

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 ART GRAHAM
COMMISSIONER RONALD A. BRISÉ
COMMISSIONER JIMMY PATRONIS

DATE: Thursday, June 16, 2016

TIME: Commenced at 6:00 p.m.
Concluded at 7:56 p.m.

PLACE: Museum of Arts and Sciences
352 S. Nova Road
Daytona Beach, Florida 32114

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

1 APPEARANCES:

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

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P R O C E E D I N G S

1
2 **CHAIRMAN BROWN:** Okay. Good evening,
3 everyone. I'd like to welcome you to this customer
4 service hearing in the Florida Power & Light rate case.
5 If you could, please, take your seats, and I'd
6 appreciate that.

7 My name is Julie Brown, and I have the
8 privilege of being Chairman of the Florida Public
9 Service Commission. And I'm delighted to be here in
10 this beautiful facility that's very unique for a
11 customer service hearing, I may add. We -- our place
12 that we had it the previous time that Florida Power &
13 Light had a rate case has closed, so the museum has
14 graciously offered it to us. So we really -- we
15 appreciate it. We appreciate you all understanding. It
16 is a nontraditional facility, but it's a little fun, so
17 maybe we could all go to the planetarium afterwards and
18 enjoy it.

19 So I'd all -- we have -- with me today are the
20 Commissioners on the Florida Public Service Commission,
21 although we are missing one who is very ill and has
22 probably infected all of us. She's been traveling with
23 us doing these customer service hearings, and she had to
24 leave because she is very sick. But I'd like to give
25 the Commissioners an opportunity to introduce themselves

1 and welcome you all to this customer service hearing,
2 starting with my colleague Commissioner Brisé.

3 **COMMISSIONER BRISÉ:** Hello. Good evening. My
4 name is Ronald Brisé, and I'm glad to be here with you
5 this evening. We want to hear from you, and we are very
6 interested to hear about your experiences and what your
7 thoughts are on the proposed rate plan by Florida Power
8 & Light. So thank you for being here this evening.

9 **COMMISSIONER GRAHAM:** Good afternoon or
10 actually good evening. My name is Art Graham, and ditto
11 to what he said.

12 **COMMISSIONER PATRONIS:** Good evening. Thank
13 you for your attendance. My name is Jimmy Patronis, and
14 this is my first time here at a rate hearing for FP&L
15 here in Daytona Beach. I look forward to your
16 commentary and will take all your thoughts and feelings
17 into consideration.

18 **CHAIRMAN BROWN:** Thank you, Commissioners.
19 Staff counsel, will you please read the
20 notice.

21 **MS. BROWNLESS:** Yes, ma'am. By notice issued
22 May 2nd, 2016, this time and place has been set for a
23 customer service hearing in Docket No. 160021-EI,
24 petition for rate increase by Florida Power & Light
25 Company.

1 **CHAIRMAN BROWN:** Thank you. And at this time,
2 we'll take appearances of counsel. And I just want to
3 inform counsel that the podium is right there, so
4 please, starting with Florida Power & Light, please make
5 your appearance.

6 **MR. BRYAN:** Thank you, Chairman Brown and
7 Commissioners.

8 Good evening. My name is Patrick Bryan, and I
9 represent Florida Power & Light Company. Thank you.

10 **CHAIRMAN BROWN:** Office of Public Counsel.

11 **MR. KELLY:** Thank you. Excuse me. Thank you,
12 Madam Chair.

13 Good evening. My name is J.R. Kelly. I'm
14 with the Florida Office of Public Counsel, and we're
15 appearing here on behalf of the ratepayers of Florida
16 Power & Light.

17 **CHAIRMAN BROWN:** Thank you.

18 **MR. WRIGHT:** Good evening. Thank you, Madam
19 Chairman.

20 My name is Robert Scheffel Wright. I
21 represent the Florida Retail Federation in this
22 proceeding.

23 **CHAIRMAN BROWN:** Thank you so much.

24 And first off before we begin the proceeding,
25 I just want to thank you all for taking the time out of

1 your schedules to come here tonight. You could be doing
2 a lot of different things, so we really appreciate you
3 coming to testify before us tonight. And this is your
4 meeting. This is -- that is the primary purpose of this
5 service hearing. And it's an opportunity for you to
6 express your thoughts, concerns, comments related to the
7 company's request.

8 Later on in the process, later in August, we
9 will have a technical hearing that will go for about two
10 weeks where we'll take evidence, and the Commission will
11 evaluate the substance and evidence of the case and then
12 ultimately make a decision later on in the year. But
13 this is a very important part of our overall process, so
14 we appreciate you being here today.

15 I want to note that there are Florida Power &
16 Light customer service representatives here to talk
17 about any billing or service issues that you may have,
18 and you may address it with them after you testify or
19 beforehand. And if you have a question for the Public
20 Service Commission, for us specifically, we have staff
21 here.

22 And I'm just going to read through the variety
23 of staff members we have here for the record, so please
24 if you'll entertain me on that. We have from our
25 Accounting and Finance Department, we have Bart

1 Fletcher; we have Economics, Judy Harlow; Engineering,
2 Tom Ballinger; General Counsel, Suzanne Brownless; our
3 Public Information Office, we have Dick Durbin, Cindy
4 Muir, and Kelly Thompson; our very special court
5 reporter, Linda Boles, is here, who is transcribing this
6 meeting today.

7 So this is an official hearing. It will
8 become part of the official record in this docket. So
9 as such, you will need to be sworn in, and we'll get to
10 that in a little bit. And I want you to understand that
11 part of the swearing in process and the testifying
12 before us subjects you to cross-examination. And it's
13 not scary or anything, but any of the Commissioners up
14 here can ask you questions as well as any of the
15 parties. And so that can occur too.

16 But at this time, I would like to ask you all
17 to please silence your phones or other devices so that
18 we can proceed accordingly and not have any
19 interruptions during the flow of this customer service
20 hearing.

21 We are having nine customer service hearings
22 around the state, and we really strive to run a very
23 efficient proceeding, so we ask that you be respectful,
24 mindful of your fellow neighbor. Please don't make any
25 interruptions. Please don't scream, yell, clap. We

1 would -- we really do appreciate the professional nature
2 of these proceedings, so we ask you to abide by those
3 too accordingly.

4 And you may have noticed when you signed in up
5 front that there were sign-up sheets. And if you would
6 like to speak, you do kind of need to sign up for that
7 in advance. If you are -- don't like to speak in public
8 and you'd rather write some comments, you can do that as
9 well. We have written comments that we take into
10 consideration. You could submit those today. You could
11 mail them in, you could bring them to your neighbor, but
12 we will treat them equally along with the verbal
13 comments. So whether your comments are made today or in
14 writing, they're given the same weight that is due.

15 And now I would like to invite the parties and
16 the intervenors to present brief opening statements in
17 the following order: Florida Power & Light, Office of
18 Public Counsel, and Florida -- and Retail Federation.
19 FPL, the petitioning party, has six minutes; Office of
20 Public Counsel has six minutes; and Retail Federation
21 has three minutes. And so with that, if you could turn
22 your attention to the podium, we will have Mr. Bryan
23 from Florida Power & Light.

24 **MR. BRYAN:** Thank you, Chairman. Good evening
25 again. Before you hear from Marlene Santos, who is

1 FPL's Vice President of customer service, I wanted to
2 briefly reiterate one thing that Chairman Brown
3 mentioned briefly, and that is that FPL has brought
4 several customer service representatives to the building
5 tonight. They are available to meet with you. If you
6 have a question about your bill, a problem with your
7 service, they've got computers hooked up so they can
8 access your account information right away, and they'll
9 do their very best to answer your question or solve your
10 problem tonight. And they're located in a room, we have
11 a sign out, that's a customer assistance room. It's up
12 that hallway and to your right. Okay. Marlene.

13 **MS. SANTOS:** Thank you, Commissioners, and
14 thank you to all of our customers who are here tonight.
15 We truly appreciate the fact that you're here, and we're
16 looking forward to listening to all of your feedback. I
17 am very proud to be among the nearly 9,000 FPL employees
18 whose mission is to provide all of you with reliable,
19 affordable, and clean power every single day.

20 As a regulated energy company, the Public
21 Service Commission oversees our operations and sets our
22 rates to ensure we are delivering safe and reliable
23 power at fair prices.

24 As part of our request for new base rates
25 beginning in 2017, we're here today to hear from you.

1 Today your service is cleaner and more reliable than
2 ever before, while the typical residential customer bill
3 is lower than it was ten years ago. This did not happen
4 by accident. It's because we've made a commitment to
5 you, our customers, to be the best utility possible. We
6 know that's what you expect, and you deserve better than
7 average performance. That's why we're proud to provide
8 reliability that is best in Florida and 44 percent
9 better than the national average, while our typical
10 residential bills are 30 percent lower.

11 So let's talk about why we're here today. The
12 base rate is just a portion of your bill that pays for
13 most of the infrastructure investments we make to
14 improve your service and help keep costs down over the
15 long term. For example, FPL has been investing for
16 years in high-efficiency power generation but uses less
17 fuel to generate cleaner power primarily because we're
18 using cleaner burning natural gas and using it more
19 efficiently.

20 These smart investments continue to pay off
21 for all of us. Since 2001, we've reduced our oil use by
22 more than 98 percent, which in turn has prevented an
23 estimated 95 million tons of carbon emissions and saved
24 you more than \$8 billion on the fuel component of your
25 FPL bill.

1 While fuel prices will always have an impact,
2 it is important to remember that a key reason for our
3 low bills is the fact that we now use less fuel because
4 of our investments in cleaner, more efficient power
5 plants. Since our last base rate request four years
6 ago, we have been investing billions of dollars to
7 continue to improve your service. In fact, we've
8 invested more than we've made, but many of those costs
9 are not included in the rates that you currently pay.

10 So we submitted a proposal to the Public
11 Service Commission to approve three base rate increases
12 phased in over four years. The numbers associated with
13 our request are large, but so is Florida Power & Light.
14 We're one of the largest utilities in the country,
15 serving more than 10 million people. What's important
16 for you to know is we expect that through 2020 typical
17 residential and business bills will remain lower than
18 they were in 2006. Our four-year plan will help us
19 continue to improve the reliability and resiliency of
20 FPL's electric grid and further modernize how we
21 generate power.

22 Let me give you some examples. First, our
23 smarter energy grid allows us to identify potential
24 outages before they happen and take action to prevent
25 them. And when outages do occur, we can respond quickly

1 and more efficiently, reducing the length of time that
2 your power is out. We're continuing to make our grid
3 even smarter and more responsive to further improve your
4 service.

5 Second, we're working hard to make sure the
6 electric system is better prepared to respond to storms.
7 We've strengthened many of the main power lines that
8 serve critical community facilities. Right here in the
9 Daytona Beach area, we're strengthening the main power
10 lines serving the Volusia County Fire Station at Daytona
11 Beach Fire Department headquarters, the Brennan Water
12 Treatment Plant and wastewater treatment facility in
13 Port Orange and Ormond Beach, as well as Halifax Health
14 Medical Center and Florida Hospital Memorial Medical
15 Center.

16 In addition to further improvements in
17 reliability, we continue to invest in clean, efficient
18 power generation. We're building three new solar power
19 plants that are among the largest in the southeast U.S.
20 and moving forward with the future FPL Okeechobee Clean
21 Energy Center.

22 Like past projects supported by base rates,
23 our proposal is designed to help keep costs down over
24 the long term. However, we're also mindful of those who
25 may need help paying their energy bill. We have several

1 options to help our customers in need with payment
2 assistance, and we have employees here today that can
3 help. We've asked local customers who have said they
4 value our service if they would be willing to share
5 their thoughts today.

6 All of us -- Florida Power & Light; the Public
7 Service Commission; Mr. Kelly, who represents all of our
8 customers in this process; and the other parties here
9 today -- look forward to hearing from you. At FPL,
10 we're proud to be part of Florida, and we work hard
11 every day to provide you affordable, clean power 24
12 by 7.

13 As an FPL customer myself, I assure you that
14 we are committed to exceeding your expectations today
15 and continually improving for tomorrow. Thank you for
16 being here today and for the opportunity to serve you.

17 **CHAIRMAN BROWN:** Thank you so much,
18 Ms. Santos.

19 And now we have Mr. Kelly with the Office of
20 Public Counsel.

21 **MR. KELLY:** Thank you, Madam Chair.

22 And good evening -- excuse me -- good evening
23 again. My name is J.R. Kelly, as I mentioned earlier,
24 and I have the pleasure of representing you, the
25 ratepayers of Florida Power & Light. Our office

1 represents the residential customers, the commercial
2 customers, and the industrial customers of Florida Power
3 & Light, every customer of Florida Power & Light.

4 Why are we here tonight? We're here because
5 Florida Power & Light has filed a request for a
6 \$1.3 billion annual increase in their rates, and they
7 want to get it in three separate years. They want
8 \$866 million additional starting next year, another 600
9 -- excuse me -- another \$262 million in 2018, and then
10 midway through 2019 another \$209 million.

11 We've intervened in this case, we've hired
12 seven expert witnesses, and we will be contesting
13 everything that we do not feel Florida Power & Light has
14 been prudent and reasonable in what they're asking for.

15 We have not been able to identify yet all the
16 issues that we're going to testify and contest, but I
17 want to name -- at least give you a few of the areas
18 that we have identified so far.

19 The first one is excess profit. Florida Power
20 & Light is asking for a return on equity of 11 percent.
21 We believe that that is excessive and is not warranted
22 in today's economy. And when you compare it to what
23 other utilities in Florida and around the nation have
24 been awarded, we believe it's too high. Our expert is
25 currently reviewing all of the information and evidence

1 in the case, and he is going to be recommending a return
2 on equity somewhere around or below 9 percent.

