

## DURING A STORM

### HUNKER DOWN - STAY INFORMED

During the storm, remain indoors and prepare to wait out the weather safely. Stay informed with a battery-powered weather radio. Be ready to re-locate your family and pets to a secure location in your home with no windows or fireplaces. Break out the family board games and preserve your phone's battery power.

### NO RESTORATION IN WINDS ABOVE 35 MPH

SECO Energy invests heavily in an aggressive vegetation management program to keep our overhead lines clear. Still, severe storms with high winds create tree-related outages. Once sustained wind speeds reach 35 mph, it is not safe to use bucket trucks or perform restoration. When wind speeds have fallen below 35 mph, SECO deploys employees and mutual aid to begin restoration efforts.

### TORNADOES - WATCH VS WARNING

Tornadoes are vertical funnels of rapidly spinning air often referred to as nature's most violent storm. Winds can reach speeds of 300 mph. Tornadoes are commonly associated with severe thunderstorms. It is extremely likely that during a hurricane you may experience a tornado.

**TORNADO WATCH:** Tornadoes are possible in/near the watch area. Check supplies and your safe room. Be ready to act fast if a warning is issued or you suspect a tornado is approaching.

**TORNADO WARNING:** A tornado has been sighted or indicated by weather radar. There is imminent danger to life and property. Go immediately to your safe room, interior room or hallway. Avoid windows.

**IF YOU EXPERIENCE A TORNADO,** stay clear of downed power lines and damaged buildings. Treat downed lines as if they are energized - causing serious injury or death.

## ELECTRIC SYSTEM 101

### HIGH VOLTAGE TRANSMISSION LINES

These supply power to SECO's 48 substations which serve 200,000+ homes and businesses. If a storm damages a transmission line, substations also lose power. Much of the transmission serving SECO's substations is owned/operated by Duke Energy. If Duke's lines are down, SECO Energy cannot restore power to our members until these lines are repaired.

**DISTRIBUTION SUBSTATION:** A substation serves thousands of members. Our line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist further down the feeders and lateral lines.

**FEEDER DISTRIBUTION LINES:** When problems cannot be isolated at a substation, distribution lines are inspected. These larger lines originate from substations and distribute power to large groups of members in our service area.

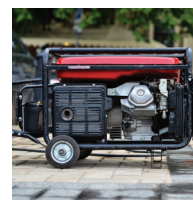
**LATERAL DISTRIBUTION LINES:** These smaller lines deliver power to transformers, either mounted on poles or placed on pads for underground service and deliver power to smaller groups of members in less densely populated areas.

**SERVICE LINES:** The service line is the line between a transformer and your residence or business.

## GENERATOR SAFETY

### STATIONARY GENERATOR:

A permanently affixed generator with an approved disconnect and transfer switch isolates your home's circuits from SECO Energy and eliminates the risk of backfeeding on utility lines. These generators are installed by licensed technicians.



**PORTABLE GENERATOR:** Common type of generator. Use extension cords to plug certain appliances into the outlets on the generator.

### SAFETY TIPS:

- Read your unit's safety manual. If you've lost it, find one online.
- Consider the wattage of appliances you want to operate to handle the load in purchase planning.
- To operate medical equipment with a generator, consult the owner's manual to ensure compatibility.
- Operate a generator outdoors at least 15-20 feet from your home.
- Never operate in a garage as generators emit deadly carbon monoxide.
- Never plug a generator directly into an electrical outlet. It's deadly for utility personnel.
- Use heavy-duty, outdoor extension cords to connect appliances directly to the generator.
- Consult the owner's manual to learn about grounding.
- Hire an electrician to install a transfer switch at breaker panel to swap load from SECO to generator.
- Never operate a generator in rain. Use a canopy or cover.
- Before refueling, always allow the generator to cool down.
- Perform the maintenance recommended in your owner's manual.
- Operate the generator periodically so it will be ready when you need it most.

**These tips are extremely important as people die each year from improper generator use.** More information on generator safety can be found by visiting our website at [secoenergy.com](http://secoenergy.com).

