

HURRICANE GUIDE



 **LCEC**
PEOPLE. POWER. POSSIBILITIES.

www.lcec.net

In Southwest Florida, hurricane season officially takes place from June through November but LCEC storm restoration planning takes place year-round. An aggressive maintenance and vegetation program minimizes the impact to the electric infrastructure. A collaborative restoration plan ensures efficient and prompt restoration if power interruptions do occur.

Our number one goal is to restore power as quickly and safely as possible when a storm impacts any part of the five-county LCEC service territory. LCEC specialists monitor threatening weather 24/7. When severe weather is predicted, we make preparations to ensure LCEC employees and contractors are mobilized and properly equipped to respond as soon as safely possible. During severe storms, each LCEC employee plays an important role in the restoration plan and has been trained to be ready as needed. In addition, our strong business relationships with suppliers, vendors, media and service providers ensure we are prepared to serve you as quickly and efficiently as possible and provide you with the most current information about the storm and LCEC's restoration efforts.

Cooperation of residents and area businesses is also critical to the success of the electrical restoration process. We hope that the information in this guide proves useful to you and your family or business as you prepare for this upcoming storm season.

*Rick Fuson
LCEC Director of Electric Operations*

HOW WE RESTORE POWER

LCEC customers are part of the cooperative that distributes electricity to more than 200,000 Southwest Floridians. The complex network that puts electricity where it needs to be – and does it quicker than you can say LCEC – is just like the parts of a car engine that work together to get you from point A to point B. The following is a diagram that explains how we go about completing repairs.

AFTER A MAJOR EVENT... HERE'S HOW THE RESTORATION PROCESS WORKS



1. The first step in our restoration plan is damage assessment, which includes physical inspections of our facilities and plants. Once damage assessments have been made, LCEC begins repairs.



2. Next, we repair main circuits and critical facilities such as hospitals, police and fire stations.



3. The next goal is to restore services to the greatest number of customers as soon as possible.



4. Lastly, LCEC begins restoring power to those small pockets or individuals still without power.

GLOSSARY OF NATIONAL HURRICANE CENTER TERMS

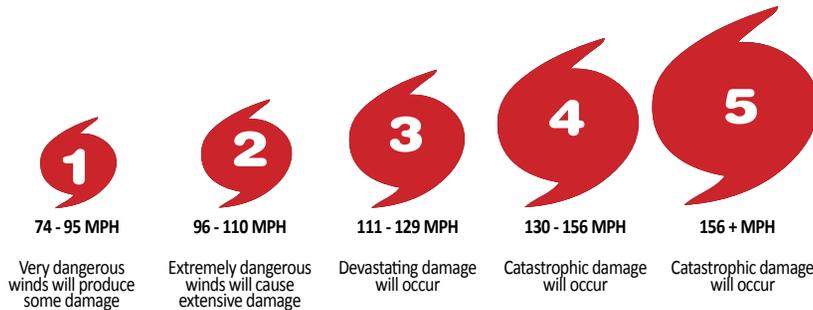
EYE OF THE HURRICANE:

The roughly circular area of comparatively light winds that encompasses the center of a severe tropical cyclone. The eye is either completely or partially surrounded by the eyewall cloud.

SAFFIR-SIMPSON HURRICANE WIND SCALE:

The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 categorization based on the hurricane's intensity at the indicated time. The scale provides examples of the type of damage and impacts in the United States associated with winds of the indicated intensity. The following table shows the scale broken down by winds:

SAFFIR-SIMPSON HURRICANE WIND SCALE



<http://www.nhc.noaa.gov/aboutsshws.php>

STORM:

Sustained surface winds of 55 mph or greater, either predicted or occurring, not directly associated with tropical cyclones.

TROPICAL DEPRESSION:

A tropical cyclone in which the maximum sustained wind speed is 38 mph or less.

