

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Jerry Pond

Electric Utility Provider : Duke

Zip Code : 34786

Category : Other

Comments : This covers several issues. First, after the storm power was out for 5 days, but during that time no trucks or other vehicles from Duke were seen within 5 miles of my house. Could not get an answer as to why, nor the general we are surveying the damage and will start repairs soon. Unsat. Next refers to the billing process when the power was out. My average usage for the Aug to Sep time period over the last 3 years was 755 kwh, Duke billed for an estimated 1028 kwh this year when power was out for 3 days of the period, then they estimated the amount supplied by my solar panels as 0, when it averaged 665 over the last 3 years. So I got an \$82 bill which should have been \$10. Need to force utilities to either wait for power to come back on and get a real reading to bill or estimate within 5% of reality and use the same estimating algorithm for both usage and supply, not just the one that gets them the most money. Force them to be fair to the public not their bottom line.