



Hurricane Plan & Board Toolkit



Helping You Navigate the Storm

This toolkit brings together the essentials your board or management team needs to prepare for, respond to, and recover from a major storm. Inside, you'll find practical checklists, real-world case studies, ready-to-use communication templates, and a clear view of how **Blue Stream Fiber keeps communities connected when it matters most.**



Board & Manager Hurricane Readiness Checklists



Resident Communication Templates



Emergency Preparedness Quick Reference Sheet



Blue Stream Fiber Storm-Resilient Network Fact Sheet



Hurricane Milton: A Case Study



Our customer value statement is what we're built on. That's the core of what we do here. Trust is very important to our customers and to our company. They rely on us. So, we work hard, making sure that our infrastructure, that our communication, that our support is always ready when the time is needed.

MILTON LOPERA, EVP Customer Experience

Board & Manager Hurricane Readiness Checklists

Before the storm:

If a storm is approaching your community, regardless of which company provides your internet service, below are some tips to help ensure you and your residents are as prepared as possible to weather the storm.



Community & Property Preparation

- ☐ Review your community's emergency preparedness plan
- ☐ Confirm evacuation routes, shelter information, and local emergency resources
- ☐ Secure common areas, amenities, and loose outdoor items
- ☐ Coordinate with onsite staff regarding pre-storm responsibilities
- ☐ Review generator readiness and fuel availability with the provider

Vendor & Partner Coordination

- ☐ Confirm emergency contact information for key vendors and service providers (see pg. 9)
- ☐ Establish expected communication cadence during the storm
- ☐ Understand which services may be limited during the storm
- ☐ Establish who will serve as the primary point of contact during the storm
- ☐ Confirm priority restoration status for the community

Board & Management Communications

- ☐ Distribute pre-storm resident communication (see email examples pg. 6)
- ☐ Share storm preparedness expectations with onsite staff
- ☐ Confirm who has authority to approve emergency access or repairs
- ☐ Ensure board and management contacts are current and accessible



The goal of this checklist is to help you lead calmly and clearly as a storm approaches.

During-Storm: Communication & Response Checklist

If your community is actively experiencing severe weather, maintaining clear communication and prioritizing resident safety are critical. Below are some tips to help HOA board members and property managers stay informed, support residents, and minimize disruptions while the storm is ongoing.



Safety & On-Site Awareness

- ☐ Ensure on-site staff are following safety protocols
- ☐ Limit property access during unsafe conditions
- ☐ Monitor official weather and emergency updates

Communication Management

- ☐ Send a “storm underway” message to residents (see email example pg. 7)
- ☐ Reassure residents that updates will be shared as conditions allow, avoiding speculation
- ☐ Centralize resident inquiries through one communication channel



Silence doesn't mean inaction. Pausing updates while conditions are unsafe or information is limited is often the right call.

Internal Coordination

- ☐ Maintain regular check-ins with leadership or board representatives
- ☐ Document issues or resident concerns as they arise
- ☐ Prepare to shift messaging once storm conditions pass

Post-Storm: Recovery & Resident Updates Checklist

Once the storm has passed, a timely and organized response can help your community recover more efficiently and safely. Below are some tips to assist HOA board members and property managers with post-storm communication, damage assessment, resident support, and restoring normal operations as quickly as possible.



Initial Assessment & Access

- ☐ Confirm when it is safe to access the property
- ☐ Identify visible damage to common areas or amenities
- ☐ Coordinate with vendors for inspections or repairs as needed

Resident Communication

- ☐ Send an initial post-storm update acknowledging the event
- ☐ Share what is known, what is being assessed, and next steps
- ☐ Provide realistic timelines and avoid over-promising
- ☐ Continue regular updates until conditions stabilize

Ongoing Recovery

- ☐ Communicate restoration progress and service updates (see email example pg. 8)
- ☐ Share any temporary accommodations or resources available
- ☐ Notify residents once the community returns to normal operations
- ☐ Capture lessons learned to improve future preparedness



The first post-storm message doesn't need all the answers. It's okay to say "we're still assessing." Clear expectations now prevent frustration later.

