

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Diane Jacobs

Electric Utility Provider : FPL

Zip Code : 33143

Category : Power restoration time

Comments : We were without power for 9 days following Hurricane Irma and of course lost all of our food in the refrigerator and freezer. Due to evacuation, the power was out for several days before we could return. I felt the length of time to restore power was excessive for a storm of the magnitude of Irma. Also, power once restored went out just a short time afterwards and I was told that the ticket was closed once the power was restored and I would have to report it out all over again and that they couldn't reopen the ticket as they had already moved on to another job. I also was reporting a downed line at a home in the neighborhood where no one was home and power that had been restored for 1 day to an elderly neighbor and then the power went out again. The person I spoke to at FPL was not helpful and tried to compare our situation to that of Puerto Rico and that I should be thankful I didn't live there. The experience was not a good one and the supervisor was not helpful at all.