

Sea Ranch Club Building C
4900 N. Ocean Boulevard, Suite 405
Lauderdale-By-The-Sea, Florida 33308
June 23, 2016

Commission Clerk
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

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COMMISSION
CLERK

Re: Docket No. 160021-EI

Members of the Public Service Commission:

It has come to my attention that the Public Service Commission has scheduled a number of hearings with regard to the quality of service that Florida residents receive from Florida Power & Light. Unfortunately, I will be unable to attend in person as I have in the past. I have been a customer of FPL since 1985 and have lived through the best and worst of our trying weather tragedies and normally active storm seasons. I do commend the Commission for continuing to seek public input with regard to the performance of one of their regulated industries. Accordingly, I am reducing my comments to writing in this letter that I hope will assist your endeavor in evaluating FPL quality of service.

To understand my perspective, I wanted to share with you that my late father worked for Con Edison in New York for 42 years, up unto the day he passed in 1965. I bring this to your attention because I grew up understanding regulated utilities and accordingly offer my comments in that context.

There are three areas with regard to FPL's service on which I would like to comment:

1. The Quality of Customer Service: Unfortunately very few companies provide exceptional customer service. Most are plagued with long waiting times, seemingly uninterested staff, and a limited sense of urgency attempting to address customer concerns. FPL on the other hand, provides high quality customer service with representatives who are passionate about responding to the customer's concern. Wait times are not at all unreasonable and there is always a level of sincerity on the part of the FPL customer service representative that exceeds my expectations. While corporations like Apple, Amazon, and Nordstrom consistently provide outstanding service, most utilities fail to do so. FPL ranks among those companies like Apple, Amazon, and Nordstrom. I truly appreciate their attitudes and responses.

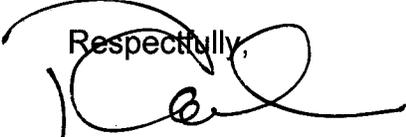
2. **Rapid Response Times to Outages:** No electric utility is immune to outages, especially in Florida. FPL however, has mastered organizing its response team not only to predict potential outages, being highly computerize monitoring all systems, but also highly trains their teams ultimately making their response time incredible. In addition, FPL is exceptionally communicative in providing updates as to expected restoration of power. While no Florida resident can have their power restored fast enough, it is more comforting to know that FPL is well organized, highly prepared, and is committed to providing rapid turnaround.

3. **Leadership and Clean Energy:** Anyone who remains in touch with the subject of clean energy is highly sensitive to its importance. Also, everyone recognizes that moving into a cleaner energy environment requires a significant commitment of leadership as well as a financial investment to accomplish aggressive goals. FPL has been committed to leading the field in developing clean energy. Their investment in solar energy is very impressive. Their commitment to the redesign their Broward's Port Everglades was yet another commitment honored. In addition to the corporate leadership in developing clean energy, FPL commits sizeable resources to community organizations to improve the quality of life of our community. The corporation encourages and supports their senior leadership to serve on critically important board of directors, stepping up to sponsors community events that without their support would probably be denied access to the community. And finally, there is a consistent level of quality of those FPL employees who become involved in the community.

In conclusion, if my father were still alive today he would be very impressed with the efforts of FPL. As a senior citizen, living among many like myself, I take great pride in our power company. I appreciate the respect they extend to all of their customers. I can make that statement with great certainty knowing if my contemporary friends with whom I socialize were treated poorly, the resounding outrage would be quickly communicated.

I appreciate you taking the time to review my comments and I hope they are helpful in your evaluation process.

Respectfully,



Richard G Clark

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