

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Ken Berry

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 33316

Category : Power restoration time

Comments : As a comml property mngr, I was shocked that power to our buildings and commercial tenants went out 24 hours before the storm came ashore and remained out for almost 2 weeks afterwards. Post storm, I had to go online and call in daily to speak with a rep to re-report that power was still out, as FPL deleted/reset my previous days outage reports for my 7 accounts to reflect that power had been restored when it had not. The first FPL techs showed up a week after the power was out only to have them ask for directions, as they were lost. The following day, 5 trucks stopped by only to say they were working up the street but would be back when finished. They never returned. The next day, one lone tech showed up in a van, to comment, "oh, you don't have power, I'll report if for you". Finally, 13 days after power failed, two out of state power crews arrived and spent approx 10 minutes at a pole to restore power. FPL should not be granted any funds for IRMA repair when they were grossly u