

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Kevin DeYoung

Electric Utility Provider : FPL

Zip Code : 33067

Category : Power restoration time

Comments : Experienced a 5 day downtime. Communication as to restoration was terrible, the website was inaccurate and inaccessible at times. Press conferences were spin doctoring the reality into some bizarre good news (military operation being deployed). While close to \$3B in fees were collected to prevent outages its now being framed by FPL as a "hardening" of the infrastructure to get customers up faster. It is now being disclosed that this monopoly will request additional fees for clean up, restoration, etc. Please hold this company accountable for its poor communication to the public, it's excessive downtime post event and request an audit of where this \$3B was spend since Irma. Distressed communities desperate for power and attempting to hold FPL accountable were embarrassed publicly through FPL press releases as being entitled. I fear due to this organizations strong political lobbying and campaign contributions they will get a pass. Please represent us the public and take them to task.