

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-**

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**DATE:** 11/14/17

**TO:** Office of Commission Clerk

**FROM:** Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach

**RE:** Customer Correspondence

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

RECEIVED FPSC  
2017 NOV 14 PM 2:43  
COMMISSION  
CLERK

Wednesday, November 8, 2017

Public Service Commission  
Office of Consumer Assistance & Outreach  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Attention: Customer Service  
Reference: FPL Account 55014-66220 – 3270 SW 18 Street, Miami, FL 33145

Dear Public Service Commission Representative,

Below (next page attached to this cover) please find copy of the letter I have recently submitted to FPL in regards to the issues I have encountered with them since, during and after hurricane Irma and power related problems that were not directly caused by the hurricane, but from themselves.

It has been a hustle to get in contact or even get a response from them.

I have filed a claim with FPL (also attached to this letter) in October 11<sup>th</sup> and yet I have not received a call or follow up from them.

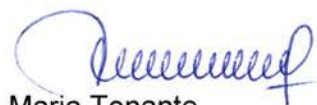
I have truly suffered damages because of the lack of professionals working for them (technicians and representatives).

I therefore respectfully request you interference and take action because it has been almost a month (28 days) since my claim was filed directly with FPL, to which they acknowledge (auto reply) that my claim was received, and still no one has contacted me.

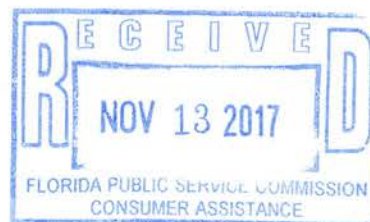
In addition, it has been more than a month, since I have requested for a supervisor or someone of a higher hierarchy to contact me to further discuss the problem we were experiencing, and yet no one did.

I look forward to a prompt response to this.

Thank you in advance for your attention to this matter,



Maria Tonante



Wednesday, November 8, 2017

Florida Power and Light Company  
P.O. Box 029100  
Miami, FL, 33102-9100

Attention: Customer Service  
Reference: Account 55014-66220 – 3270 SW 18 Street, Miami, FL 33145



Dear FPL Representative,

Let me start by saying that one of my family members has been a consultant to electric utilities for 25+ years; hence I am familiar with cost of service analysis and quality of service benchmarks. Also, let me assure you that I understand that hurricane Irma presented a challenge to all service providers and FPL in particular. I therefore write this with an understanding of what is and is not reasonable to expect from my electric utility and response from you as well as how this should have been handled.

I am also sending this letter, since I have submitted a claim (form with proper documentation to support it) this past October 11<sup>th</sup> 2017, to which I have yet not received a call or follow up from none of your departments.

Additionally, per some of your calls are recorded for "quality service", I hereby correspondingly confirm that I have had a phone conversation with one of your supervisors, to which I had requested for someone to call me and further explain my power problem situation, as the supervisor wasn't able to do so at the time. Per her statement, someone from an investigation department would be calling me within five (5) businesses day per our call, yet I am still waiting as my call and conversation with your supervisor was more than three (3) weeks ago.

I live at the property located at 3270 SW 18 Street, Miami, FL 33145.

We lost power just as Irma struck on September 9 and, on September 26, FPL restored power to my area.

During this time, we had patiently waiting for power to be restored, as it is understandable the damage the city has suffered and I understand this was caused by the hurricane.

However, shortly thereafter, we started to experience scattered showers, causing power outages back to back at my address. This problem had only affected seven (7) houses in the area.

We lost power seven (7) times within eleven (11) days.

By the 11<sup>th</sup> day, I submitted my claim to [public-claims@fpl.com](mailto:public-claims@fpl.com) as these constant outages cost me not only the waste of groceries (repetitive times) but also had affected me at a work level, precluding me from finishing work and lose business since I work from home.

After my claim submission, I lost power again for another two (2) days until the problem was addressed by a truck that came on October 12<sup>th</sup> and finally repaired.

From September 26<sup>th</sup> through October 12<sup>th</sup>, I called FPL numerous times due to outages, and I have personally spoken to the staff that was sent out to my home and the other 6 affected in the neighborhood to check the problem(s).

