

Antonia Hover

From: John Plescow
Sent: Wednesday, July 23, 2025 7:57 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Docket #2025-0011

Please, add to docket 20250011.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Wednesday, July 23, 2025 7:10 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Docket #2025-0011

John,
Please forward to clerk's office. 20250011 C'Griffin-Greaux

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

From: Clauds M <clauds2012@gmail.com>
Sent: Wednesday, July 16, 2025 8:17 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Docket #2025-0011

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Docket #2025-0011
Claudia McLean
Aventura, FL 33160

Good Afternoon:

I'm writing to share my experience as a FPL customer. While I'm not advocating for a rate increase, but I understand costs go up, what I want to recognize is the consistent reliability and communication I've received from FPL. They have incredible customer service, which is rare these days..

From storm preparedness to restoration, FPL goes above and beyond. Even during major hurricanes, outages are limited, and when they do happen, crews respond swiftly. Power is restored faster than expected, and they keep you informed with clear, timely updates via phone or text.

That consistency has made a real difference for me and others I know. With dependable power and strong communication, I feel supported when things go wrong. I've noticed service reliability has improved significantly over the years as they've invested in grid upgrades.

Thank you for the opportunity to share my experience.

Sincerely,
Claudia McLean

Sent from my iPhone