

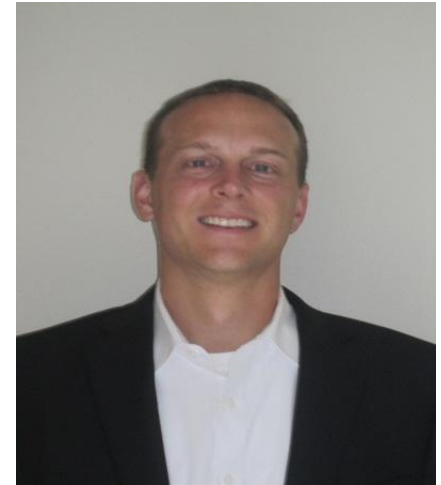


Protect Your Business Assets During Storm Season

May 2011

Meet your moderators

**Max Macon, Regional Manager,
Customer Service Field Operations, FPL**



**Bill Johnson, Director, Palm
Beach County Emergency
Management Division**



Panelists

Victor Fleites, Project Manager - Disaster Preparedness, FPL

**Mike Carter, Sr. Engineer,
Business Energy Service, FPL**

Agenda

- **Storm season risks**
- **Getting ready**
 - What FPL does to prepare
 - What you can do
 - Planning and preparation
 - Emergency supply list
 - Preparation for business continuity
 - Evacuation plans
- **How Palm Beach County prepares**
 - Division of Emergency Management

Agenda, continued

- **After the storm**
 - FPL restoration plans
 - Palm Beach County plans
 - What you can do
- **Tools available to help**

Storm season requires preparation for many types of severe weather and associated effects

Storm season risks

- **Tornadoes**
 - Destroy buildings, uproot trees and hurl objects through the air
- **Hurricanes**
 - Cause property damage and life-threatening hazards such as high winds and flooding
- **Tropical storms and thunderstorms**
 - Rain and heavy winds can cause flooding and damage
 - Lightning strikes can also damage overhead and underground power lines and equipment
- **Floods**
 - The most damaging and costly of all natural disasters

Hurricanes can have both immediate and long-term impact

Potential storm damage

- **Health and safety**
- **Facility damage**
 - Most visual result
- **Flooding / storm surge**
 - Main cause of disaster
 - Appliances and mechanical equipment exposed to flood waters pose extreme risk
- **Loss of extended infrastructure services**
 - Power
 - Transportation
 - Telecommunications
 - Banking ATM networks

Although forecasting techniques have improved significantly throughout the years, the impact of hurricanes is unavoidable

Hurricane statistics

- **Hurricane season is defined as June 1 through November 30**
 - September has about as many major hurricane landfalls as October and August combined
- **An average of two major hurricanes every three years make landfall in the U.S.**
- **Eleven tropical systems reaching storm strength can be expected annually, six becoming hurricanes**
- **83 percent of Category 4 or higher hurricane strikes have hit either Florida or Texas**

Scale #	Winds (mph)	Surge (ft.)	Damage
1	74-95	4 to 5	Minimal
2	96-110	6 to 8	Moderate
3	111-130	9 to 12	Extensive
4	131-155	13 to 18	Extreme
5	>155	>18	Catastrophic

Getting Ready

What FPL Does

FPL's comprehensive storm plan focuses on readiness, restoration and recovery

FPL prepares year-round for storm season

- Extensive employee training to ensure safe and rapid restoration
- Prioritize the critical facilities that need power restored quickly
 - Police and fire stations
 - Hospitals
 - 911 communication centers
- Coordinate assistance agreements with other utilities
- Order restoration supplies and equipment
- Secure staging sites throughout our 35-county service territory



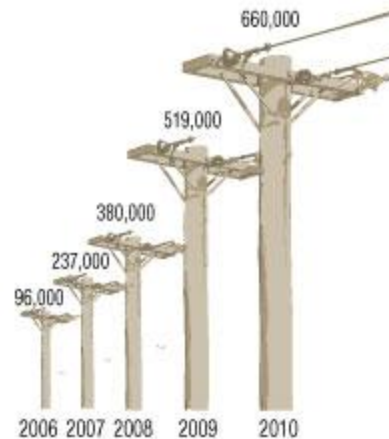
We invest in our distribution and transmission systems to improve service reliability and storm preparedness

Hardening Projects



Pole Inspections

Inspected Poles
for Strength
(statewide cumulative total)



