



***Review of
Florida's
Investor-Owned
Electric Utilities***

2 0 2 4

Service Reliability Reports



November 2025

**State of Florida
Florida Public Service Commission
Division of Engineering**

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Terms and Acronyms

AMI	Advanced Metering Infrastructure
ANSI	American National Standards Institute
CAIDI	Customer Average Interruption Duration Index
CEMI5	Customers Experiencing More Than Five Interruptions
CI	Customer Interruption
CME	Customer Momentary Events
CMI	Customer Minutes of Interruption
DSM	Demand Side Management
DEF	Duke Energy Florida, LLC
EOC	Emergency Operation Center
F.A.C.	Florida Administrative Code
FEMA	Federal Emergency Management Agency
FPL	Florida Power & Light Company
FPUC	Florida Public Utilities Company
GIS	Geographic Information System
Gulf	Gulf Power Company
IEEE	Institute of Electrical and Electronics Engineers, Inc.
IOU	The Five Investor-Owned Electric Utilities: FPL, DEF, TECO, Gulf, and FPUC
L-Bar	Average Duration of Customer Service Outage Events Lasting A Minute or Longer
MAIFle	Momentary Average Interruption Event Frequency Index
N	Number of Outages
NWS	National Weather Service
OMS	Outage Management System
RDUP	Rural Development Utility Program
SCADA	Supervisory Control and Data Acquisition
SAIDI	System Average Interruption Duration Index
SAIFI	System Average Interruption Frequency Index
TECO	Tampa Electric Company
VMP	Vegetation Management Program

Reliability Metrics

Average Duration of Outage Events (L-Bar) is the sum of each outage event duration for all outage events during a given time period, divided by the number of outage events over the same time within a specific area of service.

Customer Average Interruption Duration Index (CAIDI) is an indicator of average interruption duration, or the time to restore service to interrupted customers. CAIDI is calculated by dividing the total system customer minutes of interruption by the number of customer interruptions. ($CAIDI = CMI \div CI$, also $CAIDI = SAIDI \div SAIFI$).

Customers Experiencing More Than Five Interruptions (CEMI5) is the number of retail customers that have experienced more than five service interruptions. (CEMI5 in this review is a customer count shown as a percentage of total customers.)

Customer Interruptions (CI) is the number of customer service interruptions, which lasted one minute or longer.

Customer Minutes of Interruption (CMI) is the number of minutes that a customer's electric service was interrupted for one minute or longer.

Customer Momentary Events (CME) is the number of customer momentary service interruptions, which lasted less than one minute measured at the primary circuit breaker in the substation.

Momentary Average Interruption Event Frequency Index (MAIFIE) is an indicator of average frequency of momentary interruptions or the number of times there is a loss of service of less than one minute. MAIFIE is calculated by dividing the number of momentary interruption events recorded on primary circuits by the number of customers served. ($MAIFIE = CME \div C$)

Number of Outage Events (N) measures the primary causes of outage events and identifies feeders with the most outage events.

System Average Interruption Duration Index (SAIDI) is a composite indicator of outage frequency and duration and is calculated by dividing the customer minutes of interruptions by the number of customers served on a system. ($SAIDI = CMI \div C$, also $SAIDI = SAIFI \times CAIDI$)

System Average Interruption Frequency Index (SAIFI) is an indicator of average service interruption frequency experienced by customers on a system. It is calculated by dividing the number of customer interruptions by the number of customers served. ($SAIFI = CI \div C$, also $SAIFI = SAIDI \div CAIDI$)

Executive Summary

The Florida Public Service Commission (FPSC or Commission) has jurisdiction to monitor the reliability of electric service provided by Florida's investor-owned electric utilities (IOUs) for maintenance, operational, and emergency purposes.¹ This report is a compilation of the 2024 electric distribution reliability data filed by Florida's IOUs. The data is presented using tables and figures so that trends in each IOU's service reliability may be easily observed. This data may be used during rate cases, show cause dockets, and in resolving customer complaints.

Monitoring service reliability is achieved through a review of service reliability metrics provided by the IOUs, pursuant to Rule 25-6.0455, Florida Administrative Code (F.A.C.).² Service reliability metrics are intended to reflect changes over time in system average performance, regional performance, and sub-regional performance. For a given system, increases in the value of a given reliability metric denote declining reliability in the service provided. Comparison of the year-to-year levels of the reliability metrics may reveal changes in performance, which indicates the need for additional investigation, or work in one or more areas. Rule 25-6.0455, F.A.C., requires the IOUs to file distribution reliability reports to track adjusted performance that excludes events such as planned outages for maintenance, generation disturbances, transmission disturbances, wildfires, and extreme acts of nature such as tornadoes and hurricanes. This "adjusted" data provides an indication of the distribution system performance on a normal day-to-day basis.

The active hurricane seasons of 2004 and 2005 revealed the importance of collecting reliability data that reflects the total reliability experience from the customer perspective. In June 2006, Rule 25-6.0455, F.A.C., was revised to require each IOU to provide both "actual" and "adjusted" performance data for the prior year. This data provides insight concerning the overall reliability performance of each utility.

Also, in 2006 and 2007, the scope of the IOU's Annual Distribution Service Reliability Report was expanded to include status reports on the various storm hardening and preparedness initiatives required by the Commission.³ In 2019, the Florida Legislature enacted Section 366.96, Florida Statutes (F.S.). This statute requires each IOU to file a transmission and distribution storm protection plan (SPP) that covers the immediate 10-year planning period. Section 366.96 (10), F.S., requires that the Commission submit an annual report on the status of the utilities' SPP activities to the Legislature by December 1. As such, IOUs are required to submit an annual status report on their SPP programs and projects to the Commission by June 1.⁴ Beginning in

¹ Sections 366.04(2)c and 366.05, Florida Statutes.

² The Commission does not have rules or statutory authority requiring municipal electric utilities and rural electric cooperative utilities to file service reliability metrics.

³ Wooden Pole Inspection Orders: FPSC Order No. PSC-06-0144-PAA-EI, issued February 27, 2006, in Docket No. 20060078-EI; and FPSC Order Nos. PSC-06-0778-PAA-EU, issued September 18, 2006, PSC-07-0078-PAA-EU, issued January 29, 2007, in Docket No. 20060531-EU.

Storm Preparedness Initiative Orders: FPSC Order Nos. PSC-06-0351-PAA-EI, issued April 25, 2006, PSC-06-0781-PAA-EI, issued September 19, 2006, PSC-06-0947-PAA-EI, issued November 13, 2006, and PSC-07-0468-FOF-EI, issued May 30, 2007, in Docket No. 20060198-EI.

⁴ See Rule 25-6.030(4), Storm Protection Plan, F.A.C.

2021, the updates on storm hardening and preparedness initiatives that were previously included in this report were included in the Commission’s report to the Legislature. Since Section 366.96, F.S. only requires IOUs to file an SPP, the Municipal Electric Utilities and Rural Electric Cooperative Utilities continue to provide updates of their storm hardening efforts as indicated in Appendices B and C of this report.

The most recent Distribution Reliability Reports of Duke Energy Florida, LLC (DEF), Florida Power & Light Company (FPL),⁵ Florida Public Utilities Company (FPUC), Tampa Electric Company (TECO), and responses to staff’s data requests were sufficient to perform the 2024 review.

The following company specific summaries provide highlights of the observed patterns.

⁵ While FPL and Gulf Power Company merged in 2020, the systems were not fully integrated, and therefore, separate reports were filed for the 2020 and 2021 Reliability Reports. The consolidated data for FPL began in 2022. For purposes of this report, FPL or Consolidated FPL, refers to the current company which consists of Former FPL and Former Gulf.

Service Reliability of Duke Energy Florida, LLC

The unadjusted data for DEF indicates that its 2024 allowable exclusions accounted for approximately 97 percent of all excluded Customer Minutes of Interruption (CMI). The “Named Storms” category accounted for approximately 96 percent of the total unadjusted CMI. DEF experienced outages associated with Hurricanes Debby, Helene, and Milton, five tornadoes, and an Emergency Operation Center (EOC) activation.

On an adjusted basis, DEF’s 2024 System Average Interruption Duration Index (SAIDI) was 70 minutes, decreasing its adjusted SAIDI by 1 minute from the 2023 results. The trend for the SAIDI over the five-year period of 2020 to 2024 is trending downward. The System Average Interruption Frequency Index (SAIFI) in 2024 was 0.83 interruptions, indicating a 3 percent decrease from 2023. The Customer Average Interruption Duration Index (CAIDI) increased for 2024 compared to 2023. Over the five-year period, the SAIFI and CAIDI are both trending downward.

In **Figure 2-8**, DEF’s Top Five Outage Causes, the category “Defective Equipment” is in the top spot, representing 29 percent of the total number of outages. The subsequent categories were “Unknown” (27 percent) and “Vegetation” (20 percent), followed by “Animals” (8 percent) and “Lightning” (7 percent). The “Animals” category is trending downward for the five-year period of 2020 to 2024, having a 22 percent decrease in 2024. The “Vegetation” category is trending downward for the same period with a 0.2 percent increase from 2023 to 2024. The “Defective Equipment” category increased between 2023 and 2024 and is trending downward for the five-year period. The “Unknown” and “Lightning” categories had increases in 2024 and are trending upward for the five-year period.

Figure 3-10 shows the percentage of reliability complaints, compared to the total number of complaints filed with the Commission for DEF, which increased to 5.6 percent in 2024 from 4.0 percent in 2023. Over the five-year period from 2020 to 2024, DEF’s reliability related complaints have been trending downward.

Service Reliability of Florida Power & Light Company

The unadjusted data for FPL indicates that its 2024 allowable exclusions accounted for approximately 94 percent of the total CMI. The “Named Storms” category accounted for approximately 92 percent of the CMI excluded. In addition, FPL’s service area was affected by ten tornadoes, Hurricanes Debby, Francine, Helene, Milton, and Rafael, and five EOC activations.

FPL’s 2024 metrics on an adjusted basis include SAIDI, which was reported as 42 minutes, compared to 43 minutes in 2023. The 2024 SAIFI for FPL was reported as 0.55 interruptions, compared to 0.62 interruptions in 2023. FPL’s 2024 CAIDI was reported as 77 minutes, compared to 69 minutes in 2023.

“Defective Equipment” (40 percent) and “Vegetation” (18 percent) outages were the leading causes of outage events for 2024. The next three outage causes are “Animals” (11 percent), “Unknown Causes” (10 percent), and “Other Causes” (9 percent). All categories had decreases when compared to the outage events of 2023, except “Defective Equipment” that had a 4 percent increase.

Complaints related to FPL’s reliability increased from 0.1 percent in 2023 to 0.4 percent in 2024. FPL’s reliability related complaints appear to be trending downward, as shown in **Figure 3-10**.

Service Reliability of Florida Public Utilities Company

The unadjusted data for FPUC indicates that its 2024 allowable exclusions accounted for approximately 74 percent of the total CMI. The “Named Storms” category accounted for approximately 44 percent of the CMI excluded. FPUC reported that during 2024, both the Northwest and Northeast divisions were impacted by Hurricanes Debby and Helene. The Northeast division was impacted by Hurricane Milton, and the Northwest division was impacted by two tornadoes and an EOC activation.

The 2024 adjusted data for FPUC’s SAIDI was 205 minutes, a 27 percent increase from 161 minutes reported in the previous year. The SAIFI increased from 1.37 interruptions in 2023 to 1.58 interruptions in 2024. The CAIDI value in 2024 was 130 minutes, an increase from 117 minutes in 2023.

As shown in **Figure 2-23**, “Vegetation” (29 percent) was the number one cause of outages in 2024, followed by “Animals” (20 percent), “Unknown” (18 percent), “Lightning” (11 percent), and “Defective Equipment” (8 percent). “Defective Equipment” attributed outages increased in 2024, as “Animals,” “Lightning,” “Unknown,” and “Vegetation” caused outages decreased.

FPUC’s reliability related complaints were minimal. In 2024, the Utility had four reliability related complaints filed with the Commission. When comparing reliability complaints per 10,000 customers, the changes in FPUC’s results can be attributed to its small customer base, which averages 30,000 or fewer customers. For the last five years, the percentage of reliability related complaints against FPUC appears to be trending downward.

Service Reliability of Tampa Electric Company

The adjusted data for TECO indicates that its 2024 allowable exclusions accounted for approximately 98 percent of the CMI. Hurricanes Debby, Helene, and Milton affected TECO’s service area during 2024. The “Named Storms” category accounted for approximately 97.9 percent of the CMI. No tornadoes impacted TECO’s service area in 2024.

The adjusted SAIDI increased from 57 minutes in 2023 to 69 minutes in 2024, and represents a 21 percent decline in performance. The SAIFI increased to 1.03 interruptions from 0.82 interruptions in the previous year. The CAIDI decreased 4 percent to 67 minutes from 70 minutes reported in 2023.

“Defective Equipment” (25 percent), “Vegetation” (20 percent), and “All Other Causes” (14 percent) were the largest contributors to TECO’s causes of outage events followed by “Unknown Causes” (12 percent) and “Lightning” (10 percent). **Figure 2-31** illustrates the top five outage causes. “Defective Equipment,” the leading cause of outages, has been trending upward since 2020 with a 21 percent increase in outages when compared to the previous year. The outage causes for “All Other Causes,” and “Unknown Causes,” are trending upward as “Vegetation” and “Lightning” outage causes are trending downward.

TECO's percentage of total service reliability related complaints decreased from 8.2 percent in 2023 to 6.1 percent in 2024. TECO's percentage of service reliability complaints is trending downward over the period of 2020 to 2024.

Review Outline

This review primarily relies on the March 2025 Reliability Reports filed by the IOUs for the 2024 reliability performance data. A section addressing trends in reliability related complaints is also included. Staff's review consists of four sections:

- ◆ **Section I:** Each utility's actual 2024 distribution service reliability data and support for each of its adjustments to the actual service reliability data.
- ◆ **Section II:** Each utility's 2024 distribution service reliability based on adjusted service reliability data and staff's observations of overall service reliability performance.
- ◆ **Section III:** Inter-utility comparisons and the volume of reliability related customer complaints for 2020 to 2024.
- ◆ **Section IV:** Appendices containing detailed utility specific data of the IOUs and summaries of the municipal and rural cooperative utilities.

Section I: Actual Distribution Service Reliability

Electric utility customers are affected by all outage and momentary events, regardless of where problems originate. For example, generation events and transmission events, while remote from the distribution system serving a customer, affect the distribution service experience. Actual reliability data is the accumulation of these events.

The actual reliability data includes two subsets of outage data: (1) data on excludable events; and (2) data pertaining to normal day-to-day activities. Rule 25-6.0455(4), F.A.C., explicitly lists outage events that may be excluded:

- ◆ Planned service interruptions.
- ◆ A storm named by the National Weather Service.
- ◆ A tornado recorded by the National Weather Service.
- ◆ Ice on lines.
- ◆ A planned load management event.
- ◆ Any electric generation or transmission event not governed by subsection Rule 25-6.018(2) and (3) F.A.C.
- ◆ An extreme weather or fire event causing activation of the county emergency operation center.

This section provides an overview of each IOU's actual 2024 performance data and focuses on the exclusions allowed by the rule.

Duke Energy Florida, LLC: Actual Data

Table 1-1 provides an overview of key DEF metrics: Customer Minutes of Interruption (CMI) and Customer Interruptions (CI) for 2024. Excludable outage events accounted for approximately 97 percent of the minutes of interruption experienced by DEF’s customers. DEF experienced outages associated with Hurricane Debby, which impacted its service area on August 4 - 7, 2024, Hurricane Helene on September 25 – October 5, 2024, and Hurricane Milton on October 9 – 16, 2024. On January 9, 2024, DEF reported that the Florida Department of Emergency Management (FDEM) activated the state EOC in preparation of a severe squall line, with embedded tornadic circulations and damaging straight line winds. In addition, five tornadoes affected the following regions:

- ◆ North Coastal region on February 4, May 10, June 16, and August 28, 2024
- ◆ North Central region on June 6, 2024

The “Planned Service Interruptions” events accounted for approximately 0.4 percent of the excludable minutes of interruptions. “Planned Service Interruptions” include any outages that were part of any work, new customers/load being added to existing services (new revenue), relocations, or upgrades. DEF stated that the transmission events accounted for approximately 0.3 percent of the minutes of interruptions. DEF asserted that the initiating causes varied from equipment failures to weather. The sustained causes also varied from animals to equipment failure.

Table 1-1
DEF’s 2024 Customer Minutes of Interruptions and Customer Interruptions

2024	Customer Minutes of Interruption (CMI)		Customer Interruptions (CI)	
	Value	% of Actual	Value	% of Actual
Reported Actual Data	4,415,632,466		4,353,885	
Documented Exclusions				
Planned Service Interruptions	16,620,331	0.38%	251,831	5.78%
Named Storms	4,233,799,536	95.88%	2,185,912	50.21%
Tornadoes	6,706,962	0.15%	17,116	0.39%
Ice on Lines		0.00%		0.00%
Planned Load Management Events		0.00%		0.00%
Generation/Transmission Events	12,676,647	0.29%	163,920	3.76%
Extreme Weather (EOC Activation/Fire)	4,858,507	0.11%	55,776	1.28%
Reported Adjusted Data	140,970,483	3.19%	1,679,330	38.57%

Source: DEF’s 2024 distribution service reliability report.

Florida Power & Light Company: Actual Data

Table 1-2 provides an overview of FPL's CMI and CI figures for 2024. Excludable outage events accounted for approximately 94 percent of the minutes of interruption experienced by FPL's customers. FPL reported ten tornadoes, and the following named storms: Hurricane Debby impacted FPL's service territories on August 3-8, 2024, Hurricane Francine on September 11-12, 2024, Hurricane Helene on September 25 through October 3, 2024, Hurricane Milton on October 9-20, 2024, and Hurricane Rafael on November 6-7, 2024. In addition, the EOC in Okaloosa County was activated on January 8, 2024, due to heavy rain, wind, and tornado threats. From January 9-11, 2024, the State EOC was activated due to severe weather associated with a strong cold front, significant wind gusts, thunderstorms, and multiple tornados. The Santa Rosa County EOC was activated from January 16-18, 2024, due to high impact weather from a squall line. The EOCs in Baker, Columbia, and Suwannee counties were activated from May 10-12, 2024, due to intense thunderstorms, numerous tornados, and strong wind gusts. The State EOC was activated from June 11-14, 2024, due to a broad area of low pressure producing serve weather, widespread heavy rainfall and flooding across portions of South Florida. The ten tornadoes affected the following regions:

- ◆ Central Broward region on January 6, 2024
- ◆ Treasure Coast region on January 15-16, 2024
- ◆ Central Broward, North Dade, and South Broward regions on February 18, 2024
- ◆ Pensacola region on April 10-11, 2024
- ◆ North Florida region on April 11-12, 2024
- ◆ Fort Walton region on May 10-11, 2024
- ◆ Fort Walton region on May 13, 2024
- ◆ Treasure Coast region on June 12, 2024
- ◆ Brevard region on June 27, 2024
- ◆ North Florida region on July 20, 2024

Table 1-2
FPL's 2024 Customer Minutes of Interruptions and Customer Interruptions

2024	Customer Minutes of Interruption (CMI)		Customer Interruptions (CI)	
	Value	% of Actual	Value	% of Actual
Reported Actual Data (1)	4,216,348,901		7,984,063	
Documented Exclusions				
Planned Service Interruptions	19,861,149	0.47%	216,335	2.71%
Named Storms	3,892,055,176	92.31%	4,138,167	51.83%
Tornadoes	15,363,014	0.36%	108,934	1.36%
Ice on Lines	0	0.00%	0	0.00%
Planned Load Management Events	0	0.00%	0	0.00%
Generation/Transmission Events (2)	8,361,851	0.20%	599,038	7.50%
Extreme Weather (EOC Activation/Fire)	35,458,172	0.84%	207,124	2.59%
Reported Adjusted Data	253,611,389	6.01%	3,313,503	41.50%

Source: FPL's 2024 distribution service reliability report.

Notes: (1) Excludes Generation/Transmission Events per Rule 25-6.0455(2), F.A.C., and (2) Information Only, as reported actual data already excludes Generation/Transmission Events.

Florida Public Utilities Company: Actual Data

Table 1-3 provides an overview of FPUC’s CMI and CI figures for 2024. Excludable outage events accounted for approximately 74 percent of the minutes of interruption experienced by FPUC’s customers. The “Named Storms” events accounted for approximately 44 percent of the minutes of interruption. The Northwest Division was impacted by two tornados on January 9 and 29, 2024, and a Jackson County EOC activation due to severe weather on January 9-16, 2024. The Northeast and Northwest Divisions were impacted by Hurricane Debby on August 4-6, 2024, and Hurricane Helene on September 25-30, 2024. The Northeast Division was impacted by Hurricane Milton on October 9-11, 2024.

The Northeast division experienced several transmission outages throughout 2024. The outages were related to insulator failures. The Northwest Division did not have any transmission outages or substation outages. Additionally, both divisions had several planned outages that allowed FPUC to perform maintenance to different sections of the distribution system.

Table 1-3
FPUC’s 2024 Customer Minutes of Interruptions and Customer Interruptions

2024	Customer Minutes of Interruption (CMI)		Customer Interruptions (CI)	
	Value	% of Actual	Value	% of Actual
Reported Actual Data	23,459,294		84,301	
Documented Exclusions				
Planned Service Interruptions	196,907	0.84%	2,955	3.51%
Named Storms	10,228,578	43.60%	22,916	27.18%
Tornadoes	298,366	1.27%	190	0.23%
Ice on Lines	0	0.00%	0	0.00%
Planned Load Management Events	0	0.00%	0	0.00%
Generation/Transmission Events	1,099,352	4.69%	5,970	7.08%
Extreme Weather (EOC Activation/Fire)	5,451,998	23.24%	4,568	5.42%
Reported Adjusted Data	6,184,093	26.36%	47,702	56.59%

Source: FPUC’s 2024 distribution service reliability report.

Tampa Electric Company: Actual Data

Table 1-4 provides an overview of TECO’s CMI and CI figures for 2024. Excludable outage events accounted for approximately 98 percent of the minutes of interruption experienced by TECO’s customers. All of TECO’s service area was impacted by Hurricanes Debby, Helene, and Milton. Hurricane Debby impacted TECO’s service areas on August 4 through 5, 2024. Hurricane Helene impacted TECO’s service areas on September 25 through 30, 2024. Hurricane Milton impacted TECO’s service areas on October 9 through 18, 2024.

The “Planned Service Interruptions” events accounted for approximately 0.37 percent of the minutes of interruption. TECO reported that when working “Planned Service Interruptions,” the affected system is temporarily de-energized to safely complete work that has been requested by customers for various reasons. In addition, “Generation/Transmission Events” accounted for approximately 0.10 percent of the minutes of interruptions. In 2024, TECO reported 16 transmission outages due to animals, vehicle collision, vegetation, equipment failures, human error, and weather. TECO reported 142 substation outages in 2024. The causes listed included equipment failures and animal contacts.

Table 1-4
TECO’s 2024 Customer Minutes of Interruptions and Customer Interruptions

2024	Customer Minutes of Interruption (CMI)		Customer Interruptions (CI)	
	Value	% of Actual	Value	% of Actual
Reported Actual Data	3,782,010,377		3,300,353	
Documented Exclusions				
Planned Service Interruptions	13,939,199	0.37%	313,108	9.49%
Named Storms	3,704,146,987	97.94%	1,960,341	59.40%
Tornadoes	0	0.00%	0	0.00%
Ice on Lines	0	0.00%	0	0.00%
Planned Load Management Events	0	0.00%	0	0.00%
Generation/Transmission Events	3,623,266	0.10%	132,090	4.00%
Extreme Weather (EOC Activation/Fire)	0	0.00%	0	0.00%
Reported Adjusted Data	60,300,925	1.59%	894,814	27.11%

Source: TECO’s 2024 distribution service reliability report and responses to staff data requests.

Section II: Adjusted Distribution Service Reliability Review of Individual Utilities

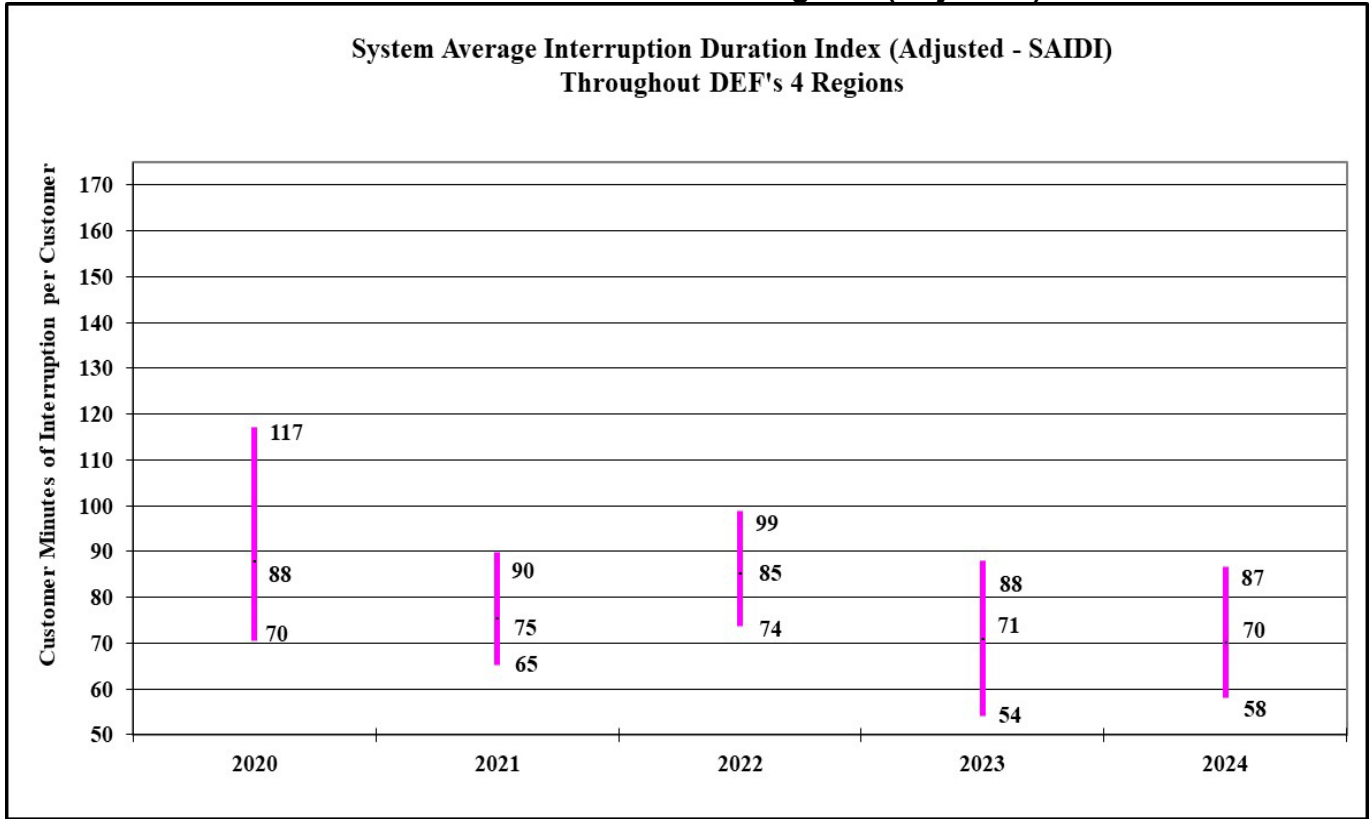
The adjusted distribution reliability metrics or indices provide insight into potential trends in a utility's daily practices and maintenance of its distribution facilities. This section of the review is based on each utility's reported adjusted data.

Duke Energy Florida, LLC: Adjusted Data

Figure 2-1 charts the adjusted SAIDI recorded across DEF's system and depicts decreases in the highest and the average values in 2024. The lowest value of SAIDI had an increase in 2024. DEF reported that in 2024, it experienced five tornadoes, an EOC activation, and three hurricanes. The overall impact to DEF from extreme weather was higher than the previous five-year average.

DEF's service territory is comprised of four regions: North Coastal, South Coastal, North Central, and South Central. **Figure 2-1** illustrates that the North Coastal and North Central regions had the poorest SAIDI over the last five years, fluctuating between 87 minutes and 117 minutes. While the South Coastal and South Central regions had the best or lowest SAIDI for the same period. The North Coastal region is predominantly a rural area and has more square miles when compared to the other regions. This region is also served by predominantly long circuits, with approximately 7,335 miles of overhead and underground main circuits. DEF explained that these factors result in higher exposure to outage causes and higher reliability indices.

**Figure 2-1
SAIDI Across DEF's Four Regions (Adjusted)**



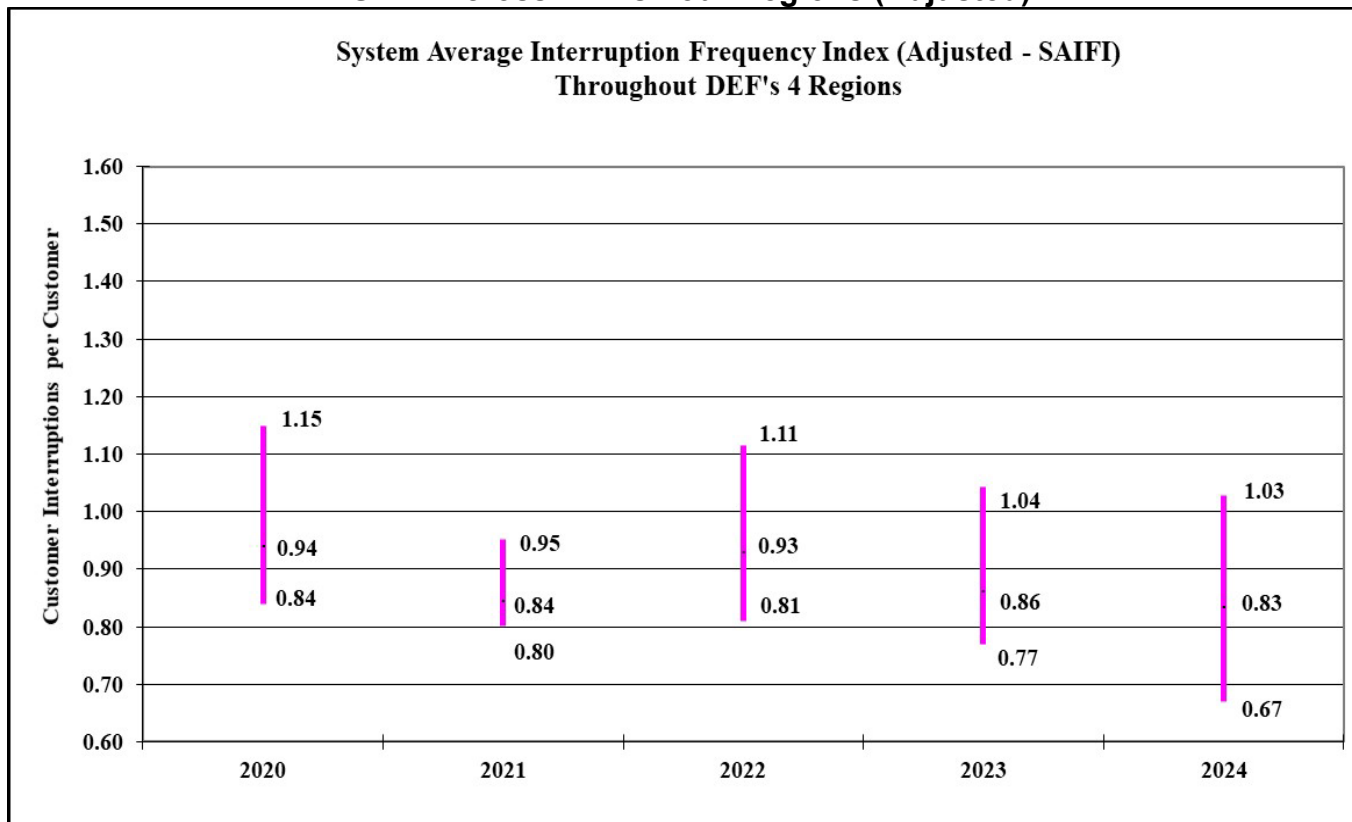
**DEF's Regions with the Highest and Lowest Adjusted SAIDI Distribution Reliability
Performance by Year**

	2020	2021	2022	2023	2024
Highest SAIDI	North Coastal	North Coastal	North Central	North Coastal	North Coastal
Lowest SAIDI	South Central	South Central	South Central	South Coastal	South Central

Source: DEF's 2020-2024 distribution service reliability reports.

Figure 2-2 shows the adjusted SAIFI across DEF’s system. The minimum, average, and maximum SAIFI are trending downward for the five-year period of 2020 to 2024. There was a 13 percent decrease for the minimum value, a 3 percent decrease for the average value, and a 1 percent decrease for the maximum value from 2023 to 2024. The South Central region had the lowest number of interruptions, while the North Coastal region continues to have the highest number of interruptions.

**Figure 2-2
SAIFI Across DEF’s Four Regions (Adjusted)**



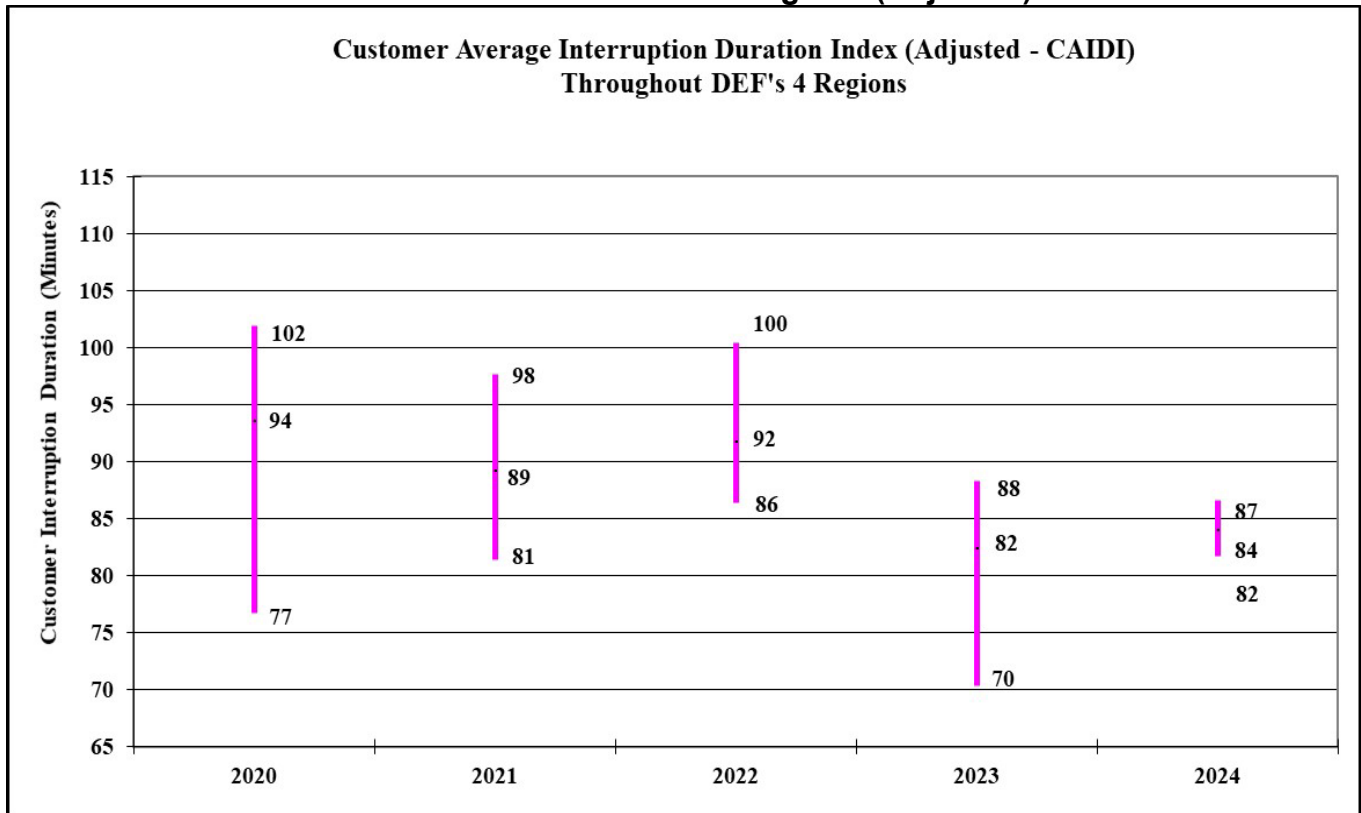
**DEF's Regions with the Highest and Lowest Adjusted SAIFI Distribution Reliability
Performance by Year**

	2020	2021	2022	2023	2024
Highest SAIFI	North Coastal	North Coastal	North Coastal	North Coastal	North Coastal
Lowest SAIFI	North Central	South Central	South Central	South Coastal	South Central

Source: DEF’s 2020-2024 distribution service reliability reports.

