



2016 Energy Grid Improvements in Palm Beach County

Florida Power & Light Company (FPL) is committed to building a stronger and smarter grid to deliver electricity you can count on in good weather and bad. Over the past five years, FPL has improved service reliability for our customers by more than 25 percent. And we're not stopping there. We have a number of system improvements planned for Palm Beach County that will make the energy grid more resilient in storms and more reliable throughout the year.

Strengthening our System to Deliver Everyday Reliability

FPL recently announced that it plans to invest approximately \$1.75 billion dollars over the next three years to improve the overall resiliency of the electric system. We are already the most reliable energy company in Florida, and were recognized as having the best comprehensive reliability performance in the nation – nearly 50 percent better than the national average. The proposed 2016-2018 storm hardening strategy will help us continue to deliver reliable energy for customers year-round.

Key elements of the plan include completing the hardening of main distribution power lines (feeders) serving critical community facilities, initiating upgrades of smaller neighborhood (lateral) power lines, and continuing to replace wooden transmission structures.

FPL has already strengthened more than 600 main power lines, including those serving more than 700 critical community facilities such as hospitals, police and fire stations, and emergency communication systems. Together with the 450 main power lines that FPL has placed underground, more than 1,000 of our main power lines are better prepared in the event of severe weather. To help mitigate the damage of storm surge, we have also installed flood protection measures including real-time water monitors at five substations in Palm Beach County.

2016 Palm Beach County Action Plan

In Palm Beach County, FPL will upgrade 36 main power lines including those serving important community facilities and key thoroughfares, to help communities in the county recover more quickly following storm outages. FPL will also clear tree limbs and vegetation, a common cause for power flickers, from 2,270 miles of power lines.

Building a Smarter Grid with Advanced Technology

We are also deploying thousands of intelligent devices and smart switches to improve the performance of the electric system in Palm Beach County. In 2016, FPL will install 157 automated switches on main power lines and 549 automated switches on smaller power lines serving neighborhoods and subdivisions.

2006-2016 Improvements Summary

When the planned 2016 work is finished, FPL will have completed the following improvements in Palm Beach County over the last decade:

- **Upgraded and strengthened 130 main power lines.** We have strengthened the lines serving major hospitals and acute care facilities in the county, as well as other key community facilities.
- **Inspected 167,090 power poles for strength.** After inspecting poles, we upgrade or replace them, as needed, to ensure they meet our standards for strength.



- **Cleared tree limbs and vegetation along 18,810 miles of power lines.** Vegetation growing near power lines is a major cause of outages.
- **Installed smart grid technology,** including 372 automated switches on main power lines and 3,497 automated switches on smaller power lines serving neighborhoods, to help detect and prevent power issues and get life back to normal faster if outages occur.
- **Inspected 800 main power lines.** Using advanced infrared cameras, we detect and address potential problems with our equipment – *before* they cause outages.

