

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Crystal C

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 33759

Category : Other

Comments : I couldn't believe my eyes yesterday when I saw the article in the Orlando Sentinel titled, "Duke Energy wants customers to pay millions in Hurricane Irma costs." I can't believe the audacity that this company has to suggest that the same customers who were left without power for days on end to pay for any of their costs. The temperature reached 94 degrees in our home and my kids had to sleep with wet wash cloths on their heads, lunchbox ice packs and a small fan blowing on them so that they did not overheat. The "estimated time of power restoration" continued to pass each time and we eagerly awaited the updated spreadsheet for the new date and time. The duration of time that people were without power could have been prevented. I would sooner donate to companies that came flooding in from other states to aid Duke Energy in the restoration process before I pay a single cent toward Duke's "incurred costs." How dare you, Duke Energy.