Review of Electric Utility Hurricane Preparedness and Restoration Actions
Docket No : 20170215-EU
Name : Felicia Bruce
Electric Utility Provider : EM857 - Ft. Pierce Utilities Authority
Zip Code : 34949
Category : Information provided by electric utility provider after the storm
Comments : We evacuated Hutchinson Island.
We stayed on the mainland with friends close to US 1 near Edwards Ave
The neighborhood FLOODED. We could not leave to return home. We had no power for 5-6 days.
Food spoiled. We were stranded.
No billing adjustment was made
No information was provided in a timely, efficient way. Without power we had little or no
communication. We were unable to charge phones or other devices to get information. The floods
damaged our cars. The power outage damaged everything else.
We saw utility vehicles from many other states and they were working hard but the thought that
the utility would pass those astronomical costs on to us through no fault of our own is worrisome
and unfair. Utilities are a necessity of life. The advertising says we pay low rates...the reality is our
rates are not only comparable BUT WAGES AND INCOMES are disparate in comparison to other
states! It is a double whammy for Floridians.