

## Vegetation, Wildlife & Reliability

## Update

# Your Role in Preventing Unnecessary Outages

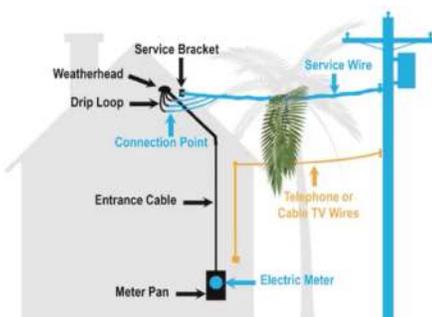
Hurricane season is upon us and with it our annual reminder to prepare your homes and business for storms. During every storm, our crews are sheltered nearby and ready to be mobilized as soon as conditions are safe for them to restore your power. As our crews go block by block restoring power, it is possible the power could be restored to your neighborhood and yet you may still be without power. This could be due to damage to the equipment attached to the side of your home or business, which is your responsibility to repair.

Damage to the equipment attached to your home or business, and the service line connecting your home or business to the nearest utility pole, is often caused by falling trees and branches. To help us quickly restore your power after a storm please use the diagram below to visually inspect your service line after a storm has passed and check that all attachments marked as yours appear undamaged. If there are any signs of damage, such as wires or conduits hanging off your home, you will need to contact a licensed and insured electrician immediately to make the repair. Do NOT attempt to make repairs yourself or touch any part of the electric service as this could be extremely dangerous!

As soon as the storm winds and rain subside and it's safe to work outside our electric crews will begin restoring power to the largest numbers of customers in the quickest period of time. This means that if there is damage to your service shown in the "What's Yours" category, they are required to move on to the next customer until you have had the repairs done. This could add long delays to the restoration of your power, which would be unpleasant for you and us. The best way to avoid damage to the equipment attached to your home or business is to keep all trees and foliage trimmed to have at least 5 feet of clearance from your service line to any tree, branch, or palm frond. Many customers are unaware that they are responsible for keeping their service lines to their home or business clear of limbs and foliage. We are only responsible for trimming between our poles and a few feet around our transformers. If you need to trim around your service line we will gladly send someone to shut off your power temporarily (at no cost to you) so the work can be performed safely. We prefer that you give us a few days of notice using our on-line outage reporting form, but if you find yourself trimming on a weekday or weekend give us a call at 561-586-1695 and we will try to send someone to you as quickly as possible. We are here every day! Following the above advice will help prevent outages and make it possible to restore your power at the same time as your neighbors.

## What's Ours, What's Yours?

A Checklist for every homeowner following a storm-related outage.



- Black** This equipment and these wires are your responsibility
- Green** Trees effecting your service wire are your responsibility
- Blue** This equipment and wires are our responsibility
- Yellow** These wires are the responsibility of the service providers

- **TO REPORT STREET LIGHT PROBLEMS AND ELECTRIC OUTAGES:**  
<https://outage.lakeworthbeachfl.gov>
- **TO SEE OUTAGE MAP:**  
<http://bit.ly/LWBOutages>
- **TO VISIT OUR NEW PAYMENT PORTAL:**  
[www.lakeworthbeachfl.gov/pay](http://www.lakeworthbeachfl.gov/pay)
- **TO APPLY FOR UTILITY SERVICE:**  
[www.lakeworthbeachfl.gov/apply](http://www.lakeworthbeachfl.gov/apply)
- **TO EMAIL CUSTOMER SERVICE:**  
[apply@lakeworthbeachfl.gov](mailto:apply@lakeworthbeachfl.gov)

## Wildlife Impact Stats

### We are reducing our wildlife-related outages

Wildlife coming in contact with electrical equipment is a major source of outages everywhere in the country, but especially here in Florida where climbing and avian species thrive year-round. Clearing vegetation and trimming back trees and branches helps reduce pathways for wildlife to reach our wires, as do animal guards designed to make climbing and roosting difficult. Your Lake Worth Beach Electric Utility team has deployed thousands of devices on our poles to help prevent outages, as well as significantly increasing tree trimming and vegetation management efforts. Our efforts are yielding reductions in outages, a goal we all share!

#### Lake Worth Beach Outages 2020 Due to Animals & Vegetation

Lizards



28 Outages

Birds



6 Outages

Other



3 Outages

Vegetation



51 Outages