

# Hurricane Preparedness Workshop for 2024

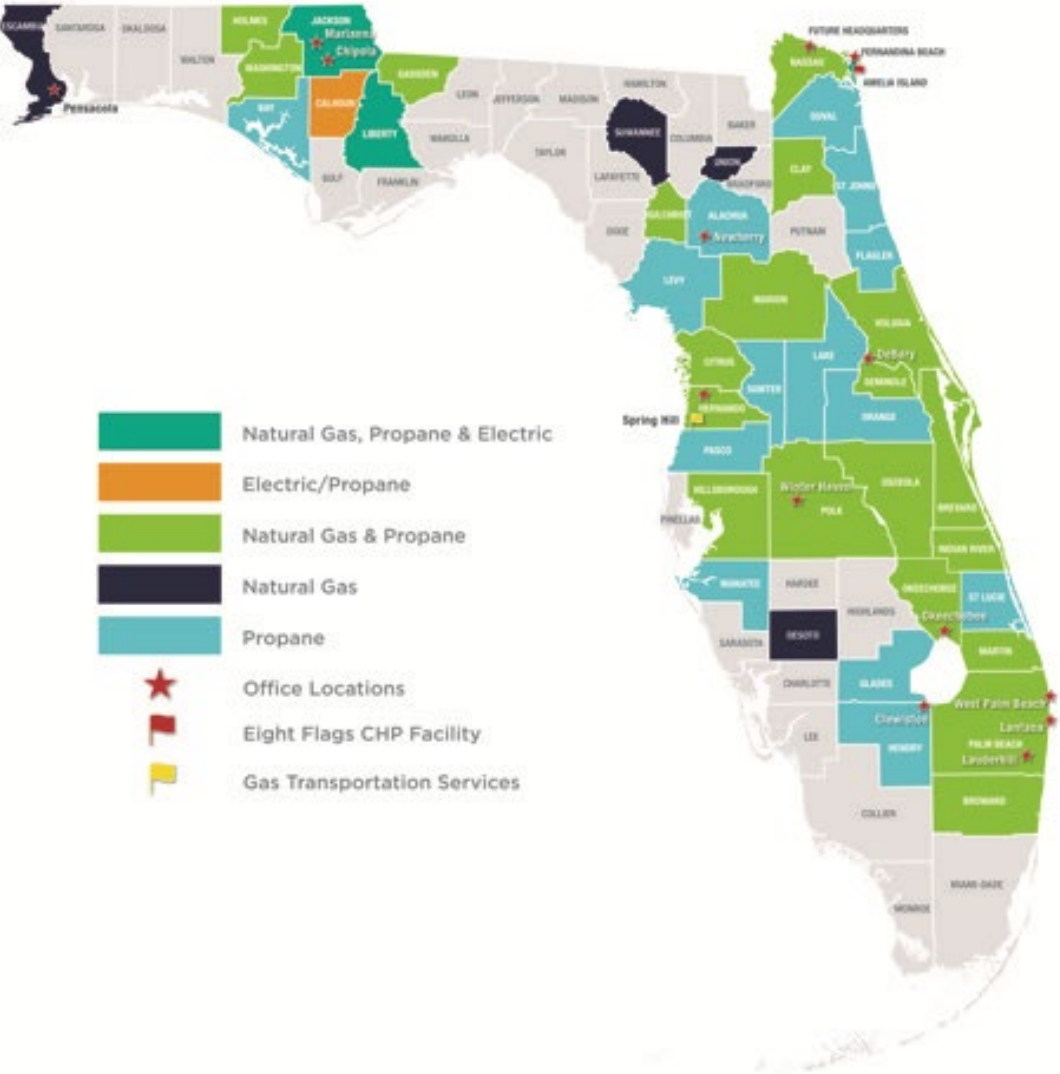
Kevin Walz

Regional Manager, Operations

May 21, 2024



# 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:**

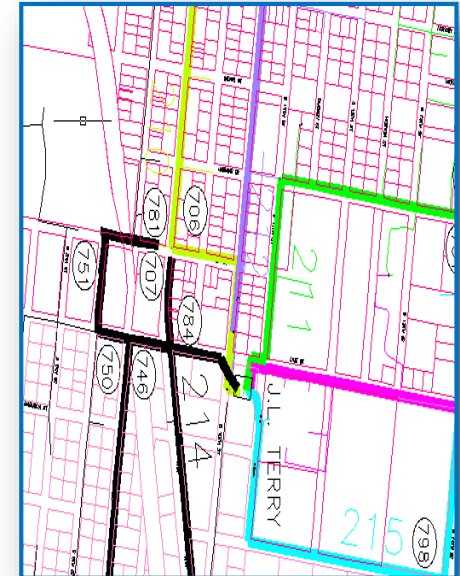
- Over 29,956 electric customers.
- 15.8 miles of transmission lines.
- 908 miles of distribution lines.

