

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Jim Chaplin Chaplin

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 34465

Category : Power restoration time

Comments : The power restoration time was one week. Had Duke been able to send someone out it would only have been a couple of hours. Very poor communication from Duke Energy during the week the power was out. Citrus County had a maximum gust of wind of only 64 mph. Very few trees down. When someone did come out it only took about an hour for the person to find and fix the problem. 88 customers were without power for the week and it only took an hour to find and fix the problem. Duke did their prioritization and we 88 were definitely not a priority even though it only took an hour once the Duke person came. Lots of food lost.