
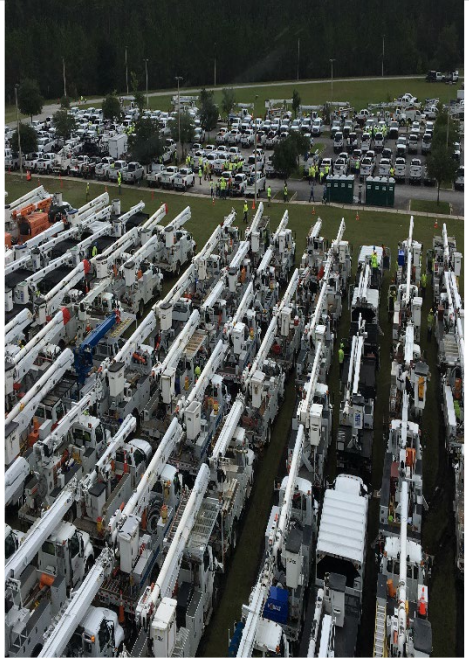
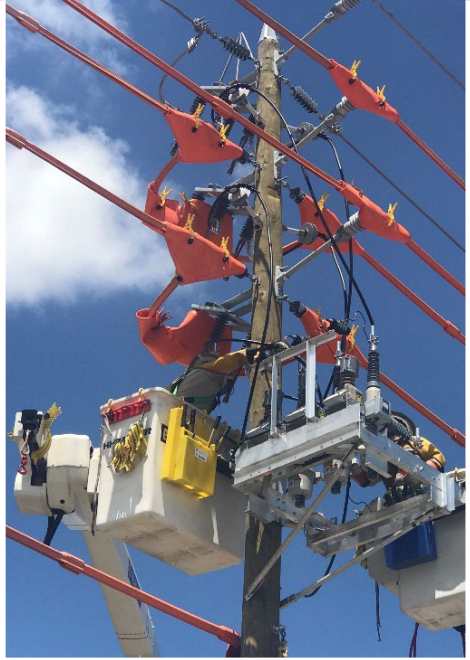


