

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: August 25, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelley F. Corbari, Senior Attorney, Office of the General Counsel *KFC*
RE: **Docket No. 150185-EI** – Complaint by Erika Alvarez, Jerry Buechler, and Richard C. Silvestri against Florida Power & Light Company.

Attached please find a copy of the CATS informal complaint files of Mr. Richard C. Silvestri (CATS #1171505C) and Mr. Jerry Buechler (CATS #1174980C) in regard to the above-referenced docket files. Please file the attached documents in the documents tab of both the docket file.

Thank you for your assistance in this matter. Should you have any questions, please do not hesitate to contact me.

KFC

RECEIVED + POC
15 AUG 25 PM 3:28
COMMISSION
CLERK

Request No. 1171505C Name SILVESTRI ,RICHARD MR. Business: _____



Public Service Commission

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:
ANGIE CALHOUN

Name <u>SILVESTRI ,RICHARD MR.</u>	Company <u>FLORIDA POWER & LIGHT COMPANY</u>	Request No. <u>1171505C</u>
Business Name _____	Company Code <u>EI802</u>	
Address <u>5708 BUCHANAN DRIVE</u>	County <u>Saint Lucie</u>	By <u>AC</u> Time <u>08:45</u> Date <u>01/15/2015</u>
	Consumer's Telephone # <u>(404)-309-5165</u>	Type <u>GI-10</u> Phone <u>E-FORM</u>
City/Zip <u>Fort Pierce</u> <u>34982-</u>	Can be Reached _____	
Account Number <u>18736-50012</u>	E-Mail Address <u>RSILVEST@BELLSOUTH.NET</u>	Outreach _____ Date <u>01/15/2015</u>
	Public Official <u>N</u>	

Customer email regarding solar issue. Forwarding correspondence to supervisor for review. ACalhoun
"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, January 14, 2015 3:48 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37757

CUSTOMER INFORMATION

Name: RICHARD C SILVESTRI
Telephone: 4043095165
Email: RSILVEST@BELLSOUTH.NET
Address: 5708 BUCHANAN DRIVE FORT PIERCE FL 34982

BUSINESS INFORMATION

Business Account Name: RICHARD C SILVESTRI Account Number: 18736-50012
Address: 5708 BUCHANAN DRIVE FORT PIERCE Florida 34982

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

THIS IS A FORMAL COMPLAINT. I obtained an estimate for installing a solar PV sytem at our home and gathered all the information to be requested for the solar rebate from FPL. Following instructions that I must submit promptly at 8:30 am on the FPL website on January 14, 2015, at 7:30 am I gathered the information in front of me and went online to the FPL website to the page where I was to submit. This was at 7:35 am and the site was not yet accepting requests. At 8:24 I went again to the site allowing a few minutes in case there was an cyber problem. I was admitted in, so clearly the site had opened early. The site advised via one window that of the \$15 million I was told by FPL would be available, there was only some \$3.8 million left. I hurried through the process, had no trouble submitting and was done at approximately 8:33 am and submitted electronically. I got an immediate response that all monies were awarded. Therefore, contrary to the rules set by FPL itself, the site opened early between 7:35 and 8:26. Given that an average of \$1 million a minute was awarded based on what was left at 8:26, the site opened at least as early as 8:15. I have no way of knowing exactly when it opened BUT CLEARLY IT OPENED BEFORE 8:26 AM, BUT WAS ANNOUNCED TO OPEN AT 8:30. Not only is this unfair but since FPL is regulated in the public interest by laws of the State, this is government fraud! This is not a fair process which the PSC mandated that FPL continue until 1/1/16 but on a "first come, first awarded" basis which meant all the money was depleted at 8:30 when the application process was set to open. A friend of mine, Jerry Buechler, also applied on 1/14/15 right at 8:30 and all the money was depleted at that time he told me."

