

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : MICHELLE Migdal

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 33446

Category : Other

Comments : We lost power during the hurricane for 7 days. They have three separate lines going into our development of sixty homes. Half the development had power after three days. This restoration took too long.'

I would also like to let you know that we have received unfair service from Florida Power and Light in the past. Our development only has 60 homes and the power goes out from a slight wind. If the power goes out, so does the cable and wifi. Since I work at home on the computer, I find it very frustrating to constantly have power outages. We receive the standard answer from FPL that the power will be restored within four hours, and it usually is restored. However I lose four hours of work time and money because of this delay. We would like the utility to upgrade the services in this area and determine why we have so many outages.

Thank you.