



FPL[®]

Understanding streetlights in your area

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**City of Lauderhill
Jan 26, 2026**

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

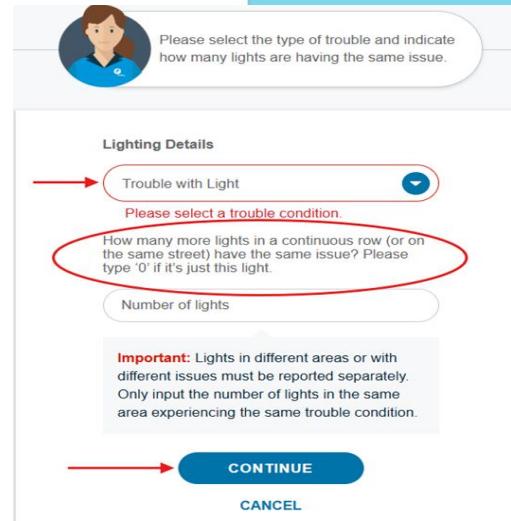
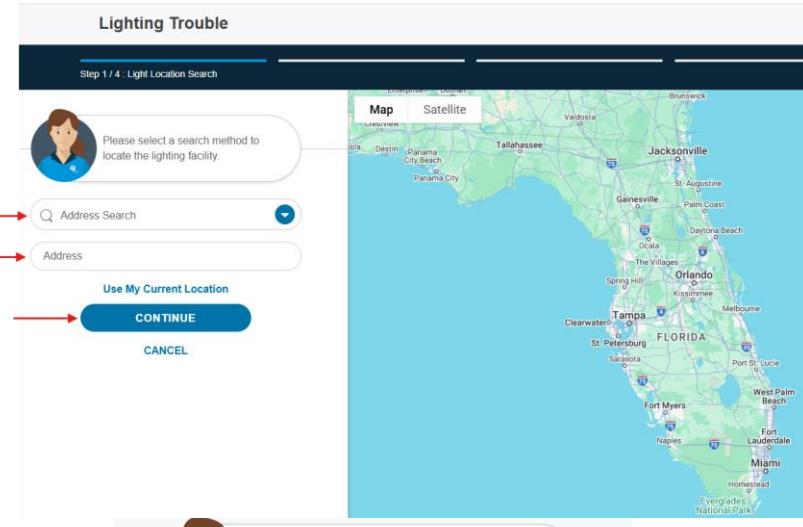
- **Full Maintenance** – FPL maintains the whole unit
- **Energy Only** – The circuit is owned by the customer and they are responsible to maintain it. FPL supplies the energy **only**.
- **Relamp** – The circuit is owned by the contractor. FPL is responsible to supply the energy and will replace the 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 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)



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

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