

FKEC Major Storm Emergency Plan



INTRODUCTION

History has taught us that every storm to hit the Florida Keys has a unique personality. It is impractical if not impossible to plan for every scenario. FKEC's plan focuses on preparation, logistics, resource planning, and decision authority. Specific resource deployment, job assignments, and restoration tactics will be developed on a storm by storm basis

This information has been prepared to inform all departments and employees of policies, plans and objectives for operating under major storm conditions.

The information contained herein does not supersede or cancel any current FKEC Policy, Basic Life Saving Rule, or the Switching and Tagging Manual.

1. OVERALL STORM STRATEGY

- Continue storm hardening initiatives.
- Select and develop employees willing and capable of adapting to the challenges of a storm including taking on different roles and responsibilities.
- Ensure FEMA compliant contracts are in place for outside resources and materials.
- Take the appropriate preventive actions prior to a storm to minimize the risks to the public, FKEC employees, and FKEC facilities.
- Acquire the necessary resources to restore power at a safe best possible speed. The timing of outside resource commitments will be determined by their availability which will be dictated by the storm's strength, timing, track, and competition for resources.
- Make every effort to ensure all work done by FKEC employees and outside resources is done safely.
- Ensure FKEC employees and outside resources are well fed, clothed, and housed during the restoration effort. A full or partial base camp strategy will be implemented if significant damage to building and structures is anticipated to take place.
- Finalize a detailed storm specific restoration plan after the impacts of the storm are known.
- Maintain open and effective communications.
- Maintain financial integrity during and following the storm.

2. BASIC STORM PROCEDURES

- Remain in a proactive level of readiness during hurricane season.
- Secure all facilities at least 24 hours in advance of a mandatory evacuation order for residents.
- Prepared to be self-sufficient during and for 3 to 5 days following a storm if required.
- Take necessary steps to have mutual aid and or contractor resources on-site within 72 hours after the storm if restoration efforts are predicted to be beyond FKEC's 72 hour restoration capability.
- As storm details develop, identify potential chaos points and develop possible actions to minimize their impact. Develop preliminary resource deployment plans.
- High risk work will cease when conditions are deemed unsafe or emergency medical care becomes unavailable.
- High risk work will not resume until conditions are deemed safe and emergency medical care becomes available.
- Restoration efforts will shift to daylight hours after the initial 24 to 36 hours.
- Develop initial and then detailed damage assessments as a top priority.
- Finalize resource deployment plans when available resources are known and adequate damage assessment information is available.
- Ensure plans are in place to properly feed, clothe, and house outside resources prior to their arrival.
- Outside resources will be given a detailed safety and operation briefing before they are allowed to begin work.
- Order of restoration priorities following a storm:
 - Public and Employee Safety
 - Restoration of transmission and substation resources
 - Restoration of distribution main line feeders with a focus on service to critical infrastructures
 - Restoration of neighborhoods prioritized on number of members ready to receive power
 - Restoration of individual services
- Maintain open and effective communications with our employees, members, County and State EOC's, public safety organizations, and other utilities prior to, during, and after the storm regarding preventive actions and restoration efforts.

- Reopen call center, front office, and billing functions as soon as prudently possible.
- Ensure FEMA compliant documentation is created for all restoration and reconstruction activities in order to facilitate and maximize FEMA claims.

3. **PRE-STORM POLICIES**

- 3.1. If a major storm is imminent, all vacation and safety leaves are subject to cancellation. If a vacation is taken during the hurricane season, the employee must keep FKEC advised of where and how he/she may be contacted, and in the event of a storm shall return to work as directed by FKEC.
- 3.2. FKEC will secure all facilities at least 24 hours (48 hours preferred) in advance of the mandatory evacuation orders for residents, as predicted by forecasters. Once the FKEC facilities have been secured, the employees will be released to make the necessary precautions for themselves, their families and personal property.
- 3.3. Sometime during the 72 hours prior to and during a period of mandatory evacuation, FKEC may declare a Hurricane Period. Employees will receive normal pay for scheduled work days while released for personal storm preparation and evacuation.

During this period, the Cooperative may request volunteers to work. Non-exempt employees at work during a declared Hurricane Period shall be paid at the rate of one and one-half times the straight time rate in addition to the straight time Hurricane Period rate.

Employees who leave work prior to a Cooperative declared Hurricane Period or who return to work subsequent to the end of a declared Hurricane Period shall use PTO time for hours missed.

Exempt employees may have their pay adjusted to compensate them for additional hours worked or for taking on additional responsibilities, only if approved by the CEO.

- 3.4. FKEC does not require employees to remain in the Keys during a mandatory evacuation. A Monroe County Emergency Management Emergency Worker re-entry badge and windshield sign will be issued to those wishing to evacuate.
- 3.5. Employees who recognize the risk of not having emergency medical care may voluntarily shelter in the FKEC Tavernier or Marathon Operation Center.
- 3.6. Dependents will not be allowed to shelter in a FKEC facility if a mandatory residential evacuation and hospital closures take place. Dependents will be encouraged to evacuate.

Dependents will be allowed to shelter in a FKEC facility during a minor storm if a residential evacuation order is not issued and the hospitals remain open. In this situation dependents (excluding pets), may seek refuge during the storm at a FKEC facility at their own risk. FKEC facilities are not designated "Hurricane Shelters" and food, bedding, or supplies will not be provided.

- 3.7. Storage of personal property will not be allowed in any FKEC buildings or property, due to insurance liability and safety hazards.

