

# I. Meeting Packet



# State of Florida

## Public Service Commission

### INTERNAL AFFAIRS AGENDA

Tuesday – September 01, 2020

Immediately Following Agenda Conference  
Room 148 – Betty Easley Conference Center

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1. COVID-19 Workshop Overview and Follow-up (Attachment 1)
  2. General Counsel's Report
  3. Executive Director's Report
  4. Other Matters

BB/aml

OUTSIDE PERSONS WISHING TO ADDRESS THE COMMISSION ON  
ANY OF THE AGENDAED ITEMS SHOULD CONTACT THE  
OFFICE OF THE EXECUTIVE DIRECTOR AT (850) 413-6463.



State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** August 25, 2020

**TO:** Braulio L. Baez, Executive Director

**FROM:** William F. Coston, Economic Supervisor, Division of Economics *WFC, EJD, JGH*  
Elisabeth J. Draper, Chief of Economic Impact & Rate Design, Division of Economics  
Shaw Stiller, Senior Attorney, Office of the General Counsel *SS*

**RE:** July 29, 2020 COVID-19 Workshop Overview and Follow-up

**CRITICAL INFORMATION:** Place on September 1, 2020 Internal Affairs Agenda. **Commission guidance is sought on the reporting of data and information**

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This item provides a summary of the July 29, 2020 Commission workshop addressing the impacts of the COVID-19 pandemic on utility customers for briefing purposes. Also, staff provides proposed data and information to be reported monthly from the electric investor-owned utilities, Peoples Gas System, Florida City Gas Company, and Utilities Inc. of Florida relating to the continued impact of the COVID-19 pandemic on utility customers. The staff can update the Commission at a future Internal Affairs meeting on the data and information that is reported. Staff seeks Commission guidance on the proposed data and information to be requested from utilities.

## **I. Summary of July 29, 2020 COVID-19 Workshop**

On July 29, 2020, the Florida Public Service Commission (Commission) held a workshop on the impacts of the COVID-19 pandemic on utility customers. The purpose of the workshop was to give electric, natural gas, and water and wastewater utilities an opportunity to provide information about the effect that the COVID-19 pandemic has had on utility customers. Specifically, the utilities were asked in the workshop notice to provide an overview of the following:

- Number of residential and commercial accounts in late or nonpayment status from April 1, 2020, through June 30, 2020, and the related incremental bad debt expense from unpaid balances.
- Utility policies and financial assistance available to directly assist customers impacted by COVID-19.
- Utility efforts to receive loans, grants, assistance, or benefits in connection with the COVID-19 pandemic, regardless of form or source, that could offset any COVID-19 related expenses.

The following utilities provided presentations: Florida Power & Light Company (FPL), Gulf Power Company (Gulf), and Florida City Gas (City Gas); Duke Energy Florida, LLC (Duke); Tampa Electric Company (TECO) and Peoples Gas System (Peoples Gas); Florida Public Utilities Company – Electric and the Florida Chesapeake Natural Gas Utilities; Utilities Inc. of Florida; and U.S. Water Services Corporation.

In addition to the presentations by the utilities, the Florida Rural Water Association (FRWA) and the Office of the Public Counsel (OPC) provided comments. Written comments were received prior to the workshop from the Connected in Crisis Coalition and Vote Solar.

### **Summary of Comments Provided by the Utilities**

#### **Assistance to Customers**

The utilities indicated that they suspended disconnections for non-payment, waived late payment charges, and implemented payment extension plans starting in March 2020. Duke also indicated that it eliminated fees if customers paid by credit card or at walk-in payment stations. Utilities served by U.S. Water Services Corporation re-implemented disconnects for non-payment in June 2020. Utilities, Inc. of Florida indicated that on March 10, 2020, any customers previously disconnected got turned back on.

Utilities also increased customer outreach to encourage residential and commercial customers to ask for financial assistance, offer financial assistance information, connect customers to local agencies with funding, and discuss flexible and extended payment plans. Utilities reached out to customers via phone calls, emails, letters, social media, and included information on their websites. The electric utilities also indicated that they conducted outreach to customers whose usage increased significantly, offering energy conservation tips.

