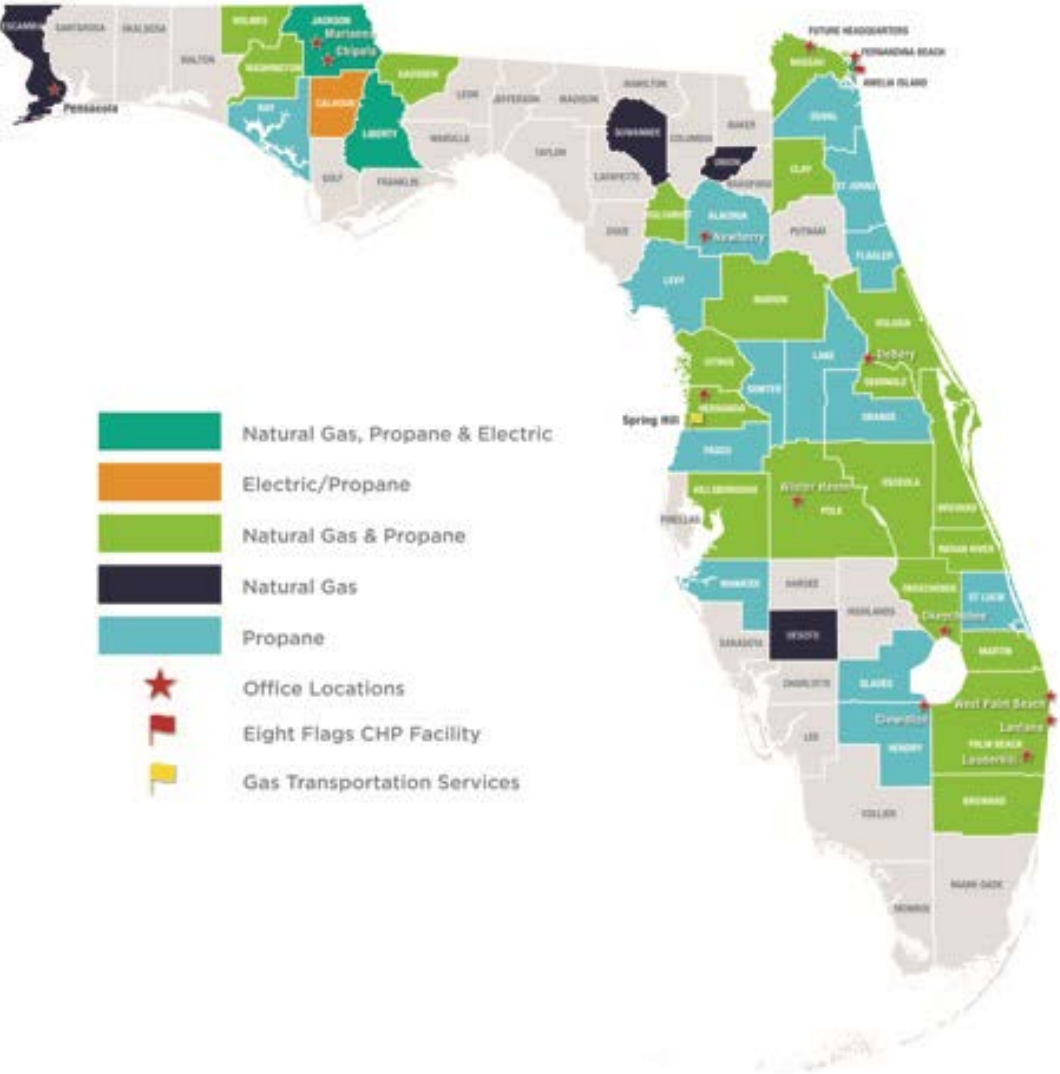


Hurricane Preparedness Workshop for 2022

Jorge Puentes
Manager, Engineering
May 17, 2022



Florida Public Utilities Company Service Areas



- Natural Gas, Propane & Electric
- Electric/Propane
- Natural Gas & Propane
- Natural Gas
- Propane
- Office Locations
- Eight Flags CHP Facility
- Gas Transportation Services

