PEP

PATROL EMERGENCY PREPAREDNESS

Pocket Guide

Version: 9.02

Table of Contents

Table of Contents

Personal Storm Plan

Determine how to secure home/property

- Protect legal documents
- Back-up computer files

_____

_____

☐ Purchase home storm supplies

- Flashlights
- Radios
- Batteries
- Non-perishables
- Water

_____

_____

_____

☐ Plan evacuation options

☐ Make arrangements for family (children, elderly, pets…)

☐ Plan travel route to storm work base. Consider:

- Road conditions (bridges, flooding, tolls)
- Alternate routes
- Damage assessment report

☐ Check patrol supplies *(see Recommended Items)*

☐ Check travel supplies *(see Recommended Items)*

Recommended Patrol Items

- ☐ Clipboard with notepad
- ☐ 2 pencils
- ☐ 2 red pens
- ☐ 2 black pens
- ☐ 2 highlighters
- ☐ FPL ID badge
- ☐ FPL ID decal for vehicle (if available)
- ☐ Flashlight
- ☐ Batteries (include extras)
- ☐ Patrol Pocket Guide
- ☐ Local street maps
- ☐ Sunblock
- ☐ Rain gear, if issued
- ☐ Rubber boots, if issued
- ☐ Reflective vest, if issued
- ☐ Tape Measure
- ☐ FPL Distribution Construction Standards Manual
- ☐ Flat plastic magnifying glass sheet
- ☐ Lighted map reading magnifying glass
- ☐ Binoculars
- ☐ Cell phone
- ☐ Beeper

Required Personal Protective Equipment

- ☐ EH-rated boots/shoes
- ☐ Safety hardhat
- ☐ Safety glasses
- ☐ Safety work gloves
- ☐ FR shirt (for Extendo Operators only)

Recommended Travel Supplies

Tools/Equipment

- ☐ PPE In date for the duration
- ☐ Personal tools to perform work
- ☐ Truck tools
- ☐ Truck stock
- ☐ Dielectric booms, grounds, live line tools, basket liner, primary blankets, rubber gloves and sleeves in date for the duration

Clothing

- ☐ 7-10 days complete changes of clothing
- ☐ Jacket (for cooler areas)
- ☐ Rain gear
- ☐ 2 pairs of shoes
- ☐ 2 pairs of work boots
- ☐ 2 Pair of socks per day

Toiletries

- ☐ Washcloth
- ☐ Towel
- ☐ Soap
- ☐ Shampoo
- ☐ Razors
- ☐ Toothpaste
- ☐ Toothbrush
- ☐ Deodorant
- ☐ Toilet paper
- ☐ Tissues
- ☐ Hairbrush
- ☐ Insect repellant
- ☐ Pillow(s)
- ☐ Hand Sanitizer
- ☐ Wet Wipes
- ☐ Dental Floss
- ☐ Shave Cream
- ☐ Nail Clippers
- ☐ Q-Tips

Other

- ☐ Winter Weather Clothing (Layers)
- ☐ 2 - 5 sets Thermal Underwear
- ☐ 2 sweatshirts or sweaters
- ☐ 5 -10 pair heavy socks
- ☐ Heavy jacket
- ☐ Gloves
- ☐ Hat or cap (that will protect ears)
- ☐ Scarf
- ☐ 5 -10 long sleeve shirts
- ☐ 5 -10 tee shirts

Medicines

- ☐ Prescriptions
- ☐ Rolaids
- ☐ Pepto Bismol
- ☐ Ben Gay
- ☐ Vitamin C
- ☐ Tinea Cruris spray (jock itch)
- ☐ Athletes foot powder
- ☐ baby powder
- ☐ Denture grip
- ☐ Aspirin
- ☐ lip balm
- ☐ sun block
- ☐ Insect Repellant

Personal

- ☐ Cash
- ☐ Credit card
- ☐ FPL identification
- ☐ Driver's license
- ☐ Contact lenses and cleaning solution
- ☐ Spare prescription eyeglasses
- ☐ Special dietary needs
- ☐ Snacks and munchies (gum, crackers, etc.)
- ☐ Cigarettes/tobacco products
- ☐ Lighters for 5 days
- ☐ Plastic trash bags to cover luggage
- ☐ Personal cooler
- ☐ Wind up or battery alarm clock
- ☐ Cellular phone (if applicable)
- ☐ Cellular phone chargers (car/wall)
- ☐ Cellular phone battery
- ☐ Long Distance Calling Card
- ☐ Road Atlas / Maps
- ☐ Thermos bottle for hot liquids

From Norm to Storm Action Items

- ☐ Change voice mail message to storm mode
- ☐ Suggested Script

"Thank you for calling Florida Power & Light. Due to Hurricane (name), we are not able to conduct regular operations. We will resume normal operations when storm restoration is complete.

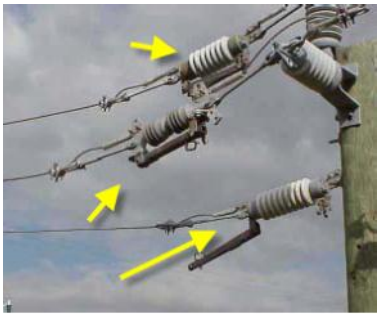
We appreciate your cooperation during this period.

If you have an immediate storm concern, please contact the Customer Care Center at _____. If your call is NOT storm related, please leave a detailed message at _____. Thank you for your patience."

- ☐ Clear work area of personal belongings
- ☐ Secure documents/files
- ☐ Cancel appointments
- ☐ Address customer commitment dates
- ☐ Assist with set up and secure work base
- ☐ Obtain storm notification line number

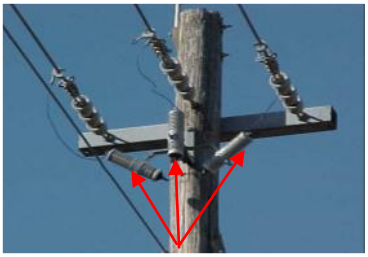
Distribution Facilities

Capacitor Banks increase the efficiency of voltage by improving the power factor. They are made up of a grouping of “cells” that may contain oils for insulation and cooling.



Disconnect Switches reroute electrical circuits. They are switches that open or close to isolate faulted circuits. They are used to switch circuits or sections of a circuit in and out of service. As a patroller, your patrol task will begin at the pole that has the first disconnect switch outside the substation. Note that there is an insulator with conductors on either side. Below the insulator is a blade that can open and close.

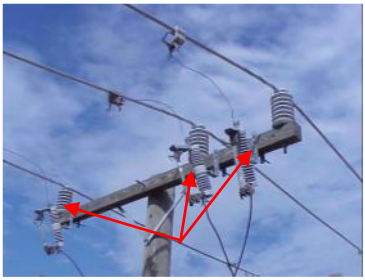
Disconnect Switches are numbered with a five or six digit, numerical configuration. This number may be written horizontally on a cross arm or vertically on a pole.



Lightning Arresters provide a path to ground to protect all equipment from lightning and switch surges.

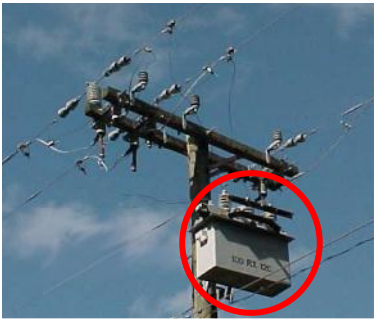
Distribution Facilities, continued

Conductors: These are the wires that allow the flow of electricity between parts of the OH distribution system to the customer. During a storm their exposure subjects them to sagging, fraying, breaks, coming loose and falling to the ground, and getting pitted burn marks from arcing.



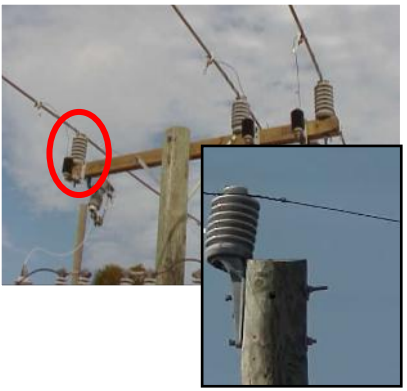
Fuses protect laterals and equipment. Lateral fuses protect wire by sectioning off the troubled area and minimizing the impact on the feeder. Equipment fuses protect: transformers, capacitor banks and regulators.
Fuse Switches have barrels, which houses the fuse. When the fuse senses a fault on the wire or equipment, the fuse burns, thus breaking the current, and the barrel falls into the open position.

Distribution Facilities, continued



Reclosers are rectangular (three phase), or cylindrical, (single phase), containers mounted on a pole. They separate conductors to protect them, especially in suburban areas where feeders run for long distances. When they sense a fault, they open to protect the feeder. If the fault is not corrected after a pre-set number of times, the recloser remains open. This is referred to as a lockout. Reclosers are mainly located on feeders in remote areas. Two types of reclosers:

- Oil Circuit
- Vacuum (contains gas).

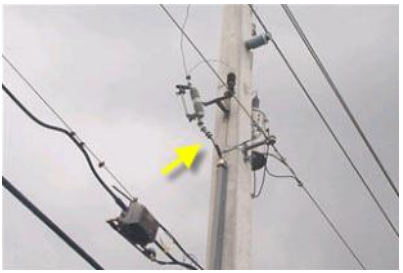


Insulators are protective devices that attach conductors to the cross arm and poles. They serve to contain the flow of electricity away from the ground, objects and people. They have non-conductive properties. Insulators are most commonly made of: Porcelain, Polymer, and Fiberglass.

The three common types:

- Glass
- Poly
- Mushroom

Distribution Facilities, continued



Terminators are transition or connecting points. They are the interface between UG cable and OH conductors or equipment. Outside, a terminator is an insulator, inside it is a conductor.
The most common terminators are:

- Porcelain
- Ripple

Aerial Transformer

Transformers step down voltage for customer usage. During a storm you will most likely report only on Aerial Transformers. We typically do not report on Padmount transformers which are green rectangular boxes at ground level for UG service. Should you come across a damaged pad-mounted transformer, please make note of the damages and the location, and turn into the Patrol Supervisor.

Note: This is a non FPL communication box.

