

Nickalus Holmes

From: Ellen Plendl
Sent: Friday, February 09, 2018 9:25 AM
To: Consumer Correspondence
Subject: Docket 20170215
Attachments: Complaint Inquiry 1264624C - Robert Kramm File; Consumer Inquiry - Florida Power & Light Company

See attached email and reply and add to the correspondence side of Docket 20170215.

Nickalus Holmes

From: bob kramm <bobkramm1@gmail.com>
Sent: Thursday, February 08, 2018 4:25 PM
To: Randy Roland
Cc: FPL JULIETTE ROULHAC Reg Mgr; Santos, Marlene; FPL_FPSC_Complaints@fpl.com
Subject: Complaint Inquiry 1264624C - Robert Kramm File

Please cc all parties not on this email, but relevant to the history:

Dear Mr. Roland,

Your summary letter and history arrived yesterday by mail and I wanted to thank you and your team as well as acknowledge many of these issues were, in fact, preventable and there is some distortion in the statements provided from FP&L that I have chosen to ignore to close this out. It is deeply regrettable to involve all this research time and money to look back, when we rely on FP&L to plan ahead for these emergencies and have functioning, dependable communications and systems. Our Mayor and senior management of the City of Ft Lauderdale can attest to the enormous number of customers stranded in a sea of incompetence and failed systems.

The primary objective in my complaint and in those thousands affected by the storm was NOT THE MAGNITUDE OF THE DISASTER OR HIGH VOLUME OF CALLS. We get that.

Central and unresolved is *what has FP&L DONE* to ensure Customer Service can provide accurate, dependable, "caring", and informed communications by email and by phone?

There will be a next time and simply saying "we'll try harder" isn't going to go over. In our case and in many other cases, the online and 800 number was arrogant, uncaring, dysfunctional, ill-informed, and helpless. As stated, we had in excess of 5 "tickets" reflecting we were restored when we were calling from a dark house. Had FP&L listened to the tapes, it would verify the indifference and incompetence of the communications provided.

So, if we are to report to the community that FP&L has resolved the 800 and online "customer service" issues regarding competency (not high volume), how would this be presented and by whom?

If I were to share this summary with our Homeowners Association and the press, I think it is a weak response. Do you?

I'm willing to move on when our community is confident through change and results concerning the customer service function.

Sincerely,

Bob

Bob Kramm

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Ft. Lauderdale, FL 33316
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<https://www.linkedin.com/in/bokramm/>

Nickalus Holmes

From: Randy Roland
Sent: Friday, February 09, 2018 9:24 AM
To: 'bobkramm1@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Bob Kramm
bobkramm1@gmail.com

RE: FPSC Inquiry 1264624C

Dear Mr. Kramm:

Thank you for providing additional feedback regarding your experience with Florida Power & Light Company following Hurricane Irma and throughout the process until your electric service was permanently restored.

We will add your feedback to Docket No. 20170215, reviewing electric utility hurricane preparedness and restoration actions. You may review all the information filed with the Florida Public Service Commission by accessing our website at <http://www.floridapsc.com>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20170215 (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket, as well as any action the FPSC has taken on this matter.

If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission