

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Brett Mueller

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 32725

Category : Other

Comments : Duke energy has subpar equipment, subpar communications and HORRIBLE customer service. The utilities need to improve their infrastructure to be more resistant to damage from category 1/2 hurricanes. And their system to monitor, and communicate, outages and repairs was a joke. We were without power for 6 days before a supervisor drove through our neighborhood assessing outages. He told us that they were "unaware" that we were without power because their system crashed. Six days before they even assessed individual areas?? Our power was restored within 24 hours once they actually showed up.