Figure 2-3 illustrates the CAIDI, or the average number of minutes a customer is without power when a service interruption occurs, for DEF’s four regions. DEF’s adjusted CAIDI is decreasing for the five-year period from 94 minutes in 2020 to 84 minutes in 2024. The South Central region had the highest CAIDI level for 2024, with the maximum CAIDI is trending downward. The South Coastal region had the lowest CAIDI level during the same period, with the minimum CAIDI also trending downward.

**Figure 2-3
CAIDI Across DEF's Four Regions (Adjusted)**



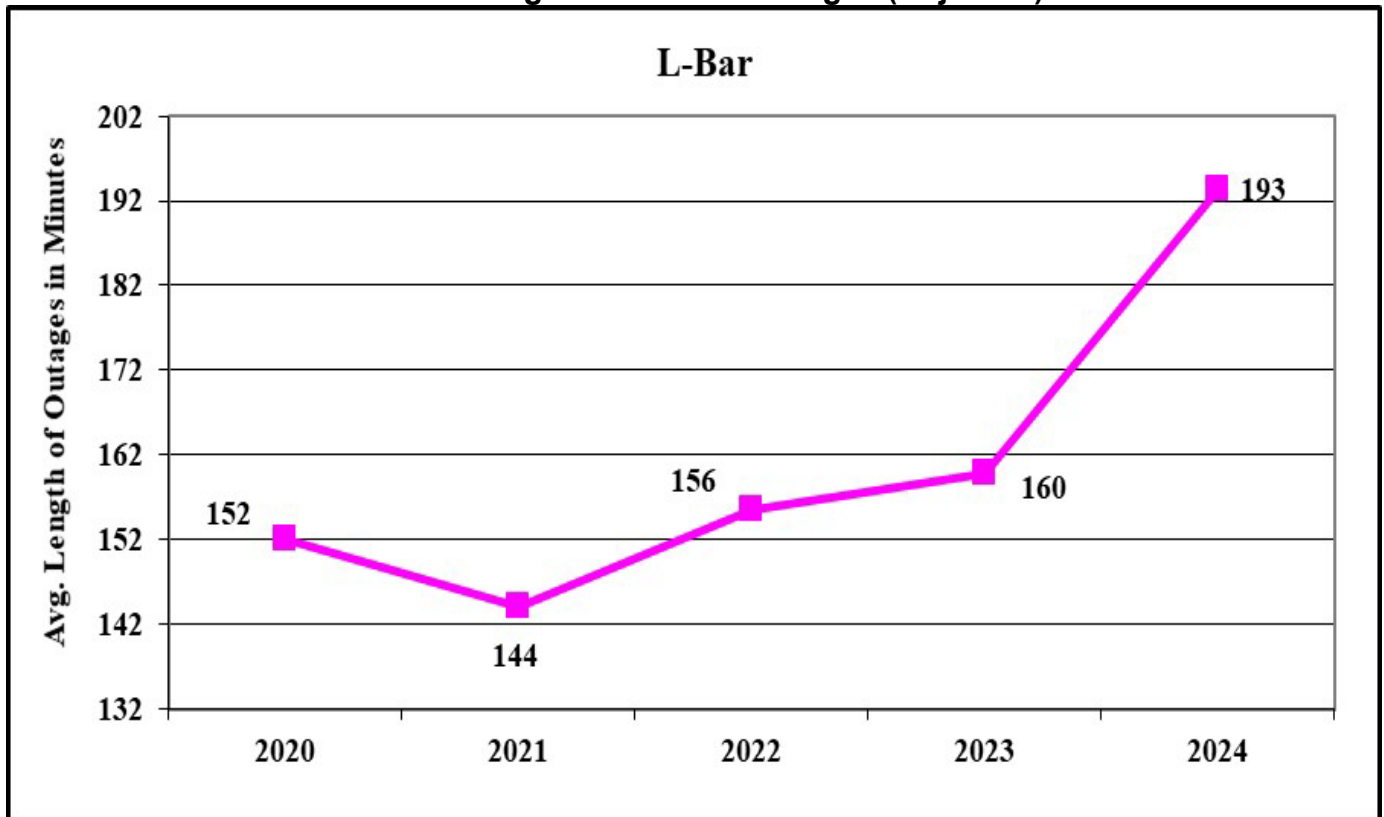
**DEF's Regions with the Highest and Lowest Adjusted CAIDI Distribution Reliability
Performance by Year**

	2020	2021	2022	2023	2024
Highest CAIDI	North Coastal	North Central	North Central	South Central	South Central
Lowest CAIDI	South Central	South Central	North Coastal	South Coastal	South Coastal

Source: DEF’s 2020-2024 distribution service reliability reports.

Figure 2-4 is the average length of time DEF spends restoring service to customers affected by outage events, excluding hurricanes and certain other outage events, otherwise known as L-Bar. The data demonstrates an overall 27 percent increase of outage durations since 2020, with a 21 percent increase from 2023 to 2024. DEF's overall L-Bar index is trending upward, indicating that DEF is spending more time restoring service from outage events.

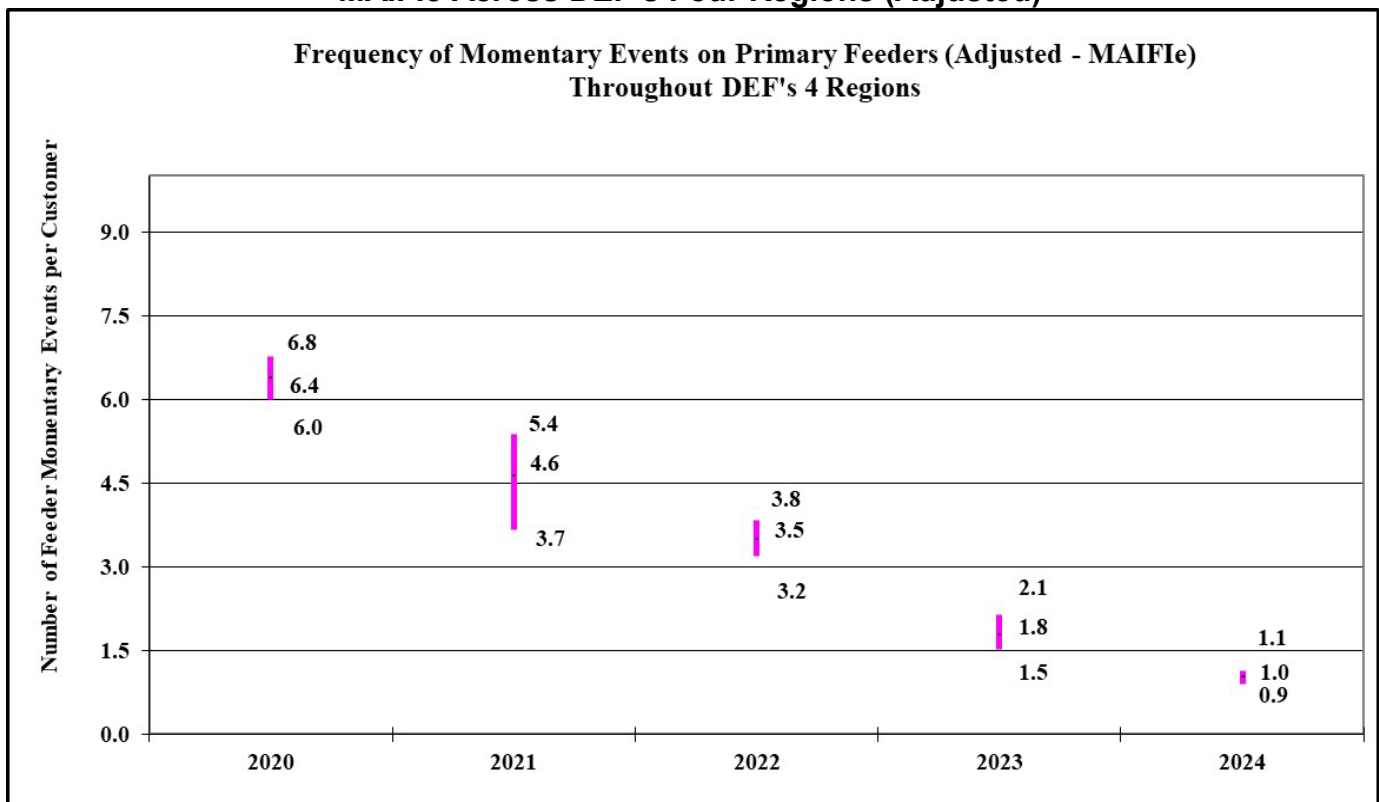
Figure 2-4
DEF's Average Duration of Outages (Adjusted)



Source: DEF's 2020-2024 distribution service reliability reports.

Figure 2-5 illustrates the frequency of momentary events on primary circuits for DEF's customers recorded across its system, otherwise known as MAIFle. These momentary events often affect a small group of customers. A review of the supporting data suggests that the MAIFle results between 2020 and 2024 appear to be trending downward showing improvement and there was a decrease in the average MAIFle of 44 percent from 2023 to 2024. The South Central, North Coastal, and North Central regions appear to fluctuate between having the best (lowest) results and the North Central, and South Coastal fluctuate between having the worst (highest) results. From 2023 to 2024, the highest MAIFle decreased by 48 percent and the lowest MAIFle decreased by 40 percent.

**Figure 2-5
MAIFle Across DEF's Four Regions (Adjusted)**



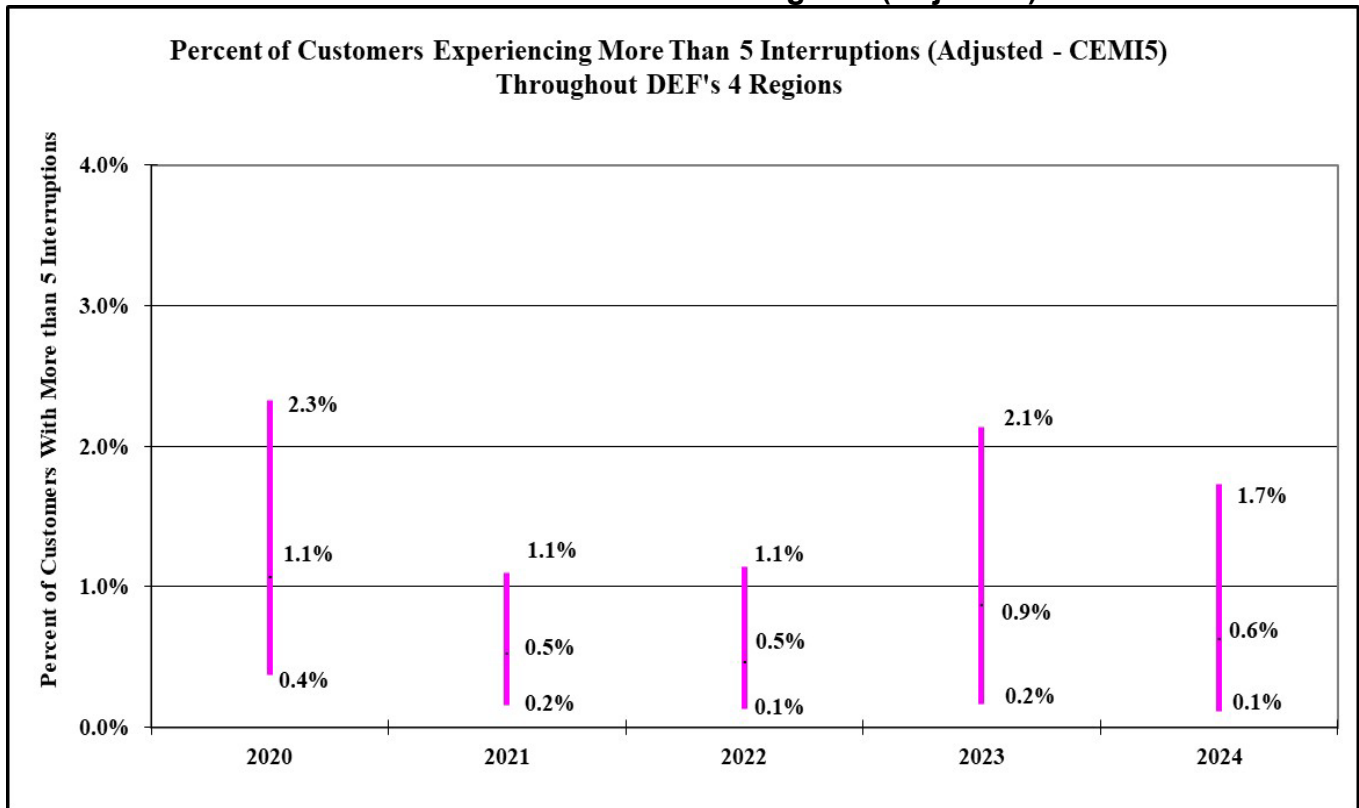
**DEF's Regions with the Highest and Lowest Adjusted MAIFle Distribution Reliability
Performance by Year**

	2020	2021	2022	2023	2024
Highest MAIFle	North Central	North Coastal	North Central	South Central	North Coastal
Lowest MAIFle	South Coastal	South Coastal	South Coastal	South Coastal	North Central

Source: DEF's 2020-2024 distribution service reliability reports.

Figure 2-6 charts the percentage of DEF’s customers experiencing more than five interruptions over the last five years, otherwise known as CEMI5. DEF reported the average CEMI5 decreased from 2023 to 2024 with the average CEMI5 trending downward over the past five years. The South Coastal region has the lowest reported percentage for all of DEF’s regions and the North Coastal region continues to have the highest reported percentage.

**Figure 2-6
CEMI5 Across DEF’s Four Regions (Adjusted)**



**DEF's Regions with the Highest and Lowest Adjusted CEMI5 Distribution Reliability
Performance by Year**

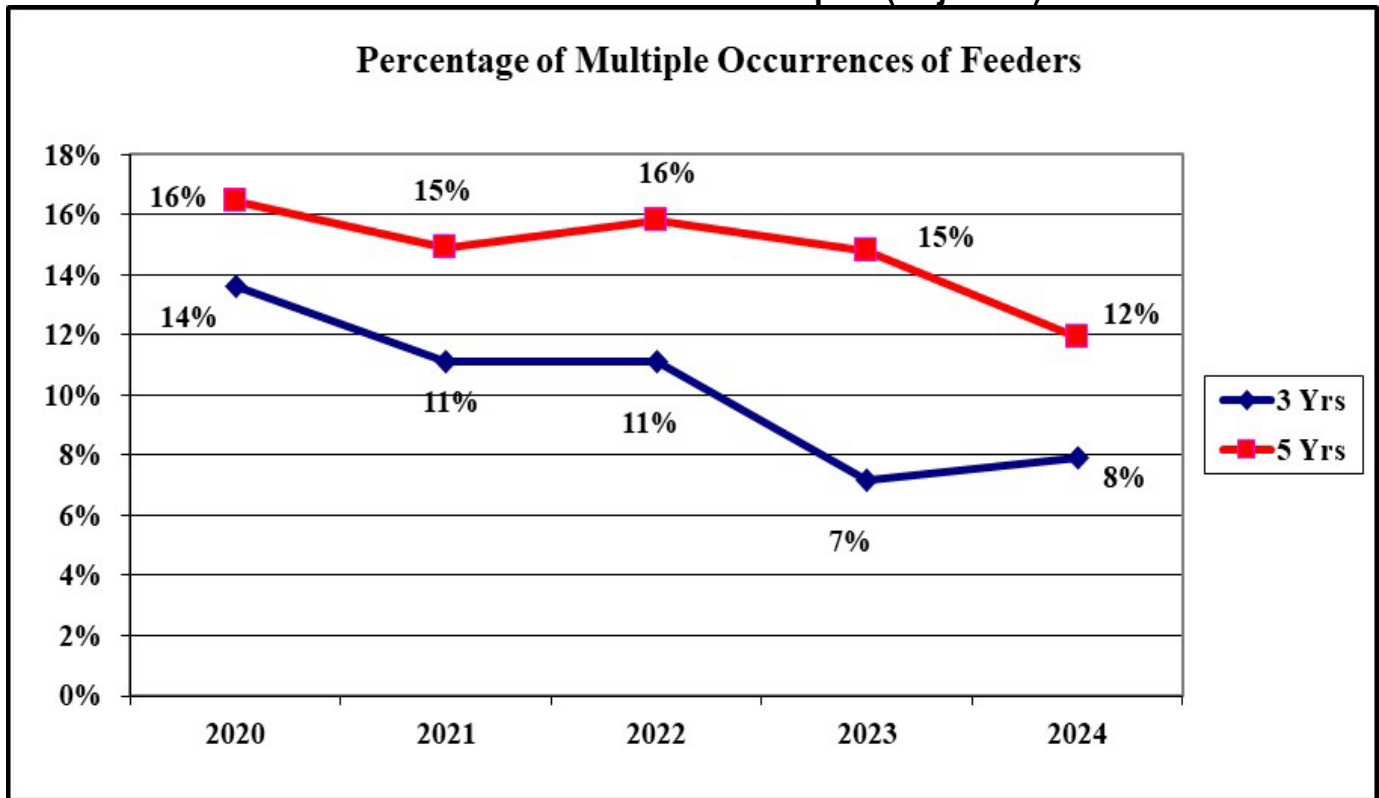
	2020	2021	2022	2023	2024
Highest CEMI5	North Coastal	North Coastal	North Coastal	North Coastal	North Coastal
Lowest CEMI5	South Coastal	South Coastal	South Coastal	South Coastal	South Coastal

Source: DEF’s 2020-2024 distribution service reliability reports.

Figure 2-7 shows the percentage of multiple occurrences of feeders using a three-year and five-year basis. During the period of 2020 to 2024, the five-year percentage of multiple occurrences along with the three-year percentage of multiple occurrences appear to be trending downward. The Three Percent Feeder Report lists the top 3 percent of feeders with the most feeder outage events. The percentage of multiple occurrences is calculated from the number of recurrences divided by the number of feeders reported.

Three of DEF's feeders have been on the Three Percent Feeder Report for the last two years consecutively. The outages varied from weather, defective equipment, vehicle, and vegetation. DEF repaired equipment, trimmed trees, and performed infrared scans on the feeders. The scans indicated that switches needed to be replaced. DEF scheduled work orders to repair the equipment and will perform another scan on these feeders in 2025. In total, DEF trimmed 2.65 feeder miles and 14.51 lateral miles on these three feeders in 2024.

Figure 2-7
DEF's Three Percent Feeder Report (Adjusted)

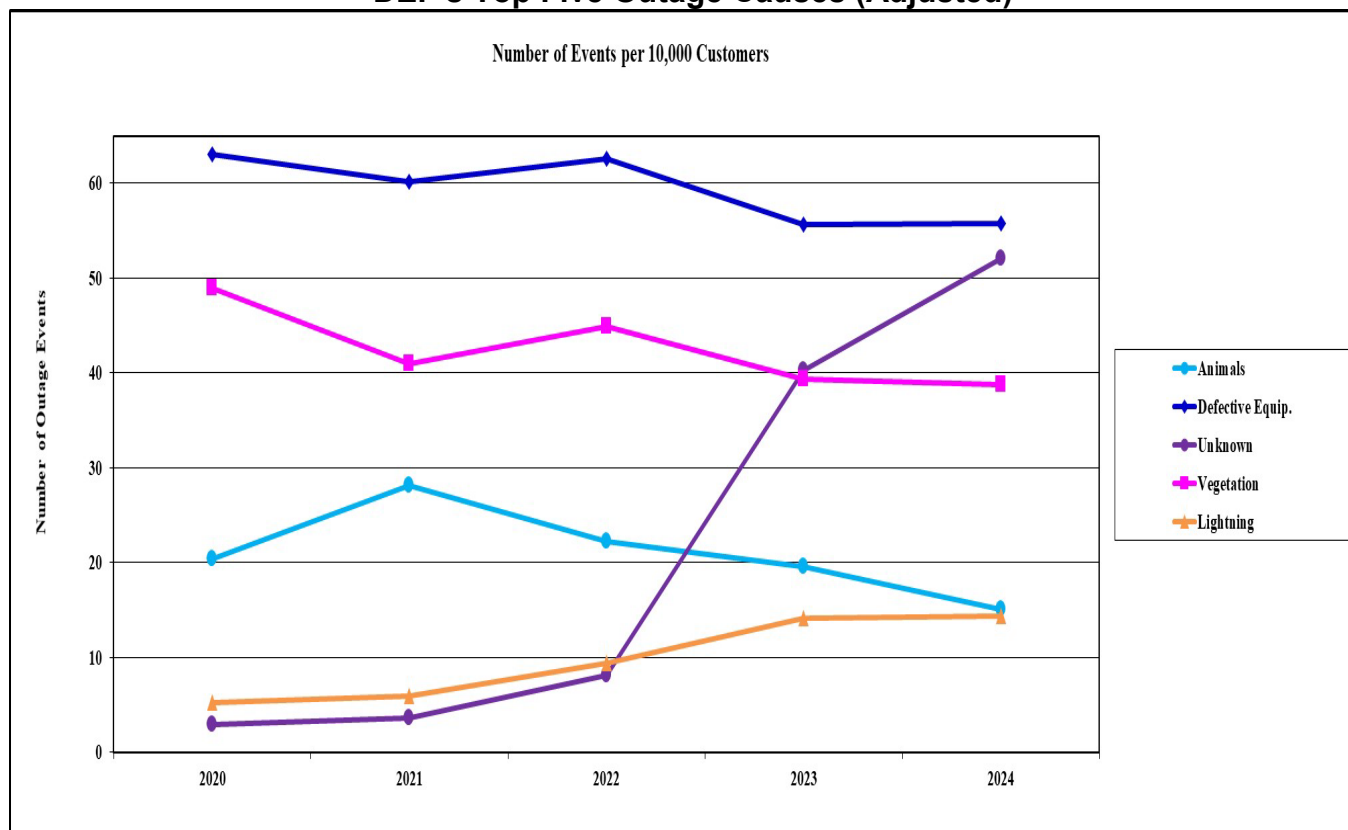


Source: DEF's 2020-2024 distribution service reliability reports.

Figure 2-8 shows the top five causes of outage events on DEF’s distribution system, normalized to a 10,000-customer base. The figure is based on DEF’s adjusted data and represents approximately 91 percent of the top 10 causes of outage events that occurred during 2024. For the five-year period, the top five causes of outage events were “Defective Equipment” (29 percent), “Unknown” (27 percent), “Vegetation” (20 percent), “Animals” (8 percent), and “Lightning” (7 percent) on a cumulative basis. The outage events caused by “Defective Equipment,” “Vegetation,” and “Animals” are all trending downward, while the outage events caused by “Unknown” and “Lightning” are trending upward. The “Defective Equipment” category had a 2 percent increase, “Vegetation” category had a 0.2 percent increase, “Unknown” category had a 31 percent increase, and “Lightning” category had a 3 percent increase, while the “Animals” category had a 22 percent decrease in the number of outages for 2024. DEF reported that it prioritizes the reliability improvements action plan by balancing historical and current year performance. 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.

DEF will continue several programs that help mitigate outages. The Self-Healing Teams program reduces the impact of all types of outages. The Feeder Hardening, Lateral Hardening, Substation Optimization Plan, and Flood Mitigation programs mitigate the outages caused by “Defective Equipment.” The Fuse Replacement Program reduces the impact from “Other Weather,” “Vegetation,” and “Animals” related outages. In addition, DEF’s maintenance programs, such as cable replacements, transformer replacements, recloser replacements, etc., should mitigate outages.

**Figure 2-8
DEF's Top Five Outage Causes (Adjusted)**



Source: DEF's 2020-2024 distribution service reliability reports.

Observations: DEF's Adjusted Data

DEF's SAIDI, SAIFI, CAIDI, MAIFLe, CEMI5, the Five-Year Percent of Multiple Feeder Outage Events, and the Three-Year Percent of Multiple Feeder Outage Events are trending downward over the past five years. The L-Bar is trending upward over the five-year period. The SAIDI, SAIFI, MAIFLe, CEMI5, and the Five-Year Percent of Multiple Feeder Outage Events decreased from 2023 to 2024. The CAIDI, the Three-Year Percent of Multiple Feeder Outage Events, and L-Bar had increased from 2023 to 2024.

The overall impact to DEF from extreme weather was higher than the previous five-year average. DEF will continue its Grid Investment Plan, Self-Healing Teams that segments the distribution grid to minimize the number of customers affected by a fault, Storm Protection Plan, Substation Optimization Plan, and Fuse Replacement Program to improve its reliability.

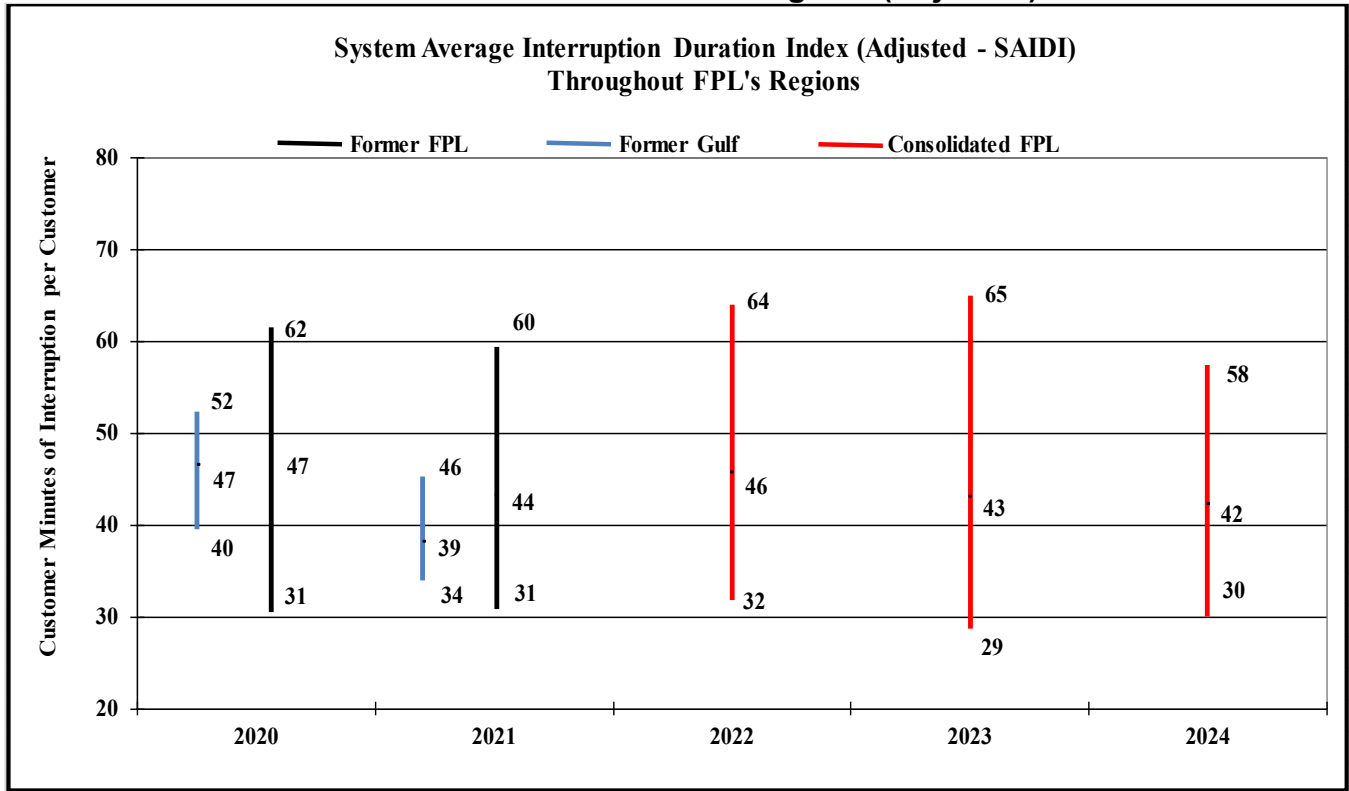
The North Coastal Region was the highest (poorest) of the four regions in four of the service reliability indices in 2024. From 2021 through 2024, DEF hardened 98 miles of the 27 feeders in the North Coastal region. In addition, currently, 80 percent of the customers in the North Coastal region are connected to DEF's Self-Healing Team. In 2025, DEF is planning the following activities in the North Coastal Region:

- Harden 29 miles on 6 feeders under the Feeder Hardening Program
- Harden 19 miles under the Lateral Hardening Program
- Add equipment to 19 feeders under the Self Optimizing Grid Program
- Trim 1,445 miles under the Vegetation Management Program

Florida Power & Light Company: Adjusted Data

Figure 2-9 shows the highest, average, and lowest adjusted SAIDI recorded across FPL's system, which encompasses five management regions with 19 service areas (16 areas from the Former FPL and 3 areas from the Former Gulf service area). The highest and lowest SAIDI values are the values reported for a particular service area. FPL's average SAIDI was recorded as 42 minutes in 2024, compared to 43 minutes in 2023. The North Broward region had the best SAIDI results for 2024.

**Figure 2-9
SAIDI Across FPL's Nineteen Regions (Adjusted)**



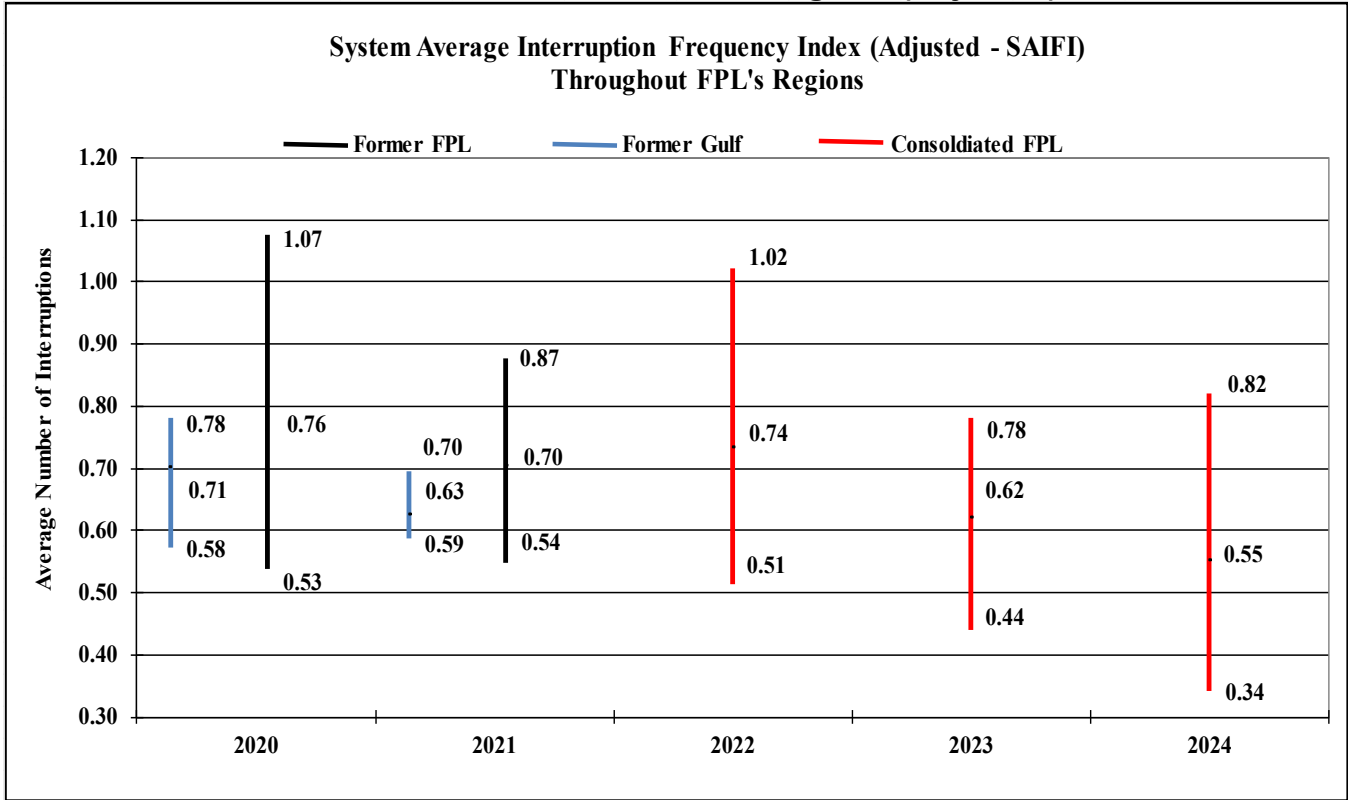
**FPL's Regions with the Highest and Lowest Adjusted SAIDI Distribution Reliability
Performance by Year**

Consolidated FPL	2020	2021	2022	2023	2024
Highest SAIDI			Toledo Blade	South Dade	North Dade
Lowest SAIDI			Boca Raton	Manasota	North Broward
Former FPL					
Highest SAIDI	North Florida	North Dade			
Lowest SAIDI	North Broward	North Broward			
Former Gulf					
Highest SAIDI	Panama City	Panama City			
Lowest SAIDI	Fort Walton	Pensacola			

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Figure 2-10 is a chart of the highest, average, and lowest adjusted SAIFI across FPL's system. For 2024, it was reported that FPL's average SAIFI was 0.55 interruptions, compared to 0.62 interruptions in 2023. FPL reported 0.82 interruptions for the highest SAIFI in 2024, while in 2023, FPL reported 0.78 interruptions for the highest SAIFI. The region reporting the lowest adjusted SAIFI for 2024 was North Broward, with 0.34 interruptions compared to Manasota with 0.44 interruptions in 2023.

