

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 160021-EI

PETITION FOR RATE INCREASE BY
FLORIDA POWER & LIGHT COMPANY.

_____/ DOCKET NO. 160061-EI

PETITION FOR APPROVAL OF
2016-2018 STORM HARDENING
PLAN, BY FLORIDA POWER & LIGHT
COMPANY.

_____/ DOCKET NO. 160062-EI

2016 DEPRECIATION AND
DISMANTLEMENT STUDY BY FLORIDA
POWER & LIGHT COMPANY.

_____/ DOCKET NO. 160088-EI

PETITION FOR LIMITED
PROCEEDING TO MODIFY AND
CONTINUE INCENTIVE MECHANISM,
BY FLORIDA POWER & LIGHT
COMPANY

_____/

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN JULIE I. BROWN
COMMISSIONER LISA POLAK EDGAR
COMMISSIONER ART GRAHAM
COMMISSIONER RONALD A. BRISÉ
COMMISSIONER JIMMY PATRONIS

DATE: Friday, June 3, 2016

TIME: Commenced at 9:30 a.m.
Concluded at 10:58 a.m.

PLACE: Sarasota City Commission Chambers
Sarasota City Hall
1665 1st Street
Sarasota, Florida 34236

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

1 APPEARANCES:

2 J.R. KELLY, PUBLIC COUNSEL Office of Public
3 Counsel, c/o the Florida Legislature, 111 W. Madison
4 Street, Room 812, Tallahassee, Florida 32399-1400,
5 appearing on behalf of the Citizens of the State of
6 Florida.

7 PATRICK BRYAN, ESQUIRE, and MARLENE SANTOS,
8 700 Universe Boulevard, Juno Beach, Florida 33408-0420,
9 appearing on behalf of Florida Power & Light Company.

10 ROBERT SCHEFFEL WRIGHT, ESQUIRE, Gardner Law
11 Firm, 1300 Thomaswood Drive, Tallahassee, Florida 32308,
12 appearing on behalf Florida Retail Federation.

13 KEITH HETRICK, ESQUIRE, General Counsel, FPSC
14 General Counsel's Office, 2540 Shumard Oak Boulevard,
15 Tallahassee, Florida 32399-0850, appearing on behalf of
16 the Florida Public Service Commission.

17 SUZANNE BROWNLESS, ESQUIRE, FPSC General
18 Counsel's Office, 2540 Shumard Oak Boulevard,
19 Tallahassee, Florida 32399-0850, appearing on behalf of
20 the Florida Public Service Commission Staff.

WITNESSES

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P R O C E E D I N G S

1
2 **CHAIRMAN BROWN:** Good morning. My name is
3 Julie Brown, and I have the privilege of being Chairman
4 of the Florida Public Service Commission. I'd like to
5 welcome you all to this customer service hearing in
6 Sarasota, Florida. It's great to be here. You have a
7 beautiful city here.

8 With me today are all of the Commissioners on
9 the Florida Public Service Commission, and I'd like to
10 take this time to have them introduce themselves to you,
11 starting to my right.

12 **COMMISSIONER BRISÉ:** Sure. Good morning. And
13 we are here to hear from you, and we are happy to be in
14 Sarasota.

15 **COMMISSIONER EDGAR:** Good morning. I'm Lisa
16 Edgar. I'm pleased to be here. Glad to see so many who
17 have turned out. I look forward to your comments.

18 **COMMISSIONER GRAHAM:** Good morning. My name
19 is Art Graham, and, once again, I am glad to be here as
20 well.

21 **COMMISSIONER PATRONIS:** Good morning. I'm
22 Jimmy Patronis. Beautiful city. Thank you for hosting
23 us. And I look forward to your comments.

24 **CHAIRMAN BROWN:** Thank you. At this time,
25 staff counsel, will you please read the notice.

1 **MR. HETRICK:** Yes, Madam Chair. By notice
2 issued on May 2nd, 2016, this time and place has been
3 set for a customer service hearing in Docket No.
4 160021-EI, petition for a rate increase by Florida Power
5 & Light Company.

6 **CHAIRMAN BROWN:** Thank you. And at this time
7 we will take appearances of counsel, starting with
8 Florida Power & Light.

9 **MR. BRYAN:** Thank you, Chairman Brown,
10 Commissioners. Good morning. I'm Patrick Bryan
11 appearing on behalf of FPL.

12 **MR. KELLY:** Good morning. My name is J.R.
13 Kelly. I'm with the Office of Public Counsel. I'm here
14 with Tarik Noriega, and we have the privilege of
15 representing the ratepayers, the customers of Florida
16 Power & Light. I look forward to hearing everybody
17 today.

18 **MR. WRIGHT:** Good morning. My name is Schef
19 Wright. I represent the Florida Retail Federation.
20 We're consumers too.

21 **CHAIRMAN BROWN:** Thank you very much. And
22 there are other intervenors in this, but they have not
23 appeared at this customer service hearing.

24 Now let me first begin by thanking each of you
25 for taking time out of your day to come here. We are

1 holding nine customer service hearings around the state,
2 and we're here today. Our primary purpose here today is
3 to hear from you. This is your meeting. And at this --
4 when you come up to the podium, when I swear you in,
5 you're going to have an opportunity to tell us your
6 thoughts, your concerns, anything you want about the
7 rate increase request.

8 Please note that we do have company -- there
9 are company representatives here as well as Public
10 Service Commission staff members are here, and I'll go
11 through all of the different members on the Public
12 Service Commission staff. So -- and if you have a
13 question for us, the Public Service Commission
14 specifically, during what is your time to speak, we'd
15 ask -- I'd ask for you to save it for after the meeting,
16 and we'll have staff readily available to assist you
17 with those.

18 So the Public Service Commission staff members
19 who are here today at this meeting: From the Accounting
20 and Finance Division are Cheryl Banks, Bart Fletcher;
21 Economics, Elisabeth Draper; Engineering, Laura King;
22 General Counsel, Keith Hetrick, and the senior attorney
23 on this case is Suzanne Brownless; our Public
24 Information Officer, Cindy Muir, was outside checking
25 you all in as well as Dick Durbin; and our court

1 reporter, who is sitting right here, is -- transcribing
2 is Linda Boles. And I'll tell you, this is an official
3 hearing, and it will be transcribed and part of the
4 official record in this docket. So you will be sworn
5 in, and your comments will be subject to
6 cross-examination, which means that any party can ask
7 you a question or the Commissioners can ask you a
8 question as well.

9 If you could right now, please silence your
10 phones or electronic devices. We want to run an
11 efficient meeting and don't want to interrupt the flow
12 of this customer service hearing, so it's very
13 important. We appreciate the professional nature of
14 these meetings, and we ask you to do the same too.

15 You may have noticed the speaker sign-up form
16 when you got in. If you would like to speak, you need
17 to sign up and provide that, if you haven't done so
18 already. If you don't want to provide verbal comments
19 to us, there is a comment form that you can write in
20 your comments. You can turn them in today, you can mail
21 them in, you can bring some home for your neighbors.
22 Whether comments are made verbally today or in writing,
23 they will become part of the consideration in this
24 decision.

25 Also before I get into allowing the parties to

1 give opening statements, I do want you to know this is
2 just one aspect of the case. Later on in August we will
3 have a two-week technical hearing where we take the
4 substance and the evidence in this docket too, then
5 we'll have a formal decision later in the year.

6 Now we are going to get into opening --
7 parties and intervenors may make brief opening
8 statements in the following order: FPL, OPC, followed
9 by FRF. The petitioning party, Florida Power & Light,
10 may have six minutes and may reserve a portion of that
11 time for comments after the intervenors have made their
12 statement. Public Counsel will also have six minutes,
13 and Retail Federation will have two. So with that,
14 Florida Power & Light.

15 **MR. BRYAN:** Thank you again and good morning
16 again. Patrick Bryan on behalf of FPL. Before you hear
17 Marlene Santos, FPL's vice president of customer
18 service, speak, very quickly I wanted to let you know we
19 have several customer service representatives here in
20 the building this morning. They're in Room 112, which
21 is out the chamber doors and to your left. They're
22 available to meet with you if you have a question or a
23 problem with your electric bill or with your service.
24 They've got computers all hooked up so they can access
25 your account information, and they'll do their very best

1 to answer your questions, solve your problem here today.
2 I would encourage you to take advantage of that. And
3 with that, we bring up Marlene.

4 **MS. SANTOS:** Thank you, Commissioners, and
5 thank you most to all of our customers that are here
6 today. We're so looking forward to your feedback so
7 that we can listen and improve the service that we
8 provide you.

9 I am proud to be among the nearly 9,000 FPL
10 employees whose mission is to provide you with
11 affordable, reliable, and clean energy every single day.
12 As a regulated energy company, we cannot set our own
13 prices. The Public Service Commission oversees FPL to
14 ensure we are delivering safe and reliable service at
15 fair prices.

16 Earlier this year, we filed a base rate
17 proposal with the Public Service Commission covering
18 four years beginning in 2017. And as part of that
19 process, we're here today to hear from you on the
20 service that you receive from us.

21 The base rate is a portion of your total bill
22 and includes most of the costs -- other than fuel, local
23 fees, and taxes -- to produce and deliver electricity.
24 Base rates pay for most of the investments that we've
25 made to improve your service and to help keep costs down

1 over the long term.

2 FPL has been investing for years in
3 high-efficiency natural gas energy that uses less fuel
4 to generate cleaner power. These smart investments
5 continue to pay off for all of us. Since 2001, we've
6 reduced our oil use by more than 98 percent and, in
7 turn, have prevented an estimated 95 million tons of
8 carbon emissions and saved you more than \$8 billion in
9 fuel.

10 These clean, more efficient plants have also
11 enabled us to lower bills four times in the past 18
12 months primarily because we're using cleaner burning
13 natural gas and using it more efficiently. Today your
14 service is cleaner and more reliable than ever before,
15 while the typical residential bill is lower than it was
16 ten years ago.

17 This did not happen by accident. It's because
18 we've made a commitment to you, our customers, to be the
19 best utility possible. We know that's what you expect
20 from us, and you deserve that. You deserve much better
21 than average. That's why we're proud to provide you
22 reliability that is best in Florida and 44 percent
23 better than the national average, and typical
24 residential bills that are \$40 less than the national
25 average per month.