1/15/2015 Customer correspondence received via email, added to file, and forwarded to ACalhoun. DHood

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, January 15, 2015 9:22 AM

Cc: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 37758

CUSTOMER INFORMATION

Name: RICHARD C SILVESTRI

Telephone: 4043095165

Email: RSILVEST@BELLSOUTH.NET

Address: 5708 BUCHANAN DRIVE FORT PIERCE FL 34982

BUSINESS INFORMATION

Business Account Name: RICHARD C SILVESTRI Account Number: 18736-50012

Address: 5708 BUCHANAN DRIVE FORT PIERCE Florida 34982

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

ADDENDUM-FORMAL COMPLAINT: On 1/14/15 I filed a formal complaint regarding FPLs handling of their solar rebate program. That complaint has the pertinent information. This morning I received a phone call from Bill Emmons of FPL in which he stated an error by FPL caused the site to open prior to published, announced start time of 8:30 and that by 8:30 all the reservation monies had been depleted. He advised another reservation process with another \$15 million will happen at 8:30 on 1/21 with all the same rules as before. He advised to be ready promptly at 8:30 on 1/21 to input my information and send it electronically.

I am asking your commission to monitor this process at 8:30 on 1/21 to ensure FPL follows through with its rules and that other applicants and myself are given fair, just treatment. I have asked my legislators Sen Joe Negron and Rep. Larry Lee, Jr. to contact you and request the same thing.

PSC was contacted previously"

01/16/2015 Email from MFutrell to customer, added to file. ACalhoun

"-----Original Message-----

From: Mark Futrell

Sent: Thursday, January 15, 2015 4:41 PM

To: 'RSILVEST@BELLSOUTH.NET'

Cc: Rhonda Hicks

Subject: RE: E-Form Other Complaint TRACKING NUMBER: 37757

Mr. Silvestri,

Thank you for contacting the Florida Public Service Commission (FPSC) regarding the solar rebate program offered by Florida Power and Light Company (FPL).

FPL has recognized that the application period was inadvertently opened earlier than what was advertised to its customers.

In response, the company has announced that it will open a supplemental application period for rebates in the Residential Photovoltaic program on Wednesday, January 21, 2015 at 8:30 a.m.

Please check FPL's web page for information on residential solar rebate programs:

http://www.fpl.com/landing/solar_rebate/residential.shtml

I hope this information will be of assistance to you.

Mark Futrell

mfutrell@psc.state.fl.us"

01/21/2015 Mr. Silvestri called back regarding his concern. Provided Mr. Silvestri with the contact telephone number for Division of Industry Development & Market Analysis, where he can reach Mark Futrell. R. Castillo

01/22/2015 Customer correspondence received via email and added to file. Forwarding to supervisor for forwarding to MFutrell.
ACalhoun

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Wednesday, January 21, 2015 8:10 PM

Cc: Consumer Contact

Subject: E-Form Other Complaint TRACKING NUMBER: 37798

CUSTOMER INFORMATION

Name: RICHARD SILVESTRI

Telephone: 4043095165

Email: RSILVEST@BELLSOUTH.NET

Address: 5708 BUCHANAN DRIVE FORT PIERCE FL 34982

BUSINESS INFORMATION

Business Account Name: RICHARD SILVESTRI Account Number: 1873650012

Address: 5708 BUCHANAN DRIVE FORT PIERCE Florida 34982

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

THIS IS A FORMAL COMPLAINT. On January 14th I filed a formal complaint against FPL. The tracking number for that is 37757. Reference to that complaint will provide additional background information to this complaint. At 8:30 a.m. today, January 21st, FPL opened its site to customers like me who were seeking rebates for residential PV solar installations. I began immediately to input the necessary, required information but when I continued to a window entitled "Security Check" and typed in the code displayed, the site locked up. I kept trying to send my response to no avail. After several minutes I called FPL, 772-462-0555. at 8:38 a.m., and once my call was answered it was several more minutes before I reached a person in the solar rebate section. He said there was a problem with the site, but told me to try refreshing the page. I did that but that did nothing except bring up additional FPL home pages on my browser. Finally I lost everything. I then attempted to go back and input again but the site would no longer display any windows connected with the solar rebate program. Meanwhile the FPL rep was on the line with me. I told him I was completely out of the site and insisted that I speak with someone higher up. He told me he could get a supervisor on the line. I waited about two more minutes when he came on the line and told me there was no supervisor available. I told him I expected a return call from someone higher up right away and hung up at 8:49 a.m. At 11:38 a.m. I received a call from Bill Emmons, FPL, 305-442-5000, who told me FPL was aware the site had locked up during the process and would get back to me with more information before the day was out. I then called the PSC and spoke with Mark Futrell and related to him what had occurred. Later in the day he called me and basically gave me the same information that Mr. Emmons had. While writing this at 7:21 PM, Mr. Emmons, FPL, called again to say he was following up as promised and said that basically no decision from FPL had yet been reached.