Figure 2-10
SAIFI Across FPL's Nineteen Regions (Adjusted)



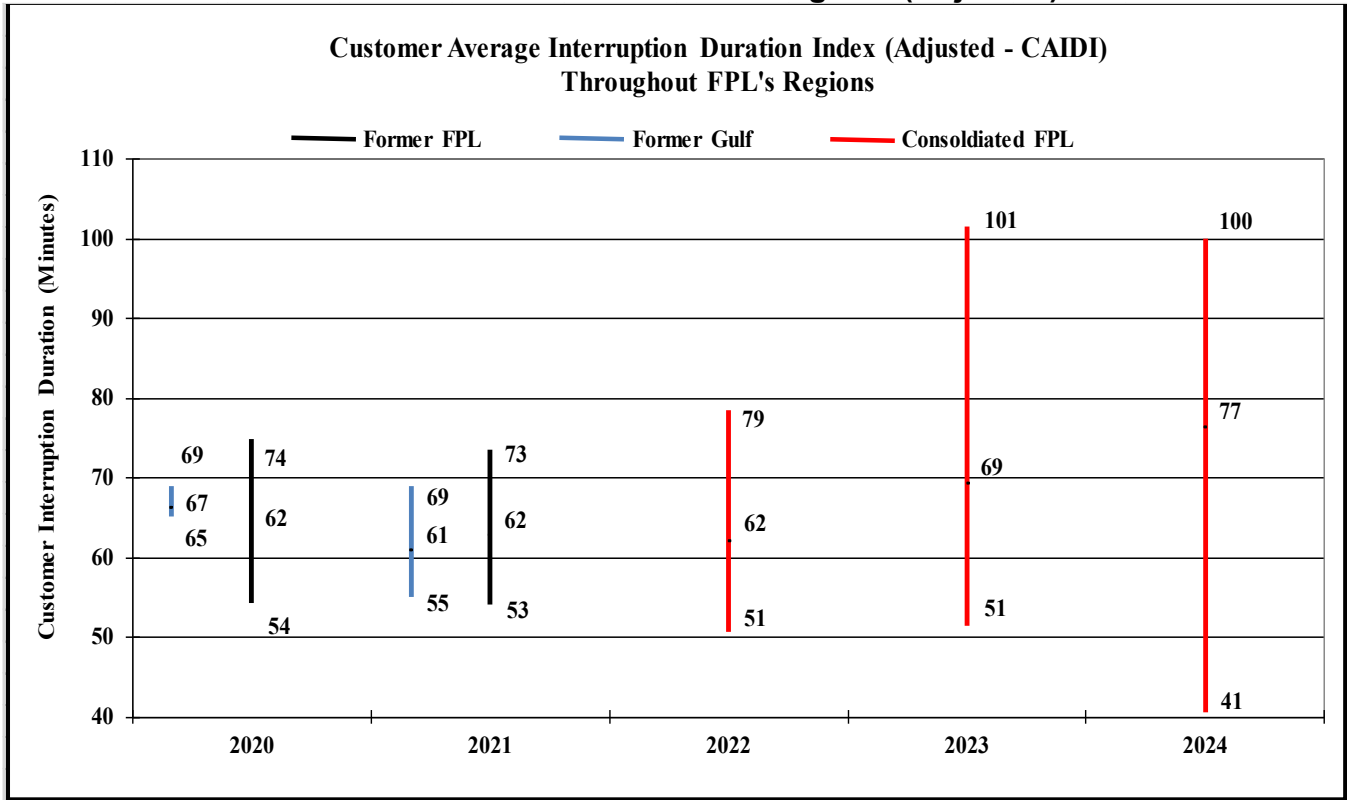
FPL's Regions with the Highest and Lowest Adjusted SAIFI Distribution Reliability
Performance by Year

Consolidated FPL	2020	2021	2022	2023	2024
Highest SAIFI			Toledo Blade	Toledo Blade	Panama City
Lowest SAIFI			North Broward	Manasota	North Broward
Former FPL					
Highest SAIFI	North Florida	North Florida			
Lowest SAIFI	North Broward	Manasota			
Former Gulf					
Highest SAIFI	Panama City	Panama City			
Lowest SAIFI	Fort Walton	Fort Walton			

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Figure 2-11 depicts FPL’s highest, average, and lowest CAIDI expressed in minutes. FPL’s adjusted average CAIDI was 77 minutes in 2024 compared to 69 minutes in 2023. For 2024, the Panama City service area reported the lowest duration of CAIDI at 41 minutes, compared to its 51 minutes in 2023. The highest duration of CAIDI was 100 minutes for the Central Broward service area in 2024, compared to North Dade’s CAIDI of 101 minutes in 2023.

**Figure 2-11
CAIDI Across FPL's Nineteen Regions (Adjusted)**



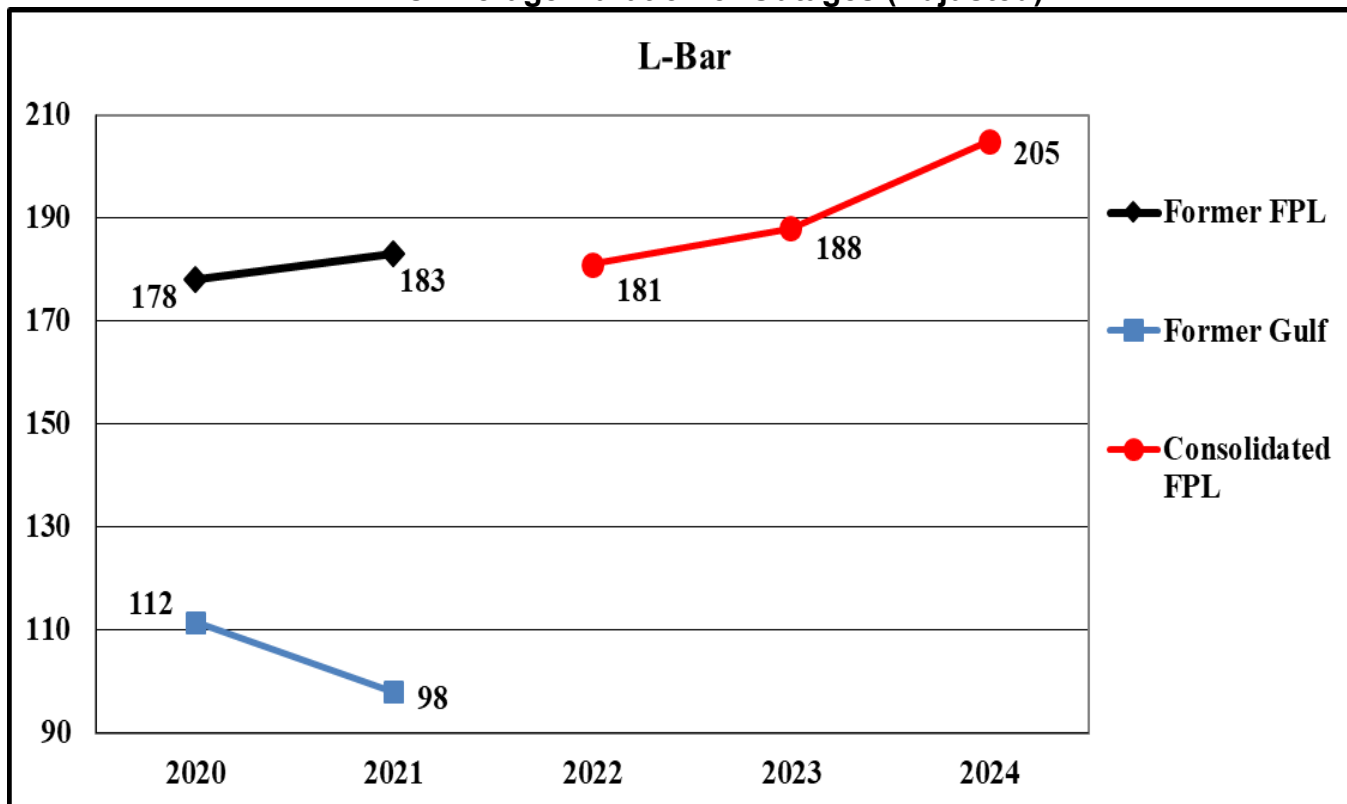
**FPL's Regions with the Highest and Lowest Adjusted CAIDI Distribution Reliability
Performance by Year**

Consolidated FPL	2020	2021	2022	2023	2024
Highest CAIDI			North Florida	North Dade	Central Broward
Lowest CAIDI			West Palm	Panama City	Panama City
Former FPL					
Highest CAIDI	North Dade	North Dade			
Lowest CAIDI	Central Florida	Boca Raton			
Former Gulf					
Highest CAIDI	Fort Walton	Fort Walton			
Lowest CAIDI	Pensacola	Pensacola			

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Figure 2-12 depicts the average length of time that FPL spends recovering from outage events, excluding hurricanes and other extreme outage events, and is the index known as L-Bar (Average Service Restoration Time). FPL's L-Bar for 2024 was 205 minutes, which is a 9 percent increase compared to 188 minutes in 2023. This indicates that FPL is taking more time to restore service after an outage event.

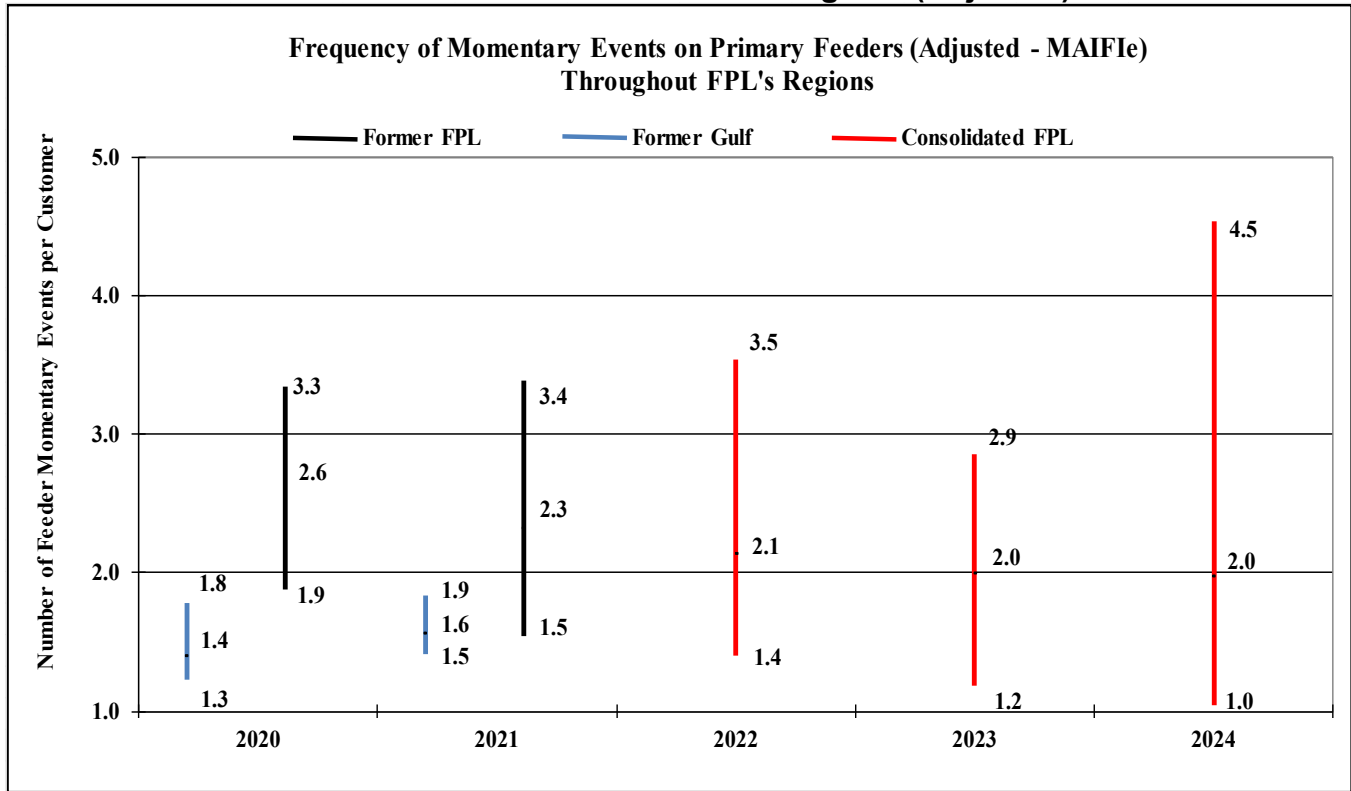
Figure 2-12
FPL's Average Duration of Outages (Adjusted)



Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Figure 2-13 is the highest, average, and lowest adjusted MAIFie recorded across FPL's system. For 2024, FPL's results indicated that Naples was the region with the highest MAIFie and North Broward was the region with the lowest MAIFie. In 2023, West Dade had the highest MAIFie and Central Florida had the lowest MAIFie. In 2024, FPL's average MAIFI was 2.0 events per customer, which was the same in 2023.

**Figure 2-13
MAIFle Across FPL's Nineteen Regions (Adjusted)**



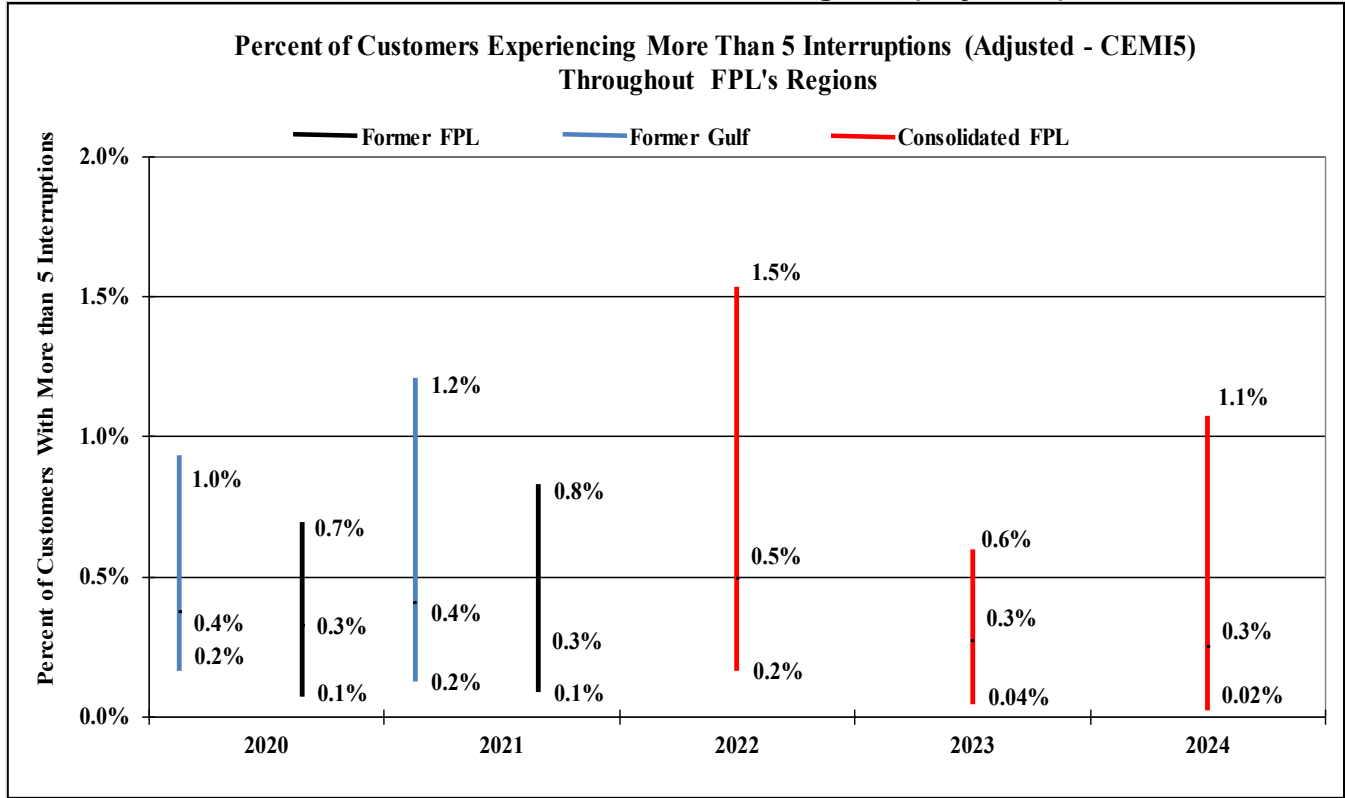
**FPL's Regions with the Highest and Lowest Adjusted MAIFle Distribution Reliability
Performance by Year**

Consolidated FPL	2020	2021	2022	2023	2024
Highest MAIFle			Toledo Blade	West Dade	Naples
Lowest MAIFle			Panama City	Central Florida	North Broward
Former FPL					
Highest MAIFle	Boca Raton	West Dade			
Lowest MAIFle	Manasota	North Broward			
Former Gulf					
Highest MAIFle	Panama City	Fort Walton			
Lowest MAIFle	Pensacola	Pensacola			

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Figure 2-14 shows the highest, average, and lowest adjusted CEMI5. In FPL’s service area for 2024, Panama City had the highest CEMI5 at 1.1 percent and Fort Walton had the lowest CEMI5 at 0.02 percent. In 2023, Toledo Blade had the highest CEMI5 at 0.6 percent and North Broward had the lowest CEMI5 at 0.04 percent. FPL’s average CEMI5 result for 2024 was 0.3 percent, which was the same percentage in 2023.

**Figure 2-14
CEMI5 Across FPL's Nineteen Regions (Adjusted)**



**FPL's Regions with the Highest and Lowest Adjusted CEMI5 Distribution Reliability
Performance by Year**

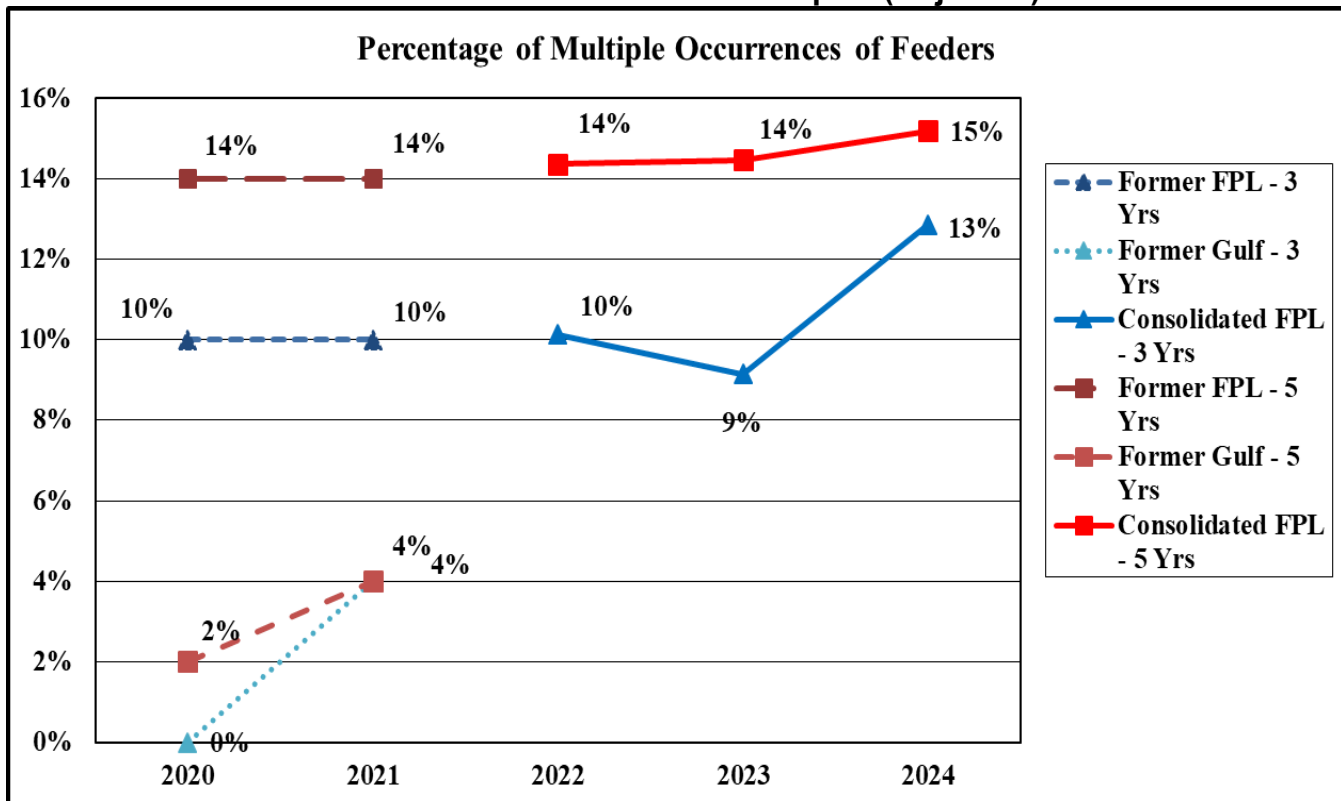
Consolidated FPL	2020	2021	2022	2023	2024
Highest CEMI5			Central Broward	Toledo Blade	Panama City
Lowest CEMI5			West Dade	North Broward	Fort Walton
Former FPL					
Highest CEMI5	North Florida	Brevard			
Lowest CEMI5	North Broward	Manasota			
Former Gulf					
Highest CEMI5	Panama City	Panama City			
Lowest CEMI5	Fort Walton	Fort Walton			

Source: FPL's 2020-2024 distribution service reliability reports.

Figure 2-15 is a graphical representation of the percentage of multiple occurrences of FPL's feeders and is derived from The Three Percent Feeder Report, which is a listing of the top three percent of problem feeders reported by the Utility. The percentage of multiple occurrences is calculated from the number of recurrences divided by the number of feeders reported. The consolidated three-year percentage was 13 percent in 2024 compared to 9 percent in 2023. The consolidated five-year percentage was 15 percent in 2024 compared to the 14 percent in 2023.

Staff notes five feeders were on the Three Percent Feeder Report within the last two years. The outages ranged from defective equipment, vegetation, other weather, unknown, and other causes. FPL utilized drone assessments, as well as its CEMI Program to repair feeders. Further, to mitigate future feeder outages, FPL installed automated feeder switches on one feeder in 2024. Four of the feeders already had automated feeder switches. FPL also reported that in 2024, approximately 81 miles of trimming was performed on the five feeders. FPL will continue repairs on the feeders and plans to harden two of the feeders in 2025. Three of the five feeders have already been hardened.

Figure 2-15
FPL's Three Percent Feeder Report (Adjusted)

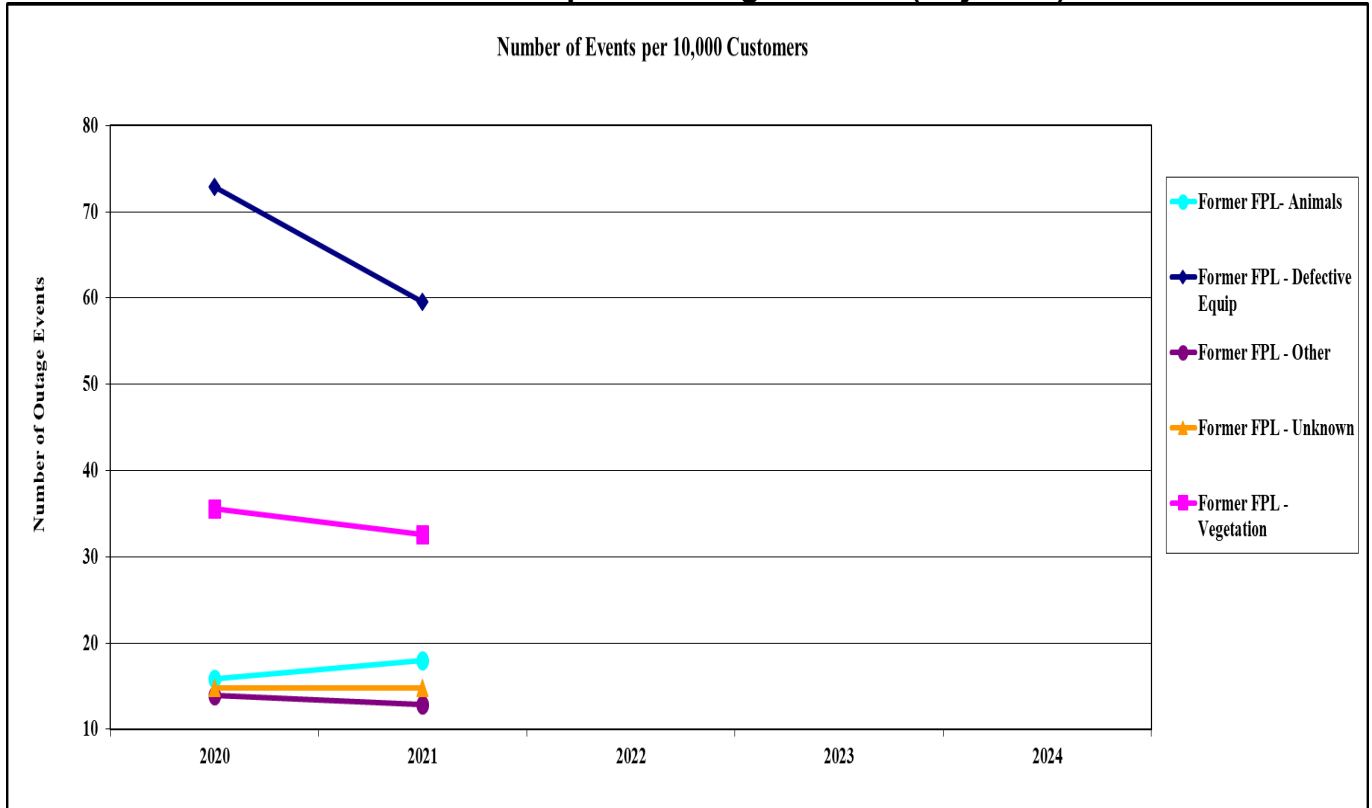


Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Figures 2-16, 2-17, and 2-18 depict the top five causes of outage events on FPL’s distribution system, normalized to a 10,000-customer base. The graph is based on FPL’s adjusted data of the top 10 causes of outage events. For 2024, the five top causes of outage events included “Defective Equipment” (40 percent), “Vegetation” (18 percent), “Animals” (11 percent), “Unknown Causes” (10 percent), and “Other Causes” (9 percent). All the causes of outage events had decreased in 2024, except for “Defective Equipment” which had a 4 percent increase.

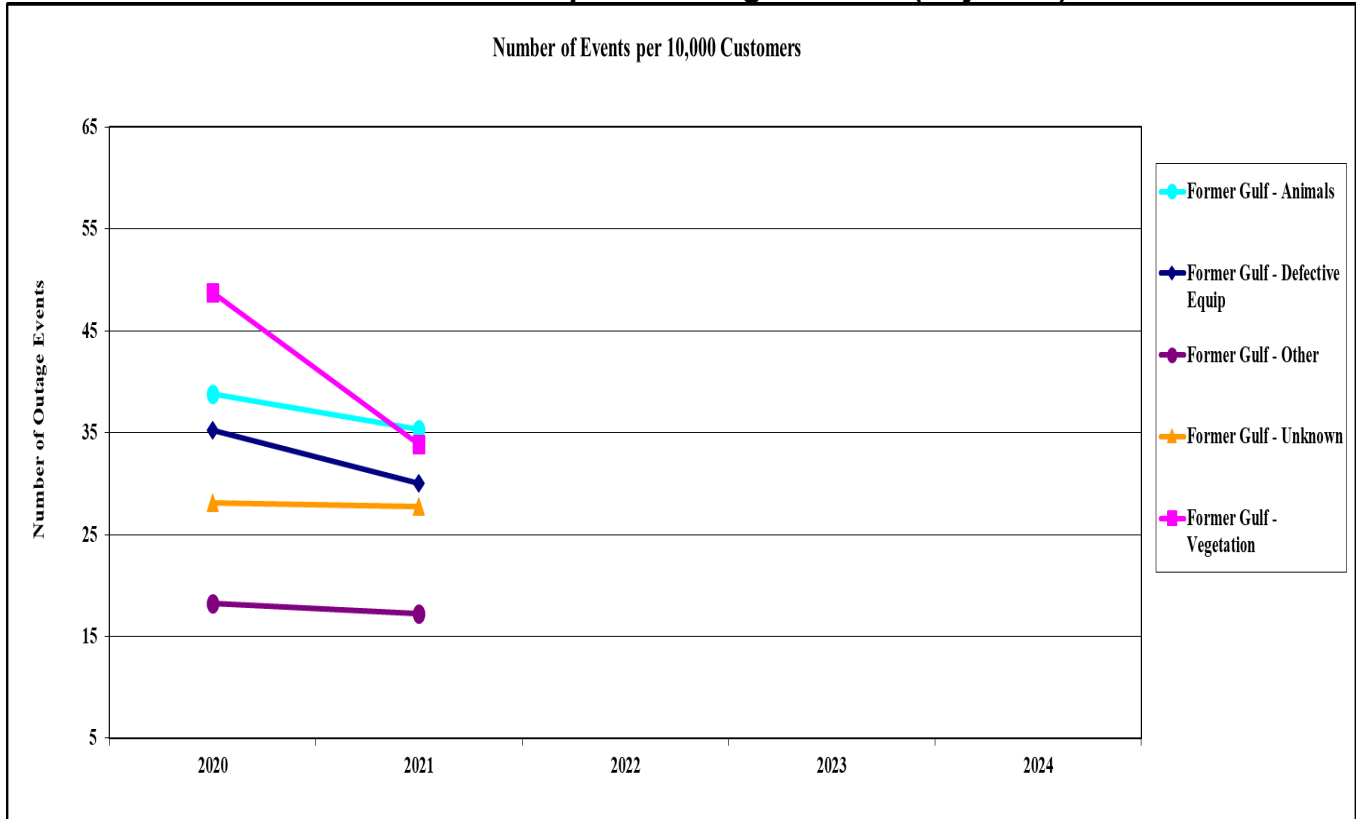
Annually, FPL evaluates its current reliability remediation programs and verifies the program’s need and/or existence. In addition, FPL proposes new reliability remediation programs to improve its reliability performance, concentrating on the highest cause codes and those cause codes that have shown trends needing attention. FPL has 13 reliability programs listed for its 2025 budget. The programs include: distribution automation, system expansion, reducing the number of direct buried feeder and lateral cables failures, reducing the number of submarine feeder cables failures, and replacing oil circuit reclosers with electronic reclosers. These programs are intended to help improve the defective equipment, vegetation, and animals cause codes. In addition, FPL’s pole inspections, feeder and lateral hardening, and undergrounding lateral programs should help mitigate outages caused by defective equipment. FPL has also incorporated the use of drone assessments to help identify equipment that should be repaired or replaced. Further, FPL’s Reliability Assurance Center conducts detailed analyses on failed equipment to help identify the root causes of the failure in certain equipment.

Figure 2-16
Former FPL's Top Five Outage Causes (Adjusted)



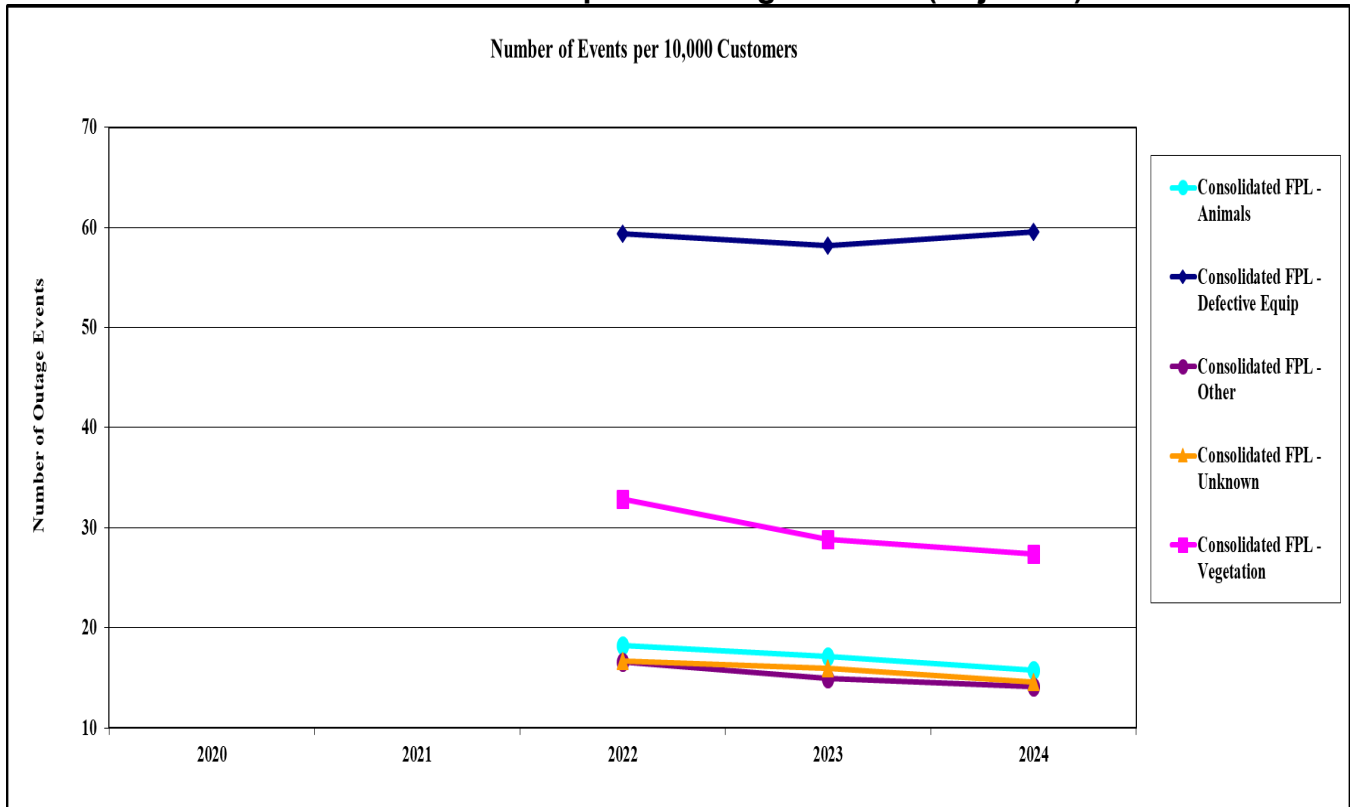
Source: FPL's 2020-2021 distribution service reliability reports.

Figure 2-17
Former Gulf's Top Five Outage Causes (Adjusted)



Source: Gulf's 2020-2021 distribution service reliability reports.

Figure 2-18
Consolidated FPL's Top Five Outage Causes (Adjusted)



Source: FPL's 2022-2024 distribution service reliability report.

