



# FMEA Hurricane **COMMUNICATIONS** TOOL KIT



Revised

**2025**



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# Start of Hurricane Season/General **Hurricane Preparation**



- Hurricane season is almost here! If you don't already have one, now's the time to make a hurricane preparedness plan for your family or business. Two great resources for building your personal plan: [www.ready.gov](http://www.ready.gov) and [www.floridadisaster.org](http://www.floridadisaster.org)
- Your family's hurricane preparedness plan should include contact information for everyone in your family, medical information (including prescriptions), established emergency meeting places and evacuation routes and strategies for preparing your home for a hurricane.
- Communities, families and individuals should know what to do in the event of a storm and where to seek shelter. Do you know where you'd go?
- In the event of a storm, your family should be ready to evacuate your home, with a plan for where you will stay, whether that is a hotel outside the hurricane's path or in a public shelter.
- Do you live in a vulnerable area – mobile home, an area that floods frequently, on a barrier island or near the coasts? If a hurricane hits, so you have a plan if you are ordered to evacuate?
- It is not unusual for people living on the Atlantic or Gulf coasts to be evacuated when a hurricane is threatening. Pay attention to news reports, social media, weather updates and other communications channels. Other warning methods, such as text messages, emails, phone calls and sirens may also be used to alert you of an ordered evacuation.
- Pets need plans, too! Keep your pets in mind when putting together your hurricane preparedness plan. You'll need to make sure you have adequate food, water and medication for your pets. And, if you're in an evacuation zone, make special arrangements for your pets or find pet-friendly shelters or lodging.
- If you are evacuated, don't assume you can bring your pets to any public shelter. Not all public shelters accept pets; however, there are usually pet-friendly shelters available. It's important to check in advance!
- Having a hurricane preparedness plan for your business is just as important as having one for your family. Make sure you have a building evacuation plan, copies of important paperwork and a system for informing employs for business operations following a storm.
- If you are disabled or have special needs, and you will need assistance with evacuation or sheltering in the event of a hurricane, please contact \_\_\_\_\_ [insert appropriate city/county agency name and contact information].
- In the event of a storm, you need to be ready to be self-sufficient for at least three days. This may mean providing for your own shelter, food, first-aid, water and sanitation. Are you prepared?
- Is your hurricane emergency supply kit stocked? Make sure you have all these items pulled together BEFORE hurricane season starts, <https://www.floridadisaster.org/planprepare/disaster-supply-kit/>.



# Start of Hurricane Season/General **Hurricane Preparation**



- Check the expiration dates on the items in your emergency kit – it's possible they have been sitting there unused and are past their expiration dates. Refresh anything that is old, expired or spoiled.
- Did you know that you need to store at least a three-day supply of water for each person in your household? Stored water should be changed every six months.
- Your hurricane emergency supply kit should include water, batteries, flashlights, canned/non-perishable food, important family documents in a waterproof container, among other items. Visit <https://www.floridadisaster.org/planprepare/disaster-supply-kit/> for more information.
- Here are some great tips from the Federal Alliance for Safe Homes on strengthening your home and protecting it from hurricane damage, <https://www.youtube.com/user/StrongHomes>
- It's June 1! What does that mean for Floridians? The start of hurricane season. Make sure you have a hurricane preparedness plan and an emergency supply kit ready to go.
- Just because it's early in the season doesn't mean we couldn't be impacted by a tropical storm or hurricane. Don't wait until it's too late. Get your plan and your hurricane emergency kit together now.

# Start of Hurricane Season/General **Hurricane Preparation**



- Hurricane season is almost here! Now's the time to make a hurricane preparedness plan for your family or business. #GetAPlan #BePrepared #FLPublicPower
- Two great resources for building a family or business hurricane preparedness plan: [www.ready.gov](http://www.ready.gov) and [www.floridadisaster.org](http://www.floridadisaster.org) #GetAPlan #BePrepared #FLPublicPower
- Hurricane preparedness plans should include: family contact info, medical info, established emergency meeting places and evacuation routes. #BePrepared #FLPublicPower
- Communities, families and individuals should know what to do in the event of a storm and where to seek shelter. Do you know where you'd go? #GetAPlan #BePrepared #FLPublicPower
- Hotel outside the hurricane's path or area public shelter? Be ready to evacuate if ordered and know where you/your family would go. #GetAPlan #BePrepared #FLPublicPower
- Do you live in a vulnerable area? Mobile homes, areas that flood, barrier islands and coastal homes are often evacuated. Know your evacuation plan and route. #GetAPlan #BePrepared #FLPublicPower
- Pets need hurricane plans, too! Make sure you have food, water & meds for your pets. Also, make sure you find a pet-friendly shelter or have a place for your pets to stay if you have to evacuate. #BePrepared #FLPublicPower
- Not all public shelters accept pets. Know which ones do and which ones don't before you evacuate. #BePrepared #FLPublicPower
- You can get information on evacuation orders from news reports, websites, social media, weather updates and other communications channels. #BePrepared #FLPublicPower
- Information on evacuation orders may also be sent through text messages, emails, phone calls and sirens. #BePrepared #FLPublicPower
- Having a hurricane preparedness plan for your business is just as important as having one for your family. #GetAPlan #BePrepared #FLPublicPower
- Make sure your employees know what the plan is for after a hurricane has passed through. Businesses need hurricane preparedness plans, too. #GetAPlan #BePrepared #FLPublicPower
- If you are disabled/have special needs, you need to plan ahead to receive assistance with evacuation or sheltering in case of a hurricane. Please contact \_\_\_\_\_ [insert appropriate city/county agency name and contact information]. #BePrepared #FLPublicPower
- Proper storm prep means be ready to be self-sufficient for three days, including shelter, food, water, first-aid and sanitation. #BePrepared #FLPublicPower

