



FPL: Proudly powering Florida's growth for 100 years

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Florida Power & Light Company

FPSC Hurricane Preparedness Workshop
May 13, 2025



FPL serves more than half of Florida's population

~6 million customers

43 counties served

35,070 square miles

81,823 miles of
distribution lines

9,537 miles of
transmission lines

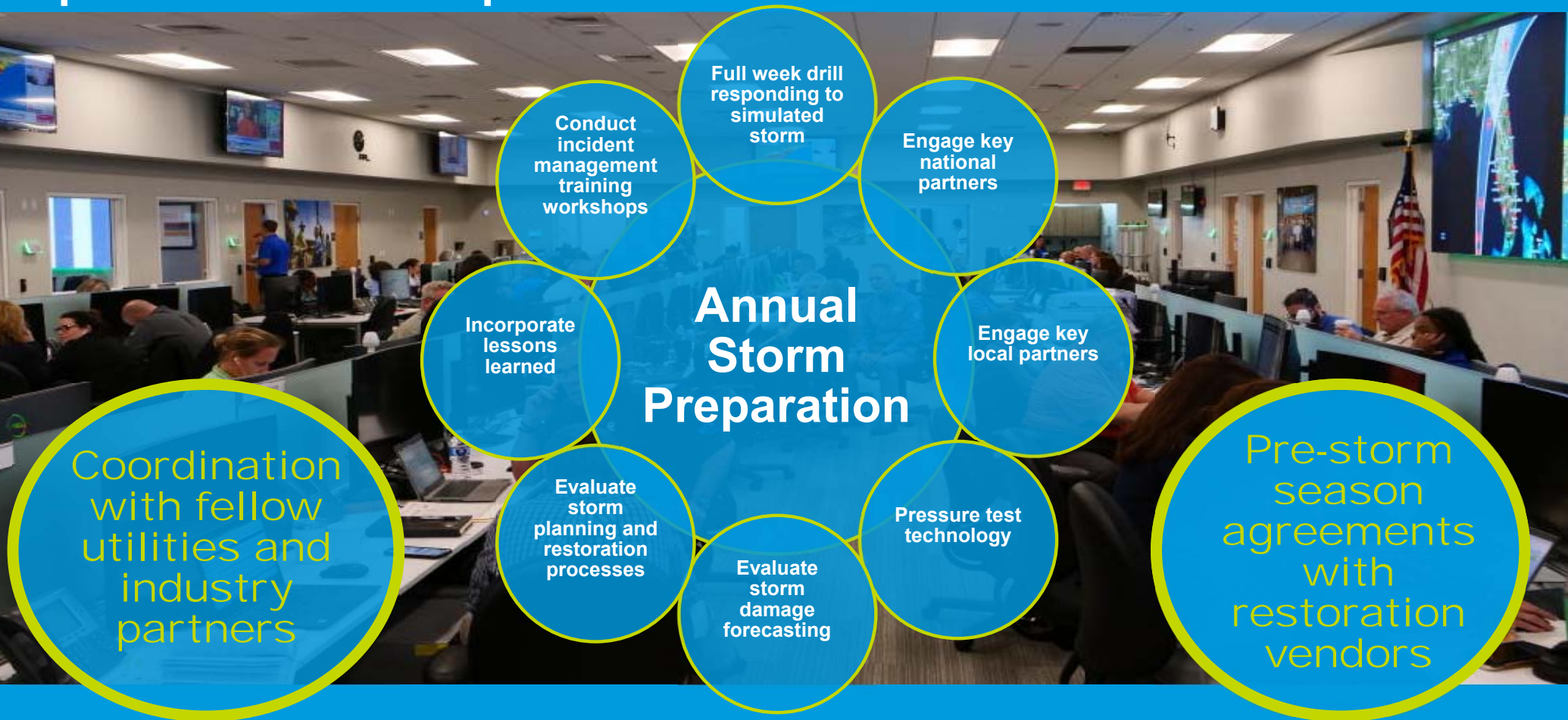
1.4 million poles

1.15 million transformers

921 substations



FPL conducts annual storm preparation and continuously improves restoration processes



