



City of Delray Beach: April 17, 2018
Sophia Eccleston, External Affairs Manager

Hurricane Irma:

- ▶ 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



Flooding and storm surge on both coasts



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



West Coast



Miami-Dade County



Palm Beach County



Broward County



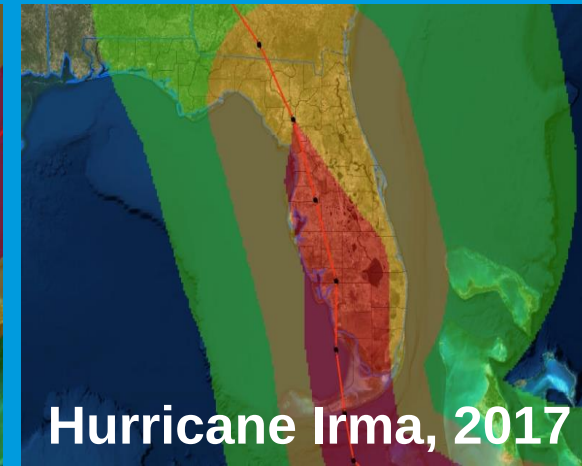
Miami-Dade County



Miami-Dade County

Wilma vs. Irma

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

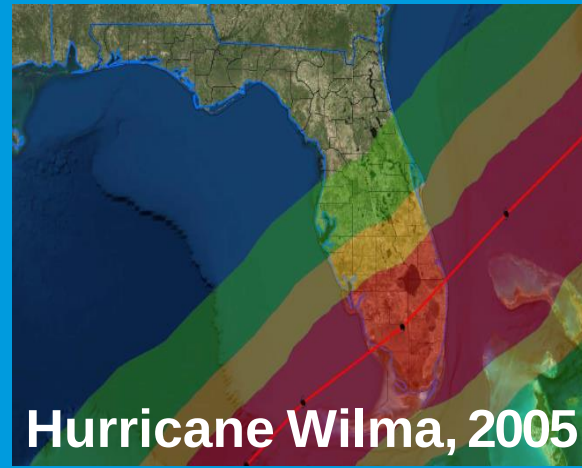


Saffir-Simpson Scale	Category 3	Category 4
Maximum Sustained Winds in Florida	120 mph	130 mph
Cyclone Damage Potential Index*	2.8	4.3
FPL Counties Impacted	21	35
Customer Impacted	3.2 million	4.4 million
% of FPL Customers	75%	~90%

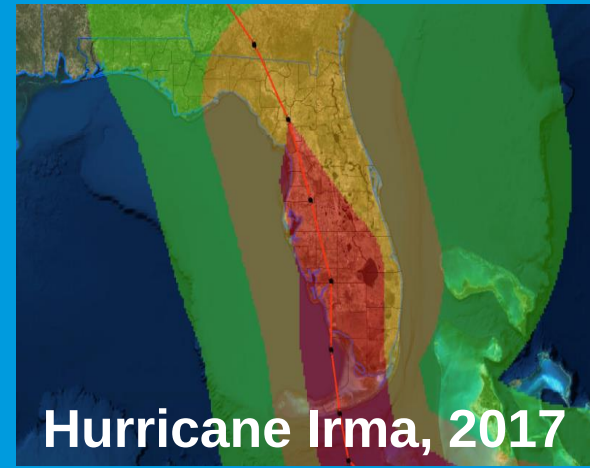
*Index developed by the National Center for Atmospheric Research that rates a storm's ability to cause destruction

Wilma vs. Irma

Restoration



Hurricane Wilma, 2005



Hurricane Irma, 2017

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

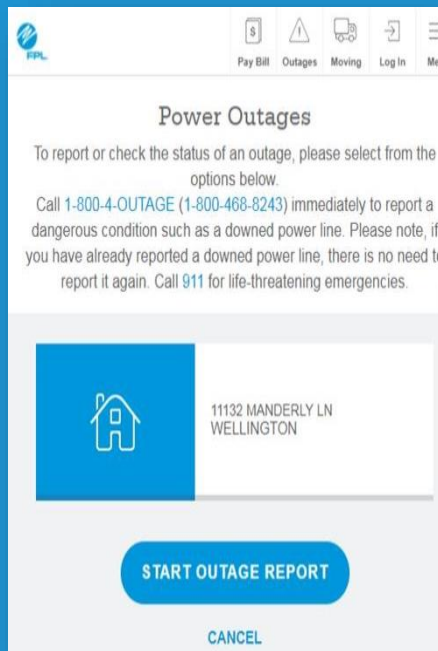


Hurricane Irma, 2017

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

Key improvements moving forward

Working to enhance
Restoration Information

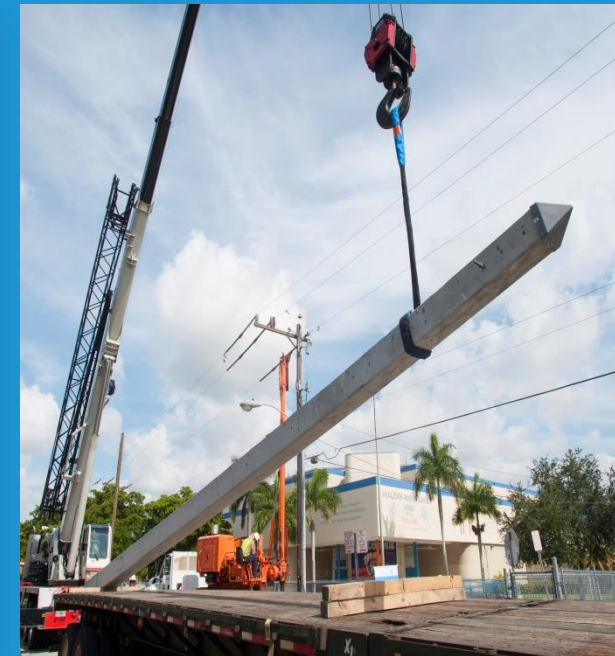


The screenshot shows the FPL website's 'Power Outages' reporting page. At the top, there's a navigation bar with icons for Pay Bill, Outages, Moving, Log In, and Menu. The main heading is 'Power Outages'. Below it, text instructs users to report or check the status of an outage by selecting from options 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 911 should be called 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



A photograph of two manatees swimming underwater. They are facing each other, with their heads close together. The water is clear and blue. The manatees have large, rounded bodies and small ears. Their flippers are visible. The text "Thank you" is overlaid in the center of the image.

Thank you