

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 160021-EI

PETITION FOR RATE INCREASE BY
FLORIDA POWER & LIGHT COMPANY.

DOCKET NO. 160061-EI

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

DOCKET NO. 160062-EI

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

DOCKET NO. 160088-EI

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

PROCEEDINGS: SERVICE HEARING

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

DATE: Monday, June 27, 2016

TIME: Commenced at 6:00 p.m.
Concluded at 9:58 p.m.

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PLACE: Miami-Dade County Auditorium
2901 West Flagler Street
Miami, Florida 33135-1300

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

1 APPEARANCES:

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

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

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

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

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P R O C E E D I N G S

1
2 **CHAIRMAN BROWN:** All right. We are going to
3 begin. Good evening. I would like to welcome you to
4 this customer service hearing in the Florida Power &
5 Light rate case in Miami, Florida. And I am just
6 delighted to be here. I love coming to the City of
7 Miami, love it, Miami-Dade and anywhere in Dade County.
8 It's a privilege to be here.

9 And I do have the privilege of serving as the
10 Chairman of the Public Service Commission. My name is
11 Julie Brown, and with me today are the Commissioners of
12 the Florida Public Service Commission. We do have some
13 other Commissioners that are trickling in too, they are
14 driving in and have hit some traffic, but we will begin
15 since we have a quorum today. And they will -- please
16 don't mind the interruption when they get here. But I'd
17 like to have the Commissioners who are here today to
18 introduce themselves to you, starting with my right.

19 (Interpreter commenting in Spanish.)

20 **COMMISSIONER BRISÉ:** Thank you. Good evening.
21 Good evening. Perfect. My name is Ronald Brisé, and
22 I'm glad to be here this evening to hear from you. This
23 is, as you will hear again and again, that this is your
24 hearing. We definitely want to hear all of your
25 experiences, and we hope that this experience will help

1 us as we go through this process.

2 (Commissioner Brisé giving greetings in
3 Spanish and Creole.)

4 **COMMISSIONER PATRONIS:** Good evening. My name
5 is Jimmy Patronis. Thank you for allowing us to use
6 your magnificent facility here in Miami-Dade County --
7 serving on the Public Service Commission. Looking
8 forward to your testimony tonight. Thank you.

9 **CHAIRMAN BROWN:** Thank you, Commissioners.
10 And as you can see, we do have a Spanish-speaking
11 translator who is here, and she's going to be able to
12 translate the instructions that I relay to you all. As
13 well, if you are a Spanish-speaking customer and would
14 like to address the Commission tonight, she will be able
15 to translate it for you and will be here to address
16 those issues too.

17 So at this time, staff counsel, will you
18 please read the notice.

19 **MR. HETRICK:** Thank you, Madam Chair. By
20 notice issued on May 2nd, 2016, this time and place has
21 been set for a customer service hearing in Docket No.
22 160021-EI, petition for rate increase by Florida Power &
23 Light Company.

24 **CHAIRMAN BROWN:** Thank you. And at this time,
25 we'll take appearances of counsel, starting with Office

1 of Public Counsel to my right.

2 **MR. KELLY:** Good evening. My name is J.R.
3 Kelly. I'm with the Office of Public Counsel, and our
4 office represents all the ratepayers of Florida Power &
5 Light.

6 **CHAIRMAN BROWN:** Thank you. And Florida Power
7 & Light, if you could just come to the microphone right
8 in front of you. Thank you.

9 **MR. BRYAN:** Thank you, and good evening. My
10 name is Patrick Bryan, and I represent Florida Power &
11 Light Company.

12 **CHAIRMAN BROWN:** Thank you so much. And
13 Florida Retail Federation.

14 **MR. WRIGHT:** Thank you, Madam Chairman and
15 Commissioners. Robert Scheffel Wright representing the
16 Florida Retail Federation.

17 **CHAIRMAN BROWN:** Thank you. And I do want to
18 let the audience know that there are other intervenors
19 in this case. And we will be having a technical hearing
20 later in the year in August, at the end of August, we'll
21 have a two-week hearing, and those intervenors will be
22 participating.

23 But first and foremost, let me just start out
24 by saying thank you all for being here today. This is
25 your meeting, as you know, and we cannot understate

1 that. You have an opportunity to address us, any issues
2 you have, any concerns, quality of service, rates.
3 Please take the time to talk to us and tell us what
4 you'd like to do.

5 Later in the year, we will be making the
6 ultimate decision after we weigh the evidence in the
7 record, and your testimony tonight will be considered as
8 part of that record. So please know that.

9 Also, please note that today we do have
10 company representatives from Florida Power & Light here
11 that are available to address service quality issues as
12 well as any billing issues you may have. We also have
13 Public Service Commission staff members, several folks
14 here today. If you have questions during your time that
15 you are speaking specifically directed to us as
16 Commissioners or the Commission, please save it for
17 after the meeting because we have so many staff members,
18 I'm just going to go through them, available to address
19 those issues with you.

20 Tonight we have from our Accounting and
21 Finance Department, Andrew Maurey and Bart Fletcher;
22 from our Economics Department, we have Elisabeth Draper;
23 from Engineering, we have Robert Graves; our General
24 Counsel is here today, Keith Hetrick, as well as our
25 Associate General Counsel, Mary Anne Helton; our Public

1 Information Office, Cindy Muir and Dick Durbin, who is
2 retiring in just a few days after over 20 years of
3 service to the Public Service Commission, as well as
4 Kelly Thompson; and, of course, we can't forget our
5 wonderful court reporter, Linda Boles, who has been with
6 us all along the way. So far we've had five service
7 hearings around the state. We have four more that we're
8 getting ready to complete and -- this past -- this week.
9 And so these are such an important part, and our court
10 reporter is part of that process. This is an official
11 hearing.

12 (Interpreter commenting in Spanish.)

13 **CHAIRMAN BROWN:** Thank you. Gracias. So as I
14 said -- and I appreciate our translator, she is
15 wonderful -- this is an official hearing that will be
16 transcribed and become part of our official record. As
17 such, you will need to be sworn in, and we'll do that in
18 a few moments. But please note that when you are
19 testifying, you have the microphones up here and right
20 up here, to my right and my left. You can come,
21 whichever one you feel most comfortable, they're both
22 live, so please feel free to come up to them. But you
23 will be subject to cross-examination. That means that
24 any of us, the Commissioners sitting here or the parties
25 that are present today, can ask you questions.

1 (Interpreter commenting in Spanish.)

2 **CHAIRMAN BROWN:** Thank you. Gracias. At this
3 time, I would ask that you silence your cell phones or
4 other electronic devices.

5 (Interpreter commenting in Spanish.)

6 **CHAIRMAN BROWN:** Thank you. So as not to
7 interrupt the flow of this very important customer
8 service hearing.

9 So we would like to run a very efficient,
10 professional hearing here today. We ask that you please
11 refrain from any loud disturbances, interruption,
12 clapping, yelling, or anything of that nature, and
13 that's very important to our proceedings.

14 (Interpreter commenting in Spanish.)

15 **CHAIRMAN BROWN:** Gracias. And if you'd like
16 to speak, if you noticed when you walked in, you have to
17 sign up -- a sign-up form. Our staff was up there
18 assisting you. You must sign up if you'd like to speak
19 tonight. Of course, you don't have to do that. If you
20 are shy and don't really want to testify and don't like
21 public speaking, you can also provide written comments,
22 and we can accept those tonight as well, or you can mail
23 them in.

24 (Interpreter commenting in Spanish.)

25 **CHAIRMAN BROWN:** Muchas gracias. And now I'd

1 like to invite the parties to provide brief opening
2 statements. Our translator will not be translating
3 those opening statements for us. The petitioning party,
4 Florida Power & Light, has six minutes; Office of Public
5 Counsel also has six minutes; and Florida Retail
6 Federation will have three minutes. And we will start
7 with the petitioning party, Florida Power & Light, who
8 will come up on the stage to provide those wonderful
9 opening statements for us here tonight.

10 **MR. BRYAN:** Thank you, Chairman Brown and
11 Commissioners.

12 Good evening again. My name is Patrick Bryan.
13 Before you hear from Marlene Santos, FPL's vice
14 president of customer service, who will speak to FPL's
15 rate filing in this matter, I wanted to briefly mention,
16 as Chairman Brown did, that we have several customer
17 service representatives here tonight that are available
18 to meet with you if you have a question about your bill,
19 a problem with your service. They have computers all
20 hooked up so they can access your account information.
21 They will do their very best to answer your question or
22 resolve your problem here tonight. They are located out
23 the lobby and up the stairs to the right. But if you're
24 interested, just go to the FPL table, and they will
25 assist you to the appropriate room. Thank you.

1 Marlene.

2 **MS. SANTOS:** Thank you, Commissioners, and
3 thank you to all of our customers who are here today.
4 First, I'd like to address our Spanish-speaking
5 customers.

6 (Ms. Santos commenting in Spanish.)

7 Miami is my home, as well as thousands of FPL
8 employees. We're deeply proud to be a part of this
9 community, and we look forward to listening to all of
10 your feedback this evening.

11 Today the service that you -- we provide you
12 is cleaner and more reliable than ever before, while our
13 residential typical customer bill is about 15 percent
14 lower today than it was ten years ago. This did not
15 happen by accident. It's because we've made a
16 commitment to you, our customers, to be the best utility
17 possible. We know that's what you expect. That's what
18 you deserve. You deserve much better than average
19 service. That's why we're proud to provide you
20 reliability that is among the best in the nation, while
21 our typical residential bills are among the lowest.

22 Some people think our bills are lower today
23 because natural gas prices have come down, but that's
24 only part of the story. Our power plants are now more
25 efficient and use a lot less fuel. We use -- when we

1 use less fuel, it saves you money, no matter what the
2 price of gas is.

3 Since our last rate proceeding four years ago,
4 we have been investing billions of dollars to continue
5 to improve your service. But many of these improvements
6 are not covered by your current rates, so we have
7 submitted a proposal to the Public Service Commission to
8 raise our base rates beginning in 2017, phasing in the
9 increase over four years. The numbers you'll hear may
10 sound large, but keep in mind that FPL serves about half
11 of the state of Florida, more than 10 million people.

12 Our proposal will help us continue to
13 modernize our grid and the power that we generate. We
14 currently operate three solar power plants, and we're
15 building three more this year that will be among the
16 largest ever constructed in the eastern United States.
17 In addition, right here in Miami-Dade we recently
18 completed a commercial scale solar research facility at
19 Florida International University.

20 We're also investing to improve reliability
21 and the storm resiliency of our system. We've
22 strengthened many of the main power lines that serve
23 critical community facilities in Miami-Dade such as the
24 National Hurricane Center and every major hospital in
25 South Florida, along with fire rescue and police

1 stations and other essential services. We're also
2 continuing to invest in our smart grid program, which we
3 launched right here in Miami seven years ago, and it's
4 delivering great benefits.

5 Thanks to smart grid investments, you can go
6 to your online account and see detailed, personalized,
7 hour-by-hour usage data and lots of other helpful
8 information. Behind the scenes, that smart grid
9 technology enables FPL to identify potential outage
10 issues before they happen and take action to prevent
11 them so that your life is not interrupted. And when
12 outages do occur, we can respond more quickly to get
13 your power back on.

14 We know we're not perfect, and when we
15 identify problems, we work toward solutions. Some of
16 you may be here tonight because of concerns related to
17 Turkey Point's cooling canals, and I assure you that FPL
18 hears your concerns. We've worked to restore the
19 natural balance to the canals, and we're implementing
20 long-term solutions to ensure the canals function
21 properly in harmony with the environment.

22 Our Turkey Point nuclear plant has operated
23 safely and efficiently with zero carbon emissions for
24 more than four decades, and we're working hard to ensure
25 it continues to provide clean and reliable energy to

1 Miami-Dade for many years to come.

2 We're one of the most affordable and cleanest
3 utilities in the nation today because we planned ahead.
4 In fact, while most electric providers are concerned
5 about how to comply with the Environmental Protection
6 Agency's Clean Power Plan, FPL is already there. We're
7 cleaner today than the EPA's goal for Florida to meet by
8 2030.

9 Let me close by returning to rates. I want to
10 emphasize that even with our proposal, we expect typical
11 customer bills will remain lower than they were in
12 2006 through 2020. That said, we're also mindful that
13 some customers may need help paying their bills, and we
14 have employees here who can help.

15 We've asked some local customers who have told
16 us that they value our service if they would be willing
17 to share their thoughts today. But whether you're here
18 to support our plan or not, please know that we care
19 about your feedback. Thank you for being here today and
20 for the opportunity to serve you.

21 **CHAIRMAN BROWN:** Thank you.

22 And now we will hear from Public Counsel,
23 J. R. Kelly.

24 **MR. KELLY:** Good evening again. Excuse me.
25 My name is J.R. Kelly. I'm with the Office of Public

1 Counsel, and we have the privilege of representing you,
2 the ratepayers of Florida Power & Light, in this
3 proceeding. That's the residential, commercial, and
4 industrial ratepayers.

5 Why are we here? Florida Power & Light has
6 filed a petition to raise their rates by \$1.3 billion
7 over the next three years. That's an approximately
8 23 percent increase over their current base rates.
9 They're asking for 866 million starting next year,
10 262 million the following year, and 209 million in
11 mid-2019. We've intervened in this proceeding and we're
12 going to contest all of those areas that we feel are not
13 reasonable and prudent in this petition.

14 Let me just give you some of the issues that
15 we are going to be contesting. First and foremost is
16 excess profit. Florida Power & Light is asking for an
17 11 percent return on equity. Quite frankly, we feel
18 that this is an excessive profit level, and we believe
19 it is especially excessive when compared to other
20 returns on equity that have been granted to other
21 Florida utilities and other utilities from around the
22 United States. Our expert has been reviewing the
23 evidence in the case and is going to be recommending an
24 ROE approximately 9 percent or less.

25 Now let me put that in perspective.

1 One percent, or 100 basis points, represents
2 approximately \$240 million of what you, as a ratepayer,
3 would pay more to Florida Power & Light. Therefore, if
4 you go from 11 percent to 9 percent, that's
5 \$480 million. Quite honestly, we believe that is
6 excessive.

7 Now if the Commission grants what we're going
8 to be recommending, that will not affect the safe,
9 adequate, and reliable service that you may have been
10 getting from Florida Power & Light.

11 Another issue we're going to be contesting is
12 capital structure. When a corporation raises capital,
13 they do it two ways. One, they sell stock. That's
14 called equity capital. They also do -- raise capital
15 through debt equity -- excuse me -- debt capital, and
16 that's when they borrow money or sell bonds.

17 Now debt capital is a lot less expensive than
18 equity capital; therefore, you would expect a prudent
19 utility to have a very balanced portfolio of debt equity
20 to -- excuse me -- debt capital to equity capital. In
21 this case, Florida Power & Light is asking for a
22 60 percent equity ratio, 60 percent.

23 Now let me put that in perspective. Their own
24 expert, who's recommending 11 percent as fair and
25 reasonable, is using a proxy group of comparable

1 utilities, and his proxy group only has a 48 percent
2 return -- excuse me -- equity ratio. Florida Power &
3 Light's parent, NextEra, has a 44 percent equity ratio.

4 What does that mean in terms to you, the
5 ratepayer? Our expert is going to be recommending a
6 very reasonable 50/50 equity ratio to debt. That
7 60 percent taken down to 50 percent would mean less --
8 that would mean approximately \$359 million less per year
9 that you, the ratepayer, would pay. Now if you add that
10 359 and that 408 million, folks, that's nothing but
11 excess profit that would go to Florida Power & Light.
12 It would not affect safe, adequate, and reliable service
13 that Florida Power & Light is required to provide.

14 Now Florida Power & Light is also asking for a
15 .5 percent, or 50 basis points, what they call an adder.
16 It's nothing more than they want a bonus. That
17 represents approximately \$120 million more a year that
18 ratepayers would pay. It is nothing but pure excess
19 profit that would go to the ratepayers -- excuse me --
20 would go to the shareholders. Now we are opposing that.

21 First off, FPL is a monopoly. There is no
22 competition they have in their service area. Second and
23 foremost, they should not be rewarded for doing what
24 they are required to do under Florida law, and that is
25 to provide safe, adequate, and reliable service for the

1 least possible cost.

2 There are going to be certain other areas that
3 we're going to be contesting in this area. Depreciation
4 expense, we believe, is going to be a couple hundred
5 million dollars reduction. There's some excess expenses
6 that we believe that should be eliminated. The bottom
7 line, we will be filing testimony next week and our
8 numbers will be finalized at that time. Well, we
9 believe when the numbers come in, Florida Power & Light
10 is not going to be entitled to any increase over the
11 next year.

12 Now you've heard several people say, "Why are
13 we here tonight?" This is your hearing, customers.
14 Please, please take this opportunity and come up and
15 speak to the quality of service that Florida Power &
16 Light is giving you, good or bad, and also speak to the
17 rate increase, good or bad, ever how you feel about it.
18 This is your chance to voice your opinion, and I look
19 forward to hearing from you. And I want to thank you on
20 behalf of the Office of Public Counsel for taking time
21 to come out and attend tonight. Thank you.

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

23 All right. We have one more --

24 (Applause.)

25 Please, I ask that you refrain from clapping

1 or any outbursts. Again, this is an official hearing
2 that's being transcribed, and the clapping and outbursts
3 affect the transcription.

4 So at this time, I'd ask that Florida Retail
5 Federation come up, and you have three minutes.

6 **MR. WRIGHT:** Thank you, Madam Chairman and
7 Commissioners. Good evening. My name is Schef Wright.
8 I'm going to start with a brief personal note. I was
9 born up the street at Jackson Memorial Hospital in 1950.
10 I've lived all but nine of my 66 years in this
11 wonderful, wonderful state. I've been working on
12 energy, energy policy, utility rates and such for the
13 last 35.5 years, all in Tallahassee. I served on
14 Governor Bob Graham's Energy Office staff and I served
15 on the staff of the Florida Public Service Commission
16 for seven years before I got a break and went to law
17 school.

18 In this proceeding, I have the honor and
19 privilege of representing the Florida Retail Federation,
20 which is a statewide organization of more than 8,000
21 members from the largest groceries, pharmacies, big box
22 stores, department stores, and so on to literally
23 thousands of mom and pop establishments. We work
24 closely with your public counsel and other consumer
25 groups to fight for lower electric rates for all

1 customers.

2 What do we want? We want the lowest electric
3 rates possible that are consistent with our utilities,
4 FPL included, providing safe and adequate and reliable
5 service. We don't want free electricity. We know that
6 it takes money to run a utility company, just like it
7 takes money to run grocery and department stores. We
8 want safe, adequate, reliable service at the lowest
9 cost.

10 FPL is a well-run company. They have a
11 wonderful fleet of efficient power plants and thousands
12 of dedicated workers. That's not really what this case
13 is about. This case is about whether FPL needs more
14 money to provide safe and reliable service next year.

15 Now Ms. Santos said there will be some big
16 numbers. There are some big numbers. When you add
17 together the rate increases that FPL is asking for in
18 this case, 866 million a year next year, 262 million
19 extra a year the year after, and 209 million a year
20 starting in 2019, that's more than \$4 billion of
21 customers' money that Florida Power & Light wants to get
22 over the next four years. We don't believe this is
23 justified. Why not? Because next year, with no rate
24 increase at all, after paying all of its costs, FPL will
25 still make profits of \$1.6 billion. They -- we are

1 fully confident, as Mr. Kelly indicated, that we are
2 fully confident that when all the evidence is in, it
3 will show clearly that Florida Power & Light can do its
4 job, provide safe, adequate, reliable service, with no
5 rate increase at all next year, maybe a marginal
6 increase in 2018, and maybe an increase in 2019. This
7 is your hearing. Tell the Commissioners what you think.
8 Thanks for coming out.

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

10 All right. At this time, Mr. Bryan, I believe
11 you have an exhibit for us to consider.

12 **MR. BRYAN:** Thank you, Chairman Brown. At
13 this time, I would like to offer affidavits of
14 publication from two local newspapers of general
15 circulation, the Miami Herald and the El Nuevo Herald.
16 And these affidavits demonstrate that FPL complied with
17 the Commission's requirements to advertise this Miami
18 service hearing to the general public. I'd offer those
19 at this time.

20 **CHAIRMAN BROWN:** Thank you. Thank you. You
21 can give that to Mr. Durbin. And that is Exhibit 11.
22 Okay?

23 (Exhibit 11 marked for identification.)

24 So I will tell you at this point, as part of
25 our practice at the Commission, if there are elected

1 officials present, which we all know that they're here,
2 and they would like to provide comments or testimony or
3 so forth, we generally do that prior to swearing in the
4 public and the comments.

5 So at this point, we have a few that have
6 signed up to make comments, so we will move into the
7 public comment portion of the elected officials. They
8 can -- when I present your name, please come up to the
9 microphone, one or two here, and please provide us
10 comments. You will have three minutes, so please -- I
11 will unfortunately have to stop you.

12 We are going to start with Representative José
13 Rodriguez.

14 (Interpreter commenting in Spanish.)

15 **INTERPRETER:** You didn't say anything about
16 the lights yet; right?

17 **CHAIRMAN BROWN:** No.

18 **INTERPRETER:** No? Okay.

19 (Interpreter commenting in Spanish.)

20 **CHAIRMAN BROWN:** I'm timing you. Good
21 evening.

22 **REPRESENTATIVE RODRIGUEZ:** Good evening. José
23 Javier Rodriguez. I'm a resident of the City of Miami,
24 along with my wife. I'm also the state representative
25 for the area, so welcome to District 112 to the

1 Commissioners, the Chair, and everybody who came out
2 tonight to speak.

3 **CHAIRMAN BROWN:** Representative, before you
4 begin, I do want to thank you so much for your interest
5 in Public Service Commission issues, utility issues. We
6 appreciate it on behalf of the entire Commission.
7 You've been very attuned and you've been a very zealous
8 advocate for your constituents. So before you begin, I
9 just want to commend you on the fine work that you do on
10 your constituents' behalf, but you still have three
11 minutes.

12 **REPRESENTATIVE RODRIGUEZ:** Thank you. I
13 really appreciate your saying so, and your attention and
14 your diligence and for having this hearing here, and I'm
15 sure your patience here and elsewhere around the state
16 where you'll be hearing from the affected customers.

17 I also want to acknowledge that I had
18 requested that FP&L withdraw the application. You may
19 be surprised to learn that they decided not to. But I
20 did have an opportunity to sit down and meet with FP&L
21 representatives in Tallahassee and go over some of the
22 objections.

23 But on behalf of consumers, and particularly
24 consumers in my district, I'm in strong opposition to
25 any increase of FPL's rates. I will be -- you know, at

1 a time when small businesses, when families in my
2 district, many of them are struggling, at the same time,
3 FP&L's profits are soaring, and it simply is not a time
4 to give FP&L 1.3 billion in additional profits from the
5 pockets of my constituents and of customers in the FP&L
6 rate base.

7 Going a step further, as long as Florida Power
8 & Light does not have a handle on the water
9 contamination issues emanating from Turkey Point cooling
10 canals, it is entirely inappropriate to allow a rate
11 increase.

