

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : CHERYL MOLYNEAUX

Electric Utility Provider : Duke Energy

Zip Code : 32784

Category : Power restoration time

Comments : We lost power Sunday 9/10/17, hours before the storm hit and we were well prepared for the 3 days we should have expected to be without power- not the 9 days we were out! Upon calling Duke Energy everyday for those days I was told to expect our power to be restored the next day by midnight and it wasn't. The communication between the company and it's clients is terrible to say the least. Now I know the linemen worked their tails off during this time but Duke should have been honest with the timing of repairs so customers could plan accordingly, And now I hear they want to increase my bill monthly to pay for those repairs, how is that fair? This company has not been in my area once since they took over Progress Energy to trim trees away from lines, they should have to absorb those costs themselves then maybe they'd run their company better. To say the least, I was not pleased with their service during Hurricane Irma and they do not deserve to raise electric rates. Thank you.