

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: Wednesday, June 29, 2016

TIME: Commenced at 9:30 a.m.
Concluded at 11:43 a.m.

PLACE: Florida Memorial University
Lou Rawls Auditorium
15800 N.W. 42nd Avenue
Miami Gardens, Florida 33054

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

1 APPEARANCES:

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

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

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

13 KEITH HETRICK, ESQUIRE, General Counsel, 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:** I'd like to welcome you all
3 to this Florida Power & Light customer service hearing
4 in Miami Gardens. I have the privilege of serving as
5 Chairman of the Florida Public Service Commission, and
6 my name is Julie Brown. With me today are all of the
7 Commissioners on the Florida Public Service Commission.
8 I'd like to give them an opportunity to introduce
9 themselves, starting from my right.

10 **COMMISSIONER BRISÉ:** Good morning. My name is
11 Ronald Brisé, and I'm glad to be here with you today and
12 with my colleagues. And we look forward to hearing your
13 comments. They're very important to this process. So
14 thank you, and thank you for taking time out of your
15 busy schedule to be here.

16 **COMMISSIONER EDGAR:** Good morning, Lisa Edgar.
17 I'm also glad to be here, and thank you all for coming.
18 I look forward to your comments.

19 **COMMISSIONER GRAHAM:** Good morning. Arthur
20 Graham, and ditto to what they said.

21 **COMMISSIONER PATRONIS:** Good morning. Jimmy
22 Patronis. And thank you for the college here allowing
23 us to use this wonderful facility. Look forward to your
24 testimony.

25 **CHAIRMAN BROWN:** Thank you. And as you can

1 see, we have a Spanish-speaking translator, who will be
2 translating the introductory comments, but she will not
3 translate other comments, just the introduction
4 comments. And she'll also be able to assist you if
5 you'd like to address the Commission in English.

6 (Interpreter commenting in Spanish.)

7 **CHAIRMAN BROWN:** Gracias.

8 Staff counsel, will you please read the
9 notice. Mr. Hetrick.

10 **MR. HETRICK:** Thank you, Madam Chair. By
11 notice issued on May 2nd, 2016, this time and place has
12 been set for a customer service hearing in Docket No.
13 160021-EI, petition for rate increase by Florida Power &
14 Light Company. Thank you.

15 **CHAIRMAN BROWN:** Thank you.

16 And at this time, we'll take appearances of
17 counsel, starting with Florida Power & Light.

18 **MR. BRYAN:** Thank you, and good morning. I am
19 Patrick Bryan, and I represent Florida Power & Light
20 Company.

21 **CHAIRMAN BROWN:** Thank you. Office of Public
22 Counsel.

23 **MR. KELLY:** Is this on?

24 Hi. I'm J.R. Kelly. I'm with the Office of
25 Public Counsel, and we have the honor and privilege of

1 representing the ratepayers of Florida Power & Light.

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

3 And Retail Federation.

4 **MR. WRIGHT:** Thank you, Madam Chairman. My
5 name is Robert Scheffel Wright. I represent the Florida
6 Retail Federation in this case.

7 **CHAIRMAN BROWN:** Thank you.

8 And now let me first start off by thanking you
9 all for taking time out of your schedules to come here
10 today. This is your customer service hearing. It's all
11 about you. Please feel free to tell us how you feel
12 about the rate case, the service quality, all --
13 anything you'd like to talk about as it pertains to the
14 company's request.

15 This is our ninth and final service hearing.
16 We've been traveling around the state all month taking
17 testimony from customers, and so it's very important
18 that you feel free to communicate with us how you feel
19 about this rate request.

20 Later in the process, in August, we'll have a
21 technical hearing, and it'll go for about two weeks.
22 And then the Commission will ultimately make a decision
23 later in the year after we weigh all the evidence in the
24 proceeding.

25 (Interpreter commenting in Spanish.)

1 **CHAIRMAN BROWN:** Please note that there are
2 Florida Power & Light customer service representatives
3 here who are able to address any service or billing
4 issues you may have. We also have Public Service
5 Commission staff members here to also address any issues
6 that you may have. So when you come to the microphone
7 right up here, you can feel free to reserve those
8 comments for later when our staff can help you and
9 assist you.

10 (Interpreter commenting in Spanish.)

11 **CHAIRMAN BROWN:** Thank you.

12 And for the record, I'd like to tell you who
13 is here from the Public Service Commission staff. From
14 our Accounting and Finance Department, we have Cheryl
15 Banks and Bart Fletcher; our Economics Department, we
16 have Elisabeth Draper; Engineering, Robert Graves; our
17 General Counsel, who you heard from, Mr. Hetrick, is
18 here, as well as Mary Anne Helton; and our Public
19 Information Office, we have Cindy Muir, Kelly Thompson,
20 and Dick Durbin. It is -- he has one more day until he
21 retires, and he's been just such a tremendous resource
22 to us, so -- (applause.) Over two decades with the
23 state, and we're going to miss him deeply. So -- and
24 then, of course, we have our court reporter who is
25 transcribing this proceeding, Ms. Linda Boles. And this

1 is an official hearing, and it will be transcribed and a
2 part of the record in this rate proceeding. So as such,
3 you'll need to be sworn in, and we'll do that in a few
4 moments. That also means that you will be subject to
5 cross-examination by any of the Commissioners or the
6 parties who are here today.

7 (Interpreter commenting in Spanish.)

8 **CHAIRMAN BROWN:** Gracias.

9 At this time, I'd like to ask all of you here
10 to please silence your cell phones or other electronic
11 devices so as not to interrupt the flow of this
12 proceeding.

13 (Interpreter commenting in Spanish.)

14 **CHAIRMAN BROWN:** Thank you. Again, this is an
15 official hearing, so it is being transcribed. Please be
16 courteous and respectful of your neighbors who came out
17 here to testify today before us.

18 (Interpreter commenting in Spanish.)

19 **CHAIRMAN BROWN:** Thank you.

20 I want to emphasize the professional nature of
21 these proceedings. And you may have noticed when you
22 came in, there were sign-up forms. If you'd like to
23 speak, you need to sign up on those forms. If you would
24 rather provide written comments rather than testify
25 today, you can also do that and leave them with us

1 today, or you can mail them in. Whether you speak to us
2 today or send us your written comments, they will each
3 be given equal weight, and we will be reviewing all of
4 them as part of this official record.

5 (Interpreter commenting in Spanish.)

6 **CHAIRMAN BROWN:** Gracias.

7 And now I'd like to invite the parties to
8 present brief opening statements starting with Florida
9 Power & Light, who has six minutes; followed by Office
10 of Public Counsel, who has six minutes; and then Retail
11 Federation, who will have three minutes. So with that,
12 Florida Power & Light, Mr. Bryan.

13 **MR. BRYAN:** Thank you, Chairman and
14 Commissioners.

15 Good morning again. In just a moment, you're
16 going to hear from Marlene Santos, who is FPL's vice
17 president of customer service, and she will speak to our
18 rate filing in this matter. But before you hear from
19 her, I wanted to briefly reiterate something the
20 Chairman mentioned, and that is that we have several
21 customer service representatives here in the facility
22 this morning. They are available to meet with you. If
23 you have a question about your bill, a problem with your
24 service, they've got computers hooked up so they can
25 access your account information readily, and they will

1 do their very best to answer your question or solve your
2 problem today while you are here. They are located in a
3 room behind the stage, but if you want, if you're
4 interested, go out to the lobby, to the FPL table, and
5 they will assist you in finding the room. Thank you.

6 **MS. SANTOS:** Thank you, Commissioners. And
7 thank you so much to all of our customers that are here
8 today. First, I'd like to let our Creole-speaking and
9 our Spanish-speaking customers know that we have
10 translated my remarks, and they are available for you at
11 the back of the auditorium or outside at the FPL table
12 in the lobby.

13 Miami is my home, as well as that of thousand
14 of FPL employees, and we're grateful to be part of this
15 community. We're deeply rooted in the community, and
16 we're really looking forward to listening to all your
17 feedback today.

18 The service that we provide to you is cleaner
19 and more reliable than ever before, while our typical
20 residential customer bill is about 15 percent lower
21 today than it was ten years ago. This did not happen by
22 accident. It's because we've made a commitment to you,
23 our customers, to be the best utility possible. We know
24 that that's what you expect, and you deserve better than
25 average service. That's why we're proud to provide you

1 reliability that is among the best in the nation, while
2 our typical residential bills are among the lowest.

3 Some people think that our bills are lower
4 today because natural gas prices have come down, but
5 that's only part of the story. Our power plants are now
6 more efficient and use a lot less fuel. When we use
7 less fuel, it saves you money, no matter what the price
8 of gas is. Since our last rate proceeding four years
9 ago, we have been investing billions of dollars to
10 continue to improve your service, but many of these
11 improvements are not covered by current rates. So we
12 have submitted a proposal to the Public Service
13 Commission to raise base rates beginning in 2017,
14 phasing in the increase over four years.

15 The numbers you will hear today may sound
16 large, but please keep in mind that FPL serves about
17 half of the state of Florida, more than 10 million
18 people. Our proposal will help us continue to modernize
19 our grid and the power that we generate. We currently
20 operate three solar power plants, and we're building
21 three more this year that will be among the largest ever
22 constructed in the eastern United States. In addition,
23 right here in Miami-Dade we recently completed a
24 commercial scale solar research facility at Florida
25 International University.

1 We're also investing to improve reliability
2 and the storm resiliency of our system. We've
3 strengthened many of the main power lines that serve
4 critical community facilities right here in Miami-Dade
5 such as the National Hurricane Center and every major
6 hospital in South Florida, along with fire rescue and
7 police stations and other essential services.

8 We're also continuing to invest in our smart
9 grid program, which we launched right here in Miami
10 seven years ago, and it's delivering great benefits.
11 Thanks to smart grid investments, you can go to your
12 online account and see very detailed, hour-by-hour usage
13 data and lots of good information.

14 Behind the scenes, those smart grid technology
15 enable FPL to identify potential outage issues before
16 they even happen, and we're able to take action to
17 prevent them so that your life is not interrupted. When
18 outages do occur, we can now respond more quickly to get
19 your power back on.

20 We know that we're not perfect, and when we
21 identify problems, we work toward solutions. Some of
22 you may be here because of concerns related to Turkey
23 Point's cooling canals, and I assure you that FPL hears
24 your concerns. We've worked to restore the natural
25 balance to the canals, and we're implementing long-term

1 solutions to ensure the canals function properly in
2 harmony with the environment.

3 Our Turkey Point nuclear plant has operated
4 safely and efficiently with zero carbon emissions for
5 more than four decades, and we're working hard to ensure
6 it continues to provide clean and reliable energy to
7 Miami-Dade for many years to come. We're one of the
8 most affordable and cleanest utilities in the nation
9 today because we planned ahead. In fact, while most
10 electric providers are concerned about how to comply
11 with the Environmental Protection Agency's Clean Power
12 Plan, FPL is already there. We're cleaner today than
13 the EPA's goal for Florida to meet by 2030.

14 So let me close by returning to rates. I want
15 to emphasize that even with our proposal, we expect
16 typical customer bills will remain lower than they were
17 in 2006 through 2020. That said, we're also mindful
18 that some customers may need help paying their bills,
19 and we have employees here today that can help. We've
20 asked some local customers who have told us they value
21 our service if they would be willing to share their
22 thoughts today. But whether you're here to support our
23 plan or not, please know that we care about your
24 feedback. Thank you so much for being here today and
25 for the opportunity to serve you.

1 **CHAIRMAN BROWN:** Thank you.

2 We will now hear from Office of Public
3 Counsel, Mr. J.R. Kelly.

4 **MR. KELLY:** Good morning again. My name is
5 J.R. Kelly, as I said earlier. I'm with the Office of
6 Public Counsel, and our office represents the ratepayers
7 of Florida Power & Light. That includes residential
8 ratepayers, commercial ratepayers, and industrial
9 ratepayers, basically all ratepayers of Florida Power &
10 Light.

11 We're here today because Florida Power & Light
12 has filed a request to raise their base rates by
13 \$1.3 billion over the next three years. They want
14 \$866 million beginning next year, then two smaller
15 increases over the two following years. Our office has
16 intervened. We've hired six experts that are going to
17 be providing testimony a week from today, and we're
18 going to be contesting all of those areas that we
19 believe Florida Power & Light is not being prudent or
20 reasonable in what they're asking for.

21 We're still formulating many of the key points
22 in our testimony, but I'll mention just a couple. The
23 first is what we believe is excess profit. In this
24 case, Florida Power & Light is asking for an authorized
25 return on equity, or profit level, of 11 percent. Quite

1 frankly, we believe that's excessive and is not
2 warranted under today's conditions, nor does it line --
3 nor is it in line with the returns that have been
4 awarded to other Florida utilities or utilities around
5 the nation in recent proceedings.

6 Our expert is going to be recommending an ROE
7 somewhere below 9 percent. Let me put that in terms of
8 figures for you. One percent, or 100 basis points,
9 equals approximately \$240 million more that you, the
10 ratepayers, would pay in rates to Florida Power & Light.
11 So if you go from 11 percent down to 9 percent, that's
12 \$480 million. That's nothing but pure profit. That
13 will not affect Florida Power & Light to invest in
14 infrastructure, to invest in technology, or to continue
15 to provide safe, adequate, and reliable service to you,
16 the customer.

17 Another area that we're going to be contesting
18 is capital structure, and let me explain that. There's
19 two ways that a utility raises capital. One is equity
20 capital, and that's where they go out and they sell
21 stock to shareholders. Another way is debt capital, and
22 a utility will go out and either borrow money or sell
23 bonds. Now inherently equity capital is more expensive
24 than debt capital, but whatever they do, you, the
25 ratepayers, have to pay for that. But because equity

1 capital is more expensive than debt capital, you would
2 expect a prudent utility to balance out their portfolio
3 so that you, the ratepayer, pays as little as possible.

4 Well, in this case, FPL is asking for a
5 60 percent equity ratio. Let me put that in terms that
6 you can understand a little better. Their own expert
7 that's recommending their high excess of 11 percent has
8 used a proxy group or a comparable group of like-kind
9 utilities that have an equity ratio of 48 percent.
10 Here's what they're asking for, 60; comparable
11 utilities, 48.

12 NextEra, FPL's parent company in their
13 consolidated parent structure, has an equity ratio of
14 44 percent. Sixty percent is what they're asking for;
15 NextEra, 44 percent. Our expert is going to be
16 recommending what we believe to be a very reasonable and
17 balanced 50/50 equity ratio: 50 percent equity,
18 50 percent debt.

19 What does that mean to you? If you go from
20 60 percent equity ratio down to 50 percent, that's
21 \$360 million less per year you, the ratepayers, would
22 pay. Folks, that's nothing but pure excess profit and
23 will absolutely not harm FPL's ability to raise money in
24 the markets, nor invest in infrastructure improvements,
25 technology, or anything that will maintain the

1 reliability that they provide to you today.