Resident Communication Templates

Pre-Storm Communication Template

Below is a sample message you can use to help communicate important storm preparation information to your residents ahead of an approaching storm.

Subject: Storm Preparedness Reminder for Our Community

Dear Residents,

As we continue to monitor the weather forecast, we want to encourage everyone to begin preparing early for the possibility of an approaching storm. Now is a good time to review your personal hurricane plans, check emergency supplies, secure outdoor items, and stay informed through official local weather and emergency resources.

Community Updates & Communication

During the storm, residents can expect updates to be shared:

- Communication cadence: [e.g., once daily / as conditions change / etc.]

Services & Operations

Please be aware that the following services or amenities may be limited or unavailable during the storm: [e.g., office hours, amenities, non-emergency maintenance, etc.]

If needed, residents should use the following contact information during the storm:

Primary point of contact: [Name / Title / Contact Info]

Local Emergency Resources

Residents are encouraged to review and follow guidance from local authorities, including:

- Evacuation routes: [Insert details or link]
- Shelter locations: [Insert details or link]
- Local emergency resources: [Insert city/county resources or link]

Our management team and board are monitoring the situation closely and coordinating with our service partners. We will share additional updates if there are any changes that impact the community.

Sincerely,

[Board/Community Name]

Storm Underway Communication Template

Below is a short, steady, and reassuring “storm underway” message template that can be sent while conditions are active. It’s intentionally brief, avoids speculation, and has clearly marked fill-in sections.

Subject: Storm Update for Our Community

Dear Residents,

Storm conditions are currently impacting our area. At this time, our priority is the safety of residents and onsite teams.

We are monitoring conditions closely and coordinating as appropriate. Updates will be shared as soon as it is safe to do so and when confirmed information is available.

In case of an emergency, residents should contact:

[Insert emergency contact details — e.g., local emergency services, onsite emergency line, or after-hours number]

Thank you for your patience and cooperation. Please continue to follow guidance from local emergency officials and stay safe.

Sincerely,

[Board/Community Name]

Post-Storm Communication Template

Below is a calm, supportive post-storm message template that can be sent once conditions begin to improve. It includes basic safety reminders and clear fill-in-the-blank sections for reporting storm damage.

Subject: Post-Storm Update for Our Community

Dear Residents,

We hope you and your loved ones are safe following the recent storm. As conditions begin to improve, we want to share a brief update and a few important safety reminders.

Safety Reminders

Please use caution when moving around the community:

- Do not touch or approach downed power lines or exposed wires
- Avoid standing water, which may conceal hazards
- Be mindful of debris, unstable trees, or damaged structures
- Follow all guidance from local emergency officials

Community Assessment & Next Steps

Our team is assessing the property as conditions allow and coordinating with service partners as appropriate. We will share additional updates as more information becomes available.

Reporting Damage or Safety Concerns

If you notice damage or safety issues within the community, please report them using the following contact information:

[Insert name/title, email, or phone number]

Thank you for your cooperation and for looking out for one another. We will continue to communicate as recovery efforts progress.

Sincerely,

[Board/Community Name]

Emergency Preparedness Quick Reference Sheet

Emergency Contacts



EMERGENCY SERVICES:

Police / Fire / Medical



COMMUNITY EMERGENCY/ AFTER HOURS LINE:



MAINTENANCE/ FACILITIES:



UTILITIES PROVIDERS:

Electric / Water / Gas / Internet



PROPERTY MANAGEMENT:

Restoration Priorities

1. **Life Safety Issues** (hazards, flooding, structural concerns)
2. **Property Access & Safety** (debris clearance, entry points)
3. **Critical Services** (power, water, essential systems)
4. **Community Amenities & Non-Essential Services**

Important Reminders

1. Do not touch downed power lines or exposed wires
2. Avoid standing water and unstable areas
3. Follow all local emergency management guidance

Blue Stream Fiber Storm-Resilient Network Fact Sheet

Blue Stream Fiber Understands the Role It Plays in Supporting Communities Throughout a Storm

Built for Extreme Weather

Blue Stream Fiber's network is intentionally designed to withstand severe weather events, including Category 5 hurricanes. From construction standards to redundancy planning, resilience is built into the network from day one—so communities aren't starting from scratch when storms approach.