12 By point of comparison, when we're talking
13 about some of the numbers that we've heard, some of the
14 very big numbers, many of my constituents are low
15 income, work paycheck to paycheck, are fixed income.
16 And many who live on social security income, for
17 example, saw no increase last year, and the increase
18 they look forward to next year is one-fifth of
19 1 percent. So when you're talking about a 23 percent
20 increase on top of a 1 percent increase in guaranteed
21 profits, we're talking about a sizable extraction from
22 my constituents' pockets for pure profit.

23 And what this means for individuals and
24 businesses, I'm sure we will hear more today, but for
25 someone with a light bill of \$94 a month, they would

1 expect a \$13 to \$14 increase once this -- once -- if you
2 approve what FP&L is asking for, \$160 a year from every
3 single constituent on average. And I think it hits
4 directly in the pocketbook, but it also hits my
5 constituents in two other ways.

6 We've heard from the school board, who's
7 looking at a \$37-million-a-year hit. Right? So that is
8 hitting many of my constituents, whether they're renters
9 or homeowners, in their property taxes.

10 They also, as we've heard, will be shopping in
11 the community. All the places that they shop will also
12 be being hit with huge increases in their light bills.
13 Those are the costs that will be passed on to my
14 constituents.

15 And I want to close, so it's not simply that
16 this is excessive, it's pure profit, but it's also a
17 question when we're asking tonight, you know, how is
18 FP&L doing? Is it safe and adequate?

19 **CHAIRMAN BROWN:** Thank you.

20 **REPRESENTATIVE RODRIGUEZ:** We do not have safe
21 and adequate service when the water supply of our
22 community is threatened by the mismanagement at Turkey
23 Point. Thank you very much.

24 **CHAIRMAN BROWN:** Representative, thank you so
25 much. Commissioners may have a question for you, so if

1 you could stay there.

2 Commissioners, any questions?

3 Representative, thank you so much for coming
4 out, and we appreciate your service.

5 **REPRESENTATIVE RODRIGUEZ:** Thank you.

6 **CHAIRMAN BROWN:** Thank you.

7 We also have, from the City of South Miami,
8 Mayor Philip Stoddard, who is here today. Welcome,
9 Mayor.

10 **MAYOR STODDARD:** Good evening, and thank you
11 for the opportunity to speak today. I wanted to give
12 sort of a qualitative follow-up to J. R. Kelly's
13 quantitative argument, and that is, first of all, we
14 understand that the money that would be awarded to FPL,
15 were this rate increase approved, would be coming out of
16 local economies, out of Floridians' pockets, and it
17 would be going to increase profits that are going to pay
18 shareholders who largely live out of state. So
19 you're -- so by awarding this, you're hurting
20 Floridians, you're hurting the people of Florida.

21 But let's think about equity markets, since
22 Mr. Kelly brought that up. Equity markets are created
23 to do two things: to reward efficiency and to reward
24 risk. And FPL has sought and been awarded more risk
25 displacements, displacements onto the ratepayers than

1 any other utility. And you know them, but I'm going to
2 say them for everybody else, there's the storm cost
3 recovery surcharge, the fuel cost recovery clause
4 pass-through, the capacity cost recovery clause
5 pass-through, the conservation cost recovery clause
6 pass-through, the nuclear cost recovery clause
7 pass-through, the environmental cost recovery clause
8 pass-through. You know what they've done with these
9 pass-throughs and, you know, the Florida Supreme Court
10 had some things to say about that.

11 These pass-through mechanisms increase FPL's
12 current cash flow by shifting the risk from the utility
13 to the ratepayers, shielding FPL's profits from risk.
14 So since the PSC is not rewarding shareholder risk with
15 profits, then the profit rate should be lowered and not
16 increased. Mr. Kelly, I think, made a quantitative
17 argument for that. I hope you understand the
18 qualitative argument. Thanks for your time.

19 **CHAIRMAN BROWN:** Thank you so much, Mayor
20 Stoddard. Appreciate it.

21 We have with us tonight County Commissioner
22 Daniella Levine. Good evening, Commissioner.

23 **COMMISSIONER CAVA:** Thank you, Madam Chair,
24 members of the Commission. It's Commissioner Daniella
25 Levine Cava, District 8, Miami-Dade County. And I'm

1 here to focus on conservation rather than consumption.

2 In 2014, this Public Service Commission was
3 warned that gutting the energy conservation programs
4 would lead to higher energy electricity rates, and yet
5 here we are two years later with a rate hike request for
6 23 or 24 percent for infrastructure needs that could
7 have been at least partially avoided through greater
8 investment in energy efficiency.

9 So while I applaud FPL's decision to
10 decommission many of its old and inefficient fleet of
11 oil-burning power plants, I think that's a decision that
12 would have been made by any business facing competition.
13 And because FPL is a utility monopoly, we're told that
14 these decisions should be rewarded. And in this case,
15 that has translated to a request for greater
16 profitability and to raise everyone's electricity rates.
17 I just don't understand this arithmetic.

18 The logic is that because FPL is now
19 generating electricity more cheaply, we should all pay
20 more. It doesn't add up. Besides the base rate, as has
21 been mentioned, we all pay a connection charge and a
22 separate storm fee. Nearly 70 percent of the average
23 residential customer's bill is unrelated to the energy
24 cost as it is now. However, if we aggressively cut the
25 demand side of the equation and require aggressive

1 demand-side management programs, we would need fewer
2 power plants and face fewer rate hike hearings. We
3 should be working to provide opportunities for people
4 and businesses to maximize their efficiency and create
5 opportunities for competition, job growth through
6 weatherization, high-efficiency building systems and
7 appliances and, of course, rooftop solar energy.

8 The board of county commissioners has
9 unanimously voted to oppose this rate hike. We have
10 just emerged from the worst recession since the Great
11 Depression. We need to consider those on fixed incomes,
12 families, and small business owners ahead of utility
13 profits. The Public Service Commission needs to reject
14 the rate increase proposed and adopt instead aggressive
15 energy conservation goals once again. Thank you.

16 **CHAIRMAN BROWN:** Thank you so much,
17 Commissioner. Do you happen to have that resolution
18 that we could enter into -- as an exhibit in the -- ah,
19 excellent. Exhibit 12, resolution from the Miami-Dade
20 County. Thank you so much.

21 (Exhibit 12 marked for identification.)

22 Yes, and there are questions. Don't you sit
23 down, Commissioner. We all want to ask you questions.

24 First of all, thank you, but I will defer to a
25 friend of yours to my right.

1 **COMMISSIONER CAVA:** Indeed. So good to see
2 you.

3 **COMMISSIONER EDGAR:** I'll try this one. Oh,
4 better. Thank you, Commissioner.

5 Commissioner, so nice to see you. Thank you
6 for coming. And as my Chair, Commissioner Brown,
7 reiterated earlier also to you, thank you for the good
8 work that you do for your constituents. I know, from
9 being a long-time acquaintance and friend, that you've
10 been very interested in climate issues, in environmental
11 issues, and been very involved for many, many years. So
12 thank you for coming to be with us this evening and to
13 speak. It's always nice to see you.

14 **COMMISSIONER CAVA:** Thank you. Thank you for
15 your diligence as well, many years.

16 **COMMISSIONER EDGAR:** And as you know, many of
17 these issues obviously we are not able to speak about
18 generally outside of the record, but at some time when
19 this case is done, I would love to sit down with you and
20 talk about some of these issues on a broader scale.

21 **COMMISSIONER CAVA:** Thank you so very much. I
22 really look forward to that.

23 **CHAIRMAN BROWN:** Thank you, Commissioner.

24 Other Commissioners, any questions?

25 Again, thank you for your testimony.

1 **COMMISSIONER CAVA:** Thank you. Thank you so
2 much.

3 **CHAIRMAN BROWN:** Okay. So we have a few more
4 elected officials, about four, just to give you all a
5 heads-up, before you can talk. We have the mayor from
6 the Village of Pinecrest, Mayor Cindy Lerner, who is
7 here with us today. Mayor Lerner, good evening.

8 **MAYOR LERNER:** Good evening, Madam Chair and
9 Commissioners. It's good to have you here in Miami to
10 give us the opportunity to speak to you this evening.

11 We, the public, are here to ask you, the
12 Public Service Commission, to consider the multitude of
13 risk and harm that this public utility, Florida Power &
14 Light, has imposed on its customers over the past
15 several years before you determine whether we should be
16 placed at further financial harm by the requested
17 \$1.3 billion rate increase.

18 FPL has, over the past several years, received
19 a series of rate increases, including nuclear early cost
20 recovery, which has helped them not only provide
21 infrastructure and capital improvements, but also earn a
22 very healthy dividend for their investors reaching
23 10.5 percent profit margin. We, in return, have been
24 placed in the very unfortunate position of bearing all
25 of the risk, many times to the detriment of our health

1 and our natural resources, as evidenced by what's
2 happening now to the Biscayne Aquifer, our only drinking
3 water source, as a result of deficiencies at Turkey
4 Point.

5 Your main concern should be the financial risk
6 today. Just last year, FPL sought and received your
7 approval to invest in an out-of-state fracking
8 operation, which you approved. But who bore the risk?
9 We, the customers. When that operation went bust, we,
10 the customers, lost \$5.8 million on that one risky
11 investment. And this month the Miami Herald and Tampa
12 Bay Times reported that FPL customers have overpaid
13 \$6.6 billion in fuel bills. So the Public Service
14 Commission recently ruled they should scale back on
15 their fuel hedging program by 25 percent, but you're
16 still allowing them to place us, the customers, at risk.
17 In 2015 alone, Florida Power & Light customers lost
18 \$504 million in hedging costs, according to the Herald
19 and the Tampa Bay Times.

20 Next, at Turkey Point, just 14 miles from
21 Pinecrest, the leaking of high salinity cooling canals
22 into Biscayne Bay, which has been going on for years and
23 which FPL either ignored or reduced monitoring for until
24 the uprating of Turkey Point 3 and 4 and the --

25 **CHAIRMAN BROWN:** You have 30 seconds, 30

1 seconds.

2 **MAYOR LERNER:** -- the overheating and
3 consequent damage, placing at risk our very public
4 health.

5 And finally the most egregious, the early cost
6 recovery, which we all know has already covered
7 \$280 million from customers, which if and when it's ever
8 built, and, quite frankly, I don't believe that 6 and
9 7 will ever be built, but the fiction that is carried on
10 by allowing the early cost recovery to continue will
11 never be recovered by the consumers. It will be a
12 benefit to FPL.

13 **CHAIRMAN BROWN:** Thank you. Your --

14 **MAYOR LERNER:** And lastly, one last thing.

15 **CHAIRMAN BROWN:** Mayor, your time is up.
16 Thank you.

17 **MAYOR LERNER:** Florida has the fifth highest
18 inequality --

19 **CHAIRMAN BROWN:** Mayor, Mayor, Mayor, Mayor,
20 your time is up. Thank you for your testimony.

21 (Audience reaction.)

22 We have another -- please refrain from
23 clapping at this time. This is an official hearing.

24 We have, from the City of South Miami,
25 Commissioner Gabriel Edmond. Commissioner Edmond,

1 please come to the table up here.

2 Again, before you begin, Commissioner, I do
3 want to remind the elected officials, we are being
4 generous in allowing you to speak before the public.
5 Please be considerate of the public, who took their time
6 to come out here to testify before us, and please keep
7 it within three minutes. Thank you.

8 Commissioner.

9 **COMMISSIONER EDMOND:** Thank you, Madam Chair.
10 First of all, I want to thank the Public Service
11 Commission for holding these hearings. They're very
12 important.

13 First of all, I agree with what my other
14 colleagues have said so far, Representative Rodriguez,
15 Commissioner Cava, Mayor Lerner, and obviously my mayor,
16 Mayor Stoddard.

17 This is a critical issue that we have down
18 here, and I'm here because a number of my constituents
19 have come to me, and they've emailed me, they've talked
20 to me at the grocery store, and they've encouraged me to
21 come out here and speak against this. This is a
22 23 percent rate increase. It's a very large number.
23 And as other people have spoken about, it's -- I think
24 it's going to impact and hurt our economy in Florida. A
25 rate increase like this, people on fixed incomes and

1 people just trying to get by, it's going to hurt their
2 disposable income, and ultimately it's going to hurt the
3 Florida economy, and I think it's the wrong move on that
4 level. It's going to hurt the economy.

5 Secondary issue, profits. Already this is a
6 giant company that's making huge profits. If you
7 approve this 23 percent rate increase, they're going to
8 have even more profits. But what is the justification
9 for that? Why would you approve such huge profits for a
10 company? And I think it's very, very inappropriate.

11 And as other people have alluded to, the
12 performance of this company, how are they doing with
13 what we've asked them to do? And I know here there's
14 been great concern in terms of their management at
15 Turkey Point. Also, as other people have alluded to,
16 they're already getting millions of dollars in early
17 cost recovery money. So I don't really think there's
18 justification for this.

19 As a city commissioner, I have the ability to
20 propose a 23 percent increase in my salary. I'd never
21 do it because I don't think it's appropriate, and I
22 doubt my colleagues would approve it. You all could
23 probably give yourselves a 23 percent increase. I'm
24 sure the state legislature would have to approve that as
25 well. So it's what we want and it's what we need, and I

1 don't think it's appropriate. I encourage you to reject
2 this proposal. Thank you.

3 **CHAIRMAN BROWN:** Commissioner Edmond, a
4 question for you from Commissioner Brisé. Thank you, by
5 the way, for your testimony.

6 **COMMISSIONER BRISÉ:** No, not a question, just
7 a comment. The legislature sets our salaries, and
8 we couldn't -- just for the record, we couldn't increase
9 our salary.

10 **COMMISSIONER EDMOND:** Good to see you, Mr.
11 Brisé.

12 **CHAIRMAN BROWN:** Thank you. Wait. Wait.
13 Just a second.

14 Commissioners, any questions?

15 Thank you so much for your testimony.

16 Okay. We have three more now. We have
17 Commissioner Walter Harris from the City of South Miami.
18 Again, a reminder, this meeting is for the customers
19 here. Please be considerate of your time. Thank you.

20 Commissioner Harris. Commissioner Harris.

21 **COMMISSIONER HARRIS:** Walter Harris, City of
22 South Miami. Actually eight years ago I was sent as a
23 resident to a meeting. Florida Power & Light and their
24 suggested -- at that point it was like a done deal.
25 They were putting in two more nuclear power plants at

1 Turkey Point.

2 I really knew nothing. I went there. I was
3 so blown away by the nerve and the assumption on the
4 part of Florida Power & Light that I actually ran for
5 office and was reelected. And it's been strongly
6 opposed to much of Florida Power & Light's activities.
7 And actually the risk that they've put South Florida in
8 and how our situation has been basically ignored,
9 ignored by the Tallahassee problem bureaucracy. This
10 rate increase is, to me, completely inappropriate,
11 unacceptable, and uncalled for.

12 As the preceding speakers have all eloquently
13 expressed, they're already giving 11 percent profit to
14 the shareholders. And, in fact, eight years ago they
15 made no bones about it. "We have an obligation to our
16 shareholders" was their mantra then. And this is so
17 unnecessary. If you're listening to what the speakers
18 are saying, there could be no justification for allowing
19 them to get this 23 percent increase.

20 I represent the senior citizens. I am a baby
21 boomer. I'm on a fixed income. We're not going to get
22 a 23 percent increase in our minimal salary for being an
23 elected official, so it would impact me in a negative
24 way.

25 I actually have here the last entry from

1 attorney -- city -- whatever they're called -- anyway, I
2 have here Cindy Lerner's last entry, so I can only read
3 it because I haven't had a chance -- do I have time?

4 **CHAIRMAN BROWN:** You have 45 seconds. You can
5 enter it into the record, if you'd like.

6 **COMMISSIONER HARRIS:** While Florida's economy
7 continues to provide tremendous economic challenges, the
8 Tampa Bay Times reported on June 20th that Florida has
9 five -- the fifth highest income inequality in the
10 country, that the bottom 99 percent of the average
11 income is \$36,000, while the top 1 percent make
12 \$1.27 million. In Florida, the threshold to become a
13 1 percenter is \$385,000. One in four children are still
14 living below the poverty line, and Florida has slipped
15 three places in overall child well-being. Florida
16 cannot afford this. Thank you.

17 **CHAIRMAN BROWN:** Thank you, Commissioner
18 Harris.

19 We have a question for you from Commissioner
20 Brisé.

21 **COMMISSIONER BRISÉ:** Yes. I missed the first
22 part of that. You said the top -- we were within --
23 Florida is within the top five in --

24 **COMMISSIONER HARRIS:** No, no. The bottom.

25 **COMMISSIONER BRISÉ:** Bottom.

1 **COMMISSIONER HARRIS:** Yes, we are --

2 **COMMISSIONER BRISÉ:** Bottom five in income
3 inequality. Thank you.

4 **COMMISSIONER HARRIS:** Uh-huh.

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

6 Okay. We have with us Vice Mayor Bob Welch,
7 Welch, I believe, from the City of South Miami. Good
8 evening.

9 Good evening. Did I get that right, sir?

10 **VICE MAYOR WELCH:** Yes, ma'am. I'd like to
11 read a September 9th, 2009, article by Mary Ellen Klas
12 of the Herald Times, Tallahassee Bureau.

13 "Public Service Commissioner Nancy Argenziano,
14 who has criticized her agency for being too close to the
15 utilities it regulates, fired her top aide Sunday after
16 he admitted giving the private messaging code for his
17 Blackberry to a Florida Power & Light executive. Larry
18 Harris, 40, who has been at the PSC since 2001,
19 volunteered to resign and seek a job elsewhere in the
20 PSC after Argenziano read a Miami Herald story online
21 late Saturday revealing that at least three PSC aides
22 had given their PINs to an FPL executive. Harris worked
23 as a senior attorney at the PSC before joining
24 Argenziano's staff in 2007. He said he has no guarantee
25 that he will find a new PSC job.

1 "The Herald Times reported that the PINs had
2 been given to FPL attorney Natalie Smith, potentially
3 allowing the utility to communicate directly with
4 Commissioners outside the public view and without
5 leaving a paper trail. Documents obtained by the Herald
6 Times also showed that at least one staff aide, Roberta
7 Bass, who works with Commissioner Lisa Edgar, gave the
8 FPL PINs to Edgar's Blackberry.

9 "The PSC is currently being investigated by
10 FDLE for possible ethics violations. Harris told
11 Argenziano that Smith had contacted the top advisors to
12 all five PSC Commissioners" --

13 **CHAIRMAN BROWN:** Sir, are you reading an
14 article into the record or would you just like to --

15 **VICE MAYOR WELCH:** Yes, ma'am.

16 **CHAIRMAN BROWN:** Would you just like to enter
17 that and then provide us your own personal --

18 **VICE MAYOR WELCH:** No. I'd like -- I'd like
19 to keep on reading.

20 **CHAIRMAN BROWN:** Okay. You've got about a
21 minute left.

22 **VICE MAYOR WELCH:** Thank you.

23 "He also said that -- he also -- he said he
24 also told Smith that Argenziano had a strict policy
25 forbidding him from communicating in any fashion with

1 utility representatives. State law prohibits PSC
2 Commissioners from discussing a pending rate case with
3 utility officials, but it specifically excludes PSC
4 staff from the ban. PSC officials told the Herald that
5 it does not save PIN messages."

6 Anyway, should you guys trust FPL any farther
7 than you can spit?

8 (Vice Mayor Welch commenting in Spanish.)

9 Thank you very much.

10 **CHAIRMAN BROWN:** Thank you, Vice Mayor.

11 All right. Next person, school board member
12 Marta Pérez Wurtz from Miami-Dade County. Hola and
13 welcome. I think you know one of my good friends.

14 **MS. WURTZ:** How are you? Thank you, Madam
15 Chair, and thank you very much for the opportunity to
16 have us speak. I won't be long, I promise.

17 Last week, at the Miami-Dade County public
18 school meeting, we voted unanimously on a proposal --
19 and, you know, that's rare because we don't vote
20 unanimously on a lot of things -- and it was officially
21 opposing the FPL rate increase so that the district
22 could properly serve our students and pay our employees.
23 If approved, the proposed rate increase would cost
24 Miami-Dade County public schools \$7 million in 2017.
25 That is the equivalent of 100 teachers that would come

1 out of our operating budget, the same budget that pays
2 our teachers. That also represents a 13 percent
3 increase over the 54.6 million we expect to pay FP&L in
4 2016.

5 Seven million represents nearly 7.5 percent of
6 our annual budget for all utilities, and over 3 percent
7 for the district's budget for central accounts. When
8 you add that up every year, with the increase through
9 2020, the aggregate cost increase would be, by 2020, \$37
10 million, and this would be devastating for our school
11 district.

12 I don't know if you follow it, but in the last
13 few years we've, I think, done a very good job and we've
14 managed our finances very well, and this would be
15 absolutely devastating for our school district. So
16 thank you very much.

17 **CHAIRMAN BROWN:** Thank you. And do you have a
18 resolution or any formal documentation that you'd like
19 to submit for the record?

20 **MS. WURTZ:** Yes, ma'am. And Jamie Torrens,
21 who is going to speak on behalf of the district for
22 the -- he's here representing the superintendent, he
23 will present it to the record.

24 **CHAIRMAN BROWN:** Excellent.

25 Commissioners, any questions?

1 Mr. Durbin, did Mr. Welch have a document to
2 submit to the record? Thank you. Thank you.

3 **MS. WURTZ:** Thank you very much.

4 **CHAIRMAN BROWN:** Okay. It is not an exhibit.
5 All right.

6 But now we are into the most important part,
7 and that is our customer public comment portion. That
8 is the reason why we are here. And we do thank our
9 elected officials, but really the purpose of this
10 meeting is for you all. So we want to be able to give
11 every customer who signed up, and there is a lot -- I
12 will tell you, I already know the customer count, it's
13 pretty high -- we want to give every customer an
14 opportunity to speak before us. Each person will be
15 given three minutes for public comments so as many
16 individuals are able to do so. I have the lights right
17 here. Unfortunately I have to cut you off when it gets
18 to red. You have three minutes. When it gets to
19 yellow, you have about 30 seconds, so you should be
20 wrapping it up. I hate cutting people off, but
21 unfortunately we have to do that to move these meetings
22 along. So please be considerate of your neighbors who
23 took the time to come out here. We really appreciate
24 it.

25 Also, please note that if someone has said

1 something that you may want to just say "ditto" or you
2 want to adopt, say "I adopt what he said," you can more
3 than -- we appreciate that as well, and we will
4 absolutely take that into consideration. And I didn't
5 get a chance to say whether your comments are verbally
6 made tonight or whether they're put in writing, this
7 Commission will absolutely consider every piece of
8 evidence that is part of this record, and that will be
9 part of our record.

10 Now we will be swearing all of you in at the
11 same time.

12 (Interpreter commenting in Spanish.)

13 **THE INTERPRETER:** I'm going to explain what
14 you just said about the lights and all that.

15 (Interpreter commenting in Spanish.)

16 **CHAIRMAN BROWN:** Gracias. So I'm going to ask
17 those customers who are here tonight who would like to
18 testify before us this evening to please stand with me
19 and raise your right hand.

20 (Interpreter commenting in Spanish.)

21 **CHAIRMAN BROWN:** Do you swear or affirm that
22 you will provide the truth in this matter?

23 (Interpreter commenting in Spanish.)

24 (Collective affirmative responses.)

