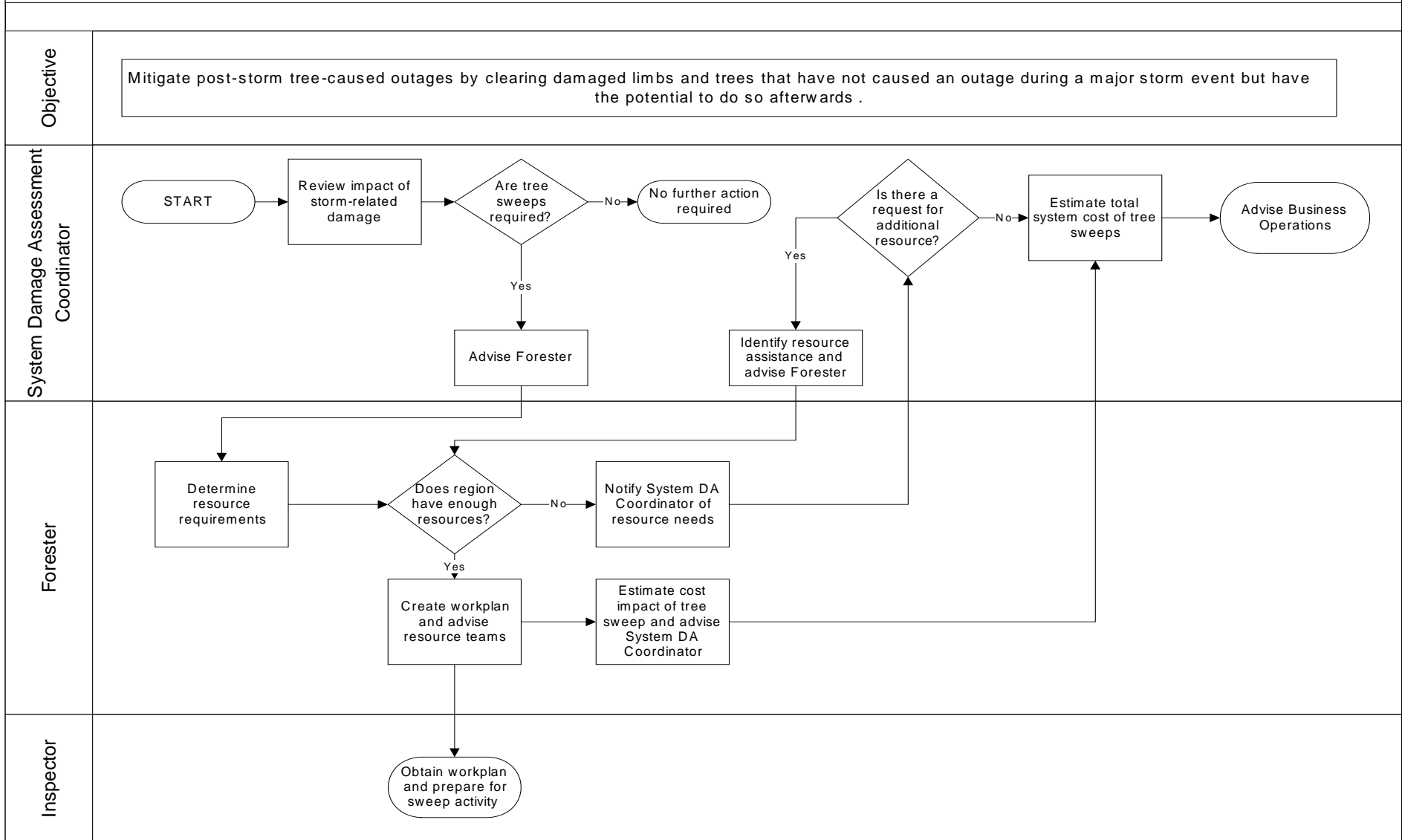
This sub-process mitigates post-storm, tree-caused outages by removing damaged limbs and trees that have not caused an outage during the event but have the potential to do so afterwards.

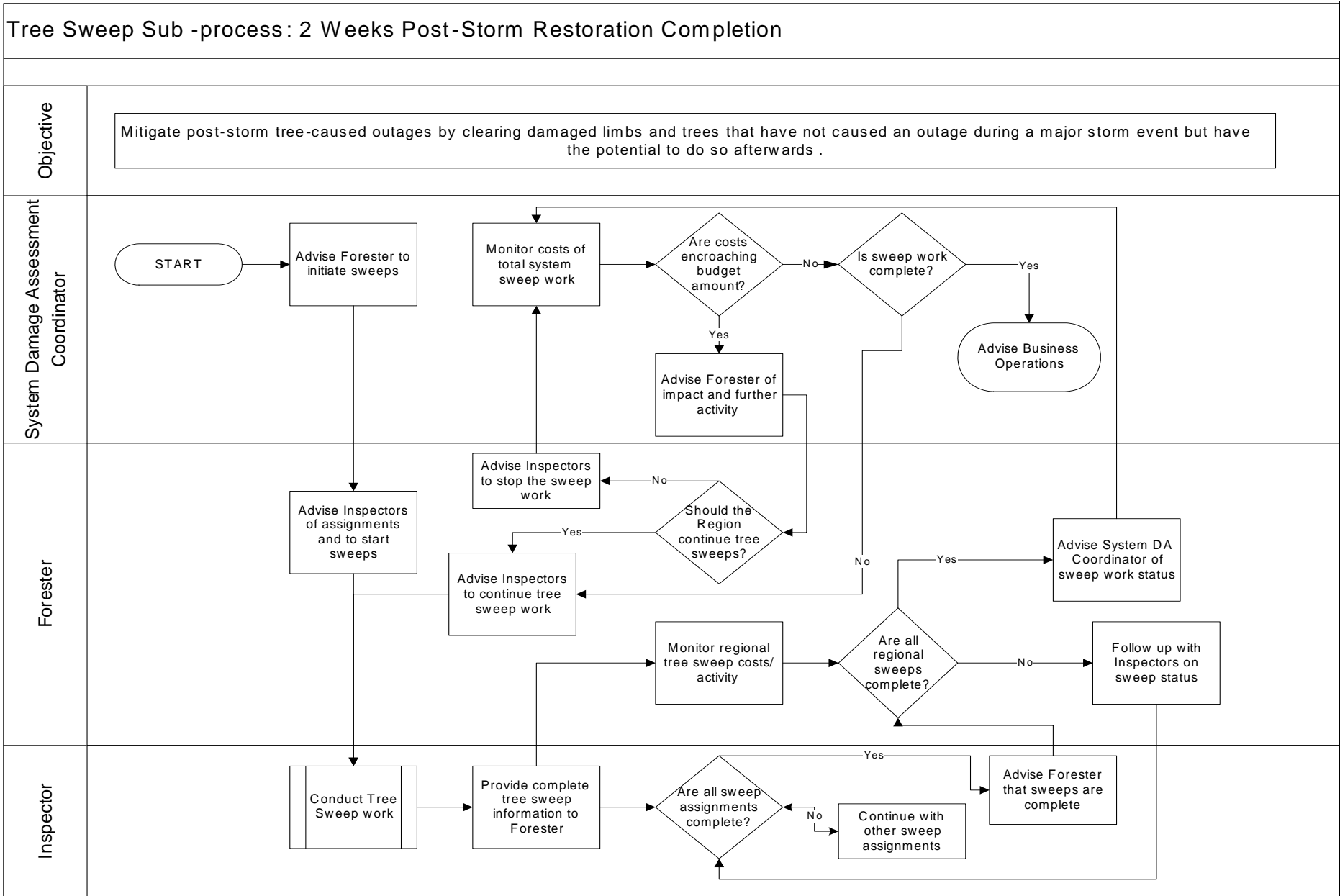
The following personnel are engaged in Tree Sweep:

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

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

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





Final Sweep

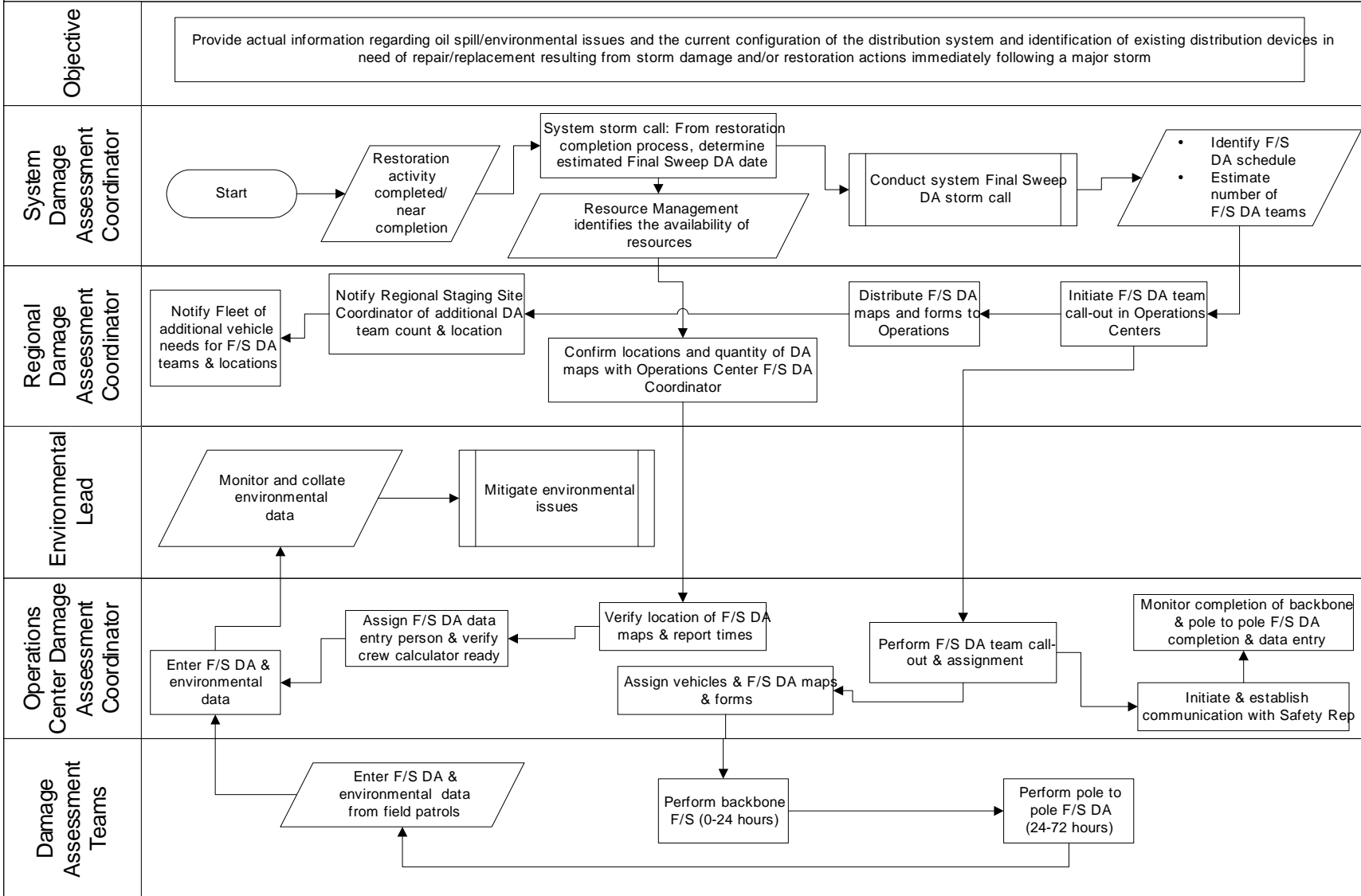
This sub-process provides information regarding the current configuration of the distribution system (i.e., the state of each switch, existing phasing, etc.). Final Sweep teams identify existing distribution devices in need of repair or replacement due to storm damage or restoration actions immediately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

The following personnel are engaged in Final Sweep:

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

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

Final Sweep Sub-process



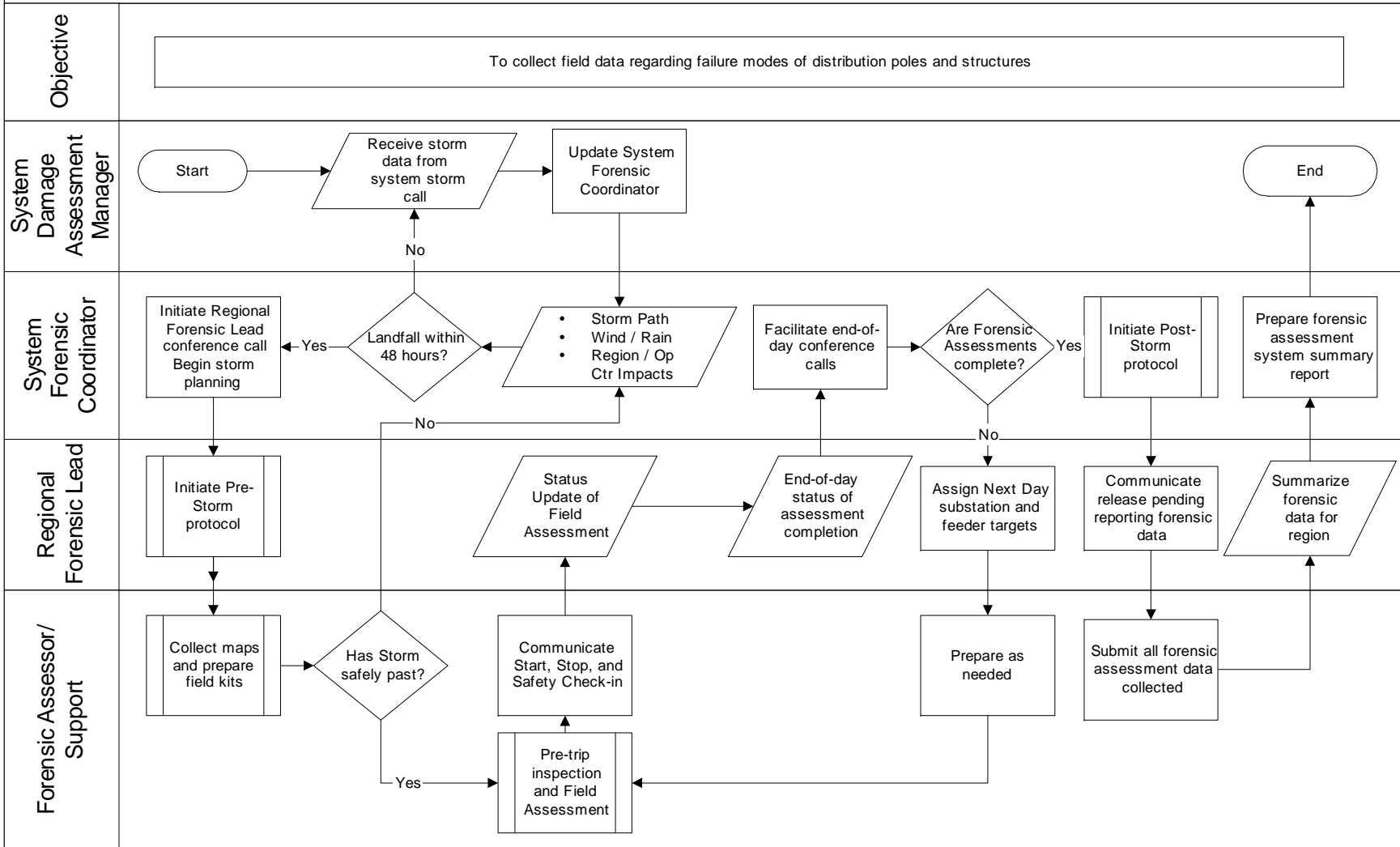
Forensic Assessment

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

- System Damage Assessment Manager ([DA1](#))
- System Forensic Coordinator ([DA3](#))
- Zone Forensic Lead ([DA3A](#))
- Forensic Assessor([DA3A1](#))

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

Forensic Assessment Sub-process



Job Descriptions (DA1-DA3)

DA1: System Damage Assessment Coordinator

Job Function

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

Job Description

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

Key Interface Points

- Distribution System Storm Coordinator ([DSSC1](#))
- Operations Center Damage Assessment Coordinator ([DA3](#))
- Zone Damage Assessment Coordinator ([DA2](#))

Checklist of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

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

Training Requirements

Before Major Storm

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

Event Promotion Success Factors

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

Engaged in the Following Sub-processes

- [Predictive Modeling](#)
- [Statistical Damage Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Backbone Assessment](#)
- [Tree Sweep](#)
- [Final Sweep](#)
- [Estimated Time of Restoration Management](#)
- [Forensic Assessment](#)

DA2: Zone Damage Assessment Coordinator

Job Function

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

Job Description

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

Key Interface Points

- Operations Center Damage Assessment Coordinators ([DA2A](#))
- Zone Storm Coordinator ([REG2](#))
- System Damage Assessment Coordinator ([DA1](#))

Checklist of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

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

Training Requirements

Before Major Storm

- Review Zone Storm Plan and recent lessons learned to ensure understanding of “the big picture” as it pertains to damage assessment, restoration, and customer communications
- Review and test tools to ensure workability and competency of users: Resource Tracking, Damage Assessment Data Entry, and Damage Assessment ETR (Web-based)
- Provide the DA training/safety awareness presentation at the DA staging sites prior to dispatching DA teams

Event Promotion Success Factors

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

Engaged in the Following Sub-processes

- [Pole Forensic Damage Assessment](#)
- [Statistical Damage Assessment](#)
- [Backbone Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Final Sweep](#)

DA2A: Operations Center Damage Assessment Coordinator

Job Function

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

Job Description

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

Key Interface Points

- Operations Center storm team
- Zone Damage Assessment Coordinator ([DA2](#))
- System Damage Assessment Coordinator ([DA1](#))

Checklist of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

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

Training Requirements

Before Major Storm

- Review Operations Center Storm Plan and recent lessons learned to ensure understanding of “the big picture” as it pertains to restoration and customer communications
- Review and test tools to ensure workability and competency of users: Resource Tracking, Damage Assessment Data Entry, and Damage Assessment ETR (Web-based)
- Ensure the DA training/safety awareness presentation was conducted with all DA teams at the DA staging sites prior to dispatching DA teams

Event Promotion Success Factors

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

Engaged in the Following Sub-processes

- [Statistical Damage Assessment](#)
- [Backbone Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Final Sweep](#)
- [Estimated Time of Restoration Management](#)

DA2A1: Damage Assessor

Job Function

The Damage Assessor performs field damage assessments.

Job Description

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

Key Interface Points

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

Checklist of Actions

Before Major Storm

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

During Major Storm

Before traveling to location:

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

Before storm, after arriving at assigned location:

- Review skill level of assigned Damage Assessment team members
- Access Storm Center Website (“Current Information”), and print copy of most current Damage Assessment assignment document and other information, and provide to Damage Assessment team members
- Ensure that Damage Assessment vehicles are in place and obtain keys
 - Record vehicle and tag information for each assigned vehicle
 - Remind Damage Assessment team members to return vehicles to point of origin
- Provide “just in time” Damage Assessment refresher training to all Damage Assessment teams immediately prior to major storm event.
Suggested meeting format:
- Briefly cover “Damage Assessment Why Do It?” and “Damage Assessment Requirements” slides

- Hand out color copies of the following slides and discuss:
 - Damage Assessment Color Coding DIS Feeder Maps
 - Statistical Damage Assessment Form Example
 - Damage Assessment Scenario #1 (with damage data, no color coding)
 - Damage Assessment Data Form Scenario #1 (completed)
 - Damage Assessment Scenario #1 (final)
 - Damage Assessment Scenario #2 (final)
 - Damage Assessment Data Form Scenario #2
 - Damage Assessment Scenario #3 (final)
 - Damage Assessment Data Form Scenario #3
 - Wrap up with reminders from the Personal Safety and Vehicle Safety slides

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

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

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

After Major Storm

Before beginning damage assessment:

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

During damage assessment and restoration phase:

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

After completion of restoration work:

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

Training Requirements

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

Engaged in the Following Sub-processes:

- [Statistical Damage Assessment](#)
- [Backbone Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Final Sweep](#)
- [Estimated Time of Restoration Management](#)

DA2A1A: Damage Assessor Support

Job Function

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

Job Description

This position is primarily responsible for:

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

DA3: System Forensic Assessment Coordinator

Job Function

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

Job Description

This position will:

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

Key Interface Points

- System Damage Assessment Coordinator ([DA1](#))
- Zone Forensic Lead (DA3A)

Checklist of Actions

Before Major Storms

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

During Major Storm

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

After Major Storm

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

Engaged in the following Sub-process:

- [Forensic Assessment](#)

DA3A: Zone Forensic Lead

Job Function

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

Job Description

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

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

Key Interface Points

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

Checklist of Actions

Before Major Storms

- Ensure Zone Forensic Assessment organization has been staffed and trained

During Major Storm

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

After Major Storm

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

Engaged in the following Sub-process:

- [Forensic Assessment](#)

DA3A1: Forensic Assessor

Job Function

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

Job Description

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

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

Key Interface Points

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

Checklist of Actions

Before Major Storms

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

During Major Storm

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

After Major Storm

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

Engaged in the following Sub-process:

- Forensic Assessment

DA3A1A: Forensic Support

Job Function

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

Job Description

This position is responsible for:

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

Key Interface Points

- Forensic Assessor
- Zone Forensic Lead

Checklist of Actions

Before Major Storms

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

During Major Storm

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

After Major Storm

- Support Forensic Assessor as required in completing summary reports

Engaged in the following Sub-process:

- Forensic Assessment

DA/ENV1: Environmental Lead

Job Function

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

Job Description

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

Key Interface Points

- Zone Storm Center
- Transmission Storm Organization
- Operation Center Damage Assessment Coordinator ([DA2A](#))
- Zone restoration personnel (emergency spills only)

Checklist of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

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

Tools and Information Needed

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

Training Requirements

- Job related functions

DA/ENV1A: Environmental Support

Job Function

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

Job Description

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

Key Interface Points

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

Systems For Damage Assessment Team

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

Supplemental Information

- [DEF Line Contractor Crew Sheet](#)

ATTACHMENT V



Comparison of Historical Trends
Overhead vs. Underground (Adjusted Data)

OVERHEAD INDICES											
SAIDI	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
	73.3	74.0	64.9	60.7	62.4	66.6	63.8	71.2	82.5	76.3	63.3
SAIFI											
	1.125	1.155	1.068	0.992	0.986	1.015	0.944	0.986	1.140	0.987	0.880
CAIDI											
	65.2	64.0	60.8	61.2	63.3	65.6	67.6	72.2	72.3	77.4	71.9
L-Bar											
	102.3	101.3	102.1	105.2	106.7	109.7	104.9	115.6	112.7	125.8	112.7

UNDERGROUND INDICES											
SAIDI	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
	14.7	11.8	12.0	13.5	12.5	11.9	12.0	11.6	10.8	10.6	10.1
SAIFI											
	0.130	0.111	0.122	0.120	0.107	0.112	0.104	0.092	0.086	0.082	0.075
CAIDI											
	112.9	106.2	98.7	112.8	116.6	105.6	115.2	125.9	126.0	129.8	134.0
L-Bar											
	145.8	141.3	143.7	156.5	155.4	157.2	161.2	169.4	161.3	176.0	182.0

ATTACHMENT W



OVERHEAD/UNDERGROUND RELIABILITY (OH/UG) (Initiative 7)
Section D

2013				
OVERHEAD METRICS	# OF Miles	CMI	CI	L-Bar
	25,307	131,921,612	1,700,161	118.4

UNDERGROUND METRICS	# OF Miles	CMI	CI	L-Bar
	21,621	16,995,651	124,985	181.3

ATTACHMENT X

Report on Collaborative Research for Hurricane Hardening

Provided by

The Public Utility Research Center
University of Florida

To the

Utility Sponsor Steering Committee

February 2014

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). This MOU was recently extended by the Research Collaboration Partners through December 31, 2015.

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 2013.

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. In addition to universities, PURC was contacted by researchers at the Argonne National Lab who expressed interest in modeling the effects of storm damage. The researchers ultimately chose to develop a deterministic model, but did use many of the factors that the Collaborative have attempted to quantify. Every researcher that contacts PURC cites 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 Sandy on greater interest in storm

preparedness. PURC researchers discussed the collaborative effort in Florida with the engineering departments of the state regulators in Pennsylvania, Maryland, New York, and New Jersey. 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.

On April 15, 2013, the *Wall Street Journal* published a special section entitled ‘Big Issues: Energy’ which featured authors promulgating the “Yes” or “No” position to various questions surrounding the energy industry. One of those questions was “Should Utilities Be Required to Bury Power Lines to Protect Them?”, and PURC Director of Energy Studies Ted Kury was asked to contribute the “No” position. In October, Kury and Dr. Roger Anderson of Columbia University (who had provided the “Yes” position), revisited their print debate as the keynote session of the 2013 EEI/NRECA Utility Siting Workshop in Richmond, Virginia.

V. Conclusion

In response to the FPSC’s Order 06-0351, IOUs, municipal electric utilities, and rural electric cooperatives joined together and retained PURC to coordinate research on electric infrastructure hardening. 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.

ATTACHMENT Y

Document title

Distribution System Storm Operational Plan

Document number

EMG-EDGF-00042

Applies to: Florida Delivery Operations and Supporting Storm Organizations – Florida

Keywords: emergency; distribution system storm operational plan

Introduction

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

As a company our goals are to exceed customer expectations, to deliver superior shareholder value, and to challenge employees to excel. With these goals and principles in mind, we have developed the Distribution System Storm Operational Plan (DSSOP).

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

Zones, Operation Centers and supporting storm organizations are responsible for following the storm plan as identified in this document and linked storm support documents. In addition, each storm organization shall maintain an updated storm organizational chart identifying personnel in key storm roles and contact information. When applicable, this information should be inserted into the storm organizations storm folder located on the storm center web site. Operations and Zone storm centers are responsible for placing their updated storm organizational charts and contact information on their respective web sites prior to the start of hurricane season. This information should be updated, as needed, throughout the storm season.

Built on Experience

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

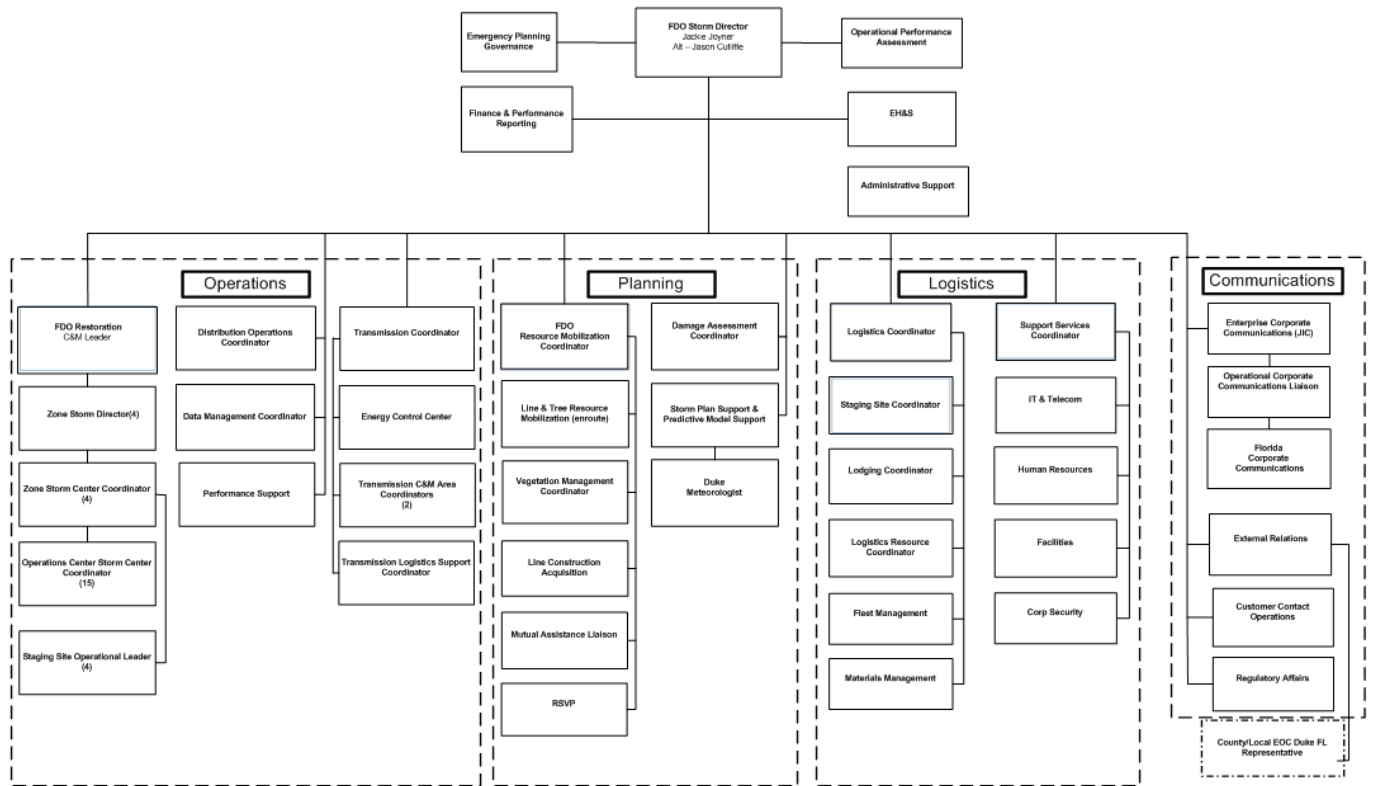
By applying lessons learned from past events and during the 2004 hurricane season, we were able to quickly and efficiently implement best practices, maximize manpower, and reduce damage to equipment. Lessons learned from all past storms and hurricanes have been integrated into this plan, so we may continue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

Plan Overview

The objective of this plan is to establish a consistent approach and level of responsibility for each emergency response. This document provides the authority and coordination needed to restore electric service and maintain business continuity from emergency storm events. This plan consolidates authority to a System Level “top down” organizational structure for major storm responses and organizational structure for minor storm events.

In addition, the plan offers guidance for transitioning from a minor event that escalates to a system level-major event.

The following is a representation of the Distribution System Storm Organization:



FDO Major Storm Incident Command Structure

FDO-Major Storm Incident Command Structure Contacts

Authority

The VP of Engineering & Construction Planning is the primary owner of this document and shall direct the maintenance of this document through the Distribution Department. The VP of Engineering & Construction fulfills the storm role: Distribution System Storm Coordinator (DSSC1) when the Distribution System Storm Center is activated for major system level emergencies. Each storm organization will have an internal command and control structure that ultimately reports to the Distribution System Storm Coordinator.

Referenced Storm Title

Storm Process Owners – Each storm organization, as identified in the above storm organizational chart, shall identify a lead or individual person that is responsible for that storm organizations storm plan, preparedness and restoration efforts. This person is typically identified throughout this document as Storm Process Owner.

Supporting Storm Process Owner – Typically those storm organization leads other than the Distribution System Storm Center, Zone or Operations Storm Centers.

Using the Plan

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

To make best use of this plan, carefully read and understand this document and the section or sections that apply to your role for your organizations storm plan listed at the back of this document. It is also helpful to read the roles and responsibilities of your interface contacts, identified and hyper-linked in your storm plan. The table of contents, listed on the end of this document provides links to individualized functional storm plans, each of which contains (or will contain in a future revision as information becomes available) a mission statement, functional process and/or sub-process descriptions, flow charts, organization charts, job descriptions, key interface points, checklists of actions, lists of needed tools and information, an inventory of systems used, and links to supplementary information. Storm role codes are provided for each job title.

All Storm Process Owners will be required to certify annually that their storm organizations are prepared for a major storm event. The document below shall be completed, signed and forwarded to the Distribution System Storm Center by May 1 of each year.

[Storm Organization Certification Form](#)

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

Testing the Plan

Storm Process Owners are responsible for determining if and when testing is necessary for effective storm plan implementation, prior to the start of storm season. Preparedness and action plans to test their individual organizations can include, but are not limited to:

- Simulated emergency conditions
- Drills
- Communication flow reviews
- Personnel and duties assignment listings review
- Resource listings reviews
- Evaluation of action plan readiness
- Priority circuits and customer listings review
- Damage assessment plans
- Relevance of forms and reports format review

The Distribution System Storm Center (DSSC) will sponsor and facilitate an annual system level storm drill to test organizational preparedness prior to the start of hurricane season. In addition, the DSSC will sponsor a lessons learned process following the drill to ensure existing storm processes are being institutionalized throughout the organization and gaps in storm planning are identified and resolved.

Updating the Plan

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

➤ Updating Key Storm Personnel

Telephone numbers and personnel assignments shall be updated prior to the hurricane season. In addition, updates should be made as they occur during each storm season. Zones and Operations Centers shall post their updated list of storm personnel and contact information on their respective storm web sites by May 1, with further updates required as personnel transition in and out of the organization.

➤ **Lessons Learned Process**

Each Supporting Storm Process Owner will conduct a lessons learned process with their storm teams within 30 days after each major storm and have each member review and critique planning and restoration efforts. The evaluation process should include the following:

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

The Storm Process Owners shall forward lessons learned and task assignments to the Distribution System Storm Coordinator who will ensure the quality of this integrated storm document.

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

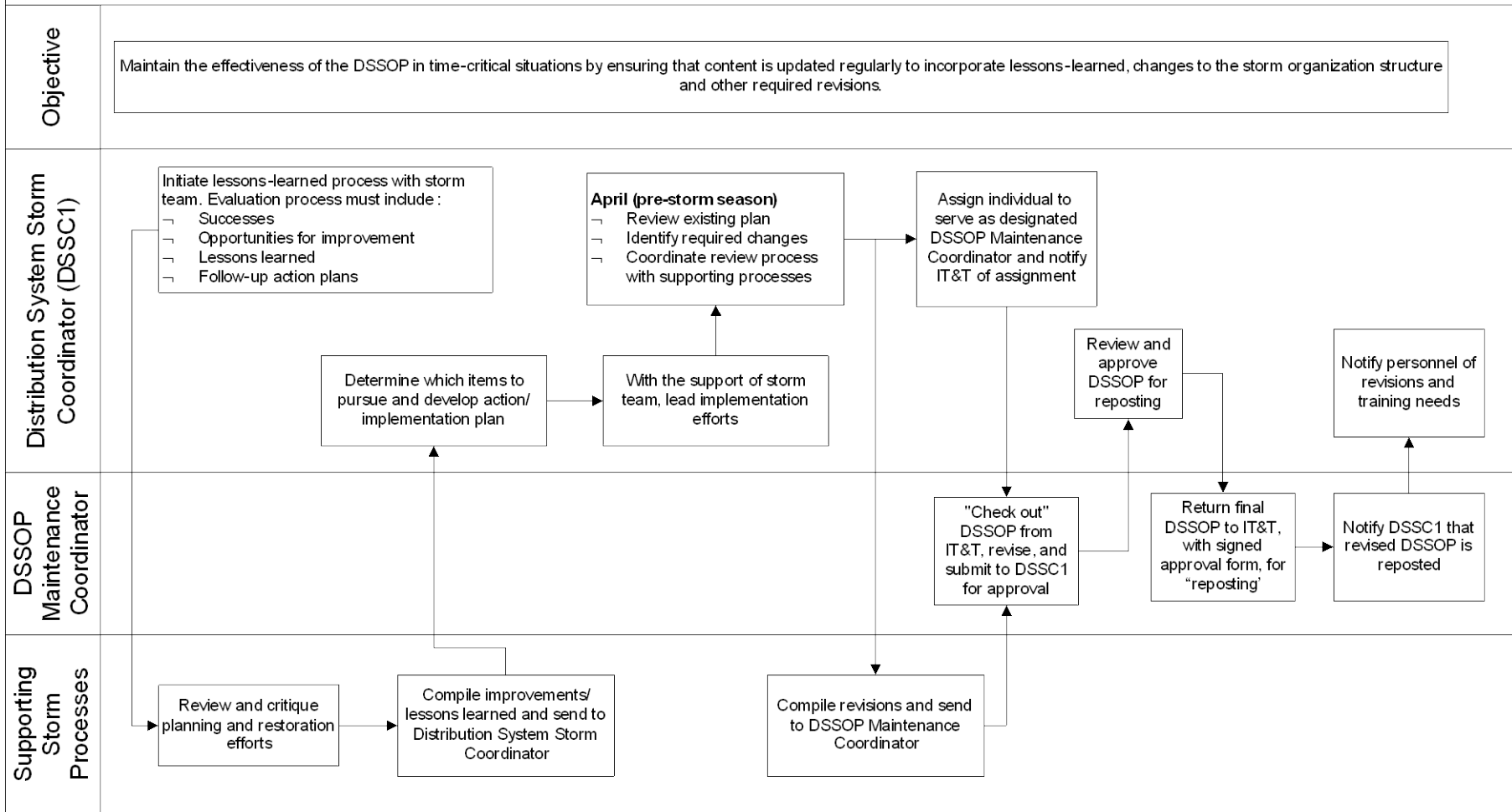
Plan Maintenance

Each spring prior to the start of hurricane season, the Distribution System Storm Coordinator ([DSSC1](#)) will sponsor a review of the DSSOP for any needed changes. The Distribution System Storm Coordinator Assistant (DSSC1A) will coordinate the review process with all functional processes supporting the DSSOP. Each functional process owner will be responsible for making revisions. The Distribution System Storm Coordinator (DSSC1), with the support of the Distribution System Storm Coordinator Assistant ([DSSC1A](#)), will ensure that necessary changes are incorporated.

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

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

Distribution System Storm Operational Plan Update and Maintenance Process



Approach to Storm Preparation

Personal Safety

Personal safety is a shared responsibility of all employees. The safety of our fellow employees as well as the safety of the general public and contract resources is the most important consideration when implementing any major emergency plan:

- Under no circumstances will safety be sacrificed for speed.
- Job briefings are the cornerstone of all work to be performed safely and shall be utilized to identify and mitigate all hazards associated with the work, following appropriate safe work practices.
- No employee shall attempt any restoration activity or establish staging sites where environmental or weather conditions are deemed unsafe.
- Switching and tagging work rules shall be followed at all times, regardless of dispatching authority or control.
- Work at night shall be well planned and organized.

Training

The process owner of each storm organization is responsible for ensuring their personnel are assigned to a response role in the RSVP tool, are trained to the required responsibilities and are able to safely execute their assigned duties.

Environmental Stewardship

Duke Energy Florida has established itself as a good steward of the environment. Environmental concerns such as transformer oil and fuel spills must be reported immediately to the Zone level Environmental Lead or Coordinator. Spills should be contained as quickly as possible to mitigate damage to the environment, especially when waterways are at risk.

Major Storm

Damage to facilities may be caused by hurricanes, tornadoes, ice, and other natural causes or disaster, or the damage may be caused by civil disturbances.

The use of the term “Major Storm”, as defined by IEEE Std 85901987; section 6.3.2 (page 10), indicates that weather has exceeded design limits of the facilities and results in all of the following:

1. Extensive damage to facilities
2. More than a percentage of customers out of service (10% or above)
3. Service restoration time is longer than a specified time (24 hours or above)

Note: Typical industry criteria are 10% of customers out of service and 24 hours or more restoration time. Percentage of customers out of service may be related to a company operating area rather than to an entire company.

There are no specific measures for EXTENSIVE MECHANICAL damage. However, the term does not include electrical damage such as internal failures of transformers or conductors. Extensive refers to the magnitude of damage and the distance over which the damage extends. Therefore, it would be expected that the storm was of sufficient severity to cause damage of an unusual magnitude at multiple locations on the system.

Minor Storm

Daily thunderstorm monitoring and coordination of operation center resources for level 1, level 2 and most level 3 storms are generally controlled by the Distribution Control Center (DCC). The DCC facilitates the coordination and management of the Zone Mid-level Storm Plans by supplying information to the Zone General Manager's or (Zone Point of Contacts and local Ops Center Point of Contacts. Enabling them to make informed decisions with regards to storm restoration within their respected zones.

[FDO DCC Mid-Level Escalation Guidelines](#)

Emergency Response Levels

Emergency response levels are generally associated with outages due to storms or other emergency situations. However, a large reduction of employees due to pandemic health outbreaks could also trigger these response levels. There are four (4) interrelated emergency plan levels. Where damage to our lines and equipment has occurred, one or more, or all levels may be implemented. This is dependent upon the intensity and speed of the storm, the amount of damage and the capability of the local personnel to restore service in a timely manner. When activating the various emergency response levels, the controlling authority must remember to "Think to the next level" in order to establish timely transitions between the levels.

The four (4) event levels are:

- Level 1 - One Ops Center impacted (Resources within zone utilized) - Least Severe
- Level 2 - More than one Ops Center impacted within a zone (Resources within zone utilized) – Moderately Severe
- Level 3 – One or more Ops centers impacted within a zone(Resources from other zones utilized - Severe
- System (level 4) – Most Severe, requiring system wide or mutual assistance resource plans

Storm Level Definitions	Storm Level	Normal	Level 1	Level 2	Level 3	Level 4
	Resource Scope	On Duty Resources (1st resp)	Op Center Resources (1st and 2nd resp)	Zone Resources	Multiple Zones	System and Mutual Assistance

These levels may be implemented at any given time depending on the emergency. Often, emergency response efforts start out as minor events and then quickly transition into a more significant event. The outage restoration rate, assessment of damage and the number of new outages are important factors in the decision to move to a higher response level. Each level has an identified authority that implements their respective part of this plan and participates in the decision to transition to a higher emergency level. A useful guide is provided for your use below:

[Mid-Level Escalation Guidelines](#)

Contacting Customers

Revenue Customers - Normal work activities will be affected when crews are supporting storm restoration efforts. Customers may understand why their scheduled work could be delayed should a storm event impact their area. However, deployment of local DEF resources to other areas impacted by storm events, that cause similar delays, may not be understood by our customers. To minimize customer concern in these circumstances, proactive calls to the customers should occur when it appears that scheduled work may be delayed due to major events. This will require a collaborative effort between the responsible Operations Center and Resource Management team.

Care Customers - Those accounts that are tagged “Life Support” in our CSS data base are to be contacted by the Customer Contact Operations (Call Center) prior to the arrival of a Tropical System. The purpose of this function is to ensure all potentially impacted Life Support customers are contacted and advised that Duke Energy Florida will be unable to provide priority restoration. In the advent of an extended outage due to the storm, these customers are to find alternate locations, such as shelters that are suitable for life support functions during the restoration effort.

Weather Information

Duke Energy Florida is supported by the Duke Meteorology Team. The Duke Meteorology Team provides daily weather updates and forecasts for major weather events. During approaching tropical events, the Duke Meteorology Team Weather provides daily graphical tracking maps and projections on wind and rain. The Distribution System Storm Center forwards this information to supporting storm organizations. In addition, these projections will be posted in the [Current Storm Information folder](#) located on the Duke Energy Florida Storm Center web page. Finally, the Duke Meteorology Team supports the DCC and Zone Operation and System storm conference calls with updated forecasts and projections for the approaching storm.

Storm Escalation Awareness

(Removed in the 2008 revision – information identified in Exhibit 1 – Storm Response Escalation Guidelines above)

Storm Room Standards

Storm rooms or storm centers are the command and control authority while the emergency response plan is in effect. For a system level response, the command and control hierarchy is as follows:

1. System Storm Center
2. Zone Level Storm Room
3. Operations Center Storm Room

Effective operation of a storm center or storm room is critical to efficient and speedy responses to emergency situations. The following guidelines should be utilized:

[System Storm Center Timeline](#)

[Storm Room Standards](#)

Planning for Storm Events

Restoration Priorities

The following guidelines should be utilized by the Storm Process Owners to determine their restoration priorities:

- **Priority 1** – Feeders, lines and service drops for nuclear sirens, hospitals, municipal water & sewer treatment plants and emergency shelters.
- **Priority 2** – Feeders, lines and service drops for law enforcement, fire & rescue stations, central communications centers and food distribution centers.
- **Priority 3** - All other feeders, lines, service drops and equipment.

Paralleling these priorities, are requirements for restoring communications links that facilitate the restoration of electric service. The Energy Delivery Group will assist IT&T by giving reasonable priority to electric facilities serving two-way radio sites, PBX sites, fiber optics and microwave sites, etc. In addition, the Delivery Operations Group will make resources available on a priority basis to support restoring fiber optic cables which carry communications traffic for the Company.

Operational Restoration Performance

The purpose is to assess conformance to DSSOP during a major storm restoration.

[Operational Performance Time-line](#)

[Operational Performance Guiding Principles](#)

[Operational Performance](#)

GIS Data Integrity

Maintaining the data integrity of our distribution information systems is important for day to day operational processes. Construction changes that occur during restoration efforts can negatively impact these information systems if not properly documented. These changes are more economically and efficiently documented at the time the construction change occurred. To avoid the need for a re-verification sweep of an area after the restoration effort has been completed, the Zone/Feeder Coordinator shall document these changes, using the form below, and forward to the local GIS contact.

At the point during a mid-level or major storm (outage volume threshold) where the determination is made by the Person in charge at the ops center, zone, or system level as to whether the yards will stay in RTARM or revert to paper during restoration. **Careful thought should be given prior to doing this as it causes a lot of manual work. Each ops center must either be using RTARM or using paper outage tickets. Reverting to paper when RTARM can be used should be the last resort.**

Any crews working on paper outage tickets, PE or contractors, will need to track the assets changed out via the storm procedure and inventory sheets on the link below. These sheets should be printed and carried with the crew.

[GIS Data Form](#)

Distribution Control Center

The Distribution Control Center (DCC) is responsible for monitoring the status of and issuing switching orders for system level distribution lines and equipment and underground loop designed facilities. As a major tropical system approaches or when restoration efforts require, the DCC may need to delegate their switching and tagging authority and/or dispatching authority for OMS and field equipment to appropriate Zone Storm Centers. The transferal of switching and tagging responsibility from the DCC to Zone Storm Centers and from Zone Storm Centers back to the DCC shall be documented utilizing the following form:

[Dispatch Function Transfer-Florida](#)

The use of the following document can be used as a guideline for delegating dispatching authority for OMS from the DCC to the responsible Zone/Ops Center storm centers:

[Delegation of Dispatch Authority OMS-Florida](#)

Resource Management

The largest and most critical storm response resources are company employees and contractor line and tree crews. The efficient use of these valued resources directly affects the level of success with safety, timely restoration and cost for any restoration effort.

1) Duke Energy Florida Employee Mobilization and Tracking

In the event of a hurricane, major ice storm or other system emergencies, it may be necessary to deploy Duke Energy Florida employees across Departmental, Business Unit or Zone boundaries to support a timely restoration effort. The successful use of these resources requires precise communications between various groups and storm room/centers. The Resource Storm Volunteer Program (RSVP) is the authorized mobilization, tracking and release tool for Duke Energy Florida employees, non-line & tree contractors and activated retirees. Each storm organization and Department will identify a RSVP Coordinator and a backup to utilize and maintain the RSVP tool for major emergency responses.

2) On or Off System Crew Mobilization and Tracking

Resource Management is responsible for maintaining an updated list of contractors in the service area who have a contract agreement with the company. The Contract Manager is responsible for keeping an updated zone list of contractors available for use during a storm event to support restoration efforts.

In the event of a hurricane, major ice storm or other system emergencies, it may be necessary to bring in off-system line and tree resources to support a timely restoration effort. The successful use of these resources requires precise communications and coordination between various storm rooms/centers. The Resource Link tool is the authorized mobilization, tracking and release tool for contract line and tree resources supporting Delivery Operations. The Resource Link tool shall be utilized by qualified employees at all affected Operations, Zone and System Storm Centers.

Prior to releasing restoration personnel, a thorough ride-out inspection should be performed to ensure restoration repairs and tree work has been completed and any mitigation plans have been established.

The following guideline should be used for the mobilization, tracking and release of off-system resources:

[Off-System Crew Mobilization Guidelines](#)

3) Handling of Crews

- **Receiving Crews:** Upon reporting for duty, the local Resource Management Coordinator should evaluate each person's work history to determine how many hours of work are available before rest should be scheduled. All prior hours worked, including travel time that have not been preceded by an eight hour rest period, should be counted.
- **Crew Utilization:** The Operations Center Resource Management Coordinator is responsible for making sure the location of each crew compliment is tracked during the storm restoration effort. Each off-system crew should have an assigned Zone/Feeder/Field Coordinator to monitor their work progress. Each crew lead/foreman should be supplied with the following:
 - Local maps
 - Safety information and instructions
 - Emergency contact list
 - Local emergency facilities locations
 - Staging area maps/directions
 - Assigned feeder one lines

A minimum of 50 crew packages should be stored at each Operations Center. Additional information regarding laundry services, food services and lodging should be included, when applicable.

- Transferring Crews: When crews from other areas are in route, the Substation/Zone Coordinator will be given the name of the person in charge, the number of personnel, and the ETA by the Ops Center Resource Management Coordinator. The Substation/Zone Coordinator can then organize them into a work unit and assign a Feeder/Field Coordinator to receive them. The person in charge of the crew will give a list of names and equipment to the Feeder/Field Coordinator. The Feeder/Field Coordinator will verify the list and log the arrival time. Crews will not be released without consent from Substation/Zone Coordinator to do so. When crews are released, the Feeder/Field Coordinator will log their departure time. The Feeder/Field Coordinator in one area may be assigned to deliver the crew to a new Feeder/Field Coordinator in another area. No crews can be released to go off system or travel to another zone without the approval and direction from the System Resource Management Group.
- Working Hours: Each Storm Process Owner will establish work shifts for those resources assigned to them. In the initial stages of the restoration effort it is general practice to work up to 24 hours, including travel time, without an extended rest period. As the 24 hour threshold approaches, each Process Owner will evaluate the extended response time needed and implement rotational shift assignments for all personnel, as needed. Operation Center Storm Coordinators should make assignments to utilize a minimum of 80% of their assigned work force during daylight and early evening hours and establish an eight (8) hour rest period, where practical, before beginning a new shift.
- Creature Comforts: Rooms, laundry service, meals, drinks, etc., will be coordinated through the System Logistics group by the Process Owners of each storm organization.
- Vehicles & Equipment: If crew personnel are lodged for the evening, Logistics personnel will identify an area near the lodging establishment for the parking of line vehicles and equipment if the lodging establishment cannot accommodate them. Vehicles and equipment should be safely secured and where possible, security personnel or local police should be asked to patrol the area from time to time to reduce exposure to vandalism or theft.

Logistics - Staging & Mustering Sites

The efficient staging of vehicles and equipment, and providing personnel with meals, medical care, fuel, material and sleeping quarters directly affects the level of success for any restoration effort.

For all level 4 responses and in some Level 3 responses, the normal line & service facility is not able to coordinate the volume of resources required to restore service. For the Florida Service territory, the Zone Storm Managers are responsible for coordinating the identification of staging sites within their respective areas. Ideally, there should be at least two staging areas identified per Operations Centers; the second being available should the first site be flooded or otherwise not available.

The preferred staging site would be able to accommodate at least 500 linemen and 250 line trucks. The staging site should have a prepared layout that indicates traffic flow, security area, pole storage, transformer storage, re-fueling arrangements, old material storage, administrative space with supporting communications lines and equipment, restroom facilities (portable or fixed), electricity, lighting, water & ice storage and food preparation and eating area. These staging sites will normally be manned, maintained and managed by Logistics personnel specifically trained to these responsibilities.

Damage Assessment

Accurate and timely damage assessment information is critical to being able to plan our response efforts and to set accurate Estimated Time of Repairs (ETR's) in our Outage Management Systems (OMS). In assessing damage, qualified employees and/or contractors will be dispatched to identify, document and report the type and severity of damage. In addition, damage assessors play an important role in identifying accounts that cannot receive service due to structural damage and reporting environmental spills to the Zone Environmental Lead or Coordinator.

For level 4 storms, Centralized Damage Assessment teams are available to assist in this process. Normally, a two person Damage Assessment teams are dispatched to assist the Operations Center. To utilize these teams to their fullest, the Operations Center Storm Coordinator should have GIS maps available for the targeted feeders. The Damage Assessment teams will perform a damage assessment in statistically valid areas first, then patrol the target feeders and mark every pole, span of wire and transformer that is down. Line patrolling is performed by both vehicles and helicopters. Once these teams have done their damage assessment assignment they may be available to remain in the Operations Centers to serve as support resources.

Data Management

Data Management plays an increasingly important role in the restoration effort from major events. This group is responsible for updating and tracking OMS outages and customers restored. Data Management is the authorized storm organization that supplies the outage information utilized by the Company for updating employees, customers, news channels and regulatory personnel on the progress of the restoration effort.

The Tactical Management Coordinator in each Operations Center is responsible for seeing that this function is properly manned and managed.

Truck and Vehicle Convoys

Duke Energy Florida's Public Affairs group will initiate the procedures to ensure that state law enforcement agencies cooperate with our need to move trucks, vehicles and other equipment safely and quickly throughout the United States during major emergency responses. Public Affairs will ask state law enforcement officials to waive requirements that utility or contractor vehicles stop at weigh stations. In addition, a request will be made to suspend enforcement of fuel permits, size & weight restrictions, and other requirements for vehicles responding to the emergency. For additional details, see the following guideline:

[Storm Plan for Truck Convoys](#)

Tracking of Road Closings

Efficiently transporting manpower, materials and fuel is dependent upon our knowledge of road closings. State DOT website postings for road closing information can be inaccurate and may not be up to date. Our local material delivery personnel, line & service employees and field support personnel develop accurate knowledge of road closings while performing their duties. The following procedure should be used to identify and track road closings reported by these individuals:

1. Each affected Zone Storm Center and the System Storm Center shall identify an individual in their center that will act as the single point of contact for consolidating road closing information.
2. The Zone Storm Centers and the System Storm Center shall equally share responsibilities for communicating road closing information.
3. All road closing information shall be sent to the System Storm Center contact, which should be associated with the Crew Mobilization Team.
4. Road closing information shall be consolidated at the System Storm Center into one document titled "Road Closings".
5. The Road Closings document shall be posted and updated as necessary on the storm center intranet site under Current Storm Information for use by traveling members of Duke Energy Florida.

Post Response Plan and Functions

- 1) Post Emergency Response Recovery Plan – Once restoration efforts have been completed, the following should be utilized as a guideline for establishing a prioritized work list:
 - Opening points should be identified and corrected to ensure the integrity of GIS and OMS.
 - Primary phasing, recloser status and fuse and transformer size should be verified to ensure the integrity of GIS and OMS.
 - All DIS or GIS construction changes documented during the restoration effort shall be updated in appropriate applications.
 - Vegetation mitigation plan shall be developed and implemented with 10 days of completion of restoration effort.
 - Pending customer revenue work should be evaluated and rescheduled.
 - Missing or damaged streetlight facilities should be identified and scheduled for repair or replacement.
 - Significant amount of missing GIS numbers in an area should be replaced.

The following should be utilized to help establish a recovery plan:

[Post Storm Recovery Plan](#)

2) Clean up Crews - After a major emergency response has been completed, there is often a need to perform “clean-up work”. The work consists of straightening leaning poles, re-sagging lines, re-installing or repairing streetlight fixtures, cutting danger limbs and/or trees and correcting any temporary repairs. The best resource that can be utilized for this work may be the off-system contract crews that can be held over. However, the cost of these resources and any mutual assistance agreements should be considered before utilizing them for this work. The Resource Management Team at the System Storm Center shall identify which contract resources are available for being held over and will work with the zone and operations center management team to develop a plan to efficiently complete this work.

3) Tree Removal Policy – When restoring power to customers as quickly as possible after a major event, line and tree crews cut trees and limbs off and away from power lines and equipment and leave the debris laying in place. Duke Energy Florida does not provide tree debris removal during storm restoration. Customers needing downed trees and limbs removed from their property should contact local tree contractors. Also, Duke Energy Florida does not remove any danger trees during storm restoration unless they pose an immediate threat to our facilities.

4) Revenue Customer Callbacks – Normal work activities will be affected when crews are supporting other areas during emergency responses. Customers may understand why their work could be delayed when they see a storm damage their area; however, when the storm hits elsewhere, customers may not readily tolerate delays in regular work caused by deploying local resources to those hard hit areas. To minimize customer concern in these circumstances, proactively call customers when it appears that regularly scheduled work may be delayed. This requires collaborative effort between the Operations Center and the Customer Service Center.

5) Grid Modernization Infrastructure – As a major emergency response nears completion, there is often a need to perform “Grid Mod clean-up work”. The work consists of Connection to Distribution power source, remounting the Nan device to the pole, antenna connections and reconnection of cable to the battery Access Power Units. The best resource that can be utilized for this work may be the off-system contract crews that can be held over. However, the cost of these resources and any mutual assistance agreements should be considered before utilizing them for this work. The Resource Management Team at the System Storm Center shall identify which contract resources are available for being held over and will work with the zone and operations center management team to develop a plan to efficiently complete this work.

[FDO Interim RDR AMI Florida Storm Response Plan](#)

Extended Pay Procedures

The corporate extended pay policy can be applied to major storm and other system level emergency work. If applicable, these procedures will be initiated and implemented by the Human Resources.

See individual storm organization storm plans below:

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- Section 1** – [Distribution System Storm Center \(DSSC\) - EMG-EDGF-00043](#)
- Section 2** - [Staging and Logistics \(SL\) - EMG-EDGF-00044](#)
- Section 3** – [Corporate Communications \(CC\) - EMG-EDGF-00045](#)
- Section 4** – [Corporate Security \(CS\) – EMG-EDGX-00046](#)
- Section 5** – [Accounting Storm Team – EMG-EDGF-00047](#)
- Section 6** – [Damage Assessment \(DA\) – EMG-EDGF-00048](#)
- Section 7** – [Customer and Community Relations \(CR\) – EMG-EDGF-00050](#)
- Section 8** – [Distribution Control Center \(DCC\) – EMG-EDGF-00051](#)
- Section 9** – [Resource Management \(RM\) – EMG-EDGF-00052](#)
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- Section 14** – [Safety Team \(SAF\) – EMG-EDGF-00058](#)
- Section 15** – [Human Resources \(HR\) – EMG-EDGF-00059](#)
- Appendix A** – [Key Performance Indicators – EMG-EDGF-00060](#)
- Appendix C** – [System Matrix – EMG-EDGF-00062](#)
- Appendix D** – [Abbreviations – EMG-EDGF-00063](#)

Document title

Distribution System Storm Center

Document number

EMG-EDGF-00043

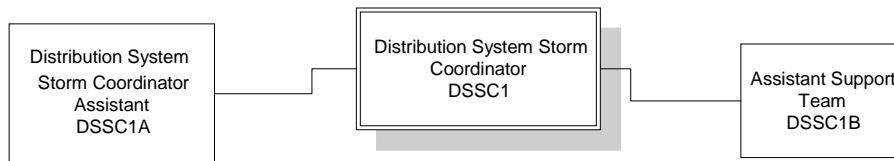
Applies to: Florida Delivery Operations

Keywords: emergency; distribution system storm operational plan

Mission

The Distribution System Storm Center (DSSC) will provide a centralized storm organization to efficiently support system level restoration efforts. The following organization chart reflects the individual supporting storm organizations represented at the DSSC.

Organization Chart



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

Sub-processes

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

[DSSC Major Storm Preparation](#)

[DSSC Activation](#)

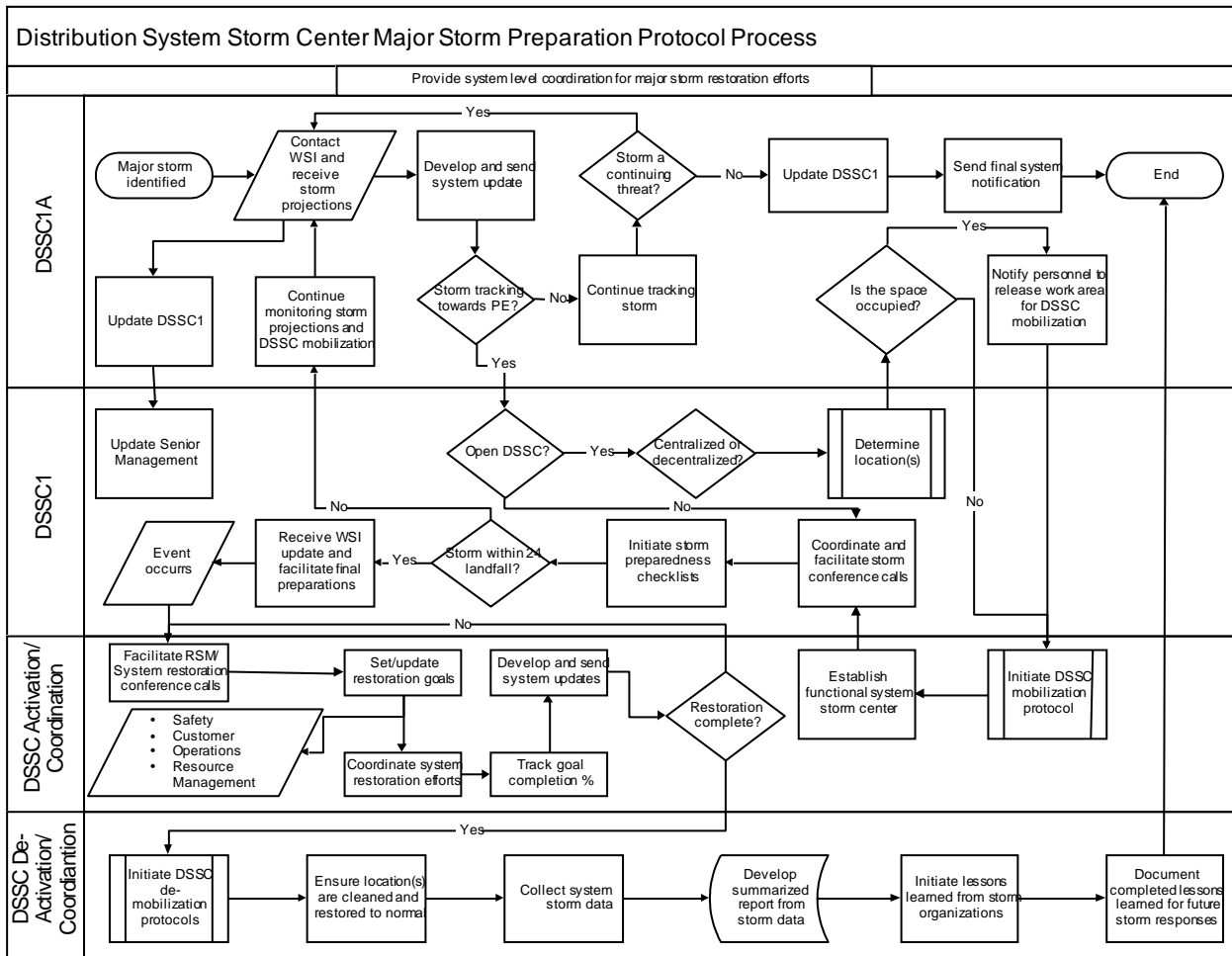
[DSSC Predictive Model](#)

DSSC Major Storm Preparation

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

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

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



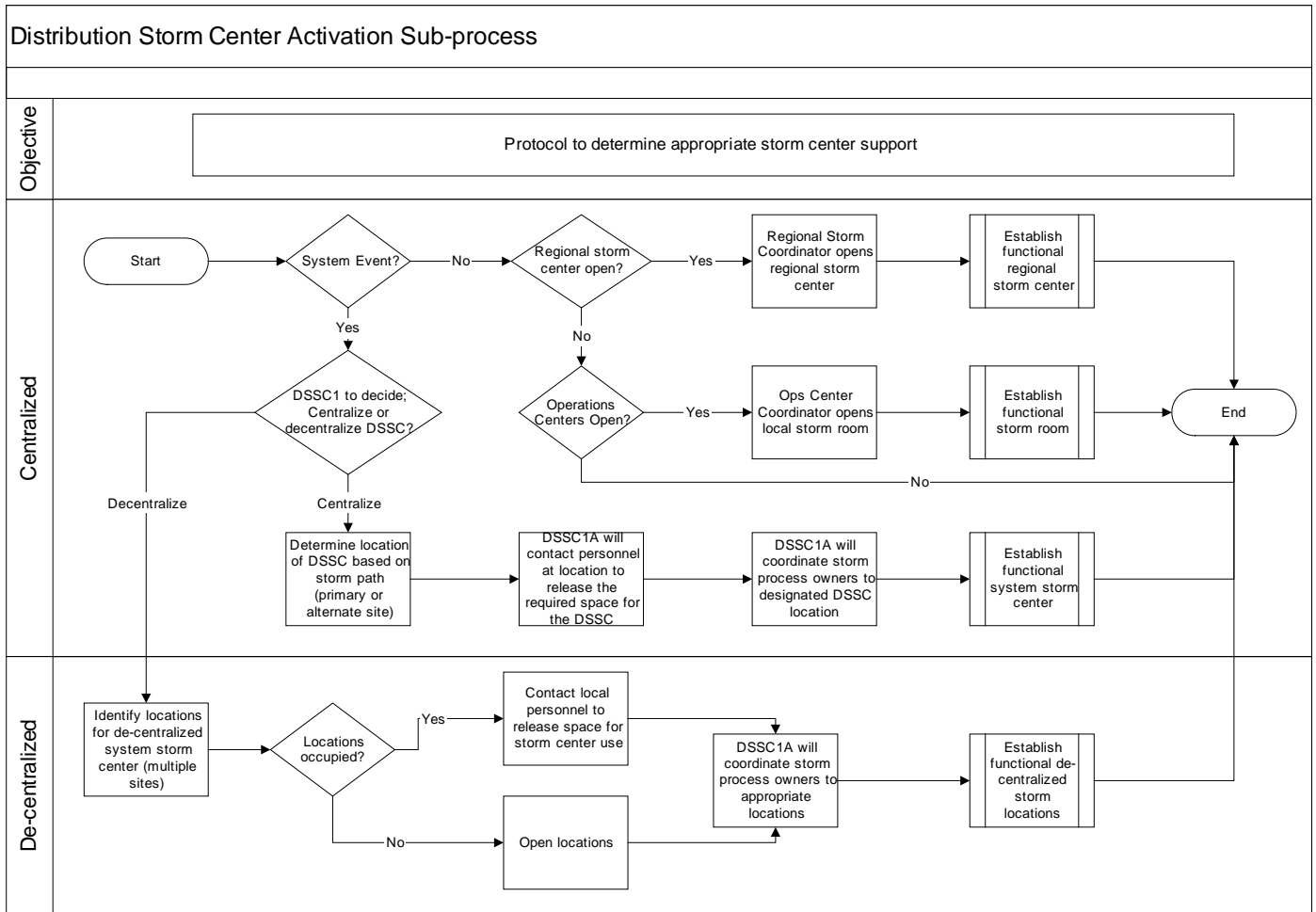
DSSC Activation Sub-process

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

The following personnel are engaged in this sub-process:

- Distribution System Storm Coordinator ([DSSC1](#))
- Distribution System Storm Coordinator Assistant ([DSSC1A](#))
- Assistant Support Team ([DSSC1B](#))
- System Logistics Coordinator ([SL1](#))
- System Damage Assessment Coordinator ([DA1](#))
- Resource Manager ([RM1](#))
- Zone Storm Manager ([REG1](#))

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

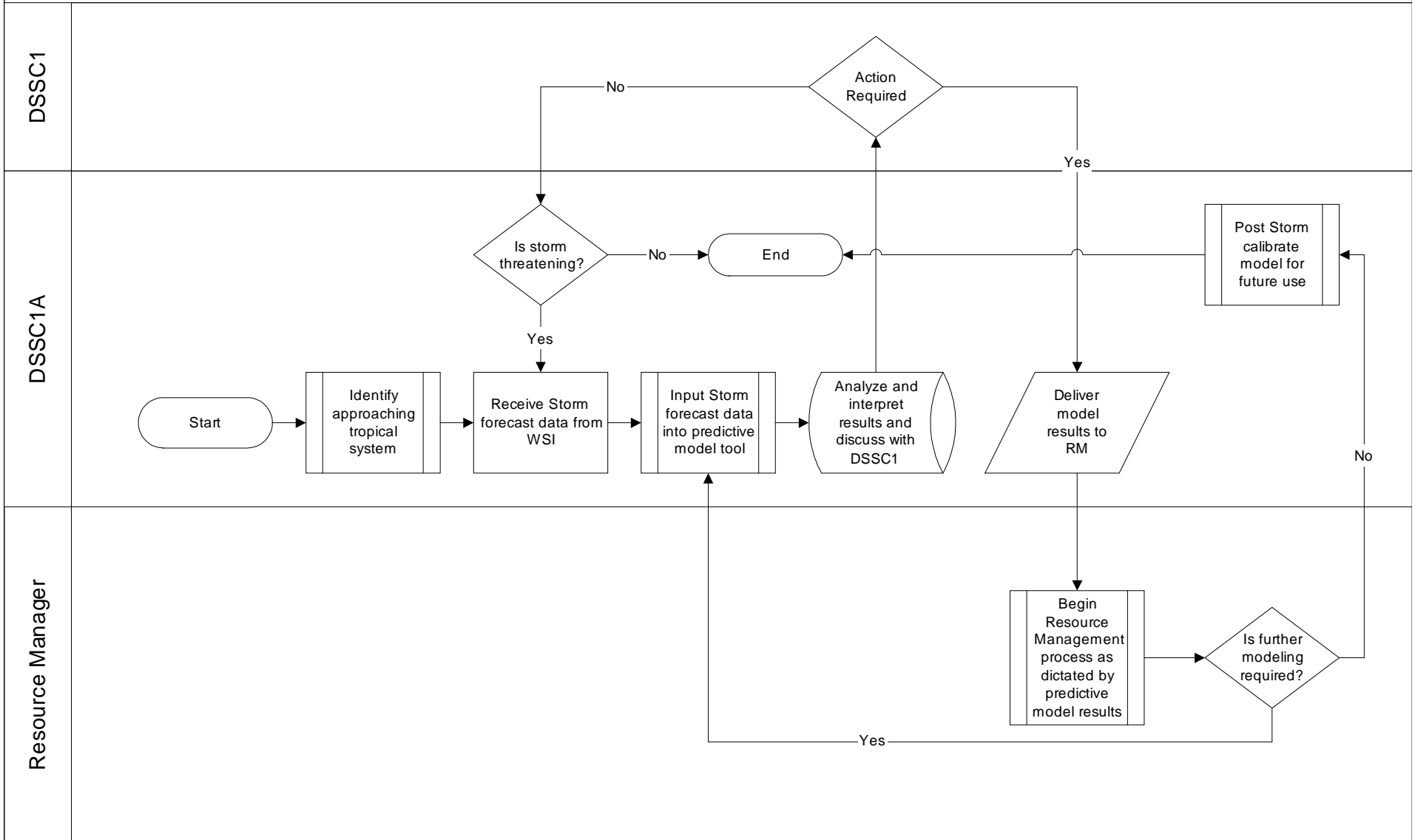


Predictive Modeling

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

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

Predictive Modeling Sub-process



Job Descriptions

DSSC1: Distribution System Storm Coordinator

Job Function

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

Job Description

- Determine if an on-coming major storm will threaten system integrity
- Provide updates to senior management on projected storm path and preparation efforts
- Activation of the system storm room
- Facilitate Zone Storm Managers and system conference calls
- Facilitate storm restoration needs between Zone Storm Managers ([REG1](#))
- Coordinate storm process owners for efficient restoration efforts
- Lead the development of system restoration goals
- Mitigate system restoration issues to ensure storm plan success
- Assign roles and responsibilities for DSSC team
- Process owner of the Distribution System Storm Operational Plan document
- Ensure storm organizations and storm rooms are prepared prior to storm season

Key Interface Points

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

Checklists of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

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

Engaged in the Following Sub-processes:

- [DSSC Major Storm Preparation](#)
- [DSSC Activation](#)

DSSC1A – Distribution System Storm Coordinator Assistant

Job Function

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

Job Description

- Understand the Corporate Storm Plan ([EMG-EDGX-00010](#)) and the Distribution System Storm Operational Plan ([EMG-EDGF-00042](#))
- Is the DSSOP Maintenance Coordinator
- Generate predictive resource model based on the Weather Service Provider wind projections
- Facilitate system storm preparations prior to storm season
- Lead Distribution System Storm Center activation and de-activation
- Schedule and participate in the Zone Storm Manager and System Conference calls
- Engage the Weather Service Provider for storm tracking, wind and precipitation projections
- Develop and issue system notifications for impending storms, on-system storm restoration efforts and off-system support through the mutual assistance agreement
- Collect storm restoration summary data and prepare system storm presentations
- Facilitate lessons learned after each storm and incorporate into storm plans
- Present Major Storm Plan presentation for New Employee Orientation meetings

Key Interface Points

- Distribution System Storm Coordinator – ([DSSC1](#))
- Assistant Support Team – ([DSSC1B](#))
- System Logistics Coordinator ([SL1](#))
- System Damage Assessment Coordinator – ([DA1](#))
- Resource Manager – ([RM1](#))
- System Data Management Coordinator – ([DM2](#))
- Weather Service Provider

Checklists of Actions

Before Major Storm

- Notify ([DSSC1](#)) of tropical system development
- Engage the Weather Service Provider and begin system notifications with storm projections
- Generate and print predictive resource modeling for use by System Storm Center personnel
- Verify Storm conference lines are functional
- Verify Zone Storm Manager and System conference call checklists are updated
- Participate in Zone Storm manager and System Storm planning conference calls
- Coordinate the activation of System Storm Center
 - [DSSC Checklist](#)
- Create new storm folder for approaching storm in Current Storm Folder located on storm center website

During Major Storm

- Participate in Zone Storm Manager and System Conference calls
- Issue system storm updates daily
- Support system storm center process owners
- Track storm restoration data
- Update Current Storm folder located on the storm website
- Stay engaged with Distribution System Storm Coordinator ([DSSC1](#))

After Major Storm

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

▪

Training Requirements

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

Engaged in the Following Sub-processes:

- [DSSC Major Storm Preparation](#)
- [DSSC Activation](#)

DSSC1B – Assistant Support Team

Job Function

This group of employees will assist the DSSC to function efficiently and support timely and accurate communications between the DSSC and supporting storm organizations.

Job Description

The Support Team may be made up of employees with engineering, managerial and administrative skills. They are responsible for supporting the DSSC1 and DSSC1A for a timely and efficient activation and de-activation of the DSSC.

Checklists of Actions

- Develop the predictive damage model based on current wind, rain and storm surge data.
- Communicate the predictive model to Resource Management to assist in advanced resource mobilization planning.
- Ensure current wind, rain and storm surge projections are communicated to the Zone General Managers, Resource Management and Logistics.
- Assist with monitoring the System Storm Center email box.
- Assist with manning the system storm center phone lines

Systems

OMS

Predictive Resource Model

Resource Link

Resource On Demand

Resource Storm Volunteer Program (RSVP tool)

Document title

Staging and Logistics

Document number

EMG-EDGF-00044

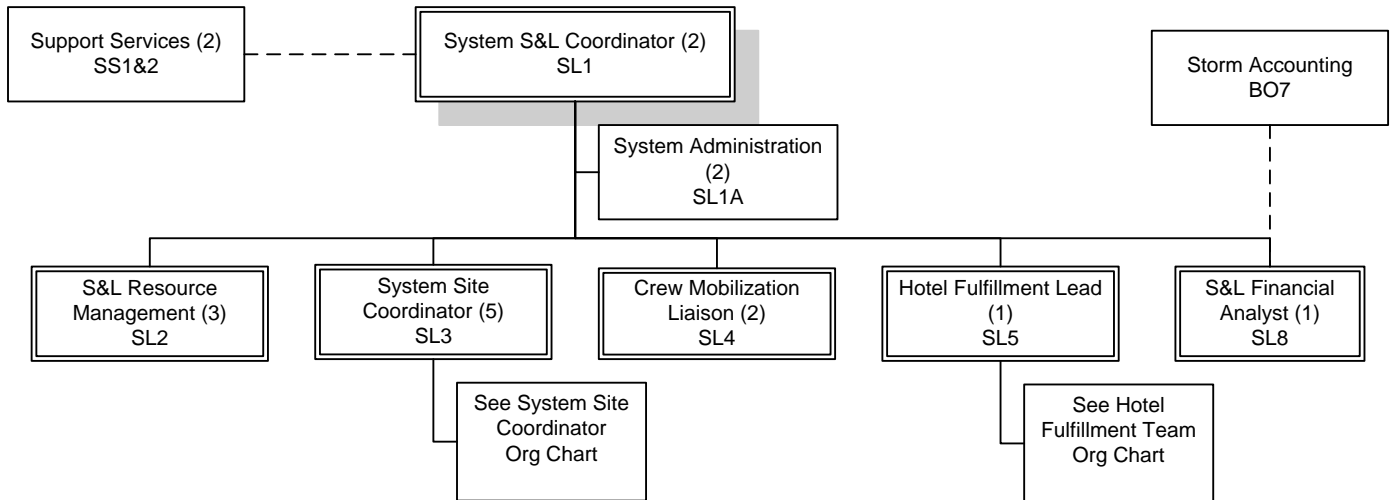
Applies to: Energy Delivery Group – Florida

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

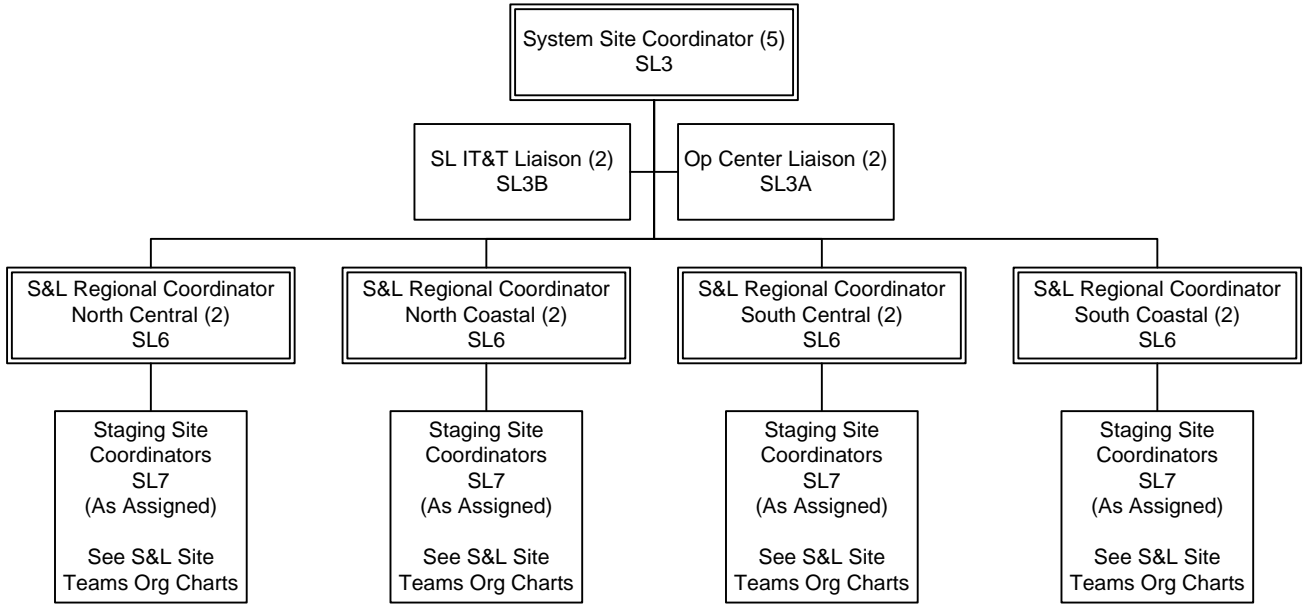
Mission

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

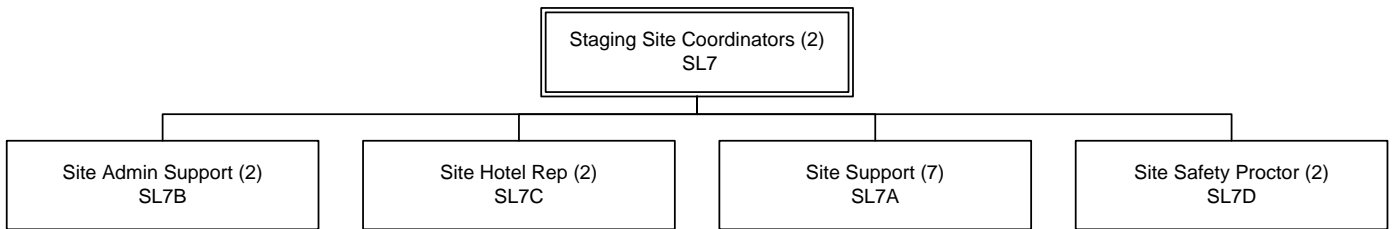
System S&L Storm Organization Chart



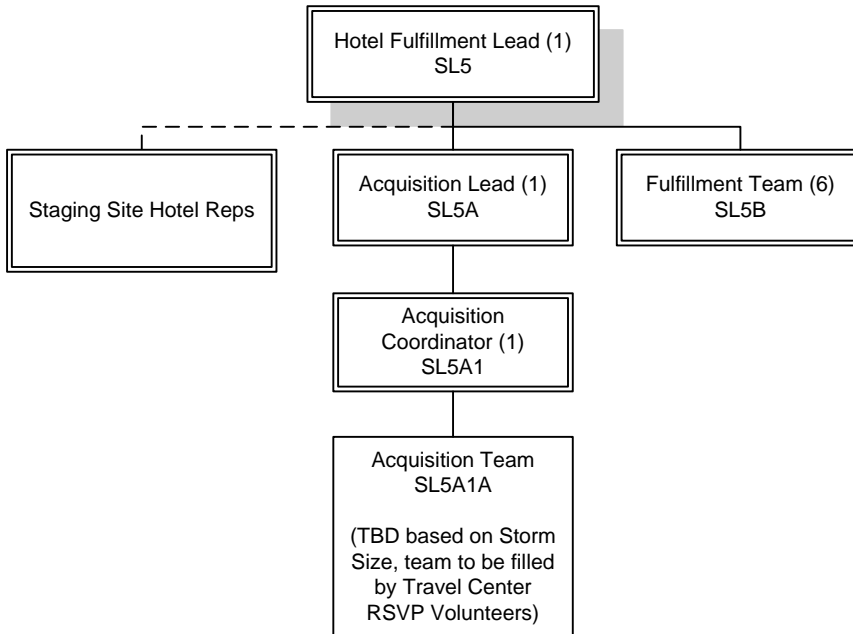
System Site Coordinator Organization Chart



Staging Site Teams Storm Organization Chart



Hotel Team Management Storm Organization Chart



Staging & Logistics Sub-Processes

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

- [Hotel Procurement](#)
- [Staging Site Mobilization and Demobilization](#)
- [Daily Staging Site Management](#)

Hotel Procurement Sub-Process

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

The following personnel are engaged in Hotel Procurement:

- Acquisition Lead ([SL5A](#))
- Hotel Acquisition Coordinator ([SL5A1](#))
- Acquisition Team ([SL5A1A](#))
- Fulfillment Team ([SL5B](#))

Acquisition Lead ([SL5A](#))

- Coordinate/troubleshoot activities with Hotel Fulfillment Lead
- Instruct Hotel Acquisition Coordinator and RSVP Volunteers to prepare for possible deployment
- Manage the daily activities of the Storm Travel Team and report to Hotel Fulfillment as necessary

Hotel Acquisition Coordinator ([SL5A1](#))

- Instruct RSVP volunteers on hotel reservation/hotel cancellations from Hotel Fulfillment
 - Review requests for completeness→ Contact Hotel Fulfillment with questions
- Give hotel reservation/hotel cancellations to appropriate RSVP Volunteer
- Receive completed hotel reservations/hotel cancellations from RSVP Volunteer
 - Review form for completeness→ Contact RSVP Volunteer with questions
- Ensure completed requests are submitted in the Storm Hotel Reservation system to Hotel Fulfillment

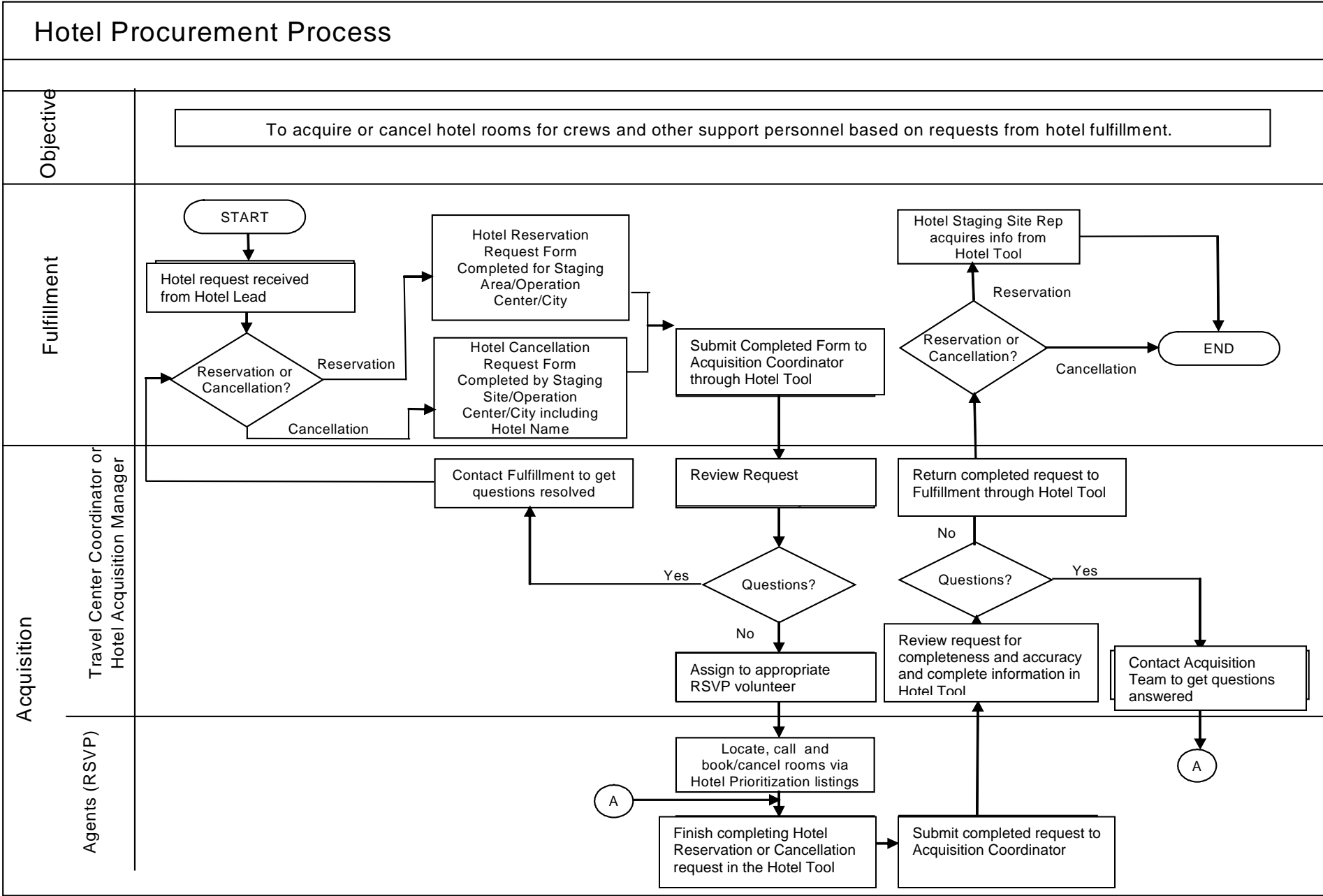
Acquisition Team ([SL5A1A](#))

- Receive hotel reservations/hotel cancellations from Hotel Acquisition Coordinator
- Locate, call, and book/cancel hotel rooms using Hotel Prioritization listings
- Complete hotel reservations/hotel cancellations
- Return completed hotel reservations/hotel cancellations to Tool Administrator

Hotel Fulfillment Team ([SL5B](#))

- Receive data from Hotel Fulfillment Lead with number of hotel beds required for crews and support personnel
- Complete and submit Hotel Reservation Request Form/ Hotel Cancellation Request Form to Hotel Acquisition
 - Hotel Reservation Request is identified by Staging Site/Operation Center/City
 - Hotel Cancellation Request is identified by Staging Site/Operation Center/City including Hotel Name
- Assist Staging Site Hotel Representative with questions and process of acquiring Hotel Lists from the Hotel Tool.

