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REAL ESTATE & RIGHT-OF-WAY CATEGORY

2021 Annual Conference & Trade Show

FLORIDA POWER & LIGHT COMPANY

Service Center Hardening Program

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A key to restoring power safely and as quickly as possible after a hurricane is being able to strategically pre-position line workers near the areas of greatest impact. In 2019, Florida Power & Light Company (FPL) completed the first phase of a program to harden its service center buildings and transform them into dual-use facilities. The new, hardened service centers accommodate routine office functions during blue-sky conditions and can also house restoration crews during a hurricane and then serve as operations centers to support rapid response when the all-clear is given after a storm.



Service centers are office buildings throughout FPL's service territory that support day-to-day engineering and maintenance functions in a community. Under FPL's Service Center Hardening Program, new facilities are constructed with a concrete tilt-up wall building envelope designed to withstand Category 5 winds; hardened communication capabilities; full back-up power generation; space for restoration personnel or "storm riders" to sleep, eat and shower; a situation room/operations center; and other features to support staging and operating crews from the service center property as part of FPL's restoration plan.

The hardening program started with seven 25,000-square-foot, two-story office buildings that can each sleep 120 storm riders and three supplemental 1,000-square-foot storm shelters that can each sleep 20 storm riders. The first storm shelter opened in 2016 at the Stuart Service Center and the first hardened two-story office building opened in 2017 at the Flagler Service Center.



FPL analyzed data, including customer densities and outage histories, to strategically select sites for the hardened service centers with the goal of optimizing response times after a hurricane. The first 10 facilities, which together allow FPL to pre-stage approximately 1,000 line workers, are located within a 30-minute drive (under blue-sky conditions) of 83% of FPL customers.

While improving FPL's response capabilities after a storm, the new service centers also provide a variety of improvements for FPL customers and employees who use these facilities during blue-sky conditions.

Based on the initial success of the dual-use facilities, FPL is completing an additional five storm shelters at existing FPL sites in 2020. Four additional hardened office buildings have been proposed over the next five years at new sites and the blueprint will be used as the FPL standard for years to come.