# Overview of Preparation and Restoration Process

Preparation

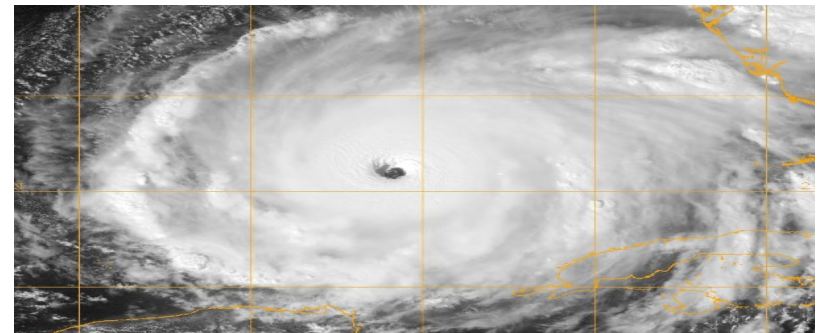
Activation

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, 4th 2024.
  - Focus on lessons learned from Hurricane Michael and other hurricanes
  - Improved procedures in logistics



## Pre-Storm Planning

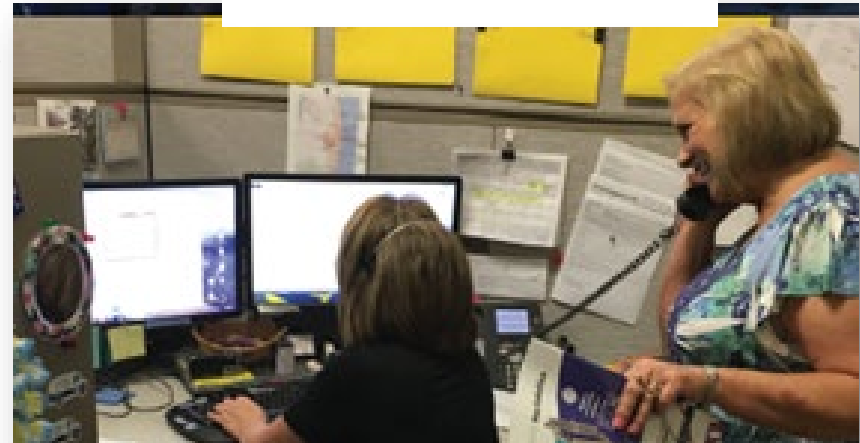
- Customer Outreach Programs
  - Hurricane/Storm Brochures
  - Website Information & Bill Inserts
  - Public Service Announcements
  - Citizens Advisory Council
- Emergency Procedures, Storm and Communication Plans.
- Consider alternative staging options depending on storm path.
- Review staff assignments 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\*\*\**



