

## EEI Special Report: Irma - 09/17/17

### Member Company Preparations, Outages, and Restoration

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#### [The Lights Are Back On In Florida](#)

Forbes, September 16, 2017

Even with downed lines, crews were able to re-string without needing to replace the poles themselves, saving significant time. Destruction to electrical substations was also significantly reduced thanks to state of the art technology which prevented damage during high winds and flooding. The Edison Electric Institute, the national trade group for the electric industry, said that wind damage from fallen trees and other debris created unexpected and significant challenge to crews from nearly 40 states sent to assist local utilities.

*Tags: AEP Ohio, Avista Corporation, Black Hills Corporation, Dayton Power & Light, Delmarva Power, Duke Energy, Duquesne Light, EEI, Entergy Corp., Eversource Energy, FirstEnergy Corporation, Green Mountain Power Corporation, Indiana Michigan Power, Jersey Central Power & Light, Kansas City Power & Light Company, Liberty Utilities, Pacific Gas & Electric Company, Pepco, National Grid, Texas-New Mexico Power, Wisconsin Public Service Corporation*

#### [After Irma: Assessing FPL's Post-Storm Grid, Restoration Effort](#)

Palm Beach Post (FL), September 17, 2017

Scott Aaronson, executive director, Edison Electric Institute, said Friday, "One of the things you are seeing in particular with FPL's investment in hardening their system is not that it prevented outages, but that it allowed for the restoration process to be a lot quicker and a lot safer." The idea that if a certain amount of dollars were spent, an electric system would be hurricane-proof is incorrect, Aaronson said. "It would cost customers \$1,000 a kilowatt hour, and I still cannot guarantee that there are not going to be outages. There is no such thing as risk elimination. It is really about risk management."

*Tags: EEI, Florida Power & Light Company*

#### [Duke Energy Won't Rest Until Power Restored to Customers Rocked by Hurricane Irma](#)

Daily Energy Insider, September 15, 2017

Duke Energy, with its Florida regional headquarters based in St. Petersburg, is one of the largest electric power holding companies in the United States. The company is a member of the Edison Electric Institute, the national association that represents all U.S. investor-owned electric utility companies. "We're problem solvers," Scott Aaronson, executive director of security and business continuity at EEI, said. "We connect the teams, companies, and CEOs when there's trouble in a specific area. The CEOs who work with us have that mentality of: 'If one of us fail, we all fail.'"

*Tags: Duke Energy Corp., EEI*

#### [Power Factbox: About 1.5 Million Remain Without Power After Irma](#)

Platts, September 15, 2017

The Edison Electric Institute late Thursday estimated about 60,000 people from power utilities across the US and Canada are working to restore power to the region. As of Friday afternoon, power had been restored to about 80% of the 7.8 million customers who lost power due to the storm at the peak on September 11.

*Tags: Duke Energy Corp., EEI, Florida Power & Light Company, Georgia Power Company*

## **[He Missed His 23rd Wedding Anniversary in Detroit to Turn Miami's Lights Back On](#)**

Miami Herald, September 15, 2017

Harry Liogghio and his crew are part of a massive out-of-state relief effort recruited to turn the lights back on after Irma knocked out power for 6.7 million homes and businesses in FPL's Florida service territory, a record. Power companies from 29 states — from Arkansas to California to Massachusetts — sent help. DTE sent 250 trucks to Florida.

*Tags: DTE Energy, Florida Power & Light Company*

## **[After Hurricane Irma: FPL Restores Power to Nearly All of Region](#)**

Palm Beach Post (FL), September 17, 2017

A week after Hurricane Irma struck the United States, Florida Power & Light Co. had restored power to nearly all its customers in Palm Beach County and the Treasure Coast as of 10 a.m. Sunday.

*Tags: Florida Power & Light Company*

Related coverage:

[After Hurricane Irma: 95 Percent of Lake Worth Has Power, City Says](#), Palm Beach Post (FL)

[Editorial: Kudos to those who helped get town through Irma](#), Palm Beach Daily News (FL)

[Power outages down to hundreds on Treasure Coast](#), Treasure Coast Palm (FL)

[Map: Florida Power Outages Caused by Hurricane Irma](#), South Florida Sun Sentinel

[FPL Now Says All Power Won't Be Restored in South Florida by Sunday Night](#), South Florida Sun Sentinel

[FPL Apologizes for Communications Failure as Nearly 20 Percent Still in Dark After Hurricane Irma](#), South Florida Sun Sentinel

[Despite Rumors After Hurricane Irma, FPL Does Not Pay for Food Spoiled in Power Outages](#), South Florida Sun Sentinel

