

E-2 Sub 1142
E-7 Sub 1146

Consumer

From: notification@prs01hcrmps01.ic.local
Sent: Tuesday, December 11, 2018 12:04 PM
To: Consumer
Subject: Duke Energy

Notes

Received on 12-10-18. Thanks!!! Karen

Contact

Mary Hendrix
2704 Powell Dr Ext
Valdese, NC 28690-8507
(828) 729-0901
shoulddoit@yahoo.com

Message

Topic: OTHER
Subject: Duke Energy

Hi as we know Duke is mad because they want taxpayers to pay for their coalash mess and not getting rate increases in NC. So they have now began a slow down on power restoration during outages. Hundreds of other city and rural power suppliers get out and restore power. Duke is letting people with kids and medical issues sit for days without power. The AG should on behalf of the citizens bring a class action suit against Duke for the negligence in restoring power. Yes an act of God may have caused the outages but Dukes negligence in responding and repairing outages is causing pain suffering and loss to hundreds of thousands of NC citizens. They AG could and should respond to Dukes attempts to blackmail the citizens with legal strengths that have been overlooked or unused in the past. Duke is a monopoly which is illegal anyway. And the fact they are 5years behind in clearing power lines but yet use the sane company to restore outages is outrageous and shows their intentions are not in the interest of the customers who have no alternate power source.

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Dec 14 2018



JOSH STEIN
ATTORNEY GENERAL

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December 12, 2018

Mary Hendrix
2704 Powell Drive
Valdese, NC 28690

Re: File No. 1813359
Duke Energy

Dear Ms. Hendrix:

Thank you for filing a complaint with the Consumer Protection Division regarding Duke Energy. Your request for assistance falls more appropriately within the authority of another agency.

By copy of this letter, we are forwarding your complaint to NC Utilities Commission, requesting that this matter be reviewed to determine whether there has been a violation of the laws or rules that it administers.

We encourage you to contact us again if you have a consumer problem which you believe warrants review by our office.

Very truly yours,

Adrienne Glover
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

cc: NC Utilities Commission

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