

Brandy Butler

From: Ruth McHargue
Sent: Thursday, November 09, 2017 4:09 PM
To: Consumer Correspondence
Cc: Angie Calhoun
Subject: FW: Consumer Correspondence for docket 20170215
Attachments: E-Form Service Outage TRACKING NUMBER 125054

Customer correspondence

From: Angie Calhoun
Sent: Thursday, November 09, 2017 4:04 PM
To: Ruth McHargue
Subject: Consumer Correspondence for docket 20170215

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 08, 2017 4:19 PM
To: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 125054

CUSTOMER INFORMATION

Name: James Wofford
Telephone: (561) 967-7654
Email: jwwjwofford1@msn.com
Address: 1897 Bell Lane West Palm Beach FL 33406

BUSINESS INFORMATION

Business Account Name: James Wofford
Account Number:
Address: 1897 Bell Lane West Palm Beach FL 33406

COMPLAINT INFORMATION

Complaint: Service Outage against Florida Power & Light Company
Details:

When the elec.power was lost I called FPL to make a report of the outage and they noted that the power was out. I called back two days later and FPL said they knew the power was out, but had no info as to when it would be restored. I called the next day and we were given no new info or advise when power would be restored. On Sunday after the power had been off a week. The newspaper said it would be restored by Sunday. Late Sunday afternoon my wifr walked around the neighborhood and there was a FPL truck at the end of our street. Neighbors said the workmen had said everthing was ready to turn the power back on except for one tree on the line, The neighbors asked the workmen to work a little extra and clear the line. They did that and the power was restored.

we had absolutely no info when we called FPL. Other than they agreed that the power was out.

I have lived in Palm Beach County for 38 years and the service from FPL after storms is worse than ever. I am an Engineer by profession and construction difficulties are familiar to me. FPL really screwed the public with the many millions of dollars we paid them to harden their services. FPL didn't spend the money to harden anything. They put the money in their pocket. And I think they will get away with poor service and near loss of life.