[Hurricane Irma: Electricity Might Not be Restored Until Tuesday in Orange, Lake Counties](#), Orlando Sentinel (FL)

[Lessons Learned from Irma Will Help for Future Storms](#), Gainesville Sun (FL)

[FPL Pushes Back Restoration Time; Broward By Monday, Miami-Dade Tuesday](#), WQAM-TV (FL)

[More South Floridians Getting Power But 355K Remain In The Dark](#), WQAM-TV (FL)

[11 Percent of Manatee County Still Without Power After Irma](#), Bradenton Herald (FL)

[14 Percent of Manatee County Waiting for Power](#), Bradenton Herald (FL)

[Manatee County Escapes the Brunt of Irma's Wrath](#), Bradenton Times (FL)

[After Irma: Power Restored to Most of Palm Beach](#), Palm Beach Daily News

[Electric Companies Work to Get Power Restored by This Weekend](#), WFTV-TV (FL)

[FPL Will Not Pay for Food Loss Due to Irma](#), WSVN-TV (FL)

[South Florida Schools Serve Hot Meals to Irma Victims](#), WSVN-TV (FL)

[FPL: Hands-on Approach Will Reconnect Residents This Weekend](#), Florida Today

[5,000 Still in the Dark in DeSoto County](#), WBBH-TV (FL)

[Bonita Springs Residents Fed Up With FPL](#), WBBH-TV (FL)

[Flooded Bonita Springs Residents Get Some Help](#), WBBH-TV (FL)

## **[Factbox: Some 1.5 Million Still Without Power in U.S. Southeast After Irma](#)**

Reuters, September 15, 2017

Most of the remaining outages were in Florida Power & Light's service area in the southern and eastern parts of the state. FPL, the state's biggest electric company, said 960,000 customers had no power, down from more than 3.6 million on Monday.

*Tags: Duke Energy Corp., Florida Power & Light Company, Georgia Power Company, NextEra Energy, Inc., Southern Company, Tampa Electric*

## **Drones Playing Critical Role in Hurricane Relief Efforts**

The Hill, September 15, 2017

Florida Power and Light is using dozens of drone teams to help restore electricity and air conditioning in the area by sending out drones to survey parts of the state that are still not accessible by vehicles.

*Tags: Florida Power & Light Company*

## **'Waiting for Help That Never Came': Fla. Nursing Home Where Eight Died After Irma Defends Actions, Says it Called Governor for Help**

Washington Post, September 15, 2017

When the warm air began pouring out of vents Sunday, executives contacted Florida Power and Light within 45 minutes, saying the line approaching the facility from the north appeared to have been down, according to their timeline. Anderson said the nursing home heard from the utility Monday that it would be coming that day.

*Tags: Florida Power & Light Company*

Related coverage:

[Visitors Tell of Extreme Heat at Florida Nursing Home After Eight Deaths](#), Wall Street Journal

[Pleas for Help at Florida Nursing Home Where Heat Took Lives](#), New York Times

[Florida Nursing Home Called Governor's Personal Cellphone for Help](#), ABC News

[Florida Nursing Home Says it Called Gov. Rick Scott 36 Hours Before Deaths](#), CBS News

[Hurricane Irma: Investigation Begins After Eight Found Dead at Florida Nursing Home](#), NBC News

[Video Shows Naked Woman in Sweltering Nursing Home Where 8 Died](#), CNN

['Red Flag' Calls Signaled Post-Irma Deaths at Nursing Home](#), Associated Press

[Florida Nursing Home Says Emergency Call to Governor Made 36 Hours Before Multiple Patients Died](#), Washington Examiner

[Nursing Home Nightmare In Florida Could Have Been Prevented](#), Forbes

[Nursing Home Execs Called Gov. Rick Scott's Cell Asking For Help Getting Power Back](#), WQAM-TV (FL)

[Faulty AC May Have Factored Into Deaths at Florida Nursing Home](#), New York Post

[Before Deaths, Nursing Home Called Rick Scott's Emergency Number Three Times, to No Avail](#), Tampa Bay Times (FL)

## **Tempers Flare As The Wait For Power Stretches On — And On**

Miami Herald, September 16, 2017

Although FPL had promised service to all of its 1.1 million residents in Miami-Dade would be restored by Sunday night, the company pushed back its self-imposed deadline to Tuesday evening for homes and businesses south of Miller Drive, impacting everyone without power in Coral Gables, Pinecrest, Goulds, Florida City and the rest of the southern part of the county.

