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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20210015-EI

PETITION FOR RATE INCREASE
BY FLORIDA POWER & LIGHT
COMPANY.

_____ /

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN GARY F. CLARK
COMMISSIONER ART GRAHAM
COMMISSIONER ANDREW GILES FAY
COMMISSIONER MIKE LA ROSA
COMMISSIONER GABRIELLA PASSIDOMO

DATE: Monday, June 21, 2021

TIME: Commenced: 10:00 a.m.
Concluded: 11:57 a.m.

PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: DEBRA R. KRICK
Court Reporter

PREMIER REPORTING
112 W. 5TH AVENUE
TALLAHASSEE, FLORIDA
(850) 894-0828

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4 Boulevard, Juno Beach, Florida 33408; KENNETH A.
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6 Florida 32301; RUSSELL A. BADDERS, ESQUIRE, Gulf Power
7 Company, One Energy Place, Bin 100, Pensacola, Florida,
8 32520, appearing on behalf of Florida Power & Light
9 Company (FPL).

10 BRADLEY MARSHALL and JORDAN LUEBKEMANN,
11 ESQUIRES, Earthjustice, 111 S. Martin Luther King Jr.
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14 Boulevard, Suite 201, Miami, Florida 33137, appearing on
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16 Citizens of Florida, and Environmental Confederation of
17 Southwest Florida.

18 THOMAS JERNIGAN, MAJOR HOLLY BUCHANAN, CAPTAIN
19 ROBERT FRIEDMAN, SERGEANT ARNOLD BRAXTON, EBONY PAYTON
20 and SCOTT KIRK, Federal Executive Agencies, 139 Barnes
21 Drive, Suite 1, Tyndall AFB, Florida 32403; appearing on
22 behalf of the Federal Executive Agencies.

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25

1 APPEARANCES CONTINUED:

2 JON C. MOYLE, JR. and KAREN A. PUTNAL,
3 ESQUIRES, Moyle Law Firm, 118 North Gadsden Street,
4 Tallahassee, FL 32301; appearing on behalf of Florida
5 Industrial Users Group (FIPUG).

6 JAMES W. BREW and LAURA W. BAKER, Stone Law
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10 WILLIAM C. GARNER, ESQUIRE, Law Office of
11 William C. Garner, 3425 Bannerman Road Unit 105, #414,
12 Tallahassee, Florida 32312, appearing on behalf of The
13 CLEO Institute Inc.

14 GEORGE CAVROS, ESQUIRE, 120 E. Oakland Park
15 Boulevard, Suite 105, Fort Lauderdale, Florida 33334;
16 appearing on behalf of Southern Alliance for Clean
17 Energy (SACE).

18 KATIE CHILES OTTENWELLER, ESQUIRE, 838 Barton
19 Woods Road, Atlanta, Georgia 30307, appearing on behalf
20 of Vote Solar.

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1 APPEARANCES CONTINUED:

2 RICHARD GENTRY, PUBLIC COUNSEL; CHARLES
3 REHWINKEL, DEPUTY PUBLIC COUNSEL; PATRICIA A.
4 CHRISTENSEN and ANASTACIA PIRRELLO, ESQUIRES, OFFICE OF
5 PUBLIC COUNSEL, c/o The Florida Legislature, 111 West
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7 32399-1400, appearing on behalf of the Citizens of the
8 State of Florida (OPC.).

9 SUZANNE BROWNLESS, BIANCA LHERISSON, SHAW
10 STILLER and JENNIFER CRAWFORD, ESQUIRES, FPSC General
11 Counsel's Office, 2540 Shumard Oak Boulevard,
12 Tallahassee, Florida 32399-0850, appearing on behalf of
13 the Florida Public Service Commission (Staff).

14 KEITH HETRICK, GENERAL COUNSEL; MARY ANNE
15 HELTON, DEPUTY GENERAL COUNSEL, Florida Public Service
16 Commission, 2540 Shumard Oak Boulevard, Tallahassee,
17 Florida 32399-0850, Advisor to the Florida Public
18 Service Commission.

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1 P R O C E E D I N G S

2 CHAIRMAN CLARK: Good morning. I think
3 everyone is here and in position this morning ready
4 to go, so we will go ahead and call this service
5 hearing to order.

6 I would like to welcome all of you to this
7 customer service hearing in the Florida Power &
8 Light and Gulf Power Company rate case. Today's
9 service hearing is an important part of the rate
10 case process and it is dedicated to hearing from
11 you, the customer. My name is Gary Clark
12 acknowledged I have the privilege of serving as the
13 Florida Public Service Commission Chairman this
14 year.

15 At this time, I would ask staff to please read
16 the notice.

17 MS. BROWNLESS: By notice issued on June 3rd,
18 2021, this time and place has been set for a
19 customer service hearing in Docket No. 20210015-EI.

20 CHAIRMAN CLARK: Thank you.

21 At this time, we are going to take appearances
22 of counsel. I am going to start with FPL.

23 Mr. Badders, we have no volume.

24 MR. BADDERS: Sorry about that.

25 Good morning, Commissioner Clark -- or

1 Chairman Clark and Commissioners. I am Russell
2 Badders appearing on behalf of Florida Power &
3 Light. I would also like to enter an appearance
4 for Wade Litchfield.

5 CHAIRMAN CLARK: All right. Thank you, Mr.
6 Badders.

7 OPC.

8 MR. GENTRY: Good morning, Mr. Chairman.
9 Richard Gentry here.

10 CHAIRMAN CLARK: Thank you, Mr. Gentry.
11 Anyone else from OPC?

12 MR. GENTRY: I will be the sole one.

13 CHAIRMAN CLARK: All right. Thank you very
14 much.

15 Next up, Florida Rising.

16 MR. LUEBKEMANN: Good morning, Mr.
17 Commissioner. This is Jordan Leubkemann for
18 Florida Rising, ECOSWF and LULAC. I would also
19 like to enter appearances for Christina Reichert
20 and Bradley Marshall.

21 CHAIRMAN CLARK: All right. Thank you.

22 Federal Executive Agencies. Anyone on the
23 line from Federal Executive Agencies?

24 All right. FIPUG.

25 SACE.

1 FRF.

2 Vote Solar.

3 MS. OTTENWELLER: Good morning, Mr. Chairman.
4 This is Katie Chiles Ottenweller with Vote Solar,
5 and I would also like to inter an appearance for
6 Bill Garner on behalf of the CLEO Institute.

7 CHAIRMAN CLARK: Thank you, Ms. Ottenweller.
8 CLEO Institute.

9 MS. HELTON: She just entered an appearance
10 for --

11 CHAIRMAN CLARK: I am sorry. I missed that.
12 I got it now.

13 Walmart.

14 Larsons.

15 FAIR.

16 MR. WRIGHT: Good morning, Mr. Chairman.
17 Robert Scheffel Wright on behalf of Floridians
18 Against Increased Rates, Incorporated. I would
19 also like to enter an appearance for my law
20 partner, Jon Thomas LaVia, III.

