

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Patricia Harney

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 34472

Category : Power restoration time

Comments : 9 1/2 DAYS! Our block of 10 houses only had to suffer this amount of time, because Duke had fixed fallen trees on the other side of the street and restored ALL OTHER NEIGHBORHOOD POWER EXCEPT 10 houses on our block, Everyone was up and running at least by Thursday after the storm, we suffered until the FOLLOWING Tuesday around 1:30 in the afternoon, and all that was needed was a fuse! IT TOOK NOT EVEN 10 MINUTES FOR THAT! The lady across the street had a heart attack because no air conditioning in her house, and we got a power surge and it screwed up our air conditioning house unit, and we had to have it repaired (which supposedly is good for awhile????) at the cost of \$400.00- thank you Duke Energy, just keep raising your costs and keep making big bucks and have the nerve to put on the bottom of the next bill "If you need payment arrangements, we're here to help", really...They need to be straightened out because a lot of this could have been avoided...We want \$400.00 back from them!