

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Richard LeGore

Electric Utility Provider : FPL

Zip Code : 34208

Category : Power restoration time

Comments : I am a renter. I tried to call FPL to report my power was out. They required either my account number OR the telephone number associated with my electrical service. I could not provide that, because I do not have this information. My landlord is located in Arizona and apparently owns several thousand rental homes. Their policy is to arrange for utility service in all of their rentals, and then they bill us, their tenants, for the service monthly. Therefore, all service in in the landlord's name (Progress Residential Property), and they refuse to provide me with the information because it is "proprietary information." Result was that FPL refused to accept my outage report. Why in the world can they not accept my report based simply on my street address??? This was an extremely frustrating exercise, and in my mind, totally unnecessary.