

Hurricane Preparedness Workshop

To the Florida Public Service Commission



Presented by

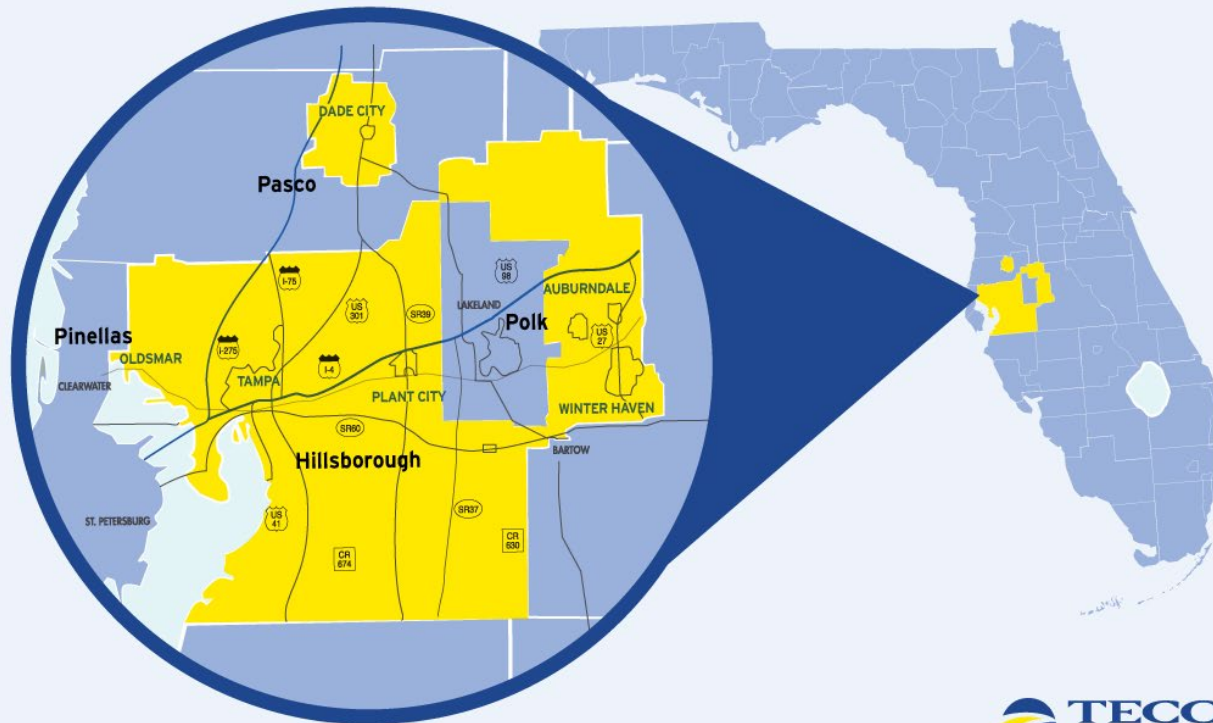
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April 20, 2026

Agenda

- Service Map
- 2025 Storm Protection Plan Activities
- Customer Communications
- Bearss Operation Center
- Storm Planning & Resiliency
- Lessons Learned
- Conclusion

TAMPA ELECTRIC SERVICE AREA



2025 Storm Protection Plan Activities



Vegetation Management

Distribution 2025

- Four-Year Cycle VM
 - 1,553 miles trimmed
- Reactive VM
 - 944 Work Requests completed
- Storm Protection Plan (SPP)
 - 489 Supplemental miles trimmed
 - 1,111 Mid-Cycle miles inspected
 - 1,350 hazard trees removed

Transmission 2025

- Two-year cycle on Bulk (230kV, 138kV)
- Three-year cycle on non-Bulk (69kV, 34kV)
- 14,029 acres of right-of-way mowed



Pole Inspections

Distribution

Eight-year cycle

- 2025 4th year of 3rd cycle
- 38,951 wood poles inspected
 - 2,243 poles failed
 - 452 poles replaced

Transmission

Eight-year cycle

- 52 Wood poles inspected
 - 4 poles failed
 - 600 poles replaced
 - 68 Non-SPP
 - 532 SPP TAU
- Other pole/circuit inspection methods: aerial infrared and ground patrols.