Observations: FPL's Adjusted Data

In 2024, FPL's overall adjusted SAIDI was 42 minutes, compared to 43 minutes in 2023. In 2024, FPL's SAIFI was 0.55 interruptions, compared to 0.62 interruptions in 2023. FPL's CAIDI was 77 minutes in 2024 and was 69 minutes in 2023. The 2024 MAIFIE for FPL was 2.0 events, which was the same in 2023. FPL's CEMI5 was 0.3 percent in 2024, which was the same in 2023. The highest regions listed for SAIFI, CAIDI, MAIFIE and CEMI5 were only listed once for the five-year period. The highest regions for SAIDI were listed twice in the five year period. FPL explained that it evaluates its current reliability programs annually to verify the program's need and/or existence. In addition, FPL proposed new reliability programs to improve its reliability performance concentrating on the highest cause codes and those cause codes that have shown trends needing attention.

In 2024, Panama City was the highest region in two of the five indices. In 2024, FPL performed the following actions in the Panama City region:

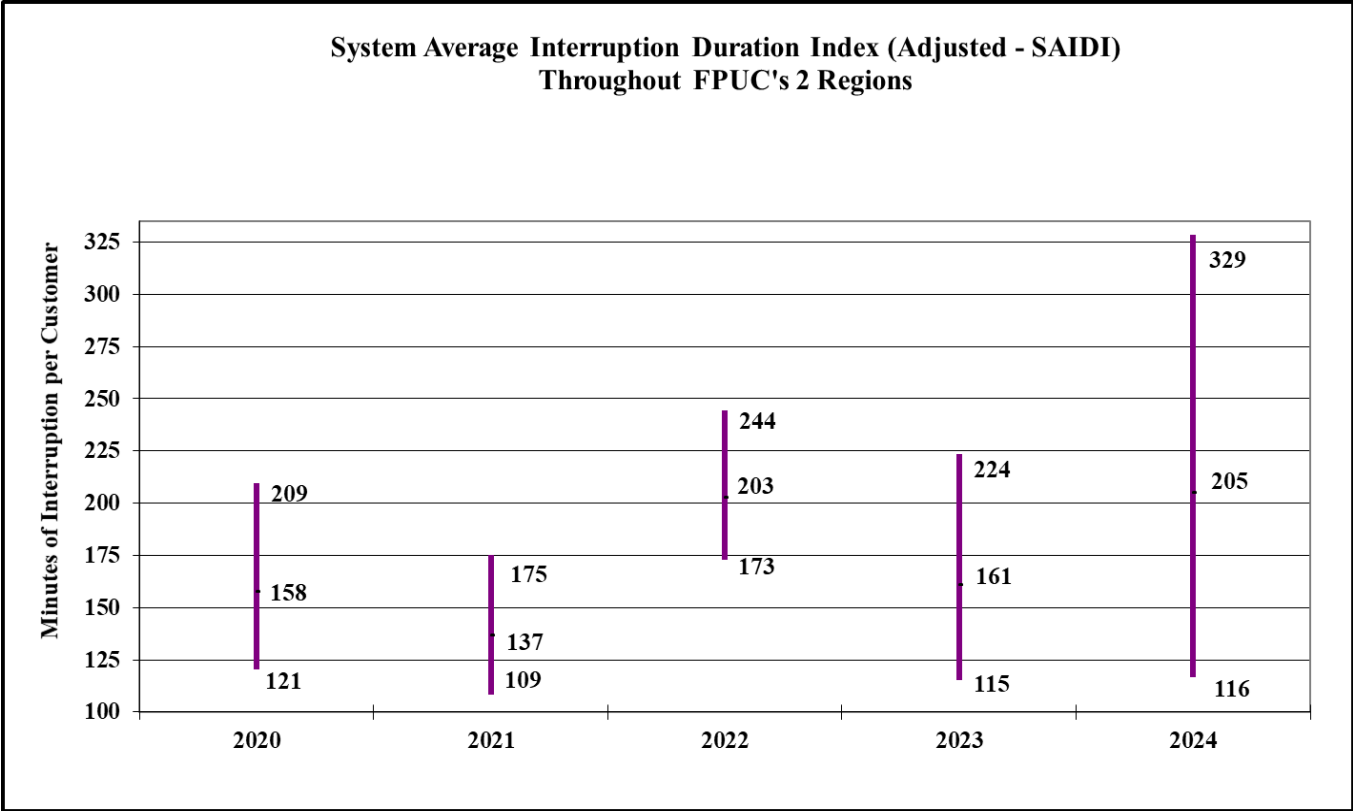
- Vegetation trimming on 232 miles (45 percent) of overhead primary lines, 306 miles mid-cycle trimming, and 110 miles (11 percent) laterals
- Commissioned 17 automated feeder switches
- Addressed 7 feeders under the reliability programs
- Completed 3 CEMI Program Jobs (Conducts trigger based post outage investigation on feeders, which includes thermal and visual assessments, and performs repairs from the findings)
- Completed 78 visual feeder owner assessments

Florida Public Utilities Company: Adjusted Data

FPUC has two electric divisions, the Northwest division, referred to as Marianna (NW) and the Northeast division, referred to as Fernandina Beach (NE). Each division’s results are reported separately because the two divisions are 250 miles apart and are not directly interconnected. Although the divisions may supply resources to support one another during emergencies, each division has diverse situations to contend with, making it difficult to compare the division’s results and form a conclusion as to response and restoration time.

Figure 2-19 shows the highest, average, and lowest adjusted SAIDI values recorded by FPUC’s system. The data shows the average SAIDI index is trending upward for the five-year period of 2020 to 2024 and there was a 27 percent increase from 2023 to 2024.

Figure 2-19
SAIDI Across FPUC’s Two Regions (Adjusted)



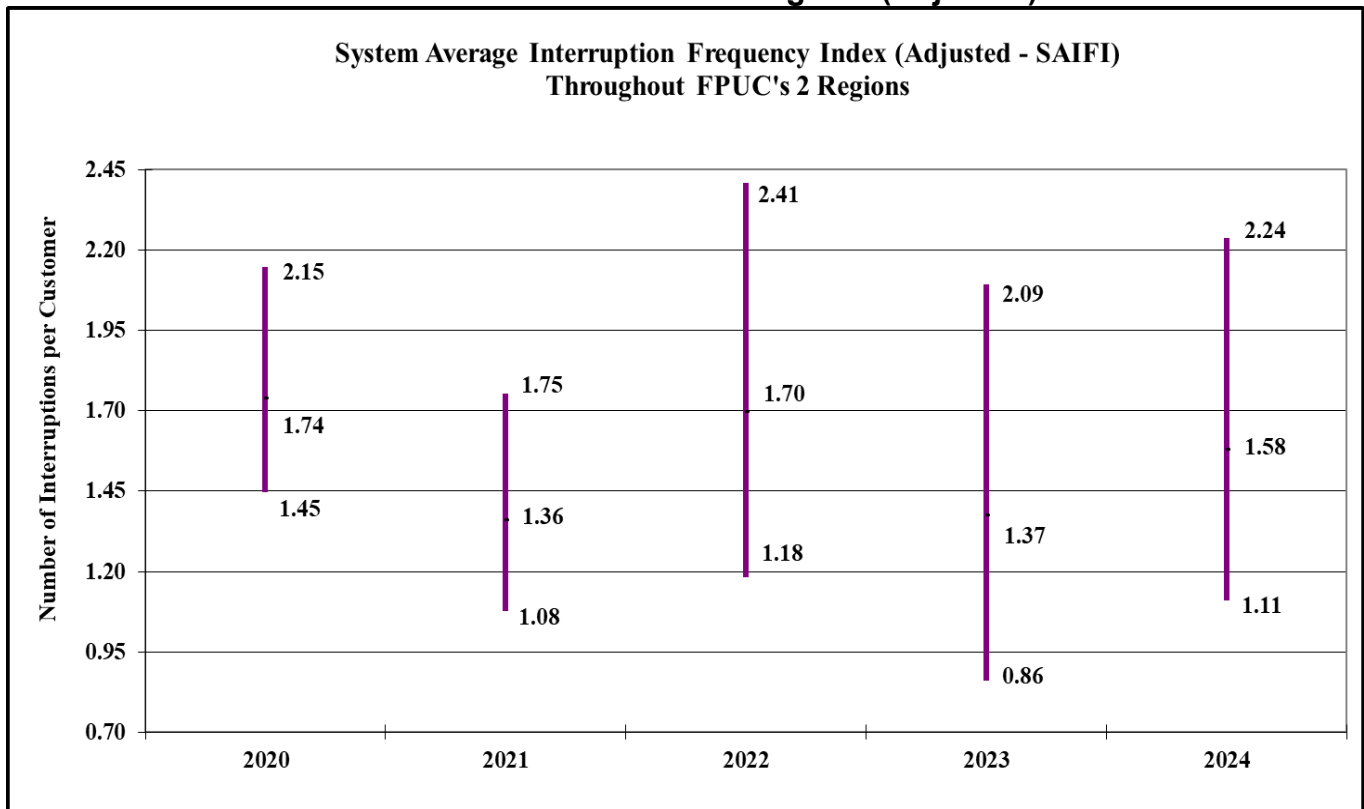
FPUC's Regions with the Highest and Lowest Adjusted SAIDI Distribution Reliability Performance
by Year

	2020	2021	2022	2023	2024
Highest SAIDI	Marianna (NW)	Marianna (NW)	Marianna (NW)	Marianna (NW)	Marianna (NW)
Lowest SAIDI	Fernandina(NE)	Fernandina(NE)	Fernandina(NE)	Fernandina(NE)	Fernandina(NE)

Source: FPUC’s 2020-2024 distribution service reliability reports.

Figure 2-20 shows the adjusted SAIFI across FPUC’s two divisions. The data depicts a 15 percent increase in the 2024 average SAIFI reliability index from 2023. The data for the minimum and average SAIFI values are all trending downward over the five-year period of 2020 to 2024 as the maximum SAIFI values are trending upward.

Figure 2-20
SAIFI Across FPUC’s Two Regions (Adjusted)



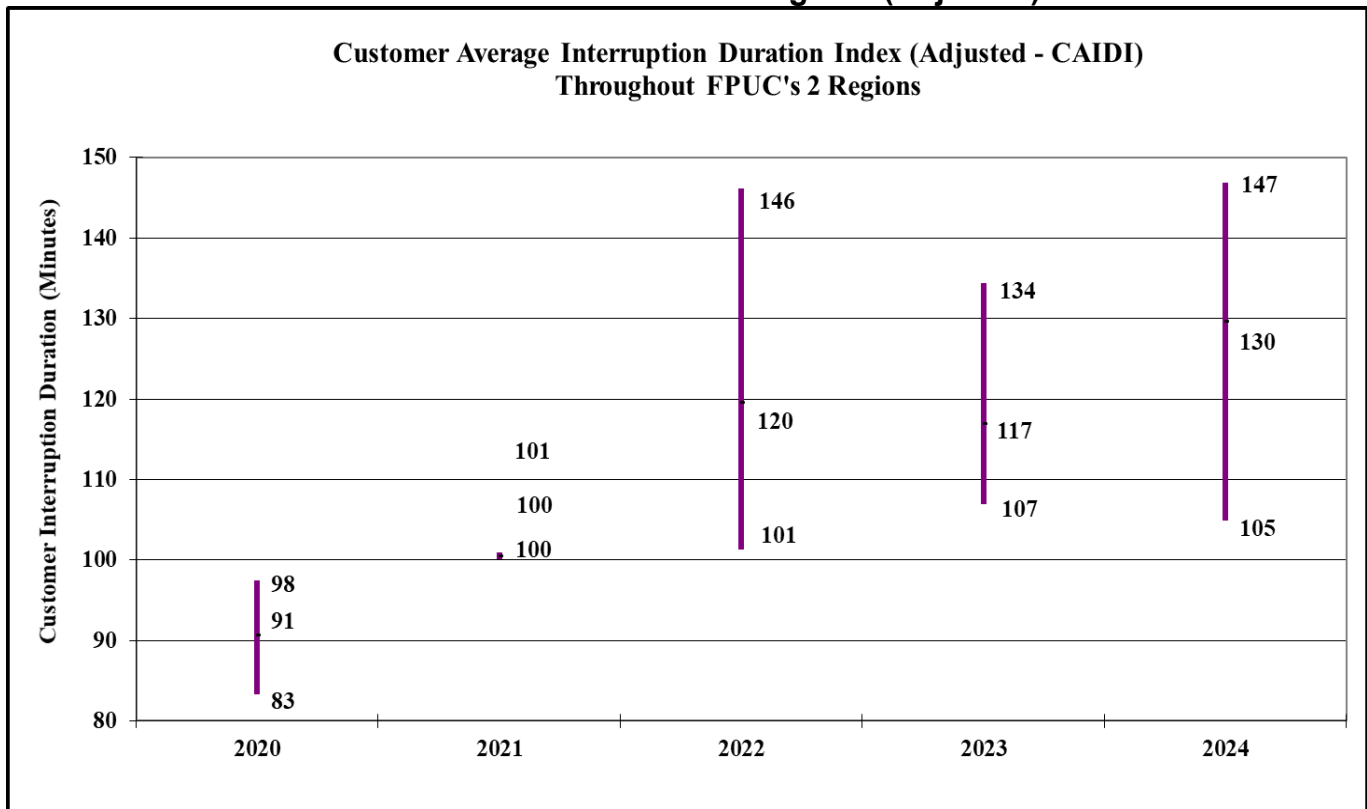
FPUC's Regions with the Highest and Lowest Adjusted SAIFI Distribution Reliability Performance by Year

	2020	2021	2022	2023	2024
Highest SAIFI	Marianna (NW)	Marianna (NW)	Marianna (NW)	Marianna (NW)	Marianna (NW)
Lowest SAIFI	Fernandina(NE)	Fernandina(NE)	Fernandina(NE)	Fernandina(NE)	Fernandina(NE)

Source: FPUC’s 2020-2024 distribution service reliability reports.

Figure 2-21 shows the highest, average, and lowest adjusted CAIDI values across FPUC’s system. FPUC’s data shows the average CAIDI value increased by 11 percent for 2024 (130 minutes) when compared to 2023 (117 minutes). For the past five years, the minimum, the maximum, and the average CAIDI values are trending upward.

**Figure 2-21
CAIDI Across FPUC’s Two Regions (Adjusted)**



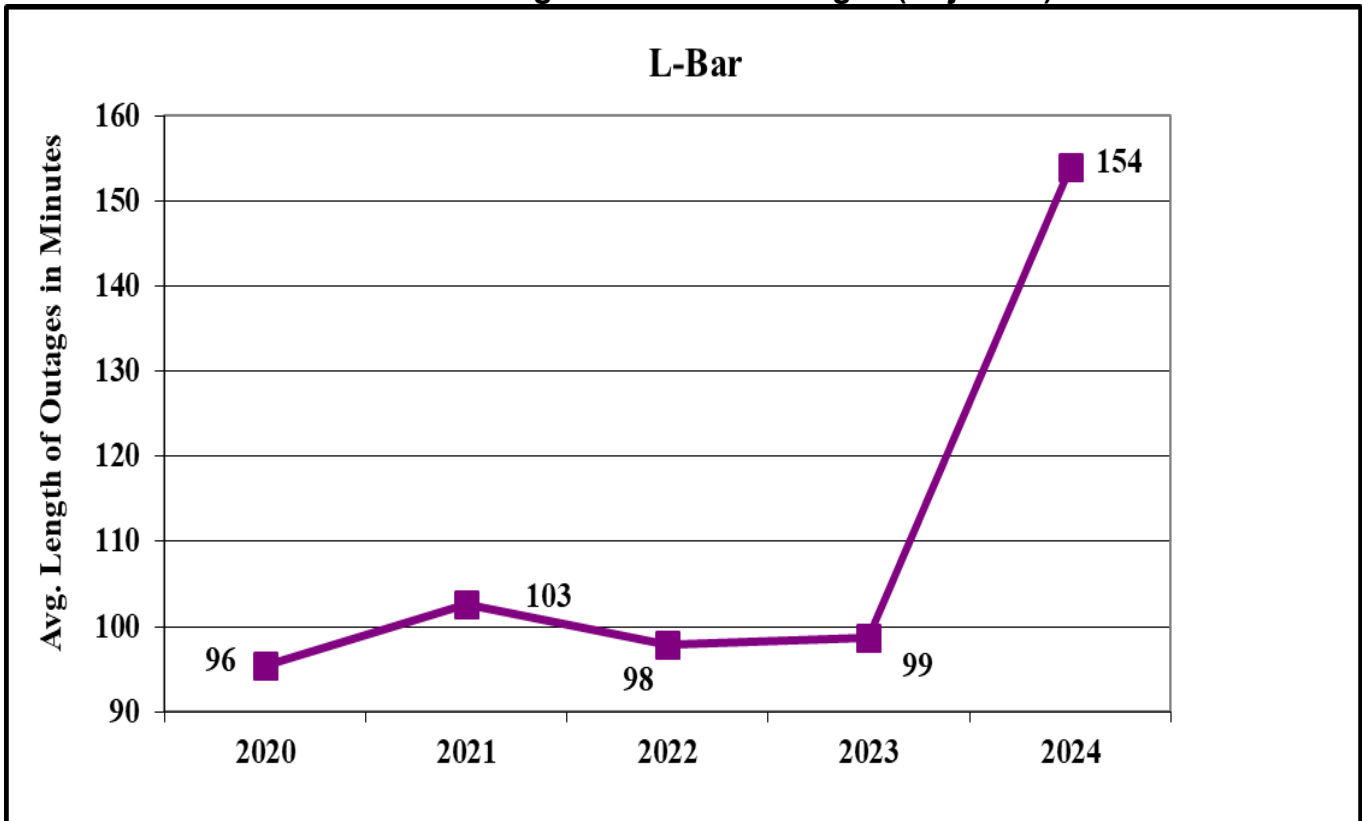
**FPUC's Regions with the Highest and Lowest Adjusted CAIDI Distribution Reliability Performance
by Year**

	2020	2021	2022	2023	2024
Highest CAIDI	Marianna (NW)	Fernandina(NE)	Fernandina(NE)	Fernandina(NE)	Marianna (NW)
Lowest CAIDI	Fernandina(NE)	Marianna (NW)	Marianna (NW)	Marianna (NW)	Fernandina(NE)

Source: FPUC’s 2020-2024 distribution service reliability reports.

Figure 2-22 is the average length of time FPUC spends recovering from outage events (adjusted L-Bar). There was a 56 percent increase in the L-Bar value from 2023 to 2024. The data for the five-year period of 2020 to 2024 suggests that the L-Bar index is trending upward, indicating FPUC is taking more time to restore service after an outage event.

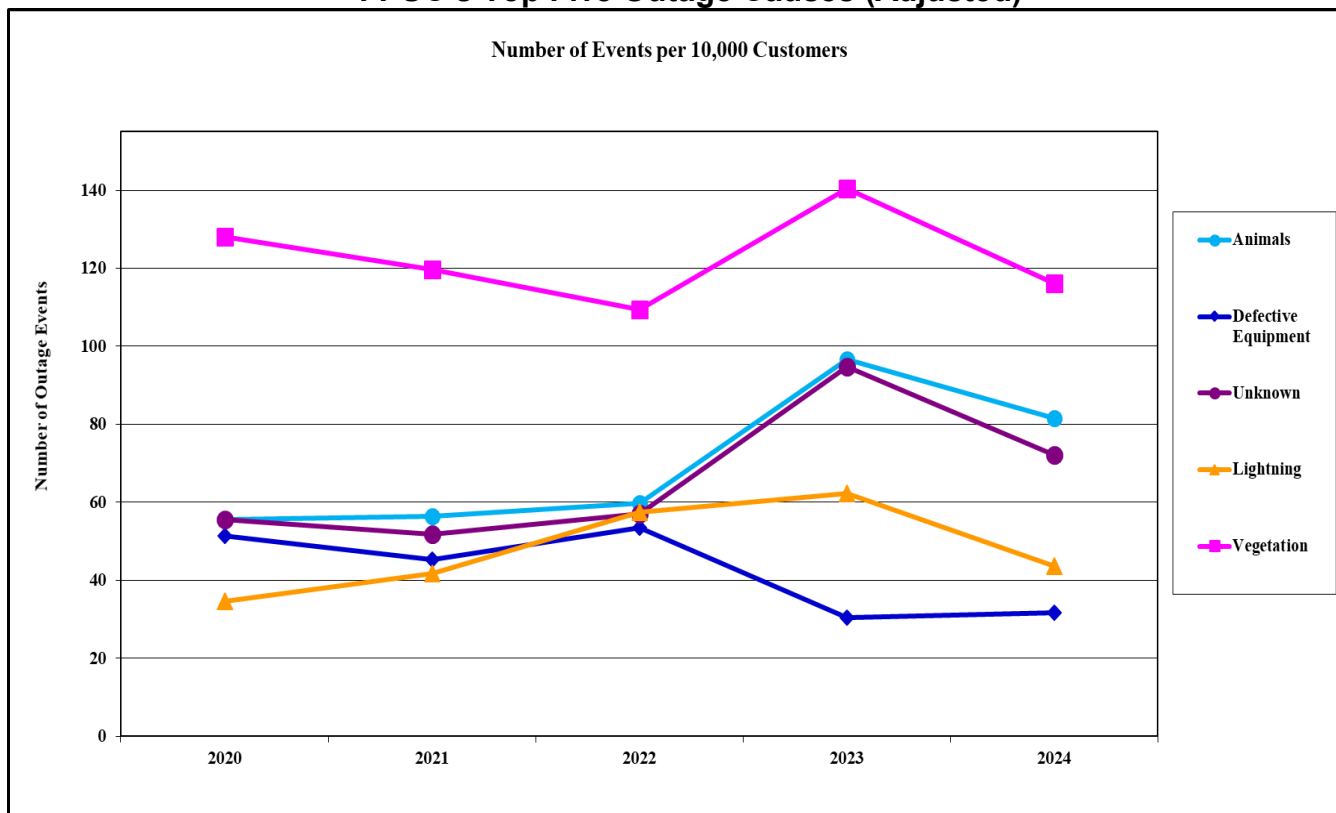
Figure 2-22
FPUC's Average Duration of Outages (Adjusted)



Source: FPUC's 2020-2024 distribution service reliability reports.

Figure 2-23 shows the top five causes of outage events on FPUC’s distribution system, normalized to a 10,000-customer base. The figure is based on FPUC’s adjusted data of the top 10 causes of outages. For 2024, the top five causes of outage events were “Vegetation” (29 percent), “Animals” (20 percent), “Unknown” (18 percent), “Lightning” (11 percent), and “Defective Equipment” (8 percent). These five factors represent 86 percent of the total adjusted outage causes in 2024. The “Vegetation” category appears relatively flat with a 17 percent decrease from 2023 to 2024. Outages causes by “Animals,” “Lightning,” and “Unknown” are also trending upward. “Defective Equipment” is trending downward, and had a 4 percent increase from 2023 to 2024. The “Lightning” category had a 30 percent decrease and the “Unknown” category decreased 24 percent during the same time period. The “Animals” category had a 16 percent decrease from 2023 to 2024. FPUC will continue to install animal guards on overhead transformer bushings and continue to review other overhead devices and configurations where the guards could prevent animal access and associated equipment damage. Further, FPUC is on a four year trim cycle for both feeders and laterals to more effectively mitigate vegetation related outages.

Figure 2-23
FPUC’s Top Five Outage Causes (Adjusted)



Source: FPUC’s 2020-2024 distribution service reliability reports.

FPUC filed a Three Percent Feeder Report listing the top 3 percent of feeders with the outage events for 2024. FPUC has so few feeders that the data in the report has not been statistically significant. There were two feeders on the Three Percent Feeder Report, one in each division. Neither one of the feeders were listed on the Three Percent Feeder Report for 2020 through 2023.

Observations: FPUC's Adjusted Data

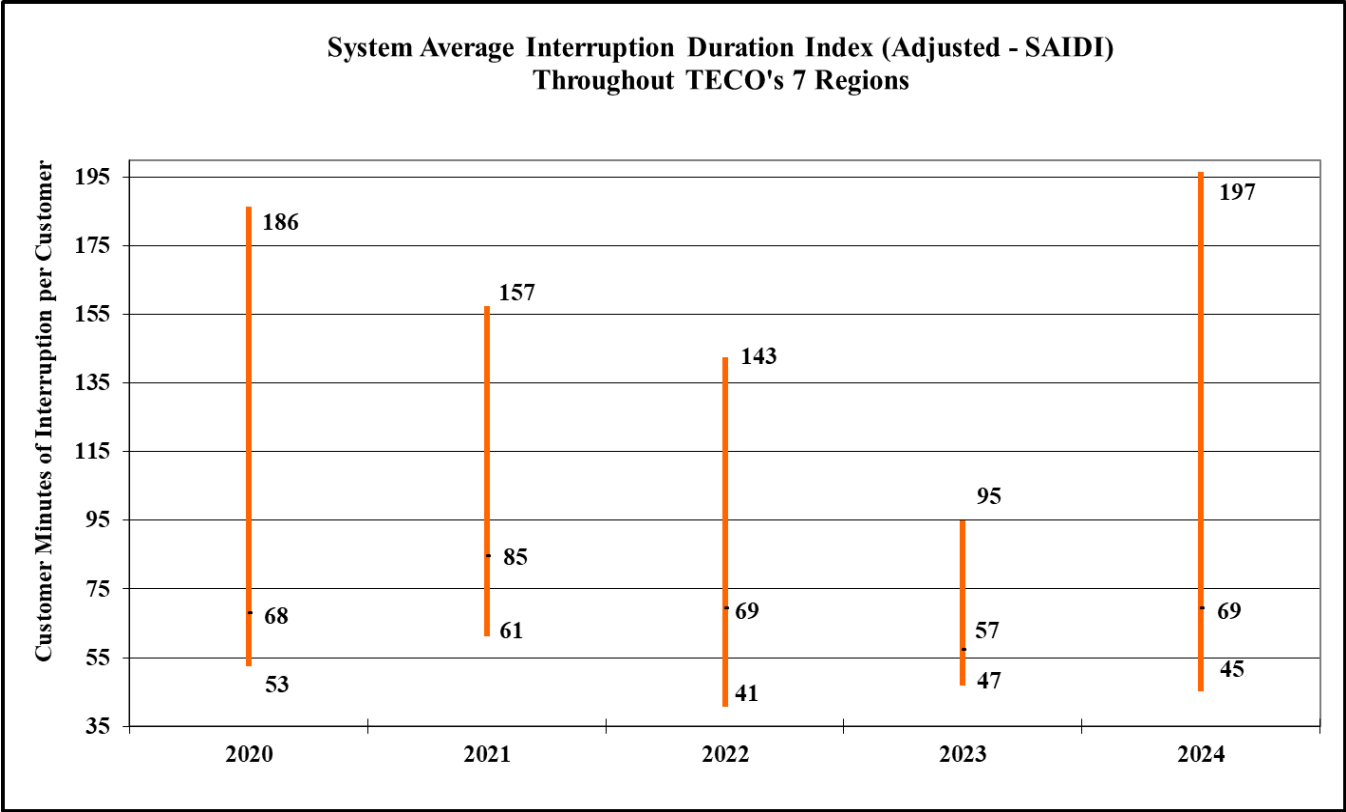
The SAIDI, SAIFI, and CAIDI average indexes have increased compared to 2023. For the five-year period of 2020 to 2024, the average index for SAIFI is trending downward, as the SAIDI, CAIDI, and L-Bar average indices are trending upward. FPUC reported it will continue to focus on its vegetation management, implementation of its SPP, and investment in other system infrastructure. Both division are now on a four-year feeder and lateral vegetation management schedule. In addition, FPUC continues to upgrade its substation assets by replacing older autotransformers and regulators with newer models. The Utility reviewed its five-year reliability indicator trends, averages and outage causes, and determined the reliability indexes continue to be significantly influenced by weather and its small territory size.

Because of its size, FPUC is not required to report MAIFLe or CEMI5, pursuant to Rule 25-6.0455, F.A.C. The cost for the information systems necessary to measure MAIFLe and CEMI5 has a higher impact on small utilities compared to large utilities on a per customer basis.

Tampa Electric Company: Adjusted Data

Figure 2-24 shows the adjusted highest, lowest, and average SAIDI values among TECO’s seven service regions. One of the seven TECO regions had declining performance in SAIDI during 2024. The Central region had the lowest SAIDI performance result as the Dade City region had the highest. The lowest SAIDI index for the seven regions appears to be trending downward. The average SAIDI index increased 21 percent from 2023 to 2024. The average SAIDI index appears to be trending downward. The South Hillsborough, Central and Western regions recorded the lowest SAIDI indices for the five-year period. Dade City Plant City, and Winter Haven regions have the fewest customers and represent the most rural, lowest customer density per line-mile in comparison to the other four TECO regions.

Figure 2-24
SAIDI Across TECO’s Seven Regions (Adjusted)



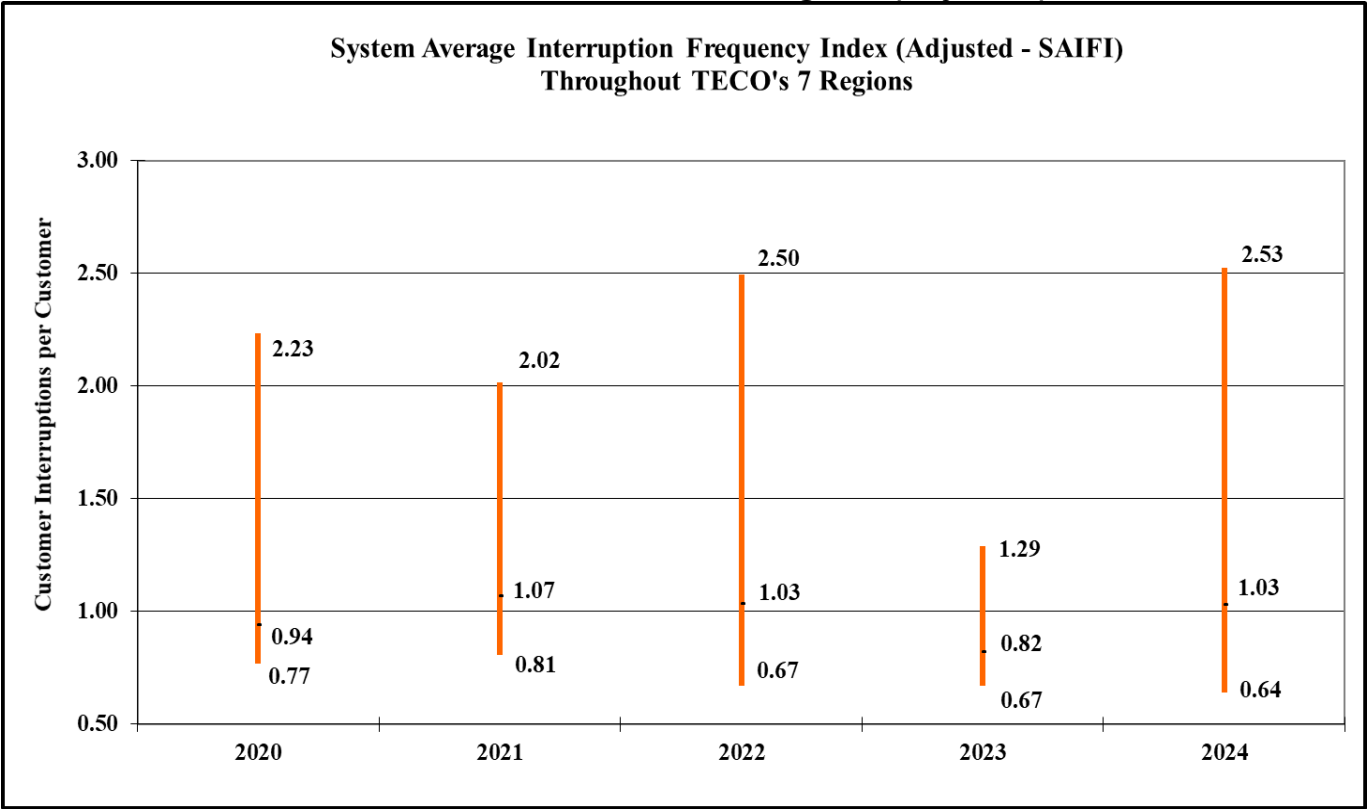
TECO's Regions with the Highest and Lowest Adjusted SAIDI Distribution Reliability
Performance by Year

	2020	2021	2022	2023	2024
Highest SAIDI	Dade City	Plant City	Dade City	Dade City	Dade City
Lowest SAIDI	South Hillsborough	South Hillsborough	Central	Western	Central

Source: TECO’s 2020-2024 distribution service reliability reports.

Figure 2-25 illustrates TECO’s adjusted frequency of interruptions per customer reported by the system. TECO’s data represents a 26 percent increase in the SAIFI average from 0.82 interruptions in 2023 to 1.03 interruptions in 2024. TECO’s Dade City region had the highest frequency of service interruptions when compared to TECO’s other regions. The maximum, the average, and minimum SAIFI are all trending downward for the five year period.

Figure 2-25
SAIFI Across TECO’s Seven Regions (Adjusted)



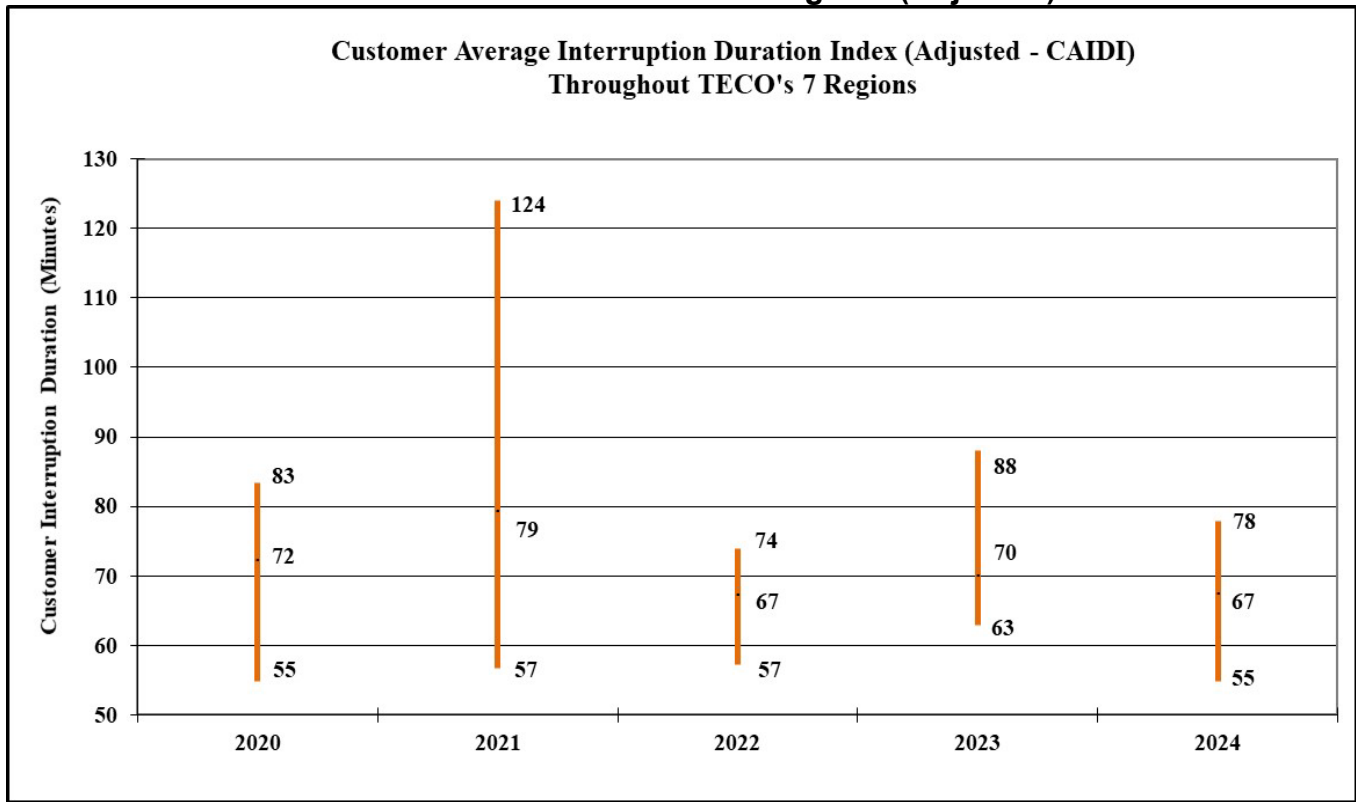
TECO's Regions with the Highest and Lowest Adjusted SAIFI Distribution Reliability Performance by Year

	2020	2021	2022	2023	2024
Highest SAIFI	Dade City	Dade City	Dade City	Plant City	Dade City
Lowest SAIFI	Central	Central	Central	Western	Central

Source: TECO’s 2020-2024 distribution service reliability reports.

