

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : maryann Higgins

Electric Utility Provider : FPL

Zip Code : 34233

Category : Information provided by electric utility provider after the storm

Comments : My daughter who lives with me is registered each year for the Medically Essential Service Program but I didn't see any indication of this in terms of a priority in power restoration after Irma knocked out our underground power. I called to report the outage more than once & got no information relative to how long to expect power loss. All I ever knew was what I read in the newspaper. FPL should have a hotline we could call. All I ever got was a recording that did not give specific information about our expected return of power. It was impossible to make alternative plans because the power could come back on without warning in an hour or many, many days. Surely in this day of modern technology FPL has a way to track where they are working & where will be next. People registered for Medically Essential Service should be notified by phone or text constantly until power is restored. In some cases this could be life or death. This was only a category one or less storm--I fear worse!