

Antonia Hover

From: John Plescow
Sent: Friday, August 22, 2025 4:22 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Duke Energy Response to Fallen Power Lines Within English Estates/English Woods HOA
Attachments: HOA Letter to Florida PSC.docx

Please, add to docket 20240173.

-----Original Message-----

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Friday, August 22, 2025 10:18 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Duke Energy Response to Fallen Power Lines Within English Estates/English Woods HOA

John, the customer want the PSC to consider "this report during your Duke energy rate increase deliberations"

How do you want me to proceed? I would file as a protest but that might be incorrect.

Thanks

-----Original Message-----

From: English Estates/English Woods HOA <association@englishestateshoa.com>
Sent: Wednesday, August 20, 2025 2:32 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Cc: association@englishestateshoa.com; Jim Priano <jimpriano@gmail.com>; allysondw@gmail.com
Subject: Duke Energy Response to Fallen Power Lines Within English Estates/English Woods HOA

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Greetings,

My name is Mark Hardin, President of the subject HOA in Maitland FL. I'm writing to you today to describe three fallen power line incidents over the past 3 years that happened at the same address in our neighborhood, which significantly affected the homeowners and 100+ other residents when each of these incidents happened. Duke Energy initially denied the homeowner claim for property damage in the most recent incident (7/11/2025) as having no liability for the incident, yet they created work orders to replace a utility pole and three overhead power lines associated with the incident that I had to call Duke Energy to get escalated for replacement prior to peak hurricane season.

The Florida PSC approves rate increases for Florida Utilities which include Duke Energy. As customers of Duke Energy, we pay the rates you approve which include infrastructure maintenance. Most of the power infrastructure in our neighborhood is 65 years old and has been repaired in many different places over the years by Duke Energy. Sometimes the repairs are insufficient to preclude fallen power lines as they were in the 3 incidents described in the letter. So again please consider this report during your Duke Energy rate increase deliberations.

Regards,

Mark Hardin
President - English Estates/English Woods HOA



TO: Florida Public Service Commission

FROM: English Estates/English Woods HOA

DATE: August 18, 2025

SUBJECT: Multiple Fallen Power Line Incidents & Dangerous Safety Condition at 2475 Carolton Rd., Maitland FL 32751

Dear Sirs,

The next time that Duke Energy requests a rate increase, please consider this account of aging power line infrastructure, how it is maintained, and their response to property damage claims due to failure of this infrastructure, which in the three incidents documented herein occurred not due to fallen tree branches and not due to hurricane force winds in the area at the time and date listed.

My name is Mark Hardin, President of English Estates/English Woods HOA in which these incidents have occurred. The HOA is working with the homeowners Jim and Allyson Priano to document an ongoing urgent safety issue, the amount of property damage that they have endured, the cost of repairs to date, evacuation of their home twice, and the power outages caused to 100+ properties within our subdivision in each incident.

Duke Energy has started work orders (58720821, and 58867037) to replace a utility pole and three overhead powerlines (two high voltage lines and a neutral line) that cross their property as reported on this date by the homeowner. The schedule for the actual work is unknown and we are approaching peak hurricane season, so the likelihood of another incident happening before replacement can be made is high. However, the claim for compensation of property repairs from the most recent incident was denied by Duke Energy.

The following is a statement from the homeowner on what he and his family have experienced from the most recent incident along with photos of the actual property damage.

"August 1, 2025

Dear Duke Energy,

At approximately 6:40p on 7/11/25, my family was having dinner when I saw a plasma-like flash out the window on the corner of Carolton and Winston Rd. Our power remained on but I instantly ran to the window to assess. The overhead power line came down and was still live in our yard, approximately 10 feet from our house, with the wind blowing the loose line towards the house. I immediately called 911 and they sent Seminole County Sheriffs as well as the Fire Department out. While on the phone with 911, our house started to fill with smoke from the power line burning my yard. 911 advised us to evacuate our house, so my wife, who was 8 months pregnant at the time, took our 2 year old daughter out the front door, hugging the house, and making sure to avoid puddles, to our neighbor's house. I took one last inventory of the house and did the same with our dog.

I had called the emergency number at Duke Energy to demand a lineman to come out to turn the power off since the Fire Department was only standing by "in case my house caught on fire" at and again at 7:29p for a status update. The lineman eventually came approximately at 8:45p and turned the power off to begin repairs. The entire time, the downed line was live in my yard, scorching the yard as well as my magnolia tree. The lineman that evening said there were too many splices on the line and needed to be more permanently repaired. Power was restored approximately at 9:30p on 7/11/22, so we returned to a smoke-filled house, which the safety of was questionable with a pregnant wife and toddler.