3 Now let meet put that in perspective. One
4 percent, or 100 basis points, means you pay Florida
5 Power & Light another \$240 million per year. So if you
6 go from 11 percent, what they're asking for, down to
7 9 percent, what we will be recommending, or somewhere
8 below that, that's 400 -- excuse me, 440 -- excuse me --
9 \$480 million a year that would be reduced from your
10 rates. Folks, that will not, it will not affect the
11 safe, adequate, and reliable service that Florida Power
12 & Light is providing you today. It is excess profit.

13 Another issue that we've identified is capital
14 structure. The way a corporation raises capital is two
15 ways. One is equity. They sell shares. Shareholders
16 buy into the company. That's equity. Another way is
17 debt. And debt is raised -- debt equity -- excuse me --
18 debt capital is raised when a company goes and borrows
19 money or sells bonds.

20 Now in this particular case, when a company
21 goes out and sells shares to raise equity capital, that
22 is more expensive than debt capital. So you would
23 expect a prudent utility to look for and get an even
24 balance of their equity and debt ratios when they're
25 raising capital.

1 Let's look at the facts of this case. Their
2 own expert, who is recommending an 11 percent ROE,
3 return on equity, as being reasonable, is using a proxy
4 group of comparable utilities from around the United
5 States. They have an equity ratio of 48 percent. Keep
6 that in mind, 48 percent. NextEra, who is Florida Power
7 & Light's parent company, has an equity ratio of 44
8 percent. The expert that Florida Power & Light is
9 using -- excuse me -- the equity ratio that Florida
10 Power & Light is asking for in this case is 60 percent,
11 60 percent compared to the 48 and 44. Our expert is
12 going to be recommending a 50/50 split. We think that
13 is more than fair and reasonable, especially when you
14 compare it to their own expert's proxy group of 48
15 percent and NextEra, their parent, who has a 44 percent
16 equity ratio.

17 What does that mean to you? The difference in
18 going from 60 percent to 50 percent is \$359 million per
19 year that you, the ratepayers, would pay. That will not
20 affect the safe, adequate, and reliable service that you
21 get from Florida Power & Light. It is excess profit.

22 In addition, Florida Power & Light is asking
23 for a 50 -- excuse me -- 50 basis points, or .5 percent,
24 bonus profit margin because, one, they have the cheapest
25 rates in Florida, and, two, they're a good utility.

1 Folks, I don't argue that they're a good utility, but we
2 oppose them having a performance adder, which is nothing
3 more than \$120 million more a year you would pay into
4 the pockets of their shareholders simply because they
5 want it.

6 Folks, let's keep in mind they are a monopoly.
7 You have no say-so in who your electric provider is.
8 And, number two, the bottom line is this: They should
9 not be rewarded for doing what they're supposed to do.
10 They're supposed to provide you safe, adequate, reliable
11 service. They do that. They should not then make you
12 pay them additional profit.

13 There's some other areas that we have yet to
14 identify dollar-wise but some areas that we're going to
15 be looking at -- depreciation expense, storm hardening,
16 vegetation management expenses, et cetera -- that we
17 will be recommending some decreases later on in this
18 case

19 Now let me say what this case is not about.

20 **CHAIRMAN BROWN:** You have 20 seconds left.

21 **MR. KELLY:** Okay. This case is not about
22 personalities. Florida Power & Light is a very good
23 company. It's manned by very, very good employees. We
24 do not dispute that, ladies and gentlemen.

25 What this case is about is Florida Power &

1 Light has the obligation, the burden to prove that
2 everything they're asking for is reasonable and prudent,
3 and we will contend everything that we do not think that
4 they meet that burden.

5 Please take this opportunity tonight to come
6 and speak and tell the Commission what you think about
7 the quality of service and what you think about the rate
8 case, and I look forward to your comments. Thank you.

9 **CHAIRMAN BROWN:** Thank you, Mr. Kelly. Thank
10 you so much for your opening statements.

11 Now we will turn to Florida Retail Federation,
12 Mr. Schef Wright.

13 And, again, I'd like to thank the customers
14 here in the audience for turning their attention, again,
15 it's a little unconventional, but thank you for, you
16 know, looking over there. Thank you.

17 Mr. Wright, you have the floor.

18 **MR. WRIGHT:** Thank you, Madam Chairman,
19 Commissioners.

20 Good evening. My name is Schef Wright. I was
21 born and raised in Miami. I want to tell you I'm
22 especially glad to be here because I have a special
23 place in my heart for Daytona Beach. My dad was born
24 here 99 years ago. He passed away a couple of years
25 ago, but he had a long, happy, healthy life, and I'm

1 proud to be his son.

2 I've worked in energy in Florida for more than
3 35 years, including service on Governor Bob Graham's
4 Energy Office and seven years of service on the staff of
5 the Florida Public Service Commission before I got a
6 break and went to law school.

7 In this proceeding, I have the privilege of
8 representing the Florida Retail Federation, a statewide
9 organization of more than 8,000 members from the largest
10 groceries, pharmacies, department stores, big box
11 stores, electronic stores and so on, to thousands of mom
12 and pop establishments.

13 On behalf of our stores, our companies, our
14 employees, and on behalf of you, our customers who come
15 shop in our stores, we work alongside with, we advocate
16 with, we fight with your public counsel, Mr. Kelly and
17 his staff, for lower rates, for the lowest possible
18 rates that are still consistent with Florida Power &
19 Light doing its job of providing safe and reliable
20 service. We know nothing is free, and we want a healthy
21 Florida Power & Light Company.

22 FPL is a well-run company. They have a
23 wonderful fleet of efficient power plants. They have
24 thousands of dedicated workers. But that's not what
25 this case is about. This case is about how much money

1 they need to provide safe and reliable service.

2 We oppose their increase. Why? Because next
3 year, 2017, their own filing shows that they can pay all
4 their costs, all their employees, all the fuel, all the
5 materials and supplies, everything else, pay all their
6 interest on their bonds, and still have more than
7 \$1.6 billion of profit. They want -- next year they
8 want another \$866 million of y'all's money as additional
9 profit. We believe this is excessive.

10 They want an after-tax rate of return of 11.5
11 percent. That's before tax of 18.7 percent. We believe
12 that's excessive. Even a 9 percent return, such as will
13 likely be advocated by the Public Counsel's witness, is
14 plenty. That's 14.4 percent before taxes, folks. 11.5
15 percent is just excessive. We are confident that when
16 all the evidence is in --

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

18 **MR. WRIGHT:** Thank you, ma'am. I'm almost
19 done.

20 We are completely confident that when all the
21 evidence is in and considered and weighed, it will show
22 that Florida Power & Light can do its job, provide safe,
23 adequate, reliable service, and earn a reasonable return
24 with no increase at all in 2017 and, at most, modest
25 increases in 2018 and 2019. This is your hearing. Tell

1 the Commissioners what you think. Thank you for coming.

2 **CHAIRMAN BROWN:** Thank you, Mr. Wright, for
3 your opening statements.

4 **MR. WRIGHT:** Thank you.

5 **CHAIRMAN BROWN:** I appreciate it.

6 At this time I believe Mr. Bryan has an
7 exhibit that he would like to proffer. It would be
8 Exhibit 9.

9 **MR. BRYAN:** Thank you, Chairman Brown. Yes.
10 At this time, I'd like to offer an affidavit of
11 publication from the News Journal, which is a local
12 newspaper of general circulation. The affidavit
13 demonstrates that FPL advertised this quality of service
14 hearing to the general public in accordance with the
15 Commission's instructions.

16 (Exhibit 9 marked for identification.)

17 **CHAIRMAN BROWN:** Thank you. Mr. Durbin will
18 take that from you, and I appreciate that.

19 And I know it's been a long day for so many of
20 you here, it's been a long day for us, and the most
21 important part of this day right now is here, and that
22 is the public comment portion. And, again, like I said
23 before, this is your meeting, and we want to give every
24 customer here an opportunity to be heard who has signed
25 up to speak.

1 Each customer will have three minutes to
2 speak. You'll go to the mic, the podium over there. We
3 don't have a reserve seating over there. But Mr. Kelly
4 will be calling up the people who have signed up in
5 order. He'll call up two at a time. The first person
6 is the one that'll go. The second one will be on deck.
7 And please be advised, though, that you do have three
8 minutes to speak. When it gets to yellow, you have
9 about 30 seconds roughly, so you should be wrapping it
10 up. When it gets to red, unfortunately we're going to
11 have to ask you to stop because we'd like every person
12 to have an opportunity to speak. You need to be
13 considerate of all of the neighbors that are here today
14 and use only the allotted time that has been allocated.
15 So we really appreciate your consideration of all of
16 that.

17 At this time, for all of those who would like
18 to speak tonight, please rise. We'll be swearing you in
19 today together. And raise your right hand with me.

20 Do you swear or affirm that you will present
21 the truth in this matter?

22 (Collective affirmative responses.)

23 (Witnesses collectively sworn.)

24 Thank you. Please be seated. Thank you.
25 When you come to the microphone, if you could, please,

1 do the following: Please state your name clearly.
2 This -- again, this is an official part of the hearing
3 and it is being transcribed. So we do have a court
4 reporter, who is sitting here who is transcribing every
5 word that we say. Please speak clearly. Please speak
6 your name, your address, your telephone number, and
7 whether you're an FPL customer or not, and we do
8 appreciate that. Again, Mr. Kelly will be calling out
9 the names. And so with that, Mr. Kelly, please call
10 your first customer.

11 **MR. KELLY:** The first customer is Mr. Jim
12 Judge, followed by Mr. John Morbitzer.

13 **CHAIRMAN BROWN:** Good evening.

14 **MR. JUDGE:** Good evening, Madam Chair, members
15 of the Commission. My name is Jim Judge, and I'm the
16 emergency management director for Volusia County. My
17 home address is 823 Black Duck Drive in Port Orange,
18 Florida.

19 I was asked to come tonight to speak by Larry
20 Volenec. And, of course, in any community and certainly
21 here in Volusia County, it's all about partnerships as
22 we prepare for disasters and they impact our community,
23 and I would tell you that there's no better partner than
24 FP&L. Larry is at our training, our planning and
25 exercise meetings. Larry also serves on a select group

1 as the manager's advisory group providing critical
2 information to the county manager during times of
3 disaster. You know, we -- we're always planning and
4 preparing for potential disasters that could come to
5 Volusia County, and we meet multiple times a year to
6 talk about not only what's going on with improvements in
7 the infrastructure and what's happening, but also ways
8 in which we work together. Because in a disaster, in a
9 situation like a tropical storm or a hurricane, we
10 obviously have to get the roads cleared. If there are
11 power lines down, we can't move. So it's important to
12 have FP&L at the table to be able to tell us what power
13 lines are hot and what aren't and where we can go,
14 because we want to not only get the roads cleared, we
15 want to get FP&L in there to get the lines up, get the
16 power turned on, but then also access for our fire, EMS,
17 and law enforcement. If the lines are down, they can't
18 do their job. So it's so critical that we have that
19 open line of communications at all time.

20 Florida Power & Light has a seat in the
21 emergency operations center. They're there for our
22 planning and training and, again, our hurricane
23 exercises, and they even come in on a quarterly basis to
24 provide updates to our community partners on what's
25 taking place within their operation.

1 So I appreciate the opportunity to speak on
2 their behalf. Again, they're great community partners,
3 and it's just great to have the relationship and the
4 ongoing partnership that we have.

5 **CHAIRMAN BROWN:** Thank you, Mr. Judge.

6 Commissioners, any questions?

7 Mr. Kelly.

8 **MR. KELLY:** Yes. Thank you, Madam Chair.

9 Mr. Judge, does the Volusia County Emergency
10 Management support this \$1.3 billion rate increase?

11 **MR. JUDGE:** No, sir, I'm not able to speak to
12 the increase. Certainly we understand that, you know,
13 maintaining things costs money, but I'm not authorized
14 to speak on that behalf.

15 **MR. KELLY:** Okay. Thank you, sir. I
16 appreciate you being here.

17 **MR. JUDGE:** Yes, sir.

18 **CHAIRMAN BROWN:** Thank you for your testimony.
19 Next customer, please.

20 **MR. KELLY:** After Mr. Morbitzer will be Ron
21 Neal.

22 **MR. MORBITZER:** Good evening, Madam Chair and
23 ladies and gentlemen. Thanks for hearing me out. And
24 I'm the facility manager for CSX Transportation, and we
25 have multiple services with FP&L. I also work with many

1 other electric companies: JEA, Georgia Power, a lot of
2 competitors. We have -- and I cover a territory from
3 Georgia to -- the middle of Georgia through all, down
4 through Miami and clear over to Mobile. So I've worked
5 very close with my customer representative with FP&L,
6 and he's been a great customer representative.

7 They let us know ahead of time if they're
8 having problems with the transformers so I can help them
9 get it changed out. If we're having meter problems, I
10 can help them get them changed out and taken care of.
11 He helps us take care of the traveling public. And as
12 you know, they provide service for us for crossing
13 protections, flashers, and gates, radio bases, multiple,
14 multiple services that have helped us, CSX
15 Transportation, help the traveling public.

16 And I am also an FP&L customer myself, you
17 know, living in the state of Florida. But I just wanted
18 to let y'all folks know that FP&L has done a really good
19 job helping us take care of the traveling public.

20 **CHAIRMAN BROWN:** Thank you. Can you please
21 spell your last name?

22 **MR. MORBITZER:** It's M-o-r-b-i-t-z-e-r.

