

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 : 34432

Category : Information provided by electric utility provider after the storm

Comments : As Hurricane Irma approached on the evening of 10 Sept, it was warm with a light breeze and variable cloudy skies in our neighborhood. At 8 p.m. the power went out under the same conditions but no, zero, nada wind. I'm told load shedding doesn't happen. I don't believe it. I called about the outage and that was the last I was able to talk to a Duke representative until the following Sat, Sept. 16th, when miraculously, the lights came back on at exactly 8 p.m. All people without power want is hope and when Duke Energy disappeared on Sept. 10th hope was lost and we suffered for six lousy days. I know some had it much worse but I think the electric companies need to be more responsive and more transparent. And why is my neighborhood last to have power restored when we lost power first? I understand emergency response and medical but just because we're a small neighborhood. Good idea, how bout can the monopolies and let the consumer choose. Better service, better price!