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Sent: 3/28/2014 1:52:16 PM
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Subject: Incident Communication Plan

Hello Nancy, Tim Fitzpatrick's team at PG&E has spoken with FPL's Community Engagement Director, Thomas Bean, and he suggested that I contact Nancy. I am trying to do some benchmarking on best practices with regards to incident communications plan, how to communicate effectively with the public when incidents occur. I understand Florida Power and Light has a detailed incident communications plan. I was hoping to review it for benchmarking and informational purposes. Any assistance you can provide is appreciated.

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