

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : ruth chatilovicz

Electric Utility Provider : fpl

Zip Code : 33404

Category : Information provided by electric utility provider after the storm

Comments : We had no power for 5 days from Sunday night 9-10 until it came back on about 3-4pm Friday 9-15.

Called the FPL outage number to report outage and had to answer voice prompts not able to speak to anyone each time I called. Ticket made 9-10 and was notified on their FPL site that my power was restored two times during week when it had not been. Had to call again each time and go through voice prompts again to let FPL know my service was still out so new outage ticket could be made. Never able to get person to discuss issue.