

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 140029-TP

REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY SERVICE,
BEGINNING IN JUNE 2015, FOR
THE DEAF, HARD OF HEARING, DEAF/
BLIND, OR SPEECH IMPAIRED, AND
OTHER IMPLEMENTATION MATTERS IN
COMPLIANCE WITH THE FLORIDA
TELECOMMUNICATIONS ACCESS SYSTEM
ACT OF 1991.

PROCEEDINGS: BIDDERS CONFERENCE

TAKEN AT THE
INSTANCE OF: The Staff of the Florida
Public Service Commission

DATE: Thursday, April 24, 2014

TIME: Commenced at 1:30 p.m.
Concluded at 2:06 p.m.

PLACE: Gerald L. Gunter Building
Room 105
2540 Shumard Oak Boulevard
Tallahassee, Florida

REPORTED BY: LINDA BOLES, CRR, RPR
Official FPSC Reporter
(850) 413-6734

A P P E A R A N C E S

INTERESTED PARTIES:

MIKE BARRY, AT&T

SUSAN J. BERLIN, Sprint Relay

CHRISTA CERVANTES, Hamilton Relay

TRACY GODDARD, Sprint Relay (via telephone)

MAGGIE SCHOOLAR, Sprint Relay (via telephone)

JIM SKJEVELAND, Sprint Relay

COMMISSION STAFF:

BOB CASEY

SAMANTHA CIBULA

PAMELA PAGE

BETH SALAK

CURTIS WILLIAMS

P R O C E E D I N G S

1
2 **MR. WILLIAMS:** Okay. At this time we will
3 begin the conference, and Pamela Page will get us
4 started.

5 **MS. PAGE:** Thank you, Curtis.

6 Pursuant to notice issued, this time, date,
7 and place were set for this workshop on a draft Request
8 for Proposals relating to the Telecommunications Access
9 System Act.

10 We ask that you speak clearly. And if you
11 have a business card and you're speaking, that would be
12 good for you to give it to the court reporter, who is
13 transcribing this.

14 I'm Pamela Page with the Office of General
15 Counsel. And to my right is Samantha Cibula, who is the
16 head of the appellate section of the General Counsel's
17 Office. And with the Office of Telecommunications we
18 have Beth Salak, who is the Director of the Office of
19 Telecommunications; Bob Casey, who works in the Office
20 of Telecommunications for TASA matters; and Curtis
21 Williams, who is the new Proposal Review Committee
22 chair.

23 Has everyone on the telephone introduced
24 themselves?

25 We have prepared a draft Request for Proposals

1 for discussion purposes only. The RFP that could go
2 with the recommendation could vary from the one that we
3 have set out here today. The one here today is for
4 discussion purposes. It will be the Commission's
5 decision as to the final product.

6 This is your opportunity to speak. We don't
7 have another bidders' workshop after the Commission
8 votes for an RFP. So you will also have an opportunity
9 to speak at agenda, which is scheduled for June 5th.

10 So if you have any issues, we'd like to hear
11 about them now. Does anyone else have any opening
12 comments?

13 Okay. If not, we'll just turn to the RFP
14 then.

15 **MR. WILLIAMS:** Does everyone -- excuse me.
16 This is Curtis Williams. We actually -- the, the RFP
17 was posted, the draft RFP was posted on our website. So
18 for those who are calling in, you, you should have
19 gotten a copy before the session for today. If there's
20 anyone here who does not have a copy and needs a copy,
21 we have extra copies that you can use to walk through.

22 **MR. BARRY:** I would like one, if possible.

23 **MS. PAGE:** Could those in the audience please
24 introduce themselves and give the party that they're
25 representing so that we can have that information for

1 the court reporter.

2 **MR. SKJEVELAND:** You want to start -- I'm Jim
3 Skjeveland with Sprint.

4 **MS. BERLIN:** I'm Susan Berlin with Sprint.