Figure 2-26 illustrates CAIDI, or the average number of minutes a customer is without power when a service interruption occurs. The highest CAIDI minutes appear to be confined to the Winter Haven, Western, and Dade City regions. The South Hillsborough, Plant City, and Dade City regions had the lowest (best) results for the five year period. The average CAIDI is trending downward from 2020 to 2024.

**Figure 2-26
CAIDI Across TECO's Seven Regions (Adjusted)**



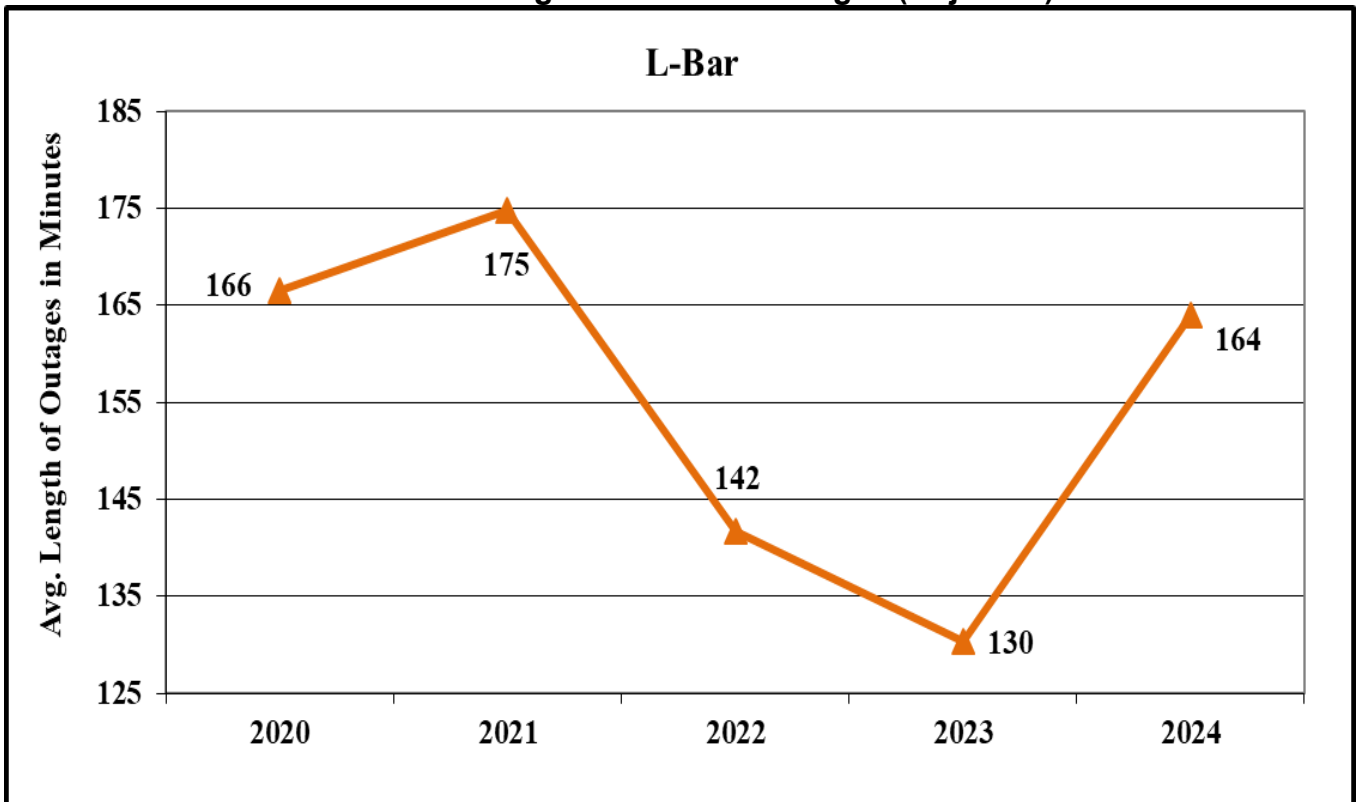
**TECO's Regions with the Highest and Lowest Adjusted CAIDI Distribution Reliability
Performance by Year**

	2020	2021	2022	2023	2024
Highest CAIDI	Dade City	Winter Haven	Western	Dade City	Dade City
Lowest CAIDI	South Hillsborough	South Hillsborough	Dade City	South Hillsborough	Plant City

Source: TECO's 2020-2024 distribution service reliability reports.

Figure 2-27 denotes a 26 percent increase in outage duration for the period from 2023 to 2024 for TECO. The average length of time TECO spends restoring service to its customers affected by outage events, excluding hurricanes and other allowable excluded outage events, is shown in the L-Bar index. The L-Bar index appears to be trending downward over the five-year period of 2020 to 2024, suggesting shorter restoration times.

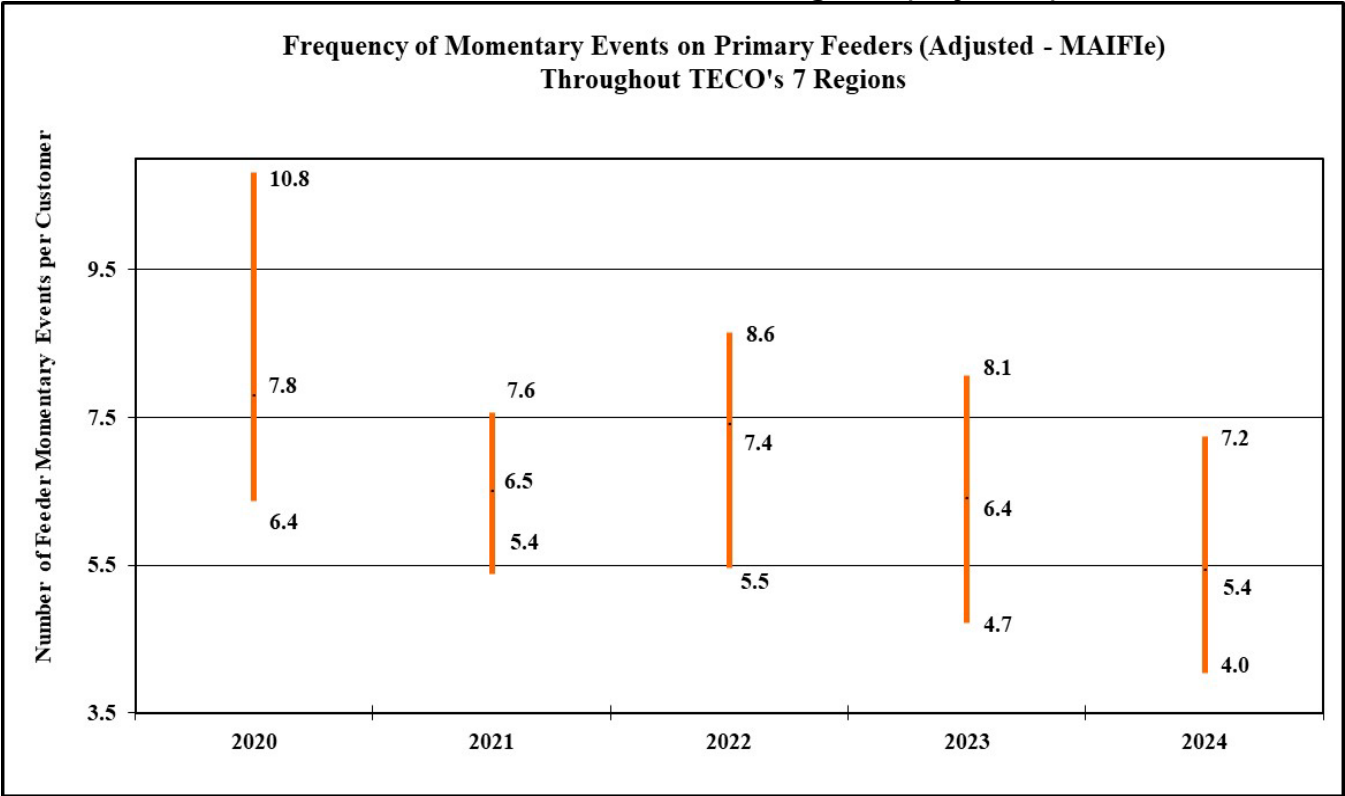
Figure 2-27
TECO's Average Duration of Outages (Adjusted)



Source: TECO's 2020-2024 distribution service reliability reports.

Figure 2-28 illustrates TECO’s number of momentary events on primary circuits per customer recorded across its system. In 2024, the MAIFle performance improved over the 2023 results in all regions. The average MAIFle decreased by 16 percent from 2023 to 2024. Figure 2-28 also indicates that the average MAIFle is trending downward, which suggests an improvement in performance over the five-year period of 2020 to 2024.

Figure 2-28
MAIFle Across TECO’s Seven Regions (Adjusted)



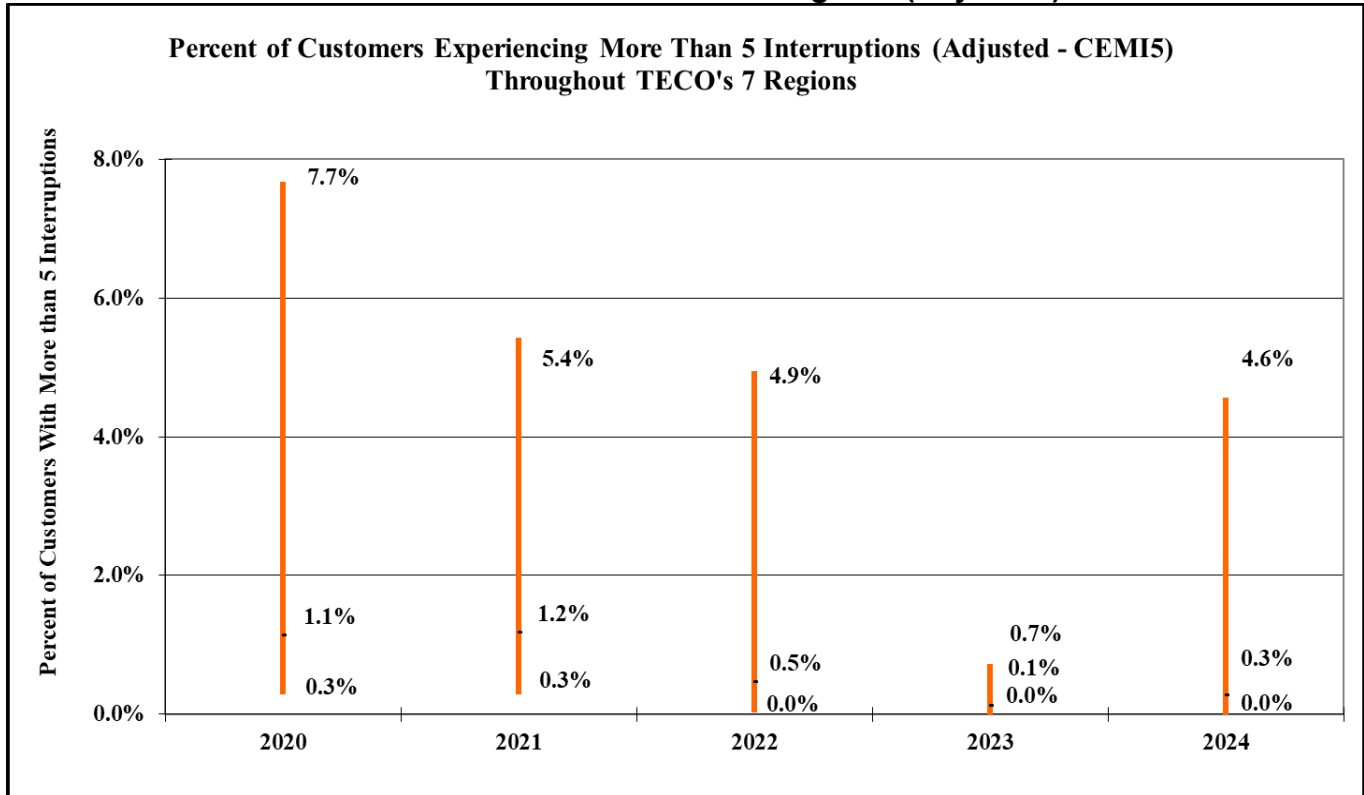
TECO's Regions with the Highest and Lowest Adjusted MAIFle Distribution Reliability Performance by Year

	2020	2021	2022	2023	2024
Highest MAIFle	Plant City	Western	Dade City	Winter Haven	Plant City
Lowest MAIFle	Central	Central	Central	South Hillsborough	South Hillsborough

Source: TECO’s 2020-2024 distribution service reliability reports.

Figure 2-29 indicates the percent of TECO’s customers experiencing more than five interruptions. Four of the seven regions in TECO’s territory experienced a decrease in the CEMI5 results for 2024. Dade City reported the highest CEMI5 percentage for 2024. With TECO’s results for this index varying for the past five years, the average CEMI5 index appears to be trending downward, with a 200 percent increase in the average CEMI5 index from 2023 to 2024.

**Figure 2-29
CEMI5 Across TECO’s Seven Regions (Adjusted)**



**TECO's Regions with the Highest and Lowest Adjusted CEMI5 Distribution Reliability
Performance by Year**

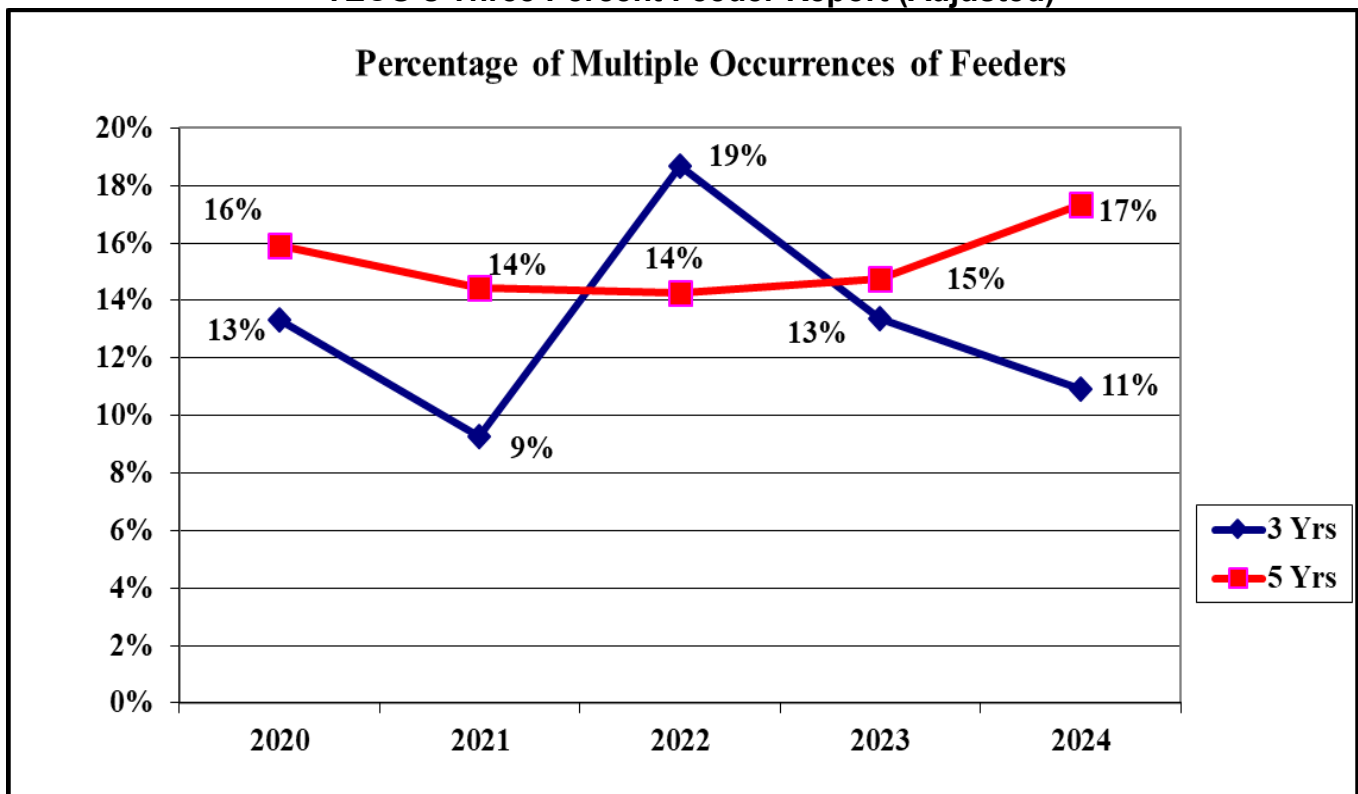
	2020	2021	2022	2023	2024
Highest CEMI5	Dade City	Plant City	Dade City	Dade City	Dade City
Lowest CEMI5	Central	Western	Central	South Hillsborough	Western

Source: TECO’s 2020-2024 distribution service reliability reports.

Figure 2-30 represents an analysis of TECO's top 3 percent of problem feeders that have reoccurred (appeared on the Three Percent Feeder Report) on a five-year and three-year basis. The graph is developed using the number of recurrences divided by the number of feeders reported. The five-year average of outages per feeder increased from 15 percent in 2023 to 17 percent in 2024. The three-year average of outages had decreased from 13 percent in 2023 to 11 percent in 2024. The five-year average of outages per feeder is trending upward as the three-year average of outages is remaining relatively flat for the five-year period of 2020 to 2024.

Staff notes that there were no feeders on the Three Percent Feeder Report for the last two years consecutively. However, there were eight feeders that were on the list previously. The causes for the outages reported for these feeders varied from damaged equipment, animals, weather, vehicles, lightning, vegetation, and unknown causes. Damaged equipment was repaired or replaced, poles were replaced, and approximately 35 miles of trees and vegetation were trimmed in 2024. TECO stated that it will continue to monitor circuit outage performance as part of its daily and ongoing review of system reliability and will respond accordingly at a regional level. In addition, TECO will continue its vegetation management strategy to improve the performance on its feeders.

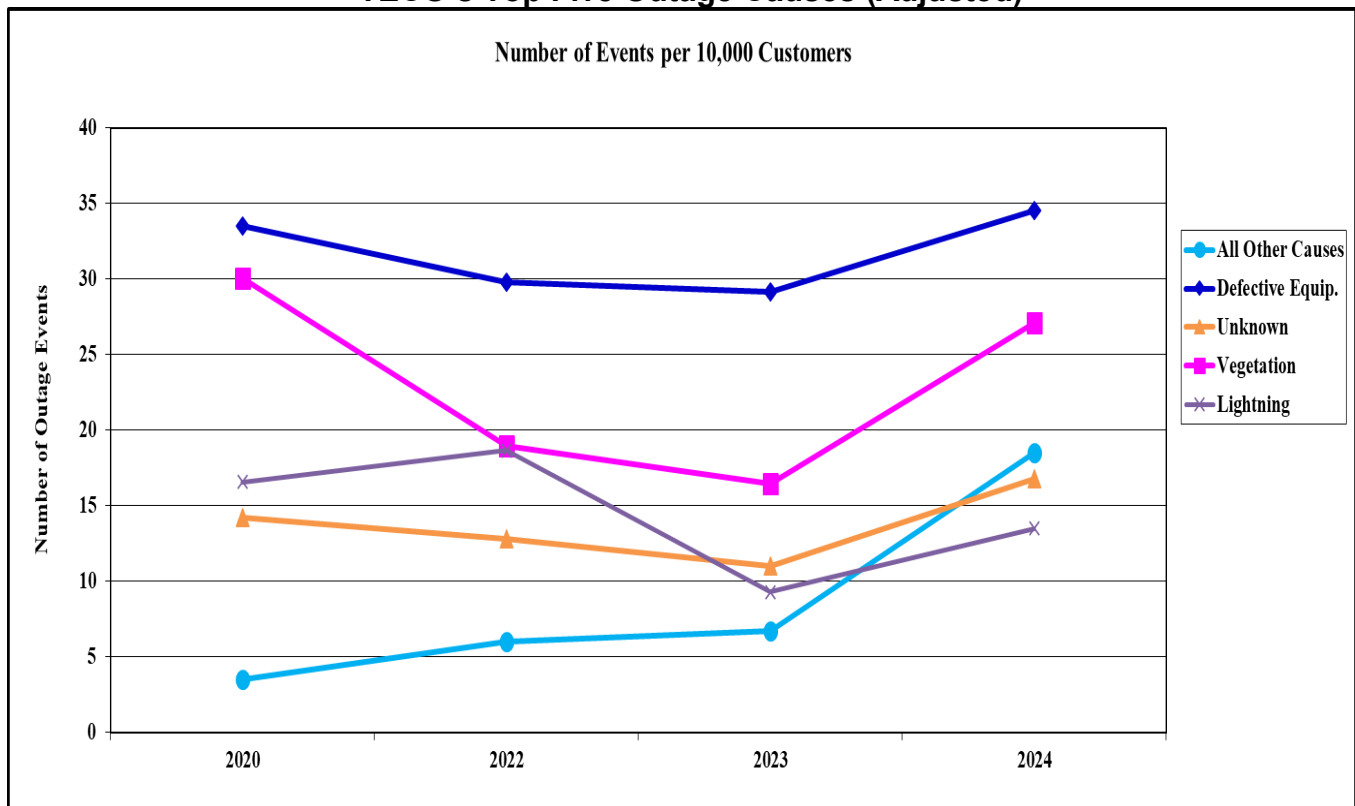
Figure 2-30
TECO's Three Percent Feeder Report (Adjusted)



Source: TECO's 2020-2024 distribution service reliability reports.

Figure 2-31 indicates that the top five causes of outage events on TECO’s distribution system, normalized to a 10,000-customer base. This figure is based on TECO’s adjusted data of the top 10 causes of outage events and represents 83 percent of the total outage events that occurred during 2024. For the five-year period, the five top causes of outage events included “Defective Equipment” (25 percent), “Vegetation” (20 percent), “All Other Causes” (14 percent), “Unknown Causes” (12 percent), and “Lightning” (10 percent) on a cumulative basis. “Defective Equipment” is the highest cause of outages for 2024. “Vegetation” and “All Other Causes” causes are the next two top problem areas for TECO. The outages due to “Vegetation,” “Lightning,” and “Unknown Causes” increased 68 percent, 48 percent, and 56 percent, respectively, from 2023 to 2024. The outages from “Defective Equipment” increased 21 percent and the outages from “All Other Causes” increased 181 percent, all for the same time period. The number of outages due to “Defective Equipment,” “Unknown,” and “All Other Causes” are all trending upward.

Figure 2-31
TECO’s Top Five Outage Causes (Adjusted)



Source: TECO’s 2020-2024 distribution service reliability reports.

Observations: TECO's Adjusted Data

Four of TECO's 2024 reliability indices declined in performance compared to 2023. For the five-year period of 2020 to 2024, the Five-Year Percent of Multiple Feeder outage events is trending upward. The indices for SAIDI, SAIFI, CAIDI, MAIFe, CEMI5, and L-Bar are trending downward for the same period. The Three-Year Percent of Multiple Feeder outage events is relatively flat. TECO reported that the decline in the SAIDI, CAIDI, SAIFI, and CEMI5 metrics were attributed to Hurricanes Helene and Milton, with Hurricane Milton landing within 50 miles of TECO's service territory.

In 2024, the Dade City region had the highest reliability indices for SAIDI, SAIFI, CAIDI, and CEMI5. To improve reliability in the Dade City region, TECO will be conducting additional vegetation management in the area by trimming approximately 90 miles in 2025. In addition, TECO will be installing intelligent field devices, such as SCADA switches and reclosers, in the Dade City region. TECO will adjust the fuse sizes to streamline the protection coordination scheme. This will ensure the fuses, breakers, and automated controls work together to isolate faults efficiently.

Section III: Inter-Utility Reliability Comparisons

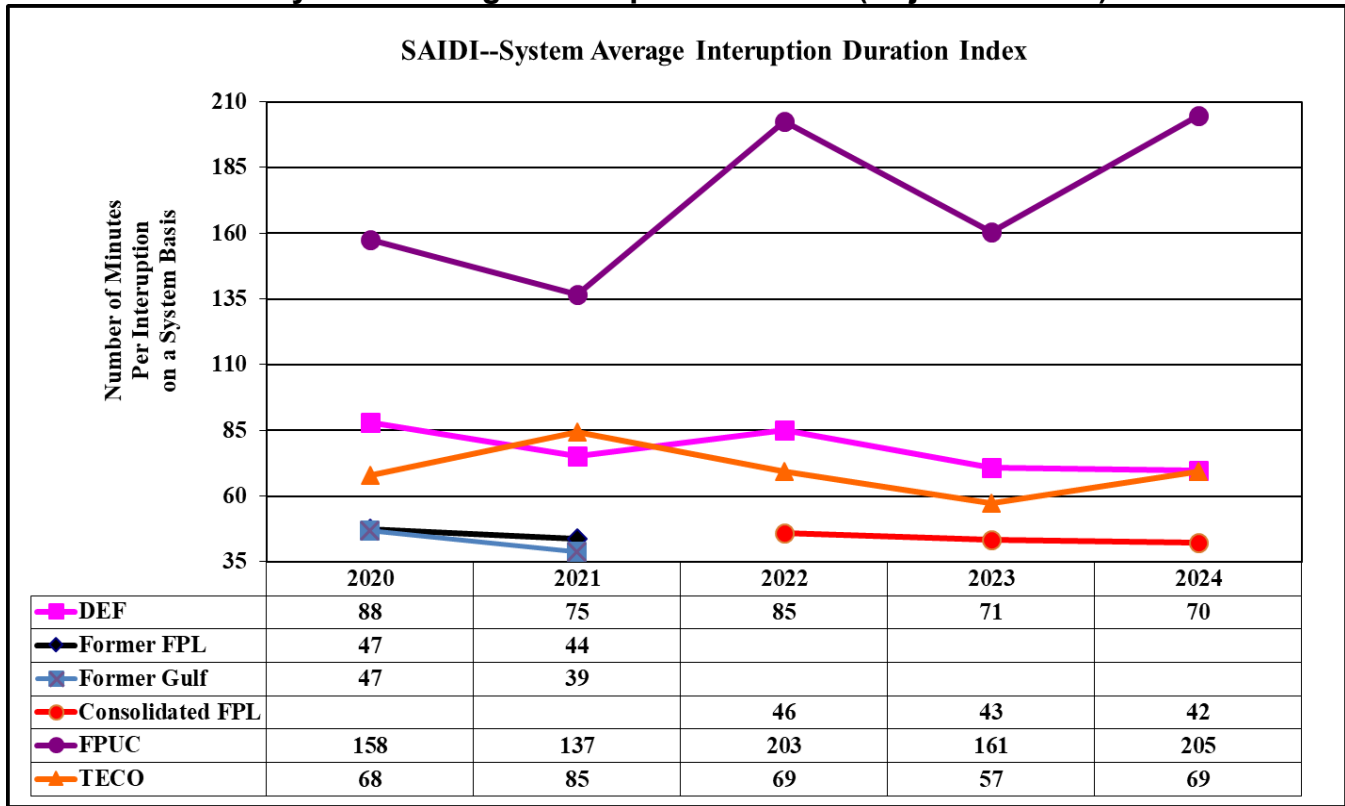
Section III contains comparisons of the utilities' adjusted data for the various reliability indices that were reported. It also contains a comparison of the service reliability related complaints received by the Commission.

Inter-Utility Reliability Trend Comparisons: Adjusted Data

The inter-utility trend comparison focuses on a graphical presentation that combines all of the IOUs' distribution reliability indices for the years 2020 to 2024. **Figures 3-1** through **3-3** apply to all four utilities, while **Figures 3-4** and **3-5** do not apply to FPUC because it is not required to report MAIFle and CEMI5 due to the size of its customer base. The adjusted data is used in generating the indices in this report and is based on the exclusion of certain events allowed by Rule 25-6.0455(4), F.A.C. Generalizations can be drawn from the side-by-side comparisons; however, any generalizations should be used with caution due to the differing sizes of the distribution systems, the degree of automation, and the number of customers. The indices are unique to each IOU.

Figure 3-1 indicates that DEF and TECO’s SAIDI has been trending downward since 2020. FPUC’s SAIDI has been trending upward since 2020. Comparing the 2023 and 2024 SAIDI values, DEF’s SAIDI value decreased 1 percent, FPL’s SAIDI decreased 2 percent, FPUC increased by 27 percent, and TECO increased 21 percent.

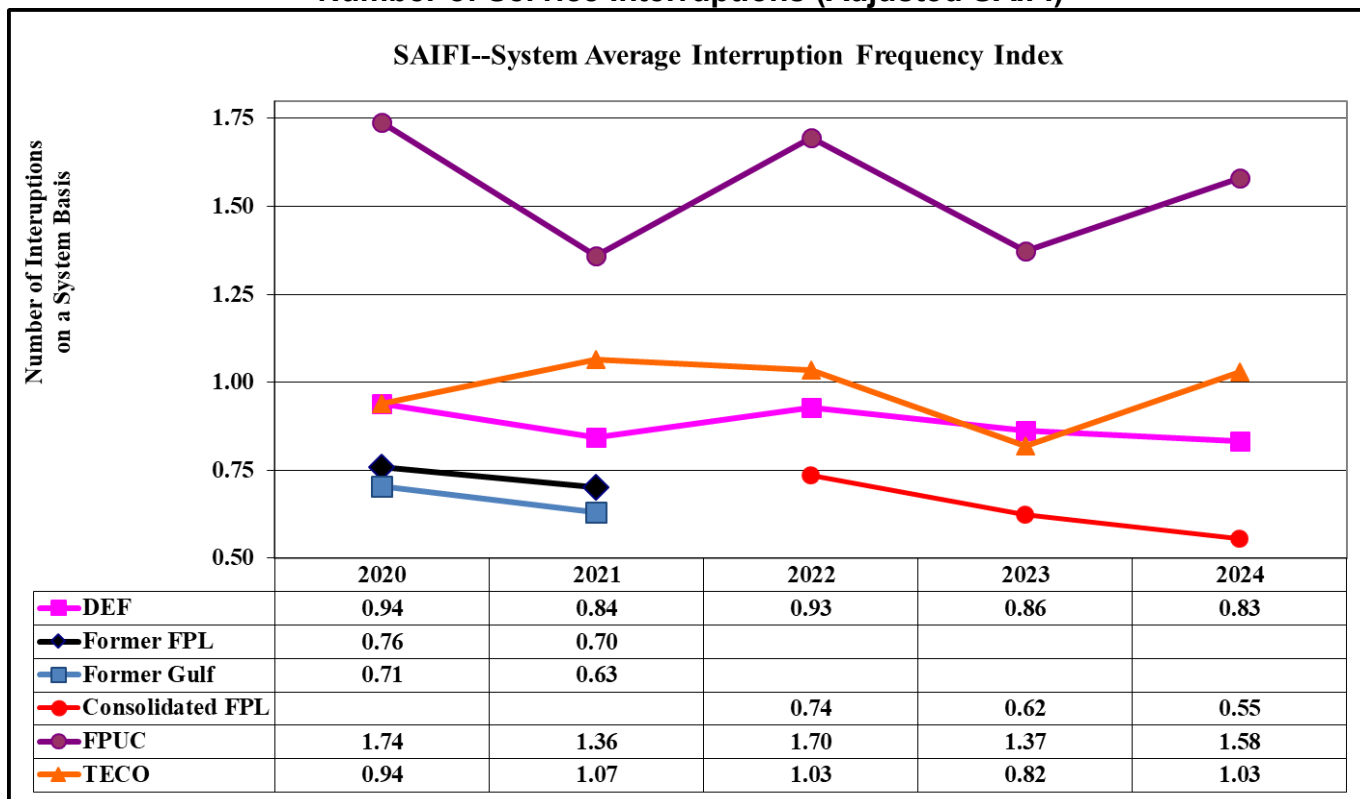
Figure 3-1
System Average Interruption Duration (Adjusted SAIDI)



Source: The IOUs’ 2020-2024 distribution service reliability reports.

Figure 3-2 shows a five-year graph of the adjusted SAIFI for each IOU. The 2024 data shows that DEF and FPL’s SAIFI values decreased (improved) from 2023, while FPUC and TECO had increased (declined). Over the five-year period of 2020 to 2024, DEF, FPUC, and TECO’s SAIFI values are all trending downward.

