

Hiep Nguyen

From: Ellen Plendl
Sent: Monday, October 3, 2022 10:59 AM
To: Consumer Correspondence
Subject: Docket No. 20220000
Attachments: more failing electrical infrastructure; additional failing electrical infrastructure; more of the same failing electrical infrastructure; electrical infrastructure epic fail; electrical infrastructure big time failures across the board; horrifying; 2.5 million without power!; poor; extremely poor; Consumer Inquiry - Florida Power & Light Company

See attached customer correspondence and reply for Docket No. 20220000.

Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Wednesday, September 28, 2022 10:02 AM
To: Ellen Plendl
Subject: more failing electrical infrastructure
Attachments: Thousands Without Power in Miami-Dade, Broward After Impact of Ian_ FPL – NBC 6 South Florida.pdf

Wednesday 28 September 2022 1000 hours

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

To whom it may concern,

I am writing to express my ongoing deepest disappointment that the electrical utility industrial sector continues to mismanage the electrical infrastructure throughout the State of Florida despite given unfettered access to elected and appointed government officials and agencies in the furtherance of policies and agendas in pursuing poorly thought out sourcing of energy resources and a decidedly anti-consumer stance with the rate-paying public across the board. Ongoing investigations continue undercover the long-standing practices by these captains of industry to extract ever larger fees and electrical rates to aggrandize their oversized ambitions by direct and indirect political arrangements in backrooms.

The attached documentation clearly indicates the ongoing conditions of the electrical infrastructure in Southern Florida.

Please place these observations and articles in the appropriate docket to underscore the overwhelmingly calculated cold-hearted manner that these captains seem to influence the very elected/appointed representatives that should, instead, be seeking to comfort their constituents day-to-day hardships to pay for the aggrandizement of these out sized economic sectors.

Thank you for your time in these matters and hope to hear from you soon.

Sincerely,
Beatrice Balboa
1010 South Ocean Boulevard, Unit 1008
Pompano Beach, FL 33062-6631
USA

HURRICANE IAN

Thousands Without Power in Miami-Dade, Broward During Impact of Ian: FPL

By NBC 6 • Published 2 hours ago • Updated 2 hours ago

Ad: 0:22

NBC 6's Kristin Sanchez has more on the damage across cities in the area due to the now Category 4 storm.

Though not in the direct path of a rapidly increasing Hurricane Ian, parts of South Florida are still waking up without power Wednesday morning.

FPL reports 19,050 customers in Miami-Dade without power and 4,970 customers without power in Broward as of 7:30 a.m.

Tornadoes spawned by Hurricane Ian overturned small planes, uprooted trees and unleashed more damage Tuesday evening throughout South Florida.

Officials at North Perry Airport in Pembroke Pines confirmed a tornado hit a section of the airport, damaging several aircraft and hangars.

Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Wednesday, September 28, 2022 10:09 AM
To: Ellen Plendl
Subject: additional failing electrical infrastructure
Attachments: Parts of southwest Miami-Dade without power following possible tornado hit.pdf

Wednesday 28 September 2022 1000 hours

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Parts of southwest Miami-Dade without power following possible tornado hit

Christian De La Rosa, Reporter

Published: September 27, 2022 at 10:01 PM

Updated: September 28, 2022 at 6:56 AM

Tags: Miami-Dade County, Hurricane Ian



Families living in one southwest Miami-Dade neighborhood say they're convinced a tornado touched down.

MIAMI-DADE COUNTY, Fla. – Families living in one southwest Miami-Dade neighborhood say they're convinced a tornado touched down.

Teresita Verdaguer told Local 10 News she and her family heard the roaring winds, and saw flying debris, which was spread out along Southwest Fourth Street Tuesday evening.

"I told my daughter, 'Come downstairs because there's a tornado.' I knew right away," Verdaguer said.

Local 10 News cameras captured downed light posts, downed power lines and heavy tree branches blocking roads.

Crews with FPL responded to a dangerous situation, as many homes in the area were left without power.

It's unclear when power will be restored to the area.

By Wednesday morning, more than 20,000 FPL customers were without power in Miami-Dade and Broward counties.

Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Wednesday, September 28, 2022 10:11 AM
To: Ellen Plendl
Subject: more of the same: failing electrical infrastructure
Attachments: Power knocked out to thousands in South Florida, FPL working to restore it - CBS Miami.pdf

Wednesday 28 September 2022 1000 hours

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Power knocked out to thousands in South Florida, FPL working to restore it



BY CBS MIAMI TEAM
SEPTEMBER 28, 2022 / 8:00 AM / CBS MIAMI

MIAMI - Hurricane Ian's gusty winds have caused thousands of power outages in South Florida and the Florida Keys.

Florida Power & Light reported that 41,490 customers lost power. As of 8 a.m., 36,240 had been restored and they were working on getting the lights back on for the remaining 5,250 customers.

In Miami-Dade, 61,640 lost power. FPL said as of 8 a.m. they had restored 43,080.

Keys Energy Services said 9,958 customers lost power overnight. Crews had to stand down due to unsafe working conditions.

An anticipated midday storm surge will further hamper restoration efforts. They said crews will do as much work as possible before the surge, and continue power restoration again once conditions permit.

Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Wednesday, September 28, 2022 1:45 PM
To: Ellen Plendl
Subject: electrical infrastructure epic fail
Attachments: Mid-South Entergy workers to help with power restoration efforts in wake of Hurricane Ian – FOX13 News Memphis.pdf; FPL Prepares to Rebuild Parts of Electric System in Southwest Florida _ T&D World.pdf; Florida Gov. DeSantis say 'millions' expected to lose power during Hurricane Ian _ Florida News _ Tampa _ Creative Loafing Tampa Bay.pdf

Wednesday 28 September 2022 1345 hours

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Mid-South Entergy workers to help with power restoration efforts in wake of Hurricane Ian



By **FOX13Memphis.com News Staff**

September 28, 2022 at 11:56 am CDT

MISSISSIPPI — As energy crews from around the nation work to help with power restoration efforts amid Hurricane Ian, Entergy Mississippi and Entergy Arkansas are sending workers to help with efforts.

According to a release from Entergy Mississippi, it will send 124 workers for restoration efforts after the storm.

40 contract workers line workers are heading to Atlanta to help with Georgia Power, which will assign them to specific locations after the storm.

68 contract vegetation workers are headed to Lake City, Fla., to await location assignments from Florida Power & Light Company.

Yesterday, 16 contract vegetation workers went Tuesday to support Tampa Electric, according to Entergy.



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Entergy Arkansas is sending contract crews to the same destinations.

A total of 124 Entergy Arkansas workers will assist in restoration work, the company said.

Hurricane Ian began to move onto the western shores of Florida on Wednesday morning with maximum sustained winds just shy of those that would categorize it as a Category 5 hurricane, according to the [**National Hurricane Center**](#).

The hurricane is expected to leave catastrophic damage to homes and buildings and snap trees and power lines.

