HURRICANE MICHAEL
UNPRECEDENTED STORM
UNPRECEDENTED RESPONSE

Gulf Power
Hurricane Michael spun into the Gulf of Mexico on October 8, forecasted to be a massive storm. We quickly realized we needed to prepare for a catastrophic hurricane as it sped toward Northwest Florida and rapidly intensified into a strong category 4 storm, with a wind speed topping out at 155 mph.

Michael turned into a devastating hurricane that wiped out communities in its path as it made landfall on October 10. This unprecedented storm severely damaged Gulf Power’s electric system and devastated communities in the Eastern District and around Plants Smith and Scholz.

At the peak of the storm recovery, we had approximately 7,500 lineworkers and storm personnel working 24/7 to rebuild and repair the system. Together, we were able to restore power to more than 95 percent of the customers who were able to receive power 13 days after the storm. This was truly an unprecedented response.

More than 200 of our own teammates live in these hardest hit areas. Some of you lost your homes or had serious damage. Please know that our hearts, thoughts and prayers have been with you and your families as you work to recover. We will continue to work closely to support you and the community as we work to rebuild together.

We’ve said it before. You deserve to hear it again. Thank you for your hard work, putting in long hours every single day, and going above and beyond to get the job done safely. The incredible work you’ve done extends well beyond Gulf Power — you have been, and will continue to be, a huge part of the recovery and hope for this community.

The road to recovery is a long one and we know that many of you will still be working to support these efforts for months to come. We are grateful for all you have accomplished, your sacrifice, the precious time away from your family, and the sacrifices your family made to support your storm duty work.

This Hurricane Michael book is a reminder of the power of teamwork. As you look through these pages now and for years to come, be proud that you were a part of a team that took on this unprecedented power restoration effort.

You have been safe, you have been bold, and you have been inspirational. Thank you!

Stay safe,

Stan Connally
Chairman, President & CEO
Gulf Power Company
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STORM PREPARATION
Gulf Power is always at the ready during the hurricane season. The Company Emergency Management Center stands ready to go into action when a tropical system has the potential to hit Northwest Florida and affect our grid and customers.

The CEMC is made up of team leads from every area of the company. Each department has its own storm plan that is activated when needed.

So, when Disturbance 47 was just about to enter the Gulf of Mexico on Friday, Oct. 5, a conference call was set up that afternoon “mainly as a wakeup call” going into the weekend.

But when the storm quickly grew in intensity and the projected path was to hit the Panama City area on Tuesday, plans quickly ramped up.

The biggest effort was lining up outside resources. Before the storm hit, 3,000 additional personnel came to the area. The Logistics team set up at the Pensacola Interstate Fairgrounds, where more than 800 trucks were staged.

Safety & Training conducted safety briefings for the groups, while Logistics set up food and lodging in hotels from Pensacola to Crestview.

At 6 a.m. on Thursday, Oct. 11, after Hurricane Michael left the area, a convoy of all the bucket trucks and support vehicles left the fairgrounds and headed east toward Bay County to begin the restoration process.
Since Hurricane Michael was forecasted to be a Category 2 or 3 storm, many Gulf Power teammates and residents didn’t evacuate Panama City and areas inland from the Gulf of Mexico coastline.

Sandy Sims, Eastern District general manager, and Shelley Scarborough, Eastern District Operations manager, had planned to ride out the storm at the Panama City Office’s newest building, the vehicle maintenance building, erected to withstand 145 mph winds. They wanted to be at the office to prepare to spring into restoration mode as soon as Michael’s damaging winds passed. Some teammates were staying in nearby hotels. When it became clear in the early morning hours of Oct. 10 that Panama City was in the bull’s-eye of a near Category 5 hurricane, Sandy began calling teammates to make sure they were in safe places to ride out the storm. She invited some in nearby hotels to come to the vehicle maintenance building.

She let them know that if they were going to evacuate, they had a 1-hour window to get on the road. Five people ended up riding out Michael in the vehicle maintenance building.

