

Antonia Hover

From: Angie Calhoun
Sent: Friday, June 22, 2018 12:55 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20170215

Consumer correspondence for docket 20170215

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, June 20, 2018 12:06 PM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 126873

CUSTOMER INFORMATION

Name: Mathew Balasis
Telephone: (727) 345-4855
Email: MathewBalasis@Verizon.net
Address: 7773 30th Ave. N Saint Petersburg FL 33710

BUSINESS INFORMATION

Business Account Name: Mathew Balasis
Account Number: 23453 55180
Address: 7773 30th Ave. N Saint Petersburg FL 33710

COMPLAINT INFORMATION

Complaint: Service Outage against Duke Energy Florida, LLC d/b/a Duke Energy

Details:

Reference Docket No. 20170215-EU.

Prior History.

In 2003, I had reported to Progress Energy the encroachment of vegetation engaging my neighbor's service drop. This wasn't corrected until after the storms (Charlie, Francis, Jeanne) had damaged the power line and threatened to drag down the electrical pole and tore away the service from the service weather head of one of the homes. Progress Energy sent a crew that they claimed didn't speak English, trimming the trees along the easement and leaving all the trimmings in my back yard. The crew that came to repair the pole guys and the weather head on the residence, told me that the could not remove the debris and that I had to pay to have it removed.

January 2018 Complaint

This was assigned by the PSC in response to a message I sent to the Public Service Commission in response to Duke Energy's request late last year for a rate increase and recovery of storm related expenses. I did not receive a response to my message, which follows:

"I've resided at the same address in St. Petersburg, FL, since 1984 when electrical service was provided by Florida Power, Inc. Right-of-way power line maintenance was regular and for many years through several tropical storms, power outage were few and never caused by overgrown vegetation. Over the years and as the ownership transition from Florida Power eventually to Duke Energy, I've witnessed that each subsequent company has paid less attention to right-of-way power line maintenance. It is my personal experience when I advised of a potential threat to the integrity of the neighbor hood power lines from vegetation, my request was ignored, as was the case with the storms of 2004 and then again now with the recent 5 day outage (last year) we experienced ruing (Hurricane) Irma. The 5 day outage in my

neighborhood could easily have be avoided by regular right-of-way maintenance. (The cause was engagement by power lines with vegetation in two separate areas of the area.) I don not support the Duke request to recover the storm damage costs unless they show the PSC a plan to correct their inattention to right-of-way maintenance."

Duke Energy has a duty to their customers to provide uninterrupted service unless it was caused by cataclysmic events. Professional weather forecasters do not consider the affects of Hurricane Irma in our area as cataclysmic. In my prior life I was often tasked with tracking down a failure to root cause, meaning the very basic cause of the failure. In this instance, the root cause was not Hurricane Irma but a poor business model inherited by Duke, where they, as their predecessors did, failed to provide proper right-of-way line maintenance! This is most important in light of our area and the risks of tropical storm events. A business model that works in the midwest is not necessarily one that is best for Pinellas County, or anywhere along the Florida Gulf Coast for that matter.

I plan on submitting my above observations and the following question not to Duke Energy but to the PSC, as direct discussions with Duke Energy personnel have not been effective.

Using the rate increase that Duke Energy requested early this year, how does Duke Energy propose to mitigate past outages directly related to poor right-of-way maintenance?

Mathew Balasis

PSC was contacted previously