

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Lilliam Olivares-Valdivia

Electric Utility Provider : FPL

Zip Code : 33145

Category : Power restoration time

Comments : We were out of power since the Friday, before Irma arrived in Miami, FL. When I contacted FPL for the power outage at 6:45 AM they told me the the power would be restored before 11:45 AM! A repairman showed up almost at the set time and went up a pole and started to try to restore the service, However, he was called by his supervisor to call off the repairs and go somewhere else. He asked for an additional 5 minutes to finish the restoration and his supervisor and foreman said NO, leave immediately! Then of course Irma hit and were without power for an additional 9 days! Unfair, I think so! Then no credit have been given and the current bill is even higher than normal after all those days without power!