“We all stayed calm, but it got very scary,” Sandy said. “Initially, we all set up in different rooms. By the height of the storm we were all huddled in a 3-by-3 square-foot closet. Our ears were popping and we heard that train sound of tornadoes. We were all hanging onto each other.”

Ceiling tiles were falling and water from the wind-driven rain was seeping in.

“I looked at everyone and asked them, ‘Do you have your driver’s license in your pockets?’ I was not sure we were all going to make it, and I wanted to make sure their loved ones could be contacted,” Sandy said. “When the wind started scaling down, we all looked at each other and said, ‘We made it. We’re all good.’ “

When the winds died down enough for the group to safely venture out, Sandy said they slowly exited the building.

“Although the wind was still pretty strong, it was eerily quiet,” she said. “And as the winds further diminished it got even more quiet. Trees were down everywhere. Oh my gosh, where do we begin?”

Sandy had parked her car at 4 a.m. before the storm in an area she thought would be the safest. “When I walked out, all I could see were trees. Trees down on cars, trees down on the fence, trees down on the road. Luckily, my car only sustained major scratches and bumps as a huge pine tree fell between the car and the building.”

A few hours later, helicopter blades and ambulance sirens cut the silence. “I didn’t know at that time but both hospitals had sustained major damage and were evacuating all patients,” Sandy said. “And later that evening when Randy Castillo from Mississippi Power and Danny Schlief arrived with SAT phones, I finally felt the relief knowing we had the full support of our Southern Company family — we could do this!”
STORM TIMELINE

Oct. 2
The National Hurricane Center begins tracking a broad low pressure disturbance in the Caribbean Sea.

Oct. 7
Hurricane Michael is forecast to make landfall early Wednesday afternoon near Panama City as a 110-mph, Category 2 hurricane.

Oct. 8
Hurricane Michael is forecast to make landfall early Wednesday afternoon near Panama City as a 115-mph, Category 3 hurricane. Tropical storm-force winds are expected to impact Northwest Florida beginning Wednesday morning.

Oct. 9
Hurricane Michael is forecast to make landfall early Wednesday afternoon near Panama City as a 120-mph, Category 3 hurricane. Tropical storm-force winds are expected to impact all of Northwest Florida beginning Wednesday morning.

Oct. 10
Residents in Northwest Florida begin bracing for what is expected to be a catastrophic storm with nearly 30 million people across the Southeast in the direct crosshairs. Overnight, Hurricane Michael strengthened to a Category 4 hurricane with 130-mph winds.

12:03 p.m. Oct. 10
The National Weather Service warned of an “extremely dangerous” storm approaching the Gulf Coast.

12:45 p.m.
WMBB Channel 13, Panama City’s local ABC affiliate, goes off the air with last known wind gusts of 155 mph knocking out power and broadcast capabilities.

1:42 p.m.
Hurricane Michael made landfall with 155-mph winds in Northwest Florida with a direct hit on Mexico Beach, east of Panama City.

3:05 p.m.
Hurricane Michael rumbled inland across Northwest Florida with some wind gusts still reported at 119 mph.

UNPRECEDENTED STORM
Hurricane Michael was the first Category 4 storm on record to make landfall in Northwest Florida. With 155-mph winds, it was the strongest storm to make landfall in the continental U.S. since Hurricane Andrew in 1992.

"The storm started getting rough and I just had a "weird feeling." That's when I heard a tree fall and my ears pop from the pressure.

I felt like something bad was about to happen. The doors and windows popped open and I heard the sound of ‘the train’ coming. We managed to get into the tub and the next thing we knew the entire roof was being blown off the house.

I was sucked up and thrown 6 feet across the house while trying to make my way to a different part of the house. I found my way back to my wife and dog, and we literally dug our way through the debris from the home collapsing to find our way to safety and another area of the house.

We used garbage cans to shield us from more falling debris, and dug through fallen Sheetrock and 2x4s to crawl to the garage and get in my pickup truck. Then the walls came down and if not for the roof trusses, we would have been crushed in our vehicle.

Paul Christensen, Storekeeper II

I’ve been here for more than 40 years and have never seen anything like this. It looked more like tornadoes ripped through here than a hurricane. And every tree was gone or snapped like a toothpick. It was unreal.