Entergy contract workers are baseload contractors, meaning they are under contract with the company to provide ongoing work on a daily or near-daily basis.

FPL Prepares to Rebuild Parts of Electric System in Southwest Florida

Sept. 28, 2022

The latest forecast from the National Hurricane Center, issued at 11 a.m., indicates that Hurricane Ian will soon make landfall along Florida's west coast near Charlotte County and follow a path similar to Hurricane Charley in 2004.

Florida Power & Light Company (FPL) is preparing to repair and rebuild parts of its electric system as Hurricane Ian takes aim at Florida's west coast as a high-end Category 4 hurricane. Hurricane Ian's catastrophic winds, life-threatening storm surge, significant flooding and numerous tornados are expected to cause extensive damage to the electrical infrastructure.

Members of FPL's restoration workforce – which is now more than 19,000 strong, including mutual assistance from 30 states – worked throughout the night and throughout Wednesday morning to restore power after Hurricane Ian's fast-moving feeder bands raced throughout parts of South Florida ahead of the storm's landfall – the beginning of what's expected to be a challenging road ahead as Florida braces for Ian's full impact.

The latest forecast from the National Hurricane Center, issued at 11 a.m., indicates that Hurricane Ian will soon

make landfall along Florida's west coast near Charlotte County and follow a path similar to Hurricane Charley in 2004.

"Hurricane Ian intensified overnight and is now stronger and significantly larger than 2004's Hurricane Charley, which decimated communities along Florida's west coast. We urge our customers to not let their guard down and to continue to make safety their highest priority as Hurricane Ian makes landfall," said Eric Silagy, chairman and CEO of FPL. "The days ahead will no doubt be challenging and life-altering for many of our fellow Floridians, but please know that we will get through this together and FPL will not stop working until every customer is safely restored."

"I want to extend my gratitude to the crews from FPL and around the nation who are already working tirelessly to restore power, and our work is just beginning," Silagy said. "The strength and potential path of Hurricane Ian have been compared to Hurricane Charley, which many remember for the devastation it caused along the west coast in 2004. Much like Charley, Hurricane Ian's catastrophic winds and storm surge will mean parts of our system will need to be fully rebuilt, and I want our customers to know that we will not rest until everyone's power has been restored."

As conditions continue to rapidly deteriorate and crews are unable to deploy due to dangerous conditions, FPL will work remotely, using smart grid technology, to restore power where possible. In some areas, customers could experience more than one outage as severe weather bands

continue to move through. Due to the destructive nature of this storm, dangerous conditions could last for several days and cause outage counts to fluctuate

When winds drop below 35 miles per hour, FPL will conduct damage assessments with field crews. These assessments, which include data gathered from a fleet of drones, help the company assign the right crews and right equipment to the right place and give customers a more accurate estimate of when the company will complete restoration in each region.

Rain-soaked soil makes trees susceptible to toppling onto power lines and to uprooting underground power lines. After waiting for flooding to subside, tree-trimming crews will need to cut away trees and other vegetation before line workers can begin finding and fixing damage.

What FPL is doing

As it's safe to do so, FPL will continue restoring power outages caused by Hurricane Ian:

- FPL's restoration workforce is actively responding to outages caused by the destructive feeder bands and tornados moving across the state.
- More than 19,000 restoration personnel, as well as the necessary supplies and equipment, are already dedicated to the effort.
- The company is operating 37 staging, parking and processing sites to help speed restoration.

- FPL is focused on restoring power safely and as quickly as possible, and the company is asking customers to make safety their top priority as well.

In the wake of a hurricane, FPL knows customers need as much information as possible in order to make decisions for their families. Every hurricane is different, but FPL's goal is to provide customers more accurate information faster than ever before. Outside of Southwest Florida, FPL will aim to provide its best estimates for when restoration will be completed for 95% of FPL customers affected by the storm in an area approximately 24 hours after the storm has cleared that area. This is the time the company needs to assess damage and determine the right crews and right equipment to respond. Due to the strength of this storm, many homes and businesses will likely suffer damage that makes them unable to safely accept power.

Florida Gov. DeSantis say 'millions' expected to lose power during Hurricane Ian

“You're going to have millions of people without power in this state within the next 48 hours. No question.”

By [News Service of Florida](#) on Wed, Sep 28, 2022 at 12:55 pm

[SEND A NEWS TIP](#)



Photo via DeSantis/FB

Gov. Ron DeSantis said millions of Floridians will face power outages over the next two days as a monstrous Hurricane Ian barrels through the state.

“You are starting to see power outages across the state, but you're going to see way, way more over the next 48 hours,” DeSantis said Wednesday morning while at a Florida Power & Light staging area at the Columbia County Fairgrounds in Lake City. “You're going to have millions of people without power in this state within the next 48 hours. No question.”

In information posted online, FPL reported about 50,000 outages Wednesday morning, including

about 18,000 in Miami-Dade County, 13,000 in Sarasota County, 8,000 in Collier County, 3,500 in Charlotte County and 2,000 in Lee County.

Duke Energy Florida posted about 3,000 outages. FPL President & CEO Eric Silagy cautioned Tuesday that efforts to restore power will be affected by Hurricane Ian's expected slow crawl across Florida.

Silagy added that it could take about 24 hours after Ian departs from areas to determine how much time will be needed to complete restoration.

More than 40,000 workers, including workers from other states, are handling outages or are on post-storm standby.

Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Wednesday, September 28, 2022 6:07 PM
To: Ellen Plendl
Subject: electrical infrastructure big time failures across the board
Attachments: download.pdf

Wednesday 28 September 2022 1800 hours

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
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Eric Silagy, CEO of one of Florida's main power and utilities company — Florida Power & Light Company — said some 645,000 customers already have had their power knocked out in the last 12 hours.

For southwest Collier County, where Ian has been ravaging the southwest Gulf Coast, nearly half of FPL customers are without power. That's about 110,000 out of 229,000 customers.

And in Lee County, about 56 percent of FPL customers are without power — just under 163,000 customers out of 288,600 FPL customers.

As for Charlotte County, some 45,000 FPL customers are without power, compared to about 126,600 customers.

There is also a concern of ensuring the safety of the line workers too, as Silagy with FPL pointed out Wednesday.

“This is gonna take some time for us to be able to do the kind of assessments that are going to be necessary, particularly in Southwest Florida, where we've seen the kind of catastrophic damage that we expect. This is not going to be something that is easy to assess in just a few hours. We will have to go in to see what needs to be rebuilt,” Silagy said. “I think it's important to remember that safety is always our

number one priority. There will be many, many instances where it's simply not safe to re-energize a home or business, because it has been structurally damaged."

Repairs vs. Rebuild

While it is not yet clear just how bad the impact will be for power outages, Silagy said that he expects some restoration efforts could be much more difficult than typical power restoration.

"I want to be clear on this: there are sections of our service territory in Southwest Florida which we will not be able to repair, but that we are going to have to rebuild. With the storm surge and with these winds, there will be damage that is beyond repair, and will require a complete rebuild," he said at the press conference.

