

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Tracey Thompson

Electric Utility Provider : FPL

Zip Code : 33486

Category : Information provided by electric utility provider after the storm

Comments : We lost power at 10am the morning of the storm, long before any hurricane force winds arrived. It took FPL 6 days to restore our power. We lost all our refrigerated and frozen food during this this and were forced to stay in a hotel with our children and pets. I checked their website hourly for updates on restoration and the information was completely inaccurate. There was no way to speak with anyone at FPL to get any accurate information. I am disappointed with both the infrastructure and communication systems of FPL.