I rode out the storm at my mom’s house because of the predicted storm surge. When I returned home, after surveying the damage I truly felt blessed, because we were better off than most I had seen on my way home.

The storm and everything else that followed was emotionally draining. Stuff is stuff and can be easily replaced. I am blessed to have my family and happy we are all safe and together.

Chris Cannady, Field Service Team Leader
MORE THAN 120,000 CUSTOMERS LOST POWER
The damage was — in a word that continues to be used — unprecedented. At the peak of the storm, more than 120,000 Gulf Power customers — about 26 percent — were without power.

In Bay County, more than 100,000 customers lost power. Many homes were destroyed and Gulf Power’s system was heavily damaged.

Perhaps the most striking visual of the storm was the tree damage in the Bay County area. In many areas, it looked like a giant scythe came through and cut off the pine trees anywhere from 4 to 20 feet up. In other areas, evidence of tornadoes was obvious as trees were twisted.

Distribution poles were snapped and blown down. Wire and transformers were strewn throughout the neighborhoods. Transmission structures were down and Plant Smith suffered damage as well.

Gulf Power officials quickly knew that this would be more of a rebuilding effort than a restoration effort, especially in Bay County.

An unprecedented response would be needed to rebuild, restore and recover.
The Gulf Power Panama City office was not spared from Hurricane Michael.

Almost all the trees on the property were blown down. Windows in the main building were blown out, forcing employees to operate out of the line service building in the back.

The substation office was destroyed and the front roof of the vehicle maintenance center was damaged.

The Facilities group quickly moved in their contractors to begin making repairs.
As Gulf Power brought in thousands of outside resources to assist with restoration, they all needed a place to sleep and to eat. That’s where the Logistics team came in.

As the storm approached the Gulf Coast on Oct. 9, the Logistics team’s plan was to stand up two staging sites in the Fort Walton Beach area and two in the Panama City area. But Michael’s devastation centered on the Bay County area all the way north to Chipley, so plans quickly changed.

On the first day after the storm, they stood up four staging sites to house 3,000 people. On the second day, they stood up three more sites and within five days after the storm they had eight staging sites operational that were sleeping over 7,000 people, and serving over 21,000 meals a day.

The staging sites included the Gulf Power office in Panama City, Mosley High School in Lynn Haven, Arnold High School and Frank Brown Park in Panama City Beach, Ebro Greyhound Park, Chipley High School, Lynn Haven Sports Complex and the old airport in Panama City.

The facilities had showers and laundry service. The food area included televisions, so workers could keep up with restoration news. In a “normal” storm, the districts handle just about everything — bringing in the vendors, setting up lodging, etc. But with this size storm, the Logistics team brought in more resources and assistance.

The last staging site to stand up — the old airport location — was the most challenging. Gulf Power realized it needed a place to house at least another 1,000 resources, but it was the only location where Gulf Power did not already have an agreement to use.

The Risk Management group took care of contracts with vendors, laydown yards for materials and parking areas among others.

Using contacts from Gulf Power employees in the area, an agreement was secured, and the site eventually grew to a capacity of almost 2,500 people. It was the last fully self-contained site and didn’t close down until Friday, Nov. 16.

A team was still needed to secure lodging for employees and workers who were staying in nearby hotels.

The Finance group sent storm accountants out on storm duty to handle making purchases needed for restoration. The Customer Operations Support group kept tabs on the cost of the storm.
The challenge of having 7,500 resources help restore power following Hurricane Michael meant those workers needed the materials to make repairs.

Gulf Power Supply Chain employees met that challenge with a monumental effort.

The team had already sent all six of its storm kits to the Eastern District. The kits were designed earlier this year to provide easy access to materials during restoration.

Then, as the damage assessments from Hurricane Michael started to come in and the storm center began increasing the number of line crews coming in, the team knew it needed even more materials.

They also needed manpower. Normally, 40 employees, Supply Chain tripled its workforce with assistance from its sister companies.