Sources of federal funding to assist customers include the Low Income Home Energy Assistance Program (LIHEAP) and the federal Coronavirus Aid, Relief, and Economic Security Act (CARES Act) which was signed into law in March 2020. LIHEAP, a U.S. Department of Health and Human Services program, helps low-income households with home heating and cooling costs. The CARES Act significantly increased the 2020 federal funding for the LIHEAP program to assist utility customers during the COVID-19 pandemic. The Florida Department of Economic Opportunity (DEO) administers LIHEAP and allocates funding directly to local nonprofit agencies that contract with DEO to process LIHEAP applications. The agencies are responsible for verifying eligibility and making payments directly to the utility on behalf of the eligible customer. To apply for assistance, customers must contact a local community agency.

Florida's LIHEAP funding has increased by almost 58 percent this year. FPL, for example, has been connecting customers who call the utility asking for assistance with local nonprofit agencies and providing customers the information needed to apply for LIHEAP funds. Furthermore, FPL has been assisting local agencies process LIHEAP applications by providing laptops. However, it has been a challenge to get the financial assistance money and customers matched up as fewer customers in FPL's service territory are asking for help. Similar to assisting customers with obtaining LIHEAP funding, FPL, Gulf, and City Gas have reached out directly to small businesses and helped them connect with CARES Act funding. The CARES Act established several new temporary programs to address the COVID-19 outbreak. The U.S. Small Business Administration works with local offices to assist small businesses.

Duke, TECO, and Peoples Gas provided an overview of financial assistance available to utilities. Specifically, there may be beneficial tax provisions in the CARES Act, such as delayed payment of the employer share of payroll taxes to the federal government and employee retention credits.

### **Number of Accounts in Arrears and Incremental Bad Debt Expense**

Information provided by the utilities indicates that the number of residential and commercial accounts in arrears has increased in recent months. For FPL, the number of accounts in arrears in April was up 60 percent compared to April 2019. In June, the number of accounts in arrears was up 35 percent compared to June 2019. For the months April through June 2020, FPL's estimated incremental bad debt expense was \$15.8 million. For 2019, FPL's bad debt was \$6 million.

Gulf converted to a new billing system and consequently could not provide 2019 data on the number of accounts in arrears to provide a comparison to 2020 accounts in arrears; Gulf's estimated incremental bad debt expense for the months April through June 2020 is \$5.3 million. For City Gas, the number of accounts in arrears in April 2020 was up 74 percent compared to April 2019. In June, the number of accounts in arrears was up 50 percent compared to June 2019. According to City Gas, incremental bad debt expense is not material at this time.

Duke saw an increase in the number of delinquent accounts from March through April, and similar to FPL and City Gas, the number of delinquent accounts decreased in June. Duke stated that customers currently do not have an incentive to make a payment or make payment arrangements; however, when Duke resumes normal operations, Duke expects the number of

accounts in delinquency to decline. Duke's incremental bad debt expense as of June 2020 is \$3.2 million.

Total arrears balances during the period March through June for TECO have increased by 53 percent and for Peoples Gas by 27 percent. Normally bad debt is 0.19 percent for TECO and 0.36 percent for Peoples Gas. In June 2020, Tampa Electric's bad debt was 0.40 percent and Peoples Gas's bad debt was 0.75 percent. Florida Public Utilities Company – Electric and the Florida Chesapeake Natural Gas utilities saw similar large increases, up to 70 percent, of accounts in arrears. Utilities, Inc. of Florida is still collecting information.

U.S. Water Services Corporation has seen an increase in accounts in arrears for the period March through May; however, the number of accounts in arrears has gone down recently. The majority of utilities U.S. Water Services Corporation serves are in small communities and retirees and middle-class working families have continued paying their bills. However, utilities located in areas with a larger percentage of low-income customers and renters have been more adversely affected.

#### **Summary of Comments Provided by the Florida Rural Water Association (FRWA)**

The FRWA stated that most water utilities implemented a non-disconnect policy and stopped charging late payment fees. The FRWA provided information on its surveys assessing the financial impact of COVID-19, and other agencies such as the National Association of Clean Water Agencies (NACWA), the American Water Works Association (AWWA), or the National Rural Water Association (NRWA). The surveys conclude that the financial impact of COVID-19 on water utilities will be enormous. The financial impacts are the result of increased customer delinquencies, reductions in commercial usage and associated revenues, loss of revenue from forgiving customer debts and providing service without payment, and increased emergency operational costs.

