

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Linda Thibodeau

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 34480

Category : Information provided by electric utility provider after the storm

Comments : DUKE NEVER BOTHERED TO UPDATE THEIR OUTGOING MSG RE REPORTING OF POWER OUTAGES - HOW HARD WOULD THAT HAVE BEEN?!?!?!?!? Power out at 10:45PM Sunday, Sept 10 - restored almost 138 hours later Saturday, Sept 16. We are senior citizens w/4 cats and 1 dog (all rescues), could not leave the premises. No generator. No water (well needs electricity). I called Duke as soon as I found a phone w/service, heard the automated msg. I called again Friday, Sept 15, after speaking to neighbor who heard same msg I had heard days earlier - that it was the "first call" in our neighborhood to report loss of power - NOT TRUE!!!!!!!. Hearing this incorrect msg after several days w/o power enraged me and almost sent me into a panic - how could this be????? Finally got someone on the line at Duke and complained loudly re the lack of updated msg. Not knowing when power would be restored made everything worse. How could I trust anything they said??? Thanks for the opportunity to vent.

CORRESPONDENCE
10/20/2017
DOCUMENT NO. 08997-2017