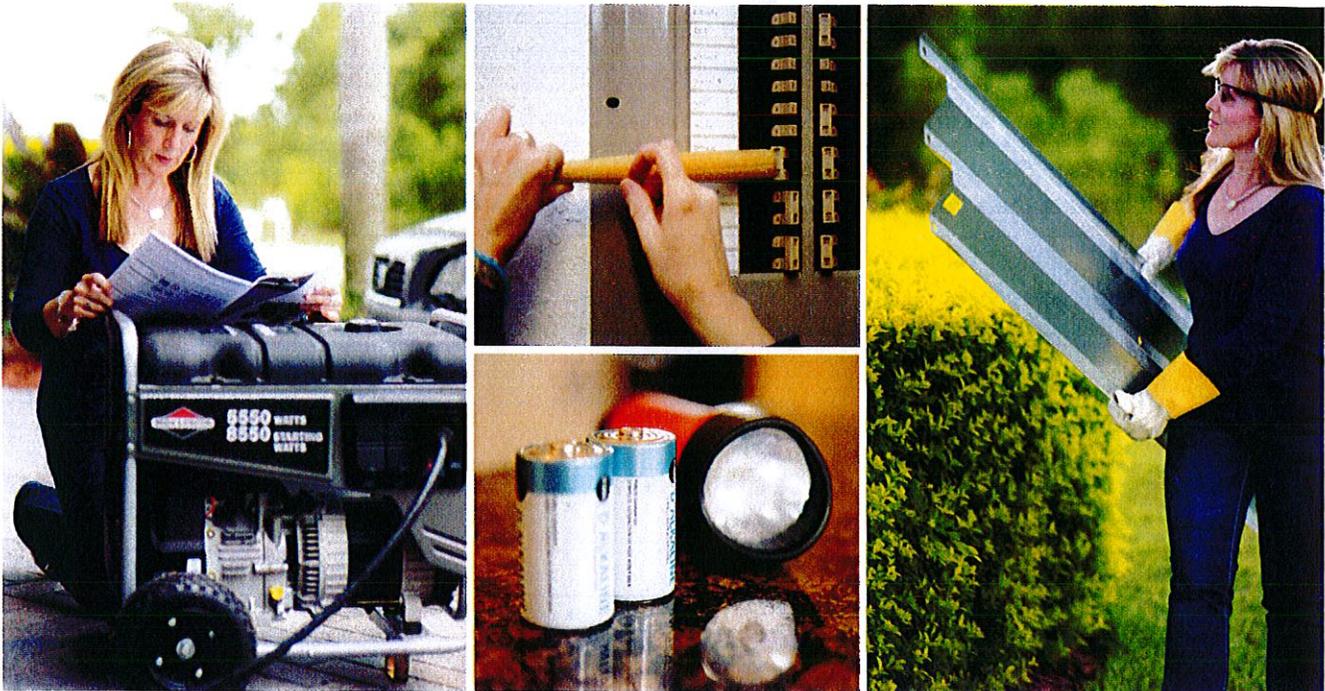
More Information

We encourage customers to visit FPL.com/storm for a wide range of storm preparation resources and safety tips. FPL customers can also enter their street address at FPL.com/maps to see system improvements in their area.

Preparing For a Storm

A Guide For Your Family and Home

We're prepared for storm season and urge our customers to prepare as well. Keep your family safe with a plan that includes evacuation routes, special medical needs, important phone numbers and supplies. Here's a guide to help you and your family get started.



Plan ahead:

- » Develop an emergency plan that includes answers to questions such as:
 - What do I need to do to secure my home, car and boat, and who will help me?
 - Where am I going to stay during the hurricane and what are the evacuation routes?
 - Where will my pets stay?
 - If I plan to stay at home, what do I need to do to be prepared and where in my home will I ride out the storm? Emergency operations officials urge residents to prepare to be self-sufficient for up to 14 days – without running water or electricity.
- » Review your emergency plan with your family.
- » Photograph or videotape your home – inside and outside – for insurance purposes.
- » Update the phone number and email address on your FPL account.
- » If you or anyone you know has special needs in case of evacuation, contact your local emergency management office. Find the phone number at **FEMA.gov**. If someone in your home is dependent on electric-powered, life-sustaining medical equipment, review your family emergency plan for back-up power or make arrangements to relocate when a storm warning is issued.
- » Before storm season begins, have your trees properly trimmed to minimize their impact on your home and neighborhood. Only specially trained line-clearing professionals can trim trees and vegetation around power lines. If you are not sure whether a tree is too close to a power line to trim it yourself, contact FPL. Make sure debris is cleared prior to a hurricane warning announcement when trash pickup is suspended.
- » Consider getting a non-cordless, non-mobile telephone for your home in case the power goes out and/or mobile service is not available.

Before the storm hits:

- » Pay attention to instructions from public officials and the media.
- » Gather important documents including insurance policies, health cards, list of medications, birth certificates, list of important phone numbers and your FPL account number - and put them in a waterproof container.
- » Prepare enough food, water and supplies to be self-sufficient for up to 14 days:
 - Purchase bottled water. The American Red Cross recommends at least one gallon of drinking water per person per day.
 - Gather supplies such as: non-perishable food, non-electric can opener, disposable dinnerware and utensils, matches or lighter, medications and prescriptions, personal hygiene supplies, baby supplies, pet food, trash bags, paper towels, tissues, toilet paper, soaps and detergents, rubber gloves, sunscreen, insect repellent, tarp, clothing, blankets, pillows and items for entertainment.
 - Check radio, flashlights and batteries.
 - Obtain cash or travelers checks in case banks are closed and ATMs are not working.
 - Fill up your car with gas.
 - Fill propane tanks if you plan to use a grill for cooking.
 - Charge your cell phone and obtain a car charger.
 - To prepare for the loss of running water and electricity, turn refrigerators and freezers to their coldest settings to help keep your food fresh; consider making blocks of ice and storing them in coolers; sanitize bathtub and fill it with water.
- » Secure and prepare your home:
 - Store objects from your yard inside.
 - Fasten doors and windows.
 - Cover valuables and furniture with plastic and move away from windows.
 - Turn off and unplug any non-essential electrical equipment, including pool equipment.

