

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Marianne Johnston

Electric Utility Provider : EI802 - Florida Power & Light Company

Zip Code : 33019

Category : Power restoration time

Comments : After hurricane Irma, the transformer in front of our home was sparking & smoking. I reported it to FPL on the downed power line line. A couple of hours later I returned home to find the transformer on fire, this time I called 911; the power was shut off soon thereafter. After about 5 days, the FPL website said our power had been restored, but it hadn't. After 3 more days and several more phone calls, we finally got our power back. It had been out for 8 days.

During our time without power, we stayed with family across town. I was encouraged one day when I saw a crew of five working in the area, but as I looked closer, three men were standing around looking at two doing the work. As I continued with my errands, I came across 3 more trucks in the area, with none of the crew working. I saw guys on their phones or just talking to one another. By the time I got back to my relatives house (still without power), I was very discouraged. What I saw was the stereotype of a government job.