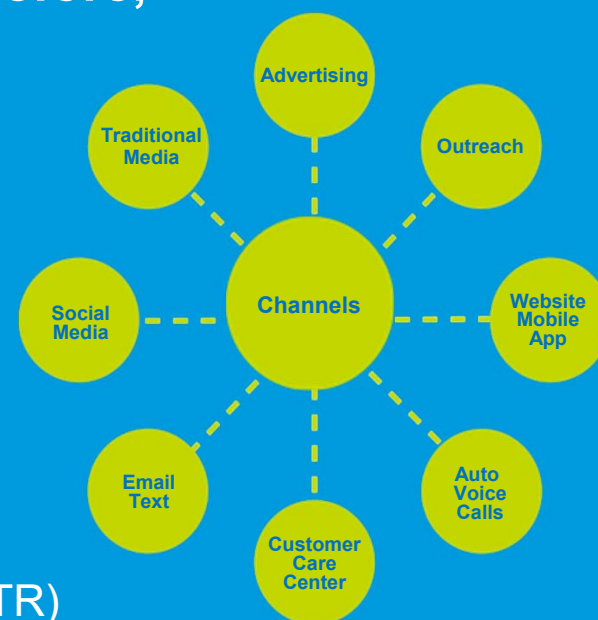
Customer/Stakeholder Outreach and Communication

- ▶ **Use traditional and digital channels/methods to communicate key messages to customers and stakeholders – before, during, and after a storm**

- ▶ News releases and news conferences
- ▶ Media interviews in hardest-hit areas
- ▶ Social media and targeted advertisements
- ▶ Regular updates on the website and FPL app
- ▶ Customer emails, phone calls and text messages
- ▶ Storm-specific Customer Care Center messaging
- ▶ Send Community Action Teams to the hardest-hit areas

- ▶ **Key messages may include:**

- ▶ Restoration progress and Estimated Times of Restoration (ETR)
- ▶ Relevant safety messages
- ▶ How customers can stay informed



Customer/Stakeholder Outreach and Communication

- ▶ **Provide daily emails/updates to Government Portal website (where applicable) – includes localized outage/restoration info**
- ▶ **Conducting annual storm preparedness meetings with county EOCs**
 - ▶ Establishing 2025 plans for support at county EOCs, including staffing of embedded FPL employees at EOCs during events
 - ▶ Updating the Critical Infrastructure Facility and priority list
- ▶ **Continuing customer outreach meetings/presentations**
 - ▶ More than 1,300 presentations annually
 - ▶ Presentations cover various topics (e.g., storm readiness and Right Tree Right Place)
- ▶ **FPL provides information on how to safely operate private generation systems (generators and private solar systems) after a power outage**

FPL's Storm Protection Plan improves resiliency across our entire transmission and distribution grid

- ▶ FPL has been hardening its system for two decades
- ▶ FPL's FPSC-approved SPP includes eight programs:
 - ▶ Distribution Inspection Program
 - ▶ Transmission Inspection Program
 - ▶ Distribution Feeder Hardening Program
 - ▶ Distribution Lateral Hardening Program
 - ▶ Transmission Hardening Program
 - ▶ Distribution Vegetation Management Program
 - ▶ Transmission Vegetation Management Program
 - ▶ Substation Storm Surge/Flood Mitigation Program



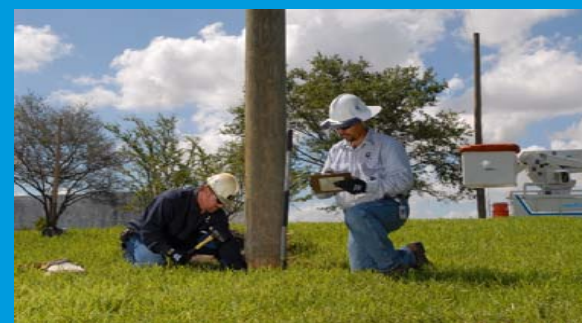
Vegetation Management & Pole/Structure Inspections

► In 2024 alone:

- Managed vegetation along 18,348 miles of distribution lines and 9,416 miles of transmission
- Inspected 183,000+ distribution poles, inspected all transmission ROWs at least twice and conducted visual inspections of 83,573 transmission structures

► Before the peak of storm season, we also conduct specialized work

- Inspect/maintain Critical Infrastructure Facilities (CIFs)
- Perform aerial patrols of transmission structures