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



Staging Site Mobilization and Demobilization

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

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

- System S&L Coordinator ([SL1](#))
- System Site Coordinator ([SL3](#))
- S&L Resource Manager ([SL2](#))
- S&L Regional Coordinators ([SL6](#))
- Staging Site Coordinators ([SL7](#))

Staging Site Mobilization Process

System S&L Coordinator ([SL1](#))

- Notify Supporting Storm Organizations and System S&L Team that company is on *storm watch* and to begin preparation for possible deployment.
- Conduct System S&L Storm call and coordinate communication with Supply Chain
 - Sites to be opened
 - Estimated number of outside resources

System Site Coordinator ([SL3](#))

- Request initial site complement from Supply Chain via Staging Site Request Form. Includes:
 - Site rental car needs
 - Initial site security needs
 - Initial site set up needs
- Act as liaison between Supply Chain and S&L Regional Coordinators
- Address additional site needs and communicate with S&L Regional Coordinators and Staging Site Coordinators

S&L Resource Manager ([SL2](#))

- Instruct Staging Site Coordinators to prepare for possible deployment and determine availability of their team members
- Assign Staging Site Coordinators to activated staging sites
- Deploy S&L Staging Site teams to activated staging sites
- Track Resource Movement within S&L

S&L Regional Coordinators ([SL6](#))

- Communicate additional Regional staging needs to the System Site Coordinator (see Staging Site Request form for asset list)
- Mitigate issues and ensure Regional needs are being met

Staging Site Coordinators ([SL7](#))

- Initiate and establish communications with S&L Site team members
- Obtain Flash Drive from S&L IT Support with up-to-date Team Lead Manual download
- Obtain assigned S&L Staging Site Map information
- Obtain all required S&L Site Kits (IT Kit, Office Supply Kit, Site Safety Kits)
- Initiate and establish communications with S&L Staging Site contacts
- Set-up S&L Staging Site area per S&L Site Map
- Ensure S&L team members report to S&L Site and bring Personal Storm Kits
- Initiate and establish communications with Safety Client Manager and Site Safety Proctor
- Initiate and establish communications with on-site Security Liaison
- Maintain communications with Regional S&L Coordinator
- Validate initial S&L Staging Site inventory and expenses

Staging Site Demobilization Process

System S&L Coordinator ([SL1](#))

- Notify Supporting Storm Organizations and System S&L Team that staging sites are closing

System Site Coordinator ([SL3](#))

- Support System S&L Coordinator with communicating demobilization requests to S&L Regional Coordinators
- Notify Supporting Organizations of sites closing and ensure all materials and vendor equipment is picked up/returned

S&L Resource Manager ([SL2](#))

- Reassign/release Staging Site Team as needed

S&L Regional Coordinators ([SL6](#))

- Instruct Staging Site Coordinators to begin demobilization of staging sites
- Coordinate transition of remaining contract crews to Operating Center Contact Person
 - Provide maps indicating hotel options with phone numbers and addresses (Streets & Trips search by Op Center)

Staging Site Coordinators ([SL7](#))

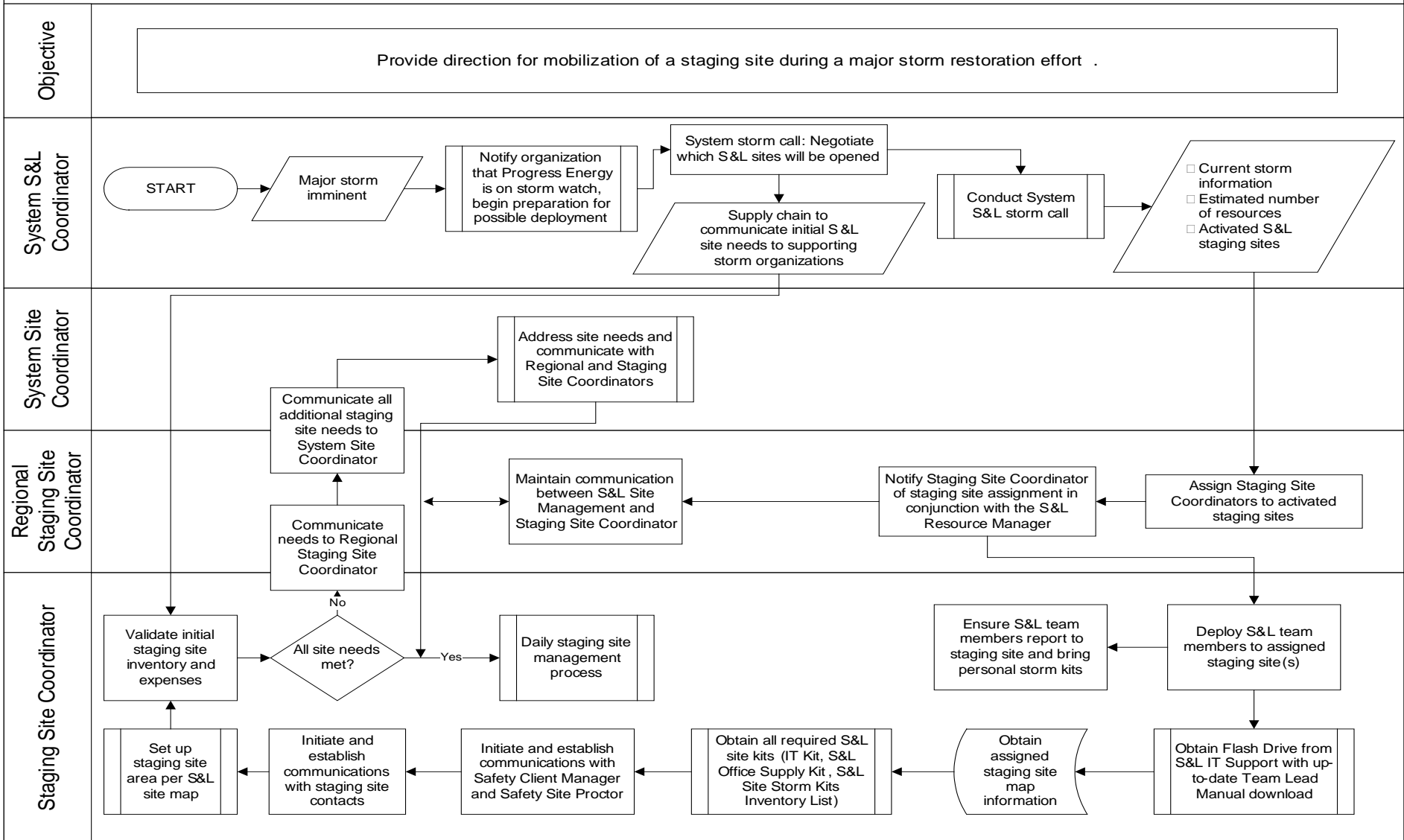
- Complete Staging Site/Mustering Site Rating Form
- Final inventory of items on site
- Final entry in "DEF and PEC S&L Site Tracking Tool"
- Collect all S&L Site Kits and inventory remaining items
- Return storm card to Storm Card Administrator
- Reconcile storm card expenses and submit all receipts to Storm Card Administrator
- Contact S&L Regional Coordinators to verify all Demobilization procedures are complete
- Conduct Exit Interviews
- Work in conjunction with Regional Utilization Coordinators (RUC's), S&L Regional Coordinators, and S&L System Site Coordinator to ensure staging site property owners are satisfied with site clean up

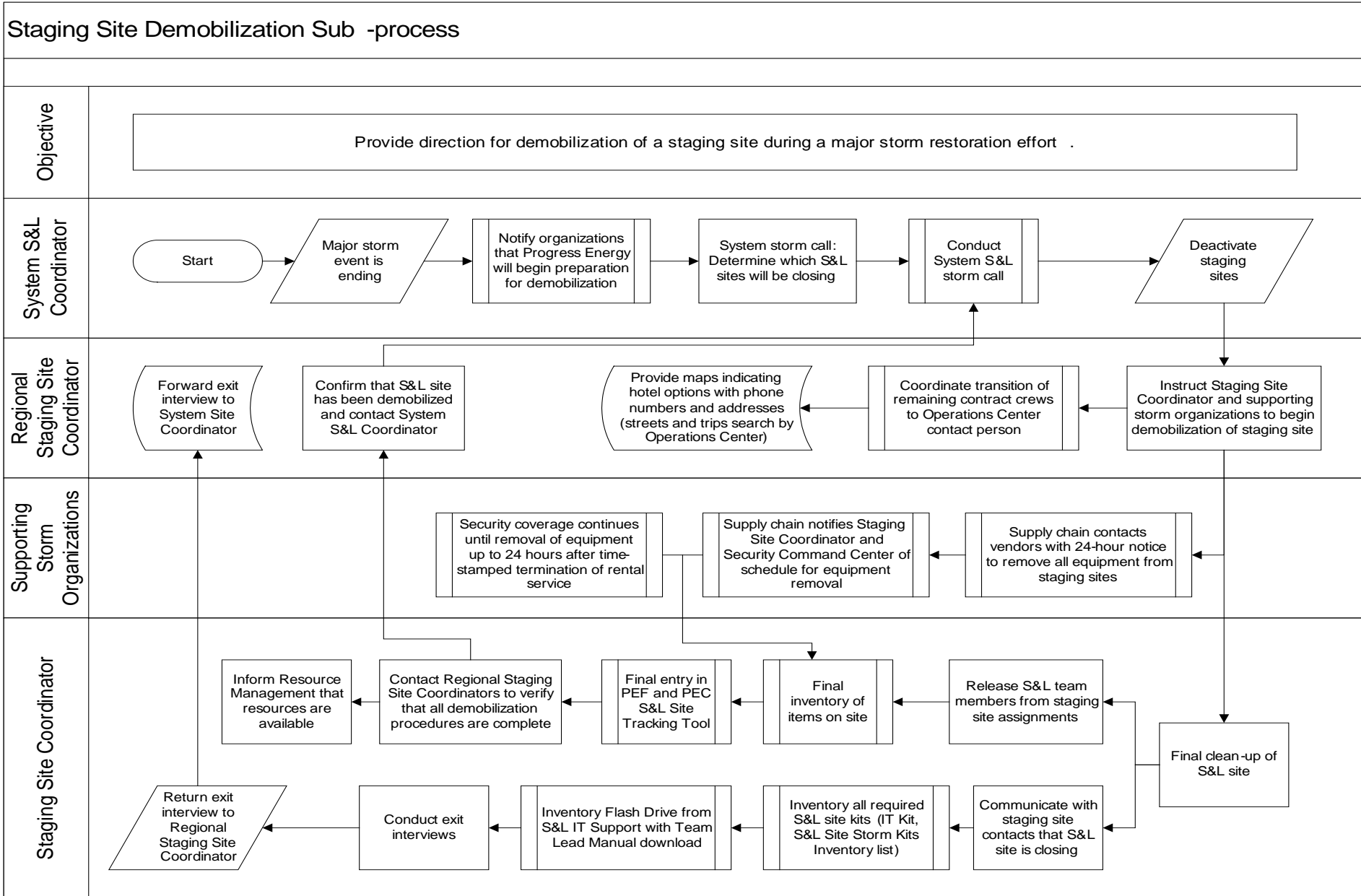
Supporting Storm Organizations

- Supply Chain contacts vendors with 24 hour notice to remove all equipment from Staging Sites
- Supply Chain notifies Staging Site-Coordinator and Security Command Center of the schedule for equipment removal
- Security coverage will continue until removal of the equipment up to 24 hours after time stamped termination of rental service

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

Staging Site Mobilization Sub -process





Daily Staging Site Management

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

The following personnel are engaged in Daily Staging Site Management:

- Staging Site Coordinator ([SL7](#))
- Regional Staging Site Coordinator ([SL6](#))

Staging Site Coordinators ([SL7](#))

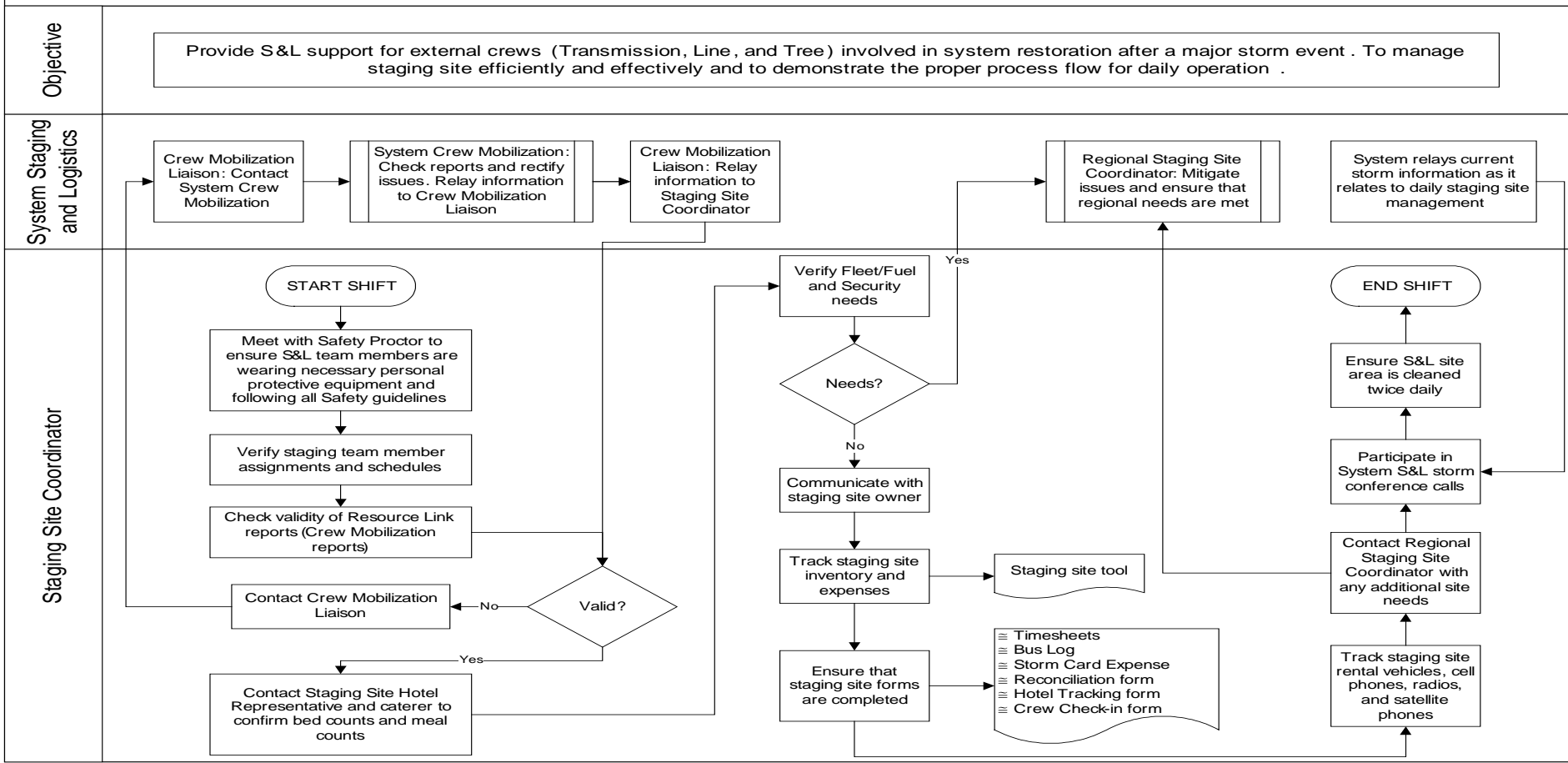
- Meet with Safety Proctor daily to ensure S&L team members are wearing necessary PPE and following all Safety guidelines
- Maintain communications with Regional S&L Coordinator
- Track daily S&L Staging Site inventory and expenses
- Ensure following forms are completed:
 - Timesheets
 - Bus Log
 - Staging Site Tool
 - Storm Card Expense Reconciliation Form
 - Hotel Tracking Form
 - Crew Check In Form
- Manage staging team member assignments and duty schedules
- Maintain communications with Site Hotel Representative to monitor hotel activity and ensure site hotel needs are met
- Coordinate with S&L Staging Site Caterer to establish meal counts
- Coordinate fuel procurement
- Obtain early estimates of crew movement throughout the restoration process
- Validate accuracy of Resource Link Reports throughout the day and report inconsistencies to Crew Mobilization Liaison, if needed
- Daily communications with Staging Site owner to manage expectations and relationships
- Ensure S&L site area is cleaned twice daily
- Participate on daily System S&L calls
- Track rental vehicles on site
- Track cells/radios and satellite phones used by team members
- Maintain contact with site security

S&L Regional Coordinators ([SL6](#))

- Maintain contact with Staging Site Coordinators daily to ensure site needs are met based on regional matrixes
- Maintain contact with System S&L Site Management to relay needs of staging sites

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

Daily Staging Site Management Sub -process



Job Descriptions

SL1: System S&L Coordinator

Job Function

The System S&L Coordinator ([SL1](#)) manages all S&L job functions, ensuring all S&L field needs are met for both on system and off system storm response.

Job Description

- Manage S&L Timeline Checklist
- Participate in all Operational Calls, System Storm Calls, S&L Calls
- Negotiate number of staging sites to be opened with Distribution Storm Center Coordinator (DSSC1) and Regional Storm Managers (REG1)
- Receive staging site request and notify System S&L of which sites will be activated
- Notify S&L Resource Managers to deploy S&L teams

Key Interface Points

- Distribution System Storm Coordinator ([DSSC1](#))
- Region Storm Managers ([REG1](#))
- Resource Mobilization ([RM1](#))
- Support Services ([SS1](#)) ([SS2](#))
- S&L Regional Coordinator ([SL6](#))
- Staging Site Coordinators ([SL7](#))
- System Administration ([SL1A](#))
- S&L Resource Management ([SL2](#))
- System Site Coordinator ([SL3](#))
- S&L Crew Mobilization Liaison ([SL4](#))
- Hotel Fulfillment Lead ([SL5](#))

Checklist of Actions

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

PRE-STORM SEASON

Direct completion of all annual preparatory activities by S&L Process Owners:

- Annual Staging Site Maintenance & Acquisition Process – System Site Coordinator
- Annual S&L Org Chart Review & Update – S&L Resource Manager
- Update Op Center Contact List and Catering List – S&L Op Center Liaison
- Participate in Distribution System Storm Drill – All
- Update Hotel List – Hotel Fulfillment Lead
- Complete Storm Org Certificate – S&L Resource Manager
- Update DSSOP – System Administration
- Update training modules and ensure S&L member completion of annual training and site team meetings – System Administration

BEFORE MAJOR STORM

5 Days (120 HRS) Prior to the Storm

- Make contact and coordinate with Resource Mobilization ([RM1](#)) when opening storm center and ensure S&L Crew Mobilization Liaison ([SL4](#)) is included in all Resource Mobilization storm calls
- Monitor current weather reports
- Participate on Operational Calls and System Storm calls

- Establish communications with key storm personnel in Support Services such as: Fleet ([FL2](#)), Materials ([SC3](#)), Fuel ([FL3](#)), Rental Cars ([FL5](#)), Security ([SEC1](#)), Purchasing ([SS3](#)) etc...
- Notify System S&L members and S&L Regional Coordinators ([SL6](#)) that company is on *storm watch* and to begin preparation for possible deployment
- Notify System Site Coordinator(s) ([SL3](#)) to verify that potential staging sites in projected path of storm are available
- Contact System Storm Card Administrator ([BO11](#)) to ensure activation of appropriate storm plan credit card (Hotel card needed asap for reservations).

4 Days (96 HRS) Prior to the Storm

- Negotiate number and location of Staging Sites to open on Operational call
- Establish communications with Support Services ([SS](#)) and other vendors as appropriate (This may be direct when Support Services ([SS](#)) has no agreement with vendor)

3 Days (72 HRS) Prior to the Storm

- Notify System S&L members and S&L Regional Coordinators ([SL6](#)) that company is on *storm alert* and to prepare for possible deployment

2 Days (48 HRS) Prior to the Storm

- Open System S&L Center to coincide with opening of System Storm Center
- Ensure all S&L Kits are ready for deployment
- Approve order request for Satellite Phone

1 Day (24 HRS) Prior to the Storm

- Make adjustment with internal and external storm response organizations based on latest crew mobilization plans.
- Confirm initial staging sites to be opened after all clear

DURING MAJOR STORM

- Participate in all Operational and System Storm Calls
- Oversee all S&L Storm Calls
- Communicate System Level site and resource needs from Operational Calls to S&L Resource Management (SL2), System Site Coordinator (SL3), Crew Mobilization Liaison (SL4), and Hotel Fulfillment Lead (SL5)
- Ensure co-location of S&L Sites with Distribution and Transmission personnel where possible
- Direct hotel procurement and cancellation activities through Hotel Fulfillment Lead (SL5)
- Direct System Site Coordinator to procure all additional materials and vendors needed through Support Services to support activated Staging Sites
- Maintain communications with:
 - Distribution System Storm Coordinator ([DSSC1](#))
 - Regional Storm Managers ([REG1](#))
 - Resource Mobilization ([RM1](#))
 - Support Services ([SS](#))
 - All System S&L Positions

AFTER MAJOR STORM

- Ensure Lessons Learned are captured and reported back to DSSC
- Direct Hotel Fulfillment Lead (SL5) to ensure room cancellations are adequately processed to minimize unnecessary costs
- Direct System Administration (SL1A) and S&L Financial Analyst ([SL8](#)) to ensure all S&L costs are reconciled and submitted to Storm Accounting
- Direct System Site Coordinator (SL3) to ensure all Staging Sites are decommissioned and all materials and supplies are picked up by vendors

SL1A: System Administration A & B

Job Function

System Administration ([SL1A](#)) is responsible for all administrative duties assigned by the System S&L Coordinator ([SL1](#)).

Job Description

System Administration A

This position will:

- Participate in all S&L storm conference calls and publish meeting notes
- Distribute Storm Charging Information to System S&L
- Oversee submission of time and storm card estimates from System Administration B to S&L Financial Analyst ([SL8](#))
- Assist with S&L System Storm Room set-up
- Schedule all S&L conference calls and meetings
- Assist System S&L Coordinator ([SL1](#)), S&L Resource Management ([SL2](#)), System Site Coordinator ([SL3](#)), S&L Crew Mobilization Liaison ([SL4](#)), S&L Financial Analyst ([SL8](#)) as needed
- Provide task direction to Operations Center Liaisons ([SL3A](#)) and S&L IT&T Liaison ([SL3B](#))
- Collect and track S&L Lessons Learned at system level

System Administration B

This position will:

- Participate in all S&L storm conference calls
- Provide S&L time estimates and storm cost estimates to S&L Financial Analyst ([SL8](#))
- Assist with S&L System Storm Room set-up
- Assist S&L Financial Analyst ([SL8](#)), as needed
- Collect S&L Lessons Learned throughout storm restoration efforts
- Input and process all EIT Storm Time Entry
- Process all S&L Storm Card Transactions through Concur System daily

Key Interface Points

- System S&L Coordinator ([SL1](#))
- S&L Resource Management ([SL2](#))
- System Site Coordinator ([SL3](#))
- S&L Crew Mobilization Liaison ([SL4](#))
- Operations Center Liaison ([SL3A](#))
- S&L IT&T Liaisons ([SL3B](#))
- S&L Financial Analyst ([SL8](#))
- Storm Accounting ([BO7](#))

Checklist of Actions

PRE-STORM SEASON

Project Manage all annual preparatory activities by S&L Process Owners:

- Begin Annual Staging Site Maintenance & Acquisition Process – System Site Coordinator
- Annual S&L Org Chart Review & Update – S&L Resource Manager
- Update Op Center Contact List and Catering List – S&L Op Center Liaison
- Participate in Distribution System Storm Drill – All
- Update Hotel List – Hotel Fulfillment Lead
- Complete Storm Org Certificate – S&L Resource Manager

- Update DSSOP – System Administration
- Update training modules and ensure S&L member completion of annual training and site team meetings – System Administration

BEFORE MAJOR STORM**5-4 Days (120-96 HRS) Prior to Storm**

- Schedule all S&L conference calls and meetings
- Initiate and establish communications with:
 - Operation Center Liaison (SL3A)
 - S&L IT&T Liaisons (SL3B)
 - S&L Financial Analyst ([SL8](#))

3-1 Days (72-24 HRS) Prior to Storm

- Participate in all System S&L storm conference calls and publish meeting notes
- Assist with set-up of System S&L Storm Room

DURING MAJOR STORM

- Participate in all System S&L storm conference calls and publish meeting notes
- Distribute Storm Charging Information to System S&L
- Provide S&L time estimates and cost estimates to Financial Analyst ([BO7](#))
- Assist S&L Resource Management ([SL2](#)), System Site Coordinator ([SL3](#)), & System S&L Coordinator ([SL1](#)), S&L Crew Mobilization Liaison ([SL4](#)), as needed
- Provide task direction to Operations Center Liaisons ([SL3A](#)) and S&L IT&T Liaison ([SL3B](#))
- Maintain communications with:
 - Operations Center Liaison ([SL3A](#))
 - S&L IT&T Liaison ([SL3B](#))
 - System S&L Coordinator ([SL1](#))
 - S&L Resource Management ([SL2](#))
 - System Site Coordinator ([SL3](#))
 - Crew Mobilization Liaison ([SL4](#))
 - Financial Analyst ([BO7](#))

AFTER MAJOR STORM

- Assist with S&L System Storm Room break-down
- Begin Storm Card Reconciliation process
- Assist S&L Resource Management ([SL2](#)), System Site Coordinator ([SL3](#)), & System S&L Coordinator ([SL1](#)), S&L Crew Mobilization Liaison ([SL4](#)), as needed

Tools and Information Needed

- DSSOP
- S&L Contact List
- Resource Link Tool
- S&L Mustering & Staging Site maps
- RSVP Tool
- Wall charts of staging sites and assigned personnel
- Corporate Time Entry for every EIT org supporting S&L
- S&L Site Timesheet
- S&L Kit Inventory Lists
- Major Storm Card Expense Reconciliation form
- Cash Advance Reconciliation form
- DEF S&L Site Tracking Tool (Financial Tracking Tool)

Training Requirements

Training and directions received from System S&L Coordinator ([SL1](#))

SL2: S&L Resource Management

Job Function

S&L Resource Management ([SL2](#)) acts as the single point of contact to primarily address assigning personnel to the positions that best utilize their skill sets during storm restoration activities. Peacetime responsibility is imperative.

Job Description

This position will:

- Administer process to recruit and deploy resources by matching skill sets to S&L roles and responsibilities
- Develop the annual organizational chart, review and receive input from the System S&L Coordinator ([SL1](#))
- Ensure that all S&L resources have reviewed their storm roles, collect/track written confirmation of their understanding, and provide System S&L Coordinator ([SL1](#)) with list of confirmations
- Provide current personnel list for specific job training to S&L System Administration A ([SL1A](#))
- Responsible for recruiting in peacetime for S&L members from current DEF personnel, i.e. Plants as well as company retirees
- Monitor department organizational chart to ensure all new employees and new employee positions are assigned a storm assignment
- Maintain employee roles within the RSVP tool
- Partner with System Site Coordinator ([SL3](#)) to determine S&L resources needed to manage a particular site
- Acquire/track/access need for S&L prior to and during storm restoration
- Identify available resources to open requested staging sites as requested by the System S&L Coordinator ([SL1](#))
- Maintain S&L contact list and org chart
- Maintain and monitor RSVP tool during storm for the purposes of tracking teams and team movement
- Provide & post daily update of staging site locations and statistics to the storm website

Key Interfaces:

- System S&L Coordinator DEF/DEC ([SL1](#))
- Plants - FL
- Regional Site Coordinators ([SL6](#))
- RSVP Coordinator ([RM5](#))
- Retiree’s Organizations -FL (newsletter, luncheon, meetings)
- Guidant

Check List of Actions

PRE-STORM SEASON

- Participate in RSVP pre-season “refresher” training
- Pull updated S&L resource list from RSVP
- Assign any new resources to S&L Org Chart
- Update S&L Org Chart, S&L Contact List, and S&L Distribution lists with new resources
- Update the Family Preparedness Document
- Ensure employee and contractor contact information is updated in PeopleSoft and RSVP Tool

BEFORE MAJOR STORM

4 Days (96 HRS) Prior to Storm

- Develop resource plan based on level of storm expected
- Advise Staging Site Coordinators ([SL7](#)) to verify availability of team members
- Report to System S&L Coordinator ([SL1](#)) availability to open # of sites

3 Days (72 HRS) Prior to Storm

- Adjust resources based on potential number and location of sites

2 Days (48 HRS) Prior to Storm

- Adjust resources based on potential number and location of sites

1 Days (24 HRS) Prior to Storm

- Re-adjust resource plan upon receipt of gaps in availability

DURING MAJOR STORM

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

AFTER MAJOR STORM

- Reassign S&L members in RSVP to pre-storm S&L assignments
- Provide Lessons Learned to System Administration (SL1A)

Methods of performing job duties

- Website, Voice, fax, E-mail, and face-to-face communications
- Participating in System S&L calls
- RSVP Tool
- Attending retiree luncheon, inserting notices in retiree newsletters and by phone

Measures of success

- Staff all open Staging Sites with minimum of 15 team members and 0 position gaps

Documents/forms needed to perform functions

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

SL3: System Site Coordinator

Job Function

The System Site Coordinator ([SL3](#)) is the primary contact for S&L Regional Coordinators ([SL6](#)) and Transmission to address S&L Site concerns while implementing best practices at sites throughout the system during storm restoration activities.

Job Description

- Participate on all S&L conference calls
- Oversee execution of all S&L Site processes and identify any gaps; address gaps
- Coordinate with Transmission S&L to determine co-location opportunities
- Collaborate with Distribution and Regional Coordinators to calculate S&L Site capacities for maximum personnel and equipment at activated sites
- Track lessons learned to identify S&L process improvement opportunities through field visits to activated S&L Sites

Key Interfaces

- System S&L Coordinator ([SL1](#))
- S&L Regional Coordinator ([SL6](#))
- Staging Site Coordinator ([SL7](#))
- System Administration ([SL1A](#))
- Transmission S&L
- System Security Liaison ([SEC1](#))
- Support Services ([SS](#))

Check List of Actions

PRE-STORM SEASON

- Initiate and establish communications with Regional Utilization Coordinator (RUC's), S&L Regional Coordinators ([SL6](#)) and CIG representative to coordinate mapping of potential new S&L Sites
- Collect S&L Site information from RUC's and update Team Lead Manual:
 - HHA
 - Site Maps
 - Site Survey Rating
 - S&L Site Contact information
- Develop and post S&L Site Map information on S&L Storm Page
- Develop and post S&L Site Roles and Responsibilities on S&L Storm Page
- Coordinate with Transmission S&L to update co-habitation S&L Site information in Team Lead Manual:
 - Crew capacities
 - Parking
 - Support

BEFORE MAJOR STORM

4 Days (96 HRS) Prior to Storm

- Initiate and establish communications with:
 - System S&L Coordinator ([SL1](#))
 - S&L Regional Coordinators ([SL6](#))
 - System Security Liaison ([SEC1](#))
 - Staging Site Coordinators ([SL7](#))
 - Transmission S&L
 - Support Services ([SS](#))

3 Days (72 HRS) Prior to Storm

- Initiate and establish communications with Support Services (Rental Cars) ([FL5](#)) to secure S&L Site rental vehicles (15 passenger van's Assorted pick-up trucks, mini-vans, and/or car's)
- Initiate and establish communications with Purchasing ([SS3](#)). Submit Staging Site Request Form for each requested staging site listing purchasing and material needs for site mobilization (including 32' RV or Mobile Command Center)
- Submit Staging Site Security Request Form for each requested staging site
- Request Mobile Command Center through Heavy Hauling (Include Link Here)
- Monitor site resource allocation to ensure site capacity is not exceeded and consult with Crew Mobilization Liaison as needed
- Participate in pre-storm S&L Storm conference calls

2 Days (48 HRS) Prior to Storm

- Monitor resource allocation/commitments for S&L Site selection
- Maintain communications with Purchasing ([SS3](#)) for additional needs or changes
- Initiate contact with S&L IT&T Liaisons ([SL3B](#)) for S&L Site information dispatch to assigned Staging Site Coordinators ([SL7](#))
 - Populate "Flash-Drive" with Team Lead and S&L Site information
- Participate in pre-storm S&L Storm conference calls

1 Days (24 HRS) Prior to Storm

- Collect current S&L Site information, populate and post Storm S&L Site Tracking form in "Current Storm Information" link on Storm Page
 - Crew Count
 - S&L Site Assignment
 - Contact Information
- Participate in pre-storm S&L Storm conference calls

DURING MAJOR STORM

- Monitor site resource allocation to ensure site capacity is not exceeded and consult with Crew Mobilization Liaison ([SL4](#)) as needed
- Benchmark and implement best practices
- Track lessons learned to identify S&L process improvement opportunities through field visits to activated S&L Sites
- Ensure co-location of S&L Sites with Distribution and Transmission personnel
- Maintain communications with S&L Regional Coordinators ([SL6](#))
- Maintain communications with Transmission S&L
- Maintain communications with Support Services ([SS](#))
- Represent System S&L Site Management on System S&L storm calls

AFTER MAJOR STORM

- Oversee closing of all S&L Sites by coordinating with S&L Regional Coordinators ([SL6](#)) and Staging Site Coordinators ([SL7](#))
- Identify gaps in S&L System Storm Center processes for Lessons Learned report
- Recalculate S&L Site capacities for maximum personnel and equipment for new and existing S&L Sites
- Ensure S&L Sites have been completely closed or turned over to designated System partners

Methods of performing job duties

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

Measures of success

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

Documents/forms needed to perform functions

- S&L Roles & Responsibilities
- S&L Team rosters
- Transmission Team rosters
- S&L Mustering & Staging Site maps
- Staging and Logistics site information and contact list
- Resource Link Reports
- Email/ Post Spread Sheets/Budget Forecast Tool
- Staging Site Request Form
- Security Request Form
- Termination of Security Form
- Rental Vehicle Tracking Form

Primary support location where employee works from:

- System Storm Center

Training Requirements

- Job shadow experienced System Site Coordinator ([SL3](#)) for a period of one active storm season

SL3A: Operation Center Liaison

Job Function

The Operation Center Liaisons ([SL3A](#)) are responsible for supporting the Operation Centers on a system-wide basis with initial catering set up needs in the event that there is severe damage in the area and local caterers are not able to respond or if they will be serving at least 50 people. The Operation Center Liaisons support this effort conjunction with S&L Regional Coordinators ([SL6](#)) and Support Services ([SS](#)).

Job Description

- Provide Support Services ([SS](#)) with a comprehensive listing of local caterers, restaurants, and vendors
- Provide the following information about caterers, restaurants, and vendors:
 - Contact Information
 - History of previous storm support
 - Ranking of vendor preferences
 - Are they equipped to provide service if power is unavailable?
 - Are they able to provide breakfast, lunch, and dinner?
 - Distance and/or travel time to Operation Centers
 - Food quality and cleanliness of equipment and staff
 - Reliability of service during past storm seasons(*if available*)
- Provide standardized tracking catering form to Op Center Contacts and consolidate feedback to update Catering List
- Collaborate with Support Services ([SS](#)) to ensure contact has been established with new vendors, sample menus are acquired, negotiations are started, and contracts are secured for Operations Centers
- Once catering services have been established for Operations Centers, the Operations Center Liaison will report to System Administration ([SL1A](#)) for further duties

Key Interface Points

- System S&L Coordinator ([SL1](#))
- System Site Coordinator ([SL3](#))
- S&L Regional Coordinators ([SL6](#))
- Staging Site Coordinators ([SL7](#))
- System Administration ([SL1A](#))
- Support ([SS](#))
- Operations Center Contacts

Checklist of Actions

PRE-STORM SEASON

- Obtain name and contact information to include e-mail boxes (if applicable) of Key Interface Points
- Send out communication to Op Center contacts to update the preferred caterer’s list and hotel list
- Update preferred caterer’s list and hotel list
- Send preferred caterer’s list to Support Services (SS2&3) to ensure contact has been established with new vendors
- Send hotel list to Hotel Fulfillment Lead ([SL5](#))

BEFORE MAJOR STORM

4 Days (96 HRS) Prior to Storm

- Establish communication with assigned Operations Center contacts

3-2 Days (72-48 HRS) Prior to Storm

- Assist in set up of System S& Storm Room
- Prepare families and homes for potential deployment

1 Days (24 HRS) Prior to Storm

- Assist in set up of System S& Storm Room
- Prepare families and homes for potential deployment

DURING MAJOR STORM

- Contact Operations Centers to establish/determine catering needs in the event that there is severe damage in the area and local caterers are not able to respond or if they will be serving at least 50 people
- Arrange for all System Storm Room meals
- Support System Administration ([SL1A](#))

AFTER MAJOR STORM

- Reconcile storm card statements and receipts
- Support System Administration ([SL1A](#))

Tools and Information Needed

- Operation Center Questionnaire
- Operation Center Contact List
- Preferred Catering Contact List
- Local Hotel List
- Sample Communications

Training Requirements

- Training and direction received from System Administration ([SL1A](#))

SL3B: S&L IT&T Liaisons

Job Function

The S&L IT&T Liaisons ([SL3B](#)) are responsible for providing 24 hour IT&T support and phone coverage in the System S&L Storm Room. They also provide administrative support to the System Site Coordinators ([SL3](#)), S&L Resource Management ([SL2](#)), Crew Mobilization Liaison ([SL4](#)) and System Administration ([SL1A](#)).

Job Description

- 24/7 coverage of System Staging & Logistics Phone lines
- Provide administrative support to the System Site Coordinators ([SL3](#)), S&L Resource Management ([SL2](#)), Crew Mobilization Liaison ([SL4](#)) and System Administration ([SL1A](#))
- Set up System S&L Storm Room
- Provide 24/7 IT&T support for S&L Regional Coordinators ([SL6](#)) and Staging Site Coordinators ([SL7](#))
- Coordinate S&L IT&T kit inventory and restocking process with IT&T
- Manage S&L Air Card inventory and restocking process
- Manage S&L laptop inventory and distribution

Key Interface Points

- System Site Coordinators ([SL3](#))
- S&L Resource Management ([SL2](#))
- Crew Mobilization Liaison ([SL4](#))
- System Administration ([SL1A](#))
- S&L Regional Coordinator ([SL6](#))
- System S&L Coordinator ([SL1](#))

Checklist of Actions

PRE-STORM SEASON

- Ensure all necessary software is loaded on all S&L laptops
- Activate S&L storm mailboxes

BEFORE MAJOR STORM

3-2 Days (72-48 HRS) Prior to Storm

- Set up System S&L Storm Room
- Distribute field laptops, air cards, and Team Lead Manual on USB Secure External Drive
- Place order (per direction from System S&L Coordinator ([SL1](#)), inventory, and distribute for satellite phones

DURING MAJOR STORM

- 24/7 coverage of System Staging & Logistics Phone lines
- Provide administrative support to the System Site Coordinators ([SL3](#)), S&L Resource Management ([SL2](#)), Crew Mobilization Liaison ([SL4](#)) and System Administration ([SL1A](#))

After Major Storm

AFTER MAJOR STORM

- Break Down System S&L Storm Room
- Collect field laptops and aircards
- Collect satellite phones
- Collect S&L IT&T laptops, satellite phones, USB flash drives; inventory, and re-stock
- Ensure IT&T Kits are returned per IT&T process

Tools and Information Needed

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

Training Requirements

- All training and direction provided by System Site Coordinators ([SL3](#)) and System Administration ([SL1A](#))

SL4: Crew Mobilization Liaison

Job Function

The Crew Mobilization Liaison ([SL4](#)) is S&L's sole point of contact with System Resource Management (RM1). Additionally, this position is the point person for any staging site issues that arise with regard to crew mobilization.

Job Description

This position will:

- Interface with System Resource Management ([RM1](#))
- Ensure the timely flow of crew movement information
- Monitor the update process of the Resource Link Tool
- Represent crew mobilization on S&L team calls
- Provide Hotel Fulfillment Lead ([SL5](#)) with the number of people arriving at each staging/mustering site via Resource Link Tool
- Provide staging sites with estimate of meals needed and truck counts via Resource Link Tool

Key Interfaces

- System Mobilization - Line ([RM3](#))
- System Mobilization – Tree ([RM4](#))
- System Resource Mobilization ([RM1](#))
- System S&L Coordinator ([SL1](#))
- System Site Coordinator ([SL3](#))
- Hotel Fulfillment Lead ([SL5](#))
- S&L Regional Coordinators ([SL6](#))
- Staging Site Coordinators ([SL7](#))
- System RSVP Coordinator ([RM5](#))
- System Administration ([SL1A](#))

Checklist of Actions

PRE-STORM SEASON

- Ensure new S&L sites acquired are added to Resource Link Tool
- Attend Resource Link Refresher Training

BEFORE MAJOR STORM

4 Days (96 HRS) Prior to Storm

- Initiate and establish communications with System Resource Management ([RM1](#)),
- Initiate and establish communications with Hotel Fulfillment Lead ([SL5](#)) and Fulfillment Team ([SL5B](#))
- Participate in pre-storm System S&L conference calls

3 Days (72 HRS) Prior to Storm

- Participate in pre-storm System S&L conference calls
- Participate in pre-storm Resource Mobilization conference calls
- Monitor Resource Link for early crew projections

2 Days (48 HRS) Prior to Storm

- Participate in pre-storm System S&L conference calls
- Participate in pre-storm Resource Mobilization conference calls
- Monitor Resource Link for early crew projections

1 Day (24 HRS) Prior to Storm

- Participate in pre-storm System S&L conference calls
- Participate in pre-storm Resource Mobilization conference calls
- Monitor Resource Link for early crew projections

DURING MAJOR STORM

- Closely monitor crew mobilization activity
- Obtain early estimates of crew movement throughout the restoration process
- Ensure the timely flow of crew movement information
- Monitor the update process of the Resource Link Tool
- Interface with System Resource Management ([RM1](#)), Hotel Fulfillment Lead ([SL5](#)), S&L Regional Coordinators ([SL6](#)) and Staging Site Coordinators ([SL7](#))
- Represent crew mobilization on S&L team calls

Methods of performing job duties

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

Measures of success

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

Documents/forms needed

- Resource Link Tool
- Crew Rosters
- S&L site information and contact list
- Staging and Mustering site maps

Primary support location where employee works

- System S&L Storm Room

SL5: Hotel Fulfillment Lead

Job Function

The Hotel Fulfillment Lead ([SL5](#)) directs all activity for the Fulfillment Team ([SL5B](#)) and Acquisition Team ([SL5A1A](#)). The primary responsibility of the Hotel Fulfillment Lead ([SL5](#)) is to meet bed needs and inform the System S&L Coordinator ([SL1](#)) when beds are not available and the need for alternative housing exists while satisfying daily financial targets.

Job Description

- Direct all activity for the Fulfillment Team ([SL5B](#))
- Direct and monitor hotel procurement and cancellation numbers daily
- Work closely with Crew Mobilization Liaison ([SL4](#)) to establish daily bed needs for crews
- Maintain daily buffer of needed beds
- Work closely with S&L Financial Analyst ([SL8](#)) to establish and meet daily financial targets
- Participate in System S&L storm conference calls
- Coordinate need for overflow with Transmission
- Collaborate and maintain communication with Acquisition Lead to ensure daily needs are met

Key Interface Points

- System S&L Coordinator ([SL1](#))
- Fulfillment Team ([SL5B](#))
- Crew Mobilization Liaison ([SL4](#))
- Acquisition Lead ([SL5A](#))
- Acquisition Coordinator ([SL5A1](#))
- Acquisition Team ([SL5A1A](#))
- Staging Site Hotel Rep ([SL7C](#))
- S&L Financial Analyst ([SL8](#))

Checklist of Actions

PRE-STORM SEASON

- Participate in Annual Storm Drill
- Facilitate annual Hotel Workshop to maintain Hotel Lists by Staging Site/Operation Centers, and City

BEFORE MAJOR STORM

- Develop bed fulfillment plan based on expected level of storm
- Report bed availability based on staging site to System S&L Coordinator ([SL1](#))
- Twenty-four hours prior to storm, make adjustments with internal and external storm response organizations based on latest S&L Resource Management plans

DURING MAJOR STORM

- Direct all activity for the Fulfillment Team ([SL5B](#))
- Direct and monitor hotel procurement and cancellation numbers daily
- Work closely with Crew Mobilization Liaison ([SL4](#)) to establish daily bed needs for crews
- Maintain daily buffer of needed beds
- Work closely with S&L Financial Analyst ([SL8](#)) to establish and meet daily financial targets
- Participate in System S&L storm conference calls
- Coordinate need for overflow with Transmission
- Maintain communication with Staging Site Hotel Reps ([SL7C](#))

AFTER MAJOR STORM

- Ensure room cancellations are adequately processed to minimize unnecessary costs

Tools and Information Needed

- Florida State, Regional, and Storm Tracking maps
- Reports from Crew Mobilization Liaison ([SL4](#)) via Resource Link tool
- S&L mustering and staging site maps
- Storm Web page, voice, fax, e-mail, and face-to-face communications
- System S&L storm conference calls
- Hotel Tool

Engaged in the Following Sub-process:

- [Hotel Procurement](#)

SL5A: Acquisition Lead

**Position located in Raleigh, NC*

Job Function

The Acquisition Lead ([SL5A](#)) serves as the liaison between the Hotel Fulfillment Lead ([SL5](#)) and the Acquisition Coordinator ([SL5A1](#)) during the process of securing hotel rooms for crews supporting system storm restoration activities.

Job Description

- Communicate directly with Hotel Fulfillment Lead ([SL5](#)) to understand housing needs
- Manage the Acquisition Team Storm Room for incoming request
- Communicate and oversee the booking/cancelling of rooms by Acquisition Team (RSVP Volunteers) ([SL5A1A](#))
- Assist with booking of rooms, as needed

Key Interface Points

- Hotel Fulfillment Lead ([SL5](#))
- Fulfillment Team ([SL5B](#))
- Acquisition Coordinator ([SL5A1](#))
- Acquisition Team (RSVP Volunteers) ([SL5A1A](#))

Checklist of Actions

PRE-STORM SEASON (MAY)

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

72 Hours (3 Days) Prior To the Storm (or as soon as we are notified by S &L)

- Put all RSVP volunteers on alert via email and verify contact information (**Email #2**)
- Reserve Storm room (03B1) (Carolinas)
- Identify and book rooms for Winter Garden Storm staff

48 Hours (2 Days) Prior To Storm

- Identify RSVP volunteers that will be utilized during storm Create work schedule

24 Hours (1day) Prior To Storm

- Set up Storm room
- Test all phone lines, printers and computers
- Go over storm situation and assign work schedule with RSVP volunteers
- Go over procedures with RSVP volunteers to make sure everyone is on the same page and comfortable with assignment.
- Do any last minute training that may be necessary

Post Storm

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

SL5A1: Acquisition Coordinator

Job Function

The Acquisition Coordinator ([SL5A1](#)) serves as the liaison between the Fulfillment Team ([SL5B](#)) and the Acquisition Team ([SL5A1A](#)) in the process of securing hotel rooms for crews supporting system storm restoration activities.

Job Description

- Manage the Acquisition Team Storm Room for incoming request
- Receive hotel requests from Fulfillment Team
- Communicate and oversee the booking of rooms by RSVP Volunteers
- Assist with booking/cancelling of rooms, as needed

Key Interface Points

- Fulfillment Team ([SL5B](#))
- Acquisition Team ([SL5A1A](#))
- Acquisition Lead ([SL5A](#))

SL5A1A: Acquisition Team

RSVP Volunteers

Job Function

The Acquisition Team ([SL5A1A](#)) – RSVP Volunteers are responsible for the actual booking of rooms, as communicated by the Acquisition Coordinator ([SL5A1](#)), in the process of securing hotel rooms for crews supporting system storm restoration activities.

Job Description

- Contacting hotels via phone, fax and email to secure and/or cancel rooms
- Populating Hotel Reservation Request and Hotel Cancellation request forms
- Daily maintenance of hotels acquired from previous day to check status of facility, etc...

Key Interface Points

- Acquisition Coordinator ([SL5A1](#))
- Acquisition Lead ([SL5A](#))

Tools and Information Needed

- Computer
- Printer
- Phone
- Fax
- Email
- Hotel Reservation Request form via Storm Hotel Reservation System
- Hotel Cancellation Request form via Storm Hotel Reservation System

SL5B: Fulfillment Team

Job Function

The Fulfillment Team ([SL5B](#)) receives data from the Hotel Fulfillment Lead ([SL5](#)) with accurate number of beds needed to accommodate crews, contractors, S&L teams, and support personnel.

Job Description

- Represents Distribution and collaborates with Transmission regarding Regional hotel concerns at a System level
- Liaison role between: Hotel Fulfillment Lead ([SL5](#)), Staging Site Hotel Representative ([SL7C](#)), and Acquisition Coordinator ([SL5A1](#))
- Communicates with staging sites for issues and resolution
- Collects data for financial impact to decisions on bed reservations
- Track, confirm, and submit bed counts thru the Hotel Tool
- Identify requests by Staging Site/Operation Centers/Cities
- Cancellations to include pertinent information including Hotel Name and Bed Count
- Manage any issues that develop with acquired rooms

Key Interface Points

- Hotel Fulfillment Lead ([SL5](#))
- Acquisition Coordinator ([SL5A1](#))
- S&L Financial Analyst ([SL8](#))

Checklist of Actions

Before Major Storm

- Setup Fulfillment Storm Room in System Storm Center. This includes necessary files, cabinets, office tools, and blank copies of all forms. Communicate with S&L IT&T Liaison for computers, faxes, phones as needed, etc.

During Major Storm

- Communicate with each staging site when needed
- Track, confirm, and submit bed counts using the Hotel
- Identify requests by Staging Site/Operation Centers/Cities, Cancellations to include Hotel name
- Assists Hotel Staging Site Representatives ([SL7C](#)) with acquiring hotel information through the Hotel Tool and resolving staging site issues

After Major Storm

- Submit cancellation requests as determined by Hotel Fulfillment Lead ([SL5](#)) Verify all cancellations have been processed

Tools and Information Needed

- Hotel Storm Tool
- Hotel Reservation Request Form
- Hotel Cancellation Request Form
- Laptop
- Printer

Training Requirements

- Extensive Excel, flexibility and stress tolerance, and managing multiple project skills
- Training and Updating of Hotel Storm Tool annually (including contacting hotels to negotiate rates and update pertinent information needed in Hotel Tool, i.e. contact information, number of beds, parking)

SL6: S&L Regional Coordinator

Job Function

The S&L Regional Coordinator ([SL6](#)) is the single point of contact to RSM's ([REG1](#)), and RRC's ([REG5](#)), with the primary function of addressing Regional S&L Site concerns during storm restoration activities. The S&L Regional Coordinator ([SL6](#)) also acts as a liaison between the Staging Site Coordinators ([SL7](#)) and the System Site Coordinators ([SL3](#)) to communicate S&L Site needs.

Job Description

- Management sponsor to mitigate issues and ensure Regional needs are being met
- Provide leadership and support to the Staging Site Coordinators ([SL7](#)) with human resource and other escalated issues
- Proactively identify potential issues within the region to mitigate future problems and communicate them appropriately
- Interface and support the RSM's ([REG1](#)), RRC's ([REG5](#)) and System Site Coordinator ([SL3](#)) as needed
- Actively participate in the Regional and System S&L calls
- Communicate Regional staging needs to the System Site Coordinator ([SL3](#))

Key Interfaces

Regional Storm Manager ([REG1](#))
 Regional Resource Coordinator ([REG5](#))
 Operation Center Coordinator ([OPS1](#))
 System S&L Coordinator ([SL1](#))
 Staging Site Coordinators ([SL7](#))
 S&L Resource Management ([SL2](#))
 System Site Coordinator ([SL3](#))

Checklist of Actions

PRE-STORM SEASON

- Participate in System S&L/S&L Regional Coordinator Meeting to review staging site information (HHA, site ratings, site maps, etc)
- Coordinate meeting with RRC ([REG5](#)) to review existing site information (HHAs, site ratings, site maps, etc) and develop list of new/alternative S&L staging sites
- Conduct site visits for all newly identified and modified S&L staging sites; communicate any site modifications to System Site Coordinator ([SL3](#))
- Participate in system storm drill; identify lessons learned and enhancements; support regional storm season preparation as needed.

BEFORE MAJOR STORM

4 Days (96 HRS) Prior to Storm

- Initiate and establish communications with RSM's ([REG1](#)), RRC's ([REG5](#)), and S&L Resource Management ([SL2](#))
- Work with RRC's ([REG5](#)) to confirm availability and identify any site limitations for each S&L site
- Establish communications with Staging Site Coordinators ([SL7](#)) assigned by S&L Resource Management ([SL2](#))
- Participate in pre-storm System S&L Storm conference calls

3-2 Days (72-48 HRS) Prior to Storm

- Establish communications with Staging Site Coordinators ([SL7](#)) assigned by S&L Resource Management ([SL2](#))
- Convey information needed for Staging Site Coordinator ([SL7](#)) to contact Regional/Operations personnel; begin planning process for setting up staging sites

- Participate in pre-storm System S&L Storm conference calls
- Become familiar with and set up of storm mail boxes
- Ensure staging sites activated have been notified

Days (24 HRS) Prior to Storm

- Participate in pre-storm System S&L Storm conference calls
- Ensure pre-storm measures have been taken to protect/prepare family and home
- Finalize plans for staging areas – Monitor Staging Site Coordinators (SL7) and Staging Site Teams as they prepare for setting up activated staging areas immediately after the storm has passed

DURING MAJOR STORM

- Mitigate regional S&L issues and ensure regional needs are being met
- Log and track all regional S&L issues; provide after storm to support lessons learned
- Interface and support RSM's ([REG1](#)), RRC's ([REG5](#)), and System Site Coordinator ([SL3](#))
- Communicate Regional staging needs to the System Site Coordinator ([SL3](#))

AFTER MAJOR STORM

- Assist in closing of S&L Site by collaborating with all System personnel
- Oversee closing of all S&L Sites by coordinating with Staging Site Coordinators ([SL7](#))
- Identify gaps in S&L System Storm Center processes for Lessons Learned report
- Ensure S&L Sites have been completely closed or turned over to designated System partners

Methods of performing job duties

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

Measures of success

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

Documents/forms needed

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

Primary support location where employee works

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

Training Requirements

- Job shadow experienced S&L Regional Coordinator ([SL6](#)) for a period of one active storm season

SL7: Staging Site Coordinator

Job Function

The Staging Site Coordinator ([SL7](#)) is responsible for setting up, managing, operating, & closing down the S&L Site. Team activities may be located in the Regional Office, Operations Center, Line and Service Centers, or in the field. The Staging Site Coordinator ([SL7](#)) works under the direction of S&L Regional Coordinators ([SL6](#)).

Job Description

- Activate the team when directed by S&L Regional Coordinator ([SL6](#))
- Interface with S&L Safety Coordinator ([SAF3](#)) and Site Safety Proctor ([SL7D](#))
- Ensure all team members possess personal safety kits, containing proper safety items
 - Steel toe shoes
 - Hard hats
- Manage the set up and decommissioning of S&L Sites
- Manage all storm credit card transactions and records
- Track daily inventory and expenses to ensure accurate cost projections
- Manage all personnel resources
- Ensure team members have/bring vehicles needed for staging site
- Assign and track rental vehicles to team members
- Assign and track cells/radios and satellite phones used by team
- Request/obtain supplies needed to set-up/operate S&L Site
- Ensure materials needed for initial set-up of S&L Site are in-route
- Coordinate with on-site assigned site security (materials, equipment, personnel)
- Have daily contact with caterer to adjust meal counts and resolve issues
- Coordinate fuel procurement/fueling arrangements for staging site
- Oversee fuel needs/operations at site or delegate responsibility to team member
- Approve fuel invoices
 - Provide to Site Administrative Support ([SL7B](#))
- Coordinate all needed vehicle maintenance and repairs with Support Services (Fleet) ([FL2](#))
- Coordinate oil spill clean-up or mishaps at staging area
 - Environmental ([DA/ENV1](#)), Contact Fleet ([FL2](#)), Safety ([SAF3](#))
- Organize materials at staging areas per S&L Site map
- Implement the staging area per plan and Region Needs Matrix (# of crews)
- Manage staging team member assignments and duty schedules
- Establish and maintain communications with:
 - S&L Regional Coordinator ([SL6](#))
 - Operations Center S&L Liaison (Provided by Operation Center)
- Coordinate transfer of responsibilities back to Operating Center. i.e. Security, food, tents, hotels, drinks, ice, and parking
- Close and clean staging site

Key Interface Points

- System Site Coordinator ([SL3](#))
- S&L Regional Coordinators ([SL6](#))
- Staging Site Coordinator ([SL7](#))
- S&L Resource Management ([SL2](#))
- S&L Safety Coordinator ([SAF3](#))
- Site Safety Proctor ([SL7D](#))
- Support Services (Supply Chain) ([SS](#))
- Crew Mobilization Liaison ([SL4](#))
- Hotel Fulfillment Lead ([SL5](#))
- Site Hotel Representative ([SL7C](#))
- Regional Environmental Lead ([DA/ENV1](#))

Checklist of Actions

PRE-STORM SEASON

- Complete Annual Staging Site Coordinator Training
- Complete Annual Staging Site Team Meetings
- Update contact information for all team members
- Inventory PPE needed for Staging Site Team (to be acquired if activated for storm response)

BEFORE MAJOR STORM

4 Days (96 HRS) Prior to Storm

- Initiate and establish communications with S&L Site team members at direction of S&L Resource Management ([SL2](#)) (could be 96/72/48 hour dependent on storm track and speed)
- Participate in pre-storm System S&L Storm conference calls

3 Days (72 HRS) Prior to Storm

- Activate S&L Site Team when directed by S&L Regional Coordinator ([SL6](#)) and S&L Resource Management ([SL2](#))
- Participate in pre-storm System S&L Storm conference calls

2 Days (48 HRS) Prior to Storm

- Make final preparations to secure your family and home
- Obtain USB Flash Drive from S&L IT&T Liaison ([SL3B](#)) with up-to-date Team Lead Manual download
- Obtain assigned S&L Site Map information and familiarize yourself with site layout
- Obtain all required S&L Site Kits (ITT Kit, S&L Office Supply Kit, S&L Site Storm Kits Inventory list)
- Obtain Storm Laptop
- Initiate and establish communications with S&L Staging Site contacts
- Participate in pre-storm System S&L Storm conference calls
- Purchase remaining PPE items needed for Staging Site Team members

1 Day (24 HRS) Prior to Storm

- Make final preparations to secure your family and home
- Participate in pre-storm System S&L Storm conference calls

DURING MAJOR STORM

- Implement the assigned S&L Site area per S&L Site Map
- Ensure S&L team members report to S&L Site and bring Personal Storm Kits
- Initiate and establish communications with S&L Safety Coordinator ([SAF3](#)) and Site Safety Proctor ([SL7D](#))
- Initiate and establish communications with on-site Security Liaison
- Maintain communications with S&L Regional Coordinator ([SL6](#)) and System Site Coordinator ([SL3](#))
- Maintain communications with Site Hotel Representative ([SL7C](#)) to monitor hotel activity
- Manage S&L Site team member assignments
- Track daily S&L Site inventory and expenses
- Coordinate with S&L Site Caterer to establish meal counts
- Coordinate Fuel procurement
- Interface with Crew Mobilization Liaison ([SL4](#))
- Obtain early estimates of crew movement throughout the restoration process
- Closely monitor crew mobilization activity
- Represent assigned S&L Site on S&L team calls

AFTER MAJOR STORM

- Manage the decommission of S&L Site
- Reconcile all storm credit card transactions and records
- Reconcile daily inventory and expenses for accurate cost projections
- Reconcile all tracking records of rental vehicles used on S&L Site

- Reconcile all tracking records for cells/radios and satellite phones used by team
- Initiate S&L Site Security decommissioning with on-site security (materials, equipment, personnel)
- Terminate fuel procurement/fueling arrangements for staging site
- Reconcile fuel invoices from Site Administrative Support ([SL7B](#))
- Coordinate communications with S&L Regional Coordinator ([SL6](#)) to ensure S&L Site decommission
- Coordinate transfer of responsibilities back to Operating Center. i.e. Security, food, tents, hotels, drinks, ice, and parking
- Recalculate S&L Site capacities for maximum personnel and equipment for new and existing S&L Sites
- Close and clean staging site
- Ensure S&L Site has been completely closed and/or turned over to designated System partners
- Work in conjunction with RUC's ([REG5](#)), S&L Regional Coordinators ([SL6](#)), and S&L System Site Coordinator ([SL3](#)) to ensure staging site property owners are satisfied with site clean up
- Identify gaps in S&L Site processes for Lessons Learned report

Methods of performing job duties

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

Measures of success

- No safety related incidents
- Resolution of S&L Site customer conflict issues with the expectation of 0 being escalated to the S&L Regional Coordinator ([SL6](#))
- 0 Human Resource issues escalated to Regional S&L
- Validation of S&L Site counts, i.e. beds, food, etc.

Documents/forms needed

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

Primary support location where employee works

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

Training Requirements

- Must attend annual Staging Site Coordinator training

SL7A: Site Support

Job Function

Site Support ([SL7A](#)) personnel work under the direction of the Staging Site Coordinator ([SL7](#)) and are responsible for setting up, maintaining, and closing down the S&L Site.

Job Description

- Assist with S&L Site area set-up
- Support Materials Coordinator ([SS](#)) with organizing and maintaining materials on S&L Site
 - Procure materials, equipment, and supplies as needed or requested
 - Assist with loading and/or unloading materials (if fork lift used, must be certified operator)
 - Issue materials to crews as directed
- Coordinate S&L Site parking and traffic direction on site. Provide morning and evening coverage (will require a lead person)
- Assist with meal arrangements and/or deliveries as needed
- Maintain staging area in good order
- Replenish ice and water stocks in distribution areas
- Carry out other duties as assigned
- Assist in shut-down/clean-up and closing of staging area

Key Interface Points

- Staging Site Coordinator ([SL7](#))
- Materials Coordinator ([SS](#))
- Site Safety Proctor ([SL7D](#))

Checklist of Actions

PRE-STORM SEASON

- Update contact information in PeopleSoft
- Inventory PPE list and notify Staging Site Safety Proctor ([SL7D](#)) of needed items (during annual Team Meeting)
- Review Family/Home Preparedness plan
- Attend annual Team Meeting
- Complete annual storm organization certificate confirming knowledge and understanding of assigned storm role (at direction of S&L Resource Management ([SL2](#)))

BEFORE MAJOR STORM

4 Days (96 HRS) Prior to Storm

- Ensure all PPE and storm gear is accounted for and ready
- Maintain communication with assigned Staging Site Coordinator ([SL7](#))

3 Days (72 HRS) Prior to Storm

- Read/review weather updates provided to stay informed of latest track and potential impacts
- Make initial plans for securing family/home
- Maintain communication with assigned Staging Site Coordinator ([SL7](#))

2 Days (48 HRS) Prior to Storm

- Check latest forecast track and potential impacts of storm to plan accordingly
- Make final preparations for securing family/home so last minute decisions do not have to be made
- Maintain communication with assigned Staging Site Coordinator ([SL7](#)) for any changes to plan
- Make sure vehicle to be used is fully fueled
- Ensure have cash and medications on hand for two weeks

1 Days (24 HRS) Prior to Storm

- Continue monitoring storm's path and intensity for family/home potential issues
- Final check for PPE and storm gear readiness
- Continue communicating with assigned Staging Site Coordinator for any updates/changes to plan or locations to report so team can be deployed without delay
- Maintain communication with assigned Staging Site Coordinator ([SL7](#))

DURING MAJOR STORM

- Assist with S&L Site set-up according to S&L Site Map (if available)
- Assist Materials Coordinator ([SS](#)) in organizing and maintaining materials
- Assist with loading/unloading of materials (if fork lift used, must be certified operator)
Issue materials to crews as directed by Materials Coordinator ([SS](#))
- Coordinate parking and traffic direction on site
- Coordinate fueling of trucks in designated S&L Site fueling area
- Deliver meals to crews as needed
- Replenish ice and water stocks in distribution areas
- Maintain staging area in good order

AFTER MAJOR STORM

- Assist in shut-down, clean-up and closing of S&L Site

Training Requirements

- Training and direction received from Staging Site Coordinator ([SL7](#))
- Review of orientation packet provided following RSVP enrollment

SL7B: Site Administrative Support

Job Function

The Site Administrative Support ([SL7B](#)) is responsible for all administrative duties assigned by the Staging Site Coordinator ([SL7](#))

Job Description

- Set-up S&L Site office at S&L Site
- Maintain and replenish office supplies for S&L Site office (before & after)
- Compile various S&L Site and tracking reports as needed
 - Rental Vehicles
 - Cell phones, radios, and satellite phones
 - Timesheets for S&L Site members
 - Crew Check in sheets and Check Out/Survey sheets
 - Daily site material and procurements to staging site coordinator
 - Daily storm card and expenses charged reported to System Administration ([SL1A](#))
- Perform administrative duties to support S&L Team as assigned by Staging Site Coordinator ([SL7](#))

Key Interface Points

- Staging Site Coordinator ([SL7](#))
- Site Hotel Representative ([SL7C](#))
- Site Support ([SL7A](#))
- Site Safety Proctor ([SL7D](#))
- System Administration ([SL1A](#))
- S&L Financial Analyst ([SL8](#))

Checklist of Actions

PRE-STORM SEASON

- Continue monitoring storm’s path and intensity for family/home potential issues
- Final check for PPE and storm gear readiness
- Continue communicating with assigned Staging Site Coordinator for any updates/changes to plan or locations to report so team can be deployed without delay
- Maintain communication with assigned Staging Site Coordinator ([SL7](#))

BEFORE MAJOR STORM

4 Days (96 HRS) Prior to Storm

- Review system storm plan along with Site Administrative Support responsibilities
- Check S&L Site Kits for all office supplies and prepare a list of items needed, if necessary
- Review Family Preparedness Plan

3 Days (72 HRS) Prior to Storm

- Ensure all PPE and storm gear is accounted for and ready
- Maintain communication with assigned Staging Site Coordinator ([SL7](#))
- Prepare for possible deployment

2 Days (48 HRS) Prior to Storm

- Ensure storm credit cards, storm computers, and printers are available/working (based on location – if assigned away from kit location, move to 96 or 72 hour checklist)
- Ensure the storm USB flashdrive is loaded with current team lead manual
- Maintain communication with assigned Staging Site Coordinator ([SL7](#))

1 Day (24 HRS) Prior to Storm

- If assigned to an S&L Site, obtain assigned S&L Site information (maps, nearest op center, hospitals, walk in clinics, phone numbers for System S&L contacts)
- Implement Family Preparedness Plan and prepare yourself for possible deployment
- If your team is activated, secure items needed from your office supply list using storm credit card at direction of Staging Site Coordinator ([SL7](#))

DURING MAJOR STORM

- Set-up S&L Site office at S&L Site
- Obtain and maintain crew rosters from current Storm page
- Maintain office supplies for S&L Site office
- Maintain and track S&L Team timesheets and work schedule
- Maintain crew database and files obtained from Site Hotel Representative ([SL7C](#))
- Check-in, check-out, and survey crews on S&L Site
- Assign and track S&L Site rental vehicles
- Provide S&L Site rental vehicle tracking information to Staging Site Coordinator ([SL7](#)) and System Site Coordinator ([SL3](#))
- Assign cells/radios and satellite phones to designated S&L Site Team members
- Inventory and track all IT equipment (cells/radios and satellite phones) for Staging Site Coordinator ([SL7](#)), SL ITT Liaison ([SL3B](#)) and System Site Coordinator ([SL3](#))
- Track S&L Site materials and procurements daily and provide reports to Staging Site Coordinator ([SL7](#))

AFTER MAJOR STORM

- Assist with closing and clean up of S&L Site and/or office area
- Replenish S&L Site Office Kit inventory and Safety Kit
- Return all inventory items to appropriate department (laptops, printers, etc...)

Tools and Information Needed

- Laptop or PC
- Printer

Training Requirements

- Training and direction received from Staging Site Coordinator ([SL7](#))

SL7C: Site Hotel Representative

Job Function

The Site Hotel Representative ([SL7C](#)) is responsible for setting up, maintaining, and closing down the S&L Site hotel unit within the S&L Site office.

Job Description

- Set up and shut down S&L Site office for hotel services
- Maintain required system hotel reports (S&L Hotel Tracking Tool)
- Accurately track hotel room assignments daily
- Collect hotel keys from assigned staging site hotels and distribute as crews are assigned to hotels and rooms

Key Interface Points

- Staging Site Coordinator ([SL7](#))
- Assigned Hotel contacts
- Hotel Fulfillment Team ([SL5B](#))

Checklist of Actions

Before Major Storm

- Ensure all PPE and storm gear is accounted for and ready
- Maintain communication with assigned Staging Site Coordinator ([SL7](#))
- Maintain communication with Fulfillment Team ([SL5B](#))

During Major Storm

- Maintain communication with assigned Staging Site Coordinator ([SL7](#))
- Maintain communication with Fulfillment Team ([SL5B](#))
- Contact hotels to arrange only key pick-up/distribution
- Accurately track daily hotel needs (S&L Hotel Tracking Tool)

After Major Storm

- Maintain communication with Fulfillment Team ([SL5B](#))
- Finalize Hotel reports
- Shut down S&L Site Hotel Office

Tools and Information Needed

- S&L Hotel Tracking Tool
- Laptop
- Printer

Training Requirements

- Online Storm Hotel Reservation Tool Training

SL7D: Site Safety Proctor

Job Function

The Site Safety Proctor is the primary contact for coordinating the overall safety program at a designated S&L Site.

Job Description

- Report to site specific Staging Site Coordinator ([SL7](#))
- Inventory all team members PPE, replenish as needed
- Coordinate site setup to ensure compliance with S&L Site Map
- Ensure all appropriate signage is in place
- Print daily safety messages and perform morning site pre-job briefing with all resources
- Track and report all safety related incidents to the Staging Site Coordinator ([SL7](#)) and S&L Safety Coordinator ([SAF3](#))

Key Interface Points

- Regional Security Liaison or contract site security ([SEC2](#))
- Staging Site Coordinator ([SL7](#))
- S&L Safety Coordinator ([SAF3](#))
- Off-system Crew Foreman

Checklist of Actions

PRE-STORM SEASON

- Perform Safety Proctor Training
- During Annual Team Meeting, inventory team member’s PPE and prepare order list (Items to be purchased at first activation of storm response for the season)

BEFORE MAJOR STORM

4-3 Days (96-72 HRS) Prior to Storm

- Review System Storm Plan and Distribution System Storm Operational Plan (DSSOP)
- Ensure all personal PPE is accounted for and ready
- Replenish and purchase any PPE if needed

2 Days (48 HRS) Prior to Storm

- Pre-print safety messages and signage
- Print assigned S&L Site Map
- Print and review medical facility information

1 Day (24 HRS) Prior to Storm

- Make contact with key interfaces to establish protocol

DURING MAJOR STORM

- Support safety orientations for off-system line and tree resources
- Communicate daily safety message to S&L site personnel
- Inspect S&L Site safety equipment and material at staging site
- Establish First Aid Area on S&L Site
 - Display First Aid and Blood Borne Pathogens Kits; inspect daily
 - Post signs with safety information in and around the First Aid area
- Verify all S&L Site workers have proper PPE in good working condition
- Provide PPE for additional S&L Site workers assigned to site

- Order or purchase additional safety equipment or material as needed
- Post safety signs at S&L Site as required
- Provide maps and directions or means of transportation to local medical facilities and/or hospitals if needed
- Communicate with other Site Safety Proctors ([SL7D](#)) and assist as needed
- Communicate with Staging Site Coordinator ([SL7](#)) and assist as needed
- Assist with S&L Site traffic control
- Daily inspection of S&L Site:
 - Maintain daily log of S&L Site inspections and report safety related issues to Staging Site Coordinator ([SL7](#))
 - Materials Area: Ensure materials are stored and handled safely
 - S&L Site office: Ensure trip hazards, fire hazards, etc., are eliminated
 - Mess Area: Ensure area maintains high level of cleanliness and allows for safe pedestrian traffic
 - Refrigerator and Ice trailers: Ensure proper steps or stairs are utilized for entering and/or exiting; identify and eliminate potential slip hazards
 - Mobile pole lamps and generators: Ensure equipment is safely stored or setup and eliminate combustible materials from this area
 - Vehicle entrance and exits: Ensure appropriate signage is in use and site traffic patterns are clearly identified
 - S&L Site grounds: Ensure the safety of personnel and equipment
 - Correct safety related hazards

AFTER MAJOR STORM

- Assist S&L personnel with site demobilization
 - Ensure PPE is worn
 - Ensure S&L Site traffic is controlled safely
 - Ensure materials are handled and loaded safely
 - S&L Site is cleaned and returned to pre-storm condition or better

Training Requirements

Safety Proctor Training to be performed annually

Tools and Information Needed

- APM
- PPE
- Medical Facilities/Hospital locations
- S&L Site Safety Kits
- Blood-Born Pathogens Kits
- First Aid Kits
- S&L Site Safety signage

Engaged in the Following Sub-process:

- [Daily Staging Site Management](#)

SL8: S&L Financial Analyst

Job Function

S&L Financial Analyst ([SL8](#)) is responsible for all cost estimates resulting from S&L support of storm restoration events including time and site material/cost estimates. The S&L Financial Analyst will consolidate all cost estimates and submit to System Storm Accounting ([BO7](#)) on a daily basis (or as requested).

Job Description

This position will:

- Participate in all S&L storm conference calls
- Distribute Storm Charging Information to System S&L
- Collect time and storm card estimates from System Administration B ([SL1A](#))
- Collect Staging Site Tracking Tool (contains daily material and operating costs for staging sites) from Staging Site Coordinators ([SL7](#)) daily
- Consolidate all time, material, and operating cost estimates and submit to System Storm Accounting ([BO7](#))

Key Interface Points

- System S&L Coordinator ([SL1](#))
- S&L Resource Management ([SL2](#))
- System Site Coordinator ([SL3](#))
- S&L Crew Mobilization Liaison ([SL4](#))
- Operations Center Liaison ([SL3A](#))
- Storm Accounting ([BO7](#))
- System Administration ([SL1A](#))

Checklist of Actions

BEFORE MAJOR STORM

4-3 Days (96-72 HRS) Prior to Storm

- Initiate and establish communications with:
 - System Storm Accounting ([BO7](#))
 - System Administration ([SL1A](#))

2-1 Days (48-24 HRS) Prior to Storm

- Participate in all System S&L storm conference calls

DURING MAJOR STORM

- Participate in all System S&L storm conference calls
- Distribute Storm Charging Information to System S&L
- Provide S&L time estimates and cost estimates to Storm Accounting ([BO7](#))
- Maintain communications with:
 - Operations Center Liaison ([SL3A](#))
 - System S&L Coordinator ([SL1](#))
 - S&L Resource Management ([SL2](#))
 - System Site Coordinator ([SL3](#))
 - Crew Mobilization Liaison ([SL4](#))
 - Storm Accounting ([BO7](#))
 - System Administration ([SL1A](#))

AFTER MAJOR STORM

- Ensure System Administration (SL1A) has begun storm card reconciliation, provide guidance as needed and assign due date for completion
- Provide any final cost estimates requested to Storm Accounting ([BO7](#))

Tools and Information Needed

- DSSOP
- S&L Contact List
- Resource Link Tool
- RSVP Tool
- Wall charts of staging sites and assigned personnel
- Corporate Time Entry for every EIT org supporting S&L
- S&L Site Timesheet
- Major Storm Card Expense Reconciliation form
- Cash Advance Reconciliation form
- DEF S&L Site Tracking Tool (Financial Tracking Tool)

Training Requirements

Training and directions received from System S&L Coordinator ([SL1](#)) and System Administration ([SL1A-A](#)).

Document title

Corporate Communications

Document number

EMG-EDGF-00045

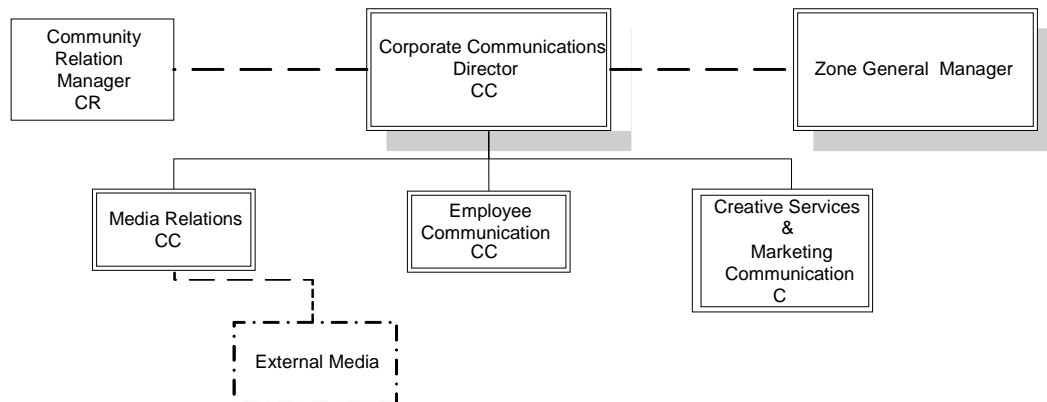
Applies to: Energy Delivery – Florida

Keywords: emergency; distribution system storm operational plan

Mission

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

Organization Chart



Sub-process

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

[Status Communication](#)

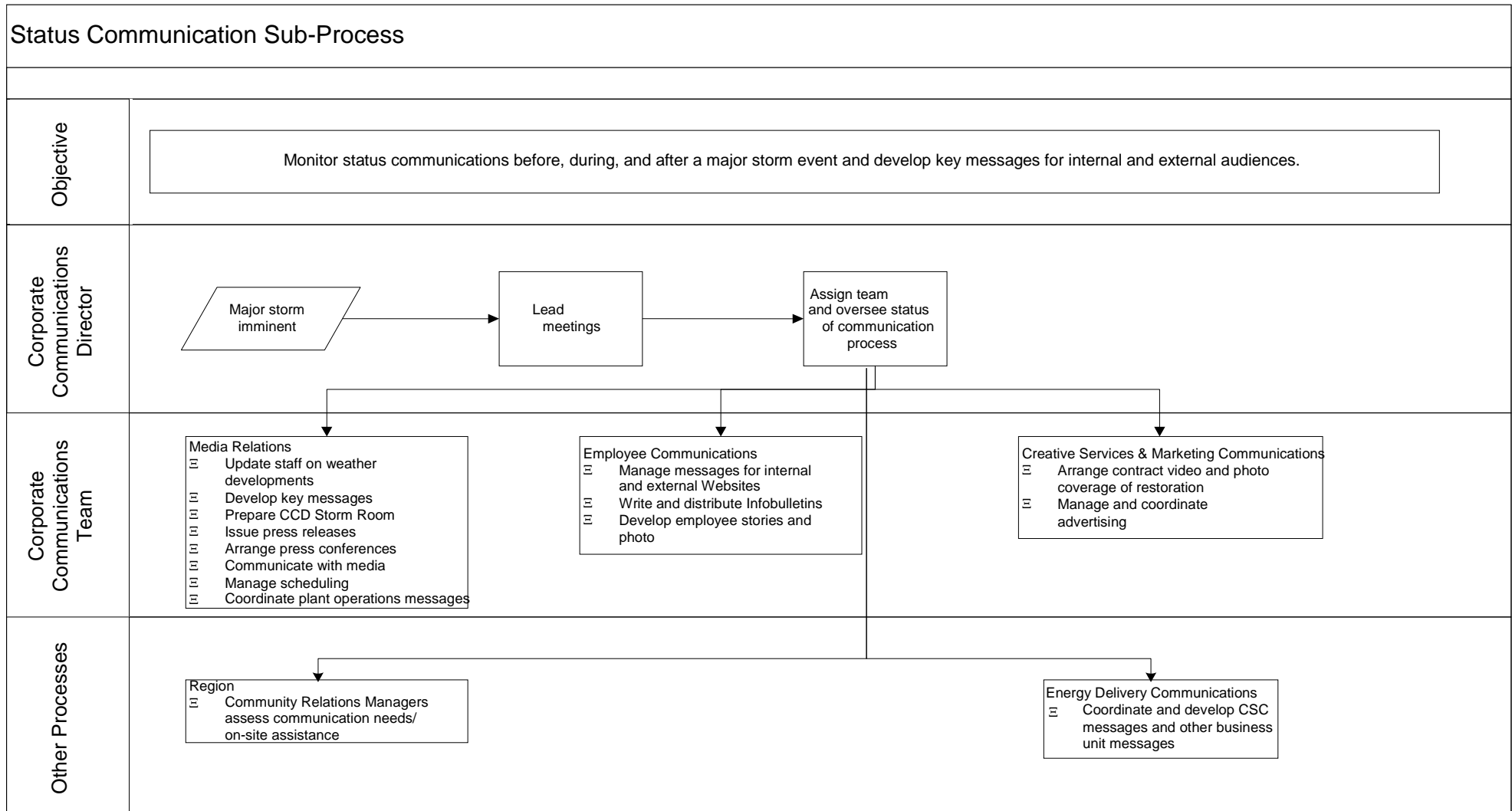
Status Communication

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

The following personnel are engaged in Status Communication:

- Creative Services and Marketing Communications ([CC4](#))
- Community Relations Manager ([CR3](#))
- Corporate Communications Director ([CC1](#))
- Employee Communications ([CC3](#))
- Media Relations ([CC2](#))

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



Job Descriptions

CC1: Corporate Communications Director

Job Function

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

Job Description

- Create CCD Storm schedule, schedule section meetings and keep section updated on mandatory storm calls.
- Report to senior management when designated by CCD VP.
- Designate Lead Media Coordinator.

Key Interface Points

- Executive team
- CCD VP
- CCD staff
- Zone General Managers
- External Relations – CRM ([CR3](#))/CIG/CSC
- Distribution System Storm Coordinator ([DSSC1](#))

CHECKLIST OF ACTIONS

Before Major Storm

- Create CCD storm schedule
- Attend all storm calls and update staff from the calls.
- Oversee the development of storm preparation messages.

During Major Storm

- Help media relations create and distribute key messages to media.
- Attend all storm-related calls.

After Major Storm

- Senior management liaison
- Oversee Lead Media Communicator’s development of key messages during shift.
- Oversee the development of storm restoration messages.

Tools and Information Needed

Job related.

Training Requirements

Job related.

CC2: Media Relations

Job Function

The media relations team members primarily serve as media liaisons communicating to customers and media before, during and after a storm. Additionally, the team’s responsibilities include updating regularly updating key internal and external audiences on storm preparation/restoration efforts.

Key Contributors

- Lead Media Communicator
- Media Communicators
- Stakeholder Communicators
- Plant Communicator

Job Description

- Lead Media Communicator (LMC)
 - Oversee public relations efforts (in cooperation with Corporate Communications Director).
 - Develop and distribute key messages and press releases.
 - Respond to media inquiries and provide regular outage updates.
 - Participate in all system storm conference calls.
 - Coordinate communications needs with Zone General Managers and External Relations.
 - Proactively pitch media and coordinate press access.
 - Act as the company spokesperson, or assign and schedule MC designee.
 - Develop and coordinate social media communications, as appropriate
- Media Communicator (MC)
 - Develop and distribute key messages into press releases and other materials (in cooperation with Lead Media Communicator).
 - Proactively pitch media and coordinate press access.
 - Respond to media inquiries and provide regular outage updates.
 - Identify the locations of Duke FL crews working in the field (upon request).
 - Act as a company spokesperson, as needed.
 - Answer the Duke Energy Florida media line.
 - Coordinate and update social media communications, as appropriate
- Stakeholder Communicator (SC)
 - Gathers and updates information on Duke FL’s system-wide storm preparation/restoration efforts (in cooperation with all Media Communicators).
 - Compiles and provides the daily Duke FL morning briefing.
 - Compiles and provides the Governor’s briefing at regular intervals or as significant events occur.
 - Compiles and provides the EOC briefing at regular intervals or as significant events occur.
 - Assist Media Communicators, as needed.
- Plant Communicator (PC)
 - Serve as the media liaison for power plants before, during and after storms.
 - Participate in all System Storm calls.
 - Respond to media inquiries on plant-related storm procedures.
 - If a plant is affected by a storm, regularly update CCD and key stakeholders with plant status and other pertinent information.
 - If no plant is affected by a storm, assist in the execution of other CCD storm duties.

Key Interface Points

- CCD VP
- Zone GM's
- External Relations
- External media
- Duke FL management
- Governor’s office
- EOC
- Plant management

CHECKLIST OF ACTIONS

Before Major Storm

- Participate in all system storm conference calls. (LMC)
- Develop and distribute key messages and press releases. (LMC/MC)
- Ensure storm communications room contains adequate supplies. (ALL)
- Coordinate Duke FL CCD employee travel. (ALL)

During Major Storm

- Continue to communicate to the media. (LMC/MC/PC)

After Major Storm

- Coordinate communications needs with Zone GM's and External Relations. (LMC)
- Communicate with internal management, Governor's office and EOC (SC)
- Develop and distribute key messages and press releases. (LMC/MC/PC)
- Proactive media pitching and coordinate press access. (LMC/MC/PC)
- Possible media field duty. (ALL)

Tools and Information Needed

Job related.

Training Requirements

Job related.

CC3: Employee Communications

Job Function

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

Job Description

- Activation and management of Storm Center web site. (Carolina team)
- Distribution of InfoBulletins and RSVP InfoBulletins (Carolina team, with content from Florida)
- Ensuring arrangements of photographs and first-person accounts of employee contributions to the restoration efforts.

Key Interface Points

- Distribution System Storm Coordinator ([DSSC1](#))
- Director, Florida Communications
- Manager, Employee Communications

CHECKLIST OF ACTIONS

Before Major Storm

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

During Major Storm

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

After Major Storm

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

Tools and Information Needed

N/A

Training Requirements

Job related.

CC4: Creative Services & Marketing Communications

Job Function

This position will typically be under the direction of the Manager – Creative Services & Marketing Communications, North Carolina.

Oversee the advertising process before, during and after a storm.

Job Description

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

Key Interface Points

- CCD VP
- Director, Florida Communications
- Zone GM's and CRMS

CHECKLIST OF ACTIONS

Before Major Storm

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

During Major Storm

- Graphics and collateral communication illustrating restoration procedure.

After Major Storm

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

Tools and Information Needed

N/A

Training Requirements

Job related.

Additional Information

Should the Duke Energy Florida Corporate Communications Department require additional assistance before, during or after a major storm, North Carolina-based Corporate Communications Department representatives may provide supplemental resources and support.

