

**Brandy Butler**

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**From:** Angie Calhoun  
**Sent:** Monday, October 30, 2017 4:46 PM  
**To:** Consumer Correspondence  
**Subject:** For Docket 20170215  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 124853; E-Form Delay in Service TRACKING NUMBER 124854

Customer correspondence for docket 20170215.

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, October 28, 2017 7:31 AM  
**To:** Consumer Contact  
**Subject:** E-Form Delay in Service TRACKING NUMBER: 124854

### CUSTOMER INFORMATION

Name: joye eiker  
Telephone:  
Email: [jeiker1@juno.com](mailto:jeiker1@juno.com)  
Address: 2607 shell wood dr Melbourne FL 32934

### BUSINESS INFORMATION

Business Account Name: david eiker  
Account Number: 06846-18408  
Address: 2607 shell wood dr melbourne FL 32934

### COMPLAINT INFORMATION

Complaint: Delay in Service against Florida Power & Light Company  
Details:

During Hurricane Irma damage was minimal in our area. However, power was not restored to our single street for 6 days; yet north, south, east and west surrounding us all had power. In the past power has only been out a day or so after hurricanes. FPL send a feel good (for them) message in their bill. On September 21 via USPS, I replied and to date (October 27, 2017) have not had the courtesy of a factual reply. I again sent, via USPS on October 26, 2017.

My reply: Your feel good public relations person sent this to us by mistake, what an insult. Any communication to you should have read: Dear FPL customer, We are sorry that we left your single street of Shell Wood Drive in Melbourne, FL without power while all others north, south, east and west had power. Yes, that's right you were completely surrounded by others who all had powers except your street even though normally you have power restored within a day or so - after hurricanes that have caused much, much more damage in your area.

We are not sure if we forgot about your street, or if we changed the grids so you became such a small number we could ignore you while we worked on power for the "largest number of people". Damage in your area was much less than what was expected, yet we were unprepared.

We are sorry that we were unprepared for Hurricane Irma despite her having been in the ocean for days and in the media for days and coming this way for days. In fact, we were so unprepared, we didn't have a staging area ready until we thought about the Greyhound Park and then the American Muscle Car Museum offered their grounds to us.

We aren't sorry there was no one you could talk to other than find power somehow to report the outage to us. We won't be sorry when we raise your rates either.

THIS IS WHAT THEY COMMUNICATION SHOULD HAVE SAID. CAN YOU NOW HAVE THE INTEGRITY TO REPLY REALISTICALLY WITHOUT FEEL GOOD RIDICULOUSNESS?