

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Friday, June 11, 2021 3:49 PM
To: 'BMahan@gopaa.com'
Cc: Consumer Contact
Subject: FW: FP&L Service - Customer Opinion

Good Afternoon, Mr. Mahan.

We will be placing your comments below in consumer correspondence in Docket No. 20210015, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover

*Commission Deputy Clerk I
Florida Public Service Commission
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Phone: (850) 413-6467*

From: Brian Mahan <BMahan@gopaa.com>
Sent: Friday, June 11, 2021 1:18 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: FP&L Service - Customer Opinion

Attn: Commission's Office of Consumer Assistance

In regards to our power service at our Titusville facility, we have been at our current location for 18 years and have always experienced good service with our electrical power, new installations within our facility and as well, the newly installed power lines that are currently being finalized. FP&L has also proactively utilized Asplundh Tree Service to perform tree trimming throughout our city to keep the lines clear of falling trees or branches during hurricane season.

In all, we have been very pleased, especially with the customer service team Ronald Cummins and Sue Parks that are assigned to our account. They keep us updated on new events and are always available to report the few rare outages we have had during storms. Then they keep us briefed until the power has been restored. We could not ask for better service.

Thank you for the opportunity to insert our opinion.

Regards,

Brian Mahan
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Check out our facility [here](#)



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