After the storm:

- » Make the safety of your family and home your top priority:
 - If you use a portable generator, read and follow all the manufacturer's instructions. Be sure to set it up outside – not in your home or garage – and connect appliances directly to it. Do not wire your generator directly to your breaker or fuse box, because the power you generate may flow back into power lines and cause injuries. Visit FPL.com/safety for more generator and post-storm tips.
 - Do not travel until it is safe to do so.
 - Immediately call 911 to report dangerous or hazardous conditions. To report downed power lines or damage to FPL poles, wires or transformers call FPL at 800-4-OUTAGE.
 - Stay far away from downed power lines, and flooded and debris-laden areas that may be hiding downed power lines. Do not touch anything that may be touching a downed power line.
 - If your roof or windows leak, water in your walls and ceiling may come into contact with electrical wiring. Immediately turn off your circuit breakers, disconnect all electrical appliances that are still plugged in and turn off all wall switches. Remember, never stand in water while operating switches or unplugging any electrical device.
 - Don't use candles; use battery-operated flashlights and lanterns instead.
 - Be cautious when using a grill, portable stove or other emergency cooking devices.
 - Make emergency repairs only when it is safe to do so. Repairs that prevent looting or further damage should have top priority, but only if the repair can be done safely.
- » Should your power go out, listen to your local news on a battery-powered radio for the latest information on power restoration. You can also visit FPL.com/storm from your computer or smart phone to report and check the status of an outage.
- » Continue to conserve refrigeration. Check food for spoilage; if in doubt, throw it out!
- » Photograph or videotape your home – inside and outside; take inventory to determine and record losses.

For more storm and safety tips, visit us at FPL.com/storm.

We hope you find this guide helpful as you prepare for a major storm. Please keep in mind it is not intended to be all-inclusive.

Preparing For a Storm

A Guide For Your Business

We know the impact that a major storm can have on your business. We have a plan and urge you to prepare as well so you and your employees can get back to business safely and as quickly as possible. Here's a guide to help you get started.



Plan ahead:

- » Ensure your employees' contact information is up-to-date and that you have a plan in place to communicate after the storm passes, e.g. set up a telephone number with a recorded message that will be regularly updated to inform employees of the status of company operations following a storm.
- » Consider developing a system to authorize re-entry to company facilities after a storm, e.g. I.D. cards, vehicle permit.
- » If you plan to take shelter at your business, establish a safe area away from exterior glass windows and doors.
- » Determine if your business is in a flood and/or evacuation zone and review the evacuation routes; identify an emergency temporary site, if appropriate.
- » Determine what you need to secure your building and important equipment and who will help; outline specific tasks and conduct a training session.
- » Review your insurance coverage and photograph or videotape your building or office – inside and outside.
- » Prepare for potential power outages; update the phone number and email address on your FPL account and consider installing a generator.
- » Prepare a list of vendors to provide disaster recovery services.

Before the storm hits:

- » Pay attention to instructions from public officials and the media.
- » Gather supplies: tarps, plastic bags, tape, sandbags, shutters, plywood, hand tools, generator, First Aid Kit, brooms, mops, towels.
- » Fully charge pagers, cell phones, laptop computers and other electronics.
- » Make multiple back-ups of computer files and data, and store records off premises.
- » Secure and prepare the building(s):
 - Identify outdoor equipment, materials and structures that could become airborne and move them to a safe location.
 - Park vehicles in safe, protected areas such as a covered garage.
 - Secure doors, windows and other openings.
 - Move items away from the windows.
 - Lock drawers and file cabinets.
 - Unplug all lamps, radios, computers and equipment in case of a power surge; cover important equipment with plastic bags.
- » Record a special voice message informing employees and customers the status of company operations.
- » Close your offices in sufficient time to allow employees to secure their homes, obtain supplies and evacuate if necessary; inform clients that you're closing early and when you plan to reopen.

