

**Brandy Butler**

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**From:** Ruth McHargue  
**Sent:** Friday, October 13, 2017 3:21 PM  
**To:** Consumer Correspondence  
**Subject:** docket 20170215

Customer correspondence

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**From:** Ruth McHargue  
**Sent:** Friday, October 13, 2017 2:04 PM  
**To:** 'bobkramm1@gmail.com'  
**Cc:** Diane Hood  
**Subject:** FPL outages

Dear Mr. Kramm:

We appreciate you sharing your comments with the Florida Public Service Commission regarding Florida Power and Light's response to Hurricane Irma outages. While we understand your concerns, the matters outlined in your correspondence are not matters that can be resolved using the informal complaint process.

However, the PSC has established an active docket to review utility restoration activities following the hurricanes. Your information will be forwarded to the docket file ( Docket No. 20170215 Review of electric utility hurricane preparedness and restoration actions) where all of the commissioners will have the opportunity to review **your** concerns. If you want to submit additional comments/information, you can send it to me and I will have it placed in the docket file. You may also wish to provide comments at [www.floridapsc.com](http://www.floridapsc.com).

For information and future reference, your correspondence has been assigned case number 1257862C.

Sincerely,  
Ruth McHargue  
Regulatory Program Consultant  
Bureau of Consumer Assistance  
Florida Public Service Commission  
1-800-342-3552  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

**From:** bob kramm [<mailto:bobkramm1@gmail.com>]  
**Sent:** Thursday, October 12, 2017 2:56 PM  
**To:** Consumer Contact  
**Subject:** Re: FPL

Dear Angela,

**ATTN: cc Ms Julie Brown, Chairman**

With all due respect, I view this form letter as of "no value".

I was specific in my complaint as to what the failures were within FP&L and what has this form letter resolved? Nothing. I feel as though I wasted my time.

Please forward this to **Ms. Julie Brown** and express my displeasure for these kinds of nonsense for a game of "ping pong".

Either the Commission is going to do something involving an investigation and resolve to our satisfaction or you will do nothing. The purpose of your existence is to professionally manage these complaints and prevent the offending utility from repeating.....isn't it?

Which is it, so I know how to move forward. My suspense date is **Monday, October 16, 5PM**.

Thanks (I guess)

Bob Kramm

SEE BELOW: What else could you possibly need to DO SOMETHING!!

**Subject: E-Form Delay in Service TRACKING NUMBER: 124509**

Email sent to [fpl\\_fpse\\_correspondence@fpl.com](mailto:fpl_fpse_correspondence@fpl.com) with CC to PSC.

#### **CUSTOMER INFORMATION**

Name: ROBERT KRAMM

Telephone: [\(954\) 661-1916](tel:(954)661-1916)

Email: [bobkramm1@gmail.com](mailto:bobkramm1@gmail.com)

Address: [1281 S OCEAN DR Fort Lauderdale FL 33316](http://1281 S OCEAN DR Fort Lauderdale FL 33316)

#### **BUSINESS INFORMATION**

Business Account Name: ROBERT KRAMM

Account Number: [7633443390](tel:7633443390)

Address: [1281 S OCEAN DR Fort Lauderdale FL 33316](http://1281 S OCEAN DR Fort Lauderdale FL 33316)

#### **COMPLAINT INFORMATION**

Complaint: Delay in Service against Florida Power & Light Company

Details:

Follow Up Number 2. I did not receive an email confirmation this was "Submitted" from September 29 when sent. Is there a case number assigned and may I please have that?

Below is a copy:

<http://www.psc.state.fl.us/ConsumerAssistance/ComplaintForm>

**Post Hurricane Irma:** This complaint is directed to FP&L Customer Service Vice President, Marlene Santos, and the Customer Service functions to include on-line, 800 number and the App.

Immediately following the hurricane, we repeatedly contacted all 3 functions and observed:

1. Incorrect status meaning, our power was out, but tickets indicated power restored on more than 3 occasions. Whether deliberate or incompetence, it delayed restoration for us and many others. Some tickets were - 8674, 12146, 760, 7602. FP & L has recordings of the calls from us and the on-line records.
2. When 3 power crews came to the home over several days, they could not find the transformer feed. When I reported this failure of FP&L tech and dispatch to the FP&L Customer Service, they refused to connect me to a supervisor/manager for me to explain and further delayed restoration as most homes around us were restored. 800 number recordings reflect this.
3. In attempting to contact a manager/supervisor on my own, it was nearly impossible as the website and all accessible information provided by FP&L does not provide name, contact, title of supervisors and managers. The customer is insulated from any help from a supervisor when needed! Wrong.
4. I also obtained several manager and supervisor phone numbers and emails, but Ms Santos did not reply until informed by the Mayor's contact. Mr. Hay's office did not acknowledge or reply at all. It should be noted the emails received later did not include their title or phone number.
5. After contacting Mayor Jack Seiler who was inundated with similar calls and emails, I established contact with a manager and power was restored same-day, TWO WEEKS FROM POWER OUT!! The only reason for this delay was FP&L policy in having a supervisor inaccessible and the failure of FP&L as-builts to identify and communicate the transformer location to the crews at the home.