*Tags: Florida Power & Light Company*

Related coverage:

[Tempers Flare as the Wait for Power Stretches On — and On](#), Miami Herald

[When Will Life in South Florida Return to its Normal, Pre-Hurricane State?](#), Miami Herald

[Here's the Deal With That FPL Food Loss Claim Form](#), Miami Herald

[Hurricane Irma Left South Florida Sweltering in the Throes of Electricity Envy](#), Miami Herald

[Still No Cable, Internet or Cell Phone Service? There's Hope](#), Miami Herald

[Hurricane Irma aftermath: Coral Gables May Sue FPL After Power Outages](#), Miami Herald

[No Decision Yet on When to Reopen Classes as Dozens of Schools Remain Without Power](#), Miami Herald

[Broward Public Schools to Resume Classes Monday](#), Miami Herald

['Angel' Cooks Hundreds of Meals for Hurricane Victims](#), Miami Herald

[Chick-fil-A Gave This ALF Chicken and Waffle Fries After Six Days With No Power](#), Miami Herald

### **[Frustration Mounts for Floridians Still Lacking Power After Irma](#)**

FOX News, September 16, 2017

In the Miami area, customers of Florida Power and Light have also been struggling without service. The problem was exacerbated earlier in the week when the utility's website and smartphone app both crashed, leaving already frustrated customers with even less access to information.

*Tags: Florida Power & Light Company*

### **[Remember Normal? It's Back, Along With Electricity, in Some Parts of Tampa Bay](#)**

Tampa Bay Times (FL), September 15, 2017

Duke Energy was also making strides. By 6 a.m. Sunday, about 3 percent of Pinellas customers were without power, along with 1 percent in Pasco and 2 percent in Hernando.

*Tags: Duke Energy Corp., Tampa Electric*

Related coverage:

[Thousands Fume as Duke Energy Misses Deadline to Restore Power](#), Tampa Bay Times (FL)

[Duke Energy Makes Changes, Continues Restorations](#), WTVT-TV (FL)

[Duke Apologizes for Billing Mistakes](#), WTVT-TV (FL)

[Big Brothers Big Sisters Feed Linemen](#), WTVT-TV (FL)

[Duke Energy Customers Frustrated Over Power Restoration Timeline](#), WFLA-TV (FL)

[More Than 100,000 Without Power a Week After Irma, Officials Say](#), WFTV-TV (FL)

[Duke Energy Deploys Drones in Effort to Restore Power After Hurricane Irma](#), WOFL-TV (FL)

[Duke Energy Changes Automated System so Customers Can Reach Customer Service Quickly](#), WKMG-TV (FL)

[Family Vows to Name Baby 'Duke' if They Get Power Restored](#), WKMG-TV (FL)

[Duke Energy Changes Customer Service System](#), WESH-TV (FL)

[Irma Update: 1.4 Million Await Return Of Power](#), South Florida Reporter

[Target 8: Duke Energy Billing Shocks Power Customers](#), WFLA-TV (FL)

[Duke Energy Works to Get Power Restored by Sunday for Residents in the Dark After Hurricane Irma](#), WFTV-TV (FL)

[Power Restored in Most of Anderson Homes](#), Anderson Independent Mail (SC)

[Hurricane Irma Aftermath: Latest Central Florida Power Outages](#), Tampa Patch (FL)

[After Irma: Normal Life Returning In Tampa Bay; Latest On Debris Pickup, Roof Repair, Power Outages](#), Tampa Patch (FL)

[Irma Recovery 6PM Saturday Update: New Tropical Storms In The Atlantic: Port of Key West Reopens; Duke Misses Deadline](#), Miami Patch (FL)

[After Irma: Tampa Bay Residents Consider Insurance Claims, Disaster Aid, Food Distribution, Ice Giveaway And More](#), Tampa Patch (FL)

[Duke Energy Misses Self-Imposed Deadline To Restore Power; Draws St. Pete Mayor's Rebuke](#), Tampa Patch (FL)

[Strongest Irma Winds Locally at St. George Island Bridge](#), Tallahassee Democrat (FL)

### **[Irma Outage Update: 99 Percent of Georgia Power Customers Now With Power](#)**

Macon Telegraph (GA), September 15, 2017

Georgia Power and Georgia Electric Membership Corp. report about 21,000 Georgia customers were still without power because of Tropical Storm Irma on Saturday. Those numbers include 6,436 Georgia Power customers on Saturday afternoon and as of the morning 14,750 customers of the state's electric membership cooperatives. At the peak of Irma, 550,000 EMC customers and 990,000 Georgia Power homes and businesses had their electricity knocked out.