In one of their visits, a member of your staff had personally stated that they could not find the problem. Per my confirmation, this problem was solved on October 12<sup>th</sup> by your staff (every visit was concluded by different employees), who confirmed that one of the transformers was leaking oil and how come none of the prior technicians was able to identify and address this issue.

Not only FPL wasn't able to give me a concrete answer over the phone neither personally, but this also confirmed that the staff that was sent out to take care of us did not do the appropriate work, which was not doubt because power was constantly going out.

I do not seek apologies or explanations from FPL. I am simply stating a case of discriminatory quality of service, false reporting and lack of professionals working.

I pay the same rate that applies to all customers in my category and service area. I therefore have the right to expect the same quality of service, whatever it is.

When FPL shut down our service (many times) my house remained without power compared to all my neighbors causing a differential standard of quality of service. I am not sure if FPL was entitled to do that, probably not. I am sure FPL will defend any irregular action based on the trying circumstances after the storm. The entitlement or justification for that action is a matter to be sorted out between FPL and the Public Service Commission, copied on this letter, and does not concern me.

Our back to back outages were not directly caused by the storm, but to the lack of professionalism and capacitation the technicians had when sent out to check the problem.

What concerns me is that I have an agreement with FPL that entitles me to the same quality of service shown to all customers that pay the same rate and are in the same service area so that we are all under the same sub transmission network. There is ample data on the relationship between cost of service and outage indicators for power distribution utilities and it is now clear that FPL has been recovering from me, for many years, a cost that it obviously did not plan to incur in providing all customers in my area with the same quality of service.

I am not trying to take advantage of a natural disaster. I am a reasonable person and I would not write this letter if I had not done everything in my power to notify FPL of the occurrence and if I thought my individual outage was part of a larger and serious problem, it was not. The gross difference in restoration time that I was shown caused my family and I great hardship and considerable expense. I therefore demand an offer of compensation for this discriminatory practice and it is my hope that we can settle this demand without a legal battle.

In addition, I have also attached to this letter; copy of the claim I submitted in October 11, 2017 along with the email, claim and pictures I have added to prove some of the damages this caused me, to which I haven't received any response.

Finally, I encourage FPL to improve its outage reporting system so that customers are given the opportunity to explain special conditions impacting their service and are not subject to patently false estimates of restoration times. We can all get through these eventualities much better if we can plan based on adequate reports.

Sincerely,



Maria Tonante  
786-838-9973  
maria@tonante.us



Cc: Public Service Commission – Office of Consumer Assistance and Outreach



Maria Tonante &lt;mgtonante@gmail.com&gt;

**Claim - Maria Tonante - Acct # 55014-66220 - 3270 SW 18 St. Miami FL 33145**

1 message

Maria Tonante <mgtonante@gmail.com>  
 To: Public-Claims@fpl.com  
 Cc: Maria Tonante <mgtonante@gmail.com>

Wed, Oct 11, 2017 at 11:47 PM

Wednesday, October 11<sup>th</sup> 2017

To Whom It May Concern,



My name is Maria Tonante.

I reside and own the property located at 3270 SW 18 Street, Miami, FL 33145.

I hereby attached claim form to this letter, which explains my concern and list of damages I suffered from FPL after hurricane Irma, and not directly related to the hurricane itself.

I have had suffered loss of power after the hurricane (non-hurricane related problem).

Only 7 customers in my neighborhood are suffering loss of power, meaning a very small portion of the entire neighborhood are struggling with no power and FPL still can't find the solution to it.

It all started on Monday, Sep 25<sup>th</sup> 2017, when we lost power around mid-day.

I reported the outage; the trucks came by, they check the transformer and/or fuse, repaired it and left.

Two days after this incident (Sep. 27<sup>th</sup>), we lost power again, so we did on Friday, September 29<sup>th</sup>.

By Friday the situation had already gotten us concern, per losing power back-to-back 3 times in a period of 5 days, made us lose a big portion of our groceries (receipts of purchases of fresh produce attached to this).

On top of this, on the 29<sup>th</sup> we lost power at 7:20 am, making it impossible to get ready to go to work.

I myself had to take an ice cold shower to get ready to go to a work meeting.

Luckily the truck came back to the neighborhood for the 3<sup>rd</sup> time that week, made the repair, and gave us power again. Shortly after fixing the problem, they left.