Vegetation Management

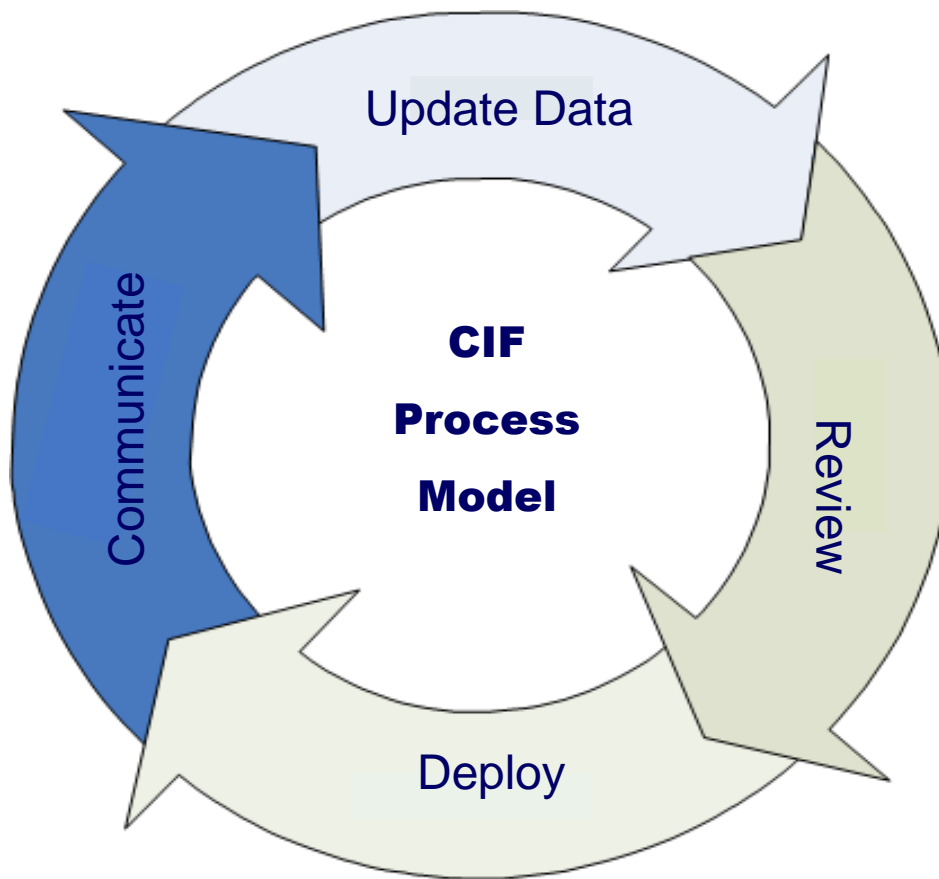
Cleared 60,000 Miles
of Power Lines



a distance more than twice
the Earth's circumference
(2006-2010 statewide total)

**Not only do we prepare year-round,
but our efforts also provide year-round benefits**

As part of our annual storm preparations, we update our lists of Critical Infrastructure Facilities



After the storm, FPL prioritizes power restoration to facilities that provide for the safety, health and welfare of the public

FPL uses industry-leading weather and forecasting tools to determine where to position restoration resources, crews and materials before the storm

FPL's forecasting and planning

- **Experts continually monitor and track the storm progress**
 - Forecast potential damage: Use historical data and models
 - Hurricane type
 - Where it is expected to strike
- **FPL takes a close look at our system design to see how it will react to a hurricane at any strength**
- **Employees communicate with groups of customers**
 - Critical infrastructure customers, large business customers, local leaders and media
- **We pre-position crews to restore service quickly after the storm passes**

Getting Ready

What You Can Do

Businesses, particularly small- and medium-sized businesses, need to have a recovery plan

Why focus on storm planning now?

- Fewer than 50 percent of businesses do anything to prevent or cope with a disaster
- 43 percent of businesses that have no recovery plan and that experience a disaster close their businesses for good
 - That figure rises to nearly 60 percent after a year
- Getting a business back up and running benefits customers
 - Generates goodwill
 - Helps build your business's reputation

Preparing for a disaster is critical to business survival

Storm planning is about common-sense planning and protection

Typical mistakes business owners make

- **Waiting until the storm is days out to deal with a storm**
- **Assuming that planning will cost too much**
- **Thinking that their business is too small to be affected**
- **Not testing a plan**

Smart businesses develop and test a written plan to support them through the disaster and ensure business continuity