2 Another thing that FPL is asking for, they
3 want a performance adder of .5 percent, or 50 basis
4 points. That's nothing but additional profit,
5 \$120 million more that you would pay a year. So let's
6 just add those three things up. \$480 million, \$360
7 million, \$120 million, that's \$960 million, nothing but
8 pure profit in what they are asking for. We flat out
9 believe that is excessive and is not warranted, and it's
10 certainly not reasonable to put that on the backs of
11 you, the ratepayers, just to benefit their shareholders.

12 What this case is not about today, folks, it's
13 not about personalities. Many of you are here today to
14 testify that Florida Power & Light provides good,
15 reliable service. We're not disputing that. We're not
16 disputing that at all. What we're going to dispute are
17 things that we believe are not prudent and reasonable
18 that you, the ratepayer, should pay in your rates such
19 as what I've described to you before.

20 Now there are going to be some other areas
21 that we do challenge. I do not have those finalized to
22 discuss today in detail. But today, this is your
23 hearing. The Commission is here to hear from you, the
24 customer, the good, the bad, the ugly, whatever you have
25 to say. I encourage to you to please come up and speak

1 today. Be truthful, honest. I want to hear the good, I
2 want to hear the bad, I want to hear whatever it is
3 story you have to say today. I really appreciate you
4 taking time out of your schedule to come and talk to us
5 today. I look forward to your comments. Thank you.

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

7 And now you'll hear from Retail Federation,
8 Mr. Schef Wright.

9 **MR. WRIGHT:** Thank you, Madam Chairman,
10 Commissioners.

11 Welcome. My name is Schef Wright. I have the
12 privilege of representing the Florida Retail Federation
13 in this proceeding. The Retail Federation is a
14 statewide organization of more than 8,000 members, from
15 the largest groceries, pharmacies, department stores,
16 electronic stores, big box stores and so on, all the way
17 down to literally thousands of mom and pop sole
18 proprietorships, mom and pop stores.

19 We work closely with your Public Counsel,
20 Mr. Kelly and his staff and his experts, to advocate for
21 and fight for the lowest rates possible that are
22 consistent with FPL continuing to do its duty of
23 providing safe, adequate, reliable service. We don't
24 advocate for free electricity. We want a healthy
25 Florida Power & Light Company. We want them to have all

1 the money they need to make the investments they need,
2 to attract the capital they need to pay for those
3 investments, to pay their workers, and to buy everything
4 they need, buy the fuel and everything else, to provide
5 safe, adequate, and reliable service, but we want them
6 to do that consistent with their duty under Florida law
7 at the lowest possible cost.

8 FPL is a well-run company. They have a
9 wonderful fleet of very, very efficient power plants,
10 and they have thousands of dedicated workers. We have
11 no beef with them. We have a beef with their request
12 for excess profits.

13 This case is about wants versus needs. The
14 issue before the PSC is whether FPL needs anymore money
15 to provide safe and reliable service. FPL wants another
16 \$866 million a year of customers' money next year and in
17 2018, '19, and '20. On top of that, they want another
18 \$262 million a year in '18, '19, and '20. And on top of
19 that, they want another \$209 million a year starting in
20 2019. All in, folks, that's about \$4.5 billion of
21 additional money they want from customers over the next
22 four years. That's roughly \$1,000 for every residential
23 customer on their system.

24 The question is do they need it? Our
25 position, as Mr. Kelly articulated, is strongly that

1 they don't. How can I say that? Here's how. Their own
2 filing, the first page of their documentary evidence
3 shows that next year, 2017, with no rate increase at all
4 they will earn \$1.6 billion in profits. That's plenty.
5 Another \$866 million of your money going to FPL goes to
6 profits. That's excessive. That is not reasonable.
7 The PSC should not approve it.

8 We are confident that when all the evidence is
9 in, it will show that Florida Power & Light can provide
10 fully safe, adequate, and reliable service next year,
11 2018, '19, '20, certainly with no increase in rates for
12 2017, at most, a modest increase in 2018, and possibly a
13 modest increase in 2019. This is your hearing. Tell
14 the Commissioners what you think. Thanks for coming.

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

16 And now we will hear from Ms. Cynthia Curry,
17 who is the executive vice president of finance and
18 administration for Florida Memorial University. She
19 would like to address all of you today. She has three
20 minutes.

21 **MS. CURRY:** Good morning. I am here on behalf
22 of our president, Dr. Roslyn Clark Artis, she's out of
23 town, and our board of trustees, our chairman is JoLinda
24 Herring. We'd like to welcome you, Madam Chairwoman and
25 the members of the Public Service Commission.

1 The university is happy to be the venue that
2 you all will have an opportunity to share in today. The
3 university has been in this community now approaching 50
4 years. We are the only historically black college,
5 university in South Florida. We started -- actually our
6 roots go back to 1879. We started out in Live Oak,
7 Florida, as a Baptist college. We moved to
8 Jacksonville, Florida, and later on to St. Augustine.
9 We moved from St. Augustine in 1967 to this campus. We
10 moved from St. Augustine unfortunately because of the
11 racial strife that was going on in our country at that
12 time. We are now a university serving about
13 1,300 students. We have approximately 200 employees.
14 We are very much an anchor entity in the City of Miami
15 Gardens. We are happy that this is not the first time
16 actually that the Public Service Commission has chosen
17 the university as the venue to be able to get input from
18 the community on the services that are provided by the
19 utilities and those rates. And so we welcome you back.
20 We're happy that you consider us an anchor part of the
21 community and an opportunity for the input to come in.

22 A process such as a regulatory process that
23 the Commission is charged with is very weighty, is very
24 important, and the process around it can get a little
25 cantankerous at times. But we understand how important

1 it is. We, as a user, of course, working with FP&L over
2 the years, we are very concerned about cost as well as
3 everyone is. We have a great working relationship with
4 them, and when rate increases come about, of course
5 we're concerned, as anyone would be concerned, and we
6 would want those rates to stay as low as possible.

7 The good thing coming out of it is we have a
8 great communication going on with that particular
9 entity, and we hope to keep it that way. But we also
10 hope that your deliberations as it relates to the Public
11 Service Commission will end up with the lowest possible
12 rate in order to help us as we attempt to educate our
13 students, knowing that budget is very important.

14 But, again, on behalf of the university, on
15 behalf of our president, Dr. Roslyn Clark Artis, we
16 welcome you to our campus. We hope that you can enjoy a
17 few of the sights. We have some very large iguanas.
18 They're harmless, they're harmless, but they'll eat if
19 you offer, so don't, because we don't encourage them to
20 come too close. Some of our students still aren't used
21 to them. But I like them actually. And so again,
22 welcome. Thank you so much for your presence today.

23 **CHAIRMAN BROWN:** Thank you, Ms. Curry.
24 Appreciate your comments and the opportunity to be here
25 again at this final facility. Thank you.

1 **MS. CURRY:** Thank you.

2 **CHAIRMAN BROWN:** All right. Now we're moving
3 into the public comment portion, which is really -- oh,
4 thank you -- you know at the last hearing I forgot. We
5 have an affidavit of publication that needs to be
6 produced by Florida Power & Light. It would be Exhibit
7 25.

8 (Exhibit 25 marked for identification.)

9 **MR. BRYAN:** Thank you. Yes. At this time, I
10 would like to offer as a composite exhibit two
11 additional affidavits of publication from the South
12 Florida Times and the West Side Gazette, which, along
13 with the other affidavits we've submitted prior,
14 demonstrate that FPL complied with the Commission's
15 requirements to advertise this hearing to the general
16 public.

17 **CHAIRMAN BROWN:** Thank you, Mr. Bryan. My
18 apologies for forgetting that.

19 But now moving into the public comment
20 portion, you will see the microphone standing up there.
21 That is your place to talk to us and to address the
22 Commission. Every customer has an opportunity to speak
23 for three minutes. The lights are right up here. And
24 when it gets to yellow, I'll give you, it's about 30
25 seconds, you should be wrapping it up. When it gets to

1 red, unfortunately I'm going to have to stop you. And I
2 don't mean to be rude, but that's just the process that
3 needs to occur to let everybody get an opportunity to
4 speak.

5 (Interpreter commenting in Spanish.)

6 **CHAIRMAN BROWN:** Gracias. Okay. Thank you.

7 Thank you all so much. And, also, please be
8 considerate of -- when people are up here. This is an
9 official record that's being transcribed, so please
10 don't talk over the folks that are presenting before us
11 today. And if someone else has said something that you
12 feel exactly the same, feel free to say ditto to that,
13 and we appreciate that. I'll be swearing you all in at
14 the same time. So for those of you who would like to
15 address the Commission today, please rise with me and
16 raise your right hand.

17 (Interpreter commenting in Spanish.)

18 **CHAIRMAN BROWN:** Do you swear or affirm to
19 tell the truth in this proceeding?

20 (Interpreter commenting in Spanish.)

21 (Collective affirmative responses.)

22 (Witnesses collectively sworn.)

23 **CHAIRMAN BROWN:** Thank you. All right. We're
24 almost there now. So when you come to the microphone
25 right up here, you just need to say three things first,

1 your name, your address, and your telephone number, and
2 then confirm whether or not you are a Florida Power &
3 Light customer. As I said, your verbal comments are
4 being transcribed and will become part of the official
5 record in this case. Mr. Kelly, Public Counsel, will be
6 calling you to the microphone in the order that you have
7 signed up. He will be calling two at a time. The first
8 person, it's your turn. The second person can sit right
9 down in the front and wait your turn until you're
10 called, until it's your turn.

11 (Interpreter commenting in Spanish.)

12 **CHAIRMAN BROWN:** Gracias. Thank you.

13 And now we may begin. Mr. Kelly, your first
14 customer.

15 **MR. KELLY:** Thank you, Madam Chair. The first
16 customer is Ms. Zayne Smith, followed by Diego Medina.

17 **CHAIRMAN BROWN:** Good morning.

18 **MS. SMITH:** Good morning. Thank you,
19 everyone, for having me here. My name is Zayne Smith,
20 and I'm actually here today representing AARP of
21 Florida, specifically in the Tallahassee office. We do
22 have an office in St. Petersburg as well as Doral. I'm
23 here today to ask respectfully that you submit into the
24 record 6,150 petitions that have been signed
25 electronically. I have a copy of it here for each one

1 of you. I understand 6,000-plus pieces of paper is a
2 big load to carry back to Tallahassee. As I have
3 offered and prearranged, I will provide a CD-ROM with
4 the files, but I'd like to read in the language.

5 **CHAIRMAN BROWN:** Absolutely.

6 **MS. SMITH:** All right. So "Dear Florida
7 Public Service Commission, the proposed rate increase is
8 too high and not justified. I am asking you to deny the
9 Florida Power & Light rate increase request.

10 Sincerely," and each one is signed with an address. We
11 did make a good faith effort to ensure that each
12 signatory was an FP&L customer. We required an address
13 and zip code, which we then cross-referenced with FP&L's
14 service territory coverage and removed any that did not
15 match. So at this time, I'll be happy to take any
16 questions.

17 **CHAIRMAN BROWN:** Ms. Smith, thank you so much.
18 We're going to mark that as 26, to be received on a
19 CD-ROM.

20 (Exhibit 26 marked for identification.)

21 So, Commissioners, any questions? Mr. --
22 Commissioner Graham.

23 **COMMISSIONER GRAHAM:** Yes. I just want to
24 thank you for not feeling it necessary to bring all the
25 people here to speak to us, but just to go ahead and

1 represent them all with the forms.

2 **MS. SMITH:** Sure. Cost-effective as opposed
3 to buses and people. So thank you guys.

4 **CHAIRMAN BROWN:** Commissioners, any other
5 questions? Commissioner Edgar.

6 **COMMISSIONER EDGAR:** No questions, but I would
7 just like to say thank you for working with our staff
8 and to make that process hopefully smooth for the people
9 you're representing and also for our process as well.
10 Very much appreciate it, and absolutely will be taken
11 into account.

12 **MS. SMITH:** Certainly. Thank you. And thank
13 you for allowing me to bring the voice of those who
14 could not otherwise be here today or at one of the
15 nights.

16 **CHAIRMAN BROWN:** Absolutely. Thank you,
17 Ms. Smith.

18 **MS. SMITH:** Thank you.

19 **CHAIRMAN BROWN:** Next customer, Mr. Kelly.

20 **MR. KELLY:** After, is it Mr. Medina, will be
21 Jules Toraya.

22 **CHAIRMAN BROWN:** Good morning.

23 **MR. MEDINA:** Good morning, Commission. My
24 name is Diego Medina. I'm a CO for J. Milton &
25 Associates, and we are one of the largest owners and

1 developers of apartments in South Florida. I've been
2 building in South Florida for 32 years. I have been
3 working directly with FPL for about 20 years, and very,
4 very directly for the last six or seven years. They
5 have -- I deal with their team of engineers in the
6 planning and development of communities and high-rise
7 buildings, low income and high income.

8 As the code has changed in South Florida, FPL
9 has put together a pretty good team of engineers that I
10 work with in all these communities. We sometimes have
11 to underground the existing overhead lines, and the
12 technology of the buildings has also changed with the
13 change in the Florida Building Code.

14 I'm here to testify that I'm very happy that
15 they have now assigned a team of engineers for
16 developers so that we can make this stuff happen and
17 work with us in a timely manner, and what used to take
18 years now takes months. To be able to put together
19 these buildings with all the life safety devices that go
20 in there, we have to work jointly with FPL. A lot of
21 their vault rooms now are inside our buildings, and we
22 have to work with them and the fire department to make
23 this stuff happen.

24 In the 32 years I've seen the ups and downs
25 with FPL. As a matter of fact, I called the Commission

1 several times to install some discipline on FPL. But in
2 the last eight years, they now have a team of engineers
3 that work with the individual developers and they follow
4 me no matter -- whether I'm in Sunny Isles, South
5 Florida, we work in Broward County, all over South
6 Florida -- so that I have direct contact with these
7 engineers so that when we're developing a community and
8 sometimes we have to bring three phase where there is
9 none, we have to upgrade all the --

10 **CHAIRMAN BROWN:** Thirty seconds.

11 **MR. MEDINA:** Yeah. So we -- I'm very happy
12 that they've assigned these people, because without
13 that, we'd be back at the old days of having to take
14 years to put together a project. Okay.

15 **CHAIRMAN BROWN:** Thank you so much. Thank
16 you.

17 Commissioners, any questions?

18 Mr. Kelly has a question.

19 **MR. KELLY:** Good morning, Mr. Medina. Thank
20 you for taking time to come today. Does your company
21 have a position on the rate increase? Do you support
22 the \$1.3 billion rate increase?