5 **MR. BARRY:** Hi. I'm Mike Barry with AT&T.

6 **MS. CERVANTES:** I'm Christa Cervantes with
7 Hamilton Relay.

8 **MS. PAGE:** Does everyone have a copy of the
9 RFP?

10 Okay. The substantive portion of the RFP
11 begins on page 6.

12 Paragraph 1 reflects that Curtis Williams is
13 now the chairman of the Proposals Review Committee, and
14 there's some definitions. Does anyone have any
15 questions on the definitions?

16 **MS. BERLIN:** Can I just ask a -- you said
17 proceed -- just a question about how you intend to
18 proceed? Do you intend to go sort of page by page
19 through the whole thing, or did you --

20 **MS. PAGE:** We do.

21 **MS. BERLIN:** Okay.

22 **MS. PAGE:** But I'm, I'm open to suggestions.

23 **MS. BERLIN:** That's fine. I just wanted to
24 know if that's how you wanted to do it.

25 **MS. PAGE:** Okay. Okay. On page 10 the

1 timetable is set forth.

2 **MR. SKJVELAND:** I have, I have a question
3 about the key dates and then the, you know, additional
4 references to the key dates later on. I think on the
5 key dates it indicates begin service, and right now on
6 the document, June 1st, 2015. However, throughout the
7 RFP it indicates no later than June 1st, 2015. I was
8 curious as to whether -- the "no later than" was added,
9 added language. Are you looking to potentially begin
10 the service at an earlier date if a provider proposes to
11 start the date, say, January 1st?

12 **MS. PAGE:** Curtis, I'll turn that over to you
13 and Bob.

14 **MR. WILLIAMS:** Yes, we can, we can address
15 that question. Thanks, Pam.

16 The, the begin date for contract purposes is
17 as indicated; no later than June 1st, 2015. We were
18 made aware that the current provider is, is actually
19 open for, it's not definitive, but the current provider
20 is open to discussion that if -- once whoever the, the
21 new provider is that's, that's ultimately selected, if
22 that provider is, is willing and technically capable to
23 begin service sooner, that may be a possibility. So
24 that's why we put, put the, the flexible language in
25 place.

1 **MR. SKJEVELAND:** Okay. That makes sense.

2 **MR. WILLIAMS:** Does that address the question?

3 **MR. SKJEVELAND:** Yeah. That, that addresses
4 the question, so. And I think I can wait until later
5 because I think somewhere else it talks about contract
6 term, and it indicated that the initial base was for
7 three years. So if you were to start earlier -- say
8 January 1st -- would that first base three years then
9 just simply go until December 31st, or would it go until
10 the May 30th date and, you know, essentially have this
11 June 1st?

12 **MR. WILLIAMS:** That's a good question. And
13 that's something that legal would --

14 **MR. CASEY:** Legal may want to tune in on that.

15 **MS. PAGE:** Well, normally we do have the
16 three-year term, but at this point we don't have a
17 specific start date.

18 **MR. SKJEVELAND:** Okay.

19 **MS. PAGE:** So.

20 **MS. CIBULA:** And I guess it's something we
21 have to think about is if we decided to start early,
22 whether the, still the three years would start from the
23 June 1st date. But that's something we'll, you know,
24 think about when we're putting this final one together.

25 **MR. SKJEVELAND:** Okay.

1 **MS. PAGE:** Any other questions on that topic?

2 Okay. If you turn to page 10, we do have the
3 timetable. And then there's the requirement about
4 restrictions on communication, and this indicates that
5 from the issue date of the RFP until the staff
6 recommendation on the award of the contract is filed in
7 the docket file, bidders are not to communicate with any
8 FPSC Commissioners, staff member, or Advisory Committee
9 member regarding the RFP.

10 Now there are some -- there's an exception to
11 that, that written correspondence for clarifying
12 questions must be submitted by June 27th, and then the
13 answers to those questions will be posted July 11th,
14 2014, although no changes to the Commission-approved RFP
15 will be considered.