Disaster preparedness plan elements

- **Personal storm plan prepared by all employees**
 - Business contact information
 - Emergency contact information
 - Insurance provider information
- **Back-up location**
 - If primary business location is not accessible
- **Primary crisis manager and business spokesperson**
- **Critical operations, staff and procedures required to recover from a disaster**
- **Suppliers and contractors list**
 - Plan to obtain required materials and supplies

Regardless of your business' location, it is important to be prepared for flooding

Flood preparation

- **Develop a flood emergency plan**
- **Coordinate an emergency response team**
- **Create an evacuation plan**
- **Prioritize equipment and records**
- **Keep a secured list of all vendors**
- **Keep all emergency equipment handy**
- **Keep a supply of materials**
- **Prepare for the aftermath and recovery**



Plan ahead how your business will get systems and communications back up and running

Preparation for business continuity

- **Update your business contact lists**
 - Establish a clear process for communication
 - Plan how you will contact one another in different scenarios
- **Back up critical data and store it safely offsite**
- **Develop specific plans for recovery of:**
 - Applications and data that support key business processes
 - Voice and data networks
 - User work areas
- **Rehearse and test your plan**
 - Build teams of two or more people to handle key functions
 - Practice through regular drills

Be sure to review and update your plan annually

Sample business continuity plan elements

- **Warning system and plans to test the system**
- **Assembly site, site manager and alternate**
 - Shut down manager, alternate and responsibilities
 - Person responsible for issuing “all clear”
- **List of emergency supplies available**
- **Storm shelter location and test plans**
- **Communications plans**
 - Including employee emergency contact information
- **Cyber security plans**
- **Records back-up plan**

The ability to efficiently evacuate workers, customers and visitors can save lives

Evacuation plans

- **Always know who is in your business**
 - Employees, customers and visitors
- **Who has authority to order an evacuation?**
- **Locate and make copies of building and site maps**
 - Clearly mark critical emergency routes
- **Establish a warning system**
- **Designate an assembly site**
- **Establish evacuation procedures for individual buildings**
- **Coordinate and practice with other tenants or businesses to avoid confusion and potential gridlock**

Division of Emergency Management Palm Beach County

The Palm Beach County Division of Emergency Management focuses efforts and resources

Vision and Mission

- **Vision**

- To be a world class emergency management agency keeping our community safe and resilient by working together with our partners and the public as a TEAM

- **Mission**

- To minimize the impact of emergencies and disasters to our community through education, planning, and response by coordinating information and resources



The forecast for 2011 shows an active season

Hurricane Forecast 2011

	Avg.	2010 forecast	2010 actual	Gray 12/8/2010	Gray 4/6/2011	NWS 2011 forecast
Named	10-11	18	19	17	16	12-18
Hurricanes	6	10	12	9	9	6-10
Intense (≥ 3)	2	5	5	5	5	3-6