Padmount transformer

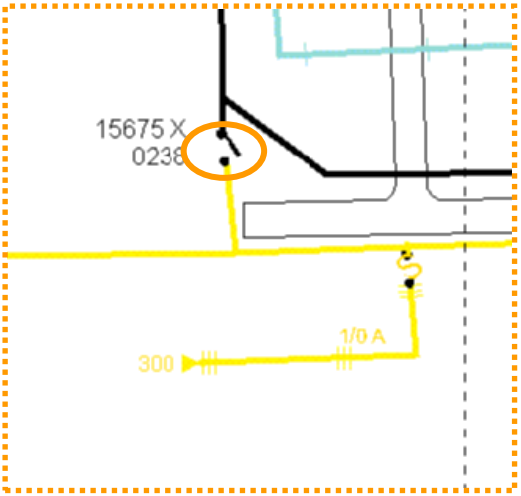
Cross arms support insulators that hold conductors on a pole. They are horizontal wood or steal beams. They are held in place by braces. Wooden cross arms are used on wood-en poles and steel cross arms are used on wooden and con-crete poles.

Wooden cross arms are either single to support 2 or more phases of conductor, or double to support conductors turning an angle, or at the endpoint of a large feeder. Steel cross arms for concrete poles are single (same as for dead end).

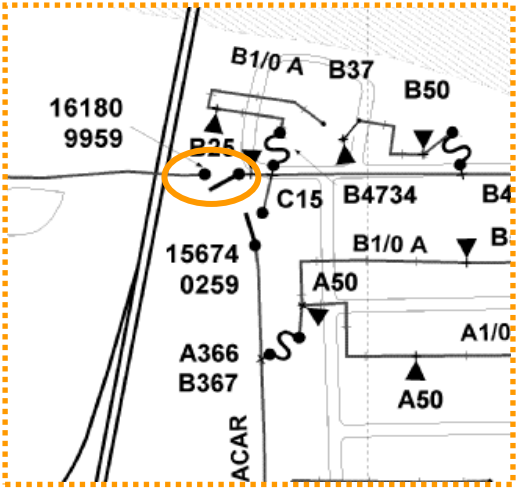
Guy wires attach to the pole at the dead end and are secured to the ground by anchors. Guy wires pull in the opposite direction to balance the conductor ten-

Feeder Boundaries

Disconnect switches on AMS primary and circuit maps are shown in the open position. Prior to an event the Control Center returns as many feeders as possible to their normal boundaries.



Normal Open disconnect switches have an “X” after the switch number.



Normal Closed disconnect switches have a switch number ONLY.

TLN Numbers With Sample Drawing

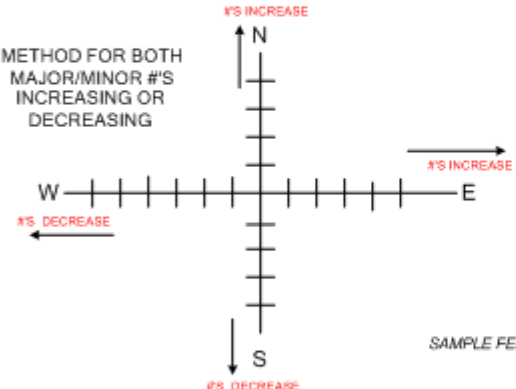
TLN #'S

QUAD #
APPROX 100 MILES

MAJOR #
5000 FT INCREMENTS

MINOR #
50 FT INCREMENTS

METHOD FOR BOTH MAJOR/MINOR #'S INCREASING OR DECREASING

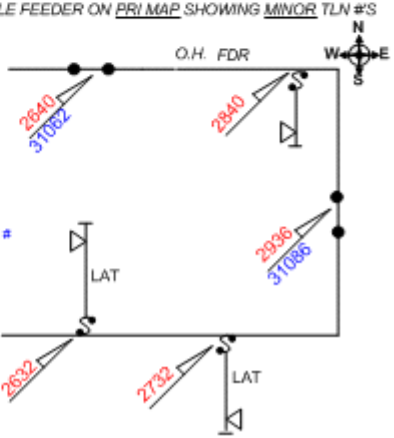


EXAMPLES

8-6536-1208-0-4
8-6536-1410-0-6
8-6632-2680-0-2

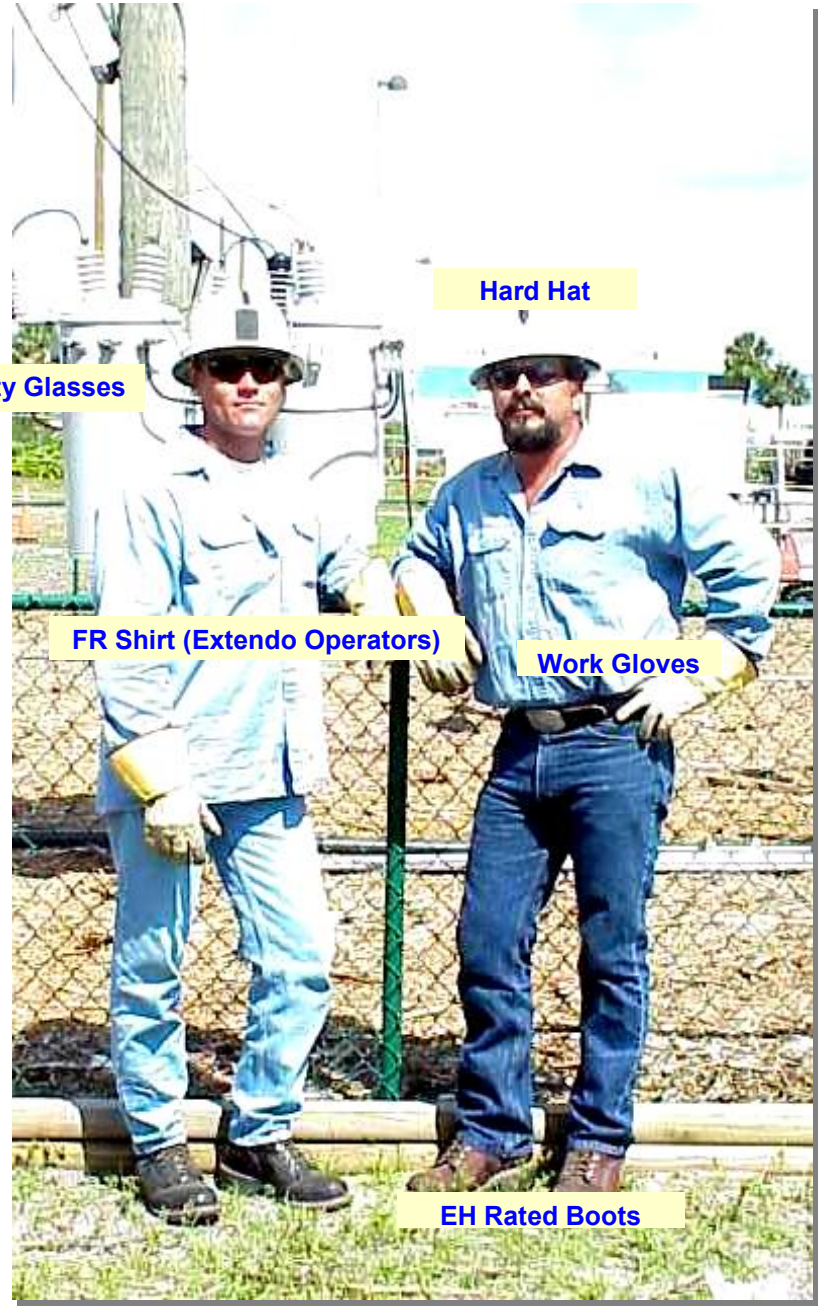
MAJOR MINOR CHECK DIGIT

SAMPLE FEEDER ON PRI MAP SHOWING MINOR TLN #'S



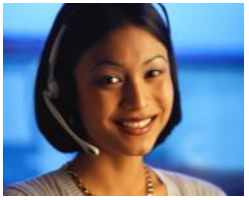
RED= MINOR TLN #
BLUE= FDR SWITCH #

Personal Protective Equipment (PPE) for Patrol Personnel



Public Safety Tips

Report hazardous conditions immediately to Workbase/Staging Site.



Refer customer questions to the local customer service number **1-800-4-OUTAGE**

Call 911 immediately for life threatening situations

Refer the media to Corporate Communications

The Initial Assessment / Drive in Patrol

The Initial Assessment is a first look at the storm damage and provides the FPLCC a sense of the Damage. You may hear of a flyover conducted by an area manager and key personnel. A flyover is one method to collect the data for the initial assessment. You will participate in a more informal method.

Your first drive into the work base is a good opportunity to get a feel for the extent of damage. You may be assigned a Drive in Patrol by your Information and Intelligence Section Chief (Storm Planning Supervisor).

Storm Forms

Use your **circuit or primary map** and these forms to report storm damage

FORMS

- SRR Register

The SRR Register form is used to complete the following task:
Identify feeder line sections and associated laterals
Document primary damage

- SRR Damage Summary Form

The Damage Summary form is used to document damage on Advanced Lateral Patrol (ALP).

- Electric Service Notice S-58/58SP

The Electrical Service Notice is prepared when damage is found to the meter box or conduits, weatherhead conductors or pipe.

- Priority Sweep

The Priority Sweep Check Sheet is used to identify any follow-up work required to bring system back to pre-storm conditions.

NOTE: More information on the forms listed above will be provided on the upcoming pages.

SRR Numbering System

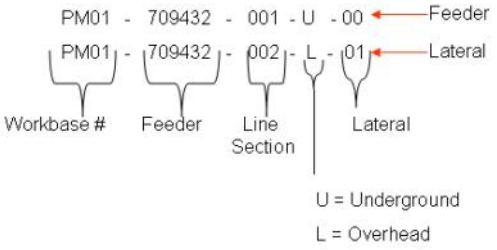
The SRR Number shows:

- Substation number
- Feeder number
- Sequence of line sections
- Whether underground or overhead
- Sequence of laterals

  You can recognize the feeder by the 00 designation. Laterals are numbered (01, 02 …).