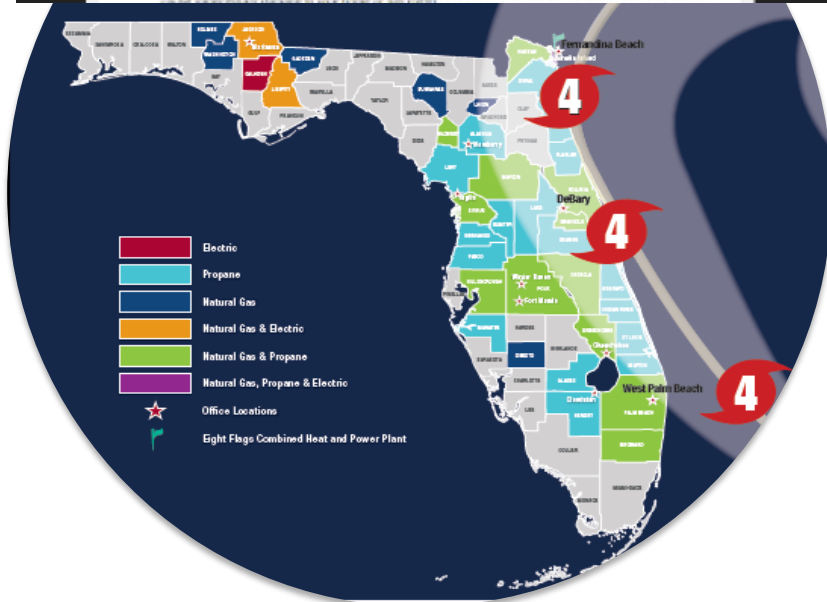
## Pre-Storm Planning

- 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

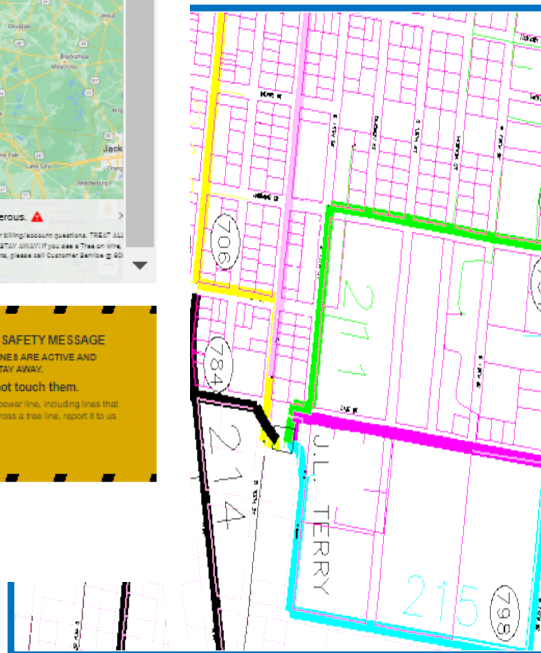
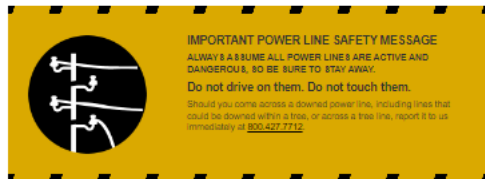
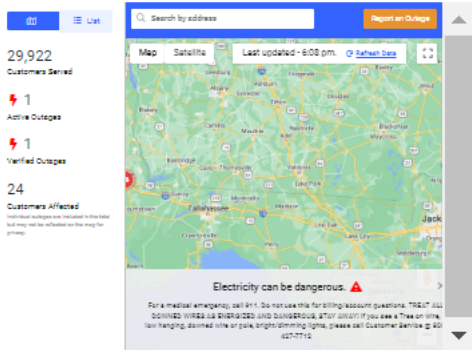


## REPORT AN OUTAGE:

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 customer communication materials from Florida Public Utilities (FPU) during a pre-storm period. At the top left is a screenshot of the FPU website's Hurricane Information page, which includes sections for 'Account Center', 'Need Assistance', and 'Free Energy Check-Up'. To the right is a vertical graphic titled 'ELECTRIC SAFETY TIPS TO WEATHER THE STORM!' with a list of instructions: 'BEFORE, DURING AND AFTER A STORM', 'BEWARE OF DOWNED POWER LINES', and 'TREE SAFETY, FAULTY STREETLIGHTS AND MORE'. Below these are a 'Storm Survival CHECKLIST' with a list of supplies like water, food, flashlights, and batteries; a Facebook post from FPU (@FPUCFL) titled 'FPU Gas Customers - Hurricane Preparedness Tips To Prepare for Hurricane' with a link; and another vertical graphic titled 'HURRICANE SAFETY VIDEO' and 'STAY INFORMED' with social media icons.

# Digital Communications

## All Digital Communications Linked to One Main Update Landing Page

FPUC.com and mobile website



### Hurricane Michael Updates

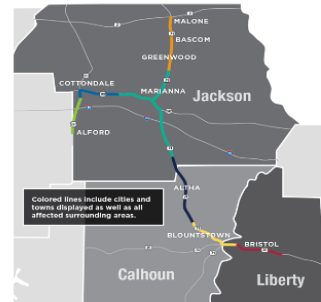
Visit this page for storm-related updates and safety information.

