

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Mark Fischer

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 32796

Category : Power restoration time

Comments : FPL has repeatedly ignored our requests for a fix to the pole in our neighborhood that is the source of the power going out. We even tried to reach out to the mayor of Titusville to address the issue. It's one place that causes all the problems. If they would have done as requested, we would have never lost power for 8 days after Irma. When they do come out to put our power back on, it takes several attempts before it's fixed. Both for Matthew and Irma, the first time they restored power, it was out again within an hour. We then had to wait another day before they truly fixed the problem. As a resident of this neighborhood for over six years, we have seen almost daily power flickers, and yet FPL has yet to fix the issue.