25 (Witnesses collectively sworn.)

1 **CHAIRMAN BROWN:** Gracias.

2 All right. Commissioner Edgar would like to
3 address the public at this time.

4 **COMMISSIONER EDGAR:** Thank you, Chairman
5 Brown.

6 Very briefly, as we move forward to the public
7 testimony, I am grateful for all the elected officials
8 who have been here today to take time out of their
9 schedule this evening to speak to us. I'm always
10 grateful for any and all who are interested in the
11 issues that come before us and in the work that we do.
12 The work that we do is very important, it's near and
13 dear to my heart in many ways, and it's very important,
14 but it is also occasionally sometimes bureaucratic and
15 even a little dull. So very appreciative of their
16 interest.

17 I do want to respond directly to what I think
18 was an insinuation from the vice mayor from South Miami,
19 which was that -- first of all, not everything that I
20 read in the paper is 100 percent accurate always, with
21 all due respect to reporters and journalists.

22 My home phone number has been in the phone
23 book for over 20 years. It has remained the same. It
24 is (850)562-9733. (850)562-9733. So all of you now
25 potentially could contact me to discuss something that I

1 am not legally able to discuss. And if you do, I will
2 say, "Thank you for your interest, but I am not able to
3 discuss that." (850)562-9733. If any of you have any
4 interest in the issues that I can discuss with you
5 legally, I welcome your input. You may also reach me at
6 my office, (850)413-6044, also a matter of public
7 record. (850)413-6044. I look forward to hearing from
8 you.

9 **CHAIRMAN BROWN:** Okay. Now when you come to
10 the microphone, let's talk about this -- there's two,
11 like I said before -- please state three things: your
12 name, your telephone number, and your address. Please
13 also provide us whether you're an FPL customer or not
14 because that's always a little helpful to us.

15 As I stated before, your verbal comments are
16 being transcribed and part of the record. Please be
17 courteous to those who are speaking and please refrain
18 from clapping or any outbursts.

19 Our Public Counsel here, Mr. Kelly, will be
20 calling up two names at a time. The first name is the
21 one that is on, that should come to the microphone. The
22 second name should be waiting, and it will be your turn
23 right after the person who's speaking, so --

24 (Interpreter commenting in Spanish.)

25 **CHAIRMAN BROWN:** Gracias. She is really good.

1 Thank you so much.

2 And with that, Mr. Kelly, can you please call
3 the first customer.

4 **MR. KELLY:** Yes, ma'am. The first customer is
5 Virginia Jacko, followed by Jaime Torrens.

6 (Interpreter commenting in Spanish.)

7 **CHAIRMAN BROWN:** Hola. Hi.

8 **MS. JACKO:** Thank you, Madam Chair and
9 Commissioners. I am Virginia Jacko, president of Miami
10 Lighthouse for the Blind, located at 601 Southwest 8th
11 Avenue. Phone number, (305)856-4176.

12 I am here to speak regarding the excellent
13 service provided by Florida Power & Light on two recent
14 construction projects. Most currently, we are building
15 a 75,000-square-foot addition to our building, and with
16 the teamwork of the City of Miami, Miami-Dade County,
17 and Florida Power & Light, they are very sensitive to an
18 extremely tight timeline.

19 During construction, there can be surprises,
20 there can be interruptions. And when -- that has
21 happened, both when we added our fourth floor two years
22 ago and now as we begin the construction project, this
23 prekindergarten for blind children ages 3 and 4 year old
24 and daily service for early intervention must open the
25 fall semester following this fall. And in order for

1 that to happen, Florida Power & Light has had to
2 relocate significant power lines in Little Havana.
3 These gentlemen that are climbing those poles, yes, they
4 are all men, come and work on Saturday and on Sunday in
5 order to expedite the project.

6 I recently was asked to address the Florida
7 Board of Education, and on the panel with me was a
8 principal of a technical college up north. And he
9 praised Florida Power & Light because they have, in
10 their trade school, a collaboration with Florida Power &
11 Light whereby high school students are trained how to be
12 power technicians at starting salaries, when they finish
13 high school, at \$58,000 a year. This is done because of
14 the collaboration of Florida Power & Light and the
15 technical school system. It's another example that
16 Florida Power & Light is an asset to the entire state of
17 Florida.

18 And so based upon the experience Miami
19 Lighthouse has had both in 2014, adding a fourth floor
20 when the contractor did not realize when the cranes were
21 coming in there were power lines overhead, and rather
22 than stalling the project --

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

24 **MS. JACKO:** -- by six months, they got on it,
25 got the drawings, got the permits, and I thank Florida

1 Power & Light for that, the City of Miami, and
2 Miami-Dade County. Thank you.

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

5 Commissioners, any questions?

6 Mr. Kelly.

7 **MR. KELLY:** Yes, ma'am. Thank you, Madam
8 Chair.

9 Ms. Jacko, thank you for coming and testifying
10 tonight. You mentioned quality of service issues, and I
11 appreciate those comments. Do y'all have a position on
12 the requested \$1.3 billion rate increase that FPL is
13 seeking?

14 **MS. JACKO:** I'm here to speak on the quality
15 of service that we have experienced. I'm not here to
16 speak regarding the rate increase.

17 **MR. KELLY:** Okay. And is the Miami Lighthouse
18 for the Blind a non-profit?

19 **MS. JACKO:** Miami Lighthouse for the Blind is
20 a non-profit, has been located at 601 Southwest 8th
21 Avenue for 85 years. A 900-square-foot bungalow house
22 has grown into a 65,000-square-foot facility with a
23 75,000 additional expansion taking place right now.

24 **MR. KELLY:** Wow. Well, congratulations to
25 you.

1 One last question. Does Florida Power & Light
2 contribute financially directly or indirectly to your
3 non-profit?

4 **MS. JACKO:** I'm very proud to say that in this
5 community Florida Power & Light has helped a lot of
6 non-profits.

7 **MR. KELLY:** So you're not going to answer that
8 question?

9 **MS. JACKO:** They have supported a lot of
10 non-profits. So, you know, whether it's this year or
11 next year or the previous year, you know, I can't answer
12 because I can't look at the records right now.

13 **CHAIRMAN BROWN:** Thank you.

14 **MS. JACKO:** But I'm glad that they do support
15 us non-profits. We count on them.

16 **CHAIRMAN BROWN:** Thank you. Thank you so much
17 for your testimony.

18 Mr. Kelly, the next customer, please.

19 **MR. KELLY:** After Jaime Torrens is Ivan
20 Rodriguez.

21 **CHAIRMAN BROWN:** Hi.

22 **MR. TORRENS:** Good afternoon, Madam Chair,
23 Commissioners. I'm Jaime Torrens, chief facilities
24 officer, Miami-Dade County Public Schools. Telephone
25 number, (305) 995-1401. Address, 1450 Northeast 2nd

1 Avenue, Miami 33132. Thank you for listening to our
2 testimony this evening.

3 I'm here to convey the position of the
4 Miami-Dade County School Board. Previously Dr. Marta
5 Pérez Wurtz, a school board member, mentioned that
6 action had been taken by the school board. Last
7 Wednesday, in fact, the school board voted to take
8 action unanimously officially opposing the FPL rate
9 increase so that our district can properly serve our
10 students and pay employees. I will be providing a copy
11 of the agenda item with the minutes for -- to the
12 record. If I may just read an excerpt from here.

13 "FPL provides electricity service to more than
14 1 million homes and businesses in Miami-Dade County,
15 which amounts to the largest countywide share of FPL's
16 4.8 million customers in Florida. Despite our state
17 economy showing improvements, our county's median income
18 has kept stagnant, and many sectors of the population
19 would be harshly impacted by this rate increase. For
20 our school district, the rate increase would result in
21 our electricity bills soaring to \$61.5 million, a
22 13 percent increase from our \$54.6 million anticipated
23 expenditure for 2016. It is essential to note that this
24 increase would adversely impact our ability to properly
25 serve our students and pay our employees."

1 So I will enter the full document into the
2 record for --

3 **COMMISSIONER EDGAR:** Thank you.

4 **MR. TORRENS:** Who -- do I give it to --

5 **COMMISSIONER EDGAR:** Thank you so much. And I
6 believe that will be marked as Exhibit 13.

7 (Exhibit 13 marked for identification.)

8 **MR. TORRENS:** Thank you. I don't know if
9 there are any questions.

10 **COMMISSIONER EDGAR:** Are there questions,
11 Commissioners?

12 Mr. Kelly?

13 **MR. KELLY:** No questions.

14 **COMMISSIONER EDGAR:** No questions. Thank you
15 for being here.

16 **MR. TORRENS:** Thank you.

17 **COMMISSIONER EDGAR:** Mr. Kelly.

18 **MR. KELLY:** After Mr. Rodriguez is Laura
19 Reynolds.

20 **CHAIRMAN BROWN:** Good evening.

21 **MS. REYNOLDS:** I have some exhibits for the
22 record.

23 **COMMISSIONER EDGAR:** Okay. That will be
24 marked as 14.

25 (Exhibit 14 marked for identification.)

1 And can you tell us what they are?

2 **MS. REYNOLDS:** Sure. So included in the
3 packet for each of you, which is here, that's for the
4 record, is a letter from Biscayne National Park, a
5 letter to the Senate Committee on Environmental
6 Preservation Conservation, Saltwater Intrusion Model
7 Map, and also an Everglades Coalition resolution, and
8 information on Units 3 and 4 and their current
9 operation.

10 My name is Laura Reynolds for the record. My
11 address is 20715 Leeward Lane, Cutler Bay, 33189. My
12 phone number is (786)543-1926. Thank you for having
13 this hearing today, and thank you, Commissioners.

14 A couple of things. I'm going to keep my
15 comments directed specifically at the current operations
16 of Turkey Point 3 and 4 and the contamination that has
17 been documented now into our aquifer and into Biscayne
18 National Park.

19 FPL has known at least since 1983 that the
20 cooling canals for the Turkey Point nuclear reactors
21 have been leaking, and this is on the shores of Biscayne
22 National Park and Everglades National Park. Now they're
23 talking about the cleanup cost at \$50 million, and
24 that's not included in this rate hike. It's my concern
25 that this plant has been operating without accounting

1 for the cost of water or waste, and so it seems to me
2 that until FPL can operate the plant in a way that
3 protects our water supply, our potable water supply, and
4 Biscayne National Park, we should not consider an
5 upgrade. Instead, we should look at the 10.5 percent
6 profits that stockholders have been able to receive
7 during this time. And I have been working on this for
8 eight years; we have seen contamination continuing to
9 leak from the cooling canals. We have said time and
10 time again, and in your exhibit we offer all kinds of
11 solutions, those solutions are expensive, yet none of
12 them are proposed. In fact, the only proposals we see
13 are Band-Aid solutions and are the cheapest solutions.

14 So I ask you not to approve the rate hike for
15 that purpose. They continue to fail at operating their
16 current plant, they continue to fail at protecting the
17 national park and our potable water supply, and the
18 public is going to have to help pay for that down the
19 road. And so we need to hold off on a rate hike now.
20 We need to push the company into actually operating as a
21 good corporate citizen in cleaning up this area.

22 **COMMISSIONER EDGAR:** Thank you.

23 **MS. REYNOLDS:** And they're not proposing to do
24 that. Thank you.

25 **COMMISSIONER EDGAR:** Thank you, Ms. Reynolds.

1 Any questions for Ms. Reynolds, Commissioners?
2 Mr. Kelly?

3 **MR. KELLY:** No.

4 **COMMISSIONER EDGAR:** Thank you.

5 Mr. Kelly.

6 **MR. KELLY:** The next two speakers are Steve
7 Zarzecki, followed by Joseph Compel or Compel.

8 **MR. ZARZECKI:** Good evening.

9 **CHAIRMAN BROWN:** Good evening.

10 **MR. ZARZECKI:** My name is Steve Zarzecki. My
11 phone number is (305)255-4351. I live at 9640
12 Martinique Drive in Cutler Bay.

13 First of all, I want to express my
14 appreciation to our elected officials for coming here
15 and standing up for the citizens of South Dade. They
16 have it spot on. They get it. They know what's going
17 on, and I appreciate that.

18 I'm here tonight in opposition to the rate
19 increase, and what I would like to do is I would like to
20 present firsthand testimony in support of our elected
21 officials' comments.

22 I am retired. I live on a fixed income. The
23 cost of living adjustment does not keep up with my
24 expenses, even though I live a frugal lifestyle and I
25 spend probably most of my time trying how to figure --

1 trying to figure out how to cut my expenses so that I do
2 not outlive my retirement fund. This 23 percent rate
3 increase is going to hurt. And it's not just the \$15 or
4 \$20 a month per 100 -- per 1,000 kilowatt hours that I'm
5 going to have to pay directly in a check, it also is
6 going -- that's just a small part of the story.

7 I have already received a tax increase notice
8 from the special tax district for street lighting in my
9 neighborhood where they are going to increase my non-ad
10 valorem tax in order to pass the cost of this FPL
11 increase on to me. And not only that, Dade County, the
12 school board, and the Town of Cutler Bay all use
13 electricity, as every municipality in the county does.
14 All of them are going to pass this additional cost of
15 electricity on to the taxpayers in order to cover this
16 rate increase. And that's not all. Every business that
17 uses electricity, and that's most of them, I think, will
18 pass this rate increase on to the customer.

19 So what I want to ask you, please, is that
20 when considering this rate increase --

21 **CHAIRMAN BROWN:** Thirty seconds left.

22 **MR. ZARZECKI:** When you -- sorry. When you're
23 considering this rate increase in order to generate
24 higher profits for FP&L, please keep in mind that those
25 profits come at our expense, and that includes the

1 senior community, many of whom are having a very hard
2 time of it. I thank you.

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

4 **MR. ZARZECKI:** I stand ready for questions.

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

6 Thank you very much.

7 **MR. ZARZECKI:** Thank you.

8 **CHAIRMAN BROWN:** Next customer.

9 **MR. KELLY:** After Mr. -- is it Compel?

10 **MR. COMPEL:** Compel.

11 **MR. KELLY:** Compel, is Gizelle Pino, Pino.

12 **CHAIRMAN BROWN:** Good evening.

13 **MR. COMPEL:** Good evening. My name is Joseph
14 Compel, (305)667-5288, 6751 Southwest 38th Street in
15 Miami. I'm a lifelong Miamian. I've been paying FPL
16 bills for 42 years.

17 Charging its captive ratepayers in advance for
18 nuclear reactors that will never be constructed;
19 refusing to acknowledge climate change and take steps to
20 mitigate the impact of rising sea levels on this
21 potential construction; negligently tainting the
22 Biscayne Bay recreational waters and aquifer drinking
23 water with nuclear reactor discharge and then expecting
24 ratepayers to pay for trying to clean it up; trying to
25 charge Floridians for exploratory fracking expenditures

1 in Oklahoma; charging in advance for hurricane recovery
2 costs it may never incur, and now it wants more;
3 blocking the development of competing solar power in a
4 state with so much available sunshine; holding annual
5 meetings outside the state of Florida so stockholders
6 have more difficulty attending if they want to question
7 its actions; publicizing how wonderful the company is
8 through expensive advertisements that are charged to the
9 ratepayers; using collected fees to pay exorbitant
10 lobbying fees and political contributions for protection
11 of its monopolistic position; if I was trying to sell
12 this plot to a movie producer or a publishing editor, it
13 would be dismissed as too unbelievable, yet this is a
14 true story, a horror story.

15 Now Florida Power & Light wants a 23 percent
16 residential rate increase and an additional \$2 fixed
17 charge per household and an allowable return on equity
18 of 11.5 percent. What has FPL done to justify
19 inflicting this on a population with a large percentage
20 of fixed income retirees whose benefits are not
21 increasing each year and with workers whose wages have
22 not increased since the recession that began in 2007? I
23 oppose these rate increases. It is the duty of the
24 Public Service Commission to deny these requests and not
25 be a party to continued monopolistic extortion. After

1 all, PSC is not a designation for Profit Security
2 Commission. Thank you.

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

4 Commissioners, any questions?

5 Thank you.

6 Next customer, please.

7 **MR. DURBIN:** The next speaker is Gizelle Pino,
8 followed by Larry Williams.

9 **CHAIRMAN BROWN:** All right. Come on up.

10 **MR. DURBIN:** Larry Williams, followed by Pat
11 Milone.

12 **CHAIRMAN BROWN:** Good evening.

13 **MR. WILLIAMS:** Good evening. My name is Larry
14 Williams. Phone number is (404)901-4717. I'm at
15 848 Brickell Key Drive, Miami, Florida. And, yes, I'm
16 an FPL customer.

17 Thank you so much for allowing me to be here.
18 I'm here tonight as a professional in economic
19 development for over 25 years. My day job is I do run
20 Miami-Dade's Beacon Council with the Economic
21 Development Partnership, but I am here tonight not
22 representing the organization but, again, speaking as an
23 economic development professional.

24 I really want to talk about what a great
25 partner FPL has been and continues to be for our

1 economic development organizations locally and across
2 the state. They continue to help us with great
3 information, access to data, including recognized
4 programs such as the Economic Modeling Specialists and
5 GIS Planning, which gives economic developers tools they
6 need to be able to position themselves in a global
7 marketplace. Again, these resources really help
8 Miami-Dade County tell its story about being a global
9 business location.

10 When FPL asked me to attend tonight, I was
11 delighted to come up here and really tell how much we
12 greatly support -- appreciate the support that Florida
13 Power & Light gives in the creation of jobs and
14 investment across the state, and also we appreciate the
15 investment that they give to local economic development,
16 regional economic development, and organizations across
17 the state in the ways of both financing as well as tools
18 and resources and research that we all need.

19 You know, I think as far as the quality of
20 service goes, we find it to be absolutely outstanding.
21 They've met with many of our local developers. The
22 developers have had very frank conversations with
23 Florida Power & Light. Florida Power & Light, at the
24 top levels, listened to them, came back, addressed their
25 needs, and have come back and continue to provide

1 stellar service. And the feedback from those direct
2 customers, industrial/commercial customers continues to
3 be great.

4 Really what they've been continuing to do is
5 provide reliable, redundant power that is critical to
6 our development needs, it's critical to the jobs of the
7 future, and I'm particularly proud of the program
8 they've been doing to promote data centers. As many of
9 you know, data centers --

10 **CHAIRMAN BROWN:** Thirty seconds.

11 **MR. WILLIAMS:** -- literally support the jobs
12 of the future, the knowledge-base jobs, because that is
13 where, you know, most of the work is being done is in
14 the cloud. But the cloud is not in the cloud. It's in
15 a building that requires, again, reliable and redundant
16 power. So thank you for this opportunity.

17 **CHAIRMAN BROWN:** Thank you, Mr. Williams.

18 Commissioners, any questions?

19 Mr. Kelly.

20 **MR. KELLY:** Mr. Williams, thank you for coming
21 tonight. I apologize because I walked in, you had
22 already started. Did you say you were in favor of this
23 \$1.3 billion rate increase?

24 **MR. WILLIAMS:** I came here to speak on the
25 quality of service provided by FPL.

1 **MR. KELLY:** Fair enough. Thank you, sir.

2 **MR. WILLIAMS:** You're welcome.

3 **CHAIRMAN BROWN:** All right. Next customer,
4 please.

5 **MR. KELLY:** After Pat -- is it Milone?

6 **MS. MILONE:** Milone.

7 **MR. KELLY:** Milone, will be David Whelpley.

8 **CHAIRMAN BROWN:** Hi, Ms. Milone.

9 **MS. MILONE:** Hi. My name is Pat Milone. I
10 live at 29325 Southwest 202 Avenue in Redland Farm Area.
11 My phone number is (305)322-8635.

12 I too was born in Miami in the early '50s
13 before Turkey Point, before air conditioning. My public
14 schools were all not air conditioned. I didn't have air
15 conditioning in school until I was in high school. I
16 still live without air conditioning. I also live
17 without streetlights and sidewalks. That's my choice.

18 I have been following this debacle with the
19 cooling canal system in the papers. Some of my facts
20 may be questionable because they're coming from the
21 newspaper, but I've been relying on what I'm reading
22 from the South Bay News Leader and the Miami Herald.

23 The cooling canal system. When Turkey Point
24 was first built in the early '70s, even as I had only
25 had, like, Geology 101, I questioned the judgment of

1 building a power plant on limestone, which is permeable,
2 so close to a fragile bay system and so close to the
3 Everglades, which is also so fragile.

4 In 2014, I opposed the lines that they wanted
5 to put out at what they call the western corridor, my
6 backyard. That was a compromise rather than putting it
7 in the national park. They wanted to expand and prepare
8 for growth and prepare for two nuclear reactors that
9 they wanted that I also opposed. We were ignored by
10 Governor Scott and Pam Bondi and the board that accepted
11 the recommendations of the Department of Environmental
12 Protection.

13 I don't know if this is accurate, but my
14 understanding is that Mike Sol was a department
15 secretary for the environmental protection -- Department
16 of Environmental Protection from 2006 to 2010 and is now
17 vice president of FPL. I find that really suspicious
18 and ethically questionable.

19 I had the same concerns when I fought MDX on
20 the rate hikes. The only reason I mention that is we
21 are faced with more and more rate hikes. We lost that
22 battle as well. The toll rates went up. They want to
23 expand west; so does FPL. Everybody wants to expand
24 west and tap into an already taxed water resource system
25 called the Biscayne Aquifer, which is now being

1 challenged by --

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

3 **MS. MILONE:** -- now being challenged by global
4 sea level rise and also the cooling canal seeping
5 into -- west towards my fresh water wells that I rely
6 on.

7 I'll be age -- I'll be at the age of social --
8 retirement next year. I will also be on a fixed income.
9 I have been working since 1980 in the mental health
10 field. Every raise I've gotten has barely made -- has
11 barely covered my increasing health costs, and now I'll
12 be --

13 **CHAIRMAN BROWN:** Ms. Milone, your time is up,
14 but I will ask you a question. Ma'am, are there any
15 other quality of service issues that you're facing with
16 your utility?

17 **MS. MILONE:** We have blackouts out there. I
18 think that because we're a sparse population that we're
19 the first to get brownouts when the electricity goes
20 out. I mean, we get them all the time. There's no
21 storm or anything. We get brownouts out in the Farm
22 Area.

23 **CHAIRMAN BROWN:** Thank you.

24 Commissioners, any other questions?

25 Thank you, Ms. Milone, for your testimony.

1 Next customer.

2 **MR. KELLY:** After Mr. Whelpley is Brian
3 Barakat.

4 **MR. WHELPLEY:** Good evening. My name is Dave
5 Whelpley. My address is 8201 Southwest 124th Street in
6 Miami. My phone number is (305)588-5425.

7 I came here this evening to speak to you on
8 two different items. Number one is my experiences with
9 FPL. We're a general contractor that has been here in
10 Miami for over 30-plus years, probably building a lot of
11 the buildings that maybe some of you folks have been in,
12 and we have always found our experiences with FPL to be
13 professional. Their crews, their engineers are the
14 utmost and they have the utmost care and cooperation to
15 make sure that the power grid is safe, sustainable, and
16 that, in turn, it provides reliable power service for
17 us, of which we all rely on; right? We're relying on
18 these lights here in this auditorium; correct? And if
19 they went out, all of us would be upset. No question.
20 I know when the power goes out, my kids get upset and
21 it's -- in ten minutes they can't turn on the Wi-Fi,
22 they can't connect, they can't get their iPads
23 connected, and it's like a complete meltdown. We've got
24 to drive to Palm Beach or something, you know, to get
25 them there.

