

Brandy Butler

From: Office of Commissioner Brown
Sent: Friday, January 12, 2018 9:00 AM
To: Commissioner Correspondence
Subject: FW: Duke Power

Please place the following email in Docket Correspondence, Consumers and their Representatives, in Docket No. 20170272-EI.

Thank you.

From: m hood [<mailto:mdhood2@yahoo.com>]
Sent: Friday, January 12, 2018 8:54 AM
To: Office of Commissioner Brown
Subject: Duke Power

I am sure you got enough feedback on Duke's poor service in restoring power after Irma. My comment is that I have never known a electrical utility to take the first 2 - 3 days to evaluate the damage like Duke did. Every utility I have known, including those in FL, always respond immediately to the high priority needs as established by EMA's.

Now, my reason for writing you:

In July of last year, my internet banking service paid Duke \$6,547.00 for my monthly bill of \$65.47. Duke never notified me of the error. It took me two weeks to discover it.

I called their customer service and they said they would make the refund in 7 - 10 days. On the 11th day, I had not received a refund. I called again and was told that the check was processed that day and I would receive it in 3 - 5 days. I asked why I was told that I would have received it on the 10th day after I initially called, and was now being told that it was just processed with a potential 5 day delivery. There was no reason in that the first person should not have told me that.

I asked for interest on the excess money that they had held for approximately one month and that was denied.

When I received the refund, Duke took the next month's payment out of the refund - two weeks before the due date. I was never asked permission to do this.

Is it possible for Duke in the state of Florida to hold a customer's money, for what ever reasons, and not have to pay interest?

Forget the customer service issue as I guess that is not required by this state.

DAN HOOD