Laydown areas were needed from Chipley to Panama City Beach. Facilities helped secure locations, but they realized they also needed a remote distribution center. One was established at the Bay County Fairgrounds where the materials were delivered, then shipped to the laydown yards.

Along with 7,000 poles needing to be replaced, every piece of distribution material that is used on a pole needed to be replaced, including about 4,000 transformers.

The Supply Chain team scoured the country for materials, going as far away as Missouri, western Texas, Washington state and even Mexico to secure equipment.

They also shipped in 5-6 truckloads of pole foam, a quick-drying substance that hardens like concrete to keep the new poles secure.

Demand for materials continued past restoration as cleanup work began, as well as replacing all of the damaged street lights.
The team had the task of securing and removing the thousands of poles, miles of wire and numerous transformers that were damaged.
Throughout the restoration process from Hurricane Michael, the phrase, “communication is the key,” was repeated almost daily.

And the Technology Organization group worked long and hard to
1) restore communications immediately following the storm, and,
2) shore it up once communications were restored.

The 155-mph storm blew down trees, which tore down much of the fiber lines that keep the data hubs humming. Damage to communications coming out of the substations was significant as well.

IT brought in approximately 100 new cell phones and 65 satellite phones were activated. Almost all of the fiber was on the ground. IT was able to get SouthernLinc up quickly, but other issues emerged.

The tower at the Panama City office was tilted on its foundation and was eventually removed.

As this was happening, IT was bringing in its “farm” animals. COWs (cell on wheels), EMUs (Emergency Microwave Units) and GOATs (Generator on a Trailer) were staged at various locations to help bring back communications. Alabama Power brought down three satellite trailers to use as command centers.

After three days, communications were restored at the Panama City office and it was restored after four days at the Panama City Beach office.
REBUILDING COMMUNICATIONS
Gulf Power storm teams have helped restore power to others more than 40 times in the last eight years. But when it’s restoring power to our own customers, the intensity and devotion ramp up a little bit more.

Hurricane Michael hit the eastern end of our service territory hard — more than 100,000 customers out in Bay County alone. The damage was significant. It would be a rebuilding effort as opposed to a restoration effort.

And the lineworkers and engineers in Distribution led the way. Using help from our sister companies, contractors and outside resources, the Gulf Power teams began to assess the damage and start restoring power.

Once the smaller outages were eliminated in the Pensacola and Fort Walton Beach areas, most lineworkers headed east to help out.

Team leaders set up plans to start restoring power from Panama City Beach up to Chipley above I-10. Some crews slept during the day and worked overnight as part of the 24/7 operations.

After 13 days, more than 95 percent of the customers who could receive power were restored — a monumental effort given the destruction of the storm.

And even after the restoration was completed, crews, lineworkers from sister companies, and contractors continued to work in the area, restoring the grid to pre-storm status.
Hurricane Michael did a number on Gulf Power’s transmission system.

30 — the number of substations that suffered damage from the 155-mph winds. The Gulf Power Substation team members came in — and with help from outside resources — made repairs to all of them.

194 — the number of transmission structures that were damaged. The issues were widespread, across 630 miles of transmission corridors. Then the Gulf Power Transmission Lines crew and contractors went to work.

107 — miles of transmission lines that were down. Once it was safe, Air Operations flew helicopters and fixed wing aircraft over the transmission lines to assess the damage.

10,000 — numbers of trees trimmed off the right-of-way using an aerial saw flown by a helicopter.

Then there was a unique effort by several different Gulf Power groups to restore power to customers in the Parker area, east of Panama City.

The area, where the eye of the storm passed over, heavily damaged the transmission corridor and it was going to take more than two weeks to re-energize the substation. So, a decision was made to install a mobile substation nearby that could support distribution power.

Using Google satellite maps, the team identified a vacant lot with the Transmission Line on the north side and the feeder on the east side of the lot. The Land department was contacted and, using the help of Southern Company’s national marketing group, secured a contract with a local store to lease the lot.

