

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Marc Wigder

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 33487

Category : Power restoration time

Comments : Dear PSC,

Our company manages several properties; one of which on federal highway in Boca Raton, that lost one phase of power for 8 days. During the 8 days after the storm, we were constantly given erroneous estimates of repair time, we placed tickets, which were erroneously cleared (since generally power was substantially restored in the area), and once tickets were issued, no one at FPL could give us any information. The excuse was, "since the ticket is issued we (FPL) won't know anything until it's cleared). It never cleared. Despite trucks driving by again and again, no one stopped.

Only through the generosity of a contractor we flagged down was the power restored. (it took 5 minutes to reconnect the down wire). he did not have our ticket, even though we were 100 yds away. he told us he had a ticket in boynton, then homestead, then boca (75% driving- 25% work). Tickets without geographic consideration is absurd. FPL should not be compensated with extra fees for such mismanagement.