1 So with that said, the one thing that is
2 concerning to me is that -- I know the big elephant in
3 the room is the rate increases and everybody is taxed
4 with increases and we all feel it, but I think one
5 example we can look at is the U.S. government here;
6 right? Us as a U.S. economy, our infrastructure for the
7 highway system is a complete deplorable mess. We're
8 going to be hit with those costs, all of us, either this
9 generation or the next generation, and there's going to
10 be billions and trillions of dollars to supplement that
11 to get us -- to make us a viable, competitive nation in
12 a global economy.

13 The one thing I want you to take stride in
14 here is that in every negotiation there's got to be a
15 fair and balanced equivocal act to come to a good
16 solution for all parties. Right? So I'm going to ask
17 you to request that don't lose sight of the improvements
18 in the infrastructure in this analysis of whether it's
19 fair and balanced and what the cost is. You need to
20 take a close, hard look, and maybe you need to find some
21 experts that can drill down on it to find out what are
22 the needs of the infrastructure, because the
23 infrastructure that FPL provides does need to be
24 upgraded. It is not sustainable in some areas. This
25 woman behind me talked about brownouts. I know in the

1 neighborhood that we live in, you know, the poles are
2 old, the cables are all still strung up in the trees,
3 you know, which is antiquated technology from back in
4 the '30s and the '40s. It's still servicing. And
5 all --

6 **CHAIRMAN BROWN:** Thirty seconds.

7 **MR. WHELPLEY:** And all I ever hear is that
8 there's no money to put it underground to make it safe
9 to in turn sustain windstorms and hurricanes. So in
10 your analysis, just don't lose sight of that and take a
11 look at that aspect. Okay?

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

13 Commissioners, any questions?

14 Mr. Kelly.

15 **MR. KELLY:** Mr. Whelpley -- Whelpley, I'm
16 sorry.

17 **MR. WHELPLEY:** Hey, you did good. My father
18 would be proud of you.

19 **MR. KELLY:** Does your company do business with
20 Florida Power & Light?

21 **MR. WHELPLEY:** No, sir.

22 **MR. KELLY:** Okay. And --

23 **MR. WHELPLEY:** Let me redact that. Yes, we do
24 have inner-close coordination when we're building these
25 high-rises. You know, we have to contact them, they

1 have to build vaults inside, et cetera, and things of
2 that nature, but not any financial.

3 **MR. KELLY:** Got you. All right. Thank you,
4 sir. I appreciate you being here today.

5 **MR. WHELPLEY:** Thank you. Appreciate it.

6 **CHAIRMAN BROWN:** Thank you.

7 Next customer, please.

8 **MR. KELLY:** After Mr. Barakat or Barakat, I'm
9 sorry.

10 **MR. BARAKAT:** You were right the first time.

11 **MR. KELLY:** Barakat, is Rich Richards.

12 **CHAIRMAN BROWN:** Hi.

13 **MR. BARAKAT:** Hi. Good evening. My name is
14 Brian Barakat. My phone number is (305)444-3114. My
15 address is 2701 Ponce De Leon Boulevard, Suite 202,
16 Coral Gables, and I'm an FPL customer.

17 I'm here today to speak in favor of FP&L
18 because I've been very pleased with the service that
19 I've received. A number of people have mentioned that
20 they need to provide safe, reliable, adequate service,
21 but I've received really excellent service over the time
22 that I've been a customer. This is the only utility
23 bill that I have that has gone down over the life of my
24 experience with them.

25 There are really three things that FP&L has

1 done for me that make me happy to speak on their behalf.
2 First, they're consistent. When our power is on, it's
3 consistently on. When our power goes out, they get it
4 back up and they get it back up very quickly, and that
5 includes our experience during the hurricanes.

6 Second, they provide a call-in service, so
7 when there's a storm and the power does go out, it
8 accurately tells us when the power is going to go back
9 on. That might sound like a little thing, but I've got
10 little kids and they're afraid of the dark. And so when
11 the power goes out, we call in, we play the message for
12 them, it says the power is going to be back on in an
13 hour and the power comes back on, and they go back to
14 sleep and they're happy.

15 Finally, with FPL's policies, they support the
16 purchase of high-efficiency appliances. Now one of the
17 things that they helped me buy was an air-conditioning
18 unit. That was pretty significant to me. As a result,
19 my bill went down 25 percent. So this is a corporate
20 citizen that helped me buy an appliance that helped me
21 give them less money, and I very much appreciate it.

22 So I think this is quite a bit more than
23 adequate service. It's excellent service.

24 **CHAIRMAN BROWN:** Thank you, Mr. Barakat.

25 Commissioners, do you have any questions?

1 I know Mr. Kelly has a few.

2 **MR. KELLY:** Thank you for being here tonight.
3 Do you support the rate increase?

4 **MR. BARAKAT:** I support FP&L making enough
5 money to continue to provide excellent service.

6 **MR. KELLY:** Fair enough. Thank you.

7 **MR. BARAKAT:** Thank you.

8 **CHAIRMAN BROWN:** Thank you.

9 Next customer, please.

10 **MR. KELLY:** After Mr. Richards is Santiago
11 Portal.

12 **MR. RICHARDS:** Madam Chair and members of the
13 Commission, my name is Rich Richards. My address is
14 55 Miracle Mile, Suite 310, Coral Gables, Florida. My
15 phone number is (305)448-2228.

16 **CHAIRMAN BROWN:** That's a great name.

17 **MR. RICHARDS:** Oh, thank you. Thank you. I
18 just -- I'm here to speak on behalf of my support of
19 FPL, especially the service that I've received. I
20 have -- I'm involved -- obviously I have a residence, a
21 business, a non-profit that has a building, and all of
22 which we have received excellent service from FPL. I
23 think that having the lights on is something that is a
24 luxury that we have in this country that we don't
25 appreciate, especially when you hear other countries

1 where you have rolling blackouts and the like.

2 And I think that also what we have to
3 recognize is that this a legislatively set up system
4 that we have, so that, you know, we don't have
5 competition and we have to trust that this Commission
6 will do the right thing with respect to FPL and the
7 increase. And I would support -- what I would encourage
8 this Commission to do obviously is to analyze whatever
9 is being presented so that we have a fair system with
10 respect to increases. Let's face it, you know, things
11 cost, and if that's what they cost, that's what they
12 should get. And if the system is set up that they get a
13 profit, then they should get a fair profit. Thank you.

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

15 What non-profit?

16 **MR. RICHARDS:** Kiwanis of Coral Gables.

17 **CHAIRMAN BROWN:** I'm sorry?

18 **MR. RICHARDS:** Kiwanis Club of Coral Gables.

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

20 Commissioners, any other questions?

21 All right. Mr. Kelly?

22 **MR. KELLY:** Mr. Richards, thank you for coming
23 out tonight and testifying. Does Florida Power & Light
24 contribute financially directly or indirectly to your
25 organization?

1 **MR. RICHARDS:** No.

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

3 **CHAIRMAN BROWN:** Thank you.

4 Our next speaker, I believe, needs a
5 translator.

6 **MR. KELLY:** After Mr. Portal is Carolina
7 Rendeiro.

8 **CHAIRMAN BROWN:** Buenas noches.

9 **MR. PORTAL:** Buenas noches.

10 (Mr. Portal speaking through interpreter as
11 follows:)

12 Santiago Portal. He's a specialist in power
13 plant and energy. The address is 2144 Southwest 7th
14 Street, Miami, Florida 33135. (786)444-5424.

15 Well, you give me three minutes, but I really
16 need three hours.

17 **CHAIRMAN BROWN:** No mas.

18 **MR. PORTAL:** The problem that we have here is
19 more severe than just -- than that, you know, the rate
20 is going up, and that has nothing to do with the reason
21 that I am here. The problem is that we have at a
22 national level and perhaps even international level, but
23 I haven't gone anywhere else, a crisis in the energy
24 production. We continue to produce energy, electrical
25 energy just like Edison did 40 years ago. They're

1 heating water, heating water to, you know, create vapor
2 and create electrical energy. It's an obsolete system
3 altogether. And we even use nuclear energy to heat up
4 water and to produce. It's a total -- it's erroneous,
5 totally erroneous.

6 I do belong to a group of researchers where we
7 have created and invented a power plant that saves
8 90 percent of energy -- of fuel. Pardon me. It's
9 hydroelectric without any dams or rivers. It uses a
10 tank of water with pressure, and it works in recycling
11 the energy to the square root, recycling the moment of
12 pressure to --

13 **CHAIRMAN BROWN:** Senor --

14 **MR. PORTAL:** Mr. Silagy has in his office a
15 complete report of my project, and he's never refused to
16 call us. He sent a --

17 **CHAIRMAN BROWN:** Gracias. Gracias. Gracias,
18 Senor. Gracias. Senor, do you have anything to leave
19 with us?

20 **MR. PORTAL:** Yes, I have one exhibit.

21 **CHAIRMAN BROWN:** All right. We'll enter it as
22 Exhibit 15 into the record. We'll enter it as an
23 exhibit for the Commission to review. Gracias.
24 Gracias.

25 **MR. PORTAL:** Mr. Silagy, the president of the

1 company, he hasn't called.

2 **CHAIRMAN BROWN:** All right. Can you hand that
3 to Mr. Durbin so that we can identify that exhibit
4 because I don't know what to identify.

5 (Exhibit 15 marked for identification.)

6 **MS. RENDEIRO:** Good evening. My name is
7 Carolina Rendeiro. I live at 415 Giralda Avenue in
8 Coral Gables. My phone number is (305)542-0299. I'm
9 here as a citizen but also as a previous business owner
10 of a small business, a work space, which we housed over
11 400 companies in various locations. We were struck hard
12 by Wilma. One of our locations totally lost power for
13 over 12 days in the Brickell area. We -- power wasn't
14 lost there for 12 days; we couldn't get in the building.

15 But I must say that our other locations were
16 up and running, and that was super important to us
17 because we were able to service those 400 companies, and
18 I called FPL. And I've got a great history with
19 hurricanes because I lived in Houston for 25 years and
20 got body slammed there too. So I must say that FPL
21 was -- I think their service is above and beyond.

22 I travel around the world for work. I've
23 worked in 34 countries over the past 35 years. I've
24 lived in Broward for a long time -- periods of time, but
25 I also have been in hotels where the lights go out in

1 major markets in Europe. And it is what someone had --
2 we take it for granted what we have here.

3 And I think that, along with the predecessors
4 that have spoken, all of you need to look at everything.
5 Investment needs to be constantly made. Just as it is
6 in technology, it has to be in electricity.

7 My husband is an MIT grad, and he's the one
8 that designed FrackPro (phonetic). Okay, guys? So I
9 know all about fracking and, you know, all StimPro and
10 WellPro (phonetic) and all that good stuff for the oil
11 and gas industry. I'm just saying that this company is
12 a great community leader, supporter of, as you've heard,
13 of non-profits, as well as just being there for us when
14 we pick up the phone and call them. So I'm in, you
15 know, I'm here to support FPL. I think in any business,
16 if you need to make investments, you need money to make
17 that investment.

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

19 Commissioners, any questions?

20 Mr. Kelly.

21 **MR. KELLY:** Did Florida Power & Light ask you
22 to come speak tonight or somebody on their behalf.

23 **MS. RENDEIRO:** They did, but I would have come
24 anyway.

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

1 **MS. RENDEIRO:** Thank you.

2 **CHAIRMAN BROWN:** All right. We are not even
3 nearly a third into the customers, so next customer.
4 Just to give you guys a barometer of how many we have.
5 So next customer, please.

6 **MR. KELLY:** Miguel Soliman, followed by
7 Christine Schwartz.

8 **CHAIRMAN BROWN:** Good evening.

9 **MR. SOLIMAN:** Good evening, Chairman. Good
10 evening, Commissioners. Miguel Soliman, 1436 Southwest
11 6th Street, Miami, Florida 33134. Telephone number,
12 (786)367-0323.

13 I have -- I want to take advantage of this
14 opportunity to place something on the record
15 specifically that Florida Power & Light has an issue
16 with, and that's illegal -- running their illegal lines
17 through private properties without any easements. And I
18 have a specific location, which is 900 Southwest 7th
19 Street, and the owners of the property were charged
20 \$15,000 to remove the lines inside his property where
21 they do not have an easement. And it is clear even in
22 the title, we went back to the title of the company, and
23 there is no easement. They're there illegally. We
24 needed the power lines removed, and to me, I call it
25 blackmail. They charged us \$15,000. They would not

1 remove it unless we paid. That's one issue.

2 Now to get to the current topic, Florida Power
3 & Light is asking -- they have \$1.6 million in profit.
4 They're asking for money to resolve -- to get more
5 profit for people that are out -- for their shareholders
6 that are out of state. Now we have seniors that cannot
7 afford to buy their medication, and now with this rate
8 increase and everything else, as everyone has spoken
9 about, that will -- it's not only a 23 percent,
10 everything that comes with it that they're going to have
11 to pay for, they may have to -- they may have to
12 serve -- they may have to not eat to be able to pay for
13 their bills.

14 And I don't understand how we live -- we have
15 a technology that they haven't explored. We're
16 surrounded by water in our state. It's a peninsula. We
17 have the motion of the ocean. It's all the free energy
18 we could have. Why hasn't that been explored by Florida
19 Power & Light?

20 I mean, we're looking at power plants that are
21 contaminating our bay that have been doing so since
22 1984. And, God, if my business, if anyone here,
23 including any member of you, did the kind of damage that
24 they have done and knowingly doing since 1984, we would
25 be in jail for the rest of our lives. How can they get

1 away with it? How can they get away with it since 1984,
2 repeatedly contaminating our bay, our --

3 **CHAIRMAN BROWN:** Thank you, sir, so much for
4 your testimony.

5 A couple of questions.

6 **MR. SOLIMAN:** Yes.

7 **CHAIRMAN BROWN:** Just for clarification, the
8 location that you mentioned, the lines without the
9 easement, is that your property, or do you represent the
10 owner for that piece of property?

11 **MR. SOLIMAN:** No, that is not my property.
12 It's -- it belongs to a client of mine that I -- I have
13 a construction company.

14 **CHAIRMAN BROWN:** You're an attorney?

15 **MR. SOLIMAN:** I have a construction company,
16 and I built a building for him in that site, that
17 property. And when we built the building --

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

19 **MR. SOLIMAN:** You get it.

20 **CHAIRMAN BROWN:** So there are customer -- FPL
21 customer service representatives here that I'm sure
22 would be happy to talk to you about that specific issue.

23 **MR. SOLIMAN:** Thank you.

24 **CHAIRMAN BROWN:** And I appreciate your coming
25 forth and providing us some testimony.

1 Commissioners, any other questions?

2 All right. Thank you for your testimony.

3 Have a great night.

4 **MR. SOLIMAN:** Thank you for your time.

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

6 **MR. KELLY:** After Ms. Schwartz is Alexandria
7 Larson.

8 **MS. SCHWARTZ:** Christine Schwartz, 15392
9 Hamlin Boulevard, Loxahatchee, Florida 33470. Phone is
10 (561)596-4515.

11 How is my service? I get lots and lots of
12 power surges. Not very long ago there were over five
13 surges within three minutes. FP&L has a wonderful
14 solution for this. For \$15 to \$20 a month I can buy
15 power surge protection insurance from them. Seriously?
16 That's the kind of service we get.

17 I look at the nuclear power plant. People are
18 charged -- in California they've removed the last one.
19 They're destroying the water. Did we learn anything
20 from Japan? Have you seen the pictures of Chernobyl in
21 Russia? It is still uninhabitable. This is total
22 stupidity, for lack of a better word.

23 The fracking, the money that they're wasting
24 from us. They're looking for a 20 percent rate
25 increase. That's after their profits are up 28 percent

1 in the last year. \$1.65 billion, with a B. As the man
2 said, seniors are choosing between medication, between
3 food, and you're turning off their power?

4 Homeless people, the poverty is an all-time
5 high in this country. FPL's CEOs are earning millions
6 and millions and millions of dollars a year. They have
7 no idea how the 99 percent are living, nor do I think
8 they even care. People are struggling, they're hanging
9 on by their fingernails for basic needs, while FPL is
10 just accelerating greed. It's a perfect example of how
11 corporate America is destroying hard-working America.
12 Pretty soon there won't be any middle class anymore.

13 We've all heard of Robin Hood. I call FPL an
14 example of "Raping Hood." You're taking from the
15 extreme poor to put more into the coffers of the extreme
16 rich. It's wrong. It needs to stop.

17 I'm vehemently opposed to this when they're
18 making money and profits over the top. Their service is
19 abysmal in many cases of charging for surge protectors,
20 for their work of destroying the water. What happens
21 when nuclear fails? It's ridiculous. Please say no,
22 not a penny.

23 **CHAIRMAN BROWN:** Thank you, Ms. Schwartz.

24 Mr. Kelly, next customer, please.

25 **MR. KELLY:** After Ms. Larson is Victor Pastor

1 or Pastor.

2 **CHAIRMAN BROWN:** Hello, Ms. Larson.

3 **MS. LARSON:** How are you? I have to remember
4 the last time I was in the building at the last rate
5 hearing, there was a man up here, FPL cut off his
6 lights. He had not feet. They cut off his bill for
7 \$80. The woman who spoke before him was in Chanel, and
8 she spoke about how great FPL was saving her -- because
9 her bill was 650 bucks a month for three months in a
10 row. When I went home that night, I cried so hard, I
11 couldn't even speak to my husband because I was involved
12 in the rate case.

13 I also was aware, and I thank Mr. Kelly for
14 picking up on it, because in the last rate case we're
15 the ones who picked up on the people who came and said,
16 "I think FPL is great. My company gets money from
17 them."

18 This is the problem with FPL. You're not
19 allowed to do that in a real hearing. It would be like
20 Ted Bundy, he's a hatchet murderer, and he gets
21 everybody to come up and say what a great guy he is to
22 the judge before the jury comes to their conclusion.
23 That's how this works.

24 I am so sad. I come from Loxahatchee -- I
25 came all the way from Loxahatchee with my girlfriend

1 tonight. This is her first time coming to this, because
2 I told her how fun it was to watch people speak and say
3 how great something was that isn't great.

4 The Turkey Point plant has been poisoning the
5 water since 1971 when it went online. Richard Nixon did
6 the Clean Air Act and Clean Water Act because he lived
7 on Key Biscayne and knew what that plant was going to do
8 to Florida. A lot of people don't know history.

9 But I find it egregious that you're saying
10 they're building plants. They will tell you they're
11 building plants, but their gas-fired plants are just as
12 polluting as their coal-fired plants were. A
13 400-megawatt coal plant, the pollution from the
14 1,200-megawatt plant is the same. The numbers are the
15 same, so the pollution is the same, the emissions are
16 same, the global warming is the same. FPL is building
17 all their plants out west because they know the water is
18 coming. They know it. That's why they built the West
19 County Energy Center one mile away from my house because
20 they knew I was going to have beachfront property some
21 day, and I'm 20 miles from the beach.

22 So this is the things you need to look at,
23 Commissioners. You are judges, and like the Ted Bundy
24 analogy, I expect that from you. I expect you to be
25 good judges for us because we need that. Your

1 constituents -- you were appointed, but you are paid by
2 the taxpayers. Your fees come out of taxpayer fees.
3 J.R. Kelly gets a small stipend to defend us. And then
4 FPL spends billions to, you know, say we're changing the
5 current. Well, I hope it does change the current. I
6 hope they go the way of Enron. That is my prayer every
7 single night of my life, that they fail. When Lewis Hay
8 invited me to get off the grid, I took it as a badge
9 of honor. "Get off the grid, Mrs. Larson." They
10 stopped having the shareholder meetings in Florida after
11 I started going to them.

12 **CHAIRMAN BROWN:** Thank you, Ms. Larson, for
13 your testimony.

14 **MS. LARSON:** Keep it in mind.

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

16 Thank you for your testimony.

17 All right. Next customer, please.

18 **MR. KELLY:** After -- is it Pastor?

19 **MR. PASTOR:** That's correct.

20 **MR. KELLY:** After Mr. Pastor is Bruce Cavossa.

21 **CHAIRMAN BROWN:** Good evening.

22 **MR. PASTOR:** Good evening. Thank you for your
23 time. Victor Pastor, 5951 Southwest 48th Street, Miami,
24 Florida, (305)726-7262.

25 I've been in South Florida for 12 years,

1 worked in New York City, lived in New Jersey 33 years of
2 my life, so you can do some math. I've been here ten
3 years. Good experiences or so-so experiences with
4 Con-Ed, PSE&G. Been to these hearings, have heard it
5 all before. These power companies and utilities all
6 operate roughly the same, under the same constraints,
7 the same duresses.

8 And since I've been here, I reflect back on
9 my -- you know, in the north, we have -- our biggest
10 problems are blizzards or snow outages, ice bringing
11 down power lines. And relatively speaking, as soon as I
12 moved here, I was inaugurated by and welcomed with
13 Katrina, Rita, and William (sic), and so that was my
14 first experience relative to FPL. And relatively
15 speaking, it was great compared to what I've dealt with
16 in the north. And those disasters are nothing
17 compared -- you know, a few power lines down because
18 some ice weighed down, you know, a pole or something is
19 nothing compared to, you know, the trees and the
20 destruction that wreak havoc all across South Florida.

21 Most recently, last summer, during the peak of
22 the heat, well, we lost power in our neighborhood. And
23 my son is seven years old, was kind of, you know, scared
24 of the dark, we were already eased in -- it was around
25 8:30 at night. And as someone already had said, spoken,

1 excellent phone service, great text messaging when
2 someone is going to be out. My neighbor comes by with
3 her newborn baby, her husband wasn't available, wasn't
4 home, he was working, so all of the sudden I was the --
5 I'm giving security and solace to two women, three kids.
6 And, well, it's dark, I'm looking for flashlights. I
7 did have a little box going on, but, you know, you're
8 scrambling around in the dark. But, lo and behold, we
9 go outside, this is 20 minutes after the first phone
10 call, you hear the huge truck, the only thing you hear
11 in the neighborhood, and that was the FPL truck with the
12 orange light going on. A very nice guy just cruising
13 and patrolling the area. He stopped, spoke to me. He
14 said, "It's all under control. They're working on it."
15 And just as the phone call came back two hours later, we
16 got our power back pretty quickly.

17 **CHAIRMAN BROWN:** Thirty seconds.

18 **MR. PASTOR:** I've had nothing but good
19 experiences with it. I trust that the Commission will
20 weigh the pros and cons. I'm sure you're all qualified
21 to take a look at this. I know they make a lot of
22 money, but there's infrastructures and there's service
23 that they do provide. Thank you for your time.

24 **CHAIRMAN BROWN:** Thank you.

25 Commissioners, any questions?

1 Mr. Kelly.

2 **MR. KELLY:** Mr. Pastor, did someone ask you
3 directly or indirectly to come speak tonight?

4 **MR. PASTOR:** No.

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

6 **CHAIRMAN BROWN:** All right. Thank you.
7 Next customer, please.

8 **MR. KELLY:** After Mr. Cavossa is Jesus
9 Gonzalez.