"Repairing can be done often an hour or days. Rebuilding can take many days or weeks, and so we are preparing for that rebuilding effort as we speak."

This was a concern initially brought up during an early press conference with Gov. Ron DeSantis Wednesday morning, noting that the severity of the storm, which is teetering towards Category 5 sustained windspeeds, may damage overall power infrastructure.

"It's also something that given the severity of this storm — there's a difference between simply having a downed power line and repairing that, which you would do on normal types of storms, and then having major structural damage to the underlying electrical infrastructure. And when you have a Category 5 storm hitting, potentially, when you have massive storm surge that is going to interrupt most likely a lot of the underlying infrastructure," DeSantis said at the morning news conference.

DeSantis then added:

"So the folks in those affected areas should just understand that if it's as simple as simply just hooking up a few more power lines, and that's what they'll do. But in those areas that are gonna have the most severe impact it's likely gonna require to have some reengineering, to have some structural fixes and that's gonna require manpower — but it is just gonna take a little bit more time."

DeSantis also noted that line workers need to have a safe environment in order to get powerlines back up and running.

"Once the storm hits and passes, it is gonna be a very hazardous environment," DeSantis said earlier. "Still we're gonna keep trying to get these guys (line workers) in to be able to do what they have to do. But, you know, they need to have a safe environment to work in too."

Ahead of Hurricane Ian making landfall, DeSantis left Floridians with this:

"Understand this is not just a 48-hour ordeal. This is gonna be something that is gonna be there for days, and weeks, and months and, unfortunately, in some circumstances, even years."

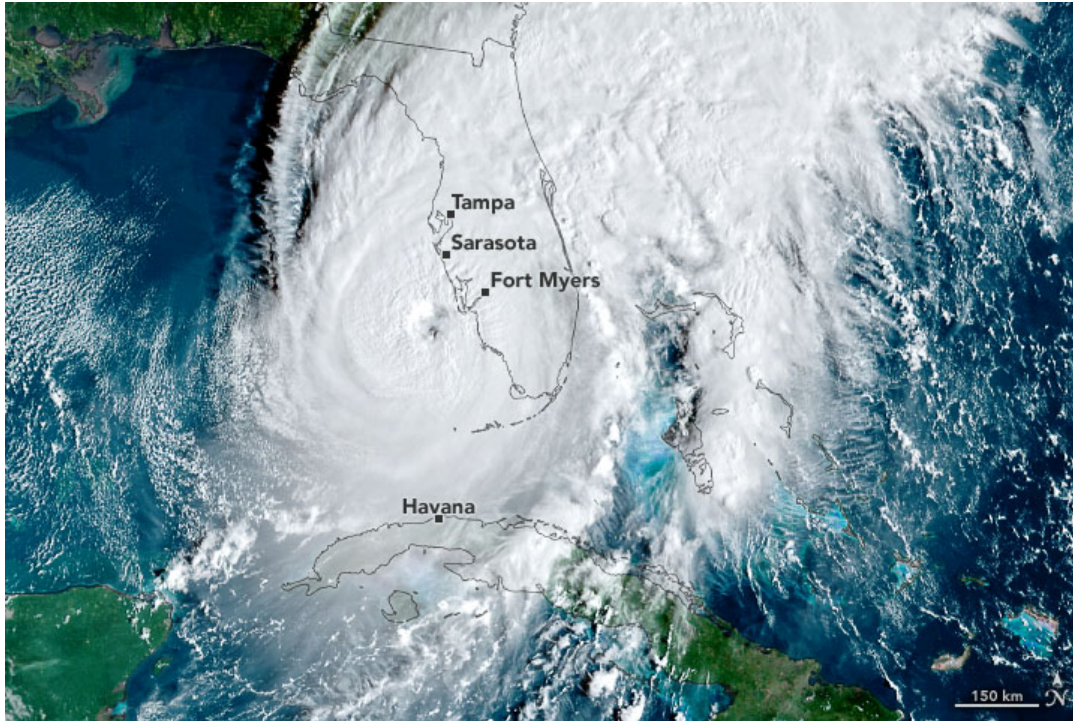
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The fate of power outages: Recovery from Ian could take days, weeks, with full extent unknown

By: [Danielle J. Brown](#) - September 28, 2022 5:07 pm



Hurricane Ian on Sept. 28, 2022. Credit: NASA Earth Observatory image by Joshua Stevens.

As Hurricane Ian makes its entrance on the Southwest coastline, Florida utility companies have already documented hundreds of thousands of homes without power due to impacts of the intense Category 4 storm. And some worry that efforts to get families back online could take days or even weeks.

Eric Silagy, CEO of one of Florida's main power and utilities company — Florida Power & Light Company — said some 645,000 customers already have had their power knocked out in the last 12 hours.

For Duke Energy, another power company, some 37,000 customers have outages throughout Florida, according to an email sent to the Phoenix.

With the storm just making landfall, it is possible that more houses and businesses will go without power as Ian traverses the state. But questions abound: Who and how many people will lose power due to the storm? How long will it take to restore power for Floridians, and what does recovery look like?

In some areas, residents and business could face a long road to recovery amid flooding, human safety, and structural damage.

Who is currently without power?

[FPL has a power outage map](#), showing what's happening.

For southwest Collier County, where Ian has been ravaging the southwest Gulf Coast, nearly half of FPL customers are without power. That's about 110,000 out of 229,000 customers.

And in Lee County, about 56 percent of FPL customers are without power — just under 163,000 customers out of 288,600 FPL customers.

As for Charlotte County, some 45,000 FPL customers are without power, compared to about 126,600 customers.

Of the 37,000 Duke Energy outages as of Wednesday afternoon, some 35,000 occurred in Pinellas County, according to an email to the Phoenix.

But the full extent of the power outages isn't known, according to Silagy, with FPL.

“It’s too early. It’s literally just making landfall,” he said about Ian at an afternoon press conference with Gov. Ron DeSantis and other state officials. “Mother Nature is always unpredictable and every storm is different.”

He continued: “This is a catastrophic storm. There will be catastrophic damage across the entire system, not just for FPL. There are many other municipal utilities, cooperatives, and as the storm goes across the state, I would expect to see damage there as well,” said Silagy.

Water and electricity

According to the National Hurricane Center, Ian is expected to bring significant and life-threatening storm surges, peaking at between 12 to 18 feet in certain areas. In addition, about 12- 18 inches of rain is expected in Central and Northeast Florida.

Ana Gibbs, a communications staffer with Duke Energy, explained in a written statement that water is a concerning factor for getting Floridians powered back up.

“Based on this particular storm, the biggest concern is flooding. Some areas are expected to receive as much as two feet of rain,” she said. “Water and electricity do not mix. Customers who are flooded cannot have their electricity restored until it’s safe to do so.”

She added that previous restoration efforts have taken a few days.

“Every storm is different. While we learn from each and every storm, no two storms are the same. During Hurricane Irma, we were able to restore 1 million customers in about 3 days. However, as I mentioned above, the flooding and other weather conditions with this storm are examples of some of the challenges we face during restoration,” Gibbs said in an email to the Phoenix.