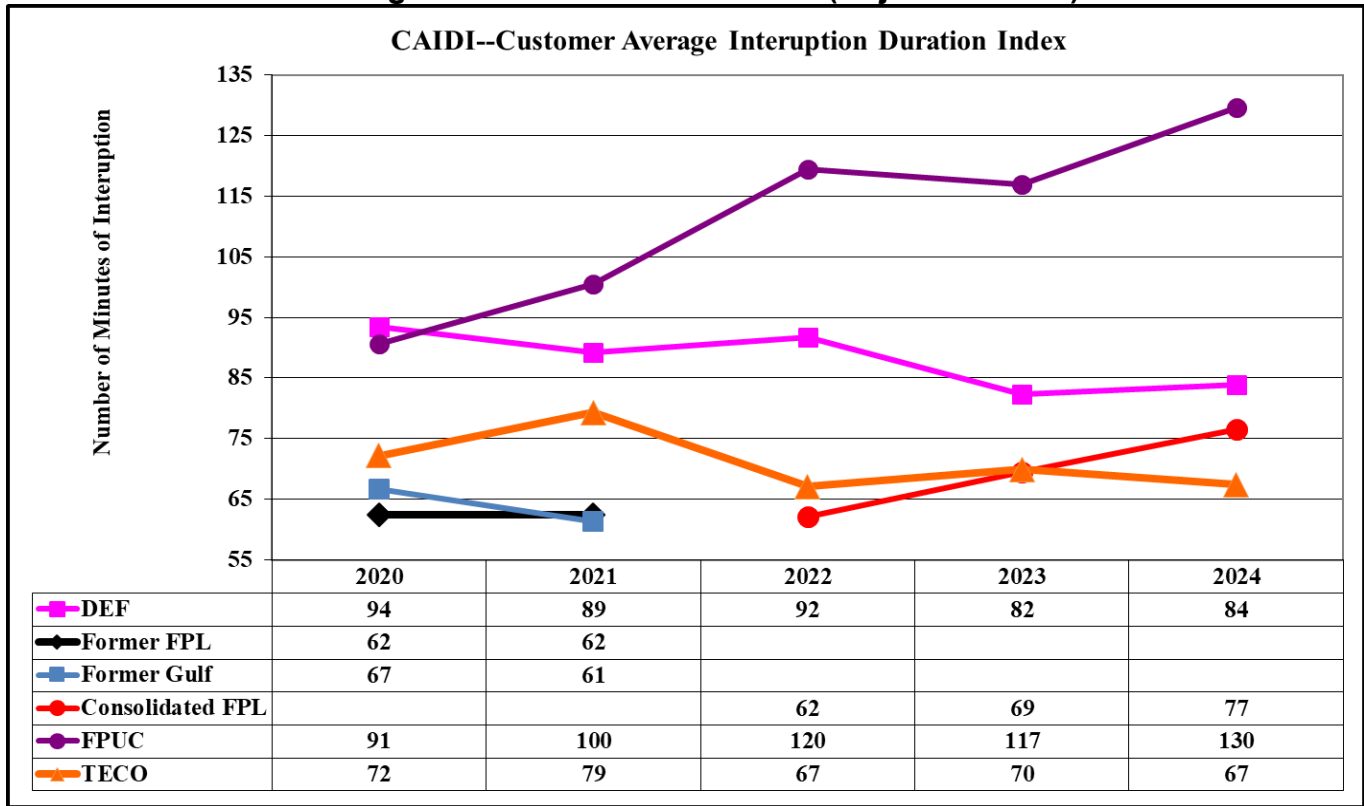
Figure 3-2
Number of Service Interruptions (Adjusted SAIFI)



Source: The IOUs’ 2020-2024 distribution service reliability reports.

Figure 3-3 shows a five-year graph of the adjusted CAIDI for each IOU. FPL and FPUC had increases in CAIDI from 2023 to 2024 as DEF and TECO had a decrease. DEF and TECO's CAIDI values are trending downward for the five-year period of 2020 to 2024. FPUC's CAIDI value is trending upward for the same period.

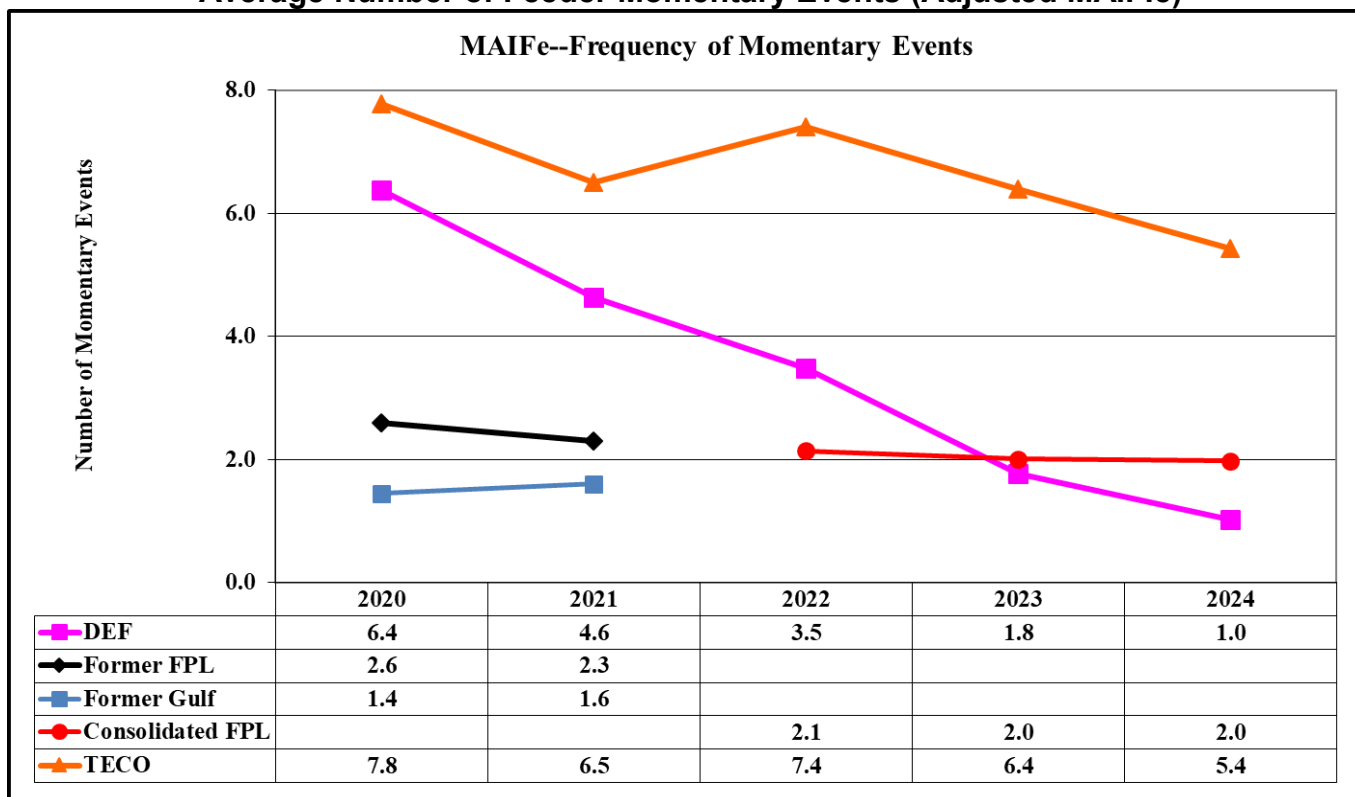
Figure 3-3
Average Service Restoration Time (Adjusted CAIDI)



Source: The IOUs' 2020-2024 distribution service reliability reports.

Figure 3-4 shows a five-year graph of the adjusted MAIFle for DEF, FPL, and TECO. DEF and TECO's MAIFle indices are trending downward for the five-year period of 2020 to 2024. Comparing the MAIFle for 2023 to 2024, DEF decreased by 44 percent and TECO decreased by 16 percent. FPL's 2024 MAIFle value remained the same as the 2023 value. FPUC is exempt from reporting MAIFle and CEMI5 because it has fewer than 50,000 customers.

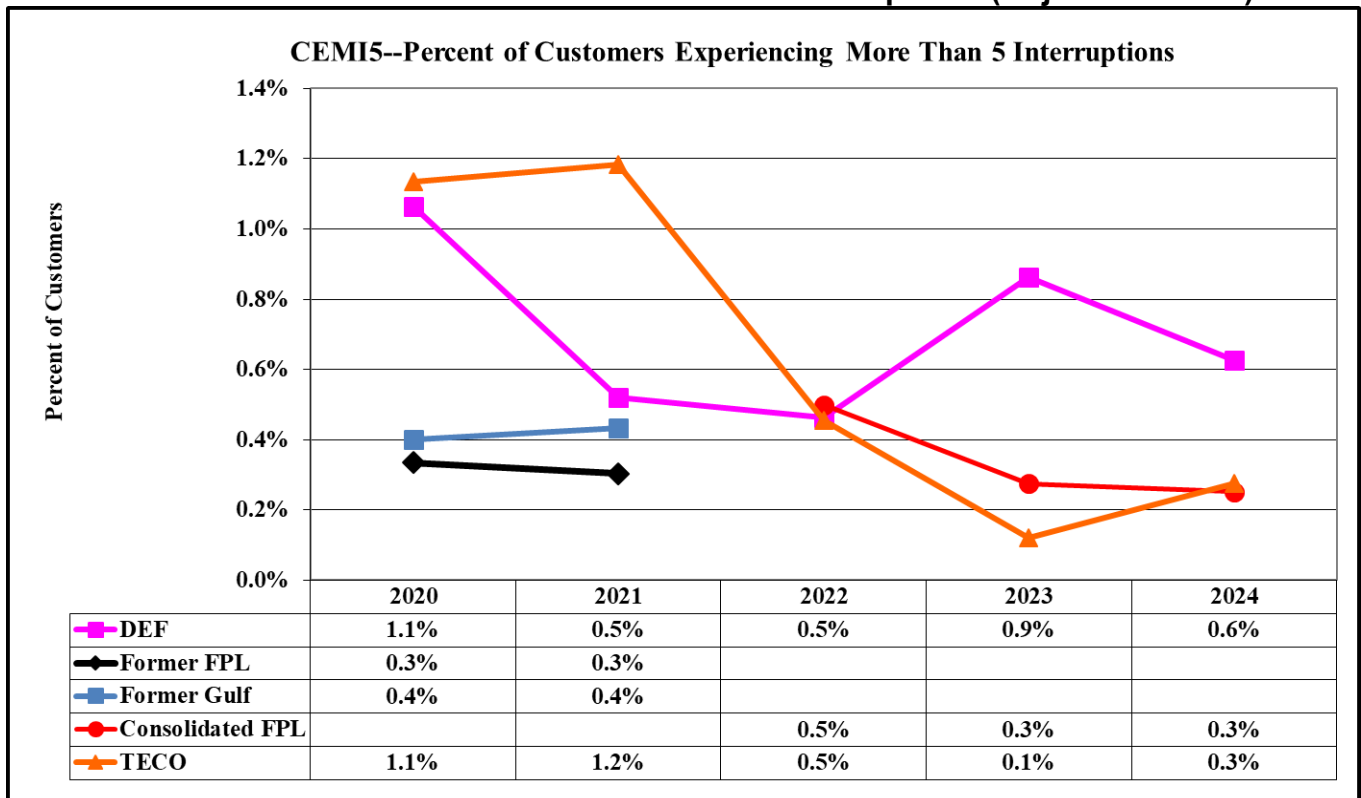
Figure 3-4
Average Number of Feeder Momentary Events (Adjusted MAIFle)



Source: The IOUs' 2020-2024 distribution service reliability reports.

Figure 3-5 shows a five-year graph of the adjusted CEMI5 for FPL, DEF, and TECO. CEMI5 is a percentage. In 2024, TECO’s CEMI5 percentage increased to 0.3 percent from 0.1 percent in 2023, as DEF’s CEMI5 percentage decreased to 0.6 percent from 0.9 percent in 2023. FPL’s CEMI5 percentage remained the same as in 2023.

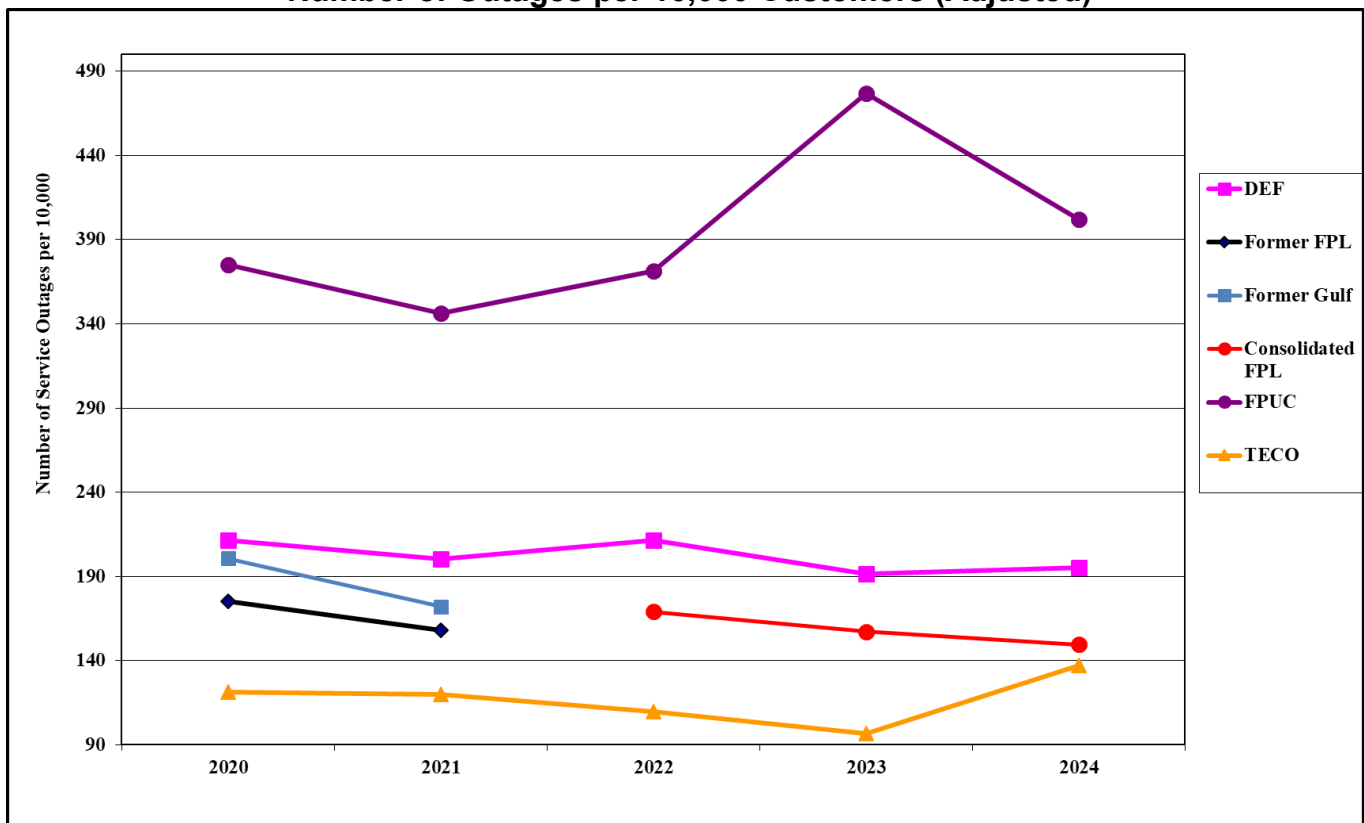
Figure 3-5
Percent of Customers with More Than Five Interruptions (Adjusted CEMI5)



Source: The IOUs’ 2020-2024 distribution service reliability reports.

Figure 3-6 shows the number of outages per 10,000 customers on an adjusted basis for the four IOUs over the last five years. The graph displays each utility's adjusted data concerning the number of outage events and the total number of customers on an annual basis. The number of FPL outages in 2024 was 89,384, which was a decrease from 92,209 in 2023. TECO's results are trending upward for the five-year period, with an increase in outages from 8,244 in 2023 to 11,943 in 2024. DEF's number of outages increased in 2024, however, the results are trending downward for the five-year period. FPUC's results decreased from 2020 to 2021, increased from 2021 to 2022, increased from 2022 to 2023, and decreased from 2023 to 2024. Due to its small customer base, FPUC's number of outages per 10,000 customers may be more volatile.

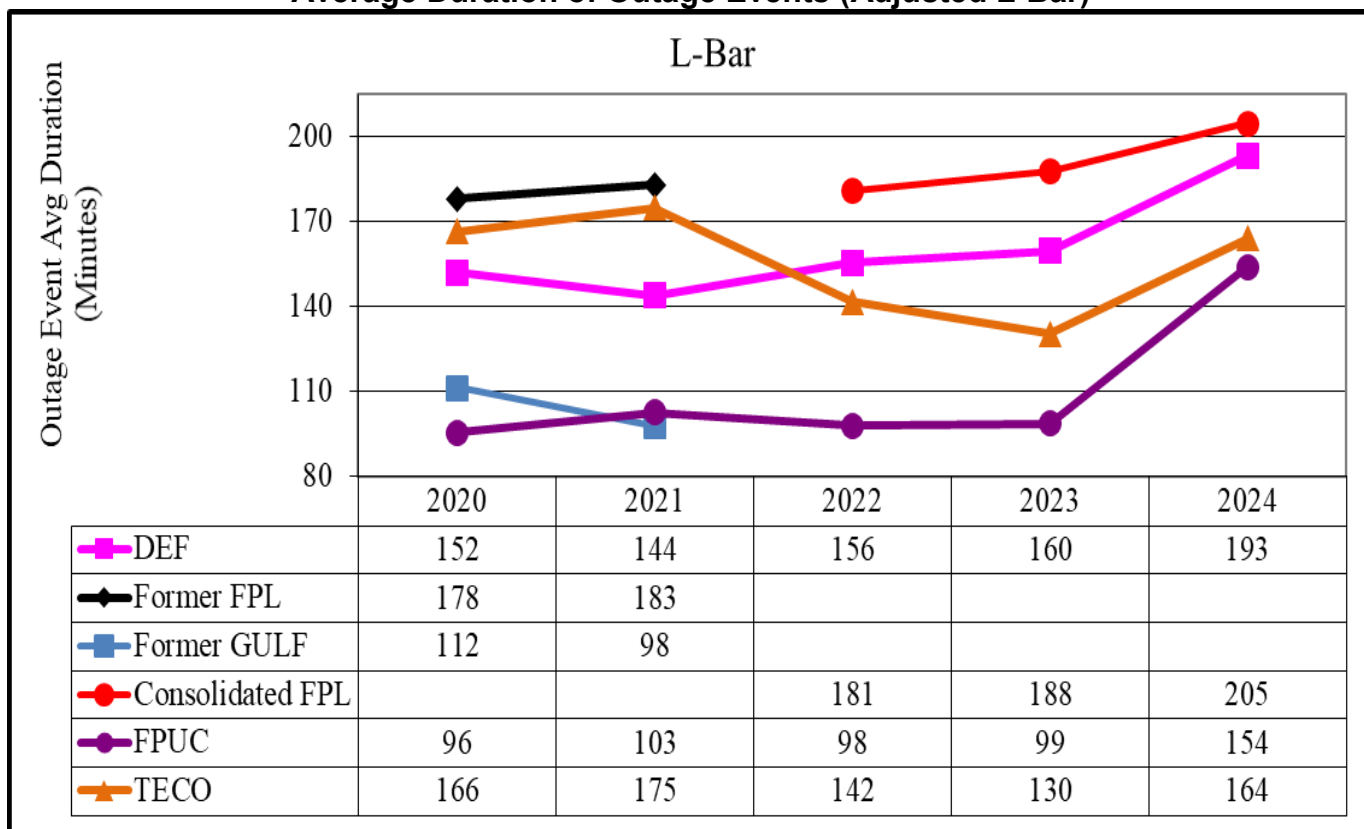
Figure 3-6
Number of Outages per 10,000 Customers (Adjusted)



Source: The IOUs' 2020-2024 distribution service reliability reports.

Figure 3-7 represents the average duration of outage events (Adjusted L-Bar) for each IOU. The data shows DEF and FPUC are trending upward as TECO is trending downward for the five-year period from 2020 to 2024. DEF had an increase of 21 percent, FPL had an increase of 9 percent, FPUC had an increase of 56 percent, and TECO had an increase of 26 percent when comparing 2024 results to 2023 results.

Figure 3-7
Average Duration of Outage Events (Adjusted L-Bar)



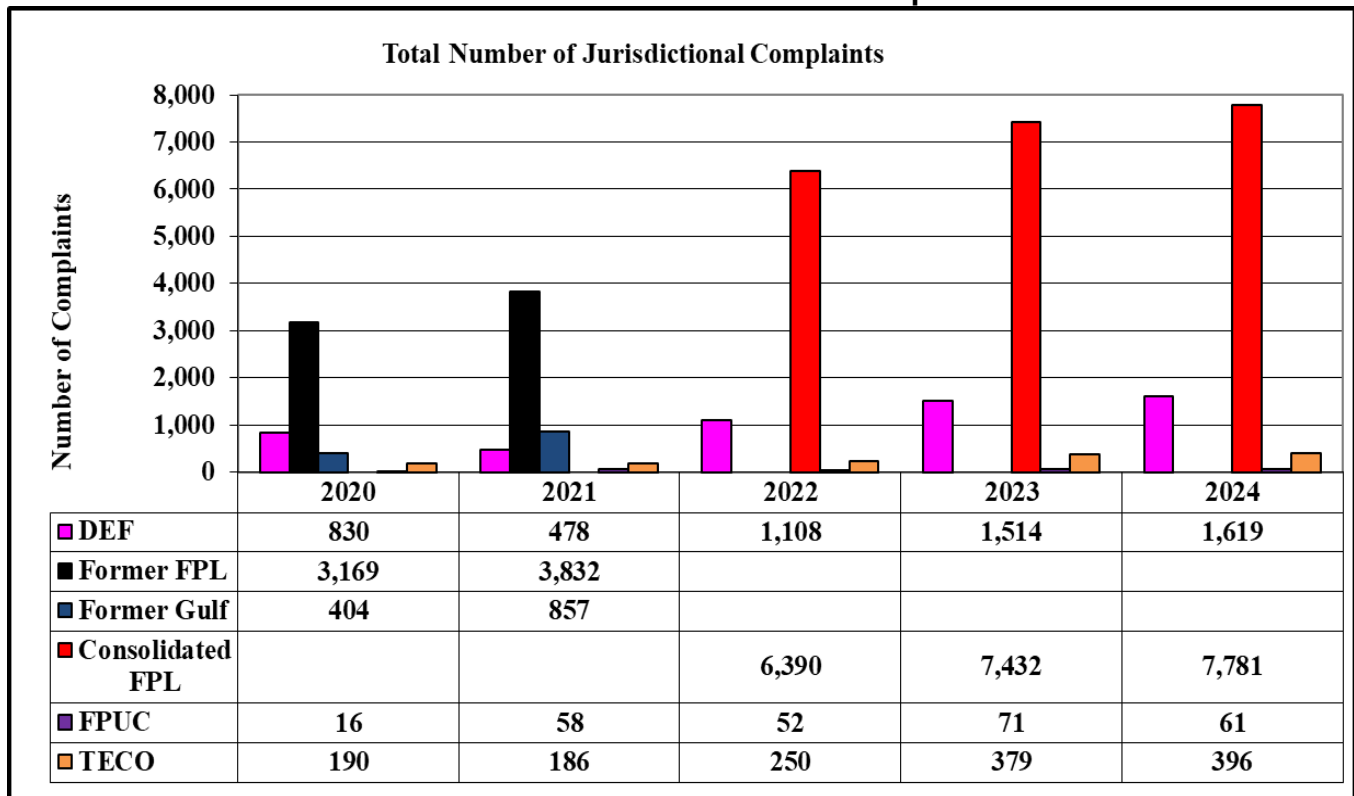
Source: The IOUs' 2020-2024 distribution service reliability reports.

Inter-Utility Comparisons of Reliability Related Complaints

Figures 3-8, 3-9, 3-10, and 3-11 represent consumer complaint data that was extracted from the Commission’s Consumer Activity Tracking System (CATS). Each consumer complaint received by the Commission is assigned a code after the complaint is resolved. Reliability related complaints have 10 specific category types and typically pertain to “Trees,” “Safety,” “Repairs,” “Frequent Outages,” and “Momentary Service Interruptions.”

Figure 3-8 shows the total number of jurisdictional complaints⁶ for each IOU. In comparing the number of complaints by the different companies, the total number of customers should be considered. FPL has the higher number of complaints, but FPL also has more customers than the other companies.

Figure 3-8
Total Number of Jurisdictional Complaints

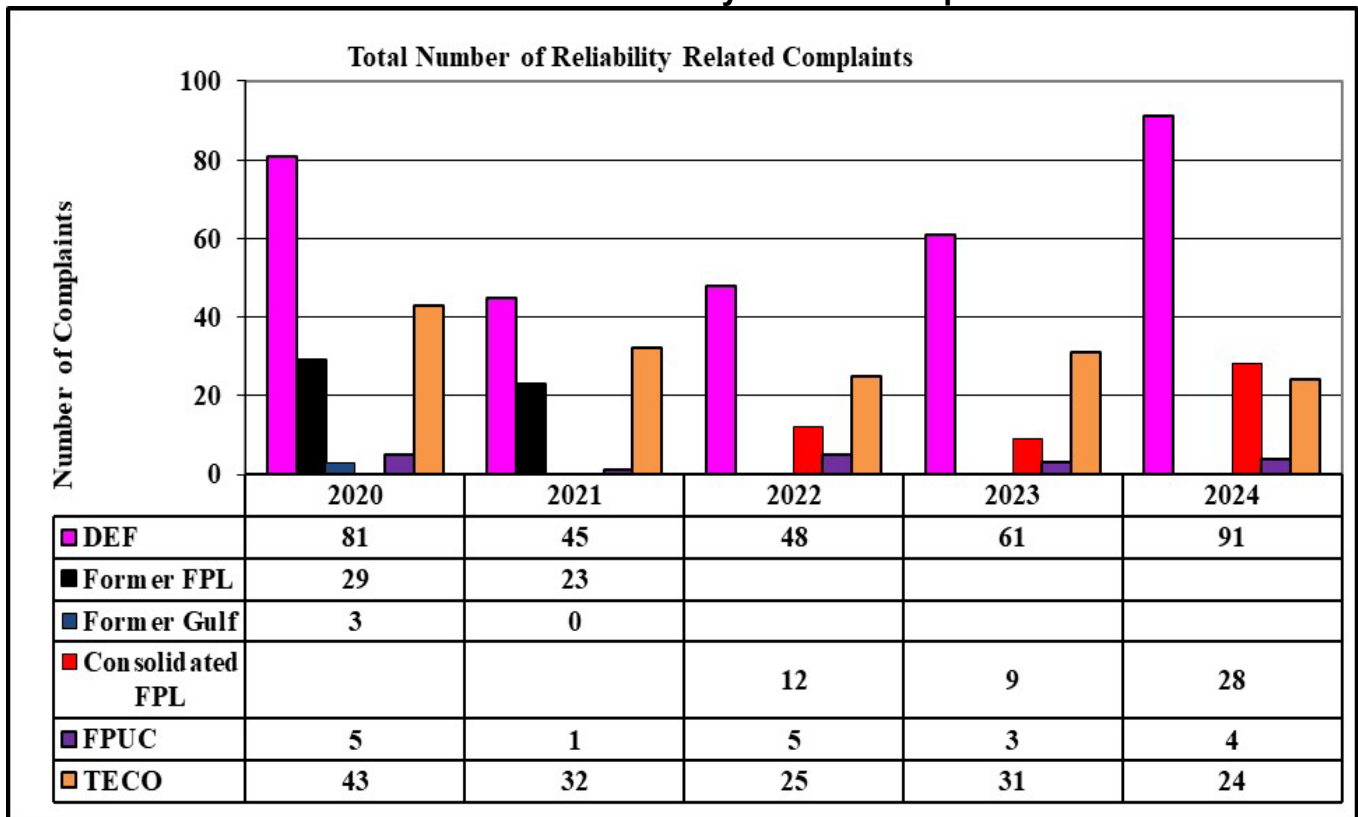


Source: FPSC CATS.

⁶ Non-jurisdictional complaint codes include load management, hurricanes, and damage claims.

Figure 3-9 charts the total number of reliability related complaints for the IOUs. DEF is showing the largest amount of reliability complaints for the five-year period of 2020 to 2024, with FPUC showing the least amount. FPUC, and TECO are trending downward in the number of reliability complaints.

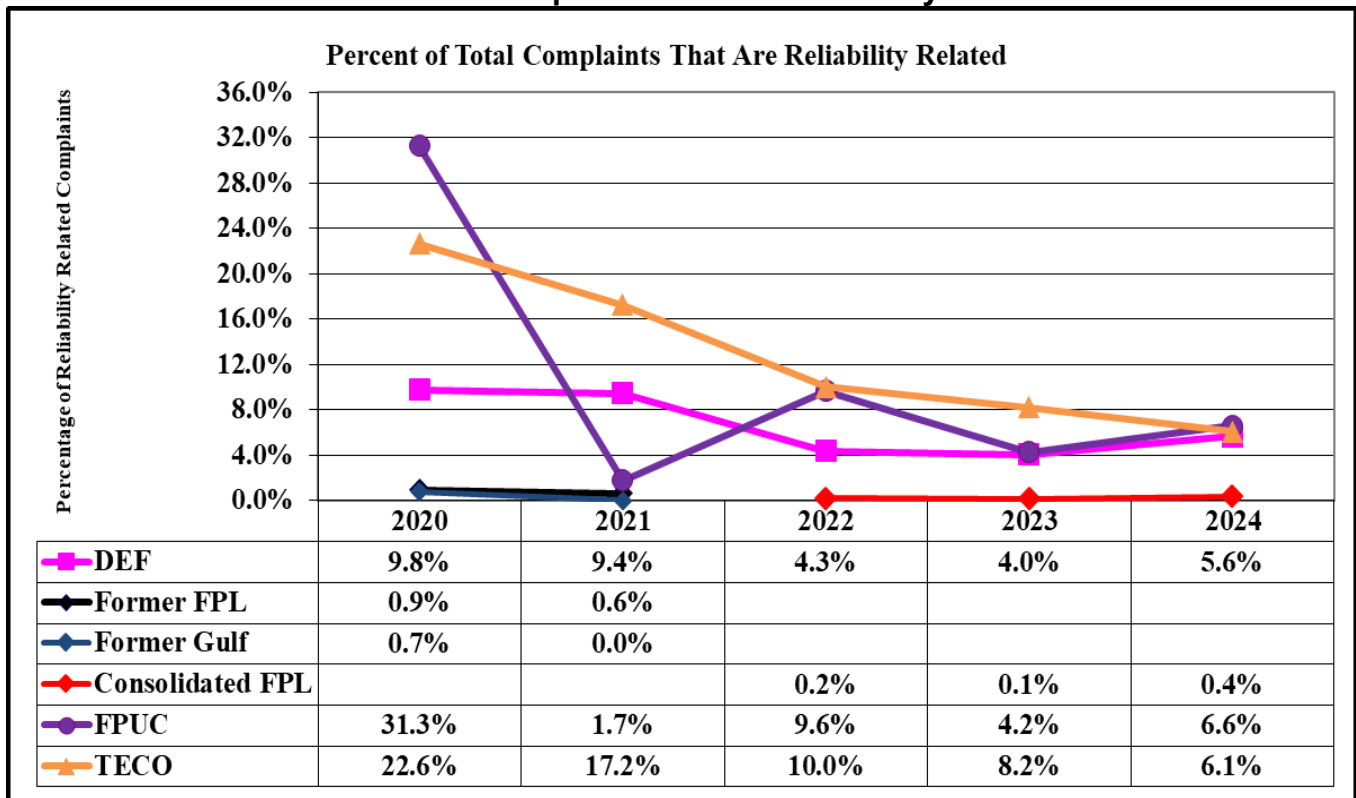
Figure 3-9
Total Number of Reliability Related Complaints



Source: FPSC CATS.

Figure 3-10 shows the percentage of reliability related customer complaints in relation to the total number of complaints for each IOU. DEF, FPUC and TECO appear to be trending downward. The percentages of FPUC complaints, compared to the other companies, appear high, however, FPUC has fewer customers and fewer complaints in total.

Figure 3-10
Percent of Complaints that are Reliability Related

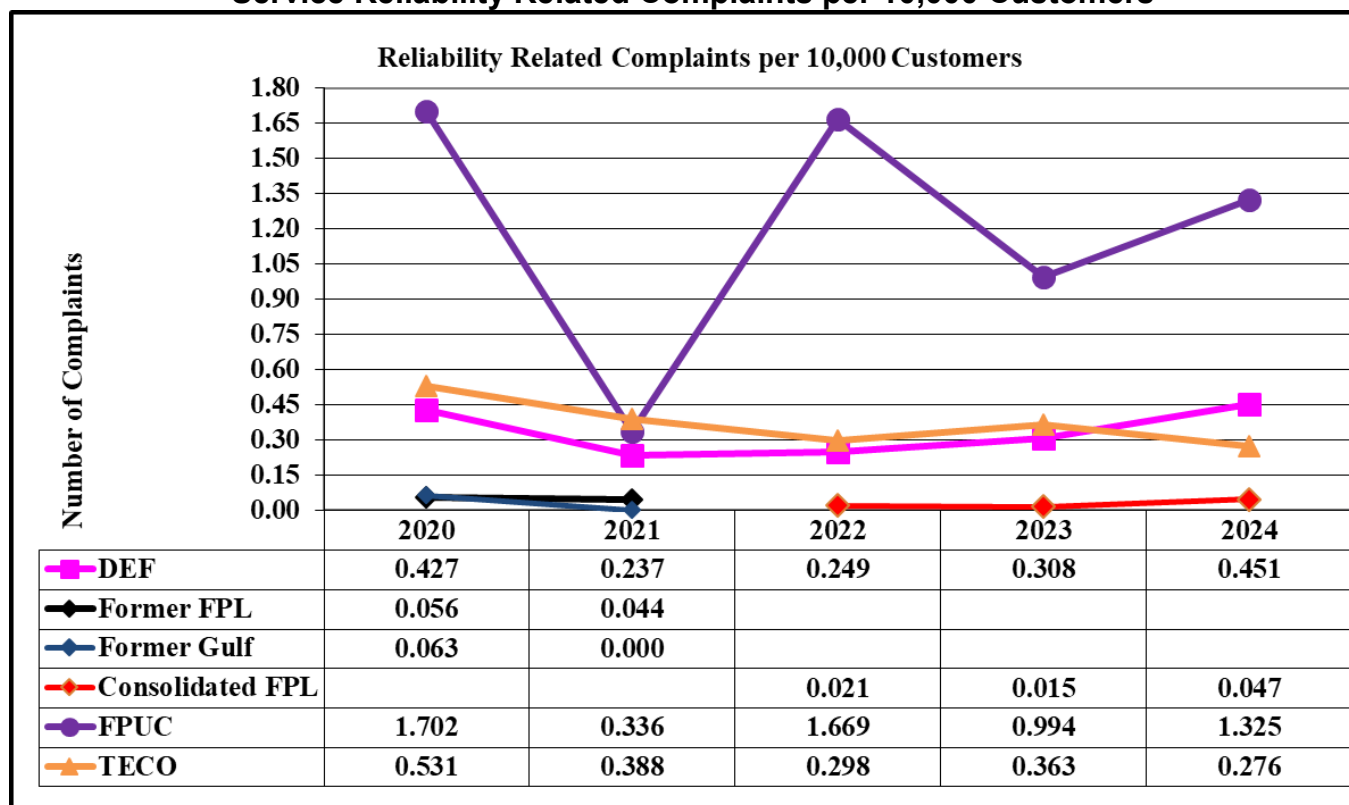


Source: FPSC CATS.

Figure 3-11 charts the volume of reliability related complaints per 10,000 customers for the IOUs. The volume of service reliability complaints is normalized to a 10,000-customer base for comparative purposes. This is calculated for each IOU by dividing the total number of reliability complaints reported to the Commission by the total number of the utility’s customers. This fraction is then multiplied by 10,000 for graphing purposes.

All of the IOUs, except FPUC, have less than one reliability complaint per 10,000 customers since 2020. For the five-year period, FPUC and TECO are trending downward, while DEF is trending upward. The volatility of FPUC’s results can be attributed to its small customer base, which typically averages 30,000 customers.

Figure 3-11
Service Reliability Related Complaints per 10,000 Customers



Source: The IOUs’ 2020-2024 distribution service reliability reports and FPSC CATS.

