

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Robert Glickman

Electric Utility Provider : Florida Power & Light

Zip Code : 33019

Category : Other

Comments : It took one week, 7 days to get power restored. Contacting FPL was useless as we had no power, no internet and if you were fortunate to have a landline, you could not get any information from FPL other than there is a power outage in your area. There was no one to speak to and no way to report downed power lines. What a joke!

FPL keeps giving us special assessment charges for past storms and they claim they are hardening their equipment. They went to wireless metering, so they should know where the problems were but it did not seem to make a difference and the time to restore power for such a little storm in Hollywood, seemed to take forever.

I have one other comment. Why does FPL spend money on advertising their product when they are a monopoly? They could be saving this money and passing it on to their customers. We, the customers, are footing the bill for FPL to be in business. They need some competition. They take unfair advantage of their customers and we basically have no say.