In addition to this plan, Duke Energy Florida's Corporate Communications Department operates under the guidelines set forth in the department's more comprehensive, annually updated storm communications plan.

Document title

Corporate Security

Document number

EMG-EDGX-00046

Applies to: Energy Delivery – Carolinas and Florida

Keywords: emergency; distribution system storm operational plan

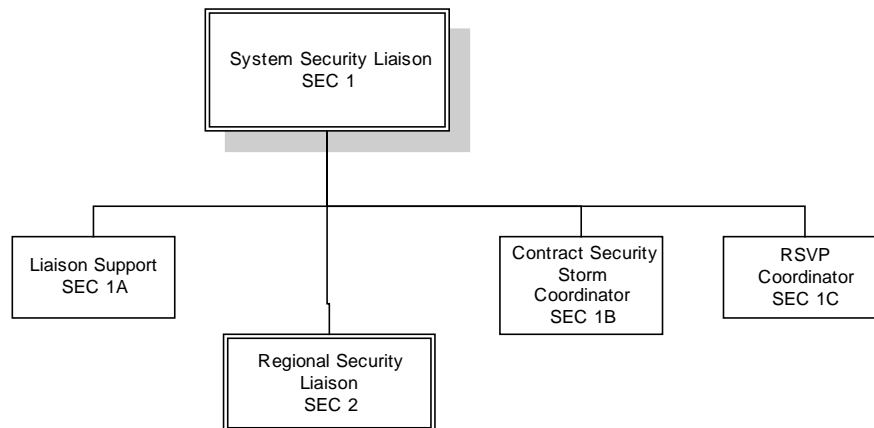
Mission

Corporate Security procures and provides oversight of contract security officers and law enforcement resources needed for asset protection and access control at staging sites, operations centers, administrative facilities, and generation sites. Corporate Security also conducts investigations on behalf of the company and provides security-related guidance to internal customers.

Organization Chart

Contact information for the [Carolinas](#) and [Florida](#) Corporate Security team is contained [here](#).

Carolinas / Florida Corporate Security Storm Support Organization Chart



Sub-processes

The Corporate Security functional process includes the following sub-processes:

- [Providing Security Resources](#)
- [Termination of Security Resources](#)
- [Staging Site Demobilization](#)

Providing Security Resources

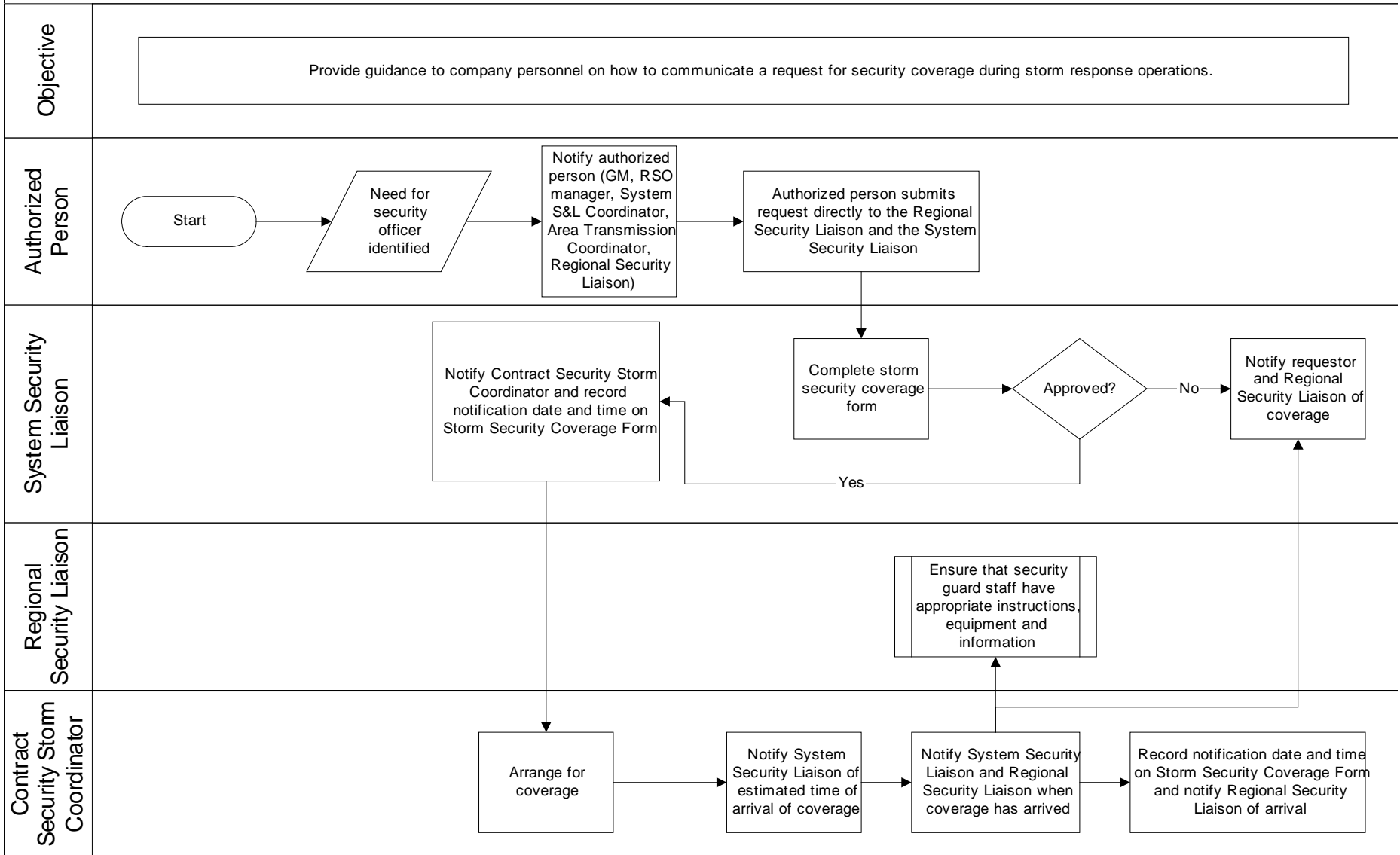
These sub-processes provide guidance to company personnel on how to communicate a request for security coverage or terminate security coverage during storm response operations.

The following personnel are engaged in Providing Security Resources:

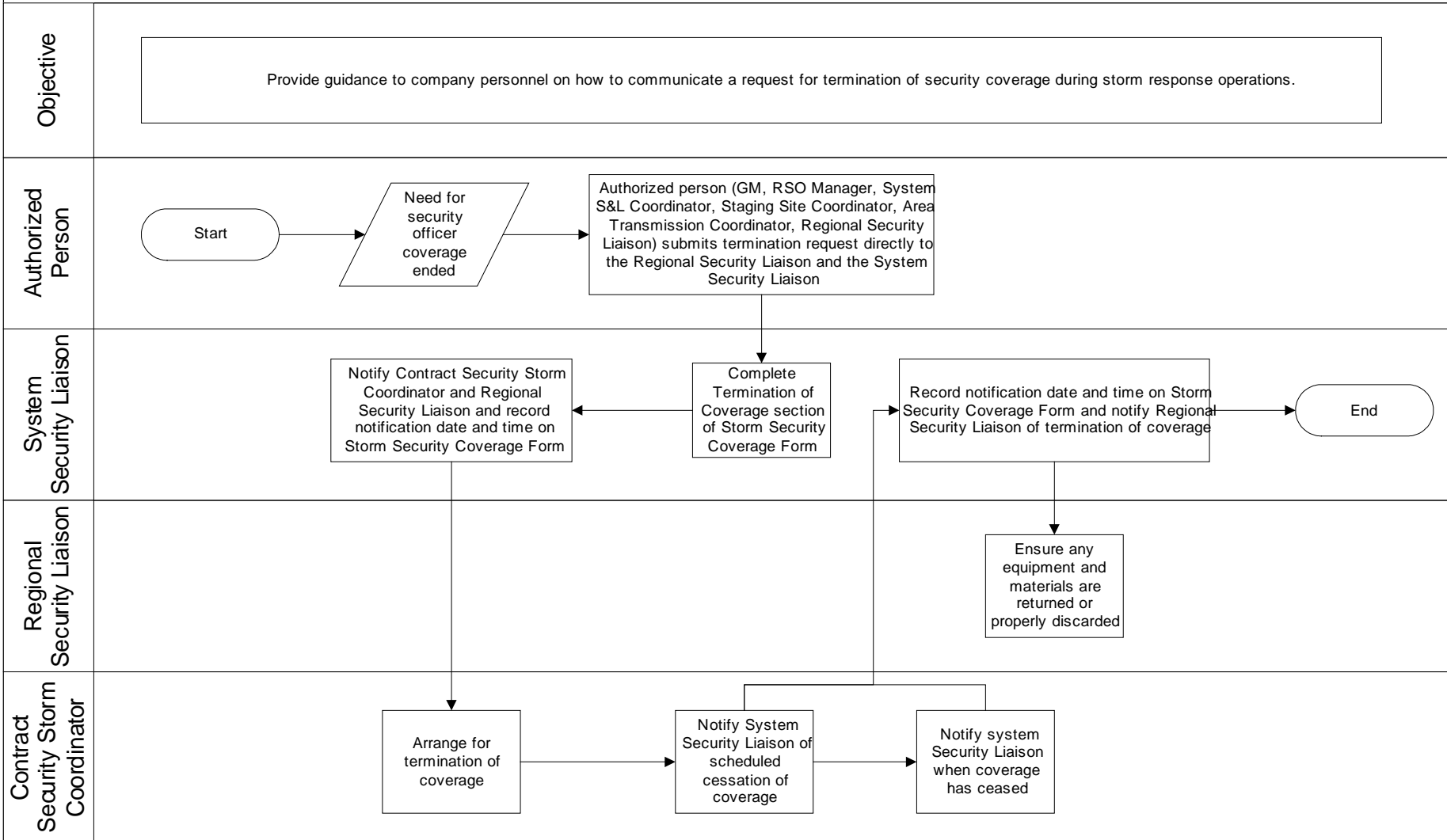
- System Security Liaison ([SEC1](#))
- Regional Security Liaison ([SEC2](#))
- Contract Security Storm Coordinator ([SEC1B](#))
- System Staging and Logistics Coordinator ([SL1](#))

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

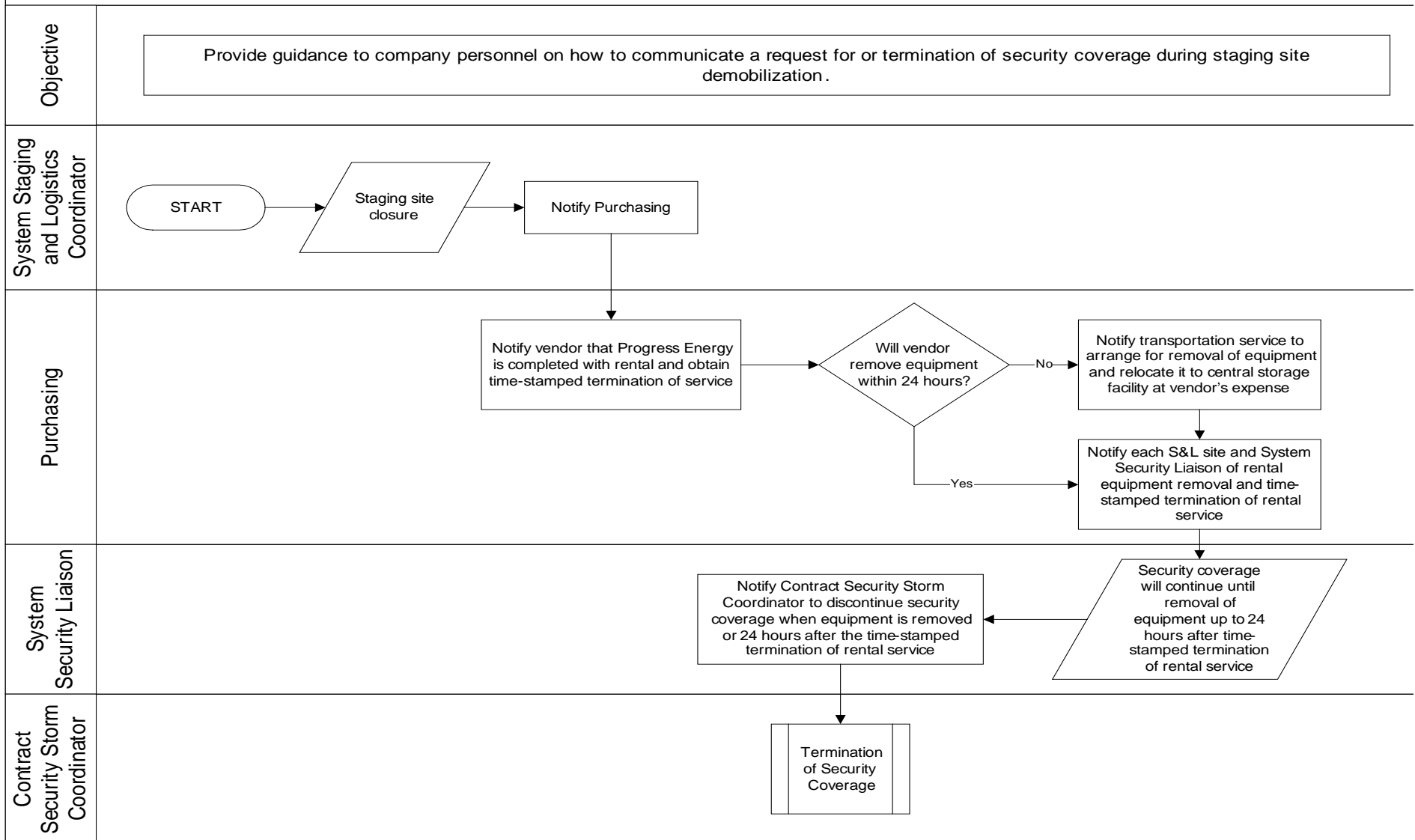
Providing Security Resources Sub-process: Request for Security Coverage



Providing Security Resources Sub-process: Termination of Security Coverage



Providing Security Resources Sub -process: Staging Site Demobilization



Job Descriptions (SEC1-SEC3)

SEC1: System Security Liaison

Job Function

The System Security Liaison (normally a supervisor) acts as a single point of contact for identifying and leveraging security resources in support of storm restoration activities. The Distribution System Storm Center is the central hub for all security-related communication where the System Security Liaison will be primarily located during a storm event.

Job Description

- Identify and assign security guard staff to field locations (usually operations centers, staging sites, and muster areas) as requested by storm team authorized persons
- Prioritize Corporate Security staff assignments using the deployment prioritization matrix below when resources are limited
- Ensure that Corporate Security staff are properly trained, licensed, equipped, and have appropriate instructions
- Carry out non-staff-related Security functions, including criminal investigations involving Duke Energy property, investigating threats by customers, and interfacing with law enforcement agencies
- Represent Corporate Security on System storm conference calls and work groups as assigned by the Distribution System Storm Coordinator ([DSSC1](#))
- Manage field oversight of contract security guards by Corporate Security personnel
- Have security guard contracts in place pre-storm
- Track cost for contracted resources using PE supplied tool.

Security Personnel Deployment Prioritization Matrix

Priority	Deployment Location
High	<ul style="list-style-type: none"> • Any location with an imminent security threat or vulnerability as decided by the System Security Liaison. • Active Staging and Logistics sites within storm affected areas. • Operations Centers within storm affected areas. (Order of deployment determined by the System Security Liaison.) • Active mustering sites.
Medium	<ul style="list-style-type: none"> • Active Staging and Logistics sites not in storm affected areas. • System Storm Center (augmentation of existing security.) • Customer Service Call Centers (augmentation of existing security.) • Other staffed facilities (Power Plants, Line Departments, Administrative Offices, etc.) within affected areas without an operating automated vehicle entrance gate, or security personnel.
Low	<ul style="list-style-type: none"> • Inactive Staging and Logistics sites that have materials present. • Operations Centers not in storm affected areas housing Regional Storm Centers. • Substations within affected areas (non-Staging and Logistics sites.)

Key Interface Points

- Contract Security Storm Coordinator ([SEC1B](#)) -contract guard force management
- Regional Security Liaison ([SEC2](#))- Corporate Security Specialists (in the field)
- Distribution System Storm Coordinator ([DSSC1](#))
- Law enforcement agencies
- Region Storm Coordinator ([REG2](#)) and regional field personnel
- System Staging and Logistics Coordinator ([SL1](#))
- System Site Coordinator ([SL3](#))

Checklist of Actions

An all-inclusive pre-storm checklist is contained in [Attachment 1](#).

Before Major Storm

- Evaluate Pre-Hurricane Deployment Guidelines ([Distribution Storm Plan- Exhibit #24](#)) for restrictions to deploying personnel to areas projected to be impacted by severe winds.
- Develop manpower needs and coordinate with Regional Security Liaison (SEC2) personnel, System Support personnel, and Contract Security Storm Coordinator (SEC1B) to ensure all are engaged and deployed as necessary.
- Ensure all personnel assigned are aware of duties required.
- Report to System Storm Center.
- Ensure System Storm Center is fully supplied and staffed.
- Participate in all System Storm Calls.

During Major Storm

- Manage Regional Security Liaison personnel, System Support personnel, and Contract Security Storm coordinator.
- Process, evaluate, and approve/deny requests for Security Coverage at all sites using the [Security Coverage Request Form \(FRM-EDGX-00001\)](#).
- Ensure all sites are staffed with Security personnel as required.
- Participate in all System Storm Calls.

After Major Storm

- Process requests for termination of Security Coverage.
- Ensure Regional Liaison Personnel and Contract Security Storm Coordinator are following proper procedures for Termination of Security coverage.
- Participate in all System Storm Calls.

Tools and Information Needed

- Budget Forecast tool (e-mailed spreadsheet from Accounting submitted at end of each business day)
- Guard Posting spreadsheets
- Electronic map program w/ GPS locator
- Laptop computer with Perspective software
- Company 900 MHz portable radio
- Maps and wall charts of company locations
- Staging and Logistic Site information and contact list of staging site personnel
- Standard Operating Guidelines for contract security force
- Voice and e-mail communications

Engaged in the Following Sub-process:

- [Providing Security Resources](#)

SEC1A: Liaison Support

Job Function

The Liaison Support acts as in a support role to the Storm Security Command Center personnel primarily in an administrative support role.

Job Description

- Complete, as needed, and maintain Request for Security Coverage records.
- Maintain an up-to-date contract security coverage tracking tool of billing hours for future accounting verification purposes.
- Ensure the Storm Security Command Center supply kit is properly stocked and ready for deployment.
- Monitor the Storm Security Command Center 900MHz radio for critical communications.
- Staff the Storm Security Command Center and monitor e-mail, facsimile and landline communications in accordance with the instructions of the System Security Liaison.

Key Interface Points

- Law enforcement agencies
- Contract security company
- Region Storm Coordinator ([REG2](#)) and regional field personnel
- Regional Staging Site Coordinators ([SL6](#))
- Staging Site Coordinators ([SL7](#))
- System Security Liaison ([SEC1](#))

Checklist of Actions

Before Major Storm

- Ensure the Storm Security Command Center kit is amply supplied and ready for deployment
- Secure from IT a laptop with e-mail, access control manipulation, spreadsheet and document generation capabilities
- Make adequate quantity of copies of the Request for Security Coverage form
- Inspect the contents of the Storm Security Command Center kit and stock supplies as necessary
- Acquire rental vehicle for Regional Security Liaisons as needed
- Maintain a record of assigned company 900MHz portable radio assets

During Major Storm

- Secure additional resources as necessary
- Maintain ongoing communication with key interface points to determine needs
- Enter statistical data into tracking tools

After Major Storm

- Process contract labor and other resource invoices
- Ensure the Storm Security Command Center kit is amply re-supplied and ready for deployment
- Maintain and archive the contract labor tracking tool
- Ensure rental assets and other resources are promptly returned

Tools and Information Needed

- Guard Post Spreadsheets
- Maps and wall charts of company locations
- Company 900MHz desktop radio
- Laptop computer with Perspective software
- Staging and Logistic Site information and contact list of staging site personnel
- Law enforcement agency contact list
- Voice, e-mail and facsimile communications

Engaged in the Following Sub-process

- [Providing Security Resources](#)

SEC1B: Contract Security Storm Coordinator

Job Function

The Contract Security Storm Coordinator acts as the primary contact between Duke Energy and the engaged contract security company. All security coverage and security performance issues will be communicated through the Contract Security Storm Coordinator.

Job Description

- Facilitate security officer coverage requests in coordination with the contract security command post.
- Maintain an up-to-date contract security coverage spreadsheet to track deployed personnel, their contact information (including cell number and hotel room phone number), and hours of work, and track billing hours.
- Ensure security officer logistics, such as housing, food, transportation, etc., has been arranged. If officers are assigned to a Strike Team, this may be coordinated by the Strike Team’s Resource Utilization Coordinator or the assigned Corporate Security Liaison.
- Monitor the Storm Security Command Center 900MHz radio for critical communications.
- Staff the Storm Security Command Center in accordance with the instructions of the System Security Liaison.
- Ensure all Security Officers have cellular phones and recommended personal protective equipment.
- Ensure all Security Officers are aware of their safety and job responsibilities and are been properly briefed. A job aid listing expectations for security officers is attached as [Attachment 3](#).

Key Interface Points

- Contract security company
- System Security Liaison ([SEC1](#))
- Liaison Support ([SEC1A](#))

Checklist of Actions

Before Major Storm

- Develop manpower needs and coordinate contract security response with the SEC1
- Notify contract security company of deployment needs and timelines
- Report to the Corporate Security Storm Command Center
- Process requests for security services coverage using

During Major Storm

- Manage security coverage, termination of services and accounting of billable hours
- Act as central point of contact for the contract security provider
- Issue requests for security services to the contract security company
- Coordinate logistics and housing for contract security officers
- Maintain an up-to-date contract security coverage spreadsheet to track deployed personnel, their contact information, and hours of work, and track billing hours.

After Major Storm

- Process requests for termination of security services coverage
- Ensure the accuracy of billing worksheets
- Ensure accountability of all personnel and assets utilized in deployment

Tools and Information Needed

- Guard Post spreadsheets
- Electronic map program w/ GPS locator
- Company 900MHz portable radio
- Maps and wall charts of company locations
- Staging and Logistic Site information and contact list of staging site personnel
- Standard Operating Guidelines for contract security force
- Voice and e-mail communications

Engaged in the Following Sub-process

- [Providing Security Resources](#)

SEC1C: RSVP Coordinator**Job Function**

This position is responsible for keeping the Corporate Security portion of the RSVP tool current. In addition, this position will support the Corporate Security storm response by updating the RSVP tool to accurately reflect the Corporate Security resource mobilization plan.

Job Description

This position is responsible for:

- Keeping the RSVP tool updated as employees transfer in and out of the Corporate Security storm organization
- Being the first point of contact for Corporate Security employees regarding RSVP questions or concerns
- Assisting employees when signing up for their storm role
- Participating in pre-storm season planning

Key Interface Points

- Corporate Security System Security Liaison
- Liaison Support
- Contract Security Storm Coordinator
- Regional Security Liaison
- All RSVP Coordinators

Checklist of Actions**Before Major Storm**

- 72-96 hours prior, begin identifying Corporate Security employees availability for storm duty and input data into RSVP tool.
- 48-72 hours prior, complete employee availability input into the RSVP tool and begin activation of employees
- 24-48 hours prior, complete activation of all identified Corporate Security employees
- 0-24 hours prior, finalize any pre-storm resource allocation plan adjustments in the RSVP tool.

During Major Storm

- Periodically update resource allocation adjustments in the RSVP tool throughout the restoration effort
- Release employees from Corporate Security storm support, as they become available, for use by other storm organizations
- Identify released Corporate Security employees that are not able to support other storm organizations as "Not Available" in the RSVP tool

After Major Storm

- Release all Corporate Security employees from the current storm in the RSVP tool
- Participate in any lessons learned exercises after each storm event
- Forward lessons learned results to the System RSVP Coordinator

Tools and Information Needed

- RSVP Tool
- RSVP Quick Reference Guidelines
- RSVP Training Manual

SEC2: Regional Security Liaison**Job Function**

The Regional Security Liaison acts as a single point of contact to Duke Energy field personnel, primarily addressing security-related concerns on a regional basis during storm restoration activities.

Job Description

- Interact with Regional Storm management on threat and employee safety issues
- Ensure that security guard staff have appropriate instructions, equipment, and contact information by providing a pre-job brief using attachment 3 and 4
- Interact with local law enforcement and public officials to facilitate employee, contractor, and logistical support personnel's access into disaster areas
- Carry out non-staff-related security functions, including criminal investigations involving Duke Energy property, investigating threats by customers, and interfacing with law enforcement agencies
- Represent Corporate Security on Region storm conference calls when required by the Region Storm Coordinator ([REG2](#))

Key Interface Points

- Contract guard force management
- Law enforcement agencies
- Region Storm Coordinator ([REG2](#)) and regional field personnel
- Regional Staging Site Coordinators ([SL6](#))
- Staging Site Coordinators ([SL7](#))
- System Security Liaison ([SEC1](#))

Checklist of Actions

Before Major Storm

- Inspect the contents of their CS Storm Kit and stock supplies as necessary
- Ensure familiarity with Region Storm Centers, Mustering Areas, Staging Sites, critical substations, and Operations Centers
- Ensure a working relationship has been established with Region Staging and Logistics personnel, Staging Site Coordinators and Region law enforcement agencies
- Ensure all Region Storm Centers, Mustering Areas, Staging Sites, critical substations, and Operations Centers are located on mapping software
- Ensure company issued 900MHz portable and desktop radios have been tested and are in good working condition

During Major Storm

- Carry out Security functions, including ethics/criminal investigations involving Duke Energy personnel or property, investigating threats by customers, and interfacing with law enforcement agencies
- Act as central point of contact for region security coverage issues and needs with Region Storm leadership
- Communicate all security coverage requests and terminations to the Storm Security Command Center
- Represent Corporate Security on Region storm conference calls and work groups as assigned by the System Security Liaison ([SEC1](#))
- Inspect and assess the security risks at Region Storm Centers, Mustering Areas, Staging Sites, critical substations, and Operations Centers

After Major Storm

- Coordinate the termination of security coverage and determine the status of site assets
- Participate in lessons learned activities

Tools and Information Needed

- Guard Post Spreadsheets
- Electronic map program w/ GPS locator
- Company 900MHz portable radio
- Laptop computer with Perspective software
- Staging and Logistic Site information and contact list of staging site personnel
- Law enforcement agency contact list
- Voice, e-mail and facsimile communications
- Four wheel drive SUV as necessary
- Door placards, “Duke Energy Storm Restoration”
- Flashing Yellow Beacon
- Cans of Fix A Flat (3-4) and Jumper Cables
- Cell phone chargers AC&DC
- Yellow “Caution” tape

A checklist with recommended personal protective equipment is contained in Attachment 2. If any Duke Energy Employee or contractor is threatened by another employee, customer, or person near a work-site, they should contact 911, and the Security Command Center in accordance with Attachment 5 and the Workplace Violence Prevention and Response procedure ([SEC-SUBS-00077](#))

Engaged in the Following Sub-process

- [Providing Security Resources](#)

Post-Disaster Re-entry Process

Post disaster re-entry process refers to plans by State and Local governments to ensure the life safety of citizens following a major disaster by tracking emergency commodities and by limiting access or re-entry into impacted areas. The restoration of electric service to a community has been deemed necessary to ensure life safety. Electric utilities have been granted re-entry access under these plans.

These re-entry processes are adopted by State statute and will be utilized during large scale incidents that impact several counties and involve a disaster declaration by the Governor of the State. Local counties and public officials will enforce the curfews or restrictions into the impacted areas.

The System Security Liaison (SEC 1) and Regional Security Liaison (SEC 2) need to be aware of re-entry requirements for the impacted areas. Many States will issue an annual placard or other means of identifying those granted access for any disaster that occurs. Placards are valid for a specific period, usually a calendar year.

Checklist of Actions

Before Major Storm

- Ensure familiarity with re-entry process for the assigned region or area of responsibility
- Ensure adequate supply of Re-Entry placard or certificate on hand in Storm Kit
- Disseminate placards or certificates to contracted security officers

During Major Storm

- Provide briefing on requirements of re-entry process and disseminate placards or certificates to others as needed
- Coordinate security functions with local law enforcement and/or public officials to facilitate re-entry.

Deployment Procedures for Strike Team Security

Security may be part of the deployment package when Duke Energy resources are sent to support restoration efforts for other utilities during an off-system assistance request.

While it is the current policy of Duke Energy not to use armed Security Officers, in the event that they are used, Security personnel requirements shall be discussed and mutually agreed upon by the Requesting and Responding Companies prior to deployment. Any deployment of “Security Personnel”, armed or otherwise, must comply with Federal, State, and Local regulations.

The Requesting Company will provide vehicle security for parking areas unless specifically agreed otherwise. The Responding Company is responsible for traveling security when needed. There may be instances where security that has travelled with deployed Duke Energy assets (Strike Teams) are kept with the assets even though the destination site has adequate security. If the situation dictates additional security, the need and cost accounting shall be agreed upon by the Requesting Company. The Requesting Company will handle all food, lodging, and incidental support needed by the Responding Company with the exception of food and lodging during travel to and from final work site. All security personnel shall be listed on the Storm Team List under support to ensure cost documentation and tracking.

Request for off-system support will be coordinated by the System Security Liaison (SEC 1) with Designated Duke Energy (Responding Company) Contacts, Duke Energy System Storm Coordinators, and/or Strike Team Leaders. For planning purposes the number of security personnel have been listed on First Wave Deployment Packages that are provided during off-system requests Levels 1-3.

Strike Team Security Support during on-system deployments will report to the Strike Team Leaders. Security Officers assigned to Strike Teams may only be utilized to provide security while the team is in transit. Once at the destination and in order to be able to move with the strike team as needed, Officers may be used to augment other security forces and are not to be used to replace watch rotations of assigned officers at established sites. Normally, a Regional Security Liaison from Corporate Security will accompany officers deployed as part of a Strike Team package.

Supplementary Information

Forms

[Security Coverage Request Form \(FRM-EDGX-00001\)](#)

Attachments

- Attachment 1: [Corporate Security Pre-Storm Checklist](#)
- Attachment 2: [Corporate Security Personal Protective Equipment Checklist](#)
- Attachment 3: [Corporate Security Pre-Job Brief](#)
- Attachment 4: [Expectations of Security Personnel Job Aid](#)
- Attachment 5: [Workplace Violence Precautions](#)

**Attachment 1
Corporate Security Pre-Storm Checklist**

MARCH 1 THROUGH JUNE 1

- Safety First.
- Re-familiarize yourself with your storm region including potential Staging and Logistic sites, law enforcement contacts and infrastructure.
- Initiate contact with the regional coordinators in each area. Update Corp Security Storm Team Contact Lists.
- Ensure your storm kit, vehicles, and communications equipment are in order.
- Disseminate latest version of Corp Security Storm Plan to contracted security vendor.

JUNE 1 THROUGH THE CONCLUSION OF STORM SEASON

- Safety First.
- Carefully plan your vacation schedules being mindful of peak season.
- Ensure your storm kit, vehicles, and communications equipment are in order.
- Monitor weather throughout the season and maintain occasional contact with storm coordinators.

5 DAYS PRIOR TO THE STORM

- Safety First.
- SSL and RSL's monitor emerging weather reports.
- SSL places security providers on notice.
- SSL informs RSL's to prepare for a field response.
- SSL and RSL's begin preliminary discussions on required resources based on projected path and intensity.
- SSL will monitor business environment for the release of the major storm number and authorize a partial mobilization when appropriate.
- Administrative Staff will verify LEA processes for requesting off duty LE support in target areas.

72 HOURS PRIOR TO THE STORM

- Safety First.
- SSL and RSL's monitor emerging weather reports.
- RSL's will initiate contact with the regional coordinators in each area.
- SSL and RSL's will determine radio requirements for response.
- SSL and RSL's participate in any storm related calls invited onto listening for emergent information.
- SSL will monitor the regulatory environment for the declaration of a state of emergency. Upon declaration, SSL will request public affairs to obtain a license waiver from the state if necessary.
- SSL will ensure all System Storm Center phone/fax numbers are working and will verify post documents reflect the same.
- SSL will liaison with contract security storm coordinator.
- SSL will request additional mobilization of contractor resources if appropriate.

48 HOURS PRIOR TO STORM

- Safety First.
- RSL's will begin contractor training/expectation debriefs upon arrival to service territory.
- SSL and RSL's participate in any storm related calls invited onto listening for emergent information.
- RSL's will maintain contact with the regional coordinators in each respective area.
- SSL will validate deployment numbers based on published S&L information and preliminary requests from the business units.

24 HOURS PRIOR TO STORM

- Safety First.
- SSL and RSL's will continue contractor training/expectation debriefs upon arrival to service territory.
- SSL and RSL's participate in any storm related calls invited onto listening for emergent information.
- RSL's will maintain contact with the regional coordinators in each respective area.
- SSL will validate deployment numbers based on published S&L information and preliminary requests from the business units and adjust as necessary.

**Attachment 2
Corporate Security Personal Protective Equipment Checklist**

- **PPE:** *Hard Hat, Safety Glasses (Clear and Sunglass), Lanyards and Safety Toe Shoes, Safety Vests. Details on approved PPE can be found in the Protective Equipment Section of the Health & Safety Manual.*
- **Rain Gear.**
- **Wide Brim Hats:** *For sun protection.*
- **Bug Spray that contains Deet:** *Two containers.*
- **Sun Screen, two bottles:** *At least an SPF 30.*
- **Waterless Hand Wash:** *Two bottles Hand Sanitizer with at least 62% alcohol.*
- **When being deployed on or off system have at least 2 weeks of clothing.** *Blue Jeans are acceptable attire for off system work.*
- **Rubber Boots.**
- **Eye Glass Cleaning Kits.**
- **Work Gloves.**
- **Have sufficient cash with you for two weeks, since ATM machines in the area may not be working and save the receipts so you can expense them in Concur.**
- **Handi Wipes.**
- **Prescription medications sufficient for expected travel period.**

**Attachment 3
Pre-Job Brief**

1. Take inventory of PPE/Safety Items

2. Familiarize yourself with the vehicle

- a) adjust seat and mirrors
- b) verify positions of light switches, turn signals, wipers, cruise controls, door and window controls
- c) perform preflight – fluids, tire pressure, gas card, spare tire with jack
- d) test drive vehicle to familiarize yourself with braking system
- e) verify your vehicle load is secure and able to drive at highway speeds, if applicable
- f) verify if air bag is engaged for travel (if so equipped)
- g) familiarize yourself with travel route
- h) **USE SEAT BELTS WHILE OPERATING VEHICLE**

3. Arrive Safely

- a) Remember, your first priority is to arrive safely
- b) Be alert to changing speed conditions
- c) Be alert to blind spots for you and those you are near
- d) Be alert to road obstacles, such as holes, animals, packaging and failed tire retreads
- e) Be alert to changing wind conditions and rain
- f) Don't get too comfortable or complacent as you travel – stay alert
- g) Utilize Smith Driving Points if you have attended classes
 - 1) Look ahead – approximately 15 seconds distance
 - 2) Keep your eyes moving – 360 degree awareness
 - 3) Make eye contact with other drivers to verify they know you are there
 - 4) Give yourself a way out – in case someone cuts you off
 - 5) Keep good distance between you and vehicle ahead–approximately 5 seconds
- h) Lead cars should communicate with other team members identified road hazards

Safety Protocols:

This checklist is provided to assist you in conducting your safety briefing(s) for your team when you are deployed. In addition to other safety items you may wish to address, please cover the following:

1. Be aware that some of your team may be:

- relatively new to the company
- from parts of the Company that are not part of a Safety Council

And therefore may not be as familiar with our safety emphasis / safety rules.

- And that some of your team may be performing tasks and / or working in an environment that is not part of their normal day to day work.
- Therefore, you are encouraged to emphasize safety each day while the Staging Site is in operation
- At Duke Energy safety is a value. This means if the task is done right there will be no injuries or damage. Your task and safety are not two separate parts of a job.

2. Some items your safety briefing should remind your team of include:

- Their personal safety, the safety of their teammates, and the safety of everyone who comes to the site is NUMBER 1. The goal is that everyone goes home at the end of the assignment safe and uninjured. Ask each member of your team if they have any personal limitations.
- Advise all team members that they are “empowered” to stop the work of anyone onsite if it is seen as unsafe or careless. (Note: Caution should be used here based on the knowledge of what is determined as safe or not, may want to get a second opinion unless it is a flagrant safety issue). They are to immediately notify the Team Leader if they observe anything of this nature. This includes all company contractor and any other support personnel on the site.
- You are not expected to be verbally or physically abused, report any incidents immediately to your team leader and Regional Security Liaison as needed. All folks who access the staging and logistics site are expected to follow your directions.
- If “unauthorized personnel” (i.e. customers, visitors, etc...) are observed on the site, escort them off the site. This is primarily for the safety of those visitors who may not be aware of the hazards and dangers of the site as well as ensuring the Team Leader knows who is on the site. (Note: Should be signs in the staging kit “Authorized Personnel Only”)

At each shift change, do a safety briefing. Use the list below as a guide.

- **Cover any safety hazards observed previously.**
- **Safety shall be of first importance** in the performance of all duties. Each employee is responsible for personal safety and the safety of others. Let’s watch out for each other!
- **The weather conditions and what hazards that presents at the site.** Cold and hot weather precautions.
 - Make sure there is adequate shelter for inclement weather. This can be as simple as a vehicle stationed nearby.
 - Go over a plan of action if sudden storms come up while folks are exposed and on duty.
 - Make sure everyone has adequate drinking supplies for warm or hot weather and warm beverages for cool or cold weather. This also goes for food; make sure everyone gets their meals or snacks as needed.
 - Develop a “buddy” system of checking on each other at regular intervals .
- **Day / night operations** – personal visibility, potential walking / driving hazards
- **Driving.** If anyone is observed driving erratically including going too fast, stop it, or report it if needed.
 - Road conditions, road hazards, overhead hazards posed by wind conditions.
 - Placement of equipment that may impede the view of other vehicles.
 - Driving vehicles that they may not be accustomed to driving.
 - Backing precautions on the site.
 - Large vehicles, numerous vehicles on site.
 - **Golf cart** operation may be necessary. No one is to drive a golf cart until they have been checked out in the operation.
 - Golf carts are to be driven at a safe speed when in use. Drivers are responsible for alerting their passengers to speed and direction changes and upcoming road hazards.
 - There will be no hanging on or piggy backing; passengers must ride on a seat that is made for riding in.

- **First aid kit locations** and blood born pathogen kits are on site (verify that none of the contents are out of date – replace if necessary).
- **Fire extinguisher locations** on site
- **Make sure everyone has Security contact information as well as emergency contacts and** non-emergency numbers for law enforcement and hospitals.
- **Fatigue-** Do not drive or perform other duties while fatigued, you are responsible to let your team leader know when you need a break.
- **If you are getting ready to perform a task and have concerns** about how to perform it safely, stop and ask the team leader.
- **If you are asked to perform a task and you have any limitation that could hinder you** please let one of your team leaders know.
- **How to respond to a security issue** on the site (what to do)
- **Make sure everyone of the team** has a set of written directions to the site on their person in the event they need to call 911 and give the emergency dispatcher directions to the site.
- **Familiarize yourself with facility evacuation plan** in case of fire or other emergency at the site
- Beware of conditions and surroundings at off site locations (i.e. hotels/motels, restaurants, etc)
- **Do not to place yourself in an area that is not well lit** unless you are with other personnel with whom you are familiar, establish a “buddy” system for night time duty.

No job is so important that we cannot take time to do it safely! Remember we know to do the job safely it will take more time. Take the time that is needed to do the job right!

Attachment 4
Expectations of Security Personnel during Storm Restoration Efforts Job Aid
Staging Areas, Operations Centers, Generation Plants



Safety is the first priority!

In addition to all emergency post orders, please adhere to the following:

- Upon arrival to the site, each shift must check in with the Duke Energy site manager, logistics coordinator, or person of authority. Ensure that all requests they may have are documented and acted upon. If relieving the post, the post officer must ensure an adequate and appropriate turnover of information, post orders, special requirements, etc. with the relief officer.
- Maintain clear and accurate logs of all your activities including time on and off shift and your replacement. You must not abandon your post until properly relieved. Notify your management immediately if you are not relieved.
- Maintain a visible presence at the entrance(s) to the staging site during daytime hours. Conduct vehicle or foot patrols during hours of darkness when the entrance(s) is closed. Site specific directions may be provided by your management team or Duke Energy Corporate Security.
- Request the identity and reason for people wishing to enter the site that are not related to the recovery effort. Duke Energy employees carry identification badges. Non-PGN crews and vendors should be easily identifiable as they will be operating company vehicles or carry identification badges. Deny access to any person who does not meet the above requirements. Notify a person of authority, your management, or Duke Energy Corporate Security if any person attempts to enter that you believe may not be authorized. In the event a person/vehicle forces their way past you, contact 911 for police response then your management and Corporate Security. A list will be provided to security of all authorized vendors and companies permitted to access staging areas within a few days of establishment of a staging area.
- Do not allow the general public or the media into the staging sites. These are access restricted areas for safety reasons.
- Protect company and contractor personnel and equipment at the staging site. Notify the person of authority of any immediate threats. All threat and security-related concerns should be reported to your management or Corporate Security immediately. Record in your log book necessary information for an investigation including, but not limited to, e.g. physical description, make/model/color of vehicle, license plate #, etc.
- Direct customers with service concerns to call the service line at **1-800-419-6356 for Carolina customers and 1-800-228-8485 for Florida customers. Do not engage in conversation with any person not associated with your company or Duke Energy. Reporters will solicit information from you and quote you in the media.**
- If a customer identifies a hazardous or emergency situation, notify a Logistics team member who will take the information and contact line & service.
- Do not direct traffic as trucks or vehicles are entering or leaving the staging site. It is unlawful to do so in without certification. Security personnel are not to engage in pumping fuel.
- If and when the staging site is closed for the night, keep personnel out except authorized company and contractor personnel.
- If at any time you receive a directive or instruction requesting that you perform, participate, or otherwise engage in any activity that contradicts any of the above information, and the requestor of such is not a member of your management team or Duke Energy Corporate Security, you shall immediately contact your management or Corporate Security for clarification before taking any action.

**Attachment 5
Workplace Violence Precautions During Storm Restoration**

Predicting Violence- Indicators

- Customer verbalizes a threat of violence
 - Manipulative Threat/Condition
 - Unconditional Threat
 - Veiled Threat
 - Direct Threat
- “Your Gut Level Feeling.”
 - What does the gut level feeling tell you about this person? “Don’t ignore your intuitive nature” This is your bodies built in warning mechanism” **Listen to it!**
 - **This is the normal progression of angry or upset people.**
 - Anxiety - sweating, pacing, fast breathing, red face and fist clenching
 - Loss of Verbal Control - using profanity, voice tone, etc.
 - Physical Attack
 - If the situation escalates to the point where you feel threatened or you believe a physical attack may be made against you....
 - Calmly and quickly walk away and immediately leave the area- contact 911 and the Security Command Center at (888) 275-4357 or (919) 546-7599.
 - If you are presented with no other option except to defend yourself from physical harm, only use the amount of force necessary to defend yourself and provide for enough time to immediately leave the area and contact 911 and the Regional Security Liaison.
 - Goal. Avoid all physical altercations. Both Employee and Customer will be in a win-win situation.

Avoid-

- Assuming you know how the customer feels without asking.
- Ignoring indirect signs of displeasure.
- Suggesting a solution before you’ve heard the customer out.
- Apologizing to the customer before listening and responding with empathy.
- Making suggestions without involving the customer.

Have a plan-

- Expand your awareness of the environment
 - Develop escape route
 - Identify obstacles and defensive tools
 - Maintain a safe distance

“Taking the Heat”

- Hear them out.
- Empathize with them.
- Apologize for the problem or inconvenience, which is not the same as accepting blame.
- Take responsibility for action by:
 - Further clarifying the situation.
 - Meeting or exceeding customer’s needs.
 - Confirming customer’s satisfaction.

Document title

DEF Accounting Storm Team

Document number

EMG-EDGF-00047

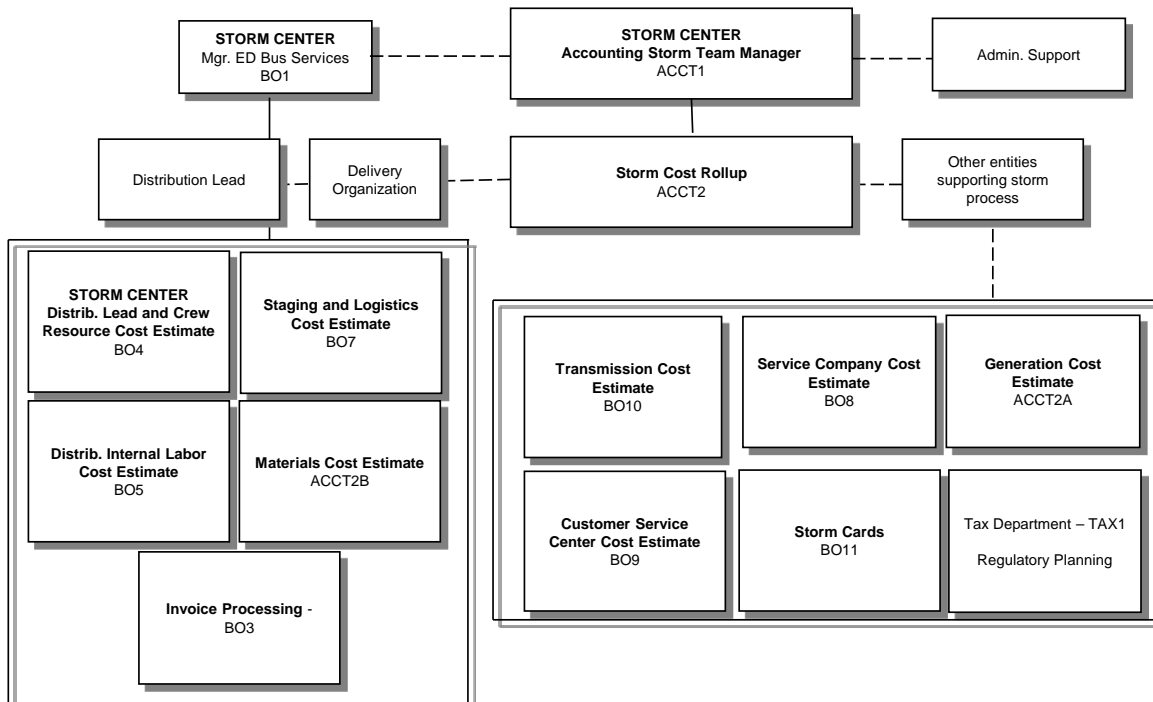
Applies to: Duke Energy – Florida

Keywords: emergency; distribution system storm operational plan

Mission

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

Storm Organization Chart

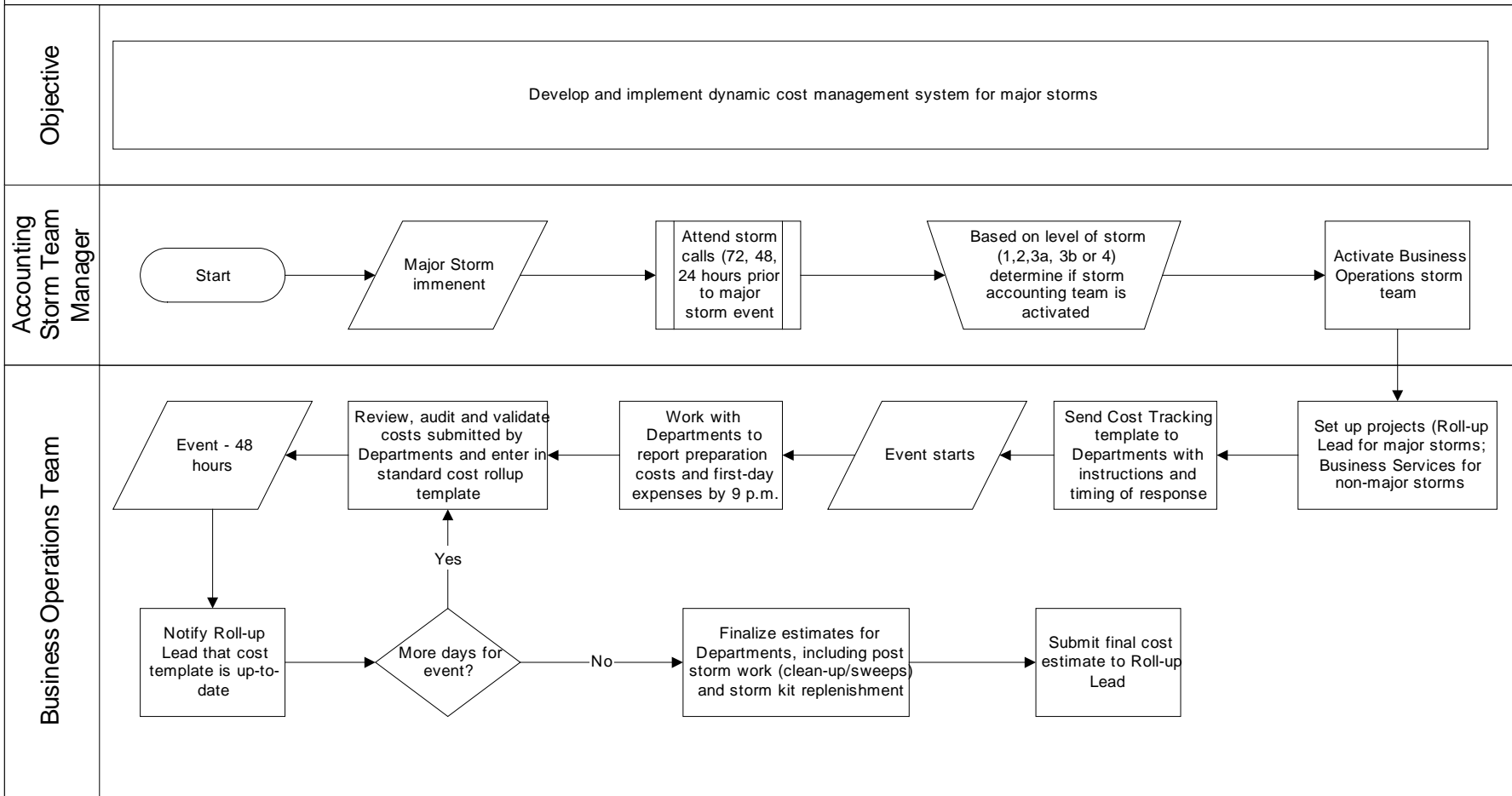


Sub-processes:

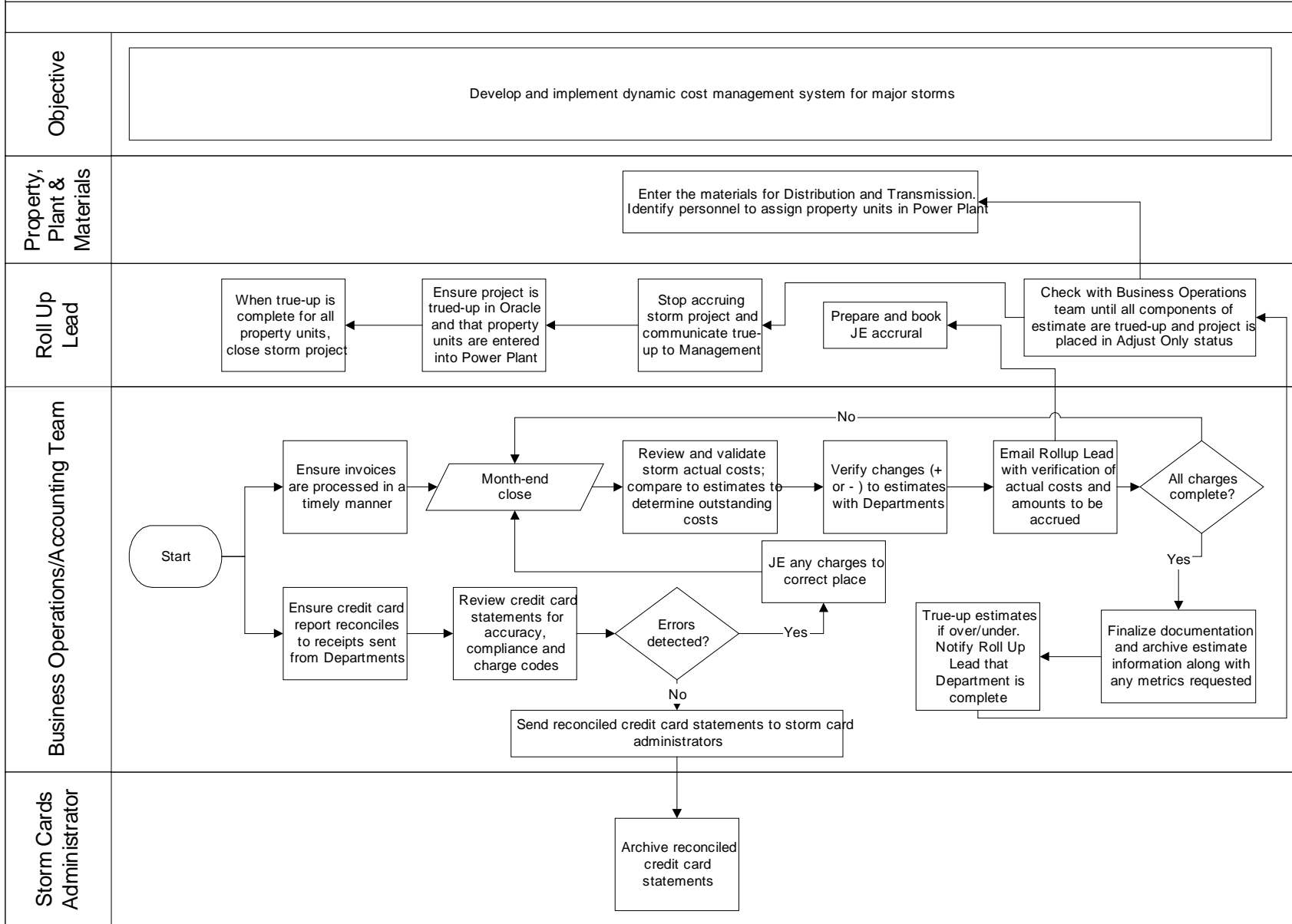
- [Before and During Major Storm](#)
- [After Major Storm](#)

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

Business Operations Process: Before and During Major Storm Events



Business Operations Process: After Major Storm Event



Job Descriptions

ACCT1: Accounting Storm Team Manager

Job Function

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

Job Description

- Act as liaison and provide support to Manager of Energy Delivery Business Services ([BO1](#)) to facilitate the storm-costing process
- Participate in daily System storm conference calls and provide storm cost metrics as requested
- Take notes on items of interest from cost perspective, including damage claims, personal injuries, off-system resources brought on-line, helicopters and vehicle use, etc.
- Obtain approved extended pay memo from Manager of Energy Delivery Business Services (BO1) and communicate to Rollup Lead ([ACCT2](#))
- Schedule and lead daily Accounting Storm team storm conference calls
- Communicate to all team members to activate Business Operations RSVP role
- Ensure compliance with Generally Accepted Accounting Principles (GAAP) and Sarbanes Oxley Act
- Review and approve overall storm cost estimate and forward to Legal Entity Controller for Senior Management communication.
- Report to the Distribution System Storm Coordinator ([DSSC1](#))
- Consultation on FPSC Rules related to storm accounting.
- Provide total and incremental storm cost estimate to DEF Controller, who communicates with Senior Management.

Key Interface Points

- Business Operations storm team
- Distribution System Storm Coordinator (DSSC1)
- Manager of Energy Delivery Business Services ([BO1](#))
- Rollup Lead ([ACCT2](#))
- Manager of Payroll

Tools and Information Needed

- Cost templates

Training Requirements

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

ACCT2: Rollup Lead

Job Function

The Rollup Lead is responsible for consolidating the estimated costs associated with on-system contractors and internal Duke Energy crews that move out of their native territory (where they normally work). The Rollup Lead also serves as backup to the Accounting Storm Team Manager.

Job Description

- Acts as a backup to Accounting Storm Team Manager
- Responsible for setting up storm WBS code when a universal storm project is considered appropriate (excluding Duke Energy Service Company WBS code) and communicating the WBS code to Accounting Storm Team and Operations. (See 3.2.4)
- Communicate, via “Major Storm Team” email address, approved extended pay memo.
- Coordinate Accounting Storm Team conference calls as necessary.
- Communicate project and appropriate storm charging information.
- Communicate folder name on Accounting Shared Drive where files are to be stored for current storm
- Perform consolidation or rollup of total Storm Cost estimate using data gathered from members of Accounting Storm Team (for on-system major storms). For on-system storms that do not elevate to the level of requiring a universal major storm project, consolidate the ED, Transmission, Service Company and Generation total actual storm costs (as provided by the storm team members) to determine if the threshold for recoverability has been met.
- Coordinate financial metrics reporting and timing.
- Record Storm Cost accrual in the general ledger and true up the estimate to actual costs using data gathered from members of Accounting Storm Team.
- Act as a liaison with Audit Services Department, Regulatory Accounting, and Tax Department.
- Report to the Distribution System Storm Coordinator ([DSSC1](#))
- Prepare FPSC required financial data.
- Maintain Accounting Storm Team organizational chart.
- Thorough understanding of FPSC rules related to storm reserve accounting.

Key Interface Points

- Accounting Storm Team Manager ([ACCT1](#))
- Audit Services Department
- Accounting Storm Team members
- Distribution System Storm Coordinator (DSSC1)
- Human Resources and Payroll
- Tax Department

Tools and Information Needed

- Cost templates

Training Requirements

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

BO1: Manager of Energy Delivery Business Services

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

TAX1: Tax Department, Regulatory Planning and Materials & Plant Accounting

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

Distribution Lead

Job Function

The Distribution Lead is responsible for consolidating the estimated costs associated with resources brought in from off-system. The Distribution Lead also serves as backup and reviewer for all Distribution related storm roles.

Job Description

- Participate in Accounting Storm Team conference calls as necessary.
- Communicate, via “Major Storm Team” email address, approved extended pay memo.
- Thorough understanding of FPSC rules related to storm reserve accounting.
- **Off-System Specific Items:**
 - Responsible for setting up storm WBS code when a storm project is considered appropriate for off-system events (excluding Duke Energy Service Company WBS code) and communicating the WBS code to Accounting Storm Team and Operations.
 - Perform consolidation or rollup of total Storm Cost estimate for off-system storms using data gathered from members of Accounting Storm Team.
 - Billing information, including approval from ED Business Services Manager, to be provided by Distribution Lead to LE Assistant Controller. Assistant Controller’s unit to process bills.
- **On-System Specific Items:**
 - For on-system major storms (where a universal storm project is set up by the Accounting Storm Team Lead), coordinate the estimates, analysis and any adjusting entries provided by the ED group.
 - For storms that do not elevate to the level of requiring a universal major storm project, the Distribution Lead will set up cost management projects for ED to use and will track and analyze the costs. Communicate these costs to the Accounting Storm Team Manager and Accounting Storm Team Lead to allow for the overall evaluation of recoverability.
 - Distribute extended pay approval via “Major Storm Team” e-mail address; ensure the Manager of Payroll receives the documented approval.

BO3: Contract Invoice Processor

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

BO4: Distribution Crew Resource Estimator

- Utilize the web based crew resource tracking tool to develop the Distribution contract crews cost estimate.
- Interface with Resource Management and Contract Services to validate the average hourly contractor rates based on storm demographics. ie: if crews are on OT coming in or DT.
- Provide forecast for overall estimate rollup by day, including travel home and rest time, including update on daily calls.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead (or, to the Distribution Lead for storms that are not tracked using a universal major storm project).
- Maintain all supporting documentation for the cost estimate and actual costs. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived for storms that use a universal major storm project.
- Collaborate with Business Services to utilize template for invoice process through receipt, verification, approval, payment of invoices.
- Understanding of FPSC storm reserve rules; especially as they relate to line and tree contractors.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.
- Reports to the Distribution System Storm Center.

BO5: Distribution Internal Labor Resource Estimator

- Utilize the web base crew resource tracking tool to develop the Distribution internal labor resource cost estimate, in conjunction with business performance report on internal crew tracking.
- Interface with Human Resources to validate the average hourly employee rates.
- Provide forecast for overall estimate rollup by day, including travel home and rest time.
- Daily collect RSVP activation reports for validation of assumption on how many support personnel are working the storm, excluding service company employees. Obtain RSVP log sheets from Staging & Logistics Cost Estimator to validate number of service company employees.
- Calculate base labor cost for internal resources. Record journal entries necessary to disallow costs out of storm project.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead (or, to the Distribution Lead for storms that are not tracked using a universal major storm project).

- Maintain all supporting documentation for the cost estimate and actual costs. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived for storms that use a universal major storm project.
- Ensure projects are being charged appropriately, including review of payroll reports available through Business Objects.
- Understanding of FPSC storm reserve rules, especially as they relate to internal labor and related burdening costs.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO7: Staging and Logistics Cost Estimator

- Interface with Staging and Logistics Manager to develop cost estimate for lodging, meals and staging and logistics site costs (ex. Tents, rentals, etc.).
- Interface with Purchasing and Supply Chain for purchasing needs.
- Collect daily S&L and field office spending reports, also receive RSVP activation reports. Segregate Service Company employees and communicate to Service Company Cost Estimator to ensure all head count charge through the service company to Energy Delivery. Monitor monthly actual charges and provide support for accrual to the Rollup Lead (or, to the Distribution Lead for storms that are not tracked using a universal major storm project).
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived for storms that use a universal major storm project.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO8: Service Company Cost Estimator

- Interface with all Service Company departments to consolidate storm cost estimates via templates. (ex. Corporate Communication, Human Resources, Information Technology and Telecommunication, Security, etc.).
- Provide support and guidance to all Service Company departments on what can be charged to the storm and how to appropriately charge storm cost. Emphasize that hotel and rentals should be made through the travel center centrally; all meals should be eaten at staging or field offices where possible.
- Communicate to departments to include all service company employees in their estimate including employees deployed to other storm roles, such as Staging and Logistics or Damage Assessment. Note: There is a separate line on the template for RSVP volunteers. It's a regulation that all service company labor be billed from the service company to other entities.
- Validate the hourly rate for Service Company internal labor.
- Develop rollup Service Company cost estimate.
- Collect cost templates from each department in the service company.
- Verify each department has included all cost items.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead for storms that use a universal major storm project.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Understanding of FPSC storm reserve rules.

- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide ED Business Services with copy of estimate to ensure no items are double counted.
- Provide support for financial metrics.

BO9: Customer Service Center Cost Estimator

- Develop Customer Service Center cost estimate, including bad debts.
- Interface with Elaine McCallister, Sr. Financial Analyst, who calculates uncollectible expense.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead for storms that use a universal major storm project.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead (or, to the Distribution Lead for storms that are not tracked using a universal major storm project) to be archived. Segregate service company employees and communicate to Service Company Cost Estimator to ensure all head count are charged through the service company to Energy Delivery.
- Record journal entries as required for disallowed costs.
- Understanding of FPSC rules for the storm reserve.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO10: Transmission Cost Estimator

- Interface with Transmission management team.
- Develop Transmission contractor cost estimate.
- Develop Transmission internal labor cost estimate.
- Develop Transmission materials cost estimate.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead.
- For storms that do not elevate to the level of requiring a universal major storm project, the Transmission Cost Estimator will set up cost management projects for Transmission to use and will track and analyze the costs. Communicate these costs to the Accounting Storm Team Manager and Accounting Storm Team Lead to allow for the overall evaluation of recoverability.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived for storms that use a universal major storm project.
- Record journal entries as required for disallowed costs.
- Understanding of FPSC rules for the storm reserve, especially as they relate to transmission costs.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

BO11: Storm Cards Administrator

- Request Florida Storm Card list from Darlene Buchanan in Disbursement Services in March.
- Send list along with storm card instructions to Distribution System Storm Coordinator or Major Storm Workplan Coordinator.
 The Coordinator will circulate the list to the appropriate areas to ensure that the cards are issued in the proper names for storm season.
- Obtain written approval or email from VP-Finance, Distribution System Storm Coordinator or DEF Controller for the activation of storm card plan.
- Activate and de-active storm credit cards by communicating with Disbursement Services. Field any issues with cards during the storm – limits, pins, activation, etc.
- Monitor storm card reports and provide spending to Accounting Storm Team for actual costs as incurred (daily during the storm, weekly after the storm restoration is complete).
- Monitor storm card charges for spending to ensure limits are not exceeded and facilitate limit changes as necessary.
- Work with Concur One Card system to ensure proper cost charging.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations and card issue logs. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.
- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.

ACCT2A: Generation Cost Estimator

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

ACCT2B: Plant Accounting/Materials Cost Estimator

- Interface with Energy Delivery and Supply Chain for forecast of damage.
- Review materials issued for units of property.
- Develop Capital vs. O&M split of Storm Costs based on materials issued.
- Monitor daily material issuances from Passport.
- Monitor monthly actual charges and provide support for accrual to the Rollup Lead for storms that use a universal major storm project.
- Once capital costs are final, reclass these costs out of the storm project to plant accounts.
- Maintain all supporting documentation for the cost estimate and actual costs, including credit card reconciliations. Once storm costs are final and all actual costs have been recorded, auditable supporting documentation should be forwarded to the Rollup Lead to be archived.

- Provide support for internal, external and regulatory audits/inquiries, as needed.
- Provide support for financial metrics.
- Reports to the System Storm Center.

Mutual Assistance (assisting utilities other than DEF):

- ED Business Services to set up project that points to Job Orders account (1861900).
- Communicate project to Legal Entity Assistant Controller.
- Business Services to estimate and analyze costs.
- Decision to activate storm cards should be communicated to Disbursement Services. Business Services is responsible for ensuring proper use and support of storm card transactions.
- Billing information, including approval from ED Business Services Manager, to be provided by Business Services to LE Assistant Controller. Assistant Controller's unit to process invoices.

Systems

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

Supplementary Information

- DEF Accounting Storm Team Organization Chart
- DEF Accounting Storm Team Contact List
- Storm Estimate Process Flow
- Corporate Storm Plan ([EMG-EDGX-00010](#))
- Link to [Duke Energy Storm Center Intranet Site \(http://progressnet/moss/storm/Pages/Default.aspx\)](http://progressnet/moss/storm/Pages/Default.aspx)
- [Storm Centers and directions](#)
- Link to storm credit card application ([FRM-SUBS-00545](#))

Document title

Damage Assessment

Document number

EMG-EDGF-00048

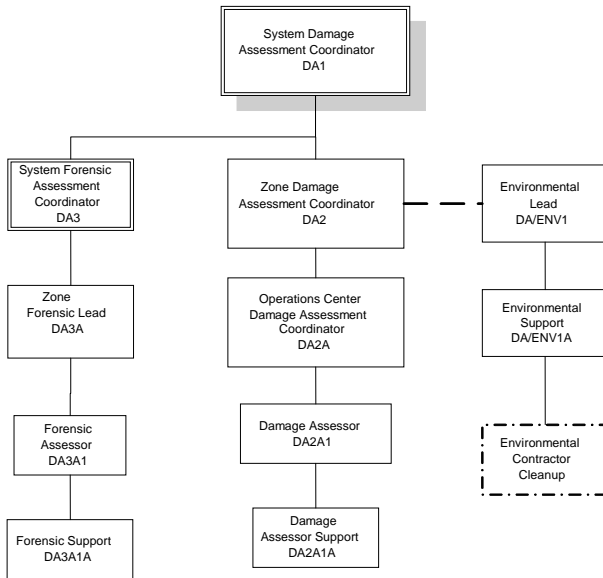
Applies to: FDO – Duke Energy Florida

Keywords: emergency; distribution system storm operational plan

Mission

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

Organization Chart



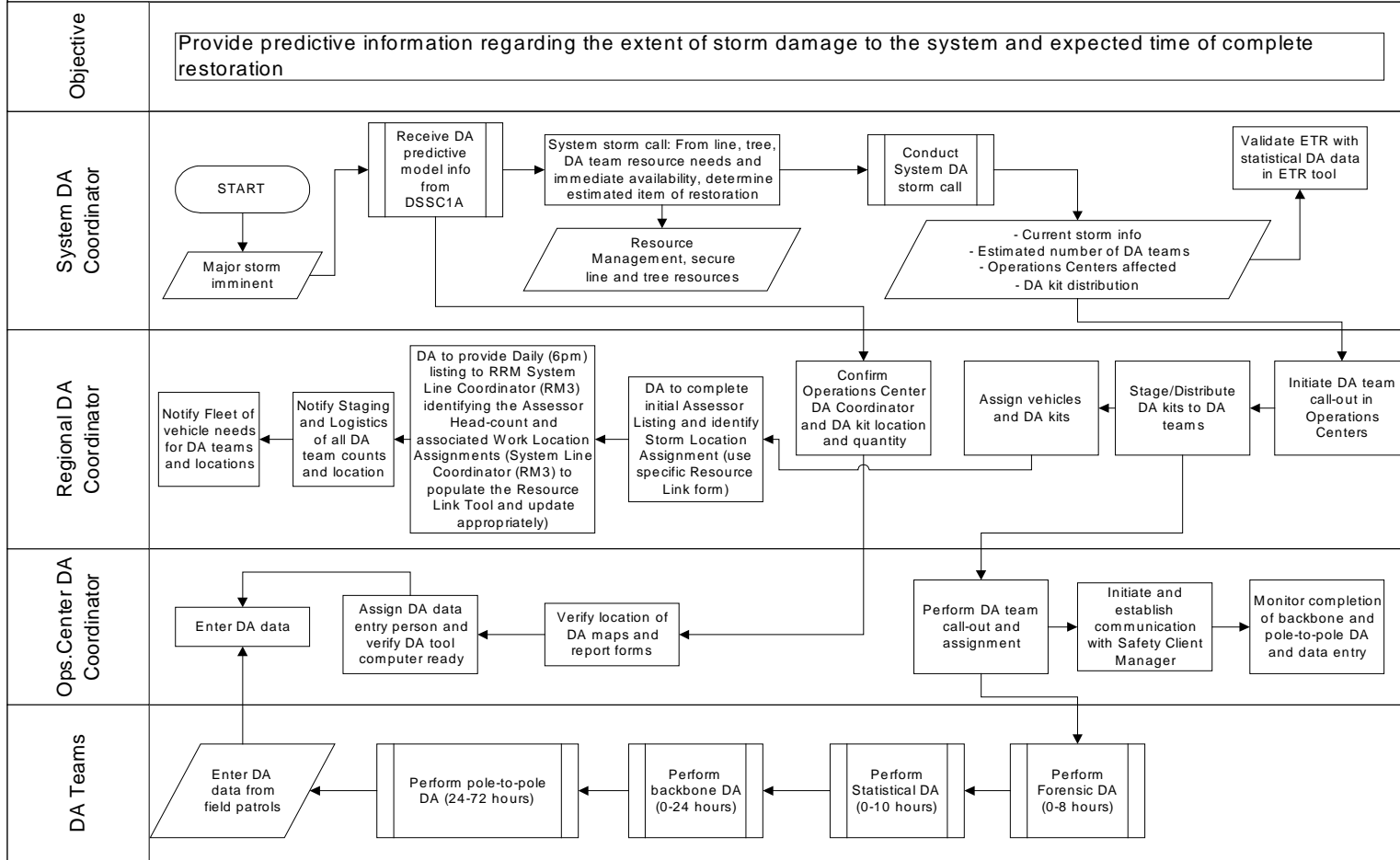
Comment [ES1]: The following issues are related to the flow chart:

- Zone DA Coord – add a box to complete the Resource Link S&L inof with DA Team count & location
- Zone DA Coord – relocate the Assign Vehicles and DA Kits from Ops Center DA Coord to Reg DA Coord (left of the “Distribute DA kits to Ops Ctrs” box
- Zone DA Coord – Reword Distribute DA Kits to Centers as Stage/Distribute DA kits to DA teams
- Damage Assessment Teams – Add box “Perform Forensic DA (0 – 8 Hrs) in parallel with Perform Initial DA (0 – 10 Hrs)
- Damage Assessment Teams – Reword “Perform Initial DA” to “Perform Statistical DA”

The term “region” is intended to mean “zone” throughout this document.

The following flowchart describes the damage assessment functional process:

Major Storm Restoration Damage Assessment Process



The Damage Assessment sub-processes include the following:

- [Statistical Damage Assessment](#)
- [Backbone Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Tree Sweep](#)
- [Final Sweep](#)

Statistical Damage Assessment

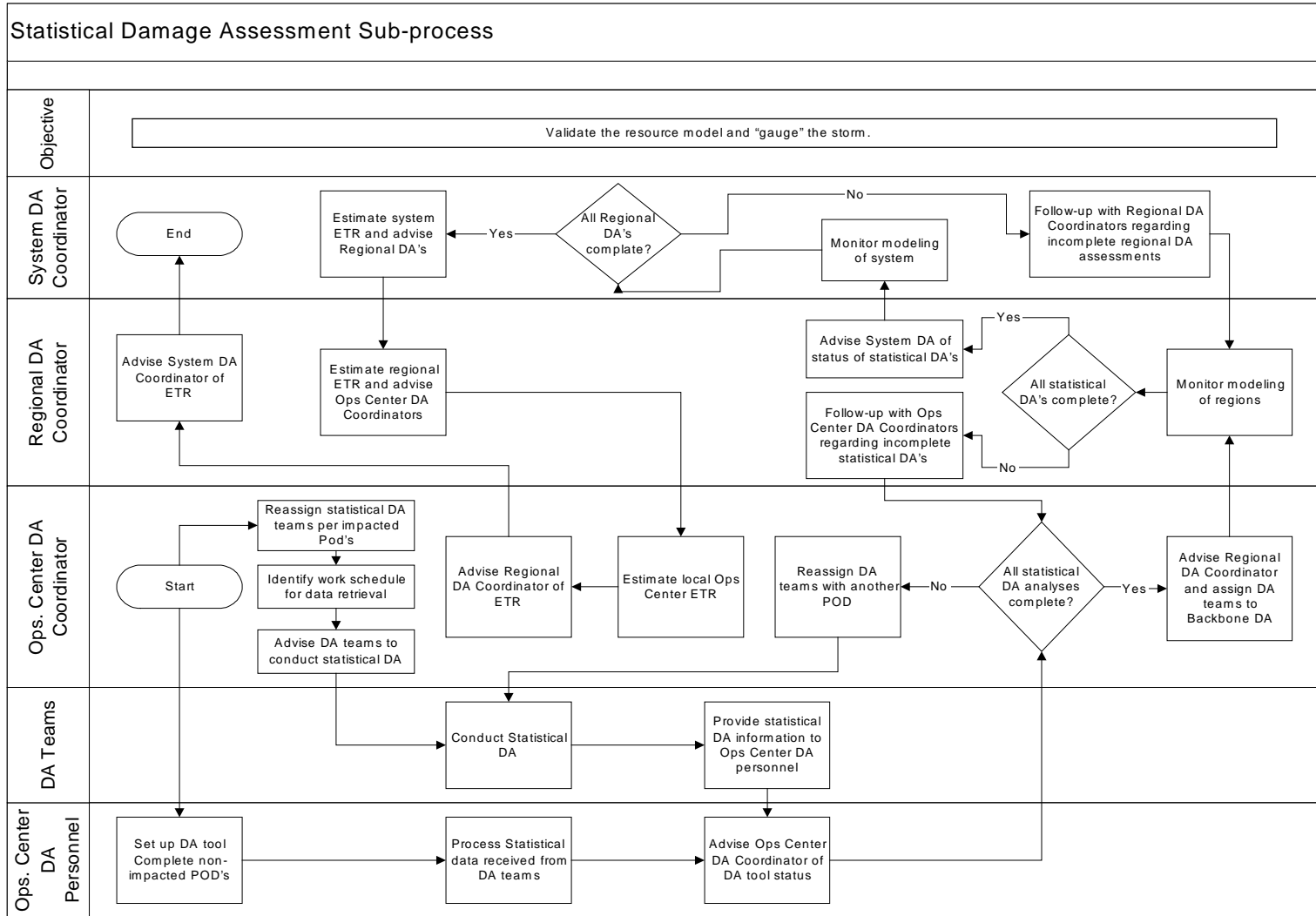
This sub-process validates the resource model and 'gauges' the storm.

The following personnel are engaged in Statistical Damage Assessment:

- Damage Assessor ([DA2A1](#))
- Damage Assessor Support ([DA2A1A](#))
- Operations Center Damage Assessment Coordinator ([DA2A](#))
- Zone Damage Assessment Coordinator ([DA2](#))
- System Damage Assessment Coordinator ([DA1](#))

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

Comment [ES2]: Change all text stating "initial" with "statistical"



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Backbone Assessment

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

The following personnel are engaged in Backbone Assessment:

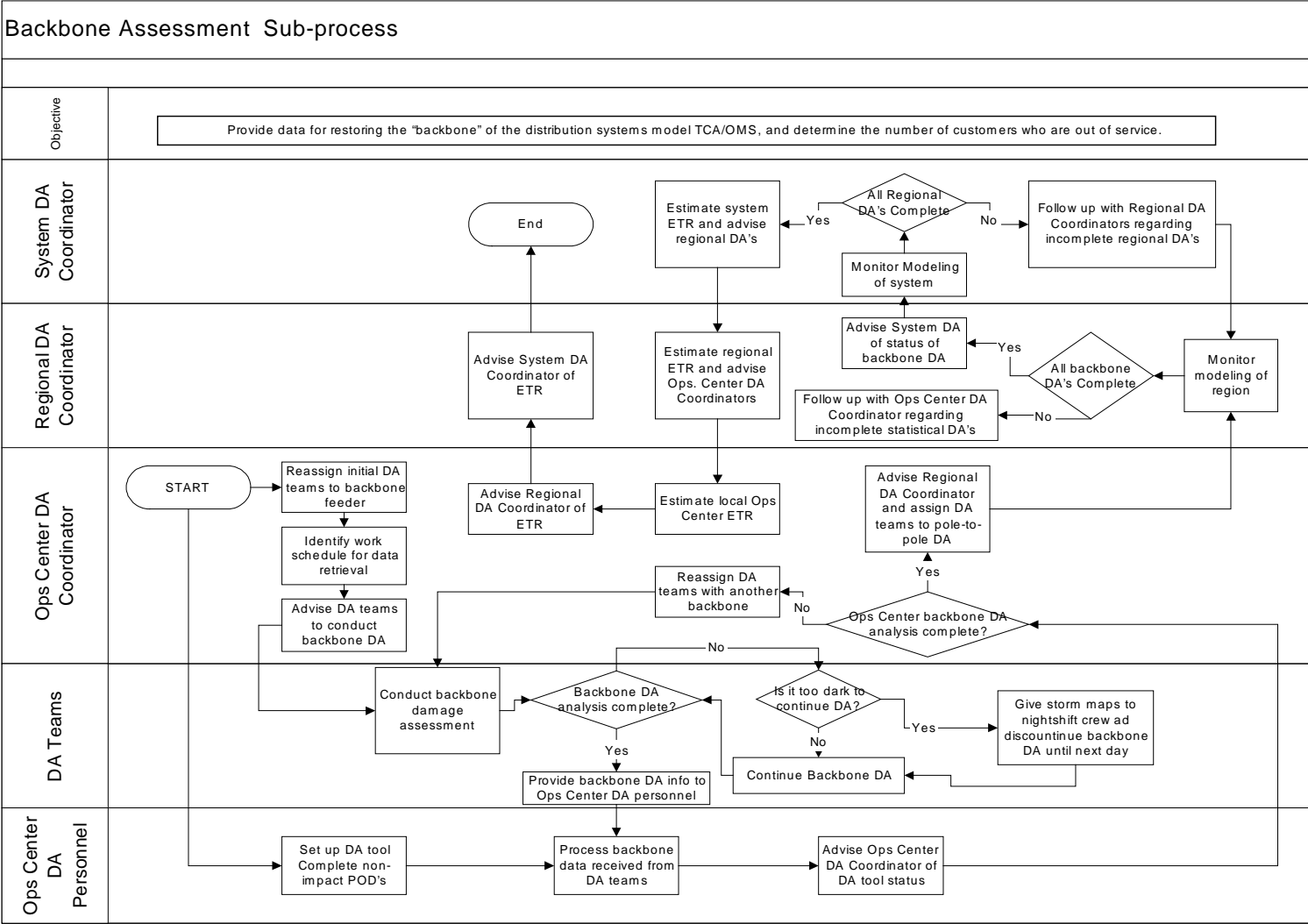
- Damage Assessor Support ([DA2A1A](#))
- Damage Assessor ([DA2A1](#))
- Operations Center Damage Assessment Coordinator ([DA2A](#))
- Zone Damage Assessment Coordinator ([DA2](#))
- System Damage Assessment Coordinator ([DA1](#))

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

Comment [ES3]: Change from "Electrical Sweep" to "Backbone Assessment"

Comment [ES4]: Change from "Electrical Sweep" to "Backbone Assessment"

Comment [ES5]: Change title from "Electrical Sweep Sub-Process" to "Backbone Damage Assessment Sub-Process"



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Pole to Pole Damage Assessment

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

The following personnel are engaged in Pole to Pole Damage Assessment:

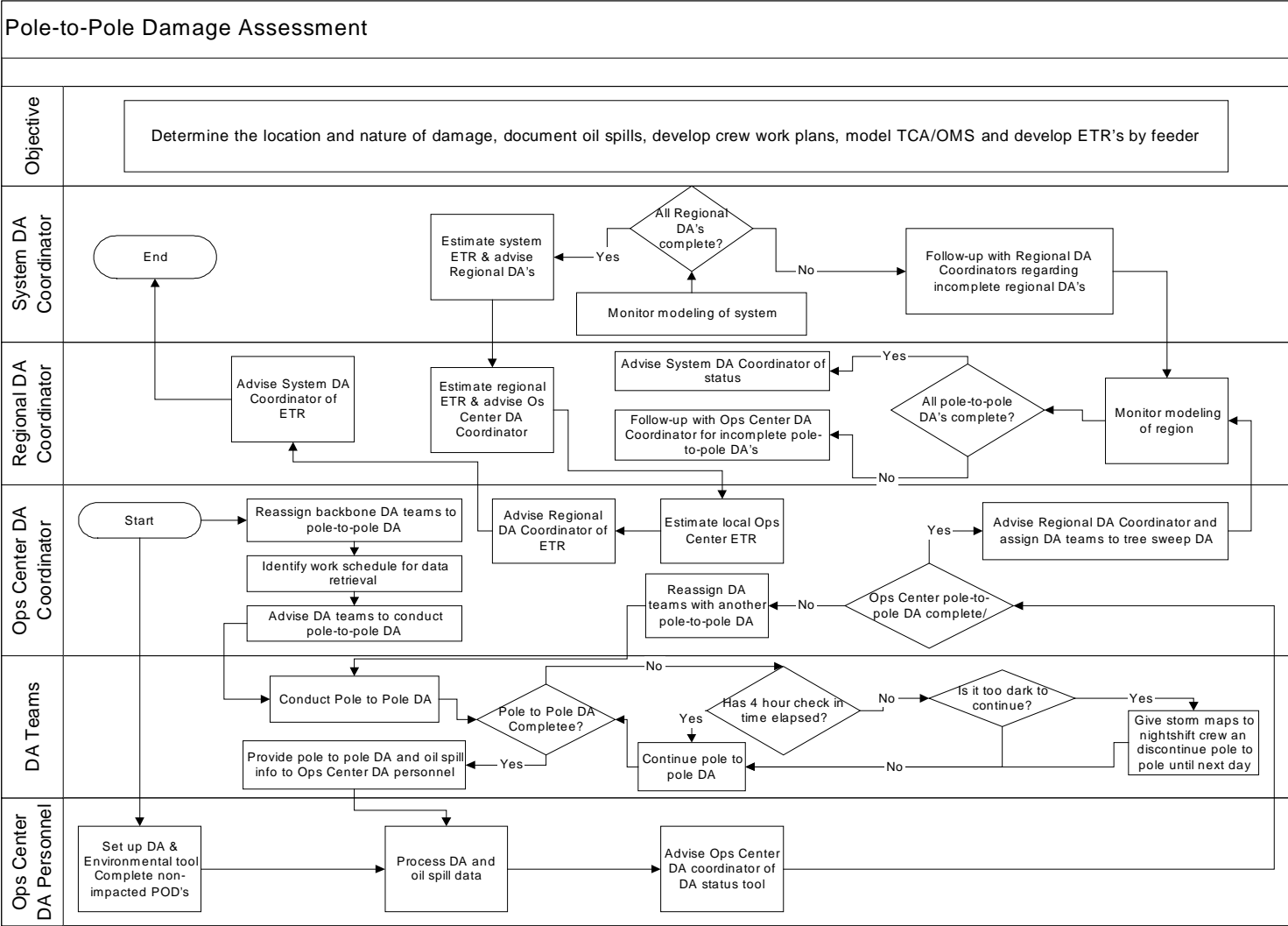
- Damage Assessor Support ([DA2A1A](#))
- Damage Assessor ([DA2A1](#))
- Operations Center Damage Assessment Coordinator ([DA2A](#))
- Zone Damage Assessment Coordinator ([DA2](#))
- System Damage Assessment Coordinator ([DA1](#))
- Environmental Lead ([DA/ENV1](#))

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

Comment [ES6]: Change from "Full Damage Assessment" to "Pole-to-Pole Damage Assessment"

Comment [ES7]: Change from "Full Damage Assessment" to "Pole-to-Pole Damage Assessment"

Comment [ES8]: Change title of flowchart from "Full Damage Assessment Sub-Process" to "Pole-to-Pole Damage Assessment Sub-Process"



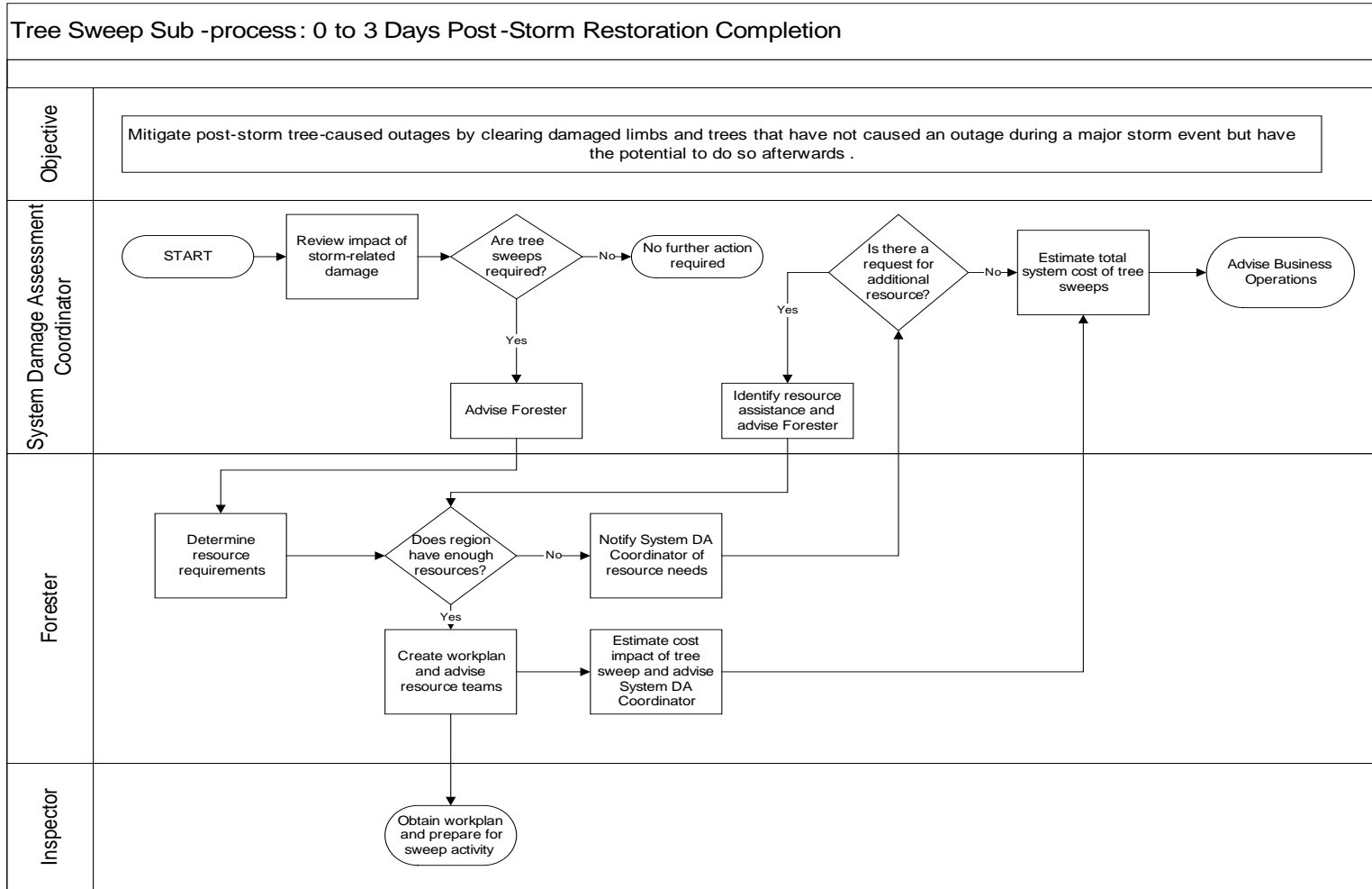
Tree Sweep

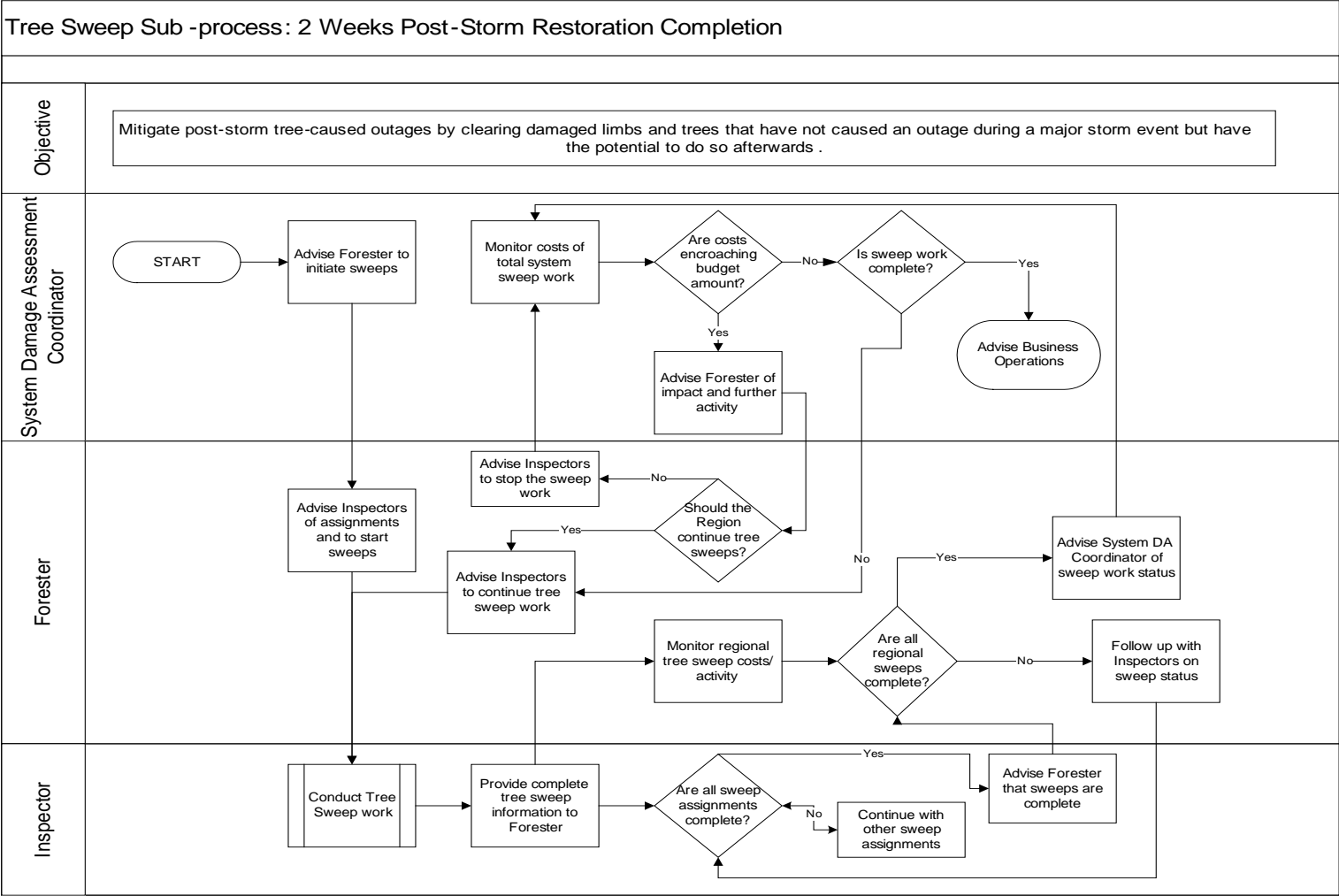
This sub-process mitigates post-storm, tree-caused outages by removing damaged limbs and trees that have not caused an outage during the event but have the potential to do so afterwards.