23 **CHAIRMAN BROWN:** Thank you.

24 Commissioners, any questions?

25 Mr. Kelly.

1 **MR. KELLY:** Mr. Morbitzer, did someone from
2 FPL or someone ask you to testify tonight?

3 **MR. MORBITZER:** They didn't say testify.
4 My -- I have a company representative, Mr. Greg Cope,
5 who I have very good rapport with, and I also work with
6 Lucretia Allen. And like I said, I've depended on him
7 to provide us service, CSX, when we need, you know, some
8 service, and they take care of us. And then he also
9 said if I could, if the company didn't mind, if I could
10 come by and speak if I could, and I was more than happy
11 to help him out.

12 **MR. KELLY:** All right. And does CSX support
13 this \$1.3 billion rate increase?

14 **MR. MORBITZER:** Sir, at that point in time I
15 haven't talked to our legal counsel. I'm not at liberty
16 to go into that. I talked to my manager, you know. He
17 said he didn't have a problem with him. But I haven't
18 talked to our legal counsel, and I don't want to get
19 into that.

20 **CHAIRMAN BROWN:** Thank you.

21 **MR. KELLY:** Okay. Thanks.

22 **MR. MORBITZER:** But, you know, we're also a
23 company with 33,000 employees and --

24 **CHAIRMAN BROWN:** Sure thing. Thank you.

25 **MR. MORBITZER:** All right. Thank you, folks.

1 **CHAIRMAN BROWN:** Thanks for your testimony.

2 Next customer, please.

3 **MR. KELLY:** After Mr. Neal is Mr. William
4 Cummins.

5 **MR. NEAL:** Hello. My name is Ron Neal, and I
6 live at 24 Spinnaker Circle here in south Daytona Beach.
7 I'm speaking in reference to industry as well. I work
8 at Edgewell, which most folks don't know that company,
9 but we make Hawaiian Tropic and Banana Boat suntan
10 lotion here in Ormond Beach, so.

11 Florida Power & Light, I got involved with
12 them in 2007 when Playtex initially purchased Hawaiian
13 Tropic, and they've helped make a tremendous amount of
14 infrastructure improvements feeding -- to get our
15 reliability up at the plant. We had some reliability
16 issues back then, and it's greatly improved. And I've
17 been dealing with Duke Power, Delaware Electric Co-op,
18 others around the country, and Florida Power & Light is
19 on par with the best of the best. So thank you for your
20 support here.

21 As far as the rate increase, no one likes to
22 see a rate increase obviously, but I trust the system.
23 I'm very glad I'm not on the Commission and have to make
24 this difficult decision here.

25 But the only other comment I'd like to make

1 too was for industry, if there's other ways with the
2 rate increase that we can earn back credits, like the
3 time of use programs are really helpful. I'd like to
4 look again at some of the rebate programs. I know that
5 there were legal issues, like, with the roofing
6 programs, things like that, but any way that you can use
7 incentives.

8 Solar power, Florida is one of the largest
9 sunny states, but it's nowhere near in the nation for
10 solar. And we would consider that at our facility,
11 solar incentives, things likes that, that could help us
12 have programs as far as that goes.

13 **CHAIRMAN BROWN:** Thank you, Mr. Neal. And I
14 did recognize that there are Florida Power & Light
15 customer service representatives here. They'd be happy
16 to talk to you about those specific items.

17 Commissioners, any questions?

18 Mr. Kelly.

19 **MR. KELLY:** After Mr. -- I'm sorry. After Mr.
20 Cummins is Deana Gammero. I hope I pronounced that
21 right.

22 **CHAIRMAN BROWN:** Good evening.

23 **MR. CUMMINS:** Good evening to all the panel
24 members. I have some eight pages of written testimony
25 to enter into the record.

1 **CHAIRMAN BROWN:** Mr. Durbin will take that
2 from you, and that will be labeled as Exhibit 11 (sic).
3 But, of course, we do need your full name and address.

4 **MS. BROWNLESS:** Madam Chair, it's 10.

5 **CHAIRMAN BROWN:** Everybody tells me it's 10.
6 It's 10. Ten, Exhibit 10. Your time has not begun yet,
7 sir.

8 (Exhibit 10 marked for identification.)

9 **MR. CUMMINS:** Okay. Thank you.

10 **CHAIRMAN BROWN:** Can you just hold on one
11 second to see if we have -- if we could get that to
12 Public Counsel.

13 Mr. Cummins, you may begin.

14 **MR. CUMMINS:** Thank you, Madam Chairman, --
15 Chairperson, I should say. My name is William A.
16 Cummins. I live in 807 Black Duck Drive in Port Orange,
17 Florida. I've been there for 30 years. I'm a retired
18 Florida professional engineer, and that's what's brought
19 me here. And so I have a, in my testimony I have a
20 brief presentation that I'd like to read into the record
21 for everyone to hear.

22 So my testimony, my verbal testimony today is
23 guided solely by my professional engineering oath to
24 protect the health, safety, and welfare of the public
25 above all else. That's an oath I took 60 years ago --

1 no, 55 years ago. As servants of the public, all
2 members of your Commission, I hope, have taken that same
3 oath. I don't know if you take an oath when you become
4 a member or not. Do you? Do you really?

5 Okay. All the dangers I presented to you in
6 2012 have been validated worldwide; therefore, I would
7 direct my remarks toward the real culprits behind the
8 smart meter horror in this area.

9 The only entities that benefit financially
10 from the horror of a Florida Power & Light and -- are
11 the Florida Power & Light and the meter vendors.
12 Florida Power & Light is motivated by greed to sell
13 private information, and the vendors to replace all the
14 meters in the world. They seized upon the desires of
15 world governments to track and control the lives of
16 innocent populations. Smart meters are part of a
17 worldwide smart grid, which CIA Director Jim Woolsey
18 called stupid due to security problems. The horror was
19 recently exposed in Seattle, Washington, when corporate
20 level utility companies admitted smart meter technology
21 as being equated -- being equated with -- with
22 terroristic capabilities.

23 **COMMISSIONER GRAHAM:** Sir, you've got about 15
24 seconds left.

25 **MR. CUMMINS:** Okay. I've got to skip down to

1 the bottom then, but my testimony is with you. They are
2 not private, these smart meters, they are not healthy,
3 they're not green, and they're not safe. In addition to
4 my printed testimony, please accept these remarks as
5 proof of the horrors of smart meters. I hereby
6 recommend that the Commission not only deny the Florida
7 Power & Light rate increase, but investigate Florida
8 Power & Light for smart meter grid terrorism.

9 **COMMISSIONER GRAHAM:** Thank you.

10 **MR. CUMMINS:** Because anybody -- any hacker
11 can turn off our systems with the smart meters.

12 **COMMISSIONER GRAHAM:** Mr. Cummins, thank you
13 for your testimony.

14 Commissioners, any questions?

15 Mr. Kelly?

16 **MR. KELLY:** No, sir.

17 **COMMISSIONER GRAHAM:** The next speaker,
18 please.

19 **MR. CUMMINS:** Thank you.

20 **MR. KELLY:** After Ms. Gammero is Debbie
21 Connors.

22 **COMMISSIONER GRAHAM:** Ms. Gammero, welcome.

23 **MS. GAMMERO:** Good evening. My name is Deana
24 Gammero. I live at 205 Birkdale Drive, and I heard
25 about this evening's meeting in the newspaper. I'm here

1 to share my customer service experience. I've lived in
2 lots of places in the country and a couple of places in
3 the world. And I'm just an average power user; I want
4 to flick the switch and I want the lights to go on. And
5 when I moved most recently was when I had the greatest
6 appreciation for FPL because I just went online and I
7 said, "I'm moving from here to over there," and the
8 lights were on. It didn't happen like that for my
9 water, it didn't happen like that for a lot of things.

10 So I'm glad it's you who has to figure all
11 this out, but I would say as a customer I appreciate
12 those kinds of ease of use. I like that the power is on
13 more than it's off. And we live in a place where that
14 doesn't have to be true all the time, so I'm glad you
15 have to figure it out. But I am very appreciative and
16 so is my family for the level of service and the
17 consistency of service we get from FP&L.

18 **COMMISSIONER GRAHAM:** Thank you, ma'am. Thank
19 you for your testimony. Can you hold a second?

20 Any questions?

21 Mr. Kelly.

22 **MR. KELLY:** Ms. Gammero, thank you for coming
23 out tonight. You're with the Volusia Flagler YMCA?

24 **MS. GAMMERO:** Not why I'm here today, but
25 that's who I work for.

1 **MR. KELLY:** Does Florida Power & Light
2 contribute financially indirectly or directly to that
3 organization?

4 **MS. GAMMERO:** They have supported our events
5 before, yes, sir.

6 **MR. KELLY:** Thank you very much.

7 **MS. GAMMERO:** Thanks.

8 **COMMISSIONER GRAHAM:** Next speaker, please.

9 **MR. KELLY:** After Ms. Connors is Helga Van
10 Eckart (sic), Ecktart (sic). Sorry. I butchered that.

11 **COMMISSIONER GRAHAM:** Ma'am.

12 **MS. CONNORS:** Commissioners, I'm Debbie
13 Connors, executive director of the Port Orange South
14 Daytona Chamber of Commerce and a Florida Power & Light
15 customer from Port Orange, 6023 Heron Pond Drive in Port
16 Orange, Florida. I wanted to say that Florida Power &
17 Light has been an excellent community partner with us,
18 and they have been supportive here and essential to the
19 economy in our area. They are active in leadership at
20 the chamber. And I was requested to come here by Larry
21 Volenec to speak on their behalf, and I was happy to do
22 so.

23 They have recently provided a free audit to
24 our building, which is the Riverside Pavilion. We do
25 several special events there. It's a 7,000-square-foot

1 building. So they were able to give us some helpful
2 hints on how we can reduce our utility bill. At home
3 they've been a great provider of utilities, and we
4 appreciate all the information. I'm also on the board
5 of Port Orange Family Days, and they've worked closely
6 with us to help us do the event even when the new poles
7 that they put up for a substation did affect our
8 carnival location. They worked closely with us to make
9 sure that we could relocate that. And they've been just
10 great community partners.

11 **COMMISSIONER GRAHAM:** Ms. Connors, thank you
12 for your testimony.

13 Commissioners, any questions?

14 Mr. Kelly.

15 **MR. KELLY:** Ms. Connors, is the Port Orange
16 Chamber of Commerce supportive of this \$1.3 billion rate
17 increase?

18 **MS. CONNORS:** We have not discussed the rate
19 increase, and I'm not here to speak on that.

20 **MR. KELLY:** Thank you, ma'am.

21 **COMMISSIONER GRAHAM:** Next speaker, please.

22 **MR. KELLY:** Helga -- I apologize.

23 **MS. Van ECKERT:** Van Eckert. It's okay.

24 **MS. BROWNLESS:** What's the last name?

25 **MS. Van ECKERT:** Van Eckert.

1 **MR. KELLY:** Van Eckert. And after Ms. Van
2 Eckert is Tim Carnago.

3 **COMMISSIONER GRAHAM:** Mr. Van Eckert, please.

4 **MS. Van ECKERT:** Good evening, and thank you
5 for the opportunity to speak tonight. I am a FPL
6 customer. I live in Palm Coast. And I'm also an
7 economic development professional within the area,
8 within the FPL area. I'm here this evening not to speak
9 about the rate, but like many others that have spoken
10 before me, I'd like to just express what a great partner
11 FPL has been for us and how they do work with us on when
12 we have projects that we're trying to either bring into
13 the area or to expand in the area. They're a great
14 economic development partner.

15 **COMMISSIONER GRAHAM:** Thank you, ma'am.

16 Commissioners, any questions?

17 Mr. Kelly.

18 **MR. KELLY:** After Mr. Carnago is Steve Searce
19 (sic).

20 **MR. SEARLE:** Searle.

21 **MR. KELLY:** Searle. I'm sorry.

22 **COMMISSIONER GRAHAM:** What was that other
23 name?

24 **MR. KELLY:** Tim Carnago.

25 (No response.)

1 **COMMISSIONER GRAHAM:** Not here.

2 **MR. KELLY:** After Mr. Searle is Skip Keating.

3 **COMMISSIONER GRAHAM:** Mr. Searle, come on
4 down. You are to the mic, sir.

5 **MR. SEARLE:** Good evening. Steve Searle. I
6 live in Ormond Beach, 3949 Tano Drive. Moved here in
7 1956, so I've been here through a few storms, et cetera,
8 et cetera. The posting in the paper brought this to my
9 attention this evening to be here.

10 I'd like to share just a couple of things.
11 I'm a service director for Cadillac Motorcar or Lloyd
12 Buick Cadillac, Ritchey Cadillac. We moved to Nova
13 Road, new facility. Had a humongous transformer got hit
14 by lightning. That put a bunch of folks out of work.
15 Everybody is on commission. Called FP&L. They moved
16 mountains. They rented a crane -- excuse me -- found a
17 transformer at another location, had us back in business
18 in about five hours. I don't want to see that level of
19 service disappear. You can still put the transformer in
20 in two days and call that service, but when it happens
21 in five hours, somebody has gone above and beyond.

22 A couple of years ago I bought two new hangars
23 up at the airport. I own Ormond Aircraft up there. I
24 wanted to get the meter rolling. I'm ready to have to
25 go down, stand in line and all of that. Made a phone

1 call. "Can you tell me the number on the meter?" I'm
2 on my phone. I went around, gave them the number.
3 Within about three minutes on the phone somebody checked
4 my credit, checked my references at my other FP&L
5 meters, turned the power on just like that. I don't
6 want to see any of that go away.

