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July 29, 2016

- VIA ELECTRONIC FILING -

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket Nos. 160021-EI

Dear Ms. Stauffer:

From June 2, 2016 to June 29, 2016, the Commission conducted nine service hearings as part of Florida Power & Light Company's Petition for Rate Increase before the FPSC. Enclosed is FPL's report on those service hearings. Included in the report is a summary of customer service concerns expressed, and FPL's responses to those concerns.

Sincerely,

/s/ Kenneth M. Rubin

Kenneth M. Rubin

Enclosures

cc: Parties of record in Docket Nos. 160021-EI



Before the Florida Public Service Commission

In the Matter of:

Petition for rate increase by Florida Power & Light Company
Docket No. 160021-EI

Petition for Approval of 2016-2018 Storm Hardening Plan, By Florida Power & Light Company
Docket 160061-EI

2016 Depreciation and Dismantlement Study by Florida Power & Light Company
Docket 160062-EI

Petition for Limited Proceeding to Modify and Continue Incentive Mechanism, by Florida Power & Light
Company
Docket 160088-EI

Quality of Service Hearings Report

Location	Date	Time
Fort Myers	June 2, 2016	5:00 PM
Sarasota	June 3, 2016	9:30 AM
West Palm Beach	June 15, 2016	6:00 PM
Melbourne	June 16, 2016	9:30 AM
Daytona Beach	June 16, 2016	6:00 PM
Miami	June 27, 2016	6:00 PM
Fort Lauderdale	June 28, 2016	9:30 AM
Pembroke Pines	June 28, 2016	5:00 PM
Miami Gardens	June 29, 2016	9:30 AM

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Quality of Service Hearing Summary

The Florida Public Service Commission (FPSC) conducted nine quality of service hearings within Florida Power & Light Company's (FPL) service territory from June 2, 2016, to June 29, 2016. The hearings took place in Fort Myers, Sarasota, West Palm Beach, Melbourne, Daytona Beach, Miami, Fort Lauderdale, Pembroke Pines and Miami Gardens.

A total of 377 speakers testified at the service hearings, sharing their experiences with FPL as their electric service provider, expressing their wishes that FPL would become their electric service provider (non-FPL customers), and/or expressing an opinion on FPL's base rate increase request. Speakers indicated appreciation for FPL's quality of service, with 69 percent or 259 speakers expressing positive comments. Seven percent, or 27 speakers, expressed quality of service concerns, with reliability and equipment/facilities being the most frequently mentioned. Background and resolution of each concern is included beginning on page 6 of this report. The remaining 24 percent, or 91 speakers, did not comment about the quality of service.

Approximately one-third (35% or 133 speakers) testified opposing FPL's proposed rate increase, while 27 percent, or 102 speakers, supported FPL's rate proposal and 38 percent, or 142 speakers, did not state a position on the request. Of the 133 speakers who commented against the base rate increase, 79 percent made either positive or no comments on FPL's service quality.

One in six (17% or 63 speakers) commented about additional topics that were not considered quality of service issues for the purposes of this report; these speakers were classified as "Neutral" on the subsequent graphical summary chart. They spoke about the following concerns: solar generation-27, Turkey Point power plant cooling canals-23, Turkey Point expansion/cost recovery-15 and smart meters-18. These matters are not part of the base rate proceedings.

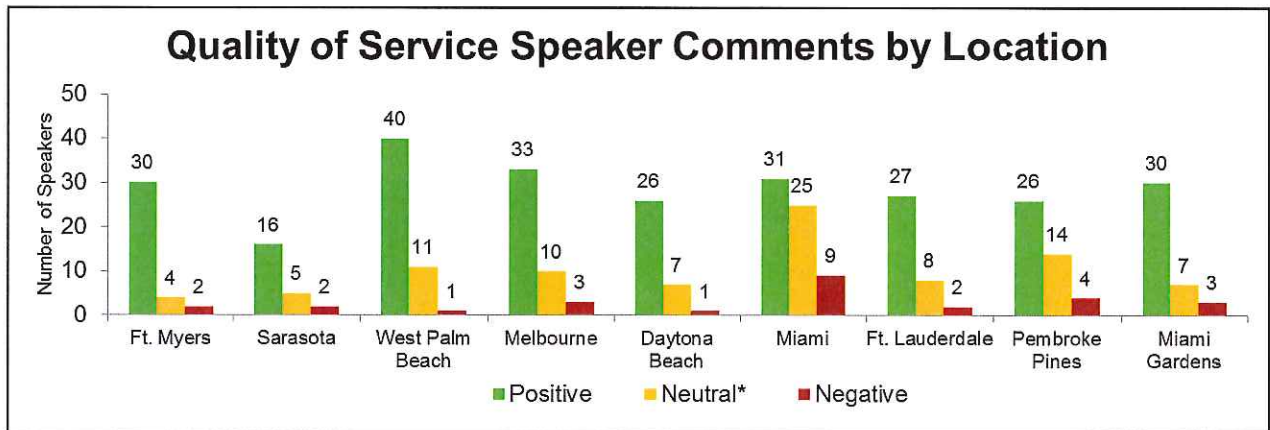
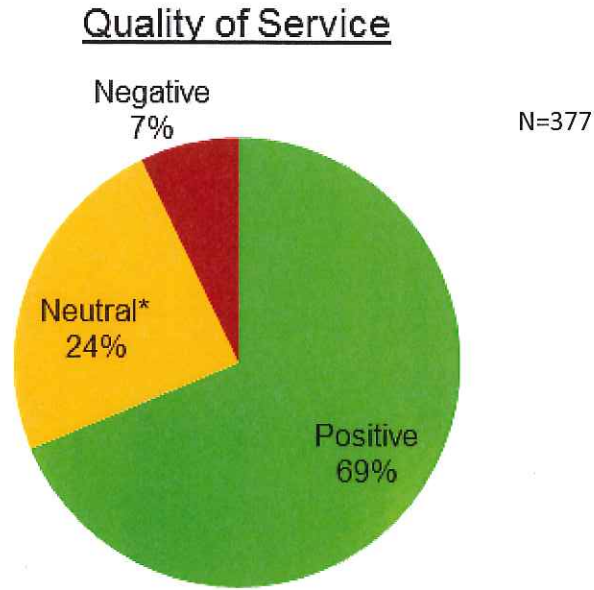
FPL's Customer Advocacy Representatives were present to support each service hearing, assisting customers at a literature table and a Customer Assistance Room. At the literature table Advocates were available to demonstrate infrastructure improvements aimed at strengthening and hardening FPL's grid. The demonstration included specific initiatives for an address and utilized a live interface with www.FPL.com/maps. The table also contained literature with topics covering reliability and storm readiness, power generation initiatives, billing and rates information, energy conservation and customer programs. Approximately 120 people visited the tables and received literature on various topics.

FPL's Customer Assistance Room was also available at each facility with live connectivity to access customer accounts. Customer Advocates assisted customers with affordability concerns, provided energy conservation and bill management program information, financial assistance referrals, and addressed any account-related matters. A total of 51 customers were assisted in FPL's Customer Assistance Rooms.

Following each hearing, Ms. Marlene Santos, FPL Vice President of Customer Service, sent personalized letters to speakers. The letters thanked customers for their participation and valuable comments, and provided an FPL contact should they have any questions or need assistance in the future.

Graphical Summary Charts

Chart 1 - Speaker Comments on Quality of Service



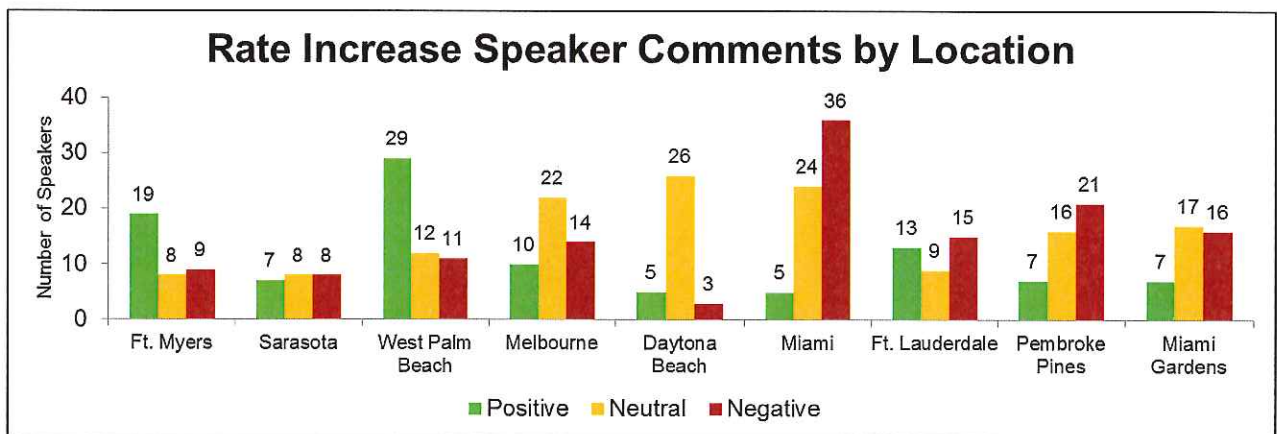
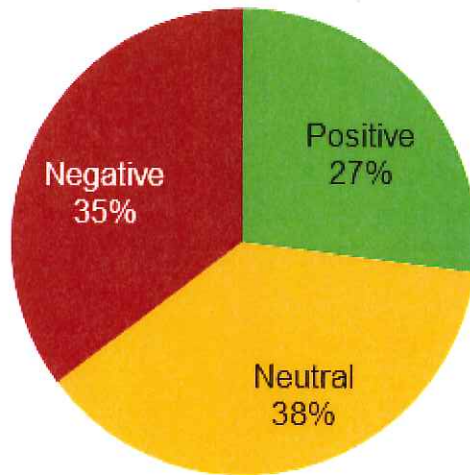
*Includes customer concerns regarding Turkey Point, renewable energy and/or smart meters.

