

Brandy Butler

From: Shalonda Hopkins
Sent: Monday, December 04, 2017 11:02 AM
To: Commissioner Correspondence
Subject: Docket No. 20170000-OT - Undocketed Filings for 2017
Attachments: Letter from John C. Hyatt, 11-28-17.pdf

Good Morning,

Please place the attached letter in Docket Correspondence, Consumers and their Representatives, in Docket No. 20170000-OT. Thank you.

Shalonda M. Hopkins

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Florida Public Service Commission
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The PSC's Role

The Florida Public Service Commission is committed to making sure that Florida's consumers receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a safe, reasonable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

November 28, 2017

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Florida Power and Light [FPL]

Julie Immanuel Brown - Chairman

Art Graham - Commissioner

Ronald A. Brisé - Commissioner

Donald J. Polmann - Commissioner

Gary F. Clark – Commissioner,

I have one concern and two complaints that I would like addressed. We'll get the easy one out of the way first; it involves you:

Concern: I do not feel the Florida PSC Commission can be objective in responding to FPL's request for an extension to the current 'overcharges' we consumers are already paying due to storms in 2016 and, in my opinion, FPL's mismanagement. Why? Because you live here thus lived through Irma like the rest of us; therefore, you no likely have a biased view of the situation. No offense, but there should be some sort of an National PSC oversight in this case. This directly impacts the actual complaints; you decide.

Complaint 1: FPL has once again asked for more money; what a surprise. This should be flatly denied. Why? In my opinion, based on previous FPL encounters, a lot of the power problems and outages are due to FPL not doing adequate routine maintenance and management of its Plant. Unlike any place I have lived, and at 71-years-old there have been several of them, Sarasota, Florida has the least dependable Power than all the rest combined. Over the years we have encountered numerous blinking off and on of our Power episodes, Power going out momentarily, Power going out for a few seconds, Power going out for a couple of minutes, etc. and a few total Power Failures. I've written the PSC twice and the action of the PSC Rep got things straightened out fairly quickly. And to some degree, FPL has reacted reasonably well to those complaints as well. Each time it has been Plant related ... in other words, avoidable if the Plant was maintained properly. Note: No matter where I have lived [Maryland, Tennessee, Pennsylvania, to name a few] I have never had the Power go out except here. Note 1: Our Power is OK at this time. Note 2: Retired from AT&T so I have some knowledge of Outside Plant.

Side Note: Over the years I have had to repair the AC several times due to the Power hits ... it blows capacitors. That gets costly. More on this in complaint #2.

During Irma millions of folks were out of Power; the situation was dire. Yet, the second morning after the storm I witnessed five [5] of the large FPL repair trucks park at Sommer's Dutch Family Restaurant [on Cattlemen Road] for breakfast at around 7:00 AM and stayed for well over an hour. Can you imagine all of the elderly, ill or just miserable due to the heat folks whose Power could have been worked on? When I worked for



a utility years ago we HAD to go to our first job immediately and then take a break AT THAT LOCATION and no earlier than 9:00 AM; I suspect the same rules still apply ... or should.

The bottom line: FPL should get their operation tightened up before getting more money. They should have to tighten their belts. If they better managed their Plant and better managed their Team in all likelihood they wouldn't need the consumer to pick up the tab. It should be noted that Social Security recipients have in essence received no increases for 4 out of the past 5 years and the one increase was what, 1%. It's time Big Business and Public Utilities are squeezed; not the little guy!!!!

Complaint 2: I feel the PSC should take a long hard look at FPL's Billing practices. Enclosed is a Comparison Chart from the FPL site depicting our [two elderly folks] Power Usage for a rolling 7-month period January through July 2016 and 2017. You may quickly notice the oddity, any mathematician or bookkeeper would. According to FPL two elderly residents [us] who have been in the same Villa for nearly 20 years, who leave the thermostat at 78°, who have not added any appliances or electric-using items all of a sudden had an incremental increase in Power Usage **EVERY** single month. That is absolutely ridiculous ... not impossible, I guess, but statistically highly improbable. A 'normal' chart of this kind would show some months with increases and other with decreases [and certainly not uniform]. FPL is quick to blame the heat ... well, that answer has holes in it. Yes, there has been a lot of heat in 2017 [always is in Florida] yet there also has been more than average rainfall [blocks out the sun and cools the air temporarily].

When I questioned this, I received the stock answer; "you have a new Meter so it is accurate". Really? I'll be blunt; I do not feel this has anything to do with the Meter ... I feel it is, for lack of a better word, scalping.

Then, of course, they encourage consumers to go on a 'Budget' Plan. Why, to better disguise the peculiar billing increases?

Then there is the promo to pay an extra \$10.00 or so per month for surge protection. Really? Their Plant goes out too often so we consumers should pay for FPL's lack of proper maintenance and upkeep? Something is wrong with this picture.

Regarding this complaint I ask the Commission to ponder one final thing ... is this one household the only FPL customers that this, ahem, unusual statistical improbability month over month incremental increase has happened to?

In closing, I feel the Florida PSC should take a long hard look into FPL practices. It's time to stop automatically assuming big Utilities are right and automatically assuming the Consumer is wrong ... after all, isn't that the **Role** of the **Public Service** Commission?

Thank you.

Sincerely,



John C. Hyatt

Email: enoytsur@aol.com | Telephone: 941-371-0916

Welcome, JOHN C HYATT

User ID: [REDACTED]

Account Number: 1576769028 [Select Another Account](#)

Usage Comparison

Compare your energy usage using two different date or time ranges.

Comparison for Jan.2017 to Jul.2017 vs. Jan.2016 to Jul.2016



Select the dates you want to view below to learn even more about your energy usage by comparing monthly, daily or hourly time periods to each other.

One or more billing periods

A 30-day period

One day with another day

John C. Hyatt
5783 Casa Del Sol Blvd.
Sarasota, Florida 34233

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Julie Immanuel Brown - Chairman
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850



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