



401 South Park Avenue • Winter Park, Florida 32789

407-599-3234 • 407-599-3436 fax
cityofwinterpark.org

**Office of
the Mayor**

October 3, 2022

To all who live and work in Winter Park,

I want to thank all of you for your resilience and patience during Hurricane Ian, one of the most challenging storms and flooding situations to ever hit Winter Park.

I am pleased to report that as of October 2, at 1 p.m., all Winter Park electric customers whose outages were reported and repairable by city electric crews were restored. On the evening of September 28, sustained winds and torrential downpour from Hurricane Ian pelted our city and was unlike anything we have ever experienced.

At the height of the storm, approximately 3,800 electric utility customers were without power. In comparison, during the peak of Hurricane Irma in 2017, more than 9,000 customers were out of power. This difference in power outages from 2017 to 2022, and the city's ability to respond quickly, is due to the city's commitment to underground its powerlines that began in 2008, three years after the city acquired the utility in 2005.

Our residents are in good health. Our roads are passable. We have much less wind damage and debris than Hurricane Charlie, and our water supply is secure.

The Commissioners and I thank our city team for their extraordinary service. Our Emergency Operations Center Incident Commander was Assistant City Manager Michelle del Valle. Thanks to their work and preparation, we responded well to emergency calls and outages into the night until wind speeds and conditions became unsafe. When the weather conditions improved, the city and their contract crews sprang into action.

Your City Commission held an emergency work session on September 30, at 2 p.m., to evaluate the damage and map out the best way to recovery. Our City Manager Randy Knight has a plan to finish the outstanding recovery items and to document our performance for the next episode. This is the first time Winter Park has really had to address such extensive flooding and I am pleased to say that we performed well.

That's the good news.

The bad news is that we received 12-18 inches of rain (by some measures a 500-year storm). Our lakes have risen to historic high-water levels. Because of storm and lake water intrusion, our sewer pumps are working overtime.

Tragically approximately 30 homes were inundated with water and are beginning the long process of recovery. Much of the community is dealing with the sewer overflows caused from the storms.

For residents affected by flooding, the best course for those without flood insurance is to contact FEMA. Randy Knight has asked Office of Management & Budget Division Director Peter Moore to lead the effort on making information available and to suggest ways to get resident's homes dry as fast as we can. Please access cityofwinterpark.org/hurricanes for the document titled "[FEMA Emergency Household Assistance Program](#)" that offers more information about this program.

For areas affected by sewer overflows, we expect those overflows to stop as the lake waters come down. On October 2, we believe that the Chain of Lakes peaked and the other lakes such as Lake Killarney and various retention ponds peaked shortly after the storm left on the afternoon of September 29.

We ask for your help in getting us back to 100%. These actions will help your neighbors and our community recover:

- If your home flooded, please access [FEMA Emergency Household Assistance Program](#) for information as it relates to home repairs.
- If you are in the vicinity of sewer overflows, contact your insurance company, avoid wading through standing water, avoid swimming, wash your hands, and dispose of or leave dirty shoes/clothing at the door. Please email messagecenter@cityofwinterpark.org so that we can maintain a list of affected persons for specific updates.
- Be aware that our lakes are closed for now. The wakes from boats and jet skis can create damage to flooded homes. In addition, overflows from sewer systems can contaminate lakes with fecal coliform and E. coli. The Lakes Division is sampling for contamination.
- High water may come in contact with a power supply that could electrify the water. Submersed docks are not only a navigational hazard, but they can also become unsafe due to live power. Please disconnect power to submersed docks and irrigation pumps as well as any other power sources that may come in contact with floodwaters.
- Minimize water usage indoors and outdoors to allow the sewer system to catch up.
- Properly place your storm debris curbside. Information related to debris pick up can be accessed at cityofwinterpark.org/hurricanes.
- Continue to report hurricane-related issues to messagecenter@cityofwinterpark.org.
- Sign up for the city's email system at cityofwinterpark.org/citEnews and follow us on [Facebook](#), [Twitter](#) and [Nextdoor](#) for city-related updates.
- Access the city website at cityofwinterpark.org/hurricanes for reopening and all other hurricane-related information.

I know your city teams have been working overtime. Please thank them for their efforts. The Commissioners and I appreciate the opportunity to serve. Feel free to connect with us at MayorandCommissioners@cityofwinterpark.org.

Sincerely,



Mayor Phil Anderson