



August 7, 2013

Mr. Michael Crotty
Town Manager, Town of Surfside
9293 Harding Avenue
Surfside, FL 33154

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Dear Mr. Crotty,

As you know, June marked the official start of the hurricane season. Tropical Storm Andrea, which formed just five days into the season, is a clear reminder that we must be prepared to respond at any time. As has been said before, it's not a question of *if* we are going to have a major storm in Florida -- it's just a question of *when and where* it's going to hit.

Open and clear lines of communication are a critical part of Florida Power & Light Company's relationship with you, and we believe that this time of year provides us with an opportune time to strengthen those bonds.

If we experience more storms this year, I will coordinate with your staff to convey information about FPL's restoration efforts and to address your immediate needs.

Please find two items enclosed in this package that I encourage you to review:

- *Ready, Respond, Restore* (outlines the various communication channels FPL uses when a storm threatens our area to provide the most up-to-date outage and restoration information)
- *After the Storm: Restoring Your Power* (provides a good overview of the process FPL follows to restore power in a safe and expeditious manner following a storm)

Thank you for your time and interest. We value our partnership with you and teamwork is what will define our ability to work together to keep our customers and your constituents well informed before, during, and after a storm. I encourage you to reach out and call or e-mail should you ever have any questions or concerns about FPL - on any topic, not just storms. If you need to contact me I can be reached at (305) 442-5452 (office) or (305) 794-2039 (mobile).

Best regards,

A handwritten signature in black ink that reads 'Aletha Player'.

Aletha Player
Interim Regional Manager, External Affairs

READY, RESPOND, RESTORE

Florida Power & Light Company Local Government Communication Channels

If a storm threatens our area, timely and localized information relative to your area is critical. With this in mind, FPL has created multiple communication channels to provide our emergency partners with the most up-to-date outage and restoration data.

Emergency Operations Centers (EOCs):

FPL staffs 34 Emergency Operations Centers throughout its service area. FPL's EOC team focuses on the needs of local governments before, during and after emergency events. EOC reps will provide restoration progress to emergency liaisons and additional support as needed.

FPL Online Resources/Direct Communication Channels:

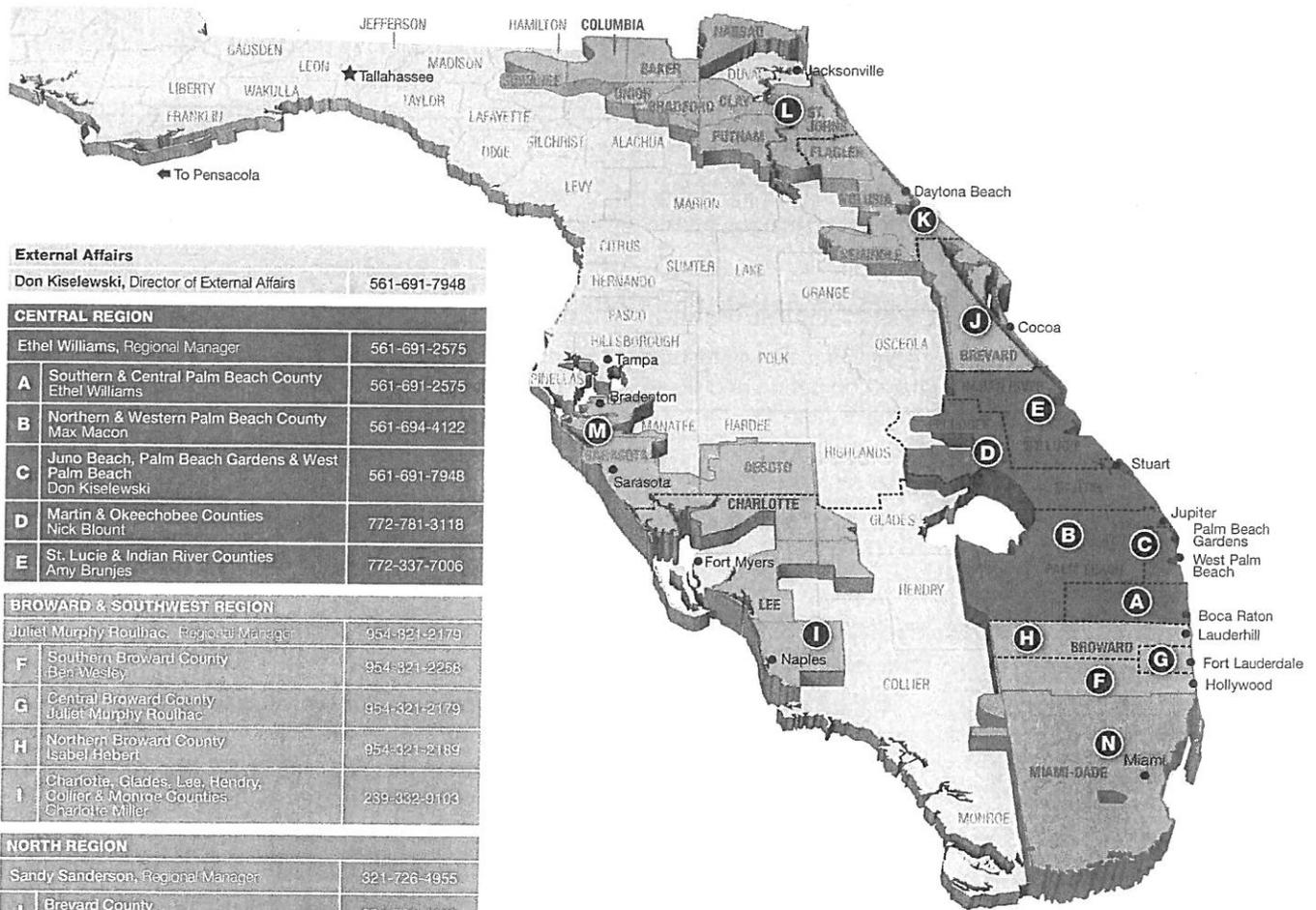
www.FPL.com/storm: FPL maintains a storm preparedness resource center year round. This site informs the public how to prepare for a storm, what to do before and during a storm, and actions to take after a storm. The FPL.com homepage has a direct link to the storm center.