Getting Ready

What Palm Beach County Emergency Management Does



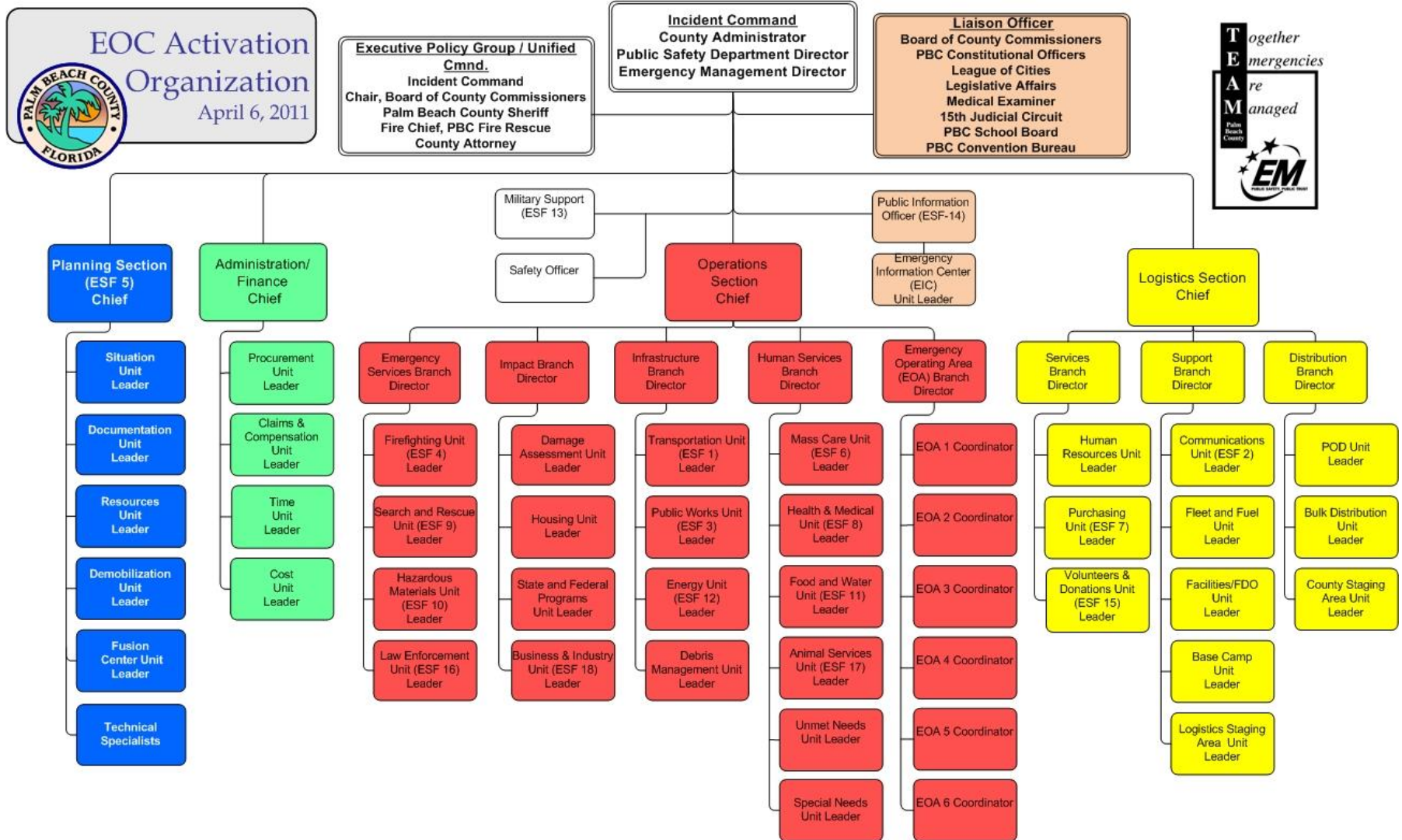
Palm Beach County's CEMP focuses on a countywide approach to response and recovery to any hazard event

PBC Emergency Operations Center

- The CEMP considers all phases of the disaster cycle
- Response organization includes more than 80 agencies, representatives, and/or municipal liaisons
- PBC DEM works throughout the year to train and exercise these individuals/groups to maintain their readiness



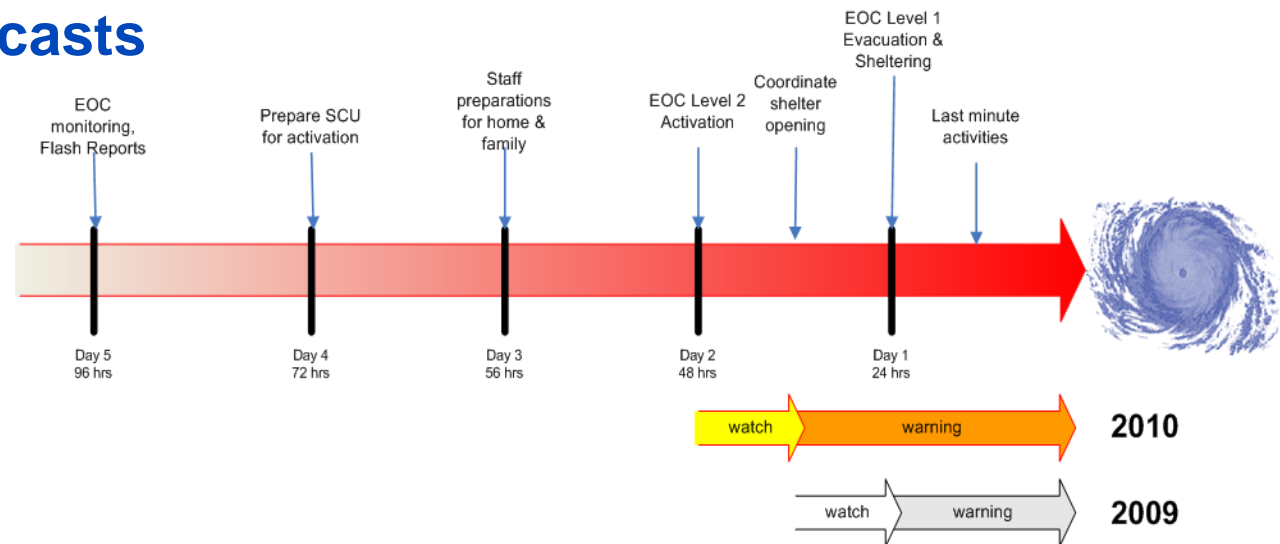
Palm Beach County's emergency management efforts are well organized



