

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : C Graham Berwind III

Electric Utility Provider : Florida Power & Light

Zip Code : 33301

Category : Power restoration time

Comments : Our power went out the Thursday before the storm for 6 hours, then went out the day of the storm for 7 1/2 days, then went out 3 days after being restored for yet another 2 days. FPL had a total of 6 different teams working on the issue at various times, but knew nothing about what the other teams had tried. I informed all the teams that I knew where the issue was - before, during, and after the storm it was always at the same power pole. When using the app it noted at several various times that our power had been restored even though it hadn't. That required filing yet another outage report - I was never able to reach a live person at any point. We are fortunate to have a generator, but the inability to reach a live person was frustrating. Also, the fact that none of the teams coming out to try and restore power (4 in one day!) had any clue what had been tried by previous teams was not at all helpful.

Thank you.