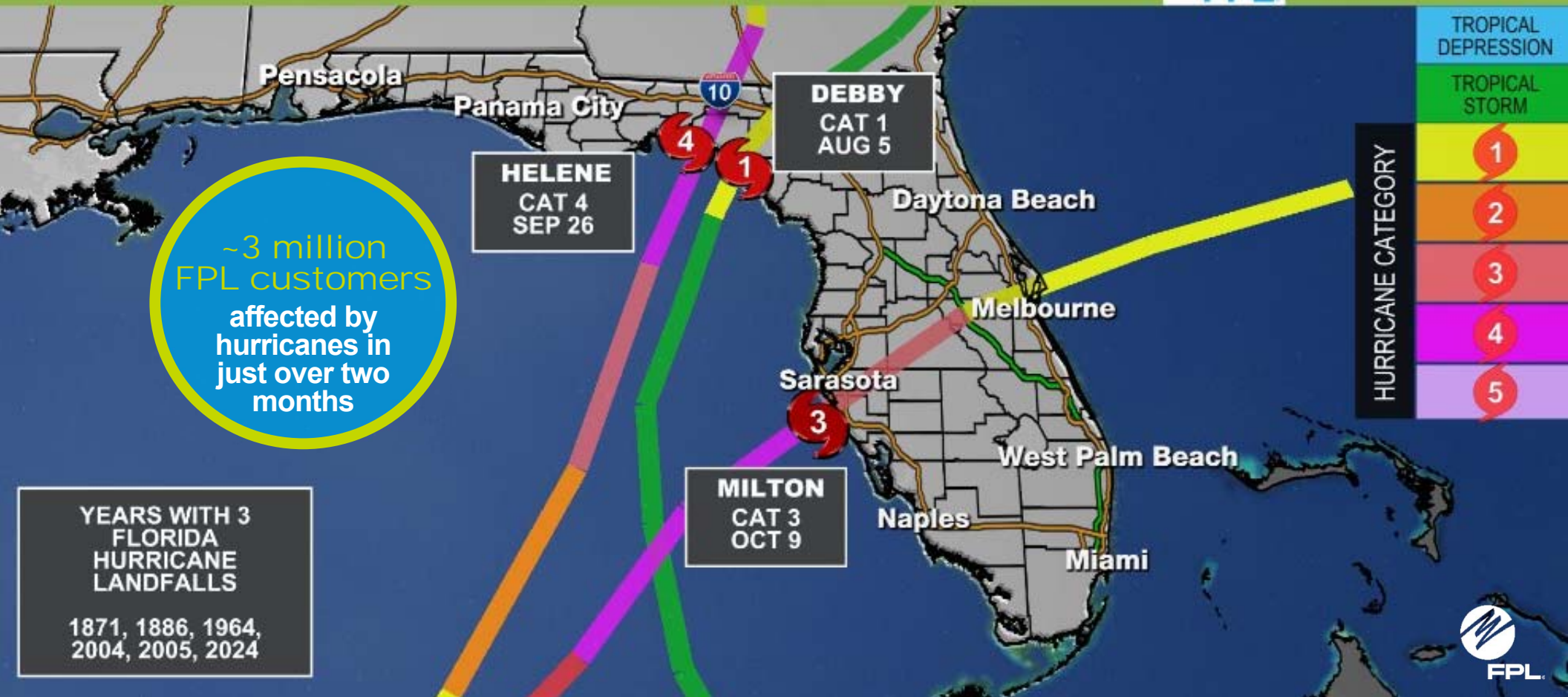
2024 Storm Season & Mutual Assistance

- ▶ In addition to responding to three hurricanes that directly impacted our service area in 2024, FPL deployed mutual assistance crews:
 - » On seven occasions to 11 different utility partners
 - » Primarily in response to Hurricanes Beryl, Francine, and Helene through the Southeastern Electric Exchange
- ▶ FPL received the EEI Emergency Recovery Award for its response to Hurricane Debby