The mobile sub was brought in by the Substation group late that evening and Security provided guards to watch over the area. The next morning the Transmission line group set a pole and made the connections to the high voltage side, the Protection & Control group set up relays and the Distribution group set a pole and installed a switch making connections to the feeder. Once connected to the system the Transmission Control Center and the Distribution control centers coordinated energization and the picking up of area load.

This all took place in about a 36-hour span, but was a great example of teamwork, resilience and perseverance to solve a problem and get customers’ power restored.
As Hurricane Michael approached the Panama City area, employees at Plant Smith went into their pre-storm mode.

Twenty-four employees rode out the storm there.

Originally, they were going to shelter at Unit 3, but right before the storm hit, they received some storm surge data that indicated they could be flooded, so they moved to the safe rooms on the turbine floor (third) at Units 1 and 2, the coal units that had been shuttered a few years before.

As it turns out, north winds struck the area, reducing the storm surge threat, but the older units 1 and 2 received more damage than Unit 3. That unit was taken offline 8 hours before the storm’s arrival per pre-storm plan.

The main damage to Unit 3 was on the cooling tower. In addition, the cable tray runs were twisted or blown off, insulation around high-energy piping was blown off, some roof damage to an electrical building and water intrusion into the electrical panels.

Communication during the first few days after the storm was almost non-existent. Teammates from Plant Crist in Pensacola brought over a truckload of supplies, as well as Supply Chain and Maintenance employees to assist with making repairs.

Plant Smith employees trimmed trees to clear the five miles of roadway leading to the plant. Gulf Power distribution workers repaired distribution lines to restore power to needed equipment.

On Day 3 after Hurricane Michael hit, Plant Smith was running and producing power for the customers in the Eastern District.
VEGETATION MANAGEMENT: Gulf Power employs hundreds of tree trimmers during restoration to remove limbs and trees away from the lines so crews can safely reach the areas to restore power.

SECURITY: Corporate Security set up security for various locations, including staging sites and escorting lineworkers as they were in neighborhoods restoring power.

MAJOR ACCOUNTS: Gulf Power employees stayed in contact with our industrial and major customers to keep them informed on when their power would be restored.

HUMAN RESOURCES: The first task once the storm passed was to account for all employees’ safety. With the help of Corporate Security, all employees were found safe and accounted for within two days.

DISTRIBUTION CONTROL CENTER: The Distribution Control Center set up a temporary base at the Panama City office to handle operations in the Eastern District.

FLEET SERVICES: They set up fuel trucks to provide employees and contractors with fuel and also had tire changers in operation to handle fixing flats that many vehicles suffered while driving in debris-strewn areas.
LANDFALL:
• 1 p.m., Wednesday, Oct. 10, 2018, as a strong Cat. 4 hurricane near Mexico Beach.

WIND SPEED:
• Maximum sustained winds at landfall – 155 mph.
• Tropical storm-force wind field — 96,211-square-miles. The hurricane-force wind field was about 6,361 square miles.

STORM SURGE:
• Peak 9 to 15.5 feet from Mexico Beach to Apalachee Bay.
• 5.31 feet above ground at Panama City, Florida.

OUTAGES:
• Peak — 125,270.
• 96.3% of Eastern District customers (109,647 of 113,828).
• 10,000 customers unable to take power as of December 2018.

IMPACT:
• 39 people killed – 29 in Florida.
• Thousands of structures damaged or destroyed.
• Schools closed across nine school districts.
• Communications, transportation, gasoline, food/water limited.
• Panama City office damaged.
• 80 miles of I-10 closed for 2 days.
• Gulf Power IT fiber down.
• Cell service down for more than a week.

RESOURCES:
• More than 7,500 resources from 16 states and Canada, including 1,189 Gulf Power employees.
• 9 staging sites — including Pensacola Fairgrounds.
RESTORATION/REBUILD: BEGAN OCT. 10

- 24/7 restoration effort.
- 95% of customers who could receive power were restored by 6 p.m. Tuesday, Oct. 23 – 13 days after the storm.
- 15,000-20,000 customers could not safely take power because of damage to structures, electrical repairs required as of Oct. 24.

