

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Shirley Schiavone

Electric Utility Provider : Florida Power & Light

Zip Code : 33062

Category : Power restoration time

Comments : My power was down from Friday, Sept. 8, 2017 (approx. 10:00 to 10:30 pm) and was not restored until Wednesday Sept. 13, 2017 in the morning. Like everyone, I lost food, was without air conditioning, light etc. I understand that but I question the length of time to restore power as I live on Federal Hwy in a large condominium complex.

The bill I received for the period of the hurricane was higher than the previous bill. My call to FPL met with no justifiable reasons or adjustment. They said that I had a slight increase in KW hours per day. This was with no power for 5 days and no change in my daily use routines.

I believe there is an error in their billing procedure and they should be investigated. I spoke with another person in the building and their bill also increased.

They claim their service is reasonable but this is not. An increase during a billing period with extended power outage is not reasonable.