In addition, the FRWA noted that the AWWA survey concluded that water utilities may also experience additional future revenue losses as a result of deferrals of planned water rate increases. The FRWA concluded by stating that there needs to be more flexibilities to keep water and wastewater utilities financially stable. After the workshop, the FRWA provided copies of the surveys done by the NACWA and by the AWWA.

#### **Summary of Comments Provided by the Office of Public Counsel (OPC)**

OPC stated that as long as a utility is earning within its authorized range, customers should not pay for the cost of doing business and shareholders should also absorb some of the bad debt expense. OPC encouraged the Commission to gather information before making any decisions and consider best practices. Some of the best practices suggested by OPC are: (1) affordable payment plans of at least 12 months; (2) waive deposits, reconnection or late payment fees; (3) disconnection protections for the elderly, infants, and ill; and (4) make it easy for customers to show low income eligibility for programs offered by utilities.

### **Summary of Letters Provided by Connected in Crisis Coalition and Vote Solar**

The Connected in Crisis Coalition (Coalition) filed written comments prior to the workshop. The Coalition is made up of a group of non-profit organizations dedicated to the idea that no family should have their power disconnected as long as the COVID-19 public health threat exists. Their website<sup>1</sup> compiles information about the policies that each electric utility provider has shared in response to the COVID-19 coronavirus. The Coalition asks the Commission to adopt the following three recommendations: (1) require utilities to file monthly data related to the COVID-19 crisis; (2) establish a statewide moratorium on customer disconnections; and (3) provide additional forums for public involvement.

Vote Solar is a non-profit organization that has been working to lower solar costs and expand solar access.<sup>2</sup> Vote Solar in its written comments discusses an emergency bill relief program in which utilities offer arrearage management plans to customers over 12 months and provide energy savings technologies to make it easier for customers to get caught up. Vote Solar believes that utilities can minimize bad debt by offering energy savings technologies.

## **II. Proposed Monthly Data to be Collected**

In an effort to better understand the impact of the Covid-19 pandemic on utility customers throughout Florida, the Commission may wish to collect data and information from the electric investor-owned utilities, Peoples Gas System, Florida City Gas Company, and Utilities Inc. of Florida. This data and information will allow the Commission the opportunity to monitor the impact of the pandemic on customers' ability to maintain a positive payment history with their utility(ies). In addition, the Commission may wish to monitor utilities' activities when dealing with financially challenged customers in the area of payment arrangements and identification of outside social resources. Staff has included a draft reporting form for the Commission's consideration in Attachment A. If the Commission wishes to collect data and information, the utilities could submit reports by the last working day of each month. The reports could be submitted in the undocketed file with the Commission Clerk's Office. If approved, the first such report would be due by September 30, 2020, and would include the data for the month of August 2020. Staff could provide an update on the data and information reported at a future Internal Affairs meeting. If the Commission wishes to have data and information reported, staff seeks permission to work with these utilities on matters that may arise in the reporting of this data. Staff seeks the Commission's guidance.

cc: Keith Hetrick, General Counsel  
Apyrl Lynn, Deputy Executive Director – Administrative  
Mark Futrell, Deputy Executive Director – Technical

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<sup>1</sup> <https://connectedincrisis.org/>

