

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Elizabeth McMaster

Electric Utility Provider : FPL

Zip Code : 33156

Category : Power restoration time

Comments : FPL took 9 days to restore power to parts of Pinecrest dependent on well water. We were told by officials that houses without city water access would be given priority, yet when I inquired at the temporary FPL command center at Coral Pine Park no one there was aware of this or had a list of houses on private wells. Further, it is inexcusable that FPL does everything possible to discourage customers from reporting overgrown vegetation encroaching on power lines in people's back yards and is non-responsive when it is reported. I once used their online reporting tool to report sparking from a transformer on our back property line due to a neighbor's tree, and no one from FPL came out to check. I had to contact the Village manager of our municipality to get the FPL rep for our municipality to penetrate the FPL bureaucracy to get the sparking to stop. Also, 2+ years ago FPL reps inspected the poles in my backyard and told me one needed replacing. The old rotted pole is still there.