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September 19, 2025

Mr. Adam Teitzman  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**Re: Docket No. 20250011-EI**

Dear Mr. Teitzman:

I enclose for filing in the above docket Florida Power & Light Company's ("FPL") Quality of Service Hearings Report. From May 28, 2025 to June 6, 2025, the Commission conducted ten service hearings as part of Florida Power & Light Company's Petition for Rate Increase before the Commission.

Please contact me if you or your Staff has any questions regarding this filing.

Sincerely,

s/ Maria Jose Moncada

Maria Jose Moncada  
Fla. Bar No. 0773301

Enclosure

cc: Counsel for Parties of Record

## **CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by Electronic Mail to the following parties of record this 19th day of September 2025:

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**Before the Florida Public Service Commission**

**In the Matter of:**

**Petition for rate increase by Florida Power & Light Company  
Docket No. 20250011-EI**

**Quality of Service Hearings Report**

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## Summary of Service Hearings

The Florida Public Service Commission (FPSC) conducted 10 service hearings in Docket No. 20250011-EI from May 28 to June 6, 2025. The hearings took place virtually and in person in seven locations across Florida Power & Light Company's service area.

Location	Date	Time (ET)	Speakers
North Fort Myers	May 28, 2025	9:00 AM	26
Miami Gardens	May 28, 2025	6:00 PM	82
Hollywood	May 29, 2025	9:30 AM	61
West Palm Beach	May 29, 2025	6:00 PM	37
Daytona Beach Shores	May 30, 2025	1:00 PM	26
Virtual	June 3, 2025	6:00 PM	50
Virtual	June 4, 2025	10:00 AM	42
Virtual	June 4, 2025	2:00 PM	39
Pensacola	June 5, 2025	7:00 PM	40
Panama City	June 6, 2025	2:00 PM	25

A total of 428 speakers testified at the 10 service hearings.

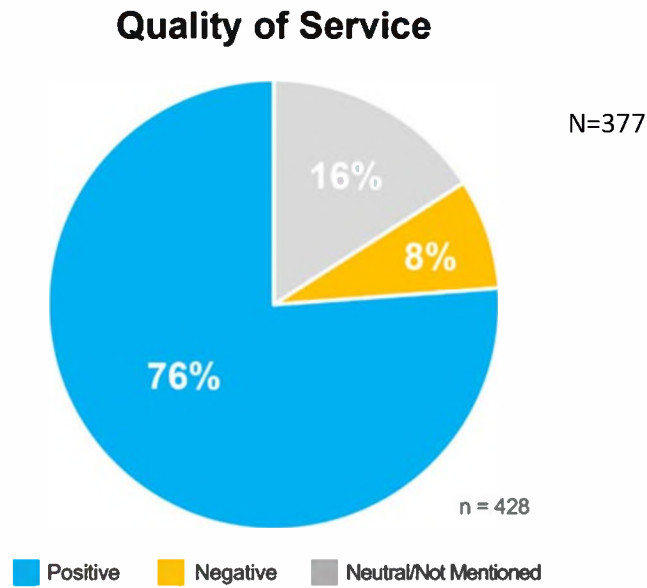
The majority of speakers expressed appreciation for FPL's quality of service, with 326 speakers (76 percent) providing positive comments about FPL's reliability, customer relations, emergency preparedness and response, energy-efficiency programs and/or various other aspects of service. There were 34 speakers (8 percent) who provided negative comments relating to aspects of FPL's service, including three who expressed specific service concerns.

Nearly half of the speakers testifying (196 or 46 percent) spoke positively about FPL's rate increase proposal. One-quarter (107 speakers) spoke against the proposed rate increase while 29 percent (125 speakers) did not state a position on the request.

