

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, March 7, 2023 8:59 AM
To: 'Nelson Perez-Jacome'
Cc: Consumer Contact
Subject: RE: 4841 NW 1 Ave. Miami FL FPL Complaint - FPL doesn't provide adequate service in my lower-income neighborhood.

Good Morning, Nelson Perez-Jacome.

We will be placing your comments below in consumer correspondence in Docket Numbers 20230001, 20230010, & 20200181, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

From: Nelson Perez-Jacome <nperezjacome@gmail.com>
Sent: Tuesday, March 7, 2023 8:20 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>; Eric.Silagy@fpl.com; John.Bulter@fpl.com; armando.pimentel@fpl.com; Office of Commissioner La Rosa <Commissioner.LaRosa@psc.state.fl.us>; Records Clerk <CLERK@PSC.STATE.FL.US>; john.ketchum@nexteraenergy.com
Cc: Mariana Evora <mariana.evora@gmail.com>
Subject: 4841 NW 1 Ave. Miami FL FPL Complaint - FPL doesn't provide adequate service in my lower-income neighborhood.

Good Morning,

Please consider this a formal complaint that FPL has been indigent in its responsibilities to adequately maintain its infrastructure and provide electric service to the address 4841 NW Ave. Miami, FL 33127 (and likely nearby addresses as well).

There is long pattern of power outages in the historical records. Over the past few years, they occurred once every month or two. In the past week, we have had three or four power outages (and those are just the ones we know - we are not home all day). When you contact FPL, there always seems to be a new excuse - a branch fell, a transformer failed, etc... Not only are these excuses not acceptable if they were true - it is evident that they are patently false. If the same transformer fails more than once, it's not the brand new transformer you replaced; there is a clear underlying problem, and if it were branches falling, by now, my neighborhood wouldn't have any trees left. I would expect FPL to know this.

FPL has made it clear that they do not care to maintain the infrastructure in my neighborhood - most likely because we are in a lower-income area. I wonder if Morningside or Bay Point on the "right side" of the train tracks have this issue? I would guess not. **Sadly because we chose to invest in our neighborhood and live in a lower-income minority area, this is the service we get.**

I expect an expeditious resolution and appropriate action from the PSC and FPL. Let me make this clear: it is NOT a request but an expectation. I have paid for a service that was not rendered and continues not to be. I do not pay for intermittent power; I pay for full-time power. You collect bills for full-time power. The cost of continuous service and infrastructure maintenance is baked in, yet you don't deliver. You are ransacking my home and neighborhood.

Fix this. Not with a band-aid, but the way you would if it were in a more affluent neighborhood. Do whatever it takes - underground part of the line, build a substation. I don't care. Just fix this. Pretend it's your neighborhood.

Sincerely, your extremely disappointed and ransacked constituent/customer.

Nelson Perez-Jacome
Phone: (305) 215-0485