The following personnel are engaged in Tree Sweep:

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

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





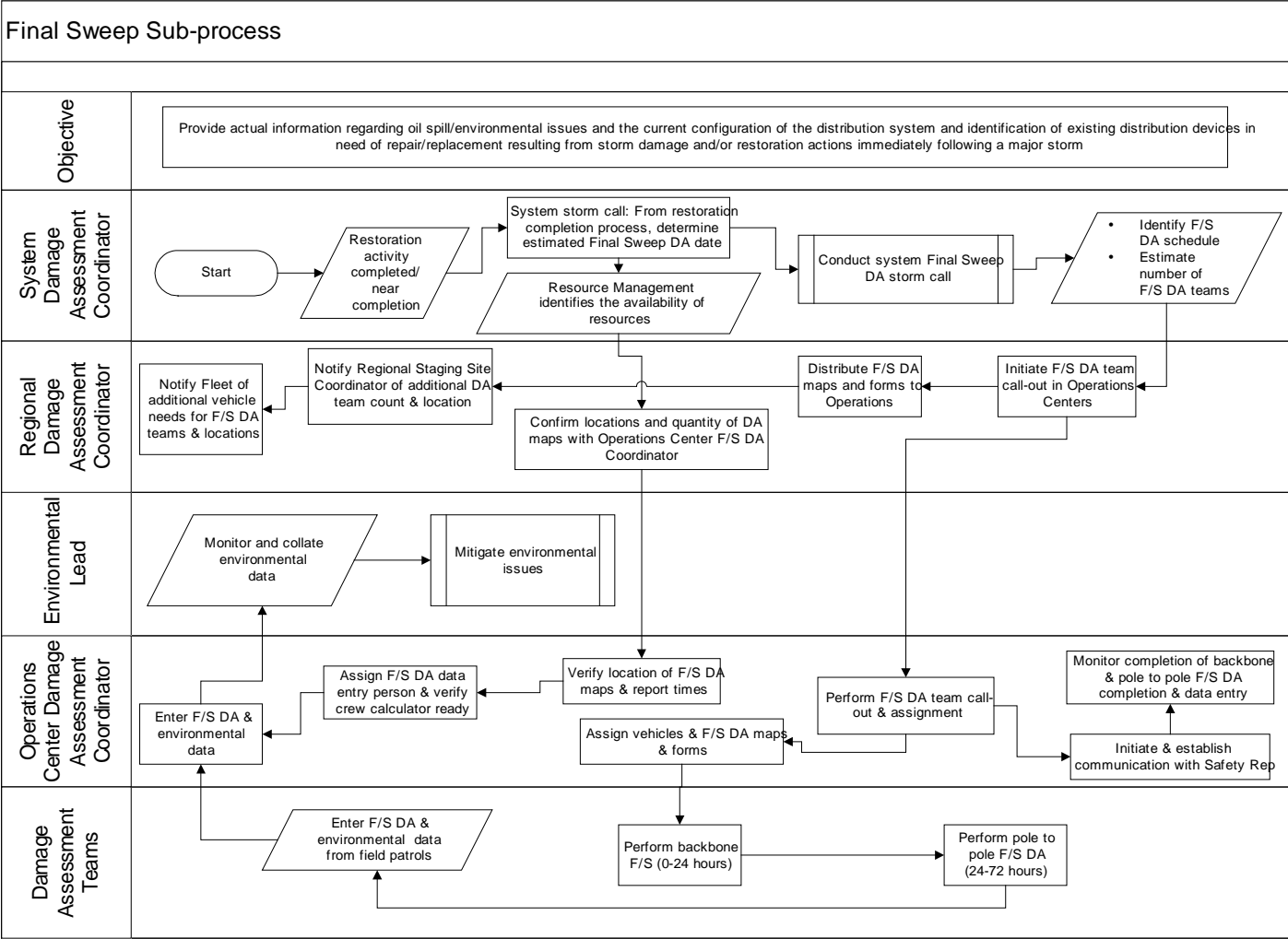
Final Sweep

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

The following personnel are engaged in Final Sweep:

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

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



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Forensic Assessment

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

- System Damage Assessment Manager ([DA1](#))
- System Forensic Coordinator ([DA3](#))
- Zone Forensic Lead ([DA3A](#))
- Forensic Assessor([DA3A1](#))

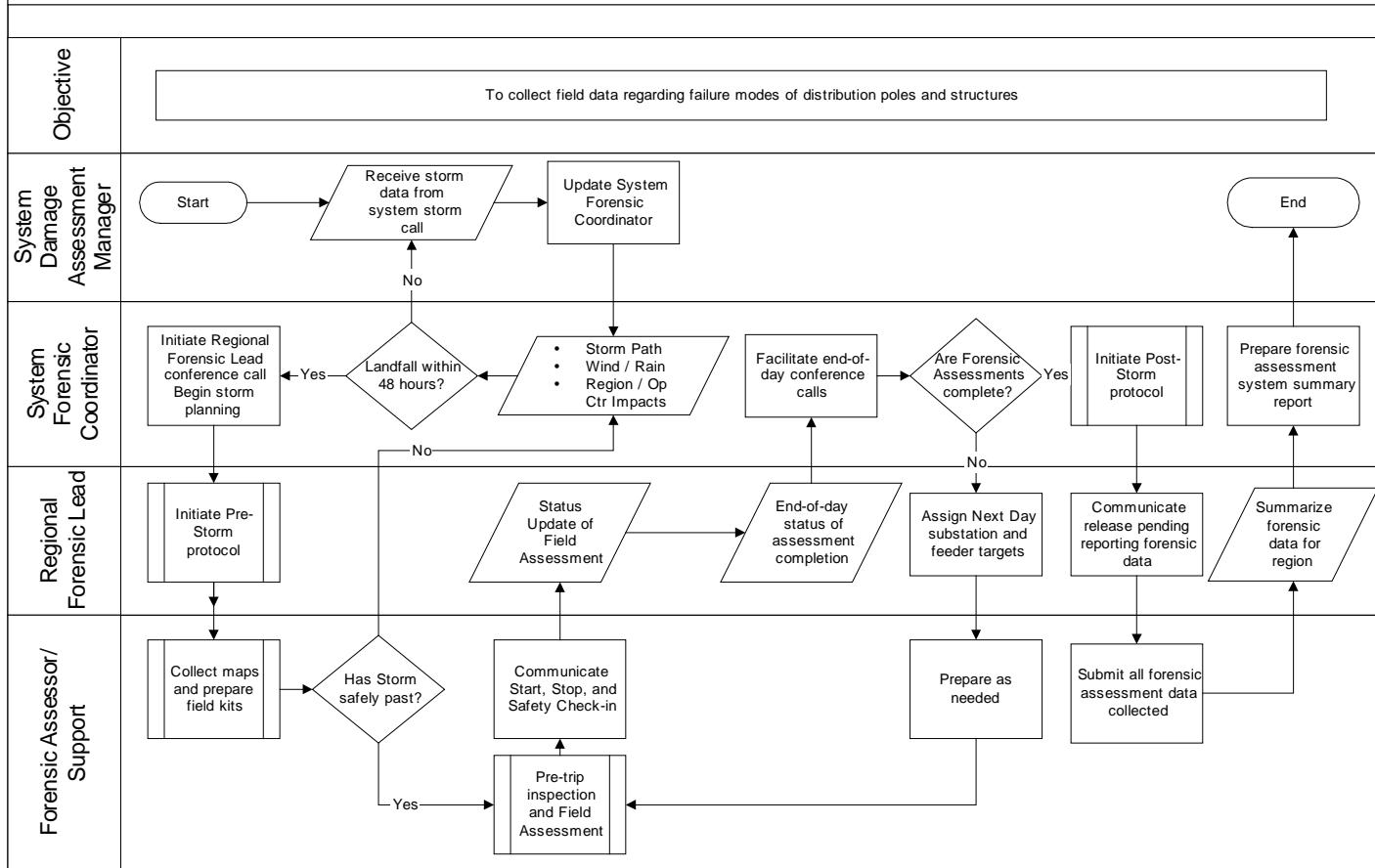
The flowchart below provides a detailed view of this sub-process:

Comment [ES9]: Who is the System Forensic Coordinator? If this is the same as the System DA Coordinator, let's stay consistent and keep the identical title of System DA Coord.

Who is the Zone Forensic Lead? If this is the same as the Zone DA Coordinator, let's stay consistent and keep the identical title of Zone DA Coord.

Who is the Forensic Assessor/Support?

Forensic Assessment Sub-process



Job Descriptions (DA1-DA3)

DA1: System Damage Assessment Coordinator

Job Function

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

Job Description

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

Key Interface Points

- Distribution System Storm Coordinator ([DSSC1](#))
- Operations Center Damage Assessment Coordinator ([DA3](#))
- Zone Damage Assessment Coordinator ([DA2](#))

Checklist of Actions

Before Major Storm

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

During Major Storm

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

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After Major Storm

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

Training Requirements

Before Major Storm

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

Event Promotion Success Factors

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

Engaged in the Following Sub-processes

- [Predictive Modeling](#)
- [Statistical Damage Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Backbone Assessment](#)
- [Tree Sweep](#)
- [Final Sweep](#)
- [Estimated Time of Restoration Management](#)
- [Forensic Assessment](#)

Comment [ES10]: Relocate prior to the “Statistical Damage Assessment” listing above.

DA2: Zone Damage Assessment Coordinator

Job Function

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

Job Description

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

Key Interface Points

- Operations Center Damage Assessment Coordinators ([DA2A](#))
- Zone Storm Coordinator ([REG2](#))
- System Damage Assessment Coordinator ([DA1](#))

Checklist of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

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

Training Requirements

Before Major Storm

- Review Zone Storm Plan and recent lessons learned to ensure understanding of “the big picture” as it pertains to damage assessment, restoration, and customer communications
- Review and test tools to ensure workability and competency of users: Resource Tracking, Damage Assessment Data Entry, and Damage Assessment ETR (Web-based)
- Provide the DA training/safety awareness presentation at the DA staging sites prior to dispatching DA teams

Comment [ES11]: Add: Provide the DA Training/Safety Awareness presentation at the DA staging sites prior to dispatching DA teams

Event Promotion Success Factors

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

Engaged in the Following Sub-processes

- [Pole Forensic Damage Assessment](#)
- [Statistical Damage Assessment](#)
- [Backbone Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Final Sweep](#)

Comment [ES12]: Add the “Pole Forensic Damage Assessment” listing.

DA2A: Operations Center Damage Assessment Coordinator

Job Function

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

Job Description

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

Key Interface Points

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

Checklist of Actions

Before Major Storm

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

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During Major Storm

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

After Major Storm

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

Training Requirements

Before Major Storm

- Review Operations Center Storm Plan and recent lessons learned to ensure understanding of “the big picture” as it pertains to restoration and customer communications
- Review and test tools to ensure workability and competency of users: Resource Tracking, Damage Assessment Data Entry, and Damage Assessment ETR (Web-based)
- Ensure the DA training/safety awareness presentation was conducted with all DA teams at the DA staging sites prior to dispatching DA teams

Comment [ES13]: Add: Ensure the DA Training/Safety Awareness presentation was conducted with all DA teams at the DA staging sites prior to dispatching DA teams

Event Promotion Success Factors

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

Engaged in the Following Sub-processes

- [Statistical Damage Assessment](#)
- [Backbone Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Final Sweep](#)
- [Estimated Time of Restoration Management](#)

DA2A1: Damage Assessor

Job Function

The Damage Assessor performs field damage assessments.

Job Description

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

Key Interface Points

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

Checklist of Actions

Before Major Storm

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

During Major Storm

Before traveling to location:

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

Before storm, after arriving at assigned location:

- Review skill level of assigned Damage Assessment team members
- Access Storm Center Website (“Current Information”), and print copy of most current Damage Assessment assignment document and other information, and provide to Damage Assessment team members
- Ensure that Damage Assessment vehicles are in place and obtain keys
 - Record vehicle and tag information for each assigned vehicle
 - Remind Damage Assessment team members to return vehicles to point of origin
- Provide “just in time” Damage Assessment refresher training to all Damage Assessment teams immediately prior to major storm event.
Suggested meeting format:
- Briefly cover “Damage Assessment Why Do It?” and “Damage Assessment Requirements” slides

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- Hand out color copies of the following slides and discuss:
 - Damage Assessment Color Coding DIS Feeder Maps
 - Statistical Damage Assessment Form Example
 - Damage Assessment Scenario #1 (with damage data, no color coding)
 - Damage Assessment Data Form Scenario #1 (completed)
 - Damage Assessment Scenario #1 (final)
 - Damage Assessment Scenario #2 (final)
 - Damage Assessment Data Form Scenario #2
 - Damage Assessment Scenario #3 (final)
 - Damage Assessment Data Form Scenario #3
 - Wrap up with reminders from the Personal Safety and Vehicle Safety slides
- Ensure that all Damage Assessment teams have the following items (one per team):
Damage Assessment bag
 - Strobe light
 - Hand-held light (red "Show Me" light with 12v charger, fully charged)
 - Flood light
 - Supply of Damage Assessment forms (10 copies statistical and 25 copies pole-to-pole)
 - Local road maps
 - Emergency numbers
 - Damage Assessment team member contact numbers
 - Hand-held radios (if Operations Center has them available for Damage Assessment use)
 - Operations Center contact numbers

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

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

After Major Storm

Before beginning damage assessment:

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

During damage assessment and restoration phase:

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

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After completion of restoration work:

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

Training Requirements

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

Engaged in the Following Sub-processes:

- [Statistical Damage Assessment](#)
- [Backbone Assessment](#)
- [Pole to Pole Damage Assessment](#)
- [Final Sweep](#)
- [Estimated Time of Restoration Management](#)

DA2A1A: Damage Assessor Support

Job Function

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

Job Description

This position is primarily responsible for:

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

DA3: System Forensic Assessment Coordinator

Job Function

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

Job Description

This position will:

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

Key Interface Points

- System Damage Assessment Coordinator ([DA1](#))
- Zone Forensic Lead (DA3A)

Checklist of Actions

Before Major Storms

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

During Major Storm

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

After Major Storm

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

Engaged in the following Sub-process:

- [Forensic Assessment](#)

DA3A: Zone Forensic Lead

Job Function

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

Job Description

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

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

Key Interface Points

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

Checklist of Actions

Before Major Storms

- Ensure Zone Forensic Assessment organization has been staffed and trained

During Major Storm

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

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After Major Storm

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

Engaged in the following Sub-process:

- [Forensic Assessment](#)

DA3A1: Forensic Assessor

Job Function

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

Job Description

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

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

Key Interface Points

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

Checklist of Actions

Before Major Storms

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

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During Major Storm

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

After Major Storm

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

Engaged in the following Sub-process:

- Forensic Assessment

DA3A1A: Forensic Support

Job Function

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

Job Description

This position is responsible for:

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

Key Interface Points

- Forensic Assessor
- Zone Forensic Lead

Checklist of Actions

Before Major Storms

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

During Major Storm

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

After Major Storm

- Support Forensic Assessor as required in completing summary reports

Engaged in the following Sub-process:

- Forensic Assessment

DA/ENV1: Environmental Lead

Job Function

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

Job Description

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

Key Interface Points

- Zone Storm Center
- Transmission Storm Organization
- Operation Center Damage Assessment Coordinator ([DA2A](#))
- Zone restoration personnel (emergency spills only)

Checklist of Actions

Before Major Storm

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

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During Major Storm

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

After Major Storm

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

Tools and Information Needed

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

Training Requirements

- Job related functions

DA/ENV1A: Environmental Support

Job Function

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

Job Description

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

Key Interface Points

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

Systems For Damage Assessment Team

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

Supplemental Information

- [DEF Line Contractor Crew Sheet](#)

Customer and Community Relations

EMG-EDGF-00050

Applies to: Energy Delivery – Florida

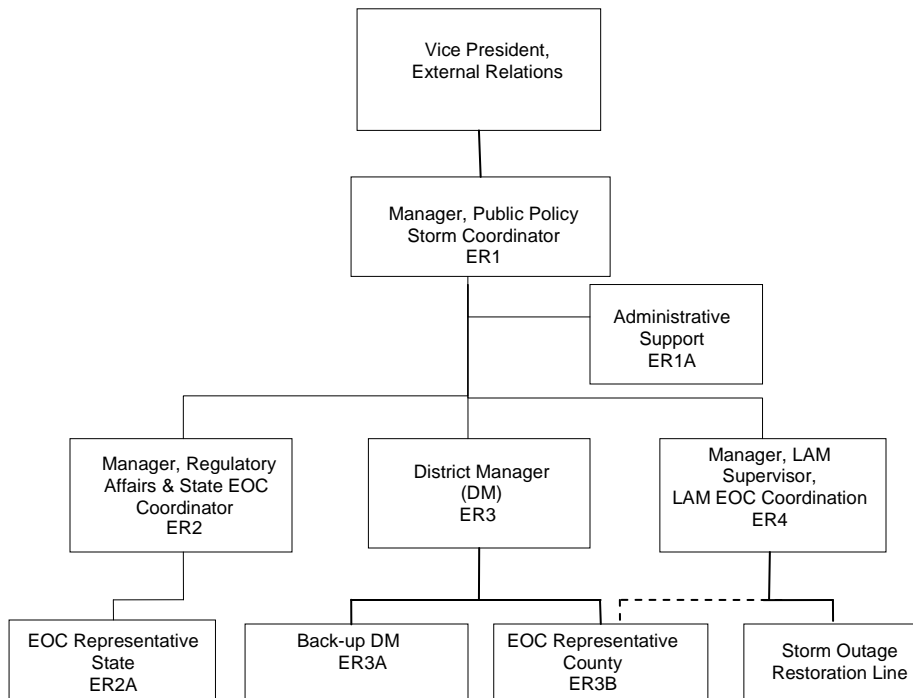
Keywords: emergency; distribution system storm operational plan

Mission

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

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

Organization Chart



Sub-processes

The functional process includes the following sub-processes:

- Emergency Operations Center Crew Management
- Emergency Operations Center Communication Status

Emergency Operations Center Crew Management

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

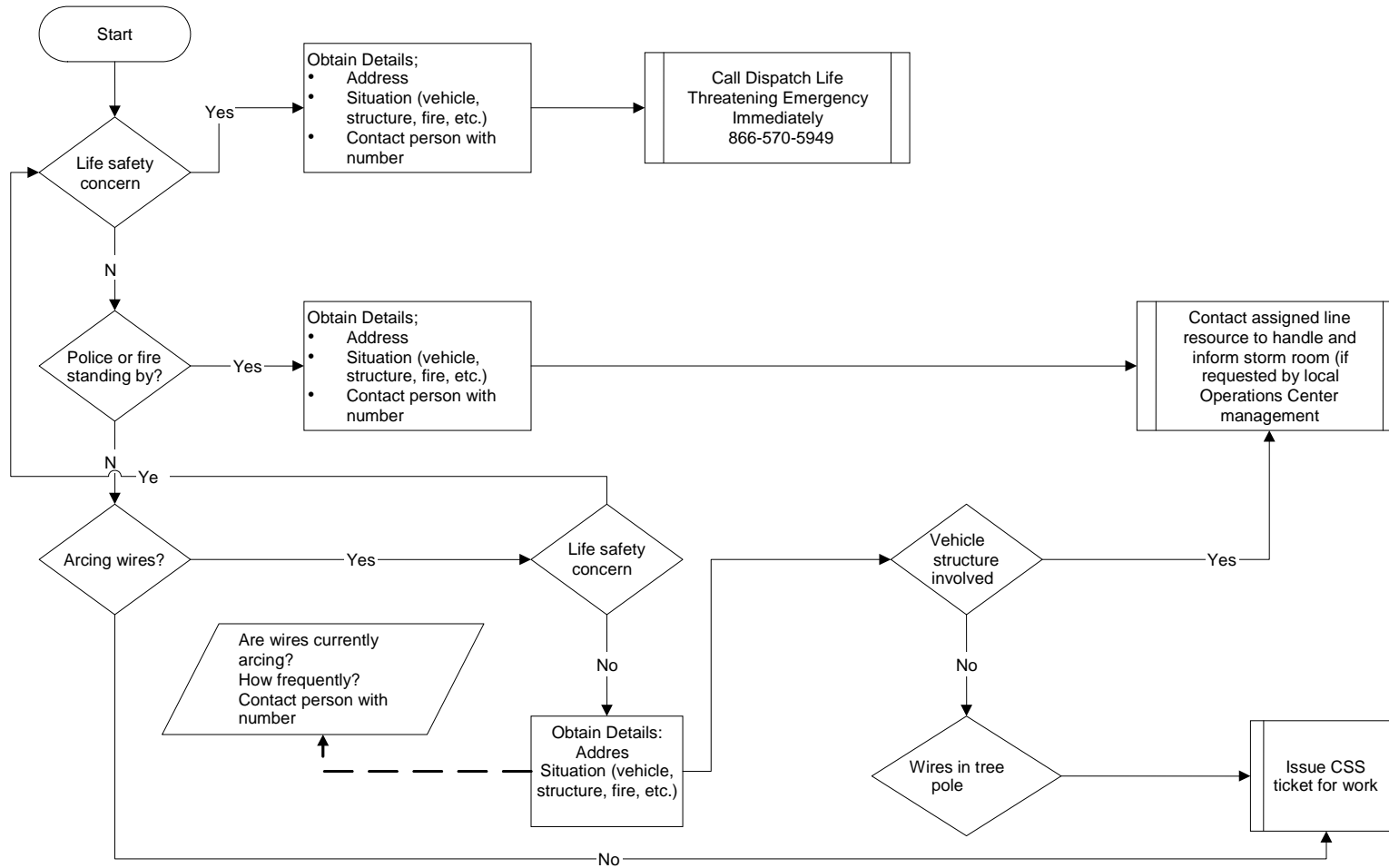
The following personnel are engaged in EOC Crew Management:

- District Manager ([ER3](#))
- Dedicated Line Resources
- Dispatcher ([DCC2A1](#))
- Emergency Operations Center Representative ([ER3B](#))
- Substation/Zone Coordinator ([OPS2C-1](#))

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

EOC Crew Management Sub-process: Wire Down

Report of Wire Down from Various Sources



EOC Crew Management Sub-process: Road Clearing

Need for Road Clearing Initiated by County Personnel

County Representative requests assistance to clear road



Obtain location overview and County field contact information (name and phone #)

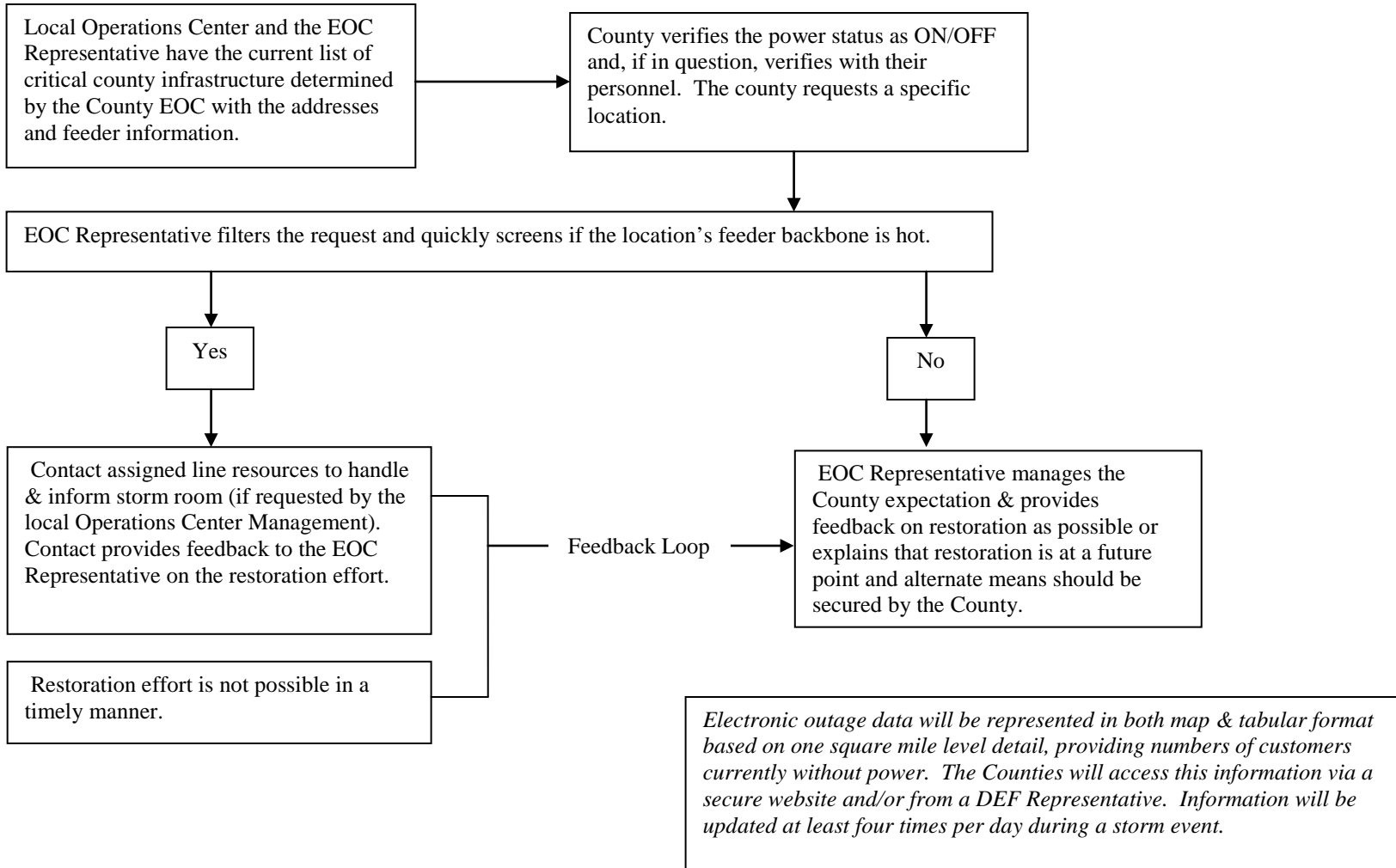


EOC Representative contacts assigned resource to handle/coordinate, provide County contact information and ties them together
DE field crew coordinates any additional resources that are required through the local Operations Center

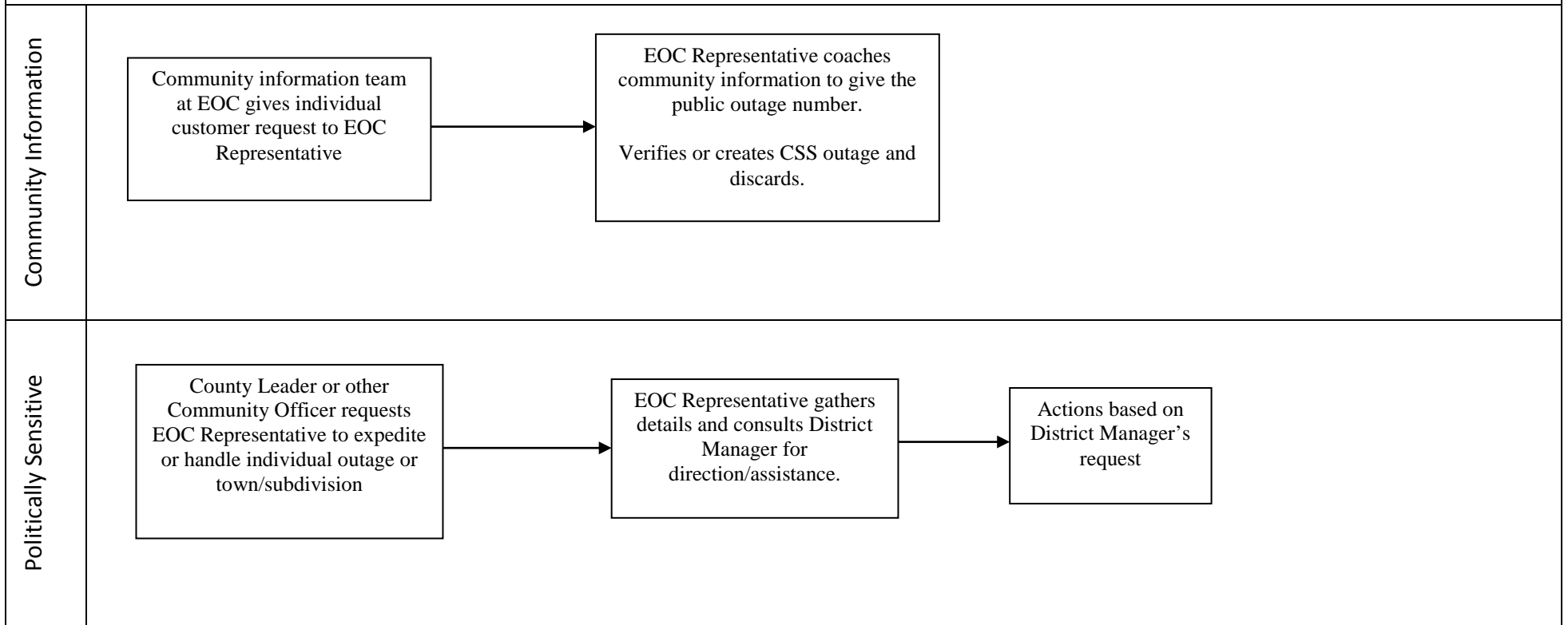
CAUTION
The expectation that the use of the DE resource is single task specific **MUST** be continually reinforced.
County must coordinate with the EOC Representative and **NOT** go directly to DE resource without EOC prioritization,

EOC Crew Management Sub-Process: Critical Buildings or Facilities

Critical Infrastructure – Phone Hubs, Buildings, 911 Operations, etc.



EOC Crew Management Sub-Process: Other Requests



Emergency Operations Center Communication (DEF Status)

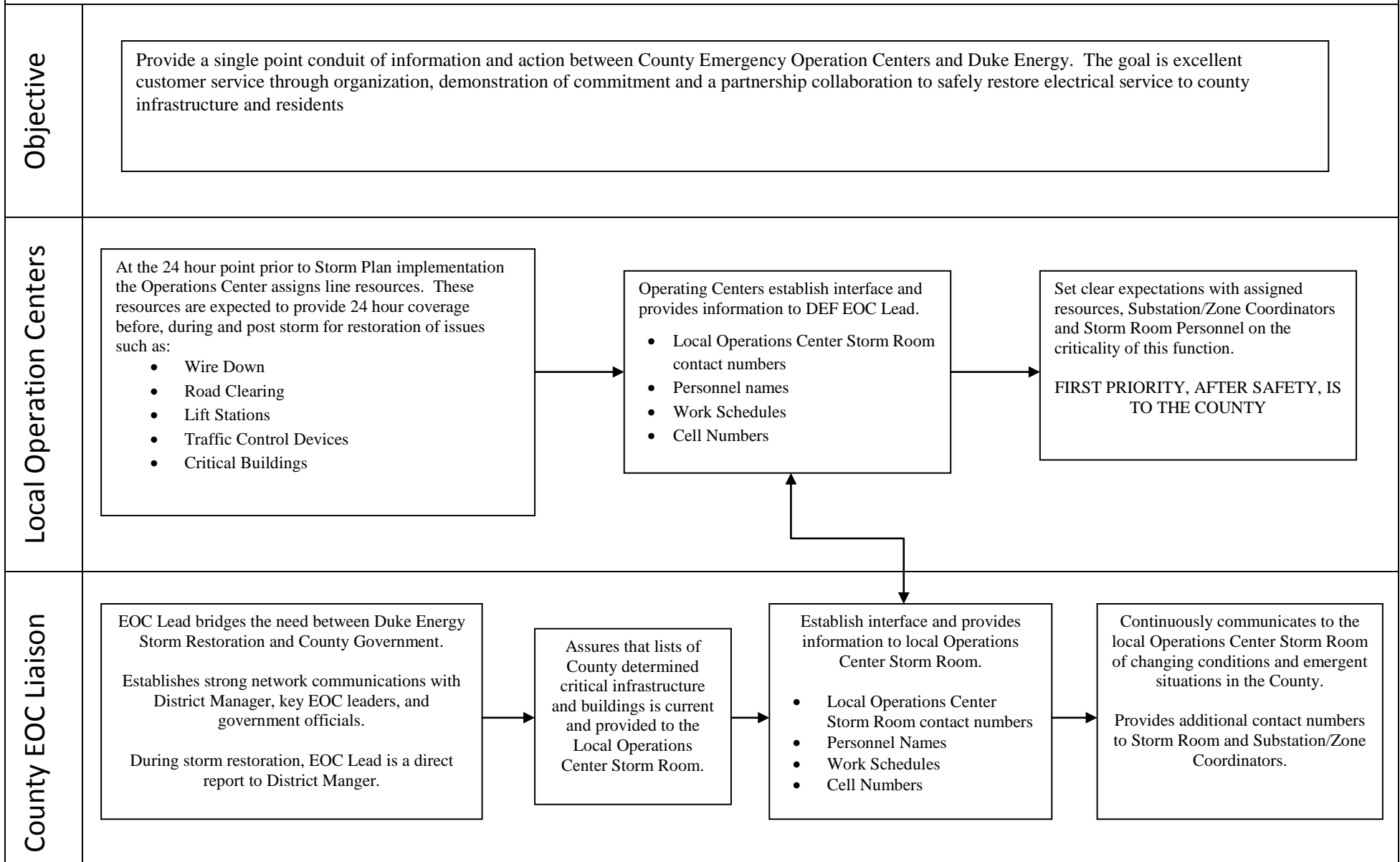
This sub-process provides a single point conduit of information and action between County Emergency Operation Centers (EOC) and Duke Energy. The goal is excellent customer service through organization, demonstration of commitment and a partnership collaboration to safely restore electrical service to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

The following personnel are engaged in EOC Communication:

- District Manager ([ER3](#))
- Dedicated Line Resources
- Emergency Operations Center Representative ([ER3B](#))
- Substation/Zone Coordinator ([OPS2C-1](#))

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

EOC Communication (DEF Status) Sub-process: County Government Interface



Job Descriptions

ER1: Manager, Public Policy (External Relations Storm Coordinator)

Job Function

The External Relations Storm Coordinator manages the development and implementation of storm preparation planning activities for Regulatory Affairs, LAM, and External Relations in Florida. The coordinator works with these groups to establish storm planning initiatives each year and to develop a process and resources needed to implement these initiatives. The coordinator is responsible for ensuring a full storm staffing compliment, developing system staffing scenarios, and training for all team members.

The coordinator's primary contacts are the District Manager (ER3), the Manager, Regulatory Affairs (ER2), and the Manager, LAM (ER4) for the storm preparation activities and during storm events. During storms, the coordinator facilitates the implementation of staffing, planning, team coordination meetings and resource support.

Job Description

- Assure process flow for all work types is understood and in place prior to the storm.
- Provide annual training for EOC Representatives (ER3B), District Manager Back-ups (ER3A), and Administrative Support (ER1A).
- Provide general oversight for EOC Representatives (ER3B) and assure all performance expectations are met.
- Assure all pre-storm activities are completed for each EOC.

Key Interface Points

- System Storm Coordination Team
- Manager, LAM (ER4)
- District Manager (ER3)
- Manager, Regulatory Affairs (ER2)
- EOC Representatives (ER3B)
- Corporate Communications

Checklist of Actions

Before Major Storm

- Assure all pre-storm activities are completed.
- Collaborate with External Relations, Regulatory Affairs and LAM to assure all storm positions are properly staffed.
- General communication to all team members on assignments and responsibilities
- Manage implementation of annual training for EOC Representatives (ER3B), District Manager Back-ups (ER3A) and Administrative Support (ER1A).
- Review all process flow documents, job descriptions, staffing plans and other process information to ensure they are updated as needed.
- Review and ensure team website is current and accessible to all team members.
- Participate in daily ER and Region storm calls and periodic Communications storm conference calls.
- Update on activities/potential issues in your area of responsibility.

During Major Storm

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

- Assist as needed in local government support activities.

After Major Storm

- Coordinate lessons learned activities and implementation of results.

Tools and Information Needed

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

Training Requirements

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

Engaged in the Following Sub-process:

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

ER1A: Administrative Support/RSVP Coordinator

Job Function

The Administrative Support (ER1A) will work in the region storm center or the local operations center depending on the severity of the storm and best allocation of available personnel. The Administrative Support (ER1A) will provide clerical support to the Manager of Public Policy (ER1), before, during and after a storm event. This position will also fulfill the role of RSVP Coordinator for the ER Storm Plan. This position may also be asked to initiate and maintain communications with government and key leaders.

Job Description

- Take a proactive approach to providing information to all public officials, Emergency Management personnel and other identified key leaders in the area assigned by obtaining an updated list of public officials within your area of responsibility.
- Communicate with the District Manager (ER3) and EOC Representatives (ER3B) for the exchange of timely and accurate information before, during and after a major storm.
- Contact the local elected officials at the closing of the storm center to finalize the communication process.

This position as the ER RSVP Coordinator is responsible for:

- Keeping the RSVP tool updated as employees transfer in and out of the ER Storm Plan organization.
- Being the first point of contact for ER Storm Plan employees regarding RSVP questions or concerns.
- Assisting employees when signing up for their storm role.
- Participating in pre-storm season planning.

Key Interface Points

- Manager, Public Policy ([ER1](#))
- District Manager ([ER3](#))
- EOC Representative ([ER3B](#))
- Back-up District Manager ([ER3A](#))

Checklist of Actions for Administrative Support (ER1A)

Before Major Storm

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

During Major Storm

- Provide information to all public officials, emergency management personnel and other identified key leaders in the area assigned as directed by District Manager ([ER3](#)).
- Provide administrative support including organizing meetings, travel, and resources as directed during storm event.

After Major Storm

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

Checklist of Actions for ER RSVP Coordinator (ER1A)

Before Storm Landfall

- 96-72 hours prior, begin identifying ER Storm Plan employees' availability for storm duty and input data into RSVP tool.
- 72-48 hours prior, complete employee availability input into the RSVP tool and begin activation of employees.
- 48-24 hours prior, complete activation of all identified ER Storm Plan employees.
- 24-0 hours prior, finalize any pre-storm resource allocation plan adjustments in the RSVP tool.

During Restoration Effort

- Periodically update resource allocation adjustments in the RSVP tool throughout the restoration effort.
- Release employees from ER Storm Plan support, as they become available, for use by other storm organizations.
- Identify released ER Storm Plan employees that are not able to support other storm organizations as "Not Available" in the RSVP tool.

After Restoration Effort

- Release all ER Storm Plan employees from the current storm in the RSVP tool.
- Participate in any lessons learned exercises after each storm event.
- Forward lessons learned results to the System RSVP Coordinator.

Supporting Tools

- RSVP Tool
- [RSVP Quick Reference Guidelines](#)
- [RSVP Training Manual](#)

Tools and Information Needed

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

Training Requirements

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

Engaged in the Following Sub-process:

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

Systems

CSS, OMS

ER2: Manager, Regulatory Affairs (State Emergency Operations Center (SEOC) Coordinator)

Job Function

The SEOC Coordinator (ER2) interacts primarily with DEF personnel in the Distribution Storm Center (DCC), Transmission Storm Center, Energy Control Center and External Relations, as well as representatives from the Florida Public Service Commission (FPSC), Department of Environmental Protection (DEP), Department of Transportation (DOT), Law Enforcement, Military Support and the Governor's Office.

Job Description

- Oversight of EOC Representatives (State) (ER2A) assigned to State EOC.
- Provide Regulatory updates for internal DEF Storm Calls before, during and after major storms.
- Obtain the Governor's Executive Order and distribute to DEF Logistics personnel for logistical purposes.
- Prepare DOT Waivers and communicate with DOT SEOC personnel (ESF 16) to expedite arrival of out-of-state crews prior to entry into the State of Florida.
- Prepare Aviation Waivers and obtain approvals from ESF 1 & ESF 3 (DOT & Public Works).
- Coordinate with DEF Storm Centers for the exchange of accurate information pertaining to restoration efforts before, during and after a major storm.
- Communicate with SEOC officials regarding power outage numbers by county and restoration efforts after a major storm.
- Communicate Key Messages with SEOC personnel.
- Help DEF representatives with specific requests from a state level relating to restoration efforts.
- Interact regularly with numerous positions in External Relations storm team.
- Responsible for participation in DEF System Storm Calls, ER calls.
- Responsible for DEF participation in the State Storm Drill.

Key Interface Points

- Governor's Office
- Florida Public Service Commission (FPSC)
- Department of Environmental Protection (DEP)
- Department of Transportation (DOT)
- Law Enforcement
- National Guard / Military Support
- Distribution Storm Center (DCC)
- Transmission Storm Center
- Energy Control Center (ECC)
- Numerous positions in External Relations storm team

Checklist of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

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

Tools and Information Needed

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

Training Requirements

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

Engaged in the Following Sub-process:

TBD

ER2A: EOC Representative (State)

Job Function

The EOC Representative (State) (ER2A) interacts primarily with the Storm Center, District Manager (ER3), Back-up District Manager (ER3A), the Operating Center Liaison, and Corporate Communications during storm restoration activities. The EOC Representative (State) (ER2A) is located at the State Emergency Operations Center. The primary responsibility of the EOC Representative (State) (ER2A) is to work with the EOC personnel to establish current priorities for restoration, communicate this information to appropriate operating center personnel, and ensure EOC priorities are worked successfully. The EOC Representative (State) (ER2A) is also responsible for establishing contact with assigned EOC and updating storm restoration priority lists prior to the beginning of the storm season.

Job Description

- Establish contact with assigned EOC prior to June 1.
- Update storm restoration infrastructure priority lists throughout the year prior to June 1.
- Provide regular briefings and deliver key messages to EOC personnel.
- Coordinate with crews and/or storm center to ensure implementation of priority infrastructure restoration process.
- Communicate with the District Manager (ER3) and Operation Center Liaison for the exchange of timely and accurate information before, during and after a major storm.

Key Interface Points

- District Manager (ER3)
- Back-up District Manager (ER3B)
- Operating Center Liaison
- Corporate Communications
- EOC personnel

Checklist of Actions

Before Major Storm

- In coordination with Manager, LAM (ER4), work with county government to update EOC priorities (e.g. designated hospitals, shelters, traffic lights, essential water treatment facilities and lift stations, etc.) and develop prioritized list for the operation centers.
- Update list of all governmental facilities in the State including responsible operating center, substation, and feeder.
- Review DEF procedures with EOC staff and establish working relationship and rules.
- Work with District Manager (ER3) and General Managers to review EOC priority work flow process.
- Electronic outage data will be represented in both map and tabular format. The State will have the ability to view higher level outage data as well as each county separately, with detailed outage information based on one square kilometer grid level detail providing numbers and customers currently without power. The State will be provided this information at least four times each day during a storm event. The State will access the information on a secure web site and where necessary be provided the information manually by a DEF representative.
- Assure a network connection that will accommodate a Duke Energy computer exists at the EOC.
- Attend scheduled meetings as the storm approaches.

During Major Storm

- Organize and report "911" type issues to Dispatch.
- Advise District Manager and Corporate Communications of the need for press briefings or public official meetings.
- Participate in daily ER and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Provide regular briefings and deliver key messages to EOC personnel.
- Communicate with the District Manager (ER3) and Operation Center Liaison for the exchange of timely and accurate information before, during and after a major storm.

After Major Storm

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

Tools and Information Needed

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

Training Requirements

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

Engaged in the Following Sub-process:

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

ER3: District Manager

Job Function

This District Manager (ER3) position has overall responsibility for Duke Energy's governmental coordination program in their assigned area working with public officials and other identified key leaders before, during and after hurricane restoration efforts. The District Manager will facilitate communication between DEF and the local governments providing timely updates. The District Manager will direct resources assigned to their team for the purpose of governmental coordination including EOC representatives, Back up District Managers and Administrative Support. The District Manager (ER3) will be headquartered in the region storm center.

Job Description

- Collaborate with local government and key leaders to:
 - Facilitate the coordination of outage restoration by providing on-going updates before, during and after storm events.
 - Educate the public on proper storm preparation and restoration actions.
 - Assist in the resolution of local governmental issues and concerns related to storm and emergency situations.
- Provide direction to a team of Back-up District Managers (ER3A), who are the main contact positions for communications with public officials, Emergency Management personnel and other identified key leaders in the area assigned - before, during and after the storm.
- Interact with Operations Managers, Operation Center Liaisons, Corporate Communications, Region/System Storm Center, CSC, External Relations VP, etc. to gain knowledge of restoration priorities and efforts.

- Participate in daily ER and Region storm calls and periodic Corporate Communications storm conference calls. Update on activities/potential issues in your area of responsibility.

Key Interface Points

- External Relations VP
- Manager, Public Policy ([ER1](#))
- Back-up District Manager ([ER3A](#))
- EOC Representative ([ER3B](#))
- Administrative Support ([ER1A](#))
- Operations Managers
- Operations Center Liaisons
- Corporate Communications
- Region/System Storm Center
- CSC
- Public Officials, Emergency Management personnel, other key leaders

Checklist of Actions

Before Major Storm

- Coordinate with Public Policy on storm initiatives, staffing plans, training and resource coordination. Participate in planning meetings.
- Update list of all public officials and local contacts prior to June 1 in the External Relations shared storm files.
- Conduct a minimum of 1 workshop per region statewide prior to storm season to include city/county staff and emergency personnel. This will assist us in having protocols in place prior to storms as well as improving relationships and communications.
- Participate in EOC and local government support training.
- Participate in daily ER and Region storm calls and periodic Corporate Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Oversee distribution of any pre-storm communications to the community leaders in your area of responsibility.

During Major Storm

- Provide direction to a team of Back-up District Managers ([ER3A](#)) who are the main contact positions for communications with public officials, Emergency Management personnel and other identified key leaders in the area assigned - before, during and after the storm.
- Coordinate with Public Policy on storm staffing and resources coordination.
- Participate in daily ER and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Interact with Operations Managers, Operation Center Liaisons, Public Policy, Corporate Communications, Region/System Storm Center, CSC, External Relations VP, etc. for coordination and to gain knowledge of restoration priorities and efforts.

After Major Storm

- Ensure that the Back-up District Managers ([ER3A](#)) have finalized the communication process with local elected officials, etc., by contact with local communities to ensure that there are no outstanding issues to resolve.
- Fully support all Lessons Learned initiatives, post storm.

Tools and Information Needed

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

Training Requirements

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

Engaged in the Following Sub-process:

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

ER3A: Back-up District Manager

Job Function

The Back-up District Manager (ER3A) will work in the region storm center, the local operations center, or as assigned, depending on the severity of the storm and best allocation of available personnel. The Back-up District Manager (ER3A) will be the main in-person contact for communication with public officials, emergency management personnel and other identified key leaders in the area assigned. This position is accountable to the District Manager (ER3) and will receive instruction and direction from that individual.

Job Description

- Take proactive approach to providing information to all public officials, Emergency Management personnel and other identified key leaders in the area assigned, by obtaining an updated list of public officials within your area of responsibility.
- Communicate with the District Manager (ER3) and EOC Representative (ER3B) for the exchange of timely and accurate information before, during and after a major storm.
- Represent DEF at any community meetings before and during the storm.
- Contact the local elected officials at the closing of the storm center to finalize the communication process.

Key Interface Points

- District Manager (ER3)
- Manager, Public Policy (ER1)
- EOC Representative (ER3B)
- Administrative Support (ER1A)
- Public Officials, Emergency Management personnel, other identified key leaders

Checklist of Actions

Before Major Storm

- Taking proactive approach to providing information to all public officials, emergency management personnel and other identified key leaders in the area assigned as directed by District Manager (ER3).
- Communicate with the District Manager (ER3) and EOC Representative (ER3B) for the exchange of timely and accurate information before, during and after a major storm.

- Coordinate, when necessary with local Emergency Preparedness Personnel concerning evacuations and emergency shelters.
- Represent PE at any community meetings before and during the storm.

During Major Storm

- Provide information to all public officials, emergency management personnel and other identified key leaders in the area assigned as directed by District Manager (ER3).
- Communicate with the District Manager (ER3) and, when necessary, the EOC Representative (ER3B), for the exchange of timely and accurate information before, during and after a major storm.
- Coordinate, when necessary, with local Emergency Preparedness Personnel concerning evacuations and emergency shelters.
- Represent DEF at community meetings before and during the storm.
- Participate in daily ER and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.

After Major Storm

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

Tools and Information Needed

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

Training Requirements

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

Engaged in the Following Sub-process:

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

ER3B: EOC Representative (County)

Job Function

The EOC Representative (ER3B) interacts primarily with the Storm Center, District Manager Managers (ER3), Back-up District Manager (ER3A), Operating Center Liaisons, and Corporate Communications during storm restoration activities. The EOC Representative (ER3B) is located at the Emergency Operations Center. The primary responsibility of the EOC Representative (ER3B) is to work with the EOC personnel to establish current priorities for restoration, communicate this information to appropriate operating center personnel, and ensure EOC priorities are worked successfully. The EOC Representative (ER3B) is also responsible for establishing contact with the assigned EOC and updating storm restoration priority lists prior to the beginning of the storm season.

Job Description

Establish contact with assigned EOC prior to June 1. EOC representative participates in local operations center phone calls prior and during storm events as appropriate.

- Update storm restoration infrastructure priority lists throughout the year prior to June 1.
- Provide regular briefings on PE Duke and deliver key messages to EOC personnel.
- Coordinate with crews and or storm center to ensure implementation of priority infrastructure restoration process.
- Communicate with the District Manager (ER3) and the Operation Center Liaisons for the exchange of timely and accurate information before, during and after a major storm.

Key Interface Points

- District Manager (ER3)
- Back-up District Manager (ER3B)
- Operating Center Liaisons
- Corporate Communications
- EOC personnel

Checklist of Actions

Before Major Storm

- In coordination with the Manager, LAM (ER4), the EOC Representative (ER3B) works with local governments to update specific city/county and EOC priorities (e.g. designated hospitals, shelters, traffic lights, essential water treatment facilities and lift stations, etc.) and develops a prioritized list for each county.
- Create a list of all governmental facilities in the County, including responsible operating center, substation, and feeder.
- Review PE procedures with EOC staff and establish working relationship and rules.
- Work with District Manager (ER3), DOMs, and Operation Center Liaisons to establish EOC priority work flow process.
- Electronic outage data will be represented in both map and tabular format to meet the varying technology capabilities of the EOCs. EOCs will receive detailed outage information based on one square kilometer grid detail providing numbers and customers currently without power. The EOCs will be provided this information at least four times each day during a storm event. The EOCs will access the information on a secure web site and, where necessary, be provided the information manually by a DEF representative.
- Assure a network connection that will accommodate a Duke Energy computer exists at the EOC.
- Attend scheduled meetings as the storm approaches.

During Major Storm

- Organize and report "911" type issues to Dispatch.
- Advise District Manager and Corporate Communications of the need for press briefings or public official meetings.
- Participate in daily ER and Region storm calls and periodic Corporate Communications storm conference calls. Update on activities/potential issues in your area of responsibility.
- Provide regular briefings and deliver key messages to EOC personnel.

- Communicate with the District Manager (ER3) and Operation Center Liaisons for the exchange of timely and accurate information before, during and after a major storm.

After Major Storm

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

Tools and Information Needed

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

Training Requirements

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

Engaged in the Following Sub-process:

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

ER4: Manager, LAM

Job Function

The Manager, LAM, is the primary contact for the Manager, Public Policy (ER1) for storm preparation activities including, assignment of LAM representatives to EOCs and infrastructure priority lists. The Manager, LAM (ER4) has the responsibility for relationships with LAM customers during storm restoration activities.

Job Description

- Assure process flow for all work types is understood and in place prior to the storm.
- Provide annual training for EOC Representatives (ER3B) and LAM Support Line representatives.
- Provide general oversight for EOC Representatives (ER3B) and assure all performance expectations are met.
- Collaborate with Public Policy and District Manager to assure EOCs are properly staffed.
- Assure all pre storm activities are completed for each EOC.

Key Interface Points

- Manager, Public Policy (ER1)
- District Manager (ER3)
- EOC Representatives (ER3B)

Checklist of Actions

Before Major Storm

- Assure process flow for all work types is understood and in place prior to the storm.
- Provide annual training for EOC Representatives (ER3B) and LAM Support Line representatives.
- Provide general oversight for EOC Representatives (ER3B) and assure all performance expectations are met.
- Collaborate with District Manager and Public Policy to assure EOCs are properly staffed.
- Assure all pre storm activities are completed for each EOC. These include:
 - Work with local governments to update specific city/county and EOC priorities (e.g. designated hospitals, shelters, traffic lights, essential water treatment facilities and lift stations, etc.) and develop a prioritized infrastructure list for each county.
 - Create a list of all governmental facilities in the County including responsible operating center, substation, and feeder.
 - Review and update EOC priority work flow process
 - Assure a network connection that will accommodate a Duke Energy computer exists at the EOC.

During Major Storm

- Ensure that the LAM representative's assignments to EOCs are met.
- Provide updated infrastructure priority list.
- Responsible for relationships with LAM customers during storm restoration activities
- Responsible for supporting the coordination of a dedicated LAM contact line.
 - During a major storm, the Storm Outage Restoration Line (SORL) will be activated. Proactive outreach will begin immediately, with employees communicating estimated damage and established estimated restoration timelines (ERTs) via emails and phone calls.
- Participate in daily ER and Region storm calls and periodic Communications storm conference calls. Update on activities/potential issues in your area of responsibility.

After Major Storm

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

Tools and Information Needed

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

Training Requirements

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

Engaged in the Following Sub-process:

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

Distribution Control Center

Document number

EMG-EDGF-00051

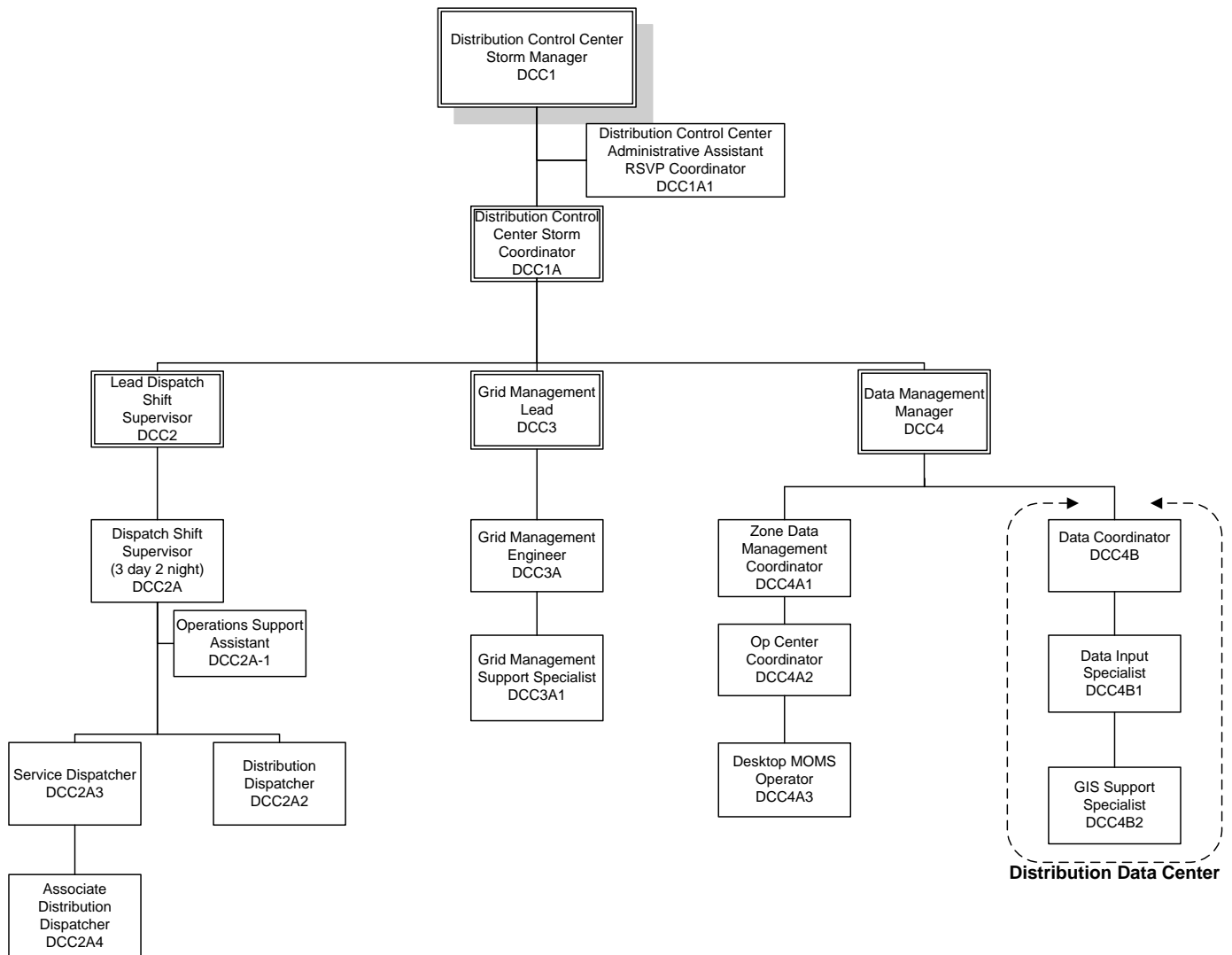
Applies to: Energy Delivery – Florida

Keywords: emergency; distribution system storm operational plan

Mission

Define, develop and implement an overall major event/hurricane response plan for managing the Distribution Control Center response consistent with corporate strategy to drive desired business results. Collaborate with other process owners to ensure integration and alignment of initiatives as set forth by the leadership team. Communicate effectively with the Executive Sponsor on department performance.

Organization Chart



Sub-processes

The Distribution Control Center (DCC) functional process includes the following sub-processes:

- [Transfer of Switching and Tagging Authority](#)
- [C:\Users\mwest\AppData\Local\Microsoft\Windows\Temporary Internet Files\AIRD\AIRD Process 2012.xlsx Assess, Isolate, Restore and Document.pdf](#)
- [Outage Management System Modeling and Tagging](#)
- [Evacuation of the DCC Facility – Transfer of Functions](#)
- [Estimated Time of Restoration Management](#)

The Distribution Control Center (DCC) participates in the following sub-processes:

- [Outage Management System Threshold Management](#) (Section EMG-EDGF-00053)

Transfer of Switching and Tagging Authority

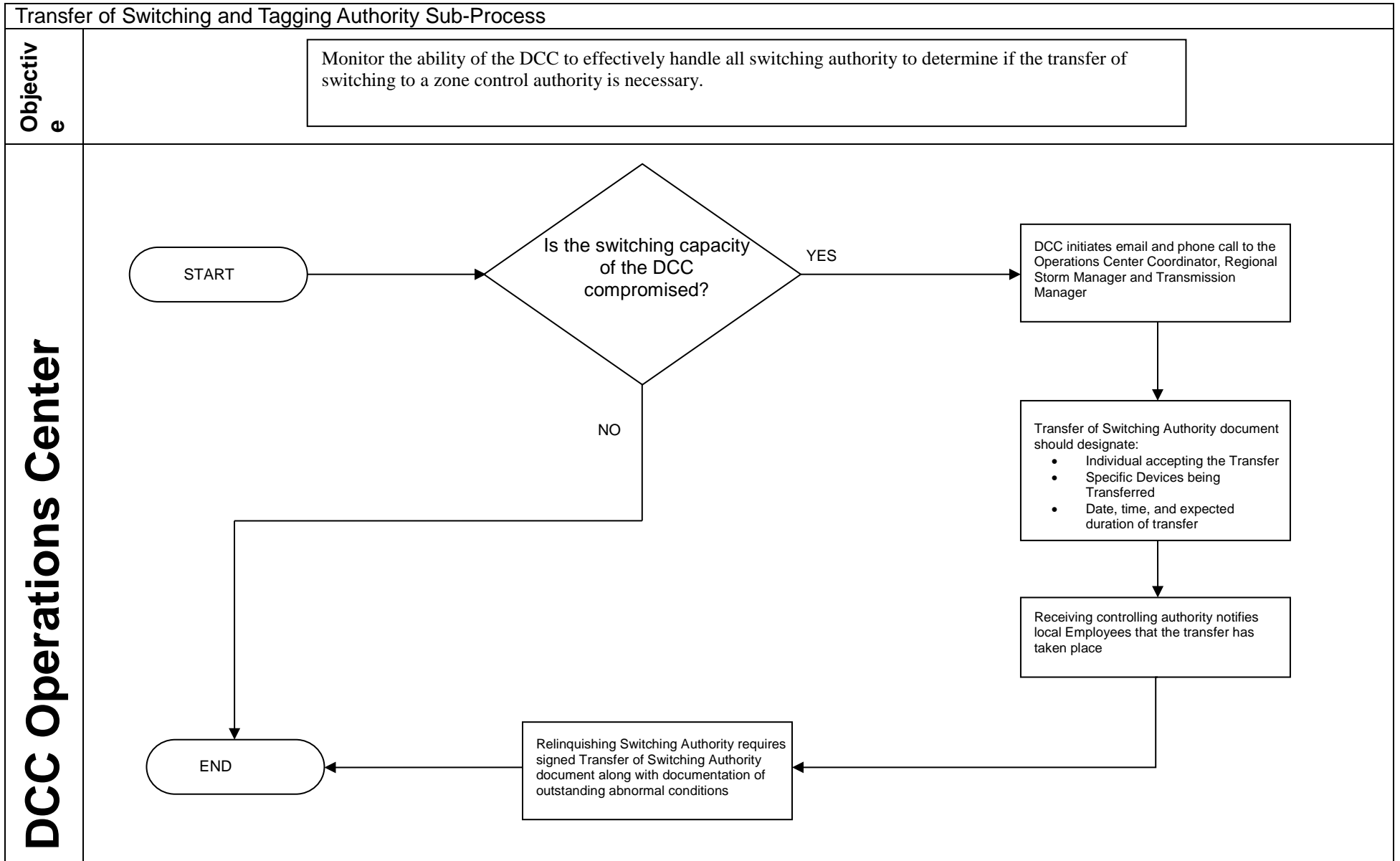
This sub-process monitors the ability of the DCC to effectively handle all switching authority and temporarily transfers switching to a zone controlling authority during periods when the DCC's switching capacity is compromised.

The following personnel are engaged in Decentralized switching and tagging:

- Operations Center Coordinator ([OPS1](#))
- Zone Storm Coordinator ([REG2](#))
- Distribution Control Center Storm Coordinator ([DCC1A](#))

[TransferOfSwitchingAuthority.doc](#)

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



Assess, Isolate, Restore, and Document (AIRD)

This sub-process patrols and restores backbone feeder and adjacent, non-damaged branch-lines safely and quickly. The primary objectives of Assess, Isolate, Restore, and Document (AIRD) are to restore as many customers from the ground as possible and provide detailed, real-time damage and restoration data to other process owners.

The following personnel are engaged in the AIRD sub-process:

- Field personnel and Leadership
- Damage Assessment team
- Data Management team
- Distribution Dispatchers ([DCC2A2](#))
- Service Dispatcher ([DCC2A3](#))
- Associate Distribution Dispatchers ([DCC2A4](#))

Assess, Isolate, Restore and Document

Objective:

During the first 24-36 hours of a level 4 system storm event, our main focus is to restore power to the feeder backbone and document the first stage devices (fuse, reclosers, terminal poles, sectionalizers) that are either open or opened during the process. The information is relayed to the Distribution Data Center where “confirmed” outages will be created in OMS by utilizing the “forced outage creation” process.

Philosophy:

We realize this will not restore the highest number of customers initially, but it will allow us to accurately model what devices are out, so that we can utilize the restoration crew most effectively when they arrive on day 2-3.

Restoration Method:

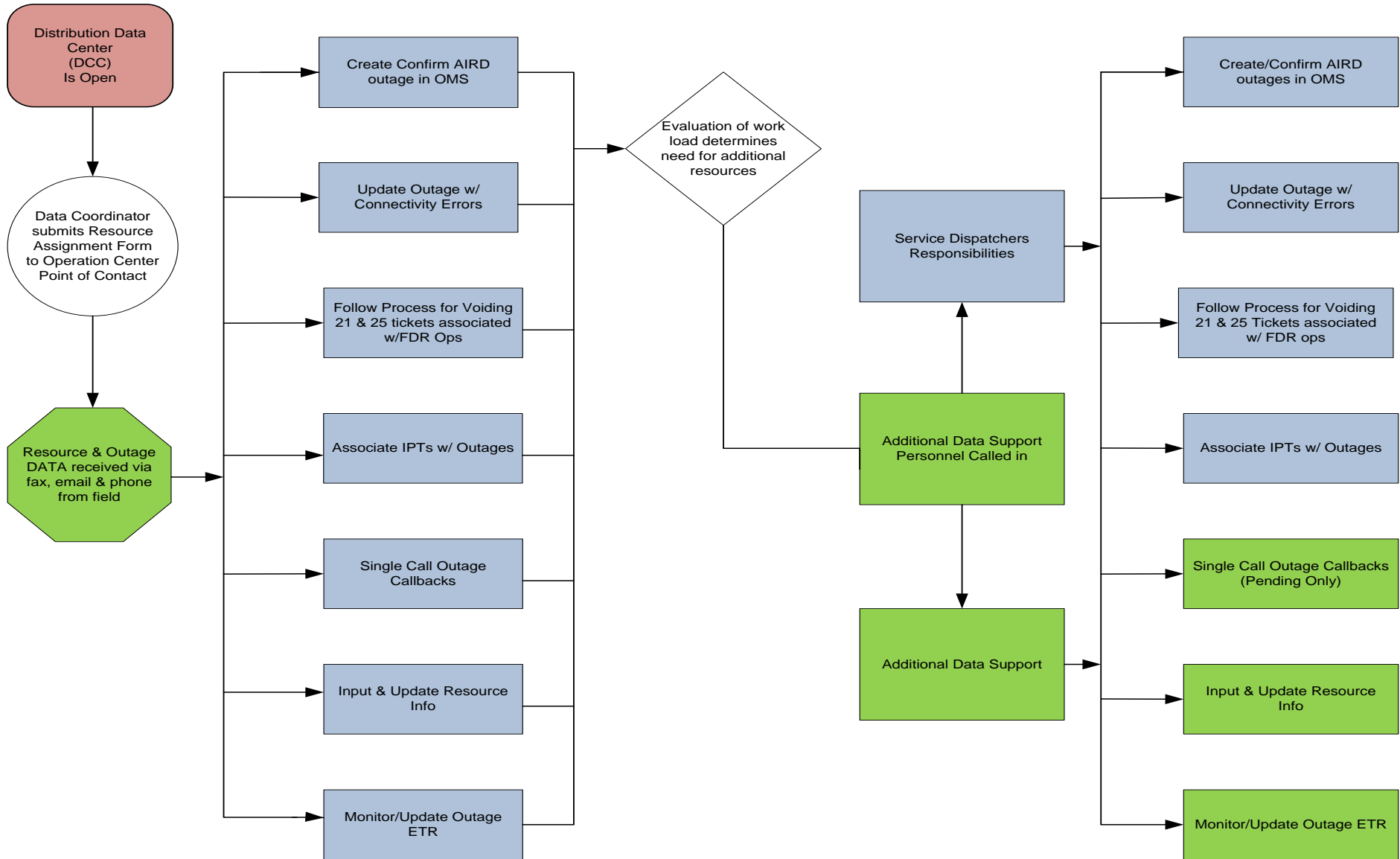
The Feeder Coordinators, beginning at the substation and working towards the end of the feeder, will log any devices that are open on arrival or manually opened during Feeder A.I.R.D (Assess, Isolate Restore and Document, page 4 of the DSSOP) process. Upon completion of each feeder, the Feeder Coordinator will provide confirmed outage log to the Zone Coordinator. The Zone Coordinator will then send completed outage log to the Distribution Data Center for input. The Distribution Data Center will create “confirmed” outages in OMS by utilizing the “forced outage creation” process. Distribution Data Center will place comments in OMS once all modeling has been completed and notify Zone Coordinator. Once confirmation has been received that OMS has been modeled the Feeder Coordinator will obtain an order from the DCC or the local controlling authority to close the feeder breaker.

*If at any time during the patrol it is discovered that a portion of the feeder requires further work prior to re-energization, the feeder Coordinator will proceed to the next upstream device, call DCC or the local controlling authority, and obtain an order to open and tag device. After opening and tagging the device, Feeder Coordinator will request switching order to close Breaker in Substation from the DCC or the local Controlling Authority to energize the line up to the tagged device. The feeder Coordinator will then continue the A.I.R.D. process to the end of the feeder.

[AIRD Process](#)

[AIRD Outage Log](#)

Distribution Data Center Document*Field Resources with MOMs Units are responsible for updating, completing and adding comments to outages dispatched to them.*



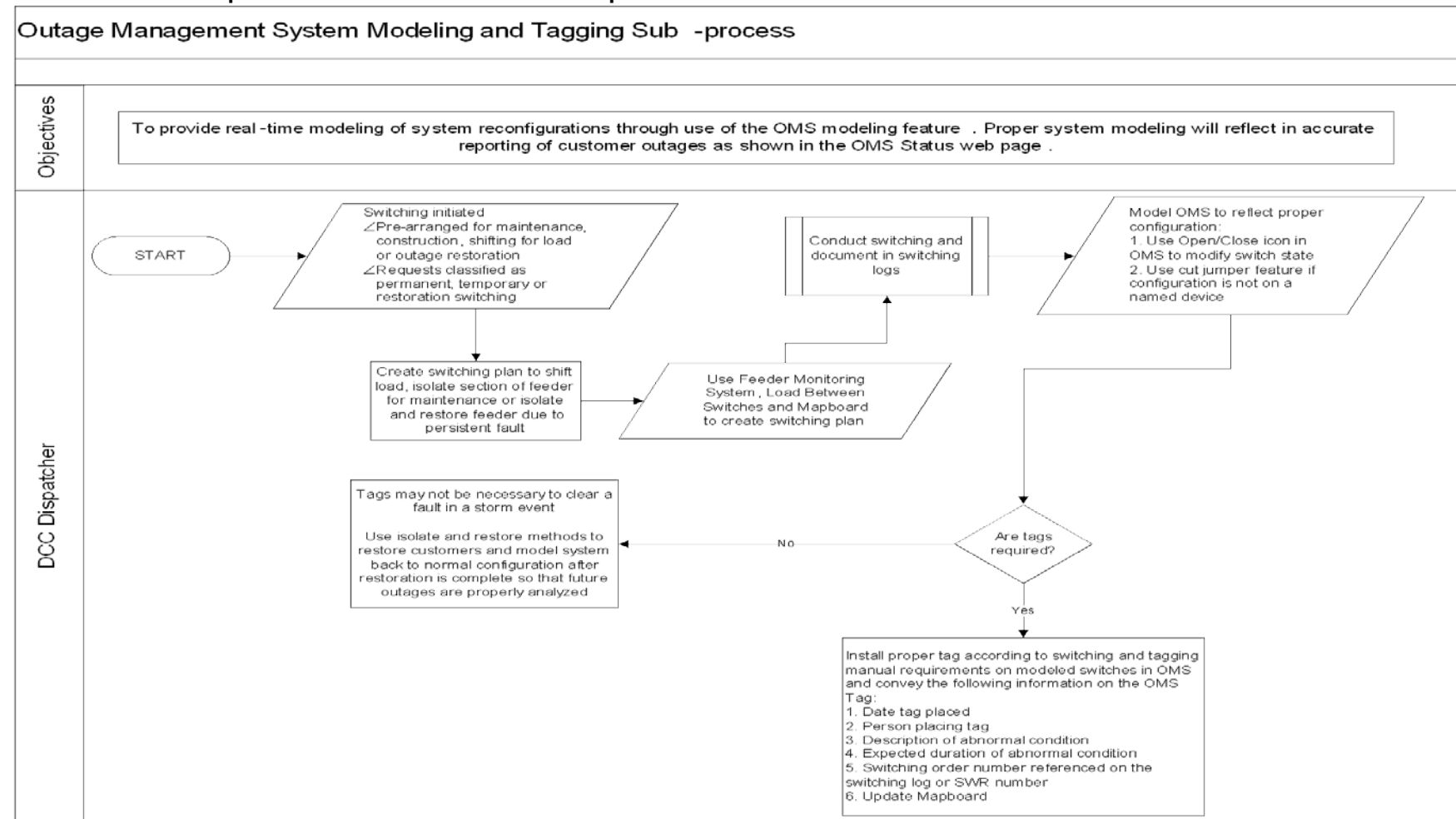
Outage Management System Modeling and Tagging

This sub-process provides real-time modeling of system reconfigurations using the OMS modeling feature to ensure accurate reporting of customer outages on the OMS Status Web page.

The following Personnel are engaged in OMS Modeling and Tagging:

- Distribution Dispatchers ([DCC2A2](#))

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



Evacuation of the DCC Facility – Transfer of Functions

This sub-process describes the steps necessary if a storm of significant magnitude forces the total evacuation of the DCC facility.

Analysis of System

- Radio- wide area radio communications would be lost with Prime site damage. Radio sites would go into site trunking if not storm damaged. The communication would only operate in a 'line of sight' mode between the communication tower and a "field" radio.
- OMS primary servers- Back-up servers at Northpoint would need to be activated.
- DSCADA system damage- at this time there is no recovery for the loss of EMS equipment at the ECC facility.
- Web FG will be used for read only DSCADA when decentralizing Dispatchers yet DSCADA is still operational at the ECC facility.
- Phone system damage. - With the loss of the ECC site phone switches (Baker and Harris) internal phone numbers would become in operable. The Operation Center "800" numbers would need to be re-routed. The Life Threatening number "911" would need to be re-routed to Clearwater RSO (Buena Vista RSO alternate back-up).
- Mapboard - Back-up plan would be activated using standalone workstation application. The most recent copies of the Mapboard would be utilized. While this option does not allow for the sharing of "red lines" each Distribution Dispatcher could share this information with adjoining dispatchers to ensure feeder configuration is widely known. For this reason, it is imperative that the OMS application be maintained during normal every day Operations.
- The recovery solution varies from rudimentary recovery of OMS and basic radio communications to complex providing approx. 90% recovery of dispatch system functionality. Factors impacting any solution would include the amount of physical damage and the availability of employees.

Relocation of DCC Personnel

Scenario 1 – Report to the Operating Centers/RSO/Northpoint

North Coastal Zone- Reporting to Ocala RSO (4 Distribution Dispatchers, 2 Service Dispatchers, 1 DCC Supervisor)

Assignments

Inverness- 1 day Distribution Dispatcher

Ocala- 1 day Distribution Dispatcher

Monticello- 1-day Distribution Dispatcher

-North Coastal Zone- 1 night Distribution Dispatcher, 2 night Service Dispatchers, 1 DCC Supervisor (Phone coverage only)

North Central Zone Reporting to Northpoint (5 Distribution Dispatchers, 2 Service Dispatchers, 1 DCC Supervisor 1 Grid Management Manager, 1 DCC RSVP Coordinator, 1 Technical Support Specialist, 1 GIS Technical Support Specialist, 1 Administrative Assistant, 1 OSA)

Assignments

Apopka- 1 day Distribution Dispatcher

Deland- 1 day Distribution Dispatcher

Jamestown-1 day Distribution Dispatcher

Longwood- 1 day Distribution Dispatcher

North Central Zone-2 night Distribution Dispatchers, 2 Service Dispatchers, 1 DCC Supervisor

South Central Zone- Reporting to Buena Vista RSO (6 Distribution Dispatchers, 2 Service Dispatchers, 1 DCC Supervisor)

Assignments

Winter Garden- 1 day Distribution Dispatcher

Buena Vista- 1 day Distribution Dispatcher

South East Orlando- 1 day Distribution Dispatcher

Lake Wales / Highlands -1 day Distribution Dispatcher

South Central Zone - 2 night Distribution Dispatchers, 2 Service Dispatchers, 1 DCC Supervisor

South Coastal Zone- Reporting to Clearwater RSO (6 Distribution Dispatchers, 2 Service Dispatchers, 1 DCC Supervisor)

Assignments

St. Petersburg- 1 day Distribution Dispatcher

Walsingham- 1 day Distribution Dispatcher

Clearwater- 1 day Distribution Dispatcher

Seven Springs / Zephyrhills- 1 day Distribution Dispatcher

South Coastal Zone – 2 night Distribution Dispatchers, 2 Service Dispatchers, 1 DCC Supervisor (phone)

Core DCC Data Management Team- 1 Data Management Manager, 6 Outage Auditors, and 1 Data Coordinator

Team to be deployed to Winter Garden training center

Transmission- Northpoint-1 Grid Management Engineer

Core Team- 4 Distribution Dispatchers, 1 DCC Supervisor

Corporate Storm Center- Winter Garden
Director DCC

Relocation Timeline

48 to 36 hrs

- Have Personnel prepare for self for storm
 - Home
 - Family
- Identify Dispatchers available and designate a staging location
 - Call Personnel at home to communicate work assignment
- Notify IT&T , Fleet and Zones of relocation plan activation
 - Pick up 'fleet' vehicles
- Stop all non-emergent switching functions
- Return all facilities to normal configuration as possible
 - Feeders
 - Substations
- DCC Personnel prepare for offsite relocation
 - Begin minimum staffing

36 to 24 hrs.

- Activation of the OMS DR(Disaster Recovery) servers in Northpoint
- Verify OMS is modeled
- Begin equipment and Personnel relocation
- Supervisors and Engineers move to offsite locations
- Core/Return Team to remain in DCC
- Run CD's with current Mapboard configuration

24 to 12 hrs.

- Issue de-centralized switching authority document
- Begin offsite Dispatching
- Night Shift Operations will be located at RSO locations until Prime site failure
- Prepare for South Coastal staging

0 hrs. to 12 hrs.

- Final shut down of DCC
- Move to safe staging for storm passing

0 to plus 12hrs. – After Storm

- DCC Supervisor in South Coastal to contact Grid Management Lead for update on ECC facility assessment.
- Return team for assessment of DCC
 - Site security
 - Identify damage
- Identify locations for local dispatching
 - Set-up
 - work

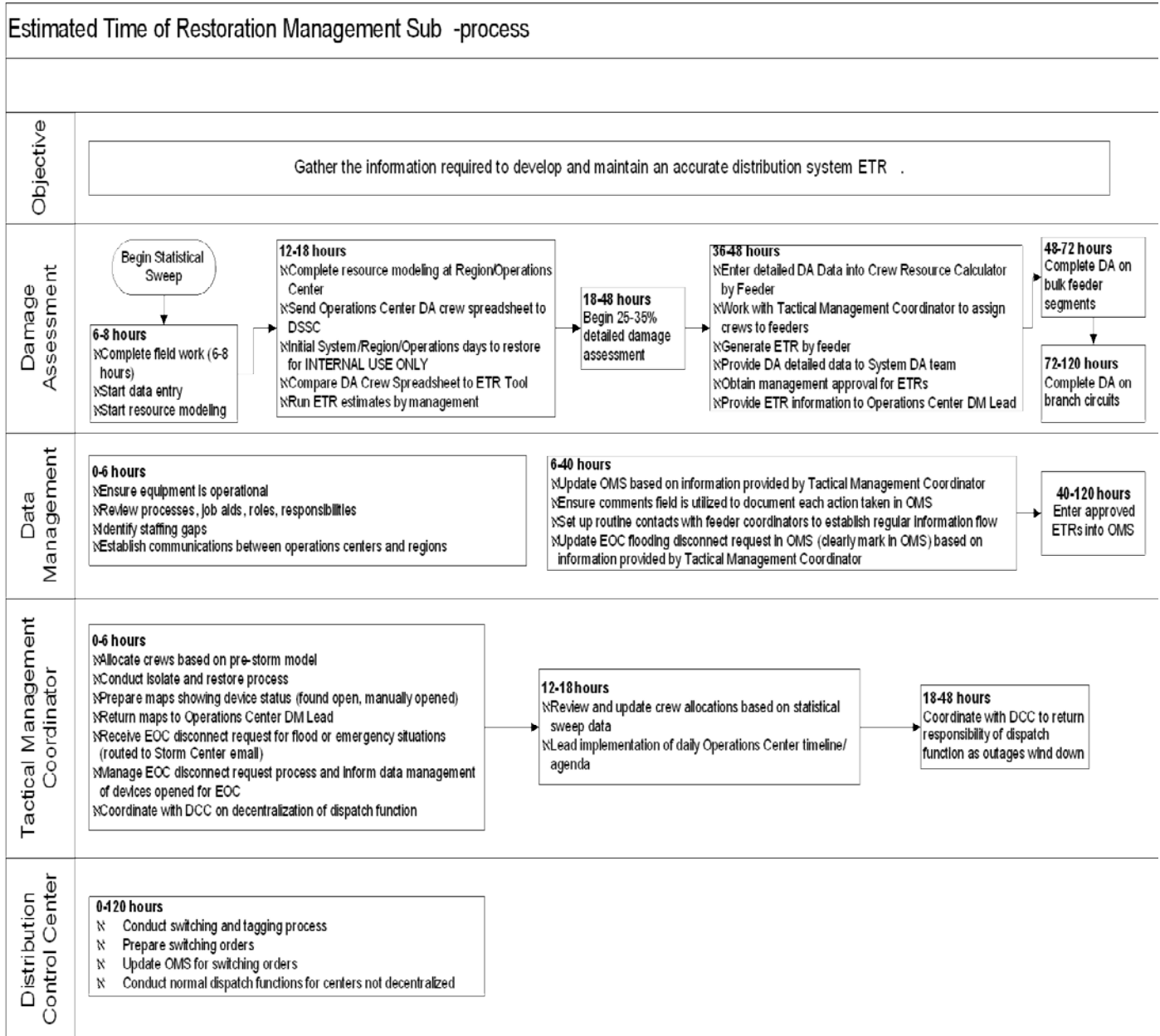
Estimated Time of Restoration Management

This sub-process gathers the information required to develop and maintain an accurate distribution system ETR.