Service territory includes:

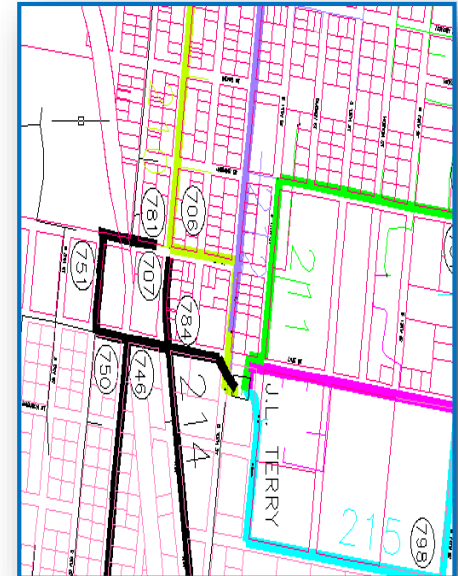
- Over 28,000 electric customers.
- 15.8 miles of transmission lines.
- 906 miles of distribution lines.

Overview of Preparation and Restoration Process

Preparation

Activation

Restoration



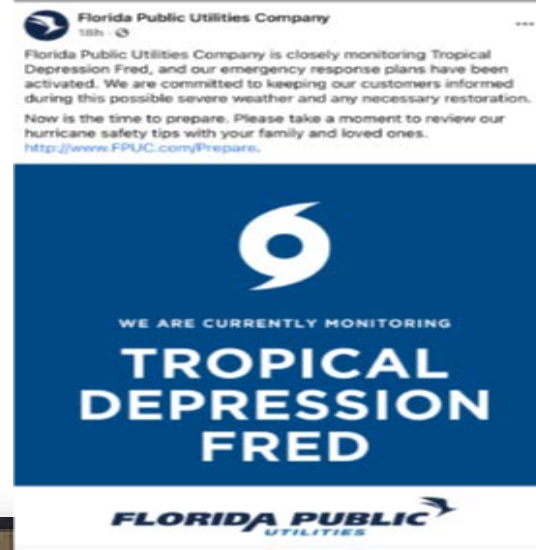
Pre-Storm Planning

- Culture of preparedness – safety first.
- COVID-19 preventive measures
 - FPU Pandemic Procedures
 - Working conditions and logistics
 - Customer interfaces
 - Mutual Aid
- Response planning and company wide readiness exercises including electric, natural gas and propane operations.
 - Company wide planning and table top drill scheduled for May 27, 2022 & mid June.
 - Focus on lessons learned from Hurricane Michael and other hurricanes
 - Improved procedures in logistics



Pre-Storm Planning

- Customer Outreach Programs
 - Hurricane/Storm Brochures
 - Website Information & Bill Inserts
 - Public Service Announcements
- Emergency Procedures, Storm and Communication Plans.
- Consider alternative staging options depending on storm path.
- Review staff assignments for Operations, IT and Customer Care.
- Engage with contractors who have signed restoration agreements to ensure their support.



