



Florida Power & Light Town of Lake Park Presentation

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Florida Power & Light Company

As America's largest electric utility, Florida Power & Light Company serves more customers and sells more power than any other utility

43 counties served

35,550 square miles

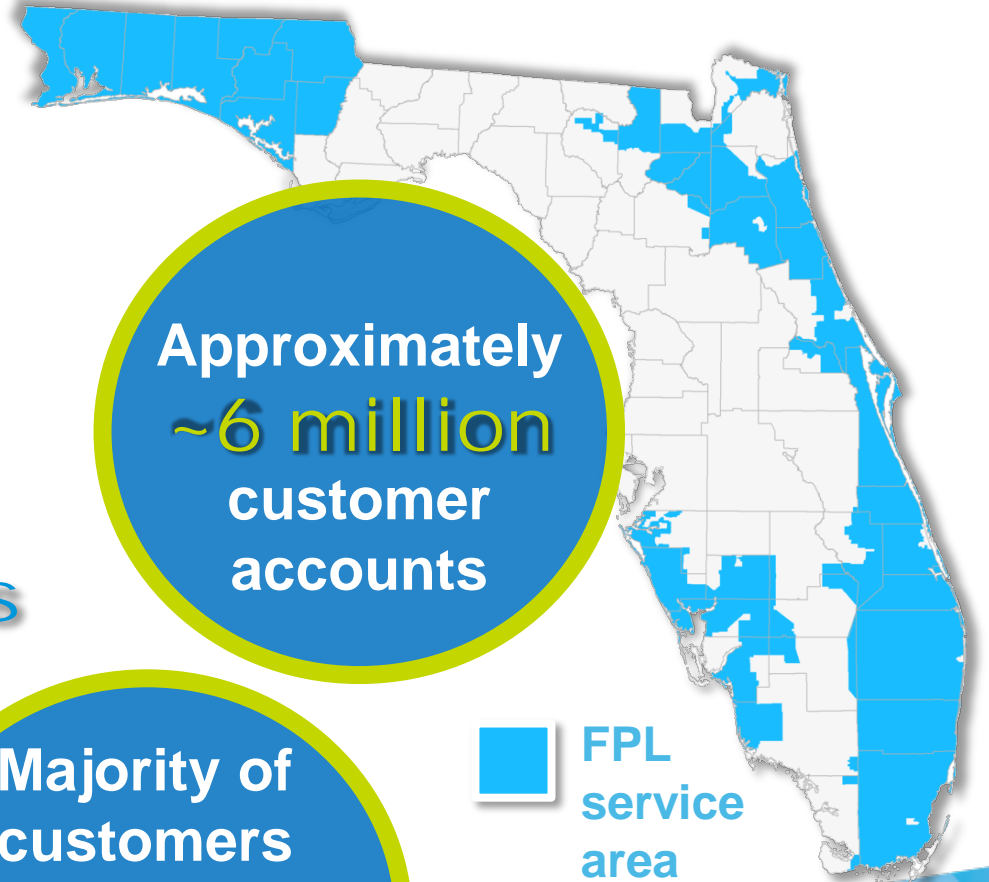
81,823 miles of distribution lines

9,537 miles of transmission lines

1.4 million poles

1.15 million transformers

921 substations



Approximately
~6 million
customer
accounts

Majority of
customers
live within
20 miles
of the coast

FPL has made significant investments to build a stronger, more resilient energy system

82%+
main power lines
hardened or
underground

96%
transmission
structures
steel or
concrete

**Clearing
vegetation**
from tens of
thousands of
miles of lines
annually

FPL has hardened nearly all main power lines serving critical facilities

FPL has a proven plan and experienced team

**Year-round
preparations
for storms and
other emergencies**

**Annual
storm
drill**

**Mobile
Command
Center**



FPL

FPL partners with local leaders to identify critical infrastructure

FPL works with local leaders to designate major hospitals and 911 centers as **critical infrastructure functions** for priority restoration

- ▶ County emergency management identifies further **critical infrastructure functions**
- ▶ Balance **critical functions** and **customer needs**
- ▶ Focus on **restoration priorities** that bring communities back faster



Preparing now – before a hurricane forms or threatens Florida – will make a meaningful difference in how we recover together