Area = Pompano	Headquarters = PM01		Substation = ANDREWS		
SRR Number	Map #	Cust Cnt	Address	FSW	TSW1
PM01-709432-001-U-00	X0346	0	2301 N. Powerline Road	2W101	943201
PM01-709432-002-L-00	X0346	0	Copans Rd. w/o Powerline RD.	943201	70824
PM01-709432-003-L-00	X0346	0	COPANS RD. W/O PWRLINE RD. BROW. CO.	15517	53331
PM01-709432-003-U-01	X0346	1	2400 N POWERLINE RD PM		
PM01-709432-004-U-00	X0346	0	S/O NW COPANS RD ON POWERLINE RD	72233	70875

Breakdown of SRR Number

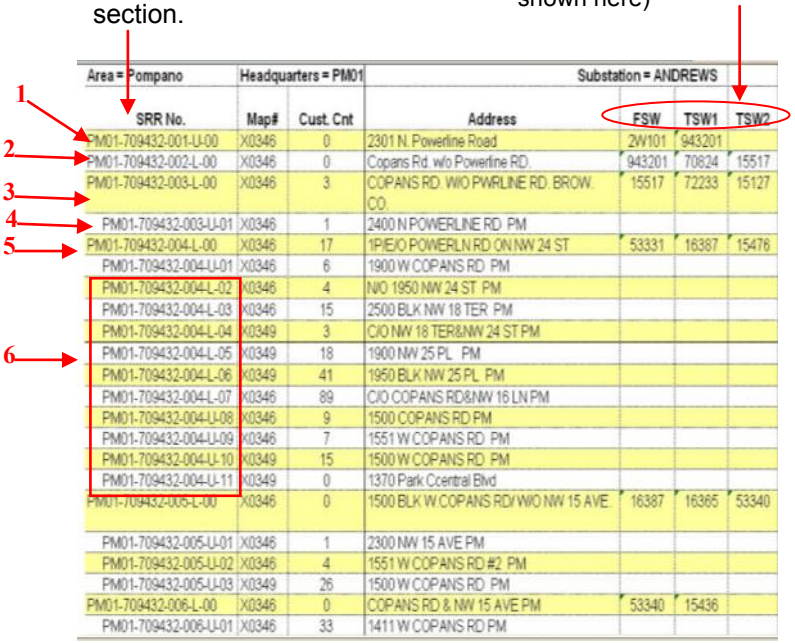


SRR Numbering System, continued

The SRR numbering is a standardized system that applies to any area. This is what the SRR form looks like.

SRR Numbers are in this column. The SRR number is the unique register for a line section.

These are feeder boundaries (i.e. Disconnect Switches as shown here)



Area = Pompano	Headquarters = PM01		Substation = ANDREWS			
SRR No.	Map#	Cust. Cnt	Address	FSW	TSW1	TSW2
PM01-709432-001-U-00	X0346	0	2301 N. Powerline Road	2W101	943201	
PM01-709432-002-L-00	X0346	0	Copans Rd. w/o Powerline RD.	943201	70624	15517
PM01-709432-003-L-00	X0346	3	COPANS RD W/O PWRLINE RD. BROW. CO.	15517	72233	15127
PM01-709432-003-U-01	X0346	1	2400 N POWERLINE RD PM			
PM01-709432-004-L-00	X0346	17	1P/E/O POWERLN RD ON NW 24 ST	53331	16387	15476
PM01-709432-004-U-01	X0346	6	1900 W COPANS RD PM			
PM01-709432-004-L-02	X0346	4	N/O 1950 NW 24 ST PM			
PM01-709432-004-L-03	X0346	15	2500 BLK NW 18 TER PM			
PM01-709432-004-L-04	X0349	3	C/O NW 18 TER&NW 24 ST PM			
PM01-709432-004-L-05	X0349	18	1900 NW 25 PL PM			
PM01-709432-004-L-06	X0349	41	1950 BLK NW 25 PL PM			
PM01-709432-004-L-07	X0346	89	C/O COPANS RD&NW 16 LN PM			
PM01-709432-004-U-08	X0346	9	1500 COPANS RD PM			
PM01-709432-004-U-09	X0346	7	1551 W COPANS RD PM			
PM01-709432-004-U-10	X0349	15	1500 W COPANS RD PM			
PM01-709432-004-U-11	X0349	0	1370 Park Ccentral Blvd			
PM01-709432-005-L-00	X0346	0	1500 BLK W COPANS RD/ W/O NW 15 AVE	16387	16365	53340
PM01-709432-005-U-01	X0346	1	2300 NW 15 AVE PM			
PM01-709432-005-U-02	X0346	4	1551 W COPANS RD #2 PM			
PM01-709432-005-U-03	X0349	26	1500 W COPANS RD PM			
PM01-709432-006-L-00	X0346	0	COPANS RD & NW 15 AVE PM	53340	15436	
PM01-709432-006-U-01	X0346	33	1411 W COPANS RD PM			

1. This is the first Feeder section out of the substation. The "00" at the end of the number designates it as a feeder section. The -001- nomenclature within the number represents this as the "first section of feeder" out of the substation.

2. This is the second Feeder section out of the substation. The "00" designates it as a feeder section and the -002- represents it as the "second section of feeder" out of the substation.

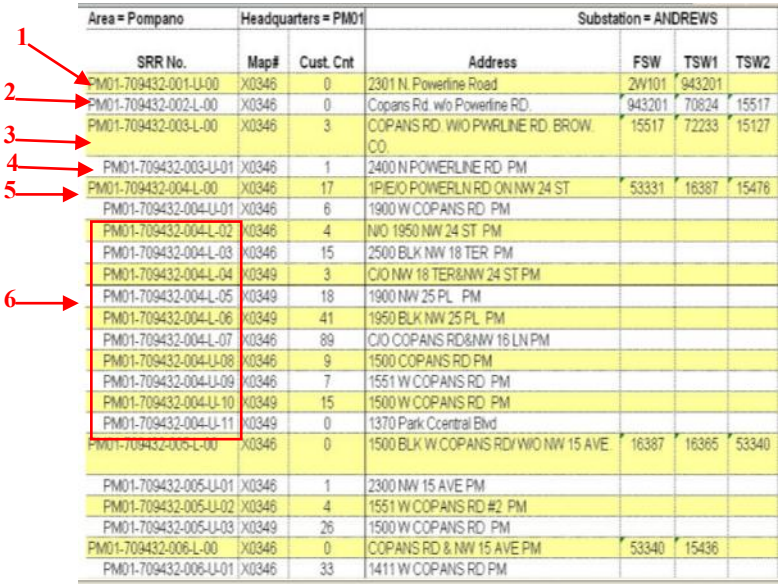
SRR Numbering System, continued

3. This is the third Feeder section out of the substation. The "00" designates it as a feeder section and the -003- represents it as the "third section of feeder" out of the substation.

4. This is the first lateral section. It's the fourth line from the top. The "01" designates it as a Lateral Section. The -003- represents the third "Feeder" section, and the -01 denotes that this is the first lateral section on that feeder section. So, this is the first lateral on the third feeder section. Actually, it's the only lateral on this feeder section.

5. This is the fourth Feeder section out of the substation. The "00" designates it as a feeder section and the -004- represents it as the "fourth section of feeder" out of the substation.

6. Below the fifth line are laterals. In this example there are 11 laterals on this feeder section. That is designated by all the:
01, 02, 03, 04 etc. All of these have -004- numbers indicating that these laterals are on the 4th section of feeder.



Area = Pompano	Headquarters = PM01		Substation = ANDREWS			
SRR No.	Map#	Cust. Cnt	Address	FSW	TSW1	TSW2
PM01-709432-001-U-00	X0346	0	2301 N. Powerline Road	2W101	943201	
PM01-709432-002-L-00	X0346	0	Copans Rd. w/o Powerline RD.	943201	70824	15517
PM01-709432-003-L-00	X0346	3	COPANS RD. W/O PWRLINE RD. BROW. CO.	15517	72233	15127
PM01-709432-003-U-01	X0346	1	2400 N POWERLINE RD PM			
PM01-709432-004-L-00	X0346	17	1P/E/O POWERLN RD ON NW 24 ST	53331	16387	15476
PM01-709432-004-U-01	X0346	6	1900 W COPANS RD PM			
PM01-709432-004-L-02	X0346	4	N/O 1950 NW 24 ST PM			
PM01-709432-004-L-03	X0346	15	2500 BLK NW 18 TER PM			
PM01-709432-004-L-04	X0349	3	C/O NW 18 TER&NW 24 ST PM			
PM01-709432-004-L-05	X0349	18	1900 NW 25 PL PM			
PM01-709432-004-L-06	X0349	41	1950 BLK NW 25 PL PM			
PM01-709432-004-L-07	X0346	89	C/O COPANS RD&NW 16 LN PM			
PM01-709432-004-U-08	X0346	9	1500 COPANS RD PM			
PM01-709432-004-U-09	X0346	7	1551 W COPANS RD PM			
PM01-709432-004-U-10	X0349	15	1500 W COPANS RD PM			
PM01-709432-004-U-11	X0349	0	1370 Park Ccentral Blvd			
PM01-709432-005-L-00	X0346	0	1500 BLK W COPANS RD/ W/O NW 15 AVE	16387	16365	53340
PM01-709432-005-U-01	X0346	1	2300 NW 15 AVE PM			
PM01-709432-005-U-02	X0346	4	1551 W COPANS RD #2 PM			
PM01-709432-005-U-03	X0349	26	1500 W COPANS RD PM			
PM01-709432-006-L-00	X0346	0	COPANS RD & NW 15 AVE PM	53340	15436	
PM01-709432-006-U-01	X0346	33	1411 W COPANS RD PM			

SRR Register

In addition to using the SRR register to identify feeder line sections and associated laterals, you will also use the SRR Register to document primary damage on Rapid Patrol Assessment (RPA) patrols (a.k.a. feeder backbone).