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Chart 2 - Speaker Comments on Rate Proposal

Rate Increase

N=377



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Speakers with Quality of Service Concerns by Location

The following report provides information to the Commission on the 27 customers who raised service quality concerns. The report outlines the actions taken by FPL to address each customer's individual situation.

Fort Myers

Hearing Information	
Location: Fort Myers	Date: 06/02/2016
Speaker Name: Luceal Henry-Curry	Transcript Pages: 67-68

Concern 1 – Financial Assistance Program Information

Mrs. Curry was concerned with her inability to obtain Assist-related information regarding FPL's Care To Share (C2S) program during prior calls to FPL. She stated each time she called FPL to inquire about its Assist programs for less fortunate people, she did not get an answer to her questions. She also stated no one was able to tell her how much money has been collected in that program and which agencies were responsible for helping the needy.

Background: FPL has record of one contact from Ms. Curry regarding financial assistance information. On May 26, 2016, Mrs. Curry contacted FPL's Care Center and inquired about the total contribution amount FPL had collected for the C2S program, the agencies who were the recipients of the funds, and the amount distributed to each agency in the previous year. The representative advised Mrs. Curry the requested information was unavailable. Mrs. Curry indicated she understood, but then asked if FPL had a department that would be able to review her concerns as she felt such information should be made available to customers – specifically those who make donations to the C2S program. The representative explained she would document the customer's comments for FPL management's review and the customer appeared satisfied.

Resolution: On June 6, 2016, an FPL Customer Advocate contacted Mrs. Curry to discuss her concerns and apologized for any inconvenience experienced during her prior contact to FPL. Information regarding Assist programs was provided and Mrs. Curry was referred to FPL's website at <https://www.fpl.com/help/payment-assistance.html> for additional details about C2S, partner agencies and other energy-assistance programs. The Advocate also arranged to follow-up with Mrs. Curry to provide her with detailed information regarding C2S contributions in 2015.

On June 8, 2016, the Advocate contacted Mrs. Curry and further discussed her concerns. The Advocate provided detailed information – area specific and company-wide – regarding the specific agencies in Mrs. Curry's area that received C2S funds and amount distributed to the agencies.

On June 9, 2016, the Advocate re-contacted Mrs. Curry and explained Assist funding may be available to her through the Low Income Home Energy Assistance (LIHEAP) and Emergency Home Energy Assistance for the Elderly (EHEAP) programs. Mrs. Curry was referred to Charlotte County Human Services to schedule an appointment and the Advocate's contact information was provided to her should she need further assistance. As of July 28, 2016, no inquiry has been received from any financial assistance agency.

Additionally, FPL plans to provide enhanced information on the C2S program for FPL employees to access when assisting customers with similar inquiries. The information will include area-specific and company-wide details regarding the agencies that received C2S funds and amount distributed to the agencies.

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Hearing Information	
Location: Fort Myers	Date: 06/02/2016
Speaker Name: E Christine Carpenter	Transcript Pages: 91-94

Concern 1 – Property Damage Claim

Ms. Carpenter was concerned with a property damage claim from February 2015. She explained overgrown shrubbery and trees caused a loss of service to her neighbor's home and FPL asked if they could go through her property to do the line work. Ms. Carpenter allowed them into the yard. Their trucks left rut marks and her butterfly bush was damaged because the branches were ripped off when her neighbor's debris was being removed. In addition, it appears her refrigerator was affected when the service was restored and she lost all her food in the freezer.

Background: On February 18, 2015, Ms. Carpenter contacted FPL's Care Center concerned with damage to a plant in her backyard by an FPL contractor resulting from debris pick-up from recent line clearing. The customer indicated she may have other damages but she would have to verify. The Customer Service representative apologized for any inconvenience and explained she would refer her claim concern to the appropriate department for further investigation and response. After further review by FPL Vegetation Management, the claim was referred to the responsible contractor.

On February 26, 2015, the contractor reported to FPL that the plant had a small branch broken and the damage was minor. Additionally, there are no records of rut damage being reported by the customer or the contractor responding to rut damage during their field visit.

Resolution: On June 6, 2016, an FPL Vegetation Management Leader contacted Ms. Carpenter to discuss her concern. The Vegetation Management Leader asked to schedule a time to meet that week to check the condition and discuss resolution; however, the customer was unsure a meeting was necessary since the ruts had leveled out themselves over time and were not an issue any longer. Additionally, her butterfly bush was already dead. Ms. Carpenter indicated she would check her calendar and contact FPL if she felt the need.

On June 8, 2016, the Vegetation Management Leader attempted to contact the customer again but was only able to leave a message requesting a return call. An e-mail requesting a return call was also sent that day.

Subsequently, the Vegetation Management Leader spoke with Ms. Carpenter and inquired about the value of the damaged plant. The customer indicated the value was minimal. In an effort to resolve all matters regarding the February 2015 damage, as a courtesy, a \$100 gift card was offered. On June 27, 2016, the customer contacted the Vegetation Management Leader and indicated she accepted the gift

card, which would fully resolve the matter. On July 19, 2016 FPL received confirmation of the gift card delivery to the customer.

Concern 2 – Service Interruptions

Ms. Carpenter was concerned with a couple of recent outages she experienced. She explained they were not lengthy, but long enough to notice and occurred enough times to be a concern.

Background: FPL records reflect one service interruption from July 1, 2015, through July 28, 2016. A feeder outage occurred on March 1, 2016, at 12:39 P.M. as a result of an unplanned crew request. The service was restored within six minutes on the same day at 12:45 P.M.

FPL records reflect the following Flickers (Momentary Power Interruptions) from August 1, 2015, through July 26, 2016:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	7	3	6	1	0	0

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	0	1	0	1	3	1

Resolution: During the June 6, 2016 conversation reported in the Resolution of Concern 1 above, the FPL Vegetation Management Leader also addressed Ms. Carpenter’s recent outages mentioned in her testimony. Ms. Carpenter indicated she would check her calendar and re-contact FPL about a date and time to meet, if needed.

On June 8, 2016, as indicated above, a voice mail message was left and an email sent by the Vegetation Management Leader requesting a return call to address her concerns, if desired.

As of July 19, 2016, the customer has not contacted FPL to further discuss her service reliability concern.

Concern 3 – Street Light

Ms. Carpenter was concerned with an unresolved problem related to a street light in her area.

Background: FPL records do not reflect any customer contact to report a street light matter.

Resolution: On June 2, 2016, following Ms. Carpenter’s testimony, the customer explained to the FPL Advocate that a street light in her area was dim. The customer’s concern was referred to the FPL Lighting Services Manager for further handling and response. On June 3, 2016, the street light was repaired and the customer notified.

Concern 4 – Service Center Callback

Ms. Carpenter was concerned with a request to have a Service Planner contact her between 4:00 P.M. and 8:00 P.M. which resulted in receiving a voicemail from the Service Planner around 12:30 P.M. The customer had questions regarding customer-owned facilities.

Background: On June 2, 2016, a Service Planner attempted to contact Ms. Carpenter at 12:37 P.M. The Service Planner left a message requesting a return call at the customer’s earliest convenience and the Service Planner’s contact information was provided.

Resolution: The Service Planner was provided with feedback and advised of the need to contact the customer at the specified time. Service Planning subsequently contacted Ms. Carpenter, apologized for calling at the incorrect time and addressed her concern regarding a change to her customer-owned facilities.

