

Antonia Hover

From: Shonna McCray
Sent: Monday, June 23, 2025 9:45 AM
To: Consumer Correspondence
Subject: FW: Recommendation Letter
Attachments: 2025.06.20 Recommendation Letter for FPL.pdf

Good morning,
Please add to Docket 20250011.
Thanks,
Shonna

From: Andi Russin <andi.russin@gmail.com>
Sent: Friday, June 20, 2025 1:12 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Cc: Oestreich, Melissa <Melissa.Oestreich@fpl.com>
Subject: Recommendation Letter

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Dear FPL,

Attached please find a letter of recommendation as requested by Melissa Oestreich.

This is in no way a statement of support for your rate increase efforts and is simply a commendation of your lovely employees.

All the best,

Andi Russin
andi.russin@gmail.com

Andrea Russin
445 W 40th St Unit 402366
Miami Beach, Florida 33140

June 20, 2025

RE: FPL's Exemplary Service
Patricia Nistal Gondat

To Whom it May Concern:

In May, 2021 I purchased a residence on Miami Beach with the intent to build a new home on the property. As part of that project, I hoped to have the overhead lines and the telephone pole on the corner of our property removed.

I have had the pleasure of working with Patricia Nistal Gondat to coordinate the undergrounding of our overhead lines and installing a transformer pad from which I now receive electrical service to the house. I have also met with various crew members on site while this complicated project was completed. There were separate crews for installation of the transformer, running the line to the meter and removal of the overhead wire in addition to the coordinating staff who checked on the status of the project at the house.

To a person, everyone I have dealt with at FPL has been incredibly helpful, knowledgeable and professional. In particular I would like to commend to you Ms. Patricia Nistal Gondat who is a treasure and has guided us at every step of our project. I have been bothering Patricia regularly to expedite the undergrounding of our lines and new transformer so that we will have an unobstructed view in our back yard. Knowing how important this task was to us, Ms. Nistal Gondat pushed to facilitate all aspects of the project. She even guided me on how to connect with the other utilities whose lines were also running to the pole.

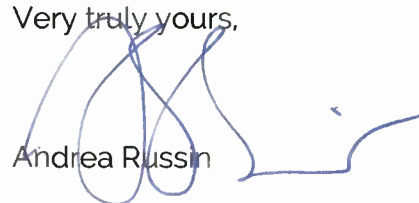
In addition to her professionalism and extensive knowledge, Ms. Nistal Gondat has been at all times friendly and courteous not to mention having a good sense of humor in all my encounters with her.

Further, all the crew members I met with took the time to explain what part of the project they were completing, what that work entailed and how long their tasks would take. They were personable and kind and patient with me while explaining their responsibilities for the project.

I cannot stress enough what a wonderful group of people FPL has working for them. I hope you appreciate that in the stress of building a new home, these FPL employees have been outstanding in their efforts to help us.

It is our honor and pleasure to recommend FPL, and particularly its employees, to the community at large.

Very truly yours,



Andrea Russin

*Note: This letter was written without assistance from artificial intelligence platforms.