

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name :

Electric Utility Provider : Duke Energy

Zip Code : 32820

Category : Power restoration time

Comments : Duke had extremely poor communication with customers. Their phone message was never updated. Incorrect information was given out every time we called. The date for out service to be fixed kept getting pushed back. The big neighborhoods on city water were restored first while those of us in smaller neighborhoods on wells were restored last. We had no water because we are on wells! Those on city water never lost their water. Why are those of us without water and electricity not a priority?!