<sup>2</sup> <https://votesolar.org/>



<b>Customer Impact Data Related to COVID-19</b>		
<b>Utility:</b> [insert name]		<b>Reporting Month:</b> [insert month]
<i>Report due monthly by the last day of the month</i>		<i>Data as of last day of month</i>
<b>Delinquent Accounts</b>		
<b>Number of Accounts 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential		
Commercial / Industrial		
<b>Number of Accounts 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential		
Commercial / Industrial		
<b>Accounts in Arrears</b>		
<b>Amount 60 -89 days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$	\$
Commercial / Industrial	\$	\$
<b>Amount 90+ days past due</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Residential	\$	\$
Commercial / Industrial	\$	\$
<b>Payment Arrangements</b>		
<b>Number of Payment Arrangements</b>	<b>Reporting Month</b>	<b>March 2020 through Current (cumulative)</b>
Residential		
Commercial / Industrial		
<b>Average Duration of Payment Arrangement</b>	<b>Reporting Month</b>	<b>All Current Arrangements</b>
Residential		
Commercial / Industrial		
<b>Percent of Customers Under a Payment Arrangement</b>	<b>Reporting Month</b>	<b>----</b>
Residential		
Commercial / Industrial		
<b>Bad Debt</b>		
<b>Incremental Bad Debt</b>	<b>Reporting Month</b>	<b>Prior Year Month</b>
Incremental Bad Debt	\$ -	\$ -

<b>Customer Communications</b>		
<b>Incremental Communications</b>	<b>Reporting Month</b>	<b><i>March 2020 through Current</i></b> <i>(cumulative)</i>
Incremental communications (paper, email, phone calls, etc.)		
<b>Please provide samples of current communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies. (Only required in the initial filing to the Commission)</b>		
<b>Please provide samples of any new communication/media notices provided to customers concerning the utility's past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection policies issued within the last month.</b>		
<b>Please provide the utility's policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection. (Only required in the initial filing to the Commission)</b>		
<b>Has the utility made changes to, or implemented new, policies related to past-due accounts / payment arrangements / late payment waivers / disconnection / reconnection during the past month. If so, please explain.</b>		

## II. Outside Persons Who Wish to Address the Commission at Internal Affairs

**Note:** The records reflect that no outside persons addressed the Commission at this Internal Affairs meeting.

# III. Supplemental Materials for Internal Affairs

Note: The records reflect that there were no supplemental materials provided to the Commission during this Internal Affairs meeting.

# IV. Transcript

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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PROCEEDINGS: INTERNAL AFFAIRS  
  
COMMISSIONERS PARTICIPATING: CHAIRMAN GARY F. CLARK  
COMMISSIONER ART GRAHAM  
COMMISSIONER JULIE I. BROWN  
COMMISSIONER DONALD J. POLMANN  
COMMISSIONER ANDREW GILES FAY  
  
DATE: Tuesday, September 1, 2020  
  
TIME: Commenced: 2:15 p.m.  
Concluded: 2:43 p.m.  
  
PLACE: Betty Easley Conference Center  
Room 148  
4075 Esplanade Way  
Tallahassee, Florida  
  
REPORTED BY: DEBRA R. KRICK  
Court Reporter and  
Notary Public in and for  
the State of Florida at Large

PREMIER REPORTING  
114 W. 5TH AVENUE  
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1 P R O C E E D I N G S

2 CHAIRMAN CLARK: We will go ahead and call the  
3 Internal Affairs meeting to order.

4 Item No. 1 on our agenda is the COVID-19  
5 workshop overview and follow-ups, and you have an  
6 attachment.

7 Thank you all for participating in the  
8 workshop. This is an opportunity for Commissioners  
9 to ask questions, talk about some of the items and  
10 issues that came up. We have several of the  
11 utilities on the line to answer questions. Staff  
12 did a great job of formatting and laying out a  
13 reporting form for us to utilize, and with that,  
14 Director Baez, I will turn it over to you.

15 MR. BAEZ: Thank you, Commissioner and --  
16 Commissioners and Chairman.

17 I am going to pass it right down the line,  
18 because I think our senior staff is going to run  
19 with this.

20 MR. FUTRELL: Yes, Mr. Chairman. Tripp Coston  
21 with the Division of Economics, is part of a team  
22 that pulled this together. We are going to let him  
23 do a quick intro for you.

24 CHAIRMAN CLARK: Tripp, you are recognized.

25 MR. COSTON: Thank you, Chairman.

1           Good afternoon, Commissioners. As was said,  
2           the item before you provides a summary of the July  
3           29th, 2020, Commission workshop addressing the  
4           impacts of the COVID-19 pandemic on Florida utility  
5           customers. In addition to that summary, we have  
6           attached a proposed set of data points and company  
7           specific information, which we are recommending  
8           that the -- all the electric investor-owned  
9           utilities, Peoples Gas Systems, Florida City Gas  
10          Company, and the Utilities Inc. of Florida, provide  
11          to the Commission on a monthly basis the  
12          information relating to the continued impact of the  
13          COVID-19 pandemic on the customers of Florida. And  
14          staff is seeking Commission guidance on those  
15          proposed data points and information that is being  
16          requested.