10 **CHAIRMAN BROWN:** Good evening.

11 **MR. CAVOSSA:** Good evening. My name is Bruce
12 Cavossa. I live at 60 Southwest 13th Street in Miami.
13 I'm here representing The Related Group. We're
14 developers in Miami. And I have multiple experiences
15 with FPL on the commercial side, but I'm also a customer
16 with multiple FPL accounts.

17 From the commercial standpoint, for the last
18 three years I've been dealing with a gentleman down in
19 Miami. And we need to put thousands and thousands of
20 units online, and I don't think people truly appreciate
21 what goes into that. And as far as improving the
22 infrastructure and temporary electric and all the things
23 that happen, the guys in Miami do a great job, and I
24 look forward to working with them.

25 And sometimes I think people hold it against

1 organizations for being profitable, but a lot of people
2 don't understand what goes into becoming profitable. So
3 I'm here supporting FPL.

4 And from a personal standpoint from a -- as a
5 customer, I think it's great when I go home and I turn
6 the lights on, and I don't think people appreciate that
7 as much as we should.

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

9 Commissioners, any questions?

10 Mr. Kelly.

11 **MR. KELLY:** Mr. Cavossa, did someone ask you
12 to come speak tonight?

13 **MR. CAVOSSA:** No.

14 **MR. KELLY:** Okay. And does your -- so your
15 company or your group does business with Florida Power &
16 Light.

17 **MR. CAVOSSA:** Yes.

18 **MR. KELLY:** Okay.

19 **CHAIRMAN BROWN:** Thank you.

20 **MR. CAVOSSA:** They provide power in the
21 buildings.

22 **CHAIRMAN BROWN:** Thank you.

23 Next customer.

24 **MR. KELLY:** After Mr. Gonzalez is Edmundo
25 Perez.

1 **CHAIRMAN BROWN:** Hello.

2 **MR. GONZALEZ:** Good evening. My name is Jesus
3 Gonzalez. My address is 10950 Southwest 7th Street,
4 Apartment 112, Miami, Florida 33174. My phone number is
5 (305)586-5192. And I'm just here because of the several
6 experiences that I've had with Florida Power & Light.
7 They all have been positive. Specifically I've called
8 about the line, the power lines running through the
9 trees in the neighborhood, and within a couple of days
10 that issue had been solved.

11 Also I remember with lights out in the
12 neighborhood, I called and that was solved almost
13 immediately also. So as far as I'm concerned, every
14 experience that I have had with Florida Power & Light
15 has been a positive one.

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

17 Commissioners, any questions?

18 Mr. Kelly?

19 **MR. KELLY:** No questions.

20 **CHAIRMAN BROWN:** Okay. Thank you so much for
21 your testimony. Have a great night.

22 Next customer, please.

23 **MR. KELLY:** After Mr. Perez is Ruben Milla or
24 Milla.

25 **CHAIRMAN BROWN:** Good evening.

1 **MR. PEREZ:** Good evening, Chairman. Good
2 evening, Commissioners. My name is Edmundo Perez. My
3 address is 13811 Southwest 54 Street, Miami, Florida
4 33175. I know this is a very sensitive issue. This is
5 very conflicted. As a matter of fact, we have been
6 listening to different point of views, and all of them
7 are having valid, valid statements. So there is no
8 doubt in my mind that the Commission has to make a fair
9 decision. And actually what I'm here to say is that
10 basically is going to be your responsibility to make
11 that fair decision for all of us.

12 Basically I would like to mention my good
13 experience with Florida Power & Light as a customer, as
14 a residential customer. I have been receiving advice,
15 technical advice to improve the efficiency at home. My
16 home actually is a low middle class home, it's not a
17 big, big house, and my bill used to be around \$157 a
18 month is an average. With all the improvements using
19 the new technology, LED lights, a new air conditioner
20 unit, receiving credit from FPL, I've been able to
21 reduce that bill from 150 something dollars to basically
22 \$120, \$114, something in that range.

23 So, once again, I know this is a very
24 sensitive issue. There are many people that are less
25 fortunate than me. And, of course, I have a very steady

1 job and steady income. Obviously, I'm always willing to
2 make a little more money before I get into my
3 retirement. No doubt in my mind, once again, that many
4 people are having a fixed income and they are expressing
5 valid concerns. But once again, you, as a Commission,
6 have to make a fair decision, but think about
7 technology. Technology we have -- Florida Power & Light
8 has to make investment, a strong investment to improve
9 the technology, but at the customer side we can always
10 do minor investment at home in order to make our system
11 more efficient.

12 **CHAIRMAN BROWN:** Thank you. Thank you,
13 Mr. Perez, for your testimony.

14 Commissioners, any questions?

15 Thank you. Have a great night.

16 Next customer, please.

17 **MR. KELLY:** After -- is it Reuben Milla,
18 Milla?

19 (No response.)

20 Roberto Paris, followed by Gussie Flynn.

21 **CHAIRMAN BROWN:** Roberto Harris (sic)? No.

22 **MR. KELLY:** I'm sorry. Is Roberto Paris --
23 oh, I'm sorry.

24 **CHAIRMAN BROWN:** Hola.

25 **MR. PARIS:** My name is Roberto Harris. My

1 address is 1510 Northwest 8 Terrace, Miami, Florida
2 33125. My phone is (786)252-7807.

3 (Mr. Paris speaking through interpreter as
4 follows:)

5 I have another property with complaints of the
6 air conditioning. My tenant called Florida Power &
7 Light, and the Florida Power & Light said to put
8 insulation in the attic. So I said, "Well, what -- do
9 you want me to call or do you want to call?" And my
10 tenant said, "No, I'll call the number on the bill."

11 She called Florida Power & Light, and they
12 said, "We're coming on a certain date." And then
13 Florida Power & Light went and put the insulation in the
14 attic. My tenant then called me. I went to the attic
15 and I saw all the insulation placed. I said, "How
16 much?" "No," they said, "Florida Power & Light said
17 that the labor and the material were free." I said,
18 "Thank you very much. Oh." After that, there was no
19 problems. This problem was solved and we were fine, all
20 fine.

21 **CHAIRMAN BROWN:** Any questions? Yes.

22 **COMMISSIONER GRAHAM:** Did he call Florida
23 Power & Light to schedule that, or did your tenant call
24 Florida Power & Light?

25 **MR. PARIS:** The tenant called.

1 **COMMISSIONER GRAHAM:** So we don't know the
2 conversation that the tenant had with Florida Power &
3 Light?

4 **MR. PARIS:** No, I don't know the conversation
5 that my tenant had with the FPL.

6 **COMMISSIONER GRAHAM:** Thanks.

7 **CHAIRMAN BROWN:** Any other Commissioners?
8 Mr. Kelly, any questions?

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

10 **CHAIRMAN BROWN:** Okay. Gracias.

11 **MR. PARIS:** Gracias.

12 **CHAIRMAN BROWN:** All right.

13 **MR. PARIS:** Thank you very much.

14 **CHAIRMAN BROWN:** Buenas noches.

15 **MR. PARIS:** Buenas noches.

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

17 **MR. KELLY:** After Ms. Flynn is Don Slesnick.

18 **MS. FLYNN:** Oh, hi. Good evening. I'm going
19 to switch it up a little bit.

20 **CHAIRMAN BROWN:** Thank you for switching it up
21 for us.

22 **MS. FLYNN:** Yes. You can turn your heads both
23 ways. Great.

24 **CHAIRMAN BROWN:** I like it.

25 **MS. FLYNN:** And thank you for getting my name

1 correctly. My name is Gussie Flynn. I represent the
2 Salvation Army of Broward County, 1445 West Broward
3 Boulevard, Fort Lauderdale, Florida 33312. Telephone
4 number, (954)712-2431. I'm the director of development
5 at the Salvation Army, of which I've worked ten years
6 here in Miami-Dade County and nearly a year now in
7 Broward County with a little bit in between. Most of my
8 year has been in the field of development, not
9 necessarily for the Salvation Army but for other
10 non-profits.

11 As you may or may not know, the Salvation Army
12 works with homeless individuals and people of low
13 economic stature primarily, feeding the hungry, housing
14 the homeless, and providing services to bring people
15 from instability to stability. Florida Power & Light
16 has helped us very graciously in doing that, not only in
17 helping offset some of the costs for individuals that
18 cannot pay for their FP&L bill, they have helped provide
19 those funds and helped work with us through our case
20 management system in order to make those people keep
21 their lights on. We also work heavily with the seniors,
22 and some of the seniors live in low-income housing. And
23 for the most part, when a case a manager has contacted
24 Florida Power & Light, they have been really
25 Johnny-on-the-spot in terms of looking at their

1 refrigerators and air conditioners and those sort of
2 things in order to make sure that their costs were as
3 low as they could get them.

4 They've also helped us -- and we're
5 presidentially appointed as a disaster service.
6 Hurricanes, any sort of disasters, fires, those sort of
7 things, FPL has really stepped up to the plate and
8 worked side by side with me and my fellow disaster
9 workers in terms of helping people get their power back
10 up and helping people get back on the road to recovery.

11 **CHAIRMAN BROWN:** Thirty seconds.

12 **MS. FLYNN:** So I'm very happy to say that they
13 have worked with us not only on various boards, they are
14 not on the board of the Salvation Army, but they're on
15 various boards that I have worked with, and I'm very
16 happy with what they have provided to the Salvation
17 Army. And to answer your question before you ask me,
18 sir, yes, they do provide economic dollars to the
19 Salvation Army.

20 **CHAIRMAN BROWN:** Thank you, Ms. Flynn, for
21 your testimony.

22 Commissioners, any questions?

23 Thank you so much.

24 **MS. FLYNN:** Thank you, and thank you for
25 getting my name right.

1 **CHAIRMAN BROWN:** Thank you. And we will be
2 taking a break right after our next speaker, just to get
3 you all prepared. So welcome.

4 **MR. SLESNICK:** Thank you, Madam Chair. Madam
5 Chair and Commissioners, I'm Don Slesnick. I was mayor
6 of Coral Gables from 2001 to 2011.

7 **CHAIRMAN BROWN:** Welcome, Mayor.

8 **MR. SLESNICK:** Good evening. And it's good to
9 have you here. In fact, thank you for bringing me back
10 to where I graduated from Miami Senior High School some
11 years ago in this building. My address is 827 North
12 Greenway Drive, Coral Gables 33134. My phone number is
13 (305)448-5672. And my family has been customers of FP&L
14 since 1954.

15 Yes, Mr. Kelly, I spoke to FP&L about coming
16 here tonight. And their question was would I come here
17 and speak honestly under oath about my experiences as
18 mayor and their services to the City of Coral Gables?

19 Soon after I took office, we faced the
20 horrific events of 9/11, and FP&L, as they always were,
21 were in our Emergency Operations Center immediately as
22 we locked down the city and started securing our hotels
23 and so forth. FP&L and the City discovered a number of
24 areas where the city's services from -- the electric
25 services were actually good places for threats to occur,

1 and so for the next couple of years they worked
2 assiduously with us to make sure that we were further
3 protected and that those services could be protected in
4 times of terroristic attacks and other disasters.

5 Well, later during my tenure, we faced
6 Hurricane Katrina and Wilma back to back, and during
7 that time we had a number of outages. And as you may
8 know, Coral Gables, we have 1920s, '30s, and '40s
9 aboveground service through a very heavily vegetated
10 city, and there's a lot of areas that can go down and
11 they did go down. Following Wilma, FP&L put years of
12 effort into trying to strengthen and to rebuilding the
13 system. And I can assure you that if you go out to
14 Coral Gables now, you will find a far different system
15 in many areas of Coral Gables than you would have in
16 2005, 2006. So my experience has been positive.

17 I do not do business with FP&L. They do not
18 give me any money. And I am proud to have been here to
19 speak about my experience. I do not have the facts or
20 the figures about the rate increase proposal, and I'm
21 sure that the facts and figures that you'll study with
22 your experts and with the interchange between you and
23 the public counsel and the retail association and so
24 forth, that you'll come to a great, judicious decision
25 on behalf of the citizens of Florida. Thank you for

1 your time.

2 **CHAIRMAN BROWN:** Major Slesnick, thank you so
3 much for coming out here. And we appreciate your
4 testimony. I mean, a customer since 1954. And really
5 appreciate you providing us some facts. But I do want
6 to tell you I just love your city. The City of Coral
7 Gables is one of the true gems of the state of Florida.
8 So thank you for sharing that with us.

9 **MR. SLESNICK:** I wasn't sure I missed public
10 office quite as much until I found out I had to sit and
11 wait till now, so --

12 **CHAIRMAN BROWN:** You do. Wait, wait, one
13 second.

14 Commissioners, any other questions or comments
15 for the mayor? Thank you.

16 **MR. SLESNICK:** Thank you all.

17 **CHAIRMAN BROWN:** Hope you have a good night.

18 All right. We are going to take a ten-minute
19 break right now. It's 8:10. We will reconvene the
20 meeting at 8:20. Thank you so much for your patience.
21 Appreciate it.

22 (Recess taken.)

23 **CHAIRMAN BROWN:** Next customer.

24 **MR. KELLY:** The next customer is Manny Rivero,
25 followed by Victoria Brimo.

1 **MR. RIVERO:** Good evening. I'm going to be
2 very brief.

3 **CHAIRMAN BROWN:** Good evening.

4 **MR. RIVERO:** How are you? I'm going to be
5 very brief. We've been here since 6:00 and time is
6 going. I am happy with the service that FPL has been
7 giving me. It is nice to go home, pull a switch, and
8 the lights is on and the air conditioning, you know. I
9 have been overseas, and whenever there's a downed line,
10 they take two days. FPL, when we had Wilma, when we had
11 Katrina, when we had Andrew, they were there. So I
12 think it's fair for them to get an increase. Sure,
13 everybody has got money. Of course, everybody's got
14 cons and pros. But what's fair is fair, and I think
15 they deserve it. I am not a paid consultant. Nobody
16 told me to come here. And thank you very much. My
17 address, 3830 Southwest 129th Avenue. That's in Miami.
18 My phone number is (786)514-1473. Thank you.

19 **CHAIRMAN BROWN:** Thank you, sir.

20 We do have a question by Commissioner
21 Patronis.

22 **COMMISSIONER PATRONIS:** Thank you for being
23 here. Curious, how did you find out about the meeting
24 tonight?

25 **MR. RIVERO:** Newspaper.

1 **COMMISSIONER PATRONIS:** Newspaper. Thanks.

2 **CHAIRMAN BROWN:** Thank you. Any other
3 Commissioners?

4 All right. Have a great night.

5 Next customer, please.

6 **MR. KELLY:** After Ms. Brimo is Diana Perez.

7 **CHAIRMAN BROWN:** Hello.

8 **MS. BRIMO:** Good evening. My name is Victoria
9 Brimo. I live at 9965 Southwest 125th Avenue, Miami,
10 Florida 33186. My phone number is (786)282-0468. And
11 I'm here to speak on the exceptional service of Florida
12 Power & Light that I have endured since 1980.

13 Last summer, I went to take out the garbage,
14 and across the street there was a fire in the lines. I
15 called the fire department first, obviously, and then I
16 called Florida Power & Light. My neighbors were on
17 vacation. They have five acres. And within 45 minutes
18 on a Saturday, the trucks were there trimming the ficus
19 tree. I find that exceptional.

20 In addition, I came here in 2014, and I was
21 the lady which supposedly had the Chanel suit. It was
22 not a Chanel suit. The handicapped gentleman who spoke
23 right before me had not contacted Florida Power & Light
24 to alert them that he was having problems meeting his
25 bill.

1 In 2008, I lost my job, and I do have a hefty
2 Florida Power & Light bill, and during -- for six months
3 they did work with me until I was current. I am
4 employed now and I have really no issues. I haven't
5 been asked to speak on behalf of Florida Power & Light.
6 I saw this in the newspaper, and that's why I'm here.

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

9 Commissioners, any questions?

10 Thank you.

11 Mr. Kelly, any questions?

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

13 **CHAIRMAN BROWN:** All right. Have a great
14 night. Thank you for your testimony.

15 **MS. BRIMO:** Thank you for your time.

16 **MR. KELLY:** After Ms. Perez is Stephanie -- I
17 apologize, I know I'm going to butcher this.
18 Raguagar -- I think it's R-a-g-u-a-g-a-r.

19 **CHAIRMAN BROWN:** Good evening.

20 **MS. PEREZ:** Good evening. My name is Diana
21 Perez, 6635 Southwest 46th Street, Miami 33155. My
22 phone number is (305)588-3464.

23 The reason I'm here is because I want to plead
24 with you not to approve this increase. I'm disabled and
25 I live on a fixed income, social security. An increase

1 -- my normal bill is -- my usage is like 463 kilowatts,
2 so I pay the minimum, which is \$7.87. This increase
3 only is not going to be just a \$3 increase on my bill,
4 but also on taxes, on services, on fuel, fuel, and the
5 other things, franchise charges and Care to Share energy
6 funds, which is for the non-profit organizations that
7 they collect the money.

8 I have a question. They double dip on --

9 **CHAIRMAN BROWN:** Ma'am, is that your --

10 **MS. PEREZ:** -- on fuel and energy charges and
11 fuel charges, according to the back. Okay? They
12 explain that it is produced and delivered, your
13 electricity, both of them. So I do not understand why
14 they do that.

15 And, of course, they've raised -- they're
16 going to be raising to \$10, \$10, which will add up to --
17 significantly on my bill. It will be -- right now I pay
18 fuel, 10.06; customer charges, 7.87; non-fuel charge,
19 27.09. I consume only 463 dollars -- I mean, kilowatts,
20 and I pay \$58. That's triple the amount of what I use.
21 And I do not agree with them to -- for that raise. I
22 don't think it's fair that we are paying for a company
23 that is a monopoly, that has profits for their business.
24 When you're in business, you have to share your money
25 and then, of course, have a gain, but we cannot pay for

1 the capital gain for all their customers -- all their
2 stock -- the people that they buy stocks from, the
3 employees and so forth. Right, everything is on us.

4 **CHAIRMAN BROWN:** Thank you, Ms. Perez. We do
5 have Public Service Commission staff that can walk you
6 through your bill. They're sitting right over there,
7 and they'd be happy to help you with that and explain
8 it. Thank you for your testimony.

9 Commissioners, any questions?

10 Thank you very much. Have a great night.

11 Next customer, please?

12 **MR. KELLY:** Help me again. Raguagar.

13 **INTERPRETER:** Stephanie Raguagar.

14 (No response.)

15 **MR. KELLY:** The next customer is Dick Slater,
16 followed by Sally Philips.

17 **CHAIRMAN BROWN:** Good evening.

18 **MR. SLATER:** Good evening. My name is Dick
19 Slater. I live at 16236 Southwest 70th Street in
20 Pembroke Pines, 33331. My phone number is
21 (954)868-8529. I've come forward tonight to speak on
22 what I have experienced as just incredible service from
23 FP&L both at my residence and in my business as a -- I
24 manage construction and have -- currently are finishing
25 up a high-rise in downtown Miami.

1 So first let me speak about the -- on the home
2 front with the family, and that the lightning storms are
3 starting now, but our experience really goes back to
4 Wilma, and we only suffered two and a half days or so of
5 outages, but they were immediately in our neighborhood.
6 And I always remind my family, I said, "You've got to
7 realize it's a tremendous responsibility to provide
8 power to everyone in this county and most of the state."
9 And we have a comfort level at home at night that we
10 know the power is going to be there when we need it. So
11 it's -- aside from arguing exactly how much they should
12 be compensated for all that, they do do a heck of a job
13 and giving stability to everybody's personal lives.

14 On the commercial side, when we take on a
15 project, especially in downtown Miami, it requires a
16 tremendous amount of coordination and timing to have all
17 those work -- all that work going up. I know everyone
18 sees tower cranes everywhere, but they need power, and
19 all the coordination that goes into putting a building
20 like that in place is quite a challenge.

21 And I went to FP&L and said, "We're going to
22 be working on this project during this time period, and
23 I need someone that I can count on to coordinate with."
24 And they actually assigned me an individual that stayed
25 in touch with me. And you can only get little points of

1 time where you can -- they've got so much to do down
2 there. And they worked it out with me. I said, "I'm
3 getting close to the time, I need help down here. And
4 basically" --

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

6 **MR. SLATER:** "And basically the building is
7 going up. If I don't get these lines down, I can't put
8 up a tower crane, the building is going to stop." And
9 they stepped in, coordinated with us, and got it done.
10 So my experience both at home and commercially has been
11 exemplary service.

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

13 Commissioners, any questions?

14 All right. Thank you.

15 **MR. SLATER:** Thank you.

16 **MR. KELLY:** Mr. Slater?

17 **MR. SLATER:** Yes.

18 **MR. KELLY:** Thank you for coming out and
19 testifying tonight. Did anyone ask you to come and
20 speak tonight?

21 **MR. SLATER:** I think they were in the process
22 of going to ask me. I spoke with that representative,
23 and they said, "Hey, by the way, we're having hearings
24 across the state, across the area, and there's several
25 places where you can, where it is, wherever it's

1 convenient to you." I said, "If you're going to ask me
2 to speak, I'll be more than happy to go down and speak
3 on your behalf because it's been a very positive" --

4 **MR. KELLY:** Thank you, sir. I appreciate you
5 being here.

6 **CHAIRMAN BROWN:** Thank you.

7 Next customer.

8 **MR. KELLY:** After Ms. Philips is Lazaro
9 Tejera.

10 **CHAIRMAN BROWN:** Good evening.

11 **MS. PHILIPS:** Good evening. My name is Sally
12 Philips. I live at 7310 Southwest 64th Court in South
13 Miami, 33143. The telephone number is (305)608-2973.
14 And I'm here to ask you not to grant them their
15 increase. I don't see why they need to make anymore
16 profit than they do, and I have some very great concerns
17 about the way in which they run their business. Why do
18 we have a failing polluting plant? Why are they still
19 looking to put other plants up when they haven't
20 accounted for sea level rise? Where in their expenses
21 is their research and development outlined? There is
22 none. Where are they doing their development of the
23 wave power that we have? Where are they putting their
24 money? And 1 percent is in wind and solar. And the
25 solar farms that they talk about are owned in the Mojave

1 Desert and in California. There may not be those kinds
2 of places, I mean, that tract of land that they can put,
3 you know, solar panels up on, but there are rooftops
4 galore. And I don't know why this company hasn't
5 decided to go and rent rooftops to put their panels up
6 on to give us all energy where we won't need to burn
7 fossil fuel of any sort, where -- and I don't understand
8 why, with these kinds of profits, 106 some odd million,
9 and with NextEra having 2.7 profit in billions, why
10 these companies aren't developing, you know,
11 alternative, you know, clean energy.

12 And I want to say, Mr. Coppel (phonetic), who
13 just listed how they have all this fancy stuff about --
14 all this lovely stuff about how a great company they are
15 and they even ask people to contribute towards solar
16 power with no promise about what that means if they
17 contribute, you know, just extra on their bill, it makes
18 no sense to me. The only times they have been -- yes,
19 they are, they deliver the goods that they're supposed
20 to deliver.

21 **CHAIRMAN BROWN:** Thirty seconds.

