

Hurricane Preparedness Workshop for 2026

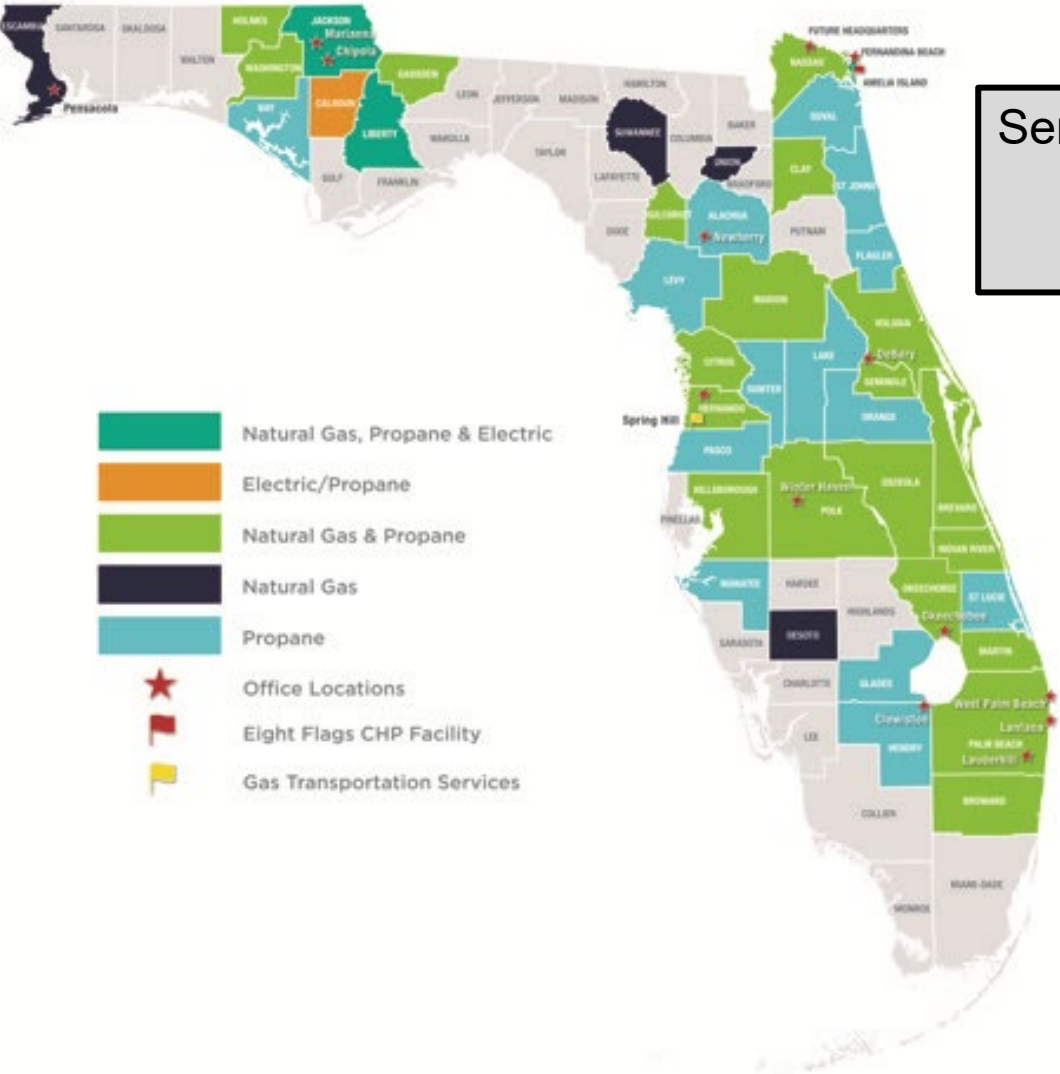
Shane Magnus

Electrical Engineering Supervisor

April 20, 2026



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:

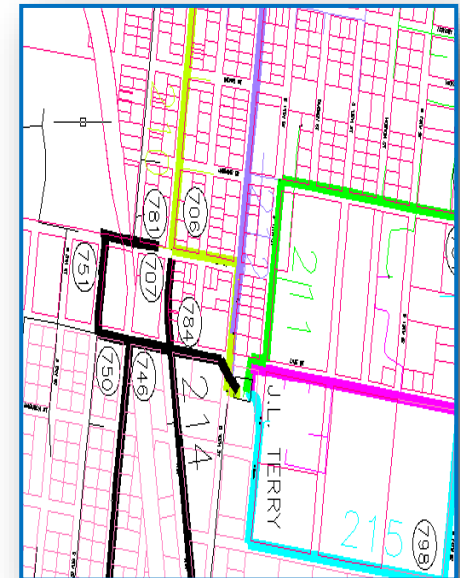
- 12 Month average of 33,525 electric customers.
- 15.8 miles of transmission lines.
- 924 miles of distribution lines.