The planning process begins well before a storm hits land

Pre-storm planning

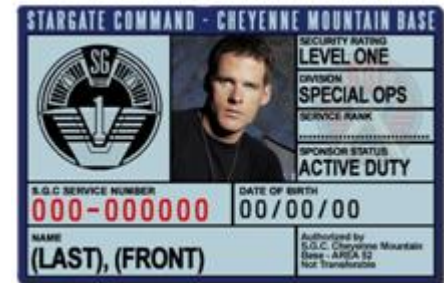
- Collaborative process
- Pre-positioning personnel and supplies
- Scaled escalation based on NHC forecasts



Heed official warnings and curfews during the recovery phase. They are intended for your safety and protection

Recovery

- Stay tuned to the media for constant updates
- Follow the instructions of public officials; heed warnings and curfews
- Re-entry:
 - During initial re-entry phase, allow only essential [critical operations] staff into restricted areas; only those who can assess damage, protect assets, etc.
 - These employees **must** have current/valid company-issued photo identification – logo wear and vehicles are not substitutes!



After the Storm

What FPL Does

If a hurricane affects FPL's service territory, we will execute our proven restoration plan

FPL's restoration plan

- **Immediately after the storm passes, FPL begins restoring power and conducting damage assessments, which help us:**
 - Assign the right resources, crews and materials
 - Provide customers an estimate of when repairs will be finished and power restored in their area
- **We will provide a preliminary estimate of how long it will take to restore service based on:**
 - Our models
 - Historical information from similar storms

We fully understand that our customers want to know what to expect

FPL's restoration plan

- **Within 24 hours after the storm, based on initial damage assessments, we will update our systemwide estimate**
- **Within 48 hours, we will provide restoration information on a county basis**
- **Within 72 to 96 hours, we will provide information on a sub-county level**

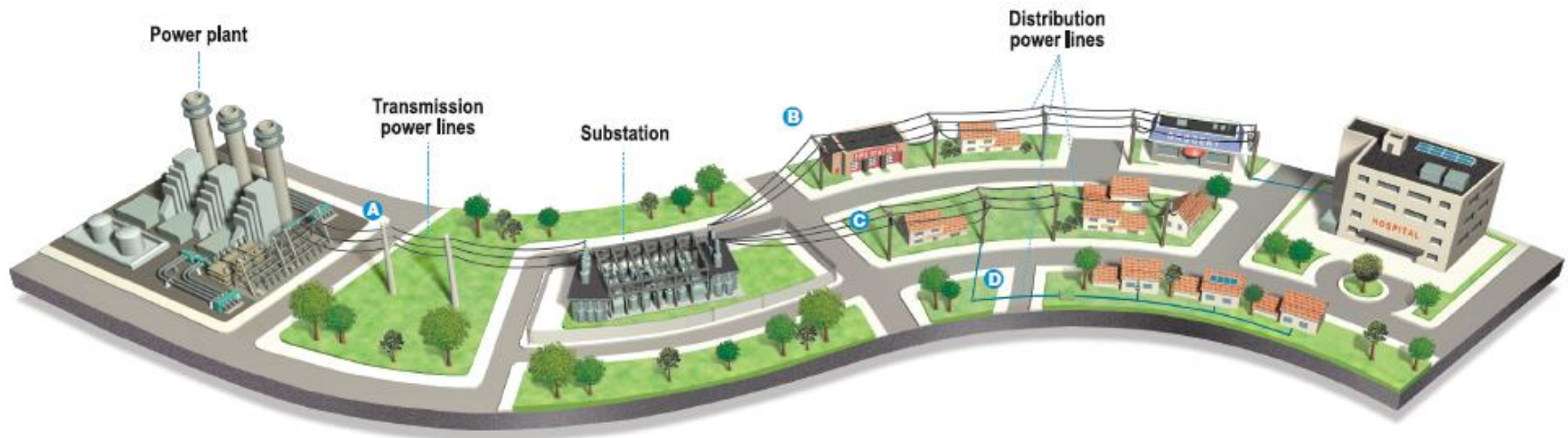
After a hurricane, FPL crews work around the clock to restore power safely and as quickly as possible

How we restore

- A) We repair damage to our power plants and the lines that carry power from our plants to local substations
- B) Simultaneously, we restore power to essential community facilities such as hospitals, police & fire stations, etc.

