

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name :

Electric Utility Provider : Florida Power and Light

Zip Code : 32908

Category : Power restoration time

Comments : I realize Hurricane Irma was a major hurricane, and many people lost their power, some for longer periods of time than us, but that is no excuse for the way power was restored in our neighborhood in Palm Bay, Fl.

Our electricity went out on Sat. night, and was restored in less than 4 hrs.

It went out again Sun. morning at 10am, and wasn't restored until 5pm on the following Fri. morning.

Most of our neighborhood (approx. 90%) got their power back on Wed. morning, we didn't get ours back until late Fri. afternoon.

The fuses that blew on the pole on Sat. night, then again on Sun. morning, prior to the Hurricane striking our area, late Sun. night, early Mon. morning, were not reset on Wed. when the power was restored to the rest of the neighborhood, here in SW Palm Bay, but were reset 2 days later, on Fri. afternoon/evening.

FPL couldn't explain why we lost our power twice, before the Hurricane struck, when no one else in the neighborhood did, and why it was last to be restored.