

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Collette Short

Electric Utility Provider : Florida Power and Light

Zip Code : 33312

Category : Power restoration time

Comments : It took FP&L 11 days to restore the power to our house. This was after we had 4 different tickets opened and closed with FP&L. Our power was finally restored when a neighbor found a crew that had been waiting all day for directions from FP&L. In addition, in one attempt to restore the power to our block, FP&L sent 250 directly into the house and had we not had a whole house surge protector, they would have fried anything that was plugged in.

There was no pole down which would necessitate a longer response time to restoring power. In addition everyone in the neighborhood except for half of a block had power for 3 days before ours was restored.