7 FP&L is definitely customer oriented. You get
8 a real value for your dollar. There's not a person in
9 the room that wouldn't be on the phone if a hurricane
10 went through tonight begging to get your power back on.

11 I would have to vote for an increase based on
12 my usage of the power. To what extent with the numbers,
13 I don't know. All I know is I need power and I want it
14 now. And the level of service -- I'm not going to take
15 my bride to McDonald's for her wedding anniversary. I
16 go somewhere like Stonewood's. So if we want to
17 maintain a level of service -- you get it, think, put
18 all that in gear, okay -- if you want all the amenities
19 to go with it, you're going to have to pay for it. So
20 I'm in pro, favor. Thank you.

21 **CHAIRMAN BROWN:** Thank you, sir. One second,
22 sir. One second.

23 **MR. SEARLE:** Excuse me. I'm sorry. Excuse
24 me.

25 **CHAIRMAN BROWN:** Commissioners, do you have

1 any questions? Thank you.

2 Mr. Kelly.

3 **MR. KELLY:** Thanks, Madam Chair.

4 Mr. Searle, did someone ask you to come and
5 speak tonight?

6 **MR. SEARLE:** I came on from the newspaper
7 article, and spoke to somebody in FP&L about what was
8 this all about. I grew up here, went to school with
9 Sammy Hannah (phonetic), Don Block (phonetic). I could
10 name you some more. They all work for FP&L. Ben Curry
11 (phonetic).

12 **MR. KELLY:** I -- I'm not familiar with
13 those -- those are employees of FPL? I'm sorry. I
14 don't know the names.

15 **MR. SEARLE:** From the '60s and '70s, yes, sir.

16 **MR. KELLY:** Thank you, sir.

17 **CHAIRMAN BROWN:** Next customer.

18 **MR. KEATING:** Hi, my name is -- my name is
19 Skip Keating, and I'm a professional volunteer in Ormond
20 Beach. And I'm here to talk about my services that I
21 get from FPL. My electric bill out of my 2,500 square
22 foot house was \$96 a month and now it's \$84 a month.
23 I'm impressed with the great electrical service that I'm
24 getting at the great price. I also take advantage of
25 FPL's yearly averaging program, which helps to keep my

1 rate the same all year-round. I have two dogs,
2 schnauzers, and I live in a fenced yard and nobody
3 enters my yard anymore to check my meters. The dogs
4 don't bark, the meters run electronically, and the bill
5 comes electronically. I'm very happy with that. I also
6 have the electrical On Call program. FPL pays me each
7 month, but I never notice any air conditioning drop
8 because of the recall. I'm happy with that.

9 We, as you know, just had a storm, Colin, and
10 it reminds me of the power outages of 2004 and 2005.
11 During the hurricanes, I purchase a generator to keep my
12 refrigerator and fans going because I lost so much
13 during those storms. I've never used it. Thank you,
14 FPL.

15 This year FPL installed huge 25-foot-high
16 concrete electrical poles on Beach Street in Ormond
17 Beach. They look very solid, and I hope they'll
18 withstand future hurricanes and prevent outages.

19 We blew an electrical ground transformer in my
20 yard last year. FPL was out in one hour and replaced
21 the old generator and restored our power within two
22 hours. Made we very happy and also made my neighbors
23 very happy.

24 In summary, I tell you, I'm happy with FPL and
25 I'm happy with the service that I get from them. And I

1 would support an increase for FPL as long as they invest
2 in wind and renewable sources and solar and
3 hydroelectric to offset that. Thank you very much.

4 **CHAIRMAN BROWN:** Thank you, Mr. Keating.

5 Commissioners, any questions?

6 Mr. Kelly.

7 **MR. KELLY:** And I apologize, I can't read --
8 Keith, is it Norden?

9 **MR. KEATING:** Skip Keating. Oh, I'm sorry.

10 **MR. KELLY:** The next speaker. I'm sorry.

11 **CHAIRMAN BROWN:** Thank you. Next speaker.
12 Thank you. Have a good night.

13 **MR. NORDEN:** Thank you. That was excellent.
14 Keith Norden, N-o-r-d-e-n. That's my handwriting.

15 **MR. KELLY:** One second. Will be followed by
16 Greg Schamaun. Sorry.

17 **MR. NORDEN:** And I'm at 231 Riverside Drive in
18 Holly Hill, Florida. I'm an FP&L customer. I'm here as
19 an economic developer. I've spent 27 years in economic
20 development, and I lead a public-private partnership
21 here in Volusia County. I must tell you that we have
22 three utilities investing in us. In addition, 94 other
23 investors, but we have Florida Public Utilities, Duke
24 Energy, and FP&L. And tonight I'm speaking for myself
25 as an economic developer and an FP&L customer. I'm not

1 speaking for the organization.

2 As I said, I've spent many years in economic
3 development, most of those years in Virginia, some of
4 the years on the west coast of Florida outside of FP&L's
5 service territory, and then I was very pleased to move
6 into FP&L when I moved to Daytona Beach. That was four
7 years ago.

8 I just wanted to tell you what a great
9 economic development partner they have been for our
10 organization and me as an economic developer. They have
11 provided outstanding service for our projects as we try
12 to recruit projects from all over the world. And they
13 have provided programs for economic developers all over
14 the state, including powering the illumination program
15 where they bring in site selectors from around the
16 country at their cost and educate us, as well as
17 sponsoring the PoweringFlorida website that's used
18 nationally by site location consultants. So they've
19 been an excellent, excellent economic development
20 partner.

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

22 Commissioners, any questions?

23 Mr. Kelly.

24 **MR. KELLY:** Thank you, Madam Chair.

25 Mr. Norden, does Florida Power & Light

1 contribute financially?

2 **MR. NORDEN:** Yes, they do.

3 **MR. KELLY:** Okay.

4 **MR. NORDEN:** They do. They're one of the
5 three utilities, Duke Energy as well as the -- as well
6 as Florida Public Utilities.

7 **MR. KELLY:** All right. Thank you, sir.

8 **MR. NORDEN:** Thank you.

9 **MR. KELLY:** Appreciate it.

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

11 **MR. KELLY:** After Mr. Schamaun is Kathy
12 Coates.

13 **MR. SCHAMAUN:** Good evening. My name is Greg
14 Schamaun. I live at 1906 Clematis Way, Port Orange,
15 Florida, and I am an FP&L customer. Although my reason
16 for being here is more of a payback, I'm quick to
17 complain when things don't go right and I don't get the
18 services I think I should get. And I feel like I had to
19 say it the other way, and I was commenting to an
20 acquaintance of mine that I had noticed all the
21 hardening that was going on, because as a corporate
22 pilot, I fly all over the southeast, and I don't see a
23 level of improvement that I see here. I've seen the
24 power poles going up, many of them are concrete. I've
25 lived here since the '70s. Actually I came down in the

1 '60s to go to Embry-Riddle. And I've been through
2 almost every storm here. I've only left once. That's
3 when the boss insisted that we get his \$20 million
4 airplane out of the area, so we flew it away.

5 But with the trimming of the trees and the
6 hardening of the delivery systems and a lot of stuff
7 going underground, I feel very confident that if there's
8 another storm, and there will be, that I can expect at
9 least very rapid service as far as getting things back
10 online. And things like that cost money, and I
11 understand that a certain amount of that goes to profit.
12 But when I get good service, I'm willing to pay for it,
13 and that's pretty much where I'm at.

14 **CHAIRMAN BROWN:** Thank you for your testimony.
15 Commissioners, any questions?

16 Mr. Kelly.

17 **MR. KELLY:** Yeah, thank you. Mr. Schamaun,
18 is -- did someone ask you to come speak tonight from
19 Florida Power?

20 **MR. SCHAMAUN:** No. I -- like I said, I
21 noticed all the improvements going on. And I heard
22 about this through the paper. And then I contacted a
23 friend of mine, and he said you could come down here and
24 speak, so I'm here.

25 **MR. KELLY:** Thank you. We appreciate you

1 being here.

2 **CHAIRMAN BROWN:** Thank you. We are going to
3 deal with the little light going on.

4 **MR. SCHAMAUN:** I didn't break it.

5 **CHAIRMAN BROWN:** But we can still proceed
6 because the lights are working down there. So,
7 Mr. Kelly, if you could call your next customer while
8 Mr. Durbin works on that.

9 **MR. KELLY:** After Ms. Coates will be Joe
10 Sullivan.

11 **MS. COATES:** Good evening, Commissioners. My
12 name is Cathy Coates, and I am an employee of Council on
13 Aging, a non-profit agency here in Volusia County. We
14 rely very heavily on our partnerships with FPL. They
15 are active on our board of directors and truly provide a
16 great service to the seniors of this community.

17 Council on Aging is a non-profit agency
18 devoted to providing care and services to needy seniors.
19 These are seniors living under the poverty level, and we
20 are -- we do receive funding from federal and state
21 funds and some local funding to include funding from the
22 United Way, which Florida Power & Light is a strong
23 partner in that endeavor as well.

24 I'm not here tonight to talk about the
25 increase, but what I am here to talk about is the

1 importance of two services that FPL offers the
2 community. The first one being the Plus -- FPL's 62Plus
3 Program, which enables many seniors to regulate when
4 their bill is paid according to their deposit of federal
5 money for those that are low income. And also for the
6 Care, the Care To Share -- the Share To Care (sic)
7 Programs that also offer incentives for seniors so that
8 they can afford to stay in their own home, which is of
9 utmost importance to most of us as we age. We don't
10 want to be living in an industrial facility. We want to
11 be at home where that's -- our homes mean the world to
12 us. So in that endeavor, we appreciate the efforts of
13 FPL and our community.

14 **CHAIRMAN BROWN:** Thank you very much for your
15 testimony.

16 Commissioners, any questions?

17 Mr. Kelly.

18 **MR. KELLY:** Ms. Coates, does Florida Power &
19 Light contribute financially directly or indirectly to
20 your Council on Aging?

21 **MS. COATES:** Indirectly, yes.

22 **MR. KELLY:** Okay. Thank you. Appreciate you
23 being here.

24 **CHAIRMAN BROWN:** Thank you.

25 Next customer.

1 **MR. KELLY:** After Mr. Sullivan is Michael
2 Ugorte (sic).

3 **MR. UGARTE:** Ugarte.

4 **MR. KELLY:** Ugarte. I was close.

5 **MR. SULLIVAN:** Good evening. My name is Joe
6 Sullivan. I live at 1780 Concert Road in Deltona. I am
7 an FP&L customer, and I'm the executive director of the
8 Boys and Girls Clubs here locally.

9 I guess I was made aware of this meeting, and
10 I wanted to come today because I know others are going
11 to talk to you guys about rates, investments, and
12 quality of service, but I wanted to talk to you about
13 the quality of the people that work at FP&L and how
14 they've helped out my organization.

15 For the last two years, FP&L has volunteered
16 their personal time and sweat equity to make our clubs a
17 better place. In Flagler County they helped build a
18 community garden. Thirty people came out. They built
19 picnic tables, constructed a community garden, and
20 donated tools for the maintenance. The fruits and
21 vegetables that are all donated to a local food bank,
22 and the kids and local churches distribute those every
23 month. So it's a great partnership. And at the
24 Rossmeier Family/Holly Hills Boys and Girls Club we've
25 had the same type of partnership. They've come out and

1 renovated our club.

2 From my experience, FP&L is investing not only
3 in our youth and community, but through volunteerism,
4 and they want to have a cleaner, safer power grid. And
5 the rate increase they're requesting would be an
6 investment that I see, so.

7 I think a couple of people have referenced the
8 hurricanes. I remember losing power in 2004 three
9 different times. I could smell the garbage truck before
10 I could see it because of all the rotten food. And, you
11 know, we all know another hurricane is coming. I know a
12 lot of this money is going to be invested into the power
13 grid. So I think from the other speakers, they're using
14 the money well. They're a great community partner.

15 I cannot speak for my organization because I
16 report to a board, but personally I'm here to support
17 the rate increase.

18 **CHAIRMAN BROWN:** Thank you, Mr. Sullivan.

19 Commissioners, any questions?

20 Mr. Kelly.

21 **MR. KELLY:** Mr. Sullivan, does Florida Power &
22 Light contribute financially directly --

23 **MR. SULLIVAN:** Yes, they do.

24 **MR. KELLY:** Okay. Thank you very much.

25 **CHAIRMAN BROWN:** Thank you.

1 Next speaker, please.

2 **MR. KELLY:** After Mr. Ugarte --

3 **MR. UGARTE:** Ugarte.

4 **MR. KELLY:** -- is Mr. Eric Meyers.

5 **CHAIRMAN BROWN:** Good evening.

6 **MR. UGARTE:** Good evening. I'm going to be a
7 little brazen and take this thing off.

8 Good evening, everybody. My name is Michael
9 Ugarte, U-g-a-r-t-e. My home address is 118 North St.
10 Andrews, Ormond Beach -- St. Andrews Drive, I should
11 say. I represent Halifax Humane Society. I'm the CFDO,
12 which is Chief Financial Development Officer, CFO/Head
13 Development Officer, fundraiser. Larry Volenec, great
14 person, great -- loves our mission, asked me to come out
15 and speak on behalf of the over 25,000 animals that we
16 represent and help save every day -- or every year,
17 excuse me, at the Humane Society.

18 So during the summer of 2015, FPL conducted a
19 business energy evaluation for the Halifax Humane
20 Society. The evaluation outlined potential energy
21 saving tips in addition to recommendations for a more
22 energy efficient operation; in other words, allowing us
23 to save more money so we could put it towards the
24 animals, which is what we're in the business of doing as
25 a non-profit.