**[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](http://www.FPUC.com/HurricaneMichaelRestorationMap)

	<b>ALL HOSPITALS AND MEDICAL FACILITIES (CONTINGENCY PLAN)</b> All hospitals and medical facilities in the Northwest Territory are advised to have contingency plans in place for the event of a power outage. For more information, please visit <a href="http://www.FPUC.com/HurricaneMichaelRestorationMap">www.FPUC.com/HurricaneMichaelRestorationMap</a> .
	<b>ALL RESIDENTS - POWER OUTAGE PREPARATION</b> Customers are advised to have contingency plans in place for the event of a power outage. For more information, please visit <a href="http://www.FPUC.com/HurricaneMichaelRestorationMap">www.FPUC.com/HurricaneMichaelRestorationMap</a> .
	<b>WARNING - DOWNED POWER LINES</b> Downed power lines are extremely dangerous. Stay away from downed power lines. For more information, please visit <a href="http://www.FPUC.com/HurricaneMichaelRestorationMap">www.FPUC.com/HurricaneMichaelRestorationMap</a> .
	<b>RESTORATION MAP</b> Visit our Restoration Map page to see latest updates for your area. For more information, please visit <a href="http://www.FPUC.com/HurricaneMichaelRestorationMap">www.FPUC.com/HurricaneMichaelRestorationMap</a> .
	<b>SAFETY TIPS</b> Stay away from downed power lines. For more information, please visit <a href="http://www.FPUC.com/HurricaneMichaelRestorationMap">www.FPUC.com/HurricaneMichaelRestorationMap</a> .
	<b>ALPHA AND BETA TO COLLECT RESTORY (URGENT 10/20/18)</b> Alpha and Beta to collect restory (urgent 10/20/18). For more information, please visit <a href="http://www.FPUC.com/HurricaneMichaelRestorationMap">www.FPUC.com/HurricaneMichaelRestorationMap</a> .



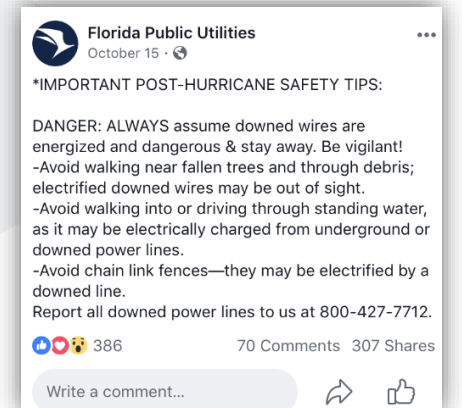
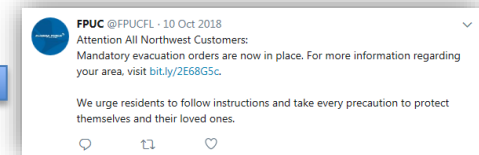
**[October 20, 2018- 12:00 pm]**

**ATTENTION ALL FPU NORTHWEST TERRITORY CUSTOMERS:**

For information and resources related to Power Restoration, please visit [FPUC.com/huricanerestorationresources](http://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:
  - 2024 Marks the first year of our new 4 year trim cycle for both distribution mains and laterals
  - Four year trim cycle for transmission lines
- Accomplishments in 2023
  - Trimmed 65.22 miles of distribution feeders\*
  - Trimmed 98.22 miles of distribution laterals
  - Perform “hot spot” distribution trimming prior to hurricane season. Miles trimmed are included in totals above.

