

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Alice Parker

Electric Utility Provider : Florida Power & Light

Zip Code : 33435

Category : Power restoration time

Comments : Was told by FP&L customer service, when I asked about credit during hurricane irma outage 5 days no power. That I would not be charged during outage(can't be charged when no power smart meter).I explained my billing cycle was from Aug.17, 2017 to Sept 18, 2017 and hurricane irma hit 10th of Sept? Bill was 64.88 for 32 days.Asked will I get credit on my Oct bill, no. Their is something not right here. Used 512 kWh in Sept. I strongly feel FP&L should credit people for the almost week with out power. We do have a Smart meter. Thank you.