

Preparing For a Storm

A Guide For Your Family and Home

We're prepared for storm season and urge our customers to prepare as well. Keep your family safe with a plan that includes evacuation routes, special medical needs, important phone numbers and supplies. Here's a guide to help you and your family get started.



Plan ahead:

- » Develop an emergency plan that includes answers to questions such as:
 - What do I need to do to secure my home, car and boat, and who will help me?
 - Where am I going to stay during the hurricane and what are the evacuation routes?
 - Where will my pets stay?
 - If I plan to stay at home, what do I need to do to be prepared and where in my home will I ride out the storm? Emergency operations officials urge residents to prepare to be self-sufficient for up to 14 days without running water or electricity.
- » Review your emergency plan with your family.
- » Photograph or record your home – inside and outside – for insurance purposes.
- » Update the phone number and email address on your FPL account.
- » Contact your local emergency management office if you or anyone you know has special needs in case of evacuation.
- » Have a back-up power source or make arrangements to relocate when a storm warning is issued if someone in your home depends on electric-powered, life-sustaining medical equipment.
- » Do not attempt to trim any vegetation growing on or near power lines. Please only hire qualified professionals to trim trees and other vegetation growing near power lines.
- » Make sure outside debris is cleared prior to a hurricane warning – trash pickup will be suspended.
- » Consider getting a non-cordless, non-mobile telephone for your home in case the power goes out and/or mobile service is not available.

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Before the storm hits:

- » Pay attention to instructions from public officials and the media.
- » Gather important documents, including: insurance policies, health cards, list of medications, birth certificates and Social Security cards, list of important phone numbers and your FPL bill – put them in a waterproof container.
- » Save your FPL account number to the notes section of your cell phone.
- » Bookmark **FPL.com** to your cell phone.
- » Follow FPL on social media at **Facebook.com/FPLconnect** and Twitter at **@insideFPL** for restoration updates following the storm.
- » Download the **FPL Mobile App** in the App Store or Google Play, or text the word "App" to MyFPL(69375).
- » Prepare enough food, water and supplies to be self-sufficient for up to 14 days:
 - Turn refrigerators and freezers to their coldest settings to help keep your food fresh, consider storing blocks of ice in coolers and filling your bathtub with water in the event you lose electricity and running water.
- » Secure and prepare your home:
 - Store objects from your yard inside.
 - Fasten doors and windows.
 - Cover valuables and furniture with plastic and move away from windows.
 - Turn off and unplug any non-essential electrical equipment, including pool equipment.

After the storm:

- » Make the safety of your family and home your top priority:
 - Read and follow the manufacturer's instructions if you're using a generator. Set it up outside – not in your home or garage – and connect all appliances directly to it. Never wire your generator directly to your breaker or fuse box, because the power you generate may flow back into power lines causing severe injury or death. Visit **FPL.com/safety** for more generator and post-storm tips.
 - Do not travel until it is safe to do so.
 - Call 911 immediately to report dangerous or hazardous conditions. Please use the **FPL Mobile App** or call FPL at 800-4-OUTAGE to report downed power lines or damage to FPL lines, poles or transformers.
 - Stay far away from downed power lines, and flooded and debris-laden areas that may be hiding downed power lines. Do not touch anything that may be touching a downed power line.
 - Turn off your circuit breakers, disconnect all electrical appliances that are still plugged in, and turn off all wall switches immediately if your roof or windows leak – water in your walls and ceiling may come into contact with electrical wiring. Remember to never stand in water while operating switches or unplugging any electrical device.
 - Do not use candles; use battery-operated flashlights and lanterns instead.
 - Be cautious when using a grill, portable stove or other emergency cooking devices.
 - Make emergency repairs only when it is safe to do so. Repairs that prevent looting or further damage should have top priority, but only if the repair can be done safely.
- » Continue to conserve refrigeration.
- » Photograph or record your home – inside and outside; take inventory to determine and record losses.
- » Listen to your local news on your smart device or battery-powered radio for the latest information.

For more storm and safety tips, visit us at [FPL.com/storm](https://www.fpl.com/storm).

We hope you find this guide helpful as you prepare for a major storm. Please keep in mind it is not intended to be all-inclusive.