The essence of this complaint is to demand FP&L immediately revise their Customer Service Policy and Practice to have a supervisor and manager intervene when a customer has an unresolved issue and asks for intervention. Secondly, to have all officer and management title and contact information available to the public for assistance with a Ticket Number or Case Number issued from Customer Service 800 or online services. FP & L has proven they are deliberately denying the public resolution to service issues by denying access and withholding contact information. In the interest of public safety and satisfaction along with ROI, we ask you intervene and demand these and other policies and practices be overhauled.

I can provide many more specifics upon request and urge you contact Ft Lauderdale Mayor Jack Seiler for his office and related offices observations and reflection on Customer Service.

Please don't blow this off. it is important to many, many people who expect change to occur. NOW.

**Bob Kramm** [954-661-1916](tel:954-661-1916)

Thank You,

Bob Kramm

On Tue, Oct 3, 2017 at 11:46 AM, Consumer Contact <[Contact@psc.state.fl.us](mailto>Contact@psc.state.fl.us)> wrote:  
10/03/2017

RE: FPL

Dear Mr. Kramm:

Thank you for contacting the Florida Public Service Commission (PSC). We appreciate the opportunity to assist you.

On October 2, 2017, you submitted complaint forms through the Commission's web site to both the FPSC and Florida Power & Light (FPL). According to Commission rules, whenever a complaint is e-mailed directly to the company from the FPSC's internet Web site, the company should acknowledge the customer's e-mail by no later than the working day after the date of receipt.

Thank you for sharing your concerns about Florida Power & Light (FPL). After Hurricane Irma knocked out electricity to millions of Florida homes and businesses, many Floridians expressed concerns regarding Hurricane Irma storm restoration and system maintenance. In response to these concerns, the chairman of the PSC, Julie I. Brown, released the following statement:

“The power grid is the foundation for Florida’s economy and how all Floridians live, work, and function on a day-to-day basis. Hurricane Irma was an epic and catastrophic storm event that affected almost all of Peninsular Florida. Due to the enormity of this storm event, its statewide impact, and the vast numbers of persons affected, restoration of power statewide is of a historic magnitude not seen before in this state.

“Florida is still in restoration mode. Not all customers have power. Nonetheless, we have already begun to think about what the Florida Public Service Commission (PSC) can do to ensure everyone involved in the power restoration process cost-effectively implements lessons learned from the storm.

“Because it is critical that customers receive safe, adequate, and reliable electric service, the PSC already has in place several processes to review utility storm preparedness plans and to evaluate the impact of storms on electric infrastructure. One process is that prior to the start of the hurricane season, we hold annual public meetings with Florida’s electric utilities to hear about new practices and technology to facilitate a discussion between utilities and the PSC.

“In addition, our rules require utilities to develop plans to address the ability of transmission and distribution facilities to withstand extreme weather conditions, and to reduce restoration costs and outage times to customers. We review these plans on a regular basis.

“The public should be aware that the PSC plans to review Hurricane Irma’s impacts on electric utility infrastructure and the utilities’ post-storm restoration performance as soon as reasonably feasible. As part of this proceeding, forensic data will be collected on the transmission and distribution facilities impacted by Hurricane Irma’s winds, and the utilities tree trimming practices and pole inspection cycles will be analyzed.

“After an intensive fact-based review, the PSC will identify opportunities to improve utility practices and procedures.”

Please visit our website at <http://www.psc.state.fl.us> for more information.

Sincerely,

Angela Calhoun  
Regulatory Consultant  
Office of Consumer Assistance & Outreach

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-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [mailto:[consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us)]

Sent: Monday, October 02, 2017 9:23 AM

To: [fpl\\_fpse\\_correspondence@fpl.com](mailto:fpl_fpse_correspondence@fpl.com)

Cc: Consumer Contact

Subject: E-Form Delay in Service TRACKING NUMBER: 124509

Email sent to [fpl\\_fpse\\_correspondence@fpl.com](mailto:fpl_fpse_correspondence@fpl.com) with CC to PSC.

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Bob Kramm [954-661-1916](tel:954-661-1916)

Thank You,

Bob Kramm

PSC was contacted previously

--  
Compass Management & Consulting Group  
Bob Kramm  
1281 S. Ocean Dr  
Ft. Lauderdale, FL 33316  
954-661-1916 (m)  
<https://www.linkedin.com/in/bokramm/>