# Start of Hurricane Season/General **Hurricane Preparation**



- Is your hurricane emergency supply kit stocked? Pull these items together BEFORE hurricane season starts, <https://www.floridadisaster.org/planprepare/disaster-supply-kit/>. #BePrepared #FLPublicPower
- Check the expiration dates on the items in your emergency kit. Throw away and replace anything that is old, expired or spoiled. #BePrepared #FLPublicPower
- #DYK? You need to store at least a three-day supply of water for each member of your household. Stored water should be changed every six months. #BePrepared #FLPublicPower
- Hurricane emergency supply kit must-haves: water, batteries, flashlights, canned/non-perishable food & important family documents. #BePrepared #FLPublicPower
- Here are some great tips for strengthening your home & protecting it from hurricane damage. Thanks @FederalAlliance <https://www.youtube.com/user/StrongHomes>
- It's June 1 and the start of hurricane season. Is your hurricane preparedness plan and an emergency supply kit ready to go? #GetAPlan #BePrepared #FLPublicPower
- It may be early in this year's hurricane season, but we can still be impacted by tropical storms and hurricanes. Be ready with a hurricane plan and emergency kit. #GetAPlan #BePrepared #FLPublicPower
- Don't wait until the last minute when lines are long and supplies are low to get what you need for your emergency kit. #BePrepared #FLPublicPower



# Image Gallery – Hurricane Preparation

Click on image to download or complete gallery available at: <https://www.flpublicpower.com/hurricane-toolkit>



Comfort station



Elderly Evacuation



Emergency kit



Emergency Operations Center



Empty shelves



Evacuation plan

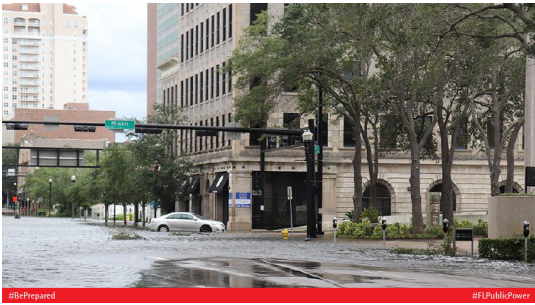


Evacuation route

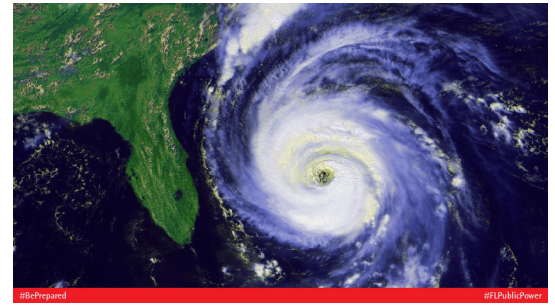


Flooded area

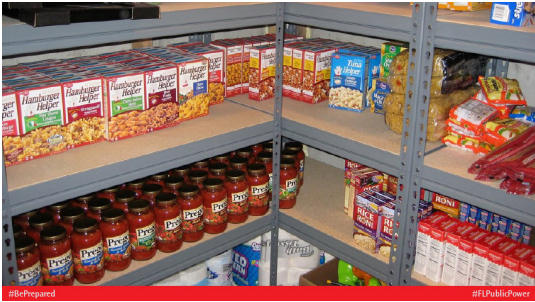




Flooded downtown



Florida hurricane



Food supply



Pet rescue



Pet shelter



Planning



Prepared



Ready

# Approaching Hurricane



- Hurricane \_\_\_\_\_ is a Category \_\_\_\_ storm that is moving \_\_\_\_\_ [insert direction]. Forecasters are predicting the storm will make landfall \_\_\_\_\_ [insert date/time of expected landfall]. This storm is capable of causing widespread power outages and property damages. Now is the time to prepare.
- Hurricane \_\_\_\_\_ is headed our way. Take action now! Those in the storm's path are urged to take the storm seriously. Assemble a hurricane survival kit that includes first aid supplies, a battery powered radio, tarps, batteries, flashlights, a few days' supply of food and any needed prescription medicine, baby food and diapers, pet food, canned food and drinking water (at least one gallon per person, per day). Have extra cash on hand and make sure you have a full tank of gas in your car and proper fuel on hand for a gas grill and/or generator. (if you have a hurricane preparedness guide, include a link to it)
- If you have been ordered to evacuate, please do so immediately. To find your best hurricane evacuation route, [insert information on evacuation routes]. Information about local shelters that will be open during the storm can be found [insert where it can be found or insert the shelter information here].
- Residents who are evacuating or leaving the area are encouraged to find the closest public shelter or an evacuation location within your county to minimize the travel distance to your intended destination.
- If you are evacuating or plan to leave the county or region before Hurricane \_\_\_\_\_ makes landfall, do not delay and leave immediately. Keep in mind that a lot of people will be on the roads causing traffic congestion and delays.
- If you are evacuating, shut the main power off to your home at the main circuit breaker to avoid fires caused by rising waters.
- Customers need to prepare now for the possibility of power outages following Hurricane \_\_\_\_\_.
- If you are a customer that is medically dependent on electricity for oxygen or other equipment, please make sure you have a backup generator in place or additional power backup. Utilities typically cannot respond to customers with special needs during or immediately after a storm. Have an evacuation plan and know special needs shelter locations. If you or someone you know has special electrical medical equipment needs, notify the electric utility prior to the storm's arrival. (If you have specific medically essential procedures, list them here.)
- Prepare your house to minimize damage. Bring in outdoor furniture and anything else that is not tied down to prevent injury/damage from debris.
- If you own a swimming pool, turn off all pumps and filters otherwise water from the approaching storm can damage them.
- Turn your refrigerator and freezer to their coldest setting and avoid opening the doors. This will keep your food fresher longer.

# Approaching Hurricane



- Keep a few days' worth of ready-to-eat foods that do not require cooking or cooling.
- Freeze refrigerated items such as leftovers, milk, fresh meat and poultry that you may not need immediately. This helps keep them at a safe temperature longer.
- Have coolers on hand to keep refrigerator food cold if the power will be out for more than four hours. Purchase or make ice cubes and store in the freezer for use in the refrigerator or in a cooler. Freeze gel packs ahead of time for use in coolers.
- Group foods together in the freezer — this igloo effect helps the food stay cold longer.
- \_\_\_\_\_ [insert utility name] and utilities across Florida have been preparing for Hurricane \_\_\_\_\_ for days. Utilities are pre-staging restoration workers and equipment now and are directly coordinating preparation and response efforts with state and local governments.
- Our mutual aid network has been activated and additional lineworkers and other resources are being mobilized to assist any utility affected by Hurricane \_\_\_\_\_.
- Please report any power outages you experience by [insert outage reporting information – phone number, online, app, etc.]. Don't assume your neighbors have already reported the outage.
- Storm restoration personnel are mobilized and ready to respond to any power outages once conditions are safe to do so. \_\_\_\_\_ [insert utility name] and other crews assisting in the restoration effort will work around the clock to restore power as quickly as possible.
- After the severe weather passes, crews will begin restoring power by repairing power plants, transmission lines, substations and main distribution lines. Once the main power lines are repaired, crews turn their attention to individual customer outages.
- Continue to check Facebook for updates on Hurricane \_\_\_\_\_. You can also find hurricane and power outage information on [insert link to your website and info on apps and other social media channels].

