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From: FPL External Affairs <FPL_External_Affairs@email.fpl.com>
Sent: Tuesday, September 12, 2017 11:27 PM
To: Info
Subject: FPL: Hurricane Irma update – Sept. 12, 2017

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Hurricane Irma Update – Sept. 12

As of this evening, we have restored more than 2 million customers (half of the 4.4 million impacted customers) within the first day of Hurricane Irma's exit from our service territory.

- We estimate that we will restore power to essentially all customers along the East Coast service territory by the end of this coming weekend; and by end of day Sept. 22 for customers along the West Coast service territory, with the possible exception of areas impacted by tornadoes, severe flooding and other sections of severe damage.
- We are following our process to restore the largest number of customers in the shortest amount of time:
- First, we are working on restoring all the feeders that serve all critical facilities like hospitals, police and fire.

- Then, we will continue working on feeders that serve major thoroughfares that host community services like supermarkets, pharmacies, gas stations and others.
- Initial assessment suggests significant investments in FPL's energy grid will result in faster restoration time for customers than experienced during Hurricane Wilma in 2005.
- We are currently experiencing intermittent issues with FPL.com and the FPL Mobile App due to extreme high volume and are working to resolve the situation.

In an effort to keep you informed, please read our current [news release](#) for the most up-to-date information. In addition, remember to check our government website as the storm passes for detailed information about your area, including: outages by county; critical infrastructure facilities affected; transformer outage maps; and other resources. Please bookmark the [Government Portal](#) to retrieve the most current information about your area.

For help, visit [FPL.com](#)

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