Section IV: Appendices

Appendix A – Adjusted Service Reliability Data

Duke Energy Florida, LLC

Table A-1
DEF's Number of Customers (Year End)

	2020	2021	2022	2023	2024
North Central	429,896	428,394	431,287	441,634	447,999
North Coastal*	445,321	446,742	455,474	469,422	476,556
South Central	532,367	544,915	560,083	583,847	605,333
South Coastal*	490,952	482,484	483,353	487,740	486,319
DEF System	1,898,536	1,902,535	1,930,197	1,982,643	2,016,207

Source: DEF's 2020-2024 distribution service reliability reports.

Note: *DEF reorganized its Zone boundaries where two operation centers were moved from the South Coastal region to the North Coastal region.

Table A-2
DEF's Adjusted Regional Indices SAIDI, SAIFI, and CAIDI

	Average Interruption Duration Index (SAIDI)					Average Interruption Frequency Index (SAIFI)					Average Customer Restoration Time Index (CAIDI)				
	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024
North Central	85	81	99	69	60	0.84	0.83	0.99	0.83	0.72	102	98	100	84	83
North Coastal*	117	90	96	88	87	1.15	0.95	1.11	1.04	1.03	102	95	86	84	84
South Central	70	65	74	72	58	0.92	0.80	0.81	0.82	0.67	77	81	91	88	87
South Coastal*	83	68	76	54	77	0.86	0.80	0.84	0.77	0.95	96	84	90	70	82
DEF System	88	75	85	71	70	0.94	0.84	0.93	0.86	0.83	94	89	92	82	84

Source: DEF's 2020-2024 distribution service reliability reports.

Note: *DEF reorganized its Zone boundaries where two operation centers were moved from the South Coastal region to the North Coastal region.

Table A-3
DEF's Adjusted Regional Indices MAIFle and CEMI5

	Average Frequency of Momentary Events on Feeders (MAIFle)					Percentage of Customers Experiencing More than 5 Service Interruptions (CEMI5)				
	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024
North Central	6.76	5.21	3.84	1.63	0.90	0.42%	0.64%	0.34%	0.50%	0.53%
North Coastal*	6.36	5.38	3.74	1.68	1.13	2.32%	1.10%	1.14%	2.14%	1.73%
South Central	6.47	4.42	3.29	2.15	1.04	1.17%	0.28%	0.30%	0.70%	0.24%
South Coastal*	6.00	3.66	3.19	1.53	1.02	0.37%	0.15%	0.13%	0.17%	0.12%
DEF System	6.39	4.63	3.49	1.77	1.03	1.06%	0.52%	0.46%	0.86%	0.63%

Source: DEF's 2020-2024 distribution service reliability reports.

Note: *DEF reorganized its Zone boundaries where two operation centers were moved from the South Coastal region to the North Coastal region.

Table A-4
DEF's Primary Causes of Outages Events

	Adjusted Number of Outages Events						Adjusted L-Bar Length of Outages				
	2020	2021	2022	2023	2024	Percentages	2020	2021	2022	2023	2024
Animals	3,882	5,347	4,231	3,893	3,041	7.7%	82	81	83	91	91
Unknown	556	688	1,543	7,997	10,501	26.7%	88	95	137	130	178
All Other	7,170	7,199	7,021	1,950	1,877	4.8%	181	176	186	232	284
Defective Equipment	11,973	11,449	11,914	11,040	11,253	28.6%	146	146	162	182	226
Lightning	994	1,126	1,787	2,814	2,898	7.4%	157	151	146	169	164
Vegetation	9,291	7,790	8,552	7,795	7,810	19.9%	160	154	161	166	178
Other Weather	5,826	4,060	4,855	2,198	1,611	4.1%	159	140	151	168	267
Vehicle	509	460	367	308	343	0.9%	245	241	258	260	240
DEF System	40,201	38,119	40,270	37,995	39,334	100%	152	144	156	160	193

Source: DEF's 2020-2024 distribution service reliability reports.

Note: *The "Other Causes" category is the sum of diverse causes of outage events which individually are not among the top 10 causes of outage events.

Florida Power & Light Company

Table A-5
FPL's Number of Customers (Year End)

	2020	2021	2022	2023	2024
Boca Raton	386,305	390,005	392,207	395,149	398,120
Brevard	322,070	327,339	332,829	339,659	347,309
Central Broward*	285,678	289,450	290,698	292,588	295,247
Central Dade	323,326	331,087	334,196	337,006	344,660
Central Florida	305,247	312,544	318,819	327,521	334,638
Manasota	416,122	423,344	440,664	450,541	458,952
Naples	421,646	428,887	431,199	429,768	439,738
North Broward*	325,075	326,654	327,409	328,537	330,443
North Dade	253,181	255,885	257,016	258,312	261,676
North Florida	177,889	183,858	190,833	199,762	207,857
South Broward*	346,004	348,897	349,993	351,979	354,781
South Dade	306,719	310,243	314,895	318,825	324,274
Toledo Blade	289,643	299,091	294,339	306,563	319,785
Treasure Coast	346,884	354,410	362,811	372,187	380,888
West Dade	275,635	278,531	280,842	283,013	285,840
West Palm	376,620	381,083	383,931	388,407	392,866
Fort Walton	119,990	122,136	118,284	121,827	123,699
Panama City	119,041	118,379	116,859	126,597	130,636
Pensacola	234,599	241,587	226,759	239,114	244,613
Former FPL System	5,158,044	5,241,308			
Former Gulf System **	473,630	482,102			
Consolidated FPL System			5,764,583	5,867,355	5,976,022

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Note: *Three management regions were renamed: Pompano became North Broward, Wingate became Central Broward and Gulf Stream became South Broward.

**The Former Gulf system includes Fort Walton, Panama City, and Pensacola regions.

Table A-6
FPL's Adjusted Regional SAIDI Index

	Average Interruption Duration Index (SAIDI)				
	2020	2021	2022	2023	2024
Boca Raton	41	35	32	40	43
Brevard	49	46	44	38	39
Central Broward*	54	53	49	53	42
Central Dade	41	46	50	48	48
Central Florida	41	43	45	33	35
Manasota	37	37	43	29	39
Naples	45	39	50	40	53
North Broward*	31	31	33	36	30
North Dade	58	60	57	60	58
North Florida	62	55	58	54	46
South Broward*	46	35	37	39	37
South Dade	55	58	55	65	54
Toledo Blade	50	53	64	40	43
Treasure Coast	52	45	45	45	42
West Dade	48	49	49	58	51
West Palm	59	36	40	41	33
Fort Walton	40	41	35	34	37
Panama City	52	46	42	35	33
Pensacola	48	34	48	43	37
Former FPL System	47	44			
Former Gulf System**	47	39			
Consolidated FPL System			46	43	42

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Note: *Three management regions were renamed: Pompano became North Broward, Wingate became Central Broward and Gulf Stream became South Broward.

**The Former Gulf system includes Fort Walton, Panama City, and Pensacola regions.

**Table A-7
FPL's Adjusted Regional SAIFI Index**

	Average Interruption Frequency Index (SAIFI)				
	2020	2021	2022	2023	2024
Boca Raton	0.73	0.66	0.62	0.63	0.60
Brevard	0.88	0.82	0.79	0.49	0.48
Central Broward*	0.75	0.80	0.83	0.66	0.42
Central Dade	0.57	0.67	0.66	0.58	0.58
Central Florida	0.76	0.71	0.75	0.52	0.47
Manasota	0.64	0.54	0.66	0.44	0.61
Naples	0.69	0.72	0.82	0.61	0.74
North Broward*	0.53	0.57	0.51	0.46	0.34
North Dade	0.78	0.81	0.79	0.59	0.61
North Florida	1.07	0.87	0.74	0.68	0.57
South Broward*	0.73	0.55	0.62	0.56	0.41
South Dade	0.79	0.80	0.73	0.68	0.58
Toledo Blade	0.79	0.86	1.02	0.78	0.59
Treasure Coast	0.85	0.74	0.77	0.75	0.50
West Dade	0.77	0.72	0.74	0.76	0.55
West Palm	0.96	0.58	0.79	0.75	0.58
Fort Walton	0.58	0.59	0.65	0.63	0.54
Panama City	0.78	0.70	0.75	0.68	0.82
Pensacola	0.73	0.62	0.80	0.73	0.64
Former FPL System	0.76	0.70			
Former Gulf System **	0.71	0.63			
Consolidated FPL System			0.74	0.62	0.55

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Note: *Three management regions were renamed: Pompano became North Broward, Wingate became Central Broward and Gulf Stream became South Broward.

**The Former Gulf system includes Fort Walton, Panama City, and Pensacola regions.

**Table A-8
FPL's Adjusted Regional CAIDI Index**

	Average Customer Restoration Time Index (CAIDI)				
	2020	2021	2022	2023	2024
Boca Raton	56	53	51	64	73
Brevard	56	56	56	77	82
Central Broward*	72	66	58	81	100
Central Dade	72	69	75	83	84
Central Florida	54	60	61	63	74
Manasota	57	67	65	65	64
Naples	66	54	62	66	72
North Broward*	58	55	64	77	88
North Dade	74	73	72	101	94
North Florida	58	63	79	79	81
South Broward*	63	63	60	70	88
South Dade	69	73	75	95	93
Toledo Blade	63	61	63	52	74
Treasure Coast	61	60	58	59	83
West Dade	63	69	67	75	93
West Palm	62	62	51	55	57
Fort Walton	69	69	54	53	69
Panama City	67	65	56	51	41
Pensacola	65	55	60	58	57
Former FPL System	62	62			
Former Gulf System **	67	61			
Consolidated FPL System			62	69	77

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Note: *Three management regions were renamed: Pompano became North Broward, Wingate became Central Broward and Gulf Stream became South Broward.

**The Former Gulf system includes Fort Walton, Panama City, and Pensacola regions.

Table A-9
FPL's Adjusted Regional MAIFle Index

	Average Frequency of Momentary Events on Feeders (MAIFle)				
	2020	2021	2022	2023	2024
Boca Raton	3.3	2.7	2.2	2.4	2.4
Brevard	2.3	2.4	2.0	1.9	1.6
Central Broward*	2.8	2.1	2.0	1.8	1.7
Central Dade	2.3	2.0	2.1	1.9	1.7
Central Florida	2.3	2.3	1.7	1.2	1.2
Manasota	1.9	1.7	1.6	1.3	1.6
Naples	2.4	2.2	2.4	1.8	4.5
North Broward*	2.0	1.5	1.6	1.5	1.0
North Dade	2.3	1.8	1.8	2.1	1.5
North Florida	2.3	2.1	2.3	1.9	1.8
South Broward*	2.8	2.4	2.1	2.4	1.6
South Dade	2.8	2.7	2.4	2.6	2.2
Toledo Blade	3.0	2.6	3.5	2.6	2.6
Treasure Coast	3.1	2.6	2.1	2.6	1.9
West Dade	2.9	3.4	3.1	2.9	2.1
West Palm	3.0	2.3	2.4	2.2	2.1
Fort Walton	1.4	1.9	2.4	2.0	1.4
Panama City	1.8	1.6	1.4	1.3	1.5
Pensacola	1.3	1.5	1.5	1.4	1.5
Former FPL System	2.6	2.3			
Former Gulf System **	1.4	1.6			
Consolidated FPL System			2.1	2.0	2.0

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Note: *Three management regions were renamed: Pompano became North Broward, Wingate became Central Broward and Gulf Stream became South Broward.

**The Former Gulf system includes Fort Walton, Panama City, and Pensacola regions.

Table A-10
FPL's Adjusted Regional CEMI5 Index

	Percentage of Customers Experiencing More than 5 Service Interruptions (CEMI5)				
	2020	2021	2022	2023	2024
Boca Raton	0.18%	0.11%	0.17%	0.42%	0.26%
Brevard	0.42%	0.84%	0.36%	0.12%	0.16%
Central Broward*	0.22%	0.20%	1.54%	0.25%	0.11%
Central Dade	0.18%	0.19%	0.49%	0.33%	0.19%
Central Florida	0.35%	0.20%	0.34%	0.09%	0.08%
Manasota	0.17%	0.09%	0.51%	0.06%	0.41%
Naples	0.38%	0.17%	0.45%	0.20%	0.45%
North Broward*	0.08%	0.38%	0.17%	0.04%	0.06%
North Dade	0.44%	0.52%	0.37%	0.27%	0.35%
North Florida	0.70%	0.35%	0.96%	0.40%	0.35%
South Broward*	0.19%	0.23%	0.60%	0.10%	0.03%
South Dade	0.12%	0.36%	0.39%	0.43%	0.18%
Toledo Blade	0.52%	0.53%	0.91%	0.60%	0.60%
Treasure Coast	0.62%	0.36%	0.38%	0.25%	0.31%
West Dade	0.57%	0.27%	0.17%	0.57%	0.19%
West Palm	0.46%	0.26%	0.59%	0.45%	0.10%
Fort Walton	0.19%	0.15%	0.19%	0.19%	0.02%
Panama City	0.96%	1.23%	0.78%	0.50%	1.07%
Pensacola	0.23%	0.19%	0.40%	0.17%	0.13%
Former FPL System	0.33%	0.30%			
Former Gulf System **	0.40%	0.43%			
Consolidated FPL System			0.50%	0.28%	0.25%

Source: FPL and Gulf's 2020-2024 distribution service reliability reports.

Note: *Three management regions were renamed: Pompano became North Broward, Wingate became Central Broward and Gulf Stream became South Broward.

**The Former Gulf system includes Fort Walton, Panama City, and Pensacola regions.

**Table A-11
Former FPL's Primary Causes of Outage Events**

	Adjusted Number of Outage Events						Adjusted L-Bar Length of Outages				
	2020	2021	2022	2023	2024	Percentages	2020	2021	2022	2023	2024
Unknown	7,619	7,740					136	131			
Vegetation	18,375	17,090					196	207			
Animals	8,165	9,436					104	110			
Remaining Causes	3,560	3,172					141	155			
Other Weather	5,529	5,275					178	187			
Other	7,183	6,728					167	166			
Lightning	1,493	1,270					254	265			
Vehicle	895	946					259	261			
Defective Equipment	37,599	31,216					194	205			
Former FPL System	90,418	82,873	0	0	0	0%	178	183			

Source: FPL's 2020-2021 distribution service reliability reports.

Notes: (1) The "Other Causes" category is a sum of outages events that require a detailed explanation.

(2) The "Remaining Causes" category is the sum of many diverse causes of outage events, which individually are not among the top 10 causes of outage events, and excludes those identified as "Other Causes."

Table A-12
Former Gulf's Primary Causes of Outage Events

	Adjusted Number of Outage Events						Adjusted L-Bar Length of Outages				
	2020	2021	2022	2023	2024	Percentages	2020	2021	2022	2023	2024
Unknown	1,333	1,337					96	90			
Vegetation	2,311	1,631					112	94			
Animals	1,838	1,704					65	66			
Remaining Causes	863	832					147	105			
Other Weather	766	518					148	97			
Lightning	479	586					114	113			
Vehicle	247	236					146	148			
Defective Equipment	1,669	1,447					134	129			
Former Gulf System	9,506	8,291	0	0	0	0%	112	98			

Source: Gulf's 2020-2021 distribution service reliability reports.

Notes: (1) The "Other Causes" category is a sum of outages events that require a detailed explanation.

(2) The "Remaining Causes" category is the sum of many diverse causes of outage events, which individually are not among the top 10 causes of outage events, and excludes those identified as "Other Causes."

Table A-13
Consolidated FPL's Primary Causes of Outage Events

	Adjusted Number of Outage Events						Adjusted L-Bar Length of Outages				
	2020	2021	2022	2023	2024	Percentages	2020	2021	2022	2023	2024
Unknown			9,598	9,365	8,706	9.7%			135	178	156
Vegetation			18,954	16,919	16,363	18.3%			194	209	230
Animals			10,516	10,069	9,438	10.6%			101	110	112
Remaining Causes			3,477	3,196	3,403	3.8%			163	168	185
Other Weather			7,987	6,320	4,836	5.4%			197	190	207
Other			9,591	8,763	8,440	9.4%			172	141	203
Lightning			2,029	2,438	1,750	2.0%			219	259	277
Vehicle			1,116	1,007	887	1.0%			251	246	263
Defective Equipment			34,216	34,132	35,561	39.8%			208	209	227
FPL System	0	0	97,484	92,209	89,384	100%			181	188	205

Source: FPL's 2022-2024 distribution service reliability reports.

Notes: (1) The "Other Causes" category is a sum of outages events that require a detailed explanation.

(2) The "Remaining Causes" category is the sum of many diverse causes of outage events, which individually are not among the top 10 causes of outage events, and excludes those identified as "Other Causes."

Florida Public Utilities Company

Table A-14
FPUC's Number of Customers (Year End)

	2020	2021	2022	2023	2024
Fernandina(NE)	17,138	17,307	17,411	17,586	17,631
Marianna (NW)	12,242	12,432	12,545	12,600	12,568
FPUC System	29,380	29,739	29,956	30,186	30,199

Source: FPUC's 2020-2024 distribution service reliability reports.

Table A-15
FPUC's Adjusted Regional Indices SAIDI, SAIFI, and CAIDI

	Average Interruption Duration Index (SAIDI)					Average Interruption Frequency Index (SAIFI)					Average Customer Restoration Time Index (CAIDI)				
	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024
NE	121	109	173	115	116	1.45	1.08	1.18	0.86	1.11	83	101	146	134	105
NW	209	175	244	224	329	2.15	1.75	2.41	2.09	2.24	98	100	101	107	147
FPUC System	158	137	203	161	205	1.74	1.36	1.70	1.37	1.58	91	100	120	117	130

Source: FPUC's 2020-2024 distribution service reliability reports.

Table A-16
FPUC's Primary Causes of Outage Events

	Adjusted Number of Outage Events						Adjusted L-Bar Length of Outages				
	2020	2021	2022	2023	2024	Percentages	2020	2021	2022	2023	2024
Vegetation	376	356	328	424	351	28.9%	91	112	107	120	188
Animals	163	168	179	292	246	20.3%	64	65	57	56	62
Lightning	102	124	172	188	132	10.9%	107	103	100	106	126
Unknown	163	154	171	286	218	18.0%	92	95	102	85	93
All Other	36	29	35	58	59	4.9%	84	129	112	121	108
Other Weather	75	34	34	64	68	5.6%	133	121	123	142	431
Vehicle	36	30	33	35	44	3.6%	135	136	106	118	159
Defective Equipment	151	135	160	92	96	7.9%	112	115	108	108	136
FPUC System	1,102	1,030	1,112	1,439	1,214	100%	96	103	98	99	143

Source: FPUC's 2020-2024 distribution service reliability reports.

Notes: * The "Other Causes" category is the sum of many diverse causes of outage events which individually are not one of the top 10 causes of outage events.

Tampa Electric Company

Table A-17
TECO's Number of Customers (Year End)

	2020	2021	2022	2023	2024
Central	211,631	215,086	217,724	219,838	222,973
Dade City	15,604	15,873	16,246	16,928	17,949
Eastern	129,781	131,248	133,486	134,994	136,599
Plant City	63,954	64,369	65,198	66,261	67,754
South Hillsborough	96,568	101,875	107,101	110,875	114,875
Western	211,714	214,077	215,985	217,506	219,415
Winter Haven	80,016	81,794	84,575	86,931	90,430
TECO System	809,268	824,322	840,315	853,333	869,995

Source: TECO's 2020-2024 distribution service reliability reports.

Table A-18
TECO's Adjusted Regional Indices SAIDI, SAIFI, and CAIDI

	Average Interruption Duration Index (SAIDI)					Average Interruption Frequency Index (SAIFI)					Average Customer Restoration Time Index (CAIDI)				
	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024
Central	58	64	41	55	45	0.77	0.81	0.67	0.70	0.64	75	79	61	78	71
Dade City	186	138	143	95	197	2.23	2.02	2.50	1.08	2.53	83	68	57	88	78
Eastern	56	65	57	51	82	0.85	1.01	0.96	0.76	1.16	66	64	59	67	70
Plant City	107	157	129	86	90	1.51	1.88	1.82	1.29	1.64	71	84	71	67	55
South Hillsborough	53	61	75	51	68	0.96	1.08	1.07	0.81	1.09	55	57	70	63	62
Western	71	77	70	47	62	0.86	0.97	0.95	0.67	0.88	83	79	74	70	71
Winter Haven	71	153	94	78	89	1.03	1.23	1.37	1.18	1.31	68	124	68	66	67
TECO System	68	85	69	57	69	0.94	1.07	1.03	0.82	1.03	72	79	67	70	67

Source: TECO's 2020-2024 distribution service reliability reports.

Table A-19
TECO's Adjusted Regional Indices MAIFle and CEMI5

	Average Frequency of Momentary Events on Feeders (MAIFle)					Percentage of Customers Experiencing More than 5 Service Interruptions (CEMI5)				
	2020	2021	2022	2023	2024	2020	2021	2022	2023	2024
Central	6.4	5.4	5.5	5.4	4.3	0.29%	0.71%	0.02%	0.06%	0.002%
Dade City	10.5	6.5	8.6	6.5	6.9	7.67%	1.56%	4.95%	0.72%	4.56%
Eastern	6.4	6.0	7.1	6.4	6.3	1.00%	1.94%	0.11%	0.05%	0.86%
Plant City	10.8	7.5	8.3	7.9	7.2	3.38%	5.43%	0.81%	0.64%	0.26%
South Hillsborough	8.3	6.0	7.9	4.7	4.0	2.92%	0.90%	0.28%	0.00%	0.02%
Western	7.8	7.6	8.6	7.2	5.9	0.33%	0.28%	0.29%	0.05%	0.00%
Winter Haven	10.4	7.5	8.3	8.1	5.8	0.47%	0.51%	1.64%	0.19%	0.18%
TECO System	7.8	6.5	7.4	6.4	5.4	1.13%	1.18%	0.46%	0.12%	0.28%

Source: TECO's 2020-2024 distribution service reliability reports.

Table A-20
TECO's Primary Causes of Outage Events

	Adjusted Number of Outage Events						Adjusted L-Bar Length of Outages				
	2020	2021	2022	2023	2024	Percentages	2020	2021	2022	2023	2024
Lightning	1,340	1,019	1,567	792	1,174	9.8%	175	211	165	146	156
Animals	1,162	1,729	1,038	1,247	1,061	8.9%	84	111	83	76	91
Vegetation	2,434	1,409	1,593	1,403	2,357	19.7%	180	184	156	137	179
Unknown	1,152	1,031	1,075	939	1,461	12.2%	116	113	99	91	92
Other Weather	328	1,211	711	553	971	8.1%	219	288	147	133	278
Vehicle	398	300	220	252	301	2.5%	205	170	158	150	203
Defective Equipment	2,711	2,829	2,502	2,485	3,006	25.2%	189	166	158	158	206
All Other	285	368	506	573	1,612	13.5%	128	183	140	141	179
TECO System	9,810	9,896	9,212	8,244	11,943	100%	166	175	142	130	164

Source: TECO's 2020-2024 distribution service reliability reports.

Notes: * The "Other Causes" category is the sum of many diverse causes of outage events which individually are not among the top 10 causes of outages events.

Appendix B – Summary of Municipal Electric Utility Reports Pursuant to Rule 25-6.0343, F.A.C. – Calendar Year 2024

Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
	Description of policies, guidelines, practices, procedures, cycles, and pole selection	Number and percent of poles and structures planned and completed	Number and percent of poles and structures failing inspections with reasons	Number and percent of poles and structures by class replaced or remediated with description	Description of policies, guidelines, practices, procedures, tree removals, with sufficient explanation	Quantity, level, and scope of planned and completed for transmission and distribution
Alachua, City of	The City maintains an eight-year inspection cycle, with 25% of its total poles inspected bi-annually. The City of Alachua owns only distribution poles, no transmission poles.	The City did not complete any inspections in 2024. 25% of the City's poles are scheduled to be inspected in 2025.	Of the 504 poles inspected in 2023, 46 (9.1%) were rejected with two being priority rejected due to shell rot at ground line and 44 non-priority rejected due to shell rot, decay top, split top and woodpecker damage. The priority rejects required immediate change-out.	The following poles that failed the 2023 inspection were evaluated and replaced: fourteen 30 foot Class 6, four 35 foot, Class 5, fourteen 40 foot, Class 5, twelve 45 foot, Class 5, and two 50 foot, Class 3.	The City continues to use the information from the PURC conferences held in 2007 and 2009, to improve vegetation management.	The City trims approximately 69 miles of overhead distribution on a three-year cycle. Approximately 30% of the facilities are trimmed each year. GIS mapping system is used to track trimming annually and to budget annual trimming projects.
Bartow, City of	The facilities are inspected on an eight-year cycle. Inspections are visual, and tests are made to identify shell rot, insect infestation, and excavated to determine strength.	The City began round two of its eight-year pole inspection cycle in 2016 and elected to perform pole inspections every other year. In 2024, the City did not inspect any poles.	No inspections were completed in 2024.	In 2024, the City replaced 54 poles. The poles ranged in size from 35 to 50 feet, Classes 3 to 5.	The City is on a three-year trim cycle with trim out at 10 to 15 foot clearance depending on the situation and type of vegetation, along with foliage and herbicidal treatments.	The City feels that its three-year cycle and other vegetation management practices are effective in offering great reliability to its customers. The City is currently contracting additional line clearance personnel to maintain the three-year cycle.

**Appendix B – Summary of Municipal Electric Utility Reports
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City of Jacksonville Beach d/b/a Beaches Energy Services	The transmission structure is inspected annually, which includes insulators, down guys, grounding, and pole integrity. The distribution poles are inspected on an eight-year cycle, using sound and bore method for every wood pole. Poles 10 years old and older were treated at ground level for rot and decay.	424 (100%) transmission structure inspections were planned and completed. In 2024, 102 (2.2%) distribution poles were inspected. This included 100 wood poles and 2 concrete poles.	Four (0.9%) transmission structures failed the inspection due to structural damage/deterioration. In 2024, one (1.0%) distribution structures failed inspection due to rot and decay.	Four of the transmission structures that failed the inspection are included in the planned Transmission Line Hardware Renewal and Replacement project and are scheduled to be replaced in 2025. In 2024, one wood pole was replaced.	The transmission line rights-of-way are mowed and maintained annually. Tree trimming crews work year round to maintain a two to three year VMP cycle for transmission and distribution lines.	All vegetation management activities for 2024 have been fully completed and the vegetation management activities for 2025 are on schedule.
Blountstown, City of	The City owns 2,102 utility poles and does visual inspections of all poles once a year. The City took a direct hit from Hurricane Michael, which resulted in a rebuild of its system. The City retagged all poles due to this event.	100% of all poles are visually inspected annually.	36 (1.75%) poles required replacement because of ground rot, extreme cracking and warping and upgrading the lines. The City also reconducted about 2,500 linear feet of distribution line.	36 Class 5 poles were replaced with Class 3 poles.	The City has a four-year tree trimming cycle with a 10 foot clearance of lines and facilities. The City has policies to remove dead, dying, or problematic trees before damage occurs.	The City will trim 25% of the system with a 10 foot clearance in 2025.

**Appendix B – Summary of Municipal Electric Utility Reports
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Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
	Description of policies, guidelines, practices, procedures, cycles, and pole selection	Number and percent of poles and structures planned and completed	Number and percent of poles and structures failing inspections with reasons	Number and percent of poles and structures by class replaced or remediated with description	Description of policies, guidelines, practices, procedures, tree removals, with sufficient explanation	Quantity, level, and scope of planned and completed for transmission and distribution
Bushnell, City of	The City has no transmission facilities. All distribution poles are on a four-year cycle. The inspection includes visual, sound/bore, pole condition, and wind loading.	The City inspected 21 (25%) of its poles in 2024.	Six (0.28%) poles failed inspection in 2024 due to shell rot or decay.	In 2024, the City replaced 6 (0.28%) poles. The poles were 4 to 5 class poles and replaced with class 1 to 3 poles.	The City checks vegetation throughout the year and trims on a case-by-case basis. Areas outside of an easement are done on an as needed basis. The City trims on a four-year cycle.	In 2024, approximately 90% of the system was trimmed.
Central Florida Tourism Oversight District	The District performs a visual inspection monthly of its overhead transmission system and inspects the distribution facilities every eight years.	The District has seven wood distribution poles. All wood distribution poles (seven) were inspected in 2021. The next inspection is scheduled for 2029.	All distribution poles passed inspection.	The District's transmission system has no wood poles in service. The transmission system includes approximately 14 miles of overhead transmission ROW. The distribution system is essentially an underground system with seven wood poles.	14 miles of transmission rights-of-way is ridden monthly for visual inspection. The District contracts tree trimming each spring to clear any issues on rights-of-way.	Periodic inspections in 2024 yielded minimal instances of vegetation encroachment. In each scenario, tree-trimming services were engaged to remove any concerns. The District continues its long-term vegetation management plan to ensure all clearances remain within acceptable tolerances.

**Appendix B – Summary of Municipal Electric Utility Reports
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Chattahoochee, City of	The distribution facilities are on a three-year cycle inspection using visual, excavation around base, sounding, and probing with steel rod. The City does not have any transmission facilities.	1,957 distribution poles were inspected in 2024.	In 2024, 40 (2%) poles failed the inspection due to ground line and pole top decay.	No poles were replaced. A schedule has yet to be determined.	The City trims the distribution system on an annual basis. This cuts down on animal related outages by limiting their pathways to poles and conductors.	The 2007 and 2009 PURC workshop reports are used to improve vegetation management.
Clewiston, City of	In 2020, the City contracted with Power Pole Maintenance Company to perform the pole inspections, using sound and bore with calculations. Due to the City's small size, the entire system was completed in three months. The City performs infrared inspections on the facilities on a three- to four-year cycle.	In 2020, 2,300 (100%) poles were inspected. No poles were inspected in 2024. The City will resume inspections in 2030.	From the 2020 inspection, 180 (7.8%) poles did not pass inspection, due to rot below the ground or excessive split top.	In 2024, the City replaced 24 (1%) Class C distribution poles.	The City has a City ordinance that prohibits planting in easements. 100% of the distribution system is inspected annually for excessive tree growth. The City trims the entire system continuously as needed. The City will also accept requests from customers for tree trimming.	The City contracts with a third-party to remove vegetation in the easement and rights-of-way in areas where growth is most problematic.
Fort Meade, City of	The City's facilities are on an eight-year cycle using visual and sound and probe technique.	The City has distribution lines only and inspected 450 (30%) poles in 2024. The City has approximately 1,500 distribution poles.	17 (4%) poles failed inspection due to age.	The City replaced 17 poles in 2024. The poles replaced were Class 3 and 4.	The facilities are on a three-year inspection cycle. All vegetation within a 6 foot clearance of the distribution lines are cleared to 6 foot or greater distance.	The City has completed 100% of trimming in the beginning of 2025.

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Fort Pierce Utilities Authority	FPUA utilizes a contractor to perform inspection of all wood distribution poles on an eight-year cycle, and the transmission poles on a three-year cycle. The inspection includes visual inspection from ground line to the top and some excavation is performed on older poles.	1,865 distribution and 34 transmission poles were planned for inspection in 2024. FPUA completed 1,865 distribution and 34 transmission poles inspections for 2024, indicating that 12.8% of the system was inspected.	14 transmission and 209 distribution poles failed inspection. The poles failed for the following reasons: decayed top, exposed pocket, shell rot, split top, woodpecker holes, and other.	FPUA replaced 41 wood distribution poles and 8 wood transmission pole in 2024.	FPUA maintains a three-year VM cycle for transmission and distribution system. FPUA also aggressively seeks to remove problem trees when trimming is not an effective option.	FPUA spent \$300,000 for the trimming, removal and disposal of vegetation waste in fiscal year 2024, which was sufficient to meet the yearly target of addressing one-third of the system.
Gainesville Regional Utilities	The facilities are on an eight-year cycle for all lines and includes visual, sound, and bore, and below ground line inspection to 18 inches around the base of each pole.	No transmission poles were inspected in 2024. GRU inspected 3,777 distribution poles in 2024.	No transmission poles were rejected. 23 (1%) distribution poles failed due to shell rot, mechanical damage, exposed pocket, enclosed pocket, split top, woodpecker damage, and decayed tops.	23 distribution poles were replaced in 2024, ranging in size from 30 foot to 55 foot Class 3 to Class 7.	The VMP includes 560 miles of overhead distribution lines on a three-year rotating cycle, targeting distribution circuits that are 2 to 25 miles in length. The VMP includes an herbicide program and standards from NESC, ANSI A300, and Shigo-Tree Pruning.	The VMP is an ongoing and year-round program. 100% of the transmission facilities were inspected in 2024, with 90 trees identified for trimming and /or removal. 180 distribution circuit miles were trimmed in 2024.

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Green Cove Springs, City of	The City does not have transmission lines as defined by 69kV and above. The City's goal is to ride its electric distribution system once a year and identify poles that will need to be replaced in the following year's budget process.	In 2024, the City planned to inspect 25% or 397 of its poles.	In 2024, 140 (35%) wood distribution poles were replaced. The poles failed visual inspection due to base rot and wood decay.	The poles that were replaced ranged from 30 foot to 55 foot, all Class 2.	The City contracts annually to trim 100% of the system's three-phase primary circuits including all sub-transmission and distribution feeder facilities. Problem trees are trimmed and removed as identified.	100% of three phase circuits were trimmed in 2024.
Havana, Town of	Total system is 1,186 poles; inspected several times annually using sound and probe method.	100% planned and completed in 2024.	Zero (0%) poles failed inspection.	No poles were replaced in 2024.	Written policy requires one-third of entire system trimmed annually. The Town maintains a 6 foot radius around lines.	33% of the system was trimmed in 2024.
Homestead Public Services/ Energy	All transmission poles are concrete. With the use of drone technology, the transmission system will be on a three-year cycle performing thermographic inspection. The distribution facilities are on a seven-year cycle using sound and bore and loading evaluations and the annual thermographic inspection was completed in 2023.	No transmission system inspections were completed in 2024. 1,029 (13%) distribution pole were inspected in 2024.	100 (9.72%) distribution poles were rejected due to decayed top, shell rot, woodpecker holes, and lightning strike in 2024.	HES replaced 90 wood poles in 2024. The sizes ranged from 35 foot to 45 foot, Class 2 to Class 4. The poles were replaced with 35 foot to 45 foot, Class 2 poles and 40 foot to 45 foot concrete poles.	Trimming services are contracted out, and entire system is trimmed on a two-year cycle. HES added an additional tree trimming crew at the end of 2016. There are no issues for transmission facilities.	HES enacted code changes, which require property owners to keep vegetation trimmed to maintain 6 feet of clearance from city utilities. HES trimmed approximately 50% of its lines in 2024.