17                 And we are here to answer any questions.

18                 CHAIRMAN CLARK: All right. Thank you, Tripp.

19                 Commissioners, any questions about the format  
20          or the data that we are proposing to begin  
21          collecting? Any questions?

22                 Commissioner Brown.

23                 We cannot hear you.

24                 COMMISSIONER BROWN: Can you hear me?

25                 CHAIRMAN CLARK: Yes, we can now.



1           COMMISSIONER BROWN: Sorry, I had to switch to  
2 my phone because of my computer problems.

3           I think you did a great job. Thank you all  
4 for -- echo -- for holding this workshop and then  
5 providing this summary.

6           I am going to be very brief, because that echo  
7 is killing me, but I just wanted to add late fees  
8 and incurred and assessed as an additional category  
9 customer impacts data.

10          CHAIRMAN CLARK: Late fees, okay. And,  
11 Commissioner Brown, you sound fine on this end.  
12 You may be getting feedback on your end, but there  
13 is no problems on our side. Sounds great.

14          COMMISSIONER BROWN: Thank you.

15          CHAIRMAN CLARK: So staff noted Commissioner  
16 Brown would like late fees assessed and reported on  
17 the form as well.

18          Mr. Coston, is that good?

19          MR. COSTON: That is great. Yes, we will have  
20 that information.

21          CHAIRMAN CLARK: Okay. All right. Other  
22 Commissioners?

23          COMMISSIONER BROWN: Thank you.

24          CHAIRMAN CLARK: Any other Commissioners with  
25 any comments?

1 All right. Commissioner Polmann.

2 COMMISSIONER POLMANN: Yeah, I got -- thank  
3 you. There I am.

4 First, thank you as well for the effort in  
5 putting all this together. A question in terms of  
6 process.

7 As all of this information is gathered and we  
8 have an opportunity in time to assess, review and  
9 evaluate the types of information that's coming  
10 forward, what do we have in mind in terms of  
11 adjusting the information as -- as we see value in  
12 various types of data and learn what we're  
13 learning? What do we anticipate from the process  
14 to adjust what we are asking for, what's being  
15 provided, you know, kind of, well, this is  
16 informative, this is interesting, but it's not --  
17 it's not good value? So how is it we are going to  
18 go about revising the format, the data request, the  
19 volume of information and what we are doing with  
20 it?

21 So it's a question on process and value, have  
22 we given that thought, and how are we going to  
23 update?

24 CHAIRMAN CLARK: All right. I think a great  
25 question, Commissioner Polmann, and -- and I will

1 address it from -- from what my perspective was, is  
2 I think we are going to kind of make adjustments on  
3 the fly as we move.

4 Right now, the -- my intent when we started  
5 this exercise was to evaluate what the future  
6 potential economic impact of the delinquent  
7 accounts due to COVID specifically were. I think  
8 that as we see that number, and if we see that  
9 number getting to be extremely large, if we see  
10 that number making any kind of shifts or  
11 adjustments over the next several months, I think  
12 there might be policy directions that this  
13 commission would want to undertake. If we saw, you  
14 know, 20, 30 percent increase in the delinquency  
15 amount from where we are now, for example, to the  
16 month of October or November, I think then we have  
17 to begin giving concern to what financial impact is  
18 going to be to the companies.

19 And I know we've been quite openly criticized  
20 for some of the decisions that we have already made  
21 in regards to how these dollars are going to be  
22 accounted for in the future. Nevertheless, I think  
23 it is important for us to note that there is a  
24 financial impact, and that financial impact has to  
25 get a line somewhere.

1           And that was my thoughts, Commissioner  
2           Polmann, was to -- to evaluate it in an up-front  
3           analytical way, and to continue to monitor that. I  
4           think your points are right on target. This may  
5           not be the information we need three months from  
6           now. We are going to have to make some adjustments  
7           as we go along.

