

June 15, 2016

Docket #160021

Type: General Comment

I'm a long time customer of FPL and I am neutral regarding the rate increase. However, last year during a hot summer day, I lost power in half of my house. I called FLP's customer service and they dispatched someone out immediately.

They determined my meter needed to be replaced. To keep me from being without air and lights they connected a temporary meter and I had power within 2 hours of my first call.

I appreciate FPL's fast response, great customer service, and strong community support.

Thank you,

Ms. Campbell