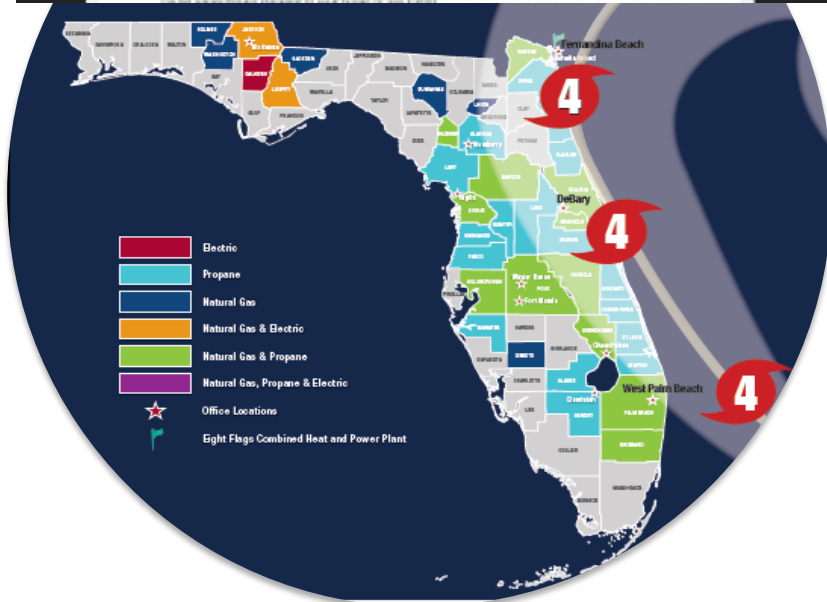
Pre-Storm Planning

- System, facility and inventory inspections
 - Emergency materials and supplies included in emergency plan
 - Emergency items ordered and stocked prior hurricane season (Supply Chain)
- Coordination with city/county/state EOCs and other utilities
 - Ongoing communications with each organization
 - Participation occurs at all meetings
- Participation with the Southeastern Electric Exchange Mutual Assistance Committee
- Mutual Assistance agreements various municipalities within Florida
- Participation in Edison Electric Institute Storm Drills



Activation

Electric, Natural Gas and Propane



- Storm Watch - initial activation.
- Duties and assignments reviewed.
- Inventory levels, logistics items, meals, hotels and outside vendors confirmed.
- Equipment, fuel and inventory levels checked for readiness.
- Storm Warning – active
- Secure our buildings/facilities.
- Contact county EOCs, other local officials, contractors, and energy partners (SEE).
- Employees activate their family storm plans.
- Redeploy Call Center resources.

Systematic Approach



- OMS and SCADA systems organize/prioritize restoration.
- Physical damage survey.
- Team external crews with FPU crew leaders.
- Tree crews sent ahead to remove debris and clear areas.
- Restoration Priority Electric System:
 - Generation (Eight Flags, Inc)
 - Transmission (FPL & JEA connections)
 - Substations
 - Distribution Feeders
- Restoration Priority Customers:
 - Hospitals
 - Police, Fire and EOC
 - Storm Shelters and Elderly Care Facilities
 - Water and Sewer Plants
 - Food Retailers and Restaurants

Customer Communication- Awareness Pre-Storm

In preparation for the storm, FPU publishes watch and warning notifications at the 72, 48 and 12 hour increments to local and national media outlets.

- Bill Inserts
- Print Ads
- Brochures
- IVR Messaging
- Press Releases
- E-Blasts
- Social Media Posts
- Website Updates
- Public Service Announcements

The collage displays various customer communication materials from Florida Public Utilities (FPU) during a pre-storm period. At the top center is a screenshot of the FPU website's Hurricane Information page, which includes sections for 'Account Center', 'Areas We Serve', 'Benefits of Using Natural Gas', and 'Free Energy Check-Up'. To the right is a green brochure titled 'ELECTRIC SAFETY TIPS TO WEATHER THE STORM!' with a 'LEARN WHAT TO DO and how to stay safe:' section. Below the website screenshot is a blue and white 'Storm Survival CHECKLIST' brochure. In the center is a Twitter post from FPU (@FPUCL) titled 'FPU Gas Customers - Hurricane Preparedness Tips To Prepare for Hurricane' with a link to a preparedness guide. To the right of the Twitter post is a blue brochure titled 'HURRICANE SAFETY VIDEO' and another titled 'STANT NOTICE FOR THE DISABLED'. At the bottom right is a blue brochure titled 'CAL ALERT PROGRAM' and another titled 'IN-THE-KNOW'. The Florida Public Utilities logo is visible in the bottom right corner of the collage.