1 As a result, we were made aware of multiple
2 inefficient systems like dated lighting equipment,
3 multiple stone age HVAC units, single pane windows from
4 the '60s that had seen their fair share of Florida's
5 tropical elements, and ceiling fans that honestly have
6 been around longer than I've been on this earth. We
7 welcomed FPL's non-profit energy makeover grant with
8 open arms and paws, paws, once we realized how much
9 money we could potentially save throughout their
10 generous efforts. So thank you in advance.

11 At the flip of a switch, FPL quickly got to
12 work. They provided volunteers and contractors to
13 facilitate lighting equipment upgrades, HVAC upgrades,
14 in addition to teaching our employees best practices in
15 energy conservation efforts. They even enrolled the new
16 and existing HVAC units across our shelter into FPL's
17 business On Call program, which has helped to save a
18 substantial amount of money. Being made aware of
19 unnecessary expenses because of dated equipment has
20 really helped our animal shelter put more money towards
21 the animals. As a non-profit that relies on donations
22 from private individuals and also corporate community
23 partners like FP&L, we are extremely grateful for having
24 been part of the non-profit energy makeover. As a
25 non-profit selflessly serving Volusia County's homeless

1 animals since 1937, it is refreshing to see a company
2 giving back to the local community. Thank you again.

3 **CHAIRMAN BROWN:** Thank you, Mr. Ugarte. Are
4 you done?

5 **MR. UGARTE:** Well, I was going to say thank
6 you on behalf of the 25,000 plus animals being served by
7 Halifax Humane Society. FPL has demonstrated their
8 power to care.

9 **CHAIRMAN BROWN:** Thank you.

10 **MR. UGARTE:** No problem.

11 **CHAIRMAN BROWN:** Commissioners, any questions?

12 All right. Mr. Kelly has a question for you.

13 **MR. KELLY:** Mr. Ugarte, did you say that
14 Florida Power & Light contributes financially directly
15 or indirectly to your Humane Society?

16 **MR. UGARTE:** I'm not sure if you'd call it
17 directly or indirectly, but through the grant program,
18 through the non-profit energy makeover, we have new HVAC
19 units in our stray kennels, which are all the animals
20 that come off the streets. They're there temporarily
21 for their comfortable transition when they're in that
22 flux period whether they're owned or up for adoption.
23 So does that answer your question?

24 **MR. KELLY:** I'm not sure.

25 **CHAIRMAN BROWN:** That sounds like a yes.

1 **MR. UGARTE:** I guess indirectly they do give,
2 yes.

3 **CHAIRMAN BROWN:** All right. We have a
4 Commissioner that has a question for you. Commissioner
5 Brisé.

6 **MR. UGARTE:** Absolutely.

7 **COMMISSIONER BRISÉ:** Was that grant a
8 competitive grant?

9 **MR. UGARTE:** I -- you know what, I'd be lying
10 if I had to say yes or no. I am not aware because I
11 came in at the tail end of the grant. As being
12 relatively new to the organization, unfortunately I
13 can't answer that question.

14 **COMMISSIONER BRISÉ:** All right. Thank you.

15 **MR. UGARTE:** No problem. Thank you.

16 **CHAIRMAN BROWN:** Thank you. Have a good
17 night.

18 **MR. UGARTE:** Absolutely. My pleasure.

19 **CHAIRMAN BROWN:** All right. Next customer,
20 please.

21 **MR. KELLY:** After Mr. Meyers is Nancy Keefer.

22 **CHAIRMAN BROWN:** Good evening.

23 **MR. MEYERS:** Good evening, Commissioners. I
24 do appreciate the opportunity to stand before you for a
25 few brief moments. My name is Eric Meyers, 2 Timber

1 Trail, Ormond Beach, Florida. Small business owner,
2 family business, Riviera Country Club. We've been in
3 business in the Daytona Beach area since 1953. So
4 people have already spoke about hurricanes and so forth,
5 and there's been a lot of applause geared towards FP&L
6 and I can verify that, that our services over the years
7 through hurricanes and businesses, you know, do seem to
8 come first, you know, or at least they have response and
9 we've been very pleased with that.

10 With that being said, the second issue I want
11 to mention was -- it was an incident that happened about
12 six weeks ago. And it's pretty interesting, and I'm
13 going to try to make it short and specific, but it's
14 going on throughout the country now because of new
15 technology. I came in the office the other day and my
16 son, who's general manager now, was on the phone and
17 he's talking to a gentleman who said he was representing
18 FP&L and our power is going to be cut off. And I hear
19 my son going, "Well, no, no, no. We paid our bills."
20 And now as I come in, I get out the bank statements,
21 January, February, March, cash checks, here we go. He
22 says, "I need to talk to a supervisor." Now he's
23 getting mad. He said, "Dad, you better talk to them.
24 I'm getting upset."

25 I get on the phone very professional. This

1 extension, FP&L. Now in order -- you know, "It's all in
2 the computer. I'm sorry. It may be on our part, FPL.
3 It may be, you know, but we have service people coming
4 to shut off your power."

5 Now we have a golf course. Now we've got
6 irrigation, we've got food, we've got things to take
7 care of. And they said, "Well, if it's on our part,
8 then we're going to give you a little reduction in your
9 wattage for the next six months. But all you need to do
10 is get a check down to this Winn Dixie, get it to us,
11 and then I can at least put it in the system and we can
12 forgo this."

13 Of course, you're in a panic mode. And I
14 usually don't consider myself gullible, but now here I
15 go. I've got a thousand dollars in my pocket getting
16 ready to go down. And they said, "We're going to cut
17 the power off," and this and that. I said, "If you cut
18 our power off, you're going to have more problems." And
19 I'm thinking, FPL, you're going to have more problems
20 than just, you know, reimbursement, you know. So I
21 finally got to a good representative, and I thought
22 about it, I'm pulling out of the parking lot. I said,
23 "This can't be right." We've got nine meters on our
24 facility and they're trying to tell me because of a
25 computer glitch or whatever that they're going to come

1 running. So a long story short, I said, "This ain't
2 going to work."

3 **CHAIRMAN BROWN:** Thirty seconds.

4 **MR. MEYERS:** Okay. So later that night I find
5 out a competitive golf course north of us had the same
6 call. Then for -- a couple of weeks later out of fun I
7 had my son call that phone number. This is Gulf Power,
8 not FP&L. So it's a scam and that ain't right that this
9 is happening. That's technology taking over. So I
10 appreciate the opportunity to pass this on to FP&L and
11 whatever. This is stealing.

12 **CHAIRMAN BROWN:** Thank you, Mr. Meyers. I
13 think that is a very important message too, and it is
14 prolific around our state. So thank you for pointing
15 that nice --

16 **MR. MEYERS:** It's scary.

17 **CHAIRMAN BROWN:** -- story and sharing it with
18 us.

19 Commissioners, do you have any questions?

20 Thank you for your testimony.

21 Next customer, please.

22 **MR. KELLY:** After Ms. Keefer is Bill
23 Hinebaugh.

24 **MS. KEEFER:** Good evening. Nancy Keefer, 4253
25 Hidden Lake Drive, Port Orange. I am the president and

1 CEO of the Daytona Regional Chamber of Commerce, and I'm
2 here to speak tonight of the great opportunity we have
3 to work with FP&L specifically in the area of economic
4 development and business utility needs.

5 We were made aware of the opportunity to speak
6 because FP&L are incredible communicators in our
7 community. I'm very honored and pleased to be able to
8 be here to speak on behalf of FP&L this evening.

9 When working with potential new businesses,
10 they often ask about the quality of our infrastructure,
11 specifically that of our utilities, and often ask for
12 rate comparisons since they're often from other states
13 looking to relocate here. We certainly appreciate the
14 competitive rates of FP&L that are well below the
15 national average, and as this is often a deciding factor
16 when businesses are looking to relocate to our state.

17 Our local businesses also have a great
18 opportunity to take advantage of the many benefits that
19 some people have mentioned earlier, whether that's the
20 energy dashboards or the assessments. We all know that
21 when they can help improve their bottom line, that this
22 is going to result in a successful business and they're
23 going to be able to hire more employees and jobs are
24 good.

25 As you're well aware, in the state of Florida,

1 it's important that our electric company be strong and
2 resilient as we experience severe weather extremes. The
3 investment in the utility infrastructure and
4 advancements in technology are very important. We
5 should not take it for granted that the quality of
6 service we receive will always be there without
7 reinvestment in our infrastructure.

8 While nobody likes rate increases, I realize
9 that it takes constant improvement and investment to
10 ensure that the electricity will be there to run my home
11 and run our business. I absolutely don't take it for
12 granted that when I flip a switch, my lights are going
13 to come on or my air conditioning is going to run. So
14 as a resident I can tell you I get bills all the time
15 and very rarely do they stay at the same rate.

16 My interactions with FP&L, both on a business
17 level and as a resident, have all been extremely
18 positive. Yes, FP&L is a member of our chamber, one of
19 1,100 members of our organization. Thank you.

20 **CHAIRMAN BROWN:** Okay. Thank you, Ms.
21 Keefer.

22 Commissioners, any questions?

23 Mr. Kelly has a question for you.

24 **MR. KELLY:** Thank you, Ms. Keefer. Florida
25 Power & Light, you said, is a member. Do they

1 contribute monetarily directly or indirectly?

2 **MS. KEEFER:** All of our members contribute to
3 our organization in membership investment, yes. One of
4 1,100.

5 **MR. KELLY:** And is the chamber in support of
6 this \$1.3 billion increase?

7 **MS. KEEFER:** I have not brought that before
8 the board for an official position of the organization.

9 **MR. KELLY:** Thank you, ma'am.

10 **MS. KEEFER:** You're welcome.

11 **CHAIRMAN BROWN:** Thank you.

12 Next customer, please.

13 **MR. KELLY:** After Mr. Hinebaugh is Michael
14 Breen.

15 **CHAIRMAN BROWN:** Good evening.

16 **MR. HINEBAUGH:** Good evening. My name is Bill
17 Hinebaugh. I'm here as an FP&L customer. Work-wise I
18 am an executive director of the Volusia Literacy
19 Council, which is a United Way agency. Prior to that,
20 I'm a retired executive from Embry-Riddle Aeronautical
21 University. Prior to that, I was a business owner in
22 Cleveland and came to Florida in 1999. I'm here tonight
23 to speak as a private citizen for FPL.

24 When my wife and I relocate in 1999, we built
25 a beautiful home in Ormond Beach, which we still reside

1 in 17 years later. We're on the west side of town in an
2 area called Breakaway Trails. One of the first things
3 we noticed was every time there was a storm, the lights
4 went out. It's like, whoa, where did we move to? A
5 Third World country. And I'm not here to criticize FPL,
6 but the service was good but it wasn't totally reliable.
7 We get through this, as everyone else did. It became
8 the norm.

9 When 2004 the hurricanes came, first Charley,
10 August 13th, a couple of weeks later, Frances,
11 devastating storms. Three weeks after that, Jeanne came
12 through. And our power wasn't out just for a few hours.
13 Our power was out for days. In many cases, the power
14 was out in this community for weeks. And you know what
15 happened? Everywhere you went you saw FP&L working and
16 well after the power came on. And, believe me, you got
17 to appreciate the value of your power when you're in
18 August and September and your air conditioning doesn't
19 work, your refrigerator is not working and so forth.
20 You really came to value the quality, the importance of
21 what power does. And for weeks and months after those
22 storms, at least on the west side of Ormond Beach, I
23 can't speak for the whole county, you saw FPL trucks
24 everywhere. Work was taking place, trees were being
25 cut, lines were being restored, new equipment was being

1 put in.

2 And I tell you what, this is 2016. In the
3 last 12 years we've not had one power outage at our
4 home, and that needs to be recognized as a company that
5 took under consideration -- they may not have had the
6 best equipment in the world, I don't know what all they
7 invested, but they made it work. And I am thrilled to
8 be here tonight. And I'm not just -- you know, I go to
9 a lot of cocktail parties, Christmas parties and so
10 forth in our community out in Breakaway Trails. I speak
11 for a lot of people. It comes up frequently. "Have you
12 had any power outage?" "No." "How long has it been?"
13 Well, you go back, it was about 2004 or so when we had
14 the last power outage. That's worth something.

15 And I'm just here as a customer to say thank
16 you, FPL. And if it takes a rate increase to keep the
17 value of these services and the integrity of the system
18 going, let's do it. Let's go ahead with that.

19 Real quickly, my businesses in Cleveland were
20 executive recruiting. I moved people all over the
21 world, executives. And it wasn't just a job; it was the
22 community. The power companies here, along with the
23 hospitals, the schools and others, provide us a fabric
24 for this community that makes it work, so I'm here
25 tonight to support FPL.

1 **CHAIRMAN BROWN:** Thank you for your testimony.
2 Commissioners, any questions?
3 Mr. Kelly has a question.

4 **MR. KELLY:** Mr. Hinebaugh, does Florida Power
5 & Light contribute financially directly or indirectly to
6 the Volusia Literacy Council?

7 **MR. HINEBAUGH:** Through United Way. They're a
8 United Way supporter, and we are -- we're one of 29
9 United Way agencies.

10 **MR. KELLY:** Okay. And did someone ask you to
11 come out and speak tonight?

12 **MR. HINEBAUGH:** I saw it in the newspaper.
13 I'm tired of everybody going to meetings like this and
14 complaining about something. It's time somebody speaks
15 up and says, hey, it's going to cost a little more
16 money, but it's a good community and it's worth that
17 kind of investment. That's why I'm here. Not to
18 complain, to say something nice. If you got me 10 or 12
19 years ago, it might have been something a little
20 different. But when you provide me electricity for 12
21 consecutive years or in that vicinity without a power
22 outage, that's important to me. That makes a real
23 statement.

