



## 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 # 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 # 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 App, and Community Highlights.
- 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)