

Brian Schultz

From: Angie Calhoun
Sent: Monday, July 12, 2021 2:46 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20210015
Attachments: Comments before the PSC; Fwd Comments before the PSC; Fwd Flickering Power and Light; More Flickering Power and Light

Consumer correspondence for docket 20210015.

Angela Calhoun

From: Diane Hood <DHOOD@PSC.STATE.FL.US>
Sent: Monday, July 12, 2021 1:24 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Subject: To CLK Docket 20210015

Brian Schultz

From: Don Deresz <donderesz@gmail.com>
Sent: Monday, July 12, 2021 12:29 PM
To: media.relations@fpl.com; j.saunders@newsserviceflorida.com; Miami Herald; Consumer Contact
Subject: Comments before the PSC

Greetings, Mr. Reuter

Unlike remarks in your Opinion piece (The Miami Herald, 6.11.21, p.5C), as a residential FPL customer I do not beg for donations, but do seek real-world, pragmatic solutions to challenging issues.

Perhaps some of these issues and problems are FPL's doing, or not doing, as reflected in my comments on June 25th before the Public Service Commission. Please address these comments and suggested solutions to work to meet energy challenges for the homeowner.

Comments before the Public Service Commission on 6.25.21:

Thank you for the opportunity to comment:

First, there has already been a recent increase of our rates of a plus \$3.59 per month per 1000 kilowatt-hours. My electric bill went up close to 19% last month [May, 2021] compared to the same month last year.

In our area of about six large neighborhoods, FPL is earning the acronym: *Flickering* Power and Light. Many neighbors are complaining on social websites such as NextDoor, about flickering episodes, frequent brownouts, and short blackouts. ["Bury the Lines"]

Is FPL even keeping up with the many appliance and electronic upgrades that homeowners have been installing in their houses for the past six decades?

FPL has a huge income potential that is driving right up to them in the form of electric vehicles. Gas stations will become a relic. FPL will be the new fuel provider for e-cars and more in every home. What is FPL doing to prepare for this responsibility?

I recently learned that Surge Protectors can be installed right into the service boxes or at the meter. Instead of providing this service, FPL has a vendor selling an

insurance policy requiring homeowners to seek litigation. Years ago, I complained for years about voltage spikes at my house – it took FPL over three years to upgrade their transformer with subsequent damage to my appliances. FPL should offer a program to provide the surge protectors, not sell an insurance policy.

I read where we, the FPL customer, will pay for a “green hydrogen project” whereas other utilities and start-up’ projects will be funded under President Biden’s infrastructure plan. FPL should be lobbying to conduct green energy projects funded by the Feds, such as ocean tidal and Gulf Stream current energy sources. Why isn’t FPL promoting the infrastructure plan to bring our Country into a competitive framework with other countries, such as burying the lines in older neighborhoods like mine?

Don Deresz

1852 SW 24 St.

Miami, FL 33145

3058589975

Brian Schultz

From: Don Deresz <donderesz@gmail.com>
Sent: Monday, July 12, 2021 12:31 PM
To: Consumer Contact
Subject: Fwd: Comments before the PSC

----- Forwarded message -----

From: **Don Deresz** <donderesz@gmail.com>
Date: Mon, Jul 12, 2021 at 12:28 PM
Subject: Comments before the PSC
To: <media.relations@fpl.com>, <j.saunders@newsserviceflorida.com>, Miami Herald
<HeraldEd@miamiherald.com>, <contact@psc.state.fl.us>

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Don Deresz

1852 SW 24 St.

Miami, FL 33145

3058589975

Brian Schultz

From: Don Deresz <donderesz@gmail.com>
Sent: Monday, July 12, 2021 12:31 PM
To: Consumer Contact
Subject: Fwd: Flickering Power and Light

----- Forwarded message -----

From: **Don Deresz** <donderesz@gmail.com>
Date: Mon, Jul 12, 2021 at 12:30 PM
Subject: Flickering Power and Light
To: <media.relations@fpl.com>



Manuel Couto [Shenandoah](#) • [23 May](#)

Flickering House lights.

Hello neighbors curious here. Within the last 60 days approx myself and 3 different person's at separate addresses all within the 33145 and 33135 zip codes have experienced what appear to be electrical issues in there homes. Lights dimming, flickering microwaves toasters ranges running way too hot circuit breakers tripping. FPL has been called out on 3 occasions with the issue resolved. On one of the address a letter was received from FPL about outside home meter boxes and wires needing to be replaced at owners expense, one quote \$12,000. Curiously FPL letters also being received about insurance covering outside electrical equipment. If any of this is happening to you can you please post it here. I am just curious as we have never encountered this before living here since 1969. BTW the \$12,000 electric worki mentioned here is justified on that older home so I am in no way saying this is some sort it scam, more curious to here.

