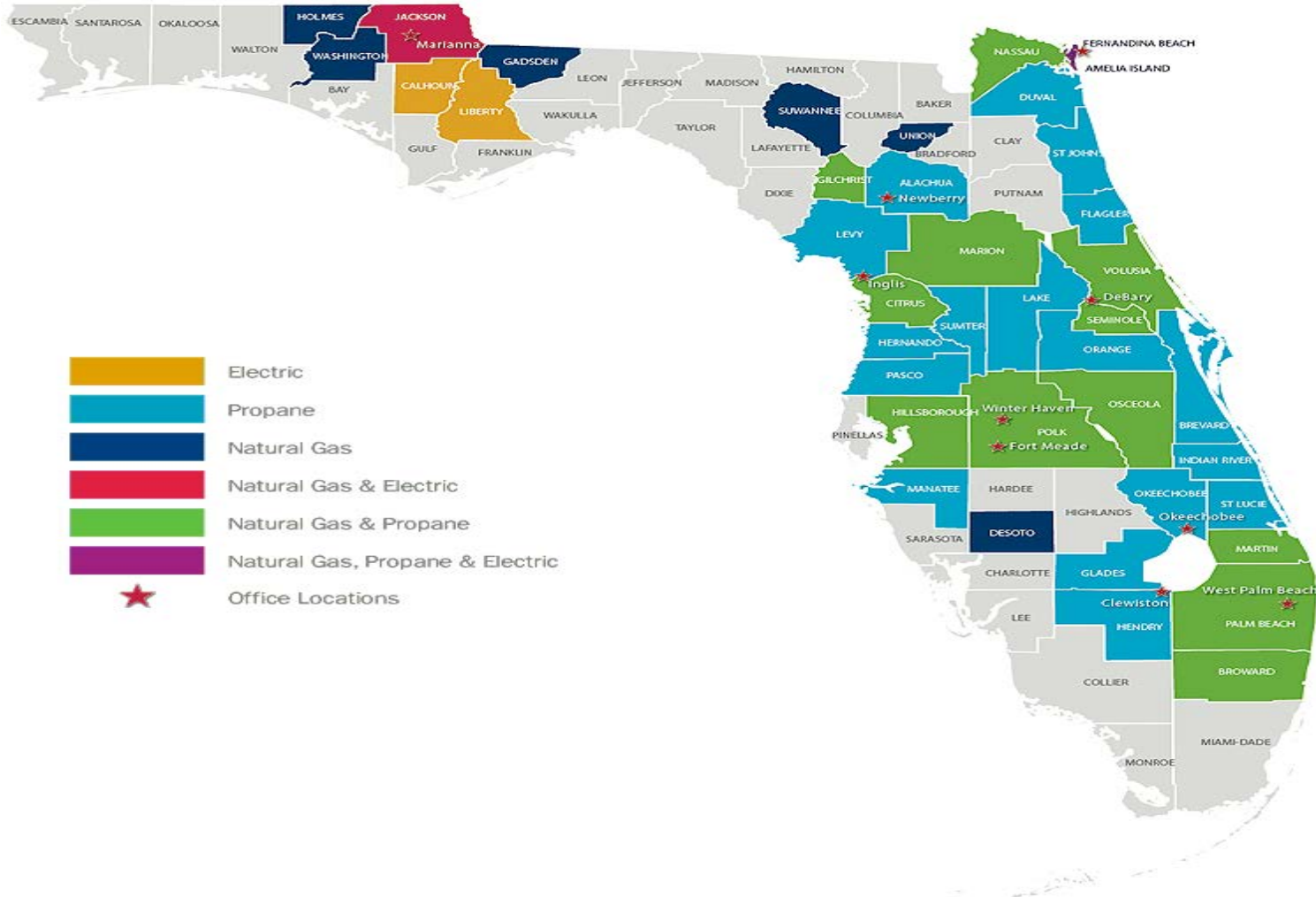


# Hurricane Preparedness and Hurricane Matthew Overview

Jeff Householder  
April 20, 2017



# FPU Service Areas



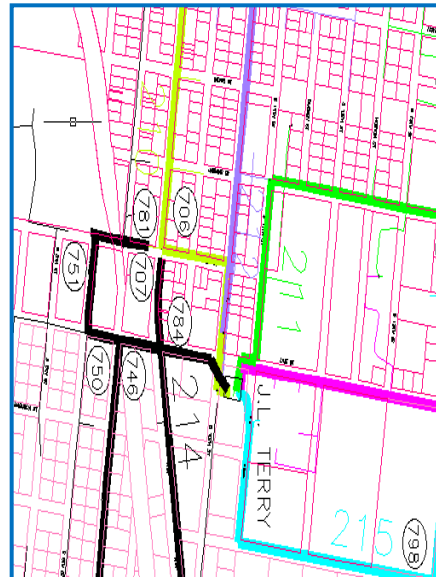
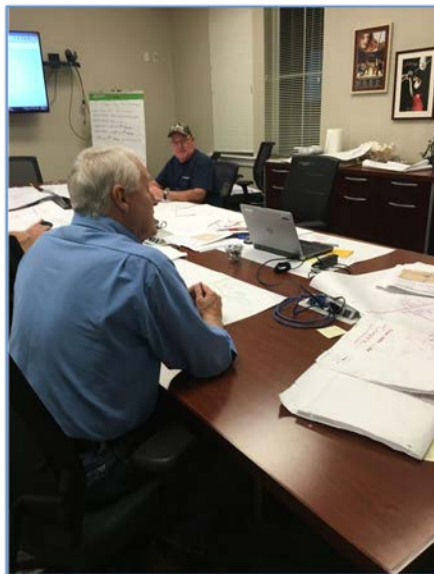
# Storm Planning and Response

Preparation

Activation

Restoration

Business  
Continuity



# Pre-Storm Planning

- Culture of preparedness – safety first.
- On-going electric reliability improvements and storm hardening.
- Emergency Procedures, Storm and Communication Plans.
- Annual storm preparation, response planning and company-wide readiness exercises.
- System, facility, inventory inspections.
- Vegetation management program.
- Coordination with EOCs, other utilities and governmental agencies.
- Participation in SEE and SGA Mutual Assistance programs.



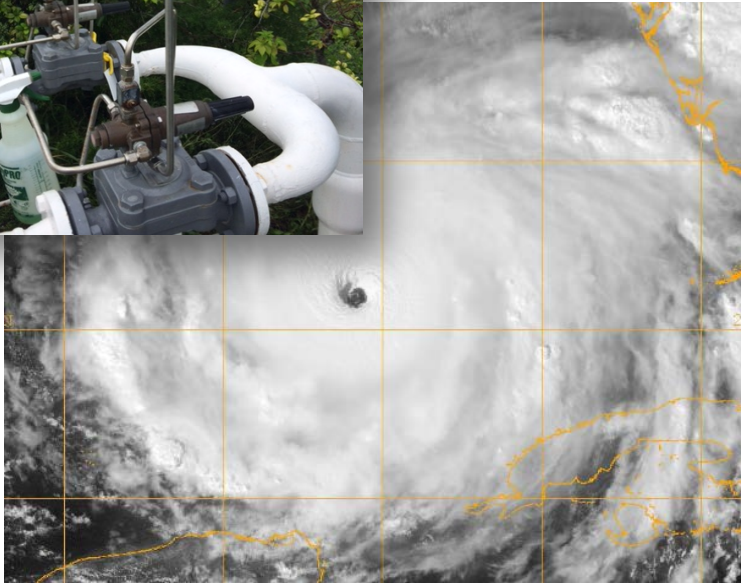
## Activation

# Electric, Natural Gas and Propane Storm Plans



- Storm Watch - initial activation.
- Duties and assignments reviewed.
- Inventory levels, logistics items, outside vendors confirmed.
- Storm Warning – full activation.
- Secure our buildings/facilities.
- Contact county EOCs, other local officials, contractors, and energy partners.
- Employees activate their family storm plans.
- Redeploy Call Center resources.

# Electric, Natural Gas and Propane Storm Plans



**Matthew: multiple FPU service areas under a Cat 4 warning**

- Equipment, fuel and key inventory dispersed.
- Logistics plan activated (lodging, meals, resupply).
- Internal crews from Florida, Delaware, Ohio ready to go.
- Mutual assistance process (Matthew - crews responded from Ohio and Gulf Power).
- *Amelia Island - mandatory evacuation on Thursday – storm hits Friday afternoon.*