Duke Energy Florida

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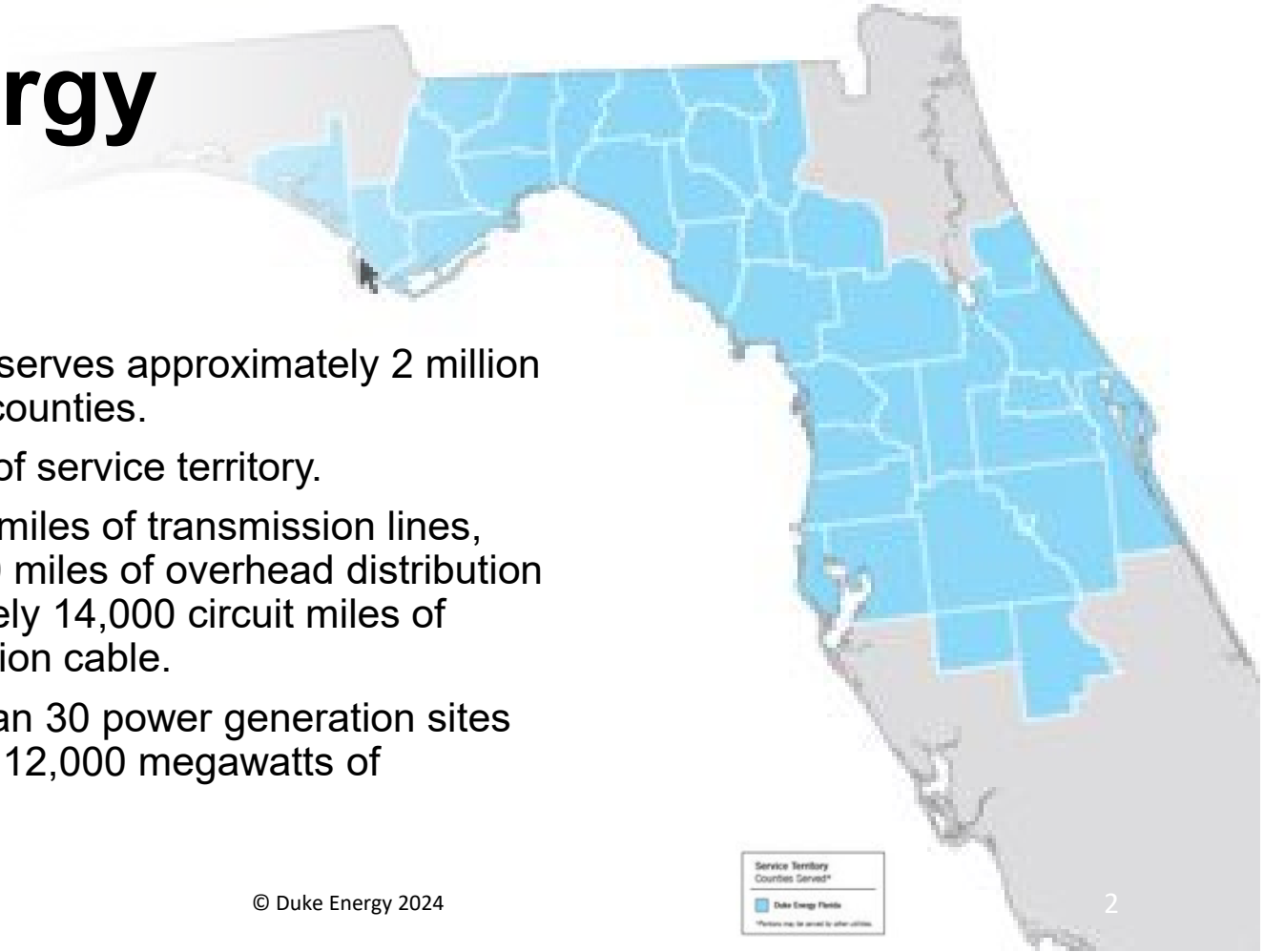
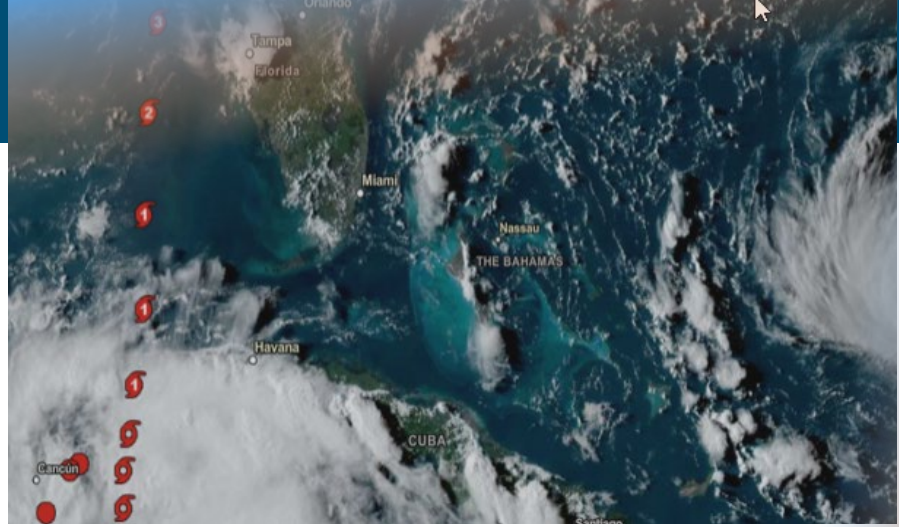


- Duke Energy Florida serves approximately 2 million customers within 35 counties.
- 13,000 square miles of service territory.
- Approximately 5,200 miles of transmission lines, approximately 18,000 miles of overhead distribution lines and approximately 14,000 circuit miles of underground distribution cable.
- We maintain more than 30 power generation sites capable of producing 12,000 megawatts of electricity.