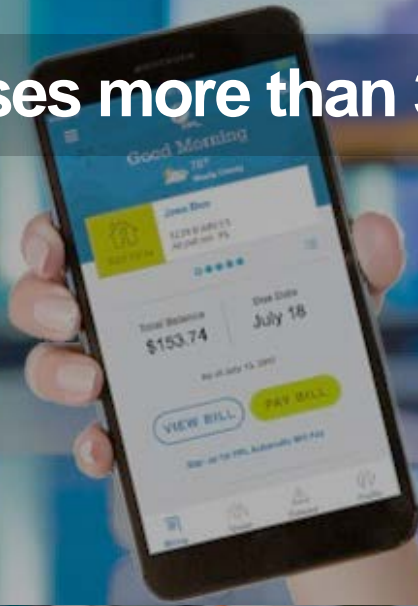
A woman with long brown hair, wearing a white t-shirt and dark pants, is sitting outdoors on a lawn, reading a newspaper. In the foreground, there are several large, cylindrical batteries labeled 'HEAVY DUTY' and a portable generator. A large blue circle with a yellow border is overlaid on the image, containing the text 'FPL urges customers to be prepared and have a storm plan'.

**FPL urges
customers to
be prepared
and have a
storm plan**

For tips on how to prepare for hurricane season, visit [FPL.com/Storm](https://www.fpl.com/storm)



FPL uses more than 30 channels to interact with customers



Florida Power & Light

October 15, 2024

Storms pose unique restoration challenges. Secondary outages and flickering, even after your power has been restored, can be the result from salt spray, storm surge and significant winds that can weaken electrical connections. Rest assured, we are working safely and as quickly as possible to address these conditions and restore your service.



Multi-faceted approach to keep customers informed includes:

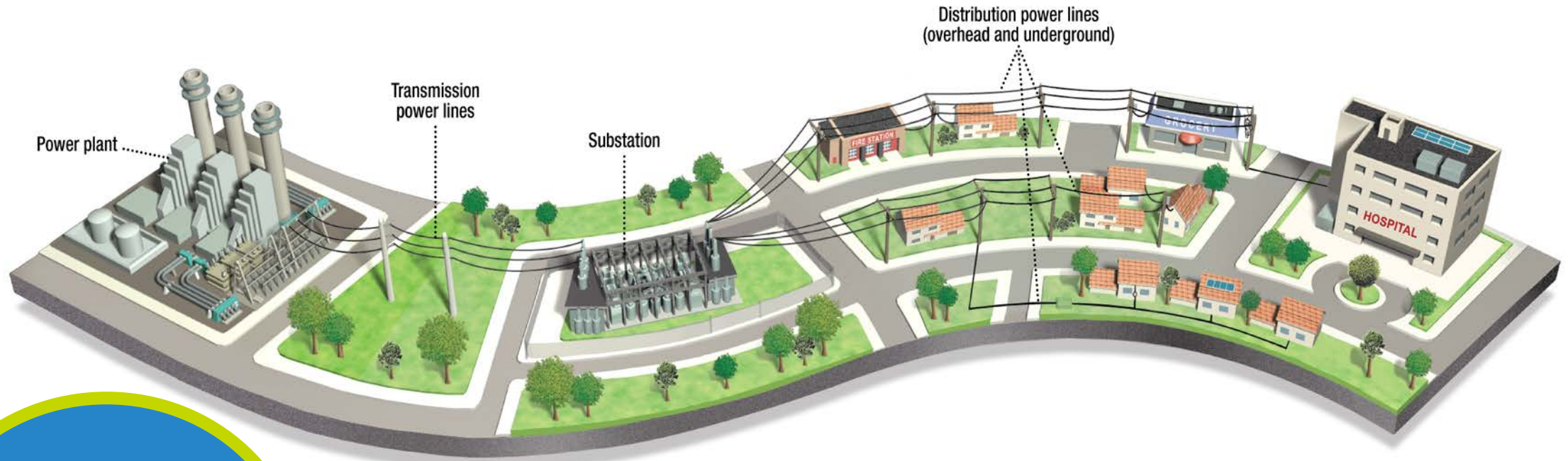
- ▶ Outreach
- ▶ Advertising
- ▶ Website and App
- ▶ Automated Calls
- ▶ Customer Care Center
- ▶ Email
- ▶ Social Media
- ▶ Traditional Media



FPL

36 comments 23 shares

After a storm, FPL restores power safely and quickly with efficient storm recovery process



Safety is always
FPL's **top priority**,
we urge customers
to make it their top
priority, too