23 **MR. MEDINA:** I -- you know, all the numbers
24 that you threw out there are way over my pay grade. My
25 head is still spinning with those zeros. I really am

1 not going to sit here and tell you yes or no. It was
2 too much. But we are also -- my company is also a big
3 customer. You know, we -- you know, we pay FPL hundreds
4 of thousands of dollars a year, so we have both sides.
5 But we need the service that they're providing right now
6 with their team of engineers. If that goes back to,
7 let's say, 15 years ago with the technology that -- what
8 I have to do now, it's going to make it very difficult.

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

10 **MR. MEDINA:** All right. You're welcome.

11 **CHAIRMAN BROWN:** Thank you.

12 Next customer, please.

13 **MR. KELLY:** After Mr. Toraya, is that correct,
14 Toraya?

15 **MR. TORAYA:** Yes, sir. Yeah.

16 **MR. KELLY:** Is Barry Johnson?

17 **CHAIRMAN BROWN:** Good evening -- good morning.

18 **MR. TORAYA:** Good morning.

19 **CHAIRMAN BROWN:** Not feeling well.

20 **MR. TORAYA:** That's okay. Yeah. Well, good
21 morning, everyone. My name is Jules Toraya. I'm with
22 EVgo. Just a little background on my company, we're the
23 nation's largest provider of fast electric vehicle
24 charging station infrastructure. Unlike Tesla, we
25 provide public access. Any vehicle that can fast charge

1 can fast charge on our network. So I'm a site developer
2 for the company. And I was asked, I believe it was last
3 fall, to start doing some work in South Florida. And
4 since January I've been coming down here and building
5 fast chargers. We have almost 12 in the South Florida
6 area now. So I've been working very diligently, and I
7 just really wanted to thank Florida Power & Light
8 publicly for all their assistance helping us do this. I
9 live in Atlanta, Georgia. As you guys know, traveling,
10 I'm sure, is rough and, you know, you're trying to
11 schedule a site visit. I've got to get the property
12 owner to come out there and say where can I go in your
13 parking lot to put this, you know, the engineer, all
14 that kind of thing. Florida Power & Light has been very
15 helpful and accommodating as far as making sure that
16 these site visits, you know, maximize my time and value.
17 They've been very fair and helpful with everything with
18 our engineering team, and I just wanted to come here
19 today to recognize that effort. Because, honestly,
20 sometimes trying to set a new service in the state of
21 Georgia is a lot more difficult than for me to fly down
22 here to Miami and set a new service, which I think is
23 kind of funny when you think about it. So I just think
24 that that's very important to know. It's a very great
25 service, and I'm very appreciative of Florida Power &

1 Light.

2 Actually, it's funny, because when I came down
3 here, people were like, "Oh, South Florida is, you know,
4 horrible," and there's the building stories. But
5 Florida Power & Light has actually been very, very easy
6 to work with and very helpful.

7 **CHAIRMAN BROWN:** Thank you.

8 Commissioners, any questions?

9 Mr. Kelly.

10 **MR. KELLY:** Yes, ma'am. So, Mr. Toraya --

11 **MR. TORAYA:** Yes, sir, Toraya.

12 **MR. KELLY:** -- so you're not actually an FPL
13 customer.

14 **MR. TORAYA:** Yes, we are. At EVgo, we set new
15 services, yes, sir.

16 **MR. KELLY:** Oh, your company is.

17 **MR. TORAYA:** Correct. Excuse me.

18 **MR. KELLY:** Okay. That's -- well, you said
19 you were from Atlanta, so that's what was confusing me.

20 **MR. TORAYA:** Oh, excuse me. Yes, sir. Thank
21 you for clarifying. Yeah.

22 **MR. KELLY:** That's all right. And were you
23 asked to come speak today by somebody?

24 **MR. TORAYA:** Yes, I was.

25 **MR. KELLY:** Okay. Thank you, sir.

1 **CHAIRMAN BROWN:** Thank you.

2 And we do have an elected official who just
3 arrived. Thank you, sir. Thank you. We have an
4 elected official who just arrived, the Honorable Oliver
5 Gilbert, who's the mayor of the City of Miami Gardens,
6 and we'd like to give him an opportunity to address the
7 Commission. (Applause.)

8 **MAYOR GILBERT:** Good morning, all.

9 **CHAIRMAN BROWN:** Good morning, Mayor.

10 **MAYOR GILBERT:** And good morning to -- do I
11 call you Commissioner Brisé now, Representative Brisé,
12 my good friend from South Florida Brisé.

13 **COMMISSIONER BRISÉ:** Good morning, Oliver.

14 **MAYOR GILBERT:** Listen, two things, two
15 reasons I'm here. First, to welcome you to Miami
16 Gardens, and thank the Public Service Commission coming
17 down and having this forum here to get input from the
18 residents and the businesses about the service, the
19 cost, everything. I appreciate that.

20 And the second, the second thing is I don't
21 know whether you all know, but we have, I think, the
22 only platinum L.E.E.D. city hall in the country. And I
23 wanted to publicly come and actually thank FP&L, because
24 though it's platinum L.E.E.D., we still use electricity.
25 And they were very helpful with the lines and the

1 service and always bringing those things to the
2 forefront. They helped us expedite a lot, which
3 actually saved us and saved the residents money. And so
4 I wanted to thank them for that, and thank you for being
5 here today. So thank you all very much.

6 **CHAIRMAN BROWN:** Thank you, Mayor Gilbert.

7 Commissioners, any questions or comments?

8 Commissioner Brisé.

9 **COMMISSIONER BRISÉ:** Thank you. Thank you for
10 your service to this city and to the state in your
11 capacity, and we look forward to ensuring that, through
12 this process, that the voices that are here, that
13 they'll be heard and be part of the record. Thank you.

14 **MAYOR GILBERT:** Thank you. Thank you.

15 **CHAIRMAN BROWN:** Thank you, Mayor. Yes.

16 **MAYOR GILBERT:** Oh, Madam Chair, if I could
17 just have one more point. I know you all don't
18 necessarily regulate water service, but we would really
19 like if you did because --

20 **CHAIRMAN BROWN:** We do regulate water, by the
21 way.

22 **MAYOR GILBERT:** -- because North Miami Beach
23 is really charging us a really big surcharge that we
24 would really like to do something about. And if there's
25 anyone here from North Miami Beach here, I mean it.

1 Thank you.

2 **CHAIRMAN BROWN:** We'll have our staff look
3 into that.

4 **MAYOR GILBERT:** All right. Thank you.

5 **COMMISSIONER BRISÉ:** That's a legislative
6 issue.

7 **CHAIRMAN BROWN:** Mr. Kelly, next customer,
8 please.

9 **MR. KELLY:** Barry Johnson will be followed by
10 Ivonne Fernandez.

11 **MR. JOHNSON:** Good morning, everyone, Madam
12 Chair, Commissioners, staff, and counsel. It's a
13 pleasure to be here today. My name is Barry Johnson.
14 I'm the president and CEO of the Greater Miami Chamber
15 of Commerce, which is South Florida's largest chamber.
16 I'm coming here today to speak on behalf of business and
17 as a ratepayer to Florida Power & Light.

18 We are blessed to have a company like Florida
19 Power & Light that is not only responsible for the
20 lights we have here today, but ensuring that they are
21 doing their due diligence to make sure the system that
22 we depend on every day is there and continuing to
23 upgrade it. FP&L, as you heard, has been nationally
24 recognized for their infrastructure, especially things
25 that are cost saving and efficient and rely on new

1 technologies, which we all will need as we move into the
2 future. It's very important to us here also that we
3 have a power company that's ready for a hurricane. We
4 fortunately have gone ten years without a storm hitting
5 South Florida, but one of these days that number is
6 going to be up, and we've got to ensure that we have the
7 infrastructure in place. And we know that FP&L is day
8 to day out there hardening that network, and that's
9 something that costs money.

10 Profit is not a bad word. If you're in
11 business and you don't have a profit, you're not in
12 business. That's the way it works. And the big
13 challenge for Florida Power & Light and all other
14 utilities in our state of Florida over the next several
15 years is meeting the challenge of growth. The Florida
16 chamber, after a two-year study, has found out that by
17 2030, just 14 years from now, Florida will have
18 6 million more residents, and that's going to mean a
19 heck of a lot more infrastructure needs, a lot more
20 power to ensure that we meet the needs of all of our
21 existing customers, citizens, and those in the future.

22 Right now our tourism economy is the first
23 floor of our economy in Florida. We welcome over a 100
24 million people to the state every year, and by 2030, 150
25 million a year will be coming in. That, too, will

1 require more needs of all shapes and sizes of services.

2 But most importantly, the study by the Florida
3 Chamber said that by 2030 we will need 76 percent more
4 energy in our state, and we can't do that if we don't
5 have healthy companies that are positioned to be able to
6 take advantage of the growth that they need to put into
7 their networks to ensure that we can meet the needs of
8 the future.

9 So on behalf of the Greater Miami Chamber of
10 Commerce, and I've got to tell you, FPL has been a
11 member of the chamber for nearly 70 years, their people
12 are very involved in our community, constantly giving
13 back, a great business, and we are very supportive of
14 them going forward. Thank you very much.

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

16 Commissioners, any questions?

17 Mr. Kelly?

18 **MR. KELLY:** Yes, ma'am.

19 Thank you, Mr. Johnson.

20 **MR. JOHNSON:** Yes, sir.

21 **MR. KELLY:** The -- so the Miami Chamber is --
22 has voted and is in support of this rate increase?

23 **MR. JOHNSON:** We do not take a position on
24 rate increases of any utilities or members. I am a
25 representative of the business community and also a

1 ratepayer, and I am certainly in support of it.

2 **MR. KELLY:** So the business community is in
3 support of this rate increase?

4 **MR. JOHNSON:** Businesspeople who are concerned
5 about the operation of their business are concerned that
6 the power company has the essential tools that they need
7 to provide their services.

8 **MR. KELLY:** Okay.

9 **CHAIRMAN BROWN:** Thank you. Next -- thank
10 you, Mr. Johnson.

11 **MR. JOHNSON:** Thank you very much.

12 **CHAIRMAN BROWN:** Next customer.

13 **MR. KELLY:** After Ms. Fernandez, Ivonne
14 Fernandez, is Vance Aloupis.

15 **CHAIRMAN BROWN:** Good morning.

16 **MS. FERNANDEZ:** Good morning, Commissioners.
17 Good morning, Mr. Counsel. I'm going to speak. My
18 name, Ivonne Fernandez, 3710 Northwest 106 Drive, Coral
19 Springs. My phone number, (305)343-8088. I'm going to
20 speak in behalf of me and my family but also my church.

21 My husband and I, we have been -- and I want
22 to first say that I have been impressed what I learned
23 today about profit and the way the business can build
24 because the reality is my husband and I, we have been
25 serving a non-for-profit our whole life. He is a senior

1 pastor in a church, and I work with a non-for-profit.
2 But we have been living our own experience that living
3 with non-for-profit is a good thing when it's a service,
4 but you have to meet your means (phonetic).

5 So I'm going to tell a little story. 2006, my
6 family, we went to foreclosure. We lose our home. And
7 for ten years we have been building, fixing our income,
8 and dreaming for a new home. We got a new house at the
9 beginning of the year, but there was a cost involved,
10 and the cost was to fix every single expense in our
11 house. So there are things that we can change. We gave
12 up some of the data in the cell phone, we gave up some
13 of the cell phones of our kids, we are even cutting in
14 the car because we really believe in rebuilding our
15 finances and our dream.

16 But this is what happened. There are things
17 that we cannot cut. We cannot negotiate for half of the
18 fridge will be turned on or half of the house will be
19 on, or Tuesdays and Wednesday we will have the kitchen
20 and the other days we will cook outside in the barbecue.

21 So really I'm talking about me, I'm talking
22 about my church, when we present this hearing to the
23 church, everybody that was sitting in the chairs had the
24 same reaction. It is not the time. We do not -- our
25 question -- and FPL has a great quality. So are we.

1 The quality that they live in the business is, as the
2 person that have been talking about, their profit is
3 great. It's business. But we do not live, everybody,
4 in a business. We live in a fixed income. I do not
5 represent just the Fernandez family. I represent --

6 **CHAIRMAN BROWN:** Thirty seconds.

7 **MS. FERNANDEZ:** I represent a community that
8 is trying to rebuild and a better economy for all.
9 Thank you, and have a great day.

10 **CHAIRMAN BROWN:** Ms. Fernandez, just a second.
11 Commissioners, any questions?

12 Commissioner Brisé.

13 **COMMISSIONER BRISÉ:** Yes, good morning. And
14 thank you for your testimony. If you could provide me
15 the name of the church and how many people are members
16 of your church.

17 **MS. FERNANDEZ:** Yes. I Am Ministries Church.
18 We serve 120 people, around 47 families, but most of our
19 community are kids and the school and a high school.

20 **COMMISSIONER BRISÉ:** Thank you.

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

23 Mr. Kelly, the next customer.

24 **MR. KELLY:** After -- and I probably pronounced
25 this wrong, after Aloupis --

1 **MR. ALOUPIS:** You nailed it, sir.

2 **MR. KELLY:** I'm lucky. Will Eduardo Roca.

3 **CHAIRMAN BROWN:** Good morning, sir.

4 **MR. ALOUPIS:** Good morning, Commissioners.

5 Thank you for being in South Florida today. My name is
6 Vance Aloupis. I'm the CEO of a children's non-profit
7 here in Florida. But I come today as a father, as a
8 husband, and as a customer of FP&L, and I just wanted to
9 share a quick story.

10 I live about six miles away from here in
11 unincorporated Miami-Dade County between Aventura and
12 Miami Gardens. My wife and I, in the next two weeks,
13 are going to moving to the southern part of the county
14 by Palmetto Bay. My wife and I have two girls, a
15 five-year-old and a three-year-old, and my wife has had
16 real concerns about the Turkey Point nuclear facility,
17 given all of the things that we've been reading about in
18 the news across multiple platforms and trying to get a
19 sense of what's accurate and what is inaccurate.

20 I personally reached out to somebody at FP&L
21 who I knew, and I was overwhelmed by the level of
22 customer service that I received. Not only was I sent
23 facts about the situation, but my wife and I were put in
24 contact with an individual at the facility to answer
25 each and every question that my wife had, to ease any

1 concerns that she had in preparation for our move to the
2 southern part of the county. I had shared this story
3 with a couple of people I knew at FP&L. They asked that
4 I be here today. But to me, this speaks to the culture
5 of this organization, of this corporation. In a time
6 where so much of customer service has been automated,
7 this personally meant a lot to me and my family.

8 **CHAIRMAN BROWN:** Thank you, Mr. Aloupis.

9 Commissioners, any questions?

10 Thank you for your testimony today.

11 **MR. ALOUPIS:** Thank you.

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

13 **MR. KELLY:** After Mr. Roca is Eric Cohen.

14 Observing.

15 **MR. ROCA:** Good morning, ladies and gentlemen.

16 **CHAIRMAN BROWN:** Good morning.

17 **MR. ROCA:** My name is Eduardo Roca. I live at
18 333 Whitethorn Drive, Miami Springs, Florida. I've been
19 a resident of Miami-Dade County for over 50 years, and I
20 work for MDM Development. We're major developers in the
21 downtown area, office and hotels.

22 I'm here really to shadow some of the comments
23 that a previous gentleman made with regards to the
24 facilitation of FP&L in planning major developments. I
25 do concur with the previous comments that FP&L has upped

1 their game with regards to putting talented people in
2 certain positions to be able to help developers plan for
3 their buildings. And more importantly, the person that
4 I've been dealing with for the last, I would say, a good
5 20 years, is my account rep, which consistently has been
6 on top of us to choose certain equipment that can
7 provide incentives from FP&L for rebates. As owners and
8 as operators of hotels and office buildings, the bottom
9 line is always one to look at.

10 So with these additional incentives, with
11 providing certain pieces of equipment that we can get
12 rebates back from FP&L is certainly something that we
13 look forward to. And we're planning now a major, major
14 development in the downtown Miami area with the Miami
15 World Center, and, again, our account rep will be
16 extremely involved.

17 So I'm sure that after all the testimony is
18 taken, your decision will be fair and reasonable.
19 That's all we can afford. That's all we can ask.

20 **CHAIRMAN BROWN:** Thank you, Mr. Roca. What
21 kind of hotels do you own?

22 **MR. ROCA:** JW Marriott Brickell, JW Marriott
23 Marquis, JW Marriott -- I'm sorry -- the Miami-Dadeland
24 Marriott, Courtyard Marriott.

25 **CHAIRMAN BROWN:** I've stayed at almost all of

1 them. Thank you.

2 Commissioners, any questions?

3 Mr. Kelly?

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

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

6 **MR. KELLY:** After Mr. Cohen is Jaap Donath.

7 **CHAIRMAN BROWN:** Good morning, Mr. Cohen.

8 **MR. COHEN:** Good morning. My name is Eric
9 Cohen. I live at 600 Ocean Boulevard, Golden Beach,
10 Florida.

11 **CHAIRMAN BROWN:** Could you speak closer to the
12 mic?

13 **MR. COHEN:** Sure. I live at 600 Ocean
14 Boulevard, Golden Beach, Florida. A residential
15 customer and also a commercial customer, large
16 developments. So I ditto the other comments of my
17 comrades.

18 But I look at my FPL bill every month and I
19 look at my cable bill. And when the cable is almost as
20 much as the FPL bill and the service from FPL is a lot
21 better than from the cable company, you know, I kind of
22 look and think we're getting a pretty good deal for what
23 we're paying right now. The service has gone down over
24 the last few years, so sometimes things go up, sometimes
25 they go down, and I've seen that ebb and flow paying the

1 bills all these years.

2 As a commercial customer, I haven't seen the
3 service this good in 25 years. So I look for businesses
4 that have profit in them, and I don't think what the
5 bottom line always says is what you make at the end of
6 the day. So you may call out for a certain amount of
7 profit and what you wind up with isn't always that. And
8 I'm sure between all the parties here, you guys will
9 come up with some fair solution for everybody. So, yes,
10 I'm in favor of some form of a rate hike, and I'm sure
11 you guys will find the right number.

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

13 Commissioners, any questions?

14 Mr. Kelly?

15 **MR. KELLY:** Mr. Cohen, were you asked to come
16 speak today?

17 **MR. COHEN:** I was basically asked if I would
18 care to have anything good or bad to say, so just in
19 normal conversation.

20 **MR. KELLY:** Awesome. Thank you.

21 **CHAIRMAN BROWN:** Thank you.

22 Next customer, please.

23 **MR. KELLY:** Is it Donath?

24 **MR. DONATH:** Yeah.

25 **MR. KELLY:** After Mr. Donath is Norka Cabanas.

1 **CHAIRMAN BROWN:** Thank you. Good morning.

2 **MR. DONATH:** Good morning. My name is Jaap
3 Donath. I'm senior vice president, Florida Beacon
4 Council, for research and strategic planning. But I'm
5 here on behalf of myself as an economic development
6 professional for the last 25 years or so.

7 When FPL asked me to speak about economic
8 development and their role in that process, I said,
9 "Absolutely. No problem." FP&L has been a great
10 partner in economic development activities in Miami-Dade
11 County and Florida, and we appreciate the Public Service
12 Commission to allow FPL, as well as others in the state,
13 to participate in the economic development process,
14 which is key for us as professionals in the field.

15 From a research point of view, we have been
16 working with FPL closely from providing data sources to
17 us to help us tell the story about why Miami-Dade County
18 and Florida is an excellent place to do business. So
19 we're very appreciative of the fact that they work with
20 us to provide information, data sources that we use, and
21 many are available to the public as well. So that's
22 something a lot of businesses are able to use. Some of
23 the data sets we use are nationally recognized data
24 sets. Again, partnering with FPL helps us greatly to do
25 this.

1 The other part is, from an economic
2 development point of view, the reliability of an
3 infrastructure, in this case electric grid, is crucial.
4 We see a change in our economy moving towards
5 knowledge-based businesses, a lot in tech data centers.
6 And, again, the key for us when we talk to companies is
7 that they know there's reliable infrastructure available
8 for them to be successful here. So, for us, it's very
9 important to have a partner in this process from an
10 economic development point of view, but also from an
11 infrastructure reliability point of view. And, again,
12 we see a large growth in tech, data centers, but also in
13 other sectors that need a reliable source. And that's
14 why we think it's important that FPL invest in strategic
15 infrastructure to make sure that we can handle the
16 growth that we expect.

17 And as Barry Johnson from the chamber
18 mentioned earlier, both at the state level and local
19 level we've seen growth, we've seen an adding of
20 population, even during the recession we added people in
21 Miami-Dade County, and we expect it to grow. So it's
22 key for us, again, that we have infrastructure in place
23 to do so. Thank you.

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

1 Mr. Kelly, did you have a question?

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

3 **CHAIRMAN BROWN:** Okay. Thank you. Thank you
4 again.

5 **MR. DONATH:** Thank you.

6 **MR. KELLY:** After Ms. Cabanas is James Balter.

7 **CHAIRMAN BROWN:** Good morning.

8 **MS. CABANAS:** Good morning. My name is Norka
9 Cabanas, and as I stand here -- (305)301-5480, I live in
10 Doral -- as I stand here, I can't help but notice all
11 these electrical cords. When you guys came in, you
12 assumed everything was going to go on and work and you
13 accepted that FPL would take care of that, that
14 everything would work.

15 In my job, I'm a school librarian. When I
16 come in, I expect the same thing. I expect my IBM board
17 to work, I expect the computers to go on, and while all
18 that's happening, I want the peace of mind to know that
19 my alarm is on at home as well. Do I love paying more?
20 Of course not. Nobody does. But I'm willing to pay for
21 the peace of mind for all that to happen.

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

23 **MS. CABANAS:** You're very welcome.

24 **CHAIRMAN BROWN:** Commissioners, any questions?
25 Commissioner Graham has one.

1 **COMMISSIONER GRAHAM:** Ma'am, with all due
2 respect, what I expect is for Dick Durbin right over
3 there to make sure everything was okay, not Florida
4 Power & Light.

5 **MS. CABANAS:** Well, maybe Mr. Durbin deserves
6 kudos as well. Thank you.

7 **CHAIRMAN BROWN:** Thank you.

8 **MR. KELLY:** After Mr. Balter is Isis
9 Fernandez.

10 **MR. BALTER:** Hi. James Balter. I live in
11 Doral, and I work at the University of Miami and I'm in
12 IT. I agree with one other person who said my Comcast
13 bill is higher than my electric bill.

14 I want a healthy FP&L, and I understand
15 profits. I have lived through hurricanes beginning in
16 Cleo. I've been here since I was four years old in
17 South Florida, and FP&L kept the lights on. A company
18 that we don't financially support and their stockholders
19 can't do that, and that's why I'm here today.

20 **CHAIRMAN BROWN:** Thank you. And you said
21 you're a professor at University of Miami?

22 **MR. BALTER:** No, no. I work in IT. So
23 without computers, I don't have a job.

24 **CHAIRMAN BROWN:** My ears are clogged today.
25 Thank you.

1 Commissioners, any questions?

2 Thank you for your testimony.

3 **MR. BALTER:** Thank you.

4 **CHAIRMAN BROWN:** Next customer.

5 **MR. KELLY:** After Ms. Fernandez is Pedro Capó.

6 **MS. FERNANDEZ:** Thank you for the opportunity
7 to come speak to you today. My name is Isis Fernandez.
8 I am here representing Florida Healthcare Association.
9 Florida Healthcare Association is a federation that
10 represents 80 percent of the state's long-term care
11 facilities. Our members care for over 80,000 frail
12 elders and individuals with disabilities. And FPL has
13 worked with us very, very much through the storms, prior
14 to the storms, during the storms, after the storms to
15 make sure that we get the level of importance that we
16 need, and they work with Florida Healthcare very closely
17 to make sure that we are restored like hospitals and
18 like other big entities, which before didn't used to
19 happen. So we're very grateful to FPL for doing that
20 for us as an institution for our frail elderly, which
21 was not in the past. So we're very, very thankful for
22 FPL working with us through FHCA.

23 In addition, Florida Power & Light is the
24 sponsor of the annual training workshops for skilled
25 care centers on hurricane preparedness. This year marks

1 the ninth year of the program, which includes speakers
2 from emergency management and public health.

3 I think it's important to also note that FPL's
4 commitment to vulnerable elders is unique in the nation.
5 No other nursing home association reports a similar
6 relationship with their energy providers in the area of
7 emergency preparedness and response. We're truly very,
8 very appreciative for helping us, for helping FHCA, for
9 helping our elderly, and restoring our power so quickly
10 and in having such a close relationship with us, which
11 was not the case in the past.

12 On a personal note now as a customer of FPL,
13 not through Florida Healthcare, my bill spiked up, and
14 it was FPL who reached out to me and sent someone out to
15 my home to see what was happening that the bill had
16 changed, which I was very impressed with that. And they
17 did make a recommendation. I had an air conditioning
18 unit that had gone bad. It was cooling, but apparently
19 the efficiency was shot. And it made a huge difference
20 in my bill. So I'm very, very appreciative as a
21 customer as well as through Florida Healthcare
22 Association and the elderly. So thank you for what you
23 do each day.

24 **CHAIRMAN BROWN:** Thank you, Ms. Fernandez.

25 A question from Commissioner Brisé.

1 **COMMISSIONER BRISÉ:** Thank you. Thank you for
2 your testimony. You mentioned that the association sees
3 about 80,000 clients?

4 **MS. FERNANDEZ:** Yes.

5 **COMMISSIONER BRISÉ:** How many members are of
6 the association?

7 **MS. FERNANDEZ:** Members of the association?
8 Oh, my God. We have 80,000 frail elderly.

9 **COMMISSIONER BRISÉ:** Sure. I understand that.

10 **MS. FERNANDEZ:** But members of the
11 association, I don't have the number right now.

12 **COMMISSIONER BRISÉ:** Thank you.

13 **MS. FERNANDEZ:** But it's quite a few. We're
14 Florida based.

15 **COMMISSIONER BRISÉ:** Sure. Thank you.

16 **CHAIRMAN BROWN:** Mr. Kelly.

17 **MR. KELLY:** Yes, ma'am. If -- do y'all have
18 facilities that -- where you help the elderly?

19 **MS. FERNANDEZ:** Yes. Skilled nursing and
20 rehabilitation facilities. Yes.

21 **MR. KELLY:** So if your electric bills go up,
22 do you have to charge more or do you have to go out and
23 solicit more donations to offset that or do you -- how
24 do you --

25 **MS. FERNANDEZ:** That's a facility-by-facility

1 question that I would not be able to answer what.

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

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

4 **MS. FERNANDEZ:** Thank you. Any time.

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

6 **MR. KELLY:** Pedro Capó, C-a-p-o.

7 **CHAIRMAN BROWN:** Pedro Capó.

8 (No response.)

9 **CHAIRMAN BROWN:** No.

10 **MR. KELLY:** Israel Alonso.

11 **CHAIRMAN BROWN:** Israel Alonso.

12 (No response.)

13 **CHAIRMAN BROWN:** No.

14 **MR. KELLY:** Eliu Moliner, followed by Hattie
15 Gilbert.

16 **CHAIRMAN BROWN:** Good morning.

17 **MR. MOLINER:** Good morning. Yes. My name is
18 Eliu Moliner. I'm owner of Marbella Apartments and also
19 have several buildings in Hialeah and Miami. And I'm
20 here to talk about the service that FPL provides my
21 apartment buildings. And really I'm very happy with the
22 service. And like -- an example like the electronic
23 meters, once the client goes, they disconnect the light
24 immediately. Well, I have my people there working, so I
25 have to turn on the lights under my name or the

1 corporation, and as soon as I hang up the phone, the
2 light is there. I mean, the service is great, anything
3 that I ask them about with customer service. Also, I
4 really -- it's good satisfaction for me. And comparing
5 the prices and what I pay here in Florida, I have a
6 brother that live in California, San Jacinto, and he
7 pays, like, triple his bill. Now he's paying a solar
8 system that cost him, like, \$50,000, and his bill is
9 less, like \$200, \$300 less. So I really -- I'm very
10 happy, and that's why I'm here, with the service that
11 FPL provides.

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

13 Commissioners, any questions?

14 Mr. Kelly has one.

15 **MR. KELLY:** Mr. Moliner, do you hook the
16 electricity up in the apartments and then charge your
17 tenants, or do the tenants get their own electricity
18 bills?

19 **MR. MOLINER:** The -- no, the tenants, they pay
20 their own electric bill. But when they leave the
21 apartment, FP&L turns their light, I mean, the meter.
22 So I got to put the lights so people can work. They're
23 like painting, do any -- so I got to put all the money
24 until I rent it again.

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

1 **CHAIRMAN BROWN:** Thank you for your testimony.
2 Next customer, please.

3 **MR. KELLY:** After Ms. Gilbert is Christopher
4 Keltz.

5 **MS. GILBERG:** Good morning.

6 **CHAIRMAN BROWN:** Good morning.

7 **MS. GILBERT:** My name is Hattie Gilbert. I'm
8 a little nervous, but I live at 750 Northwest --

9 **CHAIRMAN BROWN:** Don't be nervous. It's just
10 us.

11 **MS. GILBERT:** -- 179 Terrace, Miami Gardens,
12 33169. I'm here because of the bill going up. I
13 received, first, the increase for city lights that's
14 coming. Now this increase for Florida Power & Light.
15 My experience with Florida Power & Light is great.
16 Business is great, but for a resident, they just, you
17 know, just start upgrading since the hurricanes. All
18 the poles fell down in the back of my yard, and because
19 of the hurricane they upgraded. Just like the lady say
20 she has somebody come to her house, I had someone to
21 come to my house. They failed to see that my house was
22 not properly connected to Florida Power & Light. My
23 house could have caught on fire. My electrician caught
24 it. Okay?

