

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Richard Kayfetz

Electric Utility Provider : Florida Power & Light Company

Zip Code : 33187

Category : Other

Comments : Several months ago, a line crew "upgraded" the tie-in connecting the lateral with the main line at the end of the street. It consisted of a 10-12-inch piece of single-strand copper wire. Needless to say, during the latter stages of Hurricane Irma, that piece of copper wire broke during the flexing of the main line and lateral line. When I realized that broken piece of copper wire was the only thing preventing restoration of the electricity on my street, I notified Florida Power & Light Company and specifically identified the corrective action required. I am approximately three blocks from the local substation, so I found Supervisor Geno, Hurricane Resppnse Team, and informed him of the problem and how it could be resolved in less than an hour and thereby restoring electricity to the 12 families on my street. After one week of inaction, I called Florida Power & Light Company and closed my account; six line trucks repaired the problem by 9:00 AM the following morning.