



NEWS FOR IMMEDIATE RELEASE

Sept. 9, 2017

Volusia County Media Line: 386-226-7890

FPL Update

FPL anticipates widespread destruction throughout its service area with significant impacts to the most densely populated areas.

FPL has more than 16,000 workers from nearly 30 states, including as far away as California, dedicated to planning and preparing to respond to Hurricane Irma. Because the track of this storm is unclear, many utilities along the East Coast and Gulf Coast are holding onto their crews until they know what is headed their way.

FPL has activated more than 20 staging sites throughout the service area, where restoration crews, trucks and equipment are being stationed. In Volusia County, the initial staging site is the Daytona International Speedway.

FPL's goal is to continue providing customers with power through the storm, until it's no longer possible to do so. FPL has no plans to shut down power to its customers.

FPL expects 3.4 million customers may lose power as a result of Irma and could experience prolonged outages, based on the current forecast.

FPL's nuclear power plants are prepared for hurricanes. Finalized plans are in place to safely shut down nuclear plants well in advance of Irma's impacts, and FPL will let customers know when they are shut down.

Storm safety:

- Plug appliances directly into the generator, not into the main electric panel; electricity may flow back into power lines and cause injuries
- If someone in your home is dependent on electric-powered, life-sustaining medical equipment, have secured back-up power.
- Adjust refrigerators and freezers to their coldest settings ahead of time to keep food fresher longer in the event of a power outage.
- Don't venture out in the dark, because you might not see a downed power line that could be energized and dangerous; avoid standing water and debris.
- Record your FPL account number in a location that will be readily available. By knowing your account number, you will be able to quickly access your account online at FPL.com. Keep FPL's phone number (800-4OUTAGE or [800-468-8243](tel:8004688243)).

Post-storm safety:

- Stay far away from downed power lines, flooding and debris; lines could be energized and dangerous.
- Use caution if driving. Power interruptions may cause traffic signals to stop working without warning. If an intersection has a non-working traffic signal, Florida law requires that drivers treat it as a four-way stop.
- If using a portable generator:
 - Follow the manufacturer's recommendations for proper use.
 - Plug appliances directly into the generator, not into the main electric panel, because the electricity may flow back into power lines and cause injuries.
 - Only a licensed electrician should connect a generator to a main electric panel.
 - Never operate a generator inside your home or garage.

www.volusia.org

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- Keep generators well away from open windows to prevent dangerous fumes from entering your home or a neighbor's home.
- Turn off all electric appliances, especially ovens and stoves, to prevent fires.
- Avoid power lines when cleaning up hurricane debris and vegetation.
- Do not trim near a power line. Do not attempt to remove or trim foliage within 10 feet of a power line. If a tree or tree limbs have fallen on a power line or pulled it down, do not approach the line or the tree. Report downed power lines or sparking electrical equipment by calling 911 or 1-800-4OUTAGE ([1-800-468-8243](tel:1-800-468-8243)).
- Be especially careful when working with extended equipment and tools. Be sure that ladders or scaffolds are far enough away so that you, and the ends of the tools you're using, stay at least 10 feet away from power lines.

After the storm hits, crews will begin working to restore power as soon as conditions are safe. Once restoration begins, the goal is to get as many customers up and running as soon as possible.

FPL does not restore power based on when customers report an outage, where customers live or the status of accounts. Rather, restoration begins in multiple locations and follows an overall plan that calls for restoring power to the largest number of customers as safely and quickly as possible.

Next, FPL will repair any damage to power plants and the power lines that carry electricity from plants to the local substations. FPL prioritizes restoring power to critical facilities, such as hospitals, police and fire stations, communication facilities, water treatment plants and transportation providers. At the same time, FPL will work to return service to the largest number of customers in the shortest amount of time – including service to major thoroughfares that host supermarkets, pharmacies, gas stations and other needed community services.

Given the nature of the approaching storm and expected vegetation-related impacts on FPL equipment, some customers may experience more than one outage during the storm.

As a lesson learned from 2012's Superstorm Sandy, FPL has installed real-time water monitors at 223 substations that are most susceptible to storm surge throughout its service area. Substations play a critical role in providing service to customers by reducing high-voltage electricity from transmission lines to a level that can be distributed throughout FPL's service area. The monitors give more advanced warning if a flood threat emerges and allow FPL to proactively shut down a substation earlier.

Once restoration begins, there are a few ways customers can help:

- Avoid stopping crews to ask when power will be restored. Directing questions to FPL restoration workers slows down their work and, more importantly, can compromise their safety. Typically, restoration workers don't know restoration times. They've been assigned to a single segment of an affected line. FPL will provide estimated times of restoration through the media, Facebook, Twitter and FPL.com.
- When you're out driving, clear the way for FPL trucks so crews can get to their next work site faster. The restoration workers truly appreciate this courtesy, as they work long hours to get the power back on for all affected customers.
- When gathering post-storm debris, keep utility poles and transformers clear so that restoration workers have access to them.

Hurricane Irma's path, intensity and the availability of resources influence how long it will take to restore service. The strength and intensity of this storm will likely require a lengthy restoration effort, and parts of the electrical infrastructure may need to be rebuilt. FPL has developed partnerships with other utilities and electrical contractors, so it can put as many boots on the ground to restore power safely and as quickly as possible.

While the forecasted path of the storm has shifted west, it's important that customers along the east coast remain vigilant and continue to monitor the storm as the path could shift back to the east.

Customers can download the new FPL Mobile App to report or get the latest information on outages and get secure access to their accounts. The app is available for download in the iOS App Store and Google Play.

Visit www.FPL.com/storm for additional tips and information.