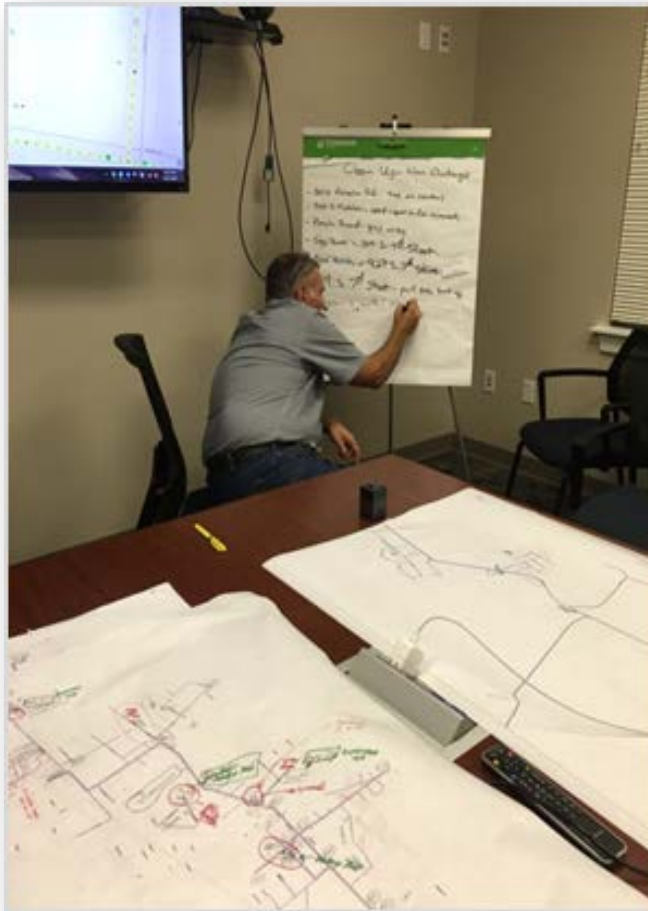
Restoration

# FPU First in Line to Return to Island



Electric, Natural Gas and Propane Crews Assemble for Return to Amelia Island

## Matthew Impact Assessment



- Minimal damage to natural gas and propane systems.
- 90+% (14,000) of FPU electric customers without power on Amelia Island.
- 12 out of 13 island circuits were out of service.
- Transmission system feeding the south end of the island was down. No damage to storm hardened transmission poles.