The situation turned A LOT WORSE the week of October 2<sup>nd</sup> - 6<sup>th</sup>.

We lost power on Monday, October 2<sup>nd</sup> for a few hours, again on Tuesday (Oct. 3<sup>rd</sup>) for a few hours and

finally on Wednesday, Oct. 4<sup>th</sup> from 6 am through Thursday, Oct. 5<sup>th</sup> late afternoon.

We lost power back-to-back every day to the point that we ended up with no power for 2 days straight.

This WAS NOT caused by a hurricane; therefore, FPL is absolutely responsible for it.

Also responsible to be sending trucks and staff to make repairs incorrectly or not to the point tht outages are produced back to back.

Evidently, these repairs were "momentarily" repairs without taking the time and dedication this required. It is clearly that FPL did not investigate in depth the cause of this outage, otherwise we wouldn't had experienced this at such level.

On Tuesday, October 3<sup>rd</sup>. when one of your staff came by, I expressed my concern about the damages we were suffering from this and he personally stated that "everything seemed to be fine and that they could not identify what the real problem was".

One of the emails notifications I have in records from FPL, states that this outages were caused by "something that requires further assistance". Meaning, your employees are not well prepared and capable of finding a problem that it's causing only 7 houses to lose power more than 7 times in less than 11 days. At times, I have called FPL, and was told the trucks were working in the area when in reality no one was because I would drive around the neighborhood and see no body.

I hereby request immediate action and prompt response to this claim.

I also request to be refunded for the damages and loses I have suffered; per this outages were not caused by the hurricane or storm.

I was very patient and understanding, as any other residents of Miami who suffered the hurricane, but this is unacceptable.

FPL had no concrete response to my inquiries or calls. I had also spoken to a supervisor while experiencing one recent outage and she was unable to give me an response for these problems.

When the truck would make themselves present, they would show up, make repair and leave, and never stayed around to conclude what was that "required further investigation" per email confirmation sent by FPL.

I am an independent employer. I do real estate for a living and my house office, internet, and computer are my primarily working tools. Without those I cannot produce, and as a consequence, I can't pay my bills. I am a customer and I comply with my payments, hence you must comply with the service you provide.

I was told different stories when calling, and none of the representatives were concrete while taking care of my call.

Lots of groceries were lost, making me lose money, work and even my work tools.

I had to spend hours at coffee shops to be able to work.

I had lost work done in my computer by sudden outages. Even my computer have had a crush and stopped working (picture attached to this letter).

My appliances are all new. Have less than a year usage and I had to call the technicians to check my freezer because it keeps overproducing ice when off (pictures attached to email).

I have attached receipts of recent groceries also gone to waste.

I respectfully request an immediate answer to the findings of these outages and a confirmation that this will be resolved immediately.

I also request refund for all damages caused by you.

For further information please do not hesitate to contact me at any time at 786-838-9973.

Thank you in advance.

Sincerely,

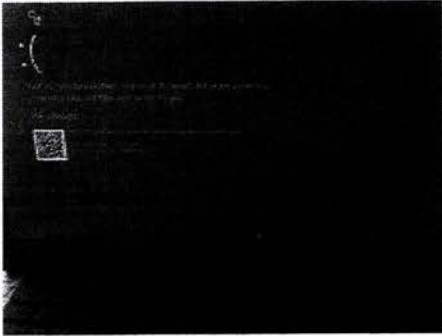
Maria Tonante  
786-838-9973



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6 attachments

Comp.jpg  
917K



**Freezer 1.JPG**  
2143K



**Freezer 2.JPG**  
1784K



**Freezer 3.JPG**  
1589K



**Freezer 4.JPG**  
1699K

 **FPL Docs.pdf**  
1788K





CLAIM COPY - ORIGINALLY ATTACHED TO CLAIM EMAIL (INCLUDED HERE)

Florida Power & Light Company NCL/ JB, P.O. Box 14000, Juno Beach, FL 3348  
Public-Claims@FPL.com

STATEMENT OF CLAIMANT

FPL IS NOT RESPONSIBLE FOR: Food Loss, power outages, voltage fluctuations or property damage caused by hurricanes, weather-related (such as lightning, floods, extreme storms, heat or winds) or other acts of nature.