21 Thank you.

22 CHAIRMAN CLARK: Thank you, sir.

23 Staff counsel.

24 MS. BROWNLESS: Yes, sir. Suzanne Brownless
25 on behalf of the Commission staff. I would also

1 like to enter an appearance for Bianca Lherisson
2 and Shaw Stiller.

3 MS. HELTON: And Mary Anne Helton is here as
4 your Advisor. I would also like to enter an
5 appearance for your General Counsel, Keith Hetrick.

6 CHAIRMAN CLARK: All right. Did we get
7 everyone on appearances?

8 All right. I am going to go through kind of
9 an overview of the proceeding and lay out a few of
10 the ground rules that we are going to be operating
11 under for the next several days. It's going to
12 take just a few minutes to go through these, but I
13 think it's important that we make certain everyone
14 understands what we are going to be doing and how
15 we are proceeding today.

16 Let me begin by thanking you to take the time
17 to schedule to call in for this customer service
18 hearing. We appreciate your interest that has been
19 filed, that is in the petition that has been filed
20 by Florida Power & Light and Gulf Power Company.

21 As I mentioned, this hearing is designed so
22 that we can hear directly from the consumers. This
23 is your opportunity to express your thoughts,
24 concerns and comments related to the utility's
25 request.

1 In August, there is going to be a technical
2 hearing where the Commission will take in the
3 substance and the evidence in the case. If you
4 would like to speak with an FPL/Gulf Power service
5 customer representative, a representative can be
6 reached by calling (833)407-2007 from 8:00 a.m. to
7 5:00 p.m. Monday through Friday, and during the
8 hearing today.

9 Curt Mouring from our Accounting and Finance
10 Division is the PSC representative for this docket,
11 and can be reached by email in
12 cmouring@psc.state.fl.us, or by calling
13 (850)413-6427.

14 Commission technical staff are also on the
15 line today.

16 This is an official hearing that will be
17 transcribed and become part of the official record.
18 As such, I will swear you in over the phone before
19 you share your comments unless you have already
20 been agreed -- agreed to be sworn in via the
21 website.

22 Please note that your comment will also be
23 subject to cross-examination. That is, you may be
24 asked test questions by the other parties or by one
25 of the Commissioners.

1 For those customers that are calling in, we
2 ask that you please keep your phone on mute unless
3 you are speaking. Do not put your phone on hold,
4 or your device on hold, or you will be muted or
5 disconnected.

6 When speaking, please do not use the speaker
7 function on your telephone. Speak directly into
8 the phone, or use a headset. If you must
9 participate by phone and monitor the video stream
10 simultaneously, please disable the audio on the
11 video stream to avoid feedback issues.

12 If you are disconnected for any reason, please
13 dial back in as soon as you can. If we have
14 problems with your line, or we note that it is
15 causing disturbances, we will disconnect you from
16 our end, and we hope that you will call back in
17 after you have corrected the problem.

18 We appreciate the professional nature of these
19 proceedings and ask that you do the same and be
20 courteous to others though who have taken the time
21 too call in today.

22 In addition to sharing your comments here
23 today, you may also share your comments and any
24 additional materials you would like to submit for
25 the Commission's consideration via mail or by

1 email.

2 To contact the PSC by mail, you can find a
3 preaddressed customer comment card on our website.
4 If you would like to email us, please email the
5 Commission's Clerk at clerk@psc.state.fl.us.

6 Okay. Let's get this line clear. I remind
7 you -- thank you.

8 If during the course of this hearing another
9 customer said something you wanted to say, or you
10 absolutely agree with, please feel free to go ahead
11 and just ditto those comments. We want to make you
12 feel as comfortable as possible when providing
13 testimony, whether your comments are made verbally
14 today or received in writing, be assured that your
15 comments will be reviewed and taken into
16 consideration during the course of these
17 proceedings.

18 Now, let me give you just a quick ground rule
19 for what we are going to do. We are going to begin
20 today with comments from Florida Power & Light.
21 Then we are going to have some opening comments by
22 the Office of Public Counsel. After that, we will
23 move into the customer service hearing, and we will
24 begin to hear from you, the customer, directly.

25 We have about 45 customers that are signed up

1 to participate today. With that in mind, we are
2 limiting your comments today to three minutes per
3 customer. And I want to apologize in advance if it
4 seems rude, but we are going to stick to a very
5 strict timeline so that we can get everybody's
6 comments in.

7 Please understand that the person who is
8 number 45 is going to have to wait on-line until
9 everyone else speaks. So we don't want to drag
10 this out for the customers' sake any longer than we
11 have to this morning. We want to get everybody --
12 make certain that everyone is given an opportunity
13 to be heard. So you will hear an audio tone after
14 you begin your comments at the three minute mark.
15 At three minutes, will you hear an audio tone. I
16 will give you just a couple much very, very quick
17 seconds to wrap up your comments at 3:15, three
18 minutes 15 seconds your line will go mute, okay.
19 We must move on to the next consumer.

20 I apologize in advance if that seems short,
21 but if everyone will understand and please monitor
22 your comments. If you have written comments, you
23 have a few minutes to edit those down if you think
24 they are going to take more than three minutes. I
25 hope everyone understands.

1 All right. Now I would like to invite FPL to
2 present a brief opening statement, and we are going
3 to follow that up with OPC.

4 Mr. Badders.

5 MR. BADDERS: Yes, Chairman Clark. Good
6 morning again.

7 Eric Silagy will be providing brief opening
8 remarks for Florida Power & Light, and following
9 him, Ms. Prieto will give a few comments in
10 Spanish.

11 CHAIRMAN CLARK: Before you begin, Mr. Silagy
12 let me apologize one second just so everyone is
13 aware.

14 We do have an interpreter that is on the line
15 and available today, Ms. Jackie Guldris is on the
16 line and -- there she is. Thank you very much. If
17 anyone is in need of an interpreter, please let us
18 know and Ms. Guldris will get on the line and
19 interpret for us. Thank you very much.

20 Mr. Silagy, you are recognized. Thank you for
21 being here.

22 MR. SILAGY: Thank you, and good morning, Mr.
23 Chairman and Commissioners. And thank you to all
24 of our customers who have taken the time to be with
25 us today. My name is Eric Silagy, and I am the

1 President and CEO of FPL.

2 FPL is a regulated energy company. So this
3 means that the Public Service Commission oversees
4 our rates and operations to ensure that we deliver
5 safe and reliable service at fair prices. We are
6 here today because we are asking for new base rates
7 beginning in 2022.

