

# Steps to reconnect residential service after rebuilding from Hurricane Ian

## FPL remains committed to helping customers reconnect service following Hurricane Ian.

Homeowners are to coordinate with their electricians and/or contractors to apply for the installation of electric service and to receive updates regarding the progress and necessary steps for their service connection.

### Homeowners begin here

#### Open a new FPL account

- » Your previous account may have been closed to avoid charges during the rebuilding process. In order to reconnect service, you will need to open a new account online at [FPL.com](http://FPL.com) and select **Start/Stop/Move** service or call 800-226-3545. A deposit may be required based on your prior account status or overall credit history.



- » After completing these steps, service will be restored within 14 business days barring any additional construction required as communicated by your FPL project manager.
- » Account activates after inspection approval and FPL installs service/meter.

### Electricians/Contractors begin here

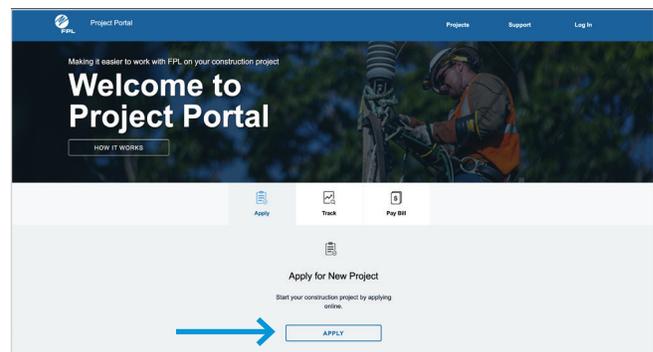
#### Applying for installation of Electric Service

- » Visit [fpl.com/construction](http://fpl.com/construction)
- » To create a project application, select “**Apply**”
- » Log into your FPL Project Portal account when prompted or register for a new account if you don’t have one.

### Project Portal Application – Step-by-Step Guide

#### Providing Required Information

- » After logging in to the Project Portal, please provide the following information:
  - Confirm your contact details
  - Select your role for the project
  - Identify preferred method of contact (email/phone)
- » Provide Project Information and select the following:
  - Project Name: **Storm Reconnect**
  - Project Type: **New Service**



- Sub Project Type: **Other**
- Service Required Date: Enter requested date for electric service. FPL will attempt to meet this request; a representative will contact you with more information and expected date of service.
- Additional Information: indicate **Overhead or Underground** service and provide your **electrician’s contact information**

- » Additional Project Information: Answer questions that are applicable
- » Provide Project Billing Information: Enter information for any construction costs that may be applicable or select “Skip for Now”
- » Provide Project Address
- » Review Application: Confirm information is accurate and click “Submit”

#### Next Steps

- » An FPL project manager will review your request and respond within 5 business days. At that time, the project manager will communicate all information on construction steps needed, any associated costs and provide an estimated date for service connection.
- » Before FPL can connect service, you must have an open FPL account and your home must pass any inspections required by your local jurisdiction.