

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Jessica Nasser

Electric Utility Provider : Keys Energy

Zip Code : 33040

Category : Power restoration time

Comments : We stayed for hurricane Irma because my husband needed to stay at the airport for work. I am a teacher and ultimately got trapped behind with our two kids, two dogs and a little bird.

Our home is near the high school where I teach. Our service was out from 4:30 PM on Saturday, September 10 until the following Thursday at 9 PM. The whole family cheered loudly when we heard it come back on! I could see the utility workers out in force. I am grateful there were so many extra trucks on hand I am equally grateful so many of your employees stayed behind to have the manpower to put those poles back up immediately. Without water to cool off, electricity was critical to the survival of the citizens. Once without power and feeling no wind., I quickly realized electricity or a battery powered fan was the only way to survive. Since the island doesn't sell huge battery powered fans I felt aware of how vital our utilities are. Thank you