



We're improving the electrical grid in your area

Dear Customer,

We understand how much you depend upon reliable energy and are continuously working to make it better. To that end, we have identified an opportunity in your area that once implemented, will enhance the reliability of electric service provided to your home or business.

The power line that serves your neighborhood has been identified as a potential candidate to convert from overhead to underground. The advantages of undergrounding your neighborhood power line include:

- Greater resiliency in normal and severe weather conditions, such as lightning and wind; and
- Reduced power interruptions, especially due to tree and other vegetation issues.

In fact, underground power lines perform 50 percent better than overhead power lines day to day, and 85 percent better during severe weather conditions, such as hurricanes and tropical storms.

To place your neighborhood power line underground, which will be at **NO ADDITIONAL COST** to you, it may be necessary for FPL to obtain easements or access rights to install or maintain equipment on your property.

The existing power poles in your area typically include other utilities such as cable, internet and phone. Because these facilities do not belong to FPL, the other utility companies will decide whether to keep their lines overhead or place them underground.

In closing, we know how important safe and reliable electric service is to you in good weather and bad. FPL remains fully committed to continuously improving the performance of our energy grid. This program is just one example of how FPL will meet that goal. Should you have any questions, please call me at (305) 331-4285

Sincerely,

Conrad Mathias

Customer Outreach Specialist

MasTec North America, Inc **Contractor with FPL**

Utility Services Group

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Improving Through Undergrounding

Florida Power & Light Company is improving your service in good weather and bad by replacing the overhead power lines in your neighborhood with more reliable underground lines.



To make the energy grid stronger and more storm-resilient, FPL has invested more than \$5 billion since 2006. Our investments include:

- » Undergrounding power lines
- » Inspecting all of our poles for strength
- » Installing stronger poles that are able to withstand hurricane-force winds
- » Shortening spans between poles
- » Installing more than 155,000 intelligent devices to help prevent outages and help restore power faster if an outage occurs

The number one cause of power outages when Hurricane Irma pounded Florida in 2017 was trees in the rear of customers' homes, vegetation and other wind-blown debris coming into contact with neighborhood overhead power lines and equipment.

We are working to help fix that problem and to improve your service in good weather and bad by installing power lines underground in your neighborhood.

- » Neighborhood underground power lines perform more than 50% better than neighborhood overhead power lines during day-to-day operations.
- » Neighborhood underground power lines performed 85% better during Irma because they were not affected by trees, wind-blown debris, lightning and other elements.
- » Once we install power lines underground in the neighborhood, we remove the overhead power lines, transformers and the power line that runs from the pole to your home. If poles and other overhead lines remain, it's because telephone and cable companies haven't moved their lines underground.

While underground power lines perform better in a storm involving wind, they can still experience some outages, primarily if there is flooding.

- » Water and electricity don't mix, so in the event of flooding, our crews need to wait until water recedes and it is safe to restore power.
- » While outages occur much less frequently with underground power lines, in some cases it can take longer to diagnose and repair a problem than for overhead lines.
- » It's also important to note that since most electric service originates from main overhead power lines, customers who receive power from underground power lines can still be affected when there are overhead line outages.

Directional Boring

In most FPL Storm Secure Underground Program projects, FPL or our approved contractors use low-impact drilling equipment to minimize disruption to your property.



Construction of Underground Power Lines

Before construction of underground power lines takes place, FPL or our approved contractors will locate all current underground utilities, such as water, sewer, gas and telecommunications.

- » Colored markings and flags will be placed on your property to ensure safe installation of the underground equipment for your electric service.
- » We will also discuss any other underground facilities, such as sprinkler systems and septic tanks.

In most cases, FPL or our approved contractors will use low-impact drilling equipment, which minimizes the disruption to your property. This process, known as directional boring or horizontal directional drilling, installs underground piping to safely place our electric cable to connect power to your home or business. Unlike open trenching, directional boring allows FPL to install underground equipment while minimizing impact to trees and other vegetation on your property. The underground facilities will be installed 36 inches to 48 inches below the surface, or deeper, if necessary, to avoid tree roots.

