

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: *Nov. 13, 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-PPSC
2017 NOV 13 PM 4: 27
COMMISSION
CLERK

7200 De Medici Circle
Delray Beach, FL 33446
561-243-1122

Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-6500
Tel: 850-413-6344



Dear Sir/Madame:

To say that we are still upset and angry is an understatement.

My husband is a WWII veteran and has been treated abominably by FPL.

In June, 2017, we were asked by FPL to fill out papers regarding medical necessary equipment if there were an outage. My husband depends on a CPAP machine as well as an OXYGEN machine. Thus, when the hurricane hit us, and we had no electricity, we assumed that we would be attended to in an expeditious manner. The antithesis happened.

Lo and behold, other streets in my community received electricity shortly after the hurricane hit. However, we did not get electricity until Wednesday afternoon. We kept thinking each day that surely we were going to get electricity.

Of course, one could NOT speak to anyone at FPL for days, if not weeks. I realize the insurmountable amount of people who were affected, but not all had medical necessary equipment!

The consequences for my husband were horrific. He had to sit up ALL night, each night because of the lack of the aforementioned. He leaned against an armoire and used a pillow for some comfort. Unknowingly, he twisted his back because of this position. He could not lie down, as that would have been detrimental to his breathing. The emergency canister of oxygen alone was not sufficient without the forcefulness of the CPAP machine. I did use it, vs. the electric oxygen machine, to get what little benefit that he could, but it ran out of oxygen. The supply place was closed for days. Thus, we had to prevent his airway from being obstructed as well as receiving a better flow of oxygen by sitting.

Ultimately, he had to go to Physical Therapy to help alleviate the lower back pain.

What was the purpose of our filling out papers? No one contacted us from FPL! My cell phone number was on file. This was a shameful act on FPL's part. As inundated as they were, they did not take care of the elderly or impaired who are dependent on electricity.

We could not go to a shelter, as I had a German Shephard and Golden Doodle and would not abandon our dogs. A shelter would not want our German Shephard. He had cancer.

I knew what was going on in my neighborhood because my emails also appear on my cell phone.

I finally called the Governor's office and filed a complaint with a live person on Tuesday afternoon.

This was an atrocity that should never happen, again. The papers were a farce. Their recording is annoying and absurd, day after day, after day, etc. for weeks!

I certainly hope that you can address this horrific occurrence and rectify it.

Sincerely yours,

Lynne Leslie

(Mrs.) Lynne Leslie





Alan & Lynne Leslie
7200 DeMedici Cir.
Delray Beach, FL 33446



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