

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: Oct. 19, 2017
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20170215.

RECEIVED-FPSC
2017 OCT 19 PM 4:39
COMMISSION
CLERK



13 October 2017

Formal Complaint

I wish to file a formal complaint against Florida Power & Light Company.

After Hurricane Irma, FPL officials gave press conferences that were carried on the local radio stations. They kept stressing the billions of dollars they spent on their Smart Grid, yet kept saying people who lost power should report the power loss. That implies that the Smart Grid's communication system was knocked out.

They also kept telling people to use their Smart Phone app or go online to get updates on when power would be restored. Neither I, nor anyone I know, owns a Smart Phone, and how are you supposed to go online if you have no power? (Or no computer access.)

I called (using my genuine landline phone) the 1-800-4OUTAGE phone number, because they always provide updates. Instead of providing any information, it said to visit the website or use the app!! Is this a joke? It wasn't funny.

My side of the street had no power as usual, and the other side had power,

also as usual. My father, who lives about one mile NW of me had power, and a friend who lives way up in the NW of the city had power.

I called my father, and he went on FPL's website for me. He got the map of our area. It showed that NO ONE had power! Again, a sign that the Smart Grid's communication system was knocked out.

He told me that to get updates he had to enter my address. When he did and clicked the button, the page would simply reload and ask for the address again! He tried it several times. It never worked. The website was worthless.

A friend of mine who lives on the west coast of Florida was staying with a relative in Naples. They had power. My friend used the relative's Smart Phone to see if there was power at home. The app showed no power anywhere, including the relative's home! Again, showing that Smart Grid's communication system had failed. The app provided no information. It, too, was worthless.

As a customer who paid for all this useless technology (Smart Grid, website,

Smart Phone app, 800-433-7283 phone number), I'm angry, especially when FPL brags all the time about how wonderful it all is. They also need to remember not everyone has a Smart Phone or Internet access or computer access!

It was days later when a reporter asked about problems that the FPL representative finally admitted that the Web site and app had issues and so did the Smart Grid.

As far as I'm concerned (and others that I've spoken to), this is all a big waste of money that we customers paid for in higher rates.

Jeri Friedman


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Port Saint Lucie FL 34952

Phone: 772-398-2614

FPL Acct # 51935-04130



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OCT 18 2017
FLORIDA PUBLIC SERVICE COMMISSION
CONSUMER ASSISTANCE

Florida Public Service Commission
Attn: Formal Complaint Dept.
2540 Shumard Oak Blvd.
Tallahassee FL 32399

32399-085099

