

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : CASEY MULLEN

Electric Utility Provider : FPL

Zip Code : 33401

Category : Power restoration time

Comments : We were without power for a week and a half in my household. We either had to travel 45 minutes to Port Saint Lucie from West Palm Beach in order to sleep comfortably at a relative's home (which we did for 2 nights, leaving our cats locked up at home in WPB over night), otherwise we slept with our windows and doors open). Our neighborhood is subject to burglaries quite often, so needless to say we slept with one eye open, never really reaching a deep sleep (which did not help matters during such a stressful time). When all of our neighbors' power returned we knew something was wrong and put a work order in with FPL (to a machine messaging service instead of a person) to come check out why ours was still off. 3 days later someone showed up on our doorstep at 3:00 in the morning. The gentleman took one look into our backyard and noticed a palm was lodged on our power line, disrupting the source. The next day someone came out to fix the issue. Why didn't anyone see this problem prior?