Digital Communications

All Digital Communications Linked to One Main Update Landing Page

FPUC.com and mobile website



Hurricane Michael Updates

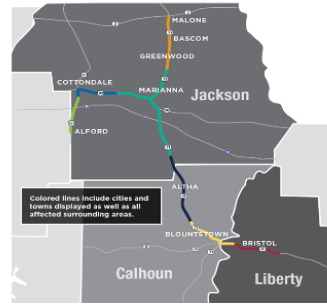
Visit this page for storm-related updates and safety information.

[October 20, 2018- 5:30 pm]

ATTENTION ALL FPU NORTHWEST TERRITORY CUSTOMERS:

Visit our Restoration Map page to see latest updates for your area at www.FPUC.com/HurricaneMichaelRestorationMap

	ALL HOSPITALS AND MEDICAL FACILITIES (CONTINGENCY PLAN) All hospitals and medical facilities in the Northwest Territory are required to have a contingency plan in place for the event of a power outage. This plan should include procedures for patient care, staff safety, and communication with emergency services.
	ALL BUSINESSES (CONTINGENCY PLAN) All businesses in the Northwest Territory are required to have a contingency plan in place for the event of a power outage. This plan should include procedures for data backup, equipment protection, and communication with customers.
	WATERMAIN (CONTINGENCY PLAN) All watermain lines in the Northwest Territory are required to have a contingency plan in place for the event of a power outage. This plan should include procedures for water shut-off, equipment protection, and communication with customers.
	POWER LINES (CONTINGENCY PLAN) All power lines in the Northwest Territory are required to have a contingency plan in place for the event of a power outage. This plan should include procedures for line de-energization, equipment protection, and communication with customers.
	RESTORATION Customers who are not receiving power should call 800-427-7712 to report the outage and request assistance. Restoration efforts will begin as soon as it is safe to do so.
	SAFETY Customers who are not receiving power should call 800-427-7712 to report the outage and request assistance. Restoration efforts will begin as soon as it is safe to do so.
	ALPHA AND BETA TO COLLECT RESTORY (UNAPPROVED) All customers who are not receiving power should call 800-427-7712 to report the outage and request assistance. Restoration efforts will begin as soon as it is safe to do so.



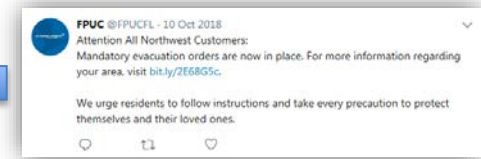
[October 20, 2018- 12:00 pm]

ATTENTION ALL FPU NORTHWEST TERRITORY CUSTOMERS:

For information and resources related to Power Restoration, please visit FPUC.com/huricanerestorationresources. Learn about:

- [Electric Rules and Standards](#)
- [Customer / Utility Responsibilities](#)
- [Steps to Restore Power](#)
- [Electrical / HVAC Contractors in the Area](#)
- [Frequently Asked Questions](#)

Social Media Sites



Plans and Initiatives

- Vegetation Management:
 - Three year trim cycle for all distribution feeders (4.67 Total cycles completed)
 - Six year trim cycle for distribution laterals (2.33 Total cycles completed)
 - Three year trim cycle for transmission lines
- Accomplishments in 2021:
 - Trimmed 30.58 miles of distribution feeders
 - Trimmed 80.28 miles of distribution laterals.
 - Perform “hot spot” distribution trimming prior to hurricane season. Miles trimmed are included in totals above.