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JEA	Transmission circuits are on a five-year cycle. Distribution poles are on an eight-year inspection cycle, using sound and bore with excavation.	21 (1,353 structures) transmission circuits (which includes many poles on each circuit) and 17,311 (15.5%) distribution poles were inspected in 2024.	Based on the 2024 inspection: 2 transmission wood poles and 1,736 (10.0%) distribution wood poles failed inspection. The reasons for failures were due to ground decay, pole top decay, middle decay, and damage caused by wildlife. In addition, 8 steel transmission poles need replacing or repairs due to rust. 15 concrete transmission poles need gunshot repairs. 7 wood transmission poles need cross arms and leg brace repairs.	In 2024, 21 transmission wood poles and 1,250 distribution wood poles were replaced. There was one pole listed as emergency poles (under 1%), which are replaced immediately. In addition, one concrete transmission pole was replaced.	The transmission facilities are in accordance with NERC FAC-003-1. The distribution facilities are on a two-and-a-half-year trim cycle as requested by their customers to improve reliability.	JEA fully completed all 2024 VM activities and is fully compliant with NERC standards for vegetation management. JEA trimmed 1,139 distribution circuit miles in 2024.
Keys Energy Services, City of Key West	The Keys does not have any wood transmission poles. The concrete and metal transmission poles are inspected every two years by helicopter and infrared survey. The Keys distribution poles are on an eight-year inspection cycle. 100% of the distribution poles were visually inspected and 50% were sound and bore inspected by Osmose, Inc.	An aerial inspection was performed on 100% of the transmission facilities in 2022. From the 2023 inspection, 4,224 concrete poles, 638 ductile iron poles, and 1,921 wood distribution poles were inspected. In addition, one concrete, one ductile iron, and 230 AT&T distribution poles were inspected in 2023. The next inspection will be performed in 2027.	One (0.15%) transmission pole failed inspection due to excessive cracking. 26 (0.6%) concrete poles and 517 (27%) wood poles failed the distribution inspection in 2023. The reasons for the failures are decayed top, hollow, mechanical damage, rotten/ shell rot, woodpecker damage and split top. 77 wood AT&T poles failed inspection.	A bid request to replace the one concrete transmission pole has been issued. The Keys replaced approximately 100 non-storm hardened poles and all distribution poles that failed the inspection in 2023. Approximately 35% of the distribution poles that have been replaced meet the extreme wind requirements.	The Keys' 241 miles three phase distribution lines are on a two-year trim cycle and 68 miles of transmission lines are a quarterly cycle. The Keys tree crews remove all invasive trees in the rights-of-way and easements. The trees are cut to ground level and sprayed with an herbicide to prevent re-growth.	In 2024, the Keys had zero feeder outages and 6 lateral outages due to vegetation. The Keys will strive to continue to improve its VMP to further reduce outages.

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Kissimmee Utility Authority	All transmission and distribution inspections are outsourced to an experienced pole inspector who utilizes sound and bore and ground-line excavation method for all wood poles. Transmission poles are inspected on a three-year cycle and distribution poles are inspected on an eight-year cycle.	In 2024, a drone inspection was performed on 181 transmission structures and 12 miles of transmission line. 1,524 distribution poles were inspected in 2024, which is 11% of the system.	Sixty (3.73%) distribution poles failed inspection due to woodpecker holes and shell rot. In 2024, seven (3.9%) transmission poles needed repair and two (1.1%) concrete poles had cracking, which requires further inspection and analysis.	In 2024, the remediation of the transmission infrastructures have not been completed. Bids have been received for the repairs, but the procurement process is still ongoing. Four distribution poles are scheduled for replacement in 2025. 56 distribution poles are recommended for repairs.	KUA has a written Transmission Vegetation Management Plan (TVMT) where it conducts visual inspection of all transmission lines semi-annually. The guidelines for KUA's distribution facilities are on a three-year trim cycle.	100% required remediation during the transmission facilities inspection was completed in 2024. Approximately 113.5 miles (33.99%) of distribution facilities were inspected and trimmed in 2024.
Lake Worth Beach Electric Utility, City of	Visual inspections are performed on all CLWBEU transmission facilities on a one-year cycle. The transmission poles are concrete and steel. CLWBEU performs an inspection of the distribution facilities on a one-year cycle. Pole tests include hammer sounding and pole prod penetration 6 inches below ground.	In 2024, CLWBEU visually inspected 300 (2%) transmission poles and distribution poles.	In 2024, 94 (30%) distribution poles were deemed unsatisfactory due to aging, environmental exposure, and material degradation. No transmission poles failed inspection.	CLWBEU replaced 94 distribution poles in 2024. Most distribution wood poles that failed the inspection were a Class 4 and 5 pole. The poles were replaced with Class H6 ductile iron poles and Class 1 and 2 wooden poles.	CLWBEU has an on-going VMP. At least weekly, a visual inspection and patrolling of the distribution feeders and transmission overhead facilities are performed. The lateral inspections occur monthly and are based on historical outage records.	CLWBEU schedules tree trimming and mowing of vegetation every three weeks once patrolling is performed and it is determined tree trimming and mowing is needed. In 2024, CLWBEU managed and disposed of 103.353 tons of vegetation debris as part of its VMP.

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Lakeland Electric	The facilities are on an eight-year inspection cycle using visual, sound and bore, with ground line excavation and in addition, visual inspection during normal course of daily activities.	Lakeland Electric inspected 16,374 (26.2%) distribution poles and 118 (22.4%) transmission poles in 2024.	Eight (6.8%) transmission poles and 1,208 (7.4%) distribution poles failed inspection due to decay.	All poles recommended in 2024 were assessed for appropriate action. 422 distribution poles were replaced, repaired, or removed in 2024. Two transmission poles were repaired or replaced in 2024.	The facilities are on a three-year inspection cycle for transmission and distribution circuits. VMP also provides in between cycle trim to enhance reliability.	27 miles of 230kV transmission lines were inspected in 2024 with 6.86 miles trimmed. 13 miles of 69kV transmission lines were trimmed in 2024. LE completed 435 miles of distribution lines for 2024.
Leesburg, City of	No transmission facilities. The Distribution facilities are on an eight-year cycle using visual, sound and bore, excavation method, and ground level strength test.	The City has completed the eight-year cycle that began in 2016. No inspections were scheduled in 2024.	No inspections were scheduled in 2024.	During 2024, no poles were replaced.	Five-year trim cycle for feeder and lateral circuits. Problem trees are trimmed or removed as identified.	In 2024, 38.5 miles of distribution lines were inspected and trimmed.
Moore Haven, City of	The City inspects all the distribution facilities annually by visual and sound inspections. The City has no transmission lines or poles.	The City continuously inspected the distribution facilities in 2024 by visual and sound method. The City is one square mile and easily inspected during routine activities. The City does not own any transmission facilities.	During 2024, 15 poles failed inspection due to age and/or damages from past events.	The City replaced 15 poles in 2024. The poles were 35 and 40 foot poles.	The City is continually trimming trees in easements and rights-of-way. 100% of distribution system is trimmed each year.	The City expended approximately 20% of Electric Dept. resources on vegetation management in 2024. All vegetation management is performed in house.

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Mount Dora, City of	The City does not own any transmission lines. Distribution lines and structures are visually inspected for cracks and a sounding technique used to determine rot annually. The City engaged a contractor to inspect and treat all wood poles on December 5, 2017. The project was completed in 2019. Inspections are on an eight-year cycle and the next cycle is planned to begin in 2025.	The City completed 100% of annual planned distribution field inspections in 2024.	During the 2017 inspection, all poles were inspected and corrective measures completed.	The city had 1,750 wood poles as of January 1, 2022. The City's table shows zero wood poles were replaced. In addition, the table showed that 20 wood, concrete, fiberglass, or steel poles were added in 2024. The poles ranged between 30 and 45 feet.	An outside contractor working two crews 40 hours per week completes tree trimming on a 24-month cycle.	The City trimmed approximately 20 miles of distribution lines maintaining a 24-month cycle.

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New Smyrna Beach Utilities Commission, City of	The transmission and distribution facilities are on an eight-year inspection cycle. Additionally, the facilities are inspected as part of the City's normal maintenance when patrolling the facilities.	164 (55%) transmission poles were inspected during 2024. 1,370 (12.2%) distribution poles were inspected in 2024.	1 (0.4%) transmission pole failed inspection due to decay but was serviceable and 8 (5.8%) transmission poles were rejected in 2024 due to ground line and above ground decay. 24 (1.8%) distribution poles failed inspection due to decay but were serviceable and 22 (1.6%) distribution poles were rejected due to ground line and above ground decay.	Pole replacement and serviceable repair recommendations are currently under review and planned for completion in 2025.	In 2021, the City transitioned its VM to a three-year programmatic power line-clearing plan for distribution overhead facilities. This includes professional trimming, clear cutting ROW/Easements and removing trees and other vegetation near distribution power lines. In 2022, the City transmission lines, ROWs, easements will be put on the three-year schedule similar to the distribution system.	The City trimmed approximately 83 (36%) distribution line miles and completed 72.5 miles for the mid-cycle trimming in 2024. In 2023, 100% of transmission lines were trimmed.
Newberry, City of	Distribution poles are inspected on an eight-year inspection cycle at ground line for deterioration, entire upper part of the pole for cracks, and soundness of upper part of pole. The City has no transmission poles.	The City averages 2,795 poles every 8 years. The City did not perform any inspection in 2024. The City will inspect poles in 2025.	The City did not conduct any inspections in 2024.	The City did not change out any distribution poles in 2024.	The City trims all distribution lines on a three-year trim cycle, with attention given to problem trees during the same cycle. Problem trees not in the rights-of-way are addressed with the property owner.	One third of distribution facilities are trimmed each year to obtain a three-year cycle.

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Ocala Electric Utility, City of	The City inspects its system on an eight-year inspection cycle, which include above ground inspection, sounding, boring, excavation, chipping, internal treatment, and evaluation of each pole to determine strength.	Zero transmission poles were inspected in 2024. The next transmission inspection will be 2030. 3,507 (9.10%) wood distribution poles were inspected in 2024.	58 (1.65%) distribution pole was rejected due to decayed top, exposed pocket, shell rot, split top, termites, and woodpecker holes in 2024.	23 (0.66%) distribution poles were braced in 2024 with 21 (0.60%) poles replaced.	The City is on a four-year trim cycle for distribution and a three-year trim cycle for transmission. In 2013, an IVM style-pruning program was implemented which uses manual, mechanical, and chemical control methods for managing brush.	In 2024, the City trimmed one-fourth of the distribution system and 100% the transmission system was controlled by herbicide. Ocala uses mechanical trimmers, trim lifts and herbicide methods for its VM.
Orlando Utilities Commission, City of Orlando	OUC facilities are on an eight-year inspection cycle, which includes visual, sound, bore-based inspection, excavation, removal of exterior decay, ground line, and internal treatments.	In 2024, 7,273 (14%) poles were planned for inspection and 7,273 (14%) were completed.	482(6.6%) poles failed inspection in 2024. The reason for the rejected poles are shell rot, exposed pocket, mechanical damage, decayed top, split top, and woodpecker holes.	OUC replaced 294 wood poles in 2024. The poles replaced in 2024 included poles that were identified for replacement during previous years' inspections.	222 miles of transmission facilities are on a three-year trim cycle. 1,323 miles of distribution facilities are on a three-year trim cycle. OUC follows safety methods in ANSI A300 & Z133.1.	For 2024, 455 distribution miles were planned and 455 miles (100%) were completed. For 2024, 114 transmission miles were planned and 100% were completed.
Quincy, City of	The City's pole inspection procedures include visual and sound and bore methods for an inspection cycle of eight years.	The City did not do any visual inspections in 2024 as all 2,869 distribution poles were inspected in 2021.	No inspections were planned or carried out in 2024.	10 (1%) distribution poles were replaced in 2024. The poles ranged from 30 foot to 45 foot, Class 3 to Class 5.	The City trims its electric system rights-of-way on a regular basis using in-house crews. The City strives to trim 25% of the system per year.	Approximately 59 miles (55%) of vegetation trimming was completed on the distribution system in 2024. 100% (1.2 miles) of the City's transmission lines were inspected in 2021.

**Appendix B – Summary of Municipal Electric Utility Reports
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Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
	Description of policies, guidelines, practices, procedures, cycles, and pole selection	Number and percent of poles and structures planned and completed	Number and percent of poles and structures failing inspections with reasons	Number and percent of poles and structures by class replaced or remediated with description	Description of policies, guidelines, practices, procedures, tree removals, with sufficient explanation	Quantity, level, and scope of planned and completed for transmission and distribution
Starke, City of	The City is in the process of developing a GIS mapping system. While doing the initial inventory of the assets, the City will be able to inspect the poles and inventory the total amount giving the City the ability to set up a calendar based pole treatment program.	The City does not have any transmission structures. All poles are distribution. After the GIS mapping system is working, the City plans to set up an 8 year cycle.	In 2024, 20 poles failed due to age.	The City has no transmission poles. The City replaced 20 distribution poles in 2024. Adding the GIS system will make inventory and tracking easier.	The City trims their trees upon visual inspection, along with utilizing tree trimming contractors. The City trims 33% of their electrical distribution system annually. The City uses the standard of trimming 15 feet on both sides of the poles and installing “squirrel guards.”	The City trims distribution lines throughout the year as needed and when applicable removes dead or decayed trees. The City trimmed 33% of distribution system in 2024. The City will use the information from PURC’s VM workshops to improve their VM.
Tallahassee, City of	Every eight years, a new pole inspection cycle is initiated to inspect all poles over a three-year period. The inspection includes visual inspection, sound & bore, internal & fumigant treatment, assessment & evaluation for strength standards. The City performs a climbing and physical inspection of its transmission structures on a five-year cycle.	In 2019, a complete inspection of the City’s 2,956 transmission poles was completed. All 53,316 distribution poles were inspected in 2020.	The City found 11 (0.4%) wood transmission poles failed inspection due to rot and animal invasion. 1,301 (2.4%) distribution wood poles were rejected during the 2020 inspections due to rot and animal invasion.	To date, eleven transmission poles and 1,038 distribution poles were replaced. The poles ranged from 25 foot to 85 foot, Classes 1 to 7. These poles were replaced with a taller, stronger Class size pole.	The transmission facilities are on a three-year trim cycle, with a target clearance of 20 feet on 115kV lines and 30 feet on 230kV lines. The distribution facilities are on a 36-month trim cycle, with a target clearance of 9 to 12 feet. When a tree is removed, the City replaces it with a “utility compatible tree.”	The transmission rights-of-way & easements were mowed in 2024. Approximately 1,117 miles of overhead distribution lines were managed in 2024. Tallahassee uses a mechanical trimmer and trim lifts to trim vegetation. In addition, Tallahassee does periodic spot spraying and vegetation maintenance.

**Appendix B – Summary of Municipal Electric Utility Reports
Pursuant to Rule 25-6.0343, F.A.C. – Calendar Year 2024**

Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
	Description of policies, guidelines, practices, procedures, cycles, and pole selection	Number and percent of poles and structures planned and completed	Number and percent of poles and structures failing inspections with reasons	Number and percent of poles and structures by class replaced or remediated with description	Description of policies, guidelines, practices, procedures, tree removals, with sufficient explanation	Quantity, level, and scope of planned and completed for transmission and distribution
Wauchula, City of	The City of Wauchula has a third-party contractor inspect its substation yearly and 100% of distribution poles in 2016-19. The next scheduled pole inspection will be in 2026.	The City of Wauchula has a third-party contractor inspect its substation yearly and 100% of distribution poles in 2016 to 2019. The poles have been treated and are expected to have a minimum of 10 years of service left.	Approximately 2% (out of 3,200 poles) have failed due to poles rotting or physical damage.	55 distribution poles were replaced in 2024, ranging from 35 foot to 60 foot, all Class 4 poles.	The policy on vegetation management includes trimming trees and herbicides for vines on a schedule of one-third of the distribution per year.	Approximately one-third of the system was trimmed and sprayed in 2024. The City removed 12 rotten or storm damaged trees in 2024. The City also uses PURC's 2007 and 2009 vegetation management reports to help improve its practices.
Williston, City of	Williston will comply with the most recent version of the NESC. The City is embarking on a policy of pole inspection that will inspect all poles within its system on an eight-year cycle.	The City is doing a pole assessment in 2025.	The City does not have records from previous administrations that outline these inspections. They will be doing a comprehensive program moving forward.	The City replaced a 45 foot class 2 wood pole with a 55 foot concrete pole for an upgrade to the system.	The distribution lines are on a three-year trim cycle, with attention to problem trees during the same cycle. Any problem tree not in rights-of-way is addressed with the property owner to correct.	One-third of distribution facilities were trimmed in 2024.
Winter Park, City of	The City does not own transmission poles or lines. The City intends to replace all overhead distribution facilities with underground facilities. The remaining 20.4% of the facilities are targeted for completion by 2030.	The City does not own transmission poles. The remaining overhead distribution system was 100% inspected in 2024.	Eight poles did not pass inspection in 2024.	The City replaced eight (1.4%) 40 foot, Class 3 poles in 2024.	Vegetation management is performed on a two-year trim cycle, which is augmented as needed between cycles.	The City trimmed six of the 17 feeders and removed several invasive trees in 2024.

Appendix C – Summary of Rural Electric Cooperative Utility Reports Pursuant to Rule 25-6.0343, F.A.C. – Calendar Year 2024

Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
	Description of policies, guidelines, practices, procedures, cycles, and pole selection	Number and percent of poles and structures planned and completed	Number and percent of poles and structures failing inspections with reasons	Number and percent of poles and structures by class replaced or remediated with description	Description of policies, guidelines, practices, procedures, tree removals, with sufficient explanation	Quantity, level, and scope of planned and completed for transmission and distribution
Central Florida Electric Cooperative, Inc.	100% of the transmission facilities are inspected annually using above and ground level inspections. The distribution facilities are on a nine-year cycle for inspections using above and ground level inspections.	Central Florida planned and inspected 43 miles of the transmission facilities in 2024. 6,927 (7.5%) distribution poles were inspected in 2024.	Of the 6,927 distribution poles inspected in 2024, 29 (0.42%) were rejected. These poles are scheduled to be replaced.	1,791 distribution poles were replaced in 2024. The poles varied from 30 foot to 65 foot, Class 3 to Class 7.	Trees are trimmed or removed within 15 feet of main lines, taps, and guys on a five-year plan.	In 2024, 650 miles of the 4,039 miles of primary overhead line on the system was trimmed.
Choctawhatchee Electric Cooperative, Inc.	CHELCO inspects new construction of power lines on a monthly basis and has an eight-year cycle to cover all poles.	During 2024, 8,123 poles or 12.98% of 62,864 total poles were inspected.	623 poles or 7.7% of the poles failed inspection ranging from spit top to wood rot.	During 2024, CHELCO replaced 437 poles, which included failed poles from the 2024 inspection and remaining poles from the 2023 inspection.	Current rights-of-way program is to cut, mow, or otherwise manage 20% of its rights-of-way on an annual basis. Standard cutting is 15 feet on either side of primary from ground to sky.	In 2024, 204 miles were cut on primary lines and CHELCO worked to remove problem tress under the primary lines, which reduces hot-spotting requirements between cycles. They also established an herbicidal spraying program.

**Appendix C – Summary of Rural Electric Cooperative Utility Reports
Pursuant to Rule 25-6.0343, F.A.C. – Calendar Year 2024**

Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
	Description of policies, guidelines, practices, procedures, cycles, and pole selection	Number and percent of poles and structures planned and completed	Number and percent of poles and structures failing inspections with reasons	Number and percent of poles and structures by class replaced or remediated with description	Description of policies, guidelines, practices, procedures, tree removals, with sufficient explanation	Quantity, level, and scope of planned and completed for transmission and distribution
Clay Electric Cooperative, Inc.	Clay's transmission facilities are on a ten-year cycle, which includes sound/bore techniques, excavation, climbing inspection (four-year cycle), and ground (two- year) patrol. Clay's distribution system is now on a ten-year cycle using excavation, sound and bore at the ground line and visual inspection (five-year cycle) and system feeder inspection excluding ground line (five-year cycle).	Clay completed the transmission ground patrol inspection in 2016 & the next inspection will be done in 2026. A climbing inspection was completed on the transmission system, which consists of 2,540 poles, in 2024 & the next inspection will be completed in 2026. A helicopter inspection was performed in 2024, consisting of 2,540 poles and 38 substations. Additionally, in 2024, Clay performed the system feeder and ground line pole inspection. The total number of distribution poles inspected was 51,889.	The 2024 inspection found 30 (1.17%) of 2,540 transmission poles inspected needed replacement. 20,088 (39%) distribution poles were rejected due to various reasons including ground rot, internal rot, top decay, holes high, split top, storm damage, and vehicle.	30 transmission poles that failed inspection were replaced and 6,918 distribution poles that were replaced in 2024. The transmission and distribution poles ranged from 20 foot to 100 foot, Class 1 to 7.	Clay's VMP for the transmission facilities is on a three-year cycle and includes mowing, herbicide spraying and systematic re-cutting. Clay's VMP for the distribution facilities is on a three-year cycle for city, a four-year cycle for urban and five-year cycle for rural and includes mowing spraying and re-cutting.	In 2024, Clay mowed 58.66 miles, sprayed 65.17 miles, and recut 46.74 miles of its transmission rights-of-way. In 2024, Clay mowed 2,338.65 miles, sprayed 2,332.83 miles, and recut 1,808.0 miles of its distribution circuits.

**Appendix C – Summary of Rural Electric Cooperative Utility Reports
Pursuant to Rule 25-6.0343, F.A.C. – Calendar Year 2024**

Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
	Description of policies, guidelines, practices, procedures, cycles, and pole selection	Number and percent of poles and structures planned and completed	Number and percent of poles and structures failing inspections with reasons	Number and percent of poles and structures by class replaced or remediated with description	Description of policies, guidelines, practices, procedures, tree removals, with sufficient explanation	Quantity, level, and scope of planned and completed for transmission and distribution
Escambia River Electric Cooperative	Escambia River inspects its distribution facilities on an eight-year cycle using visual, sound and bore techniques in accordance with RUS standards.	4,375 (11.9%) distribution poles were planned and 4,375 (11.9%) inspections were completed in 2024. Escambia River does not own any transmission poles.	Approximately 223 (5%) poles failed inspection in 2024. The common cause was pole rot at the top and bottom of the poles.	In 2024, Escambia River replaced 223 poles. These numbers reflect various pole sizes and Classes.	Escambia River's distribution facilities are on a three-year trim cycle. Distribution lines and rights-of-way is cleared 30 feet, 15 feet on each side.	In 2024, approximately 843 miles (47%) of the power lines were trimmed with 595 miles (33.3%) planned.
Florida Keys Electric Cooperative Association, Inc.	The company inspects 100% of the transmission structures annually by helicopter and on the ground. In addition, FKEC started using aerial drones to supplement the helicopter inspections. The distribution poles are on an eight-year cycle.	100% of the transmission poles were inspected in 2024 by helicopter patrol and ground-based infrared inspections. In 2024, 3,899 (25%) of the distribution facilities were inspected.	No transmission structures failed inspections in 2024. In 2024, 79 (1.6%) distribution poles required replacement due to split pole tops, shell rot, cracking, and severe spalling (concrete).	No transmission structures were replaced in 2024. 37 distribution structures were replaced in 2024 and the remaining structures are scheduled for the first half of 2025. The poles ranged from 35 to 40 feet, Classes 4 and 5 poles.	100% of the transmission system is inspected and trimmed annually. The distribution system is on a three-year trimming cycle. The trade-a-tree program was implemented in 2007 for problem trees within the rights-of-way. FKEC began implementation of the AiDash IVMS product, which combines high resolution satellite imagery and artificial intelligence to help improve trimming cycle and prediction of growth rates.	100% of the transmission facilities are inspected annually and VM tasks are performed as needed. In addition, all substation properties are inspected annually and VM tasks are performed as needed. Approximately 200 circuit miles of distribution lines were trimmed in 2024. Additionally, over 1,246 member-requested service requests were completed.

**Appendix C – Summary of Rural Electric Cooperative Utility Reports
Pursuant to Rule 25-6.0343, F.A.C. – Calendar Year 2024**

Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
	Description of policies, guidelines, practices, procedures, cycles, and pole selection	Number and percent of poles and structures planned and completed	Number and percent of poles and structures failing inspections with reasons	Number and percent of poles and structures by class replaced or remediated with description	Description of policies, guidelines, practices, procedures, tree removals, with sufficient explanation	Quantity, level, and scope of planned and completed for transmission and distribution
Glades Electric Cooperative, Inc.	The facilities are on an eight-year sound and bore inspection cycle with excavation inspection cycle for all wood poles, in addition to System Improvement Plan inspections.	In 2024, 98% of the total of 83 miles of transmission lines were planned and completed by visual inspections. 2,100 miles of distribution lines and 53 miles of underground distribution lines were planned and inspected in 2024. GEC inspected 12,565 poles in 2024.	1,437 (11%) distribution poles failed during the 2024 inspection due to decay, rot and top splits.	287 (20%) distribution poles were rejected in the 2024 inspection were replaced. The poles varied in height and Classes. No transmission poles were replaced in 2024.	All trimming is on a three-year cycle. The rights-of-way are trimmed for 10 foot clearance on both sides, and herbicide treatment is used where needed.	GEC completed 100% of its distribution trimming goals in 2024. The transmission rights-of-way are inspected annually.
Gulf Coast Electric Cooperative, Inc.	No transmission lines. GCEC performs general distribution pole inspections on an eight-year cycle. Also, GCEC inspects underground transformers and other pad-mount equipment on a four-year cycle.	In 2024, GCEC inspected 1,642 poles and 203 pad-mounted inspections.	Of the 1,642 poles inventoried in 2024, 81 (5%) poles were rejected. The poles were rejected due to environmental degradation.	GCEC has a continually active work order program for maintenance and replacement of its wood poles and structures. Work orders are created to correct any identified system deficiency, including pole replacements.	GCEC owns approximately 2,247 miles of overhead and 515 miles of underground distribution lines. GCEC strives to clear the entire right-of-way on a five-year cycle. GCEC clears between 20 and 30 feet width, from ground to sky.	GCEC trimmed and/or sprayed approximately 658 miles of ROW in 2024. GCEC also works closely with property owners for dangerous tree removal.

**Appendix C – Summary of Rural Electric Cooperative Utility Reports
Pursuant to Rule 25-6.0343, F.A.C. – Calendar Year 2024**

Utility	Transmission & Distribution Facility Inspections				Vegetation Management Plan (VMP)	
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Lee County Electric Cooperative, Inc.	Transmission facilities are inspected every two years for 138kV systems. The inspections are done by climbing or the use of a bucket truck. The distribution facilities are on a two-year visual inspection cycle and on a 10-year inspection cycle by climbing or bucket truck for splitting, cracking, decay, twisting, and bird damage.	In 2024, 938 (47%) transmission poles were inspected, which was 100% of the poles that were scheduled. 29,151 (17%) distribution poles were inspected, which was 122% of the inspections scheduled.	Zero (0%) transmission poles failed inspection. 1,168 (4%) distribution poles failed inspection due to rot/decay/split top/out of plumb, damage due to hurricane, and woodpecker damage.	15 transmission poles were replaced due to rot. 260 distribution poles were repaired through re-plumbing and patching. 1,456 poles were replaced in 2024. The sizes varied by Class 1 to Class 6.	VMP strategies include cultural, mechanical, manual, & chemical treatments and the plan is on a five-year cycle for 1 Phase distribution facilities and three years for 2 & 3 Phase distribution facilities or less based on reliability and/or budget. The 138kV transmission systems are on an annual cycle.	LCEC completed 11.1 miles (100% planned) of Transmission mowing and trimming, 411 miles (100% planned) three-phase trimming, and 1,120 (100 planned) miles of single-phase trimming,
Okefenoke Rural Electric Membership Cooperative	OREMC owns no transmission facilities. The inspections for the distribution systems include visual, sound and bore with excavations, and chemical treatment. The pole inspections are on an eight-year cycle.	In 2023, OREMC performed inspections on 107 (0.17%) poles. The next overhead inspection will be performed in 2025. OREMC has 62,000 wood poles as of March 1, 2023. In addition, OREMC completed 4,585 meter base and 1,107 underground inspections in 2024.	In 2023, 2 (1.8%) poles were rejected. The causes of the rejection were ground rot and above ground damage.	The 2 poles failing inspection in 2023 are in the process of being replaced. During the course of other projects, 1,188 new poles were added and 851 poles were retired in 2024.	Vegetation control practices consist of complete clearing to the ground line, trimming, and herbicides. The VMP is on a five-year trim cycle. OREMC utilizes contractors for its VM programs.	OREMC planned 500 miles of rights-of-way for trimming and completed 298 miles in 2024. Also in 2024, contractors sprayed 431 miles of rights-of-way. In 2024, 1,197 at risk trees were removed.

**Appendix C – Summary of Rural Electric Cooperative Utility Reports
Pursuant to Rule 25-6.0343, F.A.C. – Calendar Year 2024**

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Peace River Electric Cooperative, Inc.	Peace River currently uses RDUP bulletin 1730B-121 for planned inspection and maintenance. The facilities are located in Decay Zone 5 and are inspected on an eight-year cycle. The transmission poles are visually inspected every two years.	383 transmission (172 concrete, 23 steel, 188 wood) poles are inspected every two years. 5,946 (9%) of 62,801 distribution poles were inspected.	Peace River replaced 0 transmission poles in 2024. 303 (5.1%) distribution poles were rejected in 2024.	Peace River replaced 303 poles in 2024. The distribution poles receiving remediation in 2024 varied from 30 foot to 65 foot, Class 1 to 6. No transmission poles were changed out for storm hardening.	Peace River utilized guidelines in either RUS bulletins or other materials available through RUS. In addition, Peace River uses a Rights-of-way program, which uses a ground to sky method by removing trees. The VMP is on a four- to five-year cycle.	In 2024, the Company completed rights-of-way maintenance on 847 (25%) of its 3,388 miles of overhead distribution.
Sumter Electric Cooperative, Inc., dba SECO Energy	The transmission facilities are visually inspected on an annual basis using infrared and drones. The distribution facilities are on an eight-year cycle using sound, bore, and excavation tests.	67 (6.1%) transmission poles were planned and inspected in 2024. 15,459 (11.3%) distribution poles were planned and 15,199 (11.1%) were inspected in 2024.	Zero transmission poles failed inspection. 34 (0.2%) distribution poles failed inspection. The causes are due to ground rot and top deterioration	Zero wood transmission poles were replaced with spun-concrete poles. 34 distribution poles were replaced. The distribution poles ranged from 30 to 40 foot and Class 4 to Class 6.	Distribution and transmission systems are on a three-year trim cycles. SECO's VM includes tree trim cycles, tree removals, and herbicide treatment with a minimum 10 foot clearance and a desired clearance of 15 feet from its distribution system. The transmission system specification is a 30 foot clearance.	In 2024, SECO trimmed 490 miles for its cycle and an extra 17 miles of its transmission and distribution system. SECO removed 24,010 trees in 2024.

**Appendix C – Summary of Rural Electric Cooperative Utility Reports
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Suwannee Valley Electric Cooperative, Inc.	SVEC inspects all structures on an eight-year cycle using sound/bore and visual inspection procedures.	SVEC inspected five (100%) transmission structures in 2024. 10,014 (11%) distribution structures were inspected in 2024.	434 (4%) inspections of distribution poles failed due to ground line decay, excessive splitting, and woodpecker damage. Zero inspections of transmission poles failed.	189 (2%) distribution poles of total inspected were remediated by ground line treatment and 357 (4%) distribution poles were replaced. Zero transmission structures were remediated.	SVEC's facilities are on a three – to – four - year inspection cycle which includes cutting, spraying and visual on as-needed basis.	In 2024, 839 (22%) miles of rights-of-way were cut and in 2025, there are plans to cut an additional 927 (28%) miles.
Talquin Electric Cooperative, Inc.	Talquin annually inspects its transmission lines by checking the pole, hardware, and conductors. An outside pole-treating contractor inspects distribution and transmission poles each year. The poles have been inspected on an eight-year rotation cycle since 2007. Talquin performs infrared inspections annually at its substations.	9,614 distribution poles were inspected in 2024. Talquin inspected 11 transmission poles in 2024.	92 (0.96%) of the distribution poles inspected were rejected due to wood decay, split tops, or woodpecker damage. 6 (55%) transmission poles inspected were rejected.	The priority poles were replaced and the rejected poles are being inspected and repaired or replaced if necessary. Talquin replaces 30 foot Class 7 poles with stronger 35 foot Class 6 poles with guys and 35 foot Class 6 poles with 40 foot Class 4 poles as a minimum standard.	Talquin maintains its rights-of-way by mechanical cutting, mowing, and herbicidal applications.	1,061 (29%) miles of distribution and 14.6 (27%) miles of transmission rights-of-way were treated in 2024. In addition, Talquin received 847 non-routine requests for tree maintenance.

**Appendix C – Summary of Rural Electric Cooperative Utility Reports
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Tri-County Electric Cooperative, Inc.	The transmission facilities are inspected on a five-year cycle by both ground line and visual inspections. The distribution facilities are on an eight-year cycle using both ground line and visual inspections.	During 2024, the transmission poles were visually inspected. Tri-County did not inspect any distribution poles in 2024 due to significant weather events.	Tri-County did not inspect any distribution poles in 2024 due to significant weather events.	Tri-County did not inspect any distribution poles in 2024 due to significant weather events.	Tri-County attempts to acquire 30 foot rights-of-way easement for new construction. The entire width of the obtained right-of-way ROW easement is cleared from ground level to a maximum height of 60 feet in order to minimize vegetation and ROW interference with the facilities.	In 2024, approximately 350 distribution miles were trimmed. Tri-County has approximately 2,816 miles of overhead distribution lines in four counties.
West Florida Electric Cooperative Association, Inc.	West Florida continues to use RUS Bulletin 1730B-121 as its guideline for pole maintenance and inspection.	West Florida suspended its pole inspection in 2024. WFEC plans to restart the program in 2025.	West Florida suspended its pole inspection in 2024. WFEC plans to restart the program in 2025.	West Florida suspended its pole inspection in 2024. WFEC plans to restart the program in 2025.	West Florida's VM includes ground to sky side trimming along with mechanical mowing and tree removal.	During 2024, WFEC mowed and side trimmed 843 miles of its distribution system. Also, WFEC chemically sprayed approximately 841 miles of rights-of-way.

**Appendix C – Summary of Rural Electric Cooperative Utility Reports
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Withlacoochee River Electric Cooperative, Inc.	WREC inspects the transmission and distribution facilities annually (approximately 3,315 miles for 2024) by line patrol, drone/infrared, physical and visual inspections.	1,042 structures (76 miles) or 100% of transmission facilities were inspected by walking, riding or aerial patrol. Out of the 26,683 (12%) distribution structures planned, WREC inspected 27,290 (103%) structures in 2024.	In 2024, five transmission poles/structures failed inspection due to ground rot. In 2024, 1,380 (5.05%) distribution poles/structures failed inspection due to ground rot and top deterioration.	In 2024, 5,675 distribution and 5 transmission wood, composite, cement, concrete, steel, aluminum, and fiberglass poles, ranging in size from 35 to 114 foot were added; 4,231 distribution poles were retired. WREC added 1,942 light poles and retired 438.	In 2017, WREC contracted with an arborist company to assist with the aggressive VMP that includes problem tree removal, horizontal/vertical clearances and under-brush to ground. WREC maintains over 185 overhead feeder circuits (over 7,267 miles of line) on a trim cycle between four to five years.	All transmission lines are inspected annually. 76 miles of transmission rights-of-way issues were addressed in 2024. In addition, during 2024, WREC addressed 2,197 rights-of-way service orders ranging from trimming a single account to trimming an entire subdivision or area.