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Sarasota

Hearing Information	
Location: Sarasota	Date: 06/03/2016
Speaker Name: Roseanna Curlee	Transcript Pages: 47-48

Concern – High Bill

Ms. Curlee was concerned with a \$250 bill for her May 2016 bill statement – which she stated was a lot more than she could pay, since her bill normally averaged between \$100-150. She also stated when she contacted FPL to inquire about the bill, FPL’s automated system indicated there was an extra day in the billing period and the average temperature was two degrees higher. However, Ms. Curlee disagreed with the information provided and felt it did not account for the \$100 difference. Ms. Curlee also mentioned she was receiving assistance from the Salvation Army to pay the bill, but indicated she would not be able to pay the following month’s bill as assistance from the Salvation Army is provided only once a year.

Background: FPL records indicate the account was started on September 20, 2014. During the past 12 months ending May 2016, the average monthly bill was \$181.55 with an average of 1,697 kWh. Previously her highest monthly kilowatt consumption was 2,233 in August 2015. The average monthly high temperature increased from 82 to 85 degrees during the time period of April to May 2016.

Resolution: On June 3, 2016, an FPL Customer Advocate discussed with Ms. Curlee her concerns and reviewed the account’s billing and usage history. The Advocate explained the bill increased by approximately \$80 from the prior month and was for 31 days. The Advocate reviewed the FPL Online Energy Dashboard with Ms. Curlee, which indicated there was a gradual increase throughout the last billing period. Energy conservation tips and a Bill Management and Assistance Programs packet were provided. A High Bill Investigation (HBI) was also offered, which Ms. Curlee declined. She indicated she was satisfied and stated she would implement some of the energy conservation measures explained to her, as she felt the problem was related to how she operated her air conditioning (A/C) system.

On June 10, 2016, after unsuccessful attempts were made to contact the customer, the Advocate mailed a letter to Ms. Curlee. The letter reviewed the free high bill investigation/home energy survey and meter test options, and also provided FPL Assist program referral information.

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Hearing Information	
Location: Sarasota	Date: 06/03/2016
Speaker Name: Ida Cuthbertson	Transcript Pages: 54-56

Concern –Notification of Quality of Service Hearings

Ms. Cuthbertson was concerned with the information in her bill insert related to the Quality of Service hearings. She stated FPL’s publication labeled the hearing as a “Quality of Service Hearing,” rather than a “Rate Increase Hearing.” She also stated the text was so small that she needed to use a magnifying glass to compute the rates. She felt this was improper/false advertising.

Background: On May 18, 2016, a regular bill was issued; enclosed with the bill statement was FPL’s monthly newsletter – FPL Energy News – which is included with all residential bills as an insert. The Energy News insert published that month by FPL was the “Rates Edition,” which informed customers of its base rate proposal request and upcoming hearings.

Resolution: On June 9, 2016, an FPL Customer Advocate contacted Ms. Cuthbertson to discuss her concerns regarding the verbiage of the service hearing notification and the text size printed on the insert. The Advocate explained FPL’s rate proposal and the public Quality of Service Hearings are held by the FPSC to give customers an opportunity to speak on the quality of service they receive from FPL. Ms. Cuthbertson indicated she understood; however, she stated she felt the publication should come directly from the FPSC as it is their primary responsibility to notify customers of their hearings. She also stated she felt the wording should be clarified to avoid confusion.

The Advocate thanked Ms. Cuthbertson for her candid remarks and assured her that her concerns would be shared with FPL management for consideration in future publications. Ms. Cuthbertson indicated she was satisfied and was appreciative of the follow-up call.

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West Palm Beach

Hearing Information	
Location: West Palm Beach	Date: 06/15/2016
Location: Pembroke Pines	Date: 06/28/2016
Speaker Name: Alexandria Larson	Transcript Pages: 61-64 (West Palm Beach) Transcript Pages: 38-42 (Pembroke Pines)

Note: Mrs. Larson testified at three Quality of Service Hearings, including West Palm Beach, Miami and Pembroke Pines. The concerns considered quality of service matters for the purposes of this report, are included in this section and were part of Mrs. Larson’s West Palm Beach and Pembroke Pines testimonies.

Concern 1 – Ongoing Service Reliability Issues (West Palm Beach Hearing)

Mrs. Larson indicated she’s had power flickers for the past 20 years. She explained that her first experience with FPL was back in 1983 when voltage was so high it ruined her appliances.

Background: Prior to Mrs. Larson’s testimony, FPL has taken significant steps to improve the reliability in the area, including multiple inspections, line clearing and upgrading facilities.

Following is a review of FPL records regarding service reliability in the past 12 months (July 1, 2015 through July 28, 2016):

On July 1, 2015, Mrs. Larson contacted FPL’s Care Center and indicated her dissatisfaction with frequent outages. The Customer Service representative updated information on the trouble ticket that day and noted the customer’s dissatisfaction. In addition, the customer’s concern was referred to the appropriate department for further investigation and response.

On July 4, 2015, an FPL Customer Restoration Specialist attempted to contact Mrs. Larson by phone. The Customer Restoration Specialist’s contact information was provided in a voicemail message requesting a return call to discuss findings after research was completed.

On July 8, 2015, the customer’s concern was referred to an FPL Engineer for further investigation and response.

On August 3, 2015, Mrs. Larson contacted FPL’s Care Center again concerned with frequent outages. The customer indicated she would fax a letter to the FPSC and wanted to sue FPL and place a claim because FPL has not been doing maintenance on their facilities since 1989 and she’s had nine surges in 17 minutes. The customer’s concern was elevated to an Account Supervisor. The customer advised the Account Supervisor she had the FPSC’s phone number and would contact them regarding power surges that occurred that day. She explained the surges have been occurring for years but had become more frequent since March 27, 2015. The Account Supervisor discussed with Mrs. Larson the findings from the previous service reliability investigation and issued a request for further response to her concerns.

On August 4, 2015, an FPL Engineer contacted Mrs. Larson to discuss her service reliability concern and review her outage history. The Engineer explained the work that had been completed on feeder 7665 serving the customer’s area. In addition, an infrared technology inspection of her feeder was completed and the work to address all of the findings identified by the investigation would be completed by August 31, 2015, barring any unforeseen circumstances. Mrs. Larson was satisfied with FPL’s response and action plan.

FPL records reflect the following service interruptions from July 1, 2015, through July 28, 2016:

Date	Time Off	Time On	Device	Remarks
07/01/15	02:52 P.M.	04:30 P.M.	Feeder	Tree
07/08/15	01:20 P.M.	01:22 P.M.	Feeder	Damaged Overhead Equipment
01/23/16	12:43 P.M.	12:50 P.M.	Feeder	Tree
06/06/16	05:25 P.M.	06:03 P.M.	Feeder	Tree
07/04/16	04:34 P.M.	05:21 P.M.	Feeder	Line Recloser
07/21/16	4:10 P.M.	4:20 P.M.	Feeder	Animal

FPL records reflect the following Flickers (Momentary Power Interruptions) during the same time period:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	6*	0	0	0	0	0

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	0	0	0	0	0	0

*Two flickers occurred 08/25/15 and two flickers occurred 08/30/15 as a result of poor weather.

Resolution: On June 17, 2016, a Power Delivery Customer Advocate contacted Mrs. Larson to discuss her reliability of service concern and explained her concern was referred to the local service center for further investigation and response.

On June 20, 2016, an FPL Engineer contacted Mrs. Larson to discuss her service reliability concern and explained that he would visually inspect the lateral serving her area and any improvement opportunities identified would be addressed accordingly.

On July 20, 2016, the Engineer re-contacted Mrs. Larson to inform her that a visual inspection of the lateral serving her area was completed June 20, 2016, and no improvement opportunities were identified. In addition, he explained further research of her area revealed she is experiencing brief voltage drops as a result of an adjacent feeder within the same bus of the substation serving her area. Recently, an advanced infrared technology inspection of the adjacent feeder was completed, which identified the need to replace lightning arresters and perform line clearance. The work is scheduled to be completed by August 21, 2016, barring any unforeseen circumstances. Currently, FPL is aggressively treating palm trees for removal on that same adjacent feeder.

Concern 2 – Leaning Poles (Pembroke Pines Hearing)

At the Pembroke Pines Quality of Service Hearing, Mrs. Larson indicated she was concerned with poles along Southern Boulevard, from the beach to Belle Glade. Mrs. Larson described the poles as being old and at a 90 degree angle.

Background: FPL had no record of leaning poles in the area Mrs. Larson has described and no record of Mrs. Larson contacting FPL regarding this matter.

Resolution: On July 20, 2016, the Engineer contacted Mrs. Larson to inform her that a visual inspection of the poles for the location Mrs. Larson described will be completed by August 15, 2016, barring any unforeseen circumstances, and any improvement opportunities will be addressed accordingly. The customer thanked the Engineer for following up on this matter.