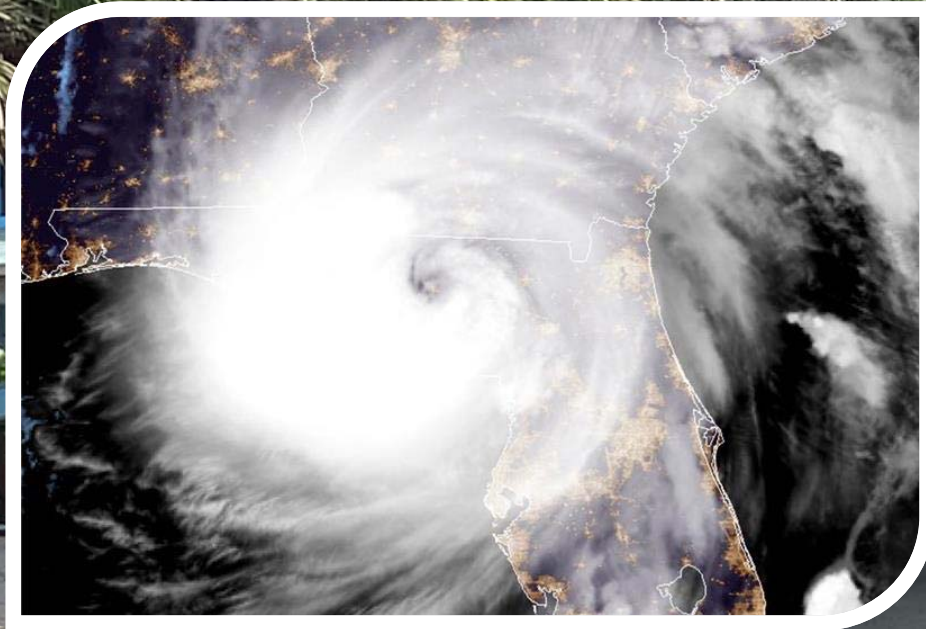


Predictions of an active hurricane season proved to be true in 2024

2024 FLORIDA HURRICANE LANDFALLS



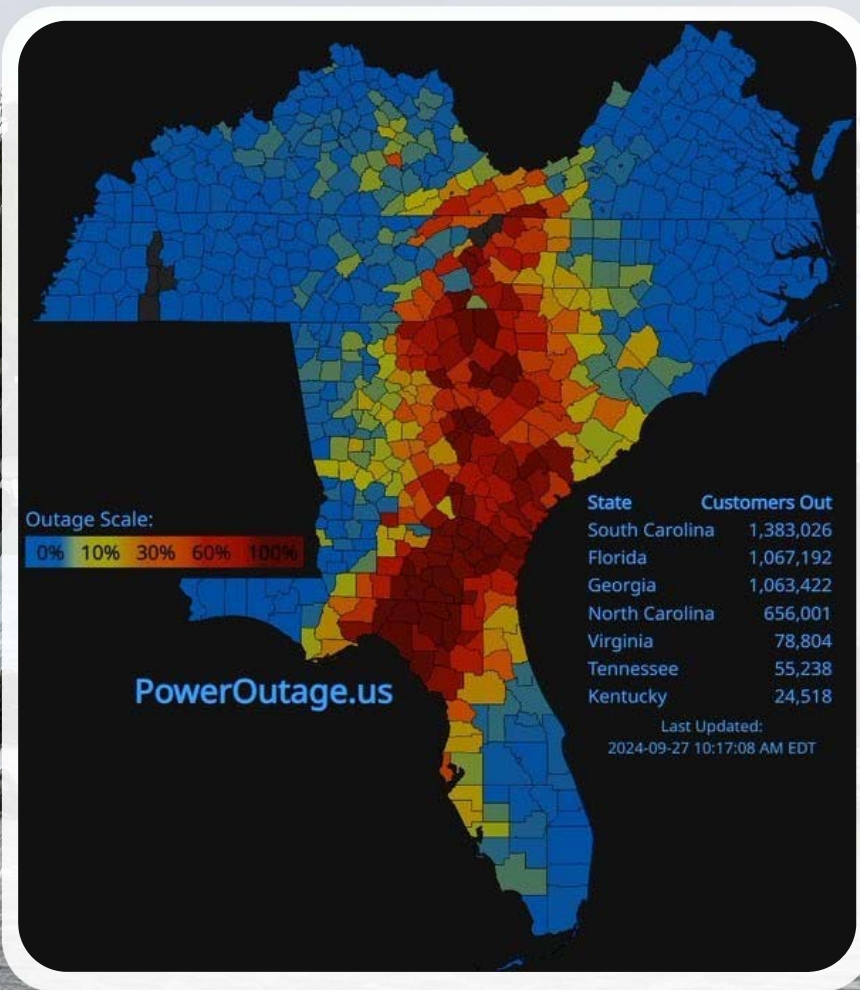
Hurricane Helene made landfall as a powerful Category 4 storm, impacting Florida's Big Bend region and Gulf Coast



~680,000
FPL customers
affected

One of the
largest
hurricanes
from the Gulf

Hurricane Helene devastated the Southeastern U.S., straining restoration resources



Hurricane Milton made landfall just 13 days after Helene, impacting Florida from coast to coast



~2 million
FPL customers
affected





Crews safely worked as quickly as possible following each hurricane

Debby

99% restored
by end of Day 1
Fully restored in
2 days

Helene

91% restored
by end of Day 1
Fully restored
in 4 days

Milton

74% restored
by end of Day 1
Fully restored
in 6 days



FPL



Storm-hardening investments continue to benefit customers when severe weather strikes.

