



Gulf Power®

Frequently asked questions

For more information please visit GulfPower.com/storm.

How is power being restored following a hurricane?

We work to return service to the largest number of customers in the shortest amount of time. Simultaneously, we restore power to electrical lines and equipment serving facilities that are critical to the community, such as hospitals, police/fire stations, water treatment plants and emergency broadcast centers. At the same time, we work to restore service to the main thoroughfares that host supermarkets, pharmacies, gas stations and other needed community services. We repair the infrastructure serving neighborhoods, converging on the hardest-hit areas until every customer is restored. Please know that Gulf Power employees are working around the clock to restore power safely and as quickly as possible.

Is there priority given to certain facilities or locations during a widescale restoration?

After facilities that make and move power are repaired – power plants, transmission lines and substations – the focus shifts to main lines that serve major hospitals and 911 centers, in addition to those facilities serving critical functions such as emergency responders, water treatment plants, transportation providers and communication facilities. At the same time, we work to return service to the largest number of customers in the shortest amount of time – including service to major thoroughfares that host supermarkets, pharmacies, gas stations and other needed community services.

What do you mean by “those able to accept power”?

Some homes and businesses are so damaged that crews are unable to connect power. If your home's electrical connection is damaged and repairs are needed, please call Gulf Power at 1-800-487-6937 and a representative can help you determine if your home or business can receive power.

Everyone on my street has power but me. Why?

First check breaker. Most likely, either your service line from the pole is disconnected or your home has damage to your weather head mast or meter box. That equipment is your responsibility to repair. If the breaker is ok, please call Gulf Power at 1-800-487-6937 to report your outage.

Why did my power come back on and then go off later?

There are several reasons why your power can go off temporarily after restoration. Power to your area may have been shut off in order to safely restore service to other areas or there may have been residual damage that occurred such as a tree limb falling on a power line.

Why don't I see trucks in my neighborhood?

Gulf Power works 24/7 to restore power to customers following a storm event. Often we have additional crews from our sister company, FPL, and other electric utilities to help restore power safely and as quickly as possible. After generation facilities that produce power are restored, we focus on the main lines serving critical functions and community services. At the same time, we work throughout the region to restore the largest number of customers as quickly as possible until restoration is complete. Even if you don't see a crew in your neighborhood, that doesn't necessarily mean Gulf Power isn't working to restore your area. Your outage could be caused by something further away from your street or area that we must repair first before being able to bring power back to your home or business.

Sometimes I see crews parked. Why?

Some of the reasons why there may be a crew parked are that they may have finished their prior assignment and are reviewing their next assignment, they may be requesting additional equipment and materials, or they may need to wait for electrical switching to occur to make the line safe or energize the line.

Why are crews leaving my neighborhood when power is still out?

The crews may need to pick up more supplies to continue restoration, conditions have become unsafe, or repairs are still underway to other portions of the system, such as transmission lines or substations.

There is a lot of damage in the area, including downed lines in my neighborhood. Am I able to move these or do I need to wait for trained personnel to assist?

Stay clear of areas where there is a lot of debris or downed trees because they could conceal an energized power line. Also stay clear of chain link fences which may be energized if touching a downed line. Treat any downed line as if it is energized, you can't tell by looking if a downed line is live or not. Telephone or cable television wires that are touching a power line could become energized and should also be avoided. Call 1-800-487-6937 to report the location of any downed lines.

Standing water (puddles from flooding) may be energized from a downed line. Be careful not to touch or step in water near where a downed power line is located. If a downed line is near water – even a small puddle – keep well away.

Don't attempt to repair the electrical system or pull tree limbs off lines. Let our trained crews perform this potentially dangerous work.