1 Since our last base rate request four years
2 ago, we have been investing billions of dollars to
3 continue to improve your service, but most of those
4 costs are not included in the rates that you're
5 currently paying. So we submitted a proposal to the
6 Public Service Commission to approve three base rate
7 increases phased in over four years totaling \$13.28 a
8 month, or 44 cents a day, on a typical residential
9 customer bill. We expect that through 2020 typical
10 residential and business bills will remain lower than
11 they were in 2006.

12 So what will this request pay for? Primarily
13 it will help us continue to improve the reliability and
14 resiliency of FPL's electric grid and further modernize
15 how we generate power. Our smart energy grid now allows
16 us to identify outages before they happen and take
17 action to prevent them. And when outages do occur, we
18 can respond quickly and more efficiently, reducing the
19 length of time that your power is out while saving
20 customers money. We're continuing to make our grid even
21 smarter and more responsive to further improve your
22 service.

23 Second, we're working hard to make sure that
24 the electric system is better prepared to respond to
25 major storms. We've strengthened many of the main power

1 lines that serve critical community facilities such as
2 police and fire stations, hospitals, and 911 centers.
3 Right here in Sarasota we've strengthened the main power
4 lines serving Sarasota Memorial Hospital and the
5 Sarasota Emergency Operations Center, and we're working
6 this year on the main thoroughfare along Clark Road.

7 In addition to further improvements in
8 reliability, we continue to invest in clean, efficient
9 power generation. We're building three new solar energy
10 centers right here on the west coast, and moving forward
11 with the future, FPL Okeechobee Clean Energy Center.

12 Like past projects supported by base rates,
13 our proposal is designed to help keep costs down over
14 the long term. I understand this is a lot of
15 information, so please let us know if you have questions
16 about any of this.

17 We're also mindful of -- for those customers
18 that need help in paying their bills. So if you need
19 assistance, as Pat mentioned, we have representatives
20 that can help you.

21 We've asked a few local customers who have
22 said they value our service if they would be willing to
23 share their thoughts today. We're also listening to all
24 of you and all of your feedback on how we can continue
25 to improve the service we provide.

1 At FPL we're proud to be a part of Florida,
2 and we work hard every day to provide you affordable
3 clean power 24 by 7. As an FPL customer myself, I
4 assure you that we are committed to exceeding your
5 expectations today and continually improving for
6 tomorrow. Thank you so much for being here today and
7 for the opportunity to serve you.

8 **CHAIRMAN BROWN:** Thank you.

9 Now we will hear from the Office of Public
10 Counsel, Mr. J.R. Kelly.

11 **MR. KELLY:** Good morning. I'm J.R. Kelly, as
12 I said earlier. I'm with the Office of Public Counsel.
13 And we are the statutorily created office, and we
14 represent all of the ratepayers of Florida Power & Light
15 in this rate proceeding. I represent not only the
16 residential, but I also represent the commercial and the
17 industrial ratepayers.

18 Why are we here today? We're here because
19 Florida Power & Light has filed a petition to raise
20 \$1.3 billion annually in their rates over the next three
21 years. They're asking for \$866 million next year,
22 \$262 million beginning in 2018, and another \$209 million
23 in mid-2019.

24 We've intervened in this proceeding. We have
25 hired seven expert witnesses that will be providing

1 testimony on behalf of you, the ratepayers. We have not
2 identified all the issues at this time because we're
3 still in the middle of discovery and gathering
4 information, but a few of the issues I'll identify for
5 you that we have discovered.

6 Number one is excess profit. Florida Power &
7 Light is asking in their request for an 11 percent
8 return on equity. That's an after-tax profit. We
9 believe that that is excessive based upon what the
10 Commission has approved for other utilities in Florida
11 and what other commissions have approved for utilities
12 around the United States. Our expert is going to be
13 recommending probably a little bit below 9 percent, but
14 we think that is fair and reasonable under today's
15 conditions.

16 Now keep in mind what that means for you and
17 your pocketbook. One percent, or 100 basis points,
18 equates to \$240 million more you would pay as a
19 ratepayer on an annual basis. So if the Commission
20 approves 9 percent or somewhere below 9 percent versus
21 the 11 percent that Florida Power & Light is asking for,
22 that's a total of \$480 million. That will not affect
23 their ability to provide safe, adequate, and reliable
24 service. It will take away what we believe is excess
25 profit they're asking for.

1 Another issue is capital structure. A company
2 raises capital two ways: They sell stock, and that is
3 called equity capital, they sell stock to shareholders;
4 they also raise debt capital by borrowing money. Equity
5 capital costs a lot more to you, the ratepayers, than
6 debt capital.

7 What that means is this: A prudent utility
8 should have a good balance between equity capital and
9 debt capital. Now in this particular case, Florida
10 Power & Light's expert witness, who is recommending an
11 11 percent return on equity, is using a proxy group of
12 comparable like kind utilities from around the nation.
13 They have an equity capital ratio of 48 percent. Now
14 you don't have to be a genius in finance to understand
15 what I'm fixing to tell you.

16 NextEra, who is Florida Power & Light's parent
17 company, in their corporate body they have a 44 percent
18 equity ratio. Florida Power & Light in this case is
19 asking for a 60, a 60 percent equity ratio. We believe
20 that is totally, totally unreasonable. Our expert is
21 going to be recommending probably a 50/50 split:
22 50 percent equity, 50 percent debt.

23 What does that mean to you, the ratepayers?
24 That 10 percent turn will mean \$359 million annually
25 that you would pay less. Again, that will not affect

1 Florida Power & Light's ability to provide you safe,
2 adequate, and reliable service.

3 FPL is also asking -- excuse me -- asking for
4 a performance adder. They want a 50 basis points, or
5 .5 percent, additional return or profit because they
6 claim that they have the lowest rates in the state, and
7 they are among the lowest, and because they're a good
8 company. We oppose this for a couple of reasons.

9 First off, FPL is a monopoly. You have no
10 competitor when you go to your electric provider,
11 Florida Power & Light. They should not be rewarded for
12 doing what they're required to do under the law, and
13 that is provide safe, adequate, and reliable service at
14 the least possible cost. That .5 percent will mean an
15 extra \$120 million out of your pockets annually, and it
16 will not improve reliable service. We're also looking
17 at several other areas that we have yet to identify, but
18 we will be providing our testimony on July 7th to the
19 Commission.

20 But let me quickly say what this case is not
21 about. It is not about personalities. I will be the
22 first one to tell you Florida Power & Light is one of
23 the best run utilities there is. It is made up of some
24 wonderful men and women that are friends of mine, and I
25 have tremendous respect for them. However, the law

1 requires them to prove to the Commissioners behind me
2 that everything they ask for is prudent and reasonable,
3 and it's our job to challenge anything that we don't
4 think is prudent and reasonable, and we will do that.

5 How can you help today? This is your hearing.
6 It's not my hearing, it's not the Commission's hearing,
7 it is not Florida Power & Light's hearing. It is a
8 customer hearing. Please take this opportunity to come
9 up to the podium and speak and tell the Commission what
10 you think about Florida Power & Light, good, bad, their
11 service, and also how you feel about the rate increase.
12 I look forward to hearing from you. And afterwards if
13 you have any questions I can answer, I'll be more than
14 happy to. Thank you.

15 **CHAIRMAN BROWN:** Thank you, Mr. Kelly.

16 At this time we'll hear from Mr. Schef Wright
17 with the Retail Federation.

18 **MR. WRIGHT:** Good morning. It's great to be
19 back in Sarasota. I spent some time here a few years
20 ago working on your franchise agreement with Florida
21 Power & Light.

22 My name is Schef Wright. I'm an attorney in
23 Tallahassee. I've been working in energy for more than
24 35 years, including service on Governor Bob Graham's
25 Energy Office and seven years of service on the staff of

1 the Florida Public Service Commission before I went to
2 law school. For the last 11 years I've had the
3 privilege of representing the Florida Retail Federation
4 in proceedings such as this. The federation is an
5 organization of more than 8,000 members from the largest
6 grocery, pharmacy, electronics and department stores to
7 literally thousands of mom and pop operations. We work
8 closely with your Public Counsel to fight for lower
9 reasonable rates for -- from all of the electric
10 utilities that serve in Florida.

11 We don't advocate for zero rates. We don't
12 advocate for free electricity. It would be nice, but we
13 don't. We want a healthy Florida Power & Light Company.
14 We want healthy electric utilities. We want safe,
15 adequate, reliable service at the lowest possible cost,
16 which is the utility's duty under the law.

17 I've got two minutes. I'll be brief. Your
18 Public Counsel pointed out that FPL is asking for a
19 return on equity of 11.5 percent, including their
20 performance adder. Folks, that is 18.7 percent before
21 taxes. That is flat out excessive. Even a return of
22 9 percent, which the Public Counsel's witness is likely
23 to recommend, is still a before-tax return of
24 14.4 percent. That's pretty darn high.

25 To put it in real perspective, here are some

1 dollar numbers. FPL's own filings show that if they did
2 not get any rate increase at all next year, they could
3 pay all their costs, all their debt service, all their
4 employees, all the materials, the return on the
5 investment they'll make, and still have a profit of more
6 than \$1.6 billion. Frankly, we think this is plenty.
7 We are confident that when all the evidence is in, it
8 will show that Florida Power & Light can continue to
9 fulfill its statutory duty of providing safe, adequate,
10 reliable service at the lowest possible cost with no
11 increase in rates.

12 This is your hearing. Please tell the
13 Commissioners what you think. Thanks for coming.

14 **CHAIRMAN BROWN:** Thank you, Mr. Wright.

15 Now moving into the most important part of
16 this meeting, which is the customer public comment
17 portion. We want to give every customer an opportunity
18 to speak. You will have three minutes so that we have
19 as many customers as possible that are able to do so.
20 There are lights on the podium that Mr. Durbin is
21 setting up right there. When it gets to yellow, you
22 will have about 30 seconds left, so you should probably
23 be wrapping it up. When it gets to red, that means
24 please stop. And when it gets to flashing red, please,
25 please, please stop. Please be considerate of others

1 with your allotted time.

2 And at this time, we will be swearing -- I'll
3 be swearing you in as a group. So if you would like to
4 speak, please stand and raise your right hand.

5 Do you swear or affirm that the testimony
6 you're about to provide is the truth in this matter?

7 (Collective affirmative responses.)

8 (Witnesses collectively sworn.)

9 Thank you. You may be seated.

10 **MR. BRYAN:** Excuse me. I -- may I introduce
11 the affidavits?

