

Antonia Hover

From: Angie Calhoun
Sent: Thursday, October 14, 2021 8:44 AM
To: Consumer Correspondence
Subject: Consumer correspondence 20210015
Attachments: E-Form Other Complaint TRACKING NUMBER 184873

Consumer correspondence for docket 20210015.

Angela Calhoun

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, October 10, 2021 2:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 184873

CUSTOMER INFORMATION

Name: Joanne swanson
Telephone: (386) 316-9131
Email: JOSWANSON@BELLSOUTH.NET
Address: 4120 Pioneer Way New Smyrna Beach FL 32168

BUSINESS INFORMATION

Business Account Name: Joanne swanson
Account Number:
Address: 4120 Pioneer Way New Smyrna Beach FL 32168

COMPLAINT INFORMATION

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

I have two complaints. First the current situation. The possibility that FPL will be allowed to enforce a minimum payment of \$25.00 which is their second attempt to undermine solar power. Those of us who invested tens of thousands of dollars to purchase solar panels for our homes or businesses should not be penalized for saving money on power, or for trying to protect the environment from disastrous climate change. We don't even expect to make back our investment but we surely don't expect to pad the pockets of executives at FPL because we want to support renewables. If anything, FPL should be penalized for never improving by putting lines underground. They get subsidies when there is a hurricane and an allowance to AGAIN raise our rates but never fix the problem of power lines being blown down. THEY SHOULD NOT BE ALLOWED TO ENFORCE A MINIMUM MONTHLY PAYMENT. WE PAID FOR OUR SOLAR ENERGY AND HAVE LOWER BILLS, NOT SO FPL CAN TAKE THAT AWAY FROM US.

SECOND COMPLAINT. We had our home built in 1989. I called FPL to have electricity brought in. I told them I would pay what ever it costs to have the lines put underground (having lived in Florida, and moving in the woods I knew I didn't want trees falling on the lines). My driveway, about 450 feet long, is part of the 5 acres I had to have in order to build (5 acre zoning). It is not an easement. When I made this request the man on the phone said THEY would have to be able to come on the property if there was a problem with the power, to which I replied, OF COURSE. When I returned to the site where the house was being built, there were power poles going down my driveway.THEY ONLY PUT THE UNDERGROUND WIRES FROM THE END OF MY DRIVEWAY TO THE HOUSE. THEY ASSUMED MY DRIVEWAY WAS A PUBLIC EASEMENT EVEN THOUGH I TOLD THEM IT WAS PART OF MY 5 ACRES. At that point I figured I couldn't do anything, since we were also living in our van without a house yet built and commuting to work every day. So now for 32 years, When ever THE NEIGHBORS TREES fall on the wires, I lose power. My 20,000 dollar CONCRETE driveway gets cracked by FPL trucks, I am inconvenienced by not being able to drive on the ONLY WAY IN OR OUT OF OUR PROPERTY FOR 5 DAYS AFTER IT IS REPAIRED. My neighbors seem to enjoy the fact that we take all of the problems for their trees falling on the wires. They lose power also but bought a bigger generator. First the neighbor said he would go halves with me to get these wires put underground but then he backed out. I think FPL should do this job for no charge or a minimum charge that it would have cost me WHEN i REQUESTED IT 32 YEARS AGO. This WAS THE MISTAKE OF FPL AND THE CONSEQUENCES OF THEIR MISTAKE ALL FALL ON ME. RECENTLY ONE OF THE NEIGHBORS TREES FELL ON THE WIRES JUST BECAUSE IT WAS DEAD. MY POWER WAS OUT, MY FENCE CRUSHED. THEY DIDN'T EVEN KNOW THEIR TREE FELL ON MY FENCE AND ON THE WIRES. THIS SITUATION HAS GIVEN ME SO MUCH ANXIETY BECAUSE MY NEIGHBORS JUST DON'T GIVE A DAMN AND IT AFFECTS ME AND MY 80 YEAR OLD HUSBAND ALL THE TIME. These neighbors are not very considerate and are hoping I will pay the price of underground wires so they can benefit for free. Some men came out to

give me an estimate for doing some of this work, and told me that the big green box would still require the trucks to come onto my property. If the only pole left up was the one put in the neighbors yard for their power, (since they don't want to contribute). That box should also go into their yard, not mine. They have only woods there, I have a concrete driveway. I have considered suing for all of the aggravation AND COSTS this has caused me all because of one man on a telephone call, 32 years ago who made a mistake. WHY SHOULD I HAVE TO REPEATEDLY PAY FOR HIS MISTAKE???? THEIR MISTAKE, THEY SHOULD FIX IT!and I should not have to pay for the neighbors to benefit when it is ONLY THEIR TREES THAT KNOCK THE POWER OUT. I DID REQUEST AN ESTIMATE FOR PUTTING LINES UNDERGROUND AFTER TELLING FPL IT WAS THEIR MISTAKE TO BEGIN WITH. I CANNOT PAY THIS AMOUNT (WHICH INCIDENTALLY WAS NOT GIVEN TO ME IN THE RECENT REQUEST, I AM GOING BY A SIMILAR REQUEST MANY YEARS AGO.I NEVER GOT A RESPONSE THE LATEST TIME I ASKED BUT I WAS TOLD IT WOULD BE MORE THAN THE LAST TIME, WHICH I COULD NOT AFFORD!