

Review of Electric Utility Hurricane Preparedness and Restoration Actions

Docket No : 20170215-EU

Name : Carol Olt

Electric Utility Provider : EI801 - Duke Energy

Zip Code : 33701

Category : Power restoration time

Comments : Our power went out a day before the storm struck about 4 pm. I called to report the outage. This same thing has happened 4 to 5 times a year.I do not know why it happens. WE REMAINED WITHOUT POWER FOR THE NEXT 7 DAYS.

I can understand loosing power during the hurricane But 24 hours before it arrived?Duke energy provided a recording with no real information. While we may have lost power during the storm anyway our outage was caused by something else. Duke has been poor in trimming tree limbs in our neighborhood(old northeast) in St Petersburg. Progress Energy use to come about every 2 years.Duke has raised our rates and provided Less service.