

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Karen Klukiewicz

Electric Utility Provider : FPL

Zip Code : 34109

Category : Information provided by electric utility provider after the storm

Comments : I had used the FPL app to track power outages prior to Irma, so I believe I understand how it was supposed to work. I used it after Irma to track my outages at home and my office. The fact that FPL showed my tickets (and everyone else's that I spoke to) as In Progress gave me false hope. In prior instances that meant that a resolution was near. In this case it meant 11 days of wondering when it would happen. There was even a time that it said that the ticket was completed at my office so I made a special trip, using precious gas, only to find that there was not power anywhere near my office. Showing all open tickets as In Progress was cruel punishment on top of an already unreasonable situation. Their performance in SW FL was horrible. The fact that so many "special" electrical runs had to be manually turned on, many of which were undocumented except to property owners, is unconscionable. They need to pay to get their infrastructure up to much higher standards.