

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : carol GOFF

Electric Utility Provider : Vero Beach Utilities

Zip Code : 32966

Category : Power restoration time

Comments : I was renting an apt. at Lexington Club, an over-55 community, located at 6885 20th St. in Vero Beach, FL during Hurricane Irma. My apt. was on the second floor facing west. On Friday, 9/8/17 management left the premises, the elevators were closed down, and on Sunday, 9/10/17 the lights went out -- in the hallways, in the fire stairwell (the only way to get outside), and we were left to fend on our own. Several residents went to shelters. I did not. We sweltered for FOUR DAYS in this situation. No one offered ice, or cold water. No management came back to check on conditions. On 9/13/17 the FIRE DEPT. came in and got the power turned on with a phone call. THEN the sheriff's deputies came by with a bottle of cold water and a sandwich. During the outage, I drove to Publix on 9/13 when they finally got ice and bought a 20 lb. bag to CARRY UP THE 19 fire stairs and down the hallway IN THE DARK to my hot humid apt. I am 82 yo and no one helped me. The Fire Dept. was apparently checking all