Complete the information below in its entirety, attach any documentation to support your claim (e.g. original purchase receipts, repair invoices, photos) and send in via: Email at Public-Claims@FPL.com, Fax at (305) 626-7694, or US mail at FPL-Public Claims NCL/ JB, P.O. BOX 14000, Juno Beach, Florida 33408. Failure to comply will postpone indefinitely the investigation of the claim until such time as these requirements have been fulfilled.

OWNER OF EQUIPMENT Maria Tonante DATE OF INCIDENT 09/25/2017 (and other dates) 09/25/2017 - 10/04/2017

ADDRESS 3270 SW 18th Street CITY Miami ZIP 33145

PREFERRED# 786-838-9973 ALT# -

PLACE OF INCIDENT 3270 SW 18th Street, Miami, FL 33145

DATE AND TIME OF OCCURRENCE 09/25/2017 1pm; 09/27/2017; 09/29/2017; 10/02/2017(afternoon); 10/03/2017(all day) 10/04/2017 (all day overnight - through 5 pm)

DESCRIBE DAMAGE FOR WHICH CLAIM IS BEING MADE Groceries, unable to work, no wifi, no power, 7 outages in 11 days, freezer damaged, broken work computer, work lost in computer

DESCRIPTION OF DAMAGED EQUIPMENT

| MAKE                | SERIAL#                | MODEL#                    | TYPE          | YEAR PURCHASED/COST |
|---------------------|------------------------|---------------------------|---------------|---------------------|
| Ex. Lenovo Laptop T | CA44567                | RO1234                    | Thinkpad T430 | 2011 / \$650.00     |
| 1.                  |                        |                           |               |                     |
| 2. Asus PC          | ID 00326100000000AA451 | ASUS-all-in-one PC Series |               | 2016/ \$1,260.00    |
|                     |                        | Intel R Core i5-5200CPU   |               |                     |
| 3. SAMSUNG          | 065T43A#600997N        | RF23#CED0SR/AA            |               | 2016 / \$1,874.02   |
| 4.                  |                        |                           |               |                     |

HOW DID INCIDENT HAPPEN? (GIVE FULL ACCOUNT) Repetitive outages caused my computer to freeze and stop working (picture attached). Freezer of freezer since outages, won't stop making ice, it won't regulate the temperature either and form water underneath.  
AMOUNT FOR WHICH CLAIM IS BEING MADE \$860.00

ATTACH ALL REPAIR ESTIMATES AND/OR OTHER PROOF OF LOSS FOR ABOVE.

WILL YOU OR HAVE YOU FILED A CLAIM WITH YOUR INSURANCE CO? YES  NO

NAME OF HOMEOWNERS/BUSINESS/AUTO INSURANCE COMPANY N/A

ADDRESS \_\_\_\_\_

POLICY# \_\_\_\_\_ PHONE# \_\_\_\_\_

I AUTHORIZE FPL TO INVESTIGATE MY CLAIM. FPL WILL NOT DETERMINE LIABILITY UNTIL ALL OF THE FACTS OF THIS MATTER, ALONG WITH THE REQUESTED DOCUMENTATION, HAVE BEEN REVIEWED.

SIGNATURE [Signature] DATE 10/11/2017

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE AND INSURANCE COMPANY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE, INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE. FLORIDA STATUTE 817.234

Food lost for this outage should be reimbursed because this outage was NOT storm or hurricane related.





### CC Cash Rewards

#### Balance Summary: 10/12/2017

##### Account Summary

**Current balance:**  
 Total credit available:  
 Cash credit line available:

##### Card Details

**Total credit line:**  
 Cash credit line:  
 Amount over total credit line:  
 Next closing date: 11/09/2017  
 Last payment date: 09/07/2017  
 Last payment:

##### Pay This Card

Statement balance:  
 Payment due date:  
 Total minimum payment  
 \$0.00 due:

##### Rewards

\* Available Credit includes purchases that have been authorized but have not yet posted to your account.

