

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : William Atkins

Electric Utility Provider : Florida Power (FPL)

Zip Code : 34239

Category : Information provided by electric utility provider after the storm

Comments : When our power went down towards the end of the heavy section of hurricane, I used an iPad with a cell connection to report the outage online. Using a cell phone and risking battery depletion during a long period on hold was not a good option. I entered my information, but the only acknowledgement you received, was that they already knew power was out in your neighborhood. There was no option to report any detail about the outage. There was a link to another page where a few simple details could be noted, such as a tree down on the line, but this was restricted to first responders. I found this insulting. First, I wasted my time making a report. Second, the idea that a first responder was going to happen down my dead end street during a storm is absurd. This system of outage reporting is useless during a hurricane and is little more than weak attempt at placating customers.

It would seem like a simple checkoff list of common problems that might readily be observed by custom...