8 Let me begin by saying that I am proud to be
9 parts of a team that provides you with America's
10 best energy value, electricity that's not just
11 clean and reliable, but also affordable. That
12 doesn't mean that we can't do better, which is why
13 your feedback is so important to us.

14 Fundamentally, our mission is to provide you
15 with excellent service at affordable rates. Your
16 electricity is cleaner and more reliable than ever,
17 and it's also affordable. The rates you pay are
18 well below the national average, and our typical of
19 residential customer bill is, in fact, lower today
20 than it was 15 years ago. This is in result of
21 FPL's consistent and deliberate effort to
22 continuously improve upon our performance, and the
23 value that we provide our customers. It's a
24 purposeful and never ending commitment to be the
25 best utility possible. And this is at the heart of

1 our rate request. We are standing by our proven
2 track record and promising an even better tomorrow,
3 a more resilient and sustainable energy future that
4 all of us can depend upon.

5 Our smart investments have increased
6 generation efficiency and have dramatically
7 improved reliability. In fact, we have been the
8 most reliable utility in Florida for the last 15
9 years, and we've improved our storm preparedness
10 and our mobilization; and as a result, we have
11 dramatically improved our restoration times.

12 It's been five years since our last request.
13 Florida is now the third largest and the world's
14 17th largest economy. FPL has also grown. We now
15 serve more than 11 million Floridians. And though
16 we've invested billions of dollars every year to
17 support Florida's growth, and to continuously
18 improve your service, many of these investments are
19 not included in our current rates. So we've ask
20 the Public Service Commission to approve a plan
21 that would phase in new rates starting in 2022.

22 Please keep in mind that the proposed increase
23 is spread across millions of customers and over a
24 four-year period of time. So even with the
25 proposed rate increase, typical residential bills

1 will continue to remain well below the national
2 average.

3 And importantly, the plan will allow us to
4 continue to make proven investments in
5 infrastructure, clean energy and technology that
6 benefit our customers and a growing state.

7 While we work hard every day to keep our bills
8 low, we also recognize that some of our customers,
9 they are facing challenges. And to this end, we
10 partner with dozens of assistant agencies to
11 distribute LIHEAP and Care to Share funding to help
12 customers who are struggling to pay their bills.
13 And during the COVID pandemic, we received approval
14 from the PSC to create a number of unique programs
15 that provided almost \$75 million in assistance to
16 our customers. As we always have, and we always
17 will, we are here to support our customers. In
18 fact, we have employees available right now to help
19 customers. You can contact them at this number,
20 it's (833)407-2007.

21 In closing, we are committed to serving you
22 today while always looking over the horizon so we
23 are ready to meet your energy needs tomorrow.

24 We are looking forward to hearing from you.

25 We want to hear what we do well, and to that end,

1 we've asked customers who said that they value our
2 service to share their thoughts today; but more
3 importantly, we also want to know where we can
4 improve.

5 So thank you for your participation and thank
6 you for the opportunity to serve you.

7 I would like now to turn it over to Rosie
8 Prieto, who is Senior Director of our customer care
9 team to welcome our Spanish speaking customers.

10 Rosie.

11 (Whereupon, Ms. Rosie Prieto made introductory
12 remarks in Spanish.)

13 CHAIRMAN CLARK: All right. Thank you very
14 much.

15 Let's move now to OPC. Mr. Gentry.

16 MR. GENTRY: Thank you, Mr. Chairman. Good
17 morning to you, and good morning to the
18 participants on this call.

19 My name is Richard Gentry, and I am Florida's
20 Public Counsel. My office is a creation of the
21 Florida Legislature, and our role, quite frankly,
22 is to simply get the best deal for our ratepayers.

23 In order to facilitate that, the Legislature
24 has given me six lawyers, four accountants and
25 CPAs, and a host of other specialists.

1 In addition, for this particular case, we have
2 been preparing with five expert witnesses that we
3 hired several months ago to analyze this filing.
4 We are looking at the company's requested rates,
5 and in so doing we analyze, among other things,
6 their actual and retired generating facilities; how
7 they carry those items on their books; how they pay
8 for new items such as solar generating facilities;
9 and how these costs are amortized over the life of
10 the facility. These are just a few of the things
11 that we will be looking at.

12 We think there may be some further savings to
13 be had without compromising the company's ability
14 to deliver clean and reliable power you to
15 ratepayers. So to that end, we are preparing for a
16 possible hearing before the Public Service
17 Commission that could last up to two weeks.

18 Our goal right now is to know this filing as
19 well as anybody possibly can, and to seek the best
20 rates for you. We pledge to you that we will get
21 the best deal you for that we possibly can.

22 And with that, Mr. Chairman, I yield back to
23 you.

24 CHAIRMAN CLARK: Thank you very much, Mr.
25 Gentry.

1 All right. As part of our practice, if there
2 are any elected officials that are on the line that
3 would like to make a brief comment or provide
4 testimony, we will typically take those first, so I
5 would like to invite them to present their remarks.
6 Any elected officials on the line?

7 MR. LUEBKEMANN: Pardon me, Mr. Chairman?

8 CHAIRMAN CLARK: Yes, sir.

9 MR. LUEBKEMANN: Just a quick question on
10 point of order. I believe the intervenors were
11 under the understanding that there would be three
12 minutes for openings for intervenors if they choose
13 to take them.

14 CHAIRMAN CLARK: No, sir, that was not in the
15 -- did anyone -- Ms. Brownless?

16 MS. BROWNLESS: Yes, sir. The other parties
17 do get three minutes as well if they wish to make
18 an opening statement.

19 CHAIRMAN CLARK: All right. That was not my
20 understanding. We will proceed.

21 I would ask that you please -- all of our
22 intervenors are going to have plenty of opportunity
23 during the hearing to file their testimony, so
24 we've got a lot of customers that are on the line.
25 I don't want to hold our customers up. If you will

1 be really, really quick, I will allow this.

2 All right. Let's go through the list really
3 quick. Feel free to waive that time if you would
4 like. Let me get my list all right. I will begin
5 with Florida Rising.

6 MR. LUEBKEMANN: Thank you very much, Mr.
7 Chairman, and I will be try to be quick.

8 Good morning, everyone. My name is Jordan
9 Leubkemann. And I, along with my colleagues
10 Bradley Marshall and Christina Reichert have the
11 great privilege of representing Florida Rising, the
12 League of Latin American -- the League of United
13 Latin American Citizens of Florida, LULAC, and the
14 Environmental Confederation of Southwest Florida,
15 ECOSWF in this proceeding.

16 These organizations have missions spanning
17 environmental conservation, economic and civil
18 rights, and environmental and climate justice, but
19 all three are in this case to oppose FPL's attempt
20 to raise rates by 20 percent.

