

Antonia Hover

From: John Plescow
Sent: Thursday, July 17, 2025 3:46 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: A note of thanks

Please, add to docket 20250011.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Thursday, July 17, 2025 2:59 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: A note of thanks

John,
Please forward to clerk's office.
C'Griffin-Greaux

From: Carolina Santalla <carolinasantalla20@gmail.com>
Sent: Wednesday, July 16, 2025 5:30 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: A note of thanks

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

To whom it may concern,

I wanted to take a quick moment to commend you on your service. I was looking for ways to save money on my electric bill and I contacted FPL for a home energy survey. A representative came to my home and gave me great recommendations. The recommendations that made, such as changing my light bulbs to LEDs, keeping AC temperature at 78 when possible & putting insulation in my attic. I feel like these small changes have helped lower my bill.

This past year we lost power during a bad storm. I thought I was going to have to spend a night elsewhere because I had house guests and small children. Luckily, FPL had my power back on within two hours. This quick return was not lost on me.

Family I have that lives in Georgia told me that she wishes she had FPL in her area.

I am very happy with my FPL service.

Sincerely,

Carolina Santalla