The following Personnel are engaged in ETR Management:

- Damage Assessor ([DA2A1](#))
- Desktop MOMS Operator ([DCC4A3](#))
- Distribution Dispatcher ([DCC2A2](#))
- Operations Center Damage Assessment Coordinator ([DA2A](#))
- Op Center Coordinator ([DCC4A2](#))
- Zone Data Management Coordinator ([DCC4A1](#))
- Zone Damage Assessment Coordinator ([DA2](#))
- System Damage Assessment Coordinator ([DA1](#))
- ([DCC4A](#))
- Tactical Management Coordinator ([OPS2](#))

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



Job Descriptions

DCC1 Distribution Control Center Storm Manager

Job Function

This position will typically be filled by the Director of the Distribution Control Center. This position is the lead for the Distribution Control Center storm Organization.

Job Description

This position manages the overall Distribution Control Center storm plan and engages the Distribution Control Center storm organization to meet the daily system goals. This position maintains a strategic approach to the storm restoration effort.

Key Interface Points

- Executive Sponsor ([CMS1](#))
- Zone Storm Manager ([REG2](#))
- Distribution System Storm Coordinator ([DSSC1](#))
- Distribution Storm Coordinator ([DCC1A](#))
- Corporate Communications Manager ([CC1](#))

Checklist of Actions

[C:\Users\mwest\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\E1L5M3WN\DCC Storm Prep Checklist changes \(2\).docx](#) [DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan.
- Distribution Control Center staffing plans.
- Contact list for entire Operations Center storm organization chart
- County EOC issues spreadsheet
- Priority customer/feeder list

DCC1A: Distribution Control Center Storm Coordinator

Job Function

Define, develop and implement an overall major event/hurricane response plan for managing the Distribution Control Center response consistent with corporate strategy.

Job Description

Provide relevant Performance metric information via the System storm calls to other Process Owners. Collaborate with Process Owners to develop an Estimated Time of Restoration, ensure DCC storm organizations (Dispatch, Grid Management, & Data Management) are staffed effectively to ensure the organization's success, and assure switching orders and Operations are not delaying effective restoration. Be prepared to de-centralize switching authority should the need to do so arise.

Provide governance oversight to the Storm Manager, Communication Manager and other department functions as necessary to achieve corporate objectives. Develop and implement effective change management plans related to storm response in order to educate and arm champions of the process. Identify Performance improvement opportunities and lead post storm lessons learned meetings with DCC organization to share and participate during system level lessons learned calls. Develop a plan to drive the resolution of identified lessons learned.

This position is directly accountable to the Distribution Control Center Storm Manager and the Executive Sponsor in achievement of Performance metrics.

Key Interface Points

- Executive Sponsor ([CMS1](#))
- Distribution System Storm Coordinator ([DSSC1](#))
- Distribution Control Center Storm Manager ([DCC1](#))
- Corporate Communications Director ([CC1](#))
- Grid Management Lead ([DCC3](#))
- Lead Dispatch Shift Supervisor ([DCC2](#))
- Data Management Manager ([DCC4](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Estimated time of service restoration from Energy Distribution.
- Complete Distribution Control Center/ Storm Plan
- Complete Staffing plans and Communication Strategy

Training Requirements

Review and understand past major event performance, tools and capabilities.

DCC1B Distribution Control Center Administrative Assistant RSVP Coordinator

Job Function

This position will fulfill the role of RSVP Coordinator and provide administrative support to the Distribution Control Center.

Job Description

Act as the first point of contact for the Distribution Control Center employees regarding RSVP and maintain the RSVP to ensure the document contains the most accurate information.

Provide administrative assistance to the Distribution Control Center. Maintain storm items such as charge codes, storm cards and supplies. Collaborate with supporting areas (Zone Storm Centers, Dispatch, Grid Management & Data Management) to ensure the Distribution Control Center has the most accurate information at all times, including emergency contact information. Coordinate with the ECC and Distribution Control Center Operations Support Assistant to ensure the facilities are maintained in a clean and safe manner at all times.

Act as liaison between the Distribution Control Center employees, Staging and Logistics and fleet department to ensure all travel and lodging needs of the Distribution Control Center are met and communicated.

Ensure all Distribution Control Center employees and supporting Personnel NERC CIP status are current and up-to-date. Coordinate any training that needs to be completed.

This position is directly accountable to the Distribution Control Center Storm Manager and the Distribution Control Center Storm Coordinator.

Key Interface Points

- Distribution Control Center Storm Manager ([DCC1](#))
- Distribution Control Center Storm Coordinator ([DCC1A](#))
- Lead Dispatch Shift Supervisor ([DCC2](#))
- Grid Management Lead ([DCC3](#))
- Data Management Manager ([DCC4](#))
- Operations Support Assistant ([DCC2A1](#))
- Zone Storm Coordinator ([REG2](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- RSVP Tool
- Staging and Logistics process
- Contact list for key interface positions
- Employee NERC CIP status

DCC2: Lead Dispatch Shift Supervisor

Job Function

This position reports directly to the Distribution Control Center Storm Coordinator. This position coordinates the Distribution Control Center execution of the Hurricane/Major Event storm plan.

Job Description

This position is responsible for communicating the Distribution Control Center Performance metrics. This position will conduct and lead the Distribution Control Center major event coordination meetings. In addition, this position will coordinate with the other Shift Supervisors to ensure effective, consistent communication to internal customers, employees and other process owners. This position will collaborate with Distribution Storm Coordinator on adjustments necessary to the Distribution Control Center to ensure successful execution of the storm plan. Be prepared to de-centralize switching authority should the need arise. Assess the need for the relocation of the DCC Operations; if relocation is necessary provide oversight of staffing and locations in which individuals will be assigned.

Provide governance oversight to the Distribution Control Center Shift Supervisors and other Distribution Control Center employees to achieve corporate objectives. Develop and implement effective change management plans related to storm response in order to educate and arm champions of the process. Identify performance improvement opportunities and lead post storm lessons learned meetings with Distribution Control Center organization to share and participate during system level lessons learned calls. Develop a plan to drive the resolution of identified lessons learned.

This position is directly accountable to the Distribution Control Center Storm Manager.

Key Interface Points

- Distribution Storm Coordinator ([DCC1A](#))
- Dispatch Shift Supervisors ([DCC2A](#))
- Grid Management Lead ([DCC3](#))
- Grid Management Support Specialist ([DCC3A1](#))
- Distribution Control Center Administrative Assistant RSVP Coordinator ([DCC1B](#))
- Data Management Manager ([DCC4](#))
- Data Input Specialist ([DCC4B1](#))
- GIS Support Specialist ([DCC4B2](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan.
- Distribution Control Center staffing plans.
- State of the Grid
- Intranet
- Internet
- Mapboard
- Microsoft Applications
- Load Between Switches
- FMS
- Switching Orders Application (DEF)
- DSCADA
- VMS
- OMS
- AIRD Process
- D1's Process

DCC2A: Dispatch Shift Supervisor

Job Function

In collaboration with the Lead Shift Supervisor this position will coordinate the execution of the Distribution Control Center Storm plan.

Job Description

Manage the Dispatcher group to ensure OMS modeling and switching and tagging procedures are fully supported. Fill shifts as necessary for storm support. Ensure all dispatchers have a full understanding of the AIRD and D1 processes and the role they play in executing this process. Maintain a clear understanding of the projected storm path including wind speed, rainfall, storm surge and estimated time of landfall. Make sure this information is communicated to all Distribution Control Center employees. Communicate any building logistics and possible changes to the Distribution Control Center employees. Assist the Lead Dispatch Shift Supervisor as needed. Participate in the Zone storm calls for assigned Zone(s). Act as a liaison between the Zone Storm rooms and dispatchers.

This position is directly accountable to the Lead Dispatch Shift Supervisor and the Distribution Control Center Storm Coordinator.

Key Interface Points

- Lead Dispatch Shift Supervisor ([DCC2](#))
- Grid Management Lead ([DCC3](#))
- Distribution Dispatchers ([DCC2A2](#))
- Service Dispatcher ([DCC2A3](#))
- Associate Distribution Dispatcher ([DCC2A4](#))
- Data Management Manager ([DCC4](#))
- Operations Support Assistant ([DCC2A1](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan.
- Distribution Control Center staffing plans.
- State of the Grid
- Intranet
- Internet
- Mapboard
- Microsoft Applications
- Load Between Switches
- FMS
- Switching Orders Application (DEF)
- DSCADA
- VMS
- OMS
- AIRD Process
- D1's Process

DCC2A1: Operations Support Assistant

Job Function

This position is responsible for coordinating the timely delivery of food, snacks and supplies necessary to sustain the Distribution Control Center staff during the restoration effort.

Job Description

Develop menus for use during hurricanes/major events. Purchase snacks, paper goods and other supplies necessary to feed Distribution Control Center employees prior to the event. Develop a list of vendors to use during a major event to provide food/snacks. Plan, order and coordinate meals for the Distribution Control Center employees during the event. Assist caterers and vendors in the distribution of the food on site. Communicate with the employees the meal schedule.

Key Interface Points

- Dispatch Shift Supervisor ([DCC2A](#))
- Distribution Dispatcher ([DCC2A2](#))
- Service Dispatcher ([DCC2A3](#))
- Associate Distribution Dispatcher ([DCC2A4](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Staffing plans for determining the number of meals to be served.
- A list of vendors/caterers in the area that have been helpful in past storms.

DCC2A2: Distribution Dispatcher

Job Function

This position requires a complete understanding of the Distribution Control Center responsibilities in support of major storm restoration efforts.

Job Description

Initiate all switching and tagging Operations necessary to restore and maintain the distribution system in accordance with the Duke Switching and Tagging manual. Model the distribution system in OMS and Mapboard to reflect the current condition of the distribution grid. Dispatch outages in OMS to the correct field resource. Monitor DSCADA and respond to necessary alarms and breaker Operations. In addition, this position will monitor radio communications and will support emergency call protocols, when needed.

This position reports directly to the Dispatch Shift Supervisor and Lead Dispatch Shift Supervisor.

Key Interface Points

- Dispatch Shift Supervisors ([DCC2A](#))
- Service Dispatcher ([DCC2A3](#))
- Associate Distribution Dispatcher ([DCC2A4](#))
- Operations Support Assistant ([DCC2A1](#))
- Data Input Specialist ([DCC4B1](#))
- GIS Support Specialist ([DCC4B2](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- AIRD process
- D1 process
- OMS
- CSS
- Advantex
- Baker Phone system
- Motorola Radio
- ARCOS
- Intranet
- Internet

DCC2A3: Service Dispatcher

Job Function

Monitor, update and dispatch OMS and Mobil Link work when applicable. Provide real-time modeling of the system in accordance with the AIRD standards.

Job Description

Monitor and respond to 911 calls that come in via Baker phone system. Update resource information in OMS. Follow the A.I.R.D process by modeling OMS to reflect the current condition of the distribution system. Process the outage log's received in the Distribution Data Center by creating confirmed outages in OMS by utilizing the "forced outage creation" process. Monitor and update ETR. Associate Immediate Problem Tickets with outages. Follow process for voiding 21 & 25 tickets associated with feeder Operations. Update outages with connectivity errors. Assist with creating D1's when applicable. Perform single outage callbacks when necessary.

This position is directly accountable to the Data Coordinator and Lead Dispatch Shift Supervisor.

Key Interface Points

- Dispatch Shift Supervisors ([DCC2A](#))
- Distribution Dispatchers ([DCC2A2](#))
- Associate Distribution Dispatcher ([DCC2A4](#))
- Operations Support Assistant ([DCC2A1](#))
- Data Input Specialist ([DCC4B1](#))
- GIS Support Specialist ([DCC4B2](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- AIRD process
- D1 process
- OMS
- CSS
- Advantex
- Baker Phone system
- Motorola Radio
- ARCOS
- Intranet
- Internet

DCC2A4: Associate Distribution Dispatcher

Job Function

Monitor, update and dispatch OMS and Mobil Link work when applicable. Provide real-time modeling of the system in accordance with the AIRD standards.

Job Description

Monitor and respond to 911 calls that come in via Baker phone system. Follow the A.I.R.D process by modeling OMS to reflect the current condition of the distribution system. Process the outage log's received in the Distribution Data Center by creating confirmed outages in OMS by utilizing the "forced outage creation" process. Monitor and update ETR. Associate Immediate Problem Tickets with outages. Follow process for voiding 21 & 25 tickets associated with feeder Operations. Update resource information in OMS. Update outages with connectivity errors. Assist with creating D1's when applicable. Perform single outage callbacks when necessary.

This position is directly accountable to the Data Coordinator and Lead Dispatch Shift Supervisor.

Key Interface Points

- Dispatch Shift Supervisors ([DCC2A](#))
- Distribution Dispatchers ([DCC2A2](#))
- Service Dispatchers ([DCC2A3](#))
- Operations Support Assistant ([DCC2A1](#))
- Data Input Specialist ([DCC4B1](#))
- GIS Support Specialist ([DCC4B2](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- AIRD process
- D1 process
- OMS
- CSS
- Advantex
- Baker Phone system
- Motorola Radio
- ARCOS
- Intranet
- Internet

DCC3: Grid Management Lead

Job Function

Develop and implement an overall strategy for maintaining the integrity of the distribution system.

Job Description

Review the distribution system for any current or upcoming switching orders and any abnormal configurations. Determine best configuration of the distribution system based on transmission constraints and distribution work. Coordinate any switching that needs to be completed or delayed and initiate return to normal switching for any outstanding orders that may be returned to normal prior to the event.

Collaborate with ECC Personnel on building logistics and communicate changes/updates to Distribution Control Center Manager, Lead Dispatch Shift Supervisor Data Management Manager and Grid Management staff. Ensure Grid Management storm roles are staffed effectively and all Personal storm preparations have been completed.

Provide governance oversight to the Grid Management Organization to achieve corporate objectives. Develop and implement effective change management plans related to storm response in order to educate and arm champions of the process. Identify Performance improvement opportunities and lead post storm lessons learned meetings with Distribution Control Center organization to share and participate during system level lessons learned calls. Develop a plan to drive the resolution of identified lessons learned.

This position is directly accountable to the Distribution Control Center Storm Coordinator.

Key Interface Points

- Distribution Control Center Storm Coordinator ([DCC1A](#))
- Lead Dispatch Shift Supervisor ([DCC2](#))
- Dispatch Shift Supervisor ([DCC2A](#))
- Grid Management Engineer ([DCC3A](#))
- Grid Management Support Specialist ([DCC3A1](#))
- Distribution Control Center Administrative Assistant RSVP Coordinator ([DCC1A1](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan.
- Distribution Control Center staffing plans.
- State of the Grid
- Intranet
- Internet
- Mapboard
- Microsoft Applications
- Load Between Switches
- FMS
- Switching Orders Application (DEF)
- DSCADA
- VMS
- OMS

DCC3A: Grid Management Engineer

Job Function

Assist in developing an overall strategy for maintaining the integrity of the distribution system.

Job Description

Provide relevant system Performance metric's such as condition of critical feeders, system load, abnormal configuration and critical switching orders to Grid Management Lead. Assist Grid Management Lead in monitoring the distribution system based on transmission constraints and distribution abnormalities.

This position is directly accountable to the Grid Management Lead.

Key Interface Points

- Distribution Control Center Storm Coordinator ([DCC1A](#))
- Lead Dispatch Shift Supervisor ([DCC2](#))
- Dispatch Shift Supervisor ([DCC2A](#))
- Grid Management Lead ([DCC3](#))
- Distribution Control Center Administrative Assistant RSVP Coordinator ([DCC1B](#))
- Grid Management Support Specialist ([DCC3A1](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- State of the Grid
- Intranet
- Internet
- Mapboard
- Microsoft Applications
- Load Between Switches
- FMS
- Switching Orders Application (DEF)
- DSCADA
- VMS
- OMS

DCC3A1: Grid Management Support Specialist

Job Function

Support the Grid Management Engineer in developing an overall strategy for maintaining the integrity of the distribution system.

Job Description

Assist Grid Management Engineer in monitoring the system Performance matrix such as condition of critical feeders, system load, abnormal configuration and critical switching orders to Grid Management Lead. Assist Grid Management Lead in monitoring the distribution system based on transmission constraints and distribution abnormalities.

This position is directly accountable to the Grid Management Engineer and Grid Management Lead.

Key Interface Points

- Distribution Control Center Storm Coordinator ([DCC1A](#))
- Lead Dispatch Shift Supervisor ([DCC2](#))
- Dispatch Shift Supervisor ([DCC2A](#))
- Grid Management Lead ([DCC3](#))
- Grid Management Engineer ([DCC3A](#))
- Distribution Control Center Administrative Assistant RSVP Coordinator ([DCC1B](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- State of the Grid
- Intranet
- Internet
- Microsoft Applications
- Load Between Switches
- Switching Orders Application (DEF)

DCC4: Data Management Manager

Job Function

Define, develop and implement an overall plan for maintaining the integrity of all outage and restoration data related to a major event/hurricane consistent with corporate strategy.

Job Description Review and approve all outage and restoration data prior to publication. Provide relevant Performance metric information via the system storm calls to other process owners. Collaborate with process owners (IT, Performance Support, Zone Storm Room, Op centers and RSM) to ensure all systems are operational. Staff the Data Management organization effectively to ensure the organization's success. Verify all refresher training on OMS and Desktop MOMS has been completed for all Data Center and MOMS operators. Start to schedule conference calls (2 Per day) with leads (DCC, System & Zone DM Coordinators, and OMS Help Desk). Coordinate with Performance Support to reconcile the number of customers by county for the Outage Mapping Application. Initiate with Performance Support a snap shot of current state of OMS and Map Board application and ensure OMS snap shot is inserted at beginning of storm. Ensure GIS support Specialist has updated Mapboard maps to PDF

Provide governance oversight to the Data Management Organization to achieve corporate objectives. Develop and implement effective change management plans related to storm response in order to educate and arm champions of the process. Identify performance improvement opportunities and lead post storm lessons learned meetings with Distribution Control Center organization to share and participate during system level lessons learned calls. Develop a plan to drive the resolution of identified lessons learned.

This position is directly accountable to the Distribution Control Center Storm Coordinator.

Key Interface Points

- Distribution Control Center Storm Coordinator ([DCC1A](#))
- Grid Management Lead ([DCC3](#))
- Lead Dispatch Shift Supervisor ([DCC2](#))
- Data Coordinator ([DCC4B](#))
- Data Input Specialist ([DCC4B1](#))
- Zone Data Management Coordinator ([DCC4A1](#))
- Op Center Data Coordinators ([DCC4A2](#))
- GIS Support Specialist ([DCC4B2](#))
- Zone Storm Manager ([REG1](#))

Checklist of Actions

[DCC Storm Prep Checklist.docx](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- State of the Grid
- Internet
- Intranet
- Microsoft Applications
- MOMS
- OMS Status
 - ETR Assignment Report
 - ETR/ITR Report
 - County Summary Report
 - System /Zone/Op Center Summary
 - Restoration Trends
- Email
 - Email Distribution Lists
 - Storm Center FI – Distribution Data Center
 - Storm Center FL – Distribution Data Management

DCC4A1: Zone Data Management Coordinator

Job Function

Maintain the integrity of all outage and restoration data for the zone(s).

Job Description

Compile, Analysis and report accurate outage and restoration information during a major event/hurricane to the Data Management Manager. Collaborate with process owners to ensure accurate modeling of the system.

Oversee the zone's to ensure accurate outage and restoration data. Ensure all employees have a full understanding of the AIRD process and the role they play in executing this process. Maintain a clear understanding of the projected storm path including wind speed, rainfall, storm surge and estimated time of landfall. Make sure this information is communicated to all employees.

This position is directly accountable to the Data Management Manager.

Key Interface Points

- Data Management Manager ([DCC4](#))
- Operations Center Coordinator ([DCC4A2](#))
- Grid Management Lead ([DCC3](#))
- Lead Dispatch Shift Supervisor ([DCC2](#))
- Zone Storm Manager ([REG1](#))
- Desktop MOMS Operator ([DCC4A3](#))

Checklist of Actions

[DCC4A1 Region DM Coordinator](#)

Tools and Information Needed

- Desktop MOMS
- Intranet
- Internet
- Microsoft Applications
- AIRD Process
- ETR OMS Status
 - Assignment Report
 - ETR/ITR Report
 - County Summary Report
 - System /Zone/Op Center Summary
 - Restoration Trends
- Email
 - Email Distribution Lists
 - Storm Center FI – Distribution Data Center
 - Storm Center FL – Distribution Data Management

DCC4A2: Operations Center Coordinator

Job Function

This position is responsible for maintain the integrity of all outage and restoration data for the Operations Center.

Job Description

This individual is responsible for updating outage data within the MOMS application as necessary during the restoration process. This may include but not be limited to completing outages, adding outage comments, ETR management.

This position is directly accountable to the Zone Data Management Coordinator and Data Management Manager.

Key Interface Points

- Data Management Manager ([DCC4](#))
- Tactical Management Coordinator ([OPS2](#))
- Zone Damage Assessment Coordinator ([DA2](#))
- Zone Data Management Coordinator ([DCC4A1](#))

Checklist of Actions

[DCC4A2 Op Center Coordinator](#)

Tools and Information Needed

- Desktop MOMS software
- Intranet
- Internet
- Microsoft Applications
- Email
 - Email Distribution Lists
 - Storm Center FI – Distribution Data Center
 - Storm Center FL – Distribution Data Management

DCC4A3: MOMS Operator

Job Function

This position is responsible for maintaining information in Mobile Outage Management System (MOMS) at the Operating Center.

Job Description

This individual is responsible for updating outage data within the MOMS application as necessary during the restoration process. This may include but not be limited to completing outages, adding outage comments, ETR management.

This position is directly accountable to the Operations Center Coordinator and Data Management Manager.

Key Interface Points

- Data Management Manager ([DCC4](#))
- Tactical Management Coordinator ([OPS2](#))
- Zone Damage Assessment Coordinator ([DA2](#))
- Zone Data Management Coordinator ([DCC4A1](#))

Checklist of Actions

[DCC4A3 Desktop MOMS Operator](#)

Tools and Information Needed

- Desktop MOMS software
- Intranet
- Internet
- Microsoft Applications
- Email
 - Email Distribution Lists
 - Storm Center FI – Distribution Data Center
 - Storm Center FL – Distribution Data Management

DCC4B: Data Coordinator

Job Function

Maintain the integrity of all outage and restoration data for the Data Management Center.

Job Description

Compile, Analysis and report accurate outage and restoration information during a major event/hurricane to the Data Management Manager. Collaborate with Process Owners to ensure accurate modeling of the system. Staff the Data Center effectively to ensure the organizations success.

Manage the Distribution Control Center Data Center group to ensure accurate outage and restoration data. Ensure all Data Center employees have a full understanding of the AIRD and D1 process and the role they play in executing this process. Maintain a clear understanding of the projected storm path including wind speed, rainfall, storm surge and estimated time of landfall. Make sure this information is communicated to all Distribution Control Center Data Center employees. Communicate any building logistics and possible changes to the Distribution Control Center Data Center employees

This position is directly accountable to the Data Management Manager.

Key Interface Points

- Data Management Manager ([DCC4](#))
- Operations Center Coordinator ([DCC4A2](#))
- Grid Management Lead ([DCC3](#))
- Lead Dispatch Shift Supervisor ([DCC2](#))
- Zone Storm Manager ([REG1](#))
- Data Input Specialist ([DCC4B1](#))
- GIS Support Specialist ([DCC4B2](#))

Checklist of Actions

[DCC4B Data Coordinator](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- OMS
- Intranet
- Internet
- Microsoft Applications
- AIRD Process
- D1's Process
- OMS Status
 - ETR Assignment Report
 - ETR/ITR Report
 - County Summary Report
 - System /Zone/Op Center Summary
 - Restoration Trends
- Email
 - Email Distribution Lists
 - Storm Center FI – Distribution Data Center
 - Storm Center FL – Distribution Data Management

DCC4B1: Data Input Specialist

Job Function

Monitor and update OMS and Mobil Link work when applicable. Provide real-time modeling of the system in accordance with the AIRD standards to ensure accurate outage and restoration data.

Job Description

Follow the AIRD process by modeling OMS to reflect the current condition of the distribution system. Process the outage log's received in the Distribution Data Center by creating confirmed outages in OMS by utilizing the "forced outage creation" process. Monitor and update ETR. Update resource information in OMS. Associate Immediate Problem Tickets with outages. Follow process for voiding 21 & 25 tickets associated with feeder Operations. Update outages with connectivity errors. Assist with creating D1's when applicable. Perform single outage callbacks when necessary.

This position is directly accountable to the Data Coordinator and Data Management Manager.

Key Interface Points

- Data Coordinator ([DCC4B](#))
- Data Management Manager ([DCC4](#))
- GIS Support Specialist ([DCC4B2](#))
- Service Dispatchers ([DCC2A3](#))
- Associate Distribution Dispatcher ([DCC2A4](#))

Checklist of Actions

[DCC4B1 Data Input Specialist](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- AIRD process
- D1 process
- OMS
- CSS
- Intranet
- Internet
- Email
 - Email Distribution Lists
 - Storm Center FI – Distribution Data Center
 - Storm Center FL – Distribution Data Management

DCC4B2: GIS Support Specialist

Job Function

Assist in maintaining the integrity of the Distribution Control Centers GIS and Mapboard systems.

Job Description

Maintain and update the distribution system mapping before during and after a major event/hurricane. Identify and correct connectivity errors in GIS and Mapboard. Assist in crating maps for other organizations.

This position is directly accountable to the Data Coordinator and Data Management Manager.

Key Interface Points

- Data Management Manager ([DCC4](#))
- Data Coordinator ([DCC4B](#))
- Data Input Specialist ([DCC4B1](#))
- Distribution Dispatcher ([DCC2A2](#))
- Service Dispatchers ([DCC2A3](#))
- Associate Distribution Dispatchers ([DCC2A4](#))

Checklist of Actions

[DCC4B2 GIS Support Specialist](#)

Tools and Information Needed

- Distribution Control Center major storm plan
- Distribution Control Center staffing plans
- AIRD process
- D1 process
- OMS
- CSS
- Intranet
- Internet
- Mapboard
- Email
 - Email Distribution Lists
 - Storm Center FI – Distribution Data Center
 - Storm Center FL – Distribution Data Management

Document title

Resource Management

Document number

EMG-EDGF-00052

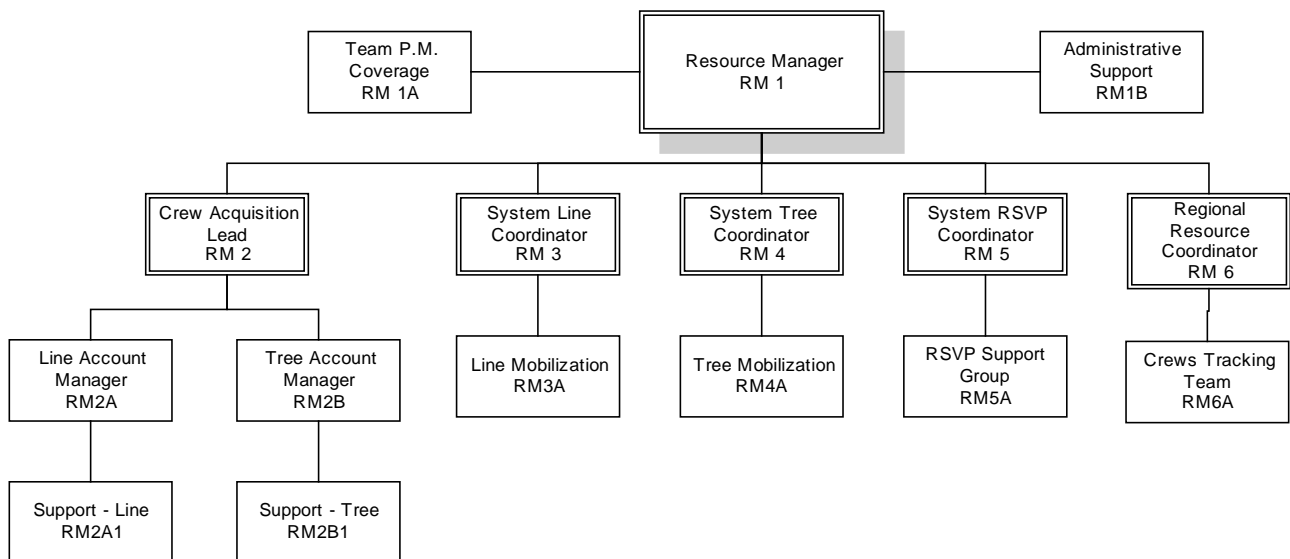
Applies to: Energy Delivery – Florida

Keywords: emergency; distribution system storm operational plan

Mission

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

Organization Chart



Sub-processes

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

- [Crew Acquisition and Mobilization](#)
- [Line/Tree Acquisition](#)
- [Support Personnel Acquisition](#)
- [Contractor Demobilization Plan](#)
- [System RSVP Process Document](#)
- [RSVP 48 HR & 24 HR Procedure Flow](#)
- [RSVP 96 HR & 72 HR Procedure Flow](#)
- [RSVP Process – Non Line Resources](#)
- [RSVP Resource Request Template](#)
- [Resource Link Process Flow](#)

Crew Acquisition and Mobilization

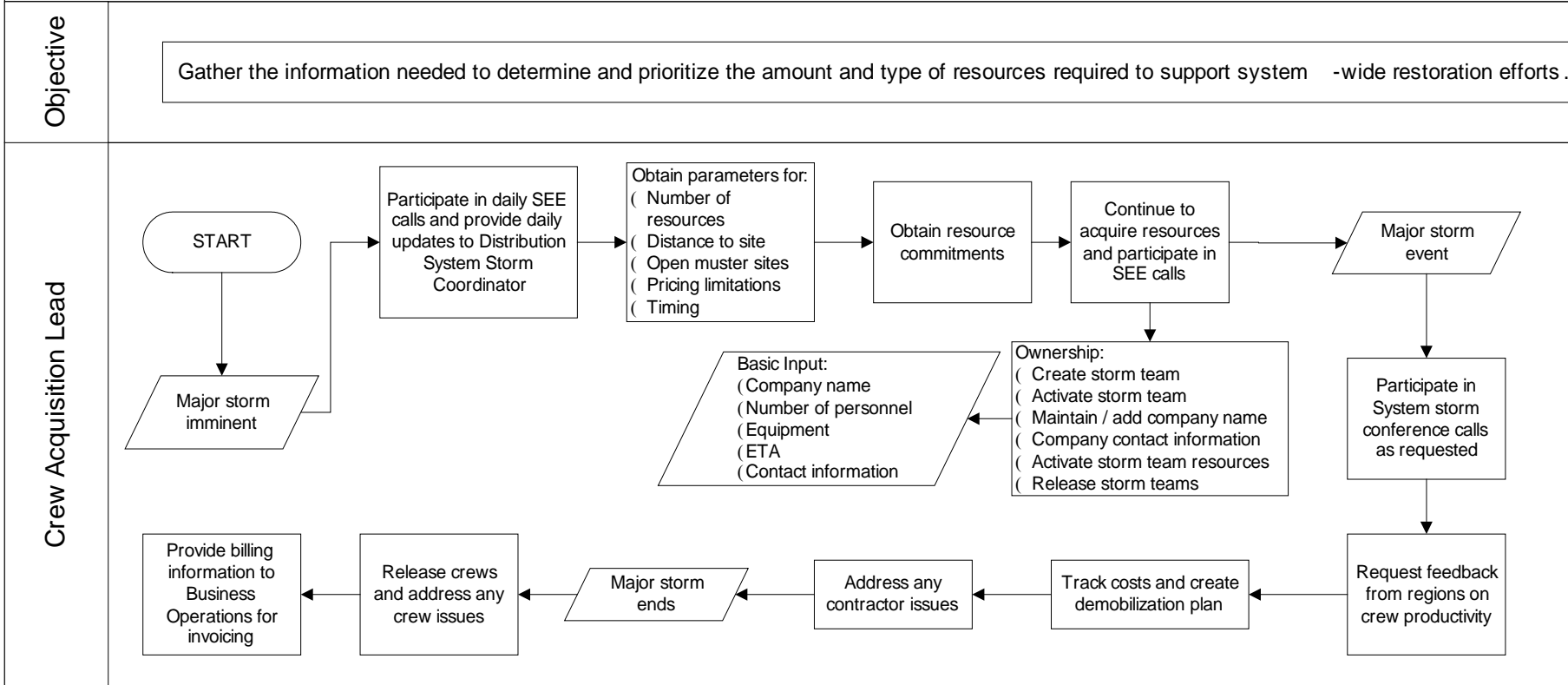
This sub-process gathers the information needed to determine and prioritize the amount and type of resources required to support system-wide restoration efforts.

The following personnel are engaged in Crew Acquisition and Mobilization:

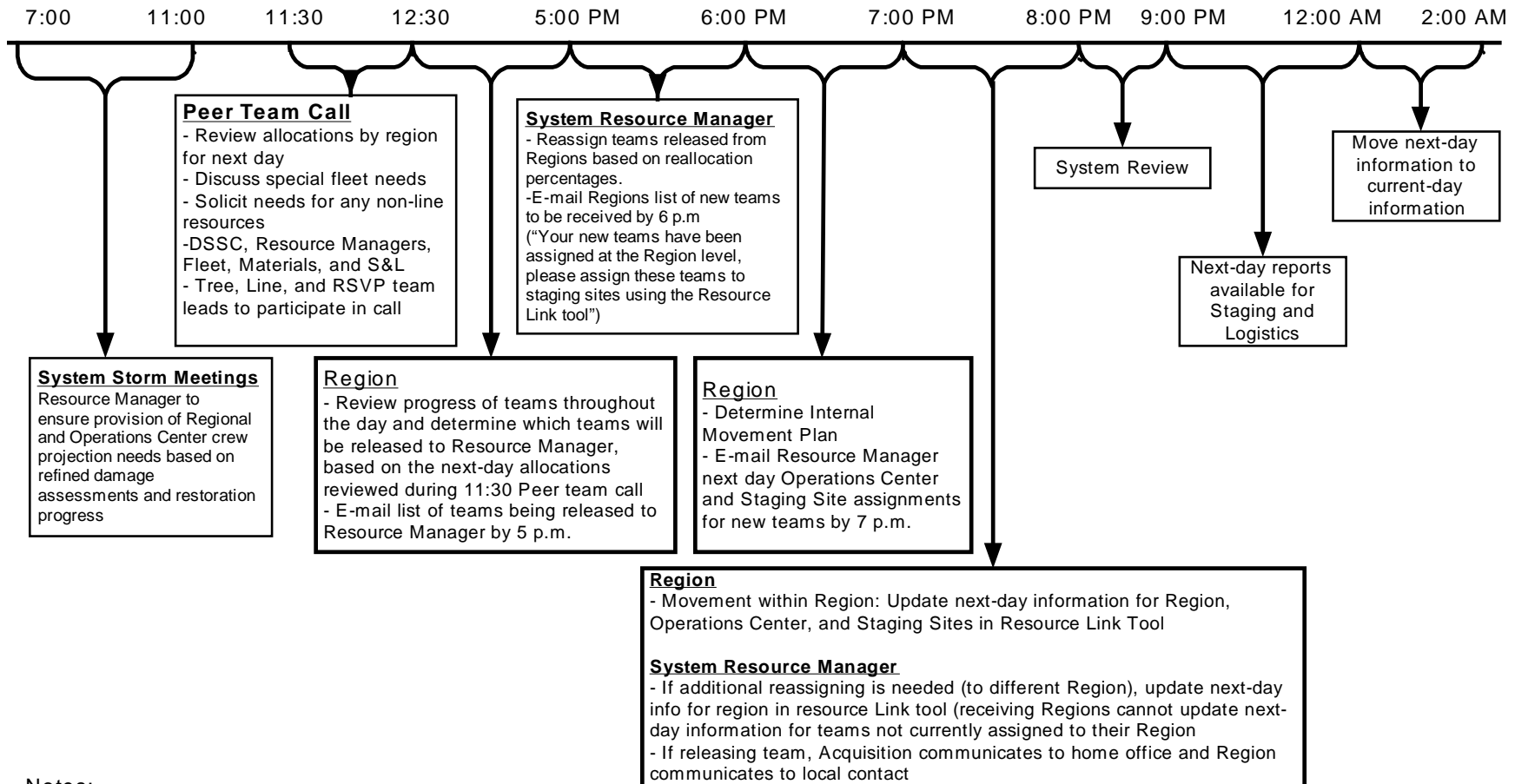
- Resource Manager ([RM1](#))
- Crew Acquisition Lead ([RM2](#))
- Distribution System Storm Coordinator ([DSSC1](#))
- Fleet ([FL1](#))
- Region Storm Coordinator ([REG2](#))
- System Staging and Logistics Coordinator ([SL1](#))

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

Crew Acquisition and Mobilization Sub -process



Crew Acquisition and Mobilization Timeline



Notes:

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

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

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

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

Line/Tree Acquisition

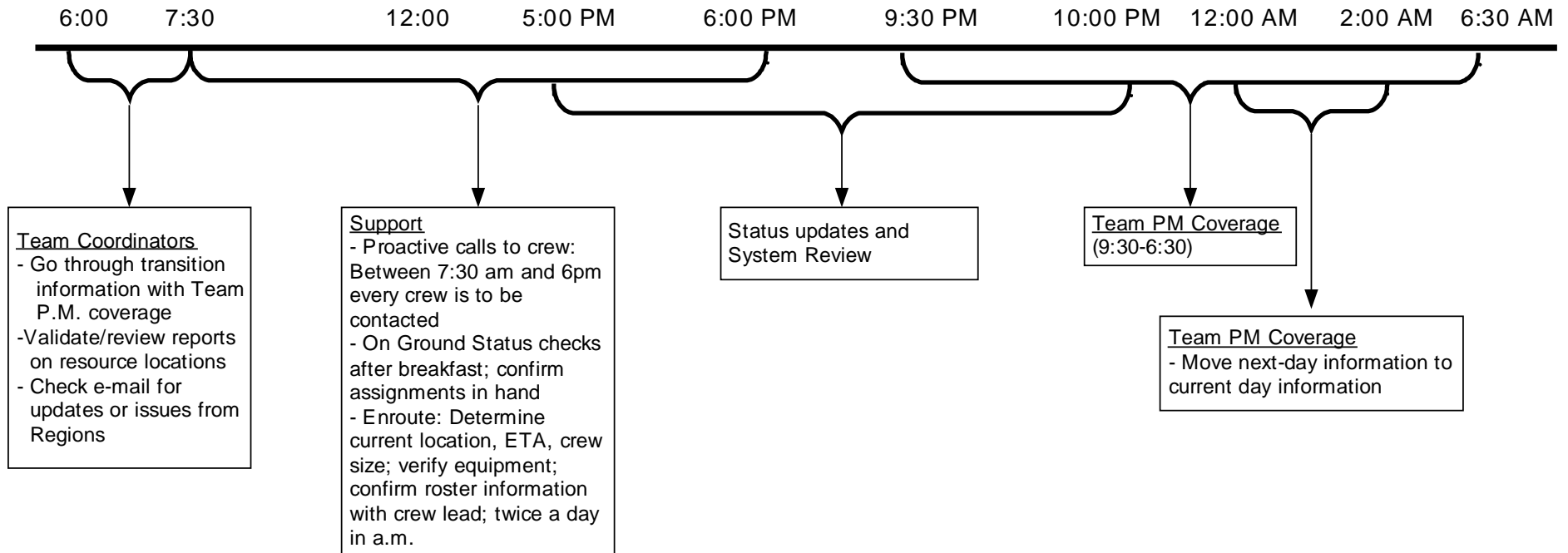
The Line/Tree Acquisition sub-process determines the movement of line and tree crews during restoration efforts.

The following personnel are engaged in Line/Tree Acquisition:

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

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

Line/Tree Acquisition Timeline



Notes:

- 1.) If a team is to be reassigned or released, they will be notified after 6 p.m. and told to have their belongings with them the next morning. They will receive their new assignments the next morning at the staging site. The staging site Operations Center Liaison will give them the assignment and provide maps.
- 2.) From 9 p.m. to midnight, S&L will make contact with hotels to acquire or cancel rooms based on the information contained in Resource reports.
- 3.) Reports should become "same-day" just after midnight (12:01 a.m.) in an automated fashion.

Support Personnel Acquisition

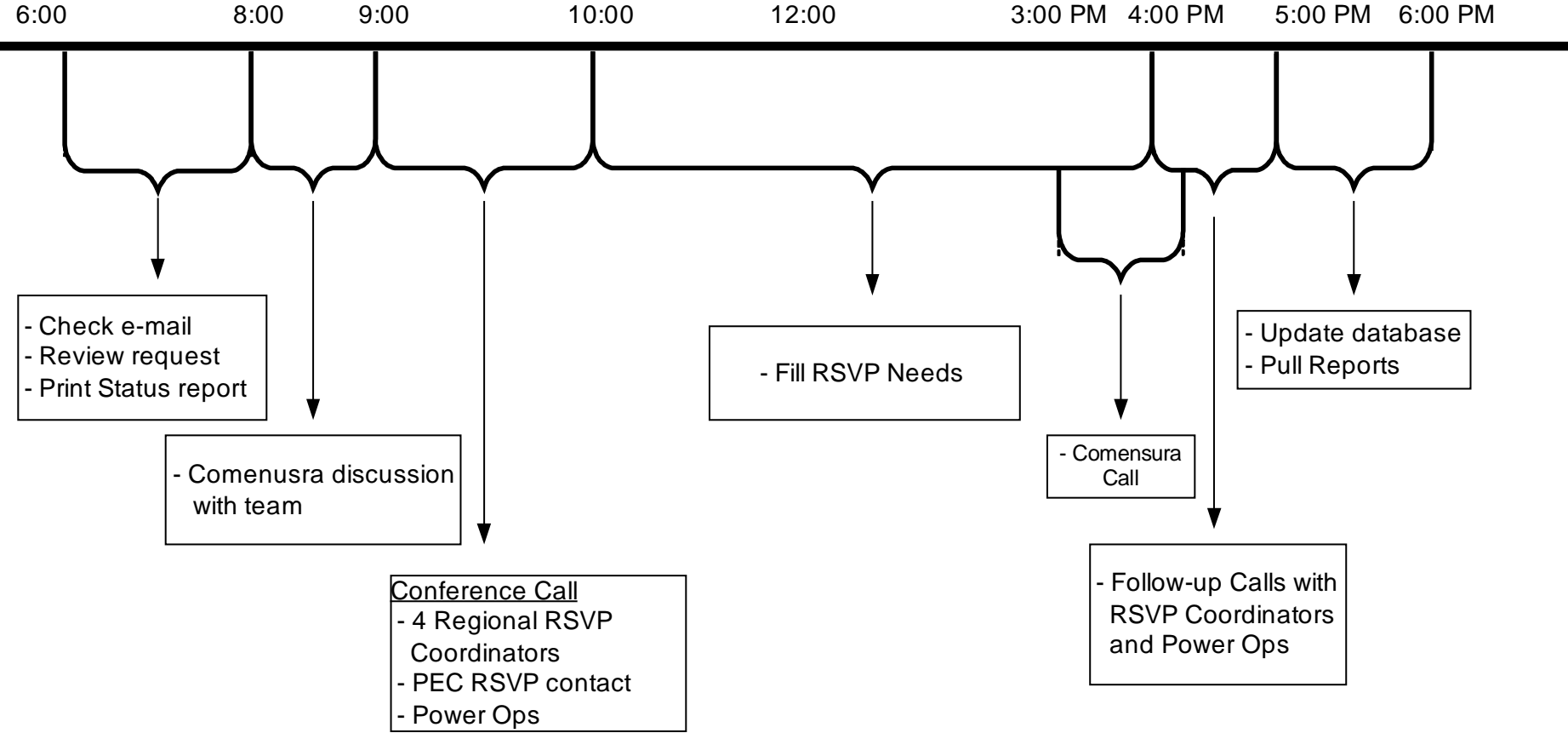
The Support Personnel Acquisition sub-process determines the needs for support personnel other than line and tree.

The following personnel are engaged in Support Personnel Acquisition:

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

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

Support Personnel Acquisition Timeline



Tree Ground Acquisition

The Tree Ground Acquisition sub-process determines the needs for grounds to support contract tree personnel assisting in restoration efforts.

The following personnel are engaged in Tree Ground Acquisition:

- Crew Acquisition Lead ([RM2](#))
- Tree Mobilization Lead ([RM4A](#))
- System Stores
- Tree Account Manager ([RM2B](#))

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

Tree Ground Acquisition Process

Updated July 11, 2011

Additional Notes

- Stores will log and track ground distribution to Operation Center
- Ground testing is valid for two (2) years
- DOM will be assigned tree grounds
- Op Center Store will be responsible for movement of grounds between Operation Center(s)/Region(s) **with DOM Approval**
- DOM will be charged for any grounds not returned to Stores
- Tree Ground movement should be discussed on Regional Storm Call
- Additional Ground Acquisition – 1st PEC, 2nd Vendors

Crew Acquisition

Tree Acquisition acquires total number of tree crew deploying to system via storm modeling for restoration (2 sets of grounds per tree crew (2 grounds per set))

Tree Acquisition notifies Stores of total number of tree grounds needed

Crew Mobilization

As tree crews are assigned by Op Center, Tree Mobilization acquires number of tree crews per Operation Center and notifies Stores (24 hrs pre-landfall)

Stores begins logging grounds by Op Center and acquires additional grounds as necessary

Tree Acquisition shall receive a cc on the communication email

Stores

Stores prepares grounds and/or acquires additional grounds as necessary

Tree Mobilization communicates crew changes to Store contact (shifts in regional and/or total system numbers). Store contact relays changes to Op Center stores

Stores sends ground to Op Center store room for distribution to field after storm passes.

Op Center store send Tree Grounds back to Store room for storage

Op Center/Region

Discussion of Tree Ground movement should be discussed as agenda item on Regional Storm Call

Op Center Store Keeper to verify and re-allocate grounds as necessary **with DOM approval**. Op Center Store Keeper will update log sheet to reflect reallocation and log sheet will accompany grounds

Op Center store distributes to field and/or redistributes across regions as necessary

Tree Grounds are returned to Op Center Store as they are no longer needed

Contractor Demobilization Plan

The Contractor Demobilization Plan sub-process outlines the systematic release of contractor (line and tree) as restoration efforts necessitate.

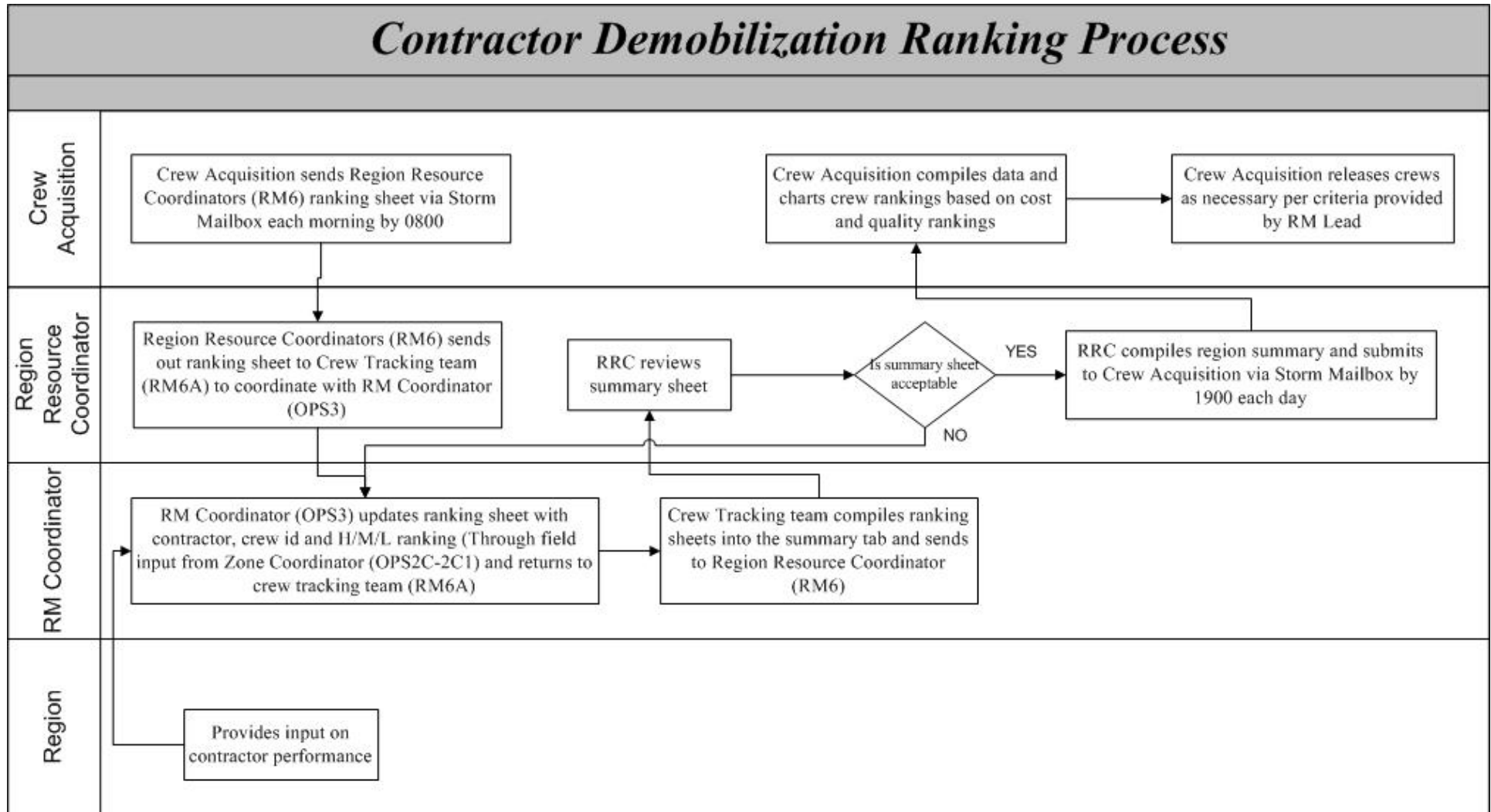
The following personnel are engaged in Tree Ground Acquisition:

- Resource Manager ([RM1](#))
- Crew Acquisition Lead ([RM2](#))
- Tree Mobilization ([RM4A](#))
- Line Mobilization ([RM3A](#))
- Tree Account Manager ([RM2B](#))
- Line Account Manager ([RM3A](#))
- Region Resource Coordinator ([RM6](#))
- Zone Coordinator ([OPS2C-2C1](#))
- RM Coordinator ([OPS3](#))

The documents for current storm can be accessed by clicking [here](#) (restricted access).

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

Updated May 24, 2010

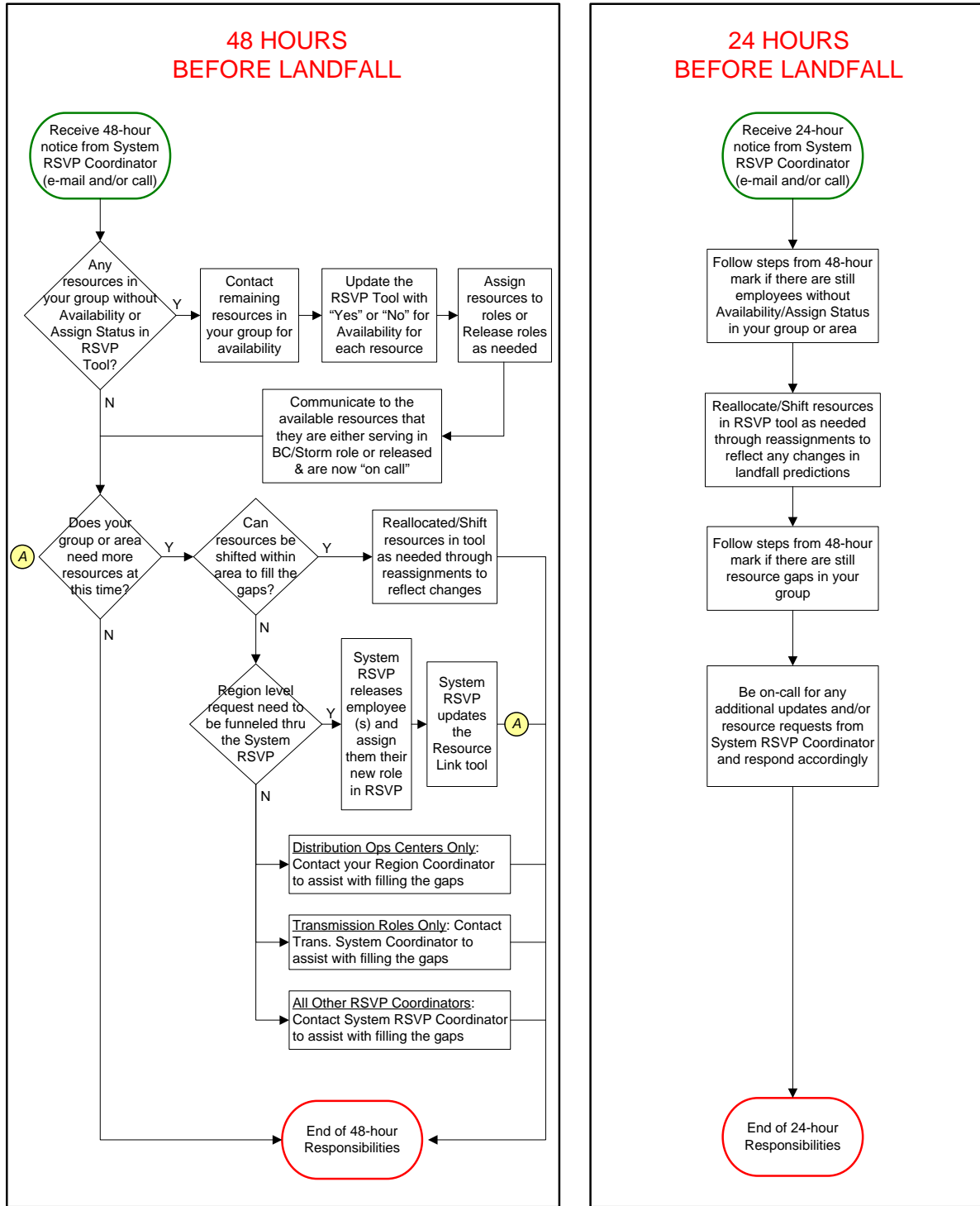


Updated May 24, 2010

Storm Contractor Field Ranking Report			
Date _____	Feeder Coordinator _____		
Contractor Name _____	Crew ID _____		
Crew Type (Line or Tree) _____			
Op Center _____	Region _____		
Can the crew climb?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Is the crew properly equipped?	<input type="checkbox"/>	<input type="checkbox"/>	
	Exceeds	Meets	Needs Improvement
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Productivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments:			
Definitions			
Exceeds	Meets	Needs Improvement	
Anticipates activities for next task Requests materials to keep production moving Sets production goals for crews Far exceeds OSHA standards Does not sit idle Always uses PPE Communicates effectively Gives and receives feedback Is proactive Managing materials well with no waste Delights customers and is proactive	Works well on task at hand Engages internal contacts when needed Completes most work assigned Only sits idle when waiting on work Uses safe work practices Exceeds OSHA standards Does not misuse material Provides feedback when asked Able to resolve customer issues.	Waits for work between tasks Only communicates when asked Does not complete work assigned Meets OSHA standards Materials/housekeeping needs improvement Handles only some customer issues	
June 25, 2009			

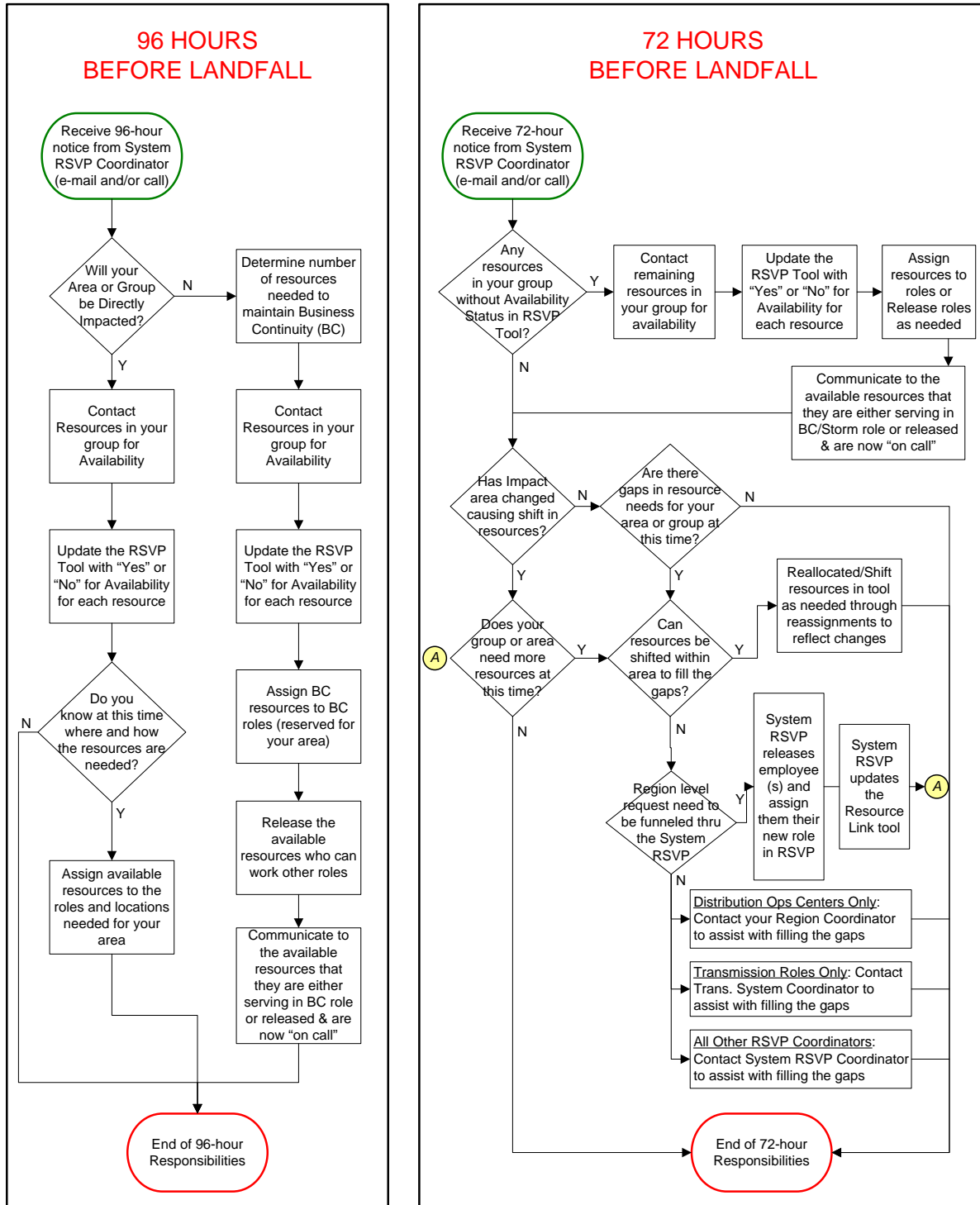
Complete and submit **daily** on each observed crew to the Operation Center Crew Tracker

**48-HOUR and 24-HOUR PROCEDURE FOR PEF RSVP
COORDINATORS**

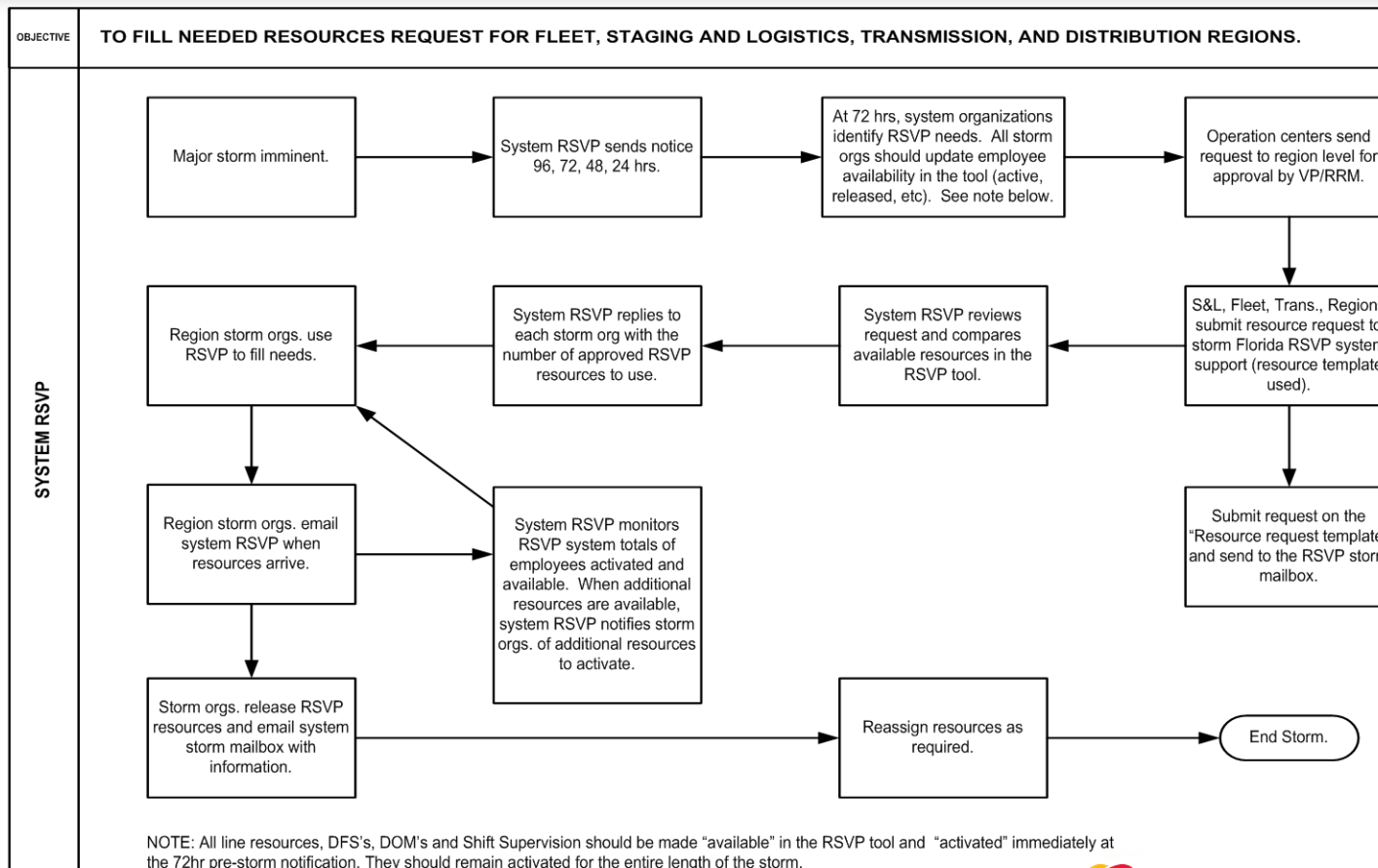


**96 HR & 72 HR Procedure for DEF RSVP
Updated 5/26/10**

**96-HOUR and 72-HOUR PROCEDURE FOR PEF RSVP
COORDINATORS**



RSVP Process – Non Line Resources



RSVP RESOURCE REQUEST TEMPLATE

REQUEST DATE - _____

REGION - _____

LOCATION - _____

RSVP COORDINATOR - _____

LOCATION CONTACT PERSON - _____

PHONE NUMBER OF CONTACT - _____

DATE RESOURCES ARE NEEDED - _____

LOCATION RESOURCES ARE TO SHOW UP - _____

WILL HOTEL ACCOMMODATIONS BE REQUIRED - _____

TYPES OF RESOURCES (ENTER NUMBER NEXT TO RESOURCES TYPE)

GUIDES – (Direct crews around operations area. Drivers license required) _____

SCOUTS – (Drive feeders and deliver materials to crews. Drivers license required) _____

LOCAL OPS CENTER SUPPORT – (This position will provide basic support functions within an operations center. The RSVP resources should be able to operate a motor vehicle, have basic computer and telephone skills and be able to take directions to handle ordinary operations center task) _____

S&L – (Personnel with skills to park vehicles, drive a vehicle to make deliveries, serve meals, and complete basic task) _____

Submit forms to - **Storm Florida RSVP System Support** in outlook

Dist Op Ctr RSVP Coordinators – submit to region coordinator for mgmt review & approval.

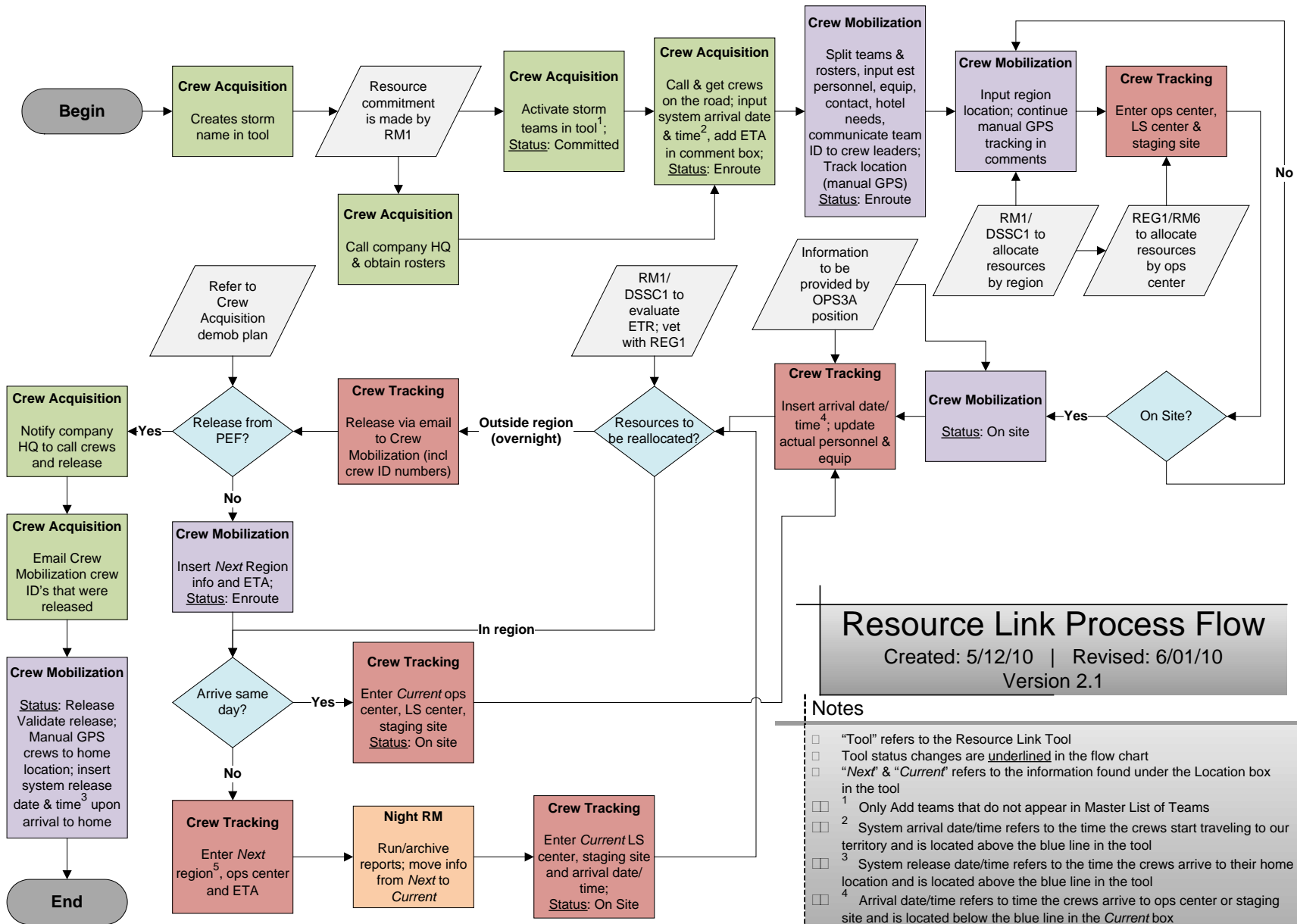
Region Coordinator will then submit to RSVP STORM Mail Box.

RSVP Resource Template
Updated 5/09/11

RSVP RESOURCE TEMPLATE

RSVP PREFERRED ROLE OPTIONS		RSVP TEAM ROLE TITLES		ORG CHART TITLES		REQUEST RESOURCE FROM
ADMIN	→	ADMIN	→	ADMIN	→	RSVP
GUIDES	→	GUIDES	→	GUIDES	→	RSVP
SCOUTS	→	SCOUTS	→	SCOUTS	→	RSVP
DAMAGE ASSESSMENT	→		→	OPS CENTER DAMAGE ASSESSMENT COORDINATOR	→	TONY PEARCEY
DATA MANAGEMENT	→	OPS CENTER DATA MANAGEMENT LEAD	→	OPS CENTER DATA MANAGEMENT LEAD	→	SCOTT WALDMANN
		OMS SUPP (I-DISPATCH/DESKTOP OMS)	→	I - DISPATCH OPERATOR		
		TROUBLE CALL ANALYSIS	→	DESKTOP MOMS OPERATORS		
RESOURCE MANAGEMENT	→	CREW TRACKING TEAM - OP CENTER	→	RESOURCE MANAGEMENT COORDINATOR	→	JIM SOCHACKI / LUIS ORDAZ
LOCAL OP CENTER SUPPORT	→	LOCAL SUPPORT	→	STRATEGIC SUPPORT STAFF (NIGHT SHIFT)	→	RSVP
		LOCAL SUPPORT	→	TACTICAL MANAGEMENT COORDINATOR	→	RSVP
		LOCAL SUPPORT	→	EMERGENCY CREW COORDINATOR	→	RSVP
		LOCAL SUPPORT	→	LOGISTICS COORDINATOR	→	RSVP
		LOCAL SUPPORT	→	RADIO OPERATOR / SUPPORT	→	RSVP
		LOCAL SUPPORT	→	ZONE COORDINATORS	→	RSVP
		LOCAL SUPPORT	→	SUBSTATION COORDINATORS	→	RSVP
		LOCAL SUPPORT	→	FEEDER COORDINATORS	→	RSVP
SAFETY TEAM	→	FIELD SAFETY REPRESENTATIVE	→	FIELD SAFETY REPRESENTATIVE	→	KEITH BLANDEN / MARK KLEINMAN
CUSTOMER & COMMUNITY RELATIONS	→	REPRESENTATIVE COUNTY EOC	→	EOC REPRESENTATIVE	→	GAIL SIMPSON

Resource Link Process Flow
Updated 6/01/10



Resource Link Process Flow
Created: 5/12/10 | Revised: 6/01/10
Version 2.1

- Notes**
- ☐ "Tool" refers to the Resource Link Tool
 - ☐ Tool status changes are underlined in the flow chart
 - ☐ "Next" & "Current" refers to the information found under the Location box in the tool
 - ☐ ¹ Only Add teams that do not appear in Master List of Teams
 - ☐ ² System arrival date/time refers to the time the crews start traveling to our territory and is located above the blue line in the tool
 - ☐ ³ System release date/time refers to the time the crews arrive to their home location and is located above the blue line in the tool
 - ☐ ⁴ Arrival date/time refers to time the crews arrive to ops center or staging site and is located below the blue line in the Current box
 - ☐ ⁵ Crew tracking team only enter region field in Next box if crew is staying in same region

Job Descriptions (RM1-RM6A)

RM1: Resource Manager

Job Description

The Resource Manager manages the RM storm organization and functions during major restoration efforts. This position is responsible for ensuring that identified resource needs for support of the restoration effort are met. This position will ensure that off-system line and tree resources are acquired, mobilized, tracked, assigned, and demobilized before and during major storm events. This position will ensure that additional support resources are acquired, mobilized, assigned and tracked utilizing the RSVP process.

Storm Governance Responsibilities

- Direct and manage storm preparedness and restoration activities of the Resource Management storm organization.
- Coordinate storm preparedness and restoration activities with PEC Resource Manager and SEE Mutual Assistance Peers.
- Coordinate storm preparedness activities with Line and Tree Contractors to establish resource availability.
- Support the Distribution System Storm Coordinator by identifying, acquiring and mobilizing pre-storm landfall resources needs based on predictive model.
- Support the Distribution System Storm Coordinator by identifying, acquiring and mobilizing post-storm landfall resources needs based on predictive model and damage asses
- Support the Distribution System Storm Coordinator, Staging and Logistics Manager and Regional Storm Managers by activation and continuous maintenance of Storm Resource Tool to track resource mobilization.
- Direct and manage the development and communication of the resource deployment, re-allocation and release plans.
- Develop release plan that identifies value added contract line and/or tree resources for retention during draw down of resources.

Key Interface Points

Distribution System Storm Coordinator ([DSSC1](#))
 System Staging & Logistics Coordinator ([SL1](#))
 Region Storm Managers ([REG1](#))
 Accounting Storm Team Manager ([ACCT1](#))
 PEC Resource Manager

Methods of performing job duties

- Ensure Resource Management storm organization is activated to the system storm center when directed by the Distribution System Storm Coordinator.
- Ensure RM participation on SEE conference calls to coordinate resource needs and availability.
- Establish Contacts with Line and Vegetation Management contractors to determine resource availability.
- Represent RM in RSM and System Storm conference calls scheduled by the System Storm Center.
- Facilitate internal Resource Management conference calls
- Track contract resources productivity and restoration costs

Measures of success

- Fulfill identified resource needs.
- Deliver resource needs to system and regions on-time.
- Develop successful resource deployment, re-allocation and release plan.

Checklist of Actions

Before Major Storm

- Ensure annual review and update to the RM storm plan is completed prior to annual system storm drill.
- Verify RM storm organization is fully staffed.
- Ensure RM personnel are fully trained to their storm roles.
- Ensure updated RM contact information is posted on the Storm Center web site.
- Ensure key interfaces have been identified with their contact information.
- Ensure assigned storm room is functional.
- Participate on RSM and System storm preparation conference calls
- Schedule and facilitate RM storm preparation conference calls.
- Ensure RM participation on SEE and other mutual assistance resource availability conference calls.
- Identify pre-storm resources to meet System Storm Coordinator requirements based upon predictive model.
- Acquire pre-storm resources to meet system requirements.
- Activate Storm Tool and load all pre-storm resources.
- Facilitate the development of pre-storm resource allocation plan.

During Major Storm

- Utilize storm mailboxes for all email communication.
- Participate in RSM and System storm restoration conference calls
- Ensure RM participation on SEE and mutual assistance conference calls
- Facilitate RM storm conference calls.
- Identify post storm resources to meet System Storm Coordinator requirements based upon predictive model.
- Acquire post storm resources to meet system requirements.
- Update Storm Tool with post storm resources and internal resource mobilization.
- Facilitate the development of a resource re-allocation plan, as needed.
- Facilitate the development of a resource draw down plan.
- Participate in the development of a post storm plan to complete temporary repairs.

After Major Storm

- Ensure contract line and tree resources are identified and retained to support any post storm “clean up” plans.
- Ensure de-activation of RM storm room is completed.
- Sponsor a post storm RM lessons learned and forward to the Distribution System Storm Coordinator.

RM1A: Team P.M. Coverage

RM1A: Team PM Coverage Resource Manager

Job Description

The PM Resource Manager must be able to cover the duties of the Resource Manager (RM1) position as well as individual responsibilities unique to this position.

Storm Governance Responsibilities

- Support the Resource Manager (RM1) as needed with the storm preparedness and restoration activities of the Resource Management storm organization.
- Direct and manage the Resource Management Organization transition from next day to current day within the Resource Tracking Tool.
- Ensure the daily archival of Resource Tracking Tool historical data of various reports for utilization for contract payments and storm accounting support.
- Coordinate storm preparedness and restoration activities with PEC Resource Manager and SEE Mutual Assistance Peers.
- Coordinate storm preparedness activities with Line and Tree Contractors to establish resource availability.
- Support the Distribution System Storm Coordinator by identifying, acquiring and mobilizing pre-storm landfall resources needs based on predictive model.
- Support the Distribution System Storm Coordinator by identifying, acquiring and mobilizing post-storm landfall resources needs based on predictive model and damage assessment.

- Support the Distribution System Storm Coordinator, Staging and Logistics Manager and Regional Storm Managers by activation and continuous maintenance of Storm Resource Tool to track resource mobilization.
- Support and manage the development and communication of the resource deployment, re-allocation and release plans.
- Support release plan that identifies value added contract line and/or tree resources for retention during draw down of resources

Key Interface Points

Distribution System Storm Coordinator ([DSSC1](#))
System Staging & Logistics Coordinator ([SL1](#))
Region Storm Managers ([REG1](#))
Accounting Storm Team Manager ([ACCT1](#))
PEC Resource Manager

Methods of performing job duties

RM1A position directs, supports or manages the following items through activate participation or delegation to RM2, RM3, RM4, RM5, RM6.

- Resource Management storm organization activation when directed by the Distribution System Storm Coordinator.
- RM participation on SEE conference calls to coordinate resource needs and availability.
- Establishing Contacts with Line and Vegetation Management contractors to determine resource availability.
- Represent RM in RSM and System Storm conference calls scheduled by the System Storm Center.
- Support and Facilitate internal Resource Management conference calls
- Track contract resources productivity and restoration costs

Measures of success

- Successful transition from next day to current day in resource tracking tool.
- Creation of archive storm record.
- Fulfill identified resource needs.
- Deliver resource needs to system and regions on-time.
- Develop successful resource deployment, re-allocation and release plan.

Checklist of Actions**Before Major Storm**

- Ensure annual review and update to the RM storm plan is completed prior to annual system storm drill.
- Verify RM storm organization is fully staffed.
- Ensure RM personnel are fully trained to their storm roles.
- Coordinate and conduct training of new RM personnel or refresher of existing personnel as needed.
- Ensure updated RM contact information is posted on the Storm Center web site.
- Ensure key interfaces have been identified with their contact information.
- Ensure assigned storm room is functional.
- Participate on RSM and System storm preparation conference calls
- Support and facilitate RM storm preparation conference calls.
- Ensure RM participation on SEE and other mutual assistance resource availability conference calls.
- Identify pre-storm resources to meet System Storm Coordinator requirements based upon predictive model.
- Acquire pre-storm resources to meet system requirements.
- Activate Storm Tool and load all pre-storm resources.
- Facilitate the development of pre-storm resource allocation plan.

During Major Storm

- Utilize storm mailboxes for all email communication.
- Ensure Resource Manager (RM1) has updated information for RSM and System storm restoration AM conference calls
- Schedule and Facilitate daily meeting with Resource Management Organization Leadership (RM1, RM2, RM3, RM4, RM5 and RM6) prior to start of day shift to provide status updates of night activities.
- Ensure RM participation on SEE and mutual assistance conference calls
- Facilitate RM storm conference calls.
- Identify post storm resources to meet System Storm Coordinator requirements based upon predictive model.
- Acquire post storm resources to meet system requirements.
- Update Storm Tool with post storm resources and internal resource mobilization.
- Facilitate the development of a resource re-allocation plan, as needed.
- Facilitate the development of a resource draw down plan.
- Participate in the development of a post storm plan to complete temporary repairs.

After Major Storm

- Ensure contract line and tree resources are identified and retained to support any post storm “clean up” plans.
- Ensure de-activation of RM storm room is completed.
- Participate in a post storm RM lessons learned and forward to the Distribution System Storm Coordinator.

RM1B: Administrative Support

RM1B : RM Administrative Assistant

Job Description

The Resource Manager Administrative Assistant supports the Resource Manager (RM1), PM Resource Manager (RM1A) and the RM storm organization and functions during major restoration efforts.

Storm Governance Responsibilities

- Supports the Resource Manager (RM1) and PM Resource Manager (RM1A) as needed with the storm preparedness and restoration activities of the Resource Management storm organization.
- Assist in the development and communication of the resource deployment, re-allocation and release plans.
- Assist in the development of the release plan that identifies value added contract line and/or tree resources for retention during draw down of resources

Key Interface Points

Resource Manager ([RM1](#))
Team PM Coverage Resource Manager ([RM1A](#))
Crew Acquisition Lead ([RM2](#))
System Line Coordinator ([RM3](#))
System Tree Coordinator ([RM4](#))
System RSVP Coordinator ([RM5](#))
Regional Resource Coordinator ([RM6](#))
Distribution System Storm Coordinator ([DSSC1](#))
System Staging & Logistics Coordinator ([SL1](#))

Methods of performing job duties

- Supports RM Manager with the activation of the Resource Management storm organization to the system storm center when directed by the Distribution System Storm Coordinator.
- Assist in the development, tracking and communication of daily RM Storm Organization Goals as committed to the Distribution System Storm Coordinator.
- Ensures that Resource availability, tracking and production reports are available for the RSM and System Storm Conference calls.
- Assist in the development of the daily resource mobilization communication message and delivery to Corporate Communication and Distribution System Storm Coordinator.
- Coordinates, schedules, participates and documents internal Resource Management conference calls.
- Supports the RM Manager by attending and documenting RSM and System Storm conference calls.

Measures of success

- Effective Communication of Goals.
- Effective Activation of RM Storm Organization.
- Effective Coordination with internal and external Storm Organizations
- Effective Activation of RM Storm Organization

Checklist of Actions**Before Major Storm**

- Support the annual review and update to the RM storm plan is completed prior to annual system storm drill.
- Support the verification of the RM storm organization staffing.
- Support the training of RM personnel by assisting coordination of RM Storm Organization training.
- Update RM contact information is posted on the Storm Center web site.
- Participate in the implementation of the RM storm room.
- Participate on RSM and System storm preparation conference calls
- Schedule, coordinate and document RM storm preparation conference calls.
- Support Activation of Storm Tool and loading of all pre-storm resources.
- Assist with the development of pre-storm resource allocation plan.
- Ensure storm mailbox access, distribution lists and phone numbers are updated and communicated to storm teams.

During Major Storm

- Utilize storm mailboxes for all email communication.
- Ensure storm charging information is distributed to storm team.
- Ensure Resource Manager (RM1) has updated information for RSM and System storm restoration AM conference calls
- Schedule, coordinate and document daily meeting with Resource Management Organization Leadership (RM1, RM1A, RM1B, RM2, RM3, RM4, RM5 and RM6).
- Facilitate RM storm conference calls.
- Support updating Storm Tool with post storm resources and internal resource mobilization.
- Assist with the development of a resource re-allocation plan, as needed.
- Assist with the development of a resource draw down plan.
- Assist with the development of a post storm plan to complete temporary repairs.

After Major Storm

- Assist with the development of post storm “clean up” plans.
- Assist with the de-activation of RM storm room.
- Schedule, coordinate and document the post storm RM lessons learned.

RM2: Crew Acquisition Lead

Job Description

This position will:

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

Key Interface Points

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

RM2A: Line Account Manager

Job Description

- Primary account manager - Create and activate storm in storm tool
- Acquire and secure resources from utilities, private companies, muni's and coops that meets the criteria established by the Acquisition team lead. Negotiate terms and conditions as prescribed by team lead.
 - How many needed?
 - What is the timing?
 - When to make financial commitment.
 - Pricing limitations
 - Location to muster resources (in state, out of state)
 - Radius to acquire resources
- Primary account manager - As requested by team lead, serve as the SEE and EEI company representative
 - Participate and collaborate with national and regional mutual assistance associations
- Primary account manager - Resource outlook and forecast
 - Provide high level information on resources to be made available (example: Southern Company to release 200 people in 2 days to Duke Energy). Provide to Resource Management Director.

