

Nickalus Holmes

From: Ruth McHargue
Sent: Monday, October 23, 2017 9:30 AM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: For docket 20170215
Attachments: E-Form Other Complaint TRACKING NUMBER 124770

[Customer correspondence](#)

From: Angie Calhoun
Sent: Monday, October 23, 2017 8:19 AM
To: Ruth McHargue
Subject: For docket 20170215

Please forward to docket file 20170215.

Nickalus Holmes

From: consumerComplaint@psc.state.fl.us
Sent: Friday, October 20, 2017 3:41 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124770

CUSTOMER INFORMATION

Name: Patricia Cruz
Telephone: (305) 270-9131
Email: general57@att.net
Address: 9220 SW 68 Street Miami FL 33173

BUSINESS INFORMATION

Business Account Name: Manuel Cruz
Account Number: 78560-65276
Address: 9220 SW 68TH ST MIAMI FL 33173

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

I contacted FPL on 9/8/17 as the transformer exploded on 92 ave. that night. I was given a ticket number and told that they were "looking into it" by a computer. I had just brought my husband home from a rehab hospital where he was evacuated due to the hurricane. We had no power until 9/13/17. He had an electric bed that could not be adjusted for 7 days and no air conditioning. Several days after the hurricane an FPL representative was driving in the neighborhood and I stopped him to explain my problems. He said he had my ticket and left. Despite explaining my husband's condition and pleading for help, no electricity was restored for 4 more days. My husband is recovering from a stroke and this experience set back his recovery by several weeks. In addition, I tried to contact FPL by e-mail and discovered that there is no mechanism to file a complaint on their website. I confirmed this after speaking to a Mr. Rossydoll by phone two days ago. He could not find a way to file a complaint on the website either. I also asked if they planned to give customers any credit for the loss of service, including refrigeration, as we lost all of our refrigerator and freezer contents. He said that they "were not charging us for the days of lost service" and that was what they were doing for their customers. Despite telling the public that they has "hardened" their system, 95% of customers lost power during a category 1 storm. Certainly not good service to their customers.