Posted in

Safety

to

Anyone



11 Neighbors

24 Comments



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William Burke

• [Shenandoah](#)

Good morning Manuel, I/we (neighbors) have experienced a different issue but related to power dimming and outages. I/we live on 14th Terrace and 16th Ave. In the last two months, four neighbors and I have been out of electricity three different times for hours at a time. FPL states that the switch is cutting off; a new switch was put in two years ago-----we are on the same switch box/line. It's been an issue for 25 years and still persists. Yes, they are trying-----but what happens when the storms come?

23 May

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Brooke Perry

• [Shenandoah](#)

YES YES YES YES!! This is happening to me. They have actually already replaced all of these parts for me because the problem is on the outside. It's my understanding they are responsible for what's on the outside. It started in March 2020. I have had them out here to fix it no fewer than 5 times since last March. They consistently try to push the problem back on me saying it's an issue with the inside wiring. I've had 3 electricians out here who have each confirmed that it's not the inside. They have led me to believe this is an isolated issue with my house. I have noticed the problem is intermittent on windy days and will sometimes go away on its own. I do know there is an issue at my pole where the leads are 2 different materials copper and something else, which might be causing the actual problem for many of us.

23 May

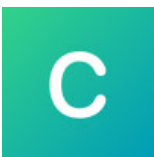
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Claudia Botero

• [North Coconut Grove](#)

We also had a issue with our Meter. At least that's was FPL said and told us we needed to replace our Meter□

23 May

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Brooke Perry

• [Shenandoah](#)

They replaced my meter and that didn't solve the issue. I wouldn't go out of pocket for that if they're trying to charge you.

23 May

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3



Rebeca S-Roig

• [Shenandoah](#)

If it's outside line(a) to the pole, down lines from the pole, and meter, that's on FPL to do, not the homeowner. Inside electrical, wiring, and breaker work is in the homeowner. I've dealt with this issue many times, and that's how it's been resolved.

23 May

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Manuel Couto

• [Shenandoah](#)

Thank you Rebecca S. Rough. I did not question who is responsible, I agree you are correct. The question was is this happening or did it happen at your home?? Thanks

23 May

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Hiram Ruiz

• [7th St / 42nd Ave](#)

Happening for months at our house in 33126. Have had electricians and FPL come 4-5 times and still happening.

23 May

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Jeannine Ramentol

• [Coral Gate](#)

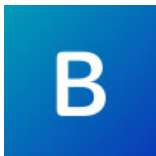
Yes, it's been happening to us as well. In coral gate on 21st Street. Lights flickering, and quick power outages.

23 May

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Brooke Perry

• [Shenandoah](#)

I'm also on 21st street, but in Shenandoah

24 May

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Giuseppe Tartaglia

• [Miami Roads](#)

Hi Manuel, I have a rental property in 33135, my tenants experienced same issues and after several electricians checking for faults within the property, it was realized that a ground wire connections on the airiel line outside (FPL) were corroded causing the issues. So be firm with FPL and have them check all line connections.

23 May

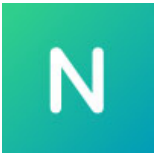
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7



Nelson Segovia

• [Brickell Village](#)

Typical FPL trying to scam customers. I wish we could end with this FPL monopoly and have a saying on who our electric provider is

24 May

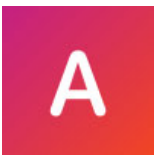
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2



Adam Perez

• [Center Grove](#)

Seen this happen before at my warehouse and a friends house. Both times it was a voltage issue and related to the neutral wire from the pole to the house. FPL came out and fixed it without ever coming inside.

24 May

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Aline Jidy

• [Downtown Coral Gables](#)

This happened to me and FPL fixed the problem for free since the issue was related to an FPL electrical cable coming into the house. FPL came out and fixed it without ever coming inside. I never received a letter from FPL about changing the Electrical Box. If your problem has been resolved, I would leave it alone. However, if your electrical box is very very old, maybe it would not be a bad idea to change it but I would get several quotes.

24 May

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ELI HoSAM

• [West Brickell Key](#)

FPL (and ATT) is becoming like a third-world electrical servicer - there are short brown-outs in my neighborhood every so often (how do I know: well.... when I come home and all the clocks on my appliances are flashing, I know) - which can be harmful to major appliances (AC, refrigerators, any large appliances which are on constant run) - because they are becoming somewhat inept (because of the brown-outs), they are "pushing" their electrical "insurance" plan, wherein, if your appliances die, they will replace them - this happened when I lived in the Caribbean - we were actually without power on a daily basis - anywhere from 4 to 8 hours a day - we just got used to it - which meant we were without water for the most part 4 to 8 hours a day too (until we installed a water tank, we learned to take "bucket showers") - their electrical utility was "pushing" appliance "insurance" too - and you really needed it there - a lot of people were replacing refrigerators a lot!

