

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Rafael Arteaga

Electric Utility Provider : Florida Power and Light

Zip Code : 33312

Category : Information provided by electric utility provider after the storm

Comments : A tree fell on my apt roof on 9-8-17. causing a large hole from a branch and water poured in, collapsing the ceiling. I called FPL several times to have a crew over to turn the power off for 30 min so i could have the tree branch cut down since it was hanging off a power line. The power was off for a week the removal crew stated they needed FPLs permission to cut it down. I called 2 times a week as it rained off and on, flooding my apartment more. FPL finally cut the power and allowed a crew to cut the branch on Oct 4, 25 DAYS after the storm passed. all the while rain continuing to damage my apartment. I live pay to pay and yes i have renters insurance, the 1000 deductible and the items they excluded is to the point that i am nearly homeless. I also slept in my car for 11 days as hotels were priced out of my range due to high occupancy. adding insult FPL advised that I keep my a/c low to prevent mildew so i have a high bill to pay! An answer or callback would have helped