16 Okay. Both the technical and price proposals
17 must be filed by August 8th, 2014, at 3:00 p.m., and
18 late proposals will not be accepted.

19 On page 11, the electronic posting of the
20 notice of intent to award is the point of entry to
21 protest the award pursuant to 120, and a contract is
22 completed and signed by all parties concerned within 30
23 days of mailing the letter of intent.

24 The contract document itself, the successful
25 bidder will be required to sign a contract, which will

1 include the following elements: The RFP, the bidder's
2 proposal and response, a document identifying any
3 clarifications. And all of these items will be approved
4 by the Commission's Executive Director on behalf of the
5 PSC.

6 On page 13 we have a cancellation/availability
7 of funds provision. The FPSC has the right to
8 terminate, in whole or in part, by giving the provider
9 60 calendar days written notice. If a breach of the
10 contract occurs, the Commission will provide written
11 notice to the provider and allow 14 days to cure the
12 breach. If a breach is not cured within 14 days, the
13 Commission may terminate the contract upon 24 hours
14 notice. And this provision does not limit the PSC's
15 rights to other remedies.

16 On the same page we have some new language
17 that speaks about Chapter 119 of the *Florida Statutes*.
18 Basically the purpose of this is to put the provider on
19 notice that all material submitted regarding the RFP is
20 subject to 119, which is the Public Records Act.

21 So that the new part here says that the
22 provider must keep and maintain public records that
23 would be required by the FPSC in order to perform the
24 service; provide the public with access; ensure that
25 records that are exempt or confidential are not

1 disclosed except as authorized by law; and then,
2 importantly, this agreement itself is a public record.
3 Any questions on the new language?

4 Okay. As far as changes in the contract are
5 concerned, any change in the contract shall be
6 accomplished by a formal written contract amendment
7 signed by the authorized representatives of both the
8 FPSC and the provider. No other document or oral
9 communications can modify the terms of this contract.

10 Another new provision that we have is the
11 dispute resolution provision. And this is very similar
12 to proceedings that are filed with the Commission and
13 follows this pretty much in line with Chapter 120,
14 although the parties may employ the alternative dispute
15 resolution procedures that are contained within 120.

16 Any questions on that?

17 **MS. BERLIN:** I just have a question; this is
18 also sort of procedural. We're having this workshop,
19 but if we had written comments on this, when, when would
20 you need those?

21 **MR. WILLIAMS:** The -- it would be in the
22 context of us needing time to prepare the
23 recommendation, and we've targeted May 2nd to --

24 **MR. CASEY:** Well, I think we need to go back
25 to the restrictions on communications, because it says

1 June 27th; right? Correct?

2 **MS. CIBULA:** Well, that would be after we
3 actually --

4 **MR. CASEY:** After we issue the RFP?

5 **MS. CIBULA:** Yeah. This is -- I think she's
6 inquiring about prior to the Agenda Conference.

7 **MR. CASEY:** Okay. Okay.

8 **MR. WILLIAMS:** Prior to the agenda, yes. And
9 that would be -- we had looked at that date. That would
10 be May 2nd, 2014, based on the, the time period that
11 would be needed to, to file the recommendation.

12 **MS. BERLIN:** Of course, May 2nd is just in a
13 week and a day. Might it be possible to push that
14 perhaps into the middle of the following week?

15 **MR. WILLIAMS:** The recommendation is -- we --
16 staff needs to file the recommendation on May 22nd of
17 this year. So, I mean, I think a couple of extra days
18 would be okay.

19 **MS. BERLIN:** May 6th or 7th?

20 **MR. WILLIAMS:** What -- do you have a
21 preference, Pam, as far as --

22 **MS. PAGE:** No, I don't think so, not legally.

23 **MR. CASEY:** We would have to begin the routing
24 of the recommendation on May 13th for management
25 approval.