SRR No.	TSW3	TSW4	TLN	"X" Lat Damged	# Poles	Spns cor	# Trees	Access?	Remarks
CE01-800931-001-U-00			8775709570					Y N	
CE01-800931-001-U-01			8775747596					Y N	
CE01-800931-001-U-02			5656565650					Y N	
CE01-800931-001-U-03			5656565650					Y N	
CE01-800931-002-U-00			8775750531					Y N	
CE01-800931-002-U-01			8775738123					Y N	
CE01-800931-002-U-02			8775743381					Y N	
CE01-800931-002-U-03			5656565650					Y N	

Patrol Information Columns Instructions

Column	IF…	Then…
"X" Lat Damage	Lateral Fuse blown	• Place "X" in the "Lat Damaged" column • Continue to ride out feeder
	Lateral Fuse is NOT blown	• Patrol to the first point of primary damage, or sec/svc conductor (street light) damage on a TX with closed fuse switch, or until the end of the lateral. • If damage found or unable to determine, mark an "X" in the "Lat Damaged" column and in "Remarks" put "NTO" for need to open. • If no damage found, write "ready for EP" in "Remarks."
# Poles	Enter total # of poles down/broken per fdr line section.	
Spns Cond	Enter total # of spans of wire down per fdr line section.	
# Trees	Enter total # of tree locations that need trimmed/ removed per fdr line section.	
Access?	Circle **Y** if accessible and **N** if inaccessible per fdr line section.	
Remarks	Include additional comments as needed.	

Instructions for Storm Damage Report Summary

Overhead Facilities Storm Restoration Report

A		
	TCMS Ticket # 1412	SRR # CE01-06132-003-L-01
0 Need to Patrol	TCMS Ticket Type LATERAL	Patrolled by JAY WILKINS C
0 Clear – Patrolled	TCMS Ticket Date 10/31/05	Patrol Date 10/31/05
0 Damage – Patrolled	TCMS Feeder # 6132 B	
0 Repaired / Restored	TCMS Current List	
0 Cancelled by TCMS	TCMS Ticket Key	Essential Customer
		0 Y • N D
		Accessible
		• Y 0 N E

Substation Name DOUGLAS	Map # AJ-0246	From Switch 613204
Substation # 061	Storm Center CEO	Two Switch 1 613205
Address 1 P N/O MENDOZA AV	Customer Count 32 F	Two Switch 2
Voltage 13KV	Feeder # 6132	Two Switch 3
Co-ordinate 8-6853-7665-0-4	Storm Area CENTRAL	Two Switch 4
FPL id	Miles of Conductor	Feet of Conductor

Rapid Patrol Assessment Information	Feeder patrol – Number of Laterals Damaged:	
All Patrols		Lateral Patrols Only: # of TX to Replace
# Poles Broken 0 G	25 KVA TX	75 KVA TX
# Spans of Primary Conductor Down 1 H	37 KVA TX J	100 KVA TX
# Trees to Trim 1 I	50 KVA TX	167 KVA TX
	Environmental Concerns Observed: 0 Y 0 N K	

Pole 0	Line 0	Tree 0	Other 0	Total 0
Work	Work	Work	Work	Work
MH	MH	MH	MH	MH

Instructions for Storm Damage Report Summary, continued

A: Mark status of patrol.

B: Enter all trouble ticket information.

C: Transfer SRR # from Register. Enter patrol person name and date patrolled.

D: Essential customer. “Yes” or ”No”

E: Fill out all pertinent information.

F: Enter all pertinent information.

G: Enter number of poles found broken/damaged.

H: Enter number of spans of conductor found down or damaged.

I: Enter number of trees to be trimmed.

J: Enter number of damaged transformers and size needing to be re-placed.

K: Enter any environmental concerns. “Yes” or “No”

Rapid Patrol Assessment (RPA) Patrol (SRR Storm)

1 Obtain SRR feeder file that contains:

- Circuit map with feeder boundaries identified
- SRR Register
- CIF list
- School List

2 Identify starting point:

- Substation Name/Number
- Switch Number

3 Identify SCL's:

- All lateral fuse switches that are closed and need to be opened
- All lateral fuse switches that are opened

<table>
<tr><th>If lateral fuse switch is:</th><th>Then:</th></tr>
<tr><td>Open</td><td>Circle fuse on map
• Place an "X" in the "Lat Damaged" column on the SRR Register
• Continue patrol</td></tr>
<tr><td>Closed</td><td>• Patrol to the first point of primary damage, or sec/svc conductor (street light) damage on a TX with closed fuse switch, or until the end of the lateral.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Damage Found

Indicate first type of damage found in the appropriate column.</td><td>• Place an "X" on the fuse switch and write "NTO"
• Mark an "X" in the "Lat Damaged" column on the SRR Register and write "NTO" in Remarks.
• Indicate, in the appropriate column, the type damage found at the first point of damage. (example: # poles, spns cond, # trees etc,)
• Continue to patrol</td></tr>
<tr><td>No Damage Found</td><td>• Write "ready for EP" in "Remarks" on the SRR Register.
• Continue to patrol</td></tr>
</table></td></tr>
<tr><td>2 or 3 phases where one or two fuses are blown</td><td>• Place an "X" on fuse switch and write "NTO" for need to open (This is to prevent backfeed on damaged phase).
• Mark an "X" in the "Lat Damaged" column on the SRR Register.</td></tr>
</table>

4 Identify the following damage on the feeder backbone and at the first point of damage on SCL's that need to be opened:

- # of locations with broken/damaged poles
- # of locations with tree damage
- # of spans of primary conductor damage, sec/svc conductor (street light) damage on a TX with closed fuse switch, or until the end of the lateral.
- # of inaccessible locations
- All transformer fuses that need to be opened

If	Then
Pole(s) found broken/ damaged	• Mark "P" at approximate location on map. • Indicate total # of poles damaged/broken in the "# poles" column on the SRR Register.
Spans of conductor damage/replace	• Circle damaged conductor on map. • Indicate total # of spans on the map and in the "Spns Cond" column on the SRR Register.
Trees need cleared/ trimmed/removed	• Mark "T" at approximate location on map. • Indicate total # of trees in "# trees" column on the SRR Register

Accessible?	• Mark "INA" on map.
	• On SRR Register:
	  ◦ Circle "Y" if area is accessible
	  ◦ Circle "N" if area is inaccessible

Environmental hazards identified	• Mark "ENV" on map.
	• Write "ENV" in "Remarks" on the SRR Register.
	• Report environmental hazards immediately
	• When reporting environmental concerns, you should note:
	  ◦ Oil spills
	  ◦ If spill near or in water
	  ◦ UG or OH transformer

CIF/School out of service	• Mark CIF on map • Write" CIF" out of service in remarks on the SRR Register • Note of CIF list

RPA Patrol (SRR Storm), continued

5 Complete patrol of feeder to:

- **End of feeder** denoted by:
  - furthest switch in the normal open position
  - physical end of feeder
- **Between switches** for a portion of the feeder (if more than one team assigned to feeder only)
- If section of main line has extensive disabling damage covering several blocks, indicate major damage on map then go to next section without preparing SRRs.

Exception: If remaining portion of main line cannot be fed from any other source. Notify Information and Intelligence Section Chief (Storm Planning Supervisor) immediately.

6 Prepare and submit the following paperwork to Patrol lead:

- Patrol field folder with face information filled out
- Marked up circuit map
- Completed SRR Register
- All associated paperwork

Advanced Lateral Patrol (ALP) (SRR Storm)

1 Obtain:
- Copy of SCL TCMS ticket/SRR Damage Summary Form
- Related circuit or primary maps

2 Locate the lateral to patrol on the Circuit Map.

Locators:
- ***Fuse Symbol***
- ***Street Name***

3 Patrol lateral for damage and document on map and SRR Damage Summary Form.

If…	Then…
Pole(s) found broken/ damaged (including service poles)	• Mark “P” at approximate location on map. • Indicate total # of poles damaged/broken in the “# Poles Broken ” section on the SRR Damage Summary Form.
Spans of conductor damage/ replace	• Circle damaged conductor on map. • Indicate number of spans of primary conductors, sec/svc conductor (street light) damage on a TX with closed fuse switch, or until the end of the lateral, on the SRR Damage Summary Form.
Trees need cleared/ trimmed/ removed	• Mark “T” at approximate location on map. • Indicate total # of trees in “# Trees to Trim” section on the SRR Damage Summary Form.
Accessible?	• If no, Mark “INA” on map. • Fill in the “N” radio button next to “Accessible” on the SRR Damage Summary Form
Transformers Damaged	• Circle transformer on map. • Put the quantity next to the appropriate size on the SRR Damage Summary Form
Environmental hazards identified	• Mark “ENV” on map. • Fill in “Y” radio button next to “Environmental Concerns Observed” on the SRR Damage Summary Form • When reporting environmental concerns, you should note: oils spills, if spill near or in water, UG or OH transformer.

Advanced Lateral Patrol (ALP) (SRR Storm), continued

4. Indicate status of the lateral:

If no major damage is found, mark on the SRR Summary Damage Form, no major damage found note, ready for EP Patrol.

5. Submit:

- Storm field folder with face filled out
- Marked up circuit or primary map
- Completed SRR Damage Summary Form
- Turn in white original of Electric Service Notice to Storm Workbase. (If any)

Expeditor Patrol (EP)-Non-SCLs (SRR Storm)

2 Person Team (Energized Lateral)

1. Follow the procedure below to patrol non-SCL laterals.

Obtain EP package:

- Copy of RPA SRR Register
- Circuit or primary map
- Electric Service Notice

2. Locate the lateral to patrol from SRR Register on the Circuit Map.

Locators:

- ***Fuse Symbol***
- ***Street Name***

3. Patrol entire lateral from fuse switch to weatherhead and list damage:

- Poles size/Class (ownership in not FPL)
- Tree trim locations
- Wire down locations; # spans
- Transformers fuses to be opened
- Secondary damage
- Service damage
- Any structure that can't accept service
- Accessible?

4. Indicate status of the lateral:

- If no damage, found, note "no damage on lateral." Move to next non -SCL or report in.
- If damage found, report damage to Storm Production Lead.

