

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Yuniel martinez

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 33054

Category : Information provided by electric utility provider after the storm

Comments : After Hurricane Irma and spending 12 days without power in Dade County, FPL sent a bill for 588 stating a deposit amount needs to be collect because of late payment that was submitted. Yes, it was late due to Hurricane Irma. No power, no internet! Now they refuse to work with us, remove the outage deposit amount, plus the new bill which is during Hurricane Irma power outage is higher than the prior month. How is that possible when we had no power for 12 days. Furthermore, we been calling and because of Hurricane Irma they have been recieving calls. Now there system state someone made a payment arrangement on my account???? When? And how come I receive notifaction of a payment arrangement a day before there threats to disconnect service what is going on with FPL? I have my grandma who 91 year old living with me and my 9 year son. I need help!! FEMA is taking forever to provide assistance . Acc numebr 3707363028