

Nickalus Holmes

From: Ruth McHargue
Sent: Thursday, December 07, 2017 12:04 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK 20170215
Attachments: E-Form Other Complaint TRACKING NUMBER 125354

[Customer correspondence](#)

From: Angie Calhoun
Sent: Wednesday, December 06, 2017 4:14 PM
To: Ruth McHargue
Subject: To CLK 20170215

Consumer correspondence for docket 20170215.

Nickalus Holmes

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, December 06, 2017 3:54 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125354

CUSTOMER INFORMATION

Name: Michael Jacobsen
Telephone: (603) 264-1517
Email: mfj.assoc@yahoo.com
Address: 1980 NW 33rd Street Oakland Park FL 33309

BUSINESS INFORMATION

Business Account Name: Sally E. McMahon
Account Number: 75612-28441
Address: 1980 NW 33rd Street Oakland Park FL 33309

COMPLAINT INFORMATION

Complaint: Other Complaint against Florida Power & Light Company
Details:

During the onset of Hurricane Irma, our home and three other residences lost power on Saturday evening. This was almost 24 hours before the remainder of residences in our area lost theirs. On Wednesday of the next week, FPL crews were throughout the neighborhood starting service to all homes. We knew what the issue was and advised (what appeared to be a supervisory level person) of the rather simple issue which caused our outage. They assured us (after thanking us for the heads up) that they would fix that item while in the neighborhood. Off they drove and with it our hopes of electric service. Despite numerous calls to FPL about their neglect, we were forced to wait until Saturday morning to get service back. At \$50/day in running a generator when all others in our immediate area had power, we were very displeased. When an outside crew came on Saturday morning, they were aghast as FPL leaving this simple fuse reconnection without attention. It honestly took them longer to put the outriggers on the truck than it did to simply snap the fuse back into place. The real problem here is the mismanagement of FPL in this matter. I completely understand the immense pressure that FPL was under, however they mismanaged things to where it had to have cost them a great deal of money, as 2 line trucks, a pickup truck and six men showed up for this very minor repair. The crew on Saturday simply shook their heads in disbelief. I cannot begin to believe that our case was isolated.

For FPL to now request a rate increase after the blatant mismanagement which took place is something I have struggling with. As stated earlier, we had to pay at least \$50 in fuel costs just to keep a window a/c unit running and a refrigerator, all the while our neighborhood had full power. When confronting FPL about this, all I got was "I'm sorry." Hardly an acceptable excuse.