

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Natalia Paredes

Electric Utility Provider : Duke Energy

Zip Code : 32826

Category : Information provided by electric utility provider after the storm

Comments : It took Duke Energy 2 days to restore power. I feel like they could've have communicated better via social media. Also had agents on hand to be able to talk to a live person. Their outage map kept going down and wasn't built to sustain the amount of traffic that should've have been anticipated for a hurricane.