TROPICAL DISTURBANCE:

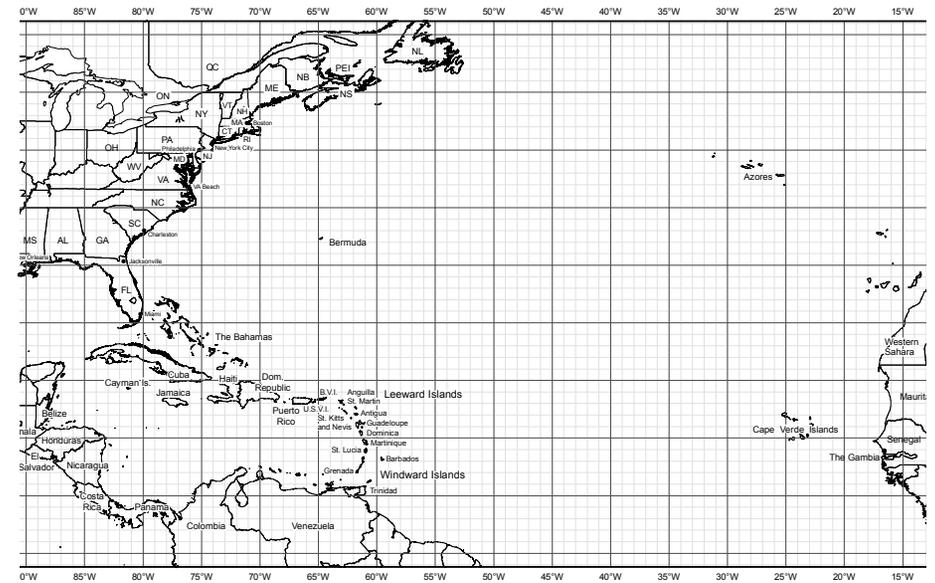
An isolated, organized weather system originating in the tropics and having a migratory character. It remains organized for 24 hours or more.

TROPICAL STORM:

A tropical cyclone in which the maximum sustained surface wind speed (using the U.S. 1-minute average) ranges from 39 mph to 73 mph.

Watch: Sustained winds of 39-73 mph within a specific area within 48 hours in association with a tropical cyclone.

Warning: Sustained winds of 39-73 mph within a specific area within 36 hours in association with a tropical cyclone.



HURRICANE:

A tropical cyclone in which the maximum sustained surface wind 74 mph or more. The term hurricane is used for Northern Hemisphere tropical cyclones east of the International Dateline to the Greenwich Meridian.

HURRICANE SEASON:

The months of the year having a relatively high incidence of hurricanes. The hurricane season in the Atlantic, Caribbean, and Gulf of Mexico runs from June 1 to November 30. The hurricane season in the Eastern Pacific basin runs from May 15 to November 30. The hurricane season in the Central Pacific basin runs from June 1 to November 30.

Watch: Sustained winds 74 mph or higher. Issued 48 hours in advance of the anticipated impact of tropical-storm-force winds.

Warning: Sustained winds 74 mph or higher. Issued 36 hours in advance of the anticipated impact of tropical-storm-force winds. It can remain in effect if the threat of high water and waves continues, even though winds have died down.

STORM SURGE:

An abnormal rise in sea level accompanying a hurricane or other intense storm, and whose height is the difference between the observed level of the sea surface and the level that would have occurred in the absence of the cyclone.

Watch: Possible threat of rising waters moving inland from the shoreline within a specified area. Issued within 48 hours of impact and in association with an ongoing or potential tropical cyclone.

Warning: Possible threat of rising waters moving inland from the shoreline within a specified area. Issued within 36 hours of impact and in association with an ongoing or potential tropical cyclone. May be issued for areas not expected to receive water but potentially isolated by flooded areas.



HOW CAN I PREPARE MY HOME?

The most important precaution you can take to reduce damage to your home and property is to protect the areas where wind can enter. Strengthen the exterior of your house so wind and debris do not tear through.