Expeditor Patrol (EP)-Non-SCLs (SRR Storm), continued

2 Person Team (Energized Lateral), continued

5 Prepare Electric Service Notice and notify customer when damage is found to customer's wiring.

6 Submit Patrol Package to Storm Production Lead:

- Storm field folder with face filled out
- Marked up circuit or primary map
- RPA SRR Register

7 Return any Electrical Service Notices to Storm Admin. Clerk

Expeditor Patrol (EP)-Non-SCLs (SRR Storm)

1 Person Team (Non-Energized Lateral

Follow the procedure below to assist Storm Production Lead in the restoration of SCL

1 Obtain work assignment and EP package from Storm Production Lead:
- Copy of marked up circuit map from ALP patrol
- Electric Service Notice

2 Verify locations and status of repair work.

Locators:
- **Fuse Symbol**
- **Street Name**

3 Patrol and document lateral damage to the customer's meter can ahead of crews. List:
- Primary Conductor damage
- Secondary Conductor damage
- Street Light Conductor
- Service damage
- Transformers fuses to be opened
- Any structure that can't accept service
- Accessibility?

4 Verify:
- Material delivery. If material not delivered, coordinate pole and/or transformer site delivery with Inventory Services.
- Tree trimming complete. If not, coordinate needs with Vegetation Management.
- Environmental concerns addressed. If not, coordinate cleanup.

Expeditor Patrol (EP)-Non-SCLs (SRR Storm)

1 Person Team (Non-Energized Lateral), continued

5 Prepare Electric Service Notice and notify customer when damage is found to customer's wiring.

6 When finished:

- Submit findings to crew
- Follow up with Storm Production Lead
- Turn in white original of Electric Service Notice to Storm Work-base.

Priority Sweep (SRR Storm)

1 Obtain a priority sweep patrol package that contains:

- Circuit map for feeder
- Final Sweep check sheet
- SRR Register

2 Identify a starting point

- Substation/Feeder– Name/Number
- Switch Number

3 Identify all remaining damage found on Feeder and Laterals:

	Then:
If any follow-up damage is found	• Place location number on map • Mark corresponding location number, description address and explanation of damage found, on the Final Sweep form. • Mark on SRR Register remarks section, "Final Patrol Complete." • Report all **unsafe conditions** found, to the Storm Headquarters immediately.
If no follow-up damage is found	• Mark Feeder," all clear" and return package to Storm Workbase. • Complete all paperwork

4 Verify all remaining paperwork is complete and turn in Final Sweep Package to Storm Headquarters.

Priority Sweep Patrol Form

Manager Area / Staging Site _____

SUB: _____			ADDRESS	FRAMIN	SITE COND			
FDR	Pri Map	Loc n C	Specify exact address of finding - one line per finding D	X-ARM; T-TRI; H-MOD VERT; V-VERT	Salt Spray? (Y)	Inaccessible? (Y)	Special issues (swamp, flooded,	Broken or Cracked Pole (Size)
A	B	1		E	F	G		H
		2						
		3						
		4						
		5						

A: Indicate feeder number.

B: Indicate primary map number.

C: Indicate location number on patrol map.

D: Indicate exact location address.

E: Indicate type of framing.

F: Salt Spray “Yes” or “No”.

G: Accessible “Yes” or “No”.

H: Indicate quantities at each location.

Patrol a Feeder

1 Obtain:

- Feeder Trouble Ticket
- Primary or Circuit Maps
- Primary Map(s)
- TCMS Damage Report
- Electric Service Notice

2 Identify the starting point from trouble ticket:

- Substation Name/Number
- Switch Number
- Device TLM #
- Device Location Address

3 Identify:

- All lateral fuse switches that need to be opened
- Jumpers to be lifted, if needed
- All other work needed to clear feeder

4

If lateral fuse switch is:	**Then:**
Open	Circle fuse.
Closed	• Patrol to the first point of primary damage, or sec/svc conductor (street light) damage on a TX with closed fuse switch, or until the end of the lateral. • Once damage is found, stop patrolling the remainder of the lateral • Place an “X” on the fuse switch and “NTO” for need to open.
2 or 3 phases where one or two fuses are blown	• Place an “X” on the fuse switch and write “NTO” for need to open (This is to prevent backfeed on damaged phase)

Patrol a Feeder, continued

5 Complete patrol of feeder to:

- **End of feeder** denoted by:
  - furthest switch in the normal open position
  - physical end of feeder
- **Between switches** for a portion of the feeder
  - If section of main line has extensive disabling damage covering several blocks, indicate major damage on map then go to next section without preparing TCMS Damage Report.

Exception: If remaining portion of main line cannot be fed from any other source. Notify your Information and Intelligence Section Chief (Storm Planning Supervisor) immediately.

6 Indicate status of the feeder:

- If ready to be energized mark “all clear” on patrol map and Trouble Ticket.
- If major materials damage on section, prepare TCMS Damage Report Form and identify damage on primary map.
- If minor material damage, markup primary map and comment on Trouble Ticket

7 Prepare and attach all supporting paper work.

- Feeder Map
- Primary Map(s)
- Trouble Ticket
- TCMS Damage Report
- Electric Service Notice
- **Update ticket using FTC**

8 Submit completed paperwork:

- Marked up primary map (write name, date and time of patrol on map)
- Trouble Ticket
- TCMS Damage Report
- Electric Service Notice

Patrol a Lateral

1 Obtain:

- Lateral Trouble Ticket
- Primary or circuit maps
- TCMS Damage Report
- Electric Service Notice

2 *Locators:*

- ***Fuse Symbol***
- ***LLN#***
- ***Street Name***

Identify starting point from trouble ticket:

- Device LLN#
- Device Address
- Locate the lateral to patrol on the Primary Map.

3 Patrol lateral for damage and list:

- Locations where there is primary damage.
- Transformer damage
- Transformer fuses to be opened.
- Jumpers to be lifted
- Other clearing work to be done before the primary can be energized safely.

4 Survey **ALL SECONDARY AND SERVICES** to identify additional damage and to determine that the lateral can be energized without undue hazards.

5 Indicate status of the lateral:

- If ready to be energized mark “all clear” on patrol map and Trouble Ticket.
- If major materials damage on lateral, prepare TCMS Damage Report Form and identify damage on primary map.
- If minor material damage, markup primary map and comment on Trouble Ticket

Patrol a Lateral, continued

6 Prepare Electric Service Notice and notify customer when damage is found to customer's wiring

7
- Indicate when tree trimming or environmental is needed on the TCMS damage report
- Indicate non-disabling damage on primary map and trouble ticket.

8 Prepare and attach all supporting paper work.
- Primary Map(s)
- Trouble Ticket
- TCMS Damage Report
- Electric Service Notice
- **Update ticket using FTC**

9 Submit completed paperwork:
- Marked up primary or circuit maps (write name, date and time of patrol on map)
- Trouble Ticket
- TCMS Damage Report
- Electric Service Notice, if used.

Patrol a Transformer

1 Obtain:
- Transformer Trouble Ticket
- Circuit or Primary Maps
- TCMS Damage Report
- Electric Service Notice

2 *Locators:*
- ***Transformer TLN#***
- ***Street Name***

Identify starting point from trouble ticket:
- Device Location Address
- Associated Customers

3 Patrol the transformer and all associated secondary and services to weatherheads

4 Indicate the damage found on the TCMS Damage Report
- List each individual address where repairs are necessary
- Indicate when tree trimming or environmental is needed on the TCMS damage report and trouble ticket
- **Update ticket using FTC**

5 Prepare Electric Service Notice and notify customer when damage is found to customer's wiring.

6 Submit completed paperwork:
- Marked up primary or circuit maps (write name, date and time of patrol on map)
- Trouble Ticket
- TCMS Damage Report
- Electric Service Notice

NOTE: Transformer patrols are generally conducted by Extendo Operators.

Patrol Single No Current Ticket

1 Obtain:

- Single No Current Trouble Ticket
- Circuit or Primary Maps
- TCMS Damage Report
- Electric Service Notice

2 *Locators:*

- ***Transformer Device***
- ***Street Name***

Identify starting point from trouble ticket:

- Device Location Address
- Associated Customers

3 Survey the customer's service drop from the service pole, transformer, or other attachment point to the customer's weatherhead/meter enclosure.

4

- Use the TCMS Damage Report to indicate damage found to the conductor and service size, length, etc.
- Indicate when tree trimming will be required prior to service restoration.
- **Update ticket using FTC**

5 Prepare Electric Service Notice and notify customer when damage is found to customer's wiring

6 Submit completed paperwork:

- Marked up primary or circuit maps (write name, date and time of patrol on map)
- Trouble Ticket
- TCMS Damage Report
- Electric Service Notice

Patrol No Loss of Service

1 Obtain:
- No Loss of Service Trouble Ticket
- Circuit or Primary Maps
- TCMS Damage Report
- Electric Service Notice

2 *Locators:*
- ***Device Address***
- ***Customer Address***
- ***Street Name***

Locate the customer's or device address from trouble ticket

3 Survey facilities for non-disabling damage found.

4 Report damage on trouble ticket and primary map:
- Leaning poles
- Slack conductors
- Anchors pulled loose
- Trees holding conductors close together
- Other conditions that would cause an interruption of service in wind or rain or hazard to crews or public
- **Update ticket using FTC**

Hazards must be reported immediately!