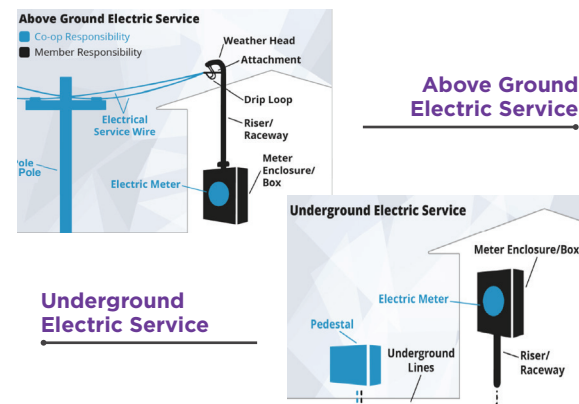
## AFTER A STORM

### RETURNING HOME-ASSESS DAMAGE

If your home or business is damaged and it is safe, turn off your main breaker to prevent fires. If appliances are wet, turn off each appliance's main breaker. Once you've turned the breaker off, unplug the wet appliance.

If fuses blow when your power is restored, turn off the breakers and contact a licensed electrician. Always call an electrician or an appliance repair service if in doubt.

If you have damage to equipment referenced below, call an electrician for repairs.



### DEBRIS CLEANUP

Once the storm has passed, ensure that you and your home are safe while power is being restored.

Do not make piles that interfere with utility trucks. Keep piles away from lines, transformers and downed lines for safety and speedy restoration. Call your county's emergency operations center if public roadway debris prevents utility and emergency vehicle access.

### MOVE OVER - IT'S THE LAW

- Move over a lane for law enforcement, emergency, sanitation, utility 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

## HURRICANE HANDBOOK 2019

### Outage Map

INTERACTIVE MAP WITH ETR, CREW STATUS AND MORE!

### Report Outage

REPORT A NEW OUTAGE

### Check Status

CHECK THE STATUS OF AN EXISTING OUTAGE.

### Manage Notifications

ENROLL IN EMAIL, TEXT AND VOICE NOTIFICATIONS.

### LightFinder

REPORT AN AREA LIGHT OUTAGE OR ISSUE.





## HURRICANE STRENGTH STATS

The Saffir-Simpson wind scale classifies hurricanes that exceed the intensities of tropical depressions and tropical storms into five categories distinguished by the intensities of sustained winds.

- CAT 1** 74 to 95 mph
- CAT 2** 96 and 110 mph
- CAT 3** 111 to 129 mph (major)
- CAT 4** 130 to 156 mph (major)
- CAT 5** 157 mph or higher (major)

Even tropical storms can cause significant damage and flooding. Most storm casualties are from drowning and not wind. Always heed weather warnings, evacuate as instructed and don't drive into high water. Keep your family safe.

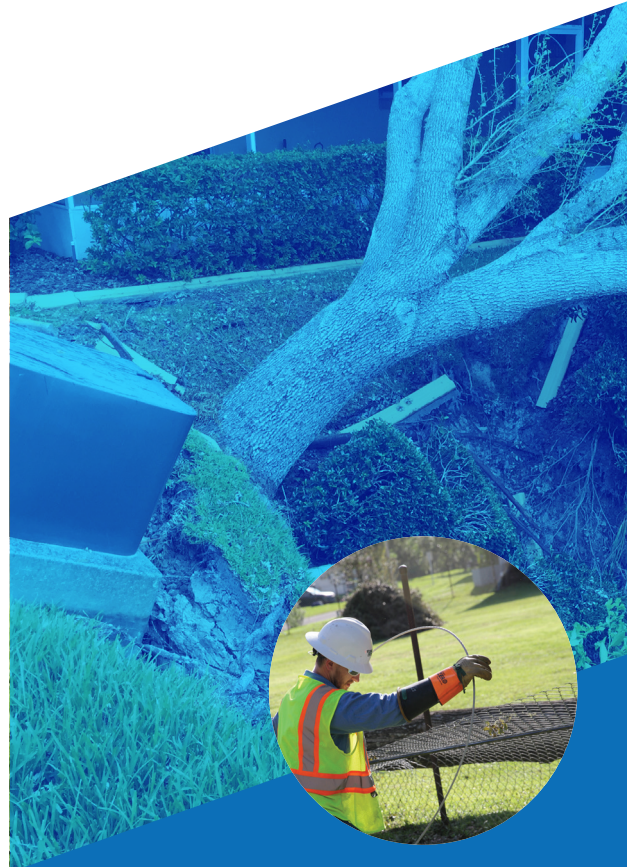
## RESTORATION PRIORITY WHO IS FIRST?

SECO Energy provides world-class reliability to 200,000+ homes and businesses. Outages due to weather, vehicle accidents, equipment issues, animal or tree contact with lines results in utilities being unable to guarantee 100 percent uninterrupted electric service.