24 May

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Eli Hale

• [Silver Bluff](#)

Manuel and others, we had this issue about a year ago and had to have FPL come out multiple times before it was finally resolved. It is most likely one of 2 things causing this dipping and flickering. Either the neutral line or the lugs on the transformer. Here is how we got it resolved and what finally fixed it. First ask your neighbors who are right next to you and see if they have the same issue. Most of our neighborhood transformers provide power to 6-8 homes. If you are the only one having the issue then it is likely the neutral coming from the pole to your house. Have FPL change the lugs or the entire line. If the others are having the same issue then it may likely be old lugs on the transformer and our issue was resolved by then changing both "hot" lines as well as neutral. The line guys were happy this worked, otherwise they were going to have to replace the entire transformer. The trick is to call FPL again and ask for an escalation team to come out. They will need to send a line team out that specializes in this. If your neighbors are having the same issue, share your ticket numbers and have everyone call back and add neighbors tickets to your ticket. If they see that more than one dwelling is having the same issue they will eventually send out an entire team. As for the microwave and the oven and toasters acting as you stated, this could be a major safety concern. If FPL has not done so yet, have them come out and test your incoming lines using their load tester (they have a nickname for it, but I do not recall what it is). This may tell you if you should look further into your own wiring. Good luck

25 May

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4



Lore Chavez

• [Allapattah NW](#)

Omg I thought it was only me , 33142

25 May

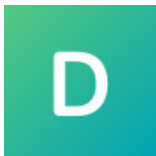
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1



Don Deresz

• [Silver Bluff](#)

from: Don Deresz <donderesz@gmail.com> to: "Martin, Rene" <rene.martin@fpl.com>, [Joel R Garcia@fpl.com](mailto:Joel_R_Garcia@fpl.com), [FPL Customer Correspondence@fpl.com](mailto:FPL_Customer_Correspondence@fpl.com), "Suarez, Francis (Commissioner)" <fsuarez@miamigov.com>, Miami Herald <HeraldEd@miamiherald.com>, "Reyes, Manolo (Commissioner)"

<mreyes@miamigov.com> date: May 27, 2021, 9:07 AM subject: Flickering lights in several Miami Zip codes Greetings, FPL. There has been much recent activity from residents living in several Miami zip codes about repeated incidences of "flickering lights" and brownouts as they share their complaints with at least 17 posts about Flickering Power and Lights (FPL) on the Nextdoor public webpages. These zip codes include the neighborhoods of: 33145, 33135, 33126, 33142. These residents have all called FPL several times, but the problems still persist. One post states that those solutions that worked at their house were FPL replacing hot lines, neutral lines to the house, transformers serving less households, and replacing old lugs. Our Miami Mayor is working hard to bring "tech" companies and related businesses into our Miami communities. It ain't gonna' happen until FPL assures consistent power without interruptions, voltage spikes, brownouts, and blackouts. Better yet, bury the lines in our older Miami neighborhoods! Don Deresz Miami Resident

27 May

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2



Mabel Toledo

• [Flagler Gardens](#)

I've had the same issue in 33134

27 May

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1



Manuel Couto

• [Shenandoah](#)

Don

27 May

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Manuel Couto

• [Shenandoah](#)

Thank You very much Don Derez

27 May

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Adalys Martinez-Tracy

• [Silver Bluff](#)

I just thought my house was haunted. ☐♀

2 Jun

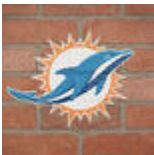
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2



Roland Diaz

• [Shenandoah](#)

We have been having the same problem for the past three month. Flickering doesn't happen every night but when it happens it is in the middle of the night☐♀

2 Jun

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1



Frank Aranda

• [Silver Bluff](#)

It broke a part in my central air conditioner. It cost me \$700 to fix. I also believe they are doing it on purpose so that you pay for their insurance. It's like an alarm company robbing your home and passing by the next day to see if you're interested in buying an alarm system.

7 Jun

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Manuel Couto

• [Shenandoah](#)

It is indeed very concerning what's happening to so so many people.

8 Jun

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Add a comment...[]

Brian Schultz

From: Don Deresz <donderesz@gmail.com>
Sent: Monday, July 12, 2021 12:35 PM
To: Consumer Contact; media.relations@fpl.com
Subject: More Flickering Power and Light

Telephone & Powerlines - No maintenance.