DAMAGE TO SYSTEM: 26% OF SYSTEM DAMAGED

- Almost 7,000 distribution poles replaced.
- 200 miles of distribution rebuilt/100 miles of transmission rebuilt.
- 4,000 new transformers installed.
- Plant Smith – Cooling tower for unit 3 damaged/unit 3 offline.
- Substations 30 out of 135 damaged.
- 36 transmission lines affected/107 miles of lines replaced/repaired.
- 630 of 1,669 miles of transmission lines impacted.
- 194 broken transmission structures/108 transmission structures leaning/twisted.
- 183 of 293 feeders – 63% of feeders.

EMPLOYEE IMPACT:

- Family support services: 115 requests for tree removal, tarp roofs, salvage.
- 3 employees – complete loss of home.
- Employee Support Committee: As of Nov. 2018, $338,127 has been provided to more than 150 employees.
- Human Resources’ first task once the storm passed was to account for all employees’ safety. With the help of Corporate Security, all employees were found safe and accounted for within two days.
Family Services plays a vital role in Gulf Power’s storm restoration plan. It is set up to provide assistance to employees whose homes have been damaged by a storm so they can have peace of mind, as well as return quickly to their storm duty.

Hours after Hurricane Michael passed, Family Services began to receive calls for assistance to remove trees from roofs, place tarps and salvage personal household items due to rain intrusion during the storm.

The core team was composed of three HR employees, two from the Technology Organization and a group of apprentice lineworkers whose training had been interrupted by the storm. The Gulf Power team also mobilized multiple contractors and three Alabama Power employees.

The Family Services team faced the daunting task of performing work on employees’ homes without the use of phones, computers or GPS systems. The team quickly developed a paperwork order process that could be used in the field. They also traveled between their staging site at Arnold High School, Plant Smith and the Panama City office, where they had access to limited functioning technology.

To the 115 of the 197 employees in the Eastern District who had damage to their homes following Hurricane Michael, the work of Family Services team will not be forgotten.
The Customer Care Center takes care of our customers and even more so when a hurricane strikes the area.

As the storm approached, the CCC Management Team set up three shift rotations of phone agents, back office support agents, employee logistics and management personnel to handle customers calls 24/7.

Five home agents stayed at their homes and “on call” for additional support. The call centers at Mississippi Power, Alabama Power and Georgia Power were also on call for assistance.

Each team was briefed before and after each shift to reinforce the proper perspective in responding to customers affected by the storm, words of encouragement and communications on the restoration process.

Care Center representatives worked more than 2,000 hours of overtime by phone, email, and social media. The APC and MPC call centers assisted after landfall for periods of high-call volume.

Additional Spanish-speaking agents assisted from Georgia Power.

Proactive messaging was displayed in OCC, the outage map, and recorded in the VRU to align communications with the corporate messaging of how many customers were still without power.

Since the storm began, the CCC operation has handled almost 200,000 customer interactions, including 115,000 VRU calls, 73,000 agent calls, 5,100 emails answered, 2,791 social media interactions and 705 chats.
Content is King. This was the theme for the Gulf Power Corporate Communications team as they tackled social media channels before, during and after the strong category 4 storm slammed into Northwest Florida. Hurricane Michael was the first major storm where social media was a driving factor for information, causing the team to implement the first-ever 24/7 approach.

Working around the clock, content was pushed out and shared every hour and every customer who responded received a response. Since news outlets were overcoming their own communication challenges, Gulf Power’s social media channels quickly became the go-to for the latest storm restoration information. Outlets including AccuWeather, ABC, CNN and Weather Channel reached out to use our photos and videos.

Social Media Highlights from Oct. 8 to Oct. 31
- 10 million Facebook reach
- 98.5 percent positive/approval sentiment
- 64,268 likes and retweets
- 71 percent growth in Facebook page likes
- 1.7 million Facebook likes, comments or shares
- 81 percent growth in Instagram followers
The beginning of October saw Gulf Power and Northwest Florida preparing for Hurricane Michael, a fast-moving storm that slammed into Bay County and Mexico Beach, destroying everything in its path. Gulf Power started preparing for the storm with media releases, helping customers prepare their homes and letting them know the company was ready should the storm impact the area.