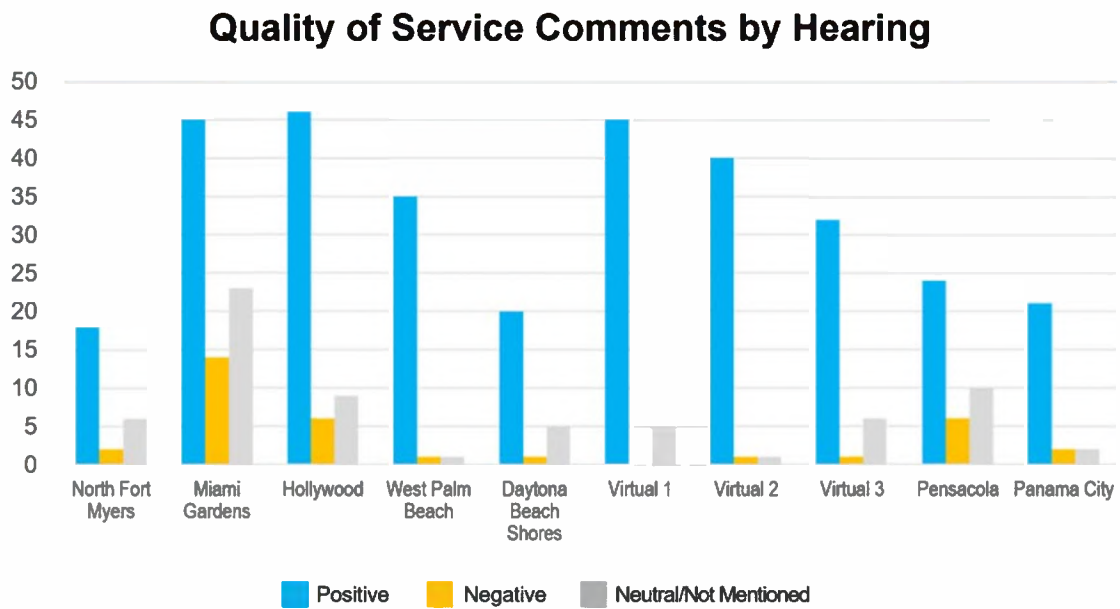
FPL's Vice President of Customer Service Dawn Nichols and FPL Customer Advocates were present at each in-person hearing to provide support and speak with customers in attendance. FPL Customer Advocates were also available via a dedicated phone number throughout the hearings.

Following are graphical summaries of speaker sentiment regarding FPL's quality of service and proposed rate increase. In addition, transcripts of the three specific concerns and summaries of their resolutions are included with this report.