12 **CHAIRMAN BROWN:** Yes. Go ahead.

13 **MR. BRYAN:** Okay. Thank you. Thanks again.
14 At this time I have affidavits of publication from two
15 local newspapers of general circulation, the Sarasota
16 Herald Tribune and the Sarasota Siesta Key Observer, and
17 these affidavits demonstrate that FPL complied with the
18 public notice requirements of the Commission for this
19 particular service hearing. And I'll provide those to
20 the court reporter at this time. Thank you.

21 **CHAIRMAN BROWN:** Thank you. Any my apologies.
22 I keep forgetting that part. Thank you.

23 **MR. KELLY:** Madam Chair, what exhibit number
24 is that?

25 **MS. BROWNLESS:** One.

1 **CHAIRMAN BROWN:** One.

2 (Exhibit 1 marked for identification.)

3 (Note: Exhibit is service hearing Exhibit 2.)

4 **CHAIRMAN BROWN:** Now when you come to the
5 microphone, please state your name, your telephone
6 number, your address, and please confirm whether you are
7 an FPL customer or not. Mr. Kelly will be calling two
8 names up at a time. The first one will be speaking, and
9 the second one will be on the deck ready to speak right
10 after. And so with that, Mr. Kelly, can you please call
11 the first customer on your list.

12 **MR. KELLY:** Yes, Madam Chair. The first
13 speaker is Ms. Phyllis Vogel, and she will be followed
14 by Mr. Paul Hartman.

15 **MR. VOGEL:** I am Phyllis Vogel. I live in
16 Sarasota County and am a Florida Power & Light customer.
17 Chairman Brown, Commissioners Brisé and Edgar and Graham
18 and Patronis, I appreciate your listening to us. I'm
19 here today with my colleagues -- oh, I am a president of
20 the League of Women Voters, and I'm here today with my
21 colleagues representing the citizens of Sarasota County
22 to call on you to deny this rate request and instead
23 call upon the Florida Power & Light to show a much
24 larger commitment to renewable energy in the Sunshine
25 State.

1 And here is what real support of renewable
2 energy means. For FPL to go on record as supporting
3 renewable energy standards. Twenty-seven other states
4 have renewable energy standards and they're committing
5 to rates of 25 percent and higher in the use of
6 renewable energy in the next several years. Currently
7 Florida has no -- no standards. We get only a pitiful
8 one-tenth of 1 percent from renewable energy. For
9 Florida Power & Light to cease their sponsorship of
10 Amendment 1 that would make it very difficult for
11 third-party groups to come into our state and reduce
12 that cost of solar power. For Florida Power & Light to
13 commit to helping Florida, the Sunshine State, take our
14 rightful place and become a leader in solar energy. Let
15 the sunshine in and stop building any further coal and
16 gas plants. Experts say we should be among the top
17 three. We now lag in the back of the pack due to our
18 state being one of four that do not allow third-party
19 groups to provide low-cost to free solar.

20 We call upon the Public Service Commission to
21 deny this request for a rate increase in Florida, and
22 instead ask FPL to work harder to encourage renewable
23 energy, which recent studies reported by the Brookings
24 Institute show -- that help reduce rates.

25 Floridians all across our state live in ground

1 zero for rising oceans and climate change. We're seeing
2 with our eyes increasing beach erosion and saltwater
3 intrusion into our drinking water. This morning's paper
4 says that 25,000 more parcels in Sarasota County are now
5 listed at risk, at flood risk.

6 So if we don't take responsible action, who
7 will? So tell us who will. This begins with denying
8 this rate increase and taking a leadership role in
9 promoting renewable energy and making sure our utilities
10 put their customers first.

11 **CHAIRMAN BROWN:** Thank you. Thank you, Ms.
12 Vogel. I have just a question for you. Are you
13 speaking on behalf of the League of Women Voters?

14 **MS. VOGEL:** The League of Women Voters.

15 **CHAIRMAN BROWN:** For the state of Florida or
16 for Sarasota County?

17 **MS. VOGEL:** For Sarasota County. Sarasota
18 County.

19 **CHAIRMAN BROWN:** Commissioners, any questions?
20 Thank you for your time.

21 **COMMISSIONER BRISÉ:** Thank you.

22 **CHAIRMAN BROWN:** Next customer, please.

23 **MR. KELLY:** After Mr. Hartman will be Maria
24 Routh.

25 **MR. HARTMAN:** Good morning. My name is Paul

1 Hartman. I'm the director of plant operations at Pines
2 of Sarasota. And our address is 1501 North Orange
3 Avenue in Sarasota, and my number is (941)552-1826.

4 As I mentioned, I'm the director of plant
5 operations at Pines, and I have a direct relationship
6 with Florida Power & Light. It's been a very good
7 relationship, and I consider them a partner in the
8 operation of our facility. We're a somewhat large user,
9 certainly larger than my home bill is every month, but
10 the truth is they've worked with us over the 12 years
11 I'm at Pines to consistently provide us with energy
12 that's reliable and to help us keep our rates low. Over
13 the years -- I'm there 12 years now, and I'm still
14 providing energy for the entire facility at the same
15 dollars I was the day I arrived. Now it hasn't happened
16 easily and, of course, we had to make investments as
17 well, but their professionals have helped us to do our
18 job. It's very important that the relationships that
19 they build help us operate our facilities, and we're the
20 front line of providing the care here in Sarasota.

21 I've found that their customer service
22 orientation has been very helpful to me. We're planning
23 expansion of our facility, and they're already working
24 with us to make sure that we do it in an efficient and
25 affordable manner. Their professionals are wonderful.

1 They're very, very skilled and have had long --
2 longevity in their company.

3 I feel that they give us superior service over
4 the years as our power has been very reliable. I
5 believe that we are among the most affordable in the
6 state, and I also believe that superior service deserves
7 superior rewards. So I'm not -- I'm not here to support
8 or deny, but I want to make sure that Florida Power &
9 Light has the resources available and the investors
10 available to make sure they can continue to provide the
11 fine service that they do. I would hope that you do
12 that, take your job seriously, and make sure that the
13 appropriate increases are awarded as needed so that they
14 can provide the good service they've provided to us over
15 all these years.

16 **CHAIRMAN BROWN:** Thank you, Mr. Hartman.

17 **MR. HARTMAN:** Thank you very much.

18 **CHAIRMAN BROWN:** Commissioners, any questions
19 first?

20 Mr. Kelly.

21 **MR. KELLY:** Mr. Hartman, were you asked to be
22 here, come and speak today?

23 **MR. HARTMAN:** Yes, I was.

24 **MR. KELLY:** Okay. By someone at Florida Power
25 & Light?

1 **MR. HARTMAN:** Someone at Florida Power &
2 Light. My customer service rep didn't give me any
3 coaching, by the way. He said, "I'd like you to show up
4 and just tell them what you think," and that's what I'm
5 here to do.

6 **MR. KELLY:** Thank you, sir. I appreciate your
7 testimony.

8 **MR. HARTMAN:** You're welcome.

9 **CHAIRMAN BROWN:** Thank you, Mr. Hartman.

10 **MR. HARTMAN:** Thank you all.

11 **CHAIRMAN BROWN:** Next customer, please.

12 **MR. KELLY:** After Ms. Routh is Mel Klein.

13 **MS. ROUTH:** Good morning, Commissioners. My
14 name is Mara Routh.

15 **MR. KELLY:** I'm sorry. I apologize.

16 **MS. ROUTH:** Oh, no, that's okay. Everybody
17 gets it wrong. And my address is 2813 Tangelo Drive,
18 Sarasota, Florida. Phone number (941)313-1745.

19 I just want to tell you that without Florida
20 Power & Light I would have had a disastrous surprise
21 tenth birthday party for my niece. I had 30 little
22 girls swimming in a pool, jumping in a fun house,
23 dipping chocolate in a chocolate fountain, and a
24 transformer blew up. So the house went down, the
25 chocolate stopped flowing, they were wet, they were

1 chocolaty, they were unhappy, the music stopped, there
2 was not going to be a pinata -- there was, but they
3 didn't know that -- and I called Florida Power & Light.
4 Within an hour the jumpy house was up, the chocolate was
5 flowing, the wet children were clean in the pool without
6 the chocolate, and they hit the pinata and it all worked
7 out great.

8 I just have to tell you that they are quick
9 responders. This was not, by any stretch of the
10 imagination, an emergency except for me because I didn't
11 want them in my house. (Laughter.) So, you know, I
12 just have to say that, you know, I feel that they give
13 superior service and everybody is always so helpful when
14 you call. The person I called certainly was incredibly
15 sympathetic with an hysterical aunt who has never had
16 children, and within an hour the party was back in full
17 swing. So I would just say that we're so lucky to have
18 them in the state of Florida.

19 **CHAIRMAN BROWN:** Thank you, Ms. Routh.

20 Commissioners, any questions? Thank you.

21 **MR. KELLY:** Ms. Routh, do you support the rate
22 increase?

23 **MS. ROUTH:** I do.

24 **MR. KELLY:** Okay. Do you support anything
25 beyond what is fair and reasonable to ratepayers?

1 **MS. ROUTH:** Well, I think that if you're an
2 investor in Florida Power & Light, you're putting your
3 money someplace to get a return on investment. And, you
4 know, how much is too much? I mean, you know, as a
5 smart investor, you put your money where you're going to
6 get your best return. And if Florida Power & Light is
7 returning a fabulous return, why wouldn't you want to
8 invest all your money with them? Not all your money,
9 but a good portion. All right.

10 **CHAIRMAN BROWN:** Thank you.

11 **MS. ROUTH:** Thank you. Bye-bye.

12 **CHAIRMAN BROWN:** Next customer, please.

13 **MR. KELLY:** After Mr. Klein is Mr. Frank
14 Wyant.

15 **MR. KLEIN:** Good morning, Commissioners,
16 staff, ladies and gentlemen, welcome. For those of you
17 who don't live here, we're glad to have you in Sarasota.
18 Congratulations to the gentlemen up here who do not have
19 their ties on. I feel like I've -- I'm a retiree, so I
20 --

21 **COMMISSIONER BRISÉ:** Sorry.

22 **MR. KLEIN:** Well, you'll get there. You'll
23 get there.

24 **MR. KELLY:** We're not as old as they are.