\*Includes transmission trimming

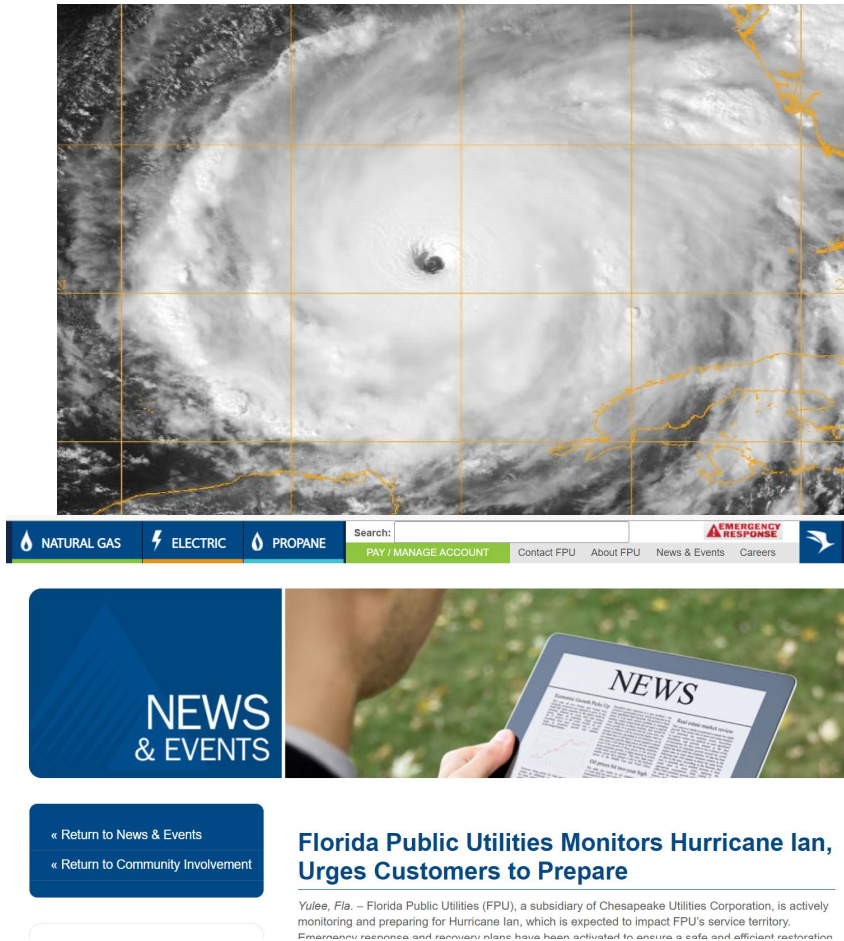


# Plans and Initiatives

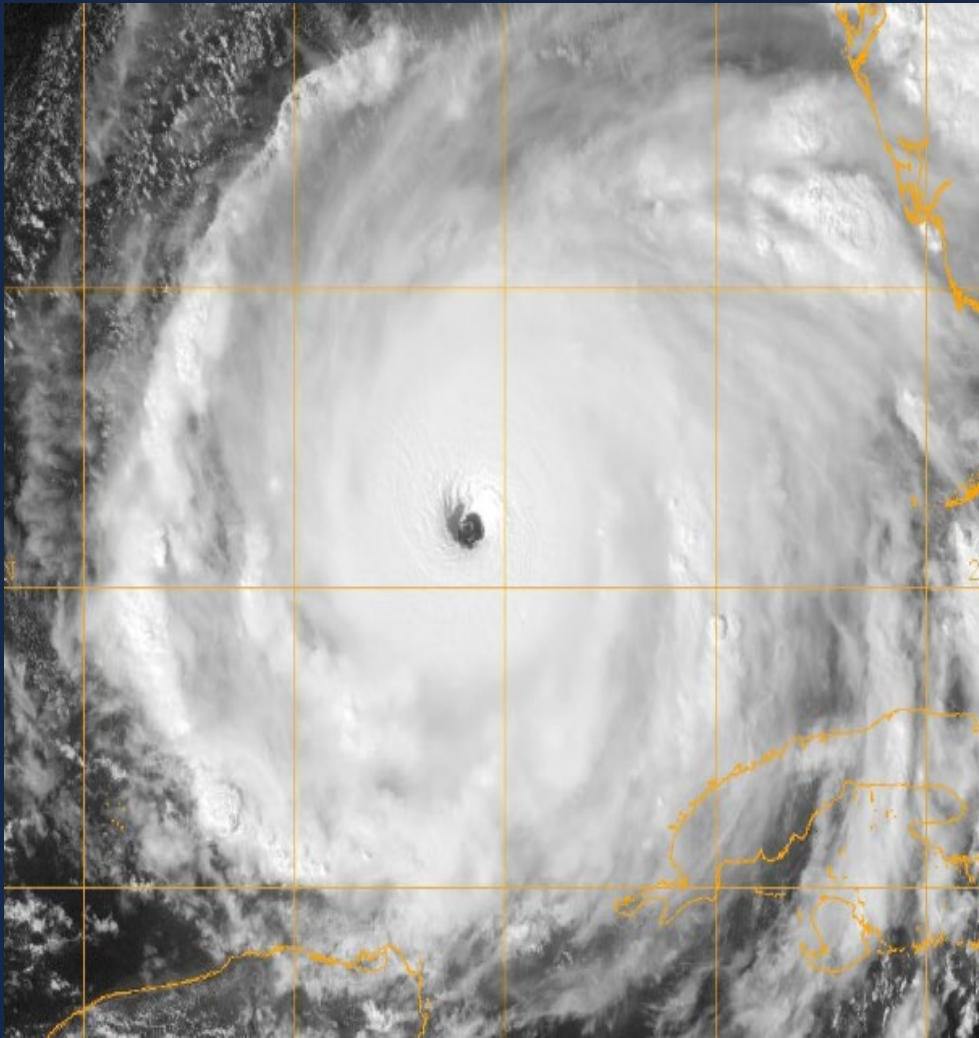
- Wood Pole Inspection:
  - Eight year cycle (2 total cycles completed)
  - Transmission and Distribution inspections on the same cycle
  - Total poles inspected from beginning this eight year cycle 27,563 (103.08%)
  - Accomplishments in 2023:
    - Total of 3,286 poles inspected.
    - Poles failed 89
    - Failure rate 2.67%
    - Poles replaced 465
  - Poles that need to be replaced in upcoming years 200
- Storm Protection Plan
  - Engineering completed in 2023
  - Construction ongoing in 2024



# 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 Protection Plan 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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