

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Steven Rich

Electric Utility Provider : FP&L

Zip Code : 33484

Category : Information provided by electric utility provider after the storm

Comments : Hurricane Irma was the first hurricane I have experienced. I was without Electricity for 3 Days. My neighbors across the street from me & in Boynton Beach were without electricity for less than 24 hours.

I heard Govenor Scott & the Representative of FP&L tell its customers to use their APP for up to date information. I entered my information into the app which crashed the next day. It was up & running within 24 hours when I was still without electricity. FP&L was supposed to notify me when Power was restored to my house. I left my home for a couple of days & when I returned I was told by neighbors that the electricity was back 2 days earlier. The APP kept telling me that the electricity was not restored & a crew was working on it. The APP never said that the electricity came back on!!!!!!i