

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Genyth Travis

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 32714

Category : Power restoration time

Comments : I was without power for 9 days. My neighbors got power on day 4 and 5 but Duke Energy left 20 houses in the middle with no power until September 19th. The customer service from Duke Energy was horrible and it took speaking to state lawmakers in a public forum and the Orlando media to get Duke Energy to believe us that we were without power still. Only two hours after the meeting was a Duke truck in my neighborhood for 20 minute and power was restored. The missed two restoration deadlines, could not provide updated information to us and really didn't care that we were without power. They said sorry but their actions before and after Hurricane Irma are full poor management decisions. Governor Scott told us to be prepared and we were - Duke Energy was not. Now Duke Energy wants customers to pay for the repairs with raised rates, new fees and possible bonds. They've been here since 2011 and they aren't doing anything to strengthen the power grid despite posting \$565 million in 2016 profits