What this means for your community:

- Underground fiber routes designed to minimize wind and debris exposure
- Diverse network paths that reduce single points of failure
- Proactive storm-season planning and readiness exercises every year

Proactive Generator & Power Continuity Strategy

Power loss is one of the most common causes of service disruption during hurricanes. Blue Stream Fiber plans for this well in advance.

Our approach includes:

- Pre-storm generator testing and fuel planning
- Strategically staged generators for rapid deployment
- Post-storm refueling and extended-run protocols when commercial power is unavailable



This preparation helps accelerate restoration and maintain critical connectivity as conditions allow.

Backup Systems & Network Monitoring

Blue Stream Fiber operates with 24/7/365 monitoring through a centralized Network Operations Center (NOC), with enhanced monitoring activated days before potential storm impact.



This coordinated approach allows issues to be identified and addressed as safely and quickly as possible.

Key capabilities:

- Continuous weather and network monitoring
- Real-time outage detection and incident management
- Coordinated response across engineering, construction, CX, and operations teams

WiFi Hotspot & Temporary Connectivity Support

When traditional connectivity is disrupted, Blue Stream Fiber plans for alternative solutions to support communities during recovery.

When applicable, this may include:

- Temporary WiFi hotspots
- Satellite-based connectivity solutions
- Prioritized restoration for critical community needs



These options help maintain communication channels during extended recovery periods.

Local Crews & Trusted Vendor Partnerships

Storm response isn't outsourced at the last minute. Blue Stream Fiber maintains local crews and long-standing vendor partnerships across its service regions, supported by pre-authorized access planning and storm-season coordination.

Why this matters:

- Faster post-storm access when conditions allow
- Familiarity with local communities and infrastructure
- Coordinated restoration efforts across multiple service areas



These options help maintain communication channels during extended recovery periods.

At Blue Stream Fiber, we understand the importance of reliable communication during hurricane season. Scan the QR code below to see a video that provides an inside look at how we prepare our network and support our communities before, during, and after a storm.



Hurricane Milton: A Case Study

Reliability Throughout the Storm: Hurricane Milton

Experts make things look easy. That is because they put in tens of thousands of hours of practice, planning, and preparation. Blue Stream Fiber is THE expert in preparing for and recovering from a Hurricane, as demonstrated during Hurricane Milton, when 100% of Blue Stream Fiber communities with an onsite generator stayed online during and after the storm.

Below is how Blue Stream Fiber makes hurricane response and recovery look and feel easy for our customers.



Executed extensive and methodical 105-step hurricane contingency plan, which included the deployment of 100+ teams of technicians to affected properties



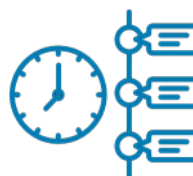
Network Operating Center (NOC) maintained continuous contact with our emergency response team before, during and after the storm



Communicated extensively with all customers regarding preparation, impact and restoration



Comprehensive pre-storm preparation, during-storm procedure, and post-storm monitoring contributing to 100% of communities with on-site generators staying up and running throughout the storm



95% of communities without onsite backup had services restored within 12 hours. (100% of communities within 30 hours). This is compared to the extended outages lasting days or even weeks reported by competitor coax customers statewide.

“Blue Stream Fiber Service stayed up for as long as we had power and was immediately restored upon restoration of power via generator. After this storm, it is clear that the infrastructure is built to withstand any storm.” — **BRIAN H., SHELL POINT CTO**