There is also a concern of ensuring the safety of the line workers too, as Silagy with FPL pointed out Wednesday.

“This is gonna take some time for us to be able to do the kind of assessments that are going to be necessary, particularly in Southwest Florida, where we’ve seen the kind of catastrophic damage that we expect. This is not going to be something that is easy to assess in just a few hours. We will have to go in to see what needs to be rebuilt,” Silagy said. “I think it’s important to remember that safety is always our number one priority. There will be many, many instances where it’s simply not safe to re-energize a home or business, because it has been structurally damaged.”

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Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Thursday, September 29, 2022 7:44 AM
To: Ellen Plendl
Subject: horrifying
Attachments: SEE TRACKING GRAPHIC_ Power Outages Exceed 1.8 Million Households as Hurricane Ian Approaches Brevard - Space Coast Daily.pdf; Hurricane Ian outages_ More than 1.8 million are without power in Florida.pdf

Thursday 29 September 2022 0800 hours

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
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Hurricane Ian outages: More than 1.8 million are without power in Florida

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SEE TRACKING GRAPHIC: Power Outages Exceed 1.8 Million Households as Hurricane Ian Approaches Brevard

By Gabriella Paul, WUSF // September 29, 2022

BREVARD COUNTY UNDER HURRICANE WATCH



At FPL, safety is the cornerstone of our commitment to customers and employees. FPL urges Floridians to be prepared and be aware of potential safety hazards at all times, especially before, during and after severe weather. For storm and safety tips, visit [FPL.com/storm](https://www.fpl.com/storm).

WUSF.COM – Outages more than doubled since Hurricane Ian made landfall along the Gulf coast of Florida on Wednesday afternoon.

At noon, around 200,000 Floridians were without power with 45 counties experiencing outages. By 6 p.m., that number surged to nearly 1.4 million.

More than 80 percent of Sarasota County was without power as of 6 p.m., with 232,710 reported power outages — the second-highest total in the state, second only to Lee County reporting more than 400,000 outages. Another 46 percent of households reported being without power in Manatee County, reporting 108,551 outages.

Power outages also extend farther north, in the Tampa Bay region. At 6 p.m., that included 126,131 reported outages in Hillsborough County, 70,028 reported outages in Pinellas County and 38,553 in Polk County.

By the Numbers: Power outage data is published by the Florida Public Service Commission every three hours on Twitter at [@floridapcs](https://twitter.com/floridapcs).

Florida Power and Light Co. provides service, in part, to these counties: Sarasota, Manatee, DeSoto, Hardee and Highlands. Residents can also monitor real-time power outages [here](#).

Duke Energy is a primary power provider for the greater Tampa Bay region and Central Florida, including Hillsborough, Pinellas, Pasco, Polk, Highlands, Hardee and Hernando counties.

Polk County is also serviced by Lakeland Electric, from Polk City to Highland city, and the Peace River Electric Cooperative, Withlacoochee River Electric Cooperative and Tampa Electric Company (TECO).

Monitoring and reporting outages

If you have internet access, outages can be monitored on these major power providers' websites:

- [Florida Power and Light Company](#)

- [Duke Energy](#)

- [Florida Public Utilities](#)

TECO is experiencing website issues due to high traffic volume. Residents can receive updates on Twitter at @TampaElectric, or by calling 877-588-1010.

If your power is provided by a cooperative or municipal government in the greater Tampa Bay region, you can monitor outage updates on these websites:

- [Peace River Electric Cooperative, Inc.](#)

- [Lee County Electric Cooperative](#)

- [Sumter Electric Cooperative, Inc.](#)

- [Lakeland Electric](#)

- [Glades Electric Cooperative, Inc.](#)

- [Withlacoochee River Electric Cooperative, Inc.](#)

To assist Florida households and emergency personnel experiencing power outages Comcast's network is offering roughly 90,000 public Xfinity hotspots. Hotspots are free and available to non-Xfinity customers. Register here: <https://www.xfinity.com/response>.

Power providers ask that residents report any outages they are experiencing.

- Report outages with Florida Power and Light Company [here](#), or call 1-800-468-8243. To report a downed power line, call 1-800-4OUTAGE.

- Report outages with Duke Energy [here](#), call 800-228-8485 or text "OUT" to 57801

- Report outages with TECO [here](#), or call 877-588-1010.

Official guidance: During a press conference on Wednesday, Gov. Ron DeSantis addressed the climbing power outages.

“Not every power outage is going to be created equal,” he said.

In some areas, power will be restored with typical repairs, like reconnecting fallen power lines. But in some cases, DeSantis warned, more substantial reconstruction will be required.

The Category 4-level winds and rain have likely caused serious damage to the infrastructure that provides power in some counties, DeSantis said.

With the strength and severity of the storm, Floridians in some areas should expect extended power outages.

Restoring Power : Florida Power and Light Co. said there’s nearly 16,000 operators and technicians working “around the clock” to restore power safely to customers.

Duke Energy, which primarily services counties in the greater Tampa Bay region, announced Tuesday that 10,000 line workers, tree professionals and other personnel were mobilized ahead of the storm.

Officials advise residents to report any outages and monitor their website portal for updates.

“If you’re not seeing an update for your location, it’s because our crews haven’t yet been able to access the area or assess the damage. But please know that we are working wherever conditions allow,” operators wrote in [a tweet](#).

Around 7 p.m., TECO and Lakeland Electric announced they are suspending power restoration until dangerous wind speeds subside.

“Please be aware we are expecting extended restoration times as our crews cannot safely be dispatched until winds are reduced to under 40 mph,” according to [a tweet](#) responding to a customer.



Sun Sentinel

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Hurricane Ian outages: More than 1.8 million are without power in Florida

Lisa J. Huriash, Juan Ortega, South Florida Sun-Sentinel - Yesterday 9:39 PM



2

Support journalism

More than 1.8 million customers across Florida were without electricity Wednesday evening as the state was slammed by Hurricane Ian.



Zuram Rodriguez surveys the damage around her mobile home in Davie, Florida, early Sept. 28, 2022. Hurricane Ian rapidly intensified off Florida's southwest coast Wednesday morning, gaining top winds of 155 mph.

© Joe Cavaretta/South Florida/South Florida Sun-Sentinel/TNS

As of 9 p.m., there were 1,840,891 customers without power statewide, according to the state's Public Service Commission.

FPL, Florida’s biggest electric utility, had 1,041,780 without power. Scores of people who get service from Florida Public Utilities, Duke Energy and local cooperatives and municipalities’ utilities are also affected.

Duke Energy had 258,253 without power, with the majority — more than 149,500 — without power in Pinellas County, or the Tampa Bay area.

Eric Silagy, chairman and CEO of FPL, warned that recovery will be long and damage “catastrophic” and the extent of damage still unknown. “This is not going to be an easy storm to recover from,” he said, and that he expected parts of southwest Florida to be “beyond repair.”