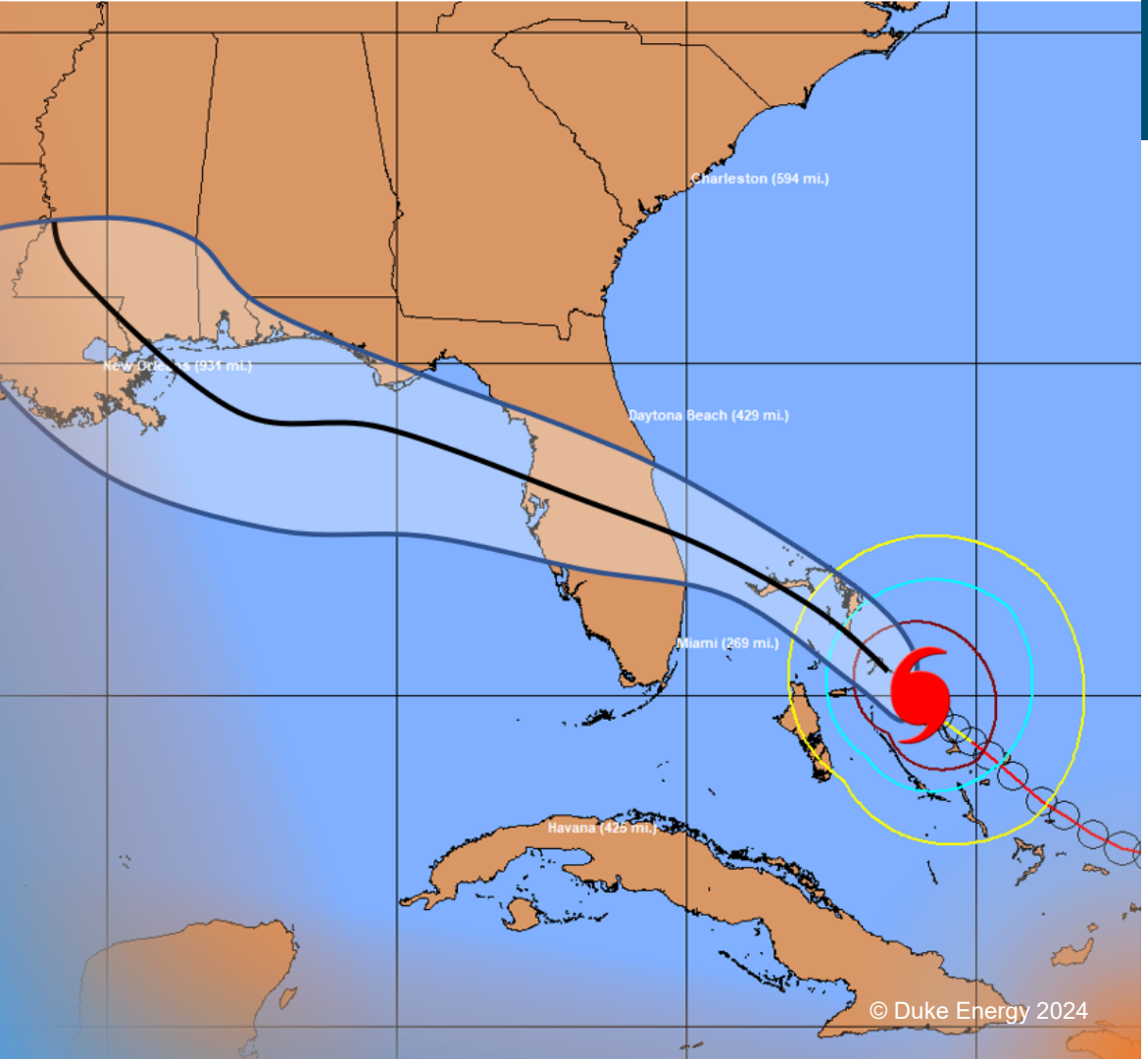
Storm Preparedness and Restoration

Preparedness Activities

- Critical Customer List Review
- Storm Room Critical Feeder List
- Review / Update Business Continuity Plans
- Retiree Recruitment Process Review
- Customer Delivery / Transmission Joint Effort Discussions
- Staging Site Acquisition/Review Process
- Mid-Level Training
- Review / Update Storm Response Org Charts



Storm Drill 2024



- Review Incident Command Structure
- Storm charging guidance review
- Provide training on storm tools / applications
- Meteorology 2024 forecast
- Activate basecamps / staging sites and assign resources
- Develop ETR & Communication Strategies.
- Mobilization & Demobilization of Resources

Storm Hardening

1

Sectionalizing Guidelines

- 400 customers
- 3 miles of line
- 2 megawatts of load

- ~74% customers on automation

- ~49% on self-healing grid

- By year-end 2026 100% on automation with 80% on a self-healing grid

2

Benefits

- During Hurricane Idalia, grid automation prevented approx. more than 18,000 customer outages & saved over 5M CMI.

- During Hurricane Ian, grid automation restored approx. more than 166k customer outages & saved ~196M customer minutes of interruption.

- During Hurricane Nicole. grid automation restored approx. more than 55k customer outages & saved ~13M customer minutes of interruption.

Mutual Aid

Duke Energy Florida, LLC (“DEF”) remains active in the Southeastern Electric Exchange Mutual Assistance Group, EEI and the Florida Coordinating Group. In addition, annual contracts with numerous line, vegetation management, logistics and damage assessment vendors.

Neighboring Utilities

Providing assistance to neighboring co-ops and municipalities is a priority

Examples:

- LCEC following Hurricane Ian
- Sharing base camps and resources with Tri-County Electric Cooperative and Suwannee Valley Electric Cooperative during Hurricane Idalia
- Benching marking after the storm has passed to improve future response

Storm Material

As part of DEF's storm process, we keep Storm Material Boxes on hand, stocked and ready to deploy, if needed, to staging sites upon activation. For larger material needs, prior to a major storm, Supply Chain will assess inventory and provide a pre-storm delivery to strategic locations based on DEF's weather models.

Blue-Sky

- Inventory is utilized as working stock within the Op Centers.
- Ensures the material is current with standards.
- Ensures that inventory is within the manufacturers recommended shelf life.

Red-Sky

- Anticipated that our native line resources will come off their tools and lead off-system contract resources.
- Lockers are deployed to the basecamps.
- Storm kits containing the same material are supplied to each Op Centers to be utilized by native crews when performing restoration.