Zero
significant
transmission
issues

Underground
lines performed
up to 14x better
compared with
overhead lines

~823,000
outages avoided
thanks to
smart grid
technology

What went well



Emergency Response Equipment

Deployed entire cFORT & sleeper fleet

Logistics

~40 staging, parking, & lodging sites

Starlink Expansion

Over 10 TB of data in 2024 now integrated on MCCs and cFORTs

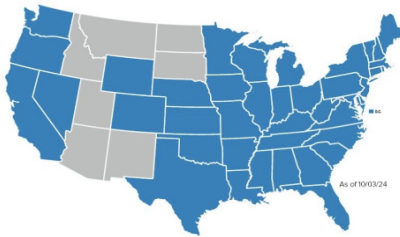
What we learned



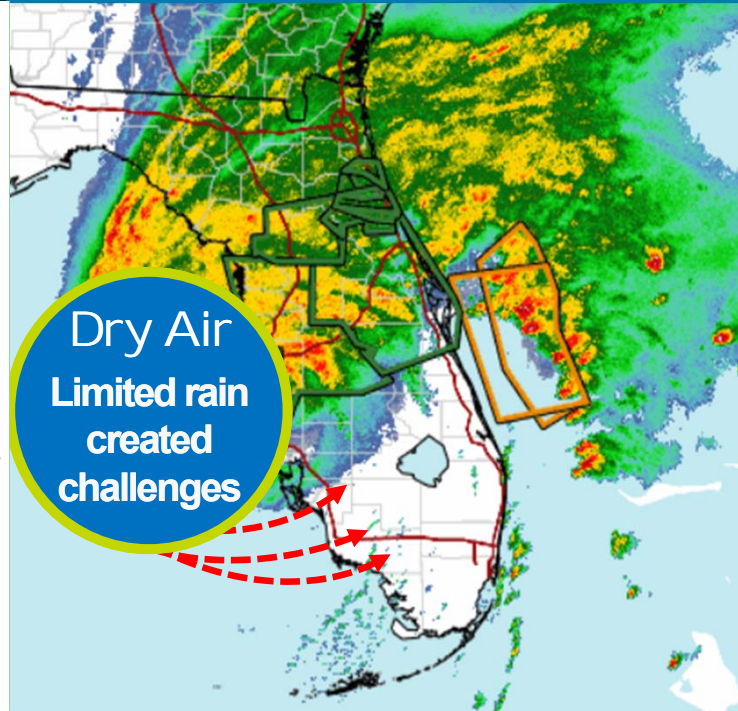
Edison Electric Institute
26,640 followers
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National
Response
~50K resources

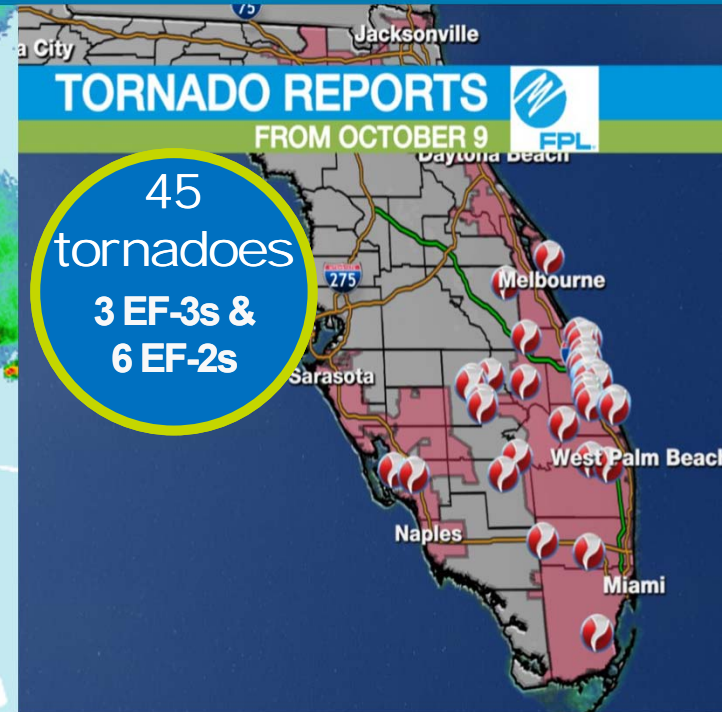
Hurricane Helene:
Powerful Storm, Powerful Response



Unique Challenges
Helene strained national
resources



Contamination Post-Landfall
Utilized wash trucks for both
transmission and distribution



Milton Tornadoes
Record setting tornado outbreak

FPL Hurricane Response



We cannot do it alone



FPL Hurricane Response





FPL®