Kings Point resident Maria Esturilho is escorted by her son, Tony Esturilho, as they leave behind the damage from an apparent overnight tornado spawned by Hurricane Ian at Kings Point, a retirement community in Delray Beach, Florida, on Sept. 28, 2022.

© Carline Jean /South Florida/South Florida Sun-Sentinel/TNS

Electrical services will need to be rebuilt, he said, in a process that could take “many days or weeks.”

More than 269,000 FPL customers were without power in Lee County, home to communities such as Fort Myers, Sanibel and Captiva.

About 184,960 FPL customers were without power in Collier County, home to communities such as Immokalee and Naples, according to FPL. Sarasota FPL customers had more than 254,660 without power.

Manatee County — home to Bradenton — had more than 129,800 FPL customers powerless.

Just after 9 p.m. in South Florida, which is served by FPL, Miami-Dade had 12,970 customers without electricity; Palm Beach County had 5,330; and Broward County had 7,220.



A Kings Point resident looks through her broken window as a man boards up another broken window after an apparent overnight tornado spawned by Hurricane Ian at Kings Point, a retirement community in Delray Beach, Florida, on Sept. 28, 2022.

© Carline Jean /South Florida/South Florida Sun-Sentinel/TNS

South Florida’s outages were caused by feeder bands as Ian had moved closer to shore, according to FPL, and crews “worked throughout the night and throughout Wednesday morning to restore power.”

A spokeswoman from FPL said Wednesday that 19,000 crew members from 30 states are

in Florida on standby at 37 staging areas, including hotels. They'll be sent out to restore electricity once conditions are safe. Silagy likened it to "deploying an army."

When winds drop below 35 mph, FPL will conduct damage assessments with field crews, which include data gathered from a fleet of drones.

Flooding and tornados are expected to cause extensive damage to the electrical infrastructure and restoration won't be instant. After waiting for flooding to subside, tree-trimming crews will need to cut away trees and other vegetation before line workers can begin finding and fixing damage.

Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Thursday, September 29, 2022 8:24 AM
To: Ellen Plendl
Subject: 2.5 million without power?!
Attachments: Ian drenches Florida, leaving people trapped and 2.5 million without power.pdf

Thursday 29 September 2022 0830 hours

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

To whom it may concern,

I am writing to express my ongoing deepest disappointment that the electrical utility industrial sector continues to mismanage the electrical infrastructure throughout the State of Florida despite given unfettered access to elected and appointed government officials and agencies in the furtherance of policies and agendas in pursuing poorly thought out sourcing of energy resources and a decidedly anti-consumer stance with the rate-paying public across the board. Ongoing investigations continue undercover the long-standing practices by these captains of industry to extract ever larger fees and electrical rates to aggrandize their oversized ambitions by direct and indirect political arrangements in backrooms.

The attached documentation clearly indicates the ongoing conditions of the electrical infrastructure in Southern Florida:

Ian drenches Florida, leaving people trapped and 2.5 million without power

Please place these observations and articles in the appropriate docket to underscore the overwhelmingly calculated cold-hearted manner that these captains seem to influence the very elected/appointed representatives that should, instead, be seeking to comfort their constituents day-to-day hardships to pay for the aggrandizement of these out sized economic sectors.

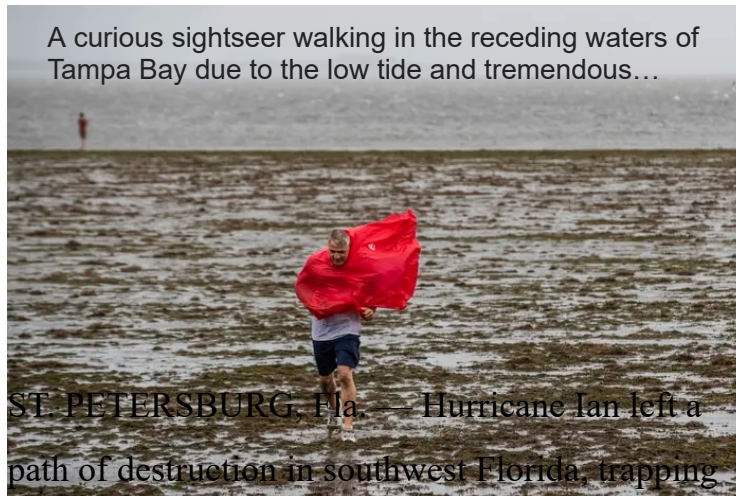
Thank you for your time in these matters and hope to hear from you soon.

Sincerely,
Beatrice Balboa
1010 South Ocean Boulevard, Unit 1008
Pompano Beach, FL 33062-6631
USA

NATION & WORLD

Ian drenches Florida, leaving people trapped and 2.5 million without power

One of the strongest hurricanes to ever hit the United States threatened catastrophic flooding around the state.



A curious sightseer walking in the receding waters of Tampa Bay due to the low tide and tremendous...

ST. PETERSBURG, Fla. — Hurricane Ian left a path of destruction in southwest Florida, trapping

people in flooded homes, damaging the roof of a hospital intensive care unit and knocking out power to 2.5 million people as it dumped rain across the peninsula on Thursday.

One of the strongest hurricanes to ever hit the United States threatened catastrophic flooding around the state. Ian's tropical-storm-force winds extended outward up to 415 miles (665 km), drenching much of Florida and the southeastern Atlantic coast.

With no electricity and patchy cellphone coverage, many calls for help weren't getting through, even as emergency crews sawed through toppled trees to reach people in flooded homes. “If the line is

busy, keep trying,” the Lee County Sheriff’s Office said in a Facebook post early Thursday.

The National Hurricane Center said Ian became a tropical storm over land early Thursday and was expected to regain near-hurricane strength after emerging over Atlantic waters near the Kennedy Space Center later in the day, with South Carolina in its sights for a second U.S. landfall.

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A stretch of the Gulf Coast remained inundated by ocean water, pushed ashore by the massive storm. “Severe and life-threatening storm surge inundation of 8 to 10 feet above ground level along with destructive waves is ongoing along the southwest Florida coastline from Englewood to Bonita Beach, including Charlotte Harbor,” the Miami-based hurricane center said.

In Port Charlotte, the storm surge flooded a hospital's emergency room even as fierce winds

ripped away part of the roof from its intensive care unit, according to a doctor who works there.

Water gushed down onto the ICU, forcing them to evacuate their sickest patients -- some on ventilators — to other floors, said Dr. Birgit Bodine of HCA Florida Fawcett Hospital. Staff members used towels and plastic bins to try to mop up the sodden mess.

The medium-sized hospital spans four floors, but patients crowded into two because of the damage, and more were expected with people injured from the storm needing help.

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“As long as our patients do OK and nobody ends up dying or having a bad outcome, that’s what matters," Bodine said.

Law enforcement officials in nearby Fort Myers received calls from people trapped in flooded homes or from worried relatives. Pleas were also

posted on social media sites, some with video showing debris-covered water sloshing toward the eaves of their homes.