25 **MR. KLEIN:** I'm here today really in what we

1 might title my brief presentation, and I ramble a little
2 bit, so it's a bit of a challenge, you might say.

3 But I am here today, what you might call
4 reflections of an old guy. I've been an FPL customer
5 for 50 years, starting back in the '60s in Miami. I
6 joined FPL down there. I spent 34 years with the
7 company in a management position. I'm very proud of
8 that time, the effort that we put in. I read about this
9 hearing, as I think a lot of people did, because it was
10 in that little bill insert that they send out. And I
11 knew you were coming, and what I did was call some of
12 the people I knew and I said, you know, "When you guys
13 come to town, I'd like to come over and say something.
14 Would that be all right?" And they said, even knowing
15 me, "Yes, come on over. We'd be glad to have you."

16 So what I can reflect on is that back in the
17 1970s when I first joined FPL, and, you know, I was a
18 little concerned at the time -- it was a day of what we
19 used to call the monthly fuel adjustments. Some of you
20 may know the history or participated in that. Oil was
21 out of control. We knew that as consumers. We knew
22 that, I guess, as Commissioners. The newspapers had us
23 in the headlines just about every day, and it was not a
24 happy situation if people knew you worked for FPL. And
25 in a community where you speak up for FPL, they know it

1 and they'll let you know what they think, and during
2 that time it wasn't all just roses.

3 But we made some commitments then to both
4 controlling the fuel. I believe Ms. Santos mentioned
5 it. It's been a very successful effort not to be
6 captured any longer as we all were, I think, at that
7 time by imported oil and the cost and potential for
8 disruption of supply. So I give the company a lot of
9 credit for that and over the years for having moved off
10 that unreliable and, at that time, very expensive fuel
11 supply. And I think it's also characteristic of the way
12 the company did try to do its business with the customer
13 in mind.

14 And I know there are a lot of people here
15 today, with all due respect to Mr. Kelly, the Public
16 Counsel, you do represent and do it well for the public.
17 I always felt as an employee that I was representing the
18 customer. That's who I was -- I knew where my paycheck
19 was coming from, I knew who my bosses were, but when I
20 was out in the field and I was talking to people, I felt
21 like I was working to represent them. And it was never
22 a time that was anymore --

23 **CHAIRMAN BROWN:** Thank you, Mr. Klein. Your
24 time is up.

25 **MR. KLEIN:** Am I done?

1 **CHAIRMAN BROWN:** You're done, but we see your
2 hat.

3 **MR. KLEIN:** But you see my hat. Yeah. And --

4 **CHAIRMAN BROWN:** Commissioners, do you have
5 any questions for Mr. Klein?

6 Mr. Kelly?

7 Thank you for your time.

8 **MR. KLEIN:** Thank you.

9 **MR. KELLY:** After Mr. Wyant is Deacon Pat
10 Macaulay.

11 **MR. WYANT:** My name is Frank Wyant. I'm a
12 retiree. I live at 4239 Carriage Drive, Sarasota,
13 Florida. Phone number is (941)552-8234.

14 When I heard the hearing was going to be
15 taking place here, and different ones told me about it
16 and I was semi asked, but I was willing to come and
17 volunteer also. I believe that this company has just
18 done such a tremendous job for FP&L, for the state of
19 Florida, and the service territories. It's amazing to
20 me how many other service territories and areas other
21 than FP&L have tried to become part of FP&L, but for
22 different reasons or costs or whatever, it never came
23 up. It used to aggravate me when they would say that
24 FP&L was a monopoly because, like I say, to me there was
25 a lot of communities, a lot of areas, a lot of counties

1 that wanted to be part of Florida Power & Light Company.
2 And why were they so good? Because of their management,
3 because of their investments, and because of what they
4 did with their people and their supplies and their power
5 plants and all the new ideas that they were coming up
6 with all the time.

7 It just -- and for this short -- well, to me,
8 I don't know if it's short, but the small amount of
9 money that they're asking for and what they have spent
10 over the years and what their power system, their grid
11 system, it's just phenomenal. I know people from the
12 north that come down all the time and they say, "Gee, I
13 wish I had FP&L up north" because of the service, the
14 continuity, the way the employees are with the people
15 out in the field when they get to a house, the customer
16 service end of it, just everything about the company.

17 And I just find it hard that we wouldn't want
18 to give this company what they're looking for to
19 continue to do the service and reliability and take care
20 of the customers that they have. I think they've done a
21 spectacular job. I started in the company in '62, and
22 it's amazing what they do now and where they're at right
23 now. And, again, it's a credit to management and the
24 people who work for the company. The power plants, the
25 distribution system ties in their grid system with

1 others.

2 And I kind of speak for myself. I'm not sure
3 what AARP says or what they want, but they're not part
4 of me or my thoughts or whatever, but I'm basically on
5 my own just trying to speak for the company and let
6 people know what this company has done.

7 **CHAIRMAN BROWN:** Thank you, Mr. Wyant. Mr.
8 Wyant, did you say you worked for the company?

9 **MR. WYANT:** Yes, ma'am. I'm a retiree, yeah.
10 Thank you.

11 **CHAIRMAN BROWN:** Okay. Thank you.

12 Commissioners, any questions?

13 Thank you for your testimony.

14 **MR. KELLY:** After Deacon Macaulay is
15 Mr. William Haddock.

16 **DEACON MACAULAY:** Good morning. My name is
17 Deacon Pat Macaulay, and I'm representing St. Martha's
18 Church, which coincidentally is across the street at
19 200 North Orange Avenue. The telephone number there is
20 366-4210.

21 I received -- well, let me put it this way. I
22 received a telephone call from a FP&L client
23 representative who told me about the hearing, and before
24 he could ask me to speak, I said, "I'll be there." So
25 that's how I feel about it.

1 My predecessor who spoke before about -- who
2 represented The Pines talked about FP&L being a partner
3 with him and his institution, and that's exactly how I
4 feel about FP&L.

5 We're operating on a system that was using
6 non-peak hours and we shipped it over to the thermal
7 storage facility. We received a rebate from FP&L which
8 made it economically feasible for us to make the
9 transition. We would not have been able to do it
10 otherwise. Our costs went down from -- I have it
11 here -- of course it fell off -- we were spending -- we
12 were averaging -- it's coming up maybe. We do have
13 wireless here. (Laughter.) Well, it didn't make it.
14 But I had a little spreadsheet there that basically said
15 that -- showed a savings of about 50 percent of what we
16 were spending prior to having the thermal storage to
17 what we have now.

18 We have a school facility located at -- up on
19 McIntosh, and the school is -- spends over \$10,000 a
20 month on electricity. We have 400 kids going -- over
21 400 kids going to school there. And it is just a --
22 (speaker making a sound) -- it just sucks in energy all
23 the time. And we're upgrading. We are -- we're
24 bringing in a gymnasium and we're upgrading our system.
25 And when we upgraded our system, we decided to move

1 ahead and with the rebate system again. We were allowed
2 to do this, and we are putting in thermal storage. And
3 we anticipate reducing the cost there by about \$4,000 a
4 month. That's our anticipation.

5 So, yes, I'm really a very happy user of FP&L.
6 I think highly of them. And I'm not going to talk
7 either one way or the other as far as whether they
8 should get -- whatever they should get as far as a rate
9 increase because I don't have that expertise. I don't
10 have \$244 million in my pocket to save, so, you know, I
11 don't know these things. So that's my testimony.

12 **CHAIRMAN BROWN:** Thank you, Deacon. Thank you
13 for coming out here today.

14 Commissioners, any questions?

15 Thank you.

16 **MR. KELLY:** After Mr. Haddock is Raines
17 Sellers.

18 **MR. HADDOCK:** Good morning, everybody. My
19 name is William Haddock. I live at 3217 Cambridge Drive
20 West, Bradenton, Florida. My number is (678)793-8686.

21 I'm a recent transplant to the area. I moved
22 down from Destin, Florida, up on the panhandle. And
23 when you move, you know you have the long litany of
24 things you have to do to get set up: your utilities,
25 your garbage, your cable, your internet, all that and

1 whatnot. And dealing with Florida Power & Light was the
2 easiest thing by far that I had to do when I moved down
3 here. I just made a phone call, they flipped a switch,
4 boom, I had power. I was ready to go. So you're moving
5 in, you can come in, you just flip on the light, and it
6 just makes things so much easier than having to worry
7 about everything else.

8 And as far as rates go compared to what I was
9 paying with up on the panhandle, they are definitely
10 lower than what I was used to. I was mentally prepared
11 for a lot more that first month's bill. You know, if
12 y'all are like me, your AC is blasting pretty hard down
13 here. So I've just been very pleased with my service so
14 far, and when they asked me to come here, I was more
15 than happy to speak on their behalf.

16 **CHAIRMAN BROWN:** Thank you, Mr. Haddock.

17 Commissioners, any questions?

18 **COMMISSIONER PATRONIS:** Yeah.

19 **CHAIRMAN BROWN:** Commissioner Patronis has a
20 question for you.

21 **MR. HADDOCK:** Yeah.

22 **COMMISSIONER PATRONIS:** Thanks. So what
23 brought you down to Sarasota?

24 **MR. HADDOCK:** My folks live down here, so does
25 my family. And I work at the Tommy Bahama over at St.

1 Armands Circle. Happy hour is 4:00 to 6:00.

2 (Laughter.)

3 **CHAIRMAN BROWN:** Good to hear. Good to hear.

4 **MR. HADDOCK:** Yeah. Yeah. So I -- and I used
5 to work for the one up there, so it just made sense to
6 come down here and be with my family.

7 **COMMISSIONER PATRONIS:** So are you related to
8 Deeter (phonetic)?

9 **MR. HADDOCK:** Bryan Deeter?

10 **COMMISSIONER PATRONIS:** Yeah.

11 **MR. HADDOCK:** No. He's been my eastern
12 regional manager about five years now, but, yeah.

13 **CHAIRMAN BROWN:** Commissioner Patronis knows
14 everyone.

15 Commissioners, any further questions?

16 Thank you.

17 **MR. HADDOCK:** Thank you.

18 **MR. KELLY:** After Mr. Sellers is Clayton
19 Robertson.

20 **CHAIRMAN BROWN:** Did anybody leave a cell
21 phone? Oh, give that to the deacon.

22 **MR. DURBIN:** He's right across the street. I
23 know where to find him.

