

Collin Roehner

From: Randy Roland
Sent: Friday, July 01, 2016 8:57 AM
To: Consumer Correspondence
Subject: Docket 160021
Attachments: To CLK Docket 160021

Please add the attached consumer correspondence to Docket 160021.

Collin Roehner

From: Consumer Contact
Sent: Friday, July 01, 2016 8:23 AM
To: Randy Roland
Subject: To CLK Docket 160021

Copy on file, see 1215938C. Also filed for outages, see 1215735E. Please cc me when you forward this to the CLKs office. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, July 01, 2016 2:24 AM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 120794

CUSTOMER INFORMATION

Name: James Hanner
Telephone: (772) 882-4794
Email: jrhanner@illinois.edu
Address: 14131 Aguila Fort Pierce FL 34951

BUSINESS INFORMATION

Business Account Name: James Hanner
Account Number: 72371-53544
Address: 14131 Aguila Fort Pierce FL 34951

COMPLAINT INFORMATION

Complaint: Service Outage against Florida Power & Light Company
Details:

Within the space of six hours this PM (06/30/2016), we had 4 (that's right, FOUR!!) "power flickers". This is unacceptable. On their website, FPL says they are "working hard" to reduce flickers...obviously not hard enough! We pay our bill on time and in full. We expect reliable service in return. FPL has campaigned for a huge rate increase and against alternative energy. Perhaps they instead should direct their efforts toward providing uninterrupted service.