

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Florence Markowitz

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 33073

Category : Power restoration time

Comments : We were without power for 6 days during hurricane Irma. Everything was a mess. However, FPL

still was able to get out our bill during that time. During all the confusion from the aftermath of the storm, we paid this bill 2 days late, according to FPL. WE paid this bill anyhow.

We have been trying to get ahold of FPL since paying this bill to try to get them to recind this late fee of \$5.00, but to no avail. When you call them you cannot get a live person on the line, to discuss this.

Please help us get this problem corrected. All other companies have declared a moritorium on late fees due to the storm.

Thank you for your assistance.