

**Antonia Hover**

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**From:** John Plescow  
**Sent:** Monday, July 28, 2025 1:30 PM  
**To:** Consumer Correspondence  
**Cc:** Consina Griffin-Greaux  
**Subject:** FW: Florida Power & Light. Docket 20250011

Please, add to docket 20250011.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact  
Sent: Monday, July 28, 2025 1:08 PM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Subject: FW: Florida Power & Light. Docket 20250011

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

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

From: Jordan Mello <jordancmello@yahoo.com>  
Sent: Friday, July 25, 2025 12:38 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: Florida Power & Light. Docket 20250011

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> Hello,

>

> Our family has been longtime residents in Sarasota, Florida for over 50yrs. Over the years, our west coast has seen its fair share of storms and hurricanes. I am always amazed to see how well Florida Power & Light prepares and works so hard to get our communities back to normal.

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> With any power event whether it be a hurricane or just afternoon storm, the communication from Florida Power & Light speaks volumes on the company they are. I am a believer that Florida Power & Light cares about their customers. Although they do not have walk in offices for someone to speak to someone, their customer service team whether in the field or on the phone are truly hands down best in the business. As a society, we need communication and not in the form of a robot or AI as they call it.

>

> I've come across a few of their field reps and cannot say enough about their knowledge and willingness to truly help the 'customer'. A Big Thank You to Florida Power & Light for caring.

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> In order for them to provide this exceptional service (reliability and customer support) this company deserves to have their rate case approved.

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> Sincerely,  
>  
> Mello Family  
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