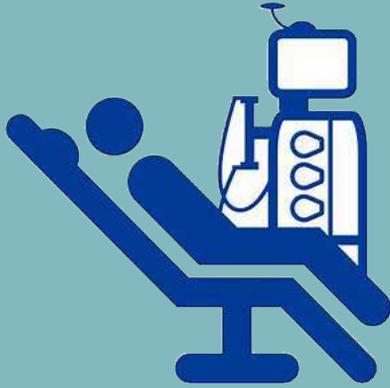
- Protect your windows with hurricane shutters or plywood.
- Trim dead branches from trees and shrubs around your home, avoiding those close to power lines.
- Clear your patio and yard of furniture, potted plants, toys and other debris.
- Anchor items that cannot be taken inside.
- Turn off and unplug the TV before lowering an antenna or satellite dish.
- Protect your electronics with surge protection devices.
- Reinforce your garage door at its weakest points.
- Inspect doors and add extra locks or slide bolts.
- Inspect and secure mobile home tie downs.

HOW CAN I PREPARE MY BUSINESS AND EMPLOYEES?



Proper precautions help to protect you, your business and your employees from the threat of a hurricane.

- Plan for a generator/fuel in case of extended power outages.
- Issue an advisory to employees 36 to 48 hour before the hurricane or tropical storm is expected to impact your facilities.
- Prepare an emergency plan and distribute to all employees.
- Protect your electronics with surge protection devices.
- Store emergency items at the office. Utilize our complete checklist of disaster supply items.
- Backup computer information and store at a secondary location.
- Consider providing shelter to employees and their immediate family members and helping employees with supplies after the storm.
- Inventory, document and photograph equipment, supplies and workplace.



WHAT CAN I DO TO PREPARE IF I AM ON LIFE SUPPORT?

LCEC knows how important reliable electric service is to those using life-support devices. Make sure you are prepared with a plan for possible extended power loss. Your life could depend on it.

If you receive home health care, discuss emergency plans with your agency representative.

Have an alternate plan in place to ensure the continuity of any life-support needs. This may include making special arrangements to spend time with a friend or relative during an outage or using a back-up generator.

In addition to the local emergency management office, call your area hospitals to learn what services are available in times of emergencies for those with critical medical needs.

Confirm with your local emergency management office about special needs shelters. The Special Needs Program provides shelter for residents who live in a home and/or area that is not safe from storm surge or wind, and have no other safe place to go during a Tropical Storm or Hurricane.

WHAT ELSE CAN I DO TO PREPARE?

Knowing what to do before a natural disaster hits is your best protection. Prepare for the unexpected by developing a family disaster plan.

Call (239) 656-2300 or (800) 599-2356 to make sure LCEC has your correct phone number and email address on file.

Contact your local Emergency Management office to learn about evacuation plans and remember that it usually depends on the direction of the storm.

Locate a safe room or the safest areas in your home.

Assemble a disaster supply kit with items you may need after the storm.

Discuss the types of hazards that could affect you and your family. Know your home's vulnerability to storm surge, flooding, and wind.

Choose an out-of-state friend or relative as a "family check-in contact" to call if the family gets separated and so other members of your family can check on you.

Select a safe place to take pets, as most emergency shelters do not allow animals.