To further clarify, I have two friends, Jerry Buechler and Erika Alvarez who also applied for the rebate this morning. Like me, it was Jerry's second attempt. They both said the system locked up at the security check when they were inputting their information. Jerry also said that he went back to the site and began the process all over and he saw there was only \$200K left. By the time he completed the process and submitted he received a response online that said all monies were allocated. Jerry was asking for approximately \$15K and Erika probably the same.

I feel certain had the system not locked up I would have received a reservation for the \$18K I was requesting because I was prompt and quick with my inputs, and I truly believe both Erika and Jerry would have gotten reservations for the same reason. However, due to this lockup and last week's early site opening I have not been given an equal opportunity to obtain financial help, and for what it is worth, neither were they. This is not a grant handed out due to the good will of FPL, but because it was mandated for them to do so by the PSC and therefore the State of Florida. I made two good faith attempts to compete on a level playing field and feel I have been discriminated against. I am retired, age 71 and my wife also retired is 69. We have been FPL customers since right after our marriage or since about May 1965. We have never missed paying our electric bills, have enrolled in the on-call program almost 20 years ago, a program that has saved us money, but also helped prevent brown outs as I understand it from FPL. We have been on budget billing with FPL for two years now. I made phone calls to elected officials several years back on FPL's behalf because the company was attempting to put a wind farm near its St. Lucie plant nearby. I did that despite a outcry from hundreds of my neighbors who were against that plan.

My State Representative, Larry Lee, Jr., requested on January 15th that the PSC closely monitor this second offering which was made because of the FPL error with last week's offering. I am requesting if said monitoring was done, how and by whom. I am also requesting the names of the reservation recipients and their connection to FPL if any and/or if they are relatives, friends, employees or contractors to FPL.

I await your reply.

Sincerely Yours,
Richard C. Silvestri.

PSC was contacted previously"

02/23/2015 Customer correspondence received via email and added to file. Forwarding to supervisor for review. ACalhoun

"-----Original Message-----"

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Monday, February 23, 2015 11:07 AM
To: Webmaster
Cc: RSILVEST@BELLSOUTH.NET
Subject: My contact

Contact from a Web user

Contact Information:
Name: RICHARD SILVESTRI
Company:
Primary Phone: 4043095165

Secondary Phone: 77234902179
Email: RSILVEST@BELLSOUTH.NET

Response requested? Yes
IC Sent? Yes

Comments:

THIS IS A FORMAL COMPLAINT AGAINST FPL.

Apparently my first complaint was answered in that FPL re opened the process for applying for the solar rebate. I am not complaining about not getting the rebate but about not being treated fairly.

The second time on January 21st the website for inputting the request for a rebate opened right on time but then locked up for not only me but for at least two others applying. I made several calls once it did that and was advised they were trying to resolve the technical problem. Then the website closed totally and I was not able to complete an application. I discussed this with Bill Emmons, FPL, and he said they were working on a a solution. On January 23rd Emmons called me and said FPL had a way to date stamp who was inputting and the rebates would be given out first come basis based on that and I would hear from him on the 26th after FPL worked through that over the weekend. I did not hear from Emmons on the 23rd but called him a few days later. He said he still had no answer from his superiors. I then called on February 16th, left a message with no reply. On 2/20 the same thing and this morning, some 90 minutes ago, no reply to the message left at 10:29.

Once again, I am not complaining about not getting the rebate but about not being treated fairly.