Overview of Preparation and Restoration Process

Preparation

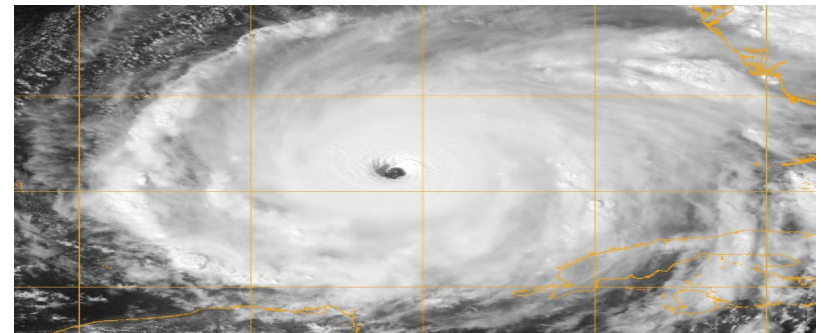
Activation

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 tabletop drill completed on April 16, 2026.
 - Focus on lessons learned from Hurricane Michael and other hurricanes
 - Improved procedures and logistics through the implementation of the NIMS protocols.



Pre-Storm Planning

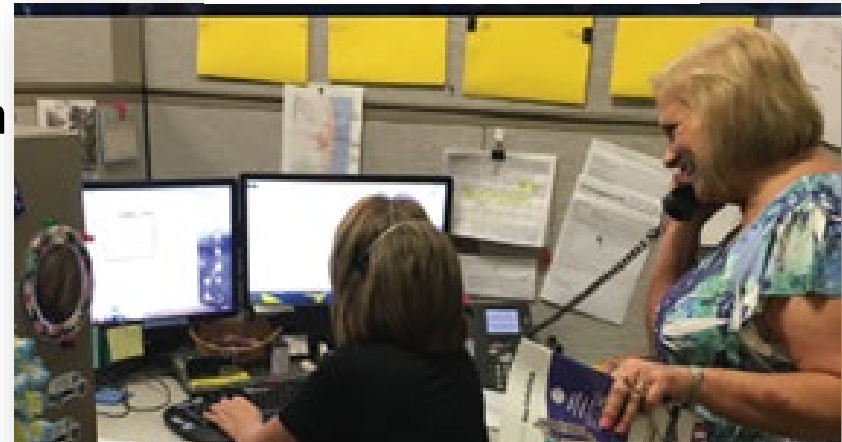
- Customer Outreach Programs
 - Hurricane/Storm Brochures
 - Website Information & Bill Inserts
 - Public Service Announcements
 - Citizens Advisory Council
- Emergency Procedures, Storm and Communication Plans.
- Consider alternative staging options depending on storm path.
- Establish Incident Command System structure and staffing.
- 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****