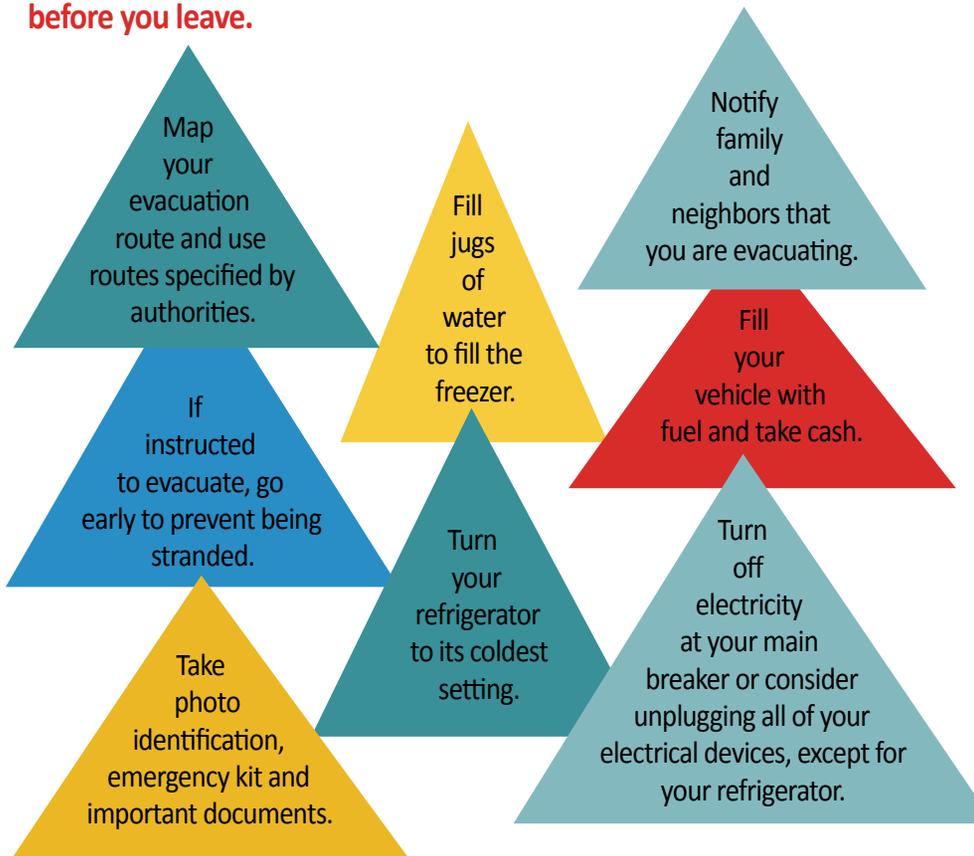
Know how and when to turn off electricity in your home.





WHAT IF I NEED TO EVACUATE MY HOME?

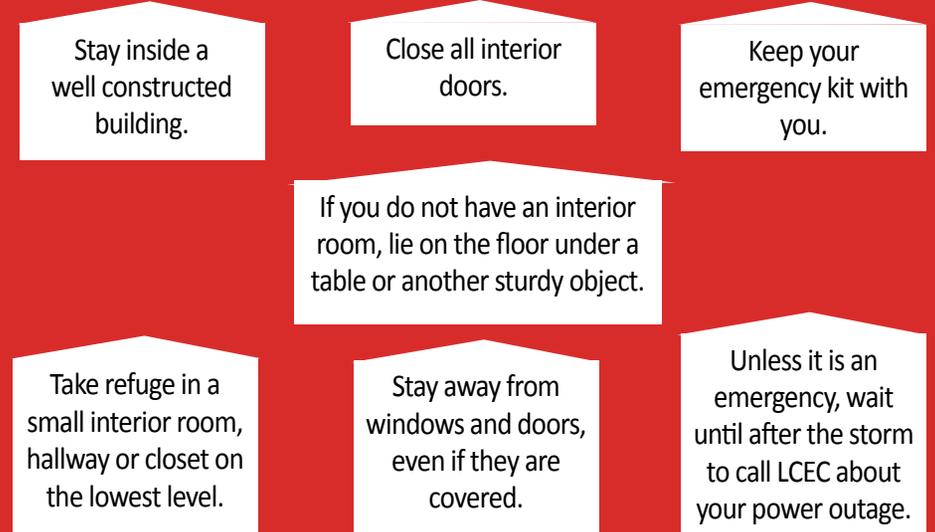
You should consider evacuating before a hurricane if you live in a mobile home, coastal areas, flood prone areas or in a high-rise. Evacuations are focused on areas with the greatest risk to life. Try to evacuate during daylight hours and make sure your home is secure before you leave.



