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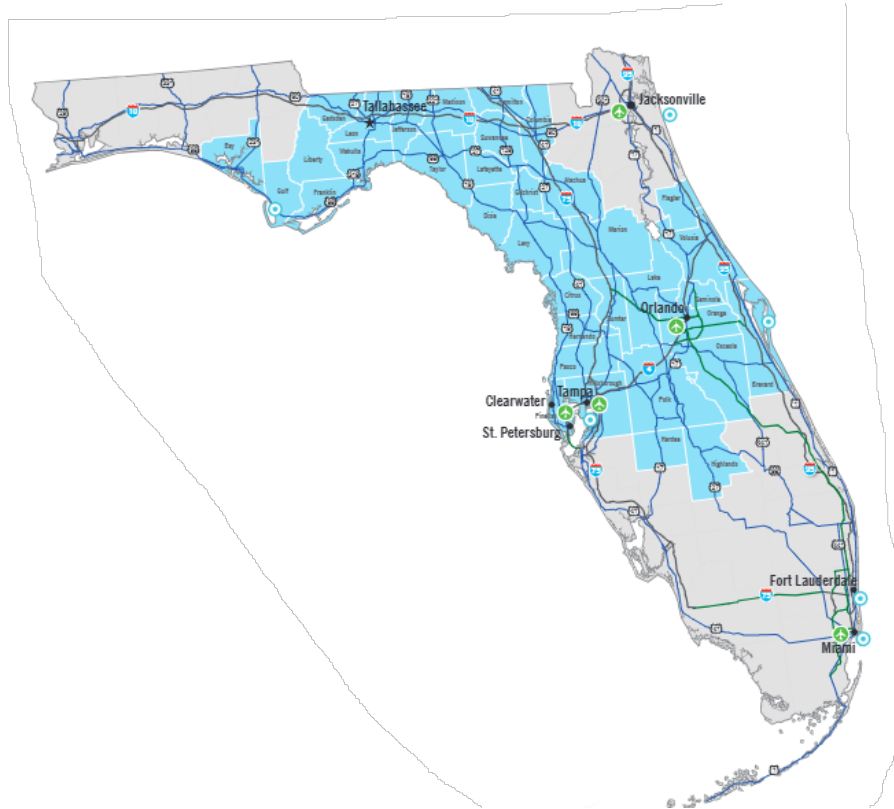
Power Grid Operations

Florida Public Service Commission Hurricane Workshop

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Emergency Preparedness



Duke Energy Florida



- Duke Energy Florida serves approximately 2 million customers within 35 counties.
- 20,000 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 Preparation and Restoration Processes

Training and Drills

Major Storm Drill

- April 28, 29, 30

Mid-Level Training

- North Coastal
- South Coastal
- North Central
- South Central

Wildfire Training



- Ability to pull internal resources from across the six states that we serve.
- Member of the Southeastern Electrical Exchange Mutual Assistance Group.
- Numerous storm contracts with line and vegetation management contractors nationwide.

During the 2024 Storm Season we mobilized over 25,000 resources in response to Hurricanes Debby, Helene and Milton.

Mutual Aid Agreements



Inventory Availability for Restoration



- Inventory levels are at or above the levels going into the 2024 Hurricane Season.
- Ability to mobilize inventory from peers in Midwest and Carolina's.
- Additional storm inventory kept at supplier locations.



Customer/Stakeholder Outreach and Communication



Power Grid Operations

Participated in Workshops

- Orange County
- Pasco County
- Pinellas County

Meetings with EOC's

- Pinellas
- Osceola
- Polk
- Citrus
- Volusia
- Lake
- Hernando

Live-Line Demonstrations

- Pasco County
- Pinellas County
- City of Clearwater
- Polk County
- City of Zephyrhills
- City of Indian Shores



EOC Meetings



Staffing Assignments at EOC's



- Each County is assigned a Government & Community Relations Manager, and they work directly with the county EOC. The GCRMs 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.



There are three main 'campaigns' within Outage Alerts that are used to keep customers informed. Each can be turned on or off independently of one another.

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 – see slide 7 for details.

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

Note: Only the first 8 characters of the address are sent for legal protection.

Duke Energy: There is a power outage in your area that may impact 123 Main. Estimated Restoration times are temporarily unavailable while we make repairs and assess damage. If your service is on Text 1. If you are without power, there is no need to report at this time. Visit <http://duk.us/05> for updates.

*Initial Out Campaign
(OMS ITRs Off)*

Duke Energy: Estimated time for power to be on is currently 02:30PM on Jan 22 for 123 Main; crew working; We apologize. Additional Outage Alerts may be delayed while repairs & damage assessment are underway. For updates visit <http://duk.us/05>

ETR Campaign (OMS ITRs Off)

Duke Energy: Repairs are complete in the area of 123 MAIN as of 2:20 PM, Jan 22. Caused by public vandalism. Approx 16 customers impacted. If your power is still out, reply OFF.

Restoration Campaign



While portions of Outage Alerts may be turned off, ad hoc customer communications are used to keep customers informed

Ad Hoc Messaging – We create custom messages to customers to share important information such as:

- Repairs to begin when conditions allow
- Damage Assessment underway
- Restoration progress updates
- How we restore power
- When to expect an update (i.e. ETA for ETR)
- Instructions for Reporting Outages, etc.

We send communications via the channel customers have selected as their preference (text, email and outbound calls). During major outage events, we also send communications to customers that are not actively enrolled if we have contact information.

Duke Energy Storm:
Crews are actively restoring power & continue to assess damage caused by ice in your area. The next update will be available no later than 9:30PM on Feb 13. Please visit duk.us/05 after that time for the latest information. Text STOP to cancel updates.

*Sample Ad-Hoc :
ETA for ETR*

Duke Energy Storm: The high winds & heavy rains from tropical storm Isaias significantly impacted your area Crews have already begun assessing the damage & making repairs. For what to expect as this work begins visit duk.us/19. We will continue to provide updates on power restoration as we progress. Text STOP to cancel updates.

*Sample Ad-Hoc:
Damage
Assessment*

Joint Use Facilities



- Joint Use Equipment in DEF:
 - Approx 1,000,000 poles throughout our distribution system.
 - 800,000 have 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.

Vegetation Management

Distribution

- **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.
- **2025 Results**
 - Completed 4,520 miles of maintenance trimming.
 - Performed vegetation work on 9,359 customer requests.
 - Performed vegetation work to support approximately 6,674 design work orders.
 - Removed 8,184 trees.

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	2025 Actuals	2026 Projections
NERC (>200KV)	165.97	375.13
Non-NERC (<200KV)	510.89	602.08
Total Plan Work Mileage	676.86	977.21



Pole Inspections



Distribution

- Poles are inspected on an eight-year cycle.
 - Currently in year four of our eight-year cycle.
- 122,111 poles were inspected in 2025.
 - 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.
 - 1,055 wood poles were inspected in 2025.
 - 48.25% were priority ground line rejects.
- Steel/Concrete Poles & Lattice Towers are inspected on a 6-year cycle.
 - 9,880 Steel/Concrete Poles & Lattice Towers were inspected in 2025.
- 93% of our Transmission poles have been hardened. All wood transmission poles will be off the DEF system by 2028.





Lesson's Learned





Impacts long after the storm has cleared and water has receded



Opening Pop-up Customer Care Kiosks in Severely Impacted Areas

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