

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, April 29, 2025 12:12 PM
To: 'Greg Spatz'
Subject: RE: Case number (20250011-EI)

Good afternoon Mr. Spatz

We will be adding your comments to consumer correspondence in Docket 20250011-EI, and per your conversation with staff in Consumer Assistance and Outreach, they will assist you with registration for the docket's virtual meeting.

Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

From: Greg Spatz <usconstruction@aol.com>
Sent: Tuesday, April 29, 2025 8:21 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Case number (20250011-EI)

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Commission Clerk,

Please see my comments for the above referenced case.

I would like to get on the list for the remote meetings on 6/3 and 6/4.

My testimony would included my experiences with FPL and the gross inefficiency the organization posses in both hurricane repairs and the poor management of the company.

This organization is a cost plus business with no regard to economic efficiency. They subcontract much of their work including design of new projects, field work, etc. They don't have sufficient man power to service their customers properly and efficiently.

You can't sue them, this multi billion dollar company will out spend you. Their costs and legal fees are part of operating cost and subsequently reimbursed by the customers with the FPL profit added on top of it. If for some reason they lose a case they get that reimbursed by the customers also. What a business?

Having being involved with various PSC's nationally for over 30 years, I have had good experiences with most of them .Not so much with Florida, especially recently. The staff has not been helpful in answering questions and not very knowledgeable. They refused to docket a dispute for me and they couldn't interpret the FPL Tariff's that they are suppose to be advising the commission on.

We were quoted a price for new service from FPL on a project that quadrupled once we started construction. They provided this information way after the time allowed in the tariff by months since the were short on staff.

On this same project they advised us that underground electric was turned off and when we started excavating we found out it wasn't and it almost killed one of our employees. Apparently the wires were energized by two sources and they only cut it off on one end. Gross negligence's!

After Irma we lost electric for two weeks. Their out of state repair contractors sat on our street for 2 days and didn't even get out of the truck. Our houses were getting robbed in the dark so we went up to the truck and asked why they were not working. Their answer was they were waiting on FPL management to provide direction. Later on that day my neighbor saw them at the lobby bar at the Boca Raton Resort in the early afternoon. These costs all get built into the rates.

FPL's mis management has cost its customers millions of dollars in inefficiency. There should be no increase in rates until they get competent management in place & self perform work with their own trained employees that care about customers and minimizing the rates.

Please let me know how to sign up for the remote hearings.

Thank you.

Gregory L. Spatz
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