On July 22, 2016, the Engineer completed a visual inspection of the poles in the area Mrs. Larson described along Southern Boulevard, from the beach to Belle Glade. The inspection identified the need to replace one pole and the work is scheduled to be completed by September 15, 2016, barring any unforeseen circumstances. The Engineer contacted Mrs. Larson the same day to inform her of the recent finding and the customer thanked the Engineer for following up on this matter. The Engineer’s contact information was provided and the customer will contact FPL should she have any further concerns.

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Melbourne

Hearing Information	
Location: Melbourne	Date: 06/16/2016
Speaker Name: Milton Farrow	Transcript Pages: 37-39

Concern – Smart Meter Deployment

Mr. Farrow was concerned with a visit he received from a person stating he was there to install a meter that Mr. Farrow ordered. However, Mr. Farrow had not placed an order for a different meter and requested proof of the order, which the person stated was back in the office. Mr. Farrow felt the employee acted fraudulently.

Background: FPL records indicate Mr. Farrow’s account was not assigned to receive a smart meter during FPL’s smart meter deployment. Further, there is no record of any FPL employee/contractor visiting his property or FPL providing any documentation related to his signature.

Resolution: On July 5, 2016, an FPL Advocate followed up with Mr. Farrow and explained his concerns were investigated; however, FPL had no records of the incident. Mr. Farrow did not have any further details to provide. The Advocate explained it is possible the contractor went to the wrong address and apologized for any inconvenience. Mr. Farrow acknowledged that the incident was a long time ago and was appreciative of the follow-up.

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Hearing Information	
Location: Melbourne	Date: 06/16/2016
Speaker Name: Dr. Mary Ingui	Transcript Pages: 110-111

Concern – Long/Extended Outage

Dr. Ingui stated that a bad rain storm on May 17 and May 18, 2016, caused a 12-hour outage in front of 613 Wimbrow Drive, and was upset by the length of the outage.

Background: FPL records do not reflect any customer contacts regarding this matter.

FPL records do not reflect any service interruptions from August 1, 2015, through July 24, 2016.

FPL records reflect the following Flickers (Momentary Power Interruptions) during the same time period:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	3	6	2	2	4	7

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	0	4*	3	13**	0	0

*Three Flickers occurred 03/29/16 as a result of weather

**Eight Flickers occurred 05/17/16 and two flickers occurred 05/18/16 as a result of a storm.

Resolution: Following Dr. Ingui’s testimony on June 16, 2016, a Power Delivery Customer Advocate approached Dr. Ingui to address any concerns regarding the 12-hour outage. However, the customer explained she did not have any concerns because she did not personally experience the outage but her friend, Mrs. Katherine Groepler who also testified, did and she was there to support her.

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Hearing Information	
Location: Melbourne	Date: 06/16/2016
Speaker Name: Katherine Groepler	Transcript Pages: 111-113

Concern 1 – Long/Extended Outage

Mrs. Groepler was concerned with an extended outage, which occurred early morning on May 18, 2016, during a bad rain storm. Mrs. Groepler also explained she lives two houses from where the transformer blows whenever there is a storm.

Background: On May 17, 2016, and May 18, 2016, Mrs. Groepler’s area experienced a very bad storm with tornadoes, which caused extended power outages in the area. On May 18, 2016, a power outage occurred at 3:33 A.M. and Mr. Groepler contacted FPL’s Care Center at 7:20 A.M. to report the outage and request further information. Mr. Groepler was provided an estimated time of restoration of 10:30 A.M. Since power had not been restored, the customer called FPL’s Care Center again at 12:56 P.M. and was advised service would be restored by 5:30 P.M. Service was restored the same day at 1:52 P.M.

FPL records reflect the following service interruptions from August 1, 2015, through July 24, 2016:

Date	Time Off	Time On	Device	Remarks
05/17/16	1:32 P.M.	6:40 P.M.	Lateral	Storm/Winds
05/18/16	3:33 A.M.	1:52 P.M.	Transformer	Storm/Winds

FPL records reflect the following Flickers (Momentary Power Interruptions) during the same time period:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	3	6	2	2	4	7

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	0	4*	3	13**	0	0

*Three flickers occurred 03/29/16 as a result of weather

**Eight flickers occurred 05/17/16 and two flickers occurred 05/18/16 as a result of a storm.

Resolution: Following Mrs. Groepler’s testimony on June 16, 2016, a Power Delivery Customer Advocate discussed with Mrs. Groepler her concern and explained it was referred to the local service center for further investigation and response.

On June 17, 2016, an FPL Technical Specialist contacted Mrs. Groepler and explained the cause of the extended outage. The customer understood the outage resulted from a lateral line down and subsequent damage to her transformer during a bad storm with tornadoes in her area. In addition, she understood that the wire down had to be repaired before addressing her transformer in order to safely and efficiently restore service. The customer was satisfied with FPL’s response.

Concern 2 – Need for more Street lights

Mrs. Groepler was concerned with the dark street in her community. She indicated some streets were pitch black and there weren't enough street lights.

Background: FPL records do not reflect any contacts made by Mrs. Groepler regarding her concern with the need for more street lights in her community.

Resolution: The Power Delivery Customer Advocate discussed with Mrs. Groepler her concern and explained that she would have to contact her City/Municipality to request more street lights in her community. In addition, the customer was also informed her concern was referred to the area's FPL External Affairs Manager to provide an update to the Mayor of Sebastian regarding her concern.

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Daytona Beach

Hearing Information	
Location: Daytona Beach	Date: 06/23/2016
Speaker Name: Peter Kouracos	Transcript Pages: 93-95

Concern –Smart Meter Installation

Mr. Kouracos was concerned that FPL installed a smart meter at his property after he expressed his wishes, verbally and in writing, to keep a non-standard meter.

Background: On May 29, 2012, the customer contacted FPL's Care Center and requested a smart meter not be installed at their property. The customer was advised by a representative that their concern and request would be forwarded to FPL's Customer Advocacy Department who would return their call. Later that day, an FPL Customer Advocate contacted the customer; however, the customer was unable to speak at that time.

On May 30, 2012, an FPL Customer Advocate made an unsuccessful attempt to reach the customer by telephone. A voicemail message could not be left as the customer's telephone line hung up after five rings.

On May 31, 2012, the Advocate contacted the customer to discuss their concern and request; however, the customer was not interested in speaking with the Advocate and terminated the call. As a result, the Advocate mailed a letter to the customer requesting contact to discuss their concern. However, FPL records do not reflect any response.

Since there was no postponement on the smart meter, on September 13, 2013, an attempt was made to install a smart meter at the customer's property; however, the customer refused the installation. Subsequently, an Advocate contacted the customer to discuss the smart meter refusal and address their concern and at the customer's request, the smart meter installation was postponed.

On March 3 and March 31, 2014, letters were mailed to the customer advising of FPL's FPSC-approved Non-Standard Meter Option (NSMO) program, the associated fees and the enrollment process.

On May 1, 2014, as a result of no contact from the customer expressing their meter choice option, the account was auto-enrolled in the NSMO program. A certified letter was subsequently mailed to the customer on May 5, 2014, advising of the NSMO auto-enrollment, due to no response to the enrollment notification letters previously mailed.

On June 2, 2014, a regular bill was issued; the bill included the NSMO enrollment fee and monthly surcharge. Enclosed with the bill statement was a letter explaining the NSMO fees included in the bill.

On June 6, 2014, the customer contacted FPL's Care Center and expressed concerns with the amount of their bill. After speaking with a representative, the customer indicated they did not understand and would have their son re-contact FPL to discuss the NSMO fees.

On August 9, 2014, the customer contacted FPL's Care Center regarding the NSMO fees and at their request, a work order was issued to install a smart meter at the property, which was completed on August 14, 2014. All subsequent bill statements thereafter no longer included the NSMO fees.

Resolution: On June 16, 2016, an FPL Customer Advocate discussed with Mr. Kouracos his concerns and reviewed the account's history leading up to the smart meter installation. Mr. Kouracos indicated he understood and requested the Advocate contact his sister, Ms. Danielides – who he stated was authorized and overseeing the account on their mother's behalf – to discuss the available meter options.

Between June 22nd and July 1st 2016, the Advocate made several unsuccessful attempts to reach the customer of record, Ms. Danielides, and Mr. Kouracos and left voicemail messages requesting a return call. On July 11, 2016, due to no response, the Advocate mailed a letter to Ms. Danielides requesting contact to discuss the meter options available for her mother's account. As of July 22, 2016, contact has not been received by FPL from any of the parties.

