

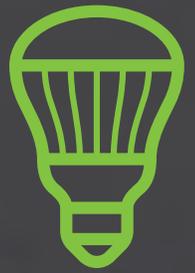


We Belong to Those We Serve

Business Office: 800-447-4509
11340 100th Street • Live Oak, FL 32060
Lobby Hours: 8 a.m.-4:30 p.m., Monday-Friday
Drive Thru Open: 8 a.m.-5 p.m., Monday-Friday

24/7 Power Outage Reporting
800-752-0025

Suwannee Valley
CURRENTS



July 2018

Hurricane Preparedness Guide

***Atlantic Hurricane Season is
June 1 to November 30***

Ready for the storm



Michael S. McWaters
Executive V.P./CEO

“Our first priority will always be safely restoring power to as many members as possible in the shortest amount of time.”

In Florida, we're no strangers to stormy weather. Most of the time, we enjoy the sunshine our state is known for — but each year, we must pause and make sure we are ready for hurricane season.

As any Floridian knows, smart preparation is the key to staying safe during severe weather. That's why I want to take a moment to let our members know what SVEC has been doing to both prevent outages and shorten the ones we do experience.

Over the last year, Suwannee Valley Electric has inspected hundreds of poles to ensure their structural integrity, and has trimmed trees along over 1,000 miles of electric lines to prevent outages caused by falling limbs.

We have also begun to install and activate an Advanced Distribution Management System, which allows us to respond to some larger outages without needing to send a crew, and have maintained our Advanced Meter Infrastructure which helps us determine where the cause of an outage is located.

When repair crews are required, an automated vehicle location system helps us coordinate their activities, and we have constructed an on-site fuel

station that will ensure crews can respond to issues throughout the cooperative's 2,000-square-mile service area without relying on the availability of fuel at our area's gas stations.

All of this effort makes our system more storm-resistant than it has ever been, but it can never be storm-proof. Persistent winds and rain are bound to cause outages, which is why we regularly review and update our Emergency Response Plan so everyone knows their role in getting the lights back on.

As always, we appreciate our members' patience as SVEC crews make repairs. When storms hit, we send line crews and other critical staff into the field as soon as they can safely begin to assess and repair the damage. Our first priority will always be restoring power to as many members as possible in the shortest amount of time.

Of course, it's just as important for each of our members to make their own preparations for storm season. We hope this guide will be a valuable resource for keeping you and your family safe, but we realize it cannot include everything you need to know. For more helpful tips, check out the additional sources listed on Page 3.

Before the Storm...



- Prepare your emergency water supply.
- Turn your refrigerator and freezer to their coldest settings.
- Update your contact information with the cooperative.
- Gather important information you will need to contact your cooperative in the event of an outage (e.g., account number).

Hurricane Preparedness Resources

Access these websites to complete your preparations for a coming storm:

Your Co-op

svec-coop.com

**The Florida Division of
Emergency Management**

floridadisaster.org

The National Hurricane Center

nhc.noaa.gov

**Federal Emergency
Management Agency (FEMA)**

fema.gov

**Ready (From the Department of
Homeland Security)**

ready.gov

After the Storm...

- Avoid any power lines as they may still carry electricity.
- Never attempt to remove any tree limbs or branches from power lines.
- Report any electrical outages in your area to SVEC.
- Give emergency and utility vehicles the right of way to allow for faster recovery.

Report an outage:



SmartHub



800-752-0025

Get restoration updates:



svec-coop.com/storm-center



[Facebook.com/sveccoop](https://www.facebook.com/sveccoop)



[@SVEC_COOP_FL](https://twitter.com/SVEC_COOP_FL)



WQHL 98.1 FM

(Tune in from 8 to 9 a.m. and 5 to 6 p.m.)

Powering Up After An Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark:

1. High-Voltage Transmission Lines:

Transmission towers and cables that supply power to substations (and thousands of consumers) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2. Distribution Substations:

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, or equipment in the substation itself.

3. Main Distribution Feeders:

If the problem is not located within the substation, distribution feeder lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4. Tap Lines:

If local outages persist, smaller supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads, outside businesses, schools and homes.

