

Nickalus Holmes

From: Ruth McHargue
Sent: Tuesday, January 02, 2018 2:38 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20170215-EU
Attachments: Statement of Claimant.pdf; Letter to FPL.pdf; FPL Inspecting Trees Report.pdf; DSC_0001.jpg; DSC_0002.jpg

Customer correspondence

From: Consumer Contact
Sent: Tuesday, January 02, 2018 2:22 PM
To: Ruth McHargue
Cc: Angie Calhoun
Subject: To CLK Docket 20170215-EU

Copy on file, see 1266373C. DHood

From: Gail Roseman [<mailto:gailaroseman1@gmail.com>]
Sent: Tuesday, January 02, 2018 2:08 PM
To: Consumer Contact
Subject: Docket 20170215-EU

To whom it may concern –

Per my conversation with your representative, attached please find the claim we sent to FPL via email and subsequent mail on December 5, 2017 when we did not hear back. We eventually spoke with Saadia Augustin (305) 914-9294 who assigned us to Marco Gonzalez (877) 552-5383 Ext. 18. After reviewing the claim, they indicated they were not going to assist us.

As to trimming trees around their transformers, they suggested we could call them to temporarily shut the transformer so we could trim the trees. After thinking about this, we left a message for Marco indicating they were our neighbor's trees and not ours. Additionally it is not our responsibility and we should not have to bear the cost. And, if their lines or equipment were damaged, what would happen. This is FPL's responsibility.

About a week after they rejected our claim, we received a call from Jim Blag (941) 915-0581 from FPL who indicated he inspected the trees around the transformer and they could use a trim. What is amazing is they are about a tenth as dense around the transformer and power lines as when we called and complained after the tornado as they needed to trim to repair their blown equipment after Irma, just 2 months ago. Please see attached letter and report where they deferred doing any trimming to "routine maintenance". Their contractor came today and was trimming for 2 hours!

We appreciate that the PSC is working with FPL to emphasize the importance of and procedure for performing preventative maintenance. We spent over \$5,500 staying in hotels and being forced to eat out after Irma which we would not have had to do if our original and warranted complaint following the tornado was handled properly. We cannot and should not have to go through this again.

Please feel free to call if any additional information is needed.

Thank you in advance for your attention to this matter.

Sincerely,

Gail A Roseman

From: Gail Roseman [<mailto:gailaroseman1@gmail.com>]

Sent: Wednesday, November 8, 2017 10:05 AM

To: Public-Claims@FPL.com

Cc: davidpdiamond48@gmail.com

Subject: Claim against FPL

Please see attached Claim, additional information and supporting documents.

I appreciate your expediting this matter.

Thank you,

Gail A Roseman



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 Gail A. Roseman DATE OF INCIDENT 9/10/17-9/20/17
ADDRESS 4960 Commonwealth Dr CITY Sarasota, FL ZIP 34242
PREFERRED# (917) 658-7168 ALT# (941) 349-0286
PLACE OF INCIDENT above address
DATE AND TIME OF OCCURRENCE see attached letter
DESCRIBE DAMAGE FOR WHICH CLAIM IS BEING MADE see attached letter & documentation

DESCRIPTION OF DAMAGED EQUIPMENT

MAKE	SERIAL#	MODEL#	TYPE	YEAR PURCHASED/COST
Ex. Lenovo Laptop T	CA44567	RO1234	Thinkpad T430	2011 / \$650.00
1.				
2.				
3.				
4.				

HOW DID INCIDENT HAPPEN? (GIVE FULL ACCOUNT) see attached letter

AMOUNT FOR WHICH CLAIM IS BEING MADE \$5,550

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 _____

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 Gail A. Roseman DATE 11/8/17

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

To Whom It May Concern:

This claim is being made to compensate us for the unnecessary expense we incurred as a result of the negligence and total disregard by FPL to take care of an obvious and repairable interference to a transformer outside our house.

We called FPL following the tornado that passed ¼ mile from our house on January 16th, 2016. During this storm, the transformer outside our house, which was covered with trees, was sparking and we were concerned. A representative came down on February 3rd to inspect the situation. He asked if the tree caught fire and we said it was just sparking. He informed us we were not “scheduled” at this time and deferred the tree removal to “planned maintenance” with no specific timeframe implying it was ok for a transformer to spark (see attached document). We even contacted a private contractor to remove the foliage, but they would not go near FPL’s live transformer and wires.