22 **MS. PHILIPS:** They put in a reverse meter for
23 me, but they didn't let me know when they were going to
24 harden the line and close down my computer for some
25 seconds, you know, so there I am. And they also

1 didn't -- have not yet replaced my drop line. I asked
2 two years ago and I asked a month and a half ago.

3 **CHAIRMAN BROWN:** Thank you, Ms. Philips.

4 We have a question --

5 **MS. PHILIPS:** And I was not paid to come here
6 and say that.

7 **CHAIRMAN BROWN:** We have a question for you
8 from Commissioner Brisé.

9 **COMMISSIONER BRISÉ:** Thank you for your
10 testimony this afternoon. So if the magnitude of the
11 increase that they're asking for were to be directed in
12 line towards renewables or solar, would you be okay with
13 that magnitude?

14 **MS. PHILIPS:** I tell you something, I don't
15 think this company should have an increase until they
16 have shown that they are -- they care about the
17 environment and they care about their customers. For
18 me, that would mean dismantling the current nuclear
19 plant and increasing the amount of solar power that they
20 use.

21 **COMMISSIONER BRISÉ:** Would you be okay with a
22 loss to you as a customer with the dismantling of that
23 investment?

24 **MS. PHILIPS:** A loss. What kind of loss?

25 **COMMISSIONER BRISÉ:** In terms of the

1 investment that you have put forward already towards
2 some of these plants.

3 **MS. PHILIPS:** Well, I don't understand your
4 question.

5 **COMMISSIONER BRISÉ:** Okay. So --

6 **MS. PHILIPS:** I have solar panels on my roof.

7 **COMMISSIONER BRISÉ:** Sure.

8 **MS. PHILIPS:** Right now I'm paying them for
9 the use of their lines, and eventually maybe they'll pay
10 me some pittance for what I'm selling back to them.

11 **COMMISSIONER BRISÉ:** Sure. Sure. But what
12 I'm asking is -- so part of our decision is to go
13 through all of these scenarios; right? And so my
14 question to you is, as a customer, you have invested in
15 the grid just being a customer. All right? So if we
16 were to approve an increase of the magnitude that you're
17 asking, and say the company came and said, "We want to
18 go all renewable, in that direction," but there's an
19 investment that has already been made in the grid the
20 way it is right now, would you be willing to take a loss
21 as a customer?

22 **MS. PHILIPS:** A loss of power?

23 **COMMISSIONER BRISÉ:** Not of power but of the
24 money that you have put in and is still out there with
25 respect to those investments that are there already in

1 the ground.

2 **UNIDENTIFIED SPEAKER:** That's not fair.

3 **CHAIRMAN BROWN:** Excuse me. Excuse me. There
4 will be decorum in this room.

5 **MS. PHILIPS:** Those aren't my investments.
6 The company has invested in stuff and the company is
7 making a tremendous amount of profit. So until they
8 invest and are doing something very, very, very, you
9 know, show worthy about renewable energy, I don't think
10 they deserve anything. I would like to see them not
11 make up from me the loss that they had because there was
12 a stock market downturn.

13 **COMMISSIONER BRISÉ:** Okay. Thank you.

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

15 Thank you, Commissioner Brisé.

16 Next customer, please.

17 **MR. KELLY:** After Mr. Tejera is Maria Luisa
18 Castellanos.

19 **MR. TEJERA:** Good afternoon. My name is
20 Lazaro Tejera. I am a customer of FPL.

21 **CHAIRMAN BROWN:** Could you repeat your last
22 name? I'm so sorry.

23 **MR. TEJERA:** Tejera, T-e-j-e-r-a. My cell
24 number is (786)417-0126, and my address is 8914
25 Northwest 167th Street, Miami Lakes. I've been a

1 customer of FPL for the past 26 years. Their service is
2 second to none. The experience I have during Andrew and
3 Wilma, we lost power maybe for a couple of hours after
4 the storm. And every time I picked up the phone, we
5 called them, you know, they had answers for us. I have
6 a business with my father. We're in the restaurant
7 business. And we called up a couple of hours after the
8 storm and they restored the power for the business and
9 we were able to get back online right away.

10 Their service -- if you go to other countries,
11 you will experience that what FPL offers us is -- it's
12 incredible. I think there's other issues that we need
13 to worry about in this town, which is the
14 overdevelopment of Dade County, the overpopulation,
15 which is -- it's incredible, and that's really, you
16 know, putting a stress on a lot of people out here.

17 **CHAIRMAN BROWN:** Thank you for your testimony.
18 Commissioners, any questions?

19 Mr. Kelly?

20 **MR. KELLY:** No.

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

22 **MR. TEJERA:** Thank you.

23 **CHAIRMAN BROWN:** Have a good night.

24 Next customer.

25 **MR. KELLY:** After Ms. Castellanos is Brenda

1 Betancourt.

2 **CHAIRMAN BROWN:** Hi. Good evening.

3 **MS. CASTELLANOS:** Hi. My name is Maria Luisa
4 Castellanos, and my address is 2271 Southwest 122nd
5 Court. And my telephone number is (305)439-7898.

6 What I'd like to talk about first is that we
7 do not live in a third world country, so we expect a
8 very high standard for any corporate company such as
9 FP&L. We would expect it of BellSouth, we expect it of
10 Comcast, we expect it of anybody of that size. And
11 someone that makes \$1.6 billion in profit is obviously
12 somebody who's got their act together to some degree.

13 Having said that, I think that since it's a
14 monopoly, it should be held to a higher standard. It
15 should take in consideration the needs of the public and
16 not work in opposition to what the public wants. The
17 fact that they have to take FP&L to court to stop the
18 power lines that were going to go up Dixie Highway I
19 think is shameful, absolutely shameful. What kind of
20 nonsense is that? We want -- nobody wanted that. I
21 don't even live near U.S.1, but I would never want to
22 see that down one of our major thoroughfares. It's
23 ridiculous.

24 Then we've got the problem at Turkey Point.
25 Another disaster. Do these people even think about us

1 when they're making decisions? Then there's the problem
2 with hurricanes. A long, long time ago they should have
3 put a lot of these electrical lines underground. In my
4 neighborhood, because it's a newer neighborhood, the
5 lines are underground. But what about Coral Gables?
6 They shouldn't have these power outages every time
7 there's a storm for three days, for six months that
8 people are without power because nobody thought, oh,
9 let's take some of that \$1.6 billion and invest in
10 infrastructure so we can put the stuff underground so we
11 don't have power outages. Oh, my God, what a creative
12 idea. They never thought of that. So -- and what about
13 solar options? Have they thought about investing more
14 in that? So I'm obviously against giving them a cent
15 until they get their act together and start thinking
16 about us instead of thinking about themselves.

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

18 Commissioners, any questions?

19 We appreciate your comments. Thank you.

20 Next customer.

21 **MR. KELLY:** After Ms. Betancourt is Miguel
22 Soliman.

23 **CHAIRMAN BROWN:** Good evening.

24 **MS. BETANCOURT:** Good evening. My name is
25 Brenda Betancourt, 1436 Southwest 6th Street, Miami,

1 Florida 33136. Phone number is (786)523-1310. I'm just
2 ashamed of having to have to come here and ask for you
3 guys to actually do the right thing. Really. They want
4 me to not just pay for their service, that's what I'm
5 paying them for. It's like asking the IRS, "Why do I
6 pay taxes?" They are not giving us anything for free,
7 so why do I have to give them more if I am paying for
8 their service, which is not free? We are paying for it.

9 I did not get paid by all these residents to
10 come here, by the way, and tell you the truth. I came
11 here on my own. And I'm here with my nine years old
12 because, in the end, my bills, it will make a difference
13 in my lifestyle. Not just mine, but my kids'. So it's
14 shameful that you tried to trick an old lady to tell
15 you, yes, I agree for the increase when you understand
16 that we don't want the increase.

17 I have seniors in Little Havana that they have
18 to decide sometimes to pay a bill or buy a meal. And to
19 have to hear you guys here asking the question of, "Oh,
20 do you guys want the increase?" Nobody wants the
21 increase. So it is very shameful that in the United
22 States that we have to come to these terms. We are not
23 in a third world country. Those who want to leave
24 there, they're plenty in it. And a lot of us leave
25 those countries to come here because apparently we

1 aren't as modern. And we're supposed to be more
2 efficient than other countries. That's why this is the
3 biggest country in the world. So for you guys to even
4 have to ask the question of give them more money is
5 shameful.

6 They should repair everything that they do.
7 Do you ever drive I-95 or on the Expressway or any
8 regular street and you see lights, they're out? You
9 call them and it's three months, six months, and today
10 they haven't been repaired.

11 **CHAIRMAN BROWN:** Thirty seconds.

12 **MS. BETANCOURT:** So do any of you actually
13 care about them doing the service that they actually
14 charge us for, or your job is just to come and ask every
15 single person here to come and tell you what you
16 understand as a person is not right? I don't see any
17 list of all the lightbulbs that they are not working on
18 the street in your hands. That's your job.

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

20 Commissioners, any questions?

21 Have a great night.

22 Next customer.

23 **MR. KELLY:** After Mr. Soliman is Gabriel
24 Goffman.

25 **MR. SOLIMAN:** Miguel Soliman, 1436 Southwest

1 6th Street, (786)367-0323. I think I spoke earlier, but
2 I'm glad for the second opportunity.

3 **CHAIRMAN BROWN:** How did that happen? Wait a
4 second.

5 **MR. SOLIMAN:** Well, I got someone --

6 **CHAIRMAN BROWN:** Sir, I'm so sorry. I have to
7 stop you. We have other customers -- a lot more
8 customers signed up.

9 **MR. SOLIMAN:** Well, just real quick, the power
10 lines being in an area --

11 **CHAIRMAN BROWN:** Sir, sir, I'm so sorry. We
12 have staff here that can talk to you after.

13 **MR. SOLIMAN:** Oh, they did. They've told
14 me --

15 **CHAIRMAN BROWN:** Thank you.

16 Mr. Kelly, next customer, please.

17 **MR. KELLY:** Gabriel Goffman, followed by
18 Cecilia Romero. Gabriel Goffman?

19 (No response.)

20 **CHAIRMAN BROWN:** I think she's coming down.

21 **MR. KELLY:** Is this Ms. Romero?

22 **MS. ROMERO:** Yes, I am Ms. Romero.

23 **MR. KELLY:** Okay. And after Ms. Romero is
24 Farid Khavari.

25 **MS. ROMERO:** Good afternoon. I am here

1 because I want to tell you that I came here today --

2 **CHAIRMAN BROWN:** Could you say your name for
3 the record?

4 **MS. ROMERO:** My name is Cecilia Romero. I
5 live in 7671 Northwest 179th Terrace, Miami, Florida
6 33015. My telephone number is (305)216-3997. And I
7 came here when I heard on the radio today that you were
8 going to raise Florida Power & Light 24.8 percent. And
9 that put me, oh, I need to be there because it's not
10 fair that we're going to pay that increase that is so
11 high. I hear all the persons say here it's too high to
12 do that raise for us.

13 I also think that Florida Power & Light needs
14 to see and use it like in other countries, in Italy, in
15 France, Belize (phonetic), in all those places they use
16 solar power, in Haiti, and they're using it in the
17 country. When you go in the train from Florence to
18 Pisa, you'll see all that there. When you go in
19 Malaysia (phonetic) to all the places and you expect
20 they have that there, but we don't have that here.

21 And also I want to tell to the Commissioners
22 that are here that if I hear a 24.8 percent increase, I
23 will seek immediately in the competition because there
24 are companies that are like Florida Power & Light -- I
25 don't hate Florida Power & Light, but there are some

1 companies that do the same job that many people say here
2 they would go that have this and this and that. But we
3 cannot pay that.

4 Also Obamacare, you know, the medicines are
5 going high. Insulin is costing \$400, it's two boxes,
6 it's 15 days. And all those things are happening here
7 in this country, so you need to know that.

8 **CHAIRMAN BROWN:** Thank you for your testimony,
9 ma'am. Ma'am, thank you so much for your testimony.

10 Commissioners, any questions?

11 Thank you.

12 Next customer, please.

13 **MR. KELLY:** And I apologize for not
14 pronouncing your name right. Is it Dr. Khavari?

15 **MR. KHAVARI:** It's Khavari. My name is Farid
16 Khavari. Good evening.

17 **CHAIRMAN BROWN:** Good evening.

18 **MR. KHAVARI:** I'm here to explain certain
19 things. We saw a few people, they were cheerleaders,
20 and the others that were real concerned citizens that
21 they really have a tough time to do, to live.

22 I'm an economist. I've written ten books, and
23 I've written about economics, about energy, technology.
24 I understand all of it. The problem is that I don't
25 know which one I should worry more: Florida, South

1 Florida becoming South Fukushima or it becomes -- or
2 South Florida ends up in poor houses. Because the
3 problem really what we are having is reoccurring
4 revenue. That is what we are having. And reoccurring
5 revenue is inflationary. But people do not earn money.
6 Most of them, they have no jobs and they are retiring,
7 and most of -- a lot of them are on minimum wage. And
8 when you keep increasing your rate, how do they pay for
9 it?

10 And then the problem with our economic concept
11 is that we all want to maximize our profit, and that is
12 what exactly you are sitting here to do because they are
13 a monopoly. What really we have to do as a company, to
14 serve the people, and that is to create an
15 environmentally safe, prosperity, and sustainable
16 economy and economic security for all the people. In a
17 prosperous economy, companies also prosper. They do not
18 need to maximize their profits.

19 So I would like to ask you not to increase the
20 rate. Talk to your conscience and don't increase it
21 because these people cannot afford it. I have no
22 problem with it, but they have. Thank you very much.

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

24 Next customer, please.

25 **MR. KELLY:** The next one -- I apologize -- is

1 it David Roelant, Roelant (sic)?

2 **MR. ROELANT:** Roelant.

3 **MR. KELLY:** Roelant, I'm sorry, followed by
4 Mark Trowbridge, Trowridge (sic).

5 **CHAIRMAN BROWN:** Good evening.

6 **MR. ROELANT:** Thank you. David Roelant. I'm
7 with Florida International University. I'm talking
8 about the quality of service for FPL both personally and
9 then their partnership with Florida International
10 University. So my phone number is (786)200-6220.
11 Address, 7900 Southwest 58th Avenue.

12 There's been so much -- you know, I do
13 research at the university in environmental cleanup and
14 in alternative renewable energy, and there's so much
15 misinformation in the room, but I'm not even going to
16 address. I'm just going to talk about what my
17 interaction with Florida Power & Light is and a little
18 bit about -- there was already some talk about the fact
19 that their rates have been decreasing over the past ten
20 years, but they have a reliability factor of
21 99.98 percent. This is best in Florida, and it's one of
22 the best in the United States. And people are bringing
23 up third world countries. We're talking about the best
24 in the United States.

25 Florida Power & Light is a subsidiary of

1 NextEra. NextEra is Fortune Magazine's most admired
2 company, and it's the top solar and wind technology
3 company in the United States creating energy from solar
4 and wind.

5 So, again, you know -- I know that Florida
6 Power & Light -- let me just jump into in April of this
7 year, in terms of research, we have a new solar research
8 center that was created at Florida International
9 University that's a commercial scale installation at the
10 College of Engineering, and it allows some unique
11 research that can be done at the university in terms of
12 solar research.

13 So Florida Power & Light also donated an
14 electric car to the university, and we're working with
15 them to come with faster recharging for solar vehicles.

16 So we have about four different things that
17 we -- I don't consider them donations as much as it's a
18 win-win for Florida Power & Light and it's a win-win for
19 Florida International University.

20 And the solar array with 4,400 solar panels
21 creates shade for parking, so it's fantastic where we
22 actually get to park outside of the sun, so.

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

24 **MR. ROELANT:** So I'm just going to close with
25 that. It's just been wonderful to work with Florida

1 Power & Light.

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

3 Commissioners, any questions?

4 All right. Have a great night. Thank you.

5 Good evening.

6 **MR. KELLY:** Mr. Trowbridge.

7 **MR. TROWBRIDGE:** Very well done.

8 **MR. KELLY:** Sorry. Thank you for correcting
9 me. And the next speaker after him is Matthew Beatty.

10 **MR. TROWBRIDGE:** Great.

11 **CHAIRMAN BROWN:** Hi.

12 **MR. TROWBRIDGE:** Chairwoman Brown, members of
13 the Commission, my name is Mark Trowbridge. I reside at
14 260 Hibiscus Drive in Miami Springs. My phone number is
15 (305)805-3617. I have been an FPL customer since 1996.
16 My day job is president of the Coral Gables Chamber of
17 Commerce. My address there, 224 Catalonia Avenue, Coral
18 Gables, and our phone number, (305)446-1657.

19 And I'd like to just speak to you today about
20 Florida Power & Light being an outstanding corporate
21 citizen here in our community. And I will share with
22 you that for the past decade they have been the sole
23 sponsor of our annual "Education Breakfast" in November
24 where we honor outstanding students in the community and
25 shine a spotlight on all of our public and private

1 schools.

2 Going back to the comment about commitment to
3 community, I thought I would share with you some numbers
4 because a lot of folks have alluded to the support of
5 local non-profits, and I thought I would give you more
6 specifics.

7 In 2015, Florida Power & Light supported more
8 than 1,500 non-profits, invested \$5.7 million in
9 sponsorships and donations to those non-profits. An
10 additional 3.9 million came from employees. Over 70,000
11 volunteer hours. 200 non-profit boards their employees
12 served upon, and one of those is ours at the Coral
13 Gables Chamber of Commerce.

14 An earlier speaker talked a little bit about
15 economic development, and I thought I would talk to you
16 about investment in small, woman-owned and
17 minority-owned businesses, greater than \$300 billion via
18 suppliers, local laborers, and other resources. Since
19 2008, they've had a program called Powering Florida,
20 creating a special electric rate for qualifying
21 companies with more than 25 employees. About 48
22 companies have qualified under that program during that
23 tenure, which helps creates jobs and opportunities for
24 companies.

25 And they are a taxpayer, which I think bears

1 reminding. And across the board, they have spent more
2 than \$500 million to local government, schools, and
3 other districts. And so I just wanted to share that
4 with you. And I'm here both as a customer and the
5 president of our chamber of commerce.

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

8 Commissioners, any questions?

9 **MR. KELLY:** Just one question.
10 Mr. Trowbridge, Trowbridge -- sorry about that.

11 **MR. TROWBRIDGE:** That's all right.

12 **MR. KELLY:** Do you understand that the -- all
13 of the taxes, ad valorem taxes that FPL pays are paid
14 directly by ratepayers?

15 **MR. TROWBRIDGE:** I am aware of that.

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

17 **MR. TROWBRIDGE:** But I think it bears
18 reminding what that number is. Thank you.

19 **CHAIRMAN BROWN:** Thank you. Have a great
20 night.

21 Next customer, please.

22 **MR. BEATTY:** Hi.

23 **CHAIRMAN BROWN:** Hi.

24 **MR. KELLY:** After Mr. Beatty is Alfred -- is
25 it Sanchez?

1 **CHAIRMAN BROWN:** Okay. Go ahead. Thank you.

2 **MR. BEATTY:** Good evening. Thank you, first,
3 for your service to the state of Florida. I do
4 appreciate that personally. I am Matthew Beatty. I am
5 a resident of Miami. I reside at 253 Northeast 2nd
6 Street, Miami, Florida 33132. My phone number is
7 (850)443-1091. I grew up here, resided in the upper
8 east side of Miami for almost my entire life. And when
9 one of our regular hurricanes came through, the power
10 went out at my building, and I proceeded to call Florida
11 Power & Light. They, through their automated service,
12 they were -- I was able to report the blackout, and then
13 they had this really cool system that kept me updated
14 via text message as to when my power was going to be
15 turned back on. You know, for a public utility of the
16 size of Florida Power & Light, that kind of direct and
17 personalized customer service should not be taken
18 lightly, and I understand the investment that they make
19 in ensuring that they're connecting with their
20 customers.

21 So a friend of mine that works at Florida
22 Power & Light told me about today's hearing, and so I
23 wanted to come down on my own volition to just share
24 that I think it's important that you all use this
25 opportunity to encourage Florida Power & Light to use

1 the proceeds from the rate increase to invest back in
2 service to the customers. So if that happens, then I am
3 100 percent in favor of the rate increase.

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

5 Commissioners, any questions of Mr. Beatty?

6 Thank you for your testimony.

7 **MR. BEATTY:** Thank you.

8 **CHAIRMAN BROWN:** Next customer.

9 **MR. KELLY:** Alfred Sanchez.

10 (No response.)

11 **CHAIRMAN BROWN:** No.

12 **MR. KELLY:** The next speaker then would be
13 Jimmy Martel, followed by Michael Janosky.

14 **CHAIRMAN BROWN:** Good evening. Hello.

15 **MR. MARTEL:** Hello. My name is Jimmy Martel,
16 3156 Southwest 25th Street, Miami, Florida 33133,
17 (305)439-9226. I'm here to talk about the good service
18 I've received from FP&L basically in two cases.

19 Number one, I bought a house a year ago and I
20 did a complete remodel on it. And that can be a little
21 tiresome dealing with contractors and dealing with
22 everybody. FP&L was pretty much a one-and-done
23 situation. Connecting my power for the first time,
24 being a new homeowner, it was very easy to deal with
25 them.

1 The second situation was actually a recent
2 one. I have one of the utility poles in front of my
3 house, and to me it looked a little skinny compared to
4 the rest of the ones in the neighborhood. So I called
5 them from work at 9:00 a.m. and I told them about the
6 situation, and they told me they'd take a look at it.
7 To me, that meant, okay, over the next two weeks. I was
8 a little shocked when I got a phone call at 1:00 p.m.
9 telling me, "Oh, we're outside your house. Everything
10 looks fine. The pole is okay. You know, it meets our
11 measures. We would replace it if it would pose any
12 threat to your house." Because it was -- you know, to
13 me, it would have fallen on the house and that's just a
14 big issue altogether. So I was just impressed with
15 their service.

16 **CHAIRMAN BROWN:** Thank you for your testimony.
17 Commissioners, any questions?

18 All right. Have a great night. Thank you.

19 **MR. MARTEL:** Thank you very much.

20 **CHAIRMAN BROWN:** Good evening. Next customer.

21 **MR. KELLY:** After Mr. Janoksy is Pedro
22 Gonzalez.

23 **MR. JANOSKY:** Michael Janosky, a Dade County
24 resident. My address is 14815 Southwest 153rd Court,
25 Miami. I was asked if I would speak on behalf of FPL

1 regarding this proposed rate increase, and I said,
2 "Sure."

3 And while none us as consumers, you know, want
4 an increase in our power, it is understandable that
5 costs do increase over time, especially if you want it
6 to invest in our future and to maintain reliable
7 service.

8 As a real estate developer for Flagler Global
9 Logistics, we work closely with FPL and put a lot of
10 demand on them to deliver new electric service to our
11 customers. This work is demanding and involves miles of
12 underground conduit, wiring, switch cabinets, large
13 capacity transformers, and setting of meters for
14 multiple buildings under construction. FPL has provided
15 excellent customer service for these major projects, and
16 with the effort of their management team, we have had
17 tremendous success as we contribute to the industrial
18 market growth of Miami-Dade County. Therefore, I am in
19 support of FPL to do what is necessary to continue to
20 provide excellent customer service.

