

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Elaine Hinsdale

Electric Utility Provider : Duke Energy Florida

Zip Code : 32828

Category : Information provided by electric utility provider after the storm

Comments : Was without power for six days following Hurricane Irma and while FPL was providing regular updates on social media, Duke fell silent. Even repeated calls to check on my outage resulted in a response that it was the first time my outage had been reported. Their system was inadequate. It took six days until Duke sent a crew out to see the huge piece of damaged equipment literally on the side of a major roadway (across from Publix) in Orlando -- that serves the water treatment and power plants -- that finally resulted in them fixing the damaged equipment and power was restored to 1500 or so homes and businesses. Why hasn't Duke installed smart switches and devices on their grid to help identify these issues?