I respectfully request you investigate this FORMAL COMPLAINT AGAINST FPL."

04/22/2015 Email from DMarr to customer, added to file. ACalhoun
"From: Diana Marr
Sent: Wednesday, April 22, 2015 10:27 AM
To: 'rsilvest@bellsouth.net'
Cc: Katherine Pennington; Nancy Harrison; Angie Calhoun; Rhonda Hicks
Subject: Solar Rebate Complaint

Dear Mr. Silvestri,

Thank you for your correspondence regarding Florida Power and Light Company's (FPL) residential solar photovoltaic (PV) pilot program.

In 2009, the Florida Public Service Commission (Commission) directed FPL and the other investor-owned electric utilities to develop pilot programs to encourage solar PV technologies and solar water heating. The pilot programs ultimately approved by the Commission were designed to offer rebates to customers to offset a portion of the upfront cost of solar PV and solar water heating, and provide solar PV systems to schools and solar water heating systems to low-income customers. Because all customers pay for the solar PV and solar water heating pilot programs, a cap was placed on the maximum expenditure each year for the solar pilot programs to protect ratepayers from undue rate increases. FPL's annual expenditure cap for its solar pilot programs was \$15,536,870. The pilot programs began in 2011 and are to conclude in 2015.

Once the Commission's staff learned of issues associated with the launch of FPL's residential solar rebate program on January 14, 2015, we requested a full explanation from FPL. FPL responded that at 8:22 a.m. on January 14, 2015, the solar reservation system was being tested in preparation for the 8:30 a.m. launch. When the system was refreshed, the "Apply Now" button inadvertently appeared and was active. When customers saw the button, they immediately began the application process. FPL noticed the active button at 8:26 a.m. and turned it off. The "Apply Now" button was reactivated at 8:30 a.m. and the application process resumed. The system automatically shut down at 8:31 a.m. when the funds allocated to the residential solar program had been completely reserved. The time of the last funded reservation was 8:24 a.m. FPL reported that you logged into the FPL website at 7:33 a.m.; however, there is no record of you completing or submitting an application for the rebate prior to the funds being reserved. FPL received 406 applications on January 14, 2015.

In response to the inadvertent early launch of the rebate reservation system, FPL reallocated \$4 million for the residential solar PV program from the total aggregate annual limit of \$15.5 million for all solar programs and scheduled a second launch for January 21, 2015. The launch was available to any customer, on a first come first served basis, who had not already received a funded reservation. The FPL solar rebate application system opened up at 8:30:16 a.m. and accepted applications. At 8:31:56 a.m. website problems began to occur. The application system was fully restored at 9:01:48 a.m. and continued to accept applications. The system stopped accepting applications at 9:05:52 a.m. when all funding had been reserved. FPL stated you logged onto the FPL website at 7:21 a.m. and accessed the FPL solar rebate application system at 8:30:56 a.m.; however, there is no record of you completing or submitting an application for a rebate.

FPL reported that the volume of requests received in response to the January 21, 2015 launch was so great (approximately 30,000 hits in five minutes), that its computer systems for the reservation program were briefly overwhelmed and experienced technical difficulties, temporarily resulting in a slowed and interrupted application process. It was learned that multiple computer-users accessed the rebate application system simultaneously on behalf of individual customers. FPL's second residential solar PV launch resulted in 219 applications being received: the first 187 applications received confirmed reservations and 32 were placed on the wait list.

You requested the names of reservation recipients and their connection to FPL. It is FPL's policy not to disclose customer-specific information with third parties without customer authorization, including the amount of a customer's solar PV reservation. Our review indicates FPL consistently applied the program standards and reservation process for all solar rebate programs.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Best Regards,

Diana Marr

Diana Marr
Public Utility Analyst
Office of Industry Development and Market Analysis
Florida Public Service Commission
dmarr@psc.state.fl.us"