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

22 Commissioners, any questions?

23 All right. Thank you. Have a good night.

24 Next customer.

25 **MR. KELLY:** After Mr. Gonzalez is Eric

1 Pantaleon, Pantaleon.

2 **CHAIRMAN BROWN:** Good evening.

3 **MR. GONZALEZ:** Good evening. Pedro Gonzalez,
4 4116 Southwest 13th Terrace, (786)877-4637. Throughout
5 the night I've been hearing supportive testimony about
6 FPL's service, in most cases absent the explicit support
7 of a rate increase. But I say why is this relevant? Is
8 it not their duty as a service provider to provide great
9 service?

10 When FPL became a monopolistic energy provider
11 in Florida, it assumed a fiduciary responsibility to
12 pursue the most efficient and cost-effective energy
13 solutions available. We are in the Sunshine State, and
14 yet historically and even currently FPL has failed to
15 harness the power of the sun for the benefit of Florida
16 citizens; in fact, historically has been impeding
17 efforts to transition to more -- to this more
18 sustainable source of energy using sinister tactics such
19 as the contradictory amendment they've influenced which
20 will be on the ballot, the November ballot, which is a
21 response to the Solar Choice Amendment that will be
22 voted on in August. A clear attempt to confuse voters.

23 Instead of truly serving the greatest good,
24 FPL has attempted to have its customers pay for
25 everything from lobbying expenses to the cleanup of its

1 nuclear waste to fracking in Oklahoma.

2 Commissioner Brisé spoke about our investments
3 as customers, and I want to touch on that. Fracking is
4 a filthy, antiquated practice, which many FPL customers
5 are fighting to keep out of our state. It is baffling
6 and unacceptable that FPL would ignore the desires of
7 its customers and pursue fracking before making sincere,
8 substantial investments in solar. So when the
9 Commissioner asks how we feel about incurring a loss on
10 current and past investments, with all respect, I say
11 we're angry. Angry that FPL does not treat customers as
12 stakeholders but rather as pure beneficiaries who should
13 be content to dutifully surrender our hard-earned
14 income, paying little mind to where we feel our
15 investments should be allocated. Who's to say that
16 these \$1.3 billion aren't recompense for failed attempts
17 to exploit its captive customers? Considering the
18 audacious timing of this request, I'm not only opposed
19 to this rate hike, but I'm offended by it.

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

21 Commissioners, any questions?

22 Thank you. Have a great night.

23 Next customer.

24 **MR. KELLY:** Pantaleon, and after this speaker
25 is Ricardo Martinez.

1 **CHAIRMAN BROWN:** Good evening.

2 **DR. PANTALEON:** Hi. Good evening to you all.
3 I'm here to support FP&L because I keep thousands of
4 dollars of vaccines in my refrigerator. I'm a
5 physician, I'm a pediatrician. Nobody wants to pay more
6 for anything, including myself. I wouldn't like to see
7 gas go up, I would like to see my water bill go down.
8 But at the end of the day, in my instance, the
9 reliability of the service that I have is unsurpassed
10 and it signifies a lot more in savings if I were to lose
11 any of these vaccines. Some of them I purchase, some of
12 them are given to me by the Vaccines for Children
13 Program, which is a government-sponsored program. And
14 we have to keep a daily, daily control of those
15 temperatures.

16 I know that nobody wants to spend a penny.
17 That's why we end up buying a lot of Chinese stuff,
18 because it's cheaper. It's in your hands to decide
19 what's convenient, but at the end of the day what we
20 need to have is true, reliable service, and take it from
21 somebody who has lived in the third world. Okay?

22 **CHAIRMAN BROWN:** Thank you. And would you
23 state your name and address, please.

24 **DR. PANTALEON:** Oh, I'm so sorry. Eric
25 Pantaleon. My office address is 7761 Northwest 146th

1 Street. Office number is (305)822-1243.

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

3 Commissioners, any questions?

4 Mr. Kelly has one.

5 **MR. KELLY:** Dr. Pantaleon, did someone ask you
6 to come speak tonight?

7 **DR. PANTALEON:** No. It was in my bill, and I
8 wanted to come here. And I've been here before years
9 ago for something else.

10 **MR. KELLY:** Thank you.

11 **DR. PANTALEON:** Because I went through too
12 much lack of energy in my life.

13 **CHAIRMAN BROWN:** Thank you. Thank you.

14 Next customer.

15 **MR. KELLY:** After Mr. Martinez is Valerie
16 Robbin.

17 **CHAIRMAN BROWN:** Good evening.

18 **MR. MARTINEZ:** Hi, good evening. My name is
19 Ricardo Martinez. My address, 2350 West 84 Street,
20 Suite 7. It's my office. Been an FPL customer since
21 1986, but I arrived in this country from the Dominican
22 Republic. And today I have no complaint with FP&L
23 services. That's all I have today.

24 **CHAIRMAN BROWN:** Thank you. Simple and sweet.
25 Thank you.

1 Commissioners, any other questions? Any
2 questions?

3 All right. Next customer. Hi.

4 **MS. ROBBIN:** Are you warm up there? I'm
5 freezing.

6 **CHAIRMAN BROWN:** I am too.

7 **MR. KELLY:** After Ms. Robbin is -- is it
8 Sheffanie Rodriguez?

9 **CHAIRMAN BROWN:** Okay. Thank you. Good
10 evening.

11 **MS. ROBBIN:** Hi, I'm Valerie Robbin, 730
12 Palermo Avenue, Coral Gables 33134. Phone number is
13 (305)445-5519. I do want to say ditto as far as
14 Commissioner Cava and Senator José Rodriguez, but I have
15 a little bit to say besides that.

16 I want to thank you for questioning whether
17 people are speaking for FPL. I know some events that
18 I've been to where the issue was FPL, people actually
19 told me they got paid, you know, to go up and speak. So
20 I appreciate you being aware of that and considering it.

21 Okay. I don't feel that FPL is justified in
22 asking for the raise. I also know that they often ask
23 for a higher percentage. Well, I could be wrong on
24 that, but they may ask for a higher percentage and then
25 they will compromise to get a lower rate sometimes if

1 that high -- that particular percentage is denied. At
2 least that's my understanding. This is very high up.

3 I'm also concerned that they want to charge
4 their customers \$50 million for the damage that they
5 have done to our Biscayne Bay. I'm surprised that
6 Biscayne National Park is not here to speak, and maybe
7 they are, because they're very concerned about what's
8 going on in the water there. And also the salt
9 intrusion into our aquifer along the east, and it is
10 spreading to the west, as one lady said. That's a big
11 concern. They knew about this. They were supposed to
12 be working with a different system or figuring something
13 out instead of these cooling canals for many years, and
14 they dragged their feet about it.

15 So what are they doing with this excess profit
16 that they have? To me, that seems to be a very
17 important -- they're doing a wonderful job. I don't
18 have complaints about my electric service, but I don't
19 understand why they're going to allow the bay to be
20 polluted and our drinking water to be polluted. They
21 should have the technology; they should have been
22 working on it many years ago.

23 Also, many people joke about it, but with sea
24 level rise, they may end up in the bay eventually. They
25 have to think way ahead as to where they're going to be.

1 How many nuclear power plants are built on the water
2 along the coast? And a lot of them are closing down.
3 And what's going to happen to the spent fuel that is
4 buried out west someplace? We're leaving that to our
5 future generations that do not have an answer as to what
6 to do about it. So, yes, it is time to look into clean
7 energy.

8 **CHAIRMAN BROWN:** Thank you. Thank you so much
9 for your testimony. I really appreciate it.

10 Commissioners, any other -- are there any
11 questions?

12 Thank you for your testimony.

13 **MS. ROBBIN:** Okay. Thank you.

14 **CHAIRMAN BROWN:** All right. Next customer,
15 please.

16 **MR. KELLY:** Ms. Rodriguez?

17 (No response.)

18 The next speaker then is Johanna Parodi.

19 (No response.)

20 **CHAIRMAN BROWN:** Keep it going, please, J.R.

21 **MR. KELLY:** Joyce Nelson, followed by -- I
22 think it's Javier Garela (sic).

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

24 **MS. NELSON:** Hi. Thank you all for your
25 attention in this. I know it's a long evening. My name

1 is Joyce Nelson, 2535 Inagua Avenue, Miami, Florida
2 33133. Phone, and I hope y'all will call me,
3 (305)854-5101. I don't have a clue why you want my
4 phone number.

5 I've been a customer of FP&L, as Mayor
6 Slesnick, since 1954, but I'm only 14. I'm not here to
7 talk about how wonderful FPL is because that's the past.
8 I'm talking about the future. This is a concern of mine
9 since May of 2014, when I realized that they were going
10 to put ten-story-tall power poles across from my house,
11 they didn't meet hurricane standards or building codes.
12 And I then wrote every single person in the state,
13 including our Governor and the Cabinet. I got no
14 response. That's when I have been on this bandwagon.

15 Those power poles would fall on my house. Now
16 is it covered by my homeowner's insurance or my, you
17 know -- I mean, nobody cared. The Governor
18 rubber-stamped and the Cabinet rubber-stamped this
19 project, and that got me started.

20 Then it was the Turkey Point and then the
21 expanding Turkey Point, and the plants for Turkey
22 Point would be underwater in five to ten years. Why are
23 we doing this? Why are we spending money on something
24 underwater?

25 Then it was the cooling canals, and you all

1 have heard about that. And they want us to pay, as she
2 said, \$50 million to fix their problem. It's not going
3 well.

4 We need to have a plan. We need to have a
5 long-term plan. What is going to happen in the state of
6 Florida if FP&L is our only supplier of electricity? We
7 don't have it. It seems to change week by week, month
8 by month, you know, who's going to do what, when are we
9 going to do it? Nothing is going anywhere with the
10 canals, nothing is going anywhere. So now they're
11 building a fracking natural gas place in Okeechobee.
12 They advertise on TV all day long about how wonderful
13 they are.

14 **CHAIRMAN BROWN:** Thirty seconds.

15 **MS. NELSON:** And that they have solar plants
16 and they show pictures. It's not happening. I'm really
17 upset about this and have been for the past two years.
18 I've been to every single meeting. We have to do
19 something about this. It's time to stop this and fix
20 it. Thank you.

21 **CHAIRMAN BROWN:** Ms. Nelson, thank you for
22 your participation. Would you like to submit that that
23 you have as part of the record?

24 **MS. NELSON:** Yeah, if you want it. Sure, if
25 you'd like.

1 **CHAIRMAN BROWN:** It's up to you. It would be
2 Exhibit 16. Thank you for your testimony.

3 (Exhibit 16 marked for identification.)

4 Next customer.

5 **MR. KELLY:** Mr. Garela (sic).

6 **INTERPRETER:** Counsel, I think it's Garcia.
7 We were reading it -- Javier Garcia.

8 **CHAIRMAN BROWN:** Javier Garcia? No.

9 (No response.)

10 **MR. KELLY:** Stephen Sanchez.

11 (No response.)

12 Ly Lima.

13 (No response.)

14 Donald Miller.

15 (No response.)

16 Brian Behr.

17 **MR. BEHR:** Here.

18 **CHAIRMAN BROWN:** Good evening.

19 **MR. BEHR:** Good evening, ladies and gentlemen
20 of the Commission. My name is Brian Behr. My address
21 is P.O. Box 558624, Miami, Florida 33255. My phone
22 number is (305)205-1730.

23 Let's see. Okay. We had, I think, about
24 three people actually say they support the rate increase
25 and then a bunch of people told us how they're good

1 corporate citizens, which is not the issue today.

2 Let's see what else. FP&L needs more money.
3 Looked at their profit, 10.5 percent. S&P utility
4 sector average, 10.6. They're making plenty of money.
5 The S&P 500 in general, average profit margin is
6 9 percent. Their investors want more. They don't
7 always get what they want. They're in a regulated
8 industry. We pay fuel charges. They want us to pay for
9 cleaning up canals that they created. They don't need
10 more money.

11 As far as our investment, I would be
12 interested in a temporary rate increase after they've
13 built enough non-nuclear power, if they shut down the
14 first reactor at Turkey Point. Yes, we do a temporary
15 rate increase where they pay half by taking it out of
16 that 10.5 percent profit margin. Shares will go down,
17 investment will be worth a little less, the world won't
18 end. And then we start paying after they've shown, by
19 taking one of those reactors down permanently, then we
20 help start paying for that lost investment to some
21 degree, half us, half them. This rate increase right
22 now doesn't cover any of that. It's just more money for
23 them. They could right now, if they need more
24 infrastructure, just take 1 percent off their profit.
25 They'd still be a profitable company, it would still be

1 a decent investment and a low risk, and they could build
2 that infrastructure. That would be \$200- or \$300
3 million a year.

4 So I don't see how they need a rate increase
5 at all, not even one cent, not 2 percent, not 3 percent,
6 nothing. They've got the money. They just want more
7 profit, which is their job. And it's your job to tell
8 them, no, you have enough. You make the average. If
9 you go a little below that a few years, nothing is going
10 to end. And, I mean, that's it. They want more profit.
11 Stop paying for lobbyists and ads. The money is there.
12 They choose to spend it on things like that, on fracking
13 investments. They don't even pay for the water used to
14 run Turkey Point.

15 And by the way, return on investment, that's
16 due on share price. If people pay too much for those
17 shares, too bad. Return on equity, I bet you a lot of
18 that has been covered by infrastructure fees that we've
19 paid in the past. I think they'll survive. They don't
20 need this. Thank you.

21 **CHAIRMAN BROWN:** Thank you, Mr. Behr, for your
22 testimony.

23 Commissioners, any questions?

24 Thank you. Appreciate it.

25 Next customer, please.

1 **MR. KELLY:** Denise Covington, followed by
2 Diana Pulahara.

3 **CHAIRMAN BROWN:** There's someone coming. Good
4 evening.

5 **MS. COVINGTON:** Denise Covington,
6 (786)380-8088, 6090 Southwest 63rd Street, South Miami,
7 Florida 33413. I've sat here a little over three hours
8 listening to multiple people speak. I came in with one
9 idea. I'm just appalled at some of the things that I
10 see and hear. I felt like putting on rubber boots, no
11 disrespect meant to Madam Chair and the board members, I
12 felt like putting on rubber boots and getting up high
13 because of the people who are so, "Oh, yeah, they're
14 doing such a great job. Oh, yeah."

15 Sometimes you need to judge a book by its
16 cover. I think those who have -- who have bedfellows,
17 if you will, who are buddy buddies, who are, on a very
18 sincere level, in a certain income bracket who can
19 afford this, this doesn't affect them.

20 Then you have people, and my heart goes out to
21 the lady who had to divulge her being disabled and her
22 bill, dissect that here publicly so that you guys get an
23 understanding. I'm not going to risk that. But I'm not
24 far from her and I work. I work for a state agency.
25 And I will divulge that I've, in the last eight years

1 and nine months, gotten a 1 percent raise. Not that
2 I've done anything wrong. It's just the way the state
3 budget is. I've got a daughter that's supposed to go to
4 college next year. How do you think I'm going to afford
5 that if I haven't made anymore money? I can't -- I've
6 picked up side -- I've done what, I've done what I can
7 humanly do without being negligent as a parent. Where
8 and what are we supposed to do?

9 The monies, if this is approved, the approval
10 will affect residents like myself, customers of FP&L,
11 every business. The business will itself divert that
12 back to us again. Tuitions at schools will go up. The
13 good doctor, in all the glory, you will divert that to
14 your patients. Medical expenses -- one lady was trying
15 to tell you guys that she's faced with whether she pays
16 a bill or gets her medicine, her insulin.

17 I just implore that each and every one of you
18 understand that it's not that anyone begrudge those who
19 have made it, who have a better economic standing. Good
20 for you. I'm glad somebody is. But not all of us are.
21 We're struggling until things get better. Please keep
22 that in mind. Please keep that in mind. And that is as
23 a single mom and people who live in my income bracket.
24 There's nothing I can do legally to make more money.

25 **CHAIRMAN BROWN:** Thanks, Ms. Covington, for

1 your testimony.

2 Commissioners, any questions?

3 Thank you very much.

4 **MS. COVINGTON:** Thank you.

5 **CHAIRMAN BROWN:** Any customer -- next
6 customer.

7 **MR. KELLY:** Diana -- is it Pulahara (sic)?

8 **MS. PULCHARA:** Pulchara.

9 **MR. KELLY:** Pulchara. I'm sorry. And the
10 next speaker will be Jesse Uzzu (sic).

11 **MR. UZZELL:** Uzzell.

12 **MR. KELLY:** Uzzell. I'm sorry.

13 **CHAIRMAN BROWN:** Good evening.

14 **MS. PULCHARA:** Good evening. Diana Pulchara.
15 I work at 1450 Brickell Avenue, but I am speaking on
16 behalf of being a resident of Miami-Dade County. My
17 address is 1828 Southwest 13th Street. My phone number
18 is (305)439-0895.

19 I'm here to speak on behalf of the quality of
20 service I've received from FPL throughout my entire
21 life. Born and raised in Miami. I've been renting or
22 owning my own home for, I would say, the last seven or
23 eight years. The one consistent bill that I get every
24 single month is FPL. And it's been with me throughout
25 several moves and different chapters in my life,

1 probably the easiest bill for me to take care of on a
2 monthly basis and service to activate at my home. The
3 quality of service has been great. Any time I have an
4 issue, any time I have a question, I'm able to go
5 online, either make a phone call, go online and just
6 find out about how I can make things better.

7 Every time I've moved, I've been able to
8 simply go online, transfer the service to a new address.
9 Any time I've had an issue with making a payment, I'm
10 able to extend it easily online. And they've worked
11 with me through any of those issues that I may have had
12 in the past.

13 When I purchased my own home last year, it's
14 actually the only utility bill that I've been able to
15 transfer without a problem every single time I move.
16 The only bill that really hasn't increased over the last
17 couple of years compared to a Comcast bill or a water
18 bill or any other service provider that I would need to
19 transfer for the home. And I've also been able to
20 access a lot of resources online on ways that I can save
21 money through the light bill and different things that I
22 could do in my home to make sure that it's a little more
23 energy efficient and can reduce costs throughout the
24 year. So I think they're doing an excellent job of
25 customer service.

1 I think that, you know, across the nation it's
2 probably one of the most affordable bills that we have
3 right now. So that's all I really have to say about the
4 customer service that I've received through the years
5 with FPL. Thank you.

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

7 Commissioners, any questions?

8 Thank you.

9 Mr. Kelly, next one, please.

10 **MR. KELLY:** After Mr. Uzzell is Isabel Ramos
11 Quinones.

12 **CHAIRMAN BROWN:** Good evening.

13 **MR. UZZELL:** Good evening, Commissioners. My
14 name is Jesse Uzzell. I reside at 9694 Galley Court,
15 Fort Myers, Florida. I missed the one in Fort Myers, so
16 I'm over here tonight.

17 Just to give you a little background, I've
18 been working since 1998 with energy policy and renewable
19 energy and climate change projects around the world. I
20 recently moved back to Florida after living about 20
21 years abroad. And I was born and raised in Florida, so
22 I was all excited about moving back to the Sunshine
23 State, understanding the energy politics here. And as
24 I've been digging and digging, I find it rather
25 incredible that, you know, we are ranked number 48 out

1 of 50 states in terms of energy output from renewable
2 energy. I think that's really -- someone else has
3 mentioned that earlier tonight. We are the Sunshine
4 State after all. It's kind of shameful actually. I'm
5 ashamed when I talk to some of my colleagues in this
6 area about where we sit as a state.

7 And many times tonight people have come up
8 here and said what excellent service they've gotten from
9 Florida Power & Light. My electricity has been on. I'm
10 happy about that. But it's not a luxury. This isn't
11 Ghana, this isn't Cuba. We expect this kind of service.
12 This is the United States of America. We should be
13 having reliable electricity service even with storms.
14 We've known about hurricanes in the state of Florida for
15 how many years? It's no surprise. We should be
16 prepared for it. So it's not the point.

17 The point is that FPL, they have a mandate and
18 a charter to provide this kind of service, and in return
19 for that, we've given them a regional monopoly. They've
20 got a cash cow. They have this monopoly. So they've
21 been doing everything they can in their power to
22 maintain that monopoly, including being, you know, a
23 good corporate citizen in the community, helping
24 charities, these type of things, having reliable
25 service, good engineers, all the things that we expect

1 out of a good company.

2 But when it comes to the politics in the state
3 of Florida, they haven't always been representing what's
4 best for the citizens of the state of Florida. They've
5 been fighting against solar power. We know about
6 Amendment 1 for the sun, which is really just another
7 way for them to keep other companies from entering the
8 Florida market and provide a choice.

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

10 **MR. UZZELL:** So I think what I'll leave you
11 with is the following. Energy policy is very
12 complicated. It's hard for constituents to understand.
13 But 23 percent, that's an easy number to understand. Do
14 you think that you won't be held accountable if you vote
15 in a 23 percent rate increase for the citizens of the
16 state of Florida? It's going to be a double whammy for
17 the poorer communities, whose local budgets are already
18 stretched. So thank you.

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

20 Commissioners, any questions?

21 Thank you.

22 Next customer.

23 **MR. KELLY:** After Ms. Quinones is Ed Cooke.

24 **MS. QUINONES:** Good evening. Thank you all
25 for being here for us today. My name is Isabel Ramos

1 Quinones. I live at 3120 Southwest 11th Street, Miami,
2 Florida 33135. My home phone number is (305)448-6239,
3 and resided in the block, in the property for over 50
4 years.

5 First off, I want to say ditto with
6 Representative Rodriguez, District 112, ditto the
7 Commissioner in District 8. We are on a fixed income.
8 We cannot afford anymore. If the state would raise my
9 salary, I would be happy to pay FP&L a little more. But
10 23 percent -- 24 percent is really too much.

11 As for their services, I have been, during all
12 hurricanes, including Andrew, over a month without
13 power. I don't know where these other people got their
14 power back so quickly, but obviously they were not near
15 an impact area.

16 As far as getting my streetlight fixed, it
17 takes them a good month or two. And the tree trimming
18 in back of my house on the easement, the Florida Power &
19 Light easement, I was told to get a utility tree line
20 trimmer. Meanwhile, the tree is growing through the
21 utility lines because I cannot afford \$1,000 to pay a
22 utility lineman tree cutter. So the tree grows into the
23 utility lines.

24 Thank you very much. I really am against this
25 increase. Please consider the residents and us older

1 people that have to live with this.

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

3 **MS. QUINONES:** Thank you.

4 **CHAIRMAN BROWN:** Mr. Kelly, next customer.

5 **MR. COOKE:** A nice introduction.

6 **MR. KELLY:** After Mr. Cooke is Luis Quinones.

7 **CHAIRMAN BROWN:** Good evening.

8 **MR. COOKE:** I'm Ed Cooke. I live at
9 2121 North Bayshore Drive. That's Miami, 33137. The
10 phone number, (305)576-8462. A member of the board of
11 the Gray Panthers Miami-Dade, a senior group that's very
12 civically active and exists primarily for the
13 grandchildren. So it is not just, hey, the bills are
14 going up. This is forever in the group.