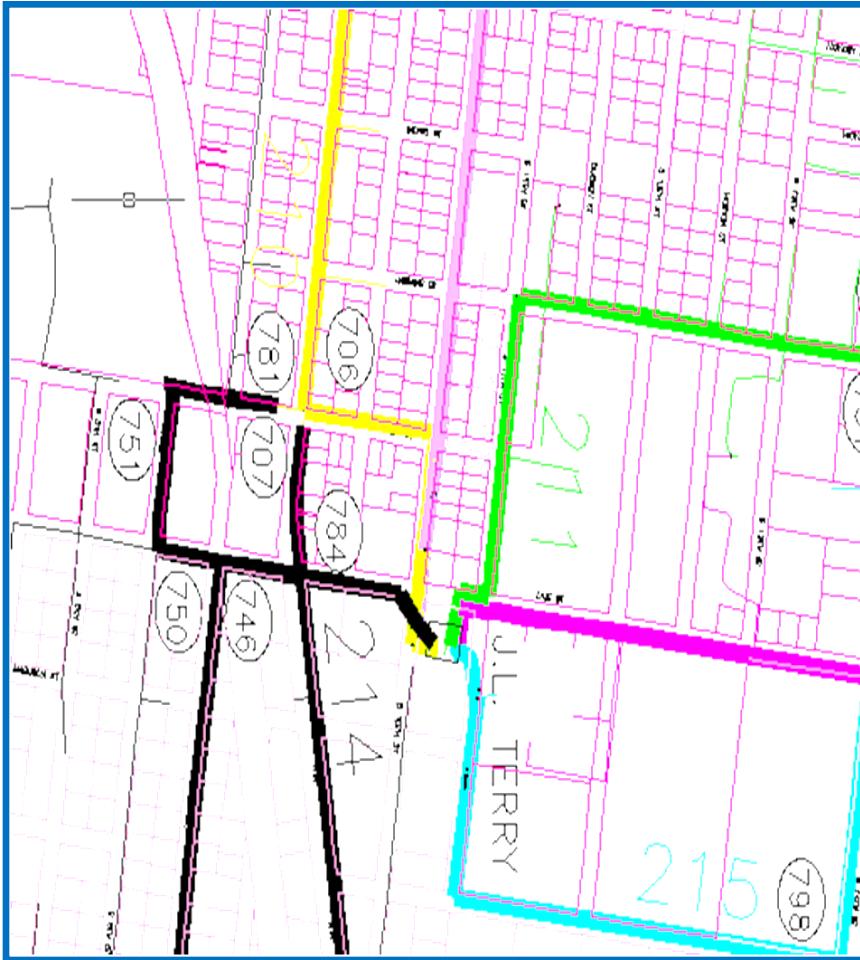


# Eight Flags CHP



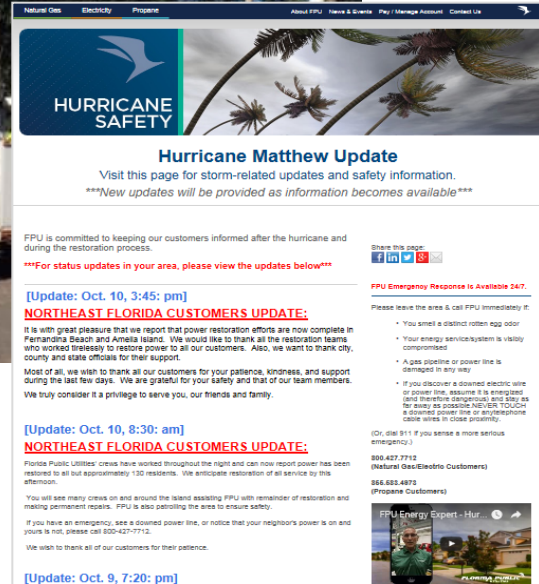
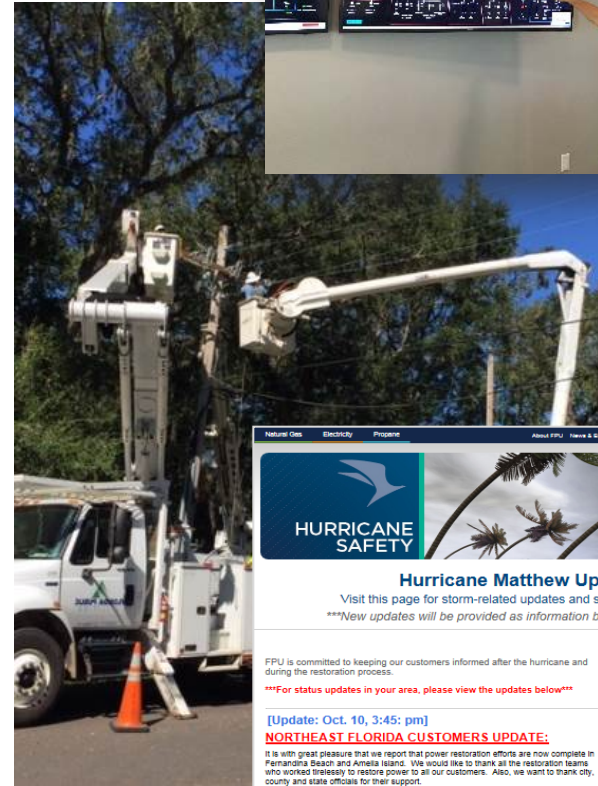
- Eight Flags turbine taken off-line on Thursday afternoon.
- Eight Flags Turbine restarted Saturday morning within 3 hours of returning to Island, ramped up slowly to follow load build.
- Facility was storm hardened during construction – elevated turbine, substation, gas metering, control room - no damage to any portion of the facility.

# Systematic Repair Approach



- OMS and SCADA systems organize/prioritize restoration.
- Physical damage survey.
- Prioritize critical services, schools and businesses.
- Teamed external crews with FPU crew leaders.
- Tree crews sent ahead to remove debris and clear areas.
- Constant communication with Marketing, Customer Care kept customers, media and emergency services informed.

- FPU staffed Call Centers and the Nassau County EOC 24x7 throughout Hurricane Matthew.
- Constantly monitored social media. Engaged in more than 30,000 social media interactions.
- All customer communication linked to one web landing page to ensure consistent, timely customer updates.
- 86% of outages restored by the end of first day (Saturday).
- Less than 200 accounts without power by Sunday night.
- All customers restored in 52 hours.



## Lessons Learned

- Existing phone system limited our ability to re-route calls to non-impacted areas.
  - Entire phone system replacement currently in progress.
  - Provides the ability to operate storm call centers from multiple locations (including out of state locations).
- Employee access in certain leased office building facilities was restricted – the buildings close when a hurricane warning is issued.
  - Renegotiate access to leased office space. (New phone system resolves most of this issue).
- Better designate storm roles for non-operations personnel.
- Social media turned out to be the primary communications tool for reaching customers.
  - We have restructured our communications plan and staff responsibilities to accommodate our customers.
- You can never have enough porta-potty rentals.

# Business Continuity



Lessons Learned

Employee Training  
Family Preparation



Storm Preparedness Plans

Expanded and Secured Use of Technology



Storm Hardened Buildings and Facilities



Improved Customer and Community Communication