25 So I'm doing things to improve to make my bill

1 go down. And I just retired, and now I'm getting hit
2 with increase in streetlights, increase from Florida
3 Power & Light. I understand they got a business. All
4 businesses are supposed to make profit, but they've got
5 the best business out. They're going to always make a
6 profit. Not just, you know, a little bit of profit,
7 they're going to make -- you're talking about a large
8 profit. I'm just trying to get an increase on my
9 retirement. So, you know, compared to that little
10 piece, I'm not going to get \$13. I hope to get 50
11 cents. You understand? That's a big difference when
12 they're talking about increasing, and that's going to
13 affect everything else. I'm talking about schools --
14 everything else is going to go up. Everything is going
15 to go up because the light bill is going to go up. And
16 it's not necessary to me. That's my opinion.

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

19 (Applause.)

20 Please, I appreciate your passion, everyone in
21 the audience, but, again, we have a court reporter
22 that's trying to transcribe, and I don't want to have it
23 interfere with her abilities.

24 Commissioners, any questions or comments?

25 Thank you for your testimony.

1 Next customer, please.

2 **MR. KELLY:** After Mr. -- is it Ketz (sic)?

3 **MR. KELTZ:** Keltz.

4 **MR. KELLY:** Keltz. I'm sorry.

5 **MR. KELTZ:** That's okay.

6 **MR. KELLY:** Is Angelo Castellana.

7 **CHAIRMAN BROWN:** Good morning.

8 **MR. KELTZ:** Good morning. My name is
9 Christopher Keltz. I'm an FPL customer, and I just
10 wanted to speak about my experience with FPL. I'm a
11 business customer as well as a homeowner, and I want to
12 speak on a personal level.

13 I've had issues over the last couple of years
14 with trees and wind and rain, and every time I've called
15 FPL, they have been out within the hour with trucks,
16 with manpower, with whatever they needed to get my power
17 back on. And at home with three little kids and my
18 wife, it's difficult to be without power. And every
19 time they've come out, they've done a great job.
20 They've got us up and running. And that's the business
21 I expect for what we pay. And increasing the rates to
22 help continue that, I don't mind, as long as it helps us
23 stay with power. Because without power, we're all in
24 trouble. That's all I have to say.

25 **CHAIRMAN BROWN:** Thank you, Mr. Keltz.

1 Commissioners, questions?

2 Thank you for your testimony.

3 **MR. KELTZ:** All right. Thank you.

4 **MR. KELLY:** After Mr. Castellana --

5 **MR. CASTELLANA:** Castellana.

6 **MR. KELLY:** -- Castellana, I'm sorry, is Marco
7 Spaziani.

8 **CHAIRMAN BROWN:** Good morning, Mr. Castellana.

9 **MR. CASTELLANA:** Good morning. I'm Angelo
10 Castellana. I live in Weston. I'm with Solid Builders
11 Construction. And I will echo a lot of the things that
12 have been said before. FPL, in the past, getting
13 construction projects completed with regards to getting
14 the services hooked up has been spotty, it has been
15 sometimes bordering on a nightmare. But in the last
16 couple of years, these guys have really turned around.
17 It used to be we used to wait on FPL. Now they're
18 waiting on us to get our projects ready so they can come
19 out and hook up. They have project managers contacting
20 us saying, "Hey, we got you on the schedule. Are you
21 guys ready to go?" So they have really improved their
22 service.

23 I would also point out that I'm involved with
24 a lot of pricing, so I see cost all the time in my job.
25 And I'm surprised every year how much costs are going

1 up. I have to raise our prices for our company to
2 survive, so I do understand them wanting a rate
3 increase. I cannot speak to the aforementioned profits
4 discussed earlier, but if they need a rate increase, I
5 would be in support of it. I'm sure you would find the
6 right medium.

7 **CHAIRMAN BROWN:** Thank you for your testimony.
8 Commissioners, any questions?

9 Thank you.

10 I've noticed a few people have come in who
11 have signed up and have not been sworn in. If you would
12 like to testify today and have not been sworn in, please
13 stand with me.

14 (Interpreter commenting Spanish.)

15 **CHAIRMAN BROWN:** Thank you. Please raise your
16 right hand.

17 (Interpreter commenting in Spanish.)

18 Do you swear or affirm to tell the truth in
19 this matter?

20 (Interpreter commenting in Spanish.)

21 (Collective affirmative responses.)

22 (Witnesses collectively sworn.)

23 **CHAIRMAN BROWN:** Thank you. Okay. Next
24 customer, please.

25 **MR. KELLY:** Marco Spaziani.

1 **CHAIRMAN BROWN:** Marco? No.

2 (No response.)

3 **MR. KELLY:** Derrell Williams, followed by
4 Maria Rodriguez.

5 **CHAIRMAN BROWN:** Good morning, Mr. Williams.

6 **MR. WILLIAMS:** Good morning, Madam Chair,
7 Commissioners, OPC, staff. My name is Derrell Williams,
8 2100 Northwest 34th Street, Miami. Telephone number is
9 (786)308-9672. I am retired fire department for the
10 City of Miami, so I've seen the responses from FP&L from
11 the emergency perspective, and I applaud them, I applaud
12 them very much for their response when we called them
13 out through hurricanes, through whatever they had to
14 come out for, we know they do a great job. So I don't
15 have a problem with that. I'm sure now that I'm
16 retired, I have FP&L in my portfolio somewhere there, so
17 I hope they do continue to get a great REO -- ROE.
18 Excuse me.

19 But my concern is now that I am retired,
20 what's excessive, of course, excessive increases,
21 excessive payments, excessive cost. We know they need a
22 return on their equity investment. I want a return on
23 mine also as a retiree. But the excessive part of it is
24 what I do not agree with. So hopefully you as -- we're
25 constituents of you, you protect our public. We heard

1 the case of the water situation in -- what was that,
2 what city was that?

3 **CHAIRMAN BROWN:** Flint, Michigan.

4 **MR. WILLIAMS:** Oh, Michigan, Flint, nobody is
5 looking out for the public. EPA now says their water is
6 safe, but I don't think it is. They don't think it is.
7 So we need somebody looking out for the public. You are
8 our -- looking out for us. We're your constituents.
9 And so please not be in excess of their increase, but
10 give them something so my portfolio will continue to
11 grow as a retiree. Thank you.

12 **CHAIRMAN BROWN:** Mr. Williams, thank you for
13 your service. I cannot believe you're retired, and
14 congratulations on your retirement.

15 **MR. WILLIAMS:** Thank you.

16 **CHAIRMAN BROWN:** Thank you.

17 Commissioners, any questions, comments?

18 Thank you.

19 **MR. WILLIAMS:** Thank you.

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

21 **MR. KELLY:** After Ms. Rodriguez is Robert
22 Mahoney.

23 **CHAIRMAN BROWN:** Good morning.

24 **MS. RODRIGUEZ:** Good morning. My name is
25 Maria Rodriguez. I'm here representing the Alliance for

1 Aging. We're the area agency on aging for the state of
2 Florida, Department of Elder Affairs. Our region
3 consists of Miami-Dade and Monroe Counties. Our program
4 is the regional administrator of the Energy Assistance
5 Program, which is a federal program to assist elderly,
6 60 and over, with their electric bills, and so we have
7 maintained an excellent relationship with Florida Power
8 & Light for years on this because without their
9 extending their hand out to us, we wouldn't really have
10 a program. And so we do maintain an excellent
11 relationship. The program assists elderly in our
12 community up to twice a year for up to \$600 each time.
13 And for the last reporting period that we have, which
14 was the heating season, we assisted a total of just
15 under 17,000 households with the partnership that we
16 have with Florida Power & Light. So we are very
17 appreciative of that. We thank Florida Power & Light
18 for working with us. And they certainly work with us on
19 some very unusual circumstances, so they bend every
20 which way to make things happen when we can for the
21 consumers.

22 And at the same time, because we deal
23 primarily with low-income elderly and retired elderly
24 and people who are struggling financially, we would like
25 to request on behalf of our organization that FPL be

1 mindful of this and be mindful of a large and growing
2 South Florida population of elderly and disabled which
3 are struggling financially. And so as you forecast your
4 needs for the future, we hope that you keep a balance of
5 the population that you're working with. Thank you.

6 **CHAIRMAN BROWN:** Thank you, Ms. Rodriguez. Is
7 the Alliance for Aging a public entity?

8 **MS. RODRIGUEZ:** It is a private non-profit,
9 and we contract directly with the Department of Elder
10 Affairs. We have contracted with them for close to 30
11 years now locally.

12 **CHAIRMAN BROWN:** Thank you.

13 Commissioners, any other questions?

14 Thank you for your testimony.

15 **MS. RODRIGUEZ:** Thank you.

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

17 **MR. KELLY:** After Mr. Mahoney is Marlon John.

18 **MR. MAHONEY:** Good morning.

19 **CHAIRMAN BROWN:** Good morning.

20 **MR. MAHONEY:** My name is Robert Mahoney, and I
21 am here representing Sierra Club, Miami Group, where I
22 am the conservation chair. We have some 2,300 members
23 currently and I represent them. And here there are
24 several concerns that we have, some of which have been
25 presented by others, so I won't go over all of those.

1 We are concerned about the excess profit, we
2 feel, that has been presented and mentioned earlier
3 here. We see that in 2015, FPL made a profit of
4 \$1.65 billion, which now they're asking for more profit
5 at a time when many South Florida customers are
6 struggling to pay their current monthly bills.

7 In 2014 also, the company gutted conservation
8 programs which helped consumers reduce their energy use
9 and save money on power bills. They argued that helping
10 customers save energy was too expensive, and now their
11 energy efficiency programs are virtually nonexistent.

12 FP&L has known since the '70s here that the
13 168 miles of cooling canals at the Turkey Point nuclear
14 reactors were leaking waste into the groundwater on the
15 banks of Biscayne Bay and did nothing. Now they say
16 that cleanup will cost \$50 million this year alone, and
17 customers will foot the bill for FP&L's mistake. This
18 is not included in the rate hike, which will be an
19 additional cost to the customers. I respectfully submit
20 my concerns here. Thank you for your attention.

21 **CHAIRMAN BROWN:** Thank you, Mr. Mahoney.

22 Commissioners, any questions or comments?

23 All right. Thank you for your testimony.

24 **MR. MAHONEY:** Thank you.

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

1 **MR. KELLY:** After Mr. John is Victoria
2 Champion.

3 **CHAIRMAN BROWN:** Good morning.

4 **MR. JOHN:** Good morning, Madam Commissioner,
5 Madam Chairperson, fellow Commissioners, ladies and
6 gents, good morning. My name is Marlon John. I
7 represent Lennar Homes based right here in Doral,
8 Florida. As the largest homebuilder in South Florida,
9 we would like to say thank you to FPL. For the past
10 couple of years -- I'd like to echo the sentiments of
11 some of my developers before -- they have made a
12 180-degree turnaround in helping us be more efficient in
13 the planning process and delivery process of homes to
14 our homebuyers. As a publicly traded company also, I
15 can assure you these cost savings have been passed on to
16 our homebuilders. Thank you, FPL, for that.

17 **CHAIRMAN BROWN:** Thank you very much.

18 Commissioners, any questions or comments?

19 Mr. Kelly has one.

20 **MR. KELLY:** Thank you, Mr. John, for being
21 here. Does Lennar Homes have a position on the
22 \$1.3 billion rate increase?

23 **MR. JOHN:** We do not.

24 **MR. KELLY:** I'm sorry?

25 **MR. JOHN:** We do not.

1 **MR. KELLY:** You don't. Thank you.

2 **CHAIRMAN BROWN:** Thank you.

3 Next customer, please.

4 **MR. KELLY:** After Ms. Champion is Lillian --
5 Lillian Jarquin.

6 **CHAIRMAN BROWN:** Good morning, Ms. Champion.

7 **MS. CHAMPION:** Good morning. I'm Victoria
8 Lindsay Champion, and I live at 4048 Estepona Avenue in
9 Doral, Florida. My phone number is area code
10 (305)877-3601. I'm here today to just really talk about
11 the good customer service that I've received as a
12 homeowner over, over the past 30 years. I've been very
13 pleased. FPL always bills me correctly, even when I'm
14 getting a credit. And I just really am a very big fan
15 of, like, the personal customer service that's provided.

16 I just made some notes here just to talk
17 about -- well, just in general, I think going back since
18 Andrew and all of the hurricanes since then, FPL has
19 been a great presence in our community, just getting the
20 power back up as soon as they could. And I like the
21 fact of knowing that FPL employees are going to other
22 areas around the state and the country and helping out
23 in disasters.

24 Okay. So I pay my bill online. I'm
25 paperless. And I do the auto pay so I'm never late with

1 my bills anymore. I use, like, the energy saver method,
2 so it really helps, you know, with me saving money. And
3 I like the averaging and, you know, I pay a consistent
4 amount every month, and I really -- I really appreciate
5 that. I'm on the on-call, so I have service
6 interruptions. I don't know if I could have done that a
7 few years ago, but now I'm divorced and my kids are
8 grown and launched, and so it's really saved me money
9 and it doesn't inconvenience me at all, and I really
10 appreciate that. And I love the energy dashboard. I
11 look at it from time to time. I don't get too deep, my
12 accolades today aren't terribly deep, but they're
13 important to me. But that's a really great thing,
14 especially when I'm getting ready to buy a new
15 appliance, you know, I can take a look and see. Or, you
16 know, if I -- if I'm just wondering if I'm spending too
17 much in a particular area as far as my services, am I
18 leaving the air conditioner on too long myself aside
19 from the energy -- the service interruptions, you know,
20 I can take a look at it and see.

21 **CHAIRMAN BROWN:** You have ten seconds.

22 **MS. CHAMPION:** In preparation for today, I
23 noticed that my bill is way low since I went to the
24 on-call. So, anyway, I'm very happy with the service
25 that I receive from FPL, and I'm just glad to be able to

1 come and share with you today.

2 **CHAIRMAN BROWN:** Thank you, Ms. Champion.

3 Commissioners, any questions?

4 Thank you for your testimony.

5 **MR. KELLY:** It is Jarquin? I think I
6 pronounced it wrong earlier. I apologize.

7 **MS. JARQUIN:** You did. Thank you for
8 correcting yourself. Good morning to everyone. My name
9 is Lilliam Jarquin. I live in Coral Gables, Florida.
10 And I came here today just to kind of echo again many of
11 the sentiments that previous community members have
12 said, commenting on the great quality of FPL and
13 everything that has been done so far for us.

