

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Resa Cancro

Electric Utility Provider : FPL

Zip Code : 32937

Category : Information provided by electric utility provider after the storm

Comments : Notification system needs work. Can't go online for updates if there is no power. Can't use phone if wireless network is down. Website said our business's power was restored. Get there and it was not. Reopened ticket but then fell to the bottom of the list even though we had a live 3 phase line down on the ground. No way to talk with an actual person. I truly do understand the enormity of the whole situation but information updates and notifications / reporting system need to be worked on.