Customer/Community Outreach and Communication

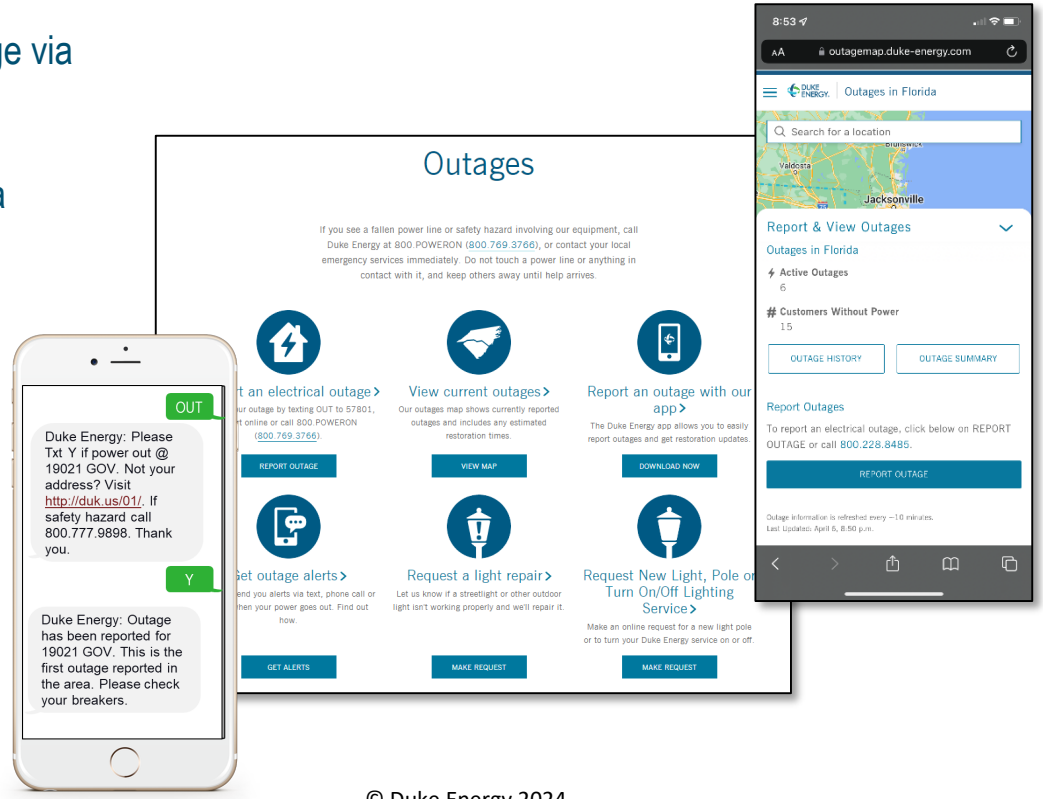
Storm Preparedness and EOC Engagement

- Each County is assigned a Community Relations Manager and they work directly with the county EOC. The CRMs and county leaders work together to ensure storm readiness.
- Conduct face to face meetings with each of our county EOCs prior to storm season.
- Conduct “Live Line” & Safety demonstrations with requesting counties.
- Aid counties in facilitating EOC drills that focus on annual readiness.

Customer Outage Reporting Options

Duke Energy has several internal tools and methods for determining outages. Each customer has the following options to let us know about an outage:

- Call in and use the IVR to report the outage via 800.288.8485
- Report on duke-energy.com/outages or via the Duke Energy mobile app
- By accessing the outage map and reporting on our website
- Text ‘OUT’ to short code 57801 on your mobile device
- After hours Facebook chatbot available to customers to report an outage



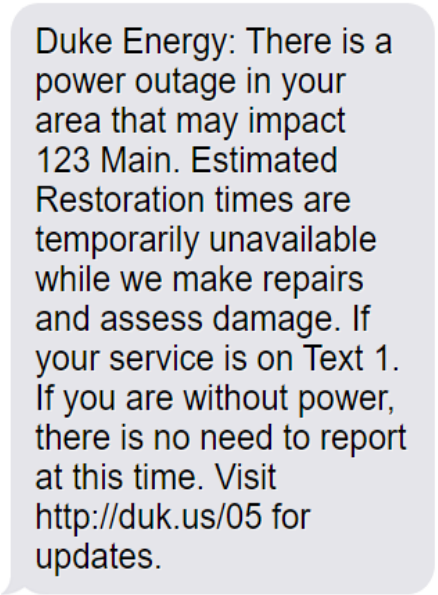
Direct Customer Communications

There are three main 'campaigns' within Outage Alerts that are used to keep customers informed.

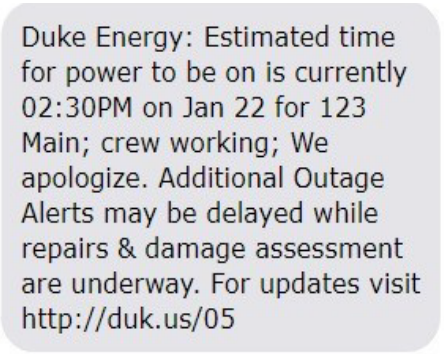
1. Initial Out Campaign – This is the campaign that notifies customers the we are aware of their outage. If available, the system generated ITR can also be included here. Except for technical issues, this campaign will typically stay on.

