

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Nadine Johnson

Electric Utility Provider : FPL

Zip Code : 33133

Category : Power restoration time

Comments : FPL did a horrible job responding to Hurricane Irma! There is no excuse for the disorganized response to a relatively minor storm. There were hundreds of trucks & personnel sitting for days at the Magic City Casino & Tamiami Airport, as well as other locations, with nothing to do. I talked to quite a few of the workers, many who came from other states, who said they had NEVER seen such a disorganized response. They sat there & sat there, waiting for assignments. What was the purpose of that? It makes NO SENSE. FPL should have sent the trucks out from day one & let them figure out the problem in each area. My power was out for 8 days & when the truck finally arrived all they had to do was reconnect two wires. It was done in less than an hour! There was no excuse for making us wait 8 days. Also, our bills are the same as usual, even though we were without power for 8 days. FPL has excuses, but they are just good at cheating their customers. This utility needs oversight! They are horrible!