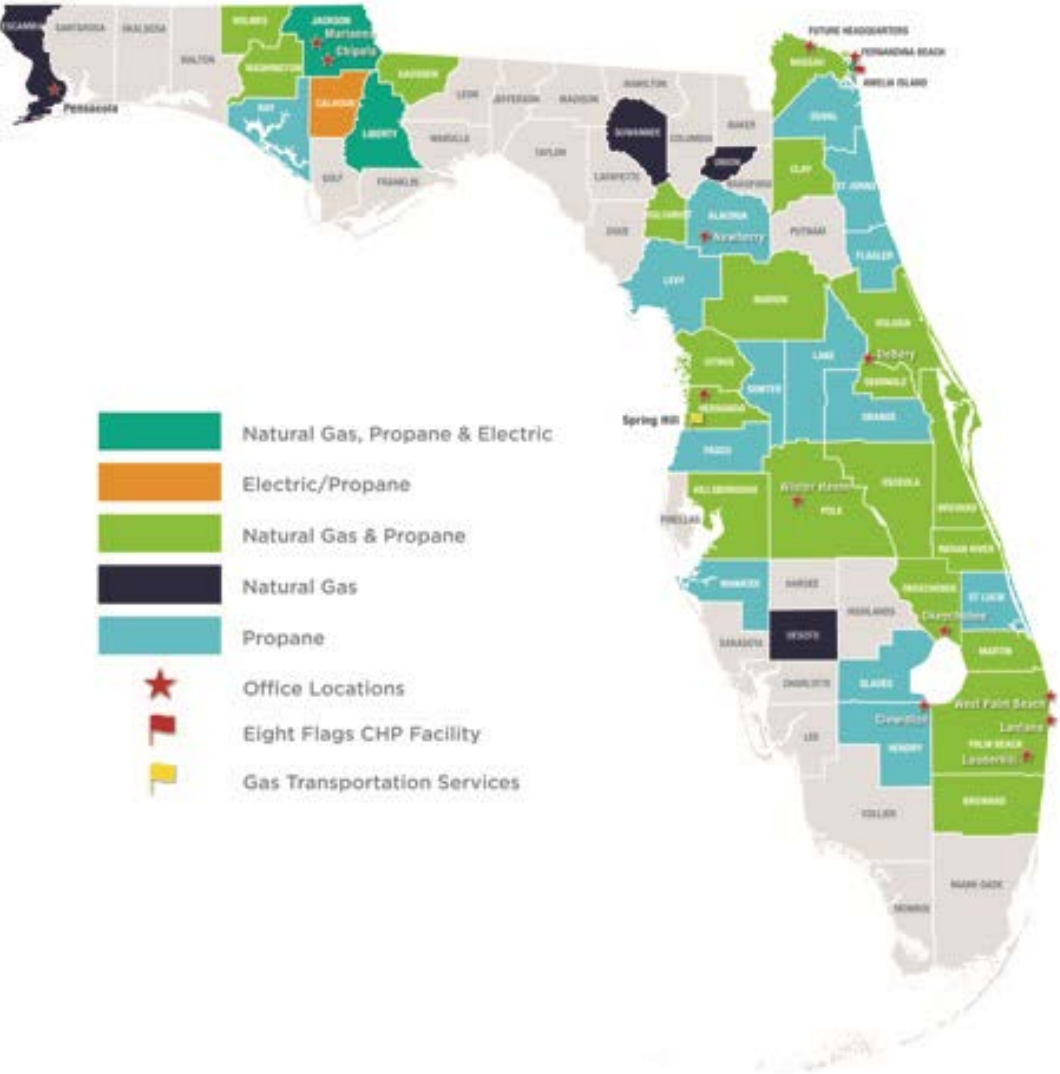


Hurricane Preparedness Workshop for 2023

Jorge Puentes
Manager, Engineering
May 23, 2023



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:

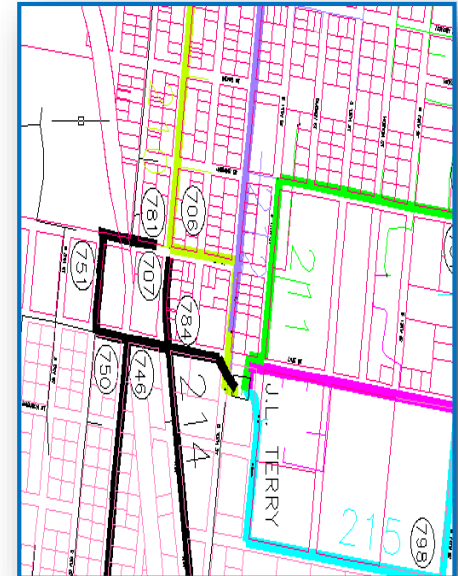
- Over 29,956 electric customers.
- 15.8 miles of transmission lines.
- 908 miles of distribution lines.

