

## Final Update: 95 Percent of Customer Outages Restored Since Irma's Peak Just One Week Ago

September 18, 2017

### Key Facts

**Customers Without Power at Irma's Peak on 9/11/2017: More Than 7.8 Million\***  
**Customers Without Power as of 4:00 p.m. EDT on 9/18/2017: About 346,000**  
**Percent of Customers Restored Since Irma's Peak: 95 Percent**

### Things You Should Know Today

- As of 4:00 p.m. EDT on September 18, about 346,000 customers are without power in Florida as a result of Hurricane Irma.
- At Irma's peak on September 11, there were more than 7.8 million outages.
- The electric power industry mounted an industry-wide response to Irma that is one of the largest power restoration efforts in U.S. history. An army of 60,000 workers supported the Irma restoration and recovery effort.
- We know that being without electricity creates hardships and is frustrating. We greatly appreciate customers' patience and understanding as electric companies work day and night to restore power. For those customers who are still without power, please know that companies and crews will not stop their storm restoration efforts until the last customer who can receive power is restored.
- Every electric company has a [detailed plan](#) for restoring electricity safely after a power outage. Once power plants and critical infrastructure are restored, crews move into individual neighborhoods and begin restoration efforts on a street-by-street basis.
- The energy grid is heavily interconnected, and customers may not see lineworkers or bucket trucks. That's because the equipment that needs to be repaired—or what's causing the outage—may be located in another area of the system. In some cases, energy infrastructure may need to be rebuilt in order to restore power, which can delay restoration times.
- In many instances, homes on the same street are served by different main power lines and even different substations. If work is completed on one of the main lines but not the other, it's possible for some neighbors to have power while other neighbors do not.
- Fallen trees and power lines and significant debris damage in the hardest-hit areas are creating significant challenges for crews, including whole trees pulling down power lines and dense vegetation blocking roadways.
- Unfortunately, some customers may not be able to receive power to their homes after it's restored because of damage. Many local codes require that a licensed electrician or a city/county inspector check the system before power can be restored. This will delay the restoration of service for individual customers.

\* Outages measure customer meters impacted, not the number of individuals without power. As the storm unfolded, some customers experienced more than one outage. Customers in Alabama, Georgia, North Carolina, and South Carolina also experienced Irma-related impacts; no significant outages remain in those states.

- Ensuring the safety of customers, communities, and workers is the electric power industry's highest priority. We urge customers to stay safe and to help keep crews safe.
- After storms like Hurricanes Irma and Harvey, there are ways you can help. Visit [www.nvoad.org](http://www.nvoad.org) to connect with a trusted organization.
- Even as the industry continues its response to Irma, we also are monitoring Hurricanes Jose and Maria, now in the Atlantic Ocean.

Visit EEI's [Storm Center](#) for storm updates and resources, and follow EEI on [Twitter](#) and [Facebook](#). Customers also should follow their local electric company on Twitter and Facebook to receive the most up-to-date information in their area.