24 **CHAIRMAN BROWN:** Thank you -- thank you for
25 your testimony.

1 Next customer, please.

2 **MR. KELLY:** After Mr. Breen is -- is it Peter
3 D'Agresta.

4 **MR. D'AGRESTA:** D'Agresta, yes.

5 **MR. BREEN:** Good evening, Madam Chairman,
6 representatives of the PSC. My name is Michael Breen.
7 I'm representing the JAXUSA Regional Economic
8 Development Partnership. We are located at
9 3 Independent Drive, Jacksonville.

10 Why am I here? A number of my predecessors
11 have already talked about the value of the -- to the
12 economic development community. I'm not going to repeat
13 the same thing. The main point is that we represent
14 seven counties. Everything north of Daytona to the
15 Georgia line we represent, and within those counties are
16 multiple power providers. The key to what an energy
17 company does for a region is not just maintaining power,
18 as important as that is. It's being a good corporate
19 citizen and also helping to create jobs for the region.
20 And that's one of the things we are very proud that FP&L
21 has been a key supporter of our organization in the way
22 of providing economic information, working with us to
23 help prospective clients come in and establish
24 themselves in their region. Again, I'm located -- and I
25 am not a customer of FPL, but as a professional I can

1 tell you that it's critical what they're doing for our
2 region.

3 **CHAIRMAN BROWN:** Thank you, Mr. Breen, for
4 your testimony.

5 Commissioners, any questions?

6 Mr. Kelly.

7 **MR. KELLY:** Mr. Breen, did you say that
8 Florida Power & Light contributes directly or indirectly
9 to your organization?

10 **MR. BREEN:** I would say indirectly as a
11 regional partner along with the 3,000 other partners
12 that contribute in that.

13 **MR. KELLY:** And did someone from Florida Power
14 & Light or related to them ask you to come and speak
15 tonight?

16 **MR. BREEN:** No. We were made aware of the
17 hearing, and because of our valued relationship with
18 FP&L, I am here.

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

20 **CHAIRMAN BROWN:** Thank you.

21 Next customer, please.

22 **MR. KELLY:** After Mr. D'Agresta is Ned Harper.

23 **MR. D'AGRESTA:** My name is Peter D'Agresta. I
24 was asked to come here and speak on behalf of the
25 Daytona International Speedway of the quality of service

1 we receive from FPL.

2 **CHAIRMAN BROWN:** I'm sorry. Could you repeat
3 that? It's a little soft.

4 **MR. D'AGRESTA:** I'm an employee of the Daytona
5 International Speedway, and I'm just here to speak on --
6 about the quality of service we receive from FPL.

7 **CHAIRMAN BROWN:** Thank you.

8 **MR. D'AGRESTA:** Our account manager is very --
9 always very responsive, concerned with our needs. We've
10 been talking with them here recently about an upcoming
11 event we have in a couple of weeks, and they're going
12 through their substations and feeders to us making sure
13 that the power won't be interrupted. We have
14 technicians and equipment onsite to address anything
15 that happens during the event. They bring a mobile
16 command station to be in immediate contact with other
17 substations to redirect power, if needed.

18 Construction and renovation projects. They
19 recommend equipment or processes for energy efficiencies
20 and offer rebates if we, you know, decide to move in
21 those directions.

22 They -- several years ago we brought in a
23 third-party auditor to check the rates on all of the
24 different meters that we have serving the facilities and
25 to look at the invoices to make sure, to check for

1 mistakes or what have you. They got paid by the savings
2 they found. They were there for the better part of the
3 week and they were paid nothing. FPL on their own had
4 walked us through the best plan, the rate plan for each
5 meter to ensure we, you know, operated it as efficiently
6 as we could.

7 **CHAIRMAN BROWN:** Thank you so much for your
8 testimony.

9 Commissioners, any questions?

10 Mr. Kelly, do you have a question?

11 **MR. KELLY:** Yes, ma'am. Mr. D'Agresta, does
12 Florida Power & Light contribute directly or indirectly
13 to the Daytona Speedway or otherwise sponsor events
14 there?

15 **MR. D'AGRESTA:** Yeah, I was going to say they
16 sponsor a race. I don't know how that would be
17 considered, though.

18 **MR. KELLY:** Thank you.

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

20 Next customer, please.

21 **MR. KELLY:** After Mr. Harper is Joey Posey.

22 **MR. HARPER:** Good evening. I'm Ned Harper,
23 721 South Beach Street, Daytona Beach, Florida. I grew
24 up here, I went to school here, became an educator here,
25 and I took electricity for granted all my life except in

1 1960. They kind of fell down when Donna came through.
2 We had three days without it, which was a blast for me
3 as a young man.

4 I have worked -- I've had a business in
5 Volusia County and throughout North Florida and Georgia
6 providing life-saving equipment for seniors in their
7 homes. We frequently ran into issues during storms when
8 electricity was not available. Even though we do take
9 care of our hospitals and they are a place to go, and
10 our emergency services provide as much resources as they
11 can, almost 30 percent of our population are seniors,
12 and we've got 75 million in this country moving into
13 that area, and they're going to be served from their
14 home with life-saving equipment. I don't think we can
15 take electricity for granted. Yes, we hate it when our
16 food spoils and we hate when it's hot in our home, but
17 when you can't breathe, you've got a real problem.

18 For the last ten years I have run the Small
19 Business Development Center at Daytona State College.
20 I'm retired now. And during that time, Florida Power &
21 Light has provided a lot of resources to our businesses,
22 specifically research and analysis that enables them to
23 benchmark their business to other industries so they can
24 be the most efficient and provide services so that we
25 have a good quality of life in Daytona Beach.

1 Larry Volenec told me about this meeting
2 tonight, and I was happy to come down and speak in
3 favor. And I will say I like what she said about it's
4 not an accident. The fact that we have this great
5 service and this reliable delivery of what we need to
6 survive in this area is not an accident. It is because
7 they have invested. And I've found them to be good
8 stewards of the resources, so I personally am not
9 concerned about additional investment and profit because
10 I've seen that they are good stewards of those
11 resources. Thank you.

12 **CHAIRMAN BROWN:** Thank you, Mr. Harper.

13 Commissioners, any questions?

14 Public Counsel.

15 **MR. KELLY:** After Mr. Posey is Ms. Lori
16 Gillooly.

17 **CHAIRMAN BROWN:** Good evening.

18 **MR. POSEY:** Good evening, Commissioners. My
19 name is Joey Posey. I'm an attorney over at Storch Law
20 Firm down the street.

21 **CHAIRMAN BROWN:** What law firm?

22 **MR. POSEY:** Storch Law Firm right down the
23 street. And I'm here on behalf of Glenn Storch, who
24 couldn't be here tonight. And just to tell you a little
25 bit about Glenn, he's a land use attorney in the area

1 and 30 years experience. He's been involved with a
2 bunch of major projects, and I know he's been before you
3 guys before, so he wanted me to give a small, little
4 speech that he had written. And just, you know, for
5 some, I guess, hearsay reasons I'm thinking here I'll
6 also adopt the same sentiment for, you know,
7 cross-examination or something.

8 But just a -- I guess I could start it.

9 First of all, please excuse me for not being
10 able to attend. I had a medical emergency this week and
11 --

12 **CHAIRMAN BROWN:** Please pull the microphone
13 down closer, sir, for the court reporter.

14 **MR. POSEY:** How is that? Oh, that's much
15 better.

16 First of all, please excuse me for not being
17 able to attend. I had a medical emergency this week,
18 and unfortunately I'm still recovering at home. But it
19 is important for me to share my positive experiences
20 with FPL in the area of economic development and job
21 creation. The company has been extremely cooperative
22 and timely in resolving issues and encouraging
23 investment in the state of Florida, and as you know,
24 sufficient electrical service is absolutely key to new
25 investment in our state. Some of the new hi-tech

1 industries and new job creators require large quantities
2 of guaranteed service without redundant systems, and
3 this was especially true for the industrial use planned
4 for a job-starved area of Volusia County. And other
5 users such as the new Hard Rock Hotel in Daytona Beach
6 needed underground hurricane resistant systems, and FP&L
7 was able to work out through these issues in an
8 expedited manner to make sure that the project still
9 stayed afloat.

10 And in addition, he's -- having lived through
11 a series of hurricanes and storms, as many other people
12 have mentioned tonight, I have to say that the
13 preparation for and efficient manner of recovery from
14 these storms are also an important area of economic
15 investment because every day without electricity is a
16 cost to businesses. I have seen firsthand how the
17 company was able to get these businesses back up and
18 running within a very short time. And these are just a
19 few examples, but they show how important the employees
20 of FP&L are to the area and economic recovery.

21 And as to rates, I don't know that rates are
22 based on costs incurred to provide services needed and
23 he can't comment at this time, but I can say that the
24 service has been excellent for the economic health of
25 our community. And that was signed by Glenn Storch.

1 **CHAIRMAN BROWN:** Thank you, Mr. Posey.

2 Commissioners, any questions of Mr. Posey via
3 proxy? Thank you for your testimony -- or other
4 persons.

5 Next speaker, please.

6 **MR. KELLY:** After Ms. Gillooly is Bobby Ball.

7 **CHAIRMAN BROWN:** Good evening.

8 **MS. GILLOOLY:** Good evening. My name is Lori
9 Gillooly. I'm here to speak as a residential customer.
10 I live in Ormond Beach, Florida. Thank you. I have to
11 tell you that I am certainly someone who values a
12 dollar. I'm a sales shopper. I am careful with my
13 money. I am constantly impressed by the value that I
14 receive for my FPL service. The customer service is
15 incredible. I am someone who goes online and reports
16 streetlights being out in my own neighborhood and others
17 when I'm walking, and I'm always amazed to see someone
18 come out like within a day, that it's fixed, and it is
19 repaired and it is taken care of.

20 I have been impressed with the level of
21 service when there's any problem. I use your Budget
22 Billing -- I use their Budget Billing, excuse me,
23 Florida Power & Light's Budget Billing. As a
24 residential customer, I, as I said, am impressed by the
25 value and impressed by the customer service.

1 I've heard you ask, "Did someone ask you to
2 come?" I received a phone call from Larry Volenec, and
3 when he told me about the hearing first, before he could
4 even ask me to speak, I shared with him that his timing
5 was incredible, that it just so happened, like, within
6 the half hour before I had looked at my \$88 bill and I
7 had thought, wow, that is a lot of electric service that
8 I receive in my home and use every day and probably am
9 not ever really thinking about it. But then I had
10 thought about it that day, and he just happened to call
11 me, like, within a half hour of my being conscious of
12 the fact that I receive an incredible value for the
13 dollars that I pay. So I asked him if I could come and
14 speak before he could even ask me, and that is the
15 truth.

16 It's important to note to you that I'm also
17 well aware of FPL's investment in our community. A
18 neighbor of mine spoke earlier, and he spoke about just
19 watching and witnessing the, I guess, the investment,
20 the infrastructure that you see happening with the new
21 poles and the equipment that's out there. And that's
22 very obvious that there's a concerted effort to make
23 that happen.

24 I also, in my roles in the community, I serve
25 as the executive director of our local Habitat --

1 **CHAIRMAN BROWN:** You have 30 seconds left.

2 **MS. GILLOOLY:** -- our local Habitat for
3 Humanity affiliate, and I am a former commissioner in
4 the City of Ormond Beach for five years. Well aware of
5 FPL's incredible investment in solar energy and other
6 community projects that make a huge difference in our
7 community.

8 **CHAIRMAN BROWN:** Thank you so much for your
9 testimony.

10 Commissioners, any questions?

11 Mr. Kelly, do you have a question?

12 **MR. KELLY:** Yes, ma'am. Does -- Ms. Gillooly,
13 thank you for coming out and testifying and wanting to
14 come out and testify.

15 Does Florida Power & Light contribute directly
16 or indirectly financially to the Halifax Habitat for
17 Humanity?

18 **MS. GILLOOLY:** Florida Power & Light, along
19 with hundreds of other local companies, absolutely does
20 support our efforts. Most importantly, what they have
21 done that probably the general public doesn't know, that
22 in the last few years they have sponsored and provided
23 the funding for solar water heaters in our Habitat
24 homes, helping families to sustain their homes in an
25 affordable way. But I am speaking, again, as a

1 residential customer, but I did want to bring up those
2 other points.

3 **MR. KELLY:** Thank you.

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

5 **MS. GILLOOLY:** Thank you.

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

7 **MR. KELLY:** After Mr. Ball is Lori Ottlein.

8 **CHAIRMAN BROWN:** Good evening, Mr. Ball.

9 **MR. BALL:** Good evening. My name is Bobby
10 Ball. I reside at 1408 Yearling Trail. That's in Port
11 Orange. I've been a lifelong resident and FPL customer
12 for about 35 years.

13 I'm speaking tonight as a result of living
14 against one of the FPL transmission lines that was
15 recently hardened. And at first I was a little
16 skeptical about what was happening and what was going
17 on, so I reached out to FP&L and I got all my questions
18 answered. They came in, did a good job, cleaned up
19 after themselves, left it nicer than it was before they
20 got there. Trees are trimmed and poles are up and
21 stronger and doing everything that they're supposed to
22 do.

23 Before that happened, my power would
24 frequently surge, you know, once a week or somewhat
25 regularly. And, quite honestly, since that happened, I

1 can't remember the last time it did it that wasn't
2 weather related.

