

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.