- Implement Crew Demobilization Plan
 - Notify home office first of release as directed by Crew Mobilization team leads
- Major issue resolution
 - Handle unique issues as requested by the crew mobilization team leads or the resource management director (examples: request for crews to sleep on cots, etc)

Key Interface Points

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

Methods of performing job duties

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

Measures of success

- Crews acquired compared to goal
- No safety related incidents

Checklist of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

To be included in a future revision of this document

Tools and Information Needed

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

Training Requirements

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

RM2B: Tree Account Manager

Job Description

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

Key Interface Points

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

Methods of performing job duties

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

Measures of success

- Crews acquired compared to goal
- No safety related incidents

Checklist of Actions

Before Major Storm

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

During Major Storm

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

After Major Storm

To be included in a future revision of this document

Tools and Information Needed

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

Training Requirements

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

RM2A1: Support (Line)

Job Description

This position will:

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

Crew communication Team

Responsible for manual GPS on tree crews

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

Crew communication

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

Request rosters

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

Ensure smooth transition from system to regions for incoming crews

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

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

Checklist of Actions

Before Major Storm

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

During Major Storm

- Utilize storm mailboxes for all email communication
- Ensure timely and accurate input of resources acquired into Storm Tool
- Communication with Resource Mobilization team when new teams are mobilized

RM2B1: Support (Tree)

Job Description

This position will:

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

Crew communication Team

Responsible for manual GPS on tree crews

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

Crew communication

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

Request rosters

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

Ensure smooth transition from system to regions for incoming crews

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

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

Checklist of Actions

Before Major Storm

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

During Major Storm

- Utilize storm mailboxes for all email communication
- Ensure timely and accurate input of resources acquired into Storm Tool
- Communication with Resource Mobilization team when new teams are mobilized

RM3: System Line Mobilization Coordinator

Job Description

This position will:

- Participate on the daily system call with regions
- Manage crew assignment to regions
- Be decision maker for which crews are assigned to which region
 - a) The lead will factor in, crew equipment and capability.
 - In order to make these decisions, the lead will refer to the comments section in the tool where that crew acquisition will use to identify specifics on crews and they will also list equipment being brought.
 - The lead will also receive verbal feedback on the system call with the region resource managers on their needs.
 - The lead will oversee the tool input personnel to ensure this information is updated in the Tool and the region is notified (will ensure the input personnel include such pertinent information as climbing vs non climbing tree personnel, special equipment, etc)
 - b) Break down crews into 10-15 person teams and assign in that manner to the regions
 - Mobilization notifies crew leader of team ID number
- Communicate special needs related to outside resources
 - Example: if a crew insists on using a mobile kitchen, the lead would provide that info on the system call to the region and to S&L who will also be on the call.
- Elevated issue resolution with the regions
 - Serve as the single point of contact when unique conflicts and situations arise
- Responsible for manual GPS on crews
 - Ensure the calls are being made to incoming crews, and that the tool is being updated with the latest ETA's
 - Once on system, initiate a daily call to ensure there are no issues
- Responsible to ensure rosters are received
 - Ensure rosters are acquired from incoming crews and populate a shared drive with that information
- Ensure smooth transition from system to regions for incoming crews
 - If mustering site is used, after arriving there, turn them over to the region for future communication
 - If mustering site not used, turn the crew over to the receiving region within 2-3 hours of arrival
- To facilitate the transition, the system will call the crew and notify them that the region will now take over communication. Give the crew the region phone number and contact name but have the region initiate the call.
- Track internal line resources moved to another area
- Resource forecast – ensure a resource forecast is available to the regions to provide a picture of resources to come through the upcoming week
- Developing a contingency plan if tool is inoperable or phone lines are down
- Ensuring the crew mobilization storm kit and pre storm checklists are prepared/completed as outlined
- Ensuring direction books are available to provide appropriate information to incoming crews
- Provide the needed system reports at designated times

Primary Interfaces:

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

Methods of performing job duties:

- Face to face leadership of team members
- Participating in storm calls
- Voice and email communications with external and internal resources/employees

Measures of success:

- No safety related incidents
- Crew ready to work. % (Compare how many resources you forecast to be on property ready to work, versus, how many resources ultimately were available)
- Tool input complete by prescribed daily deadlines

Documents/forms needed to perform functions:

- Resource Mobilization Daily Timeline (attachment A)
- Storm Resource Link (the web based crew tracking tool)
- Directions to staging sites

Primary support location where employee works from:

- System storm room

Training Requirements

- Working knowledge of Resource Link Tool
 - Reporting function
 - Crew Mobilization function

Checklist of Actions

Before Major Storm

- Establish via IT , email account for both line and tree support
- Establish via IT, router/hub network connection for team laptop computers
- Determine schedule for support team and communicate
- Determine if special travel access/documentation is required (obtain appropriate paperwork) – for contract crews
- Access to Fax machine/scanner
- Access to printer for rosters and reports
- Ensure crew mobilization storm kit and pre-storm checklists are prepared/completed as outlined
- 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Utilize storm mailboxes for all email communication
- Maintain key contact information (fleet, materials, etc.)
- Ensure adequate team resources are on hand and available for upcoming shifts
- Timely reporting available for daily storm calls
- Communicate Crew Mobilization system team phone numbers and e-mail addresses to Regions and Operating Centers.
- Ensure team has Region and Op Center storm team phone numbers and e-mail addresses
- Ensure daily deadlines/goals are met in regards to input and crews ready to work
- Create/update daily log for exchange of issues from day shift to night shift

RM3A: Line Mobilization Support

Job Description

This position will:

Tool input and crew splits

- Assign crews to the regions based on direction from their lead
- Provides crew leader with team ID number
- Be responsible for meeting report and tool update deadlines during the course of the day (refer to crew timeline)

Region support

- Handle incoming questions from the region storm room and handle, or route, accordingly
- Track internal tree resources moved to another area
- Run reports at designated times and provide to the lead
- Maintain back up information in case tool becomes inoperable at some point in the process
 - Maintain daily log book -Print crew lists and information twice per day and insert into tracking book to assist in reconciliation

Crew communication Team

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

Crew communication

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

Request rosters

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

Ensure smooth transition from system to regions for incoming crews

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

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

Checklist of Actions

Before Major Storm

- Contact Team Lead for schedule
- Attend 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Utilize storm mailboxes for all email communication
- Timely reporting available for daily storm calls
- Ensure daily deadlines/goals are met in regards to input and crews ready to work

RM4: System Tree Coordinator

Job Description

This position will:

- Participate on the daily system call with regions
- Manage crew assignment to regions
- Be decision maker for which crews are assigned to which region
 - a) The lead will factor in, crew equipment and capability.
 - In order to make these decisions, the lead will refer to the comments section in the tool where that crew acquisition will use to identify specifics on crews and they will also list equipment being brought.
 - The lead will also receive verbal feedback on the system call with the region resource managers on their needs.
 - The lead will oversee the tool input personnel to ensure this information is updated in the Tool and the region is notified (will ensure the input personnel include such pertinent information as climbing vs non climbing tree personnel, special equipment, etc)
 - b) Break down crews into 10-15 person teams and assign in that manner to the regions
 - Mobilization notifies crew leader of team ID number
- Communicate special needs related to outside resources
 - Example: if a crew insists on using a mobile kitchen, the lead would provide that info on the system call to the region and to S&L who will also be on the call.
- Elevated issue resolution with the regions
 - Serve as the single point of contact when unique conflicts and situations arise

- Responsible for manual GPS on crews
 - Ensure the calls are being made to incoming crews, and that the tool is being updated with the latest ETA's
 - Once on system, initiate a daily call to ensure there are no issues
- Responsible to ensure rosters are received
 - Ensure rosters are acquired from incoming crews and populate a shared drive with that information
- Ensure smooth transition from system to regions for incoming crews
 - If mustering site is used, after arriving there, turn them over to the region for future communication
 - If mustering site not used, turn the crew over to the receiving region within 2-3 hours of arrival
- To facilitate the transition, the system will call the crew and notify them that the region will now take over communication. Give the crew the region phone number and contact name but have the region initiate the call.
- Track internal line resources moved to another area
- Resource forecast – ensure a resource forecast is available to the regions to provide a picture of resources to come through the upcoming week
- Developing a contingency plan if tool is inoperable or phone lines are down
- Ensuring the crew mobilization storm kit and pre storm checklists are prepared/completed as outlined
- Ensuring direction books are available to provide appropriate information to incoming crews
- Provide the needed system reports at designated times

Primary Interfaces:

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

Methods of performing job duties:

- Face to face leadership of team members
- Participating in storm calls
- Voice and email communications with external and internal resources/employees

Measures of success:

- No safety related incidents
- Crew ready to work. % (Compare how many resources you forecast to be on property ready to work, versus, how many resources ultimately were available)
- Tool input complete by prescribed daily deadlines

Documents/forms needed to perform functions:

- Resource Mobilization Daily Timeline (attachment A)
- Storm Resource Link (the web based crew tracking tool)
- Directions to staging sites

Primary support location where employee works from:

- System storm room

Training Requirements

- Working knowledge of Resource Link Tool
 - Reporting function
 - Crew Mobilization function

Checklist of Actions

Before Major Storm

- Establish via IT , email account for both line and tree support
- Establish via IT, router/hub network connection for team laptop computers
- Determine schedule for support team and communicate
- Determine if special travel access/documentation is required (obtain appropriate paperwork) – for contract crews

- Access to Fax machine/scanner
- Access to printer for rosters and reports
- Ensure crew mobilization storm kit and pre-storm checklists are prepared/completed as outlined
- 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Utilize storm mailboxes for all email communication
- Maintain key contact information (fleet, materials, etc.)
- Ensure adequate team resources are on hand and available for upcoming shifts
- Timely reporting available for daily storm calls
- Communicate Crew Mobilization system team phone numbers and e-mail addresses to Regions and Operating Centers.
- Ensure team has Region and Op Center storm team phone numbers and e-mail addresses
- Ensure daily deadlines/goals are met in regards to input and crews ready to work
- Create/update daily log for exchange of issues from day shift to night shift

RM4A: Tree Mobilization Support

Job Description

This position will:

Tool input and crew splits

- Assign crews to the regions based on direction from their lead
- Provides crew leader with team ID numbers
- Be responsible for meeting report and tool update deadlines during the course of the day (refer to crew timeline)

Region support

- Handle incoming questions from the region storm room and handle, or route, accordingly
- Track internal tree resources moved to another area
- Run reports at designated times and provide to the lead
- Maintain back up information in case tool becomes inoperable at some point in the process
 - Maintain daily log book -Print crew lists and information twice per day and insert into tracking book to assist in reconciliation

Crew communication Team

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

Crew communication

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

Request rosters

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

Ensure smooth transition from system to regions for incoming crews

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

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

Checklist of Actions

Before Major Storm

- Contact Team Lead for schedule
- Attend 2 hour Resource Link Tool refresher/dry run (via Live Meeting), if the tool has not been used within 1 month

During Major Storm

- Utilize storm mailboxes for all email communication
- Timely reporting available for daily storm calls
- Ensure daily deadlines/goals are met in regards to input and crews ready to work

RM5: System RSVP Coordinator

Job Description

This position will:

- Participate in daily system call with regions
- Manage the process of receiving requests, and staffing, non craft and technical manpower requests on behalf of Florida distribution regions
- Maintain a tracking tool for assignments and personnel (utilize the Storm Resource Link to input the damage assessment resources; utilize separate RSVP tool for balance of support personnel)
- When internal resources are not available, contact PEC and contractor availability
- Employee point of contact – Serve as a central point of contact for those resources recruited or secured to fill gaps
- Interface with Carolina RSVP system coordinators to share resources between distribution organizations

Primary Interfaces:

- Region Resource Coordinators
- PEC storm support coordinator
- Damage assessment system team
- Fleet services
- Outside contract companies
- Staging and Logistics

Methods of performing job duties:

- Face to face leadership of team members
- Participating in storm calls
- Voice and email communications with external and internal resources/employees

Measures of success:

- No safety related incidents
- 98% of available DEF employees signed up in RSVP tool
- Support resource requests filled
- Tool input complete by prescribed daily deadlines

Documents/forms needed to perform functions:

- [System RSVP Process Document](#)
- [48 HR & 24 HR Procedure for DEF RSVP Coordinators](#)
- [96 HR & 72 HR Procedure for DEF RSVP Coordinators](#)
- [RSVP Non Line Resource Flow Chart](#)
- [Resource Request Template](#)
- [Resource Template](#)
- Storm Resource Link (the web based crew tracking tool)
- Resource Mobilization Daily Timeline (attachment A)
- Directions to staging sites and operating centers

Primary support location where employee works from:

- System storm room

Training Requirements

- Working knowledge of Resource Link Tool
- Familiarity with existing RSVP Database

Checklist of Actions

Before Major Storm

- RSVP database (excel file) loaded on all team member computers
- Requisition form developed; to be completed for each request. Contains key data per request
- Make contact with Regional Coordinators (HR Reps) for RSVP needs (3 days prior)
- List of approved vendor contacts
- List of approved agencies (these agencies will have list of PE retirees) and contacts
- List of key Carolina support contacts
- List of key Energy Supply (Florida) contacts
- Key contact information for Materials services and Fleet
- Who will be setup in each Region to approve payroll for retirees brought onboard through Comensura?

During Major Storm

- Utilize storm mailboxes for all email communication
- Database method for tabulating requests/requisitions (tracking # of request forms), and location of personnel
- Facilitate daily calls with 4 regional RSVP Coordinators, PEC RSVP contact, and Power Ops
- Communicate RSVP phone number via corporate communications (email/web) and storm calls.
- Maintain key information real time via team database and poster board
- Ensure hotel accommodations are acquired and communicated

RM5A: RSVP Support Group

Job Function

This position is responsible for keeping their assigned area portion of the RSVP tool current. In addition, this position will support the storm response by updating the RSVP tool to accurately reflect the resource mobilization plan.

Key Interface Points

- Storm Manager
- System RSVP Coordinator

Job Description

This position is responsible for:

- Keeping the RSVP tool updated as employees transfer in and out of the storm organization
- Being the first point of contact for the organizations employees regarding RSVP questions or concerns
- Able to perform their duties as outlined in the [System RSVP Process Document](#)
- Assisting employees when signing up for their storm role
- Participating in pre-storm season planning

Documents/forms needed to perform functions

- [System RSVP Process Document](#)
- [48 HR & 24 HR Procedure for DEF RSVP Coordinators](#)
- [96 HR & 72 HR Procedure for DEF RSVP Coordinators](#)
- [RSVP Non Line Resource Flow Chart](#)
- [Resource Request Template](#)
- [Resource Template](#)

Checklist of Actions

Before Major Storm

- Contact System Storm Coordinator for schedule
- Attend RSVP refresher training, if tool has not been used within two months

96 Hour Checklist

- Respond to System Coordinator's e-mail to acknowledge receipt of notification and to confirm that you will begin working next steps
- Notify your Management of storm responsibilities/requirements
- Determine if your group is impacted by the major event (i.e. Ops Centers, physical location, or main storm support groups)
- Follow the 96-hour flow chart according to the impact of your area/group
- Contact your resources
- Update the availability of each resource in the RSVP system
- Release resources who are available but not needed in your area in the RSVP system
- Take care of all personal needs (medicine, pets, family, etc.)
- Wait for next instructions from System Coordinator at 72-hour mark

72 Hour Checklist

- Receive 72-hr e-mail/notification from System Coordinator with latest updates and next steps
- Follow the 72-hour flow chart according to the impact of your area/group. Follow up with resources who have not yet responded or been contacted regarding availability (out of office, could not be reached, etc.)
- Assign resources to their roles as they are known at this point (with location if applicable)
- Wait for next instructions from System Coordinator at 48-hour mark

48 Hour Checklist

- Receive 48-hr e-mail/notification from System Coordinator with latest updates and next steps
- Follow the 48-hour flow chart according to the impact of your area/group
- Follow up with resources who have not yet responded or been contacted regarding availability (out of office, could not be reached, etc.)
- Assign resources to their storm roles (with location if applicable) in RSVP tool - mandatory at this 48-hr mark
- Communicate resource gaps, if any, to System Coordinator (Region Coordinator if in Distrib. Ops)
- Wait for next instructions from System Coordinator at 24-hour mark

24 Hour Checklist

- Receive 24-hr e-mail/notification from System Coordinator with latest updates and next steps
- Follow the 24-hour flow chart according to the impact of your area/group
- Assign final resources to their storm roles (with location if applicable) in RSVP tool
- Communicate resource gaps, if any, to System Coordinator (Region Coordinator if in Distrib. Ops)
- Communicate any last-minute changes as needed and update these changes in RSVP tool (System Coordinator, Storm Resource Link Contact, Management, other Resources, etc.)
- Communicate all resource updates (resources, locations, constraints, etc.) to your Management
- Prepare for landfall of major event, along with any further instructions from System Coord. or Mgt.

After Storm Landfall

- Continue to allocate and shift resources in the RSVP tool as needed to respond to the restoration efforts
- Communicate updates with Management as needed
- Remain responsive to any given direction throughout the duration of the restoration efforts

During Restoration Effort

- Utilize storm mailboxes for all email communication
- Timely reporting available for daily storm calls
- Ensure daily deadlines/goals are met in regards to input and crews ready to work

After Restoration Effort

- Ensure all employees are released from the current storm in the RSVP tool
- Participate in any lessons learned exercises after each storm event
- Forward lessons learned results to the System RSVP Coordinator

Systems

- Resource Link tool
- Resource Tracking tool
- RSVP database

RM 6: Regional Resource Coordinator

Job Function

The Regional Resource Coordinator is responsible for accepting, tracking, and assigning all internal and external contractor line and tree resources to the appropriate Operations Centers. These individuals serve as the regional lead for all of the Operations Center Resource Management Coordinators (OPS3). Their leadership is critical to the success of each of the respective Operations Centers within the Region. They provide accurate, detailed resource information to the Regional Storm team.

Job Description

- Utilize the Resource Tracking tool to organize and track the incoming crews
- Communicate with the Region Storm Coordinator to determine the appropriate distribution of incoming resources
- Participate in all Resource Management and Region Storm conference calls and provide feedback to the General Manager and Region Storm Coordinator regarding information covered
- Provide direction and support for and lead any necessary conference calls with the Operations Center Resource Management Coordinators.
- Also supports the local Operations with the OPS3 position with RM6A role taking precedence.

Key Interface Points

- Operations Center Resource Management Coordinator ([OPS3](#))
- Staging and Logistic Regional Coordinators ([SL6](#))
- Regional Tactical Management Coordinator ([REG4](#))
- System Line Coordinator (RM3)
- System Tree Coordinator (RM4)

Tools and Information Needed

- Resource Tracking tool
- Contact list for entire Region Storm organization chart

Checklist of Actions

72 Hours Prior to a Storm

- Review Resource Tracking tool
- Take care of personal needs (medicine, pets, family, etc.)
 - Review personal safety tips.
 - <\\nt000070\shares70\Distribution Storm Plan\Resource Management-DEF\Region Resource Coordinators\Hurricane Safety Tips>
- Review System Storm Plan – Resource Management Section
 - [EMG-EDGF-00052](#)
- Communicate pre-storm information to Resource Management personnel and Regional Storm Team
- Activate the Operations Center Resource Management Coordinators
- Verify RM storm organization is fully staffed.
- Ensure RM personnel are fully trained to their storm roles.
 - Attend 2 hour Resource Tracking tool refresher/dry run (via live meeting).
- Communicate with S&L to validate staging sites to be opened.
- Setup daily storm calls with Operating Center resource coordinators.
- Ensure updated contact list for Region Personnel/Storm Rooms and Resource Management.
- Ensure updated RM contact information is posted on the Storm Center web site.
- Ensure key interfaces have been identified with their contact information.
- Ensure assigned storm room is functional.
- Participate on RSM and System storm preparation conference calls
- Engage Mobilization Team on special needs.
 - Tree Climbers and Back Lot Line personnel are needed in SCO.

48 Hours Prior to a Storm

- Review Resource Tracking tool
- Communicate with Regional Storm team
- Communicate pre-storm information to Resource Management personnel
- Communicate with S&L to validate staging sites to be opened
- Decide when to send employees home to make personal preparations.
- Provide employee assistance information to employees.
- Engage Region and Operating Centers on the following resource needs:
 - See Procedures <\\nt000070\shares70\Distribution Storm Plan\Resource Management-DEF\Region Resource Coordinators>
 - Rental vehicles
 - Radios
 - Satellite Phones
 - Marsh Masters
 - Boats.

24 Hours Prior to a Storm

- Review Resource Tracking tool
- Facilitate the development of pre-storm resource allocation plan. Assign resources to Op. Centers by crew.
- Notify Op. Center RM Coordinators of their assigned crews.
- Communicate with Regional Storm team
- Communicate pre-storm information to Resource Management personnel
- Communicate with S&L to validate staging sites to be opened
- Ask employees to consider family needs and/or evacuations where necessary.

During Major Storm

- Attend Storm conference calls
- Ensure all RM personnel are charging their time correctly to storm numbers.
- Remind RM personnel to use Storm Communication Resources for all storm related activities. (i.e. Mailboxes, storm phone numbers, etc.)
- Update Resource Tracking tool.
- Communicate with Operations Center Resource Management Coordinators
- Allocate internal and external contractor resources to the Operations Centers
- Assign the appropriate contractors to the areas in need
- Provide feedback to the Regional Storm team
- Remain engaged with the Regional Tactical Management Coordinator
- Participate in RSM and System storm restoration conference calls
- Facilitate RM storm conference calls.
- Identify post storm resources to meet System Storm Coordinator requirements based upon predictive model.
- Acquire post storm resources to meet system requirements.
- Update Storm Tool with post storm resources and internal resource mobilization.
- Facilitate the development of a resource re-allocation plan, as needed.
- Facilitate the development of a resource draw down plan.
- Participate in the development of a post storm plan to complete temporary repairs.

After Major Storm

- Communicate transition of resources off system.
- Communicate to Regional Team on status storm demobilization and when everyone can return to normal duties.
- Communicate status of local crews that were sent out of region to Regional Team.
- Communicate with Operations Center Resource Management Coordinators
- Update Resource Tracking tool.
- Prepare for sweep type work and additional resources needed.
- Prepare reports for General Manager on numbers of resources used and potential costs.
- Participate in Storm lessons learned.
- Ensure contract line and tree resources are identified and retained to support any post storm “clean up” plans.
- Ensure de-activation of RM storm room is completed.
- Ensure all rental vehicles, satellite phones, radios, etc. are returned.
- Sponsor a post storm RM lessons learned and forward to the Distribution System Storm Coordinator.

Training Requirements

Before Major Storm

- Participate in Resource Tracking tool training
- Complete understanding of Regional Storm Plan and roles and responsibilities
- Provide Operations Center Resource Management Coordinators the necessary training to perform their storm duties
- Assemble Resource Management team within the Region/Operations Center Storm Plans
- Successful participation in Annual Storm Drill

Battlefield Promotion Success Factors

- Collaboration between Resource Management, Regional Storm team, and Operations Center Resource Management Coordinators
- Reports showing best practices and successful movement of resources
- Follow Regional Vision Statement: “Everyone Matters”

RM6A: Crew Tracking Team

Job Function

This group is responsible for supporting the Regional Resource Coordinators efforts to mobilize, track, deploy and release assigned resources in the region

Job Description

- Utilize the Resource Link tracking tool
- Engage with Regional RSVP Coordinator to ensure PE employee activation is current
- Assist the Regional Work Planning and Review team

Document title

Performance Support

Document number

EMG-EDGF-00053

Applies to: Energy Delivery – Florida

Keywords: emergency; distribution system storm operational plan

Mission

Performance Support is responsible for the support, configuration, compilation, analysis, and reporting of accurate outage information during major storm restorations. This information is used to communicate with customers and government agencies, and to facilitate deployment of appropriate resources such as line crews.

Roles and Responsibilities

[Organization Chart](#)

[PS1: Performance Support Coordinator](#)

PS2: Retired

[PS3: Performance Reporting](#)

[PS4: Data and Resource Logistics](#)

[PS4A: IT Logistics Coordinator](#)

[PS5: Outage Management System Support](#)

[PS5A: OMS IT Grid Management Support](#)

Check Lists

[96 Hour Preparation](#)

[72 Hour Preparation](#)

[48 Hour Preparation](#)

[24 Hour Preparation](#)

[DURING MAJOR STORM RESTORATION](#)

Sub-processes

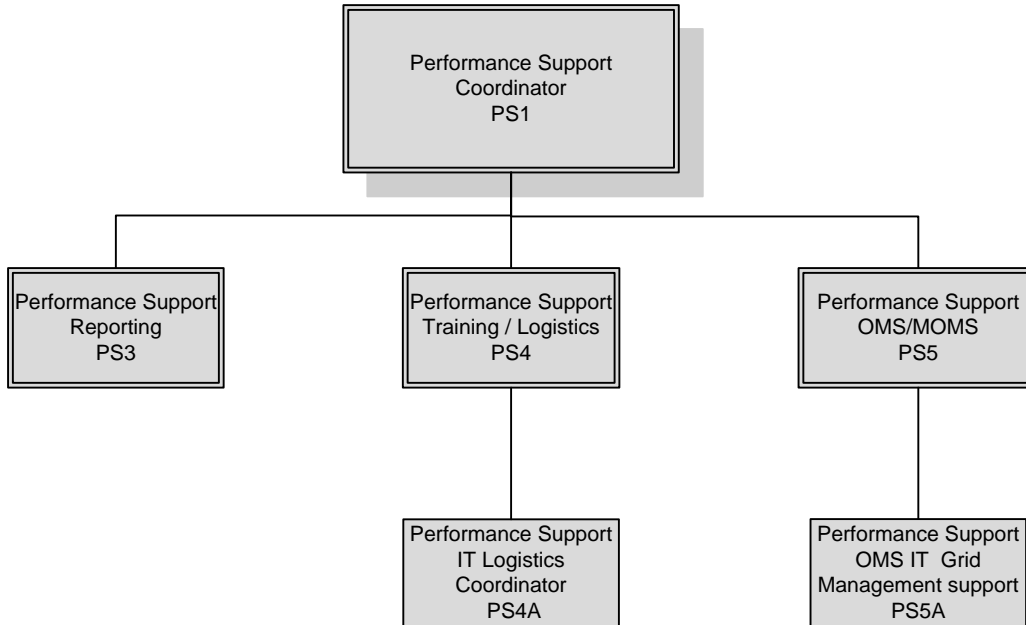
The Performance Support functional process includes the following sub-processes:

- [Performance Reporting](#)
- [Outage Management System Threshold Management](#)

The Performance Support team participates in the following sub-processes:

- [Assess, Isolate and Restore](#) (Section EMG-EDGX-00051)
- [Customer equipment damage disconnect \(CEDD D1\) and reconnect \(RCR R1\) orders](#)

Performance Support Organization Chart



Performance Reporting

The Performance Reporting sub-process produces accurate and timely reports and data files for both internal and external customers and collects and tracks pertinent reliability data for analysis. Internal customers include all PE employees; external customers include Public Service Commission (PSC), State and County EOC, media and the public Website.

The following personnel are engaged in Performance Reporting:

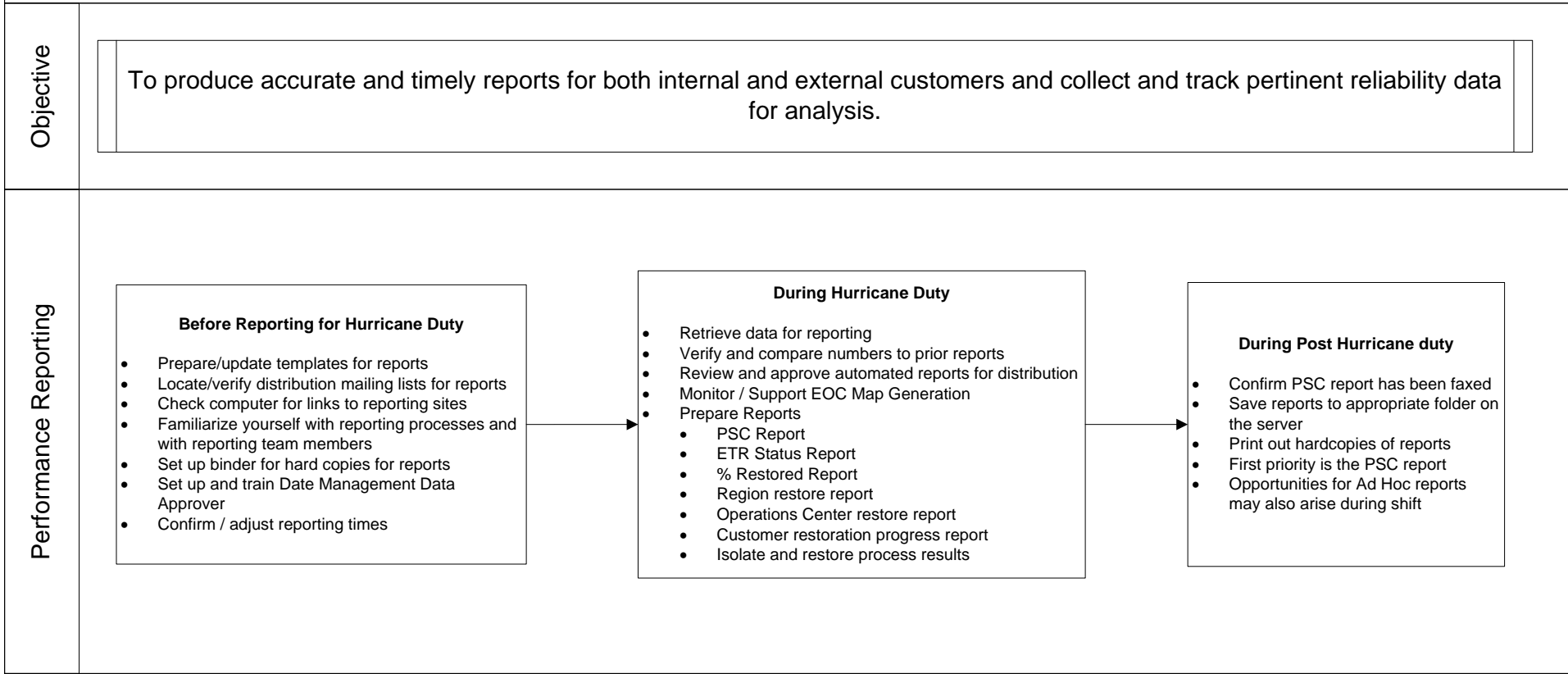
- Performance Reporting ([PS3](#))
 - Supporting Data analysts
- Performance Support OMS IT Grid Management Support ([PS5A](#))
- DCC Data Management (DCC DM1) – Data Approver

Please refer to the document for a detailed description of the EOC Map Generation process.

["\\s00134\Grpdata\Business_Excellence_EDF\STORMS Reporting\EOCMapGenerationProcess.docx"](\\s00134\Grpdata\Business_Excellence_EDF\STORMS Reporting\EOCMapGenerationProcess.docx)

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

Performance Report Sub-process



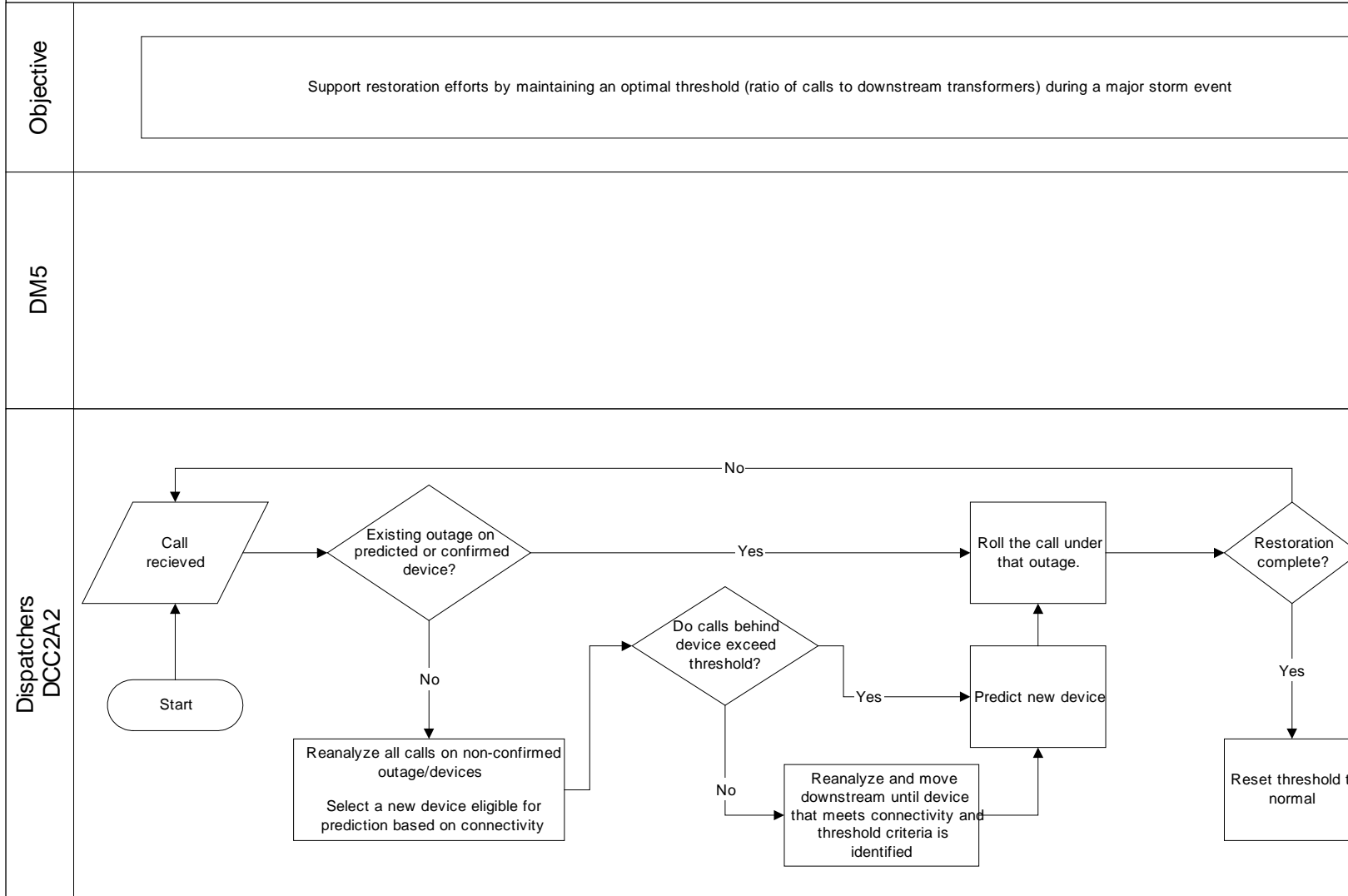
Outage Management System Threshold Management

This sub-process supports restoration efforts by maintaining an optimal threshold (ratio of calls to downstream transformers) during a major storm event.

The following personnel are engaged in OMS Threshold Management:

- OMS Support ([PS5](#))
- Dispatchers ([DCC2A2](#))

Outage Management System Updating Sub-process



Job Descriptions (PS1-PS5)

PS1: Performance Support Coordinator

Job Function

This position is responsible for all Performance Support activities and team members. This position is typically the Distribution Performance Support Unit (DPSU) manager.

Job Description

- Provide direction for all Performance Support initiatives
- Facilitate the coordination of Performance Support teams at the system storm center, regions, and back office
- Coordinate and collaborate with other team leads
- Set daily objectives for the Performance Support team
- Monitor and check the publication of performance reports
- Oversee the utilization of resources for Performance Support activities
- Coordinate with the OMS/TCA help desk and IT&T to maintain system performance
- Provide direction for the Performance Support back office functions
- Escalate process issues to System Storm Coordinator
- Participate in system storm calls
- Participate in Performance Support calls
- Maintain voice and e-mail communication with external and internal resources/employees
- Establish system storm start time from System Storm Coordinator
- Establish threshold authority from System Storm Coordinator
- Carryout Checklist for 96, 72, 48 and 24 hours before the System Storm

Key Interface Points

- System Storm Coordinator
- Performance Support team
- Distribution Control Center Coordinator (DCC1)
- System Data Management Coordinator (DCC4A)
- Regional Data Management Coordinator (DCC4B)

Tools and Information Needed

- Wireless Air Card
- Restoration performance reports
- Performance Support resource availability/utilization

Training Requirements

- System storm plan objectives
- Communication methods
- Performance Support organization overview
- OMS threshold philosophy
- Storm Drills

Engaged in the Following Sub-processes

- [Estimated Time of Restoration Management](#) (Section EMG-EDGX-00051)
 - [Performance Reporting](#)
 - [Assess, Isolate, and Restore](#) (See EMG-EDGX-00051)
- [OMS Updates \(Damage Assessment Modeling / Outage Completion\)](#) (Section EMG-EDGX-00051)

PS3: Performance Reporting

Job Function

These positions are responsible for preparing and posting restoration performance reports with a primary objective of preparing the restoration update for the FPSC and outage reporting to the State and County EOCs.

Job Description

- Obtain direction from Performance Support Coordinator
- Monitor and report the assess, isolate, and repair process outcome
- Provide ETR status update
- Prepare and post:
 - FPSC report
 - Customers without power by county
 - Daily at set times by PS1:Performance Support Coordinator
 - Format for Blackberry users
 - Operations center restoration reports
 - Percent restore chart
 - Region restore report
 - Operations center restore chart
 - Customer restoration progress report
 - Connectivity Report
 - Wind tunnel Maps
- Monitor and support the EOC Map Generation process that automatically prepares and distributes maps and data sets:
 - State EOC – email distribution
 - County EOC – put the data on ftp folders
- Participate in system storm calls
- Participate in Performance Support calls
- Maintain contact with Performance Support Coordinator
- Provide ad hoc restoration information as requested when not in conflict with FPSC reporting schedule

Key Interface Points

- Performance Support Coordinator (PS1)
- Corporate Communications
- Regional Data Management Coordinator (DCC4B)
- Performance Support OMS IT Grid Management support (PS5A)
- DCC Data Management (DCC DM1)

Tools and Information Needed

- Wireless Air Card
- Restoration performance report templates
- Report posting schedule
- Operations center Performance Support contact details
- Access to the corporate network
- Access to Oracle EOC and OMS databases
- Access to EOC Map Generation machine

Training Requirements

Performance Support organization overview
 Understanding of Performance Support processes and sub-processes
 Storm Drills
 Proficient in MS Access, Excel, OMS Status, Restoration Trends, GeoMedia, Oracle, and batch scripts

Engaged in the Following Sub-processes

- [Performance Reporting](#)
- [Assess, Isolate, and Restore](#) (See EMG-EDGX-00051)

PS4: Data and Resource Training / Logistics

Job Function

This position is responsible for coordinating personnel, hardware, and software to support the Performance Support team as well as distribution system application training needs of the regional organization.

Job Description

- Obtain direction from Performance Support Coordinator
- Estimate gap in hardware, software, personnel resources
- Communicate demand for additional PC devices to OMS trouble call help desk support (PS5)
- Facilitate the move of hardware/software to identified locations
- Prepare list of potential additional I-Dispatch/Desktop MOMS operators based on region needs
 - Collaborate with IT&T/DCC for additional, unassigned resources
 - Collaborate with IT&T / DCC DM1 to verify current OMS map is published to desktop MOMS
- Create prioritized listing for deployment of additional resources
- Facilitate directions, lodging, transportation, arrival and departure of traveling Performance Support personnel
- Participate in Performance Support calls
- Update PS Storm - Share point site including contact information for all Performance Support resources
- Maintain contact with traveling Performance Support resources
- Prepare Helicopter fly over schedule and put on standby at PS1: Performance Support Coordinator direction

Key Interface Points

- Performance Support Coordinator (PS1)
- Performance Support team
- Staging and logistics (hotels)
- Fleet (rental cars)
- DCC, Data Management Team
- IT&T

Tools and Information Needed

- Wireless Air Card
- Available, off system resources to supplement op center Performance Support teams

Training Requirements

- Performance Support organization overview
- Storm Drills
- Communication methods

Engaged in the Following Sub-processes

[Performance Reporting](#)

PS4A: IT Logistics Coordinator

Job Function

These positions are responsible for data collection, technical adjustments, training, and tracking of status of technical systems. This position is typically an IT Supervisor of the DTAs.

Job Description

- Provide systems technical support
- Facilitate the acquisition of additional PC equipment
- Participate in Performance Support storm calls
- Collaborate with key IT&T resources to start, run, and maintain storm only procedures and applications

Key Interface Points

- Data and Resource Logistics (PS4)
- DCC
- IT&T

Tools and Information Needed

- All technical tools and resources

Training Requirements

- Performance Support organization overview
- Storm drills
- Communication methods

Engaged in the Following Sub-processes

[Performance Reporting](#)

PS5: Outage Management System Support

Job Function

This position is responsible for the performance of all restorations systems, and key technical personnel.

Job Description

- Obtain Performance Support objectives from the Performance Support Coordinator ([PS1](#))
- Provide direction and oversight of OMS IT Grid Management Support ([PS5A](#))
- Collaborate on roll-up logic adjustments
- Administer data collection for Performance Reporting ([PS3](#))
- Advise and change roll-up logic when requested
- Monitor and advise on disposition of system performance
- Participate in system storm calls
- Participate in Performance Support calls
- Oversee refresher and update training program
- Supply training for I-Dispatch and Desktop MOMS systems (Train the Trainer)
- Elevate issues to Performance Support Coordinator
- Coordinate with key IT&T resources to start, run, and maintain storm only procedures and applications
- Coordinate with key CSC PSU Contacts for Turning off callbacks.
- Toggle restoration call-backs (Operation Center Level)

Key Interface Points

- Performance Support Coordinator
- DCC
- IT&T
- CSC PSU Contact

Tools and Information Needed

- Wireless Air Card
- Laptop
- Region expectation for additional I-Dispatch/Desktop MOMS PCs

Training Requirements

- Performance Support organization overview
- Storm scenarios workshop
- Communication methods

Engaged in the Following Sub-processes

[Performance Reporting](#)

PS5A: OMS IT Grid Management Support

Job Function

These positions are responsible for data collection, technical adjustments, training, and tracking of status of technical systems. This position is typically an IT individual contributor with subject matter expertise in all restoration systems and processes.

Job Description

- Provide systems technical support
- Log system settings as they change before, during, and after storm
- Toggle restoration call-backs (System Level - CSS)
- Maintain restoration systems performance
- Collect raw data for restoration performance reporting
- Participate in Performance Support storm calls
- Collaborate with key IT&T resources to start, run, and maintain storm only procedures and applications
 - Restoration trends, county restoration summary
- Support EOC Map Generation

Key Interface Points

- OMS Support (PS5)
- DCC
- IT&T

Tools and Information Needed

- All technical tools and resources

Training Requirements

- Performance Support organization overview
- Storm drill
- Communication methods

Engaged in the Following Sub-processes

[Performance Reporting](#)

When we have storm drills OR real events, there are two types of calls held by the System Storm Coordinator:

1. Operations calls- Includes small group of operational leaders, typically Distribution Services Director and DPSU Manager. Checklist items are discussed and decisions are made
2. System calls - Includes large group of system leaders (operations, plus support services (Distribution Services Director and DPSU Manager). It is more of a report out call for senior leadership to hear that there aren't any issues and to report high level activities
3. Both calls are generally limited to Distribution Services Director and DPSU Manager however, team members would be on if they are covering for another member

**96 Hour Preparation
(BEFORE MAJOR STORM)**

- Start participating on System Storm Calls.
- Contact OMS Vendor Intergraph.
- Ensure that Performance Support Storm Organization Chart is up-to-date.
- Alert all Performance Support personnel that 96 hour checklists have begun for awareness.

72 Hour Preparation

(BEFORE MAJOR STORM)

- Verify All 96 Hour Checklist Items
- Ensure that Performance Support Storm Organization Chart is up-to-date
 - Verify / Establish Names, Backup Personnel, and Schedules for each PS# position
 - Notify IT and verify matching schedules for 24 hour support
 - Notify DCC Data Manager (DM1)
 - Hold all OMS map updates
 - Hold all OMS and OMS related system upgrades with IT&T
 - Publish support Phone numbers
 - Hold 1st PS Team meeting to engage needed roles and begin plans for future meetings
- Work with PS4 to schedule deployment for MOMS/Imobile TC and OMS/I-dispatch machines (Locations and Quantities)
- On Level 4 storm and above notify appropriate levels for engagement:
 - Distribution Services Director
 - IT&T Director
 - DCC Director
- Track storm path and system storm center notifications to determine Performance Support OMS Storm operational room location
- IT to ensure all I/Dispatcher (OMS) workstations are up to date (latest map, patches, etc)
- IT to ensure all existing Mobile TC (Desktop MOMS) workstations are up to date (latest map, patches, etc)
 - Identify workstations at local Op Centers which need to have MobileTC installed
- Hold - Evaluate and (Authorize or Reject) PS4 to place Helicopter for Aerial Transformer Verification on standby
- Touch base with the DM team to ensure Data Center (DCC training room) machines are pointed to OMS production and ready for use
- Establish Points of Contact
 - ITT overall POC (called Crisis Manager) along with backup (escalation to Crisis Director) and mobile numbers for both
 - I-factor POC from ITT
 - CSC Point of Contact, discuss 21st Century Poller time threshold
 - Establish Regulatory Affairs POC for State reporting times
 - Establish Mgr-Public Policy & Constituency
- Confirm the reporting times for all external reports with Mgr-Public Policy & Constituency
- Place established reporting times on Share point Storm Site.
- Confirm EOC databases and map generation processes are working properly
- Ensure DCC GIS Technician (DM team) has updated MapBoard maps to PDF.
- Engage DCC DM1 on approval process for reporting

Questions to Ask on 72 hour System Calls:

- Will the DCC be centralized or decentralized? (DCC determined)

48 Hour Preparation

(BEFORE MAJOR STORM)

- Verify ALL 96 Hour and 72 Hour Checklist Items
- Verify Deployment of OMS / I-dispatch hardware
- Create all needed templates for Day 1
 - All Reporting Templates
 - PSC
 - Customer by county
 - Logistic Forms
- Start to schedule conference calls (2 per day) with leads (CSC, DCC, System & Regional PS Coordinators, Resource Deployment & OMS Help Desk, DPSU leads, Business Excellence POC, and IT Coordinator, Performance Support IT Grid (PS5a))
- Set-up Performance Support OMS Storm operational room in coordination with System Storm Coordinator
- Test Restoration Trends Report
- Coordinate with CSC PSU & IT&T Crisis Manager to reconcile the number of customers by county for the Outage Mapping Application (I-Factor)
- Hold - Evaluate Aerial Transformer Verification (Helicopter Fly-Over) standby status

Questions to Ask on 48 hour System Calls:

- Will the DCC be centralized or decentralized? (DCC determined)

24 Hour Preparation

(BEFORE MAJOR STORM)

- Verify All 96 hour, 72 Hour and 48 Hour Checklist Items
- Verify deployment is complete of OMS/ I-dispatch hardware and operational
- Publish FPSC County Report when state EOC opens
 - Determine reporting times (System Storm Coordinator)
- Determine Reporting Schedule and times. (See questions below)
- Begin schedules for Night shift
- Determine if we need external vendor(s) support during storm
- Evaluate Aerial Transformer Verification (Helicopter Fly-Over) standby status
- Communicate essential contact numbers (Tech room, DCC back office)
- Ensure OMS snapshot (peak customers out) is started at the beginning of the storm
- Restoration callbacks: (call centers make determination): the team can disable in OMS at Op Ctr level, or the call center can turn off at system level
- ETR callbacks: (call centers make this determination): no OMS setting for this. Updated via CSC Webpage that only certain people have access to at CSC. Need to add a note about “who” we contact at the CSC to do this
- ITR callbacks: when the weather is set in OMS (called Agency) to Severe, ITRs can be turned off via OMS. NOTE: In the OMS, there are different weather levels: Normal, Adverse, and Severe. When in Normal mode the ITRs might be 90 minutes, in Adverse, 120, and in Severe 180. This is controlled and set by operations center

Start time of storm: This is for OMS Status ONLY. Must choose start time ahead of schedule. Once an hour is completely past, the system cannot go back to the hour. (i.e. the team can start using the 7am hour until 7:59am. At 8am, the 7am-7:59am data is lost)

Questions to Ask on 24 hour System Calls:

- Will the DCC be centralized or decentralized? (DCC determined)
- What is the start time of the Storm? (System Storm Coordinator determined)
 - Note: We can only go back 24 hours so starting earlier is safer
- (When) Do we turn off Restoration Call backs? (DCC determined)
- (When) Do we turn off ETR update callbacks? (DCC determined)
- Ask when to start publishing the EOC Maps? (county, state and Media)

DURING MAJOR STORM RESTORATION

- ❑ Place OMS Status in “storm” mode
- ❑ Turn customer call-backs for ETR changes > 30 minutes off (Done by CSC)
- ❑ Assess whether to adjust Straggler Call Time Threshold (The Straggler call program in IT ignores any call that comes in within 15 min of a recently close outage. This item in the check list is to assess whether this number needs to be changed based on the occurrence of straggler calls)
- ❑ Based on call volume, determine if 21st Century latency filtering is required and note who contacts who. (The 21st Century poller (CSC programs which pass the calls to OMS) have a 45 min filter on them. The logic says, if the call was taken over 45 minutes ago, ignore it)
- ❑ After Damage Assessment, determine roll-up threshold % and indicate what action must be performed. Reference rollup threshold document on share point site
- ❑ Monitor OMS timeliness performed by PS5 and PS5A
- ❑ Work with the DCC DM1 to develop ETRs by county for PS5A to load the ETR by county table for state EOC reporting
- ❑ Hold - Perform ATV (Helicopter fly over) process as needed. (System Storm Coordinator determined)
- ❑ Determine End of Storm (System Storm Coordinator determined)
- ❑ Restoration callbacks: (DCC and Call Centers make determination): the team can disable in OMS at Op Ctr level, or the call center can turn off at system level
- ❑ Ask when to start publishing the EOC Reports (county, state and Media)
- ❑ Ask when to stop publishing the EOC Reports (county, state and Media)
- ❑ Restore systems to normal after completion of storm
 - ❑ ETR call-backs > 30 minutes ON
 - ❑ Enable restoration callbacks
 - ❑ OMS Roll Up Threshold to Normal (normal means 8-10%)
 - ❑ Remove OMS Status from “Storm” mode (DPSU communicates to IT)
 - ❑ Reset Straggler Call timeout to normal (15 min)
 - ❑ Work with CSC to be sure the 21st Century latency filtering is set back to normal (45 min)
 - ❑ Remove OMS Snapshot (peak customers out) from storm mode
 - ❑ Bring EOC reporting to “Normal”

Systems

I-Dispatch

GeoMedia

GIS

Desktop Mobile Outage Management System

Outage Management System Summary

County Summary

Restoration Trends

Event List reports

Document title

Zone

Document number

EMG-EDGF-00054

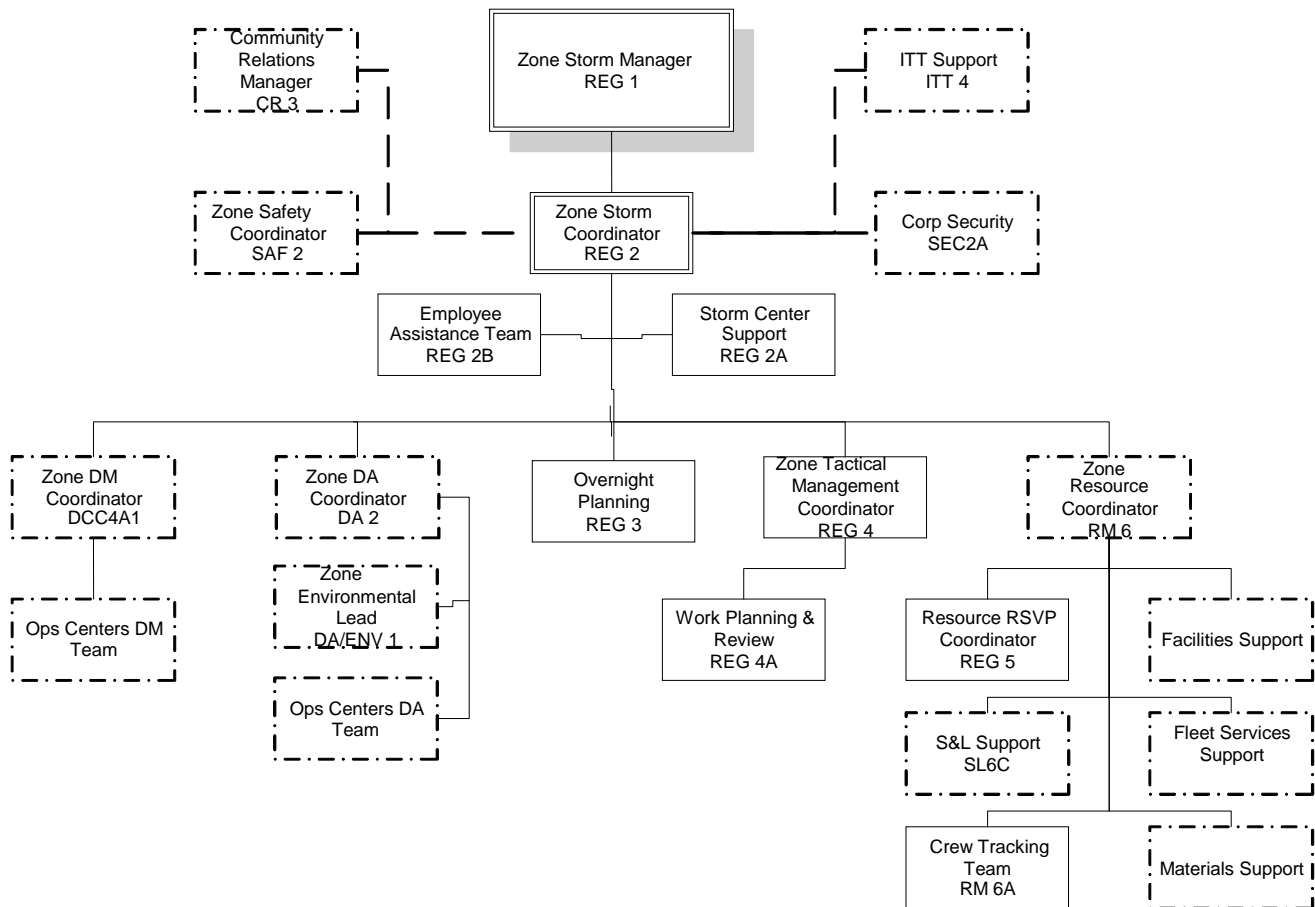
Applies to: FDO – Florida

Keywords: emergency; distribution system storm operational plan

Mission

The Zone Storm Organization will

Organization Chart



Substitute the term “Zone” for “Zone” throughout this document.

NOTE: The above represents a typical Zone structure. This structure may vary, as conditions within each Zone warrant.

Job Descriptions

REG1: Zone Storm Manager

Job Function

This position will typically be filled by the Zone Point of Contact (POC), typically the Zone GM. This position is the lead for the zone storm organization.

Job Description

This position manages the overall zone storm plan and engages the zone storm organization to meet the daily zone goals. This position maintains a strategic approach to the storm restoration effort.

Key Interfaces

- Distribution System Storm Coordinator ([DSSC1](#))
- Zone Storm Coordinator ([REG2](#))
- Operations Center Coordinator ([OPS1](#))
- Community Relations Manager ([CR3](#))

Checklist of Actions

Before Major Storm

- Participate in pre-storm Zone operational conference Calls
- Participate in pre-storm System Conference call
- Lead Zone Conference calls
- Verify zone storm organization is prepared for storm duty

During Major Storm

- Maintain participation in Zone operational and System Calls
- Facilitate Zone conference calls
 - Update zone on system and zone restoration efforts
 - Update zone on daily goal expectations
- Manage the zone storm effort

After Major Storm

- Sponsor zone lessons learned

Tools and Information Needed

- Contact list for entire Operations Center storm organization chart
- County EOC issues spreadsheet
- Priority customer/feeder list

REG2: Zone Storm Coordinator

Job Function

This position may be filled by the Zone Point of Contact (POC) or assigned to a qualified designee by the Zone GM. This position is responsible for the management of all of the zone resources during a major storm.

Job Description

This position is responsible for:

- Maintaining a zone storm plan by ensuring the plan is reviewed and updated annually.
- Managing the zone storm center during major storm restoration efforts
- Identify storm training gaps within the zone storm organization and fill need.
- Supporting storm restoration efforts outside of their service territory, when required.

Key Interfaces

- Zone Storm Manager ([REG1](#))
- Operations Center Coordinator ([OPS1](#))
- Community Relations Manager ([CR3](#))
- Zone Storm Team
- Zone storm support group coordinators (DA, DM, RM Etc.)
- Zone Safety Coordinator ([SAF2](#))

Checklist of Actions

Before Major Storm

- Assign roles for the zone storm team (zone storm organization chart)
- Verify critical contact lists are updated
- Zone Storm Center is prepared for use
- Participate in zone storm preparation conference calls

During Major Storm

- Manage the zone storm room

Tools and Information Needed

- Contact list for entire Operations Center storm organization chart
- County EOC issues spreadsheet
- Priority customer/feeder list for Operations Center

REG2A: Storm Center Support

Job Function

This position will provide administrative support the Zones Storm Center. This position will typically be the Zone RSVP Coordinator, also.

Job Description

This position will report to the Zone Storm Coordinator ([REG2](#)) and assist the effort by:

- Support phone communications
- Organizing storm center reports
- Maintaining office supplies throughout the restoration effort
- Assist storm personnel where necessary
- Maintain office functionality during the restoration effort

REG3: Overnight Planning/Support

Job Function

This team replaces the daytime Zone Storm Center Management Team.
 This group will typically be led by a Manager/Supervisor or other qualified management representative.
 The group may be comprised of the following:

- 1-Manager/Supervisor with tactical coordination experience
- 1- OSA
- 1- Data management representative
- 1- Resource Mobilization representative

Job Description

This group will manage the zone storm center and coordinate the efforts of their assigned Ops Centers Strategic Support Staff (OPS1B) including:

- Emergency calls
- EOC priority work
- Ensuring OMS is updated and correctly modeled
- Damage Assessment information is current
- Tracking any resource management deployments, reassignments or releases
- Overseeing the Work Package development and ensuring work packages are prepared for the next days work

Key Interface Points

Ops Center Strategic Support Staff ([OPS1B](#))

Checklist of Actions

Before Major Storm

- Review storm plan
- Lead should engage identified team members and coordinate initial preplanning meeting
- Critical customer list
- Critical feeder list

During Major Storm

- Monitor night emergency restoration crews in assigned Ops Centers
- Monitor and ensure updates for night time OMS information is completed
- Ensure a nightly work package for the Zone/Substation coordinators are completed for next days shift to include:
 - Daily goal update
 - Daily safety briefings
 - Data Management update (OMS reports)
 - Resource allocation update
 - Damage assessment
 - Logistical updates (food deliveries, fuel deliveries and materials)
 - Prioritized list of work

After Major Storm

- Participate in lessons learned process

REG4: Zone Tactical Management Coordinator

Job Function

It is the responsibility of this position to support an efficient storm restoration effort through planning and communication. The Tactical Management Coordinator will remain fully engaged with the Zone Resource Coordinator, Zone DA Coordinator, Community Relations Manager and Zone Data Management Coordinator to ensure the timely execution of the zones restoration plan. This position will engage with the Operations Center storm planning team with critical links to the Operation Center Tactical Management Coordinators.

Job Description

Duties:

- Execute the zone restoration plan to meet established goals.
- Work with the Zone Resource Coordinator to establish efficient deployment of assigned resources.
- Verify damage assessment, oms data and resource mobilization updates are current.
- Ensure procurement of specialized equipment.
- Ensure Emergency Crew work, with input from Community Relations Manager, is incorporated into the zone restoration plan.
- Develop adjustments to the zone restoration plan as needed.

REG4A: Work Planning and Review (OSA/Admin/Zone Mgr Admin)

Job Function

This group is responsible for supporting the Zone Tactical Management Coordinators efforts to complete an efficient storm restoration effort.

Job Description

These positions will:

- Receive crew mobilization updates from the Zone Crew Tracking Team
- Assist in gathering updated damage assessment information and oms modeling
- Assist with the development of daily restoration plans
- Assist with developing communication of updated restoration plans
- Coordinate with appropriate internal and external customers to order and receive specialized equipment

REG5: Zone RSVP Coordinator

Job Function

This position is responsible for keeping the zone portion of the RSVP tool current. In addition, this position will support the zone storm response by updating the RSVP tool to accurately reflect the zone resource mobilization plan.

Key Interface Points

- Zone Storm Manager ([REG1](#))
- System RSVP Coordinator ([RM5](#))
- Zone Resource Coordinator ([RM6](#))

Job Description

This position is responsible for:

- Keeping the RSVP tool updated as employees transfer in and out of the zone storm organization
- Being the first point of contact for zone employees regarding RSVP questions or concerns
- Assisting employees when signing up for their storm role
- Participating in pre-storm season planning

Checklist of Actions

Before Storm Landfall

- 72-96 hours prior, begin identifying zone employees' availability for storm duty and input data into RSVP tool.
- 48-72 hours prior, complete employee availability input into the RSVP tool and begin activation of employees
- 24-48 hours prior, complete activation of all identified zone employees
- 0-24 hours prior, finalize any pre-storm resource allocation plan adjustments in the RSVP tool.

During Restoration Effort

- Periodically update resource allocation adjustments in the RSVP tool throughout the restoration effort
- Release employees from zone storm support, as they become available, for use by other storm organizations
- Identify released zone employees that are not able to support other storm organizations as "Not Available" in the RSVP tool

After Restoration Effort

- Release all zone employees from the current storm in the RSVP tool
- Participate in any lessons learned exercises after each storm event
- Forward lessons learned results to the System RSVP Coordinator

Supporting Tools

- RSVP Tool
- [RSVP Quick Reference Guidelines](#)
- [RSVP Training Manual](#)

Document title

Operations Center

Document number

EMG-EDGF-00055

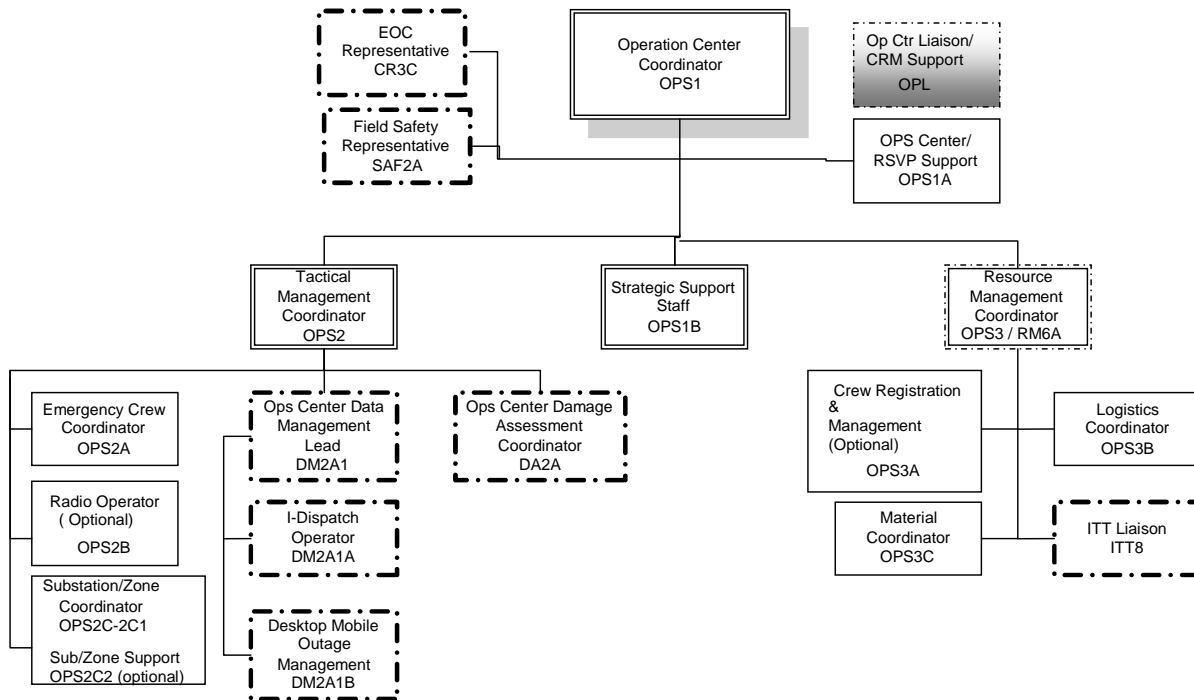
Applies to: Energy Delivery – Florida

Keywords: emergency; distribution system storm operational plan

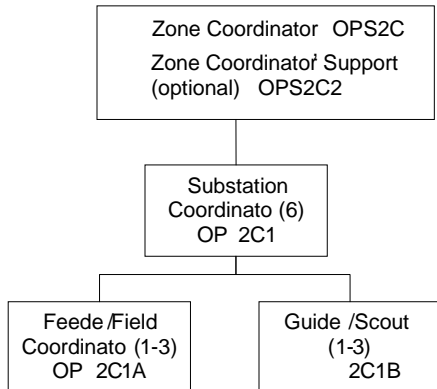
Mission

It is the mission of each Duke Energy Operations Center to ensure that storm plan personnel training, materials and equipment are current for the specific purpose of efficiently executing storm plans according to expectations pertaining to safety, cost, restoration times and other key performance indicators to ensure success for the company, its employees and its customers.

Organization Chart



Zone Coordinator Florida Operations Center Organization Charts



NOTES: 1) The above charts represent a typical Operations Center structure. This structure may vary, as local conditions warrant. 2) Substation/Zone Coordinator can be assigned to one individual, depending on damage severity. 3) Feeder/Field Coordinator is also referred to as Feeder Coordinator.

Sub-process

The Operations Center functional process includes the following sub-processes:

- [Work Package Execution](#)
- [Damaged Disconnect Order](#)

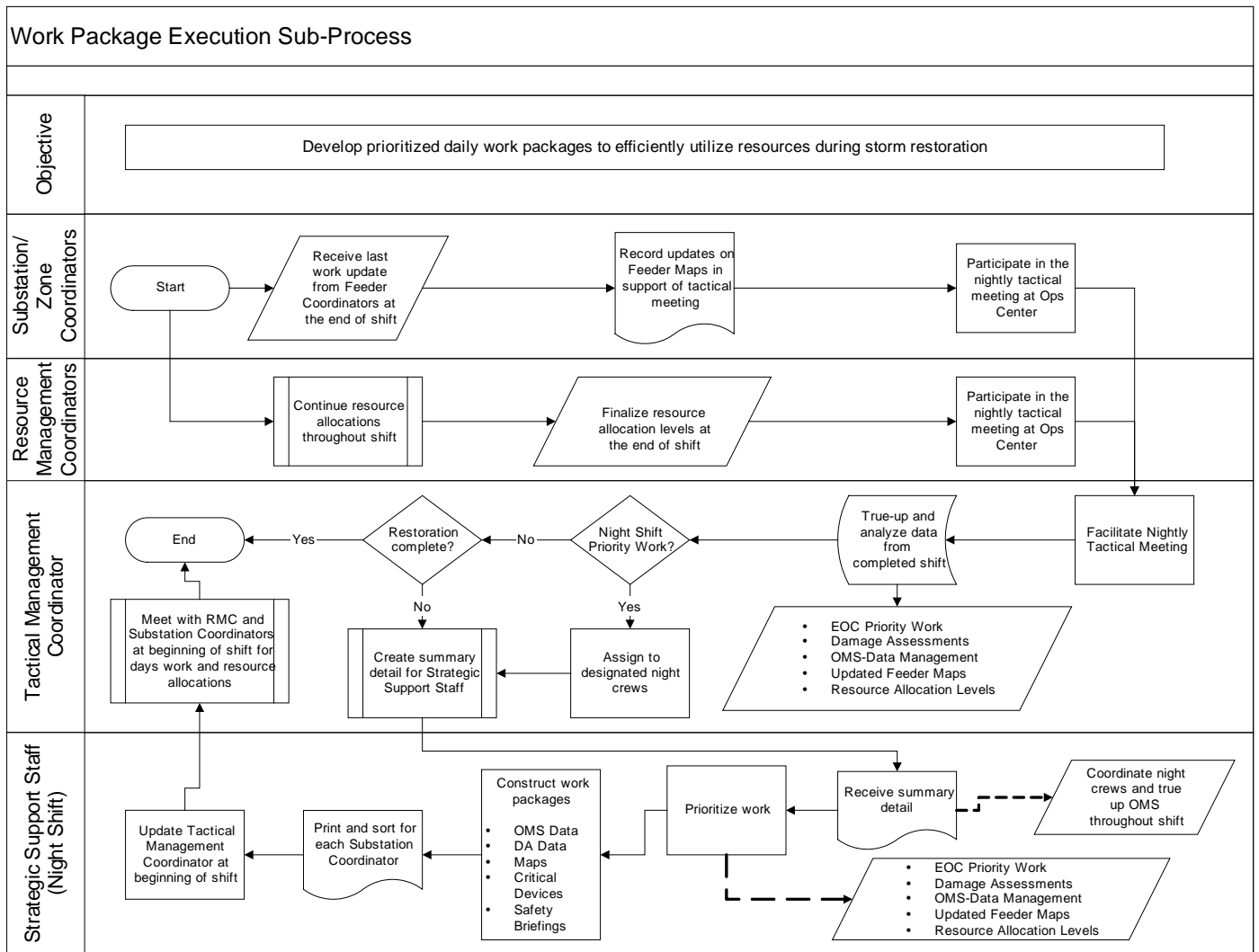
Work Package Execution

The Work Package Execution sub-process develops work packages containing outage and damage information for work crews at the beginning of each work day.

The following personnel are engaged in Work Package Execution:

- Tactical Management Coordinator ([OPS2](#))
- Substation/Zone Coordinator ([OPS2C-1](#))
- Feeder/Field Coordinator ([OPS2C1A](#))
- Resource Management Coordinator ([OPS3](#))

The following flowchart offers a detailed view of this sub-process:



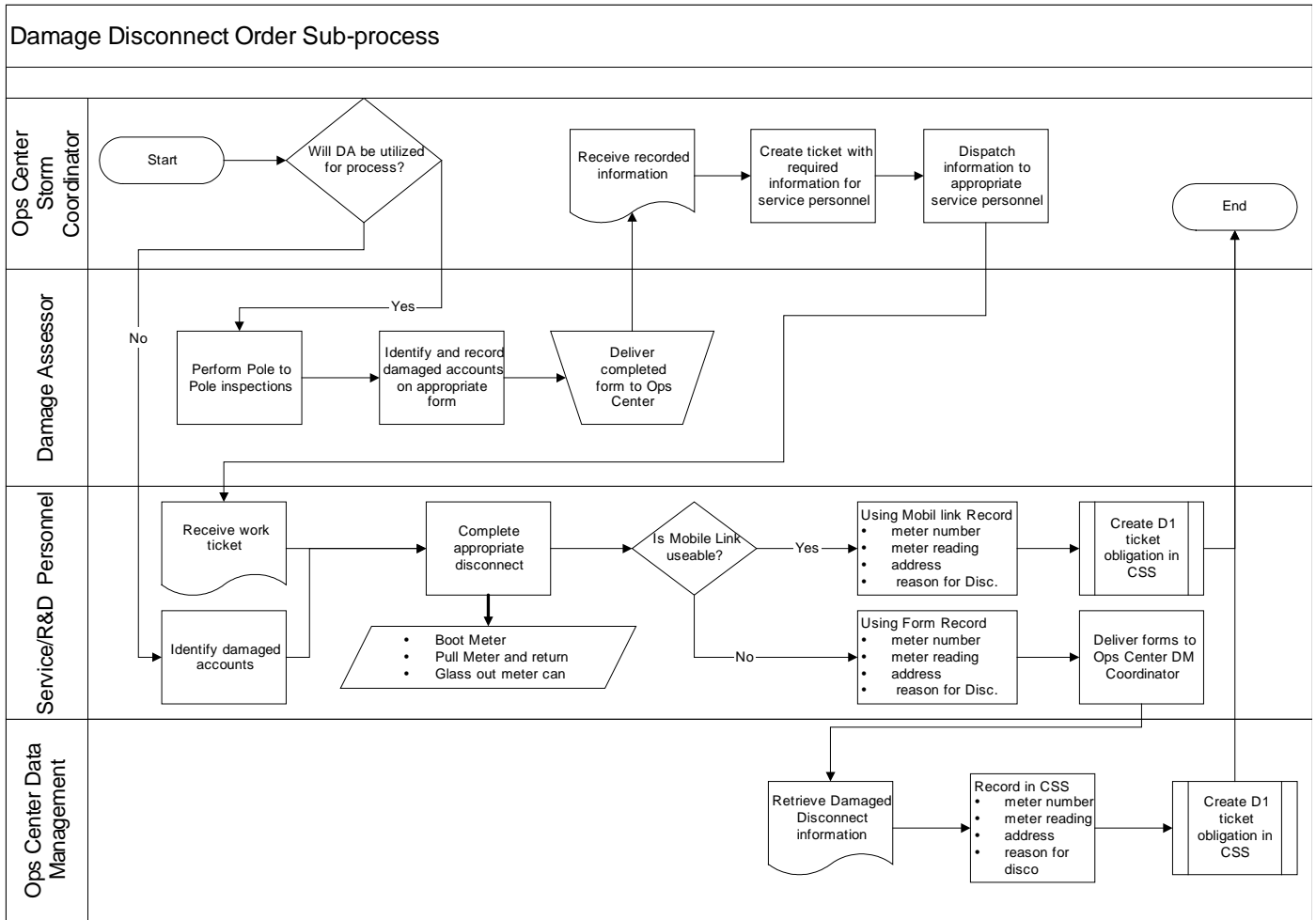
Damaged Disconnect Order

This sub-process addresses the process for identifying, recording, and flagging damaged accounts in CSS that cannot receive service during the storm restoration effort. This sub-process supports accurate OMS modeling and outage reporting by separating accounts that cannot receive service from the outage management system. In addition, the accurate logging of these accounts supports the development of post restoration work plans for back log work requests.

The following personnel are engaged in the Damaged Disconnect Order sub-process:

- Operation’s Center Storm Coordinator ([OPS1](#))
- Damage Assessors ([DA2A1](#))
- Ops Center Data Management Lead ([DM2A1](#))
- Service/R&D Personnel

The following flowchart offers a detailed view of this sub-process:



Job Descriptions (OPS1 – OPS3C)

OPS1: Operations Center Coordinator

Job Function

This position will typically be the Operations Point of Contact (supervisor) assigned to the center. This position provides the managerial oversight for the entire operation centers restoration effort. The OPS1 reports directly to the REG1 for the assigned region. This position should maintain a storm organizational and planning focus throughout the restoration effort.

Current storm supporting forms, guidelines and tables for use by the Operations Centers can be found by utilizing the following link:

[DEF Supplemental Forms](#)

Job Description

This position is responsible for ensuring:

- The storm organizational chart is updated and that there are no personnel gaps prior to storm season (some roles will be filled by supporting storm organizations or by PEC through the RSVP tool as needed)
- Storm personnel are fully trained
- The critical feeder lists are current
- EOC critical equipment and infrastructure lists are current
- The establishment of a work schedule that ensures a smooth transition between shifts - a 2 hour overlap is recommended
- The Zone Storm Center receives timely updates as required
- The Operation Center storm restoration effort meets established goals.

Utilize the following form for identifying critical feeders and their restoration priority:

[Feeder Prioritization form](#)

Key Interface Points

Zone Storm Manager ([REG1](#))

Tactical Management Coordinator ([OPS2](#))

EOC Representative ([ER3B](#))

Resource Management Coordinator ([OPS3](#))

DA Environmental Lead ([DA/ENV1](#))

Before Major Storm

Prior to storm landfall, the state of readiness for the Operation Center Storm Team is a critical component for a successful restoration effort. To assist the Operations Center Coordinator in verifying the level of readiness, the following checklist should be used:

[Operations Center Pre-Storm Checklist](#)

During Major Storm

- Emphasize a safe restoration effort – Maintain personal safety as a value
- Ensure you can account for all assigned PE employees throughout the restoration effort
- Maintain a current list of all contract and other off-system crews working within your restoration activities
- Communicate restoration crew arrivals to the Region Storm Coordinator (REG2)
- Monitor OMS updates and ensure information accuracy
- Ensure prioritized feeder lists are being utilized
- Prioritize and respond to critical customer or emergency issues
- If nuclear sites are within your area of responsibilities, support the nuclear siren restoration plan
- Ensure oil spill events and other environmental issues are forwarded promptly to the Zone Environmental lead (DA/ENV1)

After Major Storm

- Ensure all personnel are accounted for
- Ensure all data from final sweeps are documented
- Sponsor an Operation Center Lessons Learned

[Operations Center Post-Storm Checklist](#)

OPL: Ops Center Liaison/CRM Support

Job Function

This position will provide the EOC rep and the CRM with a single, dedicated point of contact and interface with the local Op Ctr. This will allow dedicated and structured coordination between the CRM/EOC rep that will allow emerging issues with government officials to be addressed in the most effective and timely manner. This position will report directly to the CRM but will reside in the Op Center and coordinate directly with the Tactical Management Coordinator and/or the operations center POC. This position may be filled by the ops center personnel (OPS1A) /RSVP Support depending on the storm.

Job Description

This position will report to the Community Relations Manager (CRM) and assist the efforts by:

- Monitor and manage all incoming calls from the CRM/EOC or other community focused entities
- Monitor and manage email accounts associated with the EOC and CRM
- Interface with local Tactical mgmt on restoration issues as brought forth by the EOC rep and the CRM
- Ensure CRM/EOC issues are assigned, completed and follow up communication with appropriate party is accomplished in a timely and effective manner
- Update the Tactical mgmt coordinator and the DOM of emerging concerns, events, opportunities
- Assist storm personnel where necessary
- Maintain office functionality during the restoration effort

This position also provides operating center support and back up as primary responsibilities allow:

- Support the local OPS1A as available

OPS1A: Ops Center/RSVP Support

Job Function

This position will provide administrative support the Operations Storm Center and typically fills the role of Ops Center RSVP Coordinator.

Job Description

This position will report to the Operation Center Coordinator (OPS1) and assist the effort by:

- Support phone communications
- Organizing storm center reports
- Maintaining office supplies throughout the restoration effort
- Assist storm personnel where necessary
- Maintain office functionality during the restoration effort

This position as the Ops Center RSVP coordinator is responsible for:

- Keeping the RSVP tool updated as employees transfer in and out of the Ops Center storm organization
- Being the first point of contact for Ops Center employees regarding RSVP questions or concerns
- Assisting employees when signing up for their storm role
- Update Operations Center Storm Org Charts and install on Operations Storm web site
- Update Storm Plan Assignment form and install on Operations Center storm web site.
- Participating in pre-storm season planning

RSVP Checklist of Actions

Before Storm Landfall

- 72-96 hours prior, begin identifying Ops Center employees' availability for storm duty and input data into RSVP tool.
- 48-72 hours prior, complete employee availability input into the RSVP tool and begin activation of employees
- 24-48 hours prior, complete activation of all identified Ops Center employees
- 0-24 hours prior, finalize any pre-storm resource allocation plan adjustments in the RSVP tool.

During Restoration Effort

- Periodically update resource allocation adjustments in the RSVP tool throughout the restoration effort
- Release employees from Ops Center storm support, as they become available, for use by other storm organizations
- Identify released Ops Center employees that are not able to support other storm organizations as "Not Available" in the RSVP tool

After Restoration Effort

- Release all Ops Center employees from the current storm in the RSVP tool
- Participate in any lessons learned exercises after each storm event
- Forward lessons learned results to the System RSVP Coordinator

Supporting Tools

- RSVP Tool
- [RSVP Quick Reference Guidelines](#)
- [RSVP Training Manual](#)

[Storm Plan Assignment form](#)

[Storm Center Org Chart](#)

[Medical Services Form](#)

OPS1B: Strategic Support Staff (Night Shift)

Job Function

This team replaces the daytime Operation Centers Storm Management Team and is an extremely critical function. This group will typically be led by one D.F.S. or other qualified management personnel with strong leadership. The group may be comprised of the following, but not required in all areas based on severity of the storm:

- 1-D.F.S
- 2- OSA's
- 1- Engineer/Service Coordinator
- 1- Data management representative
- 1- Damage assessment representative

Job Description

This group will take the day's accomplishments and productivity and make packets for the next day's work based on resource adjustments, new goals, and other emerging problems/events. This group will manage the operation centers night time storm restoration activities including:

- Emergency calls
- EOC priority work
- Ensuring OMS is updated and correctly modeled
- Damage Assessment information is current
- Tracking any resource management deployments, reassignments or releases
- Overseeing the Work Package development

Key Interface Points

Ops Center Tactical Management Coordinator ([OPS2](#))
 Ops Center Resource Management Coordinator ([OPS3](#))
 Zone Night Support Team
 Material coordinator ([OPS3C](#))

Checklist of Actions

Before Major Storm

- Review storm plan
- Lead should engage identified team members and coordinate initial preplanning meeting
- Critical customer list
- Critical feeder list

During Major Storm

- Manage night emergency restoration crews
- Monitor and update night time OMS information
- Update Ops Center employee update line (if utilized)
- Develop a nightly work package for the Zone/Substation coordinators next days shift to include:
 - Daily goal update
 - Daily safety briefings
 - Data Management update (OMS reports)
 - Resource allocation update
 - Damage assessment
 - Logistical updates (food deliveries, fuel deliveries and materials)
 - Prioritized list of work

After Major Storm

- Participate in lessons learned process

Battlefield Promotion Success Factors

- Meeting daily operational goals
- Effective collaboration with the Tactical Management team and Operations Center Coordinator

Engaged in the Following Sub-processes

- [Work Package Execution](#)

OPS2: Tactical Management Coordinator

Job Function

The Tactical Management Coordinator is responsible for prioritizing the outage restoration and the flow of high-priority outages. The Tactical Management Coordinator is responsible for ensuring that the Operations Center’s restoration strategy is followed. This position supports the Operations Center restoration efforts by maintaining an organized “tactical” approach to battling a storm. In addition, this position helps to drive the data management modeling and reporting based on established timelines. This position is responsible for ensuring timely updates on ETR’s and meeting the Operations Center commitment to the customers.

Job Description

- Organize incoming requests from the county EOCs
- Ensure EOC spreadsheet is updated on restoration progress
- Ensure EOC and emergency work has been assigned to dedicated (priority-emergency) crews
- Assign work to Substation/Zone Coordinators (OPS2C-1) for completion
- Provide oversight to the entire restoration process within the Operations Center, keeping focused on the critical/priority issues
- Provide feedback to the Operations Center Coordinator (OPS1) on high-priority issues
- Ensure storm room maintains engagement with county EOCs (via phone, fax, messenger/runner)
- Communicate with Operations Center Storm Room staff
- Maintain communications with dedicated resources and Substation/Zone Coordinators (OPS2C-1)
- Overseeing the data management process and ensuring ETR’s are updated in a timely manner.

Key Interface Points

- Operations Center Coordinator ([OPS1](#))
- Emergency Crew Coordinator ([OPS2A](#))
- Resource Management Coordinator ([OPS3](#))
- Substation/Zone Coordinators ([OPS2C1](#))
- Duke Energy contact at county EOC

Checklist of Actions

Before Major Storm

- Review Operations Center storm plan
- Communicate with Operations Center Coordinator ([OPS1](#))
- Validate Critical Feeder List
- Help develop restoration strategy for Operations Center
- Coordinate with ITT and the Zone Data Management Coordinator for OMS machines, as needed.

During Major Storm

- Attend storm conference calls
- Ensure county EOC spreadsheet is updated
- Communicate with Operations Center Coordinator (OPS1) and Substation/Zone Coordinators (OPS2C1)
- Ensure resources are assigned to high-priority issues
- Assign work to appropriate Substation/Zone Coordinators ([OPS2C-1](#))
- Provide feedback on restoration status to the Operations Center Coordinator ([OPS1](#)), Substation/Zone Coordinators ([OPS2C-1](#)), and county EOCs
- Maintain accurate OMS and meet the Ops Center’s established ETR’s.

After Major Storm

- Prepare reports for Operations Center Coordinator (OPS1) on number and type of priority issues resolved
- Provide feedback on the overall success of the Operations Center storm plan
- Participate in lessons learned

Tools and Information Needed

- Contact list for entire Operations Center storm organization chart
- County EOC issues spreadsheet
- Priority customer/feeder list for Operations Center

Training Requirements

Before Major Storm

- Help develop restoration strategy for Operations Center storm plan
- Have a complete understanding of Operations Center storm plan and roles and responsibilities
- Successfully participate in annual storm drill

Battlefield Promotion Success Factors

- Collaboration between Operations Center Coordinator (OPS1), Substation/Zone Coordinators (OPS2C-1), and county EOCs
- Reports showing best practices and successful resolution to high priority issues
- Effective restoration plan
- Following the Zone vision statement: “Everyone Matters”

Engaged in the Following Sub-processes

- [Work Package Execution](#)
- [Estimated Time of Restoration Management](#)

OPS2A: Emergency Crew Coordinator

Job Function

This position is responsible for coordinating and assigning EOC and other emergency work to restoration personnel assigned to this role. These responsibilities may be fulfilled by the Tactical Management Coordinator or assigned to a designee. The dedicated EOC restoration personnel may be located at the EOC, if requested.

Job Description

- Prioritize incoming requests from the county EOCs
- Update EOC spreadsheet on restoration progress
- Assign EOC and emergency work to dedicated (priority-emergency) crews
- Provide feedback to the Tactical Management Coordinator (OPS2) on high-priority issues
- Communicate with county EOCs (via phone, fax, messenger/runner)
- Communicate with Operations Center Storm Room staff
- Maintain communications with dedicated resources and Substation/Zone Coordinators (OPS2C-1)

Key Interface Points

- Tactical Management Coordinator ([OPS2](#))
- Resource Management Coordinator ([OPS3](#))
- Substation/Zone Coordinators ([OPS2C-1](#))
- Duke Energy contact at county EOC

OPS2B: Radio Operator (Optional)

Job Function

This position is responsible for radio communications between the Operations Center and field personnel such as Feeder/Field Coordinators and restoration crews, especially when dispatching functions have been de-centralized from DCC.

Job Description

This position will ensure:

- Storm radios are functional
- Maintain radio etiquette per corporate policy and procedures
- Assist in the storm center set up
- Assist OMS Coordinators as required
- Stay current on crew locations
- Assist in emergency 911 calls

OPS2C-1: Substation/Zone Coordinator

Job Function

The Substation/Zone Coordinator will normally be a supervisor with line and service experience. The position can be an experienced line and service person or other qualified employee. This individual must have strong field experience in distribution operations and should be very familiar with their assigned zone.

Job Description

The Substation/Zone Coordinator will be assigned restoration authority over a specific zone, generally at the substation level. They may be assigned a zone of more than one substation. They will be responsible for coordinating all restoration crews, Feeder/Field Coordinators ([OPS2C1A](#)), and Guides/Scouts ([OPS2C1B](#)) in their assigned zone. They will have the authority to control and direct the field switching activities as designated by the Operations Center Coordinator (OPS1). This position will receive daily prioritized work packages created by the Strategic Support Staff (OPS1B).

Pre-storm Planning Functions:

- Become familiar with assigned zone and know the location of feeder circuits, switches and reclosers
- Become familiar with the critical customers and feeder priorities in assigned zone
- Recommend to the Operations Center Coordinator ([OPS1](#)) any improvements in the circuit feeds, tie lines and switches in assigned zone that would facilitate storm restoration

Crew Management Functions:

- Ensure all crews include an assigned, qualified, Feeder/Field Coordinator ([OPS2C1A](#))
- Assign Guides/Scouts ([OPS2C1B](#)) to assist Feeder/Field Coordinators (OPS2C1A) or crews as needed
- Direct, coordinate and manage the activities of all restoration resources in assigned zone
- Assign restoration priorities to Feeder/Field Coordinators (OPS2C1A)
- Ensure the proper handling of materials

Damage Assessment Functions:

- Utilize the assigned centralized Damage Assessment teams in an effective manner
- Participate as directed in initial and follow-up damage assessments
- Analyze the damage assessment information in assigned zone to determine crew assignments and restoration priorities
- Ensure that all Feeder/Field Coordinators (OPS2C1A) and crews follow the proper procedure to provide timely and accurate ETR information and restoration status feedback
- Notify the Operations Center Coordinator (OPS1) when an aerial patrol would assist in locating damages

Restoration Functions:

- Coordinate restoration activities using the Feeder Priority Listing
- Coordinate and direct switching activities in the assigned zone
- Provide timely response to special needs customers (i.e., life support)
- Communicate restoration information to the Dispatcher ([DCC2A2](#)) and Operations Center Data Management Lead ([DM2A1](#))
- Advise the Operations Center Coordinator (OPS1) when additional crews and special equipment (tracked vehicles, etc.) are required
- Track restoration efforts against goal – maintain restoration focus

Safety Functions:

- Ensure that assigned Feeder/Field Coordinators (OPS2C1A) and Guides/Scouts ([OPS2C1B](#)) are capable of safely performing their assignments
- Ensure that safety procedures are followed:
 - Ensure that Feeder/Field Coordinators (OPS2C1A) and crews understand clearance procedures
 - Ensure that Feeder/Field Coordinators (OPS2C1A) and crews are adequately supplied with proper clearance tags
 - Ensure that a clear process is in place for placing and removing hot line tags
 - Communicate clear and specific job assignments
 - Ensure that all crews are rested and not allowed to work fatigued
 - Ensure that proper lighting is available for night work
 - Report any safety issues, close calls or accidents

Environmental Functions:

- Ensure that restoration personnel are aware of any sensitive environmental concerns in assigned zone
- Ensure scrap material, transformers and other lines and equipment are removed from customer property
- Ensure that environmental guidelines are adhered to, including:
 - Leaking transformers are bagged, tagged and removed from customer property
 - Creosote and CCA poles are properly handled discarded
 - Non-emergency oil spills are reported to the Operations Center Damage Assessment Coordinator ([DA2A](#)) for tracking by the Zone Environmental Lead ([DA/ENV1](#))
 - Emergency oil spills shall be reported immediately to the Zone Environmental Lead.
 - Endangered species and bird nests are handled in accordance with guidelines
 - Appropriate measures are taken when working in wetlands

Data Integrity Functions:

- Ensure GIS number integrity is maintained
- Make crews aware of GIS Update form
- Ensure Feeder/Field Coordinators (OPS2C1A) and crews are aware of and follow the correct procedure for data integrity
- Collect and forward all GIS Update forms to Operations Center GIS coordinator

Record Procedures:

Keep a daily recorded log of restoration activities, including:

- Any assigned zone boundary changes
- Names of Feeder/Field Coordinators (OPS2C1A) and Guides/Scouts (OPS2C1B) working in assigned zone
- Crew teams working in assigned zone
- Major restoration milestones

Key Interface Points

- Feeder/Field Coordinators ([OPS2C1A](#))
- Guides/Scouts ([OPS2C1B](#))
- Operations Center Coordinator ([OPS1](#))
- Dispatcher ([DCC2A2](#))
- Environmental Lead ([DA/ENV1](#))

Tools and Information Needed

- [Feeder Priority Listing](#)
- [GIS Update form](#)

Training Requirements

Before Major Storm

- Help develop restoration strategy for Operations Center storm plan
- Complete understanding of Operations Center Storm Plan and roles and responsibilities
- Ensure familiarity with assigned substations/zones
- Maintain updated feeder/TA maps
- Undertake refresher training on MOMS and OMS
- Communicate storm plan with feeder coordinators assigned to your substations/zones
- Successfully participate in annual storm drill

Battlefield Promotion Success Factors

- Meeting Operations Center ETRs by feeder/county
- Effective restoration plan
- Executing the Operations Center restoration plan
- Following the Zone vision statement: “Everyone Matters”

Engaged in the Following Sub-processes

- [Work Package Execution](#)

OPS2C1A: Feeder/Field Coordinator

Job Function

The Feeder/Field Coordinator will typically be a line or service person or other qualified employee who is familiar with the territory. This individual reports to the Substation/Zone Coordinator ([OPS2C-1](#)) and the coordination of restoration crews and support needs with staging teams and logistics personnel. This position will receive daily prioritized work packages from the Substation/Zone Coordinator (OPS2C-1) and will be responsible for issuing and coordinating these with the assigned resources/crews. Guides/Scouts ([OPS2C1B](#)) may be assigned to the Feeder/Field Coordinator, if needed.

