

From: Green, Stephanie  
Sent: 5/2/2014 9:54:41 AM  
To: nancy.francis@fpl.com (nancy.francis@fpl.com)  
Cc: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe)  
Bcc:  
Subject: 2nd Request- 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.

Stephanie Green, CPUC, Exec. Div, Utility Supplier Diversity, Business & Community Outreach Supervisor,  
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**From:** Green, Stephanie  
**Sent:** Friday, March 28, 2014 1:52 PM  
**To:** 'nancy.francis@fpl.com'  
**Cc:** Allen, Meredith (MEAe@pge.com)  
**Subject:** Incident Communication Plan

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