



TO OUR FLORIDA CUSTOMERS,

Hurricane Irma was an incredibly destructive storm. We hope that you came through safely. Our thoughts are with both our customers and the millions of others impacted across the southeast. We are working hard to do our part in returning our service areas to normal operations.

Hurricane Irma has created significant challenges for the utility industry. Our recovery efforts following the storm began as soon as the wind dropped under 40 mph and it was safe to dispatch our restoration and repair crews. Our natural gas and propane distribution system received only minor damage. Natural gas deliveries were not interrupted during the hurricane. We have completed minor system repairs and all natural gas pipelines are operating as designed. All of our propane gas operations are up and running with full delivery capabilities. We have additional work to do to bring our electric operations fully back in-service.

The Hurricane Irma electric restoration effort is the largest restoration event that has ever faced the United States. Thousands of utility workers have moved into the southeast from all over the country and Canada to help restore power. FPU has mobilized all of its internal electric workforce and numerous additional crews.

In our NW Electric Division (serving Jackson, Calhoun and Liberty counties) at noon on September 13, there were 18 customers out of service in Jackson County. Service should be fully restored in the NW Division by the end of today.

Our NE Electric Division on Amelia Island was hard hit. The island suffered several tornadoes, storm surge and high winds. The damage to the electric system is substantially greater than we experienced last year during Hurricane Matthew. That said, by noon on the 13th FPU has restored power to all of the critical service customers (hospital, fire, police) and most of the commercial customers that are able to provide assistance to residents during the clean-up (supermarkets, hotels, restaurants, etc.). We are working hard to restore service to residential neighborhoods.

We started restoration work on Amelia Island immediately after the storm at around 1:00 pm on Tuesday, September 11th. After the first 48 hours we have restored power to over 70% of the island's customers. The high voltage transmission lines bringing power onto the island from JEA are fully operational. Our Eight Flags generating plant was undamaged and is back on line. The extensive damage to our on-island primary circuits has been completely repaired. The more time consuming work of clearing the tree damage and repairing the distribution lines that serve neighborhoods and individual homes is well underway. We hope to have an additional 1,000 to 1,200 customers (close to 80% of total customers) energized by tonight.

Although most Amelia Island customers will be back in service within the next 24-36 hours, in the heavily damaged areas it could take several more days to completely restore power. We know it is difficult to be without power. Our crews are working 16 hour days on restoration and will continue to do so until all service is back on line. Please be safe and keep an eye on our web site and social media pages for additional updates.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Householder".

Jeff Householder

President, Florida Public Utilities Company

To report a gas emergency or downed power line, please call: **800.427.7712**

FPUHurricaneUpdates.com