Job Description

Crew Coordination Functions:

- Stay engaged with the foreman/supervisor of assigned crews
- Coordinate restoration activities with the Substation/Zone Coordinator (OPS2C-1)
- Ensure the proper handling of material
- Keep tree crews ahead of construction crews
- Communicate construction standards

Restoration Functions:

- Communicate updated restoration information to the Substation/Zone Coordinator (OPS2C-1), Dispatcher ([DCC2A2](#)) or Operations Center Data Management Lead ([DM2A1](#))
- Communicate with the Substation/Zone Coordinator (OPS2C-1) when additional crews are needed
- Stay informed of restoration goals
- Be professional with all customers, bystanders and outside contract personnel
- Coordinate placing and removing of hot line tags, line clearances and other switching and tagging functions
- Document any follow-up work and forward to the Substation/Zone Coordinator

Safety Functions:

- Verify that crews have safety instruction packets
- Verify that crews follow safety procedures
- Report any safety issues, close calls, or accidents
- Coordinate proper line grounding
- Communicate operating characteristics of company line material (transformers, cutouts, capacitors, reclosers, sectionalizers, etc.)
- Monitor crews are rested and not allowed to work fatigued
- Ensure that proper lighting is available for night work, as required
- Conduct daily tailgate safety meetings
- Maintain a company safety manual
- Communicate work zones requirements in accordance with State Department of Transportation guidelines
- Conduct line patrols before energizing circuits

Environmental Functions:

Communicate environmental guidelines, including:

- Leaking transformers are bagged, tagged and removed from customer property
- Creosote and CCA poles are properly handled and discarded
- Transformers, broke insulators and other scrap material or removed from customer property
- Non-emergency oil spills are reported to the Substation/Zone Coordinator
- Emergency oil spills are reported directly to the Zone Environmental Lead ([DA/ENV1](#))
- Endangered species and bird nests are handled in accordance with guidelines
- Appropriate measures are taken when working in wetlands

Data Integrity functions:

Maintain facilities GIS numbering according to the following guidelines:

- Provide crews with a supply of GIS numbers and holders
- Replace damaged GIS numbers
- Use GIS Update form to document all changes in GIS numbers, missing numbers and changes in phasing, fuse, pole or transformer size

Clearance Procedures:

Coordinate that clearance tags are completed and properly installed:

- Tags should include crew leader's name, name of person giving clearance, and name of person in charge of crew performing work
- If tree crew is clearing rights of way, coordinate that the section of line is cleared, grounded, and tagged
- Update tags when other crews are assigned
- Install tags on opening device of section of line
- If cutout is at an opening point, ensure that the barrel is removed and circuit grounded until work is complete

Record Procedures:

Maintain complete and accurate records of:

- Time crews were assigned
- Name of person in charge
- Crew identification (Pike, Red Simpson, Irby, etc.)

Key Interface Points

- Substation/Zone Coordinator ([OPS2C-1](#))
- Guides/Scouts ([OPS2C1B](#))
- Dispatcher ([DCC2A2](#))
- Environmental Lead ([DA/ENV1](#))

Checklist of Actions

- Maintain area maps
- Maintain updated one line grid maps
- Stay engaged with assigned personnel and crew leads
- Inspect work for PE specification adherence -
- Document temporary repairs and forward to Substation/Zone Coordinator
- Document location and type of equipment and materials that will need to be loaded and properly discarded

Tools and Information Needed

- [Feeder Priority Listing](#)
- [GIS Update form](#)

Training Requirements

- Understand restoration strategy for Operations Center storm plan
- Have a complete understanding of Operations Center storm plan and roles and responsibilities.
- Ensure familiarity with assigned feeders
- Maintain updated feeder/TA maps
- Undertake refresher training on MOMS and OMS
- Patrol assigned feeder (know the roads and isolating points)
- Review switching and tagging
- Have a working knowledge of any unusual equipment on assigned feeders (LSS scheme, ATS, Itella-team, etc.)
- Successfully participate in annual storm drill

Battlefield Promotion Success Factors

- Meeting Operations Center ETRs by feeder
- Effective restoration plan
- Execution of Operations Center restoration plan
- Following the Zone vision statement: “Everyone Matters”

Engaged in the Following Sub-processes

- [Work Package Execution](#)

OPS2C2: Substation/Zone Coordinator Support (Optional)

Job Function

This position will primarily support the Substation/Zone Coordinators and will assist in the in the delivery of material, equipment or food or other communication items.

Job Description

Employees assigned to this position should be very familiar with the service area.

Key Interface Points

Substation/Zone Coordinator ([OPS2C1](#))
 Feeder/Field Coordinator ([OPS2C1A](#))
 Assigned Crew Foremen/Lead

OPS2C1B: Guide/Scout

Job Function

This position will primarily lead off-system crews to work sites and assist in the delivery of material, equipment or food.

Job Description

Employees assigned to this position should be very familiar with the service area in order to efficiently lead crews to assigned work areas and for the timely delivery of needed resources. This position may directly support Feeder/Field Coordinators

Key Interface Points

Substation/Zone Coordinator ([OPS2C1](#))
 Feeder/Field Coordinator ([OPS2C1A](#))
 Assigned Crew Foremen/Lead

Checklist of Actions

During Major Storm

- Support the Substation/Zone Coordinator and/or Feeder/Field Coordinator
- Meet assigned crews when they arrive
- Perform a pre trip safety briefing with crews identifying travel hazards such as:
 - Non-functioning traffic lights
 - Proper method for entering intersections without functioning traffic lights
 - Keeping a safe gap between vehicles
 - Public drivers that may be distracted by restoration efforts etc.
- Leading crews to their assigned areas
- Updating crews on meals and lodging
- Support crews by helping with ice, water and other necessities
- Deliver material, equipment and other items as needed.
- Assist in reporting of any environmental spills to the Feeder Field Coordinator or Substation/Zone Coordinator

OPS2D: Line/Service, Tree and Grounding Crew

Job Function

These line and service positions support the restoration effort by grounding lines and equipment prior to work being performed.

Job Description

These positions may be assigned to the Tactical Management Coordinator (OPS2), Emergency Crew Coordinator (OPS2A), Substation/Zone Coordinators (OPS2C) or Feeder/Field Coordinators (OPS2C1A). The primary responsibility for these positions will be to work ahead of tree trimming crews:

- Isolating downed lines and equipment and tree conflicts
- Grounding lines and equipment per PE safety rules

OPS3: Resource Management Coordinator

Job Function

The Resource Management Coordinator is responsible for accepting, tracking, and assigning all internal and external contractor line and tree resources to the appropriate Zone/Substation Coordinators ([OPS2C-1](#)). This individual may be the same individual that assumes the role as the position RM6A and will be physically located in the Operating Center storm room. This individual's organizational skills are critical to the success of Operations Centers. Using the Resource Tracking tool, the Resource Management Coordinator provides accurate, detailed resource information to the Operations Center Coordinator ([OPS1](#)) and Substation/ Zone Coordinators (OPS2C-1).

Job Description

- Utilize the Resource Tracking tool to organize and track incoming crews
- Communicate with the Operations Center Coordinator (OPS1) to determine the appropriate distribution of incoming resources
- Participate in all Resource Management conference calls
- Participate in all Zone resource storm calls
- Provide feedback to the Operations Center Coordinator (OPS1) and Substation/Zone Coordinators (OPS2C-1) regarding information covered in these calls

Key Interface Points

- Region Storm Coordinator ([REG2](#))
- Operations Center Coordinators ([OPS1](#))
- Zone Resource Coordinator ([REG5](#))
- Staging and Logistics leads located at staging sites
- Substation/Zone Coordinators ([OPS2C-1](#))

Checklist of Actions

Before Major Storm

- Review Resource Tracking tool
- Communicate with Zone Resource Coordinator (REG5)
- Communicate with Staging and Logistics to validate staging sites to be opened

During Major Storm

- Attend storm conference calls
- Update Resource Tracking tool
- Communicate with Operations Center Coordinator (OPS1) and Substation/Zone Coordinators (OPS2C-1)
- Allocate internal and external contractor resources to Substation/Zone Coordinators (OPS2C-1)
- Assign appropriate contractors to areas in need
- Provide feedback to the Zone Resource Coordinator (REG5), Operations Center Coordinator ([OPS1](#)), and Substation/Zone Coordinators (OPS2C-1)

After Major Storm

- Communicate transition of resources off-system
- Update Resource Tracking tool
- Prepare for Sweep type work and additional resources needed
- Prepare reports for Zone Resource Coordinator (REG5) on numbers of resources used and their overall effectiveness
- Participate in lessons learned

Tools and Information Needed

- Communication with Operations Center Storm Room staff
- Conference calls with Zone Resource Coordinator (REG5)
- Contact list for entire Operations Center storm organization chart
- Resource Tracking tool

Training Requirements

Before Major Storm

- Participate in Resource Tracking tool training
- Have a complete understanding of the Operations Center storm plan and roles and responsibilities
- Successfully participate in annual storm drill

Battlefield Promotion Success Factors

- Collaboration between Zone Resource management, Zone Storm team, and other Resource Management Coordinators
- Reports showing best practices and successful movement of resources
- Following the Zone vision statement: “Everyone Matters”

Engaged in the Following Sub-processes

- [Work Package Execution](#)

OPS3A: Crew Registration and Management (Optional)

Job Function

This position(s) supports the Resource Management Coordinator in accurately documenting assigned resources to the Operations Center. Based on the volume of crews and responsibilities involved, this is an optional position that may be added as support based on the complexity of the storm and resource assignments and other logistics.

Job Description

- engage Logistics Coordinator to ensure all assigned resources are accounted for
- keep an accurate record of resource assignments to Zone Coordinators and Feeder Coordinators
- assist the Resource Coordinator as needed

OPS3B: Logistics Coordinator

Job Function

The Operations Center Logistics Coordinator is responsible for interacting with the System S&L Team and the Zone Storm team to coordinate food, lodging, transportation, laundry services, security needs and other necessities associated with the restoration personnel assigned to the Operations Center.

Job Description

This position will:

- Coordinate meal and lodging arrangements with the Substation/Zone Coordinators ([OPS2C1](#))
- Assist S&L personnel in the delivery of meals
- Ensure water and ice are provided
- Coordinate the delivery of portable toilets
- Coordinate transportation and fuel needs
- Coordinate food and drink requirements for Operation Storm Center and office personnel
- Maintain cost tracking for food and lodging expenses

OPS3C: Material Coordinator

Job Function

This position will normally be filled with a warehouse person. This position will interact with the S&L site personnel for receiving, handling, inventorying and distributing material and equipment.

Job Description

This position will support the restoration effort by:

- Becoming familiar with the layout plans of assigned staging sites
- Organizing and managing the staging sites material with S&L personnel
- Coordinating the delivery of high use materials such as fuses, bolts, connectors etc.

Document title

Support Services

Document number

EMG-EDGF-00057

Applies to: Energy Delivery – Florida

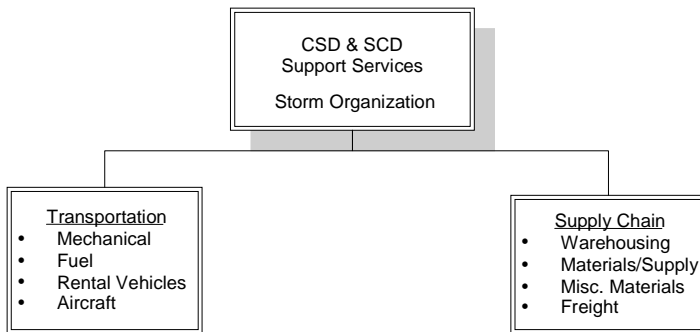
Keywords: emergency; distribution system storm operational plan

Mission

The Support Services storm organization will fully support the storm restoration effort by meeting the needs of our customers in a timely and professional manner.

Organization Chart

The following depicts the separate storm organizations that make up the Support Services Storm Organization

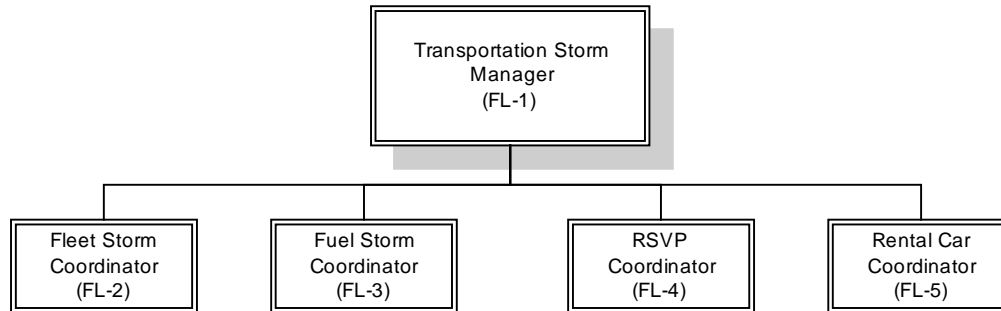


The following link to each of the above individual organizations storm plans within this document:

[Transportation](#)

[Supply Chain](#)

Transportation Storm Organizational Chart



Job Descriptions

FL-1 Transportation Storm Manager

Job Function

This position manages the appropriate CSD Storm organization to ensure major storm restoration work groups are fully supported.

Job Description

This position will:

- Assign storm coordinator responsibilities prior to each storm season
- Represent their storm organization on system storm conference calls
- Facilitate internal conference calls to ensure their storm organization is meeting the needs of their customers
- Sponsor internal lessons learned after each storm to ensure continuous improvement

FL-2 Fleet Storm Coordinator

Job Function

This position manages the fleet storm organization to ensure vehicle and equipment needs are met through out the storm restoration process.

Job Description

This position will:

- Ensure Duke Energy vehicles and equipment are prepared for safe operation prior to storm landfall
- Ensure fleet storm organization is properly staffed to support vehicle and equipment repairs
- Ensure fleet storm organization has arranged access to critical components such as tires, batteries, hydraulic hoses etc.
- Represent the Fleet organization in CSD Support Services storm conference calls
- Participate in sponsored lessons learned processes

FL- 3 Fuel Storm Coordinator

Job Function

This position manages the fuel storm organization to ensure vehicle and equipment fuel needs are met through out the storm restoration process.

Job Description

This position will:

- Prepare for gas and diesel fuel needs prior to each storm season
- Ensure contracted fuel tankers and wet fueling trucks are staged at appropriate sites
- Stay Engage with Corporate Security, Staging and Logistics site coordinators and Ops Center Coordinators to ensure fuel is being utilized for appropriate business use.
- Participate in sponsored lessons learned processes

FL- 4 RSVP Coordinator

Job Function

This position is responsible for keeping the Fleet portion of the RSVP tool current. In addition, this position will support the C&MS storm response by updating the RSVP tool to accurately reflect the Fleet resource mobilization plan.

Key Interface Points

- Storm Manager
- System RSVP Coordinator

Job Description

This position is responsible for:

- Keeping the RSVP tool updated as employees transfer in and out of the Fleet storm organization
- Being the first point of contact for Fleet employees regarding RSVP questions or concerns
- Assisting employees when signing up for their storm role
- Participating in pre-storm season planning

Checklist of Actions

Before Storm Landfall

- 72-96 hours prior, begin identifying Fleet employees availability for storm duty and input data into RSVP tool.
- 48-72 hours prior, complete employee availability input into the RSVP tool and begin activation of employees
- 24-48 hours prior, complete activation of all identified employees
- 0-24 hours prior, finalize any pre-storm resource allocation plan adjustments in the RSVP tool.

During Restoration Effort

- Periodically update resource allocation adjustments in the RSVP tool throughout the restoration effort
- Release employees from storm support, as they become available, for use by other storm organizations
- Identify released employees that are not able to support other storm organizations as “Not Available” in the RSVP tool

After Restoration Effort

- Release all employees from the current storm in the RSVP tool
- Participate in any lessons learned exercises after each storm event
- Forward lessons learned results to the System RSVP Coordinator

Supporting Tools

- RSVP Tool
- RSVP Quick Reference Guidelines
- RSVP Training Manual

FL- 5 Rental Car Coordinator

Job Function

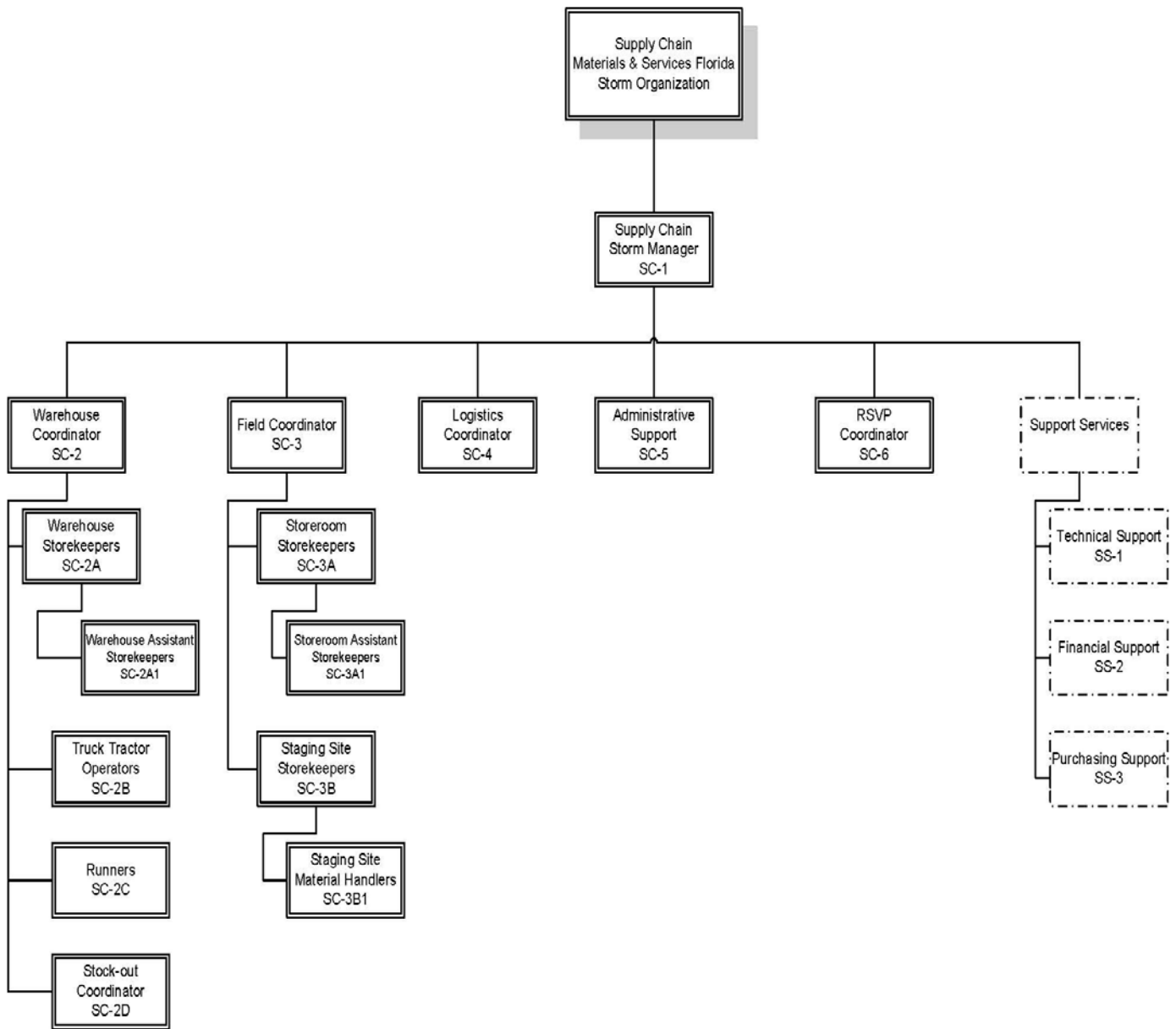
This position manages the procurement of light duty rental vehicles in the Carolinas to ensure light duty transportation needs are met through out the storm restoration process.

Job Description

This position will:

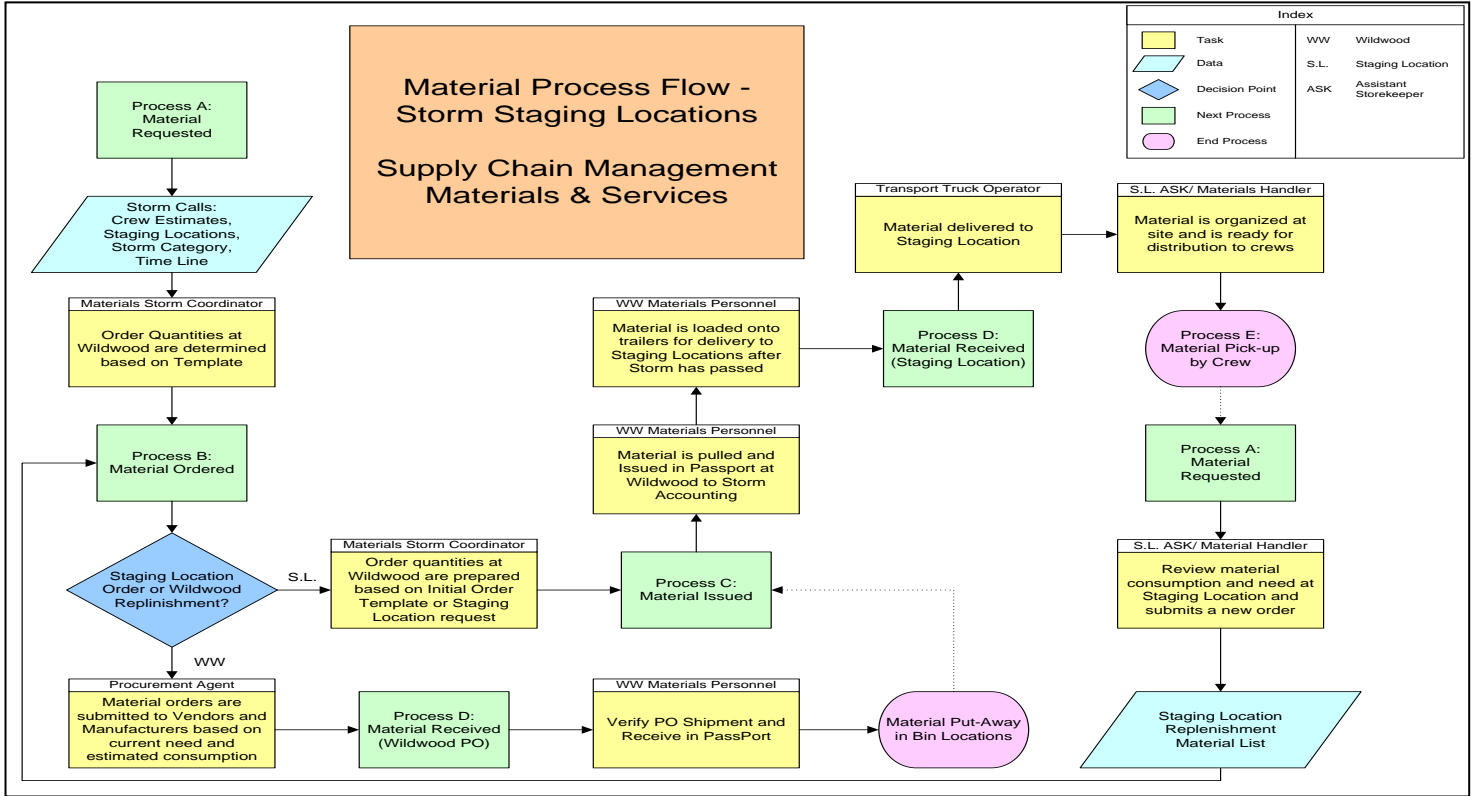
- Prepare for light duty vehicle needs prior to each storm season
- Ensure contracted light duty vehicle vendors understand their roles and commitments during a storm.
- Engage with pre-determined customer groups to ensure light duty vehicle rental needs are achieved in storm response.
- Participate in sponsored lessons learned processes

Supply Chain M&S FL Storm Organizational Chart

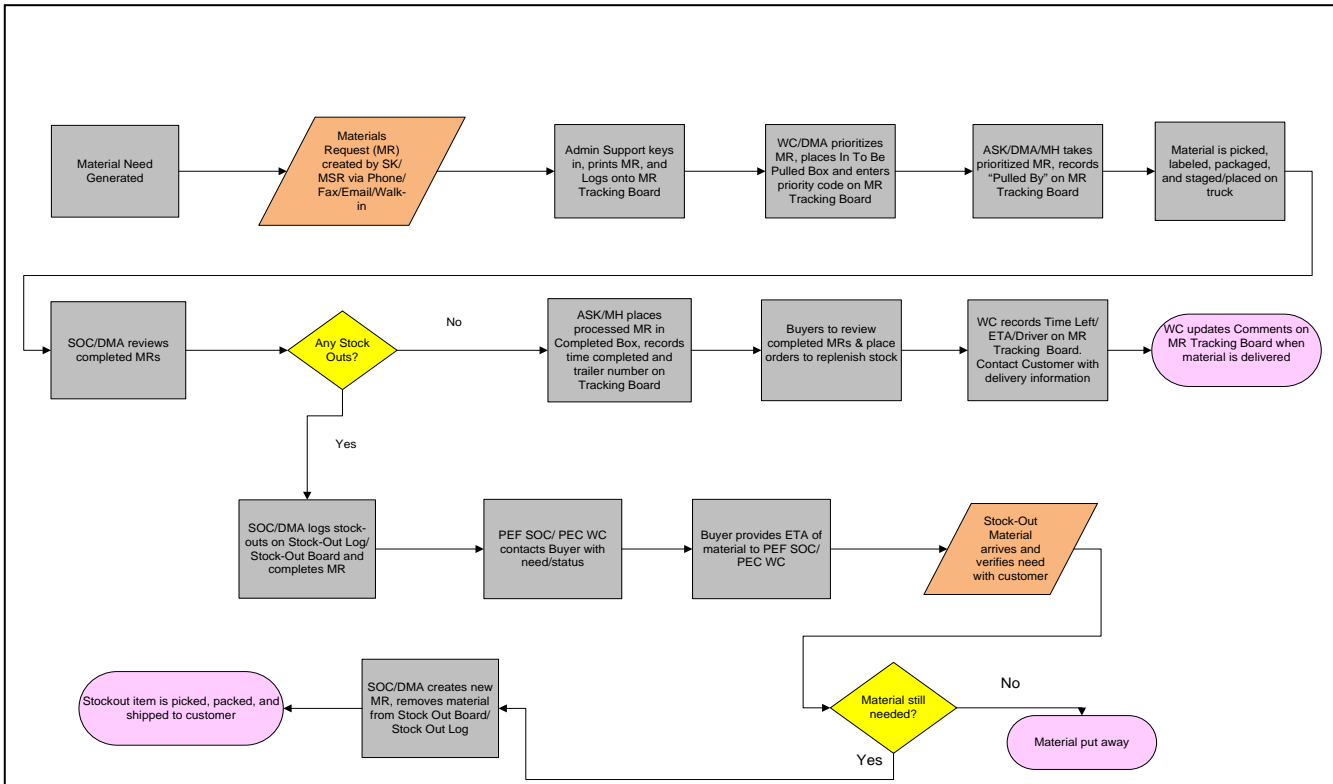


Key Sub-processes

The following sub-process describes material ordering and distribution during storm restoration efforts.
(Attachment M - Storm Staging Location Process Flow)



(Attachment U - Manual MR Process)



(Attachment A - M&S Florida Storm Contact Information)

Roles and Responsibilities

SC- 1 Supply Chain Storm Manager

Job Function

This position manages the appropriate SCD Storm organization to ensure major storm restoration work groups are fully supported.

(Attachment T – HR Storm Communication – Hurricane Season Reminders)

(Attachment P - Materials & Services Storm Plan - Florida)

Job Description

This position will:

- Assign storm coordinator responsibilities prior to each storm season
- Represent their storm organization on system storm conference calls
- Facilitate internal conference calls to ensure their storm organization is meeting the needs of their customers
- Sponsor internal lessons learned after each storm to ensure continuous improvement
- Serve as the primary communication contact for the Materials Storm Center
 - Ensure safety and storm response updates are provided to materials storm personnel in a timely manner
 - Coordinate communication between the Materials Storm Center Team (Materials Storm Coordinator, Field Operations Coordinator, Warehouse Coordinator, Logistics Coordinator, Financial Support Personnel, Technical Support Personnel, Administrative Support Personnel, and Site Procurement Personnel)
- Review staffing and equipment lists to ensure adequate resources are available to meet deadlines and commitments
- Confer with Information Manager to determine crew allocation and arrival times for staging sites
- Meet with Site Procurement personnel to obtain daily updates on material status. Provide guidance for activating the MEMS network
- Work with Logistics Coordinator to ensure employee meals, lodging and PPE needs are communicated and met.
- Determine staffing levels for Central Warehouse operation and field support
- Interface with Procurement personnel and provide information on the number of crews expected to support storm restoration efforts and provide guidance on the quantity of materials needed to support that effort

Before Storm Season

Prior to storm season, the state of readiness for the Materials & Services Storm Team is a critical component for a successful restoration effort. To assist the Supply Chain Coordinator in verifying the level of readiness, the following checklist should be used:

- Review and update Storm Plan
- Conduct storm drill and training
- Participate in ED storm drill
- Evaluate readiness of storm boxes and Staging & Logistics kits
- Cycle Count Storm List Material items monthly (May thru November)

Before Storm Landfall

Five Days (120 hours) prior to the anticipated arrival of a storm:

- Review major storm plan
- Participate on ED storm calls
- Contact Garner Warehouse to communicate potential need for support
- Print off the Manual MR Process (attachment U) to have on hand in the event PassPort is unavailable in both Florida and the Carolina's. If the Manual MR Process is to be initiated, all M&S employees will be notified by the management team after the storm's departure and it is safe to return to work.

Four Days (96 hours) prior to the anticipated arrival of a storm:

- Place all materials storm response personnel on "alert" status.
- Contact purchasing to activate storm trailer for on site distribution of raingear, flashlights, batteries, etc. (if applicable)
- Participate on ED storm calls

Three Days (72 hours) prior to the anticipated arrival of a storm:

- Discuss the expected severity of the approaching storm with the Storm Information Manager.
- Update employees on the latest storm reports
- Assess the need for Passport support, additional cell phones, radios, laptop and desktop computer stations and contact Technical Support personnel or the Logistics Coordinator as needed
- Begin daily storm call
- Move to set up storm center
- Participate on ED storm calls

Two Days (48 hours) prior to the anticipated arrival of a storm:

- Review Storm Plan with Materials & Services staff
- Obtain locations of designated field materials staging areas
- Determine staffing assignments for Central Warehouse including second shift assignments, potential staging locations and operations centers with Warehouse Coordinator, Field Operations Coordinator and Storm Center
- Post storm schedule and assignments, including time employees will have to secure their homes
- Confirm arrangements for meals, snacks, etc. with Logistics Coordinator
- Coordinate delivery of Storm Material kits, staging and logistics kits

One Day (24 hours) prior to the anticipated arrival of a storm:

- Provide weather updates to Storm personnel on status of storm path
- Conduct a safety stand-down for all site personnel
- Determine and communicate staffing plans and employee schedules once the storm has passed
- Contact IT (Lisa Henry) for MR Date push out for Central Warehouse
- Participate on ED storm calls

During Major Storm

- Emphasize a safe restoration effort – maintain personal safety as a core value
- Ensure you can account for all assigned Duke Energy employees throughout the restoration effort
- Participate on ED storm calls

After Major Storm

- Ensure staging and logistics kits are replenished while storm account is still open
- Ensure all personnel are accounted for
- Document lessons learned

SC- 2 Warehouse Coordinator

(Attachment E- Materials Receiving Team)

(Attachment R – Engineering Standards Team)

Job Function

This position coordinates the receipt, issue and delivery of all T&D materials needed to support storm restoration efforts.

Job Description

This position will:

- Coordinate the receipt, issue and delivery of material from Central Warehouse
- Provide direction to drivers and runners for the delivery of materials
- Coordinate with the Stock Out Coordinator
- Maintain material request tracking board
- Provide input for staffing levels needed for warehouse operations
- Report on status of work and volume of work completed
- Determine need for material recovery effort and communicate to Supply Chain Storm Coordinator
- Prioritization of material requests
- Maintain current status of material requests with Senior Material Coordinators in the field
- Set up work schedule and staffing for Central Warehouse Support
- Coordinate with Field Operations Coordinator to staff staging and logistics locations and operations centers as needed
- Hold daily safety stand-downs and pre-job briefs to ensure a strong safety focus is maintained in the performance of all tasks

Key Interface Points

Supply Chain Storm Manager (SC-1)

Logistics Coordinator (SC-4)

Field Operations Coordinator (SC-3)

Truck/Tractor Operator (SC-2B)

Administrative Support (SC-5)

Information Manager

Purchasing Support (SS-3)

Stock Out Coordinator, Receiving (SC-2D)

Staging site Storekeepers (SC-3B)

Administrative Support (SC-5)

Before Storm Landfall

Five days (120 hours) prior to the anticipated arrival of a storm:

- Review weather information from the Storm Information Manager (919) 546-3128 or (VoiceNet) 8-770-3128 or cell phone (919) 632-8862. Inform Materials Storm Team of anticipated weather conditions.
- Assure site readiness. Conduct site walk down to assure equipment and materials are secure from high winds.
- Assure that equipment has been properly maintained and repaired.
- Contact procurement for Storm responsibility contact information.
- Arrange dumpster pick up daily
- Request that the Material Storm Coordinator-Carolinas to review inventory levels of storm items Cross Over materials.
- Ensure cycle count of storm material list

- Review the transformer backlog report.
- Develop an action plan for repairing most commonly used transformers.
- Coordinate to have leaker tubs emptied and transported to Central Warehouse.
- Print off the Manual MR Process (attachment U) to have on hand in the event PassPort is unavailable in both Florida and the Carolina's. If the Manual MR Process is to be initiated, all M&S employees will be notified by the management team after the storm's departure and it is safe to return to work.

Four days (96 hours) prior to the anticipated arrival of a storm:

- Place order through Heavy Hauling for 8 high flat trailers to be delivered to Warehouse. (if applicable)
- Coordinate with Central Warehouse personnel to assure they have adequate time to prepare their homes for the storm

Three days (72 hours) prior to the anticipated arrival of a storm:

- Contact the Logistics Coordinator to arrange for rental vehicles and other equipment and materials needed on site
- Coordinate with Central Warehouse personnel to assure they have adequate time to prepare their homes for the storm

Two days (48 hours) prior to the anticipated arrival of a storm:

- Notify all impacted Wildwood storm support personnel of their assignments and schedules
- Ensure all "shelf life" items are loaded in staging & logistics kits (batteries, first aid kits)
- Ensure storm material kits, staging and logistics kits and storm packets are prepared for delivery.
- Ensure supplemental material and pallets are prepared to accompany initial shipment to each staging site
- Initiate order picking for staging areas
- Ensure scheduling of Material Requests as needed to meet specific need.
- Communicate storm assignments to RSVP volunteers.
- Coordinate with Central Warehouse personnel to assure they have adequate time to prepare their homes for the storm

One Day (24 hours) prior to the anticipated arrival of a storm:

- Ensure storm material kits, staging and logistics kits, storm packets and supplemental material is loaded and secured for deployment.
- Coordinate with Central Warehouse personnel to assure they have adequate time to prepare their homes for the storm

SC- 2A Warehouse Storekeeper

Job Function

This position serves as the materials expert and point of contact for obtaining materials and supplies as needed or requested from the Wildwood Central Warehouse.

Job Duties

This position will:

- Schedule material requests to be picked
- Receive and put-away material
- Distribute and issue all materials to company and contractor personnel
- Ensure all material is loaded for delivery
- Distribute workload to Warehouse Assistant Storekeepers and ensures picks are accurate and complete
- Communicate need and coordinate delivery of poles based on storm impact
- Plan transformer deliveries per storm impact and need
- Ensure recovered materials are properly accounted for and returned into inventory

Key Interface Points

- Warehouse Coordinator (SC-2)
- Truck/Tractor Operator (SC-2B)
- Runners (SC-2C)
- Administrative Support (SC-5)
- Warehouse Assistant Storekeepers (SC-3A1)
- Staging Site Storekeepers (SC-3B)
- Storeroom Storekeepers (SC-3A)
- Company and contractor personnel

Before Storm Landfall

Five Days (120 hours) prior to the anticipated arrival of a storm:

- Conduct site walk downs and secure equipment and materials from high winds
- Review fuel requirements for forklift trucks
- Communicate with Supply Chain Coordinator to ensure storm readiness
- Review storm plan and responsibilities
- Review storm stock to ensure sufficient material levels
- Receive and pick material requests as needed

Four days (96 hours) prior to the anticipated arrival of a storm:

- Receive and pick material requests as needed

Two days (48 hours) prior to the anticipated arrival of a storm:

- Receive and pick material requests as needed
- Ensure forklifts are fueled and operationally ready

After Major Storm

- Account for any recovered material that has been returned to the Central Warehouse

SC- 2A1 Warehouse Assistant Storekeeper ([Attachment F - Materials Picking Team](#))

Job Function

This position supports the Warehouse Storekeeper at the Wildwood Central Warehouse with materials handling and readiness.

Job Duties

This position will:

- Assist Warehouse Storekeeper with site readiness and storm preparation at the Wildwood Central Warehouse
- Assist with material ordering, receiving and put-away
- Assist with material distribution to company and contractor personnel
- Assist with material recovery effort as needed
- Assist with site maintenance as needed

Key Interface Points

- Warehouse Coordinator (SC-2)
- Company and contractor personnel
- Truck/Tractor Operator (SC-2B)
- Runners (SC-2C)

- Administrative Support (SC-5)
- Staging Site Storekeepers (SC-3B)
- Storeroom Storekeepers (SC-3A)
- Warehouse Storekeepers (SC-3A) **Before Storm Landfall**

Five Days (120 hours) prior to the anticipated arrival of a storm:

- Review storm plan and responsibilities

SC- 2B Truck/Tractor Operator ([Attachment J- Transport Truck Operators](#))

Job Function

This position loads and delivers materials from the Wildwood Central Warehouse to staging sites and Regional Storerooms, and transports materials back to the Central Warehouse from outlying locations.

Job Description

This position will:

- Load and transport materials from Wildwood Central Warehouse to staging sites and Regional Storerooms
- Transport returns and recovered material to the Wildwood Central Warehouse
- Ensure Tractor/Trailer is operated in a safe manner, consistent with company policies and procedures
- Comply with all DOT rules and regulations

Key Interface Points

- Warehouse Coordinator (SC-2)
- Warehouse Storekeeper (SC-3A)
- Warehouse Assistant Storekeeper (SC-3A1)
- Staging site Storekeeper (SC-3B)

SC- 2C Runners

[Attachment W- Tree Ground Acquisition Process](#)

Job Function

This position delivers small quantities of critical materials to staging sites and operations centers on an as needed basis.

Job Description

This position will:

- Operate standard pick-up, SUV or other motor vehicle
- Promptly deliver materials to site as requested
- Assist with material recovery and site maintenance as required

Key Interface Points

- Warehouse Coordinator (SC-2A)
- Staging site Storekeeper (SC-3B)
- Warehouse Storekeeper (SC-3A)
- Warehouse Assistant Storekeeper (SC-3A1)

SC- 2D Stock-out Coordinator

Job Function

This position ensures that material stock-outs are followed up on.

Job Duties

This position will:

- Serve as the point of contact for all stock out items
- Make a list of all stock out materials and requesting locations
- Make arrangements with the Warehouse Coordinator on delivery of stock out material when it is ready to be shipped to locations
- Contact the receiving team to make them aware of material that will be needed to fill stock outs (stock out board)
- Contact procurement representatives for the need of additional material
- Contact recovery personnel on need for stock out material
- Review all material requests with stock out items and set status to complete
- Check with Standards to see if any substitution of material that is stocked out can be made
- Follow up with requesting location to ensure need is still valid

Key Interface Points

- Warehouse Coordinator (SC-2)
- Warehouse Personnel
- Procurement Support
- Recovery Personnel
- Vendor Representative

SC- 3 Field Operations Coordinator and Distribution Planners

Job Function

This position is responsible for the staffing and operations of T&D Storerooms and materials support at Staging Areas in support of storm restoration efforts.

Job Description

This position will:

- Understand current material support needed from T&D Storerooms and staging sites
- Develop staffing plan, communicate and implement in support of storm restoration needs
- Coordinate with Logistics Coordinator to staff staging and logistics locations and operations centers as needed
- Establish communications with the Staging Site Storekeeper to stay informed of any changes in the number of crews assigned to a particular site
- Confer with Regional Energy Delivery Coordinator to determine crew allocation and arrival times for staging sites
- Monitor and support materials personnel needs at field locations. Have equipment needed, ensure safety and storm briefings are occurring, material management protocols are being followed, personnel housing and meals needs are being met, staffing at materials locations is adequate
- Be visible in Regional Storm Center
- Address issues as needed with Staging and Logistics Team Lead at staging areas and DOMs at operation centers

Key Interface Points

- Supply Chain Storm Manager (SC-1)
- Regional ED Storm coordinator Manager
- Warehouse Coordinator (SC-2)

- Purchasing Support (SS-3)
- Material Handlers (SC-3B1)
- Warehouse Storekeepers (SC-2A)
- Logistics Coordinator (SC-4)

Before Storm Season

- Review storm readiness of materials organization and material levels at operation centers.
- Ensure adequate supplies of fuses, splices, squeeze-on connectors and any other special need materials (coastal areas) 3 day supply
- Ensure that financial kits are current and that every employee has one.
- Designate a back-up Field Operations Coordinator.
- Confirm field kits locations
 - South - Lake Wales and Seven Springs
 - North - Monticello and Apopka

Before Storm Landfall

Five Days (120 hours) prior to the anticipated arrival of a storm:

- Assure Regional Storeroom site readiness.
- Assure that site walks down are conducted and that equipment and materials are secure from high winds
- Assure that additional fuel for forklift trucks is obtained
- Begin increased information and communication with Regional Storeroom personnel
- Inspect, review and place orders to top off materials.
- Review Major Storm Plan with all employees.
- Have Storekeepers to make all orders from Wildwood (crossdocking).
- Participate on ED storm calls
- Print off the Manual MR Process (attachment U) to have on hand in the event PassPort is unavailable in both Florida and the Carolina's. If the Manual MR Process is to be initiated, all M&S employees will be notified by the management team after the storm's departure and it is safe to return to work.

Four days (96 hours) prior to the anticipated arrival of a storm:

- Ensure storm readiness of materials organization and material levels at operation centers.
- Begin daily storm calls with Regional Storeroom personnel.
- Assure materials stored at the Regional Storeroom yards have been secured from high winds.
- Ensure that Regional Storeroom personnel understand their storm responsibilities after the storm has passed.
- Update Regional Storeroom personnel contact information.
- Participate on ED storm calls
- Coordinate with personnel to assure they have adequate time to prepare their homes for the storm

Three days (72 hours) prior to the anticipated arrival of a storm:

- Review job responsibilities and assignments with all employees
- Participate on ED storm calls
- Coordinate with personnel to assure they have adequate time to prepare their homes for the storm

Two days (48 hours) prior to the anticipated arrival of a storm:

- Notify all impacted storm support personnel of their potential assignments and schedules
- Assign and schedule storm material kits and staging and logistics kit to each staging site
- Ensure Material Requests are submitted as needed to meet specific need
- Communicate storm assignments and vehicles to material handlers and runners.
- Inform Regional Storeroom personnel at operations centers of staging areas to be opened close to them.
- Coordinate with Regional Storeroom personnel to have all Stores vehicles readied and fueled.

- Obtain names of employees assigned from the S&L Teams who will be supporting materials activities at Staging and Logistics site and/or Regional Storerooms.
- Determine staffing levels for potential Staging sites
- Participate on ED storm calls
- Coordinate with personnel to assure they have adequate time to prepare their homes for the storm

One Day (24 hours) prior to the anticipated arrival of a storm:

- Coordinate with personnel to assure they have adequate time to prepare their homes for the storm.
- Participate on ED storm calls

After Major Storm

- Replenish storm materials kits while storm account is still open
- Participate on ED storm calls

SC- 3A Storeroom Storekeeper

[Attachment W- Tree Ground Acquisition Process](#)

Job Function

This position serves as the materials expert and point of contact for obtaining materials and supplies as needed or requested for the Regional Storeroom.

Job Duties

This position will:

- Create material requests into Passport for Regional Storeroom and Staging Sites
- Receive and put-away material
- Distribute and issue all materials to company and contractor personnel
- Communicate need and coordinate delivery of poles based on storm impact
- Plan transformer deliveries per storm impact and need
- Coordinate local material recovery effort

Key Interface Points

- Field Operations Coordinator (SC-3)
- Company and contractor personnel
- Warehouse Coordinator (SC-2)
- Truck/Tractor Operator (SC-2B)
- Administrative Support (SC-5)
- Storeroom Assistant Storekeepers (SC-3A1)
- Staging Site Storekeepers (SC-3B)

Before Storm Landfall

Five Days (120 hours) prior to the anticipated arrival of a storm:

- Conduct site walk downs secure equipment and materials from high winds
- Review fuel requirements for forklift trucks
- Communicate with Field Operations Coordinator to ensure storm readiness
- Review storm plan and responsibilities
- Review storm stock to ensure sufficient material levels at Regional Storeroom
- Submit material requests as needed

Four days (96 hours) prior to the anticipated arrival of a storm:

- Submit material requests as needed

Two days (48 hours) prior to the anticipated arrival of a storm:

- Submit material requests as needed
- Prepare and fuel company vehicle(s)

After Major Storm

- Replenish storm materials kits while storm account is still open
- Prepare excess, salvage and scrap materials for return to Warehouse or local operations center

SC-3A1 Storeroom Assistant Storekeeper

Job Function

This position supports the Storeroom Storekeeper at the Regional Storeroom with materials handling and readiness.

Job Duties

This position will:

- Assist Storeroom Storekeeper with site readiness and storm preparation at the Regional Storeroom
- Assist with material ordering, receiving and put-away
- Assist with material distribution to company and contractor personnel
- Assist with material recovery effort as needed
- Assist with site maintenance as needed

Key Interface Points

- Field Operations Coordinator (SC-3)
- Company and contractor personnel
- Truck/Tractor Operator (SC-2B)
- Administrative Support (SC-5)
- Staging Site Storekeepers (SC-3B)
- Storeroom Storekeepers (SC-3A)

Before Storm Landfall

Five Days (120 hours) prior to the anticipated arrival of a storm:

- Review storm plan and responsibilities

SC- 3B Staging Site Storekeeper

(Attachment C - Staging Support – to be updated 48 hours prior to the storm)

Job Function

This position serves as the materials expert and single point of contact for obtaining materials and supplies as needed or requested by staging site team leader or designee.

(Attachment K - Field Materials Staging Template)

(Attachment L- Staging & Logistics Kit List)

(Attachment N - Storm Materials Kit List)

Closing of Staging Site after Storm

(Attachment G - Materials Pickup & Return Procedures for Staging Site Operations)

Job Duties

This position will:

- Lay out / set up material at staging site
- Determine the most efficient storage layout for materials in order to minimize traffic congestion and confusion
- Issue all materials and equipment from the Staging & Logistics kits
- Monitor and issue all materials from the S&L kits to site personnel
- Coordinate need and delivery of poles based on storm impact
- Plan transformer deliveries per storm impact and need
- Monitor material usage and place replenishment orders for all materials and equipment
- Order, receive, separate and distribute material
- Serve as a point of contact for procuring materials, equipment and supplies as needed
- Prepare excess, salvage and scrap materials for return to Warehouse or local operations center
- Record all materials and equipment used in the Staging and Logistics kit on the form provided in the Storm Response Kit
- Responsible for ensuring all materials and equipment have been removed from the staging site prior to departure.
- Work with Field Coordinator to negotiate time to remove material
- Return the Storm Response Kit to Central Warehouse

Key Interface Points

- Staging Site Team Leader
- Field Operations Coordinator (SC-3)
- Company and contractor personnel
- Warehouse Coordinator (SC-2A)
- Truck/Tractor Operator (SC-2B)
- Administrative Support (SC-5)
- Storeroom Storekeepers (SC-3A)
- Staging Site Material Handlers (SC-3B1)

Before Storm Landfall

Four days (96 hours) prior to the anticipated arrival of a storm:

- Review storm stock

SC-3B1 Staging Site Material Handler

Job Function

This position supports the Staging Site Storekeeper at with materials handling and readiness at the Staging Site.

Job Duties

This position will:

- Assist Staging Site Storekeeper with site preparation and setup
- Assist with material ordering and receiving
- Assist with material distribution to company and contractor personnel
- Assist with material recovery effort as needed
- Assist with site maintenance as needed
- Assist with loading and unloading of all material shipments

Key Interface Points

- Field Operations Coordinator (SC-3)
- Company and contractor personnel
- Truck/Tractor Operator (SC-2B)
- Staging Site Storekeepers (SC-3B)
- Staging Site Team Leader
- Storeroom Storekeepers (SC-3A)

Before Storm Landfall

Five Days (120 hours) prior to the anticipated arrival of a storm:

- Review storm plan and responsibilities

SC- 4 Logistics Coordinator ([Attachment D- Wildwood Site Lodging and Meals Contact List](#))

Job Function

This position is responsible for ensuring that food, lodging, and equipment rental requirements are handled for personnel reporting to the Central Warehouse and Transformer Shop.

Job Description

This position will:

- Contact local vendors to arrange for food to be brought on site
- Make arrangements to prepare food on site when necessary
- Ensure that drinks/snacks are available for site personnel during storm restoration
- Contact local lodging establishments to provide adequate living arrangements for site support personnel during storm restoration efforts
- Contact Contracts representatives for equipment rental needs as identified by the Supply Chain Storm Coordinator
- Serve as the point of contact for security, safety and facility support

Key Interface Points

- Warehouse Coordinator (SC-2)
- Local food and lodging establishments
- Site personnel
- Administrative Support (SC-5)
- Financial Support (SS-2)

Before Storm Season

Prior to storm season, the state of readiness for the Materials & Services Storm Team is a critical component for a successful restoration effort. To assist the Logistics Coordinator in verifying the level of readiness, the following checklist should be used:

- Develop a written agreement with local vendors to provide meals/lodging as needed during storm restoration.
- Ensure storm packets are assembled and current for field use in the event of a storm.

Before Storm Landfall

Five Days (120 hours) prior to the anticipated arrival of a storm:

- Arrange to have contractor deliver freezer unit and bagged ice for storm support
- Arrange for Facilities to have on-site generator tested, fueled and maintained
- Begin preparing Storm Center for occupants
- Arrange through Contracts to have vendor begin providing 2 days supply of snacks, water and drinks at the Central Repair Shop
- Communicate need for fuel to Fleet for vehicles (Diesel and Unleaded)
- Review the transformer backlog report.
- Develop an action plan for repairing most commonly used transformers.

Three Days (72 hours) prior to the anticipated arrival of a storm:

- Coordinate with "Suburban" propane to arrange for extra fuel and tanks for propane forklifts and set up daily deliveries.
- Coordinate with "Duke Rail Services" and put on notice of the need to service up to 16 staging sites.
- Coordinate with "Corporate Contracting" to secure additional order pickers, arrange for on-site food catering needs and assure that drinks, water and snacks are continuously provided for warehousing personnel needs during storm restoration activities.
- Coordinate with "Fleet Services" for rental vehicles to be delivered to Wildwood.
- Coordinate with "Fleet Services" for on-site fueling of gasoline and diesel.
- Coordinate with "Facilities" to test power supply and fuel for generator at Warehouse and to arrange for additional janitorial services as needed.
- Contact City of Wildwood to arrange continuous pumping of sewage lift station.
- Coordinate with "IT&T" to procure cellular phones, radios, laptop or desktop work stations and additional fax machines if requested by Supply Chain Coordinator.
- Coordinate with "Security" to arrange for 24/7 guard service at Wildwood and for the Sumter County Sheriff's Department to provide escorts to transports onto US 301 as requested by the Storm Center Coordinator.
- Coordinate with "Heavy Hauling" for additional lightning towers, lull lifts, site crane, Tractors and Trailers for company employee use.
- Coordinate with "Corporate Travel-Storm" to procure hotel arrangements for site personnel requiring hotel rooms.
- Coordinate with "Safety" to have Safety Client Specialist assigned to the Wildwood site for the duration of storm restoration activities
- Maintains control and logs users of keys for storm kits
- Maintains control and logs users of E-pass units
- Maintains control and logs users of Cellular Telephones
- Maintains control and logs users of rental vehicles
- Verify storm cards have been activated

- Maintains control and logs users of storm cards
- Determine travel/lodging arrangements needed for employees and coordinates with Logistics Coordinator
- Determine daily cost reporting needs

During Major Storm

- Work with vendors and Corporate Contracting to ensure operations are not hampered due to late delivery of meals

After Major Storm

- Contact "Fleet Services for the return of all rental vehicles
- Contact "IT&T" for the return of all cellular phones and radios obtained for storm restoration
- Contact "Duke Rail Services" regarding schedules for picking up all scrap and equipment from staging sites

SC- 5 Administrative Support ([Attachment H - Warehouse Administrative/Financial Support](#))

Job Function

This position provides administrative support to the Materials Storm Center and the Logistics Coordinator as needed.

Job Description

This position will:

- Receive and enter Material Requests for Staging Areas and Operation Centers (including walk-ins and call-outs)
- Update Material Request tracking board as required
- Serve as a point of contact for material pulling team personnel (update of MR Board)
- Issue material requests as needed (if material cannot be issued using RF scanners)
- Answer Material Storm Center phone and handle information requests
- Print storm reports as requested by Material Storm Center staff
- Ensure time entry is entered by cut off times
- Provide support to Logistics Coordinator for set up of Material Storm Center (food arrangements, meeting set up, support issue and tracking of phones, storm cards, keys, vehicles, personnel, etc.)
- Prior to storm, print current stock locators by Cat ID
- Issue storm packets to all staging site personnel departing from Central Warehouse

Key Interface Points

- Supply Chain Storm Manager (SC-1)
- Material handlers in Central Warehouse
- Logistics Coordinator (SC-4)
- Warehouse Coordinator (SC-2)
- Field Operations Coordinator (SC-3)
- Purchasing Support
- Material Support Personnel in the field

Before Storm Season

- Verify that Storm Purchasing Cards are on site and in place
- Verify that E-pass units are in place and are being billed to the correct credit cards. Make sure E-pass transponders are working (batteries etc.)
- Review all Warehouse office supplies and order up to max level and maintain throughout storm season (Paper, Ink Cartridges, Toners, etc)
- Assemble storm packets for field use in the event of a storm. Packets to include storm credit cards, E- pass transponder, cell phones, rental vehicles/keys, S&L kit keys, staging site team roster (if available), updated materials listing and a map to the staging site, re-order forms, ink pens, paper, sticky notes, safety glasses, gloves, hard hats.

Before Storm Landfall

- **Five days (120 hours) prior to the anticipated arrival of a storm:**
 - Set up call for M&S Management Team for later in evening
- **Four days (96 hours) prior to the anticipated arrival of a storm**
 - Set up call for M&S Management Team for later in evening

Three days (72 hours) prior to the anticipated arrival of a storm:

- Print the Central Warehouse materials list. Sort by bin location, part number and description. (1 copy for Warehouse Coordinator, 20 copies Storm Packets)
- Download and place copies on USB flash drive of Warehouse Materials List reports by bin location, part number and description
- Ensure storm packets are complete for field use. Add updated materials list to storm packets
- Set up call for M&S Management Team for later in evening

After Major Storm

- Account for all communication, other key equipment and rental vehicles/keys
- Inventory storm packets and replenish missing items

SC- 6 RSVP Coordinator ([Attachment V – RSVP Coordinator](#))

Job Function

This position is responsible for keeping the Supply Chain portion of the RSVP tool current. In addition, this position will support storm response by updating the RSVP tool to accurately reflect the Supply Chain resource mobilization plan.

Job Description

This position will:

- Keep the RSVP tool updated as employees transfer in and out of the Supply Chain storm organization
- Act as the first point of contact for Supply Chain employees regarding RSVP questions or concerns
- Assist employees when signing up for their storm role
- Participate in pre-storm season planning

Key Interface Points

- Supply Chain Storm Manager (SC-1)
- System RSVP Coordinator

Before Storm Season

- Ensure that the Supply Chain RSVP tool accurately reflects roles for all employees in the organization

Before Storm Landfall

Four days (96 hours) prior to the anticipated arrival of a storm

- Begin identifying Supply Chain employees availability for storm duty and input data into RSVP tool

Three days (72 hours) prior to the anticipated arrival of a storm:

- Complete employee availability input into the RSVP tool and begin activation of employees

Two days (48 hours) prior to the anticipated arrival of a storm:

- Complete activation of all identified employees

One day (24 hours) prior to the anticipated arrival of a storm:

- Finalize any pre-storm resource allocation plan adjustments in the RSVP tool

During Major Storm

- Periodically update resource allocation adjustments in the RSVP tool throughout the restoration effort
- Release employees from storm support, as they become available, for use by other storm organizations

After Major Storm

- Release all employees from the current storm in the RSVP tool
- Participate in any lessons learned exercises after each storm event
- Forward lessons learned results to the System RSVP Coordinator

NOTE:

While the Support Services groups listed below are not a part of the Supply Chain M&S Florida organization, Purchasing Support, Technical Support and Financial Support personnel play an integral role at the Supply Chain Storm Center during a major storm. Therefore, a description of their job functions and responsibilities is included.

SS-1 Technical Support [\(Attachment I - M&S Technical Support\)](#)

Job Function

This position is responsible for ensuring that all Passport related issues are promptly addressed and resolved.

Job Duties

This position will:

- Report to the Supply Chain Storm Coordinator
- Initiate actions to promptly resolve all Passport system related issues
- Provide technical advice as needed to increase efficiency for the Administrative staff and Materials Handlers while using the Passport system
- Serve as a liaison with the IT Helpdesk to resolve all hardware related issues
- Serve as the point of contact for setting up new work stations and special reporting requirements/requests
- Provide timely communication of the status of all Passport related issues to Administrative Support staff, Materials Handlers, Site Procurement Support and the Supply Chain Storm Coordinator

Key Interface Points

- Supply Chain Storm Coordinator (SC-1)
- Warehouse Coordinator (SC-2)
- Administrative Support (SC-5)
- Purchasing Support

SS-2 Financial Support ([Attachment H - Warehouse Administrative/Financial Support](#))

Job Function

This position serves as the single point of contact for financial storm related procedures for the Materials & Services Unit.

Job Description

This position will:

- Ensure financial procedures for storms are in place and understood by managers prior to storm season
- Provide documentation and training on the proper use of storm cards to managers so that they can communicate this information to storm teams
- Activate storm cards in a timely manner
- Ensure all storm receipts are collected and reconciled in a timely manner
- Ensure storm projects are activated and reflected in the appropriate time entry systems as communicated by Accounting
- Act as a point of contact for financial questions regarding storm charges (airfares, lodging, meals, office supplies, miscellaneous personal items, etc.) for Corporate Services Department managers, supervisors, and employees
- Complete the spreadsheet for daily storm expenses and forward to appropriate Energy Delivery personnel

Key Interface Points

- Warehouse Coordinator (SC-2)
- Logistics Coordinator (SC-4)
- Accounting
- Corporate Services Department managers and supervisors

SS-3 Purchasing Analyst Support

([Attachment B - M&S Florida – Wildwood Site Procurement and Corporate Support Contact List](#))
([Attachment S – Purchasing Supplier Contact Information](#))
([Attachment Q – Corporate Contracting](#))
([Attachment O- Miscellaneous Contractor / Supplier Listing](#))

Job Function

This position ensures that T&D materials and equipment are available to supply all construction personnel with sufficient materials to complete storm restoration efforts.

Job Description

This position will:

- Review inventory levels of T&D materials listed on the Storm Material Report
- Initiate orders to meet initial demands for potential staging areas
- Notify local suppliers that the Storm Plan is in effect and to be prepared for increased demand
- Contact the Passport team to turn off the “auto reorder” function for all storm related materials
- Keep the Supply Chain Storm Coordinator informed of any shortages or potential stock-outs
- Activate the MEMS network to secure materials from other utilities as needed
- Provide updates to Stock Out Coordinator on status of delivery schedule
- Work with Standards to see if any substitution of material that is stocked out can be made
- Coordinate with key vendors for onsite support

Key Interface Points

- Warehouse Coordinator (SC-2)
- Stock Out Coordinator (SC-2B)
- Administrative Support (SC-5)
- Vendor representatives

Prior to Storm Season

- Review inventory levels of Transmission & Distribution (T&D) items listed on the Storms Materials Report and place orders as needed to bring stock levels up to maximum
- Verify and update vendor contact listings
- Begin expediting long lead time orders of storm critical items
- Verify that inventory levels of storm critical materials with long lead times are being raised prior to the storm season need (i.e., wire and cable, transformers, etc.)

Before Storm Landfall

Five days (120 hours) prior to the anticipated arrival of a storm:

- Activate MEMS network to secure materials in short supply from other utilities
- Prepare all materials requests as necessary

Four days (96 hours) prior to the anticipated arrival of a storm:

- Review T&D inventory levels for all items on the Storm Materials Report
- Initiate orders to meet initial material demands. Consider demand when placing orders based on expectations of storm damage. Prior to ordering additional material, check inventory at non-impacted Central Warehouse
- Contact suppliers to inform them that we are operating in storm mode and that they need to prepare to supply the Central Warehouse with materials as previously agreed upon
- Turn off the “auto reorder” feature in Passport for all storm related materials
- Brief Supply Chain Storm Coordinator on the status of inventory, including current stock levels, back orders and open purchase orders

Three days (72 hours) prior to the anticipated arrival of a storm:

- Review the Below Safety Stock Report

After Major Storm

- Monitor materials returned from storm prior to turning on “auto reorder” feature in Passport

For the following Supplementary Information

Visit Progress Net > Supply Chain Department > Materials Management > Storm Procedures **OR**

Visit the following link: [M&S FL Storm Supplementary Information](#)

Supplementary Information:

Attachment A	M&S Florida Storm Contact List
Attachment B	M&S Florida Wildwood Site Procurement & Corp. Support Contacts
Attachment C	M&S Florida Staging Support
Attachment D	M&S Florida Wildwood Site Lodging and Meals Contact List
Attachment E	M&S Florida Materials Receiving Team
Attachment F	M&S Florida Materials Pulling Team
Attachment G	M&S Florida Materials Pick-up and Return Procedures
Attachment H	M&S Florida Warehouse Admin-Financial Support Contact list
Attachment I	M&S Florida Technical Support Personnel
Attachment J	M&S Florida Transport Truck Operators
Attachment K	M&S Florida Field Materials Staging Template
Attachment L	M&S Florida Staging & Logistics Kit List
Attachment M	M&S Florida Storm Staging Location Process Flow
Attachment N	M&S Florida Storm Material Kit List
Attachment O	M&S Florida Miscellaneous Contractor / Supplier Listing
Attachment P	M&S Florida Storm Activities by Day
Attachment Q	M&S Florida Corporate Contracting
Attachment R	M&S Florida Engineering Standards Team
Attachment S	Purchasing Supplier Contact Information
Attachment T	HR Storm Communication - Hurricane Season 2010
Attachment U	Manual MR Process
Attachment W	Tree Ground Acquisition Process

Document title

Safety

Document number

EMG-EDGF-00058

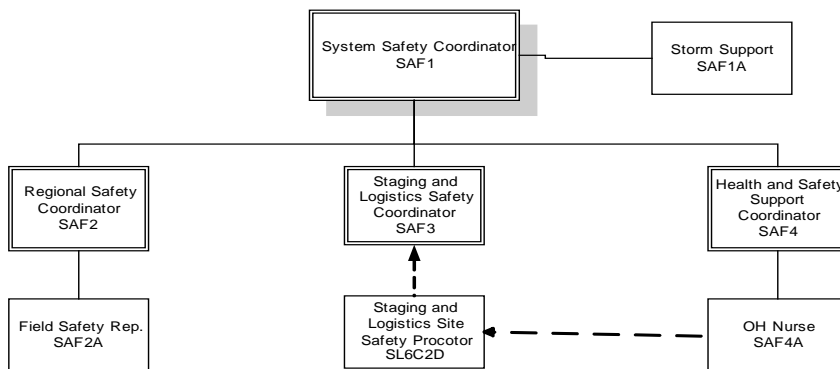
Applies to: FDO – Florida

Keywords: emergency; distribution system storm operational plan

Mission

To provide safety support during storm restoration to Duke Energy employees, contractors and the general public, helping ensure a safe restoration process.

Organization Charts



Substitute “Duke” for “Region” throughout this document

Sub-processes

The Safety functional process includes the following sub-process:

- [Safety - Major Storm Support](#)

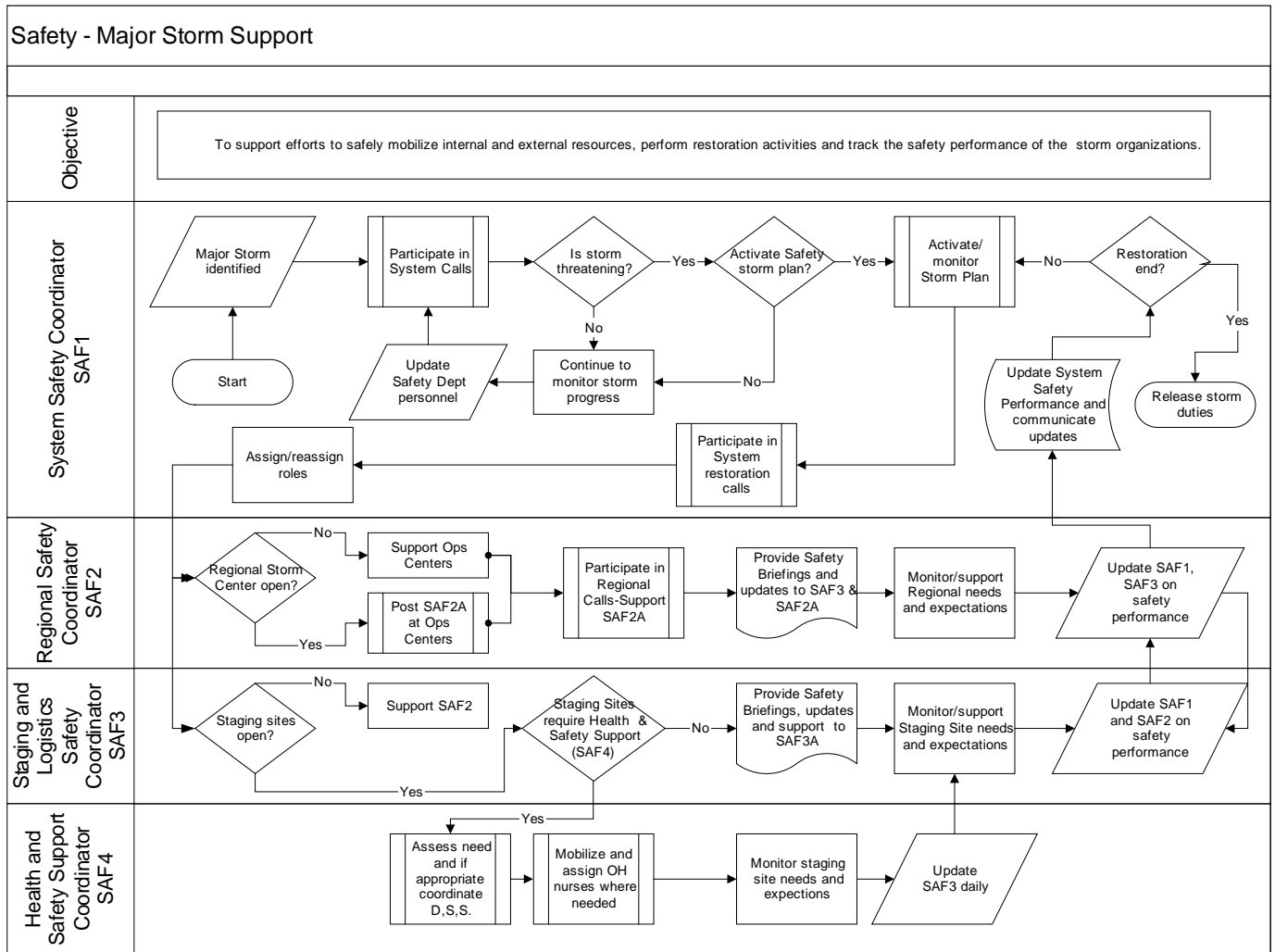
Major Storm Support

This sub-process identifies roles and responsibilities in support of major storm restoration activities.

The following personnel are engaged as lead positions for storm restoration:

- Safety Storm Coordinator ([SAF1](#))
- Duke Safety Coordinator ([SAF2](#))
- Staging and Logistics Safety Coordinator ([SAF3](#))
- Health and Safety Support Coordinator ([SAF4](#))

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



Job Descriptions

SAF 1: System Safety Coordinator:

Job Function

This position will typically be filled by the Manager of Health and Safety. This position will coordinate and manage the safety storm organization throughout Duke Energy Delivery system. The System Safety Coordinator will be responsible for the overall implementation of the corporate safety storm plan and will provide safety support as required by the restoration efforts.

Job Description

Responsibilities to include:

- Participate in the system storm conference calls and provide safety messages
- Coordinate the system storm team
- Implement and manage the system safety storm plan
- Establish safety support assignments
- Monitor the restoration efforts and adjust safety support as needed
- Verify system safety performance is current throughout the restoration effort
- Update all functional areas of Duke Energy Delivery of any safety issues
- Ensure transportation and material needs are met for the Safety Storm Organization
- Ensure Daily Safety Messages are provided to the various storm organizations for use in safety briefings
- Sponsor final storm safety performance report

Key Interface Points

- Distribution System Storm Coordinator ([DSSC1](#))
- Zone Storm Manager ([REG1](#))
- Duke Safety Coordinator ([SAF2](#))
- Staging and Logistics Coordinator ([SAF3](#))
- Health and Safety Support Coordinator ([SAF4](#))

Checklist of Actions

Before Major Storm

- Establish safety support needs and fill need with appropriate personnel
- Facilitate Safety Storm Organization preparedness meeting
 - Verify storm organization has updated supplies and PPE
 - Verify prepared safety messages are current
 - Verify safety orientations are available for mustering sites
 - Verify emergency care locations are identified and communicated
- Engage System Safety Coordinator peers to identify additional safety resources
- Receive list of important contacts and contact information

During Major Storm

- Prepare daily safety message for system conference calls
- Stay engaged with System Storm Organization Leads
- Monitor and communicate system safety performance
- Manage the Safety Storm Organization for performance excellence
- Coordinate safety related root cause meetings/investigations

After Major Storm

- Verify safety performance record is accurate
- Verify safety related issues have been resolved or are being followed up
- Gather lessons learned data from the safety storm organization and forward to the Distribution System Storm Coordinator Assistant ([DSSC1A](#))

Engaged in the Following Sub-process

- [Safety - Major Storm Support](#)

SAF 1A: Storm Support

This role primarily will perform administrative duties in support of the System Safety Coordinator (SAF1).

SAF 2: Duke Safety Coordinator

Job Function

This position will typically be filled by the existing Duke Senior Occupational and Health Specialist. This position will coordinate the safety support group, comprised of safety field representatives, for the Duke restoration efforts. The Duke Safety Coordinator will stay engaged with the Duke Storm Manager ([REG1](#)) and the Operations Center Coordinator ([OPS1](#)) to ensure safety support needs are being met.

Job Description

Responsibilities to include:

- Participate in the Duke conference calls and share daily safety messages
- Participate in daily corporate safety staff conference calls and communicate Duke safety performance
- Facilitate scheduled calls with Duke Field Safety Reps ([SAF2A](#)) and monitor safety performance
- Participate in Duke safety related root cause meetings or investigations
- Anticipate Duke safety needs and direct safety resources as needed
- Support the Duke Field Safety Representatives
- Maintain field presence with Field Safety Representatives, Duke Energy employees, Duke Energy Management and contractors.

Key Interface Points

- Safety Storm Coordinator ([SAF1](#))
- Duke Storm Coordinator ([REG1](#))
- Operation Center Coordinator ([OPS1](#))
- Field Safety Representatives ([SAF2A](#))
- Staging and Logistics Safety Coordinator ([SAF3](#))

Checklist of Actions

Before Major Storm

- Inspect PPE and replace or update as needed
- Pack personal needs for 10-14 days
- Verify vehicle is reserved for storm use and arrange possession
- Verify availability of prepared safety messages
- Participate in safety storm organization preparedness meeting
- Engage Safety Field Representatives and establish roles and responsibilities
- Participate in Duke preparation conference calls:
- Prepare and share safety message
- Communicate safety support plan
- Verify Duke safety related needs are being met
- Lead the Duke storm safety culture
- Verify Operation Centers are preparing personnel, vehicles, PPE, supplies and other safety related resources in preparation for storm response
- Stock up on safety related reporting forms
- Verify emergency response locations
- Develop list of important contacts and contact information

During Major Storm

- Support any local safety orientations for off system line and tree resources
- Participate in Duke conference calls
- Maintain field presence and note safety related positives and issues
- Support Field Safety Representatives
- Stay engaged with the operational leadership
- Capture all Duke safety related near misses, occupational illnesses, personal injuries and vehicle accidents
 - Communicate timely safety related issues to the Duke Storm Coordinator ([REG1](#))
 - Report to the System Safety Coordinator ([SAF1](#))
 - Update Safety Storm Organization on daily conference calls
- Perform safety trending and support the development of a action plan for improved safety performance
- Verify safety forms are being filled out and events are being reported per corporate procedures
- Host OSHA field agents if they arrive on PE property

After Major Storm

- Verify final Duke safety performance and report to the System Safety Coordinator
- Capture lessons learned from Field Safety Representatives and customers - forward to System Safety Coordinator
- Develop communication for use in updating Duke customers on safety performance during storm restoration efforts
- Follow up on safety related incidents
- Turn in supplied vehicle and any receipts associated with storm

Battlefield Promotion Success Factors

- Stay engaged with Duke and Operations Center Storm management team
- Maintain a high field presence

Engaged in the Following Sub-process

- [Safety - Major Storm Support](#)

SAF 3: Staging and Logistics Safety Coordinator

Job Function

This position will typically be filled by a Senior Occupational and Health Specialist. This position will be the single point of contact for the various safety issues/concerns related to the System Staging and Logistics Storm Organization. The position will be responsible for coordinating the allocation of safety resources for identified staging sites and large mustering sites.

Job Description

Responsibilities to include:

- The allocation of S&L Site Safety Proctors to the various staging sites and large mustering sites.
- Providing prepared safety messages to S&L Safety Proctors
- Updating S&L Site Safety Proctors on safety related issues
- Anticipate S&L safety needs and respond as required
- Support the needs of the S&L Safety Proctors to ensure their success
- Work with Corporate Security and Site Safety Proctors to ensure staging sites are properly organized and manned:
 - Traffic patterns ensure safe pedestrian and vehicle flow
 - Loading areas are separated from overnight parking areas, catering tents and major traffic flow
 - Where required, traffic cones and barricade tape utilized to direct traffic, define functional areas and secure vehicles and equipment
 - Signage (dual language) utilized to identify important locations
- Perform site inspections
- Stay engaged with the System S&L Coordinator

Key Interface Points

- System Safety Coordinator ([SAF1](#))
- System S&L Coordinator ([SL1](#))
- Duke Safety Coordinators ([SAF2](#))
- Health and Safety Support Coordinator ([SAF4](#))
- S&L Safety Site Proctors ([SL7D](#))

Checklist of Actions

Before Major Storm

- Inspect your personal PPE, supplies etc in preparation for storm duties
- Pack personal needs for 10-14 days
- Participate in S&L storm preparation conference calls
- Identify planned locations for staging and mustering sites
- Verify staging site plan layouts are available and updated
- Identify and mobilize S&L Site Safety Proctors as required
- Forward staging site plan layouts to S&L Safety Proctors for site inspections
- Organize prepared safety messages for use by the S&L Site Safety Proctors ([SL7D](#))
- Verify vehicle has been reserved for storm use and arrange for its pick up
- Stock up on safety related reporting forms
- Receive list of important contacts and contact information
- Verify emergency response locations

During Major Storm

- Coordinate all of the safety orientation presentations for off system contract line and tree resources
- Participate in S&L restoration conference calls
- Monitor S&L site safety performance and verify accuracy
- Report safety related issues to the System S&L Coordinator and System Safety Coordinator.
- Verify safety forms are being filled out and events are being reported per corporate procedures
- Support the Site S&L Safety Proctors
- Perform site inspections and note safety related positives and issues
- Stay engaged with Key Interface Personnel

After Major Storm

- Verify final S&L safety performance and report to the System Safety Coordinator
- Capture lessons learned from S&L Site Safety Proctors and customers - forward to System Safety Coordinator
- Develop communication for use in updating S&L customers on safety performance during storm restoration efforts
- Follow up on safety related incidents
- Turn in supplied vehicle and any receipts associated with storm

Battlefield Promotion Success Factors

- Stay engaged with the Staging & Logistics Storm management team
- Maintain a high field presence

Engaged in the Following Sub-process

- [Safety - Major Storm Support](#)

SAF 4: Health and Safety Support Coordinator

Job Function

This position will provide overall health and Safety support to include coordination of OH needs to the System Safety Storm Organization during major storm events. This position may be filled by qualified corporate Health & Safety personnel; however, the Associate Occupational Health and Safety Specialist will normally fulfill this role.

Job Description

Responsibilities include:

- Coordinate development of Health and Wellness and provide updates to the safety storm coordinators in support of safety briefings
- Respond to developing health and wellness issues identified from the System Safety Storm Organization
- Arrange for and assign occupational health nurses and other health professionals to identified sites
- Coordinate vaccinations and other health related precautions

Key Interface Points

- System Safety Coordinator ([SAF1](#))
- S&L Safety Coordinator ([SAF3](#))
- Occupational Health Nurse ([SAF4A](#))

Checklist of Actions

Before Major Storm

- Verify occupational health nurses contact list is current
- Contact occupational health nurses (SAF4A) and advise of possible storm duty requirements
- Engage with the System Safety Coordinator (SAF1) and the S&L Safety Coordinator (SAF3) for site needs
- Identify and arrange any travel needs required by the occupational health nurse/professional support
- Establish occupational health nurse/professional support cost tracking tool, if utilized
- Verify occupational health prepared messages are current – update as needed

During Major Storm

- Provide occupational health updates to the system safety storm organization for briefings
- Monitor effectiveness of provided OH Nurse/professionals at designated sites
- Track associated costs and update System Safety Coordinator ([SAF1](#))
- Coordinate OH nurse/professionals ([SAF4A](#)) to ensure their effectiveness
- Update System Safety Storm organization on occupational health issues and performance
- Re-assign occupational health nurse/professionals (SAF4A) as sites open and close, as needed

After Major Storm

- Release all occupational health nurse/professionals
- Verify final travel needs are met and assigned vehicles are released
- Develop health care support cost report and submit to the System Safety Coordinator (SAF1)
- Develop lessons learned document and forward to the System Safety Coordinator (SAF1)

Engaged in the Following Sub-process

- [Safety - Major Storm Support](#)

SAF 2A: Field Safety Representative

Job Function

This position will normally be filled by existing Occupational Health and Safety Specialists. However, other qualified personnel may be utilized when approved by the System Safety Coordinator ([SAF1](#)). This position will provide direct field safety support to those personnel assigned restoration duties.

Job Description

This position will require the individual to perform daily safety audits, inspections and safety briefings. In addition, this position will require the individual to develop and communicate daily updates on the System and Operational Center safety performance.

Key Interface Points

- Duke Safety Coordinator ([SAF2](#))
- Operation Center Coordinator ([OPS1](#))
- Substation/Duke Coordinator ([OPS2C1](#))
- Feeder/Field Coordinator ([OPS2C1A](#))
- Off system resources

Checklist of Actions

Before Major Storm

- Inspect personal PPE and replace/update as needed
- Pack personal needs for 10-14 days
- Check supply of safety related reporting forms
- Print prepared daily safety messages
- Verify storm use vehicle has been reserved and arrange for its pick up
- Identify yourself to the Operation Centers Storm Team
- Participate in operations center preparation meetings, if possible.
- Receive list of important contacts and contact information
- Verify emergency response locations

During Major Storm

- Perform daily briefings at the Operations Center
- Update local Operations Center management on all health and safety related issues
- Support any local safety orientations for off system line and tree resources
- Perform operation center inspections to ensure:
 - Material is being properly loaded, secured or discarded
 - Traffic flow is not being impeded
 - Housekeeping remains a priority
 - Document compliments and concerns
- Perform tool and equipment inspections:
 - Verify good housekeeping is being performed on the vehicles
 - Inspect personal and PE tools – verify that they are calibrated, in-date and in good working condition
 - Verify PPE is in-date and in good working condition
 - Document compliments and concerns
- Perform daily field audits to verify:
 - Switching and tagging procedures are being followed
 - PPE is being used per the corporate safety manuals
 - Isolate and insulate procedures are being followed
 - Personal and equipment grounding are being utilized and installed appropriately
 - Effective pre job briefings are being utilized
 - Material is being handled, loaded and transported properly
 - Monitor the effectiveness of pre-job briefs
 - Document compliments and concerns
- Communicate audit and inspection compliments or concerns with:
 - Field personnel prior to leaving work site
 - Local management team by the end of the shift
 - Duke Safety Coordinator ([SAF2](#)) by the end of the shift
- Ensure health and safety related incidents are being reported per the Corporate Guidance Documents
 - Injury/Illness Form – [FRM-SUBS-00979](#)
 - Vehicle Accident Form – [FRM-SUBS-00025](#)
 - Post Accident Drug & Alcohol Checklist Form – [FRM-SUBS-00317](#)
- Ensure required health and safety reporting forms are properly filled out and forwarded to the Corporate Safety Department
- Immediately communicate with the Duke Safety Coordinator ([SAF2](#)) when an injury, vehicle accident or health issue is identified
- Participate in safety related root cause investigations
- Stay engaged with the Operation Centers management team

After Major Storm

- Verify all safety related issues have been reported to the Duke Safety Coordinator (SAF2)
- Verify all incidents have been reported and documented per the corporate procedures
- Communicate with the operation centers personnel on their performance
- Turn in supplied vehicle and any receipts associated with storm
- Identify lessons learned and forward to the Duke Safety Coordinator ([SAF2](#))

Battlefield Promotion Success Factors

- Stay engaged with Operations Center Storm management team
- Maintain a high field presence

SAF 4A: Occupational Health Nurse/Professionals

Job Function

This position will normally be filled by offsite contractor. However, if the need arises, it can be filled by PE OH staff. This position will provide direct field nursing support to those personnel assigned restoration duties.

Job Description

This position will require the individual to perform nursing activities as within the scope of the individual license. In addition, this position will require the individual to communicate daily to the Health and Safety Support Coordinator.

Key Interface Points

- Health & Safety Support Coordinator
- Field Safety Representatives

Checklist of Actions

Before Major Storm

- Ensure adequate supplies are available

During Major Storm

- Ensure local clinics, medical facilities are located upon arrival at site
- Provide daily updates to H&S Support Coordinator prior to daily briefings
- Work with Field Safety Representatives (OHS recordable, etc.)
- Ensure logs are current for all injuries and illnesses.

After Major Storm

- Process all paperwork to H&S Support Coordinator for final disposition
- Provide lessons learned to H&S Support Coordinator

Systems

- To be included in a future revision of this document.

Human Resources

Document number

EMG-EDGF-00059

Applies to: FDO – Florida

Keywords: emergency; distribution system storm operational plan

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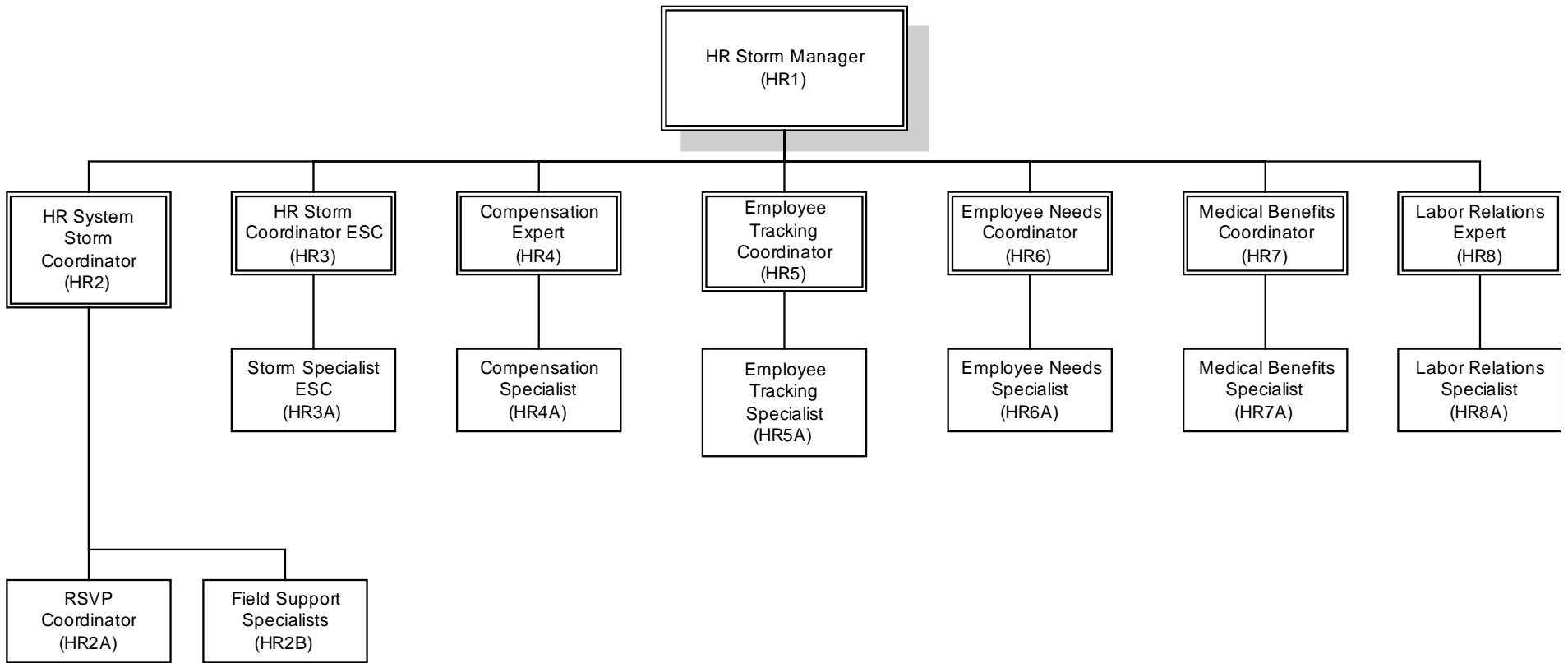
Mission

The Human Resources Department (HR) provides employee support and services; human resource information systems support (HRIS), policy development and administration to the entire company. It is imperative that HR employees provide service and support continuity during storm conditions and that people, procedures and systems are in place to manage the necessary employee support, policy administration, and issue resolution during these critical periods. All departments within the company have developed storm plans which have identified specific needs and roles in the event of major storms. Likewise, this Storm Plan has been created to guide the HR team in preparing for and providing support to our customers during storm conditions.