24 **MR. SELLERS:** We all need a good deacon. Good
25 morning. My name is Raines Sellers. I am not an FP&L

1 customer. I do work with them -- not with them for
2 FP&L. I work with them as a vendor, I guess you would
3 say. I was asked to come if I wanted to, and I said, "I
4 would sure, sure like to do that for you guys." But I'm
5 here to speak on basically what -- you know, you think
6 of power -- when you're most upset about power is when
7 it's out. And for the last month -- every year we go
8 through, with FP&L, a practice round of if, an
9 unfortunate thing, we get another hurricane. And we
10 spend about a week or so of them calling us, seeing what
11 we -- make sure we are prepared with equipment wise to
12 help them to make their customers get online as quickly
13 as possible, back online if power goes out.

14 As everybody has spoken before, they are doing
15 greener things with solar. They were the first in this
16 state to bring in solar and they're adding more. So --
17 and needless to say, I hope everybody else does that.
18 So that's all I've got for y'all today. And if any --
19 any questions for me?

20 **CHAIRMAN BROWN:** Thank you, Mr. Sellers. What
21 line of business are you --

22 **MR. SELLERS:** I'm in the equipment industry,
23 rental. I work for United Rentals.

24 **CHAIRMAN BROWN:** Thank you.

25 Commissioners, any questions?

1 Thank you.

2 **MR. KELLY:** After Mr. Robertson is Marilynne
3 Martin.

4 **MR. ROBERTSON:** Good morning, Madam Chair,
5 Commissioners. My name is Clayton Robertson. I am a
6 resident of Manatee County. I reside at 4803 2nd Avenue
7 Drive N.W. My phone number is (941)747-0068. I've been
8 a resident of Manatee County since 1972, and I'm here to
9 speak on Florida Power & Light's quality of service. I
10 know it's a rate hearing, but I'm here to speak on the
11 quality of service.

12 I have experienced power outages as a result
13 of hurricanes; tropical storms; no-name storms;
14 lightning strikes, of which we have many; and the
15 periodic encounter of a vehicle with a power pole.
16 Without exception, my power interruptions have been
17 with -- excuse me -- my power resumptions have been
18 within a reasonable period of time, and life as we have
19 come to expect returns to normal. I don't remember the
20 last time that I experienced a brownout, which I have to
21 admit many years ago was not uncommon, or a power surge.
22 I don't even know if they have those anymore. And I
23 don't recall the last time I had an issue with my
24 billing. It's always been -- I just haven't had a
25 question. I also applaud the commitment to their solar

1 power generation. And like the lady that spoke earlier,
2 I'd like to see a greater commitment in that area, and I
3 realize that takes investment.

4 In short, Florida Power & Light's quality of
5 service is very good, and I am glad they are my power
6 supplier. I do have -- however, I do have one
7 complaint. A number of years ago I invested in a
8 generator, and I have not had an opportunity to use it.
9 Thank you for this opportunity.

10 **CHAIRMAN BROWN:** Thank you, Mr. Robertson.

11 Commissioners, any questions?

12 Mr. Kelly.

13 **MR. KELLY:** Mr. Robertson, I apologize. Did
14 you say you were -- you're in support of the rate
15 increase?

16 **MR. ROBERTSON:** I can't bring myself to say
17 I'm in support of a rate increase, but I'm not opposed
18 to it. Let's put it that way.

19 **MR. KELLY:** Fair enough. Fair enough. Thank
20 you, sir.

21 **CHAIRMAN BROWN:** Next customer, please.

22 **MR. KELLY:** After Ms. Martin will be Roseanna
23 Curlee.

24 **MS. MARTIN:** I'm going to change it up a bit.
25 Marilynne Martin, Venice, Florida.

1 FP&L has been blasting Sarasota with nonstop
2 misleading, deceptive advertising for many months. They
3 suggest their investments have something to do with the
4 bills being lower than ten years ago. As you know, the
5 bills are lower because of the decrease in a passthrough
6 fuel charge, which when it goes up, and it will, they
7 always clearly remind us they have no control over it.

8 Comparing my bills just from 2009 to 2016, my
9 base monthly charge went up 30 percent -- 48 percent and
10 my nonfuel kilowatt charges are up 30 percent. And I
11 only went to 2018, not the 2019, but those will go from
12 93 percent increases and 50 percent increases. It is
13 just too high.

14 Since the financial crisis started in 2008,
15 everyone has been forced to take a haircut except FP&L.
16 All rates you look at -- Prime, LIBOR, Treasury notes --
17 have dramatically decreased since 2007 except for FP&L.
18 They went from 9.4 percent to 11.5 return on equity.

19 In their recent SEC proxy statement they
20 report 250 percent ten-year total shareholder return,
21 and this compares to the S&P electric industry average
22 of 94 percent, two and a half times the average. What
23 is wrong with this picture?

24 The rate of return should be decreased to 8 to
25 9 percent, not increased. Their capital structure of

1 60 percent equity is unaffordable for Sarasotans. This
2 pig who's at your trough needs to be put on a strict
3 diet.

4 Smart meters. There are simply no net savings
5 and benefits. The added depreciation return on rate
6 base charges outweigh any operational savings. More
7 importantly, this Commission and FP&L's tobacco
8 scientist expert Balberg (phonetic) were dead wrong. RF
9 radiation does indeed have harmful, nonthermal
10 biological effects, which the FCC does not protect us
11 from.

12 Last Friday the partial findings from a major
13 government study were released. To quote the American
14 Cancer Society, "The NTP report linking radio frequency
15 radiation to two types of cancer marks a paradigm shift
16 in our understanding of radiation and cancer." It is
17 time to reevaluate the smart meter policies. At a
18 minimum, the opt-out fee should be rescinded and all
19 Florida utilities should be required to give their
20 customers an analog back on request.

21 My phone rang off the hook a few years ago
22 when these fees were imposed. Seniors and other fixed
23 and low income customers were forced to accept a device
24 that made them ill because they couldn't afford these
25 fees. You should not have to be wealthy in order to

1 protect your health.

2 **CHAIRMAN BROWN:** You have about 30 seconds.

3 **MS. MARTIN:** I have other issues. I have
4 written comments. I would like to encourage, though,
5 all of you to take a walk downtown and see our growing
6 sector, the homeless. They maybe will help you
7 understand why this rate is a disgrace. And I just want
8 to thank J.R. for the wonderful job you did on the
9 investment fracking case. It was one strike won for the
10 public. Thank you very much.

11 **CHAIRMAN BROWN:** Ms. Martin, would you like to
12 leave those with us as an exhibit?

13 **MS. MARTIN:** I am leaving written -- I have
14 many more. There's just not time. The environmental
15 issues, the settlements and everything else, but --

16 **CHAIRMAN BROWN:** Is this something you would
17 like to leave with the Commission as an exhibit?

18 **MS. MARTIN:** All of this.

19 **CHAIRMAN BROWN:** All of this? Okay.

20 **MS. MARTIN:** All this. I have a copy of the
21 public report -- the research report.

22 **CHAIRMAN BROWN:** That will be identified.
23 Your name is Marilynne Martin?

24 **MS. MARTIN:** Yes.

25 **CHAIRMAN BROWN:** Did you give your address on

1 the record?

2 **MS. MARTIN:** It's 420 Cerromar Court, 162.

3 **CHAIRMAN BROWN:** Okay. That will be Exhibit
4 2, and that --

5 (Exhibit 2 marked for identification.)

6 (Note: Exhibit is service hearing Exhibit 3.)

7 **MS. MARTIN:** But I have full -- there's too
8 many issues to put in three minutes.

9 **CHAIRMAN BROWN:** Okay. We have a question for
10 you.

11 **MS. MARTIN:** Sure.

12 **CHAIRMAN BROWN:** Commissioner Patronis.

13 **COMMISSIONER PATRONIS:** Good morning. Thank
14 you for your testimony. Are you affiliated with any
15 particular organization?

16 **MS. MARTIN:** No. But I did -- I did do the
17 Docket 130223. I protested it.

18 **COMMISSIONER PATRONIS:** Okay.

19 **MS. MARTIN:** We don't have an organization.
20 It's just a bunch of people who are against it.

21 **COMMISSIONER PATRONIS:** Okay. Because I had
22 gotten -- a follow-up. Sorry, Madam Chairman. I was --
23 with your testimony, I thought you were representing an
24 organization, so I just wanted to make sure.

25 **MS. MARTIN:** No, no. I'm here. No. We have

1 a smart meter website, but it's me. Okay.

2 **COMMISSIONER PATRONIS:** Okay. Thanks.

3 **CHAIRMAN BROWN:** Thank you so much. If you
4 could leave them right with our --

5 **MS. MARTIN:** I just gave them to her. Is that
6 all right? Yeah. I have many exhibits in there showing
7 these numbers.

8 **CHAIRMAN BROWN:** Commissioners, any other
9 questions?

10 Mr. Kelly?

11 Thank you.

12 **MS. MARTIN:** Okay. Thank you.

13 **CHAIRMAN BROWN:** Next customer, please.

14 **MR. KELLY:** After Ms. Curlee is Ms. Charlotte
15 Damato.

16 **MS. CURLEE:** Hi. I never did this before, so
17 I'm probably not very good at it. My name is Roseanna
18 Curlee. My address is 4415 Cactus Avenue, Bee Ridge
19 Park area. My phone number, 929-8383.

20 I represent the lower income people. I get
21 the free phone from the government, I get food stamps, I
22 go to a food bank is how I found out about this meeting
23 today. And for two years in my area my bill has stayed
24 at around 150 -- 100 to 150. Just my last bill I got
25 was 250, and that's a lot more than I can pay. So I'm

1 getting assistance from the Salvation Army to pay my
2 bill on Tuesday. And when I called the automated thing
3 to find out why, it said the temperature was two degrees
4 higher and we had an extra day. That doesn't account
5 for \$100.

6 And I don't know what else to say except for I
7 had the -- I felt the need to come and say something,
8 you know. I can't do anything else but pay the bill and
9 complain.

10 **CHAIRMAN BROWN:** Ms. Curlee, there are Florida
11 Power & Light representatives --

12 **MS. CURLEE:** I'm already getting the bill paid
13 by the Salvation Army, but that doesn't mean I can take
14 care of it next month. They only do it once a year, you
15 know. So I'm against any kind of an increase.

16 **CHAIRMAN BROWN:** Thank you, Ms. Curlee.
17 Commissioners, any questions? Thank you very
18 much.