1 **MR. WILLIAMS:** So May 6th, is that --

2 **MS. BERLIN:** I think it's better. Thank you.

3 **MR. WILLIAMS:** Okay.

4 **MS. CIBULA:** We also ask that if you have any
5 comments, to make sure you file them in the docket so
6 that everyone else can see the comments as well.

7 **MR. SKJEVELAND:** Right. And we'll do it as
8 soon as we possibly can and try to target before
9 May 6th, but set that as a deadline.

10 **MR. WILLIAMS:** Okay. That's, that's fine.
11 That's, that's when we -- May 6th would definitely be
12 pushing it right up to the end, so.

13 **MS. PAGE:** Okay. Thank you, Curtis.

14 We also have a waiver provision in the, in the
15 RFP which will become part of the contract. And
16 basically what it says is that if the Commission decides
17 that they're not going to exercise or enforce any of its
18 rights under this contract, that that shall not be
19 considered a waiver of the Commission's right thereafter
20 to enforce those rights.

21 We have a severability clause which is new,
22 which basically says that any time a certain provision
23 of the contract is declared unenforceable, all other
24 provisions of the contract shall remain in full force
25 and effect.

1 Then we have the commencement date, which I
2 think some of you may still want to make some comment on
3 that. We have the commencement date now as service is
4 no later than June 1, 2015. Does anyone wish to make
5 further comments about this commencement date?

6 Curtis, I was wondering if you could address
7 page 17 where we've added the new language on the
8 monthly test clause to ensure compliance with state and
9 federal requirements.

10 **MR. WILLIAMS:** I mean, if, if there are any
11 questions, I can entertain those.

12 **MS. PAGE:** This appears to be a new provision
13 that would require the provider to conduct monthly test
14 calls on live calls using a sample of the Florida TRS
15 calls, and the results must be submitted to the contract
16 administrator on a monthly basis.

17 **MR. WILLIAMS:** That's consistent with what we,
18 what we do now. It's, it's, it's maybe a little
19 different. But unless the -- I mean, it's, it's -- I
20 think the potential bidders understand the importance of
21 providing quality service, so the language is presented
22 as is. And if there are any questions --

23 **MS. CERVANTES:** The only question we had was
24 about the captioned telephone calls and if those can be
25 done in a test environment as opposed to a live call

1 environment. The same language as later on for
2 captioned telephone.

3 **MS. PAGE:** Correct.

4 **MR. CASEY:** As of right now it's live, but we
5 will talk about it.

6 **MS. SALAK:** I think it would be predicated on
7 how it would emulate a real live call. I mean, it would
8 have to be close to a live call definitely. But Bob's
9 right, we'll talk about it definitely.

10 **MS. PAGE:** Turning to page 20, languages
11 served. Additional evaluation points may be given for
12 proposals that include how the provider would handle
13 calls using one or more additional languages: French or
14 Haitian Creole. Additional languages should be
15 identified.

16 And going to page 23, we have the CapTel Voice
17 Carry-Over, and there is the provision for the monthly
18 testing on live calls to ensure that federal and state
19 requirements are met.

20 The provider -- on page 25, the provider is
21 responsible for answering 85 percent of all calls daily
22 within ten seconds.

23 We have another new provision on page 26,
24 which is known as the force majeure provision. It's
25 an -- actually what it is is it allows the provider an

1 excuse for certain circumstances where they are unable,
2 would be unable to perform. And there are notice
3 requirements in this provision for ten days if -- after
4 the cause if it's foreseeable. If the delay is not
5 reasonably foreseeable, then the notice must come within
6 five days of the date that the provider first had reason
7 to believe that a delay could result. Any questions on
8 that?

9 Then we have consumer input and participation
10 in Advisory Committee meetings on page 27. The provider
11 shall participate in all meetings of the Advisory
12 Committee and all PSC workshops and hearings relating to
13 relay service unless excused by the contract manager.