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Miami

Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Pat Milone	Transcript Pages: 66-69

Concern 1 – Frequent Service Interruptions

Ms. Milone was concerned with frequent service interruptions.

Background: FPL records do not reflect any past customer contacts regarding a concern with service reliability.

FPL records reflect the following service interruptions from August 1, 2015 through July 24, 2016:

Date	Time off	Time On	Device	Remarks
08/11/15	08:16 A.M.	08:24 A.M.	Feeder	Equipment
10/05/15	12:16 P.M.	02:52 P.M.	OCR	Vehicle Accident
10/13/15	08:28 A.M.	09:54 A.M.	Lateral	Damaged Arrester
10/26/15	01:44 P.M.	02:20 P.M.	Lateral	Customer Request

FPL records reflect the following Flickers (Momentary Power Interruptions) during the same time period:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	0	0	0	0	0	0

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	0	0	0	0	0	0

Resolution: On June 28, 2016, a Power Delivery Customer Advocate attempted to contact Ms. Milone. A gentleman picked up and terminated the call when advised the call was from FPL. The Advocate referred the customer's reliability concern to the local service center for further investigation and response.

On June 29, 2016, an FPL Technical Specialist attempted to contact Mrs. Milone to discuss her reliability concern. The Technical Specialist was only able to speak with the customer's spouse, Mr. Milone, who indicated he would provide Mrs. Milone with the Technical Specialist's contact information. Mr. Milone did not indicate any concerns with reliability.

The same day, Mrs. Milone left a voicemail message for the Technical Specialist indicating her sole concern and objection was the glaring security lights.

Concern 2 – Glaring Security Lights from Adjacent Property

Mrs. Milone was concerned with security lights on Pike Electric's property, which were shining into her property.

Resolution: On June 29, 2016, FPL contacted the customer who owns the security lights and the owner agreed to shut off the lights. On July 27, 2016, the Advocate re-contacted the customer to confirm his satisfaction. Mr. Milone stated he was satisfied and appreciative of FPL facilitating the resolution of the matter.

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Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Miguel Soliman	Transcript Pages: 118-119

Concern – Easement

Mr. Soliman was concerned with the cost of removing overhead facilities at 900 SW 7th Street in Miami, which his client had to pay for. The customer explained there was no easement and FPL's Legal department had reviewed the issue.

Background: As of August 2015, all matters were successfully resolved by FPL (i.e. FPL relocated their aerial lines and facilities off the property into the right of way, and the poles the FPL facilities were initially attached to were not FPL poles but AT&T poles; therefore, those poles were not FPL's responsibility to remove from the property.

Resolution: On June 27, 2016, a Power Delivery Customer Advocate discussed with the customer his concerns and explained his concern was referred to the appropriate departments for further investigation. An e-mail was also sent to the customer by FPL Engineering Leader requesting a call to FPL.

As of July 28, 2016, after several attempts to contact Mr. Soliman, he has not responded to FPL. However, FPL had previously addressed all concerns regarding this matter with the property owner of 900 SW 7th Street in Miami.

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Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Robert Schwartz	Transcript Pages: 83-84

Concern – Surges

Mrs. Schwartz was concerned with numerous power surges.

Background: FPL records do not reflect any customer contact regarding this matter.

FPL records reflect the following service interruptions from August 1, 2015 through July 24, 2016:

Date	Time Off	Time On	Device	Remarks
09/30/15	01:22 P.M.	02:02 P.M.	Lateral	Tree
05/18/16	03:35 A.M.	04:20 A.M.	Feeder	Poly Arresters

FPL records reflect the following Flickers (Momentary Power Interruptions) during the same time period:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	2	0	0	1	0	0

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	0	0	1	4	1	2

Resolution: On July 1, 2016, a Power Delivery Customer Advocate attempted to contact Mrs. Schwartz to discuss her concern. A message was left with the Advocate's contact information requesting a return call. In the message, the customer was also advised that her concern was referred to the local service center for further investigation and response.

On July 8, 2016, an FPL Engineer contacted Mrs. Schwartz by telephone to further discuss her concern and explained he would contact her with findings from his investigation.

On July 18, 2016, the Power Delivery Customer Advocate attempted to contact Mrs. Schwartz by phone. The Customer Advocate left a message informing the customer that Automatic Feeder Switches (AFS) have been installed on the feeder serving her area as well as trip-savers (automatic lateral switches). The Customer Advocate also advised that a visual inspection of the feeder serving her area was completed April 26, 2016, and the work to address the findings from the visual inspection will be completed by August 12, 2016, barring any unforeseen circumstances. In addition, line clearance of the feeder serving the customer's area will be completed by September 30, 2016, and removal of critical palms will be completed by July 29, 2016, barring any unforeseen circumstances.

The same day, the FPL Engineer spoke with Mrs. Schwartz, who confirmed she received the Customer Advocate's message and she was satisfied with FPL's action plan.

On July 28, 2016, the Advocate re-contacted the customer and provided an update regarding the improvements. She explained the feeder repairs were completed on July 25, 2016, the line clearance of the feeder serving the customer's area will be completed by September 30, 2016, and removal of critical palms will be completed by July 29, 2016, barring any unforeseen circumstances.

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Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Sally Philips	Transcript Pages: 109-112

Concern – Physical Facilities

Mrs. Philips was concerned with the timeframe to replace her service line. The customer explained she contacted FPL two years ago and again a month and a half ago regarding this issue.

Background: On January 13, 2014, Mrs. Philips contacted FPL concerned with the condition of her service line. The customer explained her wire was bare of insulation, old and cracked but it was not reachable by a person. Subsequently, a request was sent to the local service center for further handling and a work request was issued for repairs. However, the crew was not able to access the wire to complete the work as a result of a dog in the yard.

On June 6, 2016, Mrs. Philips contacted FPL concerned with the condition of her service line. She indicated the line was frayed. A request was sent to the local service center for further handling.

On June 7, 2016, a trouble ticket was issued and the responding technician identified the need to replace 90' of wire. The work was referred to the local service center to schedule the work.

Resolution: A Power Delivery Customer Advocate discussed with the customer her concern and explained a request had been sent to the local service center.

On June 28, 2016, a crew arrived at Mrs. Philips' property and replaced her service line. The customer was satisfied.

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Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Maria Luisa Castellanos	Transcript Pages: 115-116

Concern – Extended Outages

Mrs. Castellanos was concerned with extended outages in the area of Coral Gables during storms because FPL has not placed their lines underground.

Background: FPL records do not reflect any past customer contacts regarding a concern with service reliability regarding her account or the area of Coral Gables.

Resolution: On July 13, 2016, an FPL Technical Specialist contacted Mrs. Castellanos to discuss her concern with underground conversion. Mrs. Castellanos explained service in her area was very good but she did not understand why FPL hasn't started a program to bury their facilities underground to minimize long outages during thunderstorms and hurricanes. The Technical Specialist explained the requirements for underground conversion, such as cost, permits, and easements. Mrs. Castellanos understood and indicated she was appreciative for FPL's outreach on the matter.

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Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Brenda M. Betancourt	Transcript Pages: 116-118

Concern – Street lights

Mrs. Betancourt was concerned with numerous street lights that were out, approximately 50.

Background: FPL records do not reflect any customer contacts in an attempt to report street light outages.

Resolution: On July 6, 2016, a Power Delivery Customer Advocate contacted Mrs. Betancourt to discuss her concern. The Advocate explained her concern was referred to FPL Lighting Services for further handling and response.

An FPL Lighting Services Production Lead contacted the customer to address her concern. The customer requested an e-mail address where she could send a list of affected street lights, since they were not located in her immediate community. The Production Lead provided the e-mail and advised Mrs. Betancourt that FPL would start repairs as soon as the list of street lights was received. The customer was very appreciative for FPL's outreach regarding this matter.

On July 13, 2016, the Production Lead attempted to contact the customer by phone but was only able to leave a message requesting a return call or an e-mail with all the street light locations.

As of July 28, 2016, Mrs. Betancourt has not contacted FPL. However, FPL Lighting Services conducted a visual inspection of the customer's area on July 28, 2016. Eight street lights in her area were identified

as needing repair. The repairs were completed on July 28, 2016 and an e-mail update was sent to Mrs. Betancourt on July 29, 2016.

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Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Isabel Ramos-Quifones	Transcript Pages: 150-152

Concern – Line Clearance

The customer was concerned with line clearance needed in the easement behind her property. According to the customer, FPL suggested that she contract a professional arborist but she stated she cannot afford to spend \$1,000 for this service.

Background: FPL records do not reflect any customer contact regarding a line clearance concern.

