



# Public Works Department

## Fact Sheet: Support Site Electrical Power Supply



### 12 FEBRUARY 2026 UPDATE ON RECENT POWER OUTAGES

NSA Naples leadership acknowledges the importance of reliable electrical service for our community and base operations. We understand the frustration caused by recent power outages at the Support Site. Rest assured that we have made it a top priority to address these issues. We see your feedback and comments. Please keep them coming. This fact sheet provides an update on the situation, the factors involved, and the multi-phased plan we are developing in partnership with the property owner, Mirabella, to restore and improve power reliability. This plan is in the very early stages of development, and we are committed to keeping the community informed as it solidifies.

#### Background: There Are Two Electrical Circuits Servicing Different Facilities

- Circuit 1.0: The circuit that serves the housing area, DoDEA schools, and the CDC is the one most affected by the outages. This is because it is at the end of an older commercial power line that also supplies the nearby Teverola industrial district. This position makes our facilities more vulnerable to fluctuations from the local commercial grid, which is outside of the Navy's direct control.
- Circuit 2.0: The rest of the Support Site is powered by a separate, modern circuit with a direct connection to the regional utility provider, ENEL. This connection is very stable and rarely has outages.

#### Recent Issues and Contributing Factors

We know the frequency of outages has increased. This is due to a combination of factors:

- **Aging Infrastructure**: The primary electrical substation serving Circuit 1.0 (Substation 1.0) is old, and its components require modernization to ensure reliability.
- **Weather**: The Naples area has experienced heavy and persistent rainfall this season. This has negatively impacted the environment within the substation, contributing to equipment faults.
- **Grid Instability**: The inconsistent quality of power delivered from the commercial grid remains a chronic challenge for Circuit 1.0.

#### Our Path Forward: A Multi-Phased Plan for Improvement

NSA Naples leadership and Mirabella have developed a comprehensive plan to address these issues:

- **Immediate Actions & Repairs**: Following recent outages, Mirabella's technical teams performed emergency repairs, including replacing damaged cables and installing initial environmental controls. Our engineering experts have confirmed these actions have improved safety, significantly mitigated the risk of a larger, more widespread failure, and have helped stabilize power to the Child Development Center.

- **Medium-Term Plan (System Modernization):** To address a factor in the power outages, Mirabella has already ordered modern electrical panel cabinets to replace the substation's aging core components.
  - This will improve long-term reliability but will require planned, extended power outages to perform the work safely. To minimize the impact on our community, a temporary power plan, including the use of generators for housing, the CDC, and other key facilities, will be implemented during the replacement work. The work will be scheduled to limit disruption as much as possible.
- **Long-Term Solution (A Dedicated, Reliable Circuit):** The Navy and Mirabella agree that the permanent solution is to give Circuit 1.0 a dedicated, direct power feed just like Circuit 2.0. This is a major infrastructure project that will involve building a new, modern substation on the Support Site. We are in the very early stages of planning and coordinating this complex effort, which will require significant support from our local utility partner, ENEL.

We are committed to providing a safe and reliable power supply for our entire community. We understand the challenges these outages present and appreciate your patience as we execute these critical short- and long-term improvements. We will continue to provide updates as these projects progress.

## FREQUENTLY ASKED QUESTIONS

### How do we receive power at the Support Site?

- The Support Site does not generate or create its electrical power, rather, this is supplied by ENEL, an Italian manufacturer and distributor of electricity and gas.
- There are two (2) points (separate loops) that are fed by two different ENEL substations located off-base.
- If external disruptions affect the off-site power location, the protection features used in our electrical system will secure power to either one or both on-base loops until the off- site disruption is resolved.
- Sometimes, only a portion of Support Site will experience power outage.

### What causes power outages at the Support Site?

- Multiple large, commercial clients receive power from the same distribution system. Due to the load demand from the Support Site and other clients, periodic voltage fluctuations and voltage sag may occur.
- Due to the sensitivity of our protection features, power is disconnected when any of the power fluctuations go above or below the designated protection parameters.

### What happens when there is a power outage at the Support Site?

- During regular working hours, PWD at the Support Site tracks any power outage situations.
- Outside working hours, residents and facilities customers must contact Seabees Duty Section at Phone # (+39) 081-568-4981.
- Seabees Duty Section will then contact the Supervisory Contract Assurance Specialist who is our Support Site Point of Contact (POC) for electrical supply and informs Assistant Public Works Officer (APWO) on the Support Site.

- Mirabella, the company leasing Support Site to the U.S. Navy, contacts the ENEL Quarter Deck to begin resolution.
- ENEL will notify Mirabella and PWD when they resolve their faults. After troubleshooting & maintenance is complete, the Support Site PWD staff will give the green light to Mirabella to safely reconnect the power.

### **Who do you contact in a power outage situation?**

- Facilities service calls on Support Site ALL HOURS / Phone # (+39) 081-568-4981.

### **How does installation communicate major outage updates to the community?**

- If the outage lasts over 2 hours, the installation has several ways to communicate with the community including ATHOC, NSA Naples Facebook, NSA Naples Italy App, and PAO Notes.
- Make sure you are signed up to receive the most up-to-date information regarding our community on these platforms.
- If you have questions about signing up for any of the above, contact the NSA Naples Public Affairs Office at [nsanaplespao@us.navy.mil](mailto:nsanaplespao@us.navy.mil)