# Approaching Hurricane



- Hurricane \_\_\_\_\_ is a Category \_\_\_\_ storm headed for Florida. Now is the time to prepare and get plan, [www.floridadisaster.org](http://www.floridadisaster.org). #BePrepared #FLPublicPower
- Hurricane \_\_\_\_\_ is capable of causing widespread power outages. Customers need to prepare to be without power. #BePrepared #FLPublicPower
- Hurricane \_\_\_\_\_ is headed our way. Take action now! Get a plan and make sure you have an emergency supply kit. #BePrepared #FLPublicPower
- If you have been ordered to evacuate, please do so immediately. Hurricane evacuation routes can be found here \_\_\_\_\_ [insert information on where to find evacuation routes]. #BePrepared #FLPublicPower
- Ordered to evacuate? Find the closest public shelter or evacuation location within your county to minimize the travel distance to your intended destination. #BePrepared #FLPublicPower
- If you are evacuating, shut the main power off to your home at the main circuit breaker to avoid fires caused by rising waters. #BePrepared #FLPublicPower
- Info about local shelters open during the storm can be found [insert where it can be found or insert the shelter information here]. #BePrepared #FLPublicPower
- Your emergency supply kit should have: batteries, flashlights, non-perishable food, water, medications, baby food, diapers & pet food. #BePrepared #FLPublicPower
- Make sure your emergency supply kit has a few days' worth of food and at least one gallon of water per person, per day. #BePrepared #FLPublicPower
- Hurricane prep: have extra cash on hand and make sure you have a full tank of gas in your car. #BePrepared #FLPublicPower
- Hurricane prep: have proper fuel on hand for a gas grill and/or generator. #BePrepared #FLPublicPower
- Hurricane prep: make sure you have any important documents – insurance policies, birth certificates – in a waterproof container. Or, take pictures of the documents with your phone. #BePrepared #FLPublicPower
- If you are medically dependent on electricity for oxygen or other equipment, please have a backup generator or additional power backup. #BePrepared #FLPublicPower
- Have special electrical medical equipment needs or know someone who does? Please notify us prior to the storm's arrival. #BePrepared #FLPublicPower
- Prepare your house to minimize damage. Bring in outdoor furniture and anything else that is not tied down to prevent injury/damage from debris. #BePrepared #FLPublicPower



# Approaching Hurricane

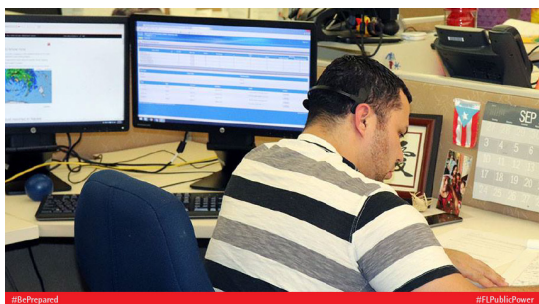


- If you own a swimming pool, turn off all pumps and filters otherwise water from the approaching storm can damage them. #BePrepared #FLPublicPower
- Turn your refrigerator and freezer to their coldest setting and avoid opening the doors. This will keep your food fresher longer. #BePrepared #FLPublicPower
- Freeze refrigerated items such as leftovers, milk, fresh meat and poultry that you may not need immediately. This helps keep them at a safe temperature longer. #BePrepared #FLPublicPower
- Purchase or make ice. Fill coolers to keep refrigerator food cold if the power will be out for more than four hours. #BePrepared #FLPublicPower
- Group foods together in the freezer — this igloo effect helps the food stay cold longer. #BePrepared #FLPublicPower
- FL utilities have been preparing for Hurricane \_\_\_\_\_. Pre-staging crews & equipment now; coordinating with state & local gov. #FLPublicPower
- Mutual aid network has been activated; additional lineworkers and other resources are being mobilized to assist. #FLPublicPower
- Please report any power outages you experience. Don't assume your neighbors have already reported the outage. #FLPublicPower
- Storm restoration personnel are mobilized and ready to respond to any power outages once conditions are safe to do so. #FLPublicPower
- Crews assisting in the restoration effort will work around the clock to restore power as quickly as possible. #FLPublicPower
- After the storm, crews will begin restoring power by repairing power plants, transmission lines, substations & main distribution lines. #FLPublicPower
- Once the main power lines are repaired, crews turn their attention to individual customer outages. #FLPublicPower
- Continue to follow us for updates on power outages and restoration efforts. #FLPublicPower



## Image Gallery – Approaching Hurricane

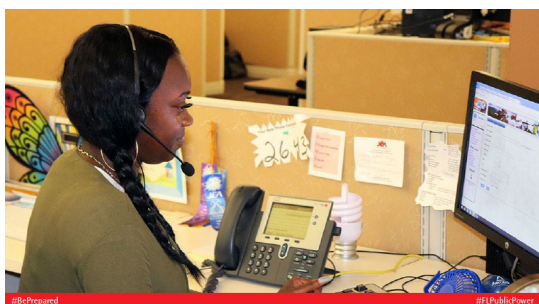
Click on image to download or complete gallery available at: <https://www.flpublicpower.com/hurricane-toolkit>