2. ETR Campaigns – This campaign is what provides customers the majority of updates including ETR or updates to ETR, crew status, and cause. During large storm events, this campaign can be disabled

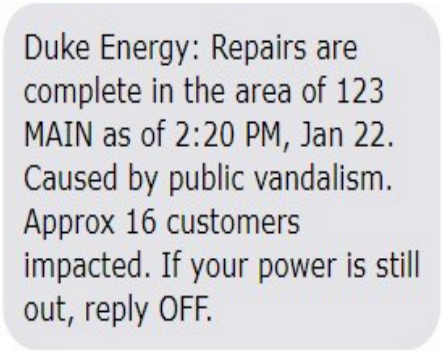
3. Restoration Campaigns – This campaign notifies the customer that we have restored power to their area. This can also be disabled during large storms.



Initial Out Campaign (OMS ITRs Off)



ETR Campaign (OMS ITRs Off)



Restoration Campaign

Vegetation Management

Vegetation Management

Customer Delivery

Trim Cycles

On target to meet anniversary cycle commitments

- 3-year / feeder backbone
  - Currently in year one of the three-year feeder cycle.
- 5-year / laterals
  - Currently in year four of the five-year lateral cycle.
- Annual hurricane hardening completed by June 1st each year.

2023 Results

- Completed 4,474 miles of maintenance trimming.
- Performed vegetation work on 8,294 customer requests.
- Performed vegetation work to support approximately 7,468 design work orders.
- Removed 13,481 trees.

Vegetation Management

Transmission

Planned Transmission Vegetation Management work for DEF is based on identified threats and conditions. This work is prioritized and scheduled using data identified through patrols, inspections and assessments, while considering factors like the date of previous work activities and outage history. The condition-based approach allows for approximately 6 years of typical vegetation re-growth and support minimum safe worker distances.

VM – Transmission	2023 (Actuals)	2024 (Projected)
NERC (>200 kV)	38	198
Non-NERC (<200 kV)	534	484
Total Planned Work Mileage	572	682

Third Party Attachments

Joint-Use Equipment

Joint Use Equipment in DEF:

- Approximately 1,000,000 poles throughout our distribution system.
- 800,000 have a third-party attachments (80%).
- 16,000 are not owned by Duke Energy (1.6%).

Joint equipment usage coordination:

- Blue sky – Work with joint use affiliate to schedule equipment replacement.
    - Duke Energy maintains after hour phone numbers for emergency requests (vehicle accidents, etc.).
    - The third-party affiliate is contacted to inform them of work completion.
    - Red sky – Attempt to contact joint use affiliate to inform them of restoration efforts.
        - Damaged equipment is removed / replaced during restoration.
        - Does not impact our restoration times.

Pole inspections

Pole Inspections

Distribution

- Poles are inspected on an eight-year cycle
  - Currently in year three of our eight-year cycle.
- 101,610 poles were inspected in 2023
  - Less than one percent were priority ground line rejects.

Transmission

- Wood Poles are inspected on a four-year cycle
  - Sound & Bore inspections on wood poles are on an eight-year cycle
  - 3,001 wood poles were inspected in 2023
  - 4.7% were priority ground line rejects.
- Steel/Concrete Poles & Lattice Towers are inspected on a 6-year cycle
  - 7,097 Steel/Concrete Poles & Lattice Towers were inspected in 2023

Lessons Learned

After Action Review

- Pre-Staging crews outside the storm path taking into consideration storm surge
- Bussing transportation from hotels to staging sites
- Hotels vs. sleeper trailers
- Crew rosters