www.FPL.com/govupdate: FPL operates a dedicated government website that provides officials with the latest updates 24/7 after a storm hits. You can count on us to keep you informed.

The screenshot shows the FPL Government Update website. At the top left is the FPL logo. Below it is a navigation menu with sections: Portal Home, Statewide Information (including News Releases, Customer Outages, Estimated Times of Restoration (ETR), Resources, Transformer Outage Map(s), and More Information), County Information, and Quick Links (including Power Outage, Report Hazardous Conditions, and Contact Us). The main content area is titled "Government Update" and features a map of Florida with a red dot indicating a location. To the right of the map is a search bar with a dropdown menu for "your county" and a "Go" button. Below the search bar is a list of links with "last update:" indicators: County Information, News Releases, Customer Outages, Estimated Times Of Restoration (ETR), Resources, Transformer Outage Map(s), More Information, and Contact Us. A tagline reads "Creating a powerful connection between our business and the community" and a paragraph states: "This site provides government officials with the information on FPL emergency event-related activities. During an event, we will periodically update this website with the latest information."

Email Communication: If a storm threatens or impacts our service area, we will also reach out to you via email. Be sure that your local FPL External Affairs manager has your up-to-date email address. (See the back of this sheet for a list of FPL External Affairs contacts.)

External Affairs Service Area Map



External Affairs	
Don Kiselewski, Director of External Affairs	561-691-7948
CENTRAL REGION	
Ethel Williams, Regional Manager	561-691-2575
A Southern & Central Palm Beach County Ethel Williams	561-691-2575
B Northern & Western Palm Beach County Max Macon	561-694-4122
C Juno Beach, Palm Beach Gardens & West Palm Beach Don Kiselewski	561-691-7948
D Martin & Okeechobee Counties Nick Blount	772-781-3118
E St. Lucie & Indian River Counties Amy Brunjes	772-337-7006
BROWARD & SOUTHWEST REGION	
Juliet Murphy Roulhac, Regional Manager	954-821-2179
F Southern Broward County Ben Wesley	954-321-2268
G Central Broward County Juliet Murphy Roulhac	954-321-2179
H Northern Broward County Isabel Hebert	954-321-2189
I Charlotte, Glades, Lee, Hendry, Collier & Monroe Counties Charlotte Miller	239-332-9103
NORTH REGION	
Sandy Sanderson, Regional Manager	321-726-4955
J Brevard County Sandy Sanderson	321-726-4955
K Volusia, Seminole & Flagler Counties Larry Volencio	386-254-2353
L St. Johns County North to Georgia Line Dave Cobb	386-754-2022
M Manatee, Sarasota, Hardee, Desoto & Highland Counties Rae Dowling	941-316-6266
MIAMI-DADE REGION	
Alertha Player, Acting Regional Manager	305-442-5452
N Armando Fernandez	305-442-5420
Ramon Ferrer	305-442-5454

READY, RESPOND, RESTORE
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