

Nickalus Holmes

From: Ruth McHargue
Sent: Tuesday, November 21, 2017 10:30 AM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Correspondence for docket 20170215
Attachments: E-Form Other Complaint TRACKING NUMBER 125215

[Customer correspondence](#)

From: Angie Calhoun
Sent: Tuesday, November 21, 2017 8:44 AM
To: Ruth McHargue
Subject: Correspondence for docket 20170215

Customer correspondence for docket 20170215.

Angie

Nickalus Holmes

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, November 19, 2017 7:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125215

CUSTOMER INFORMATION

Name: Phyllis Sequeira
Telephone: (386) 302-5692
Email: phylisss@juno.com
Address: 48 Woodhollow Lane Palm Coast FL 32164

BUSINESS INFORMATION

Business Account Name: Phyllis Sequeira
Account Number:
Address: 48 Woodhollow Lane Palm Coast FL 32164

COMPLAINT INFORMATION

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

I would like to make a formal complaint against the way Florida Power And Light companies, for Palm Coast handled our neighborhood during Irma. I have been here for 16 months. During that time, I went through Hurricane Mathew, Power out for five days, loss of food, trees down, etc.

Hurricane Irma, hits again, no power in Palm Coast in my neighborhood for five days. I called for a tree down on my street for 4 days straight with power lines wrapped around it, for 4 days, three times a day. I spoke with the City Manager's secretary, Communications Director, Cindy Lane, Senator Hudson's Secretary, Governor Scott's administrator, who directed me to the Florida Public Utilities Commission, Bonnie...I called everyone for five days.

A little story, I lived on the beach in Marshfield, Ma. with Noreaster Storms every winter, hail, 5 ft of snow, wind and waves that would go over a two story house, across the street from me. We lost power for weeks at a time but in 2013, they fixed that.

We had power companies the next three years, hit our town every winter with power crews from every state and bring up neighborhoods, like mine. The power companies were outstanding going from door to door to make sure we were OK. A lesson learned...

Florida Power and Light were more interested in lighting up Palm Coast Parkway, leaving the neighborhoods in darkness for five days and nights. While the stores, some gas stations, coffee shops, etc were more important. I followed the trucks, the drivers were told to get the parkways lit up, but then left.

None of the offices I called, could tell me where FP&L were at any given time. How does a utility company hold a city hostage.

No maps of where they are. I blamed the City Manager on down for this, Govenor etc.

Is this how the next storms will be as well, Very disheartening that a Utility can hold Cities hostage and go hither, dither, Oh, well we will get to the neighborhoods.

The problem being I am 10 miles from the beach, I feel for those people, but concentrate on the people of your city.

Sincerely,

Phyllis Sequeira
48 Woodhollow lane
Palm Coast, Fl. 32164