

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Dennis Stacy

Electric Utility Provider : Florida power and light (FPL)

Zip Code : 32907

Category : Power restoration time

Comments : FPL Did a very poor job of taking care of their lines prior to Irma and and even worse job restoring power after the storm. Had FPL done preventive maintenance on the lines my house is connected too, we may not have lost power at all. They fail to clear debris away from the lines ever, so the over growth of tree limbs etc. falling during the storm is what cost us our power. If they sent a crew out to trim along the lines it may never have happened. After the storm, It took 7 days to restore our power and the only reason we did not have power, was a tree limb. A power company crew from Connecticut cleared the line and restored power in about 4 hours once they arrived after 7 days with no power to do the restoration. I give FPL A 1 on a scale of 1 to 10 on their service and response.