

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Dave Lightfield

Electric Utility Provider : Duke Energy

Zip Code : 34491

Category : Power restoration time

Comments : Power was out for 7 days, no one answered phone calls, just recordings that they were working on it. Received my bill today for the period that included Irma, not much savings from prior months. I would give Duke a grade of D for not being prepared and time to restore service.

Executives bonus money should be distributed to the customers who lost power.