

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Kristy Belden

Electric Utility Provider : Duke Energy

Zip Code : 32828

Category : Power restoration time

Comments : We have lived in East Orlando since 02 and have lived through many hurricanes (Charley, Matthew, etc) where at most, power was lost for 2 days. Our home at 443 Fairway Pointe Circle lost power at 6:30AM on Monday 9/11, AFTER the eye of Irma had passed through Central Florida several hours previously & we were without power for 6.5 days. We promptly called Duke to report the outage & were told that we were the first to report it. It is also important to note that there were homes 100 yards from ours that never lost power, yet we are apparently on the same grid as a Publix shopping center and a major intersection (Alafaya Trail & Golfway Blvd) which remained without power like us for 6.5 days.