14 I live with my family, and we have all been
15 long-time customers of FPL. And I can't really say that
16 I've had any issue with them, but the few handful of
17 times that we've needed them to be there to correct any
18 sort of issue, you know, maybe there's like a big tree
19 that we've had that has interfered with the power lines,
20 we've called them and they've always responded in a
21 prompt and timely manner. And I just came here to say
22 that I really appreciate that service that FPL has
23 provided for us.

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

25 **MS. JARQUIN:** Thank you.

1 Commissioners, any questions?

2 Thank you.

3 Next customer, please.

4 **MR. KELLY:** Edith Owens, followed by Manuel
5 Fabian.

6 **CHAIRMAN BROWN:** Good morning, Ms. Owens.

7 **MS. OWENS:** Good morning, and welcome to Miami
8 Gardens.

9 **CHAIRMAN BROWN:** Thank you.

10 **MS. OWENS:** I live at 1925 Northwest
11 179 Street, and my telephone number is (305)972-4414.

12 I'm here to say that I am pleased with the
13 service that FP&L have changed to from the last two
14 years because on my block our lights would go off by the
15 transmitters going out from two to three times a year
16 and we've had a problem. And they just sent a letter
17 stating that it's the squirrels on the line and the
18 bushes and trees that covers it up, that they would
19 actually know what to do to avoid some of those
20 transmitters being blown out.

21 But what I wanted to talk about is for the
22 average homeowner, we've got a lot of seniors, and I'm
23 talking for seniors and retirees, we're on fixed income.
24 When it's fixed, it's fixed. We have not gotten any
25 raise but that 1 percent for social security, so nothing

1 have gone up. But for FP&L to talk about overage and
2 money that they can actually play around with, for the
3 livelihood of the average homeowner, it's difficult to
4 play around with people's money when they don't have
5 money and they're paying bills from one month to the
6 next. I think it's not good to increase because of what
7 you want for excess when people are trying to make it
8 from one payday or to the next month. And I just want
9 to talk about those people because FP&L also require
10 people who have not been paying on a day -- monthly,
11 monthly base, they go up to \$1,000 for a deposit all
12 over again. And those deposits people never get back,
13 so they're making interest on those thousands of
14 dollars. And where is that money? You know, that's
15 excess too. So we want to stop the madness and make it
16 where it's affordable for everyone.

17 We know we need lights because we cannot live
18 in Miami or anywhere else now with the heat factor to
19 where it is, so we know that we need to have
20 electricity. But we want to be comfortable and we want
21 to know that the money that we're spending is also going
22 to the right place and not just for excess. Thank you.

23 **CHAIRMAN BROWN:** Thank you, Ms. Owens, for
24 your testimony.

25 Commissioners, any comments or questions?

1 Thank you.

2 Next customer, please.

3 **MR. KELLY:** After Mr. Fabian is Verley
4 Lumpkin.

5 **CHAIRMAN BROWN:** Good morning.

6 **MR. FABIAN:** Good morning. My name is Manny
7 Fabian. I grew up in and have lived in South Florida
8 for over 50 years. I'm a homeowner, FPL customer now.
9 I own several rental properties. I'm here to testify
10 that I'm very pleased with FPL's service. I have been
11 for as long as I've been an FPL customer. I'd like to
12 ditto what a gentleman said earlier. When comparing to
13 other utilities, by far the best service I receive has
14 been from FPL when you compare it to others that are
15 charging even more for their service. The
16 responsiveness to when I've needed them to come fix a
17 problem I've had has been second to none.

18 The only hardship I've ever had with my
19 electric service was, I think, when everybody had
20 hardship, was when Hurricane Andrew was here, and I
21 think that we survived that pretty well considering, you
22 know, the circumstances.

23 I'm very pleased -- I was very pleased to hear
24 the things that FPL is doing with alternative power
25 sources, and I hope that they continue to do the same.

1 I have no problem with the increase because the service
2 that I'm getting I feel is a good, is a good investment.
3 That's all I have. Thank you.

4 **COMMISSIONER EDGAR:** Thank you, Mr. Fabian.

5 Any questions?

6 **MR. KELLY:** Yes, ma'am.

7 **COMMISSIONER EDGAR:** Yes, Mr. Kelly.

8 **MR. KELLY:** Mr. Fabian, I apologize.

9 **MR. FABIAN:** Fabian.

10 **MR. KELLY:** I said your name wrong.

11 Mr. Fabian, do your tenants pay their own bills or do
12 you get the electric bills and they pay it to you
13 through the --

14 **MR. FABIAN:** They pay their own bills.

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

16 **COMMISSIONER EDGAR:** Thank you.

17 Mr. Kelly.

18 **MR. KELLY:** After Ms. Lumpkin is Albert Gomez.

19 **MS. LUMPKIN:** Good morning.

20 **COMMISSIONER EDGAR:** Good morning.

21 **MS. LUMPKIN:** My name is Verley Lumpkin. I
22 live at 1940 Northwest 179 Street, Miami Gardens. Phone
23 number, (305) 621-8018.

24 First of all, I would like to say I appreciate
25 the service I've been receiving from Florida Power &

1 Light, and they have improved over the past few years.
2 I'm very pleased with my service. But I am a retired
3 widower, homeowner living on a fixed income. As the
4 lady said before, there are many seniors that are
5 struggling right now trying to make ends meet. Our
6 check is the same thing each month. We -- I cannot
7 afford an increase.

8 As far as I see, Florida Power & Light, it's a
9 business. Businesses are made -- they're there to make
10 profits. But when you're looking at a want versus a
11 need, they don't need this increase. They want this
12 increase. I cannot afford this increase, and I know I
13 speak for several others. Thank you.

14 **COMMISSIONER EDGAR:** Thank you.

15 Questions?

16 Thank you so much, Ms. Lumpkin.

17 **MR. KELLY:** After Mr. Gomez is Les Pantin.

18 **MR. GOMEZ:** Hello.

19 **COMMISSIONER EDGAR:** Hello.

20 **MR. GOMEZ:** It's Albert Gomez. I'm speaking
21 on behalf of myself, a citizen, and I'm also with the
22 South Florida Resilience Systems and a manufacturing --
23 I own a manufacturing company here in the South Florida
24 area. I have customers in the very near area.

25 What I would first say is that I make money.

1 I'm relatively successful. I'm not going to have a
2 problem with the rate increase; I can handle it. But
3 people that I give jobs to, they're going to have a
4 problem.

5 But I first want to say one thing. The Public
6 Service Commission held a variety of meetings. The only
7 one -- there was one at 6:00, there was one at
8 5:00 p.m., and every person that this would affect most
9 cannot get there at that time. Okay. They have --
10 they're working 9:00 to 5:00, 9:00 to 6:00, double
11 shifts, whatever it takes. And having all the -- most
12 of the service Commission meetings during the day,
13 during paying hours, that doesn't -- you're not going --
14 you're going to have a one-sided response. So that's my
15 first point.

16 The second point that I would make is that,
17 you know, FPL has a guidance. They're a clean, safe,
18 clean, and affordable energy. They bring the
19 affordability to us. Okay? It's very inexpensive
20 energy down here, so it makes it hard for us to really
21 say anything. But the reality is it is not safe right
22 now. Okay? We are dealing with issues, you know, that
23 regulatory agencies are calling them out on finally and
24 addressing them, and they have entered into this
25 ten-year agreement to solve their ongoing problems. But

1 to say that they're delivering on that and that they
2 could automatically concurrently ask for a rate increase
3 at the same time, I think that's just poor management.

4 You have to focus, stay on the ball, get it
5 done. If I want another client of mine to give me an
6 order and I failed quality inspection on something,
7 they're going to tell me to fix my problems before I get
8 another order, and that's just the way business rolls.
9 And for us to somehow, because they're our only utility,
10 they're, you know, they can run their own show, I just
11 think it's, you know, it's a little disconnected from
12 the reality. And I think that's the truth because they
13 have a very special reality, they are our only utility.
14 So I want to focus on the fact that the wage earners
15 can't be here to make their claims, and the ones that --

16 **CHAIRMAN BROWN:** Thirty seconds.

17 **MR. GOMEZ:** -- the ones that this would affect
18 most.

19 But I think you, as the Public Service
20 Commission, I've heard in other hearings advocates, and
21 I've been that passionate advocate, I'm starting to kind
22 of become a little more leveled, talk smack about you
23 guys. That you're a paper tiger over here. And I want
24 to see you guys start making real, real tough choices,
25 you know, and this is a good one. This is a good one

1 for you to start to signal that you can make those tough
2 choices and that you're not beholdng on people that are
3 really running stuff down here, which is our single
4 utility.

5 **CHAIRMAN BROWN:** Thank you, Mr. Gomez, for
6 your testimony.

7 Next customer, please.

8 Oh, you have a question?

9 **COMMISSIONER GRAHAM:** Mr. Gomez?

10 **CHAIRMAN BROWN:** Mr. Gomez, please come back
11 up here. There's a Commissioner that has a question.
12 Commissioner Graham.

13 **COMMISSIONER GRAHAM:** Well, it's more of a
14 statement. Just to let you know and, I guess, everybody
15 else in the audience know that we have been traveling
16 around the state. This is our ninth one, our ninth
17 meeting, but it's not necessarily -- you don't just have
18 to come to this meeting. You can get on the website,
19 you can send a message, you can send an email, you can
20 make a phone call. I mean, so there's many, many, many
21 different ways for those people that you're speaking of
22 to get their concerns, their comments to us that we make
23 sure it is part of this, all part of this hearing.

24 **MR. GOMEZ:** Was that a question?

25 **COMMISSIONER GRAHAM:** No. I said it's a

1 statement.

2 **MR. GOMEZ:** Okay. All right. I thought I was
3 being brought back for a question.

4 **COMMISSIONER GRAHAM:** No. I just wanted to
5 make sure that you --

6 **MR. GOMEZ:** Am I able to make a statement to
7 that statement?

8 **COMMISSIONER GRAHAM:** Sure. Sure. Please.

9 **MR. GOMEZ:** Okay. Okay. Most of the people
10 that don't have the capital, the minority community, the
11 low-income community, are the ones with less access to
12 internet. And this has one of the poorest-rated
13 internet accesses of all major metropolitan cities
14 across the country, so that reality is that that claim
15 that there are other -- no, there are not other.

16 **CHAIRMAN BROWN:** Thank you.

17 **COMMISSIONER GRAHAM:** Sir, I have to disagree
18 with that, and please forgive me, Madam Chairman.
19 There's plenty of libraries out there that have access.
20 Almost every single person you're talking about has a
21 cell phone.

22 **MR. GOMEZ:** Have you gone to the library
23 lately?

24 **COMMISSIONER GRAHAM:** Yes, I have.

25 **MR. GOMEZ:** Okay. My wife had to use the

1 library because I was having an interrupted Comcast
2 issue with my service, and she had to go the library, to
3 her local library every day. She rode her bike up there
4 and went to the library and waited in line for four
5 hours to use a terminal because there's a line of people
6 that don't have money to pay for their service getting
7 on the computer, whether it is to upload Facebook,
8 whatever. My wife was doing humanitarian disaster
9 relief, but she had to do that.

10 **CHAIRMAN BROWN:** Mr. Gomez, I appreciate all
11 your comments. And they are --

12 **MR. GOMEZ:** Yeah. He brought it -- he brought
13 it up.

14 **CHAIRMAN BROWN:** And, Commissioner Graham,
15 thank you for your comments and response.

16 **MR. GOMEZ:** Yeah.

17 **CHAIRMAN BROWN:** We will take your testimony
18 into consideration.

19 **MR. GOMEZ:** I truly appreciate that.

20 **CHAIRMAN BROWN:** Thank you.

21 Next customer, please.

22 **MR. KELLY:** After Mr. Pantin is Ms. Holiday
23 (sic), Holloway. I think it's Roberta (sic) Holloway.

24 **CHAIRMAN BROWN:** Good morning.

25 **MR. PANTIN:** Good morning. Thank you for

1 coming here today. Thank you for the opportunity to
2 speak. I'm speaking in favor of FPL. They provide a
3 great, reliable, friendly service. I worked for years
4 in local government, and we had a situation here with
5 the water and sewer department. They did not invest in
6 their infrastructure. We were mandated by the federal
7 government to fix that, and that ended up costing
8 billions more than it should have cost. So just take
9 that in consideration.

10 **CHAIRMAN BROWN:** Thank you for your testimony.
11 Mr. Kelly.

12 **MR. KELLY:** And I apologize. Is it Rosetta
13 Holloway?

14 **CHAIRMAN BROWN:** Here she comes.

15 **MR. KELLY:** And I'm sorry. I couldn't read
16 the writing.

17 **COMMISSIONER BRISÉ:** Take your time. Take
18 your time. No need to rush.

19 **MR. KELLY:** And she will be followed by
20 Marleine Bastien.

21 **CHAIRMAN BROWN:** Good morning.

22 **MS. HOLLOWAY:** Good morning. I am Rosetta
23 Holloway. I live at 1760 Northwest 45th Street.

24 **CHAIRMAN BROWN:** Could you just adjust the mic
25 a little bit so we can hear you? Thank you.

1 **MS. HOLLOWAY:** And I'm -- good to be here
2 today. I just -- we just had an experience on the
3 weekend, Saturday night. They were -- FP&L was there on
4 time, they stayed on time, and they finished the job,
5 and I'm very happy about that. It have improved greatly
6 over the years and it's still improving, still
7 improving. But, so, I enjoyed it and they got the job
8 did and it was finished. And that's all I have to say.

9 **CHAIRMAN BROWN:** Thank you, Ms. Holloway.

10 Commissioners, any comments or questions?

11 Thank you.

12 Next customer, please.

13 **MR. KELLY:** After Ms. Bastien is Elizabeth
14 Jude (sic) or Judd.

15 **CHAIRMAN BROWN:** Good morning.

16 **MS. BASTIEN:** Good morning, Commissioners,
17 Madam Chair. We have a group of members here who speak
18 only Creole, so I don't believe they understood when you
19 had them swear.

20 **CHAIRMAN BROWN:** Thank you.

21 **MS. BASTIEN:** Yeah. So I don't know what you
22 want to do about that because one of them is going to be
23 intervening in Creole.

24 **CHAIRMAN BROWN:** We do have a Commissioner who
25 speaks Creole.

1 **MS. BASTIEN:** Thank you so very much.

2 **CHAIRMAN BROWN:** Thank you.

3 **MS. BASTIEN:** Marlene Bastien from 181
4 Northeast 82nd Street. I'm the CEO of FANM of Miami,
5 the Haitian Women of Miami. I'd like to start by
6 telling Commissioner Brisé (speaking in Creole).

7 **COMMISSIONER BRISÉ:** Merci. Merci.