8           But I think -- I think we are very open. I  
9           think staff would be very open to -- to looking at  
10          and accumulating and collecting any additional data  
11          that we might need.

12          Mark, would you like to add on to that, or  
13          Braulio, I am sorry.

14          MR. BAEZ: Mr. Chairman, I was only going to  
15          add to -- to -- in regards to Commissioner  
16          Polmann's question is part of that is the reason  
17          that we are going to have this conversation today,  
18          right now.

19          This -- this is staff's latest best shot to  
20          try and address, you know, legitimate concerns, I  
21          think not just the industry, but you all and the  
22          Commission have, and staff as well, and it's our  
23          best shot at -- at trying to establish a monitoring  
24          protocol, to be able to have the pulse of -- of  
25          what's moving and what's changing.

1           I think from outset it was understood that  
2           this was an evolving set of measurements, evolving  
3           set of data, and -- and certainly an evolving  
4           process, as you will sort of guide -- at the end of  
5           this we should be walking out with what -- what our  
6           next steps are, even if it's just to continue  
7           monitoring and then to just -- and get back.  
8           That's an alternative as well, so -- and I know  
9           that there is industry that wants to comment on it,  
10          so this may even change today.

11           CHAIRMAN CLARK: Sure. Absolutely.

12           Commissioners?

13           Commissioner Brown.

14           COMMISSIONER BROWN: I concur. It's a -- it's  
15          a fluid process, and really, I think, the best  
16          thing we can do right now is what we are doing, is  
17          gathering data to -- to know what direction we need  
18          to go in. So I am very satisfied with where we are  
19          right now.

20           CHAIRMAN CLARK: All right. Thank you.

21           All right. If there are no more Commission  
22          questions, I am going to open it up to some  
23          comments from some of the interested parties I  
24          think that are on the line, prepared to answer  
25          questions, but some of them may have comment, and I

1 will go down the list real quick.

2 Mr. Chappel, any comments?

3 MR. CHAPPEL: I don't have anything really  
4 substantial to add, Mr. Chairman. I just wanted to  
5 thank you all for doing this and -- and I  
6 appreciate your feedback. It will help us make an  
7 informed decision as we move forward, and I agree  
8 that it's a fluid, dynamic process, and we will  
9 continue to evaluate from our end as well.

10 CHAIRMAN CLARK: Thank you.

11 Mr. Wahlen or Ms. Sparkman.

12 MR. WAHLEN: Mr. Chairman, it's Jeff Wahlen.  
13 Tampa Electric, I think, and Peoples Gas are both  
14 fine with the forum and are happy to participate.  
15 We would like, though, an opportunity to work with  
16 staff as we get into this. If we start filling out  
17 the forms and have questions about what should be  
18 reported, and how, we certainly would like the  
19 ability to work with -- with staff to answer those  
20 questions, and -- and to ensure that the way we are  
21 answering it is consistent with how the other  
22 utilities are.

23 Thank you.

24 CHAIRMAN CLARK: Absolutely.

25 Mr. Baez?

1           MR. BAEZ: Mr. Chairman, I apologize, and  
2 something that I failed to mention that I think  
3 it's to Mr. Wahlen's point is because this is a  
4 fluid -- it is -- it is, in large part, informal,  
5 and I would like to -- I would like to speak in  
6 terms of the company's cooperation with -- with the  
7 gathering of it information.

8           I know that it's probably in their best  
9 interest as well for -- for reasons that become  
10 clear much, much later on, but I wanted to -- I  
11 wanted to make sure that everybody understood the  
12 posture that we are in.

13           It is possible that next steps, i.e., a next  
14 step that's down the line several months, once --  
15 once something pops, right, once something gets --  
16 that this has to transition into a more formal  
17 process. But we are not there now, which is why,  
18 you know, these will more reco -- I want to stay  
19 away from the word recommendation, I think, but  
20 I --

21           CHAIRMAN CLARK: First steps.

22           MR. BAEZ: Exactly. Yeah, it's an informal  
23 process. And again, I want to -- I know that you  
24 all appreciate the industry's -- the various  
25 industry's cooperation with it.

