

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Ines Zangronis

Electric Utility Provider : Florida Power and Light

Zip Code : 33133

Category : Information provided by electric utility provider after the storm

Comments : 1st complaint category selection error.

FPL cannot explain to me why I am being charged for service on 9/9/2017 when I lost power that day prior to Irma hitting Miami on 9/10/2017. Also on those days my usage is low but in green. WHY is that if I didn't have power for 10 days. FPL very rude, but they do know how to quickly deduct your monthly payment. Sad we do not have other options other than FPL. Horrible customer service.