Corporate Communications, along with the entire Gulf Power team, kept customers informed by various channels – traditional media such as television, radio and newspaper outlets, and social media outlets such as Facebook, Twitter and Instagram.

Once the storm hit and passed through the area, Corporate Communications had "boots on the ground," laying the groundwork for contacting local media and sending storm damage photos and videos for social media posting even though communications were virtually non-existent. As the days progressed, Gulf Power became the conduit of information to many who evacuated or remained in the area and wanted information about the area and the damage, distribution points, and restoration.

The efforts of Corporate Communications were recognized by the Panama City News Herald, stating that, "… Rick DelaHaya (Gulf Power’s Communications specialist, Sr.) ended up spending the day taking the team where we needed to go, and tried to get us plugged into Wi-Fi … without Gulf Power, we wouldn’t have gotten a paper out that day … at least, we wouldn’t have been able to get to communities like Springfield and Lynn Haven."

**Media Snapshot**

Over the course of 13 days, Corporate Communications conducted more than 100 interviews nationally and locally. **National media included:**

- ABC
- NBC
- Fox News
- The Weather Channel
- The Today Show
- MSNBC
- Accuweather
- USA Today
- New York Times

**Locally media included:**

- Two television stations when they were only conducting Facebook Live newscasts
- WKGC 90.1 FM at the Emergency Operations, the only radio station broadcasting in the area.
Local News

Gulf Power hopeful electricity will be restored to majority of customers by Oct. 24

By Matt Defor

Gulf Power Restores Power to More than 95% of Customers After Michael

Thirty hours ahead of estimate and 10 days since Hurricane Michael, power is restored to Gulf Power customers.

Gulf Power: 'Unprecedented' storm may require system rebuild
Hurricane Michael
#RestoringHope
Gulf Power

Please know that our crews are working 24/7 to restore power to you and your family.

This is the most up to date information as of Oct. 14.
For 95% of Gulf Power customers that are able to safely receive electric service. Please know that our crews are working 24/7 to restore power to you and your family. This is the most up to date information as of Oct. 21.

**Estimated Restoration Times**

For 95% of Gulf Power customers that are able to safely receive electric service.

**How to find your estimated restoration time on the Gulf Power Outage Map**

1. Go to outagemap.gulfpower.com
2. Click the SEARCH button
3. Type your address into the search box
4. The map will display your submitted address marked with a blue flag icon
5. Click on the nearest outage icon or colored outage area covering your address
6. The “Estimated Restoration” time will be listed at the top of the “Outage Information” box

For 95% of Gulf Power customers that are able to safely receive electric service.
Chipley Appoints Andrews Mayor Days After Michael Makes Landfall
DAMAGE TO YOUR HOME’S SERVICE CONNECTION

Steps to restore power if your home’s service connection is damaged.

1. **Know what you need to repair**
   - Homeowner’s own and are responsible for electrical equipment attached to the house (service stack, attachment hardware, riser and meter box) and the pole with an attached meter box for mobile or manufactured homes.
   - Gulf Power is responsible for the wire or service line to the house and the electric meter.
   - If the homeowner’s equipment is damaged, repairs will be needed before Gulf Power can connect service.

2. **Seek a licensed electrician**
   - Do not hire an unlicensed electrician. It could create safety hazards and possibly delay your power from being connected.

3. **Do not attempt to fix the damage yourself**
   - It could create safety hazards and possibly delay your power from being connected.

4. **Make sure repairs pass required county inspections**
   - Check with your county for inspection requirements related to Hurricane Michael.

5. **Notify Gulf Power at 1-800-225-5797 when you are able to receive power.**
   - Ensure all of the steps above are complete and you are safely able to receive power.

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**Hurricane Michael**

#RebuildingTogether

Gulf Power
November 19, 2018

Gulf Power
One Energy Place
Pensacola, Florida 32520

Thank you for all of your hard work helping Florida families, visitors, and businesses in communities throughout the Panhandle, Big Bend and Gulf Coast after Hurricane Michael made landfall. Witnessing people come together to help one another following Michael has been one of my proudest moments as Governor.

