ENERGY NEWS

CHANGING THE CURRENT.™

Getting your life back to normal faster after a storm

If you've experienced a hurricane here in Florida, you know how important it is to be prepared. For us, that means always working to make the system that brings power to your home stronger.

We're doing this by accelerating our ongoing work to strengthen our system. In fact, we're investing approximately half a billion dollars between 2013 and 2015 to make improvements such as installing stronger poles, putting in more resilient equipment and working to protect our system against storm surges.

Our experience with recent storms shows that power lines that we've already strengthened are roughly half as likely to have an outage during severe weather. We'll be implementing improvements based on these successes and lessons learned from previous storms, including Superstorm Sandy. The efforts will help to reduce outages, speed restoration and improve everyday reliability for you.

Visit **www.FPLblog.com/stronger** to learn more about our storm efforts and how you can prepare.

We can help you prepare for hurricane season

You know you need to prepare for hurricane season, but aren't sure if you have all the bases covered? We can help. Begin preparing for this hurricane season by visiting **www.FPL.com/storm** and using our preparation checklist as a guide.

At the minimum, everyone's plan should include:

» Evacuation routes

» Important phone numbers

» Attention to special medical needs

» At least 14 days' worth of basic supplies

We also have helpful tips for the senior in your family. View or print our *Storm Season Guide for Seniors* at **www.FPL.com/ seniorguide.** All hurricanes can be dangerous, and weathering one safely takes preparation. Get started today!

## It's time to update your contact information

You can have a lot of things to do after a hurricane strikes. Fishing around to find your FPL account information shouldn't be one of them. That's why it's so important to update your contact information now. Log into your account on **www.FPL.com** to provide us with your current phone number, mailing address and email. Having this correct in our system will make it faster and easier for us to help you after an emergency. It only takes a few minutes now to make life easier later.

Did you know?

We know that when the lights go out, you need answers quickly. That's why we've made it possible to get information instantly and easily from your smartphone. If your power goes out, visit our mobile-friendly Power Tracker tool at **www.FPLmaps.com** to get updates on your outage or to report one to us.

Scan QR code with smart device
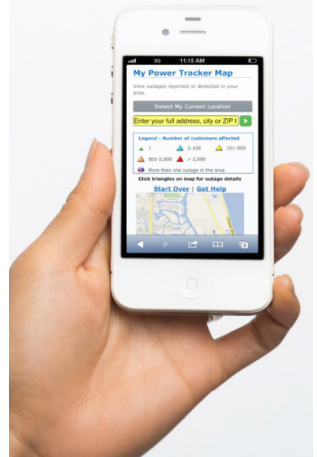
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Let us know if you use special medical equipment

If you or someone you love is dependent on electric-powered medical equipment, our Medically Essential Service Program, or MESP, can help. This program provides extra services for those with special needs, like pre-notifications before a major hurricane. The program does not guarantee service or provide an exemption from paying your electric bills. To participate, eligible customers must:

» Submit a completed MESP application.

» Provide a physician's certificate form.

» Re-apply each year.

For more information, visit **www.FPL.com/mesp** or call the customer service number on your bill.

Storm charge information

Customers will see no change or a slight reduction in the storm charge portion of their bill as part of a routine adjustment effective this month. The charge, which helps pay for previous hurricane restoration costs and builds the reserve for future storms, adjusts periodically during the year following Florida Public Service Commission approval. The storm charge effective June 1 remains at $1.57 per 1,000 kWh for standard residential customers. Visit **www.FPL.com/rates** to view information for your specific rate class.

Ask the Energy Expert

To submit a question on any energy-related topic or to comment on this one, please visit www.FPL.com/asktheexpert.

Q **If there was a hurricane, how long would it take to restore power?**
– Mariela D., West Palm Beach

A If a severe storm knocks out your power, how long it takes to get your lights back on always depends on the type and extent of damage. But, our top priority is always to get life back to normal quickly. That's why we've taken steps to ensure that outages caused by severe weather are as short as possible.

For example, we get a head start on response time by pre-positioning workers and equipment, while also securing additional help from out of state. Having these reinforcements ready to respond as soon as a storm clears helps us get your power back on faster.

We're also speeding up response times with smart grid technology, like the smart meter on your home. We can identify outage locations by sending a signal to smart meters. This helps us determine which meters are receiving electric current – information we use to send crews to the right areas, often before you call us to report your outage.

Visit **www.FPLblog.com/response** to learn more, including how we speed restoration to critical community services.

Control over your energy use is now in your hands.

The Smart Grid lets you see how much energy you're using, and discover new ways to save.

At FPL, we're constantly investing in new technology to serve you better. Like the Smart Grid. It gives you more control over your energy with a personalized online dashboard that shows you how much you're using, and helps you discover new ways to save energy and money. The Smart Grid helps us detect and prevent problems before they become outages. So your lights stay on, and your bill stays low. We're changing Florida's energy today to create a better tomorrow for all of us. At FPL, we're changing the current. See how at **www.FPL.com/ChangingTheCurrent**

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