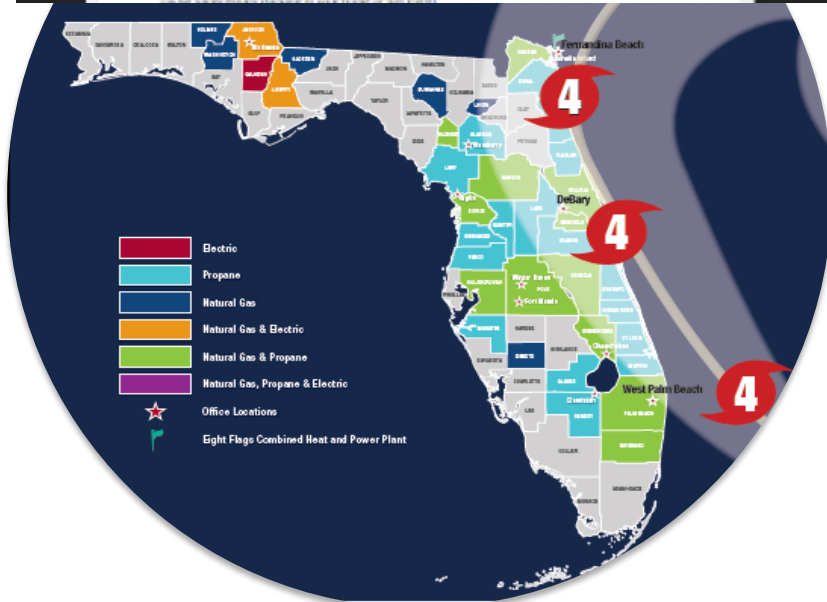
Pre-Storm Planning

- 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



Activation

Electric, Natural Gas and Propane



- Storm Watch - initial activation.
 - Incident Command System (ICS) activated, objectives established.
 - Inventory levels and logistics such as meals, hotels, and outside vendors are secured.
- Storm Warning – active
 - ICS is expanded as needed
 - At risk company buildings and facilities are secured.
 - Contact county EOCs, other local officials, contractors, and energy partners (SEE).
 - Employees are encouraged to activate their family storm plans.

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

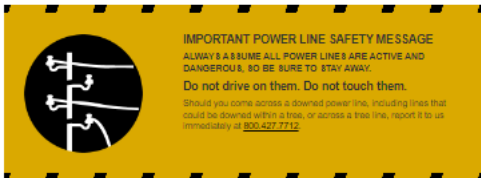
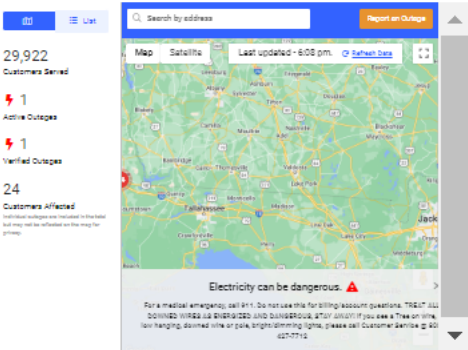


REPORT AN OUTAGE:

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

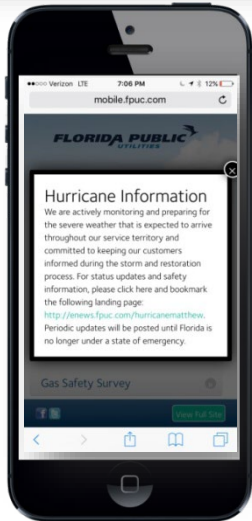
The collage displays various customer communication materials from Florida Public Utilities (FPU) during a pre-storm period. It includes:

- A screenshot of the FPU website's Hurricane Information page, featuring a red hurricane icon and text about monitoring weather and providing updates.
- A "Storm Survival CHECKLIST" graphic with a green checkmark icon.
- A social media post from FPU (@FPUCL) titled "Hurricane Supplies" with a list of items: Drinking water, Food, Flashlights, Batteries, Candles and matches, Disposable kitchen supplies, Sanitation and personal hygiene items, Baby supplies, Pet food, First aid kit, and Medications.
- A "Hurricane Preparedness Tips To Prepare for Hurricane" video thumbnail showing a man in a green shirt.
- Two "ELECTRIC SAFETY TIPS TO WEATHER THE STORM!" cards. One card lists "LEARN WHAT TO DO and how to stay safe:" with bullet points: "BEFORE, DURING AND AFTER A STORM", "BEWARE OF DOWNED POWER LINES", and "TREE SAFETY, FAULTY STREETLIGHTS AND MORE". The other card mentions "HURRICANE SAFETY VIDEO" and "EMERGENCY RESPONSE CONTACTS".
- A "FLORIDA PUBLIC UTILITIES" logo at the bottom right of the collage.

Digital Communications

All Digital Communications Linked to One Main Update Landing Page

FPUC.com and mobile website



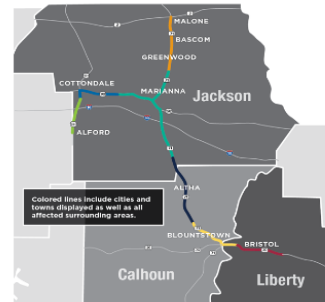
Hurricane Michael Updates
Visit this page for storm-related updates and safety information.