19 **MS. CURLEE:** Thank you.

20 **CHAIRMAN BROWN:** Next customer.

21 **MR. KELLY:** After Ms. Damato is -- I think
22 it's M. Jean Cannon.

23 **MS. DAMATO:** Good morning. My name is
24 Charlotte Damato. I'm at 1099 Greystone Lane in
25 Sarasota. My phone number is (941)371-4904.

1 And first of all, I wanted to thank the
2 Commissioners and the Public Service Commission for
3 giving me an opportunity to make comments. I wasn't
4 given an opportunity to make comments when my internet
5 was transferred to a company I never heard of. I was
6 not given an opportunity to make comments as I pay
7 erratic gas prices at the pump. And I wasn't given an
8 opportunity to make comments when the shoes that I wear
9 to run in went up \$30 from last year. So I really
10 appreciate when somebody finally gives me a chance to
11 make a comment.

12 First of all, I do want to tell you that I did
13 work for Florida Power & Light for 11 years, but
14 stupidly I sold all of my stock. So whatever they're
15 getting on a return, I will not get that investment. So
16 I just wanted to let you know that ahead of time.

17 Florida Power & Light has always made
18 strategic decisions that have been good for the
19 customer. I've watched it year after year, time after
20 time, from building a high-powered transmission line to
21 bringing clean fuel, to building a power plant that was
22 under budget and was erected before it was due. I mean,
23 you just don't see that in the power industry. They
24 were doing that -- they were looking for clean sources
25 of fuel before other utilities even thought about doing

1 it. So I've always appreciated it as a customer. I
2 love the environment in Sarasota. That's why I'm here.
3 I like the clean air and the clean water. And not only
4 is Florida Power & Light very concerned and a great
5 steward of both clean air and water, they're also good
6 stewards of the creatures that live there. So I
7 appreciate that as well.

8 The other thing, they're always looking for
9 cost-effective ways to produce better electricity for
10 the customer, and I appreciate that as well. My bill
11 has never gone over \$120. Yeah, I just paid more for
12 shoes. I'm sorry. It's -- when I look around and my
13 food is cold and the -- my house is comfortable because
14 of the air conditioning and I can flip on a switch and
15 know I'm going to have electricity time after time, I'm
16 happy. This is one bill I'm happy to pay.

17 And don't ask me to raise my hand to say,
18 "Yes, please raise my prices." I'm not going to do that
19 for you because who would do that? That's stupid. But
20 I don't mind raising my prices because I have friends in
21 the surrounding area that pay more for less reliability
22 than what I'm getting, and they'd be happy to come over
23 to Florida Power & Light. They'd wind up paying less
24 for more reliable power.

25 So thank you for letting me come up and say

1 I'm in favor of a rate increase if it guarantees me the
2 great customer service and reliability that I've always
3 gotten.

4 **CHAIRMAN BROWN:** Thank you, Ms. Damato.

5 Commissioners, any questions?

6 All right. Thank you.

7 Next customer, please.

8 **MR. KELLY:** After Ms. Cannon is Ida
9 Cuthbertson.

10 **MS. CANNON:** Good morning. My name is
11 Margaret Jean Cannon. I live at 548B Beach Road,
12 Sarasota, Florida 34242. And my telephone number,
13 (941)313-0559. Also, I'm not used to doing this, so I
14 might be a little nervous here.

15 I do -- am here to talk about no rate
16 increase. As much as I think Florida Power & Light has
17 done a great job, and they have, I don't believe that
18 it's adequate to say that my operating expenses has --
19 has, in fact, gone up, so, therefore, I need to have a
20 rate increase. My operating costs have gone up. Now
21 she's mentioned hers.

22 But I also work -- I have a company called
23 MyStartUp Suncoast. I work with startups, but I also
24 volunteer with a lot of seniors. A lot of seniors will
25 have to make different choices. They won't be able to

1 get a medicine. They'll have to turn off the air
2 conditioning. This is not appropriate. So we need to
3 be good stewards. And I believe that Florida Power &
4 Light has done a nice job with solar. I love the fact
5 that they've built it. But look at our Sunshine State.
6 Why in the world aren't we a leader in this area instead
7 of a laggard? So I have a problem with this.

8 Okay. So I come before you today because our
9 public utility is requesting a rate increase to its
10 customers of 23.4 percent. The company currently
11 receives 10.5 percent in return. Where can we get
12 10.5 percent? I mean, what in the world can I do to
13 even get more than 3 percent on my savings?

14 And by the way, it is, in fact, a public
15 utility, so they have a stewardship responsibility.
16 And, yes, they do a good job, they do a very good job,
17 but they could do just a little bit more, and that is
18 managing their operating costs so they don't have to
19 come forward for this kind of money.

20 I also say that the -- I've submitted to FP&L
21 that we don't have the opportunity again as seniors, and
22 a large portion of our population here in this area are
23 seniors, so this rate increase will be a burden on them,
24 especially people with a fixed income.

25 Look at what we get in social security raises

1 in the last five or six years. 40 percent of our
2 customers here, FP&L customers, are on social security.
3 You have to look at this.

4 This is also a wonderful election year, so
5 it's a great thing to put a light on so that we'll have
6 an opportunity to really vote the way we should be
7 voting.

8 Further negative impact to the community, the
9 cost of energy, purchased cost has been dropping as I'm
10 not -- and I'm not getting the fuel surcharge anymore,
11 thank goodness. But I'm looking at the adders that they
12 get. Okay. The cost of storm repairs also is another
13 adder. Let me see what I say here. I pay my bills on
14 time. I also pay electronically. I'm a really good
15 customer, 20 years. Why don't I get a reward? Why
16 don't I see my bill dropping instead of increasing? So
17 that's my note for today. Thank you.

18 **CHAIRMAN BROWN:** Thank you, Ms. Cannon. You
19 did a good job.

20 Commissioners, any questions? Thank you.

21 **MS. CANNON:** Okay. Thank you.

22 **MR. KELLY:** Excuse me. After Ms. Cuthbertson
23 is Kirk -- is that Boylston?

24 **MR. BOYLSTON:** Close enough.

25 **MR. KELLY:** Sorry.

1 **CHAIRMAN BROWN:** Good morning.

2 **MS. CUTHBERTSON:** Good morning. I'm Ida
3 Cuthbertson. I am a resident of Sarasota County, and I
4 represent myself.

5 FPL mentioned that this is going to be a
6 quality of service hearing. The Herald Tribune names it
7 a rate increase hearing, which is certainly more
8 accurate. FPL really is guilty, in my view, of improper
9 advertising, false advertising.

10 The Supreme Court has said that corporations
11 are individuals, and, if so, then FPL has emotion. And
12 the emotion that they ought to have right now is
13 embarrassment and being ashamed of advertising this
14 inappropriately.

15 So the rates. Inside of the flier, the
16 writing -- the printing is so small I really needed to
17 get out my magnifying glass to compute the rates, and
18 the increase for the minimum charge over three years is
19 31 percent. The increase for the first 1,000 kilowatt
20 hours is 25 percent, and yet FPL says that the increases
21 are going to be within keeping of the 2.8 percent that
22 they expect in the inflation rate. Well, I don't know
23 where their economist got their estimate, but very few
24 people expect it to be that. Maybe they expect the oil
25 rates to go way up.

1 Any kind of increase is going to be very
2 difficult for all the social security people, and there
3 are many of them in Florida. And we all got exactly
4 zero COLA last year for this year, and I doubt that
5 we'll get any COLA for next year.

6 FPL also says 44 cents a day would be the
7 increase. For me, it calculated at 43 percent on my
8 bill that I got in March. The 44 cents would be
9 43 percent.

10 It's likely, because of the excess profits,
11 that this increase would greatly increase the return for
12 the investors. And it might not be much for a round lot
13 investor, but the directors on the board of directors
14 don't have just a round lot. In many corporations they
15 have thousands of shares, tens of thousands of shares.
16 So the directors would benefit very greatly from the
17 increase and excess profits.

18 **CHAIRMAN BROWN:** You have about 30 seconds
19 left.

20 **MS. CUTHBERTSON:** But there's no word about
21 what the workers would get. And with this kind of
22 increase, certainly the workers ought to be rewarded and
23 they would increase the economy because they would spend
24 that money.

25 So I'm asking you, Commissioners, send this

1 rate increase back to FPL and tell them to come forward
2 with something no more than 10 percent increase.

3 **CHAIRMAN BROWN:** Thank you for your testimony
4 today.

5 Commissioners, are there any questions?

6 Okay. Thank you.

7 Next customer, please.

8 **MR. KELLY:** We'll give it a second shot. Mr.
9 Boylston.

10 **MR. BOYLSTON:** You got it.

11 **MR. KELLY:** Okay.

12 **MR. BOYLSTON:** Thank you.

13 **MR. KELLY:** Followed by Mr. George Fuller.

14 **MR. BOYLSTON:** I'm Kirk Boylston with Lakewood
15 Ranch Commercial, 14400 Covenant Way. It's
16 (941)961-4709.

17 Lakewood Ranch is a 50-square-mile,
18 31,000-acre master planned community, one of the fastest
19 growing communities in the country, and we have an
20 extremely large amount of interaction with Florida Power
21 & Light. And we can't personally speak to the dollars
22 and cents of this, we'll leave that to your good
23 judgment in the debate, but we just do want to comment
24 on Florida Power & Light as a partner that we work with.

25 I think first we want to say that we feel that

1 Florida Power & Light is a company that really cares
2 about what they do and how they do their business. No
3 one wants a rate increase, but more than that, no one
4 wants interrupted power or brownouts or the other things
5 that come along with the lack of infrastructure. And we
6 need the infrastructure to go in upfront and in a timely
7 manner, and whatever it takes to fund those types of
8 things is exactly where we feel that Florida Power &
9 Light should end up at.

10 We feel like Florida Power & Light is a good
11 steward of our -- of the funds that they have. We don't
12 feel that they're overstaffed. We feel that they are
13 diligent in requiring developers to provide much of the
14 infrastructure on their own. Again, this isn't always
15 something that, you know, we love, but we understand why
16 this happens. And we also feel that they're good at
17 planning their infrastructure and doing it in a timely
18 manner.

19 Florida Power & Light is doing many things
20 that are thoughtful, we feel, as far as working with
21 alternative power. We recently went to a dedication of
22 a very large solar facility in Manatee County, which is
23 going to provide a lot of power. I believe they said
24 there was a million solar panels in that one facility.
25 And they also designated a site in Sarasota as one of

1 their four precertified data center sites, which is --
2 if we can land a data center here, it would be very
3 helpful to the business community.