Damages incurred from this instance include a 45' long stretch of burnt lawn that will need replacement, as well as electrical repairs to my irrigation system that got short-circuited during the event.

On 7/22/2025, I called Duke Energy and requested a safety inspection of the overhead lines. A technician, Matthew, came out on 7/23/25 to assess. He said "all three lines have too much slack and need to be tightened." And that either "the lines are swaying and hitting the light post, or more likely hitting each other, causing the damage." He states he was "surprised no one addressed it" when asked about the quantity of splices on the line (there are 11 splices on the top line, alone). He stated he would escalate this to his supervisor since he was "scared to drive under, and was surprised garbage trucks were okay driving under the lines."

The supervisor and crew came on 7/29/25 and said all 3 lines needed to be replaced, that there were too many splices. They said this would take up to 10 days to complete. I called Duke Energy on 7/31 to look for a status update to the service order, and the representative Avram could not find any service order in the system for the lines to be replaced.

My family deserves to live without fear of live powerlines falling in their yard. This is the second time this exact situation has occurred to us, the first being when our daughter was only 2 months old, and we had to evacuate for a similar situation. After this latest instance, our daughter was fearful for weeks going to bed, asking if "the firefighters are going to come tonight". I have attached video and photographic evidence of these instances.

The financial damages I have ensued are minimal compared to the safety risk we incur with these dangerous power lines. I expect a formal Public Service Commission investigation to be performed to assess the appropriateness of Duke's handling of these overhead lines and if they have jeopardized the safety of my family in the process.

Sincerely,

James and Allyson Priano
2475 Carolton Rd.
Maitland, FL 32751"

A summary of the three incidents follows below. The first and third incidents caused a fire and a trench to be burned through the yard of the property owner. All three incidents were due to wind alone, not a tree branch.

7/11/25: This incident was due to an afternoon thunderstorm with winds that caused one of the high voltage lines to fall, igniting a fire that burned a trench in the yard, evacuation by the family, and a power outage in the subdivision affecting 100+ properties. Wind speed for this day in the afternoon between 12 and 6 PM was 0 mph gusts and 11 mph average.

9/4/24: This was also a thunderstorm that brought the neutral line down into the street. Our power went out immediately. The Spectrum truck was driving and did not see the line down, and drove through it, getting wrapped up in his ladder. I called the emergency Duke number and they came out to rectify. I believe they said that was the Neutral wire. There was no fire involved. Wind speed for this day was 18 mph gusts and 11 mph average.

9/28/22: This incident occurred about 32 hours before Hurricane Ian. The bands were coming through this day, causing intermittent showers, but nothing intense. I actually took our dog for a walk since there was a break in the weather and came home to the power line down. Allyson was home and our daughter (2 months old at the time) was napping while smoke filled the house. I had to crouch under the downed line in my side yard to get them out of the house. The irony of this event was our power was out days before the hurricane actually came. Wind speed for this day in the afternoon between 12 and 6 PM was 45 mph gusts and 30 mph average.

Photos from 7/11/25:



Irrigation Line Repair



Family Evacuating from Home



Fire & Smoke in Yard



More Fire & Smoke in Yard



Trench Burned by Power Line

Photo from 9/4/24:



Duke Energy Worker Removing Neutral Wire from Spectrum Vehicle

Photos from 9/28/22:



Power Line Burning Trench in Yard and in Contact With Magnolia Tree



Burn Trench from Power Line

While the property at 2475 Carolton Rd Maitland, FL 32751 is the primary subject of this letter, the overhead power lines throughout our subdivision have had similar splice repairs over the 65 year history of our power line system, and are in need of replacement as well. Tree limbs are the cause for some but not all of the overhead line failures, thus necessitating a plan for replacement as well. How long will Duke Energy wait before this happens again? Fortunately there have been no injuries or deaths to date, but the probability increases with time and the increase in number of hurricanes in recent years stresses our aging utility infrastructure even more.

The English Estates/English Woods HOA strongly urges Duke Energy to replace the three overhead power lines and power pole as quickly as possible to mitigate the critical safety issue at the residence of 2475 Carolton Rd Maitland, FL 32751.

Signed: Mark R. Hardin

Mark R. Hardin

President – English Estates/English Woods HOA

P.O. Box 300255, Fern Park FL, 32730-0255

<https://www.englishestateshoa.com>

association@englishestateshoa.com