Call center 001



Call center 002



Call center 003



Cooler stacks



Downed pole 001



Downed pole 002

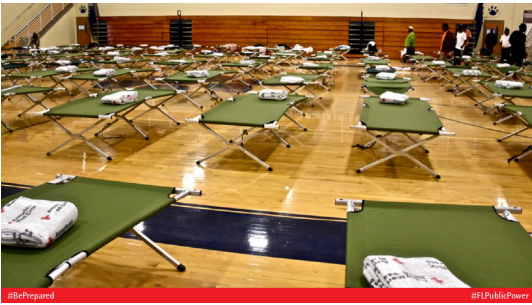


Downed tree 001



Downed tree 002





Evacuation shelter 001



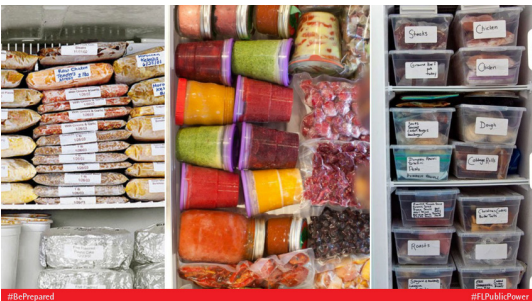
Evacuation shelter 002



Evacuation traffic 001



Evacuation traffic 002



Freezer preparation 001



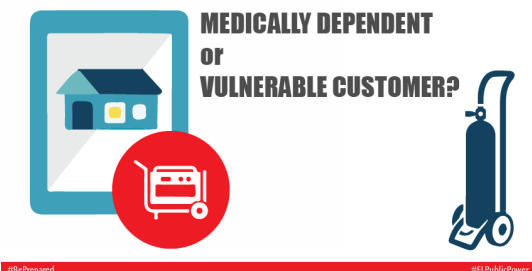
Freezer preparation 002



Hurricane warning



Main breaker



Medically dependent



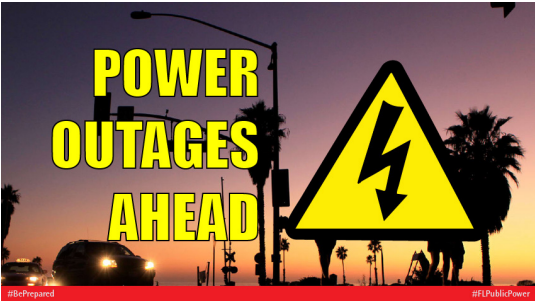
Mutual aid 001



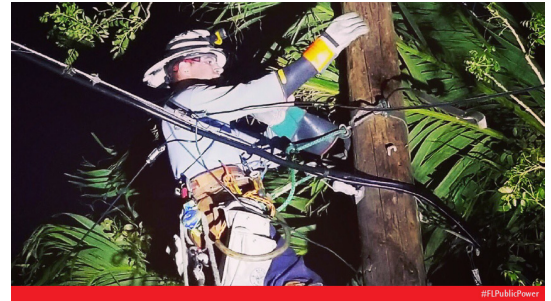
Mutual aid 002



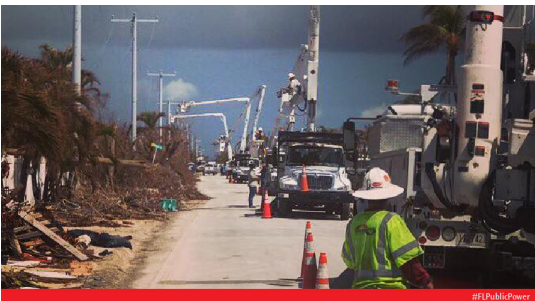
Mutual aid 003



Outages ahead



Restoration work 001



Restoration work 002



Restoration work 003



Tropical Storm warning



Yard preparation



# Following a Hurricane – Power Restoration



- There are currently \_\_\_\_\_ [insert number and utility name] customers without power. We are working as quickly and safely as possible to get everyone back online. (use this post repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Need to report a power outage in your area? Here's how: [insert information about how customers can report power outages].
- Right now, we have power restoration crews working in [insert street names and/neighborhoods]. (use this post repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Power restoration crews are heading to [insert street names and/neighborhoods]. (use this post repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Our best estimate for power restoration at this point is [insert expected restoration time in hours/days], but please keep in mind this is just an estimate. Some areas may have much more damage than anticipated. Oftentimes, we don't know how badly a particular street or neighborhood is damaged until we get there. (use this post repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Power has been restored to [insert percentage of customers or number of customers]. We're working to get the rest of you back to normal as quickly as we possibly can. (use this post repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Power is always restored in a priority order. Our first step is to identify downed lines and damaged areas, then making sure the power to that location is shut off. Crews then begin restoring power by repairing power plants, transmission lines, substations and main distribution lines. Once the main power lines are repaired, crews turn their attention to customer outages.
- Our goal is always to restore power to as many people as possible as quickly as possible in priority order. Priorities in power restoration include essential facilities, such as hospitals, fire stations and police departments. Water pumping stations and communications facilities are also critical needs that are a priority for power restoration. We also focus on vulnerable groups, including nursing home residents and those with special medical needs.
- There is an order for how power is restored. Once we get the power plants, transmissions lines, substations and main power lines repaired, we turn our attention to critical facilities and needs, such as hospitals, fire stations, police departments, pumping stations and communications facilities. Then, we make sure our vulnerable populations – those in nursing homes and those with special needs are taken care of. Next up: neighborhoods and businesses. Restoring power to businesses provides key services to residents and minimizes economic loss to the community. Single residencies and customers further away from the more populated areas follow in the priority order. Our goal is always to restore power in areas of high concentration to maximize the number of people with power.

## Following a Hurricane – **Power Restoration**



- Lights may come back on across the street or in other parts of your neighborhood. It depends on the circuit you're on. Different parts of one neighborhood may be on different circuits. Also, some customers receive their power from a primary line versus a secondary line. Primary lines will be restored first.
- If crews leave your area and power has not been restored, conditions could have become unsafe or more be needed supplies may be needed. Hang tight! We'll be back as soon as we can.
- We have mutual aid agreements with utilities across Florida and the country that help us access additional crews and resources in times of need. Crews from all over Florida and other parts of the country have come here to help get power back on as fast as possible. Thanks \_\_\_\_\_ [insert names of organizations/companies sending aid]!
- Our lineworkers are out there working hard for our community. We really appreciate all the long hours and tireless efforts to get things up and running again. You're our heroes! #ThankALineman