5 Prepare Electric Service Notice and notify customer when damage is found to customer's wiring

6 Submit completed paperwork:
- Marked up primary or circuit maps (write name, date and time of patrol on map)
- Trouble Ticket
- Completed TCMS Damage Report
- Electric Service Notice

Patrol Streetlights

1 Obtain the maps

2 Identify FPL owned/maintained streetlights

3 Mark survey area

4 Check for broken:

- Bulbs
- Brackets
- Wires

Missing:

- Poles
- Brackets
- Heads
- Wires
- Relays

Transformers that feed SL that are:

- Damaged
- Open
- Missing

5 Report hazardous conditions

6 Indicate streetlight damages with streetlight symbols

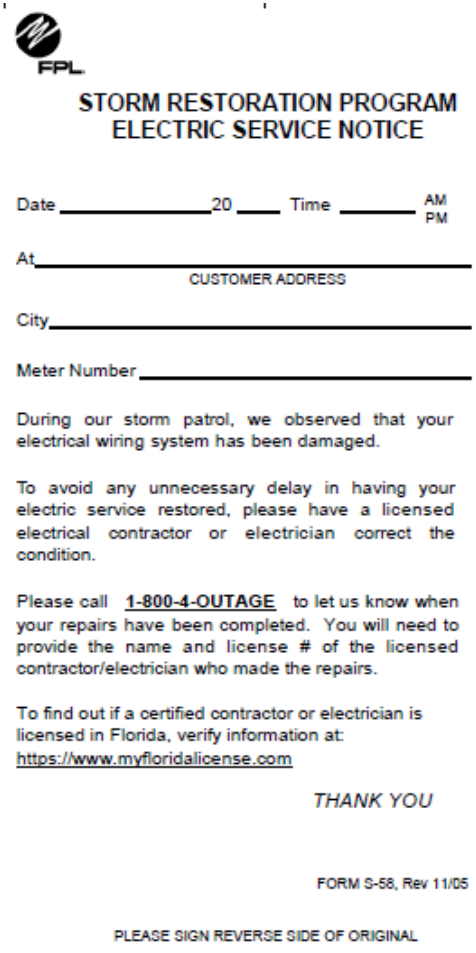
Include in report:

- ***Voltage***
- ***Type of fixture***
- ***Lamp size***
- ***Pole class size***
- ***Pole height***
- ***Bracket***
- ***Type of service***

8 Date and sign map(s)

9 Submit paperwork

Electric Service Notice



FPL

STORM RESTORATION PROGRAM
ELECTRIC SERVICE NOTICE

Date _____ 20 ____ Time _____ AM PM

At _____
CUSTOMER ADDRESS

City _____

Meter Number _____

During our storm patrol, we observed that your electrical wiring system has been damaged.

To avoid any unnecessary delay in having your electric service restored, please have a licensed electrical contractor or electrician correct the condition.

Please call **1-800-4-OUTAGE** to let us know when your repairs have been completed. You will need to provide the name and license # of the licensed contractor/electrician who made the repairs.

To find out if a certified contractor or electrician is licensed in Florida, verify information at:
https://www.myfloridalicense.com

THANK YOU

FORM S-58, Rev 11/05

PLEASE SIGN REVERSE SIDE OF ORIGINAL

In many cases you will find damage to the customer's wiring (e.g., storm winds wrench weather head from wall). FPL is not responsible for the customer's internal wiring systems.
You will use an Electric Service Notice to direct the customer to contact an electrician for repairs. You will need both English and Spanish versions of the form.

Prepare an Electric Service Notice when you find damage to:

- Meter box or conduits
- Weatherhead conductors or pipe

Instructions

1) Fill in date, time, customer address, and customer service number if it is not already filled in.

2) Write meter # on front of form. Write your name on back of white original.

3) Give blue copy to customer or leave where he/she will find it. Tie buff copy to customer conduit or meter can.

4)Give white original to Storm Administrator at storm work base.

Note: You may receive a form that does not have the Customer Care number. Write the telephone number **1-800-4-OUTAGE** if it is not already pre-filled.

Storm Damage Reporting Symbols

T

Tree Condition
Mark a “T” on the map at locations where trees need to be trimmed and/or removed.

P

Pole Condition
Mark a “P” on the map at locations of broken/ damaged poles.

ENV

Environmental condition
Mark on “ENV” on the map at locations where environmental concerns need to be addressed.

CIF

Critical Infrastructure Function

INA

Inaccessible Condition
Mark an “INA” on the map at locations not accessible with a bucket truck.

Lateral Fuse Condition
Circle fuse switch if found open.

Place an “X” on a fuse switch if found closed and write “NTO” for need to open (if needed).

Conductor Condition
Circle spans of primary conductors, secondary/ service conductors, including street lights that need to be replaced and/or repaired and indicate number of spans.

Transformer Condition
Circle damaged transformer if shown on map, or draw a transformer symbol ( ) at approximate location.

Limits of patrol as assigned by storm supervisor.
NOTE: Only indicate limits if more than one team is assigned to feeder.

NOTE: It is recommended that all maps be marked with RED pen.

How to Report Damage When SRR is not Utilized

At times, due to a quick restoration, the SRR system is not utilized. Instead you will receive the actual trouble ticket. You will use the information from the ticket to document the damage and a street map to locate addresses. Some areas also use a primary map.

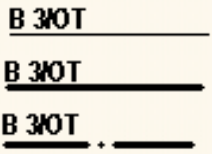
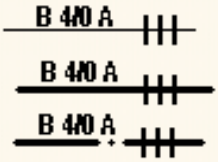
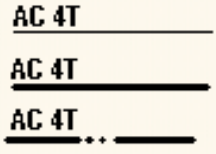
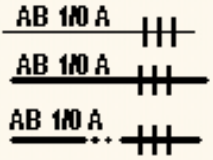
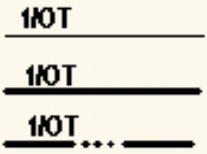
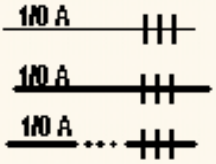
The ticket tells you everything you need to locate the equipment responsible for the customer's problem:

- Device Address and TLN Number
- Customer Address (go here first to investigate problem, not device address)
- Description of the problem - Remarks (helps identify the problem)

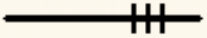
Streetlight Damage Symbols

P	Damaged Pole
F	Damaged Fixture
B	Damaged Brackets
S	Damaged Secondary Service
PL	Pole Leaning
	Damaged Transformer
R	Damaged Relay
HH	Damaged Handhole

Map Legend: Conductor

Overhead	Voltage	Underground
	*Single Phase* 4 KV 13 KV 23 KV	
	*Two Phase* 4 KV 13 KV 23 KV	
	*Three Phase* 4 KV 13 KV 23 KV	

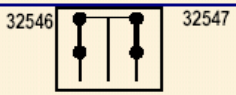
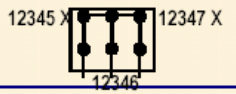
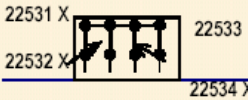
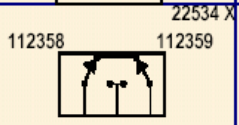
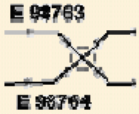
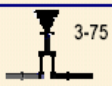
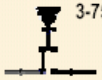
Letter in front of wire size designates phase
Letter(s) after wire size designates type
No letter indicates Three Phase
• Indicates number of phases in 23 KV areas

 In Conduit

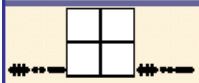
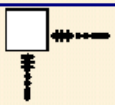
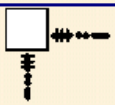
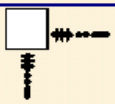
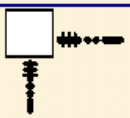
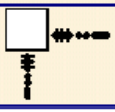
 Direct Buried

Map Legend: Conductor, continued

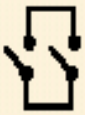
Wire Sizes/Types	
568 ACAR	***Overhead*** Aluminum: 4, 2, 1/0*, 3/0*, 336, 343, 568* Copper: 6, 4, 2, 1/0, 2/0, 4/0, 350
1000 A	***Underground*** Aluminum: 2, 1/0*, 4/0, 350, 1000* Copper: 2, 1/0, 4/0, 350, 500, 1000
Aluminum = A, T, ACSR, ACAR, or AAAC Copper = CU * Most common	
	Crossing Conductors Electrically Connected
	Crossing Conductors **NOT** Electrically Connected

Underground (Non URD) Devices			
Symbol	**Description**	**Symbol**	**Description**
	RA 21 *X designates open switch*		Throwover Switch Vac Pac RAD
	RA 32		RA-43
	SRAM-33 *X designates open switch*		RA-54
	SRAM-44 *X designates open switch*		3 Port Junction
	RAL/GRAL		4 Port Junction
	Loop Vault Transformer Normal Closed		Loop Vault Transformer Normal Open

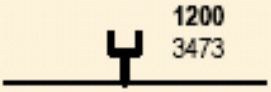
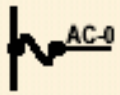
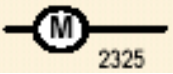
Notes

*Unexposed Devices	
Symbol	**Description**
	Switch Cabinet
	Loop Vault
	Master Vault
	Radial Vault
	Throwover Vault
	Stacked Vault

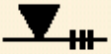
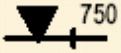
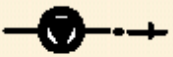
Map Legend: Overhead Devices

Symbol	Description
 **32946 X** 9771	Disconnect Switch – OPEN ***X** designates **open** switch* Minor grid coordinate
 **32953** 9782	Disconnect Switch – CLOSED *No **X** designates **closed** switch* Minor grid coordinate
 **113245** 5268	Overhead to Underground Feeder Riser Pole Switch Number (*No X designates closed switch*) Minor Grid coordinate
 **A61079** **BP61245 X** **I61246** 3006	OH Auto Switch – With Isolation Switch Auto FDR Switch Number Bypass Switch Number Isolation Switch Number Minor Grid Coordinate
 **A14985** **BP61279** 8605	OH Auto Switch – No Isolation Switch Auto FDR Switch Number Bypass Switch Number Minor Grid Coordinate
 **B50**	Aerial Transformer – Single Phase Phase and Size (KVA)
 **BC25** **A37**	Aerial Transformer – Three Phase Bank Phase and Size (KVA)

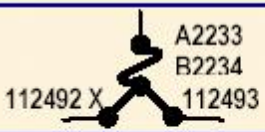
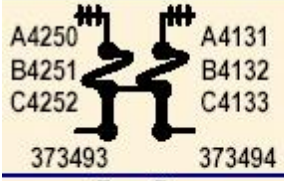
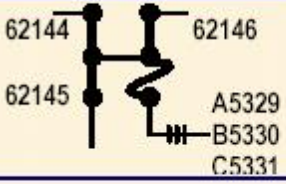
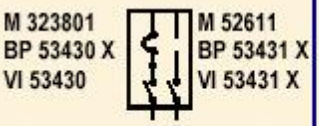
Map Legend: Overhead Devices, continued

	Auto Transformer – Single Phase Phase, Size, and Voltage
	Capacitor Bank Size Minor Grid Coordinate *Note*: 1200 KVAR, Radio-Controlled banks show Size/Type and are designated with **120R**
	Recloser (OCR) Size/Type Recloser Number Bypass Switch Number Minor Grid Coordinate
	Field Regulators - Single Phase Phase Regulator Bypass Switch Number Minor Grid Coordinate
	Fuse Switch Feeding Overhead Lateral Phase(s), 3 designates three phase -0 no loop number
	Primary Meter Minor Grid Coordinate