The outage we, as well as 4 of our immediate neighbors experienced for 10 days (9/10/17-9/19/17) following Hurricane Irma was caused by the tree foliage surrounding this transformer that should have been removed a year and a half ago when we reported the problem. We were issued ticket number 4290 and were told (via your website) that the projected repair was scheduled for September 22nd – 12 days after the outage. The reality is, the repair took less than 30 minutes once they got to us on the 19th.

As a result, we spent the entire time in several hotels, lost all our food, was forced to eat all our meals out and had to travel to another state to find a hotel that could accommodate us as everything in Florida and lower Georgia was booked. Even though we were able to return to the area, we could not as there was no power and it was 90 degrees with 70% humidity in the house. The expense for this ordeal was over \$5,500 (see attached copies). The stress we endured has no dollar amount that could be quantified.

These expenses and duress were unnecessary. Everyone else on our block had power except those 5 houses fed by a transformer that could have been cleared of foliage and functioning. (See attached picture of the burnt branch that was in the pile of branches and debris that was removed on 9/19).

This lack of attending to a problem by performing a minor repair which was obviously needed, was reckless and irresponsible on FPL’s part and exhibited total disregard for humanity. Besides placing us in a dangerous and precarious situation, it caused us severe stress and an enormous expense.

We are looking for compensation for the expense we incurred and need to have this taken care of promptly. We’ve been in touch with the Public Service Commission and intend to advise them if this is not appropriately and satisfactorily resolved.

Sincerely,

Gail A Roseman and David P Diamond

4960 Commonwealth Drive

Sarasota, FL 34242



Inspecting Trees

RELIABILITY



CHANGING THE CURRENT. FPL



CHANGING THE CURRENT. FPL

Thank you for contacting FPL regarding trees that may be interfering with power lines. We inspected the situation and:

- We cleared the trees and vegetation near the lines.
- We scheduled the work to be completed by:

We will not be trimming the trees because:

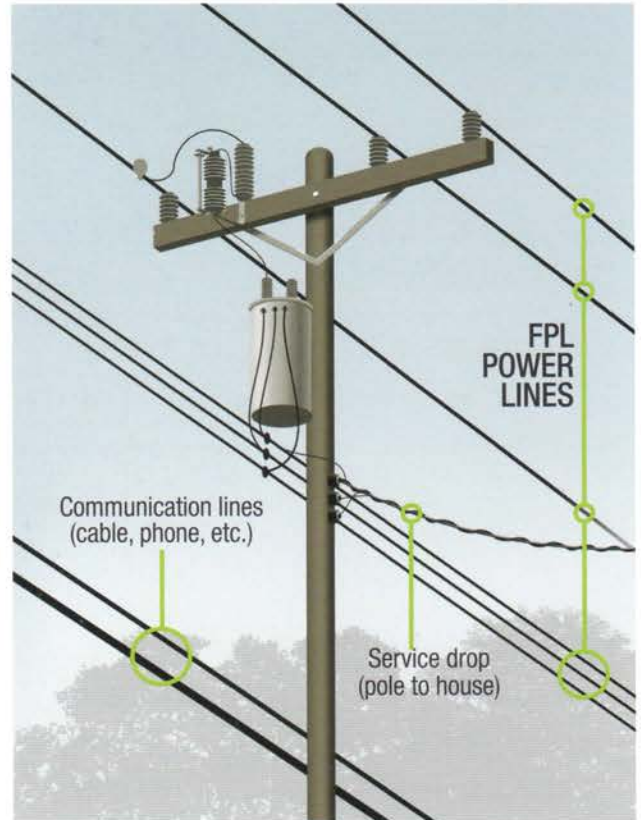
- They are near the communication lines and do not present a problem for our lines or equipment.
- They are near the service drop, which is a power line that goes from the pole to your property. Since the service drop is a customer's responsibility, please hire a qualified line-clearing professional to do the work.

If it is necessary to de-energize the power line to your property so that work can be performed safely, please call us at (800) 226-3545.

- They do not present a problem for our lines or equipment because:

Defer to planned maintenance

Comments



Call us if you have any questions

Jason Richardson

CONTACT NAME

941-316-6268 *2-3-16*

PHONE NO.

DATE

6683461

REFERENCE NO.





