



Florida Power & Light Company Hurricane Irma Response

Pam Rauch

VP of External Affairs & Economic Development
Florida Power & Light Company

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Hurricane Irma:

A satellite image of Hurricane Irma, showing a large, well-defined eye and a dense, swirling cloud structure. The hurricane is positioned on the left side of the frame, with its eye clearly visible. The surrounding clouds are dark and textured, indicating intense storm activity. The background is a dark, grainy image of the Earth's surface, likely the ocean.

- ▶ Roughly the size of Texas
- ▶ Affected all 35 counties served by FPL
- ▶ Slow-moving storm – impacted some areas for nearly 24 hours

Preparing for Hurricane Irma



Largest restoration workforce in industry history



~28,000
restoration
workers

29
staging
sites



More staging sites to support crews than in any other hurricane



Winds alone weren't the biggest issue

major
damage from
flooding
and
storm
surge

most outages
caused by
fallen trees
and
wind-blown
debris

Flooding and storm surge on both coasts





Fort Lauderdale

Most distribution outages caused by falling trees and wind-blown debris



Restoring service to greatest number of customers safely and as quickly as possible






Worked around the clock to restore power



Extreme restoration challenges



Wilma vs. Irma

-  Hurricane winds (74+ mph)
-  Strong tropical storm winds (55-73 mph)
-  Moderate tropical storm winds (39-54 mph)



Saffir-Simpson Scale	Category 3	Category 4
Maximum Sustained Winds in Florida	120 mph	130 mph
Cyclone Damage Potential Index*	2.8	4.3
FPL Counties Impacted	21	35
Customer Impacted	3.2 million	4.4 million
% of FPL Customers	75%	~90%

*Index developed by the National Center for Atmospheric Research that rates a storm's ability to cause destruction

Wilma vs. Irma

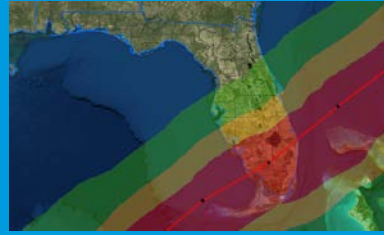
Restoration



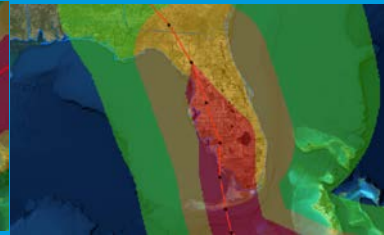
Poles damaged	12,400	2,500*
Substations De-energized	241	92
Substations Restored	5 days	1 day

*Based on preliminary data

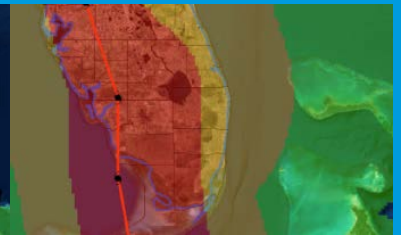
Wilma vs. Irma Restoration



Hurricane Wilma, 2005



Hurricane Irma, 2017



Hurricane Irma, 2017
(Broward County)

Customer Restoration	18 days	10 days	7 days
50% of Customers Restored	5 days	1 day	1 day
75% of Customers Restored	8 days	3 days	3 days
95% of Customers Restored	15 days	7 days	6 days

The average outage duration for customers during Hurricane Irma was two days, compared to five days during Hurricane Wilma.

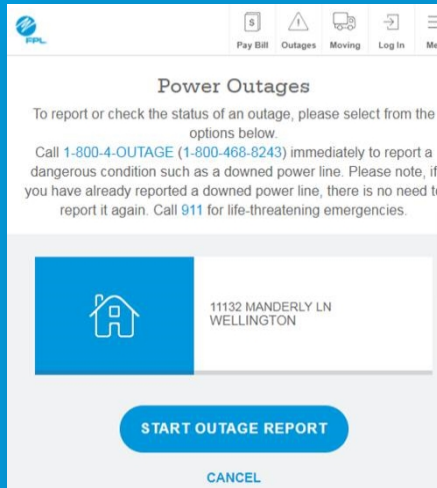
Underground systems are not indestructible...



...but they generally perform well

Key improvements moving forward

Working to enhance Restoration Information



The screenshot shows the FPL website's 'Power Outages' section. At the top, there are navigation links: 'Pay Bill', 'Outages', 'Moving', 'Log In', and 'Menu'. The main heading is 'Power Outages'. Below it, text instructs users to report or check the status of an outage by selecting from options below. It provides the phone number 1-800-4-OUTAGE (1-800-468-8243) for reporting dangerous conditions like downed power lines, and notes that if already reported, there's no need to report again. It also mentions calling 911 for life-threatening emergencies. A form field shows a house icon and the address '11132 MANDERLY LN WELLINGTON'. At the bottom, there are two buttons: 'START OUTAGE REPORT' and 'CANCEL'.

Educating communities about Right Tree, Right Place



Building on proven Hardening Investments



Local partners are key to recovery efforts







FPL®