

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name :

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 32934

Category : Information provided by electric utility provider after the storm

Comments : Hurricane Irma, power out 6 days. Surrounded by areas north, south, east & west with power before our street. No option to email FPL, so sent letter 9/21, no reply; sent again 10/26; complaint to PSC on 10/28. Edwin, customer service, called week of 10/30, asked if I called FPL? No, I wrote a letter because no option to contact thru FPL website/email, his response he thinks they never got it, repeatedly told him sent 2 letters. Told me the Juno Beach office is large, did I address it to an executive? So to Edwin (who had no answers to my original letter) it was my fault for not calling & for not sending to an executive! Edwin said someone from my area will call. End of week of 10/30 spoke to Sean, engineer lead, who also could not advise why our street was isolated without power. There was NO action on FPL's part UNTIL I contacted the PSC. That resulted in TWO employees contacting me yet neither had an answer. Must be true this single street was forgotten, neglected & isolated.