04/22/2015 Customer correspondence received via email and added to file. ACalhoun
'From: Richard C Silvestri [mailto:rsilvest@bellsouth.net]
Sent: Wednesday, April 22, 2015 10:57 AM
To: Diana Marr
Cc: Katherine Pennington; Nancy Harrison; Angie Calhoun; Rhonda Hicks; JERRY BUECHLER
Subject: Re: Solar Rebate Complaint

Ms Marr:
I am requesting a formal appeal to Commission itself at the earliest future meeting. Your explanation fails to address my complaint that the process was not fair to all. Even an FPL spokesperson stated "some applicants were able to over the computer glitch, get through and receive a reservation. Your explanation wordy and provides info already known by most. You never contacted me to get my total explanation but obviously you or your colleagues at the PSC gone through great lengths to get FPL's partial truths which have lot of mistruth. I wrote Eric Silagy as advised by his own staffer and there had been more than ample time for his reply or at the least an acknowledgement of my letter and advising he was having the matter researched in-house.

Once again through you and your colleagues the Commission has demonstrated it works for the public utility industry and not the citizens who pay all the salaries of each commissioner and its 300+ employees.

Therefore my request to be heard at the first available meeting.

RCS via iPhone"

Request No. 1174980C

Name BUECHLER ,JERRY MR.

Business:

FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER REQUEST
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-850
850-413-6100



Public Service Commission

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

ANGIE CALHOUN

Name <u>BUECHLER ,JERRY MR.</u>	Company <u>FLORIDA POWER & LIGHT COMPANY</u>	Request No. <u>1174980C</u>
Business Name _____	Company Code <u>EI802</u>	By <u>AC</u> Time <u>15:03</u> Date <u>02/23/2015</u>
Address <u>1719 SW LEAFY ROAD</u>	County <u>Saint Lucie</u>	Consumer's Telephone # <u>(305)-510-4927</u>
City/Zip <u>Port Saint Lucie 34953-</u>	Can be Reached _____	Type <u>GI-10</u> Phone <u>E-FORM</u>
Account Number <u>9369397238</u>	E-Mail Address <u>thetruthbyjerryb@gmail.com</u>	Outreach _____ Date <u>02/23/2015</u>
	Public Official <u>N</u>	

Customer email regarding solar rebate issue.
"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Monday, February 23, 2015 2:29 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 37998

CUSTOMER INFORMATION

Name: Jerry Buechler
Telephone: 3055104927
Email: thetruthbyjerryb@gmail.com
Address: 1719 SW Leafy Road Port St. Lucie FL 34953

BUSINESS INFORMATION

Business Account Name: Jerry Buechler
Account Number: 9369397238

Address: 1719 SW Leafy Road Port St. Lucie Florida 34953

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company

Details:

This is a FORMAL COMPLAINT

The subject matter is the second Solar Rebate Application process.

The online application process started several minutes early the first time around, so FPL offered another 4 million for a second round of applications. The problem this time was the online system froze for some applicants and for others they had no problem with the system.

As soon as the Apply Now button came up I started typing like a mad man. The first section was personal info and then I went to the second section which was information requested about the contractor. After I finished this section and tried to move on a security box came up and I typed in the requested characters (they were very clear and not subject to misreading), but when I tried to submit the box the whole system froze. It would not refresh, and nothing responded. I tried to request a new set of characters but no response was the result.

I called FPL and they said they knew they had a problem and were working on it. While I was talking to them the Apply Now button came back up. But now I had to restart from the very beginning and there was a security box for all 3 sections. On the first attempt there was no security box presented after the personal information section. By the time I completed and submitted the application all of the funds had been distributed.

I made a complaint with FPL and they took a couple of weeks to get back to me with a very ambiguous reply saying they reviewed everything and they were leaving everything as is. They admitted that some people were able to fill out the application without any freezing up of the system. The example I gave is some people were on a zip line which went right to the finish line and others of us were on a zip line that went to a platform. We then had to unbuckle, climb down and then climb up to a adjacent zip line platform. We had to take the time to buckle ourselves in again and then we were able to take this second zip line to the finish. This is hardly a fair race.

