

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name :

Electric Utility Provider : Florida Power and Light

Zip Code : 33428

Category : Information provided by electric utility provider after the storm

Comments : Our power went out before the storm started, at 3:45 PM, SATURDAY, September 9! From that point on, FPL officials chose to continuously lie to residents in my development. Then, on Friday, September 15, FPL restored power to less than half of our development and drove away. After numerous calls from residents in this development, FPL intentionally cut off communications with anyone calling on the English language hotline. Someone had to call in on the Spanish language hotline for them to finally pick up the phone. At that time, we were informed that our outage was NOT hurricane-related, and our power would be fixed by Tuesday, September 19. However, phone calls were made by individuals with money and power on our behalf. It was those phone calls that finally spurred FPL into action...amazing what the threat of negative, NATIONAL publicity does to the company's sense of urgency! The fact that FPL used this incident to continue class warfare is entirely disgusting!