Gary and Sharon Adams clearing their yard of debris in Hollywood, Fla., on Wednesday, when residents say a...

Amy Beth Bennett / AP

Brittany Hailer, a journalist in Pittsburgh, contacted rescuers about her mother in North Fort Myers, whose home was swamped by 5 feet (1.5 meters) of water.

“We don’t know when the water’s going to go down. We don’t know how they’re going to leave, their cars are totaled,” Hailer said. “Her only way out is on a boat.”

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Hurricane Ian turned streets into rivers and blew down trees as it slammed into southwest Florida on Wednesday with 150 mph (241 kph) winds, pushing a wall of storm surge. Ian's strength at landfall was Category 4, tying it for the fifth-strongest hurricane, when measured by wind speed, ever to strike the U.S.

Ian dropped to a tropical storm early Thursday over land, but was expected to intensify again once its center moves over the Atlantic Ocean and menace the South Carolina coast Friday at near-hurricane strength before moving inland.

At 5 a.m. Thursday, the storm was about 40 miles (70 km) southeast of Orlando and 35 miles (55 kilometers) southwest of Cape Canaveral, carrying maximum sustained winds of 65 mph (100 kph) and moving toward the cape at 8 mph (13 kmh), the center said.

Hurricane warnings were lowered to tropical storm warnings across the Florida peninsula, with widespread, catastrophic flooding remaining likely, the hurricane center said. Storm surges as high as 6 feet (2 meters) were still forecast for both coasts.

“It doesn’t matter what the intensity of the storm is. We’re still expecting quite a bit of rainfall,” Robbie Berg, senior hurricane specialist with the National Hurricane Center, said in an interview with The Associated Press.

Up to a foot (30 centimeters) of rain forecast for parts of Northeast Florida, coastal Georgia and the Lowcountry of South Carolina. As much as 6 inches (15 centimeters) could fall in southern Virginia as the storm moves inland over the Carolinas, and the center said landslides were possible in the southern Appalachian mountains.

No deaths were reported in the United States from Ian by late Wednesday. But a boat carrying Cuban migrants sank Wednesday in stormy weather east of Key West.

The U.S. Coast Guard initiated a search and rescue mission for 23 people and managed to find three survivors about two miles (three kilometers) south of the Florida Keys, officials said. Four other

Cubans swam to Stock Island, just east of Key West, the U.S. Border Patrol said. Air crews continued to search for possibly 20 remaining migrants.

ADVERTISEMENT

The storm previously tore into Cuba, killing two people and bringing down the country's electrical grid.

The hurricane's eye made landfall near Cayo Costa, a barrier island just west of heavily populated Fort Myers. As it approached, water drained from Tampa Bay.

More than 2.5 million Florida homes and businesses were left without electricity, according to the PowerOutage.us site. Most of the homes and businesses in 12 counties were without power.

Sheriff Bull Prummell of Charlotte County, just north of Fort Myers, announced a curfew between 9 p.m. and 6 a.m. "for life-saving purposes,"

saying violators may face second-degree misdemeanor charges.

“I am enacting this curfew as a means of protecting the people and property of Charlotte County,” Prummell said.

Life-threatening storm surges and hurricane conditions were possible on Thursday and Friday along the coasts of northeast Florida, Georgia, and South Carolina, where Ian was expected to move inland, dumping more rain well in from the coast, the hurricane center said.

The governors of South Carolina, North Carolina, Georgia and Virginia all preemptively declared states of emergency.

Published Sept. 29, 2022

Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Thursday, September 29, 2022 11:36 AM
To: Ellen Plendl
Subject: poor
Attachments: Some Southwest Florida counties _off the grid_ after Hurricane Ian wiped out power to millions - CBS News.pdf

Thursday 29 September 2022 1130 hours

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

To whom it may concern,

I am writing to express my ongoing deepest disappointment that the electrical utility industrial sector continues to mismanage the electrical infrastructure throughout the State of Florida despite given unfettered access to elected and appointed government officials and agencies in the furtherance of policies and agendas in pursuing poorly thought out sourcing of energy resources and a decidedly anti-consumer stance with the rate-paying public across the board. Ongoing investigations continue undercover the long-standing practices by these captains of industry to extract ever larger fees and electrical rates to aggrandize their oversized ambitions by direct and indirect political arrangements in backrooms.

The attached documentation clearly indicates the ongoing conditions of the electrical infrastructure in Southern Florida:

"Ian's eye began moving onshore at Sanibel and Captiva islands by midday on Wednesday. Before 2:30 p.m. ET, more than 660,000 customers had their power knocked out, according to tracking on poweroutage.us. In less than 24 hours, that number surged to more than 2.6 million, although that number saw a slight decline by 10 a.m."

Please place these observations and articles in the appropriate docket to underscore the overwhelmingly calculated cold-hearted manner that these captains seem to influence the very elected/appointed representatives that should, instead, be seeking to comfort their constituents day-to-day hardships to pay for the aggrandizement

of these out sized economic sectors.

Thank you for your time in these matters and hope to hear from you soon.

Sincerely,

Beatrice Balboa

1010 South Ocean Boulevard, Unit 1008

Pompano Beach, FL 33062-6631

USA

U.S.

Some Southwest Florida counties "off the grid" after Hurricane Ian wiped out power to millions

BY LI COHEN

UPDATED ON: SEPTEMBER 29, 2022 / 10:23 AM / CBS NEWS

Hurricane Ian was so powerful that its winds were just a few miles per hour shy of making it a Category 5 storm as it made landfall in Florida on Wednesday. And it didn't take long for it to unleash its wrath on Florida's power grids.

Ian's eye began moving onshore at Sanibel and Captiva islands by midday on Wednesday. Before 2:30 p.m. ET, more than 660,000 customers had their power knocked out, according to tracking on poweroutage.us. In less than 24 hours, that number surged to more than 2.6 million, although that number saw a slight decline by 10 a.m.

Southwest Florida was hit the hardest. During a press briefing on Thursday morning, Florida Governor Ron DeSantis said that the region had 2.02 million reported outages alone as of 6 a.m., with just seven counties accounting for more than 1.5 million.

"Lee and Charlotte are basically off the grid at this point," DeSantis said, adding that linemen and crews are on their way to start rebuilding, but that it's going to be more work than just "connecting a power line back to a pole". "[Their] reconnects are really going to likely have to be rebuilding of that infrastructure."

Nearly everyone in Hardee County also appears to be without power as of 10 a.m., according to poweroutage.us. At least half the customers in several neighboring counties, including Manatee, Sarasota, Collier, Highlands and Glades, were without power, according to poweroutage.us.

Reports of outages continued to extend north along the Gulf Coast, with major disruptions extending to the far northeast corner of the state. Ian, now a tropical storm, has started its trek out of Florida and up along the U.S. East Coast, where it is expected to continue creating damage, DeSantis said Thursday.

Southeast Florida, which also saw significant outages on Wednesday, has mostly recovered.

