



November 1, 2022

Tim Heinrich, President and CEO  
Municipal Electric Utilities of Wisconsin  
725 Lois Drive  
Sun Prairie, WI 53590

Dear Mr. Heinrich:

I wanted to reach out and personally thank you for recently offering and sending your skilled line crews and equipment in response to New Smyrna Beach Utilities (NSBU) request for mutual aid after Hurricane Ian.

While Florida is not certainly a stranger to Hurricanes, the City of New Smyrna Beach was infamously impacted by the combination of; 96 mph winds and over 21 inches of rain in just over 24 hours- a 1 in 500-year flooding event. For context, the State of Florida receives a little over 50 inches of rain annually, and we received approximately 40% of our annual local rainfall in just over 24 hours. The NSBU service territory also includes some surrounding areas of Volusia County. For additional context, as of 10-21-22 the Volusia County Property Appraiser assessed Hurricane Ian had inflicted more than \$325 million in damage to nearly 7,000 homes in the County.

At the peak of the Hurricane, 91% of NSBU's 30,000 customers were out of power. However, thanks to the hard work of the crews supporting the overall effort, the majority of our priority feeders and other critical facilities were restored within the first 24 hours after the hurricane winds left our territory. Next, we were able to restore power to 97% of all of those affected customers within 72 hours.

The phenomenal success of this restoration effort ultimately realized for our community was made possible with the assistance of mutual aid crew resources. The multiplying effect of the Public Power crews allowed us to expand the number of our day-to-day internal crew resources by approximately tenfold. The Public Power network of mutual aid partners coordinated for us by Florida Municipal Electric Association and American Public Power Association is greatly appreciated.

Thank you again for being our partner in restoration of our community after Hurricane Ian.

Sincerely,

A handwritten signature in blue ink that reads "Joseph G. Bunch". The signature is fluid and cursive.

**Joseph G. Bunch | General Manager – C.E.O.**  
New Smyrna Beach Utilities  
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[www.nsbufl.com](http://www.nsbufl.com)

cc: Amy Zubaly, Executive Director, Florida Municipal Electric Association

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