



# **Understanding streetlights in your area**

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# Numerous teams and projects are impacting FPL-maintained lights every day

## Projects involving streetlights

- FPLES continues to install new lights through new construction. Once these lights are energized, they are turned over to the restoration team for ongoing maintenance.
- FPLES continues to convert high pressure sodium to LED.
- FPL's Storm Secure Underground Program (SSUP) converts select neighborhoods to underground service, which may impact some lights depending on their location on the poles.
- During sea turtle nesting and hatching season, FPL intentionally turns off some streetlights to avoid disorienting turtles near the beach.
- DOT poles & lights are most easily recognized by the aluminum poles. FPL typically does not install lights on traffic signal poles.

**Communication between teams, customers and resources is critical to ensure streetlight maintenance success for our customers**

# Not all lights are maintained by FPL and are a shared responsibility between many groups

## Streetlight Agreements

- **Full Maintenance** – FPL maintains the whole unit
- **Energy Only** – The circuit is owned by the customer and they are responsible to maintain it. FPL supplies the energy *only*.
- **Relamp** – The circuit is owned by the contractor. FPL is responsible to supply the energy and will replace the bulb *only*.
- **Hybrid** - FPL places a light fixture on a customer-owned pole and wiring system. The customer's wiring system could be behind the meter or FPL could provide energy only.
  - Fixture charge, maintenance charge for the fixture only and an energy charge or
  - Fixture charge and maintenance charge for the fixture only

**A comprehensive understanding of streetlight maintenance agreements can significantly improve the accuracy of outage reporting**

# How can I submit a streetlight issue or check on a previous report?

## Reporting a Streetlight Outage

- To submit a new streetlight concern or check on a previous report, please visit [FPL.com/streetlight](https://www.fpl.com/streetlight) or by calling 1-800-4-OUTAGE (1-800-468-8243)
- Be ready to provide:
  - Streetlight's location (address) or 11-digit pole number
  - Problem description
  - Your contact info (name, address, email or phone number)

**Lighting Trouble**

Step 1 / 4: Light Location Search

Please select a search method to locate the lighting facility.

Map Satellite

Address Search

Address

Use My Current Location

CONTINUE

CANCEL

Please select the type of trouble and indicate how many lights are having the same issue.

**Lighting Details**

Trouble with Light

Please select a trouble condition.

How many more lights in a continuous row (or on the same street) have the same issue? Please type '0' if it's just this light.

Number of lights

**Important:** Lights in different areas or with different issues must be reported separately. Only input the number of lights in the same area experiencing the same trouble condition.

CONTINUE

CANCEL

# Continue to capture process improvements to help speed streetlight restorations

## Prevention and Improvement

- **FPL regularly evaluates and measures performance to improve the customer experience by reviewing our process for:**
  - Employee training
  - Technology investments
  - Streamlining procedures
  - Communication improvements.
- **We are continuously evaluating the number of crews working to ensure we have the right resources in the right places at all times.**
- **We have also ensured that our crews always have sufficient materials on hand to complete two weeks' worth of work, with new deliveries arriving weekly.**

**We are evaluating new technologies and applications to help us dial in on restoration needs and make us more efficient now and in the future**

# FPL Streetlight Restoration

## Frequently Asked Questions

- **Q: Will we be able to receive refunds for non-functioning lights?**
  - Yes. Once repairs are made on non-functioning lights, customers may request a refund for the period of time that the light was not functioning. Refund requests can be initiated by calling 1-800-4-OUTAGE, or through your assigned customer advisor.
- **Q: How are you addressing safety concerns due to non-functioning streetlights?**
  - Safety is our top priority. Please call 911 for life-threatening emergencies. To report a dangerous lighting condition, please call 1-800-4-OUTAGE. If you have a safety concern related to a specific streetlight request, please contact your local FPL representative directly. We appreciate your help in keeping our communities safe.

# FPL Streetlight HPS to LED Conversions

## Updates

- **City of Lauderhill signed LT-1 Agreement for conversion of 259 HPS to LED lights February 2025.**

Conversion completed September 2025

- **City of Lauderhill signed LT-1 Agreement for remaining 477 HPS to LED lights November 2025**

Conversion is scheduled to begin end of January 2026  
estimate of 6 weeks to complete