

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Anne Cunningham

Electric Utility Provider : FPL

Zip Code : 33486

Category : Power restoration time

Comments : On September 10th, 2017, I reported a complete power loss at my home. I also explained what a dangerous situation I had since the overhead powerline from the pole to my roof was completely disconnected and laying in the yard. From that date forward until I was given nothing but the false or misleading information from FPL. They kept closing every ticket and it was incumbent on me to call back and re-report the entire issue. This went on for eight days, While my neighbors were receiving power, I had a live power wire in my yard. Daily calls to FPL representatives said they had no way to contact dispatch to report the severity of the situation and opened a new ticket. Finally on Sunday an 9/17 FPL arrived and told me a repair man said that we were lucky no one was electrocuted. I found this appalling that they could not respond to this very serious problem for 8 days. The misinformation and the total lack of concern for our welfare I found unacceptable from FPL.