



Emergency Operations Partnerships

We maintain strong partnerships with local emergency operations officials throughout FPL's 35-county service area. Following major storms, FPL representatives work side-by-side with local officials at county emergency operations centers. We also have a unique partnership with the Florida National Guard to enhance efficient communication and coordination before, during and after a severe storm.

Online Storm Center

FPL's online storm center provides customers with extensive storm-related information, including guidance on preparing homes and businesses, important safety tips and frequent service restoration updates.

» FPL.com/storm

FPL Newsroom

Reporters can download news releases, photos, video b-roll and other information year-round at:

» FPL.com/newsroom

24/7 Media Line

Our media team is available 24 hours a day, 7 days a week. Contact us to coordinate interviews and coverage of our storm staging sites and restoration crews.

» Media Line:

561-694-4442

» Media Email:

Media.Relations@FPL.com

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561-694-4442

Media Email:

Media.Relations@FPL.com

For more information visit:
FPL.com/storm

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Working Together to Keep Customers Informed

Storm Resource Guide for Media



FPL.com

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Working Together to Keep Customers Informed

Storm Resource Guide for Media

Florida Power & Light Company (FPL) is always working to improve how we prepare, respond and communicate when a major storm threatens our service area and impacts our customers. Working with our media partners, we use a variety of communication technologies to help keep customers safe and informed. This guide outlines how we communicate before, during and after a major storm.

Social Media

We update our social media channels regularly with safety tips, real-time access to restoration data and other important information.

- » Facebook: [Facebook.com/FPLconnect](https://www.facebook.com/FPLconnect)
- » Twitter: [Twitter.com/insideFPL](https://twitter.com/insideFPL)
- » YouTube: [YouTube.com/FPL](https://www.youtube.com/FPL)

Skype Interviews

FPL spokespersons can participate in interviews via Skype from the field or FPL Command Center.

Satellite Uplink

We have satellite uplink capabilities to transmit news conferences, one-on-one interviews or talkbacks, and video feeds from the FPL Command Center to media outlets throughout our service area.

Satellite specifications:

- » AMC1 transponder 22, Vertical down
- » 12144.5 MHz Down
- » 1394.5 MHz L Band
- » 20 MSym
- » 27.647 Mbps data
- » Program 2 MPEG4-HD 1080i
- » Video PID 0x101
- » Audio PID 0x104

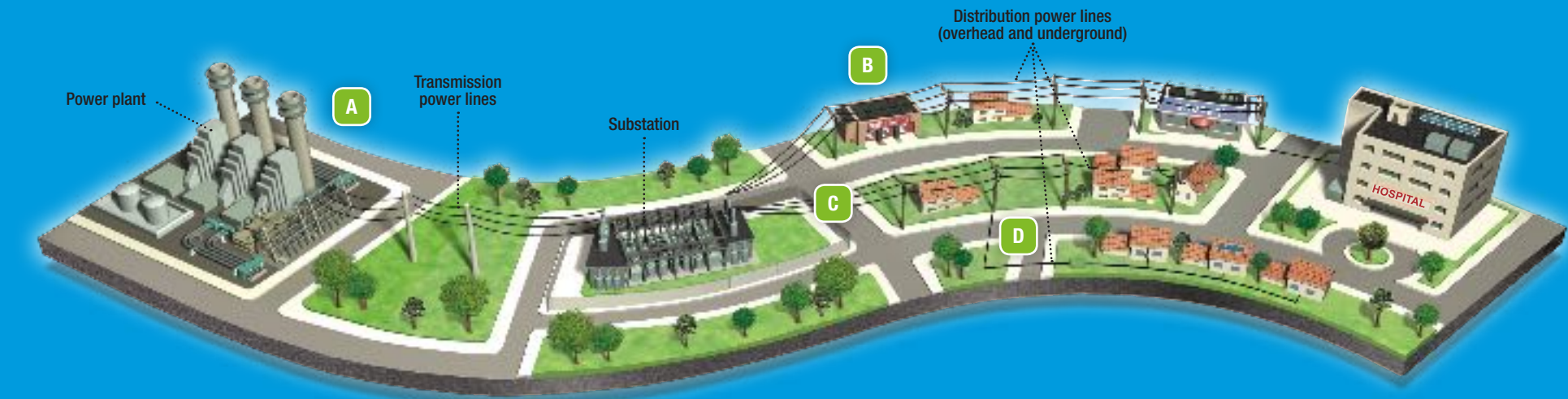
Outage and Restoration Information – Power Tracker Online Map

We provide county-by-county outage and restoration information through our online Power Tracker map. We update the estimated restoration times (ETRs) regularly. During major storms, affected areas are highlighted on the map.

- » [FPL.com/powertracker](https://www.fpl.com/powertracker)



FPL Restoration Priorities



When outages occur, we know our customers need to know when their power will be restored. During large outages following major storms, we follow a plan that calls for restoring power to the greatest number of customers safely and as quickly as possible.

- A** FPL restores power plants and affected transmission lines and substations, which are essential to providing any electric service.
- B** Simultaneously, we restore power to electrical lines and equipment serving facilities that are critical to the community, such as hospitals, police/fire stations, water treatment plants and emergency broadcast centers.
- C** At the same time, we work to return service to the largest number of customers in the shortest amount of time – including service to the main thoroughfares that host supermarkets, pharmacies, gas stations and other needed community services.
- D** From here, we repair the infrastructure serving neighborhoods, converging on the hardest-hit areas until every customer is restored.

News Releases

In advance of and following a named storm in FPL's service area, we distribute news releases during the day and night, as needed, to keep you informed about topics such as power outages, service restoration efforts and more. The estimated times of news releases after a major storm exits FPL's service area include:



Estimated Times of Restoration (ETRs)

Immediately after a storm exits an affected area, FPL assesses damage to the electric system and estimates the time required to restore service. Our protocol includes:

Approximately 4-8 hours post-storm:	24 hours post-storm:	48 hours post-storm:	72 hours post-storm:
ETRs for 50 percent, 75 percent and 90 percent of FPL customers	Systemwide ETRs	Countywide ETRs	Sub-county ETRs