

Nickalus Holmes

From: Angie Calhoun
Sent: Monday, November 06, 2017 8:31 AM
To: Consumer Correspondence
Subject: Customer correspondence for 20170215
Attachments: E-Form Service Outage TRACKING NUMBER 124925

Customer correspondence for docket 20170215.

Angie

Nickalus Holmes

From: consumerComplaint@psc.state.fl.us
Sent: Friday, November 03, 2017 9:21 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 124925

CUSTOMER INFORMATION

Name: Janet Seabold
Telephone: (813) 929-9149
Email: jdseabold@aol.com
Address: 5708 Golden Owl Loop Land O Lakes FL 34638

BUSINESS INFORMATION

Business Account Name: Janet Seabold
Account Number: 2413425057
Address: 5708 Golden Owl Loop Land O Lakes FL 34638

COMPLAINT INFORMATION

Complaint: Service Outage against Duke Energy Florida, LLC d/b/a Duke Energy
Details:
Mr. Harry Sideris, Florida President (Sent October 4th, NO REPLY) Duke Energy PO Box 1004 Charlotte, NC 28201

On Thursday 9/14/17, we lost power to our home and also my husband passed away. We had no air conditioning, lights out, gas stove did not work and the security home alarm went off (had to pull the plug out from the alarm and I did not plug it back when the power finally came back because the cover for the outlet looked grey.) Also the pool pump lost power and our home phone did not work. In addition, our sprinkler system is not working.

Upon calling Duke Energy several times, we kept getting an answering machine. Finally we were told the power would be restored Friday or Saturday and that it had something to do with a substation. Saturday came and went and then after speaking to another person at Duke Energy we were told power would be restored by Sunday at midnight. Still no full power Monday AM (9/18) and ended up destroying all the food in our freezer and refrigerator (At least \$250 worth of groceries.) We could not find ice. A relative that works for Duke energy was able to speak to several employees and finally Monday afternoon your truck arrived and two men dug up where the green box was located (transformer?) and we finally had power. One of your employee's wrote a report to fix the grass destroyed by the digging; as of yet the grass has not been replaced.

It was very traumatic with my husband's death and then having to deal with what could have been repaired in a short time ended up taking 4 days.

About 5 years ago, we had a fire where the transformer was located and called the fire department to extinguish it. We were told to call Progress Energy to repair the problem. Progress Energy did replace the damaged grass but would not power wash the smoke that covered the house.

With what we have endured during this period from Duke Energy, compensation for the above trauma and loss of food, compensation is in order.

Thank You

Janet Seabold
5708 Golden Owl Loop
Land O Lakes, FL 34638

813-929-9149