

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: 10/23/17
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-PPSC
2017 OCT 23 AM 10:41
COMMISSION
CLERK

**MR. JOHN E. THYROFF
144 VIA CATALUNHA
JUPITER, FL 33458**

October 19, 2017

Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

Reference Florida Power & Light
Hurricane Irma



To the Consumer Affairs Division,

I live in Jupiter, Florida and in the Paseos community which consists of 325 single dwelling homes. I am inquiring as to why we lost power so early on Sunday (September 10) morning, **many** hours before Hurricane Irma even started to affect the weather in our area.

Our electrical service problems actually started the night before – **Saturday, September 9**. Twice during the evening, around **7 pm and 8 pm**, the lights flickered and our electricity was lost for around 5 minutes each time. It should be noted that there was no wind or rain at all.

Sunday morning at approximately **4:30 am**, we lost our electricity and it stayed that way for the next 36 hours. At 8:30 am and because there was only a light rain and slight breeze, I drove around the area. All the communities surrounding Paseos still had electricity.

Jupiter didn't start to experience the gusting winds till around twelve hours later (Sunday, 5:00 pm) and the worst didn't get to us till around 11:00 pm. That being the case, why then did the Paseos community lose its electricity so early in this event?

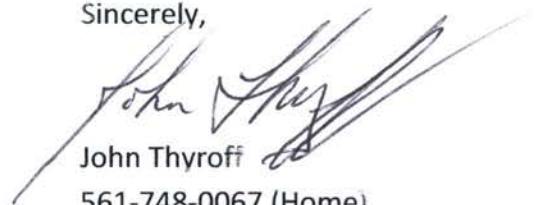
Twelve years ago, Hurricane Wilma hit the Jupiter area and I was told that the new Paseos community lost power during the storm, but it was restored within a **three (3)** hour period. I was also told at that time that we were on the Jupiter Medical Center's power grid.

Now I've learned that we've been taken off of that grid and put on a different one – apparently a much 'weaker' one. Why were we put on that grid if it couldn't even stay up and running during a light rain and slight breeze?

I know that people have suffered much worse than we (the Paseos community) did because of this storm and my heart goes out to them. However, I remember the FP&L commercials touting all the work that has been done to harden the infrastructure to better take care of their service area during a storm. Where is the evidence of that being done for the Paseos community? We are much worse off now than **twelve years ago** and to me that is not right.

It would be appreciated if someone could reach out to me and let me know, with real facts, what is being done to improve the electrical service for the Paseos community.

Sincerely,

A handwritten signature in black ink, appearing to read "John Thyroff", with a long, sweeping underline that extends to the right.

John Thyroff
561-748-0067 (Home)

JT70396@comcast.net

THYROFF
144 VIA CATALUNHA
JUPITER, FL 33458-6902

W PALM BCH
FL 334
19 OCT '17
PM 11

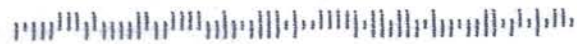
DISTRIBUTION CENTER

2017 OCT 23 AM 7:13



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2540 Shumard Oak Blvd
Tallahassee, FL 32399

32399-085099



ATTN: Consumer Affairs