5. Individual Homes:

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help SVEC isolate local issues.

Generate Safely - Safe Generator Operation

❑ Never connect a standby generator to your home's electrical system. There are only two safe ways to connect a standby generator to your equipment:

Stationary Generator An approved generator transfer switch, which keeps your house circuits separate from the electric co-op, should be installed by a professional.

Portable Generator Plug appliances directly into the outlet provided on the generator.

❑ Set up and run your generator in a well-ventilated area outside the home. Make sure it's out and away from your garage, doors, windows and vents. The carbon monoxide generated is **DEADLY**.



❑ Use a heavy-duty extension cord to connect electric appliances to the outlet on the generator.

❑ Start the generator **BEFORE** connecting appliances.

*Source: SafeElectricity.org
Developed jointly by the Energy Education Council & Rural Electricity Resource Council*

◀ MOVE OVER ▶



FOR STOPPED EMERGENCY AND UTILITY VEHICLES

◀ IT'S THE LAW ▶

- > Move over a lane for stopped law enforcement, emergency, sanitation, utility service vehicles and tow trucks.
- > If you can't move over, slow to 20 mph less than the posted speed limit.
- > If the posted speed limit is 20 mph or less, slow down to 5 mph.

#MoveOverFL

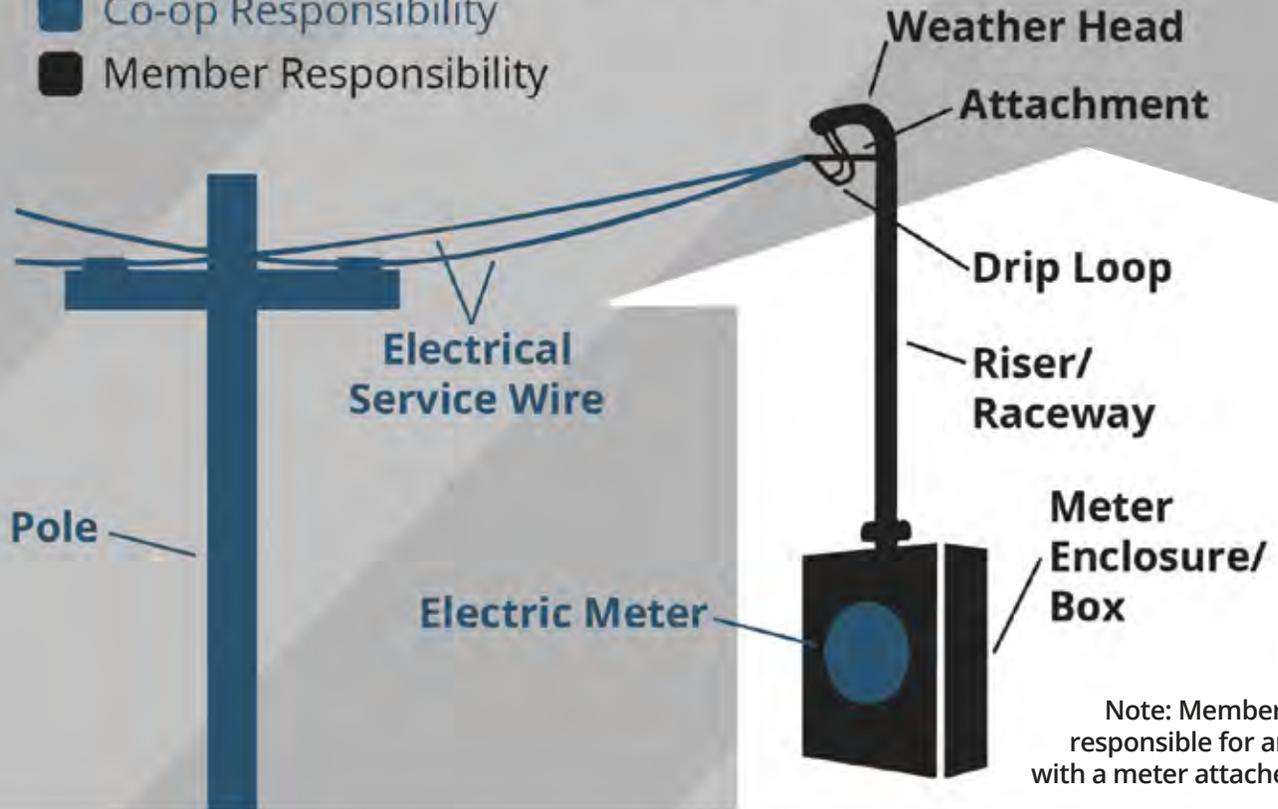
www.flhsmv.gov