**Chart 1 – Overall speaker sentiment regarding FPL’s quality of service**

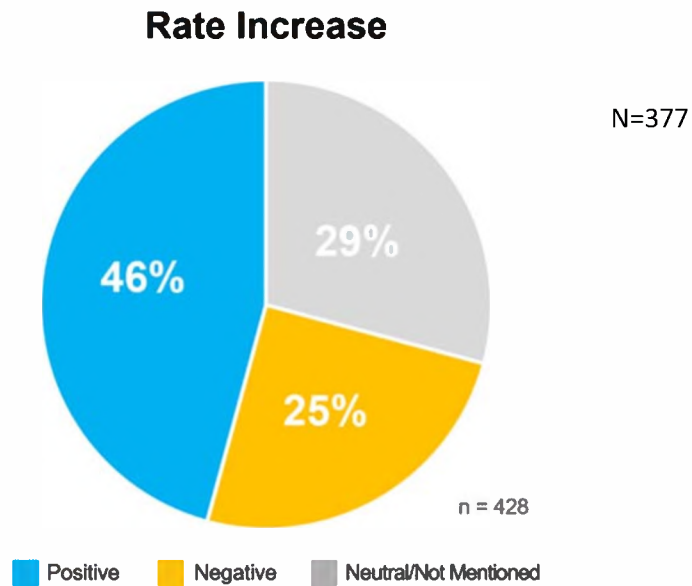


**Chart 2 – Speaker sentiment regarding FPL’s quality of service by hearing**

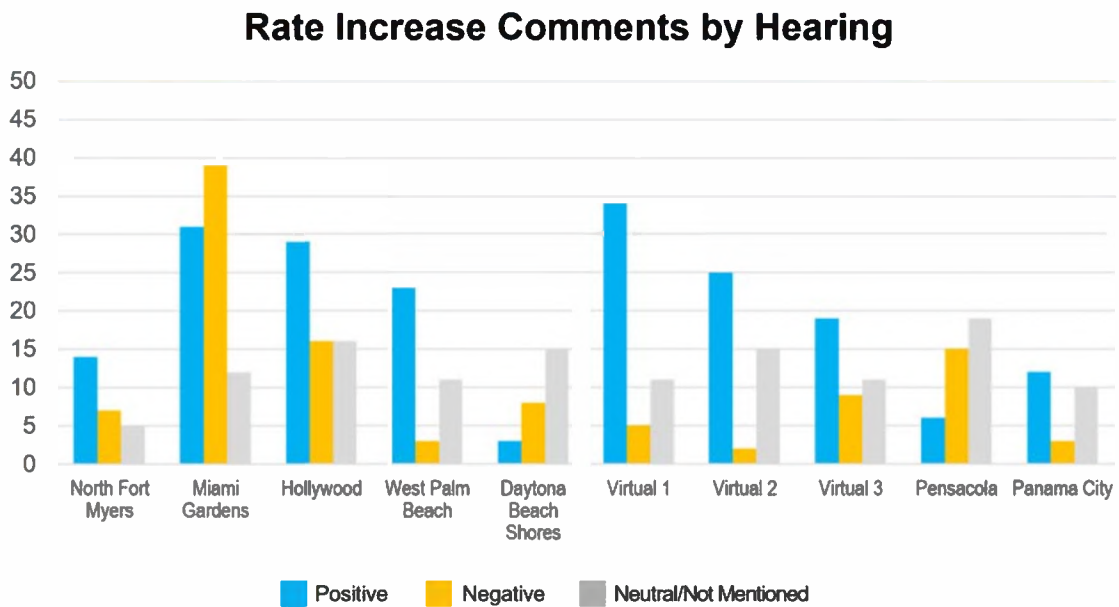




**Chart 3 – Speaker sentiment regarding FPL’s proposed rate increase**



**Chart 4 – Speaker sentiment regarding FPL’s proposed rate increase by hearing**



## Specific Service Concerns and Resolutions

The following report provides information regarding the actions taken by FPL to assist the three customers who raised service concerns during the hearings.

Customer #1	
Hearing location: Miami Gardens	Hearing date: May 28, 2025
Speaker name: Jamal Victor	Account location: Miami
Hearing transcript 04576-2025, pages 84-86: <i>MR. VICTOR: ...my household has experienced blackouts even if it's stormy or a clear sunny day, and it really affects -- it really affects my auntie who is disabled who sleeps on an air mattress bed, when it happened, the bed deflate and she feels uncomfortable. And I call FPL, right, multiple times for this issue, but when they do send somebody, they do a descent half job...</i> <i>COMMISSIONER FAY: Yeah, you just mentioned that you have outages even when it's not raining outside, there is not a storm outside?</i> <i>MR. VICTOR: Yes.</i> <i>COMMISSIONER FAY: Is that rare, or is that common?</i> <i>MR. VICTOR: Common. It would happen every few weeks. Sometimes it happens consistently, and it's usually around nighttime, after around 12:00.</i> <i>COMMISSIONER FAY: And you reach out to the utility, and they typically send somebody out?</i> <i>MR. VICTOR: Yes.</i>	

### RESOLUTION

*Note: The FPL account referenced is under the name Maryse Demerzier.*

FPL investigated the concerns raised by Mr. Victor and determined that service reliability could be improved by upgrading the size of the aerial transformer that serves the customer's home and neighbors to better accommodate the area's increased electricity consumption. FPL's Area Engineer completed the engineering design in early June, and the transformer was upgraded on June 10, 2025.

FPL attempted to contact the customer and left a voicemail requesting a call back to discuss efforts to improve reliability at the customer's home. On July 21, FPL Power Delivery Customer Advocate Edwin Laboy spoke with the customer's daughter to explain the transformer replacement and also review data from the home's smart meter that indicated several brief flickers in the weeks after the transformer replacement. The customer's daughter confirmed that the household was continuing to experience power-related issues.

FPL dispatched a crew on July 22 to examine the facilities directly serving the customer's home. They discovered a loose lug in the customer's meter can. As this equipment is customer-owned, the customer was advised it would be necessary to hire an electrician to conduct the repair.

Since that day, the customer's smart meter readings show no interruptions other than a meter outage on July 29 for approximately five minutes, which may have been due to the customer's equipment being repaired. Mr. Laboy is awaiting confirmation from the customer and will continue to monitor the account to be sure the problem has been resolved.

