

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Tony Miragliotta

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 34293

Category : Power restoration time

Comments : After hurricane Irma we were without power for 10 days. Whenever we contacted FPL we were informed that our power restoration was ongoing and would be resolved soon. We were so frustrated that we stopped a utility truck passing our house to ask them what the situation was. They checked and told us their records showed that our power was restored. Obviously FPL was issuing a standard statement to whoever had no power without ever checking. If we hadn't stopped that truck FPL would have still thought that we had power and who knows how much longer it would have taken to restore.

We also have a PV panel array on our house, but are unable to use it during a power outage because Florida regulations do not allow us to operate the system off the grid. I understand this could be a danger to repair crews but a simple disconnect from the grid would solve this problem.