

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Virginia Frazier

Electric Utility Provider : FPL

Zip Code : 34953

Category : Other

Comments : Multiple comments: Total power loss time was 58 hours. Outstanding considering high volume of outages. Communications on FPL app were current and informative during that time. Potential improvement is to convert existing homes to underground utilities or provide a more timely response to tree trimming requests. Their hurricane plan was in place and it was effective. Pre arranged out of area support was amazing. 2004 Frances and Jean total power outage of about 25 days total. Excellent job on lessons learned, preparedness and response. Unrecognized community heros!