21 This increase would hurt Floridians who are
22 already struggling after the COVID pandemic, and
23 much of this huge rate hike will for things FPL has
24 not proved are necessary and useful for providing
25 your electric service. Some of FPL's spending is

1 even more harmful, like the new expensive fossil
2 fuel gas plants it's still adding to the grid even
3 in the midst of the climate emergency.

4 FPL argues that all of their new additions are
5 necessary for reliability and will keep your rates
6 low. Let's look closer.

7 FPL boast boasts having a very reliable
8 system, but not about how much it costs you. FPL
9 has built more power plants with much more capacity
10 than customers can actually use, but you get
11 charged to build and maintain these plants even if
12 they never run. And now FPL wants to build even
13 more extra capacity to the grid, even though its
14 own numbers showed that by 2023, they would expect
15 a blackout of having more energy demand than supply
16 only once every 111,000 years.

17 Likewise, FPL wants to add expensive but
18 totally unneeded upgrades to its already reliable
19 transmission system. One of FPL's experts admitted
20 that the company plants to charge every customer
21 \$947 each just to avoid 16 minutes of total power
22 outages due to the transmission lines over the next
23 four years.

24 But FPL says not to worry because its rates
25 are so low. Well, that is flat wrong. When FPL

1 brags about low bills, they are really talking
2 about low rates, multiplied by a hypothetical
3 amount of energy usage, but that imaginary usage is
4 lower than what its customers actually use.

5 At the end of the month, FPL customers have to
6 worry about their FPL bill, not their FPL rates.
7 In reality, FPL's bills are actually seventh
8 highest among the largest 20 investor-owned
9 utilities in the United States. It's know
10 coincidence that FPL also has the second worst
11 performance among the large 52 utilities when it
12 comes it helping customers use less electricity
13 through energy efficiency programs.

14 At the end of the day, what's reliability if
15 you can't afford to keep the lights on due to a
16 high bill? FPL disconnected over half-a-million
17 households, and counting, during the pandemic,
18 leaving families in the dark during the crisis
19 because they couldn't afford to pay their bill.
20 Now FPL wants to raise their rates by 20 percent,
21 making its high bills even more expensive just so
22 it can make more money by building things we don't
23 need.

24 We don't think that's fair, especially for
25 low-income folks and communities of color who

1 already have the highest energy burdens and the
2 most to lose in current climate change.

3 Thank you very much.

4 CHAIRMAN CLARK: All right. Thank you very
5 much.

6 Instead of going through the list, I will just
7 ask, are there any of the other intervenors that
8 would like to make comments this morning?

9 Ms. Ottenweller.

10 MS. OTTENWELLER: Yes, very briefly, Mr.
11 Chairman, if I may.

12 CHAIRMAN CLARK: Yes, Ms. Ottenweller, you are
13 recognized.

14 MS. OTTENWELLER: Good morning, Mr. Chairman
15 and FPL customers. I am here on behalf of the CLEO
16 Institute and Vote Solar. Two nonprofit
17 organizations working towards an affordable, clean,
18 equitable and resilient energy system that works
19 for all Floridians, especially those who are most
20 vulnerable.

21 In the past year, Floridians faced a global
22 pandemic and economic recession and record-breaking
23 hurricanes worsened by climate change. To all
24 customers calling in, we know you have a lot going
25 on, and we thank you for taking the time to make

1 your perspectives known. We look forward to
2 hearing your input and want you know that we are
3 listening.

4 Thank you.

5 CHAIRMAN CLARK: Thank you, Ms. Ottenweller.
6 Mr. Wright.

7 MR. WRIGHT: Thank you, Mr. Chairman. I was
8 waiting for my camera to come on. I have shortened
9 down my remarks, which were just over two minutes
10 to start with.

11 Good morning to you. Good morning to all of
12 FPL customers paying attention. My name is Robert
13 Scheffel Wright, I go by Schef. I was born in
14 Miami, and I have worked for more than 40 years on
15 energy matters here in Florida.

16 This morning, I have the privilege of
17 representing Floridians Against Increased Rates,
18 Incorporated. We call it FAIR. We are a nonprofit
19 corporation that exists to advocate for the lowest
20 possible rates for electric utility customers in
21 Florida, provided that the utility can provide safe
22 and reliable service with the revenues that it
23 receives. Fare has intervened in this case on
24 behalf of its customer -- of its members who are
25 FPL customers.

1 To be clear, fare wants a healthy FPL, but our
2 position is simply that FPL should have enough
3 money, not too much. It is FPL's duty and
4 responsibility to provide safe and reliable service
5 at the lowest possible cost, that is its job. The
6 evidence in this case will show that FPL's request,
7 which, by the way, is by far the largest in Florida
8 history, would give is it way more money than it
9 needs to do its job.

10 If FPL got no increase at all, FPL could cover
11 all of its projected expenses, make all of its
12 projected investments, including its interest
13 expenses, and still have well over \$2 billion
14 profits left over next year.

15 For customers, residential customer use a
16 thousand kWh a month. That's \$120 a year
17 difference. If a customer uses 2,000, it's \$240 a
18 year difference, or \$20 a month.

19 Fare and our team of witnesses, who include a
20 former Public Service Commissioner and Chairman/CEO
21 and State Board of Administration and a former
22 executive director of the Commission staff, the
23 Public Service Commission staff, and other
24 witnesses for the consumer parties in this case
25 will, will fight to prevent FPL from getting any

1 more of your money that they don't need and to
2 prevent them from using up value that you create.
3 This is your hearing. Tell the Commissioners what
4 you think.

5 Thank you very much.

6 CHAIRMAN CLARK: Thank you, Mr. Wright.

7 Any other parties any other parties?

8 MR. DELGADO: I don't know if I'm out of
9 order, but my name is William Delgado. I am the
10 President of the Latin American Business
11 Association in Miami and Broward County. I would
12 like to provide the PSC representatives with
13 testimony on FPL in our community --

14 CHAIRMAN CLARK: Sir, hold on one -- could you
15 give me one second, please? Are you an intervenor
16 in this case?

17 MR. DELGADO: I do not believe so, sir.

18 CHAIRMAN CLARK: Okay. This -- this section
19 is reserved for intervenors --

20 MR. DELGADO: Okay.

21 CHAIRMAN CLARK: -- when we get to the
22 public --

23 MR. DELGADO: -- That's why I -- okay --

24 CHAIRMAN CLARK: -- we will give you an
25 opportunity to speak during that time.

1 MR. DELGADO: Okay. I didn't know if I was
2 out of order or not, so go ahead.

3 CHAIRMAN CLARK: Thank you.

4 All right. Any other intervenors?

5 All right. We will move on to the public
6 testimony.

7 Just a reminder to all of those who are
8 scheduled to be on this call this morning, you will
9 be given three minutes. I am going to call three
10 names out to begin with so that you know that you
11 are next in line to go, then I will recognize the
12 individual that will be speaking first.

