

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 : Information provided by electric utility provider after the storm

Comments : Many times over 6.5 days without power, we reached out to Duke. We did this via phone calls & the online reporting system, as well as messaging them via Twitter Direct Messages. Duke staff members were uninformed, clearly frustrated taking it out on their customers, and unable to provide ANY updates/timelines/estimates other than by "Sunday 9/17 at Midnight". When questioned if Duke would be issuing any credits for lost food and/or the inconvenience, we were laughed at by their staff members telling us that they are not liable since it's a natural disaster. We also had many neighbors who were even told by Duke that their power was still on when it was not. If you haven't reviewed Duke's social media accounts following Irma, I implore you to do so...their responses to THEIR own customers are atrocious. Their own self-reported restoration numbers NEVER changed from 6:00PM-6:00AM clearly showing they weren't working "around the clock" as they claimed publicly.