

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

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Electric Utility Provider : EI801 - Duke Energy

Zip Code : 32703

Category : Information provided by electric utility provider after the storm

Comments : We reported our power out at 6:30pm on Sept 10. we waited and Duke Energy missed two restoration deadlines that they announced to Seminole County. My neighbors and I called to report outages and were told that we had power (no we didn't) or power outages has not been reported in that areas or address (also not true because we reported it the day before). Duke Energy's customer service failed – their technology failed, the representatives were not empowered with information to help customers or provide updates, and they simply were not prepared. Those out of town companies that came to help (thank you to them for long hours and hard work) commented that this Duke Energy power grid was the worst they'd work on or seen in years. We have wooden poles when the standard is steel or concrete. Power companies should be proactive in trimming trees around the lines BEFORE a storm is approaching and they should be working to upgrade the grid but instead after 6 years of doing business in Flori