Resolution: On June 28, 2016, a Power Delivery Customer Advocate spoke with Mrs. Ramos-Quifones to discuss her line clearance concern. The customer expressed a concern with trees that were growing into the high tension lines and she explained someone would have to call her or her husband prior to their arrival because they had dogs. The Advocate’s contact information was provided and the customer was advised her concern was referred to FPL Vegetation Management for further handling and response.

On June 29, 2016, an FPL Vegetation Specialist met with the customer and after a visual inspection agreed to trim approximately 10 trees by July 7, 2016, barring any unforeseen circumstances.

On July 1, 2016, the work to address the line clearance was completed. Mrs. Ramos-Quifones was satisfied.

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Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Sam B. Van Leer	Transcript Pages: 158-160

Concern – New Service Delay

Mr. Van Leer explained he reached out to FPL four times but did not hear back until an acquaintance contacted an account manager.

Background: Approximately three to four years ago, Mr. Van Leer was going to start a new project in the area of Little Haiti and he was given a phone number to a department that handled new projects (possibly the service center).

Resolution: A Power Delivery Customer Advocate contacted Mr. Van Leer to further discuss his concern. The customer explained he was not able to provide much information but he recalls he was given a phone number by someone who explained that would be the number to call if he was trying to start a

new project. The project was going to be in Little Haiti; however, it never came through and there was no more need to contact FPL.

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Hearing Information	
Location: Miami	Date: 06/27/2016
Speaker Name: Linda Alger	Transcript Pages: 162-164

Concern – Line Clearance

Mrs. Alger was concerned with the FPL tree trimmers missing her home two times while performing line clearance in her area.

Background: FPL records reflect an e-mail was sent to the customer on December 30, 2015, advising that tree trimming was scheduled in her area.

Resolution: An FPL Vegetation Specialist contacted Mrs. Alger to discuss her concern. The customer explained she has a black olive tree encroaching the overhead facilities and she was under the impression that FPL’s contracting arborist skipped her house because they trimmed along SW 27th Terrace and SW 27th Lane but not along SW 29th Avenue a few years ago. The Vegetation Specialist explained the crews were working other jobs that did not include 29th Avenue because of the difference in line classification between feeder and lateral lines. The Vegetation Specialist further explained that SW 29th Avenue was scheduled for planned maintenance line clearance in 2016 and it was currently in progress.

The same day, a crew arrived at her property and trimmed her tree. The customer was satisfied with FPL’s response.

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Fort Lauderdale

Hearing Information	
Location: Fort Lauderdale	Date: 06/28/2016
Speaker Name: Leslie A. Boucher Sr.	Transcript Pages: 98-99

Concern 1 – Service Reliability and A/C Property Damage

Mr. Boucher was concerned with flickers that occurred in his area. He stated he knew that it was in the area because three buildings in his community were affected at the same time. He also stated the flickers resulted in property damage and believes the surges caused damage to his A/C.

Background: On April 14, 2016, Mr. Boucher contacted FPL’s Care Center to report a partial power outage and explained that his A/C was not working. The partial outage was reported and the trouble ticket was later canceled after determining there was no problem in his building. Additionally, the

customer was referred to FPLES regarding the A/C damage, since he was enrolled in the SurgeShield program.

FPL records reflect the following service interruptions from August 1, 2015, through July 24, 2016:

Date	Time Off	Time On	Device	Remarks
05/23/16	07:46 A.M.	08:06 A.M.	Feeder	Transmission Problem

FPL records reflect the following Flickers (Momentary Power Interruptions) during the same time period:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	2	7	0	2	0	0

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	0	2	1	2	2	4

Resolution: On June 28, 2016, a Power Delivery Customer Advocate discussed with Mr. Boucher his concerns regarding flickers and property damage. The customer was provided with the Advocate's contact information and explained that his concerns were referred to the appropriate departments for further investigation and response.

The same day, an FPL Technical Specialist attempted to contact Mr. Boucher by telephone but was only able to leave a message acknowledging the customer's concern. In the message, the Technical Specialist explained a visual inspection of his neighborhood lines would be completed by July 15, 2016, barring any unforeseen circumstances and any improvement opportunities would be addressed accordingly.

On July 19, 2016, the Technical Specialist spoke with Mr. Boucher and informed him of the results of the visual inspection recently completed, which included the need to replace insulators and fuse switches. The Technical Specialist explained the work to address the improvement opportunities identified will be completed by September 1, 2016, barring any unforeseen circumstances. The Technical Specialist's contact information was provided should the customer have any further questions and/or concerns. Mr. Boucher indicated he was satisfied with FPL's response and action plan.

Concern 2 – Area Service Reliability and People Shocked

In the customer's testimony, he stated there was a recent power outage in his area that affected other customers who were shocked.

Resolution: On July 25, 2016, a Power Delivery Customer Advocate contacted Mr. Boucher to clarify his testimony regarding outages in his area but not at his property; however, Mr. Boucher indicated he was unavailable to speak about the matter. If and when the customer re-contacts FPL, his concern will be addressed.

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Hearing Information	
Location: Fort Lauderdale	Date: 06/28/2016
Speaker Name: Elijah Manley	Transcript Pages: 111-116

Concern – Disconnection for Non-payment

Mr. Manley was concerned with his mother's service being disconnected for non-payment for a high bill they could not afford. He stated the balance consisted of their new bill and an unpaid bill from their previous address combined. The customer stated his mother was unemployed, disabled and unable to make the required payment to have the service reconnected. However, Mr. Manley stated they were fortunate enough that County Commissioners helped them pay the bill.

Background: FPL records reflect the customer transferred their service on May 2, 2016. The customer's unpaid final bill balance was transferred to their new account on June 2, 2016. A final notice for the final bill transferred balance was issued the following day with a pay by date of June 13, 2016, to avoid disconnection.

On June 7, 2016, a partial payment was received.

On June 13, 2016, an auto-generated Remote Connect Service (RCS) email was sent to the email address on record warning the account in jeopardy of service disconnection for non-payment. An unsuccessful automated RCS warning call was also made to the telephone number on record, which was not answered. That same day, a second partial payment was received. Subsequently, the account balance was accessed via FPL's Interactive Voice Response (IVR) system and a payment arrangement was requested; however, the caller rejected the payment arrangement offered through the IVR and terminated the call.

On June 15, 2016, the service was remotely disconnected at 8:04 A.M. for the remaining unpaid balance and an auto-generated email notice of the disconnection for non-payment was sent to the email address on record.

On June 16, 2016, the account balance was accessed via FPL's IVR system.

On June 17, 2016, Ms. Davis contacted FPL requesting to make a payment to have her service reconnected and was transferred by a Care Center Representative to FPL's Pay by Phone system. A payment was received for the remaining final notice balance at approximately 5:42 P.M. and a subsequent order to reconnect the service was issued. FPL records reflect the service was remotely reconnected at 5:45 P.M.

Resolution: On June 28, 2016, an FPL Customer Advocate spoke with Mr. Manley regarding the disconnection of service. The Advocate reviewed the account's billing and payment history with the customer and explained FPL's billing and collection policies. The Advocate discussed FPL's Assist programs, provided the customer with a Low Income Home Energy Assistance Program application, and – as a courtesy – removed the reconnection fee from the account. Mr. Manley was also provided with a Bill Management and Assistance Programs packet, which contained several sheets providing information about bill management programs and energy conservation. Additionally, the Advocate arranged to follow-up with Mr. Manley regarding FPL's free Home Energy Survey.

On July 6, 2016, the Advocate attempted to reach Mr. Manley, who was unavailable, by phone and spoke with Ms. Davis regarding the account. The Advocate re-capped the information discussed with Mr. Manley and the actions taken to which Ms. Davis confirmed she had been made aware. A Home Energy Survey was offered and accepted, and scheduled for July 11, 2016.

On July 11, 2016, an Energy Management Consultant (EMC) visited Ms. Davis' home and conducted a Home Energy Survey. Ms. Davis' meter reading was verified and a load test of the meter was performed using her equipment. The EMC noted that no malfunctioning appliances were identified and the home had a flat roof with no attic for insulation. The EMC also noted that six people lived in the home and Ms. Davis was home all the time with her A/C set at 75 degrees. Further, Ms. Davis' interior doors were closed, so the EMC suggested she keep them open for more return to the A/C unit. Energy conservation tips and measures that could be taken, based on the EMC's findings, were provided and a meter test was also offered; however, the meter test was declined as Ms. Davis did not feel it was necessary at the time. Additionally, information regarding FPL's Budget Bill and On Call programs were provided and at Ms. Davis' request, the account was enrolled on each program. The account will begin on Budget Billing when the July 22, 2016, bill is issued. Also, on July 20, 2016, a phone call was made to the customer to schedule an appointment to install the On Call equipment. Billing credits will begin after the equipment is installed.