Guiding Principals and Objectives

- Corp Communications will communicate in advance of any approaching storm that the Company has an expectation for all employees to have a personal evacuation plan for themselves and their families such that they can sustain themselves for up to 5 days without services or assistance from the government or the company. Employees should utilize shelters and resources provided by local, state and national government.
- Primary HR support will be provided by the designated HR Representative for that employee and organization to the extent that they are available. Otherwise, HR support will be provided by Carolina HR for Florida based storms. And, if necessary, reciprocal support will be provided by Florida HR in St Pete.
- There will be an HR Storm Organization that will meet daily by phone or in person in the days preceding and following a storm to provide guidance regarding policies and programs as necessary. In general, the Company will leverage all existing policies and programs that are currently in existence. If circumstances warrant, the HR Storm Organization will propose additional policies or programs.
- In the event of a catastrophic storm, HR will initiate the Company's Employee Tracking Processes and will notify employees of the process and the need for the process.
- All HR employees are expected to make every effort to be available to assist with storm recovery by responding to their RSVP Coordinator if called upon.

HR Storm Team Org Chart



HR Storm Team Conference Call Schedule & Agenda

Schedule

- Monday-Friday and weekends as needed
- 1 hour before all scheduled system calls

Participants

- HR Storm Support Team (All Coordinators plus Experts)
- Communications Representative
- Payroll Representative

<input type="checkbox"/> Roll Call	HR Storm Manager/HR Storm Coordinator
<input type="checkbox"/> Recent System Updates & Opening Remarks	HR Storm Manager/HR Storm Coordinator
<input type="checkbox"/> Status & Issues Reports	HR Field Support Coord HR Call Center Coord HR Programs Coord Employee Needs Coord RSVP Coordinator Labor Relations Expert Compensation Expert HRIS Expert Communications Representative Payroll Representative
<input type="checkbox"/> Action Item Summary	HR Storm Manager/HR Storm Coordinator
<input type="checkbox"/> Next Conf Call & Adjourn	HR Storm Manager/HR Storm Coordinator

Communication Plan

- Intranet and Storm Center Web site: Responsible for working with Public Relations section to determine need for and timing of activating the storm site. Once activated, Employee Communications is responsible for managing and updating the intranet and Storm Center Web site.
- Duke Portal articles: A series of Duke portal articles will be published in advance of the storm encouraging employees to prepare. The articles will include: evacuation information, storm preparation tips, links to evacuation shelter locations, and the importance of direct deposit during storms. Additional information will be communicated as needed.
- Info-Bulletins: Responsible for preparing all Info-Bulletins as needed.
- RSVP Info-Bulletin: Issue employee mobilization Info-Bulletin if necessary. If the system storm coordinator determines that it is necessary to mobilize employees into storm jobs, CCD will release an Info-Bulletin. It is up to the system coordinator to obtain all administrative approval required for mobilizing employees. Employee Communications should work with the Business Unit Support section on this document.
- Employee photos/stories: Work with Brand and Marketing Communications to ensure we have arrangements for photographs and first-person accounts of employee contributions to the restoration effort.
- Storm duty: At least one Employee Communications representative will be assigned storm duty for each shift. Responsibilities during duty will include Web site management, Info-Bulletin.

Job Descriptions

HR1: HR Storm Manager

Job Function

The HR Storm Manager serves as a liaison to corporate HR and leads the HR support function including system level support, field support, HR policy development, interpretation and HR related communications during major storms.

Job Description

- Participates in HR storm meetings/calls as necessary.
- Identifies and fills HR storm roles.
- Prompt VP-HR to communicate to HR employees the expectation to assist in storm preparation efforts via their storm role.
- Assign HR personnel to provide backup support to HR Storm Manager, HR System Storm Coordinator and HR Field Support Specialist(s) as needed.
- Assist in developing storm specific HR policies/programs, as needed.
- Review and approve all HR related employee communications and coordinate publication of such with Corporate Communications.
- Develops and oversees storm checklist, such as:
 - Pre-Storm Drill and Communications
 - Two-Day Employee Preparation Activities (homes/families)
 - HR Storm Meetings/Call Schedule
- Provides direction to HR Coordinator Storm Roles
- Oversees storm specific policy development and application related to compensation & other work related issues.

Assigns specialist to assist with duties as needed.

Key Interface Points

- HR Storm Team
- Corporate Services (Real Estate)
- Corporate Communications
- Business Services

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR2: HR System Storm Coordinator

Job Function

The HR System Storm Coordinator is accountable for providing system level HR support for continuity. Accountabilities include policy interpretation and communication, employee assistance, human resources and emergency support.

Job Description

- Provide back-up support to HR Storm Manager.
- Facilitates HR storm meetings/calls with HR Storm Team (include Legal, HR Leadership team, etc.)
- Participates in system storm meetings/calls as needed.
- Works with HR Storm Manager to develop and oversee storm checklists.
- Works with HR Storm Manager and Corporate Communications to develop content for HR storm-specific communications.
For example:
 - Preparedness & readiness expectations for all employees
 - Compensation guidance
 - Employee resource information
 - Guidance re: storm specific issues
- Ensure the availability of EAP support information
- Works closely with HR Coordinators to insure roles are carried out.
- Serves as point person pre, during and after storms to disseminate information and respond to questions from HR Coordinators
- Compile and maintain an HR Issues Log at the system level.

Key Interface Points

System Storm Team

HR Storm Team

Corporate Services (Real Estate)

Corporate Communications

Business Services

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR2A: HR RSVP Coordinator

Job Function

The function of the *HR RSVP Coordinator* is to insure each HR employee is assigned a storm role and to assist in activating and monitoring storm roles as applicable.

Job Description

- Participates in storm calls
- Contacts employees new to HR and apprises them of how to sign up for a storm role.
- Maintains a current list of storm roles and adjusts as necessary in the event of job changes.
- Under the direction of the HR Storm Manager or HR Storm Coordinator, activates the RSVP system during storm activity.
- Other duties as assigned

Key Interface Points

- HR Storm Manager (HR1)
- HR System Storm Coordinator (HR2)
- Corporate Communications

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR2B: Field Support Specialists

Job Function

The HR Storm Specialist: The Field Support Specialist is accountable for providing regional and/or local HR support during major storms. Accountabilities include policy interpretation and communication, employee assistance, human resources and emergency support.

Job Description

- Participates in HR Storm meetings/calls
- Provides back-up support to HR System Storm Coordinator and HR Storm Manager
- Direct employees to website or other appropriate forums for storm specific policies
- Respond to questions requiring policy interpretation
- Compile and maintain HR issues log for respective Region and report issues to HR Storm Manager or HR System Storm Coordinator, whichever is applicable

Key Interface Points

- HR Storm Manager (HR1)
- HR System Storm Coordinator (HR2)

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR3: HR Storm Coordinator: ESC

Job Function

To receive and disseminate information updates to ESC staff and HR Field Specialists relative to policy and procedure interpretations, and other key communications.

Job Description

- Participates in HR Storm meetings/calls
- Staffs call center with HR personnel
- Keeps call center staff informed of policy and procedures

Assigns Specialist to assist with duties as needed

Key Interface Points

- HR Storm Manager (HR1)
- HR System Storm Coordinator (HR2)
- Corporate Communications

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR3A: HR Storm Specialist: ESC

Job Function

The HR Storm Specialist: ESC, provides back up support to the HR Storm Coordinator: ESC, and serves to remedy gaps and satisfy unassigned needs.

Job Description

- Attends HR storm meetings as necessary.
- Answers calls from employees, provides guidance, directions and otherwise responds accordingly.
- Other duties outlined by the HR Storm Coordinator: ESC, on an as needed basis.

Key Interface Points

- ESC Storm Coordinator (HR4)
- HR System Storm Coordinator (HR2)

Training Requirements

Training and information will be provided by the ESC Coordinator and the HR System Storm Coordinator.

Job Descriptions

HR4: Compensation Expert

Job Function

The HR Storm Coordinator: Compensation is accountable for designing and implementing pay practices relative to specific storm circumstances, if applicable.

Job Description

- Participates in HR Storm meetings/calls
- Develops storm specific pay policies, including salary continuation, as needed.
- Develops storm specific incentive pay recommendations, as needed.
-

Assigns Specialist to assist with duties as needed.

Key Interface Points

- HR Storm Manager (HR1)
- HR System Storm Coordinator (HR2)
- Payroll

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR4A: Compensation Specialist

Job Function

The HR Storm Specialist provides back up support to the Coordinator: Compensation, and serves to remedy gaps and satisfy unassigned needs.

Job Description

Other duties outlined by the HR Storm Coordinator, Compensation, on an as needed basis.

Key Interface Points

- HR Compensation Coordinator ([HR4](#))
- HR Storm System Coordinator ([HR2](#))

Training Requirements

Training and information will be provided by the Compensation Specialist and the HR System Storm Coordinator.

Job Descriptions

HR5: Employee Tracking Coordinator

(This role will only be activated for catastrophic events)

Job Function

The Employee Tracking Coordinator leads the development of and coordinates interface with employee tracking systems.

Job Description

- Participates in HR Storm meetings/calls
- Oversees the process/system for tracking employee whereabouts
- Provides directions to employees before storm as to how to report their whereabouts, well being, contact information and their availability to work
- Communicates information gathered to the HR Storm Manager, HR System Storm Coordinator, Business Unit Coordinators and RSVP System Storm Coordinator, as necessary

Assigns Specialist to assist with duties as needed.

Key Interface Points

- HR Storm Manager (HR1)
- HR System Storm Coordinator (HR2)

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR 5A: Employee Tracking Specialist

(This role will only be activated for catastrophic events)

Job Function

The Employee Tracking Specialist provides back up support to the Employee Tracking Coordinator, and serves to remedy gaps and satisfy unassigned needs.

Job Description

Other duties outlined by the Employee Tracking Coordinator on an as needed basis.

Key Interface Points

- Employee Tracking Coordinator (HR5)

Training Requirements

Training and information will be provided by the Employee Tracking Coordinator and the HR System Storm Coordinator.

Job Descriptions

HR6: Employee Needs Coordinator

Job Function

The Employee Needs Coordinator is accountable for coordinating the company response to individual's needs that may be impacted by a major storm. In addition, this position is responsible for the development & implementation of financial support programs for employees impacted by a major storm.

Job Description

- Participates in HR Storm meetings/calls
- Develop process for assuring the availability of EAP counselors for pre/post briefings.
- Oversees and maintains financial assistance programs for employees

Assigns Specialist to assist with duties as needed.

Key Interface Points

- HR Storm Manager (HR1)
- HR system Support Specialist (HR2)
- Payroll

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR6A: Employee Needs Specialist

Job Function

The Employee Needs Specialist provides back up support to the Employee Needs Coordinator and serves to remedy gaps and satisfy unassigned needs.

Job Description

Other duties outlined by the Employee Needs Coordinator, on an as needed basis.

Key Interface Points

- Employee Needs Coordinator (HR6)
- HR System Storm Coordinator (HR2)

Training Requirements

Training and information will be provided by the Employee Needs Coordinator and the HR System Storm Coordinator.

Job Descriptions

HR7: Medical Benefits Coordinator:

Job Function

The Medical Benefits Coordinator is responsible for overseeing & setting company direction regarding issues related to medical benefits.

Job Description

- Participates in HR Storm meetings/calls
- Negotiates with providers for emergency out of network needs.

Assigns Specialist to assist with duties as needed.

Key Interface Points

- HR Manager (HR1)
- HR Storm System Coordinator (HR2)

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR7A: Medical Benefits Specialist:

Job Function

The Medical Benefits Specialist: provides back up support to the Medical Benefits Coordinator and serves to remedy gaps and satisfy unassigned needs.

Job Description

Other duties outlined by the Medical Benefits Coordinator on an as needed basis.

Key Interface Points

- Medical Benefits Coordinator (HR7)
- HR Storm System Coordinator (HR2)

Training Requirements

Training and information to be provided by the Health and Welfare Coordinator and the HR System Storm Coordinator.

Job Descriptions

HR8: Labor Relations Expert:

Job Function

The Labor Relations Coordinator is accountable for ensuring contractual obligations are met during storm periods.

Job Description

- Participates in HR Storm meetings/calls
- Communicates policy, contractual interpretations and other information to Union Leadership.

Key Interface Points

- Union Leadership
- HR Storm Manager (HR1)
- HR System Storm Coordinator (HR2)

Training Requirements

This role is filled by experienced HR Managers or HR Specialists and therefore reserved for those with human resources generalist experience. As such, there are no training requirements for performing this role during storms.

Job Descriptions

HR8A: Labor Relations Specialist

Job Function

The Labor Relations Specialist provides back up support to the Labor Relations Coordinator and serves to remedy gaps and satisfy unassigned needs.

Job Description

Other duties outlined by the Labor Relations Coordinator on an as needed basis.

Key Interface Points

- Labor Relations Coordinator (HR8)
- HR Storm System Specialist (HR2)

Training Requirements

Training and information will be provided by the Labor Relations Coordinator and the HR System Storm Coordinator.

Document title

Appendix A: Key Performance Indicators

Document number

EMG-EDGF-00060

Applies to: FDO – Florida

Keywords: emergency; distribution system storm operational plan

The following section contains a summary of the key performance indicators (KPIs) for Duke Energy FL storm restoration efforts. Each functional process is responsible for meeting or exceeding their assigned Customer, Operational, and/or Financial KPIs.

Safety is the shared responsibility of all Duke Energy FL employees. The safety of fellow employees and the general public is the most important consideration when the DSSOP is in effect—just as it is under normal operating conditions. Following are guidelines for meeting the core safety KPIs at Duke Energy FL: zero controllable vehicle accidents (CVAs) and zero injuries.

- Under no circumstance will safety be sacrificed for speed.
- Communication in the form of job briefings is the cornerstone of all work to be performed. It is crucial to clearly communicate unique operating procedures and/or distribution system characteristics to outside personnel.
- No employee shall attempt restoration activity or set up staging areas during weather conditions that are deemed unsafe.
- Substation/Zone Coordinators ([OPS2C-1](#)) are responsible for electrical safety tagging within their assigned zones.
- Every effort shall be made to notify the general public of potential hazards. Work at night shall be well planned and organized.

Key Performance Indicators for Distribution System Storm Center

Category	KPI
Customer	o Number of key customers left to restore
Operational	o Estimated time of restoration (ETR) o Line personnel/customers without service o Number of customers restored per day
Financial	o Daily costs of operations/ customers restored
Safety	o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Staging and Logistics

Category	KPI
Customer	<ul style="list-style-type: none"> o Resolution of zone escalated calls with the expectation of zero escalated to the System S&L o Zero site customer issues escalated to System S&L
Operational	<ul style="list-style-type: none"> o Timely flow of Resource Management information to S&L teams o Zero human resource issues escalated to System S&L o Validation of zone staging site counts o Buffer targets met o Best practices implemented real-time across all staging areas o Capitalize 100% on opportunities to co-locate with Transmission where applicable o Line personnel/customers without service o Customers restored per day
Financial	<ul style="list-style-type: none"> o Daily costs of operations/ customers restored
Safety	<ul style="list-style-type: none"> o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Business Operations

Category	KPI
Financial	<ul style="list-style-type: none"> o Average cost per restore o Comparison of estimated average cost per restore to predictive average cost per restore o Total storm cost o Total storm cost/days to restore o Total storm cost/total outages o Total storm cost/total number of customers out at peak o Total storm cost/(number of L&S Employees + number of contractors (on and off system)) o Total storm cost by cost components o Burn rate per crew o Daily costs of operations/ customers restored
Safety	<ul style="list-style-type: none"> o Zero controllable vehicle accidents (CVAs) o Zero injuries

Key Performance Indicators for Damage Assessment

Category	KPI
Customer	<ul style="list-style-type: none"> ○ Number of key customers left to restore
Operational	<ul style="list-style-type: none"> ○ Completion of statistical assessment data entry within 10 hours (end of storm or first light) ○ Establish system ETR in online tool by end of first day ○ Completion of pole-to-pole data entry by end of 3rd day ○ Line personnel/customers without service ○ Customers restored per day ○ Estimated time of restoration (ETR)
Financial	<ul style="list-style-type: none"> ○ Forecast ETR to actual ETR ○ Daily costs of operations/ customers restored
Safety	<ul style="list-style-type: none"> ○ Zero controllable vehicle accidents (CVAs) ○ Zero injuries

Key Performance Indicators for Community Relations

Category	KPI
Safety	<ul style="list-style-type: none"> ○ Zero controllable vehicle accidents (CVAs) ○ Zero injuries

Key Performance Indicators for Resource Management

Category	KPI
Operational	<ul style="list-style-type: none"> ○ % of support resource requests filled ○ Resource Link Tool input complete by prescribed daily deadlines ○ Crew ready to work. % (compare amount of resources you forecast to be on property ready to work, versus, how many resources ultimately were available) ○ Line personnel/customers without service ○ Customers restored per day
Financial	<ul style="list-style-type: none"> ○ Daily costs of operations/ customers restored
Safety	<ul style="list-style-type: none"> ○ Zero controllable vehicle accidents (CVAs) ○ Zero injuries

Key Performance Indicators for Data Management

Category	KPI
Customer	<ul style="list-style-type: none"> ○ Number of key customers left to restore ○ Outages restored within given timelines
Operational	<ul style="list-style-type: none"> ○ Line personnel/customers without service ○ Customers restored per day ○ Estimated time of restoration (ETR) ○ Monitor ETR Assignment report and give feedback to Zones ○ On-time receipt of data from back office by performance reporting ○ Operating Center leads are trained and understand their role ○ Data management resource availability ○ On-time delivery of zoneal reports ○ Timely input of ITR/ETR data ○ Accurate modeling of OMS devices (modeling open point, correct device open, etc.) ○ Timely completion of daily work execution packages
Safety	<ul style="list-style-type: none"> ○ Zero controllable vehicle accidents (CVAs) ○ Zero injuries

Key Performance Indicators for Zones and Operations Center

Category	KPI
Customer	<ul style="list-style-type: none"> ○ Continue 100% of EOC and escalated PSC concerns assessed and/or restored throughout the day ○ Estimated time of restoration (ETR) ○ Number of key customers to restore
Operational	<ul style="list-style-type: none"> ○ Identify post-sweep assessment plan for tree and line resources ○ Daily summary of work completed by Operations center (number of spans of wire down closed vs. open, poles replaced, transformers, services, etc.) ○ Line personnel/customers without service ○ Customers restored per day
Financial	<ul style="list-style-type: none"> ○ Release all but the crews needed for the weekend to system control ○ Daily costs of operations/ customers restored
Safety	<ul style="list-style-type: none"> ○ Zero controllable vehicle accidents (CVAs) ○ Zero injuries

Key Performance Indicators for Customer and Marketing Services

Category	KPI
Customer	<ul style="list-style-type: none"> ○ Total calls received, by Zone ○ Calls processed through technology ○ Total e-mails ○ Abandon rate: 911 line ○ Abandon rate: General line ○ Overall service level ○ Number of customer complaints (FPSC and executive) ○ Number of customer compliments
Operational	<ul style="list-style-type: none"> ○ Total calls received, by zone ○ Calls processed through technology ○ Total e-mails ○ Number of meters estimated
Financial	<ul style="list-style-type: none"> ○ Number and dollar value of late fees waived ○ Number of accounts deferred from cut for non-payment
Safety	<ul style="list-style-type: none"> ○ Zero controllable vehicle accidents (CVAs) ○ Zero injuries

Key Performance Indicators for Support Services

Category	KPI
Customer	<ul style="list-style-type: none"> ○ On-time provision of vehicles for customer use ○ Zero customers inconvenienced by vehicle breakdowns
Operational	<ul style="list-style-type: none"> ○ Vehicle availability for crew use ○ Fuel provided within time-frame specified in agreements ○ Quantity of sites providing fuel as specified in agreements
Financial	<ul style="list-style-type: none"> ○ Daily costs of operations/ customers restored
Safety	<ul style="list-style-type: none"> ○ Zero controllable vehicle accidents (CVAs) ○ Zero injuries

Document title

Appendix C: System Matrix

Document number

EMG-EDGF-00062

Applies to: FDO – Florida

Keywords: emergency; distribution system storm operational plan

Systems	DSSC	S&L	CC	BO	DA	CR	DCC/DM	RM	Zone	OPS	CCO	SS	SAF	HR
21st Century											✓			
Alarm 60							✓							
ARCOS							✓							
BAKER							✓							
Concur												✓		
Corporate Data Warehouse												✓		
CSS							✓				✓			
CTE												✓		
Damage Assessment online tool					✓									
Damage Assessment tool (new)												✓		
Damage Assessment tools				✓										
DSSOP												✓		
Elite Dispatch Radio Consoles							✓							
ETR online tool					✓									
FMS							✓							
G-Net							✓							
G-Net Viewer							✓							
Human Resources system				✓										
I/Dispatch							✓							
IPT											✓			
IPT Cruiser							✓							
LBS							✓							

Systems	DSSC	S&L	CC	BO	DA	CR	DCC	RM	REG	OPS	C&MS	SS	SAF	HR
Map G-Net		✓										✓		
Mapboard							✓							
Microsoft Applications	✓						✓					✓		
MobileLink							✓				✓			
Nice Logger							✓							
OMS					✓		✓				✓			
PassPort				✓								✓		
PE Network												✓		
Resource Link tool		✓						✓				✓		
Resource Tracking tool				✓	✓			✓						
Rockwell											✓			
SABRE												✓		
SARP												✓		
SCADA							✓							
Staging Pollers for 21 st Century											✓			
Streets and Trips		✓										✓		
Supporting Storm Plan												✓		
SWARM database	✓							✓						
Switching Orders DEF							✓							
TCA											✓			
Vehicle Diagnostics												✓		
VMS												✓		
Weather maps	✓											✓		
Web Outages											✓			

Document title

Appendix D: Abbreviations

Document number

EMG-EDGF-00063

Applies to: Florida Delivery Operations

Keywords: emergency; distribution system storm operational plan

- ACD: Automated Call Distribution
- AIR: Assess, Isolate, and Restore
- AIRD: Assess, Isolate, Restore, and Document
- ARCOS: Automated Roster Callout System
- CCD: Corporate Communications Department
- CCO: Customer Contact Operations
- CRI: Convergent Resources, Inc.
- CSC: Customer Service Center
- CSS: Customer Service System
- CTE: Corporate Time Entry
- CVA: Controllable vehicle accident
- DE: Duke Energy
- DA: Damage Assessment
- DM: Data Management
- DCC: Distribution Contact Center
- DIS: Distribution Information System
- DSSC: Distribution System Storm Center
- DSSOP: Distribution System Storm Operational Plan
- EOC: Emergency Operations Center
- ETR: Estimated time of restoration
- F/S: Final Sweep
- GAAP: Generally Accepted Accounting Principles
- GIS: Geographic Information System
- GPS: Global Positioning System

IPT: Immediate Problem Ticket
IVR: Interactive Voice Response
IT&T: Information Technology and Telecommunications
JE: journal entry
KPI: Key performance indicator
LAM: Large Account Management
L&S: Line and Service Department (PEC only)
LSC: Local Storm Center (PEC only)
MOMS: Mobile Outage Management System
OMS: Outage Management System
OPOC: Operations Point of Contact (Operations Center Coordinator (OPS1))
POC: Point of contact
POD: Point of delivery
POG: Power Operations Group/Generation
PPE: Personal protective equipment
PSC: Public Service Commission
RSVP: Resource Storm Volunteer Program
S&L: Staging and Logistics
SCADA: Supervisory Control and Data Acquisition
SEE: Southeastern Electric Exchange
SSOL: Staging Site Operational Leader
TCA: Trouble Call Analysis
TOC: Technology Operations Center
VMS Vehicle Management System
WBS: Work breakdown structure
ZRM: Zone Resource Manager
ZSM: Zone Storm Manager

ATTACHMENT Z



Transmission Florida Storm Plan



Transmission Storm Plan Florida

Document number TRM-STRM-2013

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<p>TRANSMISSION - FLORIDA STORM PLAN</p>

1.0 Purpose

The Transmission Storm Plan, in keeping with the corporate guideline, has been developed for use when either catastrophic damage to transmission facilities has occurred and the repair is beyond the capability of the local Transmission Maintenance Area personnel, or the National Weather Service issues a wide area severe weather warning (e.g., hurricane or ice storm expected to hit the Duke Energy service area).

2.0 Storm/Emergency Classification

The Transmission Storm response is controlled and managed by multiple Storm Centers. The Storm Centers and their associated roles and responsibilities are listed below. The storm/emergency classifications are also listed below.

2.1 Level I - Command and Control.

Storms or events that affect or could affect only one Transmission Maintenance Area with low to moderate damage. Restoration is normally accomplished by the affected area's resources without outside assistance.

- Transmission Maintenance Area Storm Center is functioning (responsible for assessing needs, coordinating all assigned resources and restoration efforts within their respective areas).
- Transmission Maintenance Area is responsible for obtaining materials, major equipment, engineering support, general office support, fault locations and additional crews through normal methods (note: Transmission Maintenance Area may contact Logistics Center lead and request assistance).
- Transmission Storm Center is not manned, but Transmission Maintenance Area Coordinator and Transmission Storm Coordinator need to determine if updates on conference calls are needed to assist and facilitate mobilization decisions and resource needs.

2.2 Level I Examples -

- Anticipated large number of distribution breaker operations.
- Loss of offsite power at Nuclear Plant (see note 1).
- Event of High Interest to Public or Media (see note 1).
- Single Transmission Line Locked out.
- Single Transformer Failure that the Transmission Maintenance Area can handle with own resources.
- Single Regulator Failure that Transmission Maintenance Area can handle with own resources.

Note 1: May be elevated to Level II, depending on need as determined by affected Transmission Maintenance Area and Transmission Storm Center.

2.3 Level II- Command and Control.

Storms or events with moderate damage affecting one or more Transmission Maintenance Area. Damage in the maintenance area may require the use of crews from other Transmission Maintenance Areas or Transmission Construction in order to be repaired in a timely manner.

- Transmission Maintenance Area Storm Centers are open (responsible for assessing needs, coordinating all assigned resources and restoration efforts within their respective areas).
- Logistics Center is open for engineering, materials, contracting, accounting, fault locations, General Office and scheduling support.
- Transmission Storm Center is not manned, but holds updates on conference calls to assist with restoration efforts and facilitate mobilization decisions. The Transmission Storm Center will also resolve conflicts for competing resources, materials and contractors.
- Transmission Storm Center will represent Transmission on Distribution System Storm Conference Calls.

2.4 Level II Examples -

- Events that affect critical customers with sustained outage or that Transmission Maintenance Area cannot handle.
- Anticipated ice accumulation level of 3/8" to 1/2".
- Lockout of two transmission lines in the same area at the same time, which Transmission Maintenance Area cannot handle with regularly available resources.
- Lockout of two Subs at the same time in one Transmission Maintenance Area, which cannot be handled with regularly available resources.
- Event threatening Major Generation Availability.
- Loss of offsite power at Nuclear Plant (see note 1)
- Event of High Interest to Public or Media (see note 1).
- Event where out-of-Area (on-system) crews/resources are needed

Note 1: When elevated from Level I by affected Transmission Maintenance Area Manager and Transmission Storm Center.

2.5 Level III - Command and Control

Storms or events causing damage to one or more Transmission Maintenance Area requiring the assistance of the Transmission Storm Center, Logistics Center, and Wholesale Customer Storm Center. Restoration efforts require the use of on-system contractors, possible off-system contractors, other utilities and personnel from other Transmission Maintenance Areas.

- Transmission Storm Center is open (responsible for coordinating inter-maintenance area efforts and serving as a liaison to Senior Management and Corporate Communications/media).
- Transmission Maintenance Area Storm Centers are open (responsible for assessing needs, coordinating all assigned resources and restoration efforts within their respective areas).

- Logistics Center is open for engineering, materials, contracting, accounting, fault locations, General Office and scheduling support.
- Wholesale Center is open to facilitate communications between Duke Energy and Wholesale Power Customers.

2.6 Level III Examples -

- Conditions Significantly Threatening Reliability (System Stability) General Load Reduction & Restoration Status - PE level 4 condition Red or NERC EEA 3
- Potential for hurricane force winds over large area of Duke Energy System.
- Open when anticipated Major Storm is declared.
- Damage in excess of what on-system crews can handle.
- Event of significant Civil Disturbance that could cause significant power disruption.
- Anticipated ice accumulation level of greater than ½”.

2.7 Level IV Command Control

Storms or events producing extensive damage to the Transmission System, as well as to other Electric, Communications, and Commercial Services Infrastructure. Restoration efforts require management of large compliments of off-system crews (>100 off-system personnel), as well as extensive materials, logistics, and engineering support.

- Transmission Storm Center is open (responsible for coordinating inter-maintenance area efforts and serving as a liaison to Senior Management and Corporate Communications/media).
- Transmission Maintenance Area Storm Centers are open (responsible for assessing needs, coordinating all assigned resources and restoration efforts within their respective areas).
- Logistics Center is open for engineering, materials, contracting, accounting, fault locations, General Office and scheduling support.
- Wholesale Center is open to facilitate communications between Duke Energy and Wholesale Power Customers.

2.8 Level IV Examples -

- Heavy Category III (or stronger) Hurricane and accompanying tornadic activity producing widespread structural damage to lines and substations.

3.0 Activation and Communication

The individual Transmission Maintenance Area Storm Center leads shall be responsible for monitoring the storm/emergency situation and determining the storm/emergency classification level in order to activate the storm/emergency response for their area. The Transmission Storm Center shall also monitor the storm/emergency situation and has the responsibility for involving all Transmission Maintenance Area Storm Center Coordinators to determine the overall Transmission Storm/Emergency classification level and elevation. During system-wide events, such as ice storms and major damage events, the

Transmission Storm Center shall have overall responsibility for communicating with the areas and determining the Storm/Emergency classification level.

To initiate a storm conference call, e-mails may be sent to the following addresses in the Global Address List, as required:

Carolinas – “Transmission – Carolina East – Storm Center Call List”

Florida - “Transmission FL – Storm Center Call List”

The Transmission Storm Center shall inform all Transmission Maintenance Area Storm Center leads and alternates of the storm/emergency classification level by direct communications. The Transmission Storm Center shall also inform the remainder of the General Office Transmission Department of the classification level via email.

Once the storm/emergency classification level has been activated, the individual Transmission Maintenance Area Storm Center leads in the affected areas shall inform their respective staffs of the classification level via email and direct communications.

Storm Communications Diagram: [See Attachment 1](#)

4.0 Transmission Florida Storm Center - The primary location of the Transmission Storm Center is at North Point, and the backup location is the Winter Garden Training Center.

4.1 Storm Center Duties and Responsibilities

- Monitor development of storm or emergency and determine appropriate level of response.
- Track and Report outage data and information for external (to the Department) communications.
- Serve as liaison to Senior management, Corporate Communications/Media, Legal, and SYSTEM STORM CENTER.

4.2 Restoration Priority

- With input from the ECC, the Storm Center determines the overall priority for the assignment of transmission resources, equipment, and materials for system restoration activities among multiple maintenance areas.
- Paralleling the priorities set for restoring critical electrical services are requirements for restoring communications links that facilitate the restoration of electric service. The Storm center, with input from IT&T, will give reasonable priority to electric facilities serving two way radio sites, PBX sites, fiber optics and microwave sites, as well as over head fiber optic cable which carries communications traffic for the company.
- Communicates restoration priorities to Logistics and the maintenance area storm centers.
- Enter outages and priorities into the Outage Tracking Tool (Carolinas – the ECC in Florida enters the outages).

4.3 Transmission Storm Center Setup - Setup and decommissioning of the Transmission Storm Center and Transmission Logistics Center located in Lake Mary is the responsibility of the Storm Setup Team. The Setup Team configures the Storm Center as directed by the Storm Center Lead, and configures the Logistics Center as directed by the Logistics Center Lead.

Storm Center Organization Chart: [See Attachment 2](#)

Transmission FL Storm Call Distribution List: [See Attachment 3](#)

5.0 CONFERENCE CALL AGENDA/CHECKLIST

PRIOR TO EVENT

<input type="checkbox"/> Roll Call FLORIDA <input type="checkbox"/> Logistics <input type="checkbox"/> NTA <input type="checkbox"/> STA <input type="checkbox"/> Trans. Financial	<input type="checkbox"/> Corporate Security <input type="checkbox"/> ECC <input type="checkbox"/> Dept VP Maint & Const <input type="checkbox"/> Fleet	<input type="checkbox"/> Distribution <input type="checkbox"/> Safety <input type="checkbox"/> Wholesale <input type="checkbox"/> Stores	<input type="checkbox"/> Trans ROW <input type="checkbox"/> Heavy Hauling <input type="checkbox"/> Weather	TSC
<input type="checkbox"/> Safety / Messages to the troops <input type="checkbox"/> Messages to reinforce commitment to safety excellence				VP & Safety
<input type="checkbox"/> Weather Forecast <input type="checkbox"/> Reference projected path & timeline storm map on storm web site <input type="checkbox"/> Discussion of start/stop wind timeline <input type="checkbox"/> Rainfall and flooding, ice accretion <input type="checkbox"/> Area impact, damage predictions, based on the forecast.				Weather
<input type="checkbox"/> Resources Availability / Readiness <input type="checkbox"/> Construction, Maintenance, Contract Crew Availability and Equipment <input type="checkbox"/> Contract Line crews (on-system and off-system) <input type="checkbox"/> Tree crews (on system and off system) <input type="checkbox"/> Special resources (Helicopter, Track Equipment, other) <input type="checkbox"/> Planned mobilization timeline – updates <input type="checkbox"/> Confirm resource availability versus projected resource needs <input type="checkbox"/> Non-craft personnel availability				Logistics
<input type="checkbox"/> Logistics support <input type="checkbox"/> Materials issues/availability vs. projected need (poles, hardware, other) <input type="checkbox"/> Transportation – Vehicle needs <input type="checkbox"/> Telecom – cell phone, radio needs <input type="checkbox"/> Financial – storm credit cards, storm project numbers <input type="checkbox"/> For Level IV (heavy damage) event: <input type="checkbox"/> Verify adequate plan for crew receiving, processing, staging, logistics <input type="checkbox"/> Prepare for potential staging sites (personnel, security, communications, loading/unloading equipment, consumables)				Logistics
<input type="checkbox"/> Area reports FLORIDA <input type="checkbox"/> NTA <input type="checkbox"/> STA				ATCs
<input type="checkbox"/> ECC Update <input type="checkbox"/> Preparation activities – updates				ECC
<input type="checkbox"/> System Storm Center <input type="checkbox"/> Confirm system storm, logistics, and Area Storm Center hours of manned operations <input type="checkbox"/> Review actions & open issues <input type="checkbox"/> Verify next conf call time and phone number <input type="checkbox"/> Preparation plans – system issues				TSC

DURING THE EVENT

<input type="checkbox"/> Roll Call <u>FLORIDA</u> <input type="checkbox"/> Logistics <input type="checkbox"/> Corp Security <input type="checkbox"/> NTA <input type="checkbox"/> ECC <input type="checkbox"/> STA <input type="checkbox"/> Dept VP Maint & Const <input type="checkbox"/> Trans. <input type="checkbox"/> Fleet Financial	<input type="checkbox"/> Safety <input type="checkbox"/> Wholesale <input type="checkbox"/> Stores	<input type="checkbox"/> Trans ROW <input type="checkbox"/> Heavy Hauling <input type="checkbox"/> Weather	TSC
<input type="checkbox"/> Safety / Messages to the troops <input type="checkbox"/> Messages to reinforce commitment to safety excellence			VP or Safety
<input type="checkbox"/> Transmission Outage updates <u>FLORIDA</u> <input type="checkbox"/> NTA <input type="checkbox"/> STA			ATCs
<input type="checkbox"/> ECC Update <input type="checkbox"/> Dispatch, communications, emerging issues,			ECC
<input type="checkbox"/> Distribution status update) <input type="checkbox"/> Customers out and estimated restoration for the distribution system			TSC
<input type="checkbox"/> Resources Assignments / Mobilization <input type="checkbox"/> Status of mobilization <input type="checkbox"/> Assignments of crews (contract / company / tree) <input type="checkbox"/> Special resource assignments (Helicopter, Track Equipment, other) <input type="checkbox"/> Additional needs <input type="checkbox"/> De-mobilization timeline – when appropriate <input type="checkbox"/> Non-craft personnel assignments			Logistics
<input type="checkbox"/> Logistics support <input type="checkbox"/> Materials issues/availability vs projected need (poles, hardware, other) <input type="checkbox"/> Transportation issues <input type="checkbox"/> Communications issues <input type="checkbox"/> For Level IV (heavy damage) event: <input type="checkbox"/> Crew receiving, processing, staging, logistics issues <input type="checkbox"/> Staging sites (personnel, security, communications, loading/unloading equipment, consumables) issues			Logistics
<input type="checkbox"/> System Storm Center <input type="checkbox"/> Confirm System, Area Storm, & Logistics Ctr. hrs. of manned operations <input type="checkbox"/> Review priorities, actions, & open issues <input type="checkbox"/> Are all ETRs current? <input type="checkbox"/> Verify next conf call time and phone number			TSC

6.0 TRANSMISSION LOGISTICS CENTER

6.1 Logistics Center Duties and Responsibilities -

- Provide for engineering, materials, contracting, accounting, fault locations, General Office and scheduling support in restoration activities as requested by Transmission Maintenance Area Storm Centers and prioritized by the Transmission Storm Center.
- Serve as contact to SYSTEM STORM CENTER when Transmission Storm Center is not activated.
- Track all resources and location of Transmission Employees and contractors.
- Update Transmission Operations and Planning Department Storm On-Line Tracking Tool with Crew Information and Locations.

Transmission Logistics Center:	Provides logistics (resources) to storm restoration priorities
Logistics Support Coordinators:	Provides overall coordination and direction to Logistics Center support teams.
Contract Support Team:	Provides any contracted human resources, materials, equipment to restore system.
<ul style="list-style-type: none"> • ROW Support: 	Provides helicopters and performs damage assessments with area supervisors; provides clearing crews for access to work areas.
<ul style="list-style-type: none"> • Contracts Support: 	Provides contract resources for storm restoration (crews, equipment, etc.)
<ul style="list-style-type: none"> • Misc. Contracts Support: 	Contract Crew Tracking and Heavy Hauling Support provide
Materials Team:	Provides all materials for restoration (poles to buggy stock)
<ul style="list-style-type: none"> • Materials Support: 	Enter, track and monitor the request and fulfillment of materials required for storm restoration.
Administrative Team:	
<ul style="list-style-type: none"> • Financial Tracker: 	Establishes charging codes, charge cards and monitors costs of storm restoration
<ul style="list-style-type: none"> • Hotel Support / Travel Center: 	Provides hotel accommodations for logistics support, maintenance support, supervisors and contract crews. Manages all hotels for transmission in collaboration with distribution hotels / travel center.
<ul style="list-style-type: none"> • Phone Duty: 	Responds to all phone calls from regions and field; document request, time & date stamp, send request to appropriate support area for fulfillment.
<ul style="list-style-type: none"> • Data Entry: 	Enter all phone requests into Storm Tool and track open requests; confirm closed requests.
<ul style="list-style-type: none"> • Runner: 	Field support for Maintenance Areas / Crews; must be prepared to travel into storm damaged area and provide whatever the crew/Maintenance Area Storm Center/Logistics require to perform restoration activities. (I.e. delivery of drawings to meals). See detailed roles/responsibility and checklist.

6.2 Logistics Support Coordinator

Pre- Storm

- | | |
|-----------------------|---|
| 96 hours before Storm | <ul style="list-style-type: none"> - Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator. - Ensure that the Contracts Team provides list of available helicopter service, moves them into location where storm/emergency is not expected to hit places on standby status and removes from standby status as directed by Transmission System Coordinator. - Contact Heavy Hauling to get availability of specialized equipment, e.g. track equipment. - Activate satellite phones for the Storm Center |
| 72 Hours before storm | <ul style="list-style-type: none"> - Determine required number of rental vehicles and inform Admin Team. - Determine required number of cell phones and company radios and inform Admin Team |
| 48 hours before Storm | <ul style="list-style-type: none"> - Notify affected individuals when notified of Transmission Storm Center activation and track resources and their locations. Keep the Transmission Storm Center updated on resource status. - Receive progress of major emergencies from Transmission System Coordinator. - Develop a list of available construction contractors on the system and provide to the Transmission System Coordinator and the Transmission Maintenance Area Coordinators. (Contracts Team) - Develop a list of available construction materials on the system and provide to the Transmission System Coordinator and the Area Transmission Assistant Coordinators. (Contracts Team) - Develop a Materials Team list of available construction materials off the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators. - Have the Contracts Team place contractors on stand-by status as directed by the Transmission System Coordinator. - Ensure that the Materials Team has contacted material suppliers to reserve or hold critical materials for possible later shipment. - Activate Storm cards - Instruct company construction resources to initiate pre-storm activities and forward construction resource availability to Transmission System Coordinator. |
| 24 hours | <ul style="list-style-type: none"> - Ensure that Fault Recorder and Aspen Fault Location application |

before
Storm

expertise is available and the S.R. lab is staffed. (S.R.)

- Ensure that spare parts inventory support personnel are staffed in the Logistics Support Center.
- Ensure that TPP HVAC and lighting is left on during the Logistics Support Center activation.
- Ensure that Materials Team has secured Material Inventory report for all Transmission crews.

This information will be combined into a report similar to the Material Inventory report for the Storm Plan.

- Ensure that Contracts Team has developed list of available construction contractors **off** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Activate Logistics Support Center upon direction from Transmission System Coordinator and have designated personnel set up the room.
- Develop preliminary Storm Plan crew schedule for system and provide to Transmission System Coordinator.
- Develop status and schedule/location of construction mobile substations and 230 kV mobile switch and provide to Transmission System Coordinator.

Damage
Repair

- Contact company construction and contract crews and provide Assessment & Maintenance Area assignment, location to report, and contact person to report to.

Upon cancellation of pre-storm activities, cancel all contractors placed on standby and release all materials being held for Duke Energy.

- Ensure that the contracts team contacts helicopter service for aerial patrol of lines.
- To be provided preliminary outage/damage report from the Transmission System Coordinator.
- To be provided the initial priority for system restoration from the Transmission System Coordinator and updates as priorities change.
- Coordinate all Office resources, Construction crews, and Construction Support Personnel and provide initial single point of contact for Area Transmission Assistant Coordinators. Logistics Support Coordinator may then designate individuals to provide response information to the Area Transmission Coordinator.
- To be provided with each crews work schedule by each Area Transmission Coordinator.
- Provide schedule/listing of resources by Maintenance area and for system; indicating crew (contractor, company, and other utility) by

functional area with supervisor’s name. This information should be provided and updated daily to the affected Area Transmission Coordinators and the Transmission System Coordinator.

- Coordinate materials and resources to the prioritized work location, as directed by the Transmission System Coordinator.
- Provide Transmission System Coordinator and all Area Transmission Coordinators with appropriate project number.
- To be provided progress of repairs on a daily basis by the Area Transmission Coordinator.
- To be provided travel conditions in each maintenance area from the Area Transmission Coordinator.
- Ensure that the materials team provides material requisition and delivery information to the Area Transmission Coordinator.
- Provide volunteers to man Family Information Center.

6.3 Contract Support Team - Timeline Storm Preparedness

Pre-Storm

96 hours before Storm

- Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator.
- Coordinate obtaining the number of Helicopters required by the Transmission System Coordinator and Energy Delivery, when requested by SYSTEM STORM CENTER, and place Helicopters on “Standby” as directed

Carolinas – ROW Management Manager

Florida - ROW Management Manager

- Place Transmission Contractors on “Standby” status as directed by the Transmission System Coordinator

72 hours before Storm

- Verify the number of Helicopters required by the Transmission System Coordinator and Energy Delivery, and place Helicopters on “Standby” as directed.

Carolinas – ROW Management Manager

Florida - ROW Management Manager

- Place Transmission Contractors on “Standby” status as directed by the Transmission System Coordinator

48 hours before Storm

- Verify the number of Helicopters required by the Transmission System Coordinator, and Energy Delivery, and place Helicopters on “Standby” as directed.

Carolinas – ROW Management Manager

Florida - ROW Management Manager

- Coordinate Helicopter Staging Areas, if practical and possible, and preliminary Helicopter and Duke Energy Contact information when provided by SYSTEM STORM CENTER and Transmission System Coordinator. **Note: Helicopters must be stored in hangers during storm and windy conditions for protection.**
- Place Transmission Contractors on “Standby” status as directed by the Transmission System Coordinator
- Receive progress of major emergencies from Transmission System Coordinator.
- Make list of available construction contractors **on** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Finalize and Coordinate Helicopter Reporting locations Contact information, when provided by SYSTEM STORM CENTER and Transmission System Coordinator.
- Provide list of available helicopter service, reporting locations, and estimated Time of Arrival.
- Make list of available construction contractors **off** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
- Place contractors on stand-by status as directed by the Transmission System Coordinator. (Contractor should be placed on “Standby” a minimum of 24 hours prior to Storm making land fall)
- Provide list of available helicopter service, move them into location where emergency is not expected to hit place on standby status and remove from standby status as directed by Transmission System Coordinator. **Note: Helicopters must be stored in hangers during Storm and wind conditions for protection**
- Instruct company construction resources to initiate pre-storm/emergency activities and forward construction resource availability to Transmission System Coordinator.
- Develop preliminary Storm Plan crew schedule for system and provide to Transmission System Coordinator.
- Contact company construction and contract crews and provide Assessment & Maintenance Area assignment, location to report, and contact person to report to.
- Contact helicopter service for aerial patrol of lines. (Helicopter provider are to report to Maintenance Area / location as soon as conditions after the storm/emergency allow)
- To be provided preliminary outage/damage report from the Transmission

24 hours before Storm

Damage Repair

System Coordinator.

- To be provided the initial priority for system restoration from the Transmission System Coordinator and updates as priorities change.
- Remove Contractors, which are not needed from “Standby” status and release as directed by Transmission System Coordinator
- Provide schedule/listing of resources by Maintenance area and for system; indicating crew (contractor, company, and other utility) by functional area with supervisor’s name. This information should be provided and updated daily to the affected Area Transmission Coordinators and the Transmission System Coordinator.
- To be provided progress of repairs on a daily basis by the Area Transmission Coordinator.
- To be provided travel conditions in each maintenance area from the Area Transmission Coordinator.

6.4 Materials Team - Timeline Storm Preparedness

Pre-Storm

- 48 Hours before Storm
- Receive progress of major emergencies from Transmission System Coordinator.
 - Make list of available construction materials **on** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
 - Make list of available construction materials **off** the system and provide to the Transmission System Coordinator and the Area Transmission Coordinators.
 - Contact material suppliers to reserve or hold critical materials for possible later shipment.
 - Develop status and schedule/location of construction mobile substations and 230 kV mobile switch and provide to Transmission System Coordinator.

24 Hours before storm

- Secure Material Inventory report for all Transmission crews.
- Provide spare parts inventory support personnel in the Logistics Support Center.
- Burn Material Database CD in case computer system goes down
- Upon cancellation of pre-storm/emergency activities, cancel all contractors placed on standby and release all materials being held.

Damage Repair

- Coordinate materials and resources to the prioritized work location as directed by the Transmission System Coordinator.

- To be provided progress of repairs on a daily basis by the Area Transmission Coordinator.
- To be provided travel conditions in each maintenance area from the Area Transmission Coordinator.
- Provide material requisition and delivery information to the Area Transmission Coordinator

6.5 Administrative Team - Timeline Storm Preparedness

Pre-Storm

- 96 Hours before Storm - Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator.
- 72 Hours before storm - Contact Enterprise about availability of cars and obtain required vehicles.
- Obtain required number of cell phones and company radios.
- Schedule Conference Call for Transmission Department
- 48 Hours before Storm - Ensure that the local HVAC and lighting is left on during the Logistics Support Center activation and Storm Center activation.
- Activate Storm Cards
- 24 Hours before storm - Reserve hotel rooms for Logistics Center Staff and Support Personnel.
- Assist with the Activation of the Logistics Support Center upon direction from the Logistics Center Coordinator
- Upon cancellation of pre-storm activities, cancel all vehicles, cell phones, radios, hotels and food services being reserved for PE.
- Damage Repair - Assist with Storm Restorations Efforts as needed.
- Determine Food Requirements for Storm Center, Logistics Support Center, SR Lab and Support Personnel and provide refreshments
- Determine Daily Hotel Needs for Staff and ensure that reservations are provided.
- Assist with providing volunteers to man Family Information Center.

6.6 Heavy Hauling Team - Timeline Storm Preparedness

- 96 Hours before Storm - Initiate Pre-Storm activities upon notification of Pre-Storm Declaration by Transmission System Coordinator.
- 48 Hours before storm - Locate and haul all Pool Equipment back to Wildwood for staging for the storm.

Storm

- Place contractors on stand-by status as directed by the Transmission System Coordinator (Contractor should be placed on "Stand-by" a minimum of 24 hours prior to the storm making land fall).

7.0 WHOLESALE CUSTOMER

7.1 Wholesale Customers Duties and Responsibilities

- The Wholesale Storm Center (WSC) is normally activated when the Transmission Storm Center is activated.
- It is staffed by Transmission Planning Unit with assistance from Account Management – North Unit (Regulated Commercial Operations) personnel if needed. In the event RCO staff provides assistance, the Legal Department will file for an exception to FERC Code of Conduct.
- The Wholesale Storm Center (Carolinas) is located in TPP 17C3-4 where phones and computer equipment are installed.
- The Wholesale Storm Center (Florida) is located in the Transmission Storm center.
- Upon activation, staff contacts the CSC and coordinates the transfer of the Wholesale Customer Service Restoration Hotline (800-615-4893) to the WEC.
- WSC staff notifies wholesale customers, SYSTEM STORM CENTER Storm Center, Transmission Storm Center, and ECC of its activation.
- When customer outage calls are received from customers, outage information is relayed to the appropriate Distribution Operations Center (currently developing access to DCC’s Web based ticket reporting system) for distribution served POD outages or reported to the ECC and Transmission Storm Center for transmission POD outages.
- WSC staff obtains outage status information from the various distribution and transmission Storm Centers and/or Region staffs to provide appropriate information to customers and/or obtains information from customers for the Company’s restoration operations.

8.0 MAINTENANCE AREAS

In the event of severe damage to transmission facilities, due to storm or other cause, the repair of which is beyond the capability of local Transmission Maintenance Personnel, the resources of the Company will be consolidated to the extent deemed necessary by the System or Area Transmission Coordinator, in accordance with the following outline.

In the Transmission Department, each Area will have appropriate personnel, facilities, and equipment under the direction of the Area Transmission Coordinator. The Area Transmission Coordinators will report to the Assistant System Coordinator for the Transmission Department.

All staff assignments and other necessary information must be kept up to date and reviewed annually. Area Transmission Coordinators must be ready to affect the transfer of help to other areas with a minimum of confusion and delay, as well as to direct the work of numerous crews with efficiency and safety in case of trouble in their own areas.

The decision on which Storm Center(s) to activate will depend on the location of the storm/emergency. The body of this document applies to all locations, with separate attachments for contacts primarily supporting each location.

THE SAFETY OF EMPLOYEES AND THE PUBLIC WILL, AT ALL TIMES, BE THE PRIME CONSIDERATION!

8.1 Area Transmission Coordinator

The Area Transmission Coordinator will coordinate all the Company transmission resources in the respective Area in a severe storm or other disaster in an effort to maintain or restore service.

- The Area Transmission Manager is responsible for insuring the area contact lists for storm/emergency restoration are maintained current.
- Under the authority of the Transmission System Coordinator, the Area Transmission Coordinator will have similar authority on the Transmission Area level.

8.2 Asset Management Engineer

Will normally work with the Area Transmission Coordinator, providing relief for rest and meals and otherwise assisting as needed.

- Can be designated as a Field Coordinator.
- Will be available to assess damage to Area substations and lines and provides local design review to local storm restoration and repair.
- Will maintain a current substation direction book.

8.3 Maintenance Supervisor

Will coordinate personnel restoration activities as directed by the Area Transmission Coordinator and ECC dispatcher.

- Will normally work with the Area Transmission Coordinator, providing relief for rest and meals and otherwise assisting as needed..
- Can be designated as a Field Coordinator.
- Will act as liaison between Transmission Maintenance and other DE or contract personnel
- Will see that the generator located at the headquarters is tested periodically in anticipation of a storm/emergency, the tank level is checked and filled as necessary in anticipation of a storm/emergency (Substation Supervisor).
- Will, in anticipation of the storm/emergency, fuel all vehicles, test and charge all portable radio batteries, test and fuel all portable generators, emphasize the importance of minimizing radio traffic on primary channels, and check the operation of all pagers and cellular phones.
- Will contact fuel vendors and arrange for fuel supply needs. This will include field refueling.
- Will assist with Company/Contractor expense documentation and the implementation of all special accounting practices.
- Will keep a complete log of events.
- Will assign a member of crew (normally the Senior Lineman) to work with a Field Coordinator stationed at the Storm control center in the determining and dispatching of materials.

8.4 Forester

Will normally work with the Area Transmission Coordinator, serving as relief for rest and meals and otherwise assisting as needed, particularly with moving and accounting for extra crews.

- Can be designated as a Field Coordinator.
- Will assess ROW damage and clearing needs.
- Will organize support from local contractors, coordinating all ROW and clearing activities.
- Will maintain Transmission Area maps to be copied and distributed to out-of-town crews.
- Will maintain a current contractor directory.
- Will gather and provide information on road access from state and local agencies with the help of the Support Staff.
- Will arrange for aerial patrol of lines. When appropriate, will notify contract helicopter in advance and route to a location on the system where the storm is not expected to hit.
- Will help with the distribution, crew registration forms, voucher forms, and will be responsible for notification of charge numbers.
- Will assist with Company/Contractor expense documentation and the implementation of all special accounting practices.

8.5 Administrative Assistant

Will assist in communications between the Storm Center and field operations

- Will lend clerical support to the Area Transmission Coordinator as needed.
- Will help man the Storm Center telephone/radio.
- Will contact and make arrangements with the local Division Services Coordinator for the possible need of rooms in advance; once needs are known, make reservations through the local Division Services coordinator.
- Will make arrangements for meals for personnel involved in restoration of the system through the local Division Services Coordinator.
- Will be responsible for maintaining and distributing up-to-date employee directories, Storm Center telephone numbers, and inserts for inclusion in this plan
- Will help with the distribution, crew registration forms, voucher forms, and will be responsible for notification of charge numbers.

8.6 Regional Data Coordinator

Work within the regional storm center to provide data entry of outages, clearances, work in progress and restored lines/subs.

- The Coordinator must be trained in Storm/ECC tool and system data / 1-lines.

9.0 PRE-STORM PREPARATION TIMELINES

9.1 Area Transmission Coordinator Pre-Storm Checklist

BEGINNING OF STORM SEASON (6-1)		
	Verify that staff revised and updated Storm Plan Contact List.	
	During the January and June Safety Council Meeting, discuss with employees the DE philosophy concerning employee safety during emergencies.	
	Verify area staff have completed pre-storm season check list.	
96 – 72 HOURS PRIOR TO THE STORM		
	Verify area staff have completed 96-72 hour check list.	
72 – 48 HOURS PRIOR TO THE STORM		
	Check tools and equipment including flashlights, boots, and rain suits, etc.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	
	Verify area staff have completed 72-48 hour check list.	
48 – 24 HOURS PRIOR TO THE STORM		
	Track storm and projected time, area, amount of damage. Set up on-going weather information channel. Evaluate need to request onsite IT support for the Storm Centers.	
	Hold staff meeting and ascertain their state of readiness.	
	Check all tools and equipment, to include flashlights, boots, and rain suits.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	

	Place contract and Duke Energy crews on standby.	
	Prepare a grab bag of clothes and hygiene items.	
	Verify area staff have completed 48- 24 hour check list.	
24 – 0 HOURS PRIOR TO THE STORM		
	Review crew readiness and availability.	
	Evacuate families if necessary.	
	Prepare headquarters area for storm/emergency.	
	Check availability and operation of pagers and portable radios.	
	Verify area staff have completed 24-0 hour check list.	

9.2 Asset Management Engineer Pre-Storm Checklist

96 – 72 HOURS PRIOR TO THE STORM		
	Make the necessary arrangements for staging areas.	
72 – 48 HOURS PRIOR TO THE STORM		
	Assist ATC to make arrangements for possible need of company crews.	
	Check all tools and equipment including flashlights, boots, and rain suits, etc.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	
48 – 24 HOURS PRIOR TO THE STORM		
	Assist ATC to make arrangements for possible need of company crews.	
	Assist ATC in establishing Storm Center.	
	Check first aid kits.	
	Prepare a grab bag of clothes and hygiene items.	
24 – 0 HOURS PRIOR TO THE STORM		
	Evacuate families if necessary.	
	Prepare headquarters area for storm/emergency.	
	Check availability and operation of pagers and portable radios.	

9.3 Maintenance Supervisor Pre-Storm Checklist

BEGINNING OF STORM SEASON (6-1)

	Chain saw training and equipment obtained/checked.	
	Check condition of all vehicles.	

96 – 72 HOURS PRIOR TO THE STORM

	Line Supv: Check inventory; poles, arm, etc.	
	Sub Supv: Secure all items in all substations	
	Check condition of all vehicles and fill fuel tanks.	
	Verify need for and request satellite phones	

72 – 48 HOURS PRIOR TO THE STORM

	Line Supv: Check with Transmission Construction for number of available crews.	
	Check all tools and equipment including flashlights, boots, and rain suits, etc.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	

48 – 24 HOURS PRIOR TO THE STORM

	Line Supv: Review Storm Plan responsibilities of contractor with contract management: * Reporting location, * Meal tickets, * Motel tickets, * Time sheets, * Contractor work schedule, * Crew sign-in process, staging areas and crew tracking	
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	Check all tools and equipment, to include flashlights, boots, and rain suits.	
	Sub Supv: At TM Headquarters, Check gas in tank for the generator and arrange for refueling truck to be on site.	
	Sub Supv: At TM Headquarters, Check gas in tank for the generator and arrange for refueling truck to be on site.	
	Sub Supv: Check generator and emergency lights.	
	Discuss crew assignments.	
	Contact other Company crews.	
	Check for special tools - chain saw, air compressor, large generator.	
	Check first aid kits.	
	Review Pre-Event Briefing with Crew	
	Prepare a grab bag of clothes and hygiene items.	
24 – 0 HOURS PRIOR TO THE STORM		
	Move equipment out of storm path to safe area, if necessary.	
	Review crew readiness and availability.	
	Fill all vehicles and cans with fuel. (Spray windshields with Rain-X)	
	Evacuate families if necessary.	
	Prepare headquarters area for storm/emergency.	
	Obtain water and ice for each vehicle.	

	Check availability and operation of pagers and portable radios.	
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9.4 Forester Pre-Storm Checklist

96 – 72 HOURS PRIOR TO THE STORM

	Review area maps to assure that they are current	
	Review contractor labor, equipment, and phone number list to verify they are current.	
	Check contractor packets for crews.	
	Check condition of vehicle and fill fuel tank.	

72 – 48 HOURS PRIOR TO THE STORM

	Make initial contact with helicopter service – verify availability and location.	
	Check tools and equipment including flashlights, boots, and rain suits, etc.	
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	

48 – 24 HOURS PRIOR TO THE STORM

	Make available current maintenance area maps.	
	Review contractor labor, equipment and phone number list to assure they are current.	
	Have contractor packets for crews available.	
	Review Storm Plan responsibilities of contractor with contract management: * Reporting location, * Meal tickets,	

	<ul style="list-style-type: none"> * Motel tickets, * Time sheets, * Contractor work schedule, * Crew sign-in process, staging areas and crew tracking 	
	Make follow-up contact with helicopter service - verify availability and location.	
	Check ready effort of contract crews.	
	Check first aid kits.	
	Prepare a grab bag of clothes and hygiene items.	
24 – 0 HOURS PRIOR TO THE STORM		
	Put contractors on ready alert.	
	Assure contract crews know where, when, and to whom to report.	
	Contact helicopter service-position helicopter at closest "safe" location.	
	Review crew readiness and availability.	
	Fill vehicle and cans with fuel. (Spray windshields with Rain-X)	
	Evacuate families if necessary.	
	Prepare headquarters area for storm/emergency.	
	Obtain water and ice for each vehicle.	
	Check availability and operation of pagers and portable radios.	

9.5 Administrative Assistant Pre-Storm Checklist

BEGINNING OF STORM SEASON (6-1)		
	Verify and distribute updated Storm Plan organizational charts, phone lists, and identify where to find those.	
96 – 72 HOURS PRIOR TO THE STORM		
	Contact Facilities Management to check gas in the tank for the local generator(s).	
	Check ice machine to see if ice is needed. Contact local ice company if needed.	
72 – 48 HOURS PRIOR TO THE STORM		
	Review Storm Plan responsibilities.	
	Review safety responsibilities.	
48 – 24 HOURS PRIOR TO THE STORM		
	Ask for additional portable cell phones and hand held radios and distribute.	
	Stock food and water at headquarters; order port-a-johns.	
	Check all tools and equipment, to include flashlights, boots, and rain suits.	
	Assist ATC in establishing Storm Center.	
	Prepare a grab bag of clothes and hygiene items.	
	Contact District Coordinator to reserve hotel rooms.	
	Contact District Coordinator regarding meals for crews.	

	Contact District Coordinator regarding fuel supply needs for vehicles.	
	Contact District Coordinator regarding availability of local garages for vehicle repairs.	
24 – 0 HOURS PRIOR TO THE STORM		
	Contact District Coordinator to confirm number of hotel rooms needed and to confirm meal arrangements.	
	Man Storm Center and radio.	
	Prepare headquarters area for storm	

10.0 Links to Local Maintenance Area Contacts

10.1 Florida NTA - <\\s00225\grpdata\TransDocs\Storm\Fla NTA Contacts>

10.2 Florida STA - <\\s00225\grpdata\TransDocs\Storm\Fla STA Contacts>

11.0 Transmission Maintenance Area Storm Plan Accounting Procedures

Storm Plan accounting procedures for the Transmission Department are not effective **until** the Transmission System Coordinator (or the designated Assistant) requests their implementation by Transmission C&M and Controller -Accounting. These procedures are intended for use when there is severe **and** extensive damage to transmission facilities.

Road Tax for Diesel Fuel

If arrangements are made with a vendor to deliver diesel fuel, make sure the vendor understands when he prepares his invoice that DUKE ENERGY does not pay the road tax on this fuel.

For questions concerning the current accounting procedures, contact Penny Goebel BELL 980-373-7708 or cell 704-975-6197.

12.0 Nuclear Plant Siren Restoration Plan

After a major storm/emergency event such as a hurricane, sirens surrounding nuclear plants may be without service. These sirens are served by both DUKE ENERGY and other electric service providers. Plants cannot return to service until the power is restored to the sirens and they have been tested. The financial impact to DUKE ENERGY of not having nuclear plants operational is significant. It is critical to assign a very high priority to the restoration of power to sirens.

The following action plan describes the process to be followed to ensure sirens are returned to service as quickly as possible following a major storm/emergency event.

Nuclear Siren Restoration Action Plan			
Item to be Addressed	How Identified	Who	Status/Results
1. Determine number and location of inoperative sirens and report results to SYSTEM STORM CENTER and Transmission Storm Centers.	Brunswick/Robinson: electronic feedback/reporting from each site. Harris: notify and dispatch Sanford TSM and/or Telecommunication crews to assess each site.	Emergency Preparedness (EP) at each affected plant will analyze data and communicate to SYSTEM STORM CENTER Operation and Transmission Area Storm Centers. EP at each affected plant will provide status reports to SYSTEM STORM CENTER Department and Transmission Operations and Planning Department Storm Centers.	Number and location of inoperative sirens is communicated to SYSTEM STORM CENTER and Transmission Storm Centers.

13.0 Environmental – [Environmental Contact Information](#)

14.0 Health & Safety Storm Plan Instructions

14.1 Health & Safety Services Transmission Support

- Monitoring and assigning Safety Representatives as needed
- Coordinating, tracking and dispersing Storm Plan Safety Reports
- Providing and dispersing daily Storm Plan safety tips
- Assisting on accident investigations and Workers' Compensation issues
- Providing safety support to regions as needed
- Providing on site medical support as needed

15.0 Pre-Event Briefing

15.1 Working in Windy Conditions

- The person in charge (PIC) of the crew must ensure the safety of all employees and cease work or travel when it becomes hazardous.
- Employees should cease traveling (in all vehicles) or working, including climbing, when winds reach tropical storm velocity of 39 MPH.
- The Area Storm Center has the authority to cancel all storm restoration related travel and work activities if weather conditions are expected to continue to deteriorate locally.
- The Area Storm Center will be contacted if assistance is needed to ascertain forecasted wind speeds in the work area.
- Transmission class bucket trucks will be equipped with an approved anemometer to determine wind speed in the work area.

15.2 Use of Transmission Class Bucket Trucks in Windy Conditions

- Employees are prohibited from operating bucket trucks in the elevated work position when the wind speed (steady or gusts) exceeds 30 MPH.
- Any manufacture's recommended wind speed guideline, for bucket trucks operating in the elevated position, which is less than 30 MPH must be adhered to for said equipment. (Example: Condor (Transmission) recommends a maximum wind speed of 25 MPH.)
- The wind speed must be determined by using an approved anemometer before vehicles equipped with an aerial lift device are operated in the elevated work position.
- The wind speed must be periodically tested with an approved anemometer at the work elevation throughout the work process if windy conditions are present in the work area.
- When operating in winds up to, but not exceeding 30 MPH, follow these precautions:
 - Outriggers, if so equipped, must be properly extended and on firm ground. Always use outrigger pads if there is any doubt as to the ground firmness.
 - On units without outriggers, the tires must be properly inflated and on firm ground. The truck must be maintained at a safe angle as described in the operator's manual.
 - Refer to specific equipment operator / instruction manual for other precautions.

15.3 Work Coordination

- **Coordination of Personnel:** Field personnel will be dispatched by the local area storm centers and will contact the ECC/DCC upon arrival at the work site.
- **Hours of Work:** The hours of work will be determined by the local area storm center. In general each person is permitted to initially work a maximum of 25 continuous hours before being rested. All hours should be counted once a person reports for work, including travel time to and from the job site. The hours that should be counted should also include breaks and rest periods that are less than eight hours in length. After the initial work period, the employee should be allowed to rest a minimum of 8 hours before returning to work. After the initial work period, employees should be limited to a maximum of 16 hours for each work period. In general, personnel are more productive in daylight hours and the majority of field personnel should have their hours scheduled in daylight.
- **Special Circumstances:** If special circumstances dictate that a major objective can be achieved by working an additional three hours or less, this will be allowed only if authorized through the local area storm center. Any personnel working more than 28 hours should have approval from the Transmission System Storm Coordinator.

- **Hours of Rest:** Each person should have at least eight hours of rest scheduled between work periods.
- **Work History:** Upon reporting for storm/emergency duty, each person's work history should be evaluated to determine how many hours of work are available before rest should be scheduled. All prior hours worked, including travel time, that has not been preceded by an eight hour rest period should be counted.

16.0 Environmental Health and Safety Services Regional Storm Plan Instructions

16.1 Instructions for use of safety information

- [Personal Injury/Property Damage](#)
- [Environmental and Health Representatives](#)

16.2 Designated Safety Representatives Regional Storm Plan

- Providing necessary assistance with accidents
- Assisting with Workers' Compensation issues
- Supporting safety awareness with crews
- Sharing Storm related accident information
- Supporting crews with personal protective equipment needs

16.3 Storm Safety Message

17.0 Contract and Accounting Procedures

- [Storm Accounting Procedures/Hyperlink - Process is in transition \(TBD\)](#)
- [Storm Accounting Tasks](#)

17.1 Contract Provisions for Storm Work

When contractor is utilized under storm/emergency conditions due to hurricanes, snow, ice emergencies, etc., or for special assignments requested by DUKE ENERGY Company (hereinafter "DUKE Energy"), the following conditions apply:

- Contractor agrees to furnish all labor, tools, equipment, transportation, and supervision to perform storm/emergency work at the following rates: Assisting with Workers' Compensation issues
 - Equipment at contractor's standard hourly rates.
 - Labor at contractor's hourly payroll rate in effect at the time the work is done, plus overhead.
- All invoices for work done at hourly rates will be supported by a copy of the time tickets. Overtime for a partial week will be supported by time tickets for the full week.
- Each meal ticket which Duke Energy is obligated to pay, whether charged to Duke Energy or billed on the invoice, will show the name of the restaurant, town, date, which meal, name of the contractor, and Duke Energy, and each

meal ticket will be signed by contractor's employee. Contractor employee shall be provided a meal every six hours.

- Each lodging receipt which Duke Energy is obligated to pay, whether charged to Duke Energy or billed on the invoice, will show the name of the place of lodging, town, date, name of contractor, and Duke Energy, and each receipt will be signed by contractor's employee.
- Before Duke Energy will pay overtime for a partial week, Duke Energy must be furnished documentation of hours worked for each person on another utility system, by means of a copy of work report rendered to that utility company. It is understood that Duke Energy will pay travel time for each person to and from his normal assembly point, to and from each emergency headquarters and, while at emergency headquarters, to and from each work location.
- If a contractor employee is required to work in excess of sixteen (16) hours in the twenty-four (24) hour period, the overtime rate shall prevail until such time as the employee is given an eight (8) hour rest period.

17.2 Construction and Clearing Contractors

Listed in this plan are the Construction and Clearing Contractors. The Contractors, which the Transmission Operations and Planning Department has contract agreements with are indicated with the contract number and expiration dates. These contracts have provisions for payment during emergency and standby situations. The next page is a copy of the contract provisions for Emergency work.

During a major storm/emergency, additional contractor work forces may be necessary. Arrangements for acquiring these additional contractors for mobilizing to work area or standby should be made through the Logistics Support Coordinator. However, if the Area Transmission Coordinator (ATC) makes the original contact, of contractors located in their maintenance area, to acquire additional contract workers, then the ATC should give the home office number and a contact name to the Logistics Support Coordinator. The Transmission Contracts Coordinator will call the contractor's home office and make agreements for payment (equipment and labor rates inclusive). The Transmission Contracts Coordinator will then send a copy of the agreement to the Area Technical Aid to assist her in processing invoices.

Hotel or motel reservations for contract labor will be made and guaranteed by the Area Transmission Coordinator unless the contractor specifies otherwise.

Releasing any contract crews that are on standby requires the approval of the Area Transmission Coordinator and the Transmission System Coordinator (or his assistant). The Transmission System Coordinator is to communicate the released contractor information to the Logistics Support Coordinator.

17.3 Crew Registration Instructions

General Information

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- [Crew Registration Form](#) developed to provide the following:
 - Tracking of all crew personnel and equipment in the area.
 - Means for logging out work assignments.
 - Means for documenting any problems or comments that crews feel might be needed for future reference.
 - Method for collecting Fixed Asset Accounting information.

Instructions

- Side 1 of the form **must** be completed by the Duke Energy Supervisor for his assigned crew when they first report to the area headquarters.
 - **Company:** write in the name of the company that the crew works for (example: Duke Energy, MasTec, Richardson Wayland, etc.). If crew works for Duke Energy, add the area that it is from (example: Duke Energy Asheville Line Crew).
 - **Employee's Full Name:** write in the full name (not nickname) of each member of the crew.
 - **Social Security Number:** fill in the social security number for each crew member.
 - **Duke Energy Supervisor of Crew:** supervisor should write in his name.
 - **Vehicles/Equipment:** list the types of vehicles and equipment assigned to the crew (for example: wire stringer, marsh master, bucket truck, etc.).
 - **Crew Lodging:** list the name of the place where the crew will be staying.

- On Side 2 of the form, the Area Transmission Coordinator will issue the **Date** and **Assignment** for each crew. The Duke Energy Supervisor, or his designee, will record the structure number where his crew began their day's work assignment (**From Structure**) and will also record the structure number where the crew stopped (**To Structure**). The Duke Energy Supervisor, or his designee, will record the number (#) of **poles** his crew replaced during the assignment, the % of **insulators** that had to be replaced, and the % of **conductor** that had to be replaced during each day's assignment.

The **Comments/Problems/Follow-up Needed** section will be completed by the crew's supervisor to record any information that may be needed by the Emergency Area's maintenance crews after storm/emergency work has been completed (example: structures that were repaired using engineering-approved substitutes, any temporary fixes that should be replaced after all storm/emergency work has been completed, etc.)

18.0 Transmission Storm Credit Card Procedures

Purpose: Storm credit cards are to be used in the event of a major storm/emergency (per the [storm accounting procedure/Hyperlink-Process is in transition \(TBD\)](#))

They are to work in concert with the Transmission Storm Plan. In the event of a **major storm/emergency**, the storm credit cards are to be used for **all** purchases, cash advances, motel bills, meals, vehicle rental, etc. associated with the restoration of the transmission system. This will drastically minimize the number of miscellaneous invoices that must be processed by Accounts Payable. The desired state is for all miscellaneous major

storm/emergency costs incurred for restoration of the transmission system to be handled through these credit cards. This will be a cost savings to DUKE ENERGY, and our vendors will be paid immediately.

18.1 Transmission Accounting Task Numbers - FL

Transmission DEF Storm Tasks

- T7202 - Transmission Storm Support – applies to all major storm support/restoration activities related to the Transmission system, except for what is specifically noted below.
- TTREE – Transmission Tree Trimming – applies to tree trimming contractor costs for Transmission system storm restoration.
- TLNDS – Transmission Landscaping - applies to contractor costs to restore landscaping (i.e. landscaping surrounding a Duke Energy substation) damaged by a major storm.
- TOHLN – Transmission Overhead Line Restoration - applies to internal and contractor costs required to restore Transmission overhead lines damaged by a major storm.
- TUGLN – Transmission Underground Line Restoration - applies to internal and contractor costs required to restore Transmission underground lines damaged by a major storm.

19.0 Telecom and External Contacts

APCO

Area Code: (540)

Contact	Phone 1	Phone 2
TCC Roanoke	427-3613	427-3614

Duke Energy

Area Code: (704)

Contact	Phone 1	Phone 2
Transmission	382-9401	382-9402/1-800-326-6537
Generation	382-4413	382-4415
Clearance/Hot Tag Coordination Office	800-326-6528	800-326-6551

Jacksonville Electric Authority

Area Code: (904)

Contact	Phone 1	Phone 2
24-Hr Emergency	695-7151	

Santee Cooper(SCPSA)

Area Code: (843)

Contact	Phone 1	Phone 2
Control Center	761-4033	761-2961
Tom Abrams	843-761-8000, ext. 5200	

South Carolina Electric and Gas

Area Code: (803)

Contact	Phone 1	Phone 2
Control Center	799-5243	748-3265
24-Hr Emergency	733-2864	

TVA

Area Code: (423)

Contact	Phone 1	Phone 2
Control Center	751-4134	
Transmission	751-4205	1-888-882-4012
Trans-Svc/Sec Coord	751-3141	

Virginia Power Company

Area Code: (804)

Contact		
Control Center	273-3341	273-3342
24-Hr Emergency	273-3348	

20.0 Florida Emergency Operations Center

20.1 State Emergency Personnel - FL

- Florida Department of Emergency Management, ESF-12
Voice: 850-921-0165

Fax: 850-488-7841

- [Florida Disaster EOC](#)

21.0 Mutual Assistance Rosters

- [Mutual Assistance Rosters](#)

22.0 Neighboring Utility Contacts

Gulf Power Company	Supervisor, System Control	Office	(850) 444-6517
Alabama Electric Cooperative, Inc.	Supervisor, Energy Control	Cnt Ctr	(334) 222-2630
Southern Company Services	Power Coordination Center	Office	(205) 257-6303
	Manager, Operations	Office	(205) 257-6892
Virginia Power Company	Control Center	Office 24 Hour Emergency	(804) 273-3341 (804) 273-3348

23.0 Current Road Conditions

- **FLA Roads** <http://www.fhp.state.fl.us/traffic/>

24.0 Florida Support Services

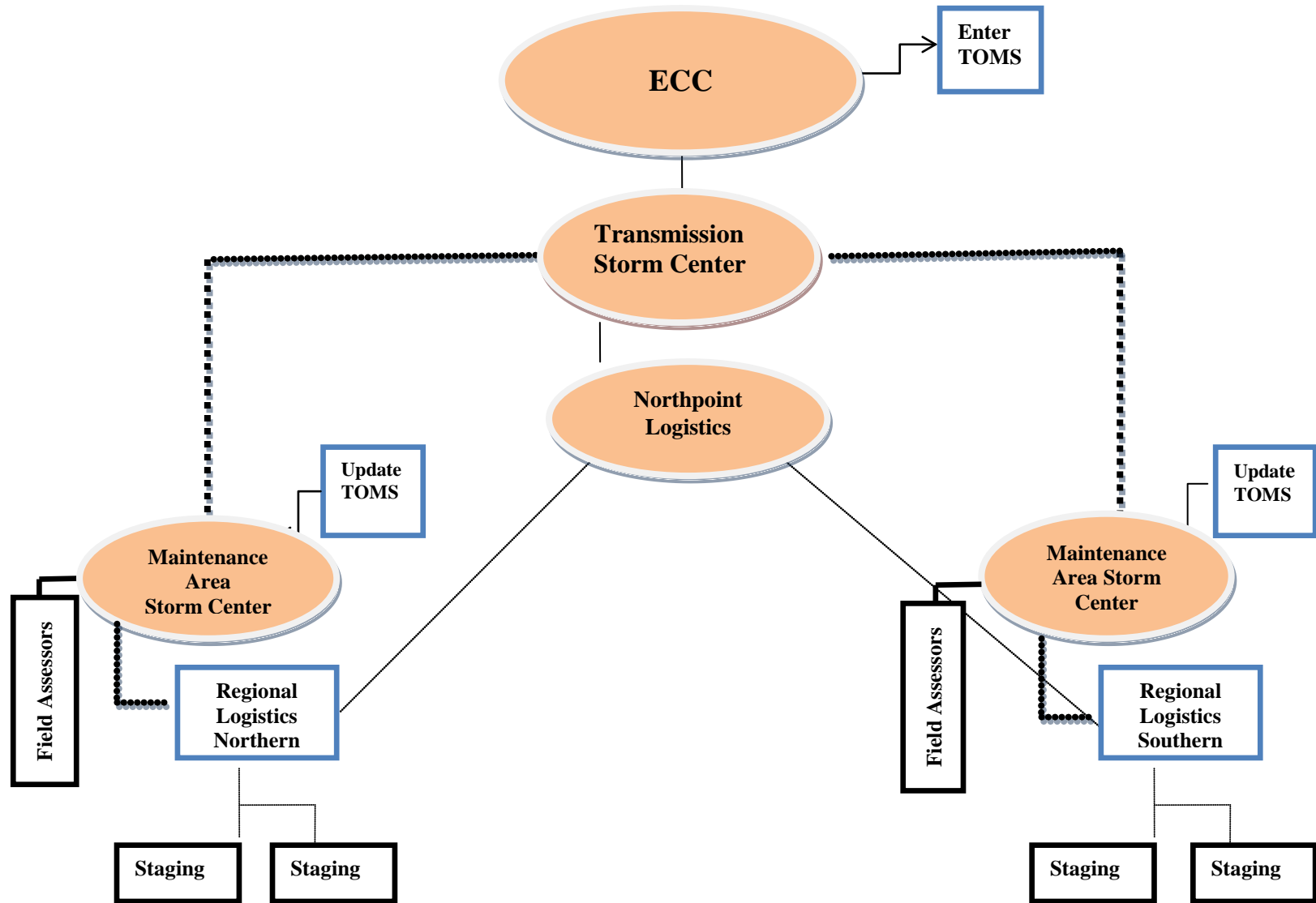
- [Transportation Storm](#)
- [Supply Chain M&S FL Storm](#)

25.0 Post Storm Analysis - FL

After any major storm, PE is required by the Florida PSC to have an analysis of the storm response and service restoration performed. This is to be done by an outside company. Potential companies for this analysis have been identified. It is the responsibility of the Manager of Transmission Line Engineering to initiate the analysis.

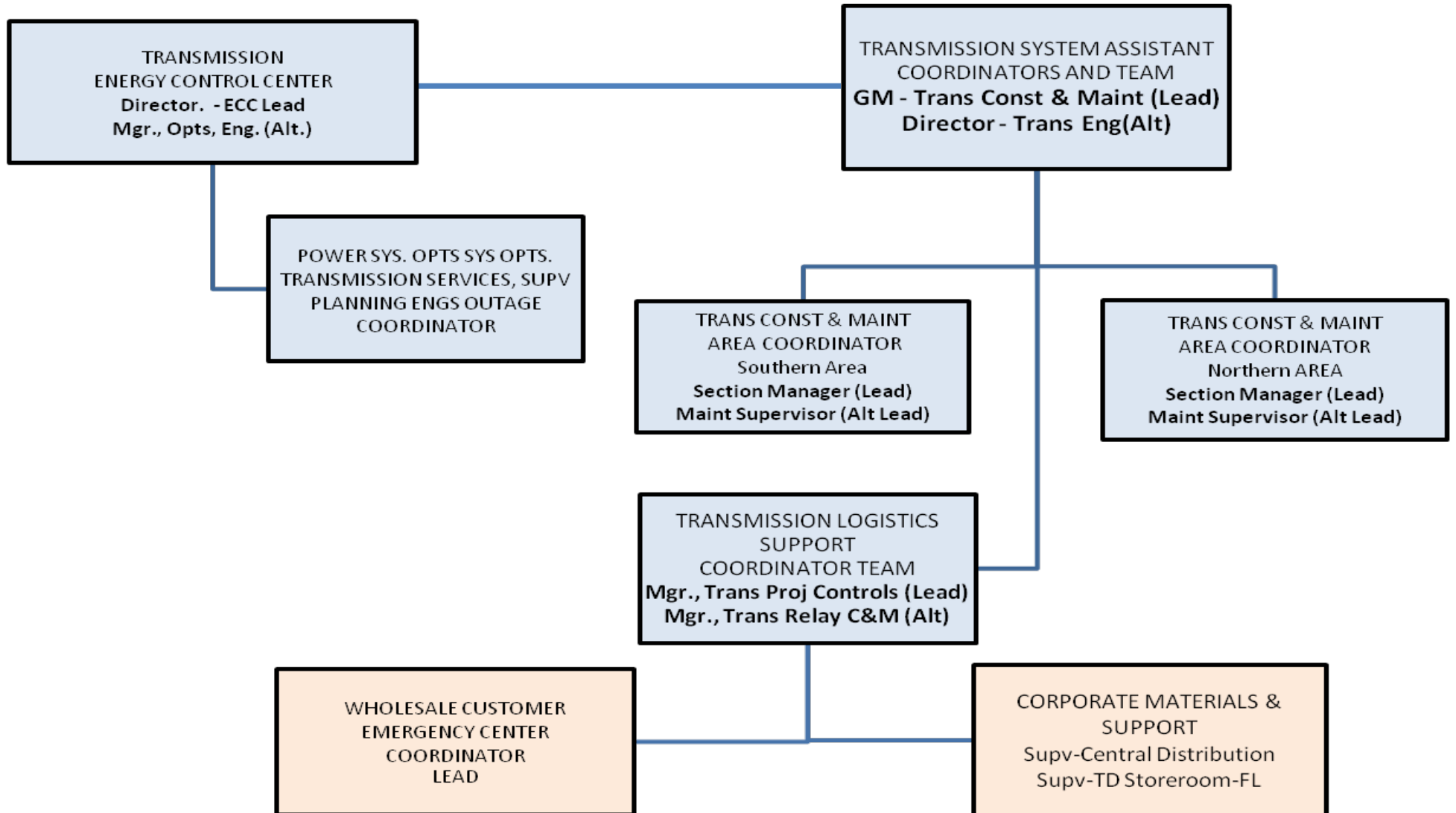
26.0 Transmission –FL Typical Storm Communications – ATTACHMENT 1

TRANSMISSION TYPICAL STORM COMMUNICATIONS



27.0 Transmission –FL Coordinator Organization Chart – ATTACHMENT 2

**TRANSMISSION SYSTEM COORDINATORS
ORGANIZATION CHART FLORIDA**



28.0 Transmission FL System Contacts

Description	Bell #	VN#	Fax Bell #	Fax VN#	Satellite#
Trans Storm Center North Point Conference Line	407-905-3523 407-905-3338	284-3523 284-3338			221651-439-728
Trans Logistics Northpoint	407-942-9565	280-2565	407-942-9568 407-942-9566 407-942-9567	280-2568 280-2566 280-2567	881651-439-727
North – Monticello <i>(Alt)</i>	850-342-2356	224-2356	850-342-2321	224-2321	
North - Crystal River <i>(Alt)</i>	352-795-0504 Ext. 6571	240-6571			81651-442-545 81651-442-546
North – Wildwood	352-748-8275	223-4275	352-748-8786	223-4786	
North – High Springs <i>(Alt)</i>	352-694-6602	220-6602	386-454-3370		
South –Buena Vista	407-938-6713	280-6713	407-938-6720	280-6720	881651-439-725 881651-439-726 881651-442-507
South - Tarpon Springs	727-939-4373	232-4373			
Wholesale Customer	407-942-9456	280-2456			
SR Lab	919-546-2350 919-546-6016	770-2350 770-6016	919-546-2684	770-2684	
Distribution	407-942-9581	280-2581	407-942-9588	280-2588	
ECC (FL)	727-344-4397 727-344-4398 727-344-4399	220-4398 220-4397 220-4399			

Dist. Op. Center	Bell #	VN#	Fax Bell#	Fax VN#	Satellite#
Clearwater	727-461-2964 (B1)	220-4201			
Seven Springs	727-372-5102	220-5102			
Walsingham	727-593-6931				
St. Petersburg	727-593-6931	220-3793			
Ocala	352-694-8420 352-694-8845	220-6420 220-6845			
Inverness	352-341-7518 352-341-7519	228-7518 228-7519			

Monticello	850-342-2298	224-2298			
Lake Wales	863-678-4501 863-678-4392	280-3501 280-3392			
Highlands	863-471-5822	280-5822			
Buena Vista	407-938-6651 407-938-6745	280-6651 280-6745			
North Central Region Storm Center	407-942-9585	280-2585			
Longwood	407-772-5300 407-772-5302	283-5300 283-5302			
Jamestown	407-359-4450 407-359-4831	239-4450 239-4831			
Apopka/Eustis	407-646-8530	237-5530			
Deland	386-943-3904 386-943-3932	286-3904 286-3932			