Another 4 million would satisfy the demand that was there for the solar rebate. We need to move to renewables as soon as possible and FPL is and will spend over 3 billion dollars for 3 natural gas plants, but that does not even include the price of fuel of which no one knows where the price will be 10 to 20 years out. The price could be sky high. We keep investing in that which gets more and more expensive and we fail to support that which is getting cheaper and cheaper and does no harm to the climate and uses scarce water resources.

Awaiting a far resolution to this botched application process. Jerry Buechler, 305-510-4927"

03/17/2015 Email to customer. ACalhoun

"03/17/2015

RE: FPL Solar Rebate

Dear Mr. Buechler:

Thank you for your correspondence regarding Florida Power and Light Company's (FPL) residential solar photovoltaic (PV) pilot program.

In 2009, the Florida Public Service Commission (Commission) directed FPL and the other investor-owned electric utilities to develop pilot programs to encourage solar PV technologies and solar water heating. The pilot programs ultimately approved by the Commission were designed to offer rebates to customers to offset a portion of the up-front cost of solar PV and solar water heating, and provide solar PV systems to schools and solar water heating systems to low-income customers. Because all customers pay for the solar PV and solar water heating pilot programs, a cap was placed on the maximum expenditure each year for the solar pilot programs to protect ratepayers from undue rate increases. FPL's annual expenditure cap for its solar pilot programs was \$15,536,870. The pilot programs began in 2011 and are to conclude in 2015.

Once the Commission's staff learned of issues associated with the launch of the FPL's residential solar rebate program on January 14, 2015, we requested a full explanation from FPL. FPL responded that at 8:22 a.m. on January 14, 2015, the solar reservation system was being tested in preparation for the 8:30 a.m. launch. When the system was refreshed, the "Apply Now" button inadvertently appeared and was active. When customers saw the button, they immediately began the application process. FPL noticed the active button at 8:26 a.m. and turned it off. The "Apply Now" button was reactivated at 8:30 a.m. and the application process resumed. The system automatically shut down at 8:31 a.m. when the funds allocated to the residential solar program had been completely reserved. FPL received 406 applications on January 14, 2015.

In response to the inadvertent early launch of the rebate reservation system, FPL reallocated \$4 million for the residential solar PV program from the total aggregate annual limit of \$15.5 million for all solar programs and scheduled a second launch for January 21, 2015. The launch was available to any customer, on a first come first serve basis, who had not already received a funded reservation. FPL reported that the volume of requests received in response to the January 21, 2015 launch was so great (approximately 30,000 hits in five minutes), its computer systems for the reservation program were briefly overwhelmed and experienced technical difficulties, temporarily resulting in a slowed and interrupted application process. It was learned that multiple computer-users accessed the rebate application system simultaneously on behalf of individual customers. FPL's second residential solar PV launch resulted in 219 applications being received: the first 187 applications received confirmed reservations and 32 were placed on the wait list.

Thank you again for expressing your concerns. The Florida Public Service Commission appreciates the opportunity to assist you.

Sincerely,

Angela Calhoun
Regulatory Consultant
Office of Consumer Assistance & Outreach

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure."

3/17/2015 Customer correspondence received via email, added to file, and forwarded to ACalhoun. DHood
"From: Jerry Buechler [mailto:thetruthbyjerryb@gmail.com]
Sent: Tuesday, March 17, 2015 1:13 PM

To: Consumer Contact
Subject: Re: FPL Solar Rebate

This is inaccurate and does not serve the public. FPL told me that they were only around 200 applicants applying that did not get their applications received in time, so where does the 30,000 hits come from. Maybe when the system froze entirely people were frantically hitting the refresh button, bottom line is FPL has a responsibility to do this a 3rd time because the system failed, it did not slow it froze. It froze people out of the chance to go fossil fuel free which Florida, the most impacted by climate change state, should be embracing. FPL has and will be spending over 4 billions on 4 new gas turbine generating electrical plants and that does not include any fuel costs. FPL can well afford another 4 million. I am still awaiting a fair resolution to this botched application process. I request that my correspondence be referred to the Public Council so that I am represented by someone who is not in bed with the utilities. Please call me at 305-510-4927, Jerry Buechler "