After the storm:

- » Make your safety and the safety of your employees a priority:
 - If you use a portable generator, read and follow all the manufacturer's instructions. Be sure to set it up outside – away from open windows – and connect appliances directly to it. Do not wire your generator directly to your breaker or fuse box, because the power you generate may flow back into power lines and cause injuries. Visit **FPL.com/safety** for more generator and post-storm tips.
 - Do not travel, or ask employees to travel, until it is safe to do so.
 - Immediately call 911 to report dangerous or hazardous conditions; call FPL at 800-4OUTAGE to report downed power lines or damage to FPL lines, poles or transformers.
 - Stay far away from fallen power lines and flooded and debris-laden areas that may be hiding downed power lines. Don't touch anything that may be in contact with or near power lines.
 - Don't use candles; use battery-operated flashlights and lanterns instead.
 - If your roof or windows leak, water in your walls and ceiling may come into contact with electrical wiring. Immediately turn off your circuit breakers, disconnect all electrical appliances that are still plugged in and turn off all wall switches. Remember, never stand in water while operating switches or unplugging any electrical device.
 - Make emergency repairs only when it is safe to do so. Repairs that prevent looting or further damage should have top priority, but only if the repair can be done safely.
- » Should your power go out, listen to your local news on a battery-powered radio for the latest information on power restoration. You can also visit **FPL.com/storm** from your computer or smart phone to report and check the status of an outage.
- » Photograph or videotape your place of business – inside and outside; take inventory to determine and record losses.

For more storm and safety tips, visit us at FPL.com/storm.

We hope you find this guide helpful as you prepare for a major storm. Please keep in mind it is not intended to be all-inclusive.

Stay informed

We have many ways to help you stay informed during storm season:

STORM CENTER
FPL.com/storm

TWITTER
[Twitter.com/insideFPL](https://twitter.com/insideFPL)

YOUTUBE
YouTube.com/FPL

FACEBOOK
Facebook.com/FPLconnect

And as always, stay tuned to local radio, TV and newspapers for updates and alerts.

FPL.com
or
800-4-OUTAGE (800-468-8243)

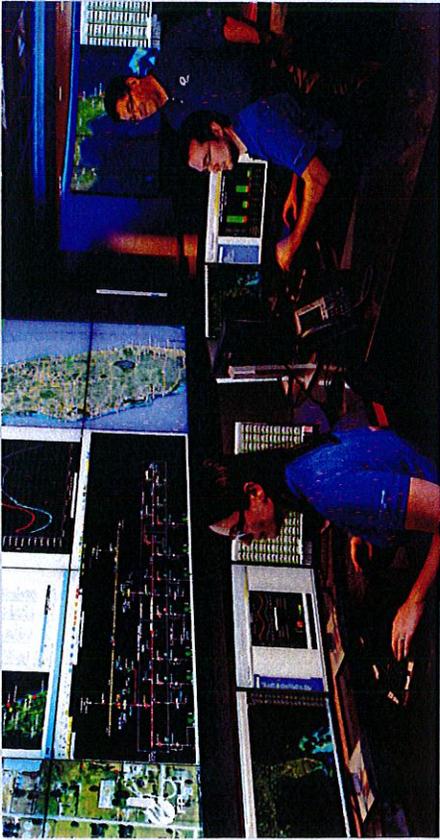


After the storm: restoring your power



Important information
and safety tips





Common questions

Does FPL know my power is out?

Immediately after a storm, we know what areas and neighborhoods are without power. If you believe your power is out for this reason, there is no need to contact us. However, if your neighborhood gets power back after a storm but you're still without power, please report your outage online at FPL.com/outage or by calling **800-4-OUTAGE** (800-468-8243).

How long will I be without power?

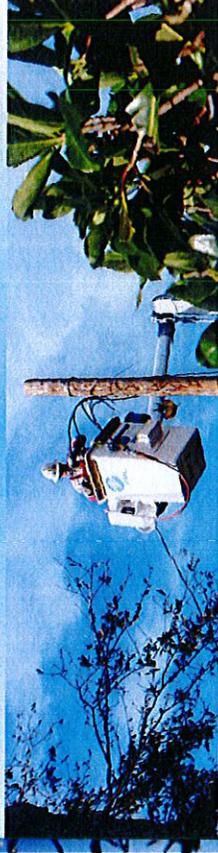
After a storm, we work around the clock to restore power safely and as quickly as possible. Estimated times of restoration are determined largely by the amount of damage a storm inflicts on the electrical infrastructure and the amount of restoration resources available. We will provide frequently updated estimates via FPL.com/storm and your local media.