# Following a Hurricane – Power Restoration



- Currently, there are \_\_\_\_\_ [insert number] customers without power. We are working as quickly & safely as possible to get everyone back online. #FLPublicPower (use this tweet repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Need to report a power outage in your area? Here's how: [insert information about how customers can report power outages]. #FLPublicPower
- Right now, we have crews working in [insert street names and/neighborhoods]. #FLPublicPower (use this tweet repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Crews are heading to [insert street names and/neighborhoods]. #FLPublicPower (use this tweet repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Our best estimate for power restoration at this point is [insert expected restoration time in hours/days]. #FLPublicPower (use this tweet repeatedly throughout the outage event, updating as frequently and real-time as possible)
- Power has been restored to [insert percentage of customers or number of customers]. We're working to get the rest of you restored. #FLPublicPower (use this tweet repeatedly throughout the outage event, updating as frequently and real-time as possible)
- When restoring power following an outage, our primary concern is safety – to the public and to our crews. #FLPublicPower
- Our first step is to identify downed lines and damaged areas, then making sure the power to that location is shut off. #FLPublicPower
- Crews begin restoring power by repairing power plants, transmission lines, substations and main distribution lines. #FLPublicPower
- Once the main power lines are repaired, crews turn their attention to customer outages. #FLPublicPower
- Our goal is always to restore power to as many people as possible as quickly as possible in priority order. #FLPublicPower
- Priorities in power restoration include essential facilities, such as hospitals, fire stations and police departments. #FLPublicPower
- Water pumping stations and communications facilities are critical needs that are a priority for power restoration. #FLPublicPower
- We also focus on vulnerable groups, including nursing home residents and those with special medical needs. #FLPublicPower

# Following a Hurricane – **Power Restoration**



- Working in areas that restore power to the greatest numbers of customers at once is also considered a priority. #FLPublicPower
- Neighborhoods and businesses are the next priority for power restoration. #FLPublicPower
- Restoring power to businesses provides key services to residents and minimizes economic loss to the community. #FLPublicPower
- Single residencies and customers further away from the more populated areas follow in the priority order. #FLPublicPower
- Our goal is always to restore power in areas of high concentration to maximize the number of people with power. #FLPublicPower
- Lights may come back on across the street or in other parts of your neighborhood. It depends on the circuit you're on. #FLPublicPower
- Different parts of one neighborhood may be on different circuits. #FLPublicPower
- Some customers receive their power from a primary line vs. a secondary line. Primary lines will be restored first. #FLPublicPower
- It may take longer to get to your area if it's not accessible to our crews due to flooding, debris or fallen trees. #FLPublicPower
- If crews leave your area & power has not been restored, conditions could have become unsafe or supplies may be needed. #FLPublicPower
- We have mutual aid agreements with utilities across Florida & the country to help get power back on as fast as possible. #FLPublicPower
- Crews are coming in from all over Florida & the country. Thanks @[insert Twitter handles for organizations/companies sending aid]! #FLPublicPower
- Our lineworkers are out there working hard for our community. Thank you lineworkers for all you do! #ThankALineman #FLPublicPower



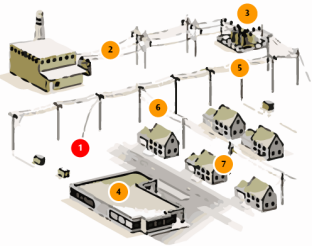


# Image Gallery – Power Restoration

Click on image to download or complete gallery available at: <https://www.flpublicpower.com/hurricane-toolkit>

## ELECTRIC UTILITY RESTORATION PROCESS

- 1 Downed live wires or potentially life-threatening situations.
- 2 Transmission lines serving thousands of customers.
- 3 Substation equipment.
- 4 Public health and safety facilities without power.
- 5 Main distribution lines serving large numbers of customers.
- 6 Secondary lines serving neighborhoods.
- 7 Service lines to individual homes and businesses.



#FLPublicPower



#MutualAid

#FLPublicPower

Mutual aid crews 001



#MutualAid

#FLPublicPower

Mutual aid crews 001



#MutualAid

#FLPublicPower

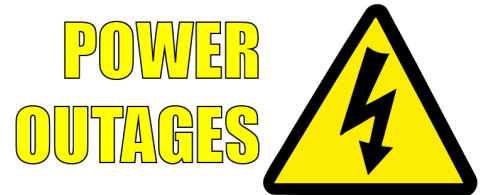
Mutual aid crews 002



#MutualAid

#FLPublicPower

Mutual aid crews 003



#FLPublicPower

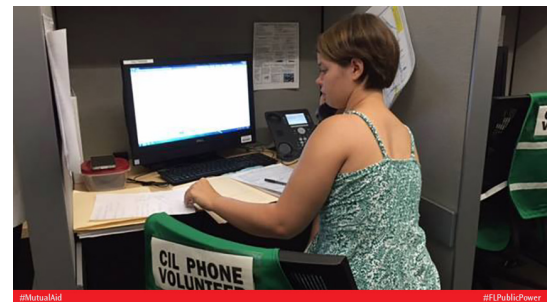
Mutual aid crews 004



#MutualAid

#FLPublicPower

Power outages



#MutualAid

#FLPublicPower

Restoration work 001



#MutualAid

#FLPublicPower

Restoration work 002



#MutualAid

#FLPublicPower

Restoration work 003

Restoration work 004

# Following a Hurricane – **Safety**



- Now that Hurricane \_\_\_\_\_ has passed through, there may be power lines down throughout the area. Never, ever touch a downed power line or go near one. You have to always assume the power line is live. Also, don't touch anything that is in contact with a fallen power line. It could also conduct electricity.
- See a downed power line? Please report it to [insert information for reporting downed power lines].
- We know you're ready to get things back to normal at your house or neighborhood, but please do not pull tree limbs off power lines. It is not safe. Call us and we'll be there soon to help.
- Your safety is our top concern. Avoid areas with debris, fallen trees, downed power lines, as well as chain link fences and puddles that could be electrified.
- Be safe following Hurricane \_\_\_\_\_ and don't try to make electrical repairs yourself. Let our crews of experienced professionals handle the job or call a professional electrician.
- Did you know: there's something called a weatherhead located above the electric meter where the electrical wires exit the conduit. Your weatherhead is necessary for reconnecting power. If it's damaged, utility workers cannot reconnect service to your home. Check your weatherhead for damage. If repairs are needed, contact a licensed electrician.
- Important safety tip: you should always operate portable generators in an open and ventilated area and NEVER inside your home or garage. That could be deadly. Also, don't connect generators to your home's main electrical system. This could create a back feed that could injure electric crews.
- Remember to never run a generator in an enclosed space or indoors. Most generator-related injuries and deaths involve carbon monoxide poisoning from generators used indoors or in partially enclosed spaces. Always place the generator at least 15-20 feet from the house and away from doors and windows.
- Use battery-operated carbon monoxide alarms in your home and garage so you can detect any dangerous amounts of emissions when running a generator.
- Don't run a portable generator in the rain. The exception is if you cover and vent it. Also, make sure your hands and feet are dry before touching or starting the generator. Try to avoid standing near wet areas or puddles when operating your generator.
- Don't try to power your home's wiring by plugging the generator into a wall outlet. This is incredibly dangerous and presents an electrocution risk to utility workers and neighbors served by the same utility transformer.
- Before refueling, turn off a gas-powered generator and let it cool. Gasoline spilled on hot engine parts can ignite. Allowing the engine to cool also reduces the risks of burns while refueling.

# Following a Hurricane – **Safety**



- Remember to turn off your generator before turning your house power back on.
- The refrigerator will keep food safely cold for about four hours if it is unopened. A full freezer will hold the temperature for approximately 48 hours (24 hours if it is half full and the door remains closed).
- Food may be safely refrozen if it still contains ice crystals or is at 40° F or below.
- If the power has been out for several days, then check the temperature of the freezer with an appliance thermometer or food thermometer. If the food still contains ice crystals or is at 40° F or below, the food is safe.
- Concerned about your food: when in doubt, throw it out!! And, never taste a food to determine its safety.
- Do not eat any food that may have come into contact with flood water.
- Do not eat food packed in plastic, paper, cardboard, cloth and similar containers that have been water damaged.
- Inspect canned foods and discard any food in damaged cans. You can tell a can is damaged if there is swelling, leakage, punctures, holes, fractures, extensive deep rusting or crushing/denting severe enough to prevent normal stacking or opening with a manual, wheel-type can opener.

# Following a Hurricane – **Safety**



- Never, ever touch a downed power line or go near one. Always assume the power line is live. #FLPublicPower
- Do not touch anything or anyone in contact with a fallen power line or other equipment. #FLPublicPower
- If a power line falls on your car, stay inside the vehicle and call for help. #FLPublicPower
- Report downed power lines by [insert information for reporting downed power lines]. #FLPublicPower
- Don't try to pull tree limbs off power lines yourself. It's not safe. We'll be there as soon as we can to help. #FLPublicPower
- Be safe following Hurricane \_\_\_\_\_. Avoid areas w/ debris, downed trees & lines and chain link fences & puddles that could be electrified. #FLPublicPower
- Please don't attempt to make electrical repairs yourself. Let our crews of experienced professionals help you. #FLPublicPower
- Have you inspected your home's weatherhead for damage? It's located above the electric meter where the electrical wires exit the conduit. #FLPublicPower
- Utility workers cannot reconnect service to your home if your weatherhead is damaged. #FLPublicPower
- If your weatherhead (necessary for reconnecting power) is damaged, contact a licensed electrician for repairs. #FLPublicPower
- Don't use an electrical device if it got wet. If it's still plugged in, turn off the power at the main breaker. #FLPublicPower
- Have an electrician check any electrical devices that got wet during the storm before using it again. #FLPublicPower
- Operate portable generators in an open and ventilated area, never in the home or garage. #FLPublicPower
- Don't connect generators to your home's main electrical system. This could create a back feed and injure electric crews. #FLPublicPower
- Always place the generator at least 15-20 feet from the house and away from doors and windows. #FLPublicPower
- Use battery-operated carbon monoxide alarms in your home and garage so you can detect any dangerous amounts of emissions when running a generator. #FLPublicPower

# Following a Hurricane – Safety



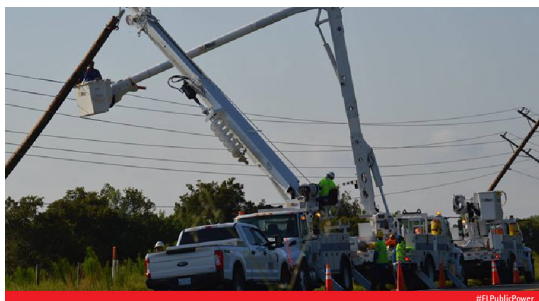
- Don't run a portable generator in the rain. The exception is if you cover and vent it. #FLPublicPower
- Make sure your hands and feet are dry before touching or starting the generator. Try to avoid standing near wet areas or puddles when operating your generator. #FLPublicPower
- Don't try to power your home's wiring by plugging the generator into a wall outlet. This is incredibly dangerous and presents an electrocution risk to utility workers and neighbors served by the same utility transformer. #FLPublicPower
- Before refueling, turn off a gas-powered generator and let it cool. Gasoline spilled on hot engine parts can ignite. Allowing the engine to cool also reduces the risks of burns while refueling. #FLPublicPower
- Remember to turn off your generator before turning your house power back on. #FLPublicPower
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- Concerned about your food: when in doubt, throw it out!! And, never taste a food to determine its safety. #FLPublicPower
- Do not eat any food that may have come into contact with flood water. #FLPublicPower
- Do not eat food packed in plastic, paper, cardboard, cloth and similar containers that have been water damaged. #FLPublicPower
- Get rid of damaged cans. It's damaged if it's swelling, leaking, has punctures, holes, fractures or extensive deep rusting or crushing/denting severe enough to prevent normal stacking or opening with a manual, wheel-type can opener. #FLPublicPower





## Image Gallery – Safety

Click on image to download or complete gallery available at: <https://www.flpublicpower.com/hurricane-toolkit>



Damaged overhead 001



Damaged overhead 002



Debris removal



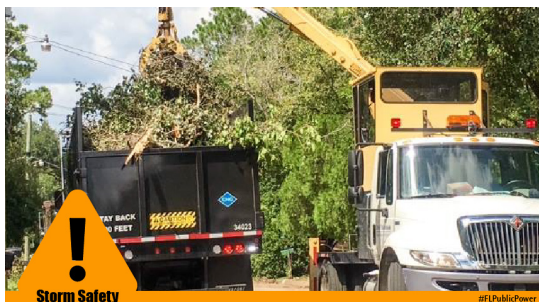
Restoration update



Storm Safety - Debris cleanup 001



Storm Safety - Debris cleanup 002



Storm Safety - Debris cleanup 003

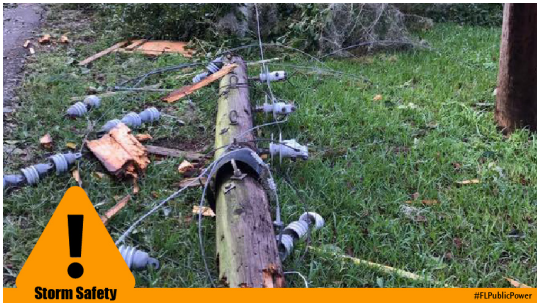


Storm Safety - Downed wire 001





Storm Safety - Downed wire 002



Storm Safety - Downed wire 003



Storm Safety - Downed wire 004



Storm Safety - Food temperature



Storm Safety - Generator safety tips



Storm Safety - Restoration crew



Storm Safety - Weatherhead

# Press Release Templates: **Storm Preparedness**

## FOR IMMEDIATE RELEASE

[Month] [Day], 2025

CONTACT: [Name]  
[Phone Number]  
[Email]