C) We also work to return service to the most customers in the shortest time

D) We repair infrastructure serving smaller neighborhoods, converging on the hardest hit areas until every customer's power is restored



Throughout the restoration, FPL will communicate frequently to provide updated restoration expectations and other status reports

Storm communications

- **We will communicate via all available channels:**
 - News media
 - The FPL website (www.FPL.com)
 - FPL's Mobile Storm Center (mobile.FPL.com)
 - Twitter (www.twitter.com/insideFPL)
 - Facebook (www.facebook.com/FPLconnect)
 - FPL's blog (www.FPLblog.com)
 - E-mail updates: Sign up for Business Energy Alerts and receive daily e-mail restoration updates
- **If you have a Customer Manager, you will receive a letter prior to storm season with the name and phone number of an FPL core team member to contact should your service be disrupted**



After the Storm

What You Can Do

Safety is FPL's highest priority

Safety tips for immediately after a storm

- **Stay away from downed power lines, flooding and debris**
- **Report downed power lines**
 - Call 911 or FPL at 1-800-OUTAGE (1-800-468-8243)
- **Don't walk in standing water**
- **Don't venture out in the dark**
 - You might not see a downed power line that could be energized and dangerous
- **Ensure that all electrical equipment is in the off position**
 - Prevents fires should the power return while the equipment is unattended
- **Use caution when driving**
 - If you come to an intersection with a non-working traffic signal, Florida law requires that it be treated as a four-way stop

After a storm, there are many things that you can do to ensure safe, organized re-entry

Re-entry

- **Enter your business and act with caution**
 - Avoid downed/dangling wires
 - Check for structural damage and electrical hazards
 - Beware of snakes, insects and other animals
 - Check for water damage
 - Be sure it is safe to receive power
 - Be careful with fire
- **Stay informed**
 - Keep phone lines open for emergency communications
 - Stay updated through television and radio broadcasts
 - Contact your insurance provider to discuss your options

Take precautionary steps during the clean-up and repair process

Clean-up and repair

- **Take photographs of all damage before repairs and keep receipts for insurance purposes**
- **Protect yourself from contractor fraud**
 - Only hire licensed contractors
 - Check with the local Building Department to ensure your contractors are licensed
- **Call professionals to remove large, uprooted trees, etc.**
- **Always used proper safety equipment**
 - Heavy gloves, safety goggles, heavy boots, etc.
- **Drink plenty of fluids, rest and ask for help when you need it**
- **If you can't identify it, don't touch it**

After the Storm

What Palm Beach County
Emergency Operations Center Does

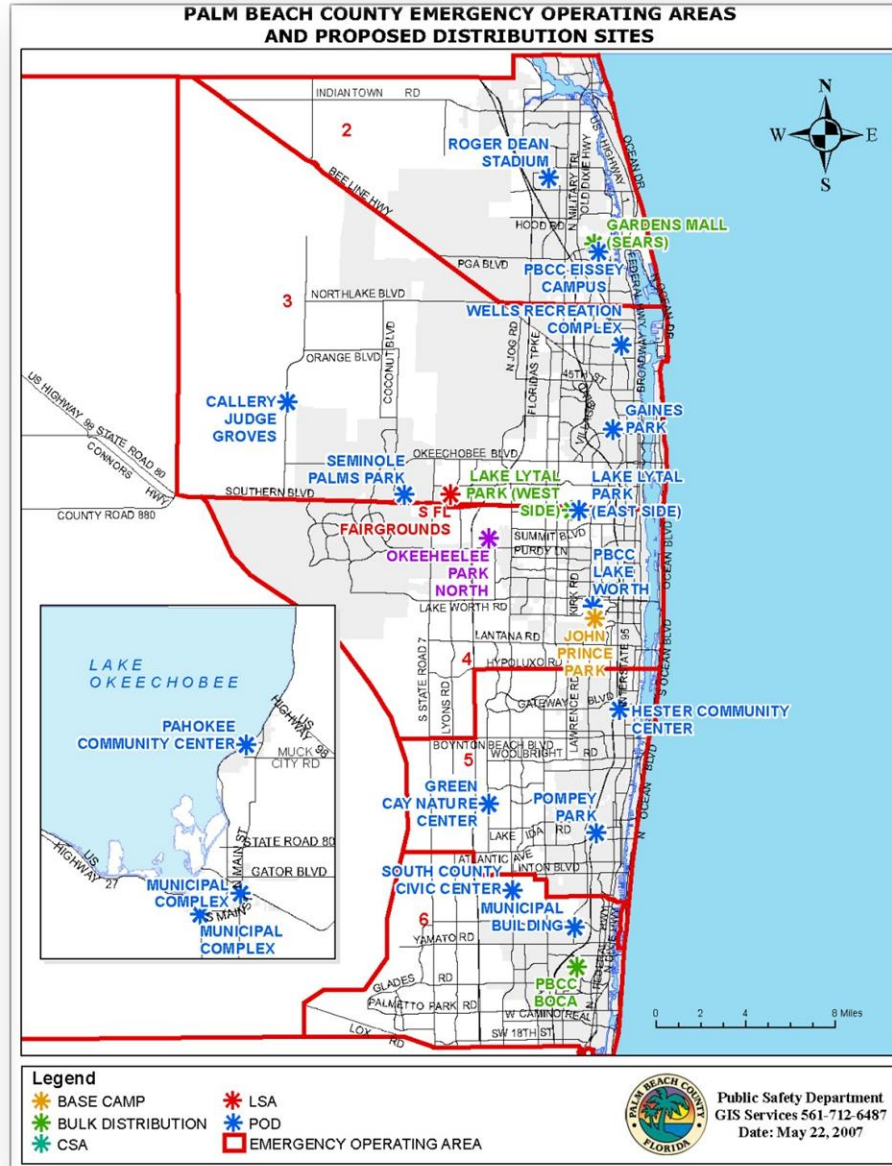
PBC Emergency Operations Center coordinates resources to support recovery