- 3.8. All FKEC vehicles will be placed in the highest and most secure ground possible. If deemed necessary, vehicles may be driven to the mainland by qualified FKEC volunteers. Unless otherwise authorized, only FKEC employees can be in such vehicles. FKEC will pay standard per diem and reasonable motel rates.

4. POST-STORM POLICIES

- 4.1. **All** employees are considered essential employees and shall return for work as soon as transportation conditions permit. If employees are not able to immediately return for duty they must make every attempt to notify FKEC and their Supervisor of their status and anticipated return time.
- 4.2. An employee FKEC identification card and Monroe County Emergency Management Emergency Worker re-entry badge may be required for re-entry. Non-employees will not be allowed to re-enter with employees using emergency worker re-entry cards.
- 4.3. All employees should check-in with their supervisor or use other designated methods of communication prior to returning to verify re-entry details as the situation may be very fluid and changing from hour to hour. If roads/bridges will be closed for an indefinite period of time, FKEC will provide alternate means of transportation as needed and as available.
- 4.4. It is FKEC's goal to ensure that employees are physically and mentally capable of safely performing their job tasks in the aftermath of a hurricane. If necessary due to storm damage FKEC will assist any employee and their immediate family with temporary housing and basic sustenance (i.e., food and clothing) and other help to the extent possible until other arrangements can be made by the employee.

5. ACTIVATION OF MAJOR STORM EMERGENCY PROCEDURES

- 5.1. FKEC's Major Storm Emergency Procedures and Incident Command Structure will be activated by the CEO prior to any part of the service area coming into the five day cone and or put under a Hurricane and or Flood Watch/Warning.
- 5.2. **Incident Commanders**
The CEO, CFO, and COO will be responsible to oversee, manage, and direct all pre-storm and post-storm activities. Normal delegated authorities will remain in place unless rescinded by the incident command authority.
- 5.3. **Command Staff Sections**
 - **Safety**
Conducts general safety preparations and verifies essential safety supplies are available. Ensure safe work practices including safety briefings and tailboards are observed. Oversee all accident investigation and reporting.

- Public Information
The CEO is responsible for having news releases prepared and, after determining the magnitude of the outages, releases them to newspaper, radio and television stations. Conditions will govern frequency of news releases. Media releases regarding transmission facilities will be coordinated with Keys Energy Services. Public safety should be stressed in news releases.
- Environmental
Ensure that all environmentally sensitive materials are secured. Make all operating personnel aware of locations of spill response equipment and supplies. Monitor and identify any environmental hazards. Organize and direct any control or clean-up operations.
- Human Resources
Under consultation with CEO, CFO, and COO, develop storm specific payroll policies, ensuring policy is disseminated to all Supervisors. Activate and monitor plans to communicate with employees during and after a major storm.
- Information Technology
Ensure FKEC information systems and communication networks are functioning and storm ready. Monitor, manage, and repair as necessary during the restoration efforts.
- Monroe County EOC Liaison
The Incident Commander and Command Staff will remain in constant contact with the MC EOC via phone. FKEC will staff the MC EOC as the CEO deems necessary.

5.4. General Staff Sections

- Operations
The transmission, substation, generation, distribution, and systems operation departments will be primarily responsible for all restoration efforts within their areas or delegation. This includes overseeing outside resources.

Appoint a Critical Facility Manager to assess and manage the restoration of service to critical infrastructure including, government buildings, sheriff and fire, FKAA and sewer treatment facilities, communication towers, etc.
- Engineering and Planning
Provide analytic tools for effective damage assessments. Provide engineering support for all restoration efforts. Manage the collection, organizing, and retention of restoration construction records for FEMA applications and audits.
- Logistics
Provide all service support requirements needed to facilitate effective and efficient restoration efforts. Specific areas include material and procurement, vehicle maintenance, fuel, food and lodging, and facility maintenance.
- Finance/Administration
Ensure critical billing, accounting, and member services disrupted by a storm are resumed at the earliest opportunity. Oversee the restoration of all normal services as resources allow.

6. Guidelines for Use of Outside Resources

The following guidelines have been extracted from the lessons and successes of FKEC's Hurricane Irma experience. It is expected they will be modified to adapt to actual circumstances.

- 6.1. Outside resources should be acquired if the estimated restoration time utilizing FKEC resources exceeds 72 hours.
- 6.2. There is a practical limit to the amount of outside resources that can be efficiently assimilated into FKEC workforce. Experiences from Hurricane Irma indicate the maximum number is about 425 workers with the following breakdown as a reference:
 - 40 Line Construction Crews (240–265 workers)
 - 5 Substation Crews (20-25 workers)
 - 20 Tree Crews (50-60 workers)
 - 12 Damage Assessment Teams (24 workers)
 - 4 Warehouse Assistants (4 workers)
 - 2 Base Camps (30-32 workers)
- 6.3. Adequate outside resources should be acquired to complete restoration within 14 days unless it would require outside resources exceeding our ability to assimilate. Restoration time frames should be adjusted based on the amount of outside resources acquired.
- 6.4. Hotels and restaurants should be used if the minimal outside resources are needed and restoration can be completed within 3-5 days.
- 6.5. Base camps should be deployed if more than minimal amount of outside resources are needed.
- 6.6. The commitment to outside resources should be timed to schedule their arrival within 72 hours after the storm. The specific time frame for the commitment will depend on the storm's timing, strength, and track, competition for resources, and the time required for mobilization and deployment.
- 6.7. The selection of specific outside resources should be first based on pre-storm agreements and then on availability combined with cost.
- 6.8. The actual management and deployment of outside resources should be determined based on actual damage assessments following the storm.