3 So I guess I'm in support of it. I also think
4 it's pretty cool some of the stuff they're doing with
5 the solar array. I've seen that at the speedway. It's
6 pretty nice. And hopefully that results in dividends
7 for everybody.

8 Before I'm asked, I was asked by FP&L to come
9 out and speak on behalf of my experience with the
10 transmission hardening in the back. And while nobody
11 likes a rate increase, if they continue with the path
12 they're going and the quality of service they're
13 providing, I would support it.

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

15 Commissioners, any questions?

16 Mr. Kelly, do you have a question?

17 **MR. KELLY:** No, ma'am.

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

20 Next customer, please.

21 **MR. KELLY:** It's real light. I got the copy.
22 It looks like -- is it Lori Ottlein? I apologize.
23 Someone with Flagler Turtle Patrol.

24 (No response.)

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

1 **MR. KELLY:** Tom Roberts followed by Brett
2 Nielsen.

3 **CHAIRMAN BROWN:** Thank you. Good evening.

4 **MR. ROBERTS:** Good evening. I'm Tom Roberts.
5 I work for E Sciences. I'm an environmental consultant.
6 We're located in DeLand, Florida. And I was asked to
7 speak tonight by an employee of FPL, Mal Locke.

8 And I'm here really just to talk about a
9 project in which they partnered with the Department of
10 Transportation. My company works as a consultant for
11 the DOT, and FPL was instrumental in helping us put
12 shields on lights along A1A in Flagler County to protect
13 sea turtles during the nesting season. And we -- this
14 is something that we've been working on for quite a
15 while. Mal Locke and John E. Wilson, both of FPL, were
16 very, you know, instrumental in helping us work through
17 that partnering and getting those shields put up, so
18 that's why I'm here this evening.

19 **CHAIRMAN BROWN:** Thank you. And thank you for
20 your testimony.

21 Commissioners, any questions?

22 Mr. Kelly.

23 **MR. KELLY:** I didn't -- did you -- are you a
24 customer of FPL?

25 **MR. ROBERTS:** I am not a customer of FPL.

1 **CHAIRMAN BROWN:** Any other questions,
2 Mr. Kelly?

3 **MR. KELLY:** No, ma'am.

4 **CHAIRMAN BROWN:** Thank you for your testimony.
5 Next customer, please.

6 **MR. ROBERTS:** Thank you.

7 **MR. KELLY:** After Mr. Nielsen is Lettisha
8 Nieve.

9 **CHAIRMAN BROWN:** Good evening.

10 **MR. NIELSEN:** Good evening. Thank you. My
11 name is Bret Nielsen. I'm a -- I work for the
12 Facilities Planning and Construction Department for
13 Daytona State College. I was asked to come speak about
14 my experience with FPL. I do not speak for our board of
15 trustees on the rate increase, however.

16 I would just like to say that at the college,
17 15 years ago they built a central energy plant to help
18 support the 1 million -- 10 million square foot of
19 conditioned space for the Daytona campus. Shortly after
20 that, FPL came beside us and paid for a study to see
21 what return investment would be to do a thermal energy
22 storage solution for that chiller plant which is on a
23 flat rate schedule. In doing so, the college was able
24 to secure funding from the state in PECO funds and
25 endeavored to build a 2.5 million gallon storage tank on

1 the Daytona campus, anticipating about \$200,000 a year
2 savings. When the college was able to put the tank in
3 use in around August of 2014, FPL came up beside us and
4 gave us a million dollar check, incentive check for the
5 tank. And the \$200,000 we anticipated in savings, after
6 12 months we witnessed that we had \$300,000 in savings
7 as well.

8 But one of the things I wanted to point out
9 that was more interesting that gets sidelined and nobody
10 gets to see is that with going over to a time of use
11 change, when a controls contractor, who is a
12 subcontractor to come in and help get the tank and the
13 controls and everything set up, we don't have 24-hour
14 personnel, when the winter time rates came on, there was
15 an error done by that controls contractor and,
16 therefore, not turning the tank on at the right time,
17 causing a \$24,000 demand charge, and which FPL called up
18 and reminded us of what was going on and freely waived
19 that \$20,000 charge. So I, like many before me, speak
20 to it's not just the company but the people that we deal
21 with, the engineers and the personnel, and that
22 thoughtfulness where they contact me and seek to help us
23 out in just our savings, as well as there are many other
24 incentives every time we change out lights in our campus
25 and our facilities. We have six sites serviced by FPL

1 and three other utilities commissions, and none of those
2 other commissions could even come close to helping us do
3 the same kind of savings on the other sites.

4 **CHAIRMAN BROWN:** Thank you, Mr. Nielsen.

5 Commissioners, any questions.

6 Mr. Kelly, do you have questions?

7 **MR. KELLY:** No, ma'am.

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

10 Next customer, please.

11 **MR. KELLY:** Lettisha -- is it Nieve?

12 **SPEAKER:** She had to leave.

13 **MR. KELLY:** Thank you. Maredy Hanford,
14 followed by Walter Hanford.

15 **CHAIRMAN BROWN:** Good evening.

16 **MS. HANFORD:** My name is Maredy Hanford.
17 M-a-r-e-d-y, Hanford, H-a-n-f-o-r-d. I live in Volusia
18 County. And I called many, many of my friends and
19 people that I know to come and speak because I know
20 they're not happy with the smart meters; however, this
21 is why these things happen and all of these tyrannies
22 are inflicted upon us because the people that should be
23 here are not here, and the people that are -- I am
24 really surprised that everybody is speaking about how
25 wonderful Florida Power & Light is and everything is

1 okay because it is not.

2 First of all, the smart meter -- well, the
3 increase shouldn't happen because I am paying \$13 a
4 month extra to -- extortion fee, it's an extortion fee,
5 I consider it an extortion fee -- to not have a smart
6 meter put on my property. So I still have my analog,
7 but I am afraid that one day it's going to be taken
8 down. I go out every now and then to see if it is still
9 there because I know they come without permission and
10 they just take it down.

11 This is tyranny, and I'm really very surprised
12 that this is happening in the United States of America.
13 Of course, it's going on all worldwide. Smart meters
14 are surveillance devices. They are making a profile on
15 us. People need to understand and do research. All the
16 information that they gather on us goes to Utah, huge
17 warehouses where it is stored, number one.

18 Number two, the fires. Just look up YouTube
19 smart meter fires. I'm afraid of that too, of the
20 fires. And then if the house burns up, insurance is not
21 going to pay. I already checked into that. Fires,
22 surveillance, and then ill effects from the radiation
23 because the smart meters emit radiation. I don't feel
24 the effects, I don't have a smart meter, but my
25 neighbors do. I'm healthy and I don't feel the effects,

1 but I know people such as Salvo Dichenzo (phonetic) --
2 is Salvo Dichenzo here today? Salvo Dichenzo, are you
3 here? That's why these thing happen. That's why this
4 tyranny is inflicted on us, because people that should
5 be here are not here. Penny Packard (phonetic), the
6 lady Penny Packard, same thing.

7 **CHAIRMAN BROWN:** Ma'am, you have 30 seconds.

8 **MS. HANFORD:** Yes, I understand. And she has
9 these ill effects. So this is just very annoying, very,
10 very bad for -- to see what's happening in the United
11 States of America. I'm from Mexico, and I have
12 experienced tyranny in Mexico and now I am experiencing
13 it here in the United States of America. It is really
14 very, very shameful and sad.

15 **CHAIRMAN BROWN:** Thank you. Thank you for
16 your comments today.

17 Commissioners, do you have any questions?

18 Public Counsel?

19 Thank you for your testimony.

20 Next customer.

21 **MR. KELLY:** After Mr. Hanford is Bill Ternent,
22 Ternent.

23 **CHAIRMAN BROWN:** Good evening.

24 **MR. HANFORD:** Hi. Walt Hanford from Port
25 Orange, Florida. Five points.

1 Point number one is that everyone here who's
2 in favor of the rate increase was receiving money in one
3 form or another from Florida Power & Light. If you paid
4 attention, all the people that are for a rate increase
5 are getting something from Florida Power & Light. Okay.
6 People that have to pay the money have a different
7 opinion.

8 Number two, the big lie. We keep hearing
9 about they're very efficient. We have better rates than
10 everywhere else. Well, we better. Do they have to go
11 over mountains? Do they have to string their lines
12 across mountains? They've got flat lands to run their
13 lines. It costs less to run your line on flat land.
14 Number two, do they have winter snow storms every year
15 and major snow plows that they have to move? Do they
16 have heavy trucks for winter operations? No.

17 Look, gang, they're supposed to have lower
18 rates. Florida is a cheaper state to operate in. Their
19 work people, do they have to work in the winter with
20 heavy clothes on? No? They have higher efficiency
21 because they're working with decent weather most days of
22 the year.

23 So this big lie about we're cheaper than the
24 other people in the country, they're in a lower cost
25 operating environment. They should be cheaper.

1 All right. Now, three -- I've got two more --
2 three more points. I got fired up there. Sorry about
3 that. Okay. Smart meters, they're punitively damaging
4 us with higher rates to have smart meters and to force
5 us to get into smart meters. And they say, "Well, it
6 costs us money to service you because we have to read
7 your meter." It's a matter of privacy. I want to get
8 electricity power from the company. How I use it and
9 how you use it is your business. It's not the power
10 company's business. Smart meters are surveillanced
11 ISIS. Now FP&L is going to say, "We don't do that." It
12 doesn't matter. Mr. Clapper, who is the head of the
13 National Security Agency, says they will use smart
14 meters and intelligent home devices to monitor people.
15 I don't want that. And I'm not doing anything bad at my
16 home, but you know something, I don't need anybody
17 monitoring how I use my power. So that's another reason
18 we're against it. And they just keep raising that rate
19 to force us to go -- to get into the smart meters.
20 That's not right. We should have the right to privacy
21 and not be monitored by the NSA.

22 Now you're going to say I've got nothing to
23 fear. Go ahead and monitor me. If that's true, would
24 you give me, please, the password to your email?

25 **CHAIRMAN BROWN:** Thank you. Your time is up.

1 But I believe you have two more points that you wanted
2 to make, and I'd be happy to ask you what those two
3 points are, if you would like.

4 **MR. HANFORD:** Well, the -- they were covered
5 under NSA monitoring us, which they do, and then the
6 aggressive rate increases. There's a strategy, it's
7 actually in one of the publications of the power
8 industry, that to get people to switch to smart meters,
9 just keep raising the rates and penalize them until it's
10 so painful that they can't stand it anymore.

11 **CHAIRMAN BROWN:** Thank you, Mr. Hanford.

12 Commissioners, any other questions?

13 Thank you for your testimony today.

14 **MR. HANFORD:** Thank you.

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

16 **MR. KELLY:** After Mr. Ternent is Leanette
17 Gore.

18 **MR. TERNENT:** Three words: Balanced best
19 interest. I'm Bill Ternent. I live in Ormond Beach,
20 6 Fern Meadow Lane. And I've been in -- I've been
21 acquainted with Daytona Beach since back in the 1960s
22 when a number of us from GE first came here, and then
23 we -- I returned after retiring in 1998.

24 My profession since retiring has been to be a,
25 I guess, a professional volunteer, and I've become very

1 involved with a number of organizations that work up and
2 down the state of Florida, and particularly from here up
3 through Jacksonville, and in that process, had an
4 opportunity to become aware of the needs of many of our
5 fellow citizens who are not very well able to pay for
6 many things, let alone power. And that's my -- the
7 major thing that I'd like to bring to you, that as a
8 public utility, it's very important that we keep in mind
9 that what we need to be dealing with is the balanced
10 best interest of everyone involved. And now that means
11 the power company certainly. It means the shareholders
12 of the power company certainly. It means the folks who
13 purchase power. It means the organizations that our
14 government -- governmental organizations, everyone who
15 is touched by electric power is an important person in
16 this basic concern of making sure that we end up with
17 the balanced best interest of all persons who are
18 touched by whatever kind of a rate increase is decided
19 upon. Thank you.

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

21 Next customer, please.

22 **MR. KELLY:** Leanette Gore, followed by Sylvia
23 Mitchell.

24 **CHAIRMAN BROWN:** Good evening.

25 **MS. GORE:** Good evening. My name is Leanette

1 Gore. My address is 348 Weaver Street, Daytona Beach,
2 Florida. I came here out of curiosity actually. I did
3 get the notice in my bill that there was going to be a
4 hearing about a rate increase, and actually I wasn't
5 even sure if I was going to speak.

6 I am kind of happy with what FP&L has done,
7 but I do have a concern about a rate increase. How much
8 is my concern. I speak probably on behalf of my father,
9 who is the homemaker of the house right now, and a rate
10 increase, while it might not be detrimental, we are a
11 budgeter. We look at our finances. We look at things
12 that will affect what we purchase and how we live. And
13 I have a concern with there being a rate increase,
14 especially from what I've heard from a Commissioner
15 saying that he is recommending nine. And I would agree
16 with nine, but I am concerned about an 11 percent
17 increase.

18 **CHAIRMAN BROWN:** Thank you so much, Ms. Gore,
19 for your testimony.

20 Commissioners, do you have any questions?

21 Mr. Kelly, do you have any questions?

22 **MR. KELLY:** No, ma'am.

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

24 Next customer, please.

25 **MR. KELLY:** After Ms. Mitchell is Jameal

1 Adkins.

2 **SPEAKER:** I was asked to -- by Ms. Mitchell
3 and Mr. Adkins --

4 **CHAIRMAN BROWN:** Good evening. Could you just
5 speak right into there and give your name and address?

