

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Tom Dart

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 34231

Category : Other

Comments : Our power was out for 9 days as a result of a neighbor's trees falling on the power lines. I reported the situation on 5 occasions both online and by telephone. On each occasion, I was treated as though it was never reported. When the FPL trucks did arrive, I spoke to the "trouble shooter" for FPL, who advised we were not on his ticket, only the other side of the street was. When I advised of the life safety issue of the power lines down, I was told it was our fault for not keeping the trees trimmed, and that he was closing out his ticket. Our situation was resolved by an Alabama Power representative who happened to stop before power was to be restored to the feeder line. Upon observing the situation, he brought in "his crew" restring the lines and had the power restored.