During emergency restoration with widespread damage, SECO Energy's first responsibilities are shelters, hospitals, schools and government agencies like emergency ops centers, fire stations and law enforcement facilities. SECO's next priority is large commercial accounts providing food, water and damage-recovery supplies. Feeders with the largest number of members served are next. Our goal is to restore service to the highest volume of members as quickly as possible.

## DISCONNECTING IN ADVANCE: MYTH OR FACT

Many years ago, it was a common practice for utilities to completely de-energize their electric systems ahead of a storm in an effort to proactively prevent damage during the storm. **SECO Energy does not employ this practice.**



## FLORIDA'S SPECIAL NEEDS REGISTRY

Register with the Florida Division of Emergency Management at [floridadisaster.org](http://floridadisaster.org) before a storm hits to receive county specific lifesaving information. If an evacuation or emergency is declared, you will receive important options from local emergency management by signing up with your county's emergency alert notifications (Alert Citrus, Alert Marion, Alert Levy, Alert Lake, Alert Sumter, Alert Pasco). Visit your county's Emergency Operations online to sign up for the alerts you would like to receive.

## MEMBERS USING MEDICAL EQUIPMENT

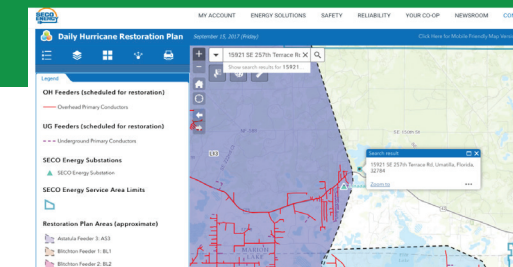
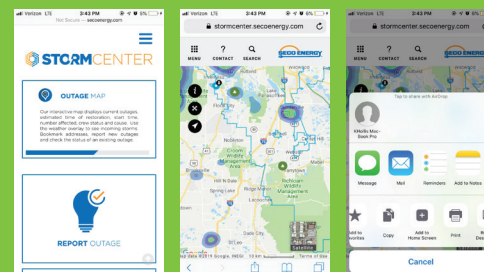
Residential members' accounts coded as having medically necessary service are not the first priority after a storm with widespread damage. These members should prepare before storm season and anticipate the possibility of extended outages that could last for days. If you are dependent on electric-powered medical equipment, register with your county emergency management center's Special Needs Registry. Most important, purchase a generator for use during power outages.

## OUTAGE NOTIFICATION PREFERENCES

Visit [SECOEnergy.com](http://SECOEnergy.com) and click StormCenter at the top right. Scroll down and select "Manage Notifications." Log in with your account number or phone number. View and update your preferences for email, text or voice notifications. Set do not disturb parameters.

## ADD STORMCENTER APP TO MOBILE DEVICE HOME SCREEN

Visit [SECOEnergy.com](http://SECOEnergy.com) and click StormCenter. Select the Outage Map tile. Tap the Share Arrow. Select "Add to Home Screen" from options.



## BOOKMARK DAILY RESTORATION PLAN MAP

SECO utilizes this interactive map when the Emergency Response Plan is activated. This map is different from the StormCenter outage map. The Restoration Plan Map displays the areas where crews are working each day and helps you know when you can reasonably expect service restoration. Access this map from the [SECOEnergy.com](http://SECOEnergy.com) home page banner during emergencies.

## SUPPLY STOCK UP - SEVEN DAYS

PEOPLE	PETS
Water - one gallon per person per day	Water - one ounce per pound per day
Canned or packaged food and manual car opener	Pop-top canned or dry food
Prescription meds and eye glasses	Prescription meds and leashes/collars
First aid kit	First aid kit
Battery-operated radio, flashlights and clocks	Cookies and bones
Documents (birth certificates, insurance, etc.)	Documents (shot records and microchip #)
Insect repellent	Flea and tick treatment
Phone chargers and solar charging bricks	Toys
Personal hygiene items	Trash bags and litter trays
Blankets and pillows	Kennel crates and bedding
Photos to preserve keepsakes	Photos in case of loss

Turn your refrigerator and freezer to the coldest settings. Only open refrigerator and freezer doors when necessary. Move freezable foods into the freezer. A refrigerator will keep food cold for about four hours after a power outage; a full freezer will keep food frozen for about 48 hours. Move your emergency supplies into a secure room with no windows or fireplaces.



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