Plans and Initiatives

- Wood Pole Inspection:
 - Eight year cycle (1.75 Total cycles completed)
 - Transmission and Distribution inspections on the same cycle
 - Total poles inspected from beginning of this eight year cycle 21,114 (66.61%)
 - Accomplishments in 2021**:
 - Total of 2,825 poles inspected.
 - Poles failed 109
 - Failure rate 3.86%
 - Poles replaced 203
 - Poles that need to be replaced in upcoming years 672

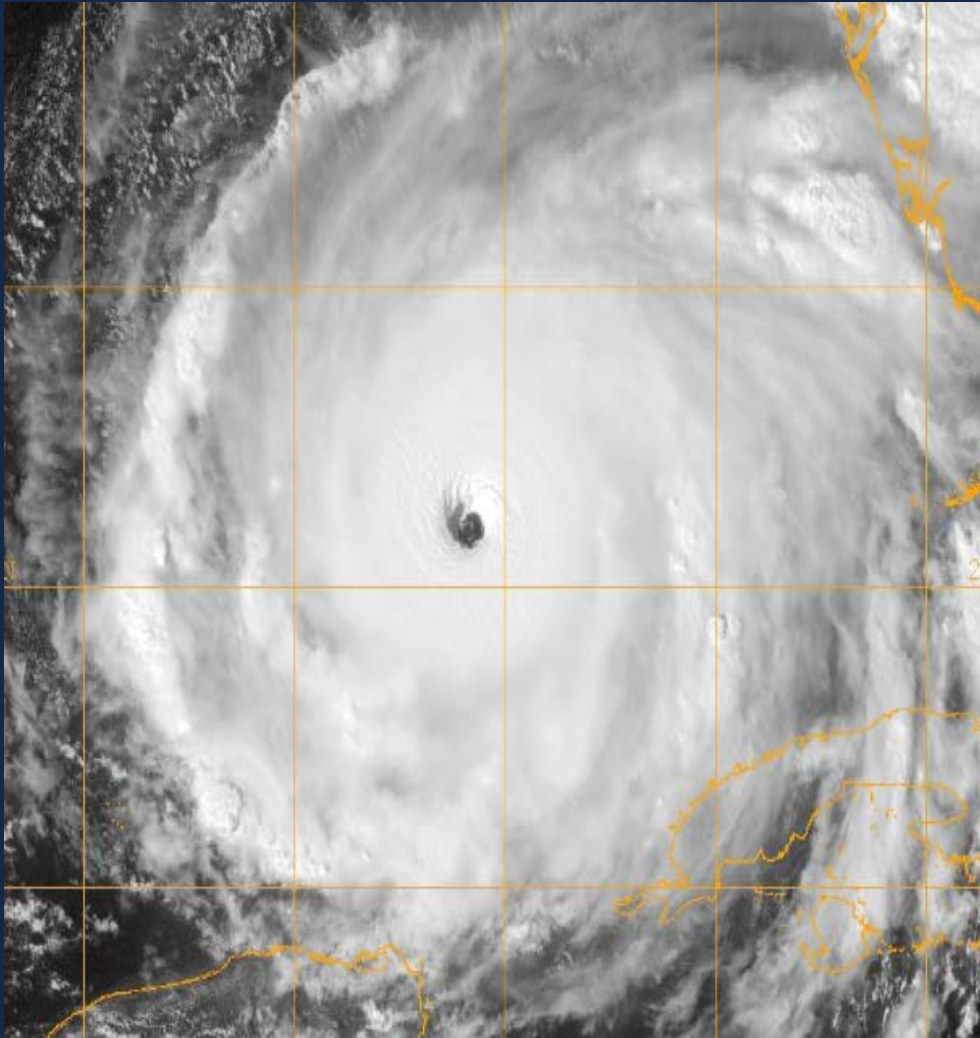


** Note: Due to COVID-19, Wood Pole inspections were completed in February 2022.

Improvements Based on Lessons Learned



- Order material earlier due to supply chain disruptions
- Locate storage areas for pre-staging that are easily accessible, not subject to flooding and large enough for all equipment
- Include record keepers with each crew working to document labor, materials and equipment used during restoration.
- Increase security at offices and staging areas to prevent unauthorized individuals from entry
- Continue to invest in all Storm Hardening initiatives
- Continue to invest in technology that advances hurricane prediction and communications.
- Continue to improve GIS,OMS, IVR implementations and other technologies.



Questions?

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