

Tuesday, May 31, 2016

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CORRESPONDENCE  
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Dear Staff,

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COMMISSION  
CLERK

After reading the little newsletter you enclose with our bills every month, I decided I would like to write in regards to FPL's quality of service (Docket # 160021-EI).

We live in a 40 year old community sandwiched in between the ocean and the Intracoastal waterway. We have a lot of rain storms here, not to mention hurricane threats. There is very poor drainage and often there is a lot of standing water. Some of it probably affects our electric service. We also have a lot of fully-grown trees that can interfere with power lines.

Every phone call that I have ever had to make have resulted in a positive outcome. I have had many reasons to call, even at 2 or 3 a.m. you could probably look up my community of Ocean Palm Villas South and see all of the service calls! We have frequent power outages and power surges, and flickers that last for under 3 minutes. Most of the infrastructure in our area is probably 40 years old, too! To give you an idea, the cable company here just laid the underground fiber optic cable so that we could all have better internet service!

FP&L has always been there for us. We have even seen them working in some very bad weather! We always appreciate the sacrifices your workers make. Our electric bills are so low, considering we are taking in

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the hot Florida sun with no trees around, and we are in two-story condominium townhouses. Your investment into solar technology is really paying off. We can see the difference!

One thing that I think the State of Florida should consider is the removal of Daylight Savings Time. It only increases the electric bills! Seniors on a fixed income are really suffering here in the Sunshine State. Eight states across the country have placed the issue on their November ballots. The state of Arizona never went on Daylight Savings, in spite of the fact that they have some intense heat and lots of sunshine. Sun shining after 6 p.m. certainly doesn't cool your house down - the attics remain very hot, and it takes a greater effort on the part of your A/C system to cool it down.... I think this should be brought to the attention of our Governor. I understand from people that he is looking at it from the standpoint of increased crime.....

Thank you for the opportunity to express my views. FP & L is a great company with great ideas and great people. You are a true Florida success story! Sincerely,

The Lawler Family  
22 Ocean Palm Villas South  
Flagler Beach, Fla. 32136