13 We are going to have Rachel Keesling, Andrew
14 Treadwell and Eric Kiehn will be our first three
15 speakers. We are going to begin with Ms. Keesling.

16 Ms. Keesling, are you on the line?

17 MS. KEESLING: Good morning. Yes, I am.

18 CHAIRMAN CLARK: All right. You are
19 recognized for three minutes, please.

20 MS. KEESLING: Okay. Good morning, Chair
21 Clark and Commissioners. My name is Rachel
22 Keesling, and I have been sworn.

23 I am in support of the rate case. I have
24 going to wear three hats this morning in my
25 remarks. The first hat is the Former Mayor of the

1 City of Punta Gorda. The second hat is of the
2 Executive Director of the Southwest Florida League
3 of Cities, and the third hat is an FPL customers
4 for over 25 years on Punta Gorda Isles.

5 While I was Mayor, we had a little storm named
6 Irma come through Charlotte County. I can tell you
7 FPL's storm response was swift and it was massive.
8 There staging sites, the resources, the
9 communications were all efficient and immediate.
10 The communication lines were always open, and we
11 were called to meet with CEO Eric Silagy. He
12 directly addressed our questions and concerns.

13 I was most impressed by FPL's mutual aid.
14 They were shipping poles to other areas that were
15 devastated and providing resources all over the
16 State.

17 I have been connected with the Southwest
18 Florida League of Cities for over 10 years now. I
19 am currently the Executive Director. FPL has been
20 one of our most strongest partners. They are so
21 important to our region.

22 I can tell you FPL is firmly connected with
23 the local elected officials in Southwest Florida.
24 They address our concerns, they educate us on their
25 projects, and they answer all of our phone calls.

1 As an FPL customers for over 25 years, I have
2 seen their commitment for firsthand. After
3 Charlie, FPL went to work hardening and
4 strengthening the grid in Punta Gorda, replacing
5 wood with concrete, installing advanced
6 technologies, investing in renewable resources, and
7 working to eliminate coal.

8 Personally, I believe in renewable resources.
9 My husband and I have become net metering customers
10 and have invested in Tesla power walls. We feel
11 that the solar battery system creates a resilient
12 and redundant system for our home, much like the
13 FPL grid.

14 I support FPL's rate case and I hope you do
15 too. Thank you.

16 CHAIRMAN CLARK: All right. Thank you very
17 much, Ms. Keesling.

18 Any questions?

19 All right. Next move to Mr. Andrew Treadwell.
20 Mr. Treadwell, are you on the line?

21 MR. TREADWELL: Mr. Chair, I am. Thank you.

22 CHAIRMAN CLARK: You are recognized for three
23 minutes.

24 MR. TREADWELL: Good morning -- all right,
25 thank you, Mr. Chair.

1 Good morning, Commissioners. My name is
2 Andrew Treadwell, and I am Chief of Staff here at
3 Indian River State College. We serve more than
4 27,000 students annually across Okeechobee County,
5 Florida's Treasure Coast and beyond, and I was
6 asked by Florida Power & Light to offer a few
7 comments on behalf of IRSC, and it's a pleasure to
8 do so.

9 I have been authorized to speak briefly about
10 our partnership, reinvestment in the community we
11 serve, and an over all of quality of service
12 provided by FPL.

13 15 years ago, in 2006, IRSC partnered with FPL
14 in the IDEW to create the Electrical Power
15 Technology Program. And without hyperbole, I can
16 say that this endeavor with FPL is our most
17 successful and productive partnership. It helps to
18 prepare a pipeline of skilled workers to keep pace
19 in a rapidly changing industry.

20 Ways in a EPT program at IRSC is unique
21 because of FPL's investment and its success. The
22 company is a funding partner. It donates
23 decommissioned equipment, including an entire
24 nuclear floating simulator for training purposes,
25 and it dedicates employee time to help

1 collaboratively develop curriculum and instruct
2 students along with IRSC's faculty.

3 Just a few quick facts. It has a 95-percent
4 completion rate, a 95-percent job placement rate.
5 And the 312 graduates that have been produced have
6 all earned at least \$55,000 annually of starting
7 salary, a minimum of \$17 million economic impact in
8 our area.

9 Our partnership with FPL has been named the
10 top five national partnerships by the AACCC, has won
11 Industry Partnership of the Year Award given the
12 National Science Foundation, and has been
13 recognized three times by the White House, most
14 recently in 2019, for its training excellence.

15 This is only a small representation of FPL's
16 commitment to our college, our community and our
17 state in training our next generation of industry
18 workers. With FPL's help, IRSC has established a
19 regional center that now trains thousands across
20 the southeastern United States in electrical plant
21 technology.

22 More importantly, FPL is investing in the
23 future with IRSC as its training partner. Our
24 curriculum continues to rapidly evolve and expand
25 to meet FPL's growing emphasis on solar energy

1 generation across Florida. And on top of that
2 investment in sustainability, FPL has dedicated
3 scholarship resources with IRSC to ensure minority
4 students, underserved communities and first
5 generation college students have the same
6 opportunities for training, credentials and jobs in
7 the industry.

8 I mention all of this because of
9 supererogation. It's examples of a company that
10 goes above and beyond expectations. But as a
11 simple customer, their service is superb, whether
12 it's a simple request or a complex repairs after a
13 major storm, FPL is there for us.

14 I know I am running out of time, but hopefully
15 I have conveyed the high quality of service FPL
16 provides to IRSC and our community at large. We
17 are very, very proud of our history together, and
18 even more excited about what's to come in the
19 future.

20 Once again, Commissioners and Mr. Chair, thank
21 you for the opportunity to speak.

22 CHAIRMAN CLARK: Thank you very much, Mr.
23 Treadwell.

24 Any questions?

25 All right. Next up is Eric Kiehn, Mr. Kiehn,

1 are you on the line?

2 MR. KIEHN: Yes, sir, Mr. Chair, I am.

3 CHAIRMAN CLARK: All right. You are
4 recognized for three minutes, please.

5 MR. KIEHN: Thank you.

6 Good morning. My name is Eric Kiehn. I am
7 the CEO and President of C&W Technologies located
8 in Stuart, Florida. I am also Past Chair of the
9 Economic Counsel of Walton County, current board
10 chair -- board member of the Business Development
11 Board of Martin County, and a director of the
12 Stewart Martin County Chamber of Commerce. But I
13 am also a long time FPL customer. I figure from
14 childhood to now, probably about 56 years. I have
15 dealt with FPL for a long time on the business side
16 as well.