Coordination of resources

- **Priorities:**
 - Life safety/health
 - Property protection
 - Environmental protection
 - Restoration of essential functions
- **Damage assessment**
 - Human needs assessments
- **Resource management**
 - Prioritization of scarce resources
- **Coordination of**
 - Mutual aid
 - Volunteers and donations
 - State and Federal assets



Commodities are distributed throughout the County



PBC Emergency Operations Center provides valuable support to the community



Feeding



Sheltering



Unmet Needs



Mass Care

Caution should be taken with generators

Generator safety

- Plug equipment directly into the generator using extension cords if necessary, and not into the main electrical panel
- Only a licensed electrician should connect a generator to a main electrical panel
- Never operate a generator inside your business
- Keep generators well away from open windows so exhaust does not enter your business or a neighboring business/home



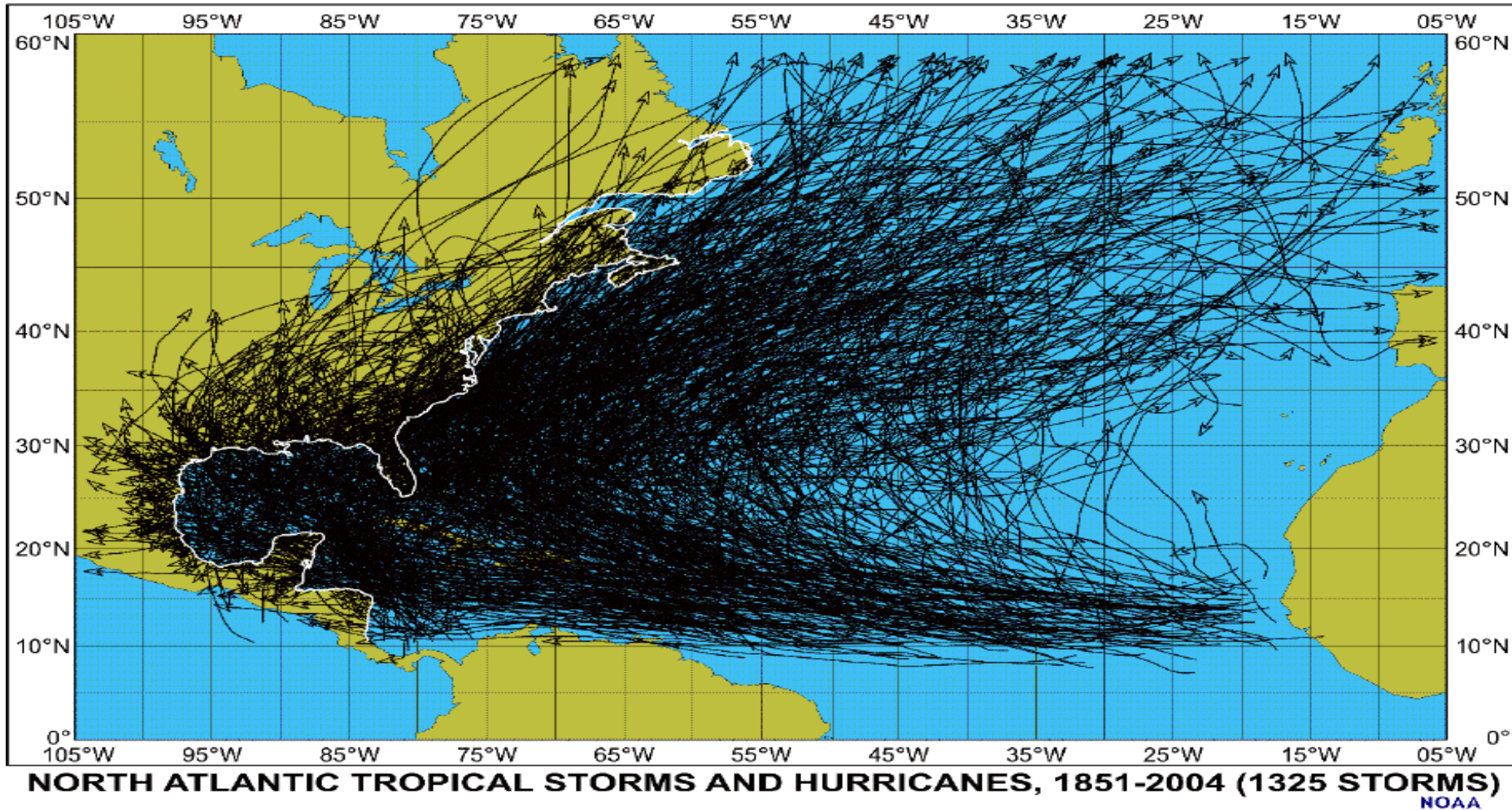
Ensure that your employees are safe and comfortable