Who is responsible for fixing what?

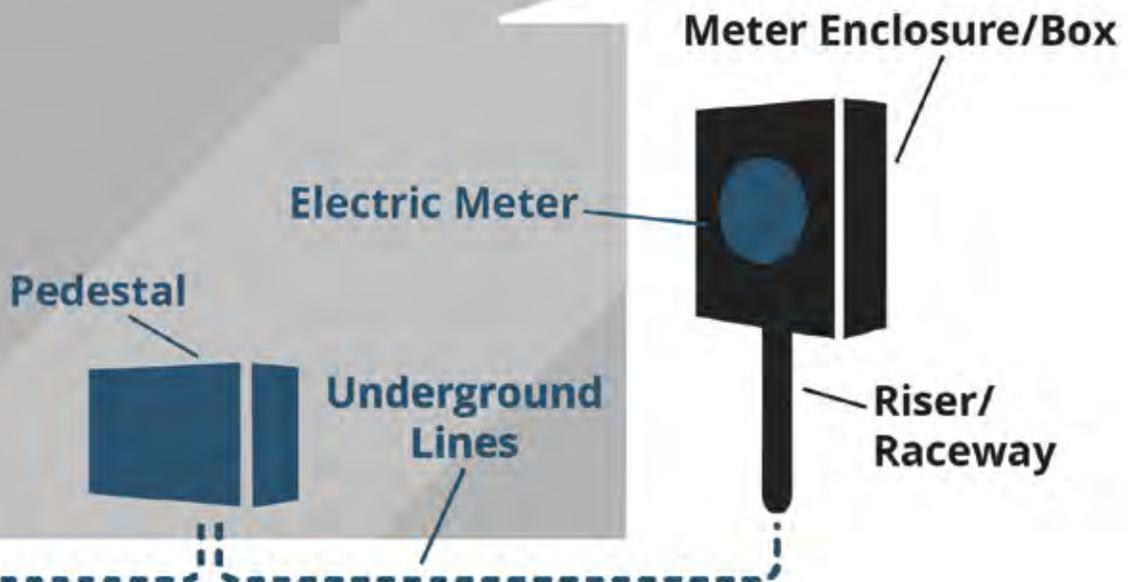
If your electrical components are damaged, you may be responsible for repairs. Identify your type of service connection below to learn what your responsibilities are. You may need to complete repairs before power can be restored to your home.

Above-Ground Electric Service

- Co-op Responsibility
- Member Responsibility



Underground Electric Service



Be Prepared!

If you rely on life-sustaining medical equipment, we strongly recommend you take precautions to prepare ahead of time for possible power interruptions.

- Have an emergency backup power source.
- Make a list of phone numbers for medical personnel, friends, neighbors, etc., who may assist you in the event of an emergency.
- Make arrangements to move to another location in the event of a prolonged power interruption.

Stay Alert!

Radio is a great source of information before, during and after a storm. Make sure you have a battery-operated radio with emergency weather band and spare batteries.

NOAA storm alerts:

- 162.400 MHz — Lake City
- 162.425 MHz — Salem
- 162.475 MHz — Gainesville
- 162.500 MHz — Valdosta

Stay Engaged!

These organizations are ready to help in the event of a weather emergency. They also provide a wonderful way to give back and support your community after a storm passes.



**American
Red Cross**

850-878-6080



386-362-4115 ext. 231