WHAT SHOULD I DO IF I STAY?



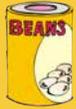
Only stay home if you have not been ordered to evacuate. If you have viable options for a safer place, and your home is secured, it is better to ride out the storm somewhere else. If the “eye” of the hurricane passes over your area, be aware that improved weather conditions are temporary.



CREATE A DISASTER SUPPLY KIT WITH THESE ITEMS



Medications, prescriptions, vitamins and pain relief medications



Two-week supply of non-perishable food that requires no refrigeration or preparation and little or no water



Bottled water in plastic containers (1 gallon per person per day) Medications, prescriptions, vitamins and pain relief medications



Important papers (identification, family records, insurance policies, home inventory, medical immunization records, pet vaccination records, and bank account numbers)



Cash



Battery-operated AM/FM radio



Extra batteries



Flashlight



First aid kit



Baby needs (baby food, diapers and formula, powdered milk)



Anti-bacterial and sanitary wipes



Important phone numbers



Traditional phone that does not need electricity to operate

Cell phone car chargers



Fuel in car



Pet food and supplies



Sleeping bags, blankets and pillows



Saw or chainsaw



Water-proof tarp



Coolers



Fire extinguisher



Camera/ phone to document property damage



Disposable plates and eating utensils



Insect repellent



Soap and Toiletries



Manual can opener



Books and toys for children



Change of clothes and footwear



Plastic sheeting and trash bags



Propane or charcoal grill



Rubber boots and gloves



Lighters/ matches

WHAT SHOULD I DO AFTER THE STORM HAS PASSED?



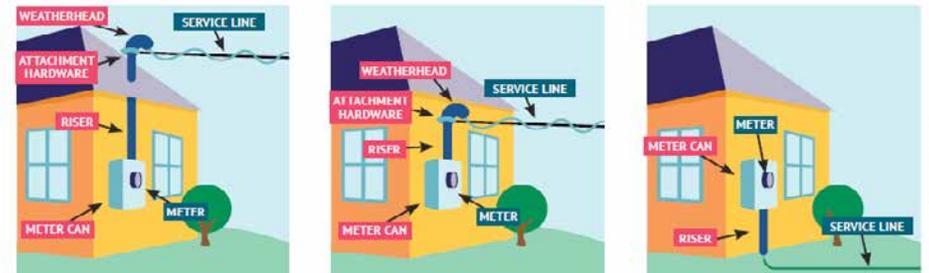
Although the storm has passed, there are many dangers that still exist. Take the proper precautions to prevent further crisis. Play it safe and focus on yourself, family, neighbors and emergency workers during cleanup and repair. If you have any doubts about safety, err on the side of caution.

- ❑ Help keep utility telephone lines clear for emergency calls by only calling to report downed power lines. However, if your neighbor's power has been restored and yours is still out, please call (239) 656-2300 or (800) 599-2356.
- ❑ Continue to monitor your radio, television, and social media for up-to-date emergency information.
- ❑ Take reasonable steps to protect your property from further damage.
- ❑ Document property damage with a camera.
- ❑ If you evacuated, wait until it is declared safe before returning home.



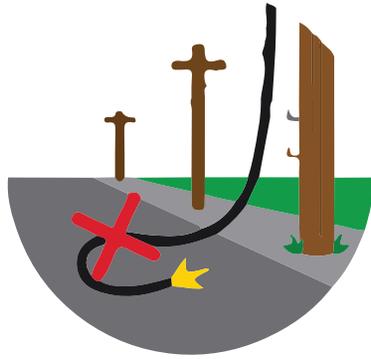
WHAT IF MY HOME OR BUSINESS IS DAMAGED?

When the storm passes and you begin to inspect your home, use caution and be aware of possible downed power lines. Visually inspect the electric facilities that bring power into your home or business. This includes the weather head, the riser conduit that covers the wires, and the meter can. If there is damage, you must contact a licensed electrician to make repairs. If water has entered the home through flooding or rainwater seeping into the walls around electric wiring, a licensed electrician should inspect to determine potential damage.