WEST PALM BEACH, FL
DOT 413426FL

Clean Biodiesel



FPL

The circumstances may change; FPL's commitment does not

FPL works
24/7
until
all customers
are restored



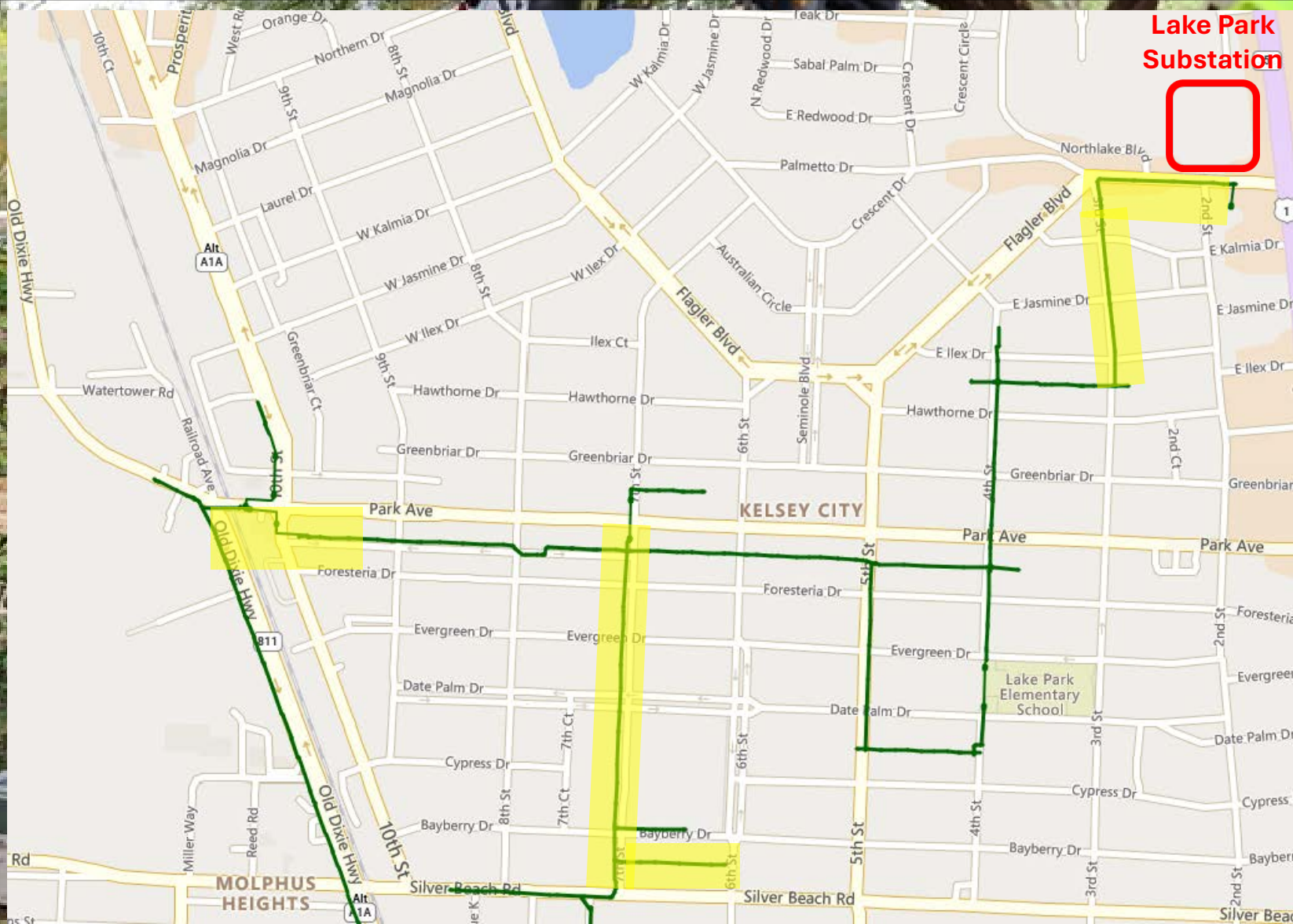
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Infrastructure Hardening Update

- Summary of FPL's storm hardening project
- Review of projects to date in the Town



Areas currently being hardened in Lake Park



Lake Park
Substation



Street Light Project Updates

- Current Projects
 - Summary and Estimated Construction Schedule
 - Process for construction
- Future projects
 - Working with Town staff on additional street lighting





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