SPP, Hardening & Reliability Projects

Lateral Undergrounding

- 77 miles of distribution laterals undergrounded.

Transmission Access Upgrades

- 532 transmission structures hardened.
- More than 90% of the Transmission System is non-wood.

Feeder Hardening

- 1,832 distribution feeder poles hardened on 25 circuits.

Substation Extreme Weather Hardening

- Raised critical equipment at two substations.





Customer Communications

Always On Vision – Customer Experience



Create an “Always On” customer experience

Leverage asset management to eliminate outages and improve efficiencies

Build additional grid and telecommunications capacity

Fully automate the grid

- Tampa Electric aspires to build and operate a safe, clean, modern grid that is always on.
- Our system storm hardening and grid modernization programs are designed to minimize outages, outage durations and affected customer counts.
- Developing a private Long-Term Evolution (LTE) communication network designed to enable our Fault Location Isolation Service Restoration (FLISR) control and distribution automation system.

Customer Communications

Strengthening Customer Engagement Before, During & After the Storm

- Implemented a **unified communications model** that accelerated message creation, review, and deployment across all customer-preferred channels (email, text, voicemail, website, social media, and traditional media).
- Integrated the **Digital Customer Experience** team into **Communications & Marketing** to ensure tighter operational alignment with digital channels and consistent storm messaging.
- Leveraged **AI-enabled social listening** to identify trending customer concerns and address them in real time across digital platforms.
- Delivered continuous **pre-storm, active-storm, and post-storm updates**—infographics, images, FAQs, and daily CEO-led video updates via a dedicated blog.

TECO TAMPA ELECTRIC AN EMERA COMPANY

For Your Home For Your Business

Your Service Your Safety Our Company Help Center

Account & Billing Programs Ways to Save Blog

Sign up to receive savings tips, special offers and more!

Tampa Electric / Storm Center

Storm Center

We're #StormWise and #StormReady

Although Hurricane Season runs from June 1 through November 30, Tampa Electric prepares year-round for severe weather. We have a comprehensive storm plan in place and will restore your power as safely and quickly as possible in the event of severe weather.

Click below to enroll in outage notifications, report an outage and monitor restoration efforts.

- Get Free Outage Notifications**
Receive texts, emails and/or phone calls about your electric service.
- Report An Outage**
We offer several convenient ways for you to report an outage.
- Check Out Our Outage Map**
Provides the size and location of outages and estimated restoration times.

Storm Preparation Before The Storm During The Storm After The Storm FAQs Additional Resources

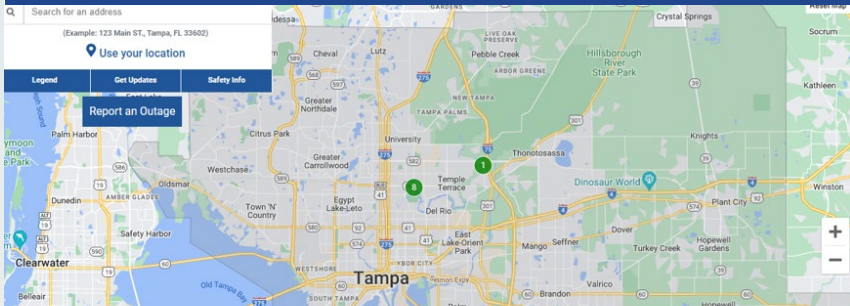
**Additional Resources to Local
Emergency Management &
Government Resources**



System Hardening

Outage Map Reliability & Next-Gen IVR

Enhancing System Reliability for Storm Response



- Strengthened the **outage map** as a business-critical platform by adding high-availability SQL nodes, hardware redundancy, integration redundancy, and completing a full failure-point analysis.
- Added online wire-down reporting tool for easier self-service
- Automated and **standardized the global ETR process** across all channels, ensuring consistent restoration information for customers.