8 **MS. BASTIEN:** So we are happy to see
9 Commissioner -- and the former state representative --
10 Brisé. We are here to say that we represent 5,000
11 members, provide services to 5,000 members in mental
12 health, domestic violence intervention, health access,
13 after school programs, summer programs, immigration.
14 And every year we have to feed our students, our
15 children, most of them qualified -- I say most -- all of
16 them qualified for public benefits because they are
17 unable, you know, to really pay for a lot of the
18 services that are provided out there, but our services
19 are free to them. We have to feed all children in the
20 summer, we have to feed even some of the adults because
21 otherwise they would, you know, go to sleep hungry. We
22 are talking about thousands and thousands of members who
23 are fighting and struggling to pay their bills, and
24 oftentimes they have to decide whether to pay their
25 electric bills or pay for their own medication.

1 So many of these people, thousands of these
2 people, they are not here today. They are unable to
3 come here today. Even if they wanted to, most of them
4 are working, but they don't even own a car. They
5 couldn't walk here. It's far away from where they live,
6 from where they live. So they cannot afford a fee hike
7 from FPL.

8 In 2014, FPL stopped a program that would
9 allow their members to save money, that was an energy
10 conservation program, because they claimed that it was
11 too expensive. Now they want to charge clients more
12 when they are making billions of dollars in profit?
13 This, to me, is corporate greed. And we hope that you
14 will decide against that because we have so many of
15 these people who are unable to pay their own bills.
16 They are unable to feed themselves. In the summer when
17 school is out, our children would go hungry if we didn't
18 feed them, if we didn't provide them with a warm meal.
19 How do you expect them to pay more in electricity bill?
20 Most of these people, I'm telling you again, they are
21 not here, they cannot be here. Their voices are not
22 heard. So, but we are here to represent them, and there
23 are thousands and thousands and thousands of them across
24 the state of Florida.

25 You hear the big, you know, suits because

1 they're able -- they make money, they're able to be
2 here, but these thousands and thousands of voices, they
3 cannot be here in front of you. So we hope, we pray
4 that you will take their voices into consideration.

5 And we have one member who wanted to -- I
6 wanted to speak because, you know, we were at the
7 Flagler the other day and you only had a Creole and
8 Spanish translation. She said, "Marleine, I have to
9 speak in Creole. I have to say something." But she's
10 here. She has -- she signed up. Can she speak now?

11 **CHAIRMAN BROWN:** Yeah, absolutely. Thank you.

12 **COMMISSIONER BRISÉ:** Was she sworn in? Did we
13 swear her in?

14 (Witness sworn in by Commissioner Brisé.)

15 **CHAIRMAN BROWN:** Thank you, Commissioner
16 Brisé.

17 (Ms. Calixt speaking through Commissioner
18 Brisé as follows:)

19 **MS. CALIXT:** Her name is Jeanine Calixt. Her
20 address is -- okay, her address is A1111. She lives in
21 a trailer park. Her phone number is (786)558-9021. You
22 got that.

23 Okay. So today I'm here to speak about a need
24 or a want that doesn't come from us. So there's a lot
25 of deficit in the town, there's a lot of homes that have

1 been destroyed. The people who are hired are supposed
2 to get paid, but it's not them that are supposed to pay
3 for that. Where I am, there's more than 400 which have
4 been broken, okay, 400 houses that are no longer there,
5 and all that money does not go to FPL. So that means
6 that with the reduction in revenue, all the other folks
7 should not be responsible to cover that reduction. Not
8 only that, I am one elderly person, so it's not only me
9 that's in this state, but there are many people who are
10 in a similar -- who are similarly situated. Merci.

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

13 A question, ma'am, for you. You talked about
14 an energy conservation program that was stopped. Could
15 you specifically address which program that was? I
16 know, but there was a specific program.

17 **MS. BASTIEN:** There was a time when FPL, there
18 was a program where --

19 **CHAIRMAN BROWN:** What was the program?

20 **MS. BASTIEN:** -- to teach and to -- consumers
21 how to conserve energy. Yeah.

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

23 **MS. BASTIEN:** This is not available anymore,
24 from what I understand. And then -- and we also, we
25 also, we also know, we also know that there was an,

1 there was an effort recently to -- for FPL to have some
2 kind of competition so that we could at least, we could
3 have a choice. We don't have no choice right now. FPL
4 is the choice. All right?

5 And may I add one quick thing? We help a lot
6 of our clients who come because they cannot pay their
7 bills. And I had a case that really broke my heart, a
8 blind lady who lived on the fourth floor of a building
9 in North Miami. I spoke with an FPL employee. Her
10 lights was turned off because she could not pay. She
11 could pay \$200. I spoke with an FPL employee, I spoke
12 with two managers. They wouldn't turn on the light.
13 Because the lady was blind, she had four children, one
14 of them was a minor, was 14 years old. I called up
15 Miami where the lady lived. The council person who
16 represents her called FPL. They didn't turn on the
17 lights. They wanted her to add to her deposit and they
18 wanted her to pay \$600, which she couldn't pay. Her
19 lights were turned off because she couldn't pay in the
20 first place. These are stories that really -- that are
21 really heartbroken, and now they're asking these people
22 who cannot even eat, who cannot even pay -- buy their
23 meds to pay more when they've made billions of dollars
24 of profit. This is corporate greed.

25 **CHAIRMAN BROWN:** Thank you so much for your

1 testimony. I want to thank you all for coming here
2 today. And, Commissioner Brisé, thank you so much. As
3 always, you are a true gem on the Commission, and I
4 appreciate you translating the message to them.

5 **MS. BASTIEN:** We miss him.

6 **CHAIRMAN BROWN:** We're lucky to have him.
7 Thank you for your testimony.

8 **COMMISSIONER BRISÉ:** Thank you for your
9 testimony. Merci.

10 (Commissioner commenting in Creole.)

11 **CHAIRMAN BROWN:** And thank you all for your
12 indulgence.

13 Mr. Kelly.

14 **MR. KELLY:** After Ms. Judd is Rachel Walker.

15 **MS. JUDD:** Good morning.

16 **CHAIRMAN BROWN:** Good morning.

17 **MS. JUDD:** My name is Elizabeth Judd. I'm
18 representing the Biscayne Gardens Civic Association
19 located at 15000 North Miami, 33169. My cell phone
20 number is (305)244-1231 .

21 Biscayne Gardens is a community of 35,000
22 citizens. It's in unincorporated Dade. As well as
23 representing Biscayne Gardens, I am also the legislative
24 chair for the AARP and, in addition, I'm an AFSCME
25 retiree affiliated with many employees who are retired

1 and on fixed income.

2 The PSC, for all -- your purpose is to
3 represent the people because you have to, and you should
4 listen and understand that whereas businesses do have
5 discretionary income, when you're dealing with the fact,
6 and FPL is a monopoly, you're there to protect us
7 because we do not, as the previous person stated, we do
8 not have an alternative. If I don't like a car or if I
9 don't like a telephone service, I do have a choice.
10 With FP&L, I have no choice. I must deal with FP&L.

11 Businesses have -- many of your speakers today
12 have been businesses, discretionary income. Families do
13 not have discretionary incomes that are seniors. We
14 have a large population of people on -- that are poverty
15 stricken. This community is a community of haves and
16 have-nots. And you -- I implore you today to be fair
17 and balanced and make a decision that will be fair to
18 all.

19 While FP&L provides a wonderful service, I
20 could too if I made a -- had a profit of a billion
21 dollars. Anyone could provide excellent service if they
22 have a large discretionary income as well as a profit.
23 So it's not personal. It's just a matter of business.
24 It's just a matter of doing what you have to do for
25 everyone in this community and in this state as we are

1 who we are. We are poor, we are rich, we are seniors,
2 we have a small middle class. So as the other person
3 said, FP&L has a want. We have a need. And there are
4 too many people, especially --

5 **CHAIRMAN BROWN:** Ten seconds.

6 **MS. JUDD:** -- there's probably untold
7 thousands of people who have to decide between whether
8 or not they will have AC. And AC in the state of
9 Florida is not a privilege; it's a necessity. It's life
10 and death. Thank you.

11 **CHAIRMAN BROWN:** Thank you so much for your
12 testimony.

13 Commissioners, any comments or questions?

14 Thank you.

15 Next customer, Mr. Kelly.

16 **MR. KELLY:** After Ms. Walker is Bruce
17 Brecheisen.

18 **CHAIRMAN BROWN:** Good morning. Boy, that's
19 loud.

20 **MS. WALKER:** I don't know if that's my purse,
21 but I'll sit it over here.

22 Okay. My name is Rachel Walker. I live at
23 500 Northwest 43rd Street, Miami, Florida 33127. And
24 personally I really have no complaints. My husband, our
25 dog, Fendi, we're good, you know. It's just -- my

1 husband and I are new empty nesters, so we're okay
2 because we work more than we are at home.

3 As far as the work I do, we -- I work for a
4 national non-profit by the name of Urban Strategies, who
5 works alongside physical revitalization projects in
6 distressed urban communities. So what that means for
7 our work here in Miami is the work that we've done on
8 the Scott Carver Hope VI Community Revitalization
9 Project. We oversee all of resident services, which it
10 is now a new mixed income development with 50 percent of
11 our families being public housing residents.

12 Prior to construction, FPL worked with our
13 families to resolve our delinquent accounts, which
14 allowed them to move back into the new community. They
15 continue to work with residents as we engaged residents,
16 as we continued the lease up process by way of doing
17 workshops, which I -- from hearing others that came
18 before me, those have been cut off. I wish they'd
19 continued those.

20 However, now in my day-to-day work, I
21 occasionally have families, that can be public housing
22 and even our working class as well as our seniors, who
23 may encounter some hardships, and FPL has maintained
24 that relationship by assisting those families through
25 their customer advocacy department. They've maintained

1 that contact for our families, which is something that I
2 hope they'll continue to do for the organizations that
3 were represented here today.

4 I don't necessarily have anything to say in
5 terms of an increase. I don't think anybody wants to
6 have, you know, an increase in their bill. But I would
7 say that based on our partnership in the past and moving
8 forward and even now, they've maintained a partnership
9 in terms of helping our families in need.

10 **CHAIRMAN BROWN:** Thank you for your testimony.
11 Commissioners, any questions?

12 Mr. Kelly.

13 **MR. KELLY:** Yeah. Ms. Walker, thank you for
14 being here today. Does -- Urban Strategies is a
15 non-profit?

16 **MS. WALKER:** Yes, it is.

17 **MR. KELLY:** And do you take donations from the
18 public?

19 **MS. WALKER:** Yes, we do.

20 **MR. KELLY:** Does Florida Power & Light
21 contribute directly or indirectly financially to your
22 non-profit?

23 **MS. WALKER:** They made a small contribution a
24 few years ago, and I would say it wasn't even over \$200
25 for a back-to-school event. They provided some

1 supplies. Most of our contributions are through grants,
2 and they're pretty much on a larger scale. So we
3 haven't solicited them for any other financial support.

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

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

6 Next customer, please.

7 **MR. KELLY:** Mr., is it Brecheisen?

8 **MR. BRECHEISEN:** Brecheisen.

9 **MR. KELLY:** Brecheisen. I apologize. He will
10 be followed by Crystal Lee.

11 **CHAIRMAN BROWN:** Good morning.

12 **MR. BRECHEISEN:** All right. Good morning. My
13 name is Bruce Brecheisen, and I'm a vice --

14 **CHAIRMAN BROWN:** Move to the mic.

15 **MR. BRECHEISEN:** Good morning. My name is
16 Bruce Brecheisen, and I'm a vice president with Seaboard
17 Marine. We are the largest cargo terminal operator at
18 the Port of Miami. And I'm here to share that much of
19 the cargo that we move through our facility is
20 refrigerated cargo moved in refrigerated cargo
21 containers. And over a three-year period, we've kind of
22 recently -- phased in over three years, we recently
23 completed the construction of 432 refrigerated plugs.
24 Okay? And those are for these cargo containers that
25 carry the perishables to be plugged into. And during

1 that process, I wanted to commend FP&L in regards to the
2 support and the service that we received during that,
3 and they, in turn, asked us to speak today.

4 I think probably more importantly than the
5 construction process is the need for these types of
6 cargoes, again, which, again, are both imports and
7 exports, to have reliable electricity. If not, we've
8 got a major issue with several hundred containers being
9 in our facility and those perishables going bad and the
10 produce itself going bad. So clearly we don't relish,
11 you know, any kind of an increase, if you will, you
12 know, such as being proposed, but we recognize that you
13 often times get what you pay for. And it's very
14 important for us to have reliable infrastructure to be
15 able to support, you know, a major part of the local
16 economy.

17 **CHAIRMAN BROWN:** Thank you.

18 Commissioners, any questions or comments?

19 Mr. Kelly has one.

20 **MR. KELLY:** Just one question. If your rates
21 go up, do you have to pass those on to your customers?

22 **MR. BRECHEISEN:** If, if --

23 **MR. KELLY:** If your electric rates go up, do
24 you have to pass those along to higher rates to your
25 customers?

1 **MR. BRECHEISEN:** That's a good question. I
2 would say generally not from the perspective -- I mean,
3 we would certainly like to, but, you know, it's just
4 what the competitive situation is. And global freight
5 is a very competitive industry and, you know, we're
6 competing not only against ports, you know, nearby such
7 as Port Everglades or Tampa or Jacksonville, but also
8 entry points, if you will, you know, that might be New
9 Orleans, might be Houston, might be Charleston, et
10 cetera. So it's a --

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

13 **MR. BRECHEISEN:** Okay. Thank you.

14 **CHAIRMAN BROWN:** Next customer, please,
15 Mr. Kelly.

16 **MR. KELLY:** After Ms. Lee is LeRoy Lee.

17 **CHAIRMAN BROWN:** Good morning.

18 **MS. LEE:** Good morning. That's my son. He
19 can come up with me, okay, so you don't have to call him
20 twice.

21 **CHAIRMAN BROWN:** Okay. Absolutely.

22 **MS. LEE:** Okay. Good morning. My name is
23 Crystal Lee, and I live at 1131 Northwest 57th Street,
24 Miami, 33127. My telephone number is (305)244-7128.
25 I'm a retired nurse after 39 years. I do appreciate

1 FP&L's services; however, again, as everybody other than
2 the business aspect that spoke, we don't have a return.
3 We just get our retirements from either the state of
4 Florida through our jobs or social security. And I
5 retired young, I'm really young, okay, so I don't get
6 the full amount. So an increase -- my light bill went
7 up almost \$40 this month. And since you're here and
8 you're the Public Service Commission, I think that all
9 of these companies that monopolize, the Comcasts and the
10 ATTs, they all get too much money.

11 So, no, I am not in favor of an increase in
12 any sort because I worked as a nurse and I did other
13 things other than my nursing duties, and I didn't get
14 anything extra for it. So, you know, I'm going to let
15 my son, who's an attorney, I sent him to school -- come
16 on, baby. Stand right here. This is my handsome son.
17 Thank you.

18 **CHAIRMAN BROWN:** Aw, she's so proud. Very
19 proud.