1           And as to Mr. Wahlen's question. Absolutely.  
2           I we want to work with all of them, especially  
3           those that may not fall strictly speaking within  
4           these four corners.

5           CHAIRMAN CLARK: Great. Thank you.  
6           Ms. Quick.

7           MS. QUICK: This is Ms. Quick with Duke  
8           Energy.

9           No further comments, and just know that we  
10          will be flexible to the reporting requirements  
11          change along the way, so thank you.

12          CHAIRMAN CLARK: Thank you.

13          Ms. Floyd. I don't have Ms. Floyd.

14          Okay. Any other parties on the line that wish  
15          to comment, make an observation?

16          All right. Very good, well, thank you very  
17          much.

18          Anything else on this item, Mr. Baez?

19          MR. BAEZ: I think we are in a holding  
20          pattern, and we are going to see how -- how -- how  
21          the information rolls in, and continue working with  
22          the -- with the interested parties to gather as  
23          fine a picture as we can for you all.

24          There may come a point at which we may decide  
25          on our own to -- to update you all if something



1 significant starts popping, but by all means, if  
2 the Commissioners, if it's the will of the  
3 Commission to have an update sooner than that, we  
4 are also willing and able.

5 Thank you.

6 CHAIRMAN CLARK: Mr. Coston, anything else  
7 from you?

8 MR. COSTON: No, sir.

9 CHAIRMAN CLARK: All right. Commissioner  
10 Polmann.

11 COMMISSIONER POLMANN: Thank you, Mr.  
12 Chairman. I just want to compliment everybody  
13 involved here. I think -- you know, I posed a  
14 comment or question up front, and I am very  
15 encouraged by the responses across the board here.  
16 I think this is all that I was hoping for, you  
17 know, the type of flexibility and -- and what was  
18 described here as an informal process up front, you  
19 know, whether it becomes formalized, which may turn  
20 out to be, what is appropriate, how long, you know,  
21 this goes as a rather informal process.

22 To me, the important thing is that we are --  
23 we are engaging here and we are gathering the  
24 information, and we are serious about trying to  
25 learn and to do something.

1 I am very appreciative that this is going  
2 forward, and I just wanted to thank everybody  
3 that's involved. I am very, very encouraged about  
4 what's very clear to me is in the spirit of  
5 cooperation.

6 So, Mr. Chairman, I thank you -- thank you for  
7 the opportunity to speak to that, and I am grateful  
8 for everybody's cooperation. So, Commissioners,  
9 thanks very much.

10 CHAIRMAN CLARK: Thank you, Commissioner  
11 Polmann.

12 Okay, any other questions or comments on the  
13 COVID-19 workshop?

14 All right. Seeing none, we will move to next  
15 item on the agenda, our General Counsel's report.

16 Mr. Hetrick.

17 MR. HETRICK: Thank you, Mr. Chair.

18 I have no report other than to echo what was  
19 said earlier today, and that's to welcome our two  
20 new hires and soon to be attorneys, Steven Kahn and  
21 Stefanie-Jo Osborn. I know they have had their  
22 struggles, as had the Florida Bar, and we wish them  
23 the best of luck as they tried to hit this moving  
24 target called the Florida Bar Exam, and we welcome  
25 them.

1 Thank you.

2 CHAIRMAN CLARK: All right. Good luck to you  
3 guys.

4 All right. Next up Executive Director's  
5 report, Mr. Baez.

6 MR. BAEZ: Mr. Chairman, I have no report  
7 today. I do want to throw out a warning. We are  
8 going to be reaching out to each of your offices  
9 to -- to go over the finer points of a very flat  
10 budget that's about to be filed, but we will  
11 contact -- we will contact your offices for -- for  
12 a briefing time.

13 CHAIRMAN CLARK: Okay.

14 MR. BAEZ: Thank you all.

15 CHAIRMAN CLARK: Great. Thank you very much.  
16 Okay. Commissioners, any other matters?

17 All right. Seeing none, this Internal Affairs  
18 agenda is hereby concluded.

19 We stand adjourned. Have a great week.

20 (Proceedings concluded.)

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CERTIFICATE OF REPORTER

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COUNTY OF LEON )

I, DEBRA KRICK, Court Reporter, do hereby  
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