Modern IVR for Improved Access and Resilience

- Deployed Amazon Connect, a cloud-native platform that **automatically scales to handle extreme call volume** surges during major storms, avoiding the capacity constraints of on-premise contact centers and supporting uninterrupted customer access.
- Amazon Connect operates on a **multi-Availability Zone architecture** with **carrier-level redundancy**, ensuring customer calls continue to route even during localized outages caused by hurricanes



Bearss Operations Center

Bearss Operations Center

- Tampa Electric's new Energy Control Center. Completed Q4 2025.
- Location moved from Zone "B" evacuation area to 12 miles inland.
- Designed for enhanced restoration capabilities to decrease the number of outages and to improve storm control resiliency.
- Modern facility with enhanced capabilities to maximize visibility, control and performance of the grid.
- Enhance our ability to operate a more adaptive and resilient grid that is "Always On".





Storm Planning & Resiliency

Storm Planning & Resiliency

- **Conducted Annual Storm Plan review**, including incident base and base camp providers.
- **Continued evaluation of** additional foreign crew staging sites.
- **Executed lease** of pre-storm staging site in Sumter County.
- **Continued enhancement efforts of the new Advanced Distribution Management System (ADMS)** including Storm Assist ADMS Module for safer and more efficient coordination between line workers and control center.
- **Completed South Tampa Resiliency project.**
- **Restoration Process changes:**
 - Leveraging technology-based resources to streamline communication and coordination among various groups involved in storm recovery efforts.
 - Eliminates the need for manual or verbal handoffs of circuits between groups, reducing the risk of errors.
 - Provides enhanced visibility into the location of employees and their assigned tasks during the storm recovery process improving safety of field personnel.
 - Expansion of Distribution Control Center leadership
 - This expansion entails providing additional resources to each restoration group, reducing communication bottlenecking. This initiative aims to improve efficiency and responsiveness within the organization during storm recovery operations.



ADMS Provides Improved Storm Capabilities

2026 Upgrade

• Upgrade effectively provides improved:

- Switching Orders
- Archive performance
- Ability to move forward with Distributed Energy Resource Management
- Ability to move forward with decentralized dispatching

• Links in power on/power off notifications- saving our customer the need to call in an outage.

• Improves our reporting capabilities for Emergency Operations Centers (EOC) and FPSC purposes.



Mock Storm Exercises

- **Annual exercises** scheduled for April, May and June 2026.
- **Emphasis on lessons learned from Hurricanes Debby, Helene, and Milton.**
 - Operations from new Bearss Operation Center
 - Test alternate communication strategies (e.g., satellite, GETS & Wireless Priority Service, amateur radios).
 - Practice using tools and new dashboards for situational awareness.
- **Conduct Safety Expo** for all Electric Delivery (ED) team members and ED contractors



Mutual Aid & Readiness Outreach

Mutual aid agreements and engagement:

- Southeastern Electric Exchange (SEE) and Edison Electric Institute (EII) – access to over 100 utilities
- Florida Electric Power Coordinating Group (FCG) for mutual aid coordination
- Florida municipalities
- Third-party crew aggregators
- Contact center agents – outage call processing during restoration

Storm readiness outreach:

- Promote powerline safety with LIVE demo trailer for first responders and key stakeholders.
- Participate in community outreach events promoting hurricane preparedness.
- Discuss preparedness and review of critical facilities with county emergency management agencies.
- Review county and municipality EOC staffing plans and conduct training.
- Update internal/external communication plans for levels of severe weather (pre-storm, post-storm, and generator safety).



Lessons Learned

- Enhance tools to improve information sharing and gain efficiencies across critical business units and key functions.
- Assess technology options for management of mutual aid crews.
- Continue training of internal teams to operate and support mutual aid staging sites.
- Continue to identify and cross-train back-up personnel at all levels cross-departments.

Implemented Lessons Learned:

- Technology enhancements for improved outage map availability and response.
- Use Florida-based meteorologist to enhance territory specific forecasting and improved decision-making.
- Integrated mobile safety orientation for mutual aid crews.
- New contracts with third party base camp providers and hotel disaster booking service; serves as one-stop shop for lodging accommodations.
- Pre-staging logistics vendor equipment within service territory for more rapid deployment.
- Black-sky planning for the *new* Bearss Operations Center (BOC).





Questions?