Go to:

| Posting Date ↓  | Description                           | Amount              |
|---|---------------------------------------|---------------------|
| Showing results for "COSTCO WHSE " <span style="float: right;">[Show all transactions]</span> |                                       |                     |
| <del>10/07/2017</del>   | <del>COSTCO WHSE #1229 MIAMI FL</del> | <del>\$54.83</del>  |
| 10/04/2017  | COSTCO WHSE #1229 MIAMI FL            | \$189.10            |
| 09/27/2017  | COSTCO WHSE #1229 MIAMI FL            | \$95.67             |
| 09/27/2017  | COSTCO WHSE #1229 MIAMI FL            | \$79.70             |
| <del>09/20/2017</del>   | <del>COSTCO WHSE #1229 MIAMI FL</del> | <del>\$338.35</del> |
| <del>09/18/2017</del>   | <del>COSTCO WHSE #1229 MIAMI FL</del> | <del>\$150.65</del> |

Go to:

Food thrown away for power outages (repetitive), NOT caused by hurricane.  
 Unfortunately I don't have all receipts, but one (attached).





Miami #1229  
7795 W Flagler St  
Miami, FL 33144

|                            |                      |         |
|----------------------------|----------------------|---------|
| I6 Member                  | 111852635156         |         |
| E                          | 412099 OAT SQUARE    | 6.99    |
| E                          | 3 HOM MILK 1GL       | 3.29    |
|                            | 455992 ALWAYS REG.   | 11.99 A |
| *****Bottom of Basket***** |                      |         |
| E                          | 1051007 FROST 16.9Z  | 15.89 A |
| *****BOB Count 1*****      |                      |         |
|                            | 9595356 DWN ALT JMBO | 15.99 A |
| E                          | 1046116 ALMOND FLOUR | 12.99   |
| E                          | 4032 WATERMELON      | 6.99    |
| E                          | 647465 AVOCADOS      | 7.99    |
| E                          | 899632 ASN CPPD KIT  | 4.79    |
| E                          | 77053 GRAPE TOMATO   | 5.49    |
| E                          | 50683 FRUIT TRAY     | 9.99    |
| E                          | 331100 CRMR POTATO   | 7.99    |
|                            | 863271 TOOTHPASTE    | 21.99 A |
|                            | 1456746 MICRO LIGHTS | 11.99 A |
| E                          | 818073 TORTELLONI    | 9.99    |
| E                          | 0000175078 / 818073  | 3.00-   |
| E                          | 2619 ORG. BANANA     | 1.99    |
| E                          | 450201 LINDT TRUFLS  | 10.79 A |
| E                          | 45510 ST. LOUIS      | 17.54 A |
|                            | SUBTOTAL             | 181.67  |
|                            | TAX                  | 7.43    |
| ****                       | TOTAL                | 189.10  |



XXXXXXXXXXXX9449          CHIP Read  
AID: A0000000031010  
Seq# 4766          App#: 00170D  
Visa          Resp: APPROVED  
Tran ID#: 727600004766....  
Merchant ID: 991229

APPROVED - Purchase  
AMOUNT: \$189.10  
10/03/2017 13:14 1229 4 140 113

|                                 |         |
|---------------------------------|---------|
| Visa                            | 189.10  |
| CHANGE                          | 0.00    |
| TAX A 7.0Z                      | 7.43    |
| TOTAL TAX                       | 7.43    |
| TOTAL NUMBER OF ITEMS SOLD -    | 18      |
| INSTANT SAVINGS                 | \$ 3.00 |
| 10/03/2017 13:14 1229 4 140 113 |         |
| OP#: 113 Name: Norma            |         |

Thank You!  
Please Come Again

Whse:1229 Trn:4 Trn:140 OP:113

Total BOB Item Count = 1



Miami #1229  
 7795 W Flagler St  
 Miami, FL 33144

C2 Member 111852635156  
 531440 TIDE ADVANCE 19.99 A  
 0000171111 /531440 4.00-  
 E 77053 GRAPE TOMATO 5.49  
 E 20522 BUTTERNUT SQ 5.99  
 E 44400 KS TRKY BRST 11.17  
 E 0000174613 / 44400 3.50-  
 E 50683 FRUIT TRAY 9.99  
 E 7878 KS ISIGNY 5.59  
 E 675153 KALE SALAD 5.49  
 E 60809 PUMPKIN PIE 5.99  
 E 3 HOM MILK 1GL 2.85  
 E 11952 CHIKNROLLER 9.99 A  
 SUBTOTAL 75.04  
 TAX 2.10  
 \*\*\*\* TOTAL **77.14**

