

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Khyre Edwards

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 33705

Category : Power restoration time

Comments : Duke was unprepared for even a small storm, as a result Hurricane Irma left my neighborhood without power for a week(this after the storm was downgraded). After the storm passed Duke did not keep to their deadlines, did not communicate effectively, and over charged customers. I think it takes a lack of morals (or a soul) to have the gall to increase rates to reimburse this company for their mistakes. This after paying for a nuclear plant that will not be built and the company being slow to diversify the grid to bring lower costs to customers. The state of Florida should allow us to switch providers, Duke has made too many mistakes. The state of Florida should order public utilities to be more hurricane ready as this is FL and storms are a sure thing. What if no volunteers came from out of state? What if the highways flooded ? What if the state was with a cat. 5? Duke seems to have no plan for these things.