

Collin Roehner

From: Collin Roehner on behalf of Records Clerk
Sent: Wednesday, July 13, 2016 10:37 AM
To: 'PGriffi888@aol.com'
Subject: RE: Florida Power & Light Problems

Good morning Mr. Griffiths,

We will be placing your comments below in consumer correspondence in Docket No. 160021-EI and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner
Commission Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida, 32301
(850) 413-7123

From: PGriffi888@aol.com [<mailto:PGriffi888@aol.com>]
Sent: Wednesday, July 13, 2016 8:59 AM
To: Records Clerk
Subject: Florida Power & Light Problems

We have had problems with Florida Power & Light for many years. Apparently there is a switching system in Yulee, FL that needs to be replaced but they do not want to spend the money to replace it. During the summer months, we momentarily lose power during the day. It goes off for a few seconds then comes back on. It is not just our house but several homes throughout the developments in the area. This happens almost daily and causes problems with clocks and timers through the house. We were having problems with a new Jacuzzi tub and had numerous calls for service. They were very patient and replaced almost all the circuit boards in the tub before finding that it was actually the power company's problem!!

. We have had them check out the problem, but they won't do anything about it. A line foreman has told us and another couple in a different development that it has been brought to the attention of management but they refuse to do the right thing and replace it, because it only happens during the summer during heavy use.

I feel they should receive no service increases until they handle the problems of their current customers.

Paul F Griffiths
97107 Castle Ridge Drive
Yulee, FL 32097

Ph: 904-277-9657