- Restoring power to damaged facilities could cause a fire.
- Once repaired, your system must be inspected by local government officials before power can be restored.
- LCEC repairs damage to the electric grid facilities and electric meters. Customers are responsible for repairs to the meter box, including pipes and wires coming into and out of the box as well as the house.
- If your home or business has structural damage or water intrusion, turn off your electricity at the breaker panel.

HOW CAN I KEEP MY FAMILY SAFE AFTER A HURRICANE?



Often recovery can be a devastating time. Having to return to your home or business, assess damage and perform clean-up can be a very difficult task. Make that time safe and productive.

- ▲ If your electrical equipment has gotten wet or is near water, turn off the power at the main breaker. If you must enter water to access the main switch, call an electrician to turn it off.
- ▲ Do not turn electrical equipment back on until it has been inspected by a qualified electrician.
- ▲ Stay clear of downed power lines, as they may still be energized and dangerous. Puddles of water contacting downed lines are just as dangerous.
- ▲ Do not trim trees or remove debris located near downed power lines.
- ▲ If you must remove debris from in or around your home, do not pile it under or near electrical lines or equipment.
- ▲ If appliances were on when the power was lost, make sure all appliances are turned off. If left on, they could pose fire hazards when the power is restored.
- ▲ Refrain from using candles and instead, use a battery-operated flashlight as an alternative light source.
- ▲ Do not re-freeze food once it begins to thaw.
- ▲ Do not use tap water until it is safe. Boil water before drinking until you receive official word that the water is safe.



HOW DO I SAFELY OPERATE A PORTABLE GENERATOR?

Many Southwest Florida residents use portable electric generators to power their homes during electrical outages. However, portable generators can pose serious health and safety risks to you, your neighbors, or unsuspecting line crews working in the area if not operated properly.

- ▲ Before you buy a generator, determine how much electricity you need for your home. Be sure to buy the right size generator.
- ▲ Read the operating instructions carefully before operating the generator.
- ▲ Do not connect a generator directly to your home's electrical system. Plug appliances directly into the generator.
- ▲ Never use a generator indoors or in an attached garage. Keep in an open, well-ventilated area outside and away from open windows.
- ▲ Buy a battery-operated carbon-monoxide alarm, which will alert you if carbon-monoxide levels become dangerous.
- ▲ Do not touch a generator if you are wet or standing in water.
- ▲ Consult an electrician if you have any questions about the safe operation of your generator.

Make safety your priority this storm season.

Plug into safety with



Many Southwest Florida residents use portable electric generators to power their homes during electrical outages caused by summer storms. While generators are a convenience, if used improperly, they can cause hazardous conditions for the homeowner and for electric utility crews working in the area.

GenerLink™ provides a safe connection from the electric meter directly to the generator.

Benefits of GenerLink™:

- Eliminates the use of extension cords
- Easiest and safest generator connection
- Detects generator operation and automatically disconnects from the utility grid
- Connection keeps generator outside where it's safe
- Allows use of any appliance up to the capacity of the generator
- Installed behind the meter by a certified LCEC technician



Purchase your GenerLink™ today. Visit www.lcec.net or call 239-656-2300.



WHAT IF MY NEIGHBOR HAS POWER BUT I DON'T?

First, check all circuit breakers by resetting them. If your breakers aren't the problem, one of the following situations may have occurred:

1. **2.** **3.** **4.**

You may be on a different feeder line or a different transformer may serve your location.

The transformer serving your location may be damaged. These are the last system devices to be repaired because resources are focused on restoring the greatest number of customers first.

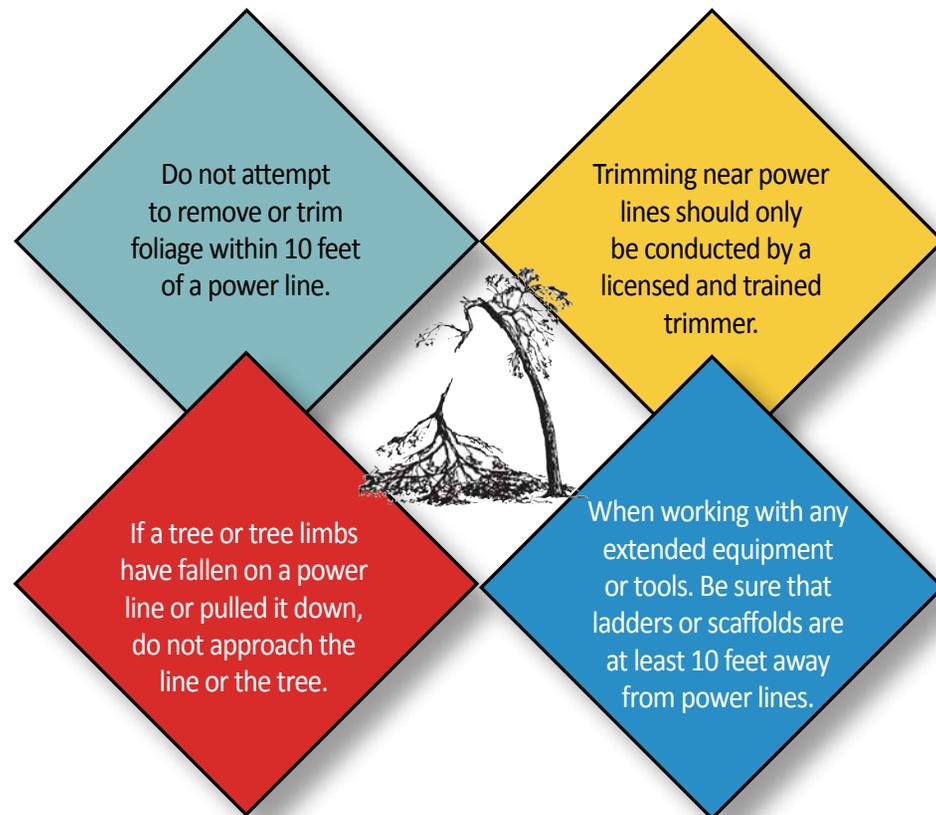
Your weather head conduit (the pipe and wire extending above your roof) is damaged or bent. If so, you must have an electrician repair it and have an inspection before power can be restored.

You own your own underground service and it may be damaged, which is usually caused by tree roots. If so, you must have it repaired by an electrician and inspected before power can be restored.

DEBRIS AND VEGETATION CLEAN UP

Do not go near downed power lines. They could be energized and dangerous. When cleaning up post-storm debris, keep utility poles and pad mounted transformers clear so that restoration workers have access to them. Debris should be placed at the curb out of the utility easement.

Exercise caution and avoid all power lines when cleaning up debris and vegetation.



In order to restore power as quickly as possible, utility workers clearing vegetation to access electric facilities will not clear debris. We appreciate efforts of customers to collaborate in clearing debris. Please check local government debris pick up schedules after the storm.

LCEC crews will return after full restoration to pick up any utility equipment that may have been left behind during emergency restoration. Please contact LCEC to report utility debris if it has not been picked up.

STORM RESTORATION DEMYSTIFIED



LCEC does not intentionally disconnect power before the storm.

Unless directed by government officials, LCEC continues to restore power until it is no longer safe to work. At that time, Mother Nature takes over and LCEC workers take shelter until it is safe to work again.

All communities are important!

When a major storm affects the LCEC five-county service territory our focus is to restore power to the largest number of customers as quickly and safely as possible. No area receives priority. The LCEC plan calls for restoration of critical infrastructure first (see How Power Is Restored in the front of this guide).

You may not see trucks in your neighborhood but LCEC is working to restore power.