20 **MR. LEE:** Good morning. My name is --
21 actually afternoon. My name is LeRoy Lee. First of
22 all, I'd like to thank God for having the opportunity to
23 be here and to give me this wonderful lady, single mom
24 that raised me in Liberty City. Graduate of the College
25 of the Holy Cross in Worcester, Massachusetts, a Jesuit

1 college; University of Florida, College of Law. I've
2 been very blessed. I worked for a very big law firm.
3 We represented BellSouth and other companies. And after
4 about three years, I walked away, and I began to work
5 with everyday people. I work with mainly low to
6 moderate income families. I've been representing them
7 for 19 years. And I must say that I am against the rate
8 increase for many of the reasons that have been put
9 before you from the elderly and from the lady that had
10 the Haitian organization here.

11 I also at one point was the attorney,
12 appointed the attorney of Miami-Dade County's, I think,
13 34 HUD locations, and a lot of the issues are the same,
14 on top of living here in Opa-Locka at one point where
15 they have a very large rental community, a lot of HUD
16 houses, fixed incomes, and the issues are all the same.
17 You have a lot of people -- the deposits are very high.
18 And I noticed, because I lived in southwest Miami-Dade
19 at one point, and the deposits in, let's say, Coral
20 Gables are not the same as Opa-Locka, Liberty City. And
21 the explanation is, well, your tax -- no, your credit
22 score or if you're unable to enroll in the banking
23 program where you can take your payment out of my
24 account, now your deposit goes up almost 300 percent.

25 And I had an issue, because I'm a father of

1 seven -- four boys, three girls -- and at one point I
2 moved and I was assured that my income -- my deposit
3 would stay at around \$200, and three months later I got
4 a notice from FPL saying it was going to go up to about
5 600. Well, with that many children and trying to be on
6 a fixed income, because I am an attorney but I'm working
7 with regular, everyday people, so I don't charge huge
8 amounts, it put me in a bind and my lights too were
9 about to be turned off. I had to actually call the
10 Public Service Commission because there was nothing FPL
11 was going to do. They were not budging on it.

12 And I have a problem with the fact that if you
13 charge this particular zip code, which happens to be low
14 to moderate income, which happens to be the majority of
15 African descent, these folks' credits is not going to be
16 high. The largest employer right now of
17 African-Americans is the stadium. That's part-time,
18 seasonal work, like most folks, and now there's a large
19 influx of low income Hispanics from different countries.
20 It's the same thing. You're working at a hotel, et
21 cetera. So the bottom line is FPL --

22 **CHAIRMAN BROWN:** Thirty seconds.

23 **MR. LEE:** -- there's a problem with the way
24 the deposits and those sorts of programs are put into
25 place, not to mention I had to represent a young lady

1 that had a mold issue with the older houses. You have
2 to run your air conditioner in order to fight the mold.
3 So, of course, that's an increase in the charges on your
4 income. These are things that FPL should really look
5 at. They don't deserve right now an increase until they
6 are able to help this service be more affordable across
7 the board. Because Coral Gables should not get a \$150
8 deposit because you have good credit, because you have a
9 job, versus a person that's everyday living on a fixed
10 income.

11 **CHAIRMAN BROWN:** Thank you, Mr. Lee. I hope
12 the Florida Public Service Commission was able to help
13 you out with your problem.

14 **MR. LEE:** They gave me --

15 **CHAIRMAN BROWN:** Oh, good.

16 **MR. LEE:** One -- they gave me an extension,
17 but I think about all the other people that I know go
18 without power.

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

20 Commissioners, any questions or comments for
21 Mr. and Ms. Lee?

22 Thank you both for your testimony.

23 All right. Next.

24 **MR. KELLY:** Next speaker is Joseph Gourgue,
25 followed by Kay Love.

1 **CHAIRMAN BROWN:** We have just a few customers
2 left. And if they have -- has anybody been -- that
3 would like to speak who has not been sworn in? Because
4 I know a few more trickled in. You have, sir? Is there
5 anyone else that needs to be sworn in? Okay. We'll do
6 that when you come up, sir.

7 (Interpreter commenting in Spanish.)

8 **CHAIRMAN BROWN:** Okay. Great. We'll do it
9 when you come up.

10 Good morning.

11 **MR. GOURGUE:** Good morning, Madam
12 Commissioner. Commissioner Brisé, I'm very happy to see
13 you back here. The reason why I'm here today -- my name
14 is Joseph Gourgue. I live in Little Haiti. I live with
15 my mother right now. She's a homeowner. And I have my
16 aunts and my uncles, I have other generations that speak
17 Creole, like Ms. Bastien, who represent thousands of
18 Creole in this community. I think the people that I
19 represent fit the same mode. They're on fixed income.
20 My mom is retired and she doesn't do the news like I do.
21 And I did explain to her that her rate, unfortunately,
22 they're thinking about, is going to go up. And she told
23 me that I needed to be here to say something on her
24 behalf because she couldn't make it.

25 She's requesting that -- she's been here for a

1 long time. She works very hard, she plays by the rule,
2 and she thinks that a rate increase with a fixed income,
3 as you all know, a lot of people here, it will be very
4 bad. So she's really against it, and she's hoping that
5 the Commission will do the right thing. And I thank you
6 for being here. I thank Florida Memorial for hosting
7 this event. Thank you.

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

10 Commissioners, comments or questions?

11 Thank you.

12 Next customer, please.

13 **MR. KELLY:** Kay (sic) Love.

14 **CHAIRMAN BROWN:** Is Kay (sic) Love here? No.

15 **MR. LOVE:** Hi, how are you doing?

16 **CHAIRMAN BROWN:** Oh, there you go.

17 **MR. KELLY:** Oh, Ray, I'm sorry. I'm sorry.

18 **MR. LOVE:** Yeah, yeah, that's right. That's
19 right. How you doing?

20 **CHAIRMAN BROWN:** Not Kay.

21 **MR. LOVE:** Hi. Good stuff. Good stuff. I
22 want to thank the Commission for coming down here to
23 Miami Gardens to speak to us about this particular
24 initiative. I'm not all that crazy about it. I've been
25 sitting here watching all these individuals come up and

1 give testimonies. I feel like I'm watching the NBA
2 finals, like their testimonies are rigged. It's like --
3 I mean, real talk, real talk -- because I'm like, wait a
4 minute, wait a minute, you have people that are coming
5 up here doing testimonies who are CEOs or corporations
6 and real estate companies and real estate moguls and
7 stuff like that going, "Yeah, yeah, yeah," you know,
8 "Florida Power & Light is awesome. I love Florida Power
9 & Light. They're great business partners." And I
10 understand all that, but you're representing yourself
11 and your business. You're not representing the people
12 who are staying in your buildings. That's the
13 difference. The people that's going to be staying in
14 your buildings, I don't think they're going to approve
15 of a rate increase so that big business can go ahead and
16 increase their profit. I think that's a little crazy.

17 And then you even have somebody that didn't
18 even stay here in the state of Florida come up here and
19 give a testimony, and I'm glad you pointed that out.
20 I'm like, wait a minute. So if you have somebody that's
21 not even in the state of Florida coming up here and
22 saying that they're for the initiative, then I'm like,
23 wait a minute, wait a minute, this thing is a little
24 crazy.

25 My thing is this. We all know that Florida

1 Power & Light is the only party or the only business in
2 town that provides us with, you know, with power, and so
3 we don't have any options. Somebody mentioned something
4 about Comcast and Comcast has -- excuse me a second --
5 Comcast, you know, when I look at my Comcast bill and
6 then I look at Florida Power & Light, I'm like, wow.
7 Well, guess what? You could change Comcast. You've got
8 Netflix, you've got Hulu, you've got all kind of stuff.
9 You have other options. You do not have to stay with
10 Comcast, but we have to stay with Florida Power & Light.

11 Now my thing is this, needs versus wants. I
12 like when they mentioned that because I'm like, okay,
13 yeah, you want the increase so you can do things, but
14 you don't need it. You made \$1.6 billion. All these
15 people came up here and said today that Florida Power &
16 Light is awesome, they provide great services, they get
17 these great engineers that's been helping us out, and
18 they've been able to do that on the profit that they're
19 making. So why do they need more money? If you're
20 doing all this great stuff with what you've got, then
21 why you asking me for more money? Why you trying to get
22 another thousand out of me every year? I need mine.
23 Get your hands out my pocket. That's all I'm saying.
24 Thank you.

25 **CHAIRMAN BROWN:** Thank you, Mr. Love.

1 Commissioners, any comments, questions?

2 All right. Next customer, please.

3 **MR. KELLY:** Debra Dawkins, followed by John
4 Riley.

5 **CHAIRMAN BROWN:** Here she comes.

6 **MS. DAWKINS:** Good morning, Commissioners.

7 **CHAIRMAN BROWN:** Good morning.

8 **MS. DAWKINS:** Is this thing on? Okay. I
9 guess it is. My name is Debra Dawkins, and my address
10 is 1840 Northwest 49th Street, Miami, Florida 33142, and
11 my phone number is (305)635-0356. And, yes, I am a
12 retired teacher and on a fixed income now, and the only
13 other income I have, of course, is my social security,
14 which I'm very thankful for. So I don't feel that I'm
15 doing really bad, but I am very much concerned about the
16 rate increase because of the fact that it affects a lot
17 of people. And most -- and all, from my understanding
18 of this whole thing, it's going to affect the
19 residential people. Is that correct? Not the
20 commercial, not the companies and --

21 **CHAIRMAN BROWN:** It will affect everyone.

22 **MS. DAWKINS:** It affects everybody?

23 **CHAIRMAN BROWN:** Yes.

24 **MS. DAWKINS:** Oh, okay. Because, see, I guess
25 I was under the wrong understanding, it was only going

1 to affect the residents. Because I feel that if it's
2 going to affect us, then it needs to involve everybody,
3 the business and all the companies, industrial, the
4 commercial. It should be -- everybody should have their
5 share of this bill if it's going to pass. But I agree
6 with the young man who just spoke. I have to just ditto
7 everything he said because he was really telling it like
8 it is, because it's going to affect all of us who, you
9 know, live here in this community. And so I just -- and
10 not that I'm against FPL because I do agree that FPL is
11 doing a good job, but it's -- but what they're doing,
12 though, from my understanding, also from what the Office
13 of Counsel said, that they're making such a profit, and
14 we don't -- we can't -- we don't make profits,
15 especially those of us who are now on fixed incomes.
16 Okay. And I just wanted to share that with you.

17 And I also -- the community where I live is in
18 Allapattah, and I serve now as the president of a local
19 chapter of AARP. And all of the people that I serve,
20 they are -- they're low income and they don't, you know,
21 and they come to Charles Hadley Park, that's where they
22 meet every day. They are provided meals by being there,
23 but what happens when they go home?

24 I'm like Ms. Bastien, what she said also,
25 because we have a lot of low income people especially in

1 my area, because the home I live in, I've been there
2 over 50 years, but that community has changed so much
3 because of the fact that you've got people moved, done
4 moved --

5 **CHAIRMAN BROWN:** Ten seconds.

6 **MS. DAWKINS:** Okay. I'm sorry. I'll stop
7 right there. Okay. Thank you very much.

8 **CHAIRMAN BROWN:** Ma'am? Ms. Dawkins?

9 **MS. DAWKINS:** Yes.

10 **CHAIRMAN BROWN:** I do want to say AARP is a
11 party to this proceeding.

12 **MS. DAWKINS:** Yes.

13 **CHAIRMAN BROWN:** And we will hear from them
14 during --

15 **MS. DAWKINS:** Yes, I did sign one of the
16 petitions. Yes, I did. All right. Thank you very
17 much.

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

20 **MR. KELLY:** John Riley.

21 **CHAIRMAN BROWN:** Sir, will you raise your
22 right hand?

23 Thank you. Do you swear or affirm to tell the
24 truth in this proceeding?

25 **MR. RILEY:** I do.

1 (Witness sworn.)

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

3 **MR. RILEY:** Thank you so much. And let me
4 welcome the Public Service Commission to our community.
5 Like you, I too serve in a position where we have a
6 thankless position and I understand it. I am the former
7 mayor of the City of Opa-Locka. I currently is the
8 mayor of the -- a commissioner in the City of Opa-Locka.
9 I am a disabled veteran and I am retired, in all of
10 those capacities. While I'm a resident, I'm a father of
11 11, 23 grandchildren, and 8 great-grands, so we have a
12 time.

13 While I may personally oppose a rate increase,
14 because of my position I understand a rate increase. If
15 we want to keep the quality of service, it's the cost.
16 Sometimes people say, well, I have the same phone but I
17 don't need to upgrade it, but sometimes I have to
18 upgrade the system in it. I have to maintain the system
19 in it. I have to look forward to what it's going to be
20 a year from now, two years from now, five years from
21 now. That's how I plan -- that's how we plan in our
22 homes if we want to do things.

23 I live in a home, but I have probably had more
24 remodeling over the past 40 years at a cost -- because
25 the house, when I first bought it, cost me \$13,000. But

1 I'll tell you what, if I do some remodeling, it costs me
2 30- to \$50,000. I have to plan for that because the
3 costs increase.

4 So we have to understand the reality of it is
5 FP&L has been a good partner in the community. I've
6 heard people speak and I've had the experience of them
7 what they do in our community, for residents of our
8 community, and et cetera, but I have to look at not only
9 how it's going to impact me, but, as I said to you, how
10 will it impact my children, my grandchildren, my
11 great-grands --

12 **CHAIRMAN BROWN:** Thirty seconds.

13 **MR. RILEY:** -- whether those services will be
14 available at that time. And looking forward, I have to
15 look now as to what I have to do and what I have to
16 participate. I thank you for your time.

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

18 Commissioners, any questions?

19 Do you really have 11 children, sir?

20 **MR. RILEY:** Yes.

21 **CHAIRMAN BROWN:** Congratulations.

22 **MR. RILEY:** And nine of them have degrees.

23 **CHAIRMAN BROWN:** Nice. Wow. Thank you so
24 much for your testimony.

25 Commissioners -- so, Mr. Kelly, next

1 question -- I mean, next customer.

2 **MR. KELLY:** That's it. I don't have anymore.

3 **CHAIRMAN BROWN:** That's it? Everyone, thank
4 you so much for your time today. We've appreciated it.
5 I want to first thank the parties, who have been very
6 patient and endurance for being throughout all these
7 customer service hearings. I would like to thank our
8 staff for their time and their dedication to the public
9 and to the state of Florida throughout these
10 proceedings.

11 Most importantly, I want to thank my fellow
12 Commissioners for your support, your patience with me.
13 As chair, we all have different styles, so I appreciate
14 you bearing with me here.

15 And, customers, thank you so much for coming
16 and participating in this proceeding. This concludes
17 all of our service hearings in the FPL rate case.

18 (Service hearing adjourned at 11:43 a.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 15th day of July, 2016.

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