[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 have contingency plans in place for the event of a power outage. For more information, please visit www.FPUC.com/HurricaneMichaelRestorationMap.
- ALL RESIDENTS - POWER OUTAGE PREPARATION**
Customers are advised to have contingency plans in place for the event of a power outage. For more information, please visit www.FPUC.com/HurricaneMichaelRestorationMap.
- RESTORATION SCHEDULE TO BE DETERMINED**
The Florida Public Utilities Company (FPUC) is currently working to restore power to the Northwest Territory. The restoration schedule will be determined by the extent of the damage and the availability of resources. For more information, please visit www.FPUC.com/HurricaneMichaelRestorationMap.
- SAFETY INFORMATION**
Customers are advised to take the following safety precautions:
- Stay away from downed power lines.
- Do not touch downed power lines or anything that is in contact with them.
- Do not touch anything that has been in contact with downed power lines.
- Do not touch anything that has been in contact with downed power lines.
- ALPHA AND BETA TO COLLECT RESTORY (UNDETERMINED)**
Customers in the Alpha and Beta territories are advised to have contingency plans in place for the event of a power outage. For more information, please visit www.FPUC.com/HurricaneMichaelRestorationMap.



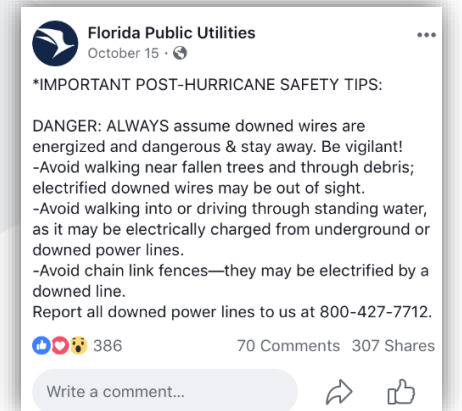
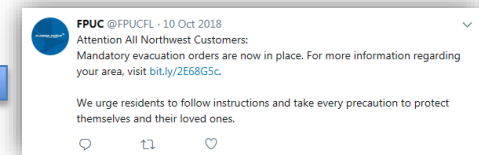
[October 20, 2018- 12:00 pm]

ATTENTION ALL FPU NORTHWEST TERRITORY CUSTOMERS:

For information and resources related to Power Restoration, please visit FPUC.com/hurcanerestorationresources. 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 Overview:
 - FPUC has established a new four-year trim cycle on Distribution Mains, Distribution Laterals and Transmission.
- Accomplishments in 2025
 - Trimmed 156.68 Mile of Distribution
 - Trimmed 2.66 Miles of Transmission
 - Performed “hot spot” distribution trimming prior to hurricane season.
- Looking Forward
 - Emphasis on oversight to ensure tree trimming goals and standards are met.

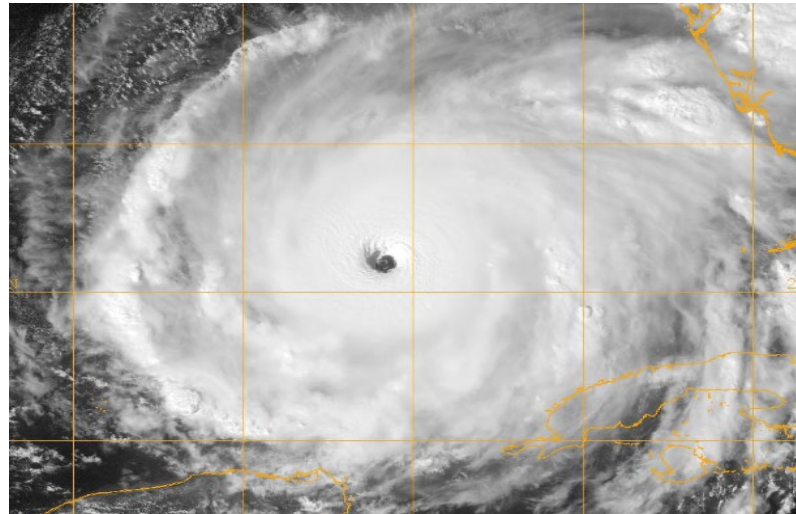


Plans and Initiatives

- Wood Pole Inspections:
 - 8 Year Inspection Cycle for Transmission and Distribution
 - 2025 marks 2nd year of 3rd Cycle
- Accomplishments in 2025:
 - Total of 3,898 poles inspected.
 - Poles failed 444
 - Failure rate 11.39%
 - Poles replaced or removed 263
 - An additional 106 poles were identified by FPUC personnel and replaced
 - Backlog reduced to 7 poles
- Looking forward
 - Anticipation of typical failure rates.
 - Continued engineering and construction efforts