17 As a business owner, and I am kind of am in an
18 industry that is totally dependable on affordable,
19 reliable electricity. And having been in business
20 for 56 years, I can really attest to the
21 improvements I have witnessed in reliability of
22 service that FPL provides, even most recently where
23 we were affected by Hurricane Irma, with the
24 extremely high number of homes and businesses
25 affected by hour outages, and the time to

1 restoration was significantly faster than years ago
2 with Hurricanes Frances and Jeanne, and even Wilma
3 affected. It just goes to show you what they have
4 been putting into the hardening of the grid.

5 I depend on FPL to keep my equipment running.
6 In the data center, my customers depend on us, and
7 depend on FPL to electricity needed to power our
8 businesses. And it is extremely important for the
9 economic viability of Florida, and the safety of
10 its citizens, that we don't suffer a similar
11 situation that Texas experienced recently.

12 We all know that to provide reliability needed
13 in today's world in both transmission and grid
14 security, there has to be sufficient income to
15 support that investment. FPL has demonstrated that
16 they have been more than fair, with rates well
17 below the national average. I trust that the PSC
18 will recognize the need for this rate request so
19 that FPL can continue to harden the grid, and as
20 someone who deals with cybersecurity on a daily
21 basis, significantly strengthen the security
22 posture of their operations as a whole.

23 Basically, this can only be done with
24 sufficient revenue. And FPL has demonstrated that
25 they will do, you know, what they say they will do,

1 and in a cost-effective way so that all Floridians
2 benefit.

3 So, you know, I urge PSC to approve the rate
4 request being made by FPL. Thank you.

5 CHAIRMAN CLARK: All right. Thank you very
6 much, Mr. Kiehn.

7 Any questions?

8 All right. The next three speakers will be
9 Edward Rosen, Bob Swindell, Mayra Ferrer. The next
10 three in order.

11 Mr. Rosen, are you on the line?

12 MR. ROSEN: Yes, sir, I am.

13 CHAIRMAN CLARK: All right. You are
14 recognized for three minutes, sir.

15 MR. ROSEN: Thank you.

16 My name is Edward Rosen, and I am a
17 residential customer. I pay a monthly fee for what
18 you call FPLES power surge protection. The word
19 protection is followed by a star asterisks.

20 I have looked all over my bill, and I can find
21 no explanation for what the star means. I have
22 called your -- your service, your customer service,
23 they could not tell me. I was switched over to
24 someone who would know, that person could not tell
25 me. I have a simple request. What does that

1 asterisks stand for?

2 Let me tell you -- let me give you my account
3 number is 83270-11469. If you want to look it up,
4 I would appreciate someone calling me, or sending
5 me a letter telling me that means. It's on your
6 bill to me with no explanation.

7 Thank you for your time for this, and I
8 appreciate it. Thank you, I am finished.

9 CHAIRMAN CLARK: Thank you, Mr. Rosen.

10 We are going to have someone get in touch with
11 you. Our Consumer Affairs department is going to
12 be contacting you to address that situation
13 immediately.

14 Mr. Silagy.

15 MR. SILAGY: Mr. Chairman, I apologize for
16 interrupting, and we will definitely get that
17 information. But I would just like to remind
18 everybody that since this is a public meeting, it
19 would be better for people not to say their account
20 numbers over the air, because unfortunately that
21 does create a little bit of a security issue for
22 their account.

23 CHAIRMAN CLARK: Absolutely. Thank you, Mr.
24 Silagy. I was going to make that comment as well.

25 And also to remind the consumers that if you

1 are calling regarding a technical issue, number
2 one, we don't want you to give your private
3 personal information, phone numbers or anything
4 like that, but we can direct and assist you much
5 better if you will call our Consumer Affairs
6 department and let them deal specifically with your
7 technical issue.

8 I don't have the phone number. I think -- can
9 we put it on the screen? Can we get -- we are
10 print -- I'm getting blank looks when I made that
11 statement. So that would be a no.

12 We will get the phone number to you in just a
13 few minutes. I will call that phone number out.
14 But if you have a technical issue that you would
15 like to have resolved, we can get that information
16 to you much better in a one-on-one conversation.

17 Now I have the phone number in front of me.
18 That is 1-800-342-3552. That's 1-800-342-3552. If
19 you will call that number, we will get you some
20 help on your technical problem.

21 MR. CHAPEL: And, Chairman Clark, if I might,
22 they can also call FPL (833)407-2007.

23 CHAIRMAN CLARK: All right. Great. That's
24 FPL's direct line. You can contact them directly
25 if you are having a specific technical issue.

1 Just so that everyone understands, there is
2 not a lot we can do from the Commission's
3 perspective here today to help you with that, but
4 we will get you in touch with someone that can
5 help.

6 All right. Next up, Bob Swindell. Mr.
7 Swindell, are you on the line?

8 MR. SWINDELL: Yes, Mr. Chairman, I am.

9 CHAIRMAN CLARK: Thank you, you are
10 recognized.

11 MR. SWINDELL: Thank you, sir.

12 Chairman Clark and members of the Public
13 Service Commission, I appreciate the opportunity to
14 talk this morning about the quality of service with
15 Florida Power & Light.

16 My name is Bob Swindell, and I am President
17 and CEO of the Greater Ft. Lauderdale Alliance. We
18 are the local economic development organization for
19 Broward County. Our job is to build the brand, the
20 business brand for Broward County, as well as help
21 companies evaluate locations for new business.

22 I just want to say in the beginning, I have
23 been a lifelong resident of Florida, and a lifelong
24 customer of FPL, and I support the rate case and
25 the continued investment on innovation that FPL has

1 committed to in the past.

2 There is four things that I want to touch on
3 from my perspective, what we do working with
4 businesses from outside of Florida.

5 First of all is affordable rates. You know,
6 for our smaller business customers, the average
7 reduction that they see in their power cost is
8 about 20 percent. For larger businesses that are
9 going to be manufacturing. Let's say they are
10 using three-dimensional printers, doing advanced
11 manufacturing, I have seen savings up to 41 percent
12 based on where they are currently located. And I
13 have to explain to companies that that's not an
14 incentive rate. That is a rate that you pay as a
15 business in Florida.

16 The second thing is the quality of the
17 products and service. The reliability continues to
18 improve. And of course, that predictability is a
19 concern for relocating businesses, and they want to
20 be in a state where they have good, consistent
21 quality of power.

22 The third is innovative ideas. I think when
23 you look at the smart grid, the smart metering
24 systems that FPL has invested in that provide
25 faster notification when power is, just really

1 results in faster service to the customer without
2 having to call FPL's line usually before one of our
3 business customers even picks up the phone.

4 And the last thing I will talk about is
5 cleaner energy. I think as companies look to new
6 communities, they want to be sure their source of
7 power is many coming from clean sources. And I
8 think FPL's investment, not only in natural gas,
9 but in solar and wind, reinforces their commitment
10 to clean energy.

