



# FPL's Commitment to the City of Cocoa Beach

Florida experiences some of the nation's most challenging weather. FPL delivers more than 99.98 percent service reliability, which is among the best in the country. FPL continues to focus on improving reliability and storm preparedness and in Cocoa Beach alone since 2006, we have inspected all of the approximately 2,500 poles for strength and health, trimmed tree limbs and branches along approximately 145 miles of power lines and inspected 14 main power lines in and near Cocoa Beach using special infrared technology called ThermoVision to detect and address issues in power lines and equipment before they become problems or outages.

To see a detailed map of recent improvements in a neighborhood, customers can visit [www.FPL.com/maps](http://www.FPL.com/maps).

## Residential Customer Care Center

TOPIC	CONTACT / WEB	PHONE MENU PROMPT(S)
Power outage	8004OUTAGE (800-468-8243) <a href="http://www.FPL.com/outage">www.FPL.com/outage</a> or <a href="http://www.FPLmaps.com">www.FPLmaps.com</a>	1-1
Streetlight concerns	8004OUTAGE (800-468-8243) <a href="http://www.FPL.com/streetlights">www.FPL.com/streetlights</a>	1-3
Tree concerns	800-226-3545 <a href="http://www.FPL.com/trees">www.FPL.com/trees</a>	1-4-0
Bill amount and payment matters	800-226-3545	1-2
Bill higher than expected	800-226-3545	1-2-4
Damage claim	800-226-3545	1-4-0

## Business Customer Care Center

TOPIC	CONTACT / WEB	PHONE MENU PROMPT(S)
Power outage	8004OUTAGE (800-468-8243) <a href="http://www.FPL.com/outage">www.FPL.com/outage</a> or <a href="http://www.FPLmaps.com">www.FPLmaps.com</a>	2-1
Streetlight concerns	8004OUTAGE (800-468-8243) <a href="http://www.FPL.com/streetlights">www.FPL.com/streetlights</a>	2-3
Tree concerns	800-375-2434 <a href="http://www.FPL.com/trees">www.FPL.com/trees</a>	1-0
Bill amount and payment matters	800-375-2434	1-2
Bill higher than expected	800-375-2434	1-2-0
Damage claim	800-375-2434	1-0