Overview of Preparation and Restoration Process

Preparation

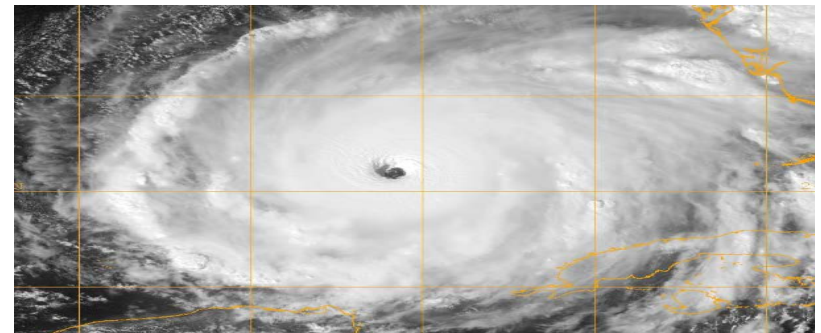
Activation

Restoration



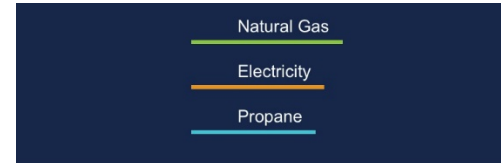
Pre-Storm Planning

- Culture of preparedness – safety first.
 - Emergency 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 June 2023.
 - Focus on lessons learned from Hurricane Michael and other hurricanes
 - Improved procedures in logistics



Pre-Storm Planning

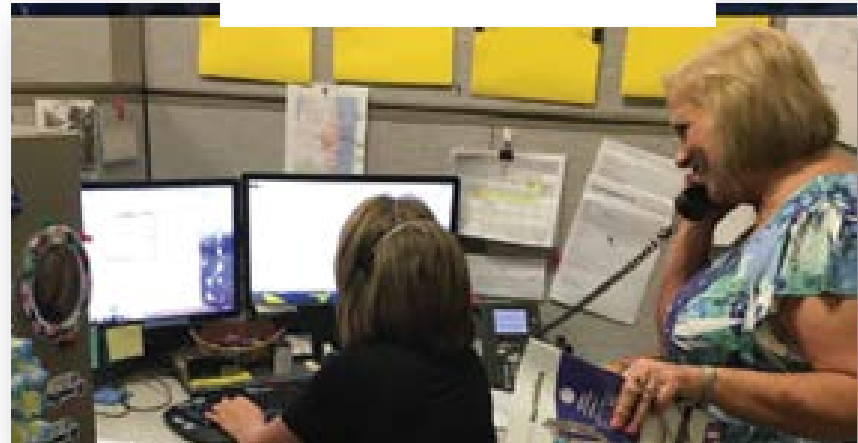
- Customer Outreach Programs
 - Hurricane/Storm Brochures
 - Website Information & Bill Inserts
 - Public Service Announcements
- Emergency Procedures, Storm and Communication Plans.
- Consider alternative staging options depending on storm path.
- Review staff assignments for Operations, IT and Customer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



