

Angela Charles

From: Ruth McHargue
Sent: Thursday, June 23, 2016 11:00 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 160021
Attachments: FPL.docx

Customer correspondence

From: Consumer Contact
Sent: Thursday, June 23, 2016 10:50 AM
To: Ruth McHargue
Subject: To CLK Docket 160021

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From: Catherine Blomeke [<mailto:blomekefamily@gmail.com>]
Sent: Wednesday, June 22, 2016 9:44 PM
To: Consumer Contact
Subject: Quality of Service Hearing - FPL

To Whom It May Concern,
Please accept the attached letter regarding the quality of service provided by FPL. I was not able to make the hearing on June 15.

Thank you.
Catherine Blomeke
561-315-2109

Catherine A Blomeke
13918 66th Street North
West Palm Beach, FL 33412
561-315-2109
blomekefamily@gmail.com

To Whom It Concern,

My name is Catherine Blomeke and I have been a customer of FPL at my current residence for 15 years. During this time, my family has grown, from just my husband and I, to a full house with two dogs and two children. Needless to say, energy is a necessity for us. Throughout the years, I called upon the service of FPL and a very knowledgeable representative to help assess the energy usage in my home. I was given important recommendations on how to keep my energy bill down, all done without selling me another product or service. I thought that was a great example of supporting the customer's true needs, coming from the company that bills me!

A few years ago on one very stormy evening (I do not recall the date), a local transformer lit the sky blue and out went the power on our street. Of course this happened in the middle of the summer, as the sun was setting. With two young children, it became a concern to keep them cool (literally and figuratively speaking). After calling FPL and report an outage, I was added to the call list that gave updates throughout the night. That certainly gave me some peace of mind as a mom. When the service trucks arrived on our street, the kids ran out like they were greeting the ice cream truck. They watched as the team worked on the pole near our home. We then retreated for the night and tried to find ways to cope with the power outage and very uncomfortable conditions. It seems when the workers thought the problem was solved; a part was not functioning properly. I was alerted once again that the technicians needed to retrieve a part and would return. It was about 3am when I heard the FPL trucks pull up and soon thereafter, the ceiling fans started to move and the power was restored. The FPL team was committed to the job from beginning to end. I was impressed with how the entire situation was handled, including the communication on the status of the job, especially when the initial job had challenges.

This personal experience solidifies my opinion that the team at Florida Power & Light's continued commitment to provide the highest quality of products and services through the various means and resources that are uncovered, discovered and created. I support the efforts of FPL to continue to do just that and their request for an increase in rates.

Thank you for your time.

Catherine Blomeke