Map Legend: Underground Residential Distribution (URD)

Symbol	Description
12349 X 2568 	Disconnect Switch – OPEN *X designates **open** switch* Minor grid coordinate Represents underground conductor in conduit
12349 2568 	Disconnect Switch – CLOSED *No X designates **closed** switch* Minor grid coordinate Represents underground direct-buried conductor
B50 	Padmount Transformer – Single Phase Phase and Size (KVA) Represents underground conductor in conduit
750 	Padmount Transformer – Three Phase Size (KVA) No letters = 3 phase Represents underground direct-buried conductor
B1000KVA22.9/13.2 	Auto Transformer – Single Phase Phase, Size and Voltage • Indicates number of phases in 23 KV areas Represents underground direct-buried conductor
11.2MVA 22.9/13.2 	Auto Transformer – Three Phase Size and Voltage No letters = 3 phase • Indicates number of phases in 23 KV areas Represents underground conductor in conduit

Map Legend: Underground Residential Distribution (URD), continued

	Padmount Transformer - Normal Open Position Phase and Size (KVA) Represents underground in-conduit conductor
	URD Padmount Switch PME-4 Phase with Loop Number *X designates **open** switch*
	URD Padmount Switch PMH-9/PME-9 Phase with Loop Number Switch Number
	URD Padmount Switch PMH-11/PME-11 Phase with Loop Number Switch Number
	Auto Transfer Switch (includes Powell Esco) Switch Number (M designates Manual) Bypass Switch Number Vacuum Interrupter Switch Number ***X** designates **open** switch*
	Fuse Switch Feeding Underground Loop Phase with Loop Number

Phasing of Primary

E-2.0.0

PHASING OF PRIMARY CIRCUITS FOR FIELD IDENTIFICATION

E-2.0.0

NORTH OR EAST
2 PHASES (SEE NOTE-2)
* = LEADING (SEE NOTE-3)
NON-DIRECTIONAL
B
*A
*B
C
A
*C
(SEE NOTE-1)

*C A
C *B
B A*

*C A
C *B
B A*

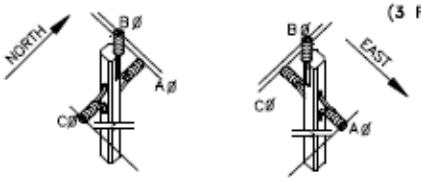
*C A
C *B
B A*

*C A
C *B
B A*

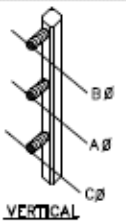
A B B
C C A

NORTH OR EAST
*C *A
C *B
B *A
ø POSITION ON ARM AS REQ,D (SEE NOTE-1)

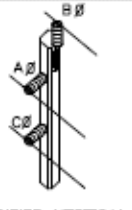
FRAMING TYPE (3 PHASES)



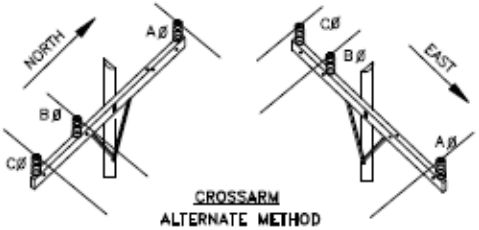
TRIANGULAR
MAINTENANCE ONLY



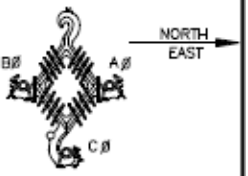
VERTICAL
MAINTENANCE ONLY



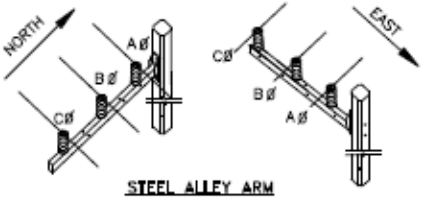
MODIFIED VERTICAL
PREFERRED METHOD
(SEE NOTE-1)



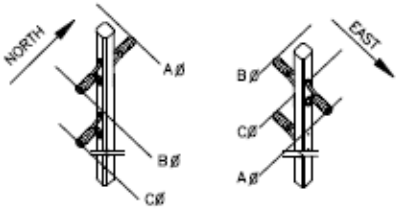
CROSSARM
ALTERNATE METHOD



HENDRIX AERIAL SPACER CABLE SYSTEM



STEEL ALLEY ARM
(SEE NOTE-1)



MODIFIED TRIANGULAR
MAINTENANCE ONLY

NOTES:

1. DIRECTIONS INDICATED REFER ONLY TO CONDUCTOR POSITION. INSULATORS MAY BE ON EITHER SIDE OF POLE.
2. THE PREFERRED LOCATIONS OF 2 PHASE LATERALS ARE AS SHOWN FOR PROPOSED CONSTRUCTION DESIGN. WHEN CONNECTING A 2 TRANSFORMER BANK ON AN EXISTING 2 PHASE LATERAL, VERIFY LEADING PHASE.
3. * = LEADING PHASE IN FPL'S STANDARD PHASE ROTATION "A-B-C". CONNECT THE LIGHTING (LARGER) TRANSFORMER TO THE LEADING PHASE AND THE POWER (SMALLER) TRANSFORMER TO THE LAGGING PHASE IN AN "OPEN WYE-OPEN DELTA" 2 TRANSFORMER BANK.

SUPERSEDES E-2 LAST REVISED 3-1-89

FPL

OH & UG DISTRIBUTION SYSTEM STANDARDS

NO.	DATE	REVISION	ORIG.	DRAWN	APPR.
2	8/06/99	ADD HENDRIX AERIAL SPACER DETAIL AND MAKE ARROW HEADS LARGER	JNM	JES	JJM
1	6/30/93	REVISED VERTICAL AND MODIFIED VERTICAL NOTES	ARR	MM	RJS

ORIGINATOR: MLM
DRAWN BY: L.LOZADA
DATE: 3/15/91
APPROVED: R.K. CIELO
DIRECTOR, DISTRIBUTION ENGINEERING AND SERVICE PLANNING
NO SCALE

SCLT Field Application

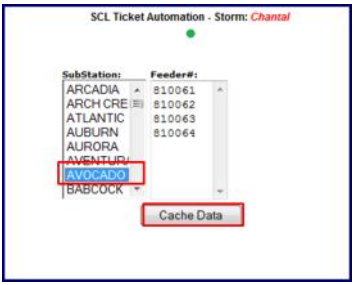
The SCL Field Application will allow you to **create SCLs from the field.** It can be accessed from your smartphone or web browser and is available only during a storm event.

1 Open the SCLT Field Application located here: https://app.fpl.com/greentckt (*SCLTA is only accessible during a storm event*)

2 On the login page, enter your **SLID** and **password**.

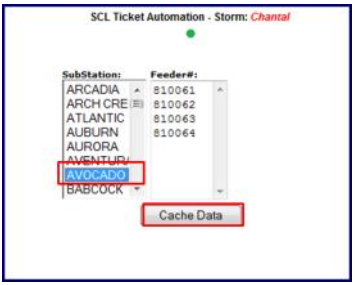
3 On the splash page, click on the 2nd link titled **New SCL Ticket Automation**.

4 Select a **substation.** The feeder numbers associated with that substation will populate (wait a few seconds for items to load).



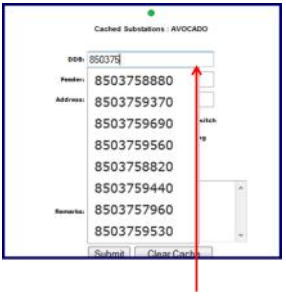
4 Once feeders are loaded, select **Cache Data** to save that substations data to your device, so that it can be worked on while offline, if needed.

Green dot or **Red** dot indicates on or offline mode.



•Notice cached substation appears at top

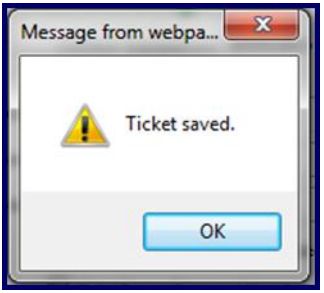
5 Enter entire or partial DDB number. A minimum of 3 characters are required to see the drop down list.



Note: Feeder and address information auto-populates, once DDB is selected.

6 Indicate what the issues are by **select-ing** the appropriate **checkboxes**. Then enter **Remarks** and click in the **Submit** button.

7 Upon successful completion, the "**ticket saved**" message appears.

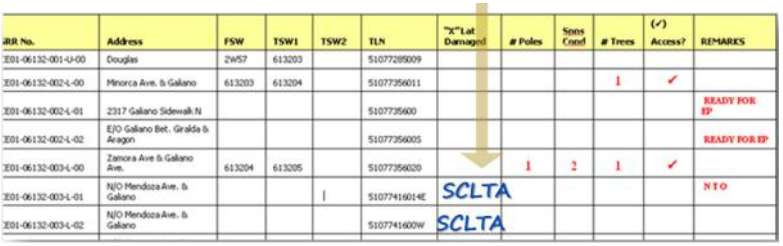


If data is not synced to network, "records saved" will indicated number of tickets created and saved locally.

In order for forms to sync, the browser must be open.

SCLT Field Application

8 If you are able to successfully use the SCL Field Application to create an SCL, mark the SRR 'Lat Damaged' Column with "**SCLTA**"



RR No.	Address	FSW	TSW1	TSW2	TLN	"X" Lat Damaged	# Poles	Spns Cond	# Trees	(✓) Access?	REMARKS
E01-06132-001-U-00	Douglas	2W57	613203		51077285009						
E01-06132-002-L-00	Minorca Ave. & Galiano	613203	613204		51077356011				1	✓	
E01-06132-002-L-01	2317 Galiano Sidewalk N				5107735600						READY FOR EP
E01-06132-002-L-02	E/O Galiano Bet. Giralda & Aragon				51077356005						READY FOR EP
E01-06132-003-L-00	Zamora Ave & Galiano Ave.	613204	613205		51077356020		1	2	1	✓	
E01-06132-003-L-01	N/O Mendoza Ave. & Galiano				5107741601E	SCLTA					NTO
E01-06132-003-L-02	N/O Mendoza Ave. & Galiano				5107741600W	SCLTA					

If you are not able to create an SCL with the application, then mark the column with an "**X**"

RR No.	Address	FSW	TSW1	TSW2	TLN	"X" Lat Damaged	# Poles	Spns Cond	# Trees	(✓) Access?	REM
E01-06132-001-U-00	Douglas	2W57	613203		51077285009						
E01-06132-002-L-00	Minorca Ave. & Galiano	613203	613204		51077356011				1	✓	
E01-06132-002-L-01	2317 Galiano Sidewalk N				5107735600						RE EP
E01-06132-002-L-02	E/O Galiano Bet. Giralda & Aragon				51077356005						RE
E01-06132-003-L-00	Zamora Ave & Galiano Ave.	613204	613205		51077356020		1	2	1	✓	
E01-06132-003-L-01	N/O Mendoza Ave. & Galiano				5107741601E	X					NT
E01-06132-003-L-02	N/O Mendoza Ave. & Galiano				5107741600W	X					

Important Reminders:

- **IT IS VITAL TO NOT ALLOW YOUR DEVICE TO LOSE POWER BEFORE THE DATA IS SYNCHED TO THE NETWORK.**
- **DO NOT HIT THE CLEAR CACHE BUTTON — UNSYNCHED DATA WILL BE LOST.**
- **DO NOT CLOSE THE INTERNET BROWSER ON YOUR PHONE UNTIL RECORD COUNT IS ZERO**

Field Ticket Completion

After the Storm, it's a simple method to:

- Obtain faster ticket status updates
- Provide real time customer updates

All you need is:

- the FPL number **1-866-FPL-8668** (1-866-375-8668)
- **the ticket key** from the trouble ticket or from the ticket locator screen
- **four simple steps** on the following pages for you and FTC to exchange ticket information.

Do not use FTC while driving
Pull over safely and park in a safe location to make call

Field Ticket Completion

STEP 1 — Call FTC

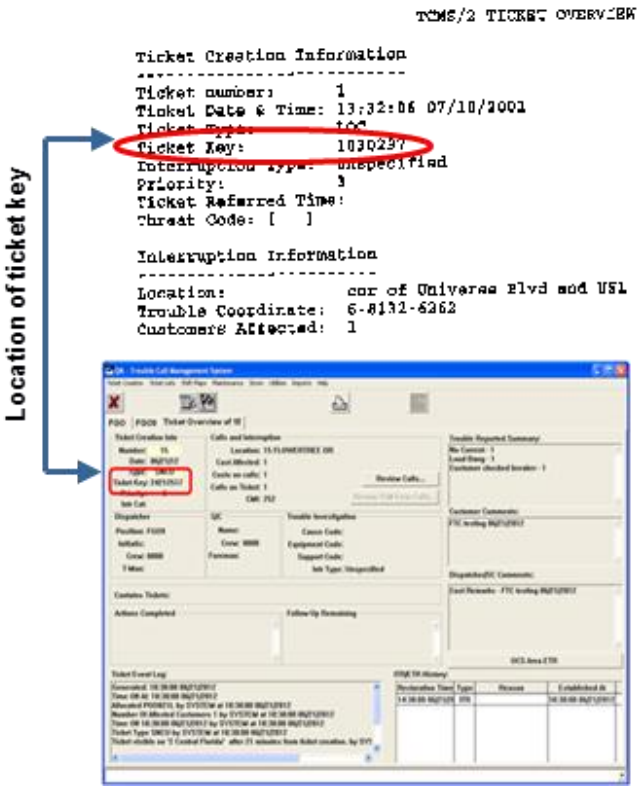
1-866-FPL-8668

Use FTC **after** you work each ticket to update the repair status, **and review** the status of the next ticket to be worked **before** you travel to the next location.

STEP 2 — Provide Key

FTC asks: "What is the ticket key?"

You will: Say or enter the key
Make a note of the key. You will need it to answer the system. The key is a unique 6 to 11 digit number ticket reference located on the trouble ticket, the ticket locator screen, and the TCMS ticket overview screen.



STEP 3 — Listen to Validations

FTC identifies:

Ticket number "# # # #"

Problem "Ticket assigned to…"

Ticket repair status "assigned/completed/referred"

Service restoration status "IN or OUT of service"

Address "Device address?"

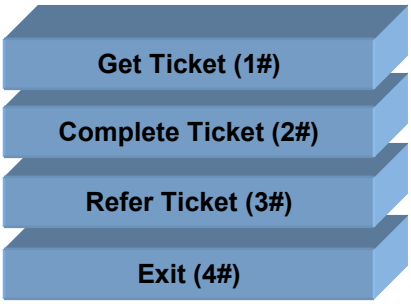
Use this information to:

- Verify the ticket.
- Confirm the trouble location.
- Verify that the ticket is still assigned.

STEP 4 — Make a Selection

FTC asks "What would you like to do?"

Make a selection from the menu options by stating your preference or pressing the corresponding number.



Refer to the following pages for call completion details.

Field Ticket Completion

FTC responds to your voice and translates:

When FTC asks...	FTC interprets any of these answers you might give… Note: Underlined word is preferred.
"What would you like to do next?"	Get ticket, new, new ticket, another ticket, another, next, next ticket, get another ticket, go to… Complete ticket, complete, complete the ticket, close the ticket, close ticket Refer ticket, send ticket, to… Quit, done, finished, finish, end, exit, escape
"Was service restored?"	Yes, yeah, yep, affirmative, that's affirmative No, nope, not, negative
"Is the location accessible?"	Yes, yeah, yep, affirmative, that's affirmative, Si ("yes" in Spanish) No, rear of, not accessible
"What is the follow-up action required?"	Environmental, oil, cleanup, oil spill, environmental group, environmental crew, oil spill crew, Flood, underwater, inundated, flooded, high water Vegetation Management, tree trimming, tree work, line clearing, pro tree trimming, need tree trimming Electrician needed, need electrician, electrician work, electrical work, replace weatherhead, inside electrician Other, yard, service center, crew, need line crew, need splicer Pole work, need pole(s), replace pole(s), pole(s) down, service pole

To change your last response, say Correction, Fix, Oops, Uh, Go back, No go back, Redo, Erase, or Back up.
To get help, say Help, Help me, or Question.

Field Ticket Completion

Get Ticket

When you are updating a worked ticket or verifying the status of a ticket before you travel to the location, you will select Get Ticket.

When FTC asks "What would you like to do next?" say "Get Ticket" or press 1#.

FTC will state:
- The address
- The ticket assignment
- Whether or not the ticket is in or out of service

To Complete Ticket

When you are ready to update a trouble ticket, you will select Complete Ticket to advise the system that the ticket is completed and service is restored.

1. When FTC asks "What would you like to do next?" say "Complete Ticket" or press 2#.

2. When FTC asks "Was the service restored?" say "Yes" or press 1#.

3. When FTC asks "Do you want to update trouble call with this completed ticket?" say Yes" or press 1#.
   FTC states "Ticket completed at _____. You may hang up now or wait for the main menu."

Note: If you say "**No**, service was not restored," FTC will say "Cannot complete ticket if service has not been restored. Please contact the dispatcher."

Field Ticket Completion

Refer Ticket

When you require additional actions before a ticket can be completed, select the appropriate follow-up action. To refer a ticket, when FTC asks "What would you like to do next?" say "Refer Ticket" or press 3#.

FTC asks "What is the follow-up action required?"

State one of the following six options or press the corresponding number:

- Vegetation Management or Press 1
- Environmental or Press 2
- Flood or Press 3
- Electrician needed or Press 4
- Pole work or Press 5

For pole work, FTC asks "What is the pole size?"

Allowable Pole Size

35/4	45/3	35/III-G	50/III-H
40/4	45/2	40/III-G	55/III-H
40/3	50/2	45/III-G	60/III-H
40/2	50/1	40/III-H	30-SU
45/4	55/2	45/III-H	35-SU

Examples: SAY Thirty Class 6 (30/6) or press 306# or SAY Forty Class 4 (40/4) or press 404#

FTC asks "How many poles?" Say the number of poles you need or press the number. Example: SAY Fifteen or Press 15#.

Other

"Please turn in ticket with written details of follow-up to your service center."

All Options

Say "Yes" or Press 1 or "No" or Press 2 in response to questions like "Is the location accessible?" or "Was service restored?" or "Do you want to save the changes?"

(FTC confirms that the changes were made.)

Exit

When you are ready to leave FTC, select Exit.

When FTC asks "What would you like to do next?" say "Exit" or press 4.

When FTC asks "Are you sure you want to exit the system?" say "Yes" or press 1.

FTC states a safety reminder.

Note: If you do not want to exit the system, say "No" or press 2 to continue to make selections.

Questions & Answers

How do I get clearance to use FTC?

Anyone can use FTC. It is simple and requires no special clearance. The key is the Ticket Key. It acts like a password and identifies a ticket at the same time. You can only access one ticket at a time and you need the key for each ticket that you access.

Can I use FTC anytime?

No, because FTC is designed to be simple, it doesn't collect some of the data normally required on a trouble call. FTC is only available when a service center is placed in the "Storm Mode" within TCMS.

Who can put a service center in "Storm Mode"?

Generally, the System Operator or anyone with dispatcher clearance can do this.

At any *time* and in any *place* in FTC, you can say:

- **Help** (for assistance with where you are in FTC)
- **Tell me the values** (for a list of acceptable responses)
- **Correction** (to change your last response)
- **Goodbye** (to exit)

Tips for Using FTC

- Speak clearly.
- Wait for the tone before you begin.
- Avoid loud background noise.
- Hold the phone at the regular distance from your mouth.
- Use the touchtone feature when FTC does not respond to your voice.
- Mute phone if using touch tone.
- State each digit separately.
- **Do not use FTC while driving.**

FTC is meant to eliminate the bulk of the paperwork and tedious keypunch while allowing people to focus on special conditions that require their valuable attention. Only paperwork explaining things that can't be handled by the system is required to be turned in to the workbase.