

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name :

Electric Utility Provider : Florida Power & Light

Zip Code : 33133

Category : Information provided by electric utility provider after the storm

Comments : Not only did it take FPL 11 days to restore my electricity but the information they provided was close to useless. They imposed an unachievable Sunday deadline to restore all of Miami-Dade's power. This deadline became Monday and then Tuesday. Calls to FPL were not helpful because all they did was read to customers the generic deadline on their website with no specific dispatch patterns. The PSC needs to require real-time outage maps and should also ask utility companies to provide a better idea of when utility crews will be dispatched to certain neighborhoods. FPL's system folded to this storm and it's on the Commission to ensure that the last two rate hikes are used for some form of system hardening.