



As Floridians, each of us has a fundamental responsibility to prepare for hurricane season. Even more so this year, which presents us the unique challenge of potentially dealing with a hurricane and a global pandemic at the same time. The preparations we make now, before a hurricane forms — let alone threatens our state — will make a meaningful difference in how we get through a storm together.

FPL is prepared to respond during a pandemic

As part of our commitment to you, FPL has continued our work to build a stronger, smarter and more storm-resilient energy grid in the nearly 15 years since Hurricane Wilma tore through our state. These enhancements tangibly benefited customers during hurricanes Irma and Matthew in recent years and shaved many days off the restoration effort. Importantly, these enhancements will help us restore power safely during a pandemic.

- » For example, hardening efforts such as stronger power poles and more neighborhood power lines underground will lead to less damage to our system.
- » The tens of thousands of intelligent devices installed across the energy grid will allow us to prevent outages and restore power without even sending men and women into the field.
- » And, after a storm clears, our team of drone pilots will be able to quickly assess damage so we can pinpoint where to dispatch crews.

Additionally, FPL's fleet of modern, state-of-the-art power plants requires significantly fewer people to operate than the older power plants they replaced — minimizing concerns about having large numbers of essential employees working in groups. And, in the case of FPL's two dozen solar power plants, we don't need anyone to operate them at all. While our decision 20 years ago to modernize our power plants was not done with a global pandemic in mind, being able to generate electricity with fewer people physically located at the plants is advantageous.

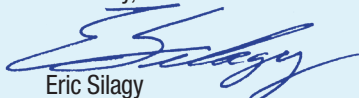
Challenges with restoring power during a pandemic

While FPL is more prepared than ever to respond to a hurricane, you should expect that the pandemic will undoubtedly create extraordinary challenges that may ultimately delay restoration. During major hurricanes, we typically bring in tens of thousands of out-of-state workers from across the country to help us restore power. Given the current travel restrictions and guidance from health officials, it is unlikely we will be able to amass a restoration workforce of that size and with less people it simply takes longer to restore power. Utilities in other parts of the country have already encountered this very challenge.

While the conditions we are facing have changed, our commitment to you has not: we will work around the clock and we won't stop until everyone's power is restored. Just as I have no doubt that we will overcome COVID-19, I am confident that Floridians will rise to the occasion if a hurricane comes our way this year.

Getting Florida back up and running safely and as quickly as possible after a hurricane requires all of us to approach this season with a new mindset and a renewed sense of pride in being prepared. So, please take the time now to ensure you are ready. Visit www.FPL.com/storm.

Sincerely,



Eric Silagy
FPL President and CEO

Stay safe, stay away: power line safety

Safety is a cornerstone of our commitment to customers and employees. We urge you to always stay safe and stay far away from power lines.

You can be seriously injured or worse if you or an object you are holding contacts a power line. Even nonmetallic ladders and equipment can conduct electricity. Be sure that ladders, mechanical lifts or scaffolds are far enough away so that you — and any tools you are using — don't come within 10 feet of neighborhood power lines or 30 feet of all other power lines.

Property owners are responsible for safely maintaining trees and vegetation on their property and keeping them away from power lines. Never attempt to trim vegetation or vines growing near power lines or on poles, but instead hire a qualified, specially trained line-clearing professional to do the job.

For more information, visit: ➤ [FPL.com/trees](https://www.fpl.com/trees)



Streetlights: what you should know

If you notice a problem, please report it at **[FPL.com/streetlight](https://www.fpl.com/streetlight)**.

Please have the following information ready:

- » The location of the streetlight or the 11-digit number on the pole.
- » A description of the problem.
- » Your contact information (name, address, email address or phone number).

Not all streetlights are maintained by FPL. We'll let you know if your local municipality or homeowner association is responsible for the light.

Also, during sea turtle nesting and hatching season, we intentionally turn off some streetlights to avoid disorienting turtles near the beach.

In compliance with Florida law, we annually publish these procedures so customers and the general public know how to report inoperative or malfunctioning streetlights.

Rates update

In May, FPL customers received a one-time fuel credit on their electric bills thanks to lower fuel costs. Additionally, a base rate adjustment occurred due to four new solar plants entering into service.

Learn more: ➤ [FPL.com/rates](https://www.fpl.com/rates)

Help us help you faster

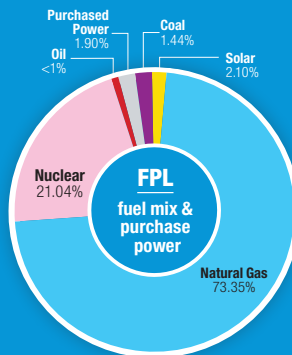
It's faster and easier to get the help your business needs if we have your accurate contact information. Log into your account today, and make sure your contact information is up to date.

➤ [FPL.com/profile](https://www.fpl.com/profile)

Where does your energy come from?

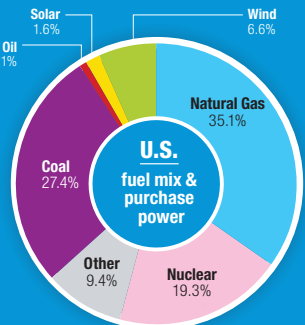
FPL's power comes from a variety of sources, including clean, U.S.-produced natural gas and emissions-free nuclear and solar. Today, we're taking steps to substantially increase our investment in cost-effective solar while significantly reducing our use of coal.

See our latest fuel mix:



Sources of electricity generation for the 12 months between May 2019 – April 2020

See how we compare to the rest of the nation:



Major energy sources and percent share of total U.S. electricity in 2019

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FPL Energy News is published by
Florida Power & Light Company
P.O. Box 14000, Juno Beach, FL 33408

