

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Dolores Baldwin

Electric Utility Provider : EM873 - Ocala Electric Utility

Zip Code : 34480

Category : Power restoration time

Comments : In my neighborhood all power was restored in 3 days except us which took 8 and 1/2 days. On 9/11 a tree fell on our house causing major damage to our roof, also damaging the electrical box. We had the tree removed 9/13 and also contracted an electrician to do any necessary repairs regarding the electrical box which he did and advised us to call Ocala Electric so they could come out and do what was necessary on their part. I contacted them on 9/13 with this information. They sent an inspector out 2 days later and said everything looked OK and our power should be restored that day. It was not. Repeatedly I made phone calls to Ocala Electric getting the same redundant recorded message that there were NO reported power outages in my area. This was a lie as WE were without power. Finally the following Sunday evening 2 people from the utility came and told us they did not have the necessary equipment to fix it but would return the following day. They came back Monday and fixed it.