Tropical Storm Nicole Updates

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

****New updates will be provided as information becomes available****



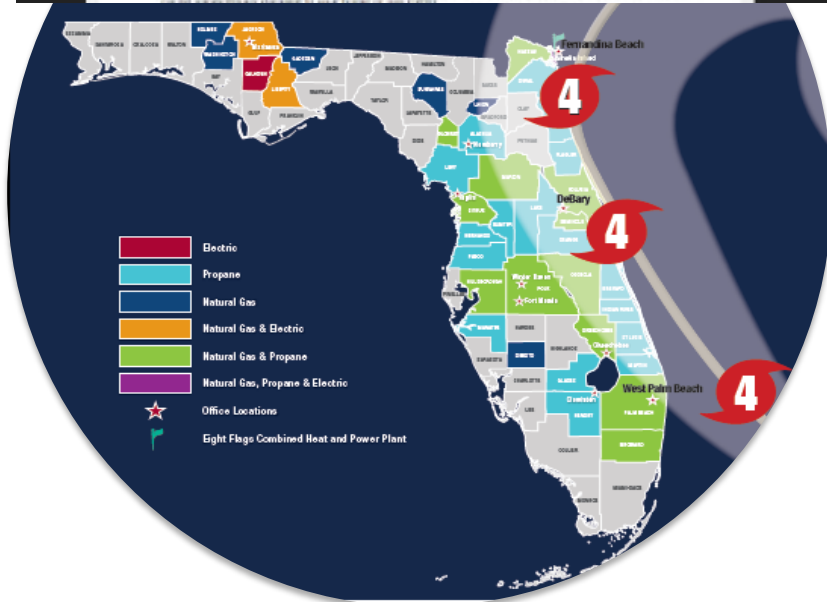
Pre-Storm Planning

- 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.

Restoration

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

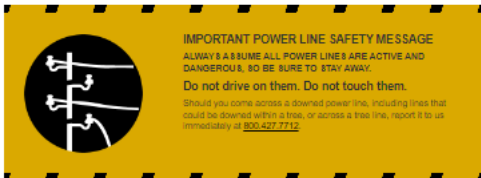
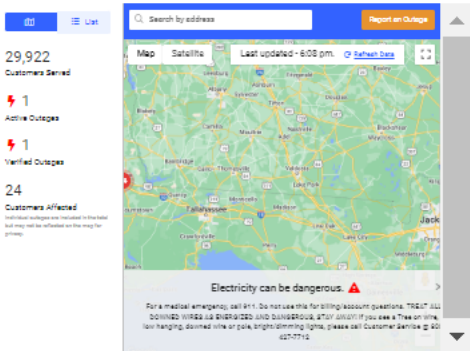


REPORT AN OUTAGE:

We apologize for the service outage you are experiencing. Please report your outage by using the form below. Our staff and crews will work as diligently and safely as possible to resolve your outage issues.

Please note: You can also report your outage by calling 800.427.7712. Please remember to stay far away from all downed lines and always assume they are energized.

If this is a medical emergency, please contact 9-1-1.



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

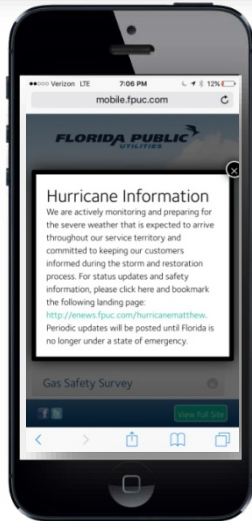
The collage displays various communication channels used by Florida Public Utilities (FPU) for pre-storm awareness:

- Website Screenshot:** Features a "Hurricane Information" section with a red hurricane icon, an "Account Center" with login options, and a "Need Assistance" section with a phone number (800.427.7712).
- Social Media Post:** A tweet from FPU (@FPUCL) titled "FPU Gas Customers - Hurricane Preparedness Tips To Prepare for Hurricane" with a link to a checklist.
- Storm Survival Checklist:** A graphic titled "Storm Survival CHECKLIST" with a green checkmark icon.
- Hurricane Supplies:** A list of items for preparation, including drinking water, food, flashlights, batteries, candles, kitchen supplies, sanitation, baby supplies, pet food, first aid kit, and medications.
- Electric Safety Tips Brochure:** Titled "ELECTRIC SAFETY TIPS TO WEATHER THE STORM!", it includes advice on monitoring Tropical Storm Hermine and lists actions like staying safe before, during, and after a storm.
- Hurricane Safety Video:** A small video thumbnail titled "HURRICANE SAFETY VIDEO" with the text "View Energy Expert Scott's video on hurricane safety by clicking here!"
- Disability Notice Brochure:** Titled "URGENT NOTICE FOR THE DISABLED", it provides instructions for storm evacuations and lists emergency response contacts.
- Medical Alert Program Brochure:** Titled "MEDICAL ALERT PROGRAM", it explains how family members can register for life-sustaining equipment.
- In-The-Know Brochure:** Titled "IN-THE-KNOW", it provides information on storm updates and contact details.