On July 25, 2016, the Advocate spoke with Ms. Davis and confirmed the On Call equipment was installed and reviewed the July bill, which was enrolled on Budget Billing. Further, the Advocate provided a short-term payment plan and confirmed the ASSIST information with Ms. Davis.

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Pembroke Pines

Hearing Information	
Location: Pembroke Pines	Date: 06/28/2016
Speaker Name: Debbie Caroccio	Transcript Pages: 58-61

Concern 1 – On Call Discount No Longer Offered

Ms. Caroccio was concerned with the credit amounts being lowered by FPL for customers enrolled in its On Call program.

Background: FPL records reflect that Ms. Caroccio is currently enrolled in FPL's On Call program. She has been enrolled in the program since August 2, 2001 and has saved approximately \$1,389.00 to date.

In 2003, FPL filed a proposal with the FPSC to decrease the credits for the On Call program for new customers and customers who changed their central A/C and Heat options or added appliances. The decreased credits became effective April 1, 2003; however, customers enrolled in On Call prior to April 1, 2003 remained on the old pricing plan.

In 2015, FPL filed a proposal with the FPSC to cancel the closed Residential On Call tariff. Effective November 1, 2015, participants who were grandfathered in to the old pricing plan were moved to the pricing plan that became effective April 1, 2003. This was done to keep energy conservation costs down

for all FPL customers, ensure the program remains cost effective and ensures fairness for all participants. Ms. Caroccio was one of the approximately 235,000 customers affected.

Resolution: On July 7, 2016, an FPL Customer Advocate contacted Ms. Caroccio who clarified that her dissatisfaction with the On Call program stemmed from the On Call credits being reduced. The Advocate explained she was on a pricing plan that became effective on April 1, 2003, and that she benefited from an outdated pricing plan and increased credits for an additional 12 years. The Advocate also explained that all customers were now receiving the same credits and offered to enroll her in the extended option for the A/C to increase the monthly credit; however, the customer declined.

Concern 2 - Refused Help During Extreme Financial Hardship

Ms. Caroccio was concerned with being denied assistance after becoming unemployed. She stated she previously contacted FPL for help and was advised FPL could not help her, since she had no income.

Resolution: The customer spoke with an FPL Advocate on June 28, 2016, regarding her situation. On July 7, 2016, an FPL Customer Advocate re-contacted Ms. Caroccio and discussed her concerns further. She clarified her previous testimony and stated when she called the phone number provided by FPL to seek financial assistance, she was advised she did not qualify because she was unemployed. In an effort to assist her, the Advocate enrolled her account into FPL's 62Plus Program, which provides customers on fixed incomes an additional 10 days (from 21 to 31 days) to pay their bills. Additionally, the Advocate provided the contact number to a local Assist agency to apply for financial assistance and agreed to work with her and protect the account from collection action, until Ms. Caroccio was able to receive assistance and get back on her feet. The Advocate explained that he would be available to facilitate an appointment, as needed. She thanked the Advocate and indicated she appreciated the assistance.

On July 21, 2016, an ASSIST commitment was received on Ms. Caroccio's account. The Advocate left a voice mail message for the customer on July 25, 2016, confirming the same and provided his contact information.

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Hearing Information	
Location: Pembroke Pines	Date: 06/28/2016
Speaker Name: Ellen Schorr	Transcript Pages: 77-79

Concern – Frequent Outages

Ms. Schorr was concerned with frequent outages experienced in her community of Pasadena Lakes in the past six weeks.

Background: Ms. Schorr contacted FPL to report each outage and contacted FPL numerous times to obtain status reports.

FPL records reflect the following service interruptions from August 1, 2015, through July 28, 2016:

Date	Time Off	Time On	Device	Remarks
08/18/15	08:41 A.M.	11:49 A.M.	Feeder	Conductor Down
09/18/15	09:31 A.M.	09:48 A.M.	Transformer	Planned Outage
05/04/16	03:35 P.M.	05:09 P.M.	Lateral	Storm
06/09/16	05:48 P.M.	06:27 P.M.	Lateral	Fuse Switch
06/21/16 – 06/22/16	09:55 P.M.	12:19 A.M.	Lateral	Storm
06/27/16	03:38 P.M.	04:35 P.M.	Lateral	Storm
07/02/16	12:04 P.M.	12:30 P.M.	Lateral	Storm
07/02/16	12:59 P.M.	05:40 P.M.	Lateral	Switch

FPL records reflect the following Flickers (Momentary Power Interruptions) during the same time period:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	7*	0	1	1	0	0

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	0	2	0	0	0	0

*Two flickers occurred 08/18/15 prior to the feeder outage that day

Resolution: On June 28, 2016, an FPL Technical Specialist discussed with Ms. Schorr her service reliability concern regarding recent outages and explained her concerns would be investigated and the FPL Technical Specialist would contact the customer with a response.

On July 1, 2016, the FPL Technical Specialist attempted to contact the customer numerous times by telephone and could not leave a message.

On July 5, 2016, the FPL Technical Specialist spoke with Ms. Schorr, who explained her phone service was not working as a result of weather in the area. The FPL Technical Specialist explained that two transformers were flooded as a result of bad weather and she would be re-contacted with an action plan.

On July 7, 2016, the FPL Technical Specialist contacted Ms. Schorr and advised that the two transformers that were flooded would be replaced and leveled by August 12, 2016, barring any unforeseen circumstances. The FPL Technical Specialist reminded Ms. Schorr FPL cannot guarantee continuity of service, especially during bad weather conditions. The customer indicated she understood and was satisfied with FPL's response and action plan.

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Hearing Information	
Location: Pembroke Pines	Date: 06/28/2016
Speaker Name: John Eastman	Transcript Pages: 102-106

Concern 1 – Storm Recovery Fee and Feeder Change-Outs

Mr. Eastman indicated FPL had to re-do one of the three feeder change-outs completed on Griffin Road associated with FPL Storm Recovery fee. He stated FPL should have asked the City about their future plans to widen the road to avoid any future re-work and extra costs.

Background: FPL records reflect that on March 10, 2015, FPL completed the hardening of the feeder along Griffin Road in Mr. Eastman’s neighborhood, which is part of FPL’s Storm Hardening project. This hardening job included the replacement of all poles along Griffin Road from SW 178th Avenue to 190th Avenue. A total of 34 new concrete poles were installed and 31 removed (12 concrete and 19 wood). In addition, the construction for this project began January 8, 2015, with planning and permitting since 2014. The planning included permitting from municipalities, the Department of Transportation, as well as coordination with other utilities such as Comcast and AT&T to have their facilities transferred.

FPL records reflect in March of 2001 a pole relocation job was completed along Griffin Road from 160th Avenue to 188th Avenue. In addition, from 2000 to 2001, a road widening project further east (University Drive to Palm Avenue) resulted in the relocation of the Florida Department of Transportation road and FPL feeders. This was because these were within the prior permitted South Florida Water Management District’s right-of-way. However, FPL was reimbursed for the relocation cost.

Resolution: On June 28, 2016, following Mr. Eastman’s testimony, FPL approached Mr. Eastman about his concerns and spoke to him at length. Before leaving the hearing, Mr. Eastman was provided with several FPL contacts and was advised FPL would re-contact him regarding his concerns.

On July 14, 2016, a Power Delivery Customer Advocate contacted Mr. Eastman to further discuss his concern. She explained FPL was unaware of rework/relocation of a hardened pole due to road widening on Griffin Road. The Advocate requested the specific location of the pole and road widening, as well as the timeframe. The customer explained his records were temporarily unavailable and he would re-contact the Advocate once he was able to obtain his records.

On July 22, 2016, the Customer Advocate contacted Mr. Eastman to discuss his concern regarding FPL Storm Charge. The Advocate explained the Storm Charge started after the 2004 and 2005 storms and serves several purposes, including replenishing the storm damage reserve fund for future storms. She explained the funds are not used for infrastructure hardening projects, which are paid for through the base rate.

The Advocate inquired again about the specific location of the pole and road widening resulting in any re-work; however, the customer was not able to recall the exact location or timeframe it occurred because it was during a long span of time. The Advocate explained FPL was aware of a Griffin Road widening in 2001 but Mr. Eastman did not state whether or not that was the event he was referring to. If and when Mr. Eastman provides the specific location and timeframe in question, FPL will research and provide a response to the customer.

Concern 2 – Old Underground Wiring in his Neighborhood

Mr. Eastman was concerned with the safety of his community due to old wiring that was installed at the time his community of Country Estates was built in 1978. He indicated there have been house fires as a result of open neutrals.

