

### Florida Power & Light Town of Lake Park Presentation

Ilan Kaufer, Robert Weese, Gladys Reyes 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



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



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 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

FPL urges customers to be prepared and have a storm plan

For tips on how to prepare for hurricane season, visit FPL.com/Storm



#### Florida Power & Light 😊

# FPL uses more than 30 channels to interact with customers 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

\$153.74

- **Advertising**
- Website and App
- **Automated Calls**

- **Customer Care Center**
- Email
- **Social Media**
- **Traditional Media**

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



to make it their top WEST PALM BEACH, FL priority, too

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The circumstances may change; FPL's commitment does not

120

### FPL works 24/7 until all customers are restored

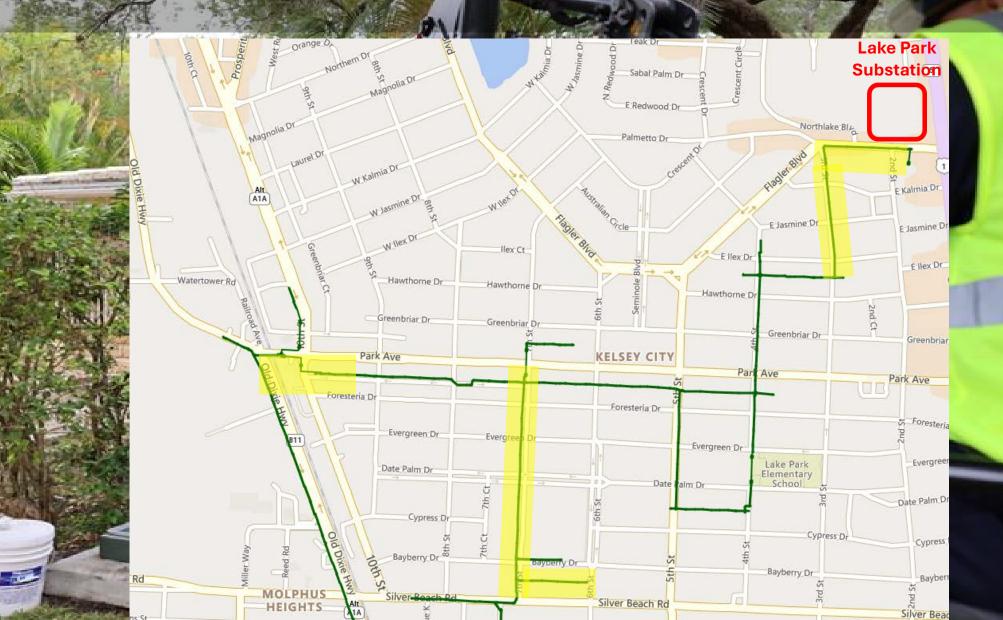
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## Infrastructure Hardening Update

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



### Areas surrently being hardened in Lake Park



162

# Street Light Project Updates

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



