



# Florida Power & Light Company Hurricane Irma Response

Name  
Title

Month XX, 2017



# Hurricane Irma:

A satellite image of Hurricane Irma, showing a large, well-defined eye and a dense, swirling cloud structure. The storm is positioned in the upper left quadrant of the frame, with its eye clearly visible. The surrounding clouds are dark and textured, indicating intense weather conditions. The background is a dark, grainy space, likely representing the Earth's surface or the atmosphere from a satellite perspective.

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

# Largest restoration workforce in industry history

**~28,000**  
restoration  
workers



**29**  
staging  
sites



# Winds alone weren't the biggest issue

major  
damage from  
**flooding**  
and  
**storm  
surge**

most outages  
caused by  
**fallen trees**  
and  
**wind-blown  
debris**



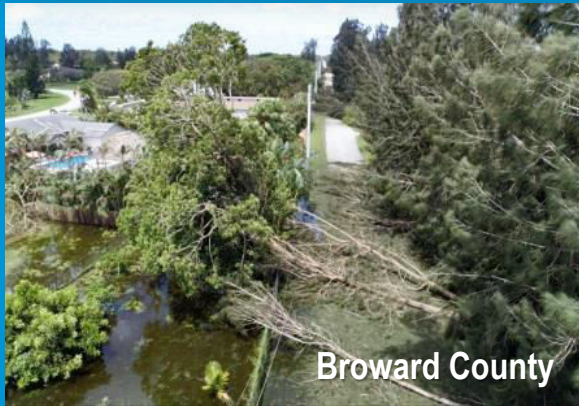


# Flooding and storm surge on both coasts





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





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# Extreme restoration challenges










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# Wilma vs. Irma

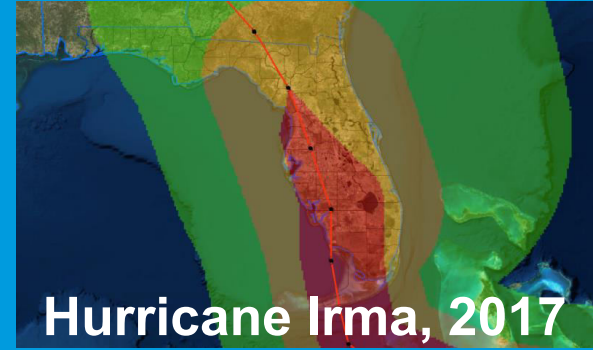
-  Hurricane winds (74+ mph)
-  Strong tropical storm winds (55-73 mph)
-  Moderate tropical storm winds (39-54 mph)



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

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

# Wilma vs. Irma Restoration



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



# Wilma vs. Irma Restoration



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

**Underground systems are not indestructible...**

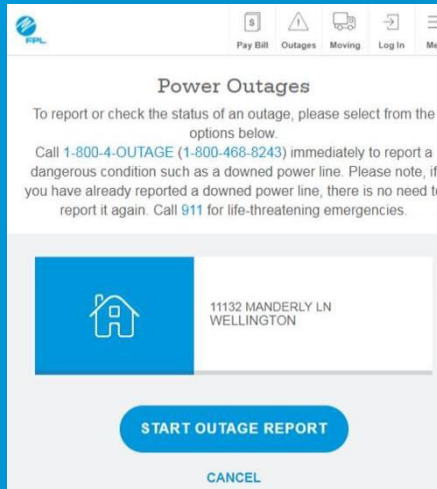


**...but they generally perform well**



# Key improvements moving forward

## Working to enhance Restoration Information



The screenshot shows the FPL website's 'Power Outages' reporting page. At the top, there are navigation icons for 'Pay Bill', 'Outages', 'Moving', 'Log In', and 'Menu'. The main heading is 'Power Outages'. Below it, there is a paragraph of text: '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.' Below this text is a white box containing a house icon and the address '11132 MANDERLY LN WELLINGTON'. At the bottom of the page, there is a blue button labeled 'START OUTAGE REPORT' and a 'CANCEL' link.

## Educating communities about Right Tree, Right Place



## Building on proven Hardening Investments



# Local partners are key to recovery efforts





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