11 So for all those reasons, I encourage the
12 Commission to support this rate case. Thank you
13 very much, Mr. Chairman.

14 CHAIRMAN CLARK: Thank you very much, Mr.
15 Swindell.

16 Any questions?

17 All right. Next up, Mayra Ferrer. Mayra
18 Ferrer.

19 MS. FERRER: Yes, I am here.

20 Good morning, Commissioners, my name is Mayra
21 Ferrer, and I have been residing in Miami for close
22 to 49 years.

23 First of all, I wanted to thank you for giving
24 me the opportunity to express my opinion from the
25 comfort of my home. This is the only way that I a

1 semiretired grandmother who takes care of three
2 young grandkids can testify, because it would be
3 impossible for me to go to speak with you
4 personally.

5 I wanted to tell you that the last 15 months
6 have made me realize more than ever the importance
7 to have dependable electric service in our home. I
8 found myself, like many Americans, unable to go
9 anywhere, helping my grandkids with virtual school,
10 which is quite a challenge, ordering groceries,
11 food and managing my part-time job. Imagine what
12 that would have been like without reliable power.

13 I understand that this hearing is about FPL
14 requesting a rate increase. Look, nobody wants to
15 pay more, but I am willing to pay a little more to
16 maintain the quality of service that we get here
17 from FPL.

18 In previous years, I would see FPL trucks
19 fixing lines after a storm. Now I see trucks
20 around my neighborhood upgrading lines and poles to
21 be better before a storm, that is to our benefit.
22 FPL customers need FPL to be proactive and less
23 reactive.

24 I have personally been paying FPL bills for
25 more than 42 years, and, yes, there have been

1 increases in the past, but the increases have never
2 been too big.

3 I have an uncle who lives part-time Miami,
4 part-time Massachusetts, and he says that he pays
5 less for electricity in Miami, and says that the
6 service here is more reliable. We need to
7 recognize that.

8 I trust that FPL will request an increase
9 which is fair to the customers, as they have been
10 doing in the past. And I trust you, Commissioners,
11 will be there to ensure that.

12 Just to wrap it up. As I said I live in
13 Miami. People are coming to Miami from all over
14 the United States. It is important that FPL and
15 other utilities are allowed to continue to fund
16 their facility to face this increase. I am
17 concerned that if they don't, we are going to
18 suffer the consequences.

19 Thank you so much for your time.

20 CHAIRMAN CLARK: All right. Thank you very
21 much.

22 Any questions?

23 All right. Our next three speakers will be
24 Bill Ribble, Peter Moore, Tammi Hellinger.

25 Mr. Ribble, are you on the line?

1 MR. RIBBLE: Yes, I am, and thank you, Mr.
2 Chairman.

3 Like Ms. Keesling, our first speaker today, I
4 am also a former mayor here in Southwest Florida,
5 and I also was a president of Southwest Chapter
6 Florida League of Cities.

7 Again, my name is William F. Ribble. I am a
8 customer and a resident here. I have been a
9 customer here since April of 2007. So I kind of
10 feel like I am just visiting compared to some of
11 the lifelong members that already testified.

12 I feel it's important for me to testify today
13 on FPL's behalf regarding their excellent service,
14 community support and outreach, as well as their
15 fair rate structure. I have lived in seven other
16 large communities around the United States, and
17 found the rates for FPL to be the most reasonable I
18 have experienced.

19 While I became familiar with FPL in April of
20 2007, I became knowledgeable concerning FPL when I
21 first met External Affairs Manager Charlotte Miller
22 through the Florida League of Cities in 2015 when I
23 was elected to Estero Village Council.

24 Charlotte Miller is the FPL representative for
25 Charlotte, Collier, Glades, Hendry and Lee

1 Counties. She keeps the elected officials updated
2 on issues concerning municipalities at our Florida
3 League of Cities meetings. She also assists FPL in
4 supporting local outreach programs. For the sake
5 of time, I will not name them all.

6 As you may recall, on September 9th through
7 the 11th of 2017, Hurricane Irma ravaged Southwest
8 Florida for 37 hours with winds 142 miles an hour,
9 and a rainfall of 21 plus inches. Collier County
10 had 160,400 of their 210,700 FPL customers without
11 power, and Lee County had 227,300 of their 259,900
12 customers without power.

13 Shortly after the storm, Charlotte Miller
14 invited the elected officials from her area of
15 responsibility to meet with FPL President Eric
16 Silagy at the FPL staging area at the Collier
17 County Fair Grounds. When we arrived at the
18 staging area, we were impressed, to say the least.
19 It was logistics at its best, a sea of support
20 trucks from all over the United States. I even saw
21 one from my hometown of Reading, Pennsylvania from
22 Metropolitan Edison Company. There were mobile
23 offices, and the largest tent ever housed the fed
24 the visiting support team, and stepped up and left
25 their families to restore power in Southwest

1 Florida.

2 Transformers, generators, electrical poles,
3 rows of power lines and cables were all
4 meticulously organized in separate staging areas
5 for easy access for the support group. I was told
6 2,300 crews were added in Southwest Florida at this
7 location.

8 For Hurricane Irma alone, the total cost of
9 recovery for FPL was 1.37 billion, that's billion
10 with a B, dollars.

11 After a bad hurricane, the public always asks
12 FPL to install underground power lines. Since
13 Irma, FPL has launched a program called Storm
14 Secure Underground. This program is ongoing
15 throughout the Florida -- the FPL service area at
16 no increased cost to customers. FPL is also
17 expanding and installing a solar program that will
18 help protect our environment here in Florida.

19 In closing I support FPL moving forward with
20 its request. FPL -- this increase will enhance
21 FPL's service and reliability to us customers.
22 Thank you.

23 CHAIRMAN CLARK: All right. Thank you very
24 much, Mr. Ribble.

25 Any questions for Mr. Ribble?

1 All right. No questions.

2 Next up is Peter Moore. Mr. Moore, you are on
3 the line?

4 MR. MOORE: Yes, sir, Mr. Chair.

5 CHAIRMAN CLARK: You are recognized.

6 MR. MOORE: Thank you, sir.

7 My name is Peter Moore. I am the President
8 and CEO of a statewide civil engineering firm, and
9 I interact with FPL on a daily basis. More
10 importantly, though, I am personally professionally
11 an expert on resilience, and I work with many
12 utilities throughout the state. I want to promote
13 the proposed FPL rate increase to continue the
14 theme of being proactive relating to storm damage.

15 As a business owner, I provide jobs for
16 hundreds of families. And during the pandemic, I
17 felt the dynamic of business change. Reliability
18 in commercial areas used to be critical, but now I
19 have hundreds of employees working from home, so
20 the criticality of the grid is truly critical to my
21 business.