4 So we know that we have a single source
5 monopoly that we're dealing with, but we feel that with
6 your oversight and the oversight of everyone else that
7 we'll be well served as far as keeping that cost
8 controlled, but we also know that we need to have new
9 infrastructure in a timely and efficient manner, and we
10 need to have uninterrupted clean power. I spent about
11 18 years in southern California, and I'm sure that you
12 are waking up every morning and happy that you're not
13 the PSC for Southern Cal. Edison.

14 **CHAIRMAN BROWN:** Absolutely. Absolutely.

15 **MR. BOYLSTON:** And so, you know, I think as a
16 closing statement, we'd just like to say that, you know,
17 we think that if FP&L was a freestanding company in a
18 competitive market, that they'd be an industry leader.
19 They're extremely good at what they do, and I think that
20 you reward people who do good work.

21 **CHAIRMAN BROWN:** Thank you for your testimony.
22 You didn't say -- what is your title or affiliation with
23 Lakewood Ranch?

24 **MR. BOYLSTON:** I'm the president of Lakewood
25 Ranch Commercial, which is a commercial arm of the

1 master developer.

2 **CHAIRMAN BROWN:** Thank you.

3 Commissioners, any questions?

4 Mr. Kelly.

5 **MR. KELLY:** Mr. Boylston, were you asked to
6 speak, to come here to speak?

7 **MR. BOYLSTON:** I was asked -- I was told of
8 this, but I can assure you that we are not shy to say no
9 to people that we do not want to speak on behalf of.

10 **MR. KELLY:** Sure.

11 **CHAIRMAN BROWN:** Thank you.

12 Next customer, please.

13 **MR. KELLY:** After Mr. Fuller is Ms. Susan
14 Hicks.

15 **MR. FULLER:** Good morning. The reason I'm --
16 well, my name is George Fuller. I live at 3860 Afton
17 Circle. My telephone number is (941)924-9614. The
18 reason I'm here is I opted out of the smart meter plan,
19 and it was due to health concerns.

20 Following graduation from college, I moved to
21 Chicago and was employed by Victor Gasket Company. We
22 made -- manufactured gaskets for OEM automotive products
23 and aftermarket. One of the main components of gaskets
24 is asbestos. While employed at Victor, never was a word
25 said about the health problems asbestos could cause.

1 Fifty years later I'm now involved in a class action
2 lawsuit that has stretched over for a decade against the
3 suppliers of asbestos. I'm sure you see ads every day
4 on TV from law firms soliciting people exposed to
5 asbestos who have ended up with asbestosis.

6 When, I don't recall, I developed tinnitus.
7 Tinnitus is a constant ringing in the ears, 24 hours a
8 day, seven days a week. What caused it is unknown,
9 although several possibilities are offered, including
10 EHS, electro hypersensitivity. I mention the above to
11 let you know I didn't refuse the so-called smart meter
12 to be obstinate, but rather cautious about my health
13 concerns.

14 Google smart meters and you'll see articles
15 concerning the safety of smart meters. Should I be
16 penalized because I'm cautious? Talk about penalizing,
17 here are a few facts for you. My total FPL charges
18 include a customer charge, whatever that is a; a fuel
19 charge; a nonfuel charge, whatever that is; a storm
20 charge; a gross receipts tax charge, why, I don't know;
21 and an on-call credit. The total charges for the past
22 12 months were \$783. The penalty charge to have a guy
23 come out and read my meter was an additional \$156. So
24 divide 156 by 783, and the percent just to read my meter
25 is an astounding and exorbitant 21 percent. Is there

1 anyone in the room that thinks a 21 percent charge to
2 read a meter is not exorbitant?

3 Previously my meter was read at no charge as
4 part of the service. There's no reason that should have
5 changed. The charge should end now and all previous
6 penalty charge payments returned to customers. That's
7 it.

8 **CHAIRMAN BROWN:** Thank you for your testimony.

9 Commissioners, any questions?

10 Thank you very much.

11 **MR. FULLER:** You're welcome.

12 **MR. KELLY:** After Ms. Hicks is Alexander Hays.

13 **MS. HICKS:** Good morning. My name is Susan
14 Hicks. My address is 2560 Arapaho Street in Sarasota.
15 My phone number is (941)922-7671. And I am an FPL
16 customer who refused the turnover to the smart meter but
17 caved because of the extra charges, and I think we
18 should be allowed to get it back.

19 I ask you to deny this rate increase. They
20 are already going to make \$1.6 billion in profits
21 without a rate increase. Anything above that is
22 exorbitant. And I hardly believe that St. Martha's,
23 Lakewood Ranch, or The Pines think that more than
24 \$1.6 billion in profits is necessary to continue good
25 service.

1 FPL wants us to fund their investment in the
2 future. Why should we do this? Over half the homes and
3 businesses in Florida pay them for electricity, yes, and
4 they provide a decent service, but they enjoy a monopoly
5 status granted to them by the state. We have no option
6 of investing in any other power company, we have no say
7 in how many millions of dollars they pay their C suite
8 executives, and we have no accurate accounting for the
9 full scale of political contributions they make each
10 year to influence those in powers to keep FPL in its
11 unchallenged, powerful position in this state.

12 Who are they accountable to? Their investors.
13 Who do they pay dividends to? Their investors. Who
14 should fund their research and development? Their
15 shareholders. Unlike investors who have some say in
16 their corporate operations, we have none.

17 The nuclear cost recovery law, which they
18 helped push through the legislature, allows them to
19 collect money from ratepayers to fund a proposed
20 expansion of Turkey Point to collect hundreds of
21 millions of dollars. The plans have been put on hold
22 because of problems they've created. Clean water, well,
23 not around the Turkey Point plant. Right now there's
24 polluted water with tritium in it. Meanwhile, they want
25 to continue to collect funds for this project.

1 FPL thwarts all efforts to allow Floridians to
2 pursue energy self-sufficiency through alternative
3 energy through solar power. I'm appalled at how much
4 energy they put into keeping their stranglehold on our
5 ability to create solar power. Yes, they do it because
6 they know it makes sense, but they don't want us to do
7 it because they want to keep Florida Power & Light
8 operating at a considerable profit.

9 The system in our state is flawed. Please do
10 not allow this utility monopoly to make more money from
11 us ratepayers through this rate hike. We, the people,
12 ask you to put the P, the people, the public in the
13 front of the Public Service Commission and deny this
14 utility's request for this excessive rate hike.

15 **CHAIRMAN BROWN:** Thank you, Ms. Hicks.

16 Commissioners, any questions?

17 Thank you for your testimony.

18 **MR. KELLY:** Excuse me. After Mr. Hays is
19 Victor Rohe or Rohe.

20 **MR. HAYS:** Hi. Good morning. My name is Alex
21 Hays. I work with a local developer here in town. We
22 develop, finish lots, and sell them to home builders.
23 Our office address is 5310 Clark Road, Suite 106. The
24 number is (941)552-6705.

25 And I just wanted to say, I guess, a couple of

1 things. I appreciate working with FPL on a few of our
2 projects in town. They've helped save us literally tens
3 of thousands of dollars, helped on a site that was
4 previously abandoned. They're restoring power lines,
5 allowing us to operate heavy equipment off of, you know,
6 their power as opposed to bringing in large diesel
7 equipment. And throughout the process of, you know, our
8 work, we appreciate working with the representatives
9 that we have.

10 The only suggestion, I guess, I would make a
11 little off topic from the rate increase is if the -- if
12 there's a way to kind of expand the fees that we could
13 pay as a developer to allow a little more flexibility in
14 generating subdivision plans or kind of enabling us to
15 finish our projects more quickly, we certainly would be
16 willing to pay for it if that option was there. But
17 that's about it.

18 **CHAIRMAN BROWN:** Thank you, Mr. Hays. And
19 there are customer service representatives from FPL
20 here. I'm sure they'd be happy to talk to you about
21 that.

22 Commissioners, any questions?

23 Mr. Kelly has one.

24 **MR. KELLY:** Mr. Hays, is your development
25 company in favor of the increase?

1 **MR. HAYS:** I don't know either way.

2 **MR. KELLY:** Okay. Fair enough.

3 **MR. HAYS:** Thank you.

4 **CHAIRMAN BROWN:** Thank you.

5 Next customer, please.

6 **MR. KELLY:** Is it Rohe?

7 **MR. ROHE:** It's Rohe.

8 **MR. KELLY:** Rohe. Sorry. He'll be followed
9 by Mr. John Williams.

10 **CHAIRMAN BROWN:** Hello.

11 **MR. ROHE:** Hi. My name is Vic Rohe. I live
12 at 4152 Woodview Drive in Sarasota, Florida. I'm
13 retired. In my prior life I was a financial counselor
14 with Smith Barney.

15 One of the prior speakers asked "How much is
16 too much?" and she kind of left it open. 11 percent is
17 too much. All right. Why? A lot of the speakers, they
18 said FP&L is a great company, great managed company, the
19 management team is great. I agree with that. In
20 general I agree with it.

21 There's a principle in investing called risk
22 is rate. I think FPL is so well managed, I think it's
23 actually probably a much safer investment even than the
24 10-year T bill. That seems like an extreme statement,
25 but I actually believe that. The return on a 10-year T

1 bill is 1.85 percent today. If risk is rate, we should
2 have -- the market, the free market is not operating
3 here.

4 You know, and probably most of the people in
5 this room don't know, that 11 percent means between
6 10 and 12. Right? They can go 1 percent each way. The
7 management team has been so great that in the last
8 period you had a -- their return was 10.5 percent. They
9 managed in the last two years to achieve 11.5. That's
10 good management.

11 To bring things into -- back a little closer
12 to the market, I think 8 to 9 percent would be -- that
13 range would be more appropriate. There is one area,
14 though, that I would take exception with the management.
15 Actually I don't take exception, but I think we should
16 talk about it. And that is that the management did
17 decide to roll over to the globalist surveillance and
18 control smart meter grid. All right? From a business
19 standpoint that made sense, all right, because the
20 globalists would hammer the company into the ground if
21 they didn't, but it doesn't mean that the ratepayers
22 should have to pay for it. If they -- if they made a
23 business decision to roll over to the smart grid meter,
24 I believe that that should be paid by just the
25 shareholders and the equity holders, not by the

1 ratepayers.