XXXXXXXXXXXX3708 SWIPED  
 Seq#: 7170 App#: 309402  
 Cash Card Resp: "Approved"  
 AMOUNT: \$22.31  
 REMAINING BALANCE: \$0.00

Cash Card 22.31  
 SUBTOTAL 52.73  
 TAX 2.10  
 \*\*\*\* TOTAL **54.83**

XXXXXXXXXXXX9449 CHIP Read  
 AID: A0000000031010  
 Seq# 7172 App#: 08016D  
 Visa Resp: APPROVED  
 Tran ID#: 727900007172....  
 Merchant ID: 991229

APPROVED - Purchase  
 AMOUNT: \$54.83  
 10/06/2017 15:54 1229 7 126 122

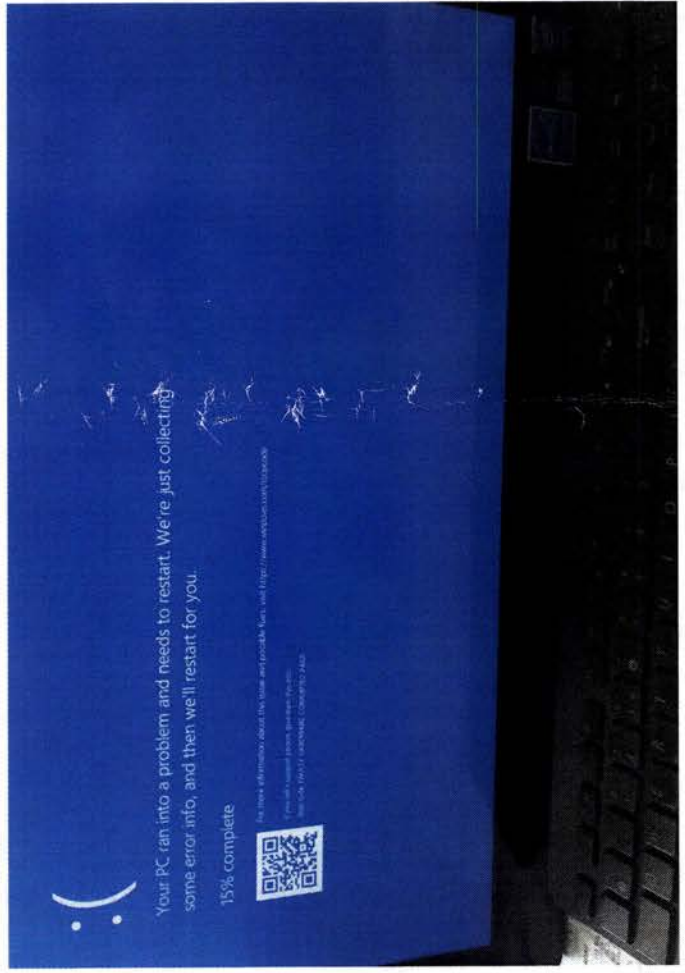
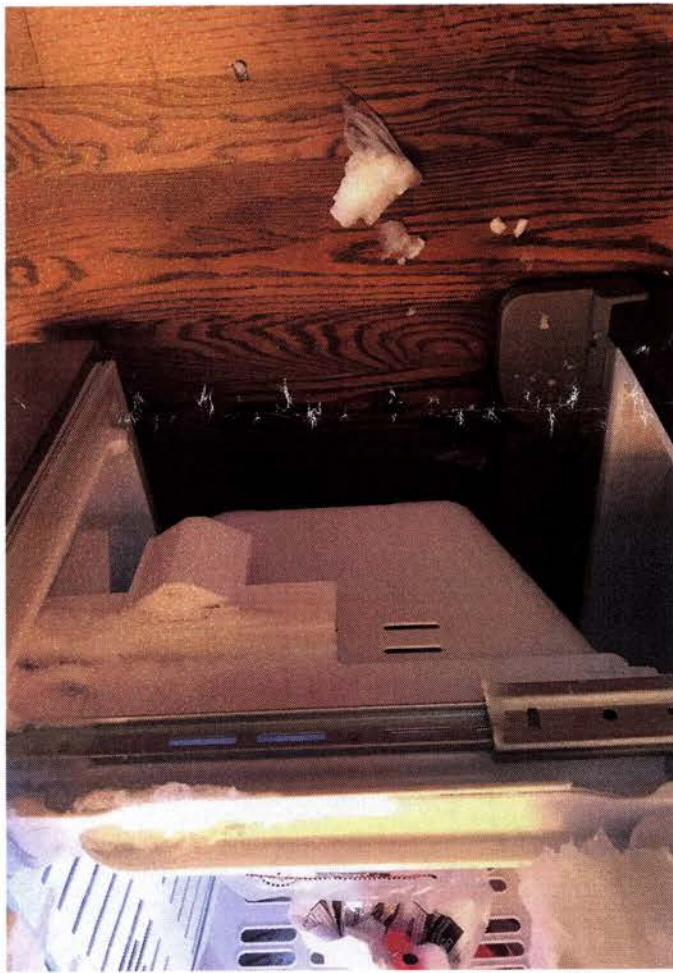
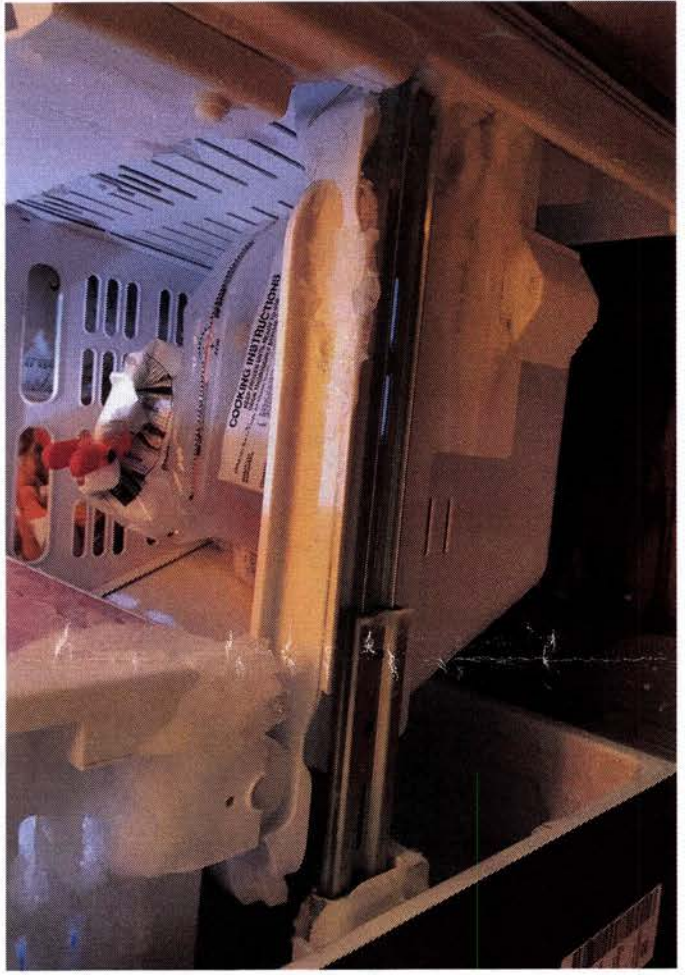
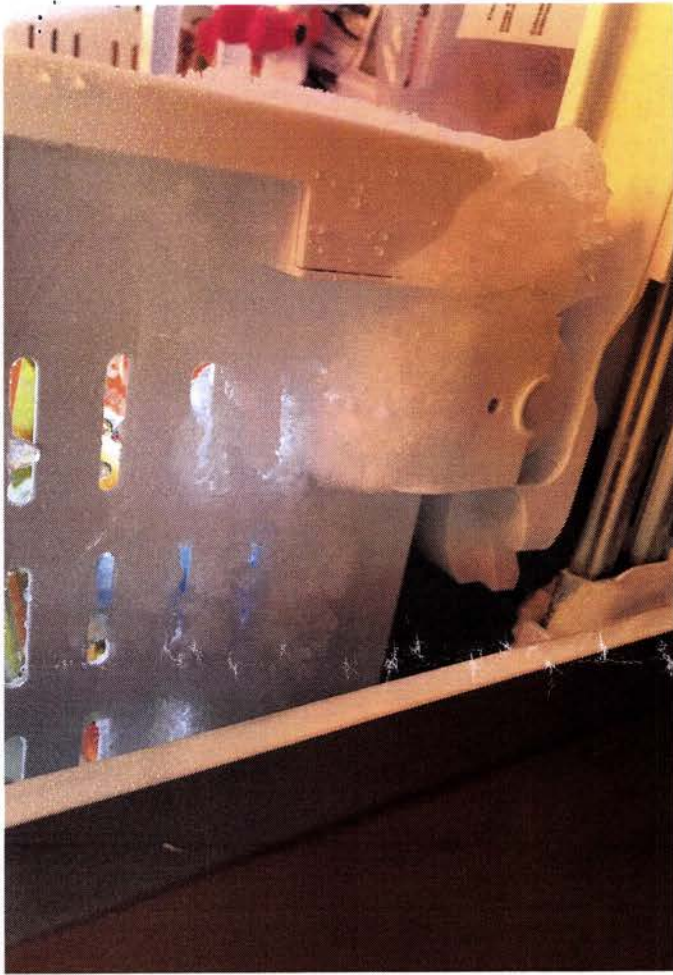
Visa 54.83  
 CHANGE 0.00  
 TAX A 7.0% 2.10  
 TOTAL TAX 2.10  
 TOTAL NUMBER OF ITEMS SOLD - 10  
 INSTANT SAVINGS \$ 7.50  
 10/06/2017 15:54 1229 7 126 122  
 OP#: 122 Name: MARCOS S