14 We have a provision on page 28 that the
15 intrastate toll calls billed -- shall be billed to the
16 TDD caller at 50 percent of the provider's rate for
17 non-relay calls. An additional 10 percent discount --
18 60 percent discount -- is to be applied to calls to or
19 from the dual-sensory impaired.

20 The -- on page 29, the provider is required to
21 advise the PSC's contract manager whenever it changes
22 billing methodologies.

23 On page 30, the provider is not required to
24 provide Special Needs services. However, consideration
25 will be given for additional evaluation points for

1 proposals that include Special Needs services as a part
2 of the basic relay service.

3 Importantly, Special Needs does not include
4 unavailability of telephone service at the caller's home
5 or business, inability to communicate in either English
6 or Spanish, or handling complex calls. For example,
7 intervening in a call with a physician.

8 The bidder will not be required to provide
9 unsolicited features in its basic relay service on page
10 31. However, consideration will be given and other
11 additional evaluation points will be considered for
12 proposals that include unsolicited features.

13 Then on paragraph 51 on page 31, it states
14 that the bidder shall be capable of providing Video
15 Relay Service. Also, if required by the FCC, the bidder
16 shall be capable of providing IP Relay Service. And, if
17 required by the FCC, the bidder shall be capable of
18 providing IP Captioned Telephone Service. Any comments
19 on that?

20 The provider is required to furnish an
21 acceptable performance bond, certified or cashier's
22 check, or bank money order equal to the estimated total
23 first -- total first year price of the contract, and
24 provided to the FPSC upon execution of the contract or
25 upon request from the PSC's contract manager.

1 The monthly invoice on page 32 is to be
2 submitted by the 14th calendar day of the month with a
3 detailed invoice to the Administrator at the contracted
4 price for the previous month's activity.

5 Reporting requirements. The provider shall
6 provide to the contract manager and the Administrator
7 the following written reports by the 25th calendar day
8 of each month, and that includes number of incoming
9 calls, number of incoming call minutes, number of
10 outgoing calls, number and percentage of incoming
11 Florida calls. Did someone have a question on that?

12 Okay. Now the call center is not mandatory,
13 but if a provider opts to locate a call center in
14 Florida, they shall file quarterly reports with the
15 Commission's contract manager demonstrating that a
16 minimum of 75 percent of Florida relay traffic is
17 handled by the Florida located center, unless there's an
18 emergency condition at the Florida center, call center.

19 **MR. SKJEVELAND:** I just had a question going
20 back to the reports.

21 **MS. PAGE:** Yes.

22 **MR. SKJEVELAND:** And I know it starts off with
23 the clause that they're due the 25th of the month, and
24 it lists all the reports and it goes through, I think,
25 (o), various reports. The last few though are more of

1 annual reports or every five year reports, so they
2 wouldn't necessarily be the 25th of the next month. I
3 just wanted to make sure it's clarified in there that
4 those aren't required every month. Because it forecasts
5 out the call volume, for example, by March 1st for the
6 next fiscal year of July 1st through June 30th. Just
7 making sure we won't have to provide that every month
8 for the next year.

9 **MS. PAGE:** Thank you.

10 Any other comments or suggestions on the
11 reports?

12 We have a new provision --

13 **MR. SKJEVELAND:** I was just going to go,
14 because I know you jumped to the optional call center.
15 Just below that it talked about the liquidated damages.

16 **MS. PAGE:** Yes.

17 **MR. SKJEVELAND:** And it's one area for, for
18 Sprint -- we're trying to determine if there's going to
19 be a cap at all on total liquidated damages over the
20 monthly or course of the contract, if there will be a
21 cap, so as to say -- you know, you have the force
22 majeure in there. But if there were to be situations
23 that it did not potentially pose the risk of higher
24 liquidated damages than revenue potential, given the
25 decline in the volumes that have occurred up to this

1 point as well as will continue through the next at least
2 base three years.