6 **SPEAKER:** Okay. I'm not a speaker, but Ms. --
7 Mr. -- Ms. Mitchell and Mr. Adkins both asked me -- they
8 left -- that they will not be speaking. They'll be
9 submitting written comments to you.

10 **CHAIRMAN BROWN:** Thank you.

11 **SPEAKER:** Thank you.

12 **CHAIRMAN BROWN:** Thank you for that.

13 Next speaker.

14 **MR. KELLY:** Philip Restino, followed by Brett
15 Bracewell.

16 **CHAIRMAN BROWN:** Good evening.

17 **MR. RESTINO:** Good evening. My name is Phil
18 Restino, 27 Bay in the Wood, Port Orange. I've lived
19 there since 2002 through the hurricanes and all. I'm
20 just a regular person. I guess it's time for us to
21 speak now.

22 This is about a rate increase; right? That's
23 what we're here for? Okay. Been no increase in social
24 security whatever. Banks don't pay no interest,
25 assuming you have enough money to store in a bank. Most

1 people that are sweating their light bill are working a
2 second job now. That's probably why they ain't here.

3 I hope the Commission here asks some
4 questions. I'd be willing to answer them. I live in a
5 55-plus park. Overnight FPL came in, over 300 houses,
6 didn't see one FPL truck, but the next morning you had
7 380 smart meters. I don't know how they did it. I paid
8 \$98 to not have it, and I pay \$13 a month to keep my
9 meter. I don't want this stuff beaming into my house.

10 I'm a regular person. I hope y'all ask me
11 some questions after I'm done. They ripped off my smart
12 meter -- I mean, they ripped off my analog one time, and
13 I had a thing taped on "Protected, do not remove,"
14 letterhead from FPL. And when I called up -- my
15 girlfriend couldn't, she couldn't pay her \$13 extortion
16 bill, so she had to watch FPL put that smart meter on
17 right outside her bedroom. And she got sick at night
18 and she couldn't sleep, but it was because of the money,
19 the extortion money. So this was an opportunity for me.

20 I called up FPL and I had pictures and I said,
21 "These guys, I've been paying your extortion fee, and
22 they still tore off my analog," and I threatened to go
23 to the media. And they responded. They put that analog
24 right back on and they put one on my girlfriend's house,
25 and she's sleeping fine now. And they put one back on

1 my mom's house, who's right outside it. And I hope
2 y'all ask me some questions. Let's talk about this.
3 I'm done.

4 **CHAIRMAN BROWN:** Your time is done. How are
5 you going?

6 **MR. RESTINO:** I'm doing okay. And I was
7 trying not to laugh for the first hour and a half here.
8 You know, I was like, you know, what -- it's like the
9 bus to the casinos, you know, you get the free drink
10 money and everything else, you know.

11 Yeah, I'm mad. I'm mad. I'm mad because I
12 see everybody -- I give money to people so they don't
13 get their light -- the power cut off. This is what we
14 do. "Hey, man, can you give me 50 bucks so they don't
15 cut my power off?"

16 **CHAIRMAN BROWN:** Thank you, sir. I appreciate
17 your testimony. Thank you so much. We'll consider it.
18 Thank you.

19 **MR. RESTINO:** Sure. I hope reporters ask me
20 questions, ask regular people.

21 **CHAIRMAN BROWN:** Have a great night.

22 **MR. RESTINO:** Thank you.

23 **CHAIRMAN BROWN:** Thank you.

24 Next customer, please.

25 **MR. KELLY:** After Mr. Bracewell is Peter --

1 **MR. KOURACAS:** Kouracas.

2 **MR. KELLY:** -- Kouracas. Thank you.

3 **CHAIRMAN BROWN:** Good evening.

4 **MR. BRACEWELL:** I'm against the smart meters
5 because they invade people's privacy and they have
6 radiation, which really isn't good. And even if they
7 are good, which they're not, people should have a right
8 to not have smart meters if they don't want them. No
9 one should be going on people's property and putting
10 them in people's yards without asking them.

11 **CHAIRMAN BROWN:** Sir, can you please state
12 your name for the record?

13 **MR. BRACEWELL:** Oh, I live in Thomasina, and
14 I'm Brett Bracewell.

15 **CHAIRMAN BROWN:** Thank you.

16 Next customer, please.

17 **MR. KELLY:** After Mr. Kouracas --

18 **MR. KOURACAS:** Kouracas.

19 **MR. KELLY:** -- Kouracas -- sorry -- is Mr. Ray
20 (sic) Johnson.

21 **CHAIRMAN BROWN:** Good evening, Mr. Kouracas.

22 **MR. KOURACAS:** Thank you, Madam Chairman,
23 members of the Commission. My name Peter Kouracas. I
24 reside at 300 Emory Drive, Daytona Beach, Florida.

25 I'm a member of the Volusia County Republican

1 Executive Committee, and that means I am an elected
2 official, as are my colleagues who neglected to tell you
3 that down there who spoke previously. As elected
4 officials, we represent the body politic and the public.
5 We are here to state that the activities of FP&L, at
6 least in my case, I complied with their procedures
7 concerning smart meters and rejected the installation of
8 one. Yet even though I filed the necessary paperwork
9 with them and had announced it, they sent a contractor
10 and extracted my analog meter and put a smart meter in
11 anyway. So I am -- I'm stuck. I mean, I actually
12 caught their technician on my property and I threw them
13 out. They came back a second time when I was not at the
14 residence for this and they went ahead and defied my
15 wishes and did it again anyway. So they installed it
16 without my permission, and it is in there to this day.

17 This is corporate arrogance. They are
18 disrespecting the will of the people. We have heard
19 several other comments previously as far as the
20 application of their impending rate increases. You
21 know, this is a company that is so arrogant that it
22 attempted to crush the city government of South Daytona.
23 I don't live in South Daytona, so I wasn't involved in
24 the political deal. But their franchise was up. They
25 spent \$160,000 to squash the municipal government of

1 South Daytona in order to keep their franchise and
2 overrule the mayor and the city council in that town who
3 were not going to renew their franchise. This is
4 disgraceful. This company just abuses its wealth.

5 And I've heard all these people that came up
6 here who have relationships with them, and they say,
7 "Well, we want to thank FP&L because they were there,
8 the power went out. These things happen." Well, you
9 know what? That's their job. Every time we stroke a
10 check to pay them, we are saying thank you FP&L. But
11 the bottom line is, I don't think we should have to come
12 here and thank them for these extra services because
13 that is their job.

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

15 (Applause.)

16 Please, please. Thank you.

17 Commissioners, any questions?

18 Thank you, Mr. Kouracas.

19 **MR. KOURACAS:** Thank you.

20 **CHAIRMAN BROWN:** Next customer.

21 **MR. KELLY:** After Mr. Johnson is Joe Carbosa.

22 **MR. JOHNSON:** My name is Roy Johnson, not Ray
23 Johnson, I think you said.

24 **MR. KELLY:** I apologize.

25 **MR. JOHNSON:** And I am the recent former mayor

1 of the City of Holly Hill, just termed out from two
2 terms and now I'm a candidate for the county council.
3 But I'd like to speak kind of on behalf of the City of
4 Holly Hill more than myself because I've been a Florida
5 Power & Light customer since 1968. And I'm sure I have
6 a smart meter, but I never went around to look to see
7 what it was.

8 But I wasn't asked to come to this. I come to
9 the last one when they had it up at the yacht club and
10 when I was the mayor, and I spoke on behalf of FPL. And
11 I was informed by FPL that this is where the meeting was
12 and when it was, like I am with everything else I have
13 to go to.

14 But when I was the mayor of Holly Hill, I was
15 pretty impressed with FPL when they came to me and
16 offered to do a home makeover of 50 homes in the City of
17 Holly Hill of poor people that can't afford anything.
18 They come in and paid all the expenses. We went around
19 and helped them. We did a home energy makeover to
20 set -- to help with a lot of things in the folks' home
21 in Holly Hill, people that are unfortunate, don't have a
22 lot. And they -- we negotiated a franchise with them
23 while I was the mayor of Holly Hill without a problem.
24 We also negotiated a contract with them to do
25 underground service instead of overhead service on

1 U.S. 1 through Holly Hill because at the time they
2 offered to give us a 25 percent discount off of that,
3 FPL did, at their own expense, which is a good thing.

4 And also another thing I was really impressed
5 with them about, and this is just facts that I can
6 remember that they did -- I don't know anything about
7 their, what their business is and what their rate
8 increases are. I wasn't even aware of it or anything,
9 but I did -- would like to speak about the things they
10 really do because they're always out there trying to
11 help out the community, the people that work at FPL.

12 And one thing I was super-duper impressed with
13 them was a while back the City of Holly Hill had some
14 residents that was -- they have a K through 8 school,
15 and some of the students was getting to graduate from
16 the K through 8. They were offered an opportunity to go
17 to Washington, D.C., take a flight to D.C., and they
18 have to pay their own expenses to do that. So there's a
19 lot of them that didn't have the money, so I asked FPL
20 if they would help. And they did, they contributed the
21 money for the whole deal. I went to them and they gave
22 me the money to do it, and so I was impressed with that
23 as well.

24 But that -- I just can't say anything bad
25 them. I can't say anything about their business or

1 their rate increase, but I can say that they do help the
2 community by quite a bit.

3 **CHAIRMAN BROWN:** Thank you so much,
4 Mr. Johnson.

5 Commissioners, any questions?

6 Thank you.

7 **MR. KELLY:** After Mr. Carbosa is Dennis
8 McDonald. Joe Carbosa.

9 (No response.)

10 The last speaker is Mr. Dennis McDonald I have
11 signed up.

12 **CHAIRMAN BROWN:** Good evening.

13 **MR. MCDONALD:** Good evening. Thank you for
14 the opportunity to speak. I'm Dennis McDonald. My
15 address is Post Office Box 1232 in Flagler Beach. And
16 I'm a residential customer, and that's why I'm here to
17 speak. I'm here to speak about the rate structure. And
18 I have only one issue with the rate structure, and that
19 is the \$13 a month that you're charging me and, of
20 course, the \$98 that I had to pay upfront in order to
21 keep my analog meter.

22 I'm going to take this thing in a different
23 direction tonight as far as the discussion on smart
24 meters. This is why I don't have a smart meter in my
25 house. The primary reason is that I've been a developer

1 my whole adult life and I've built thousands of units
2 and I've worked in four states with every kind of
3 utility company imaginable. The reason I don't have a
4 smart meter on my house is really very simple. I own
5 the meter pan on that house because of the decision that
6 was made by the Florida Supreme Court in 1986. Okay.
7 That is my responsibility. And so, consequently,
8 everything from that meter pan back in my house is UL
9 approved. You could not get a certificate of occupancy
10 without all those electrical components being UL
11 approved. So, consequently, what you guys are doing is
12 you're putting on an electric component on my meter pan
13 that does haven't a UL rating. Now when you work in New
14 York, I don't know if you know this or not, I'm sure you
15 probably don't, is that you actually don't get an
16 inspection from the electrical inspector in New York.
17 UL comes out and does the electrical inspections in New
18 York. So to me, it's very important that things have a
19 UL rating. And, consequently, what I've read is the
20 insurance companies have some real issues but they don't
21 really know how to -- when I talk to the underwriters
22 about it, they don't really know how to deal with it.

23 So I've seen you make all kinds of
24 considerations here tonight for a number of these
25 different public programs that you have. And so what

1 I'm asking you is this, how about you make a
2 consideration to just the average residential consumers
3 who are asking you to have an analog meter. Why are you
4 beating us up like this? There's no reason to. You go
5 out and you're a very good partner with everybody else
6 in the community. Why aren't you being a good partner
7 to the average customer that you have? I don't
8 understand it. I don't really -- really don't
9 understand it. We can argue the science about this
10 thing, about the -- what happens with the electric
11 fields and such, and I believe in all that, but it's
12 really up to the UL rating.

13 **CHAIRMAN BROWN:** You have 30 seconds.

14 **MR. MCDONALD:** Thank you.

15 **CHAIRMAN BROWN:** Thank you. And there are FPL
16 customer service representatives available to assist you
17 with any of the questions that you have here tonight.
18 So thank you for your testimony.

19 Oh, we have a question.

20 Commissioner Graham.

21 **COMMISSIONER GRAHAM:** Yes. Sir, I guess I
22 don't understand. You said we've made several
23 considerations so far tonight -- concessions. What
24 concessions are you speaking of?

25 **MR. MCDONALD:** I'm sorry. I misspoke on that.

1 FPL has made a number of considerations in their rate
2 structure for a number of the programs that we heard
3 probably the first 30 people that got up and spoke in
4 favor of the rate increase. I'm sorry. I didn't mean
5 to misspeak.

6 **COMMISSIONER GRAHAM:** That's okay. I was just
7 trying to clarify that for the record.

8 **MR. MCDONALD:** I didn't -- excuse me. I'm
9 sorry.

10 **CHAIRMAN BROWN:** All right. Well, thank you.
11 Mr. Kelly, are there any other customers?

12 **MR. KELLY:** No, ma'am.

13 **CHAIRMAN BROWN:** I want to take the
14 opportunity to thank you all for taking the time out. I
15 know you're all tired. Thank you so much. Your
16 comments, written or oral, will be taken into
17 consideration as part of this process, and we thank you
18 for coming out tonight. This hearing is adjourned.

19 (Hearing adjourned at 7:56 p.m.)
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1 STATE OF FLORIDA)
2 : CERTIFICATE OF REPORTER
3 COUNTY OF LEON)

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 stenographically
9 reported the said proceedings; that the same has been
10 transcribed under my direct supervision; and that this
11 transcript constitutes a true transcription of my notes
12 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 23rd day of June, 2016.

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