

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Pete Armitage

Electric Utility Provider : Duke

Zip Code : 34748

Category : Power restoration time

Comments : I called Duke over the outage over 20 times never received a correct answer. always a different answer. We live in Legacy of Leesburg & eth power is split over 2 utilites Duke & SECO. SECO never lost power.

Our power lines are under ground & the power comes from a sub station miles away. Didn't see any lines down between the sub station & where the power goes unground. After 6 days the power was back on for all but 55 homes that took over 2 days for our power to come back. I called 32 Hours before the power was back on & the rep. said 12 homes had no power when it was actually 55 homes. The reason we didn't have power was no one checked & the was a tripped Circuit breaker. I would like to know why we had no power & what was the actually reason.