Florida officials have been warning for days of the potential power issues. Ian has been relentless on its track, knocking out power to all of Cuba when it raked the island on Tuesday, although power in some areas has been restored.

The National Weather Service warned prior to landfall that Hurricane Ian would cause "catastrophic" wind damage in Florida's southwest. The service's director, Ken Graham, said during a press briefing on Wednesday that the storm would take 24 hours to complete its journey across the state after the eye made landfall.

"This is going to be a storm that we talk about for many years to come," he said.

Florida Power & Light, the main provider to the homes and businesses reporting outages, tweeted on Wednesday that the company was expecting "widespread, extend" outages. Of its more than 5.7 million tracked customers through PowerOutage.us, more than 1 million had reportedly lost power.

The utility provider said that the storm's "catastrophic winds will mean parts of our system will need to be rebuilt – not restored." Early Thursday, they said that line workers were on their way to Collier County to work "around the clock" and restore power.

Kevin Guthrie, director of the Florida Division of Emergency Management, said Wednesday that there were more than 30,000 linemen "staged and ready" to help restore power when it is safe to do so. Gov Ron DeSantis said later in the day that number had increased to 42,000.

Hiep Nguyen

From: Beatrice Balboa <beatricebalboa@gmail.com>
Sent: Saturday, October 1, 2022 3:31 PM
To: Ellen Plendl
Subject: extremely poor
Attachments: Florida Power & Light Company (FPL)_ FPL Newsroom - News Releases.pdf; FPL reconnects more than two-thirds of customers, shares restoration timeline for others.pdf

Saturday 1 October 2022 1530 hours

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

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Thank you for your time in these matters and hope to hear from you soon.

Sincerely,
Beatrice Balboa
1010 South Ocean Boulevard, Unit 1008
Pompano Beach, FL 33062-6631
USA

After first full day of restoration, FPL has restored power to two-thirds of customers affected by Hurricane Ian

Oct 1, 2022

FPL Restoration Update (as of 10 a.m.)		
Customers affected	Customers restored	Customers out
2.1 million	1.4 million	~699,000
Total Restoration Workforce		Staging, Parking, Processing Sites
Over 21,000	30 states	26
Key Information <ul style="list-style-type: none">• Estimated times of restoration provided for the Treasure Coast, Central and North Florida Friday; Southwest Florida estimated time of restoration to be provided today• Assessments confirm FPL did not lose a single transmission structure during Ian• Initial forensics indicate neighborhood underground lines performed better than neighborhood overhead lines• FPLAir One (fixed-wing drone) completed first mission capturing critical footage of areas inaccessible due to downed trees, significant flooding and debris• Customers urged to keep safety top of mind and stay away from flooded areas, debris and downed power lines• Download the FPL app by texting the word "App" to MyFPL (69375) or enroll in alerts by texting the word "Join" to MyFPL (69375)		

JUNO BEACH, Fla. – After the first full day of restoration, Florida Power & Light Company (FPL) has now restored power to two-thirds of customers affected by Hurricane Ian – one of the most powerful and destructive hurricanes to ever make landfall in Florida.

The company's massive restoration effort continued overnight and into Saturday morning with a total workforce of more than 21,000 men and women – including mutual assistance from 30 states – supported by 26 staging, parking and processing sites. FPL has zeroed in on the hardest-hit areas by strategically positioning and rapidly deploying crews and equipment to restore power safely and as quickly as possible.

As of 10 a.m., FPL has restored power to 1.4 million customers and remains focused on restoring the approximately 699,000 customers currently without power, prioritizing immediate efforts on critical infrastructure functions that serve community needs, such as hospitals and 911 centers.

"The lives of so many of our fellow Floridians have been changed forever and we know they are counting on us to get the lights on – a critical first step in restoring a sense of normalcy in our devastated community," said Eric Silagy, chairman and CEO of FPL, who is set to spend a third straight day on the ground in Southwest Florida. "Floridians are resilient and I have no doubt we will get through this together. The road ahead is challenging, but we won't back down and we won't stop working until every customer is restored."

In addition to the crews who have restored power where possible to 1.4 million customers, damage assessment teams fanned out across Florida

continue to survey the inaccessible portions of communities to determine the extent of the damage, particularly in Southwest and Central Florida, as ground assessment has proved challenging due to flooding and major road closures. In fact, FPLAir One – the company's fixed-wing drone – completed its first surveillance mission Friday over some of the hardest hit areas of the west coast of Florida. With another mission scheduled Saturday, FPLAir One is set to gather even more information vital to FPL's ability to put the right crews and the right equipment in the right places to restore power safely and as quickly as possible.

For nearly two decades, FPL has invested significantly in building a stronger, smarter and more storm-resilient energy grid. While no energy grid is hurricane-proof, detailed assessments following Hurricane Ian have confirmed the resiliency of FPL's storm-hardened energy grid:

- **FPL's transmission system:** The backbone of any electrical system, transmission lines carry high-voltage electricity from power plants to substations. FPL did not lose a single transmission structure during Hurricane Ian.
- **Underground power lines:** FPL is working to systematically underground neighborhood power lines, which are traditionally located in backyards and susceptible to trees and other wind-blown debris. Initial forensics show underground neighborhood power lines performed five times better than overhead neighborhood power lines in Southwest Florida, which took a direct hit from the high-end, Category 4 storm.

Restoration estimates

In the wake of a hurricane, FPL knows customers need as much information as possible in order to make decisions for their families. Every hurricane is different, but FPL's goal is to provide customers more accurate information faster than ever before. Damage assessment teams have been fanning out around the state to survey the damage and generate estimated restoration times.

The assessment process is still underway in Southwest Florida as crews navigate the extensive flooding, storm surge, downed trees and other debris in the area and roadways. Because of these conditions, FPL anticipates many customers will face prolonged outages in some areas. Many homes and businesses may have suffered extensive damage that makes

them unable to safely accept power. As Ian slowly moved inland and cut through the state at hurricane strength, it pounded areas with torrential rain and damaging winds.

Some areas along Florida's east coast, particularly Volusia County, remain inundated with flood water due to the excessive rainfall. FPL has deployed significant resources in the area committed to restoring power safely and as quickly as possible.

FPL Estimated Time of Restoration

Status	County
Essentially Restored	Baker, Bradford, Broward, Clay, Columbia, Hardee, Miami-Dade, Monroe, Nassau, Palm Beach, Suwannee, Union
95% by end of day	
Today, Oct. 1	Alachua, Indian River, Martin, Putnam, St. Johns, St. Lucie
95% by end of day	
Tomorrow, Oct. 2	Brevard, Okeechobee
95% by end of day	
Tuesday, Oct. 4	Flagler, Seminole, Volusia
Most customers without power to have service restored ahead of time listed above	
To be provided	
Today, Oct. 1	Charlotte, Collier, De Soto, Glades, Hendry, Highlands, Lee, Manatee, Sarasota

Immediately after a storm, FPL knows if main power lines have been damaged. If customers believe their power is out for this reason, there is no need to contact FPL. Customers should call 911 or FPL at 1-800-4OUTAGE (1-800-468-8243) only to report dangerous situations such as downed power lines or sparking electrical equipment. Customers can report an outage at FPL.com/Outage or on the FPL app.

