

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Annie Leffers

Electric Utility Provider : Florida Power and Light

Zip Code : 33314

Category : Power restoration time

Comments : I lost power for 9 days for hurricane Irma. In fact I lost power on Saturday morning before the storm even hit Fort Lauderdale. Additionally, I was charged a daily service amount by FPL during the 9 days I did not have service. On 10/10/17, I requested this money to be refunded to my bill and it was not. I know it's illegal to charge for services that were not rendered but FPL refused to refund me. I also requested to speak to a supervisor regarding the issue and there were none available nor did I get a call back. According to the FPL website, there has not been ANY enhancements nor improvements done in my area ever! What am I paying so much money for every year when FPL is basically waiting for a disaster to literally steal my money! This is the biggest scam I've ever encountered in my life!