*Tags: Georgia Power Company*

Related coverage:

[Georgia Electric Companies Say Power Almost 95 Percent Restored.](#), Atlanta Journal-Constitution  
[Georgia Power Has Restored More Than 95 Percent of Outages from Irma](#), Atlanta Business Chronicle

[Georgia Power Restores Power to 940,000](#), Electric Light & Power

[Georgia Power: 99% of Customers Have Power Again After Irma Impact](#), WSB-TV (GA)

[Limited Power Outages Remain in Augusta Area](#), Augusta Chronicle (GA)

[How Did We Weather the Storm? You Decide](#), Macon Telegraph (GA)

[Georgia Power Warns of Potential Irma Scams](#), WRBL-TV (FL)

[Electric Repairs 'Rocking and Rolling'](#), Brunswick News (GA)

[Trump Approves Disaster Funds For Georgia](#), Peachtree Corners Patch (GA)

### **[After Irma: Solar Plus Storage - A Small Beacon Of Light In A Sea Of Darkness](#)**

Forbes, September 17, 2017

Winds reached hurricane force, with gusts in his area up to 90-95 miles per hour, enough to take out the grid (as of September 15th at 12 PM, Florida Power and Light indicated that 1,055,000 customers were without power, with 3,400,000 having already been restored), but not to wreak the devastation suffered further south and west.

*Tags: Florida Power & Light Company*

### **[Ameren Sends Second Wave of Workers to Assist In Hurricane Irma Recovery](#)**

The Missourian, September 16, 2017

According to the Edison Electric Institute, Hurricane Irma is likely to be one of the largest and most complex power-restoration efforts in U.S. history. Ameren participates in the electric industry's mutual assistance network through Edison Electric Institute, which means the company is available to help with emergencies in other parts of the country such as Superstorm Sandy in 2012 and Hurricane Katrina in 2005.

*Tags: Ameren Missouri, EEI*

## **Member Company Press Releases**

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### **[Approximately 90 Percent of Customers Impacted by Hurricane Irma Restored: Workforce of More Than 24,000 Squarely Focused on Remaining Customers](#)**

Florida Power & Light Company Press Release, September 16, 2017

Florida Power & Light Company is working aggressively to restore power to the remaining customers affected by Hurricane Irma, and as of this evening, fewer than 500,000 people remain without power.

*Tags: Florida Power & Light Company*

### **[Restoration Crews Continue to Make Progress After Hurricane Irma and Are Now Working Neighborhood by Neighborhood](#)**

Florida Power & Light Company Press Release, September 15, 2017

Thousands of restoration personnel continue working around the clock to restore the remaining customers of Florida Power & Light Company without power due to Hurricane Irma.

*Tags: Florida Power & Light Company*

## **[Power Restoration Times Updated for Florida Counties; Ninety-Six Percent of Pinellas, Pasco Counties Restored](#)**

Duke Energy Corp. Press Release, September 15, 2017

Duke Energy has restored power to more than 1.2 million customers in Florida in four days and continues to restore the remaining 200,000 outages.

*Tags: Duke Energy Corp.*

## **[Power Restored to 99 Percent of Georgia Power Customers Impacted by Hurricane Irma](#)**

Georgia Power Company Press Release, September 16, 2017

Georgia Power has restored power to 99 percent of customers, or 990,000 customers, impacted by Hurricane Irma. More than 8,000 personnel were mobilized as part of the company's restoration effort, including all of Georgia Power's resources, as well as assistance from other Southern Company operating companies and dozens of other companies and assisting utilities.

*Tags: Georgia Power Company*

## **[Georgia Power Restores Power to 95+ Percent of Customers Impacted by Hurricane Irma 48 Hours Ahead of Schedule](#)**

Georgia Power Company Press Release, September 15, 2017

Georgia Power has restored power to more than 95 percent, or more than 960,000 customers, impacted by Hurricane Irma in just four days – 48 hours ahead of schedule. More than 8,000 personnel were mobilized as part of the company's restoration effort, including all of Georgia Power's resources, as well as assistance from other Southern Company operating companies and dozens of other companies and assisting utilities.

*Tags: Georgia Power Company*

## **[Tampa Electric Nearly Complete on Restoration from Hurricane Irma – Update No. 5](#)**

Tampa Electric Press Release, September 16, 2017

Tampa Electric has nearly completed restoration to hundreds of thousands of customers who were affected by Hurricane Irma, and remains on target to restore power to essentially all customers by Sunday night.

*Tags: Tampa Electric*

## **Additional Irma Coverage**

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### **[Irma's Aftermath: Residents Finally Returning to Lower Florida Keys](#)**

CNN, September 17, 2017

Residents of the Lower Florida Keys were finally allowed to return home Sunday morning, more than a week after they were forced to flee the wrath of Hurricane Irma.