### **[Utility Name] Encourages Customer Safety Ahead of 2025 Hurricane Season**


[City], Fla. – [Date], 2025 – [Utility Name] As Florida prepares for the 2025 hurricane season, [Utility Name] reminds you to stay safe and be prepared. If a storm does hit our area, stay away from downed power lines – don't touch them. Electric crews will be working diligently to restore power as quickly as possible.

The [Utility Name] has developed 12 often overlooked safety tips that electric customers should follow to protect themselves and their home. These safety tips remind our customers of things that people did not know or forgot during past hurricanes, tropical storms and weather-related events.

1. Should your power go out, unplug appliances and electronics to prevent power surges when electricity is restored. Power surges often damage equipment and create fire hazards.
2. If you use a portable generator: DON'T run a generator in the house, DON'T run a generator in the garage, and DON'T plug a generator directly into a house's main electrical system. The first two could lead to suffocation and the third could send an electrical charge back to the power grid, which would create an electrocution hazard for utility workers. DO set up generators outside in a well-ventilated area, and DO plug individual appliances directly into the generator.
3. If your home has water leaks or floods, shut off the power to your home until the electrical wiring can be inspected by a licensed electrician.
4. If you smell natural gas, evacuate immediately and call the gas company's emergency number.
5. Carry proper identification in the event you need to enter identification check points to access your home or neighborhood.
6. Inspect your home's weatherhead for damage after a storm. The weatherhead is located above the electric meter where the electrical wires exit the conduit. The weatherhead is the homeowner's responsibility, and utility workers cannot reconnect service if it is damaged. Contact a licensed electrician for repairs.
7. Utilities typically cannot respond to customers with special needs during or immediately after a storm. Have an evacuation plan and know special needs shelter locations. If you or someone you know has special electrical medical equipment needs, notify the electric utility prior to the storm's arrival.
8. To determine a hurricane evacuation route, visit [www.FloridaDisaster.org](http://www.FloridaDisaster.org).
9. Collect water in your water heater by turning off power to the unit and closing the water valve. If you lose water pressure, approximately 40 gallons of fresh water will be stored in the tank. Fill bathtubs and the washing machine with water to cleaning with and to operate toilets.
10. Clear the patio and yard of lawn furniture, toys, potted plants and other items that could blow away and cause damage or injury.
11. Locate shut-off valves and locations for gas, water and electricity in the event they need to be turned off.
12. Create a hurricane survival kit that includes: first aid supplies; drinking water (at least one gallon per person, per day); batteries; flashlights; battery powered radio; manual can opener; prescriptions; baby food and diapers; pet food; canned foods; cash; tarps; rope; bleach; trash bags; charcoal or gas grill with plenty of fuel; wooden kitchen matches; and a portable cooler. Consider using a hard-wired, corded phone as cordless phones will not work during a power outage.

"The safety of our customers is of the utmost importance to us so we encourage every household to have





an emergency plan and a disaster supply kit before the storm hits,” said [Name, Title, Utility/City Name]. “Preparation is key not just for every resident in our community, but for your public power utility, as well. [Utility Name] has been making investments to strengthen electric systems so they are ready when severe weather strikes.”

###

# Press Release Templates: **Approaching Storm**

## FOR IMMEDIATE RELEASE

[Month] [Day], 2025

CONTACT: [Name]  
[Phone Number]  
[Email]

### **[Utility Name] is Preparing for [Hurricane/Tropical Storm Name]; Encourages Customers to Prepare for Storm and Power Outages**

[City], Fla. – [Date], 2025 – [Utility Name] is preparing for [Hurricane/Tropical Storm Name] to make landfall and encourages customers to take precautions to protect their families and homes, as well as prepare for power outages.

#### **Have a Plan**

- Hurricane preparedness plans should include contact information for everyone in your family, medical information (including prescriptions), established emergency meeting locations and evacuation routes.
- Know your evacuation route and, if ordered to evacuate, do so immediately.
- Research area shelters to find the one closest to your home.
- Have a plan for your pets and, if you are seeking shelter, know which shelters are pet-friendly.

#### **Assemble Emergency Supplies**


- Assemble a hurricane preparedness kit that includes first aid supplies, a battery powered radio, tarps, batteries, flashlights, a few days' supply of food and any needed prescription medicine, baby food and diapers, pet food, canned food and drinking water (at least one gallon per person, per day).
- Take out extra cash from the bank or ATM.
- Have a full tank of gas in your car and proper fuel on hand for a gas grill and/or generator.

#### **Prepare Your Home**

- Pull in patio furniture, toys and heavy planters that can become projectiles in high winds and cause significant damage to both property and power lines.
- If you are evacuating, shut the main power off to your home at the main circuit breaker to avoid fires caused by rising waters.
- Turn your refrigerator and freezer to their coldest setting and avoid opening the doors to keep your food fresher longer.
- If you own a swimming pool, turn off all pumps and filters to avoid damage from heavy rainfall and storm surge.

"The safety of our customers is of the utmost importance to us so we encourage every household to have an emergency plan and a disaster supply kit before the storm hits," said [Name, Title, Utility/City Name]. "Preparation is key not just for every resident in our community, but for your public power utility, as well. [Utility Name] has been making investments to strengthen electric systems so they are ready when severe weather strikes."

Throughout the year, [Utility Name] prepares for hurricane season and works to mitigate potential threats to power lines and substations. Downed trees are often the cause of power outages during a storm so [Utility Name] routinely clears trees and branches away from power lines to minimize outages. Regular inspections of utility poles, lines and equipment are conducted. Additionally, [Utility Name] participates in hurricane drills, exercises and preparedness meetings to practice and enhance response and restoration protocols.