2 **CHAIRMAN BROWN:** Your time --

3 **MR. ROHE:** That's about it. That's about
4 everything I have to say. I appreciate it. Have a
5 great day.

6 **CHAIRMAN BROWN:** Just one second.

7 Commissioners, any questions?

8 Okay. Thank you for your testimony.

9 **COMMISSIONER PATRONIS:** Thank you.

10 **MR. ROHE:** Thank you.

11 **MR. KELLY:** After Mr. Williams is Mr. Frank
12 Brady.

13 **MR. WILLIAMS:** My name is John Williams, and
14 I'm a professor of physics and astronomy at
15 St. Petersburg College, and I'm also the faculty advisor
16 to the engineering club. And Florida Power & Light has
17 been gracious enough to host our engineering club each
18 of the last six years, and it's been a tremendous
19 opportunity for engineers, our young engineers to learn.
20 We've actually -- to give you an idea, last year I
21 called the director of media relations, Rae Dowling, and
22 I said, "Rae, you know, we'd like to -- we have about 25
23 to 30 young engineers that would like to come." And so
24 we set a date. I drove the van over with 25 to 30 young
25 engineers. We had a 45-minute beautiful seminar given

1 there in their conference room. Had two of the
2 engineers that were recent graduates there. Our
3 students had a chance to question them and ask questions
4 about the operation. We learned about clean energy,
5 solar, energy distribution, tracking systems, just a lot
6 of things that were very interesting.

7 I support the rate increase. My feeling is
8 that Florida Power & Light is a tremendous steward of
9 the environment. They're a leading company in the
10 state. I was impressed by Mr. Kelly's command of the
11 numbers. I know he'd do well in my physics class for
12 sure.

13 **MR. KELLY:** Apparently you don't know me very
14 well.

15 (Laughter.)

16 **MR. WILLIAMS:** I don't have any corresponding
17 numbers to give you, but I will say this about solar. I
18 am a huge proponent of solar. And I agree with the
19 first speaker, and I feel like that this Public Service
20 Commission and previous Public Service Commissions have
21 not done nearly enough to encourage solar in Florida,
22 not nearly enough. So I echo the first speaker when she
23 talked about solar.

24 **CHAIRMAN BROWN:** Thank you for your testimony.
25 Commissioners, any questions?

1 Yes, go ahead, J.R.

2 **MR. KELLY:** Mr. Williams, are you a customer
3 of FPL?

4 **MR. WILLIAMS:** No. I live in Tarpon Springs.

5 **MR. KELLY:** Okay. Thank you.

6 **CHAIRMAN BROWN:** Next customer, please.

7 **MR. KELLY:** After Mr. Brady is Pat Wayman.

8 **MR. BRADY:** Good morning. Can you hear me?
9 Okay.

10 **CHAIRMAN BROWN:** Yes.

11 **MR. BRADY:** My name is Frank Brady, and I'm
12 clearly the only person who dressed appropriately for
13 today. (Laughter.)

14 **CHAIRMAN BROWN:** For a Friday afternoon,
15 Friday morning.

16 **MR. BRADY:** Yeah. I live in Englewood, 1750
17 Parker Drive, zip 34223. Phone number, (941)460-6288.
18 I've been a Florida FPL residential customer for six
19 years. Before that my wife and I lived in New York
20 City, and the electric company was Con Ed; we moved to
21 Long Island, Wilco; up to Rochester with RG&E. They all
22 have a few things in common; they were all terrible.
23 High rates; shoddy service; a dinosaur mentality, we've
24 always done it this way, we'll always do it that way;
25 and arrogant. The only game in town. If you don't like

1 it, build your own power plant.

2 We came to here and didn't know what to
3 expect, and we were very happy to see that the rates are
4 lower, their service is good, and the rates have been
5 going down. That was a surprise. What company lowers
6 their rates?

7 As far as growing -- we believe that FPL has
8 to grow because the population of Florida is growing.
9 It's the third largest population center in the country
10 after California and Texas, and that's not counting for
11 snow birds and tourists.

12 And I did a little research. FPL is not a
13 dinosaur. They're ahead of the curve. They only have
14 4 percent coal power plants. Almost 90 percent clean
15 energy: 23 percent nuclear, 68 percent natural gas. If
16 every -- that's -- if every utility company in the
17 country was like that, we wouldn't have to be dealing
18 with people from the Middle East that don't like us very
19 much.

20 I also checked financial analysts for NextEra,
21 the parent company -- Merrill Lynch, Edward Jones,
22 Morgan Stanley, Barclays, Deutsche Bank, Wells Fargo, TD
23 Ameritrade -- the consensus was a strong buy for
24 NextEra, the parent company. So these are smart people.
25 They're doing something very smart. And I have a

1 problem with people saying, oh, excessive profits or
2 excessive rate of equity to debt. That's arbitrary and
3 subjective. Let the market decide.

4 You Commissioners are like jockeys and you
5 have to hold the reins, and that's correct, but you're
6 riding a thoroughbred here. So let this horse go. FPL
7 is a thoroughbred, and they have to go and they'll take
8 us to places we've never been before.

9 **CHAIRMAN BROWN:** Thank you for that analogy.

10 Commissioners, any questions?

11 Thank you for your testimony.

12 **MR. KELLY:** Mr. Brady, were you asked to come
13 speak today?

14 **MR. BRADY:** I was asked to come here by a
15 friend who works for FPL. But if she had worked for
16 Comcast or Sprint, I would have come and told you how
17 much I hate them. (Laughter). So, no, I believe every
18 word I said. I believe that.

19 **MR. KELLY:** Thank you.

20 **CHAIRMAN BROWN:** That's great.

21 **MR. KELLY:** After Ms. Wayman is Angie (sic)
22 Ross.

23 **MS. WAYMAN:** Good morning. My name is Pat
24 Wayman. I am at 3071 Border Road in Venice, Florida.
25 So I drove all the way up here today. I wanted to speak

1 to you and request that you not allow any increase. Why
2 is FP&L requesting the public to pay for their -- their
3 return on investment? Why do we end up in the end run
4 paying for the investors' dividends? You know, we are
5 people who are retired here and you have a lot of people
6 who get breaks. Are we paying for them as well? People
7 who are partners. We don't get that break. So they're
8 making billions of dollars, and they're increasing it
9 from last year. They had an increase. I was reading in
10 the Palm Beach Post, okay, they had an increase from
11 last year to this year of millions, and now they want us
12 to pay them more.

13 And in addition, they just put in a plant in
14 the Bradenton area, and they -- or the Tampa area, and
15 they promised in the paper, it said their rates would
16 decrease. And now we're facing an increase. This
17 doesn't make sense. It just doesn't.

18 I'm one of those people who -- my background
19 is in chemistry. I have a degree in chemistry, so I'm
20 very scientifically oriented. So when I saw that they
21 were coming out with the smart meter, I did my research.
22 I looked at it and I said, "Whoa. This is not something
23 that is safe." It has not been determined safe. It has
24 been determined that it doesn't heat things, but never
25 does it say it is safe. And now they're saying that

1 cell phones can cause cancer. What did they say about
2 asbestos? The reason the gentleman brought up asbestos
3 was because they didn't know at the time what it did,
4 but now they do, and look what price we paid. Insurance
5 companies are no longer insuring cell phone companies
6 because the risk is too great. There is a potential
7 health hazard there.

8 Now can you imagine all of these meters on the
9 side of every home, every business, banks of meters on
10 apartment buildings that are pulsing every single minute
11 all day long? This has to stop. You're supposed to
12 take care of our health. Think of all the older people
13 who are fragile here and the young people who have --
14 send their kids to school, and their school meters and
15 their towers are constantly battering them with these
16 frequencies that we frankly do not know about. It's
17 wrong.

18 **CHAIRMAN BROWN:** Thank you for your testimony.

19 Commissioners, do you have any questions?

20 Thank you.

21 **MR. KELLY:** The last speaker is Ms. Ross that
22 I have signed up, Madam Chair.

23 **MS. ROSS:** Good morning, Madam Chair,
24 Commissioners. Thank you for allowing me to speak. My
25 name is Annie Ross.

1 **MR. KELLY:** Sorry.

2 **MS. ROSS:** I know, I'm an engineer, so
3 horrible writing. But I'm here today. I was asked to
4 be here. I am not an FPL customer. I'm actually a
5 Peace River Electric customer. My number is
6 (941)302-8800. And I'm here because I'm also a -- in my
7 professional life I've represented two different
8 communities here for the local government, and so I've
9 dealt with Florida Power & Light when the customers are
10 not happy with what their service has provided.

11 In two different situations we had some
12 outages, and they were a series of outages caused by
13 lightning strikes and caused by equipment failure. But
14 what I wanted to tell you is they're always -- the local
15 group is always willing to come speak to their
16 customers. We've had multiple public meetings with
17 them. And they don't just bring one representative that
18 just does the public relations portion, they bring the
19 whole team. So they have the engineers on staff.
20 Because here in Florida we have very intelligent
21 residents. We've got a lot of retired engineers, we've
22 got retired scientists, just as the lady had left right
23 now, and they ask very pointed questions. They ask
24 about "What are you doing? How are going to prevent
25 this in the future?" And by bringing their full team

1 and bringing that kind of customer service to them, they
2 respect the customer and show them that they're here to
3 help, and also we make mistakes, however, we try and do
4 all we can to minimize the outages and anything that can
5 cause trouble to the customers.

6 So not being an FPL customer, I don't have an
7 opinion on the rate increase. But if you'd like to
8 extend their rates to Florida PRECO, I would really
9 appreciate it. Thank you very much.

10 **CHAIRMAN BROWN:** Thank you.

11 Commissioners, any questions?

12 Okay. Thank you very much for your testimony.

13 **MS. ROSS:** Thank you.

14 **CHAIRMAN BROWN:** And it looks like we have no
15 other speakers signed up. If there's anybody here left
16 to speak.

17 (No response.)

18 We -- I want to take this time to thank each
19 of you for coming out here from all different areas
20 around the service territory. Your comments and
21 testimony will help us, assist us in this proceeding,
22 and we will absolutely take them into consideration.

23 Commissioners, if you don't have any final
24 comments, this service hearing is adjourned. Thank you.

25 (Service hearing adjourned at 10:58 a.m.)

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 10th day of June, 2016.

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