

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Kristin Andersen

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 33706

Category : Other

Comments : After Hurricane Irma passed through Treasure Island - the following day workers turned on the power on Sunset Beach and ten homes ended up with massive amounts of electric pulsing into our homes. Duke did not correct this for four days. The neutral wire had fused due to a tree limb and we were receiving 220 volts of electric. Ten homes lost refrigerators, dishwashers, ovens, washers, microwaves, coffee makers, TVs, printers, irrigation systems, even elevator motors. We are all struggling right now to collect from Duke. Many of us have deductibles that insurance won't pay. In some cases, Duke is denying claims. I am now in small claims court to get my \$1500 worth of repairs at my rental house. Duke is denying my claim and has offered \$300. TEN HOMES and they have acknowledged that it was due to a tree limb in a place where this had occurred before. I am in touch with most of the impacted homes. My phone 813-390-3582