3 **MS. PAGE:** Uh-huh. Well, if you look at the
4 RFP, it's interesting that it says that the liquidated
5 damages are listed below and that it's up to the
6 following amounts. So you might read that as a cap.

7 **MR. SKJEVELAND:** Okay.

8 **MR. BARRY:** You know, on the item (o) there
9 dealing with the call center, I just want to put out
10 there for your consideration that I don't think the
11 state of Florida is really concerned that 75 percent
12 of Florida calls get handled in the Florida call center.
13 I think your interest might be more that a volume of
14 calls that equals 75 percent of the Florida calls is
15 handled there.

16 In other words, some other provider might want
17 to bring traffic in from another state. You actually
18 could be running far greater than 75 percent of the
19 Florida calls. So you might want to just consider
20 changing the wording, if that makes sense to you.

21 **MR. WILLIAMS:** Where is that language again?

22 **MR. BARRY:** That's 56(o).

23 **MR. CASEY:** On page --

24 **MS. PAGE:** That's on page 34.

25 **MR. BARRY:** So I would say that you'd want

1 evidence or a report that indicates that calls equal to
2 75 percent of the Florida originated calls are being
3 handled in the state's call center without dictating
4 that they be Florida calls.

5 **MS. PAGE:** Florida originated?

6 **MR. BARRY:** As -- you would measure it as
7 Florida originated calls would be your numerator.

8 **MS. PAGE:** Uh-huh.

9 **MR. BARRY:** And, you know, if the whole thing
10 is how much work are you bringing into Florida, it
11 doesn't matter if it's a Florida call or a call from
12 some other state. That's really the point I'm trying to
13 make.

14 **MS. PAGE:** Okay.

15 **MR. WILLIAMS:** Got you.

16 **MS. BERLIN:** I think we had another concern
17 about the liquidated damages provision. It's not
18 entirely clear from what's set forth here what a
19 violation is. You know, if this is the maximum penalty
20 per day for each violation, you know, is every call
21 that's not answered on time one violation? Is it one
22 day's worth of not answering some of the calls? You
23 know what I'm saying? Like I'm not even sure, given the
24 complexity, that it's possible to define completely in
25 here, but it isn't defined at all.

1 **MS. SALAK:** Did you have suggestions for that?

2 **MS. BERLIN:** We may be able to provide -- at
3 the moment I don't think we do have suggestions, but I
4 think we can provide written suggestions, don't you
5 think?

6 **MR. SKJEVELAND:** Yeah, I believe so. We could
7 get those written suggestions in with the comment filing
8 timeline.

9 **MS. SALAK:** Are you going to also add language
10 or suggested language on the -- what I heard you say is
11 limitations of revenue, how much revenue you can earn
12 each year. Is that what I heard you say?

13 **MR. SKJEVELAND:** Correct. Correct. Yeah.

14 **MS. SALAK:** I think you can look historically
15 at what we've done with these type of things. I believe
16 that was taken into consideration by the Commission --

17 **MR. SKJEVELAND:** Okay.

18 **MS. SALAK:** -- in making its determination.
19 But it's never been submitted as a, as an additional
20 part of the contract, but not to say we wouldn't
21 consider it.

22 **MR. SKJEVELAND:** Okay. We'll put together
23 some language and submit some proposed language by the
24 May 2nd -- or May 6th due date.

25 **MS. SALAK:** Right.

1 **MS. PAGE:** Thank you.

2 In the liquidated damages paid through the
3 methodology of the Administrator deducting the amount of
4 the liquidated damage from a monthly payment to the
5 provider, this can occur only upon the order of the
6 Commission.

7 Transferring to new providers. This may be
8 somewhat related to the question about the change in the
9 commencement date. This says that relay users are not
10 to experience an interruption in service and that
11 provision of customer profile data shall be provided at
12 least 60 days prior to the outgoing provider's last day
13 of service.

14 Then we have the provision on the call center
15 itself. This states again the minimum of 75 percent.
16 Bidders will be given 100 extra points for this, and
17 partial points will not be available.