After the damage is assessed, crews will work on the main circuits first. Crews are dispatched to make repairs in multiple locations along electric lines so that they can work their way into neighborhoods.

Your neighbor has power, but your lights are still off.

As repairs on the main circuits are completed, crews begin to work on the lines that feed neighborhoods. Some customers may be restored before others because there is no damage to the facilities that serve their home. Restoration takes less time and resources in those situations. Damage that requires tree trimming or removal or rebuilding of facilities requires more resources. If there is damage to your electric system that needs to be repaired first (see DAMAGE TO HOME/BUSINESS in this guide) restoration could be delayed.

Someone at your home/business depends on power so you need restoration before anyone else.

In today's world, electricity is critical for everyone. It is important to develop your disaster plan to accommodate your specific situation. If your life or livelihood depends on electricity, please plan to have a backup power source or an alternate plan to tide you over until power can safely be restored to your location.

The exact date/time for restoration is difficult to predict.

Although utilities have proven plans for restoration, there are many factors that make it difficult to determine the exact time it takes to repair damage from major disasters. The location, ease of access, and extent of the damage is different in every scenario. Hundreds of people are working as quickly and safely as possible to restore power to all customers and they will not stop until the job is done.



DIRECTORY OF IMPORTANT NUMBERS AND LINKS



EMERGENCY

Fire, Police, Medical...911

NON - EMERGENCY

Non-emergency help or questions...211



ELECTRIC UTILITY

LCEC

239-656-2300

www.lcec.net

www.facebook.com/LCECSWFL

@LCECSWFL



SPECIAL NEEDS

Lee County

(Requires annual registration)

239-533-0640

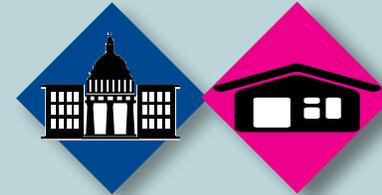
www.leegov.com

Collier County – 239-252-3608

www.colliercountyfl.gov

Charlotte County – www.charlottecountyfl.gov

Hendry County – www.hendryfla.net



LOCAL GOVERNMENT & PUBLIC SHELTERS

www.leegov.com

www.colliercountyfl.gov

www.charlottecountyfl.gov

www.hendryfla.net



HEALTH CARE NEEDS

Lee Health General Information

800-936-5321

www.leehealth.org

www.facebook.com/LeeHealth

@Lee_Health

Lee Health Dialysis Services

1-800-400-8331

Lee Health Diabetes Care

239-424-3127



POLICE DEPARTMENTS

Lee County Sheriff

Non-emergency: 239-477-1000

www.sheriffleefl.com

www.facebook.com/sheriffleefl

@leesheriff

Cape Coral Police Department

Non-Emergency: 239-574-3223

www.capecops.com

www.facebook.com/CapePD

@CapePD

Marco Island Police Department

Non-Emergency: 239-389-5050

www.cityofmarcoisland.com

www.facebook.com/marcoislandPD

@MarcoIslandPD



COMMUNITY ASSISTANCE

American Red Cross

800-733-2767

239-278-3401 - Lee

239-596-6868 - Collier

www.redcross.org

www.facebook.com/SFLRedCross

Collier/Lee Senior Services and Resources

800-677-1116

www.seniorresourceguide.com

Florida Disaster Planning

850-815-4000

(TDD/TTY) 800-226-4329

www.floridadisaster.org

@FLSERT

FEMA

800-621-3362

www.fema.gov

www.facebook.com/FEMA

@femaregion4

@fema

SAMHSA Disaster Distress Helpline

800-985-5990

www.samhsa.gov

United Way of Lee, Hendry, Glade and Okeechobee
Counties

Lee County: 239-433-3900/239-433-2000

Hendry and Glades Counties: 800-887-9234

www.unitedwaylee.org

www.facebook.com/UnitedWayLHGO

@UnitedWayLHG

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