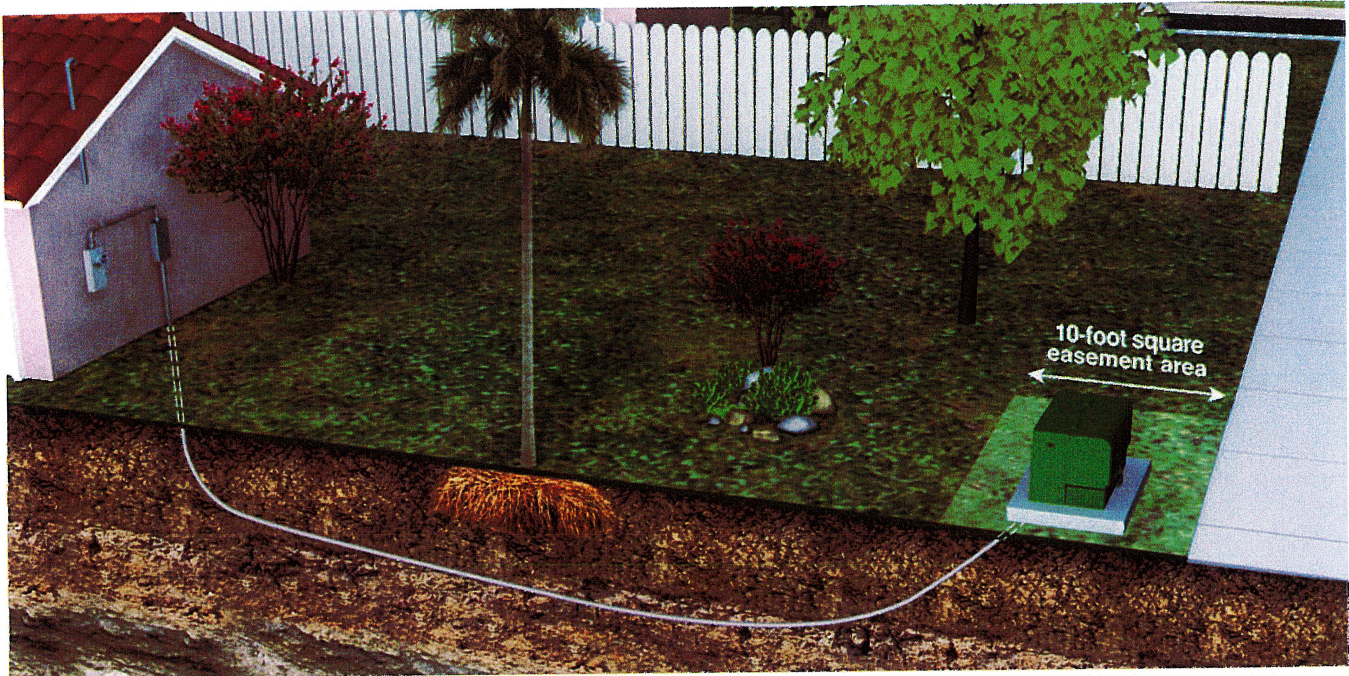


While all of the power lines will be underground, some equipment will be placed above ground to ensure safe and reliable power to your home and in your neighborhood.

Once construction is complete, we pledge to restore your property to its pre-construction condition.

Understanding Easements

As part of the process of placing the power line underground to serve your home, Florida Power & Light Company may require written permission to enter your property.



What is an easement?

An easement is written permission to enter onto property owned by another for a stated purpose, such as to install, maintain, repair and replace electric equipment. An easement is a formal legal document recorded in the public records of the county where the property is located.

Why am I being asked to sign an easement?

FPL requires an easement demonstrating your permission for FPL to enter onto your property to install, maintain, repair and/or replace underground power lines and other equipment. An easement must be notarized and witnessed by two people who are not immediate family members. If you need assistance with this process, your FPL customer outreach specialist can help.

How much easement area is required?

The standard easement area for this project is 10 feet by 10 feet. This area provides adequate space to install, maintain, repair and replace electric equipment. In some cases, the easement may be wider depending on the equipment necessary to install.

What does it mean if my property has an underground easement?

An underground easement gives FPL permission to perform work within the easement area. You still retain ownership of the property. You will need to maintain the easement area and your surrounding property to ensure FPL can access its easement.

Can I plant landscaping around the equipment on my property?

Landscaping around our equipment is permissible within certain guidelines. Plantings must be at least 3 feet from the back and sides of the equipment and 8 feet from the front. Remember to always call 811 before you dig to ensure your safety and prevent damage to any underground equipment.