18 Does anyone have further comments in regard to
19 the Florida call center?

20 Does anyone have any comments on the format of
21 the technical bid proposal?

22 **MS. SALAK:** Can I ask a question, please?

23 **MS. PAGE:** Yes.

24 **MS. SALAK:** I was -- just back to your comment
25 about CapTel and not wanting to test live, I was just

1 wondering why, why you feel it's better to do it in a
2 closed environment as opposed to the live environment.

3 **MS. CERVANTES:** I think maybe it's the
4 definition of what "live" means to you and what "live"
5 means to us. So I'll have Beth clarify that in the
6 questions by the 6th.

7 **MR. CASEY:** That'd help us out, and give the
8 reason why you believe, you know, it could be done in a
9 test environment.

10 **MS. CERVANTES:** I'll do that.

11 **MS. SALAK:** Thank you.

12 **MS. CERVANTES:** It might just be semantics
13 there, so.

14 **MS. PAGE:** Does anyone else have any comments
15 regarding the technical bid proposal formula, anything
16 that we need to point out?

17 I would note that there's a \$500,000 bid
18 security deposit that has to be furnished to the
19 Commission with the original of the proposal.
20 Unsuccessful bidders' security deposits shall be
21 returned without interest. The successful bids --
22 bidder's bid security shall be returned without
23 interest. However, if the successful bidder fails to
24 sign a contract within 30 days after the letter of
25 intent is issued or fails to deliver the performance

1 bond as required in this contract, the bid security will
2 be forfeited to the Florida Telecommunications Access
3 System Fund.

4 **MS. BERLIN:** Could I ask, what's the purpose
5 of this bid security deposit?

6 **MS. CIBULA:** I think it's to ensure that the
7 service is provided, you know, the way it's supposed to
8 be. And if it's not, that we'd have the money to go out
9 and find someone else to provide the service in a short
10 amount of time.

11 **MS. BERLIN:** Is that standard in other states?
12 I have never seen it before.

13 **MR. SKJEVELAND:** Yeah. Some states issue bid
14 bonds, some, some don't. It's in varying amounts, I
15 believe, so.

16 **MS. CERVANTES:** And I did have a question
17 about the financial information.

18 Can the audited financial statements be filed
19 electronically, or the primary banking source letter?

20 **MR. CASEY:** We have -- one warning on that is
21 anything filed electronically is not confidential.

22 **MS. CERVANTES:** Thank you.

23 **MR. CASEY:** Short answer.

24 **MS. PAGE:** I hope we've covered everything.
25 Are there any further comments or questions in general?

1 Does anyone at the table here have any further comments
2 to make?

3 **MR. CASEY:** Thank you for coming. I look
4 forward to your comments. Please submit them.

5 **MR. SKJEVELAND:** We're looking forward to it,
6 and we'll make sure we have them in by the due date so
7 you guys have your time.

8 **MR. CASEY:** Thank you very much.

9 **MS. PAGE:** Thank you for coming.

10 (Proceeding concluded at 2:06 p.m.)

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1 STATE OF FLORIDA)
2 COUNTY OF LEON)

CERTIFICATE OF REPORTER

3
4 I, LINDA BOLES, CRR, RPR, Official Commission
5 Reporter, do hereby certify that the foregoing
6 proceeding was heard at the time and place herein
7 stated.

8 IT IS FURTHER CERTIFIED that I
9 stenographically reported the said proceedings; that the
10 same has been transcribed under my direct supervision;
11 and that this transcript constitutes a true
12 transcription of my notes of said proceedings.

13 I FURTHER CERTIFY that I am not a relative,
14 employee, attorney or counsel of any of the parties, nor
15 am I a relative or employee of any of the parties'
16 attorney or counsel connected with the action, nor am I
17 financially interested in the action.

18 DATED THIS 1st day of May, 2014.

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23
24
25


LINDA BOLES, CRR, RPR
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