Improvements Based on Lessons Learned



NATURAL GAS ELECTRIC PROPANE Search: [] EMERGENCY RESPONSE PAY / MANAGE ACCOUNT Contact FPU About FPU News & Events Careers

NEWS & EVENTS

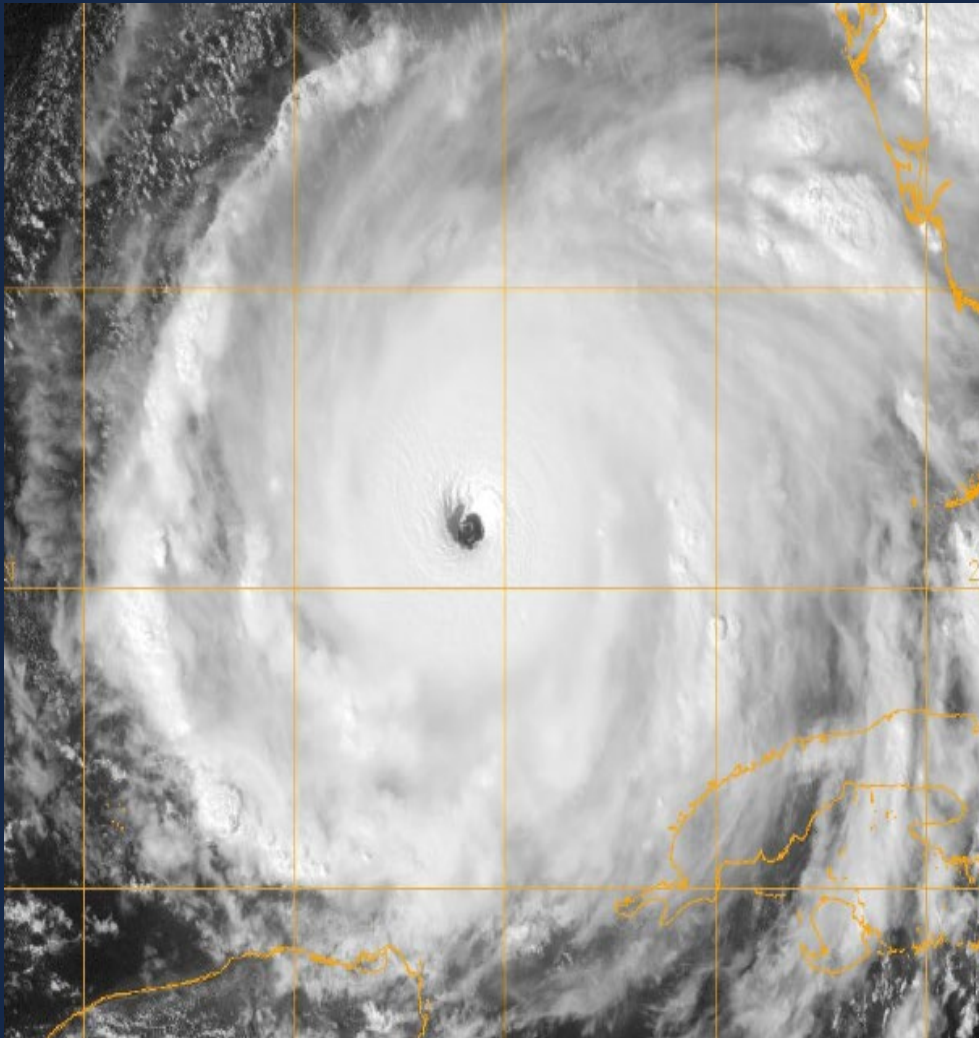
A person is shown from the side, holding a tablet computer. The tablet screen displays a news article with the word "NEWS" at the top. The background is a blurred outdoor scene with green grass and yellow flowers.

- Return to News & Events
- Return to Community Involvement

Florida Public Utilities Monitors Hurricane Ian, Urges Customers to Prepare

Yulee, Fla. – Florida Public Utilities (FPU), a subsidiary of Chesapeake Utilities Corporation, is actively monitoring and preparing for Hurricane Ian, which is expected to impact FPU's service territory. Emergency response and recovery plans have been activated to ensure a safe and efficient restoration.

- NIMS IS-100 & IS-700 Training
- Increased material oversight and planning to minimize supply chain disruption impacts
- 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
- Continued investment in SPP 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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