

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Melissa Briggs

Electric Utility Provider : FPL

Zip Code : 33156

Category : Information provided by electric utility provider after the storm

Comments : After the storm, I needed to make a repair to my weatherhead. Parts were not readily available, nor was an electrician. I had no way of communicating to FPL THAT MY END OF THE REPAIR WAS COMPLETE. Two changes need to go into effect (1) local lines in my area need to be buried underground. (2) a two way means of communication between customers and the utility company need to be put into action. I believe time was wasted in miscommunications.

Kindly note that I live in Pinecrest Florida and that I would like to see actions towards line burial be put into effect immediately.