Be certain your home or business is ready to receive power

While FPL works to restore power safely and as quickly as possible, some homes and businesses may have suffered damage that makes them unable to safely accept power. If the power is on next door but yours is not, make certain that your home or business is ready to receive it by checking the connection to FPL.

- Look at the meter, the box that holds it and connected pipes and wires on the wall of the building.
- If the meter box, pipes or wires are bent or broken, repairs may be needed before FPL can restore power. If it looks damaged, contact a licensed electrician. Do not touch damaged equipment.
- If the meter itself is damaged, restoration personnel will replace it.

If your home has water damage from leaks or flooding, water may come into contact with electrical wiring:

- Use caution when disconnecting electric appliances that are still plugged in. Don't stand in water when operating switches, plugging in or unplugging electrical cords.
- If you have any doubts about your home's electric system or are unsure of how to proceed, call a professional, licensed electrician.
- In a flooded home, battery-powered lighting is the safest lighting source. Use flashlights when inspecting a home for possible damage.

What FPL is doing

FPL is working around the clock:

- FPL's restoration workforce is actively responding to outages caused by this destructive and damaging storm.

- More than 21,000 restoration personnel, as well as the necessary supplies and equipment, are dedicated to the effort.
- The company is operating 26 staging, parking and processing sites to help speed restoration.
- FPL is focused on restoring power safely and as quickly as possible, and the company is asking customers to make safety their top priority as well.

Additional resources

- [How FPL restores power](#)
- [Stay safe after a storm](#)

Customers can download the FPL app for on-the-go, instant and secure access to their accounts. Customers can report or get the latest information on an outage. The app is available for download in the iOS App Store and Google Play. To quickly download the FPL app, text the word “App” to MyFPL (69375). Customers also can sign up for storm updates by texting the word “Join” to MyFPL (69375).

How to stay informed

FPL communicates restoration information to customers frequently through the news media and the following resources:

- FPL website: [**FPL.com**](http://FPL.com)
- Twitter: [**twitter.com/insideFPL**](https://twitter.com/insideFPL)
- Facebook: [**facebook.com/FPLconnect**](https://facebook.com/FPLconnect)
- FPL Power Tracker: [**FPL.com/powertracker**](http://FPL.com/powertracker)
- FPL Power Tracker (Northwest Florida): FPL.com/mypowertracker
- FPL app: Download from the App Store or Google Play, or text the word “App” to MyFPL (69375)

##

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, providing clean, affordable, reliable electricity to approximately 5.8 million accounts, or more than 12 million people. FPL operates one of the cleanest power generation fleets in the U.S. and in 2021 won the ReliabilityOne® National Reliability Award for the sixth time in the last seven years. The company received the top ranking in the southern U.S. among large electric providers, according to J.D. Power’s 2021 Electric Utility Residential Customer Satisfaction StudySM and 2021 Electric Utility Business Customer Satisfaction StudySM. The company was also recognized in 2020 as one of the most trusted U.S. electric utilities by Escalent for the seventh consecutive year. FPL is a subsidiary of Juno Beach, Florida-based NextEra Energy, Inc. (NYSE: NEE), a clean energy company widely recognized for its efforts in sustainability, corporate responsibility, ethics and compliance, and diversity. NextEra Energy is ranked No. 1 in the electric and gas utilities industry in Fortune’s 2022 list of “World’s Most Admired Companies” and recognized on Fortune’s 2021 list of companies that “Change the World.” NextEra Energy is also the parent company of NextEra Energy Resources, LLC, which, together with its affiliated entities, is the world’s largest generator of renewable energy from the wind and sun and a world leader in battery storage. For more information about NextEra Energy companies, visit these websites: [**www.NextEraEnergy.com**](http://www.NextEraEnergy.com), [**www.FPL.com**](http://www.FPL.com), [**www.NextEraEnergyResources.com**](http://www.NextEraEnergyResources.com).

FPL reconnects more than two-thirds of customers, shares restoration timeline for others

And there's good news for those in Brevard, Flagler, Okeechobee, Seminole and Volusia counties still without power.

More than 2.1 million accounts linked to Florida Power & Light powerlines lost electricity after Hurricane Ian ripped across the Sunshine State midweek. By Saturday, FPL reconnected more than two-thirds of them and had a timeline for when it expects to do the same for the remainder.

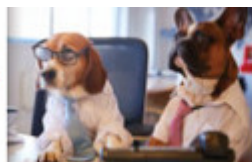
Just before noon, the company posted an update.

FPL has turned the lights on for 1.4 million customers affected by Hurricane Ian, which made landfall Wednesday afternoon near Fort Myers at near-Category 5 strength. The maelstrom brought torrential rain, tornadoes and massive storm surges that **flooded a large swath of the Southeast Florida.**

For most of that region — including Charlotte, Collier, DeSoto, Glades, Hendry, Highlands, Lee, Manatee and Sarasota counties — damage assessments are ongoing. FPL did not yet have an estimated timeline Saturday for when the area will be “essentially restored” with 95% of accounts back online.

But there's good news for other parts of the Peninsula. FPL said Brevard and Okeechobee counties will be essentially restored by the end of Sunday. For Flagler, Seminole and Volusia counties, FPL estimates 95% reconnection by the end of Tuesday.

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Nearly all customers dependent on FPL power in Baker, Bradford, Broward, Clay, Columbia, Hardee, Miami-Dade, Monroe, Nassau, Palm Beach, Suwanee and Union counties have power again, the company said.

The same can't be said for municipal electricity customers in the city of Wauchula, a Hardee County hamlet of fewer than 5,000 residents, all of whom were still in the dark Saturday afternoon. And 85% of the 9,505 customers in Hardee who get their electricity through the **Peace River Electric Cooperative** don't have power either.

By the end of Saturday, FPL expects it will also reach a 95% connection rate or greater in Alachua, Indian River, Martin, Putnam, St. Lucie and St. Johns counties.

“FPL has zeroed in on the hardest-hit areas by strategically positioning and rapidly deploying crews and equipment to restore power safely and as quickly as possible. As of 10 a.m., FPL had restored power to 1.4 million customers and remains focused on restoring the approximately 699,000 customers currently without power, prioritizing immediate efforts on critical infrastructure functions that serve community needs, such as hospitals and 911 centers.”



Jesse Scheckner

October 1, 2022

4 min

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Hiep Nguyen

From: Ellen Plendl
Sent: Monday, October 3, 2022 10:57 AM
To: 'Beatrice Balboa'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Beatrice Balboa
beatricebalboa@gmail.com

Dear Ms. Balboa:

This is in response to the emails and articles you sent to the Florida Public Service Commission (FPSC) between September 28, 2022 and October 1, 2022 regarding Florida Power & Light Company (FPL).

We will add your feedback and the articles you shared to our public record.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)