For restoration updates, visit FPL.com/storm or call **800-4-OUTAGE** (800-468-8243).

Staying safe after the storm

Safety is our first priority before, during and after a storm. We care about your safety and urge you to stay at least 10 feet away from power lines at all times. If you see a downed power line, stay away and call **800-4-OUTAGE** (800-468-8243) or 911 to report it.

We also care about the safety of our employees. We're committed to restoring your power as quickly as possible, but only when conditions are safe for our crews. We ask for your patience and understanding while we restore power safely.



Important safety tips

- » Stay far away from downed power lines.
- » Stay away from flooded areas and debris, as they could conceal downed power lines.
- » If you leave your home, turn off appliances that may have been on when the power went out, or turn off your main circuit breaker.
- » If you use a generator, refer to the owner's manual for safe operation.

For more safety tips, visit FPL.com/storm.

How we restore power

After a storm, our crews work around the clock to restore your power safely and as quickly as possible. Here's how our proven restoration process works:

- A** We start by repairing any damage to our power plants and the power lines that carry electricity from our plants to the local substations.
- B** Simultaneously, we restore power to facilities that provide essential services to our communities, such as hospitals, and police and fire stations.
- C** At the same time, we work to return service to the largest number of customers in the shortest amount of time.
- D** From here, we repair the infrastructure serving smaller groups and neighborhoods, converging on the hardest hit areas until every customer's power is restored.

Reporting an outage

When outages occur, we understand that our customers need information about when their power will be restored.

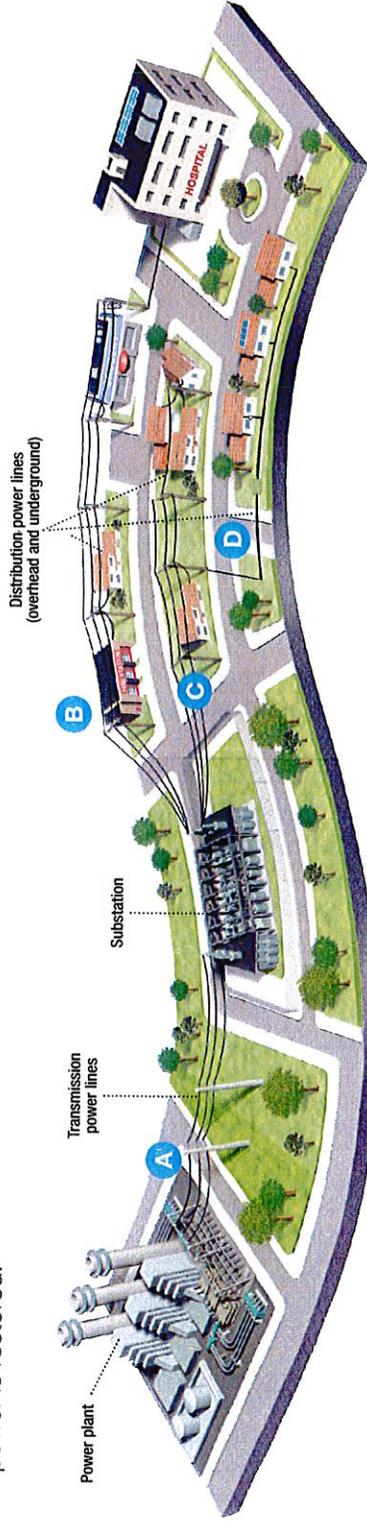
After a major storm, we'll know if damage to main power lines has interrupted your service. Stay tuned to local radio and TV for specific reports on FPL's progress in assessing and repairing damage to the electrical system in your area.

Please help us keep the phone lines open for emergencies by calling FPL only to report dangerous situations such as downed power lines or sparking electrical equipment.

If your neighborhood gets power back after a storm but you're still without power, please contact us at:

FPL.com/outage or 800-4-OUTAGE (800-468-8243)

Please have your account number available for faster service.



For more information on how FPL restores power, visit: **FPL.com/storm**.