Employee Welfare

- **Employee accountability system**
 - Telephone tree
- **Temporary housing program for displaced employees**
- **Housing repair team(s) to make quick repairs to employees' damaged homes**
- **Temporary child care program**
- **Employee assistance program**
 - Donations of leave or money to assist fellow disaster survivors
- **Employee referral program:**
 - Homeowners insurance “expo” at your headquarters
 - Individual assistance referral (e.g., FEMA IA, or SBA)
 - Special webpage for disaster survivors



Preparation is everybody's responsibility... do you have a plan?



For additional safety tips, visit www.FPL.com/safety



A prepared employee is more likely to be available to help your business after a disaster – your pre-event investment will pay dividends!

Key Takeaways



- **Have an emergency/disaster plan**
 - Everyone [individuals & businesses] has a duty to be prepared
- **Know if you need to evacuate – if so, know where to go**
- **Do your employees know if they need to evacuate?**
 - If so, do they have a plan on where they will go?
- **Do your employees have a disaster kit? Do they keep it stocked year round?**
 - Help them with encouragement and resources
- **Have a plan for your employees;**
 - Help them plan for their pet(s) and those with special needs;
 - Monitor the local media and our website for protective actions
- **There is no such thing as a "minor" hurricane**

Public, non-profit and private assistance is available

Resources

- **SCORE – Counselors for America’s Small Business**
 - Provide free counseling for small businesses
- **The U.S. Economic Development Administration (EDA)**
 - Post-Disaster Response program provides loans to businesses in support of the economic recovery strategy
- **Local lenders**
 - Loans may be available for hurricane preparation assistance
- **U.S. Small Business Association (SBA)**
 - Loan guarantee programs can help finance back-up generators, hurricane shutters, storm windows and computer back-up systems
 - Post-hurricane, the SBA provides Physical Disaster business loans and Economic Injury Disaster loans for small businesses

Be aware of the many resources that are available to help with storm planning and recovery

Resources

- www.FPL.com/storm
 - Call 911 or FPL at 1-800-OUTAGE (1-800-468-8243)
 - Visit www.FPL.com/business/storm/business/contents/ for storm planning tools and information
 - For storm tips throughout the storm season, follow us on Twitter: @insideFPL
- **National Hurricane Center**
 - http://www.nhc.noaa.gov/outreach/prepared_week.shtml
- **Federal Emergency Management Agency (FEMA)**
 - Visit www.ready.gov for planning tools and information
- **Palm Beach Co. Emergency Management**
 - www.pbcdem.org
 - Follow us on Twitter: @pbcdem