

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Maria Voyer

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 33433

Category : Power restoration time

Comments : It took FPL 5 days to turn the power back to us. I saw FPL trucks in our area more than once and when I asked why everybody around but us had power they just said that my small area was not in their schedule for the day. One of the FPL crew members even got rude and unpleasant when we asked when was our power going to be back. We also called many times and FPL said that the power was going to be back before Sunday (we lost power on Monday), and that was the best estimate they could give us. Needless to say, I was very frustrated with the way FPL handled hurricane Irma recovery efforts .