

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Kristine Rollings

Electric Utility Provider : Florida Power and Light

Zip Code : 34232

Category : Power restoration time

Comments : I was without power for 10 days (9/11-9/21) caused by damage to the underground box. The repair was delayed by days due to communication failure within FPL and flaws in FPL's outage reporting system.

The communication failure within FPL is obvious: FPL discovered the underground damage Monday 9/18. It was confirmed Monday afternoon 9/18 and twice Wednesday 9/20 yet somehow FPL dispatched the wrong crew to repair it. It was finally repaired 9/21 after I went to Robarts Arena two days in a row to address the problem with the highest ranking representative there. The flaw in FPL's outage reporting system is somewhat vague: My outage should not have been combined with my neighbors outage. I shouldn't have had to file a new outage report 9/18 when my neighbor's power was restored and mine was not. Further, my outage ticket data should have rolled over into the new outage report so the information was complete and accurate.