Thank You!  
 Please Come Again

Whse:1229 Trm:7 Trn:126 OP:122



PROOF OF DAMAGE DUE TO REPETITIVE OUTRAGES



FPL RECEIPT OF CLAIM



Maria Tonante &lt;mgtonante@gmail.com&gt;

**Automatic reply: Claim - Maria Tonante - Acct # 55014-66220 - 3270 SW 18 St. Miami FL 33145**

1 message

**SharedMailbox, Public-Claims** <Public-Claims.SharedMailbox@nexteraenergy.com>  
To: Maria Tonante <mgtonante@gmail.com>

Wed, Oct 11, 2017 at 11:49 PM

**PLEASE NOTE: FPL IS NOT RESPONSIBLE FOR FOOD LOSS AS A RESULT OF HURRICANE IRMA nor responsible for power outages, voltage fluctuations, property damages caused by hurricanes, weather-related conditions (such as lightning, floods, extreme storms, heat or winds) or other acts of nature.**

Thank you for contacting FPL's Public Claims Department,

We have received your e-mail.

Once your information is reviewed you will either receive an email with the final status of your claim or it will be assigned to a claim agent for investigation and you will be contacted by them with the outcome of your claim.

Please note that response time may be delayed due to the current volume of claims being received.

If your e-mail is not in reference to filing a claim, please call Customer Service at 800-226-3545.

If you have Surge Shield protection please send your claim to [Surge.Claims@fpl.com](mailto:Surge.Claims@fpl.com)

Thank you,

FPL Public Claims Department

[Public-Claims@FPL.com](mailto:Public-Claims@FPL.com)



FPL claim forms may be printed from [www.fpl.com/claims](http://www.fpl.com/claims) (scroll down to "Frequently Asked Questions" and expand on "How do I submit a claim?".)

MARIA TONANTE  
3270 SW 18 STREET  
MIAMI, FL 33145

CERTIFIED MAIL®



7014 1820 0001 6639 1894



1000



32399

U.S. POSTAGE  
PAID  
CORAL GABLES, FL  
33134  
NOV 08, 17  
AMOUNT

**\$7.01**

R2304M115835-21

DISTRIBUTION CENTER

2017 NOV 13 AM 7:03



PUBLIC SERVICE COMMISSION  
OFFICE OF CONSUMER ASSISTANCE & OUTREACH  
CAPITAL CIRCLE OFFICE CENTER  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850

32399-085099