Customer #2	
Hearing location: Panama City	Hearing date: June 6, 2025
Speaker name: Mary Frank Sheesley	Account location: Lynn Haven
Hearing transcript 05774-2025 pages 61, 80: <i>MS. SHEESLEY: ...They charge 17 cents per kilowatt hour. Now, I didn't like having to pay them so much money for energy that I like in my home, so I had solar panels put on my house. I like them very much, and if you give -- or produce excess energy from your solar panels, they only pay three to four cents back to us when we have -- give them extra energy. I mean, we don't even get half of the amount they charge for 17 cents is what they charge per kilowatt hour, but we only get three to four cents back when we give them extra energy... What I wanted to say was since FPL charges 17 cents ... I need to have more money from them for my solar panels when I give them excess energy, and not only four cents per hour when they get 17 cents.</i>	

## RESOLUTION

An FPL Net Metering Specialist Richard Brooks spoke with the customer at length regarding FPL's approved tariff for net metering, which complies with the state's net metering rule. Mr. Brooks explained that the credit issued to customers with excess net metering credits is calculated in accordance with the tariff and rule.

At the end of each year, if a net metering customer has any remaining kilowatt-hour credits, they are converted to a bill credit (in dollars) reflecting FPL's COG-1, As-Available Energy Rate. The customer expressed appreciation for the information.

Customer #3	
Hearing location: Panama City	Hearing date: June 6, 2025
Speaker name: Mitchell Hilkemeyer	Account location: St. Augustine
<p>Hearing transcript 05774-2025, pages 71-73:</p> <p><i>MR. HILKEMEYER: ...I am a prcject executive with Burke Construction. Even though do I have a residential account with you and Scintilla Electric, I am here today to talk about your commercial accounts and the quality of service, and not necessarily the rate increase. We have been delayed on jobs in Florida because we cannot get our engineering services stuff through FPL quick enough. This has happened in many places in Florida, and we need something to track from when we make contact with FPL to track all the way through your engineering department, to when it's completed, to when we know we can accept services, because communication through the commercial accounts can be lacking. Now, I arrived in Panama City about two years ago, and the Eastern District of FPL has been the best I have ever worked for, or worked with. I have traveled this whole country working for many different energy providers, but I would really like to thank the communication in the Eastern District provides us, especially Reggie Kennedy and ... Shane Boyett that I have never met, but has jumped into some emails for us. But if this rate increase goes through, I would really like to see some type of internet, something on the internet, to where we can track what is going on with our jobs, if that can be available; because there are energy providers that do provide us some type of contact, even if it's just random emails in where our accounts and stuff are at for new services, but FPL provides us nothing like they do with the residential side, so I would like to so that changed...</i></p> <p><i>COMMISSIONER FAY: On the residential or commercial, they don't, in your opinion, don't respond quick enough, but then you mentioned a specific area and team that was very responsive.</i></p> <p><i>MR. HILKEMEYER: Yes. It's the Eastern District here that covers Panama City has been great. The engineers, we reach out to, there is -- Reggie Kennedy is actually on some of these emails, he must be able to manage his email really well, because there are on-site meetings that will take place, and Reggie will send an email, like, two weeks later making sure that everything was taken care of on those on-site meetings.</i></p> <p><i>COMMISSIONER FAY: So when you communicate with them, they are responsive, but you just feel that maybe there could be an expedited way for the actual paperwork to be done for you?</i></p> <p><i>MR. HILKEMEYER: And for us to be able to not have to reach out to try and call the engineer and see where the new service is at... Or where it's at in engineering, or if it's came out of engineering and we are waiting on the construction side to send somebody out to install it.</i></p>	

## RESOLUTION

FPL Senior Manager of Power Delivery Customer Advocacy Ellis Clenton spoke with Mr. Hilkemeyer on site at the hearing and informed him about FPL's new construction Project Portal, which is designed to help contractors work efficiently through the process of requesting, planning, designing, scheduling and installing essential electrical service needs.

The following week, Mr. Clenton introduced Mr. Hilkemeyer to leaders on FPL's Major Construction Project Services team to provide The Burke Construction Group with additional points of contact throughout the FPL's service area. Since then, Mr. Hilkemeyer has reached out to the team for project-related support, and FPL remains committed to working with him and his business to help ensure their projects are completed safely and efficiently.