



Florida Power & Light Company Hurricane Irma Response

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November 15, 2017



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



Significant damage from flooding and storm surge



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





Worked around the clock to restore power



Extreme restoration challenges










FPL

Wilma vs. Irma

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

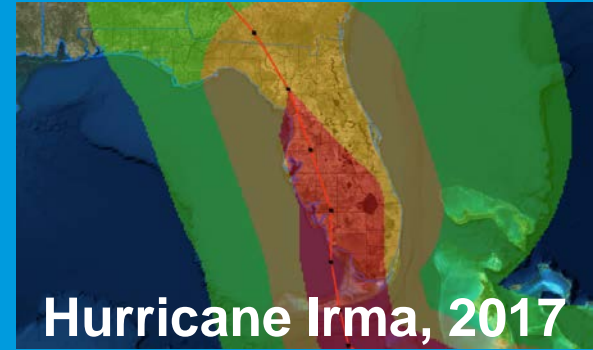


Saffir-Simpson Scale	Category 3	Category 4
Maximum Sustained Winds in Florida	120 mph	130 mph
Cyclone Damage Potential Index*	2.8	4.3
FPL Counties Impacted	21	35
Customer Impacted	3.2 million	4.4 million
% of FPL Customers	75%	~90%

*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

Customer Restoration	18 days	10 days
50% of Customers Restored	5 days	1 day
75% of Customers Restored	8 days	3 days
95% of Customers Restored	15 days	7 days
Average Customer Outage	5.4 days	2.3 days

Underground systems are not indestructible...

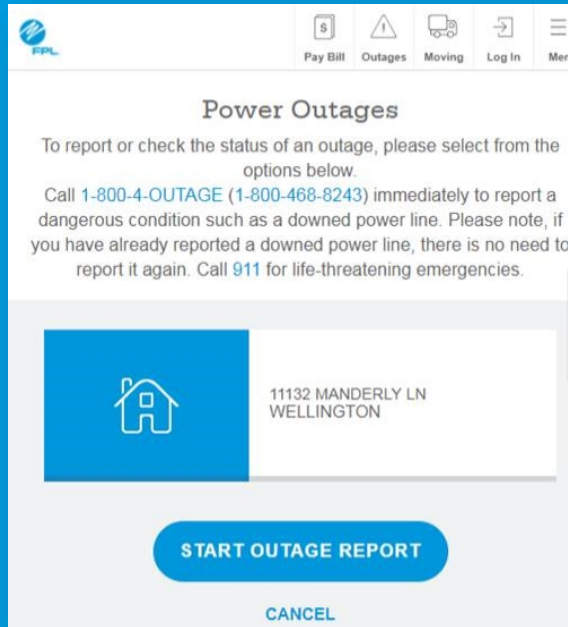


...but they generally perform well



Key improvements moving forward

Restoration Information



The screenshot shows the FPL mobile app interface for reporting power outages. At the top, there is a navigation bar with icons for 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 and provides the phone number 1-800-4-OUTAGE (1-800-468-8243). A section for the user's address, 1132 MANDERLY LN, WELLINGTON, is shown with a house icon. At the bottom, there are two buttons: "START OUTAGE REPORT" and "CANCEL".

Power Outages

To report or check the status of an outage, please select from the options below.

Call **1-800-4-OUTAGE (1-800-468-8243)** immediately to report a dangerous condition such as a downed power line. Please note, if you have already reported a downed power line, there is no need to report it again. Call **911** for life-threatening emergencies.

1132 MANDERLY LN
WELLINGTON

START OUTAGE REPORT

CANCEL

Right Tree Right Place



Local partners are key to recovery efforts







FPL



FPL®