Background: In March of 2015, when Mr. Eastman initially contacted FPL regarding his concern with the underground service conductors along 188th Avenue, he indicated they were old and causing problems. On March 24, 2015, the FPL Area Manager, Engineering Lead, and the Power Delivery Customer Advocate Manager met with Mr. Eastman and together completed a visual inspection of his immediate neighborhood. The Area Manager committed that from that time forward FPL would not fix or splice any service conductors that failed within his community of Country Estates. Instead, FPL committed to replacing the service with new conductor in conduit, should there be any future failures.

Additionally, the visual inspection on March 24, 2015, identified two transformer locations that needed service cable upgrades. These two locations served eight customers and the service cables have been upgraded since that time. There were two other locations that needed attention; one was to re-work the connections and the other was minor corrections that needed to be made to the pole hardware. This work was completed shortly thereafter.

Resolution: On June 28, 2016, following Mr. Eastman’s testimony, FPL reiterated their on-going commitment to replace any service conductor that may fail along 188th Avenue. Any service conductor that fails will be replaced with new conductor in conduit, rather than splicing the existing cable.

Following the service hearing on June 28, 2016, research was conducted to determine if there were any house fires in Mr. Eastman’s area. FPL records reflect eight trouble tickets related to direct-buried underground service cable between January 1, 2014, and July 21, 2016. None of the eight tickets were the result of a house fire. In response to each service outage, FPL replaced the underground service cables in conduit, as previously agreed with Mr. Eastman. Additionally, the research did not reflect any claims resulting from house fires. However, FPL records reflect there were three claims for damaged appliances resulting from direct-buried underground cable service failure.

On July 22, 2016, the Advocate contacted Mr. Eastman to share the results of the investigation, as reflected above; however, the customer explained he would re-contact the Advocate at a later date to further discuss the matter. As of July 28, 2016, Mr. Eastman has not made contact with the Advocate. If and when the customer re-contacts FPL, the Advocate will provide an update and address any further concerns with the customer.

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Hearing Information	
Location: Pembroke Pines	Date: 06/28/2016
Speaker Name: Sharon Williams	Transcript Pages: 115-117

Concern - Service Interruptions

Mrs. Williams was concerned with flickers during windy days.

Background: FPL records do not reflect any past customer contacts regarding a concern with service reliability for her account.

FPL records reflect the following service interruptions from August 1, 2015, through July 28, 2016:

Date	Time Off	Time On	Device	Remarks
04/15/16	11:37 A.M.	11:39 A.M.	Feeder	Animal

FPL records reflect the following Flickers (Momentary Power Interruptions) during the same time period:

	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16
# of Flickers	6	1	0	4	2	1

	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Jul '16
# of Flickers	4	0	0	3	1	2

Resolution: On July 1, 2016, an FPL Technical Specialist contacted Ms. Williams to discuss her concern and an appointment was scheduled to meet with the customer on July 5, 2016.

On July 5, 2016, the FPL Technical Specialist met with Mrs. Williams, who explained she has been experiencing flickers which usually start in the summer. The Technical Specialist explained causes for flickers, such as weather and animals in FPL facilities and FPL's approach to minimize flickers. The Technical Specialist also explained a visual inspection was recently completed and at this time she was not able to find a cause for the flickers; however, in an effort to ensure proper load distribution, the transformer serving her property would be inspected and the customer would be contacted by July 19, 2016, with an action plan, barring any unforeseen circumstances. The Technical Specialist's contact information was provided and the customer indicated she was satisfied with FPL's response and action plan.

On July 19, 2016, the Technical Specialist contacted Mrs. Williams to discuss the findings from her investigation. The Technical Specialist informed Mrs. Williams that in an effort to ensure proper load distribution, work to split the current load and install an additional transformer is scheduled to be completed by September 15, 2016, barring any unforeseen circumstances. Mrs. Williams was appreciative for the follow-up regarding this matter and FPL's action plan.

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Miami Gardens

Hearing Information	
Location: Miami Gardens	Date: 06/29/2016
Speaker Name: Hattie Gilbert	Transcript Pages: 58-59

Concern 1 – Physical Facilities

Mrs. Gilbert was concerned with her FPL connections to her property. The customer explained FPL failed to see that her home was not properly connected to FPL.

Background: FPL records do not reflect any customer contact regarding a concern with bad connections.

Resolution: On June 29, 2016, an FPL Customer Advocate discussed with Mrs. Gilbert her concern with FPL connections to her property. The customer explained it was a long time ago and it had been addressed.

On July 5, 2016, an FPL Technical Specialist attempted to contact Mrs. Gilbert by telephone. A voicemail was left with the Technical Specialist's contact information requesting a return call to discuss her concerns regarding physical facilities.

On July 13, 2016, an FPL Technical Specialist attempted to contact the customer by phone, but was only able to leave another message. The same day, the Customer Advocate spoke with Mrs. Gilbert's husband, Mr. Wilbert Gilbert, who also confirmed their home's connections to FPL facilities were repaired over five years ago but he was not able to recall exact dates.

Concern 2 – Physical Facilities/Pole Conditions

Mrs. Gilbert also mentioned a concern with FPL's equipment upgrades. She explained that FPL only started replacing poles after the hurricanes and all the poles along her street had fallen.

Background: The last named hurricanes in Mrs. Gilbert's area occurred during 2004 and 2005 hurricane seasons and prior to that FPL had a pole inspection program in place that became more aggressive after the 2004/2005 hurricanes.

Resolution: The Customer Advocate attempted to contact Mrs. Gilbert to discuss her concern with FPL's pole replacement program, but she was only able to speak with her husband, Mr. Gilbert. The Customer Advocate explained that FPL had a pole inspection program many years prior to the 2004/2005 hurricanes; however, due to the severity of the damage after numerous storms, the program was redesigned to be more aggressive. Mr. Gilbert indicated he would explain this information to his wife and provide her with the Advocate's phone number, should she have additional questions and/or concerns.

That same evening, the Customer Advocate attempted to contact Mrs. Gilbert to further discuss any concerns she may have regarding FPL's pole replacement program. The Customer Advocate was only able to leave a message and the Advocate's contact information was provided.

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Hearing Information	
Location: Miami Gardens	Date: 06/29/2016
Speaker Name: Albert Gomez	Transcript Pages: 76-81

Concern – Very Inexpensive Energy “But It's Not Safe”

Mr. Gomez stated he owned a successful business and the rate increase did not pose a problem for him; however, it might be a problem for his employees. Additionally, he indicated FPL “provides very inexpensive energy; they bring the affordability to the customer however the reality is, it is not safe right now.”

Background: FPL has no record of a report of any safety matter reported on Mr. Gomez' account

Resolution: Between July 1 and July 7, 2016, three attempts were made to reach Mr. Gomez by an FPL Customer Advocate to clarify his concerns. Two messages were left on his cell phone and a third message was left with an employee named Elizabeth who stated she would have Mr. Gomez return the Advocate's call when he got to the office; however, Mr. Gomez has not contacted FPL.

A letter was sent to Mr. Gomez on July 13, 2016, from Ms. Marlene Santos, FPL Vice President of Customer Service, thanking him for participating at the service hearing in Miami Gardens. The letter stated that safety is a top priority for FPL and requested Mr. Gomez contact an FPL Customer Advocate in order to address his concerns. As of July 28, 2016, no response has been received by FPL. When and if Mr. Gomez calls, his concerns will be clarified and he will be provided a response.

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Hearing Information	
Location: Miami Gardens	Date: 06/29/2016
Speaker Name: Leroy G. Lee, Esq.	Transcript Pages: 97-100

Concern – Deposit

Mr. Lee expressed concerns with FPL's deposit policy. He stated the deposits were high and based on credit history and that some communities, based on zip codes, were charged more deposit than other communities.

Background: FPL records indicate Mr. Leroy Lee has had continuous service with FPL since May 3, 1999. On June 8, 2015, per the customer's request the electric service was transferred from one address to another. The customer's account had a paid deposit, which was also transferred to the new service address.

Resolution: On July 1, 2016, an FPL Customer Advocate contacted Mr. Lee in reference to the deposit concern. The Advocate explained FPL's deposit policy requires the deposit amount be equal to an average of two month billing. Further, the Advocate explained deposits are not determined based on the premise zip code or community served.

The Advocate thanked Mr. Lee for having a prompt pay history and stated his account was eligible for a deposit refund and the full deposit would be credited to his account following his July 8, 2016 bill statement. The Advocate asked Mr. Lee if he desired a refund check for any remaining credit balance after the deposit was applied to the July bill. Mr. Lee indicated he would appreciate a refund check, if applicable.

On July 11, 2016, a refund check was issued for the remaining deposit credit and FPL records reflect the check was cashed on July 21, 2016.

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CERTIFICATE OF SERVICE
160021-EI

I **HEREBY CERTIFY** that a true and correct copy of the foregoing has been furnished
by electronic mail this 29th day of July 2016, to the following parties:

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