

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Theodore Innes

Electric Utility Provider : Duke Energy

Zip Code : 32757

Category : Power restoration time

Comments : Very disappointed in Duke Energy after Hurricane Irma. Too long to restore power. Power went out on Sunday night 9-10-17 about 7pm before storm really hit, not restored until Sunday morning, 9-17-17 and only after we actually talked to a repairman who was working nearby. Our neighborhood was restored except for about 5 houses including ours. We all kept reporting electricity out but no one came, could not get anyone on phone to explain we were still out even though neighborhood had been restored. Duke's automated recordings just kept telling us the same thing over and over. Extremely poor customer service for a storm they knew for days was coming. Still having trouble with our power going out intermittently for no reason, called Duke and have not heard from them or seen any repairman at our house. Very disappointed in Duke Energy, a company this large should have been prepared to handle all the outages and at the very least should have kept all its customers informed about their outage