

Collin Roehner

From: Ruth McHargue
Sent: Thursday, July 28, 2016 12:43 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 160021

Customer correspondence

-----Original Message-----

From: Consumer Contact
Sent: Thursday, July 28, 2016 9:15 AM
To: Ruth McHargue
Subject: To CLK Docket 160021

Copy on file, see 1218461C. Issue was forwarded to FPL. DHood

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, July 27, 2016 12:09 PM
To: Consumer Contact
Subject: E-Form Repairs TRACKING NUMBER: 120967

CUSTOMER INFORMATION

Name: Pam Kelly
Telephone: (321) 216-9498
Email: pamkelly1@hotmail.com
Address: 2028 Stewart Road, #52 Melbourne FL 32935

BUSINESS INFORMATION

Business Account Name: Pam Kelly
Account Number:
Address: 2028 Stewart Road, #52 Melbourne FL 32935

COMPLAINT INFORMATION

Complaint: Repairs against Florida Power & Light Company

Details:

I am filing this complaint on behalf of the residents of 2028 Stewart Road located at Lots 14, 45 and 52.

On April 13, 2016 the resident of 2028 Stewart Road, Lot #14, Mrs. Carpenter, contacted FPL on behalf of herself and the owners of #52 and #45 in order to report a street light out at #14 and #45. Upon making contact she was told "The work should be completed within 10-14 days, unless extensive repairs are needed; which could take much longer, and given Work Order details: 2028 Stewart Road, Ticket # 13359." This is a street light requiring a new bulb not extensive repair and should have been fixed within the time frame of 10-14 days. It was not. As a result of no attention given to this matter on June 6, 2016 Mrs. Carpenter again contacted FPL in regard to getting these lights fixed and was told the work was completed on April 21, 2016. FPL was made aware that no such repairs were ever completed, therefore causing FPL to issue two separate tickets, #14 was issued ticket #15803 and #45 was issued ticket #15804, at which time it was expressed the repairs would be made within 5-7 business days. On June 27, 2016, 20 days later, Mrs. Carpenter contacted FPL again and was again told the repairs had been done. Again FPL was told not they were not. At this point

Mrs. Carpenter asked to speak to a Supervisor who created yet another ticket #16777, to include both of the lights on the same ticket as previously done and told the repairs would be completed within 5-7 business days. July 8, 2016, approximately 10 days later Mrs. Carpenter once again contacted FPL as the repairs had not been made. She spoke with a Supervisor who indicated the ticket was still open, however since the time frame had past she was going to expedite the request. At approximately 9 PM on July 8, 2016 a very large FPL truck arrived. The workman assessed the situation, advised he thought it was a power outage. At this time he advised Mr. and Mrs. Carpenter that he would submit the request to the "Day Shift". On July 12, 2016, four days after being told it would be referred to the "Day Shift" and no one arriving, Mrs. Carpenter yet again contacted FPL. She spoke with a Customer Service Representative and asked to speak with a Supervisor. The Representative refused even after prodding to connect her to a Supervisor. He did however open two more Tickets #--#14 Ticket #17573 and #45 Ticket #17575. Again she was told repairs would be made within 5 to 7 business days. No one has shown to date and on July 26, 2016 Mrs. Carpenter received an automated call indicating the repairs have been made. NO they have NOT!!!! What does it take to get FPL to make these two repairs?

In addition to not being provided service, FPL expecting rate increases from 2017 to 2020. How dare they gouge the public with the price of the electric, which is another matter that needs to be looked into extensively, they demand more money and cannot provide any service when necessary and appear to lie about it. Please look into this matter immediately and have FPL expedite getting these lights fixed.