Digital Communications

All Digital Communications Linked to One Main Update Landing Page

FPUC.com and mobile website



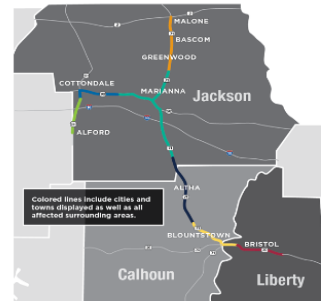
Hurricane Michael Updates
Visit this page for storm-related updates and safety information.

[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 advised to prepare for a possible power outage. Please contact your facility's emergency preparedness plan for more information.
	ALL RESIDENTS - POWER OUTAGE Customers in the Northwest Territory are advised to prepare for a possible power outage. Please contact your facility's emergency preparedness plan for more information.
	WARNING - DOWNED WIRE Customers in the Northwest Territory are advised to be vigilant for downed power lines. Please contact your facility's emergency preparedness plan for more information.
	RESTORATION MAP Customers in the Northwest Territory are advised to check the Restoration Map for the latest updates on power restoration.
	SAFETY Customers in the Northwest Territory are advised to follow all safety instructions during the storm and restoration process.
	RESOURCES Customers in the Northwest Territory are advised to visit the following resources for more information:
	800-427-7712 Customers in the Northwest Territory are advised to call 800-427-7712 for more information.
	ALPHA AND BETA TO COLLECT RESTORY (UPDATED 10/20/18) Customers in the Northwest Territory are advised to visit the following resources for more information:



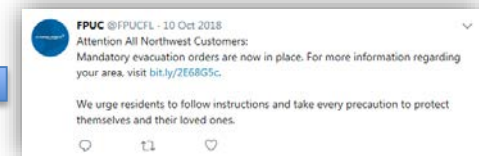
[October 20, 2018- 12:00 pm]

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 (5.00 Total cycles completed)
 - Six year trim cycle for distribution laterals (2.50 Total cycles completed)
 - Three year trim cycle for transmission lines
- Accomplishments in 2022:
 - Trimmed 30.81 miles of distribution feeders
 - Trimmed 84.81 miles of distribution laterals.
 - Perform “hot spot” distribution trimming prior to hurricane season. Miles trimmed are included in totals above.

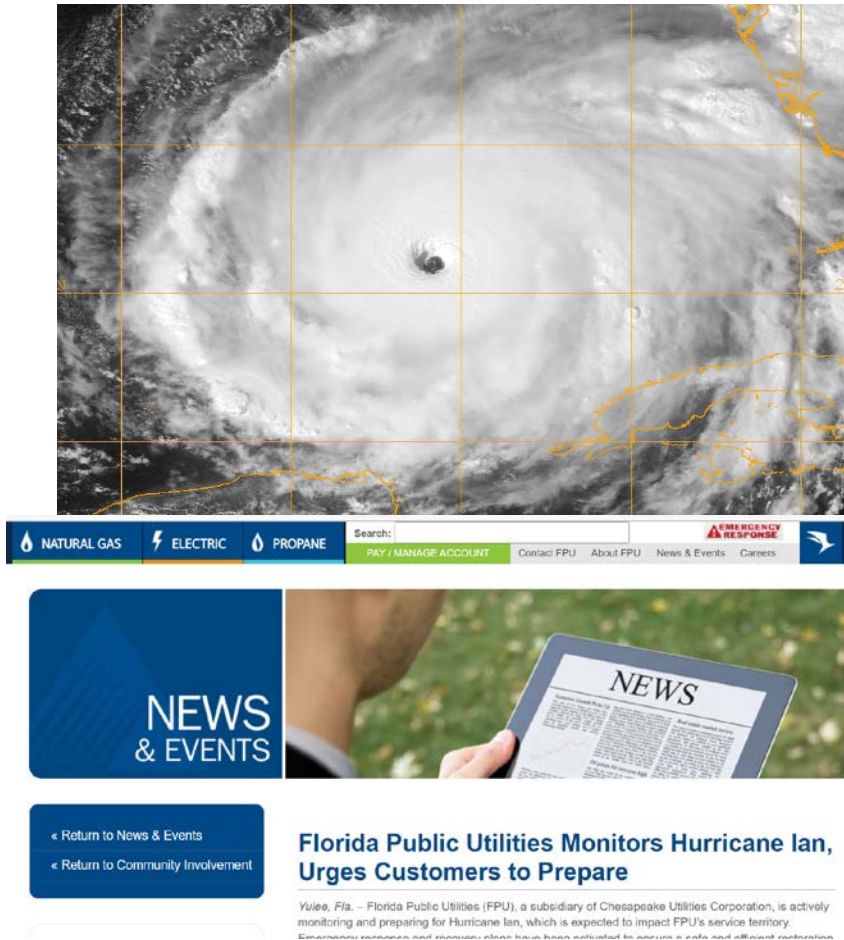


Plans and Initiatives

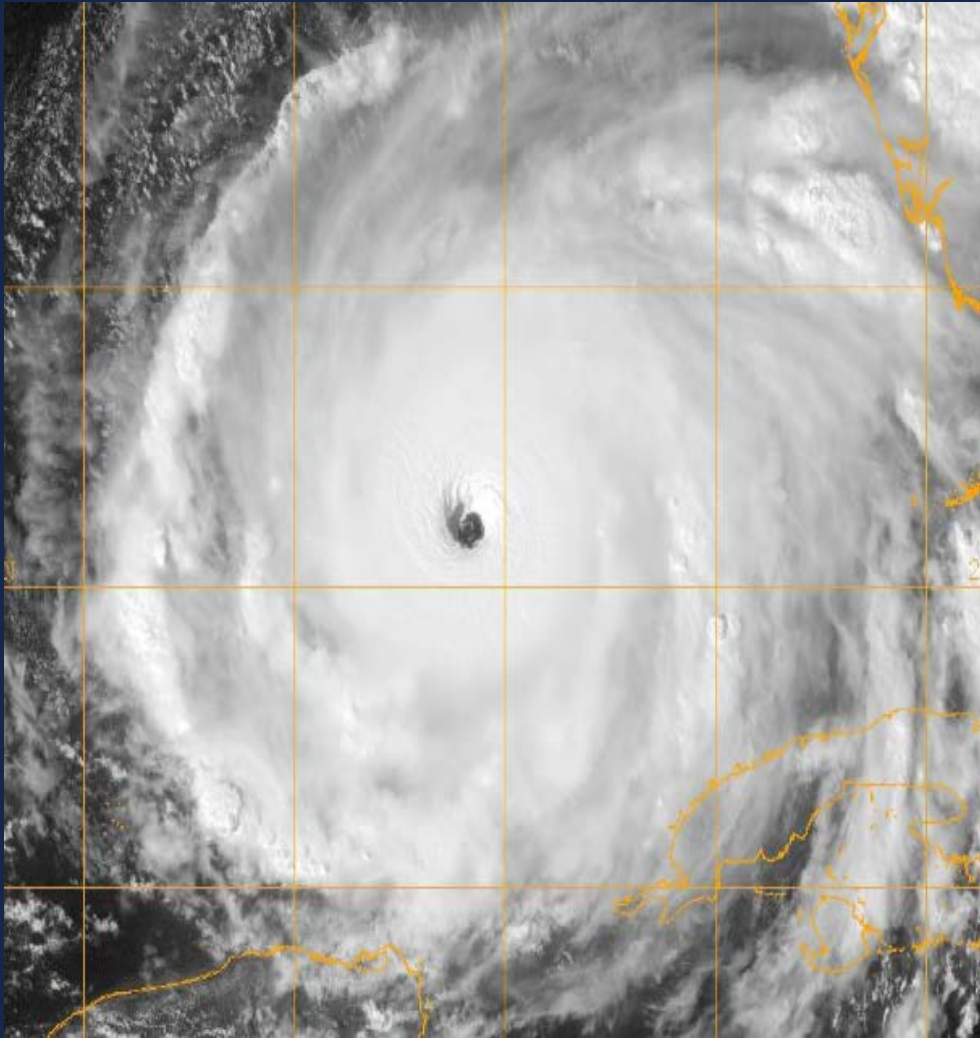
- Wood Pole Inspection:
 - Eight year cycle (1.88 Total cycles completed)
 - Transmission and Distribution inspections on the same cycle
 - Total poles inspected from beginning of this eight year cycle 23,649 (88.44%)
 - Accomplishments in 2022:
 - Total of 3,091 poles inspected.
 - Poles failed 63
 - Failure rate 2.04%
 - Poles replaced 157
 - Poles that need to be replaced in upcoming years 459



Improvements Based on Lessons Learned



- Continue to order material earlier due to supply chain disruptions
- Implement more use of drones to use during emergency to take pictures or to survey the area for damage.
- 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?

Jorge Puentes
Florida Public Utilities Company
Manager, Engineering
jpuentes@fpuc.com
(904) 430-4712

