

**Antonia Hover**

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**From:** John Plescow  
**Sent:** Monday, July 28, 2025 1:38 PM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: Quality of Service (FPL)

Please, add to docket 20250011.

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**From:** Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact  
**Sent:** Monday, July 28, 2025 1:06 PM  
**To:** John Plescow <JPlescow@PSC.STATE.FL.US>  
**Subject:** FW: Quality of Service (FPL)

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

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**From:** Michael Hughlett <[hughlett.michael@gmail.com](mailto:hughlett.michael@gmail.com)>  
**Sent:** Sunday, July 27, 2025 10:01 PM  
**To:** Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
**Subject:** Quality of Service (FPL)

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I'm writing to express my positive experience with Florida Power & Light Company (FPL)—exceptional, reliable service. As a resident and Customer, I have constantly found FPL to be a dependable source of electricity, ensuring that my family and household needs are met efficiently. Over the years, FPL has demonstrated preparedness to handle various challenges, including our problem in Loxahatchee Grove, the Acreage, Loxahatchee, and adverse weather conditions and unexpected outages. FPL took notice of our concerns and, a year and a half ago, implemented a plan to remove overhead lines in our area and transfer them underground. This has tremendously improved the outages we were experiencing regularly during storms in our area. FPL's dedication to high standards is evident in its investments in renewable energy and sustainable efforts. As a customer, this commitment and confidence in their ability to serve the community not only today but also in contributing to a cleaner and more sustainable future. I wholeheartedly commend FPL for its hard work and efforts in providing reliable electricity services to its customers. It is associated with a utility company prioritizing customer satisfaction and investing in long-term quality.

Thank you for considering my positive experience with FPL. I trust you will continue supporting their endeavors to ensure reliable and sustainable energy for all residents.

Warmest regards,  
Michael L. Hughlett, Sr.  
15744 60th Pl. N.,  
Loxahatchee, FL 33470