As a utility worker, you spent time away from your family to work on Florida’s recovery, and we are grateful for your hard work and commitment. I’m proud that power restoration has been made to homes and businesses as quickly as possible, and this progress is made possible by people like you. Just three weeks after this massive storm made landfall, more than 98 percent of power had been restored.

Florida is strong, and while we have made incredible progress, there is much to do. We will never stop working until everyone is back on their feet following Michael. Immediately after the storm made landfall, the State of Florida, along with our federal and local governments, utility providers, partners from other states and the business community began a massive and nonstop response effort to save lives, solve problems and position our impacted communities for a successful and quick recovery.

As Governor, I thank you for the role you had in helping restore power to Florida families.

Sincerely,

Rick Scott
Governor
GOVERNOR SCOTT VISITS

Employees manned the State EOC during the storm to relay information to state officials, including Gov. Scott.

L to R: Robert Duke, Governor Rick Scott and Stan Connally
THOSE WHO CAME TO HELP

5 Star Electric
AAA Cooper
ABC Professional
Tree Services
Absolute Consulting
Adam Andrews
AEP – Texas
AEP – Ohio
Airborne Utility Management – Rotor Blade
Alabama Dumpster Services
AMPP Construction
Anixter
Alabama Power
ARC American
Ardmore Logistics
Asplundh
Augusta
AWP
B&B Electrical & Utility Contractors
Badger Daylighting
Beachview
BESCO-Feltner
Billy McCollum
Biokinetix
Bird Elec
Blackwood
Buford’s Tree LLC
Can-Fer
Cassidy
CenterPoint Energy – Gravatt 1
Chain Electric – Breland
Coast
Coastal Electric
Hogg
Davey Tree Expert
Davis H. Elliot
Diversified
Duke Gulfport
Entergy – Louisiana
Entergy MS
ER Fueling
First Guard LLC – Security
Flatwoods
Florida Power & Light
Front Line Const
Gabriel Del Valle
GE Energy
Georgia Power
Good Time Tours
Bus Group
Green Energy
Hattiesburg Line Crew
Henkels & McCoy
HHH Construction
Higher Power Electric
Hulls Environmental
I&M
Industrial Helicopter
Intren Chicago
Irby
J. J. Strong Fuel Company
J.W. Didado – Bailey
James Power Line Constr
JF Electric
John Robert Carter – ECI
Jordan High Voltage
Jorge Reyes
Kentucky Power
L30
Laurel Line Crew
Linotec Services LLC
Logan Martinez – Southern Line
Marley/SPX
Mastec
MDR – Entergy
MDR Construction
Meridian Line Crew
Michael Allison
Michel’s Power
Mickelson Construction
MJ Electric
Mississippi Power
OnCor – Dossey
One Touch Therapeutic Massage
Osmose
PAR Electrical Contractors
Paul Mayson
Pensacola PD – Security
Personal Touch
Pike
Pike Electric
Powell Transportation
Power Grid
Power Secure
PowerTown Line Construction
Proforce
Public Service Co.
of Oklahoma
RDA Tree
Roberson Underground
Robert Henry Corporation
Roto Works
Southern Company Services
SEC
Service Electric
Signature Heli
SIS
Smith Industrial
Southeast Power
Southern Hydro
Southern Tire Market
Southern Waste
Specialty Fuel Services
SPE-VANCONANT
Sumter Utilities
Tampa Electric
The Fishel Company – Plant City
Tim Stewert – SOM Plus Trees LLC
Utility Lines
Construction
Volt Power
W A Kendall and Co.
Watermark Restoration
Weaver Electric, Inc.
WESCO
West Wind
Will Morris – EDKO
Willy Amador
WR Stone
Wright Tree Service
HURRICANE MICHAEL 2018

THANK YOU
POWER OF TEAMWORK

Gulf Power

Unprecedented Storm Response
We appreciate the effort and hard work all of you have made, working around the clock; the sacrifices you have made, your family has made. Thank you all so very, very much. *Whoop whoop!*

Adrianne Collins  
VP-Power Delivery