Hurricane season is here, and the power, internet and telephone lines in North Coral Gables are again after more than 3 years of neglect are heavily overgrown. Trees with thickened branches are now freely growing up and through lines, and vines are crawling up over the poles and transformers causing further burden on ageing infrastructure. What should be annual maintenance has now become a cost of capital issue. Aside from future power outages, the collateral damage is already here. Service providers such as AT&T now refuse to upgrade with fiber internet due to the lack of access to the poles and wires. The only news I hear of the city are the new development projects (and the related scandals), but again nobody seems to be paying attention to basic community services. We have been here before. Where is the city maintenance budget and ops plan? This is not rocket science...See more...

Posted in

Safety

to

Anyone



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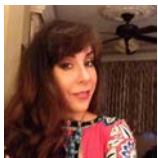
21 Comments

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Repost



20



Belkys Elkin

• [Little Gables](#)

They came around our area in 2019 and cut stuff back. It was probably around summer time. Nothing during 2020 or since. My husband and a neighbor took it upon themselves cut... [See more](#)

21 hr ago

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Carmen Iglesias

• [Shenandoah](#)

Is incredible how FPL want to increase the bill, when they don't do his duties. They have charged 3% for lines maintenance, but it's only theory.

3 hr ago

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Lisa Senior

• [Coral Gables West](#)

Who is responsible for keeping the lines clear? Homeowner, City or Utility?

21 hr ago

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Jessica Keller

• [Granada North](#)

FPL is responsible. Alberto posted great link below.

20 hr ago

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See 1 more reply



Amber Dañ

• [Granada North](#)

Same. Now, every time there's wind, the lights flicker. I have called FPL and they never call back to make appointment.

20 hr ago

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1



Alberto Caban-Martinez

• [Granada North](#)

<https://www.coralgables.com/media/PublicWorks/Landscape/FPL-and-CCG-Vegetation-Management-Procedures-218-2020.pdf>

20 hr ago

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3



Eric Fliss

• [Granada East](#)

They were in our are twice working on trees and power lines over the last two months.

20 hr ago

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Clay Davis

• [Coral Gables West](#)

As far as I know from FPL employees is that if you call them, they will come out! Supposedly FPL wants to limit the amount of outages before they occur.

20 hr ago

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2



Frank Garcia

• [Granada North](#)

I called them two weeks ago and they refused to come out. Told me they no longer trim trees. Yet they're asking for a huge rate increase now.

14 hr ago

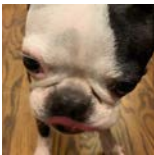
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Tina Plaza

• [Granada North](#)

They've been in our neighborhood clearing trees from lines the past few weeks(edited)

20h

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Lourdes M.

• [West Miami](#)

FPL do not take care of these posts and now they want to charge more because they say they need more money. Shameful!

19 hr ago

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Gary Sample

• [Granada North](#)

We were advised weeks ago that FPL would be trimming in our area but they have yet to show up

17 hr ago

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Juan Galan

• [Cocoplum](#)

Call Florida Public Service Commission, do not waste your time with local folks. Worst of all, even if trees were perfectly trimmed, the ice loading (Y)standard as set by Edison... [See more](#)

17 hr ago

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2



Grace Louise Carricarte

• [De Soto](#)

FPL hasn't come by since Irma. Last they did they butchered my oak tree so badly it collapsed onto my roof. Very costly roof repair and tree removal. I have resorted to paying a... [See more](#)

17 hr ago

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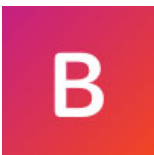
Michael Wilhelm

• [Palmer Park](#)

If your service area is slated for fiber placement, ATT will clear the lines. However, the homeowner is required to not plant trees that can grow into the cables in the utility... [See more](#)

15 hr ago

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Ben Pennington

• [Granada East](#)

I went to the link below and was able to create a work order request to trim the trees around the power lines behind our house and they sent someone out within a week and half to... [See more](#)

15 hr ago

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4



Marianne Elmore

• [Granada East](#)

If you call the city they will arrange for their private company to trim "what the feel necessary".

14 hr ago

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1



Gricel Hernandez

• [Flagler Gardens](#)

I have two open tickets one from 2020 and one for this year 2021. They blame their delays on the Covid 19 virus. The city three trees have grown out of control and they represent danger to my home and my neighbors homes. My area is Flagami, and the city officials are a joke and we don't know where the tax money is going. Concern citizen.

2 hr ago

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1



Larry Mann

• [Real Glenvar Heights](#)

FPL will only take care of limbs in their lines. They responded rather fast when I called about mine. They did leave some lower branches that were in AT&T/Comcast lines. They said I had to call the company that owned the lines to get those trimmed.

2 hr ago

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Hilario Randall

• [Granada Entrance](#)

They are getting started it seems this is this morning on July 12th

