

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Emily Sandrowicz

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 33764

Category : Other

Comments : I am STRONGLY OPPOSED to allowing Duke Energy to add an Irma recovery fee to customers' bills. I don't think it's reasonable to expect the customers of a utility company to pay for said company's poor financial planning or the seeming lack of reasonable preventative maintenance that could have decreased the impacts of the storm; I personally lost power for 2 days, and I know many folks who were far worse off than I was. Adding insult to injury, the lack of communication from the company after the storm regarding power restoration times was infuriating. The suggestion that I should contribute more to a company that clearly doesn't value it's customers or it's responsibility to provide a quality product and adequate customer service is reminiscent of a feudal society.

I understand that the federal government has allotted a significant amount of money to Irma disaster relief. I humbly suggest that Duke seek some of those funds, or look elsewhere to refill their coffers.