15 So before I begin my comments, I'd like to ask
16 the staff, would you Google -- hello, staff.

17 **CHAIRMAN BROWN:** Mr. Cooke, Mr. Cooke, please,
18 you're addressing us. This is --

19 **MR. COOKE:** Oh, may I through the Chair?
20 Would you Google how many people in Miami on a monthly
21 basis have their electricity turned off? And the second
22 question is when -- talk to the Homeless Trust. What is
23 the first bill that the homeless cannot pay before they
24 can't pay their mortgage? They turn off their
25 electricity on them. They can't pay that. So that's

1 what we're dealing with as the -- for the grandchildren
2 and the majority of the people. All these empty seats
3 here could be filled with people who don't have cars,
4 who don't have a job in this town. This -- they'd
5 probably introduce you -- you're all out-of-towners
6 apparently -- to the great new condos going up, but we
7 happen to be one of the poorest middle size cities in
8 the United States, and that is an interesting point.

9 So I think tonight that we have to take a
10 stand. I don't say I and the groups that I associate
11 with represent the Democrats, the Republicans, the
12 Independents, the people who don't vote, but this is a
13 moment in time where we have to say to unrestrained
14 capitalism, unrestrained corporation capitalism, which
15 you've unmasked, tonight we're seeing it face to face,
16 you are the people unelected, unelected who are going to
17 give to big corporations another billion dollars.
18 You're the same people, I understand, that gave to --
19 besides that, you found \$30 million to give to the
20 five top executives.

21 **CHAIRMAN BROWN:** Sir, you have 30 seconds
22 left.

23 **MR. COOKE:** Okay. Two things. Do something
24 positive. No 24 percent, no 12 percent. No politician
25 in this town would even raise taxes 2 percent. I would

1 ask you to give -- find \$30 million, give it to the
2 Homeless Trust, give it to -- 5 million to the school
3 board, give 5 million to the churches and the
4 non-profits that pay people who -- whose bills -- okay.

5 **CHAIRMAN BROWN:** Thank you.

6 **MR. COOKE:** Thank you for coming.

7 **CHAIRMAN BROWN:** Appreciate it.

8 All right. Mr. Kelly, next customer.

9 **MR. KELLY:** Luis Quinones.

10 **CHAIRMAN BROWN:** No Luis.

11 (No response.)

12 **MR. KELLY:** Zachary Griffin.

13 (No response.)

14 **CHAIRMAN BROWN:** No Griffin.

15 **MR. KELLY:** Is it Marta Zayas?

16 **MS. ZAYAS:** Yes.

17 **CHAIRMAN BROWN:** Good evening.

18 **MR. KELLY:** Followed by Maria Cruz.

19 **MS. ZAYAS:** Oh, boy, these lights are bright.

20 That was a surprise.

21 Okay. Marta Zayas, and I don't know my -- I
22 served on the board of the Dade -- City of Miami zoning
23 and I'm supposed to not say my address. So it's okay?
24 I can give you my phone number.

25 **CHAIRMAN BROWN:** That's fine. That's fine.

1 **MS. ZAYAS:** All right. So -- oh, I can't
2 stand these lights.

3 **CHAIRMAN BROWN:** Are you an FPL customer?

4 **MS. ZAYAS:** All right. So basically I'm one
5 of those teachers that will probably lose her job and
6 I'm one of those teachers that also hasn't gotten much
7 of a raise and compared to that 23 or 24 percent. And
8 also I'm an activist in the community, and I'm extremely
9 impressed and I've got to give it to FP&L because, boy,
10 it is really hard for me to get people out even though
11 their lives are impacted to go and speak on their own
12 behalf, yet FP&L did an excellent job. Maybe it's
13 because I don't have any money to pay those people to
14 come. But whatever it is, I'm impressed.

15 I'm also impressed by how much money they're
16 giving to charity, and I'm also impressed on -- just
17 basically on how wonderful they're doing their service,
18 according to some people. But I'm not impressed by the
19 damage that they're doing to our Earth, I'm not
20 impressed by the damage to our aquifer, and I'm not
21 impressed by the damage that they've done to the bay.
22 I'm not impressed with any of that. I'm impressed when
23 I see solar cars, solar radios, solar everything, but I
24 don't see solar anything from FP&L. I don't understand
25 that.

1 I'm here on behalf of Little Havana
2 Neighborhood Association, and I'm also here on behalf of
3 UEL, Urban Environment League, and we're not impressed
4 with FP&L. And, of course, no, they didn't contact me
5 to come here, but we're not impressed. They need to do
6 a whole lot better. We're not -- I'm not investing in
7 FP&L. Oh, no. We're their investment. They're getting
8 money from us. They have a monopoly. And if the lights
9 go off and they come back on, I'm not going to say,
10 "Hey, you're doing such a good job. You got them on."
11 I'm going to say, "Hey, what's up with you losing these
12 lights on me like that? You didn't do a good job."
13 That's not the way it works. We're paying them money
14 and they're the only ones we're allowed to pay. They
15 want a raise? Perfect. Let's get rid of the monopoly.

16 **CHAIRMAN BROWN:** Thirty seconds.

17 **MS. ZAYAS:** Let me see my notes. I think
18 that's it. I think that's it. The people say no. Just
19 the business suits say yes.

20 **CHAIRMAN BROWN:** Thank you so much for your
21 testimony.

22 Mr. Kelly, next customer.

23 **MR. KELLY:** Maria Cruz, followed by -- is it
24 Sam Van Leer?

25 **CHAIRMAN BROWN:** Good evening.

1 **MS. CRUZ:** Good evening. My name is Maria
2 Cruz. My address is 360 Southwest 28th Road. My phone
3 number is (305)856-0372.

4 And I'd just like to first start off by saying
5 that nobody has paid me to come here, and I take offense
6 to some of those comments because I came here on my own.
7 I actually found out about this from both sides, from my
8 state representative that was urging residents to come
9 out and speak against and from friends that I have that
10 work at FPL, and I decided on my own to come and speak
11 on the quality of service that I receive from FPL.

12 I've lived at my current residence for
13 11 years, and during that time I've had a few little
14 issues here and there. And I have to say that every
15 time the quality of service and the response from FP&L
16 has been very good.

17 I had issues with momentaries. I didn't even
18 know what that was. I was going to call an electrician
19 because I thought something was wrong with my AC
20 because -- whatever. I don't have to bore you with
21 that. Well, somebody said, "You need to call FPL."
22 Sure enough, I called them. The next day somebody was
23 at my house, and they realized that there was equipment
24 that was outdated. They took care of it, and I haven't
25 had an issue since.

1 I've had issues with trees. I live in an area
2 that has a lot of trees next to the power lines.
3 Whenever they get a little bit too, they grow too much,
4 I call them, and within two days they're there and
5 they're cutting them down.

6 So, again, I just -- I'm speaking for the
7 quality of their service, their response. I think it's
8 up to you to weigh everything, everything that you hear,
9 and then you make a decision on what you think is
10 appropriate. And that's all I have to say. Have a good
11 evening.

12 **CHAIRMAN BROWN:** Thank you, Ms. Cruz.

13 Next customer.

14 **MR. KELLY:** After Mr. Vans Leer (sic) -- is
15 that right?

16 **MR. VAN LEER:** Van Leer.

17 **MR. KELLY:** Van Leer. Is Guillermo Cuadra.

18 **CHAIRMAN BROWN:** Good evening.

19 **MR. VAN LEER:** Good evening. My name is Sam
20 Van Leer. I'm president and founder of Urban Paradise
21 Guild, 13400 North Miami Ave. Phone, (305)758-5119.

22 I run a very small and underfunded non-profit,
23 and we needed to bring electrical service into an urban
24 agriculture site serving low-income families in Little
25 Haiti. I called the FPL service member a minimum of

1 four times, maybe more, over a two-week period. Never
2 got a call back, zero, zilch. I finally reached out to
3 an electrical contractor who was helping us. He
4 provided us with his private contact. Finally we got
5 through. This experience was completely unsatisfactory
6 and completely stressful.

7 I suppose we're just not one of those lucky
8 non-profits that you've been hearing so much about, or
9 perhaps just Little Haiti doesn't receive the same
10 standard of service.

11 So who does a rate increase hurt? It hurts
12 the 99 percent.

13 **CHAIRMAN BROWN:** This time is incorrect. You
14 have about a minute left.

15 **MR. VAN LEER:** The Miami-Dade County poverty
16 rate in 2013 was 21.3 percent. That is over 179,000
17 households living in poverty. In 2014, the poor were
18 living on an average of \$11 a day.

19 FPL has been gaming the system to make the
20 rich get richer. They've been buying politicians in
21 Tallahassee and they've loaded the dice against us.
22 You've heard about all the corporate abuses going on.
23 You've heard again and again, and I'm not going to
24 repeat them. Not enough time. But what we're seeing is
25 that FPL are, in fact, bad actors. They're wolves in

1 sheep's clothing. So, please, do not give them this
2 rate increase. Frankly, once they stop being bad
3 corporate actors, then let's talk. I'd be happy to talk
4 then. Thank you.

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

6 Mr. Kelly, next customer.

7 **MR. KELLY:** And I apologize. I probably
8 pronounced it -- Cuadra.

9 **MR. CUADRA:** Cuadra.

10 **MR. KELLY:** Cuadra. Is Linda -- the next
11 speaker would be Linda Alger.

12 **CHAIRMAN BROWN:** Good evening.

13 **MR. CUADRA:** Good evening, Madam Chair,
14 Commissioners. My name is Guillermo Cuadra. I reside
15 at 601 Northeast 36th Street, Miami, Florida 33137. My
16 phone number is (305)968-7424.

17 Again, some folks would call me -- I'm one of
18 the paid suits. I take high offense to that. I heard
19 from a colleague that was actually in favor of the rate,
20 and I've also heard from a couple of people that were
21 vehemently opposed to the rate. What I have to say,
22 I've had a good experience with FPL, but I don't want to
23 bore you with those anecdotes. What I want to highlight
24 for you is in your consideration of this rate, I hope
25 and I wish that you take into account the need to invest

1 in the necessary infrastructure and not to make the
2 mistake that we've made at a federal level of abandoning
3 the proper maintenance and care of all of our roads and
4 bridges. And to fix that, it's an astronomical amount
5 of money, into the billions, if not trillions. Even
6 locally we've made the same mistake with our water and
7 sewer system where in order to keep some of the lowest
8 rates in the nation, we basically have neglected the
9 infrastructure. And right now our local government is
10 working on ways to kind of address that. You can only
11 address that with a significant investment, probably far
12 more than you would have needed if you would have had
13 the periodic maintenance with some modest or adequate
14 raises along the way. But in order to keep the lowest
15 rates in the nation, we neglected that. That is for you
16 to decide, that is for you to review. It's a task I
17 don't envy, honestly. You hear a parade of horrors from
18 one side. You hear compliments from the other side.
19 But the reality is that in order to continue for us to
20 take for granted what we have, some investment is
21 needed. And I applaud you for your service, and I will
22 welcome the review and recommendation that you make.
23 Thank you.

24 **CHAIRMAN BROWN:** Thank you very much.

25 Commissioners, any questions?

1 Okay. Next customer, please.

2 **MR. KELLY:** After Ms. Alger is Jose Gonzalez.

3 **CHAIRMAN BROWN:** Good evening.

4 **MS. ALGER:** Good evening. My name is Linda
5 Alger. I live at -- and get this very clear --
6 2784 Southwest 29th Avenue, Miami, Florida 33133. My
7 cell phone is (786)586-4377. Thank you for allowing me
8 to be here and speak tonight. Thank you for coming and
9 listening to the people in our community.

10 The reason I was so clear about my address is,
11 yes, I love going home and turning the switch and my
12 lights come on. And recently, in May, when my meter
13 stopped recording my usage, they came out to my house
14 immediately and said, "Guess what? We don't know how
15 much electricity you're using, so we're going to replace
16 your meter today, right away," which they did. And yet
17 twice there's contractors who have been in my
18 neighborhood to trim the trees that go through the high
19 power lines and they've missed my block. I've chased
20 them down. "Yes, ma'am, we'll be there." And now
21 they're gone again. So I'm in hurricane season now at
22 2784 Southwest 29th Avenue, Miami, Florida 33133, with
23 trees growing through the high part of the power lines.

24 So, yes, I love turning my lights on. I love
25 it that they were able to come out and replace my meter.

1 Do I think they deserve an increase right now? No. I
2 don't think they're a good corporate citizen. We're
3 paying for all that money they're donating to
4 non-profits. Like you were generous enough to remind
5 that customer that came up here before, we're the ones
6 paying the ad valorem taxes. We're paying in advance
7 for everything.

8 And, by the way, I live 200 feet from
9 U.S.1 where they want to run their ten-story-tall power
10 poles that aren't going to meet hurricane code. So
11 that's another thing I can worry about during hurricane
12 season, their ten-story-tall power poles that will not
13 meet our Dade County code.

14 So as a person living on a fixed income, I can
15 tell you, I conserve water, I conserve power. I am one
16 of those weird people that still hangs their clothes out
17 on a clothesline to dry them. Okay? So you can laugh,
18 but I do do that. I have a very low power bill because
19 I conserve power. I live in a house that has minimal
20 air conditioning. But I know people who are struggling.
21 I know people who have given up their homeowner's
22 insurance, which we really have not a lot of control
23 over. And between homeowner's insurance and rising
24 taxes and wages in this community that don't keep up
25 with the nation, a lot of people are struggling.

1 **CHAIRMAN BROWN:** Thank you, Ms. Alger, for
2 your testimony.

3 **MS. ALGER:** And thank you for letting me
4 speak.

5 **CHAIRMAN BROWN:** Thank you.

6 **MR. KELLY:** After Mr. Gonzalez is Lilliam
7 Tarquin.

8 **MR. GONZALEZ:** Good evening, Commissioners.
9 José Gonzalez, 3200 Southwest 80th Avenue,
10 (305)263-8631. I'm on behalf of myself here, but I also
11 represent my company. We own and manage about
12 22 million square feet of industrial buildings here in
13 Miami-Dade County. And I was here last time in 2012
14 when the same rate increase was being sought, and I
15 supported it then and I support it now. Why? Because
16 I've seen what FPL has done with their dollars. They've
17 actually invested in their system. To us, it's
18 important because we're trying to attract businesses
19 here from other places around the country, and it's
20 tough to attract people to come into Florida.

21 The first thing that a company looks for is
22 are there good utilities, are there good, reliable power
23 is one of the things. Particularly we're looking for
24 manufacturing jobs. We're trying to attract those type
25 of jobs here to Florida, and we do it all around the

1 state. And it's tough to attract them if you don't have
2 a good set of infrastructure to attract those
3 businesses. And FPL has done a great job of doing that.

4 And, you know, I've kept up with how they've
5 invested in the last few years their dollars, and it's
6 important for companies to also see that investment in
7 play. They alluded to the water and sewage we have here
8 in Miami-Dade County. I talked about it back in 2012.
9 We're facing an \$11 billion infrastructure deficit here
10 as a county. Why? Because we kept on kicking the can.
11 And the good thing is you've got to re-up every once in
12 a while, and nobody likes to have to pay more for
13 services, but it's part of doing business as far as
14 we're concerned in this state, and we don't mind it when
15 it goes into proper infrastructure. So thank you very
16 much. And I support the infrastructure --

17 **CHAIRMAN BROWN:** Thank you, Mr. Gonzalez.

18 Thank you.

19 Commissioners, any questions?

20 **THE INTERPRETER:** Lilliam Tarquin.

21 (No response.)

22 **CHAIRMAN BROWN:** Thank you.

23 Mr. Kelly, next.

24 **MR. KELLY:** Dogmara Amaro.

25 (No response.)

1 Camellia Noriega.

2 (No response.)

3 Harout Sonia.

4 (No response.)

5 Marta Perez. I thought -- she already spoke,
6 didn't she? Okay.

7 Kris Miles.

8 **CHAIRMAN BROWN:** I see him.

9 **MR. KELLY:** And after Mr. Miles, Maria Soria.

10 **CHAIRMAN BROWN:** Good evening.

11 **MR. MILES:** Good evening.

12 **CHAIRMAN BROWN:** Thanks for waiting.

13 **MR. MILES:** Hi. My name is Kris Miles. I
14 live at 9551 Southwest 63rd Court. Telephone number,
15 (305)665-5101.

16 I've heard soups to nuts here this evening as
17 far as FPL's service. I'd like to thank the workers of
18 Florida Power & Light for doing such a good job. I'm
19 not so sure about the corporate level, but the workers,
20 the International Brotherhood of Electrical Workers come
21 out and do things. I've lived here my entire life. I
22 got to watch South Carolina Power putting their utility
23 poles in my neighborhood, Georgia Power stringing wires
24 up after Hurricane Andrew. It took weeks for us to get
25 power there. Many of my co-workers took months to get

1 power back. So some people in this room were much
2 luckier than we were.

3 As far as the rate increase, I think this is
4 unconscionable. The City of Miami proper, over 60
5 percent of the children in school get free lunches.
6 That just gives you an idea of the level of poverty in
7 the City of Miami. The City of Florida City is much
8 worse. So to go ahead and give this rate increase is
9 just a corporate grab. We need to rethink that.

10 Also, when we talk about corporate
11 responsibility, with Hurricane Andrew coming, the power
12 plant operator for Florida Power & Light was monitoring
13 the NOAA buoys at sea. He saw a flood surge coming he
14 couldn't believe, so he went ahead and shut the power
15 plant down, much to corporate's chagrin. Of course, he
16 was quickly removed from that position because the big
17 surge of water hit up where Burger King University was,
18 which is where Palmetto Bay's City Hall is now. And had
19 it hit Turkey Point, we wouldn't be talking about
20 Fukushima. It would be Turkey Point. Because their
21 backup power to keep the water circulating, once you
22 turn the power plant off to keep it cool, would have
23 been flooded and they would have been without power.
24 The fossil fuel plants there were down for weeks after
25 the storm. So, hey, who's kidding who? This is a

1 dangerous situation. We need to deal with it.

2 Now the other thing is FP&L, with the solar
3 initiative coming up in November -- oh, my God, it's
4 already like strong arm robbery where a person will put
5 10kW of solar panels on their roof and only gets 3 cents
6 back per kilowatt, yet be charged over 10 cents per
7 kilowatt from Florida Power & Light. Hey, wait a
8 second. They didn't put any skin in the game. We're
9 putting skin in the game, and when we pay for that
10 meter, we are paying for that power line that comes to
11 our house. Okay? So why they couldn't give us more or
12 why don't they encourage more? If you take a look at
13 the Wall Street Journal --

14 **CHAIRMAN BROWN:** Thirty seconds.

15 **MR. MILES:** Thirty seconds. If you look at
16 the Wall Street Journal, Apple has got such a huge solar
17 array around its new building, it's selling power back
18 into the community. Every Google firm that has these
19 big servers, they're fully solar powered. Tesla, at
20 their new Tesla plant out in Nevada, fully solar
21 powered. Wal-Mart, a responsible corporate -- believe
22 it or not, I'm saying that today -- they put solar on
23 all their buildings around the country, but not here in
24 Dade County. They don't have windmills in their parking
25 lots like they do in Texas.

1 **CHAIRMAN BROWN:** Thank you so much for your
2 testimony. Appreciate it.

3 Commissioners, any questions?

4 **MR. MILES:** Yeah, I'd like a question.
5 Somebody has to ask questions of all that.

6 **CHAIRMAN BROWN:** Commissioner Patronis has one
7 for you. Hold on. Hold on. Hold on. He's got one.

8 **COMMISSIONER PATRONIS:** I'm serious. So is --
9 you're obviously -- it sounds like from some of your
10 testimony you're saying -- I appreciate your education.
11 What did you do for a profession to monitor -- I mean,
12 it sounds like you were -- are you industry related?

13 **MR. MILES:** Public safety, so I'm very much
14 aware of what happened. Like, a lot of these really,
15 really very strong power poles like along 152nd Street,
16 like four feet wide were all chopped off about six feet
17 off the ground during Hurricane Andrew. Those things
18 were built to what we call Florida Power & Light
19 standards, which is probably the strongest standard in
20 the nation. So anything within the eye wall of
21 Hurricane Andrew got whacked pretty hard, and that was
22 really amazing to see. You know, it was like a big
23 lawnmower chopped all the trees down to about 12 feet or
24 less, all the leaves were stripped off the trees, et
25 cetera, et cetera. But the infrastructure, it's very

1 important to keep it strong. But increasing the rate
2 just to make NextEra happy is just outrageous,
3 absolutely outrageous.

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

5 And Mr. Kelly, next customer.

6 **MR. KELLY:** Mr. Soria or Soria.

7 **CHAIRMAN BROWN:** Mr. Kelly, is this our last
8 customers?

9 **MR. KELLY:** No, ma'am. Followed by Carolina
10 Sivoli.

11 **CHAIRMAN BROWN:** Thank you. Thank you for
12 staying.

13 **MS. SORIA:** Thank you. Thank you for
14 listening. I didn't vote for you, but I really --

15 **CHAIRMAN BROWN:** No one in this room did.

16 **MS. SORIA:** I really want to tell you that we
17 don't want any increase because I come -- I came to
18 Florida in 1979, and I saw Miami growing, growing, and I
19 see the rate that it's growing now, buildings,
20 buildings, and I see the corporations being really
21 greedy. So people is in need in this community. I
22 heard this morning that some places where people is
23 going to eat, old people, they're -- from July 1st
24 they're not going to have food. So all these things --
25 education, there is no money for education. There is no

1 money for things that really are important for the
2 community, as human beings that we are. So I want to
3 ask you, please consider all these people that need --
4 that I heard all kind of things. And I'm from Miami
5 Beach. Florida Power & Light excellent. I don't have a
6 complaint. But I just want to tell you, please consider
7 this.

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

10 And, Mr. Kelly, the next customer.

11 **MR. KELLY:** Ms. Sivoli.

12 (No response.)

13 Julio Fernandez, followed by Anise Blemur.

14 **CHAIRMAN BROWN:** Hello. Good evening.

15 **MR. FERNANDEZ:** Hi, good evening. Julio
16 Fernandez, 8420 Southwest 98 Court. My number is
17 (305)310-3626. I just came to speak in favor of FP&L
18 because I've had excellent customer service with them.
19 I'm not going to bore you with the details, but in,
20 like, three instances they've really come through for
21 me. The last one pretty much saved me money because I
22 was going to get an electrician to check my house, and
23 they came out -- came and changed the power line to the
24 house and fixed all the problems that I was having. So
25 pretty much that's it.

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

2 **MR. FERNANDEZ:** Thank you.

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

4 Thank you. Have a great night.

5 **MR. FERNANDEZ:** Good night.

6 **CHAIRMAN BROWN:** Mr. Kelly?

7 **MR. KELLY:** Is it Blemur, B-l-e-m-u-r?

8 (No response.)

9 That's the last name I have.

10 **CHAIRMAN BROWN:** Wow, that's the last. Well,
11 I want to thank you all who are still sitting here
12 tonight. Thank you so much for taking the time to come
13 out here. It's been a long night. We've listened to
14 you all, and we appreciate the opportunity to be serving
15 the state in this capacity. And we'll take everything
16 into consideration. This hearing is adjourned.

17 (Service hearing adjourned at 9:58 p.m.)

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1 STATE OF FLORIDA)
 :
2 COUNTY OF LEON) CERTIFICATE OF REPORTER

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

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

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

18 DATED THIS 11th day of July, 2016.

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LINDA BOLES, CRR, RPR
FPSC Official Hearings Reporter
(850) 413-6734