[Utility Name] also participates in a Mutual Aid Agreement that enable public power communities to call on each other for emergency workers and supplies. Florida’s public power utilities benefit from this strong network of partners within Florida and across the country through the American Public Power Association. These dependable connections have created a reliable system where member utilities both request and offer assistance.

Mutual aid crews are currently staged inside and outside the state and are ready to move into affected areas once [Hurricane/Tropical Storm Name] has passed through and it is safe to do so.

“Our fellow public power communities are standing by, ready to assist their neighbors with restoration and recovery efforts,” added [Utility Representative Last Name].

###

# Press Release Templates: **Restoration Process**

## FOR IMMEDIATE RELEASE

[Month] [Day], 2025

CONTACT: [Name]  
[Phone Number]  
[Email]

### **[Utility Name] Working to Restore Power as Quickly as Possible Following [Hurricane/Tropical Storm Name]**

[City], Fla. – [Date], 2025 – Currently there are [number of customers without power] [Utility Name] customers without power due to damage caused by [Hurricane/Tropical Storm Name]. [Utility Name] crews, working alongside mutual aid partners from across the state [and nation if applicable], have been deployed to the areas impacted by [Hurricane/Tropical Storm Name]. In accordance with our emergency operations plan, power will be restored in a priority order to ensure essential facilities and services are restored first, followed by areas where the greatest concentrations of customers are located.

“Restoring power as safely, as quickly and to as many people as possible is our top priority,” said [Name, Title, Utility/City Name]. “We appreciate the efforts of our crews and our partners who have come to our aid during this time of restoration and recovery.”

[Utility Name] crews’ first responsibility is to identify downed lines and de-energize, or shut off power to, those lines so they can be safely and efficiently repaired. Repairs to power plants, transmission lines, substations and main distribution lines will then be made so the power restoration process can begin.

Once the main power lines are repaired, crews turn their attention to customer outages. Priorities in power restoration include essential facilities, such as hospitals, fire stations, police departments, water pumping stations and communications facilities, as well as vulnerable populations, such as nursing home residents, and those with special medical needs.

Businesses and residential areas are the next priority for power restoration. Restoring power to businesses provides key services to residents and minimizes economic loss to the community. The priority order for restoration to neighborhoods and other residential areas is determined by the number of people located in those areas with the goal of restoring the greatest number of people as quickly as possible.

Customers who are experiencing power outages are asked to report outages by [insert outage reporting information – phone number, website, app, etc.]. Outage information can be obtained at [insert website or how customers can monitor outage and restoration information].

[Utility Name] participates in a Mutual Aid Agreement that enable public power communities to call on each other for emergency workers and supplies. Florida’s public power utilities benefit from this strong network of partners within Florida and across the country through the American Public Power Association. These dependable connections have created a reliable system where member utilities both request and offer assistance.

Mutual Aid Agreements are also in place with electric cooperatives and investor-owned utilities in order to draw upon additional resources. There are currently [number of crews from all mutual aid partners] deployed in the [City/County Name] area, including crews from [list names of mutual aid partnering organizations/companies].

###

# Press Release Templates: **Restoration Safety**

## FOR IMMEDIATE RELEASE

[Month] [Day], 2025

CONTACT: [Name]  
[Phone Number]  
[Email]

## **[Utility Name] Encourages Customers to Stay Safe as Utility Crews Work to Restore Power in Wake of [Hurricane/Tropical Storm Name]**

[City], Fla. – [Date], 2025 – [Utility Name] crews, working alongside mutual aid partners from across the state [and nation if applicable] are working to restore power to customers in the areas impacted by [Hurricane/Tropical Storm Name].

While [Hurricane/Tropical Storm Name] has passed through the [City/County name] area, it is important to remember that the danger is not over just because the storm has ended.


“The safety of our customers, and safety of the dedicated crews working tirelessly to restore power to the [City/County name] community, are of the utmost importance to us,” said [Name, Title, Utility/City Name]. “As we address the impacts of [Hurricane/Tropical Storm Name], it is vital that we all follow these important safety precautions. We appreciate everyone’s partnership and cooperation during this critical time.”

### **[Utility Name] reminds customers to:**

- Never, ever touch a downed power line or go near one. Always assume the power line is live.
- Do not touch anything or anyone in contact with a fallen power line or other equipment.
- If a power line falls on your car, stay inside the vehicle and call for help.
- Do not pull tree limbs off power lines. Leave those for utility crews to safely handle.
- Avoid areas with debris and downed trees. There could be live power lines hidden inside.
- Also avoid chain link fences and puddles that could have become electrified by downed power lines.
- Do not attempt to make electrical repairs.
- Inspect your home’s weatherhead for damage after a storm. The weatherhead is located above the electric meter where the electrical wires exit the conduit. The weatherhead is the homeowner’s responsibility, and utility workers cannot reconnect service if it is damaged. Contact a licensed electrician for repairs.
- Never use an electrical device if it got wet. If it’s still plugged in, turn off the power at the main breaker. Wait for an electrician to check the device before using it.

### **For customers using generators:**

- Operate portable generators in an open and ventilated area, never in the home or garage.
- Do not directly connect generators into your home’s main electrical system. This could create a back feed to the power grid and injure people working to restore the power.
- Always place the generator at least 15-20 feet from the house and away from doors and windows.
- Use battery-operated carbon monoxide alarms in your home and garage so you can detect any dangerous amounts of emissions when running a generator.
- Don’t run a portable generator in the rain unless it is covered and you are able to vent it.
- Make sure hands and feet are dry before touching or starting the generator. Avoid standing near wet areas or puddles when operating your generator.

- 
- Before refueling, turn off a gas-powered generator and let it cool. Gasoline spilled on hot engine parts can ignite. Allowing the engine to cool also reduces the risks of burns while refueling.
  - Turn off your generator before turning your house power back on.

###

## Additional Resources



- **Florida Disaster.org:** <https://www.floridadisaster.org/>
- **NOAA Hurricane Preparedness List:** <https://www.noaa.gov/hurricane-prep>
- **Ready.gov Hurricane Resources:** <https://www.ready.gov/hurricanes>
- **APPA Mutual Aid and Emergency Response:** <https://www.publicpower.org/mutual-aid-and-emergency-response>
- **National Weather Service National Hurricane Center:** <https://www.nhc.noaa.gov/>
- **FEMA Hurricane Safety Graphics:** <https://www.fema.gov/disaster/recover/multimedia-toolkit>