22 Thank you. I will yield the rest of my time.

23 CHAIRMAN CLARK: All right. Thank you very
24 much, Mr. Moore.

25 Next up -- are there any questions for

1 Mr. Moore?

2 Next up, Tammi Hellinger. Ms. Hellinger, are
3 you on the line?

4 All right. We will move to our next group --

5 MS. ZACHARIADES: I am sorry --

6 CHAIRMAN CLARK: Yes, Ms. Hellinger.

7 MS. ZACHARIADES: This is actually Ele
8 Zachariades. I have just unbeen unmuted. I can
9 speak now, but that wasn't my name called.

10 CHAIRMAN CLARK: I am sorry, who is this?

11 MS. ZACHARIADES: Ele Zachariades.

12 CHAIRMAN CLARK: I am sorry, Ms. Zachariades,
13 I am looking for your name. You are on down the
14 list a good ways, okay. Yeah.

15 MS. ZACHARIADES: Can I go ahead and --

16 (Multiple speakers.)

17 CHAIRMAN CLARK: Ms. Zachariades, we will be
18 to you shortly. We -- you are quite a bit further
19 down the list.

20 MS. ZACHARIADES: Okay.

21 CHAIRMAN CLARK: You were muted because your
22 phone line was making a lot of noise on our end, so
23 please mute your phone.

24 All right. Next three customers, Zachariah
25 Cosner, Randy Henderson, James Tollerton.

1 Mr. Cosner, are you on the line? MR. Cosner?

2 Nope.

3 MR. COSNER: Sir, I am on the line.

4 CHAIRMAN CLARK: Mr. Cosner, we need to swear
5 you in before your testimony.

6 (Whereupon, Zachariah Cosner was sworn by
7 Chairman Clark.)

8 MR. COSNER: I do.

9 CHAIRMAN CLARK: All right. You are
10 recognized for three minutes.

11 MR. COSNER: So I would like to speak -- I am
12 an FPL customer in Miami-Dade County. I would like
13 to speak against this rate increase. I would like
14 to speak on a few things that have been said.

15 First, on the supposed responsivity and, you
16 know, care that FPL took in responding to the
17 COVID-19 crisis. As you know, none of the Florida
18 utilities ever were under an obligation to stop
19 disconnecting folks from their power. And
20 basically the heart of the pandemic, right before
21 the second wave, FPL began disconnecting people
22 again to the tune of over 500,000 people
23 disconnected over the course of this pandemic. And
24 then now, as we are exiting the pandemic, and
25 people are still reeling financially, they are

1 proposing to raise rates by 20 percent to massively
2 overbuild their natural gas infrastructure in the
3 pandemic, as well as give themselves a raise.

4 This isn't something that hasn't really been
5 touched upon really by many speakers, but they are
6 asking for a one-percent increase in their return
7 on equity for supposed good performance, and to
8 supposedly abate the aversion that folks have to
9 investing in climate risk Florida.

10 Well, they don't deserve these rates. First,
11 all because, you know, this is the wrong time to be
12 giving their shareholders a raise while Floridians
13 are struggling to get back on their feet while many
14 Floridians across the state are still trying to
15 return to work and still struggling to pay their
16 power bills.

17 And second because, you know, they are, in
18 large part, responsible for this climate crisis
19 that they are now asking for a one-percent increase
20 on return on equity to accommodate for. Their grid
21 is 76 percent composed of natural gas.

22 And after this rate increase, which will bill
23 Miami customers, and Southwest Florida customers,
24 to build out, and excessively build out natural gas
25 infrastructure in the Panhandle, it will be even

1 more composed of natural gas.

2 Natural gas is not a clean renewable energy
3 resource. Natural gas contributes to the climate
4 crisis. It contributes to the same crisis that are
5 going to be threatening to wash away Southwest
6 Florida and Southeast Florida.

7 And so I would hope that you would reject
8 elements of this rate increase, particularly the
9 excessive over-buildout of natural gas
10 infrastructure in the panhandle, as well as the
11 increase in return on equity at a time when it is
12 completely inappropriate to do so.

13 We have seen other companies in the state of
14 Florida reduce their requested return on equity
15 range by significant margins. I am referring
16 mainly to Duke Energy. While FPL is asking for a
17 one-percent increase at a time when really the
18 citizens of Florida can't afford to be lining the
19 pockets of shareholders even more.

20 And on the note of the grid -- hardening of
21 the grid. I agree that a hardened grid and a
22 reliable grid is very useful, but there is such a
23 thing as doing too much, and it's easy to do too
24 much when you don't really have to pay for it
25 yourself. You can bill your customers. It's also

1 easy to the more you have invested in the grid, the
2 more you have invested in infrastructure, the more
3 you get to send back to your shareholders.

4 We don't need to gold plate our grid. We
5 don't need to gold plate, especially at this time,
6 when we are, you know, going through an economic
7 recovery that is slow for a lot of Floridians.

8 And so I urge you to reject the rate case. I
9 am opposed to many of the elements in it, and do
10 not want my utility and rate dollars being spent in
11 these ways. Thank you.

12 CHAIRMAN CLARK: All right. Thank you, Mr.
13 Cosner.

14 Any questions for Mr. Cosner?

15 All right. Next up Randy Henderson.

16 MR. HENDERSON: Good morning, Mr. Chairman,
17 Commissioners. Thank you for having me this
18 morning.

19 Like several former speakers, my name is Randy
20 Henderson. I am coming at you from two
21 perspectives, one as a substantial customer of FPL
22 over the last 42 years, I strongly support the rate
23 case for FPL for a host of reasons, which have
24 already been shared, and I will try not to be
25 terribly redundant, but certainly we must include

1 climate change as one of the big reasons to support
2 this rate case.

3 Having a home Ft. Myers, the City of Ft.
4 Myers, I have experienced FPL's progressive and
5 substantial work in their program called Storm
6 Secure, which seeks to make sure that cities across
7 Florida, 400 some 13 cities are experiencing sound
8 and robust neighborhoods with delivery of
9 electrical services. I have witnessed them do
10 that.

11 I manage multiple commercial accounts for the
12 past 42 years in Ft. Myers. Have always found FPL
13 to be reliable and there when we needed them.

14 On a personal note. During Irma, as I watched
15 Irma bear down on our state and our city, one of
16 the most menacing storms in the history of our
17 city, Eric Silagy, CEO of FPL, stood shoulder to
18 shoulder with neighbors in our region -- with
19 mayors of our regions, I should say -- as we
20 witnessed what was going on. We managed from that
21 command center the security of health care
22 facilities and other important services that needed
23 the attention of senior management and leadership
24 across our city and state and county, and I
25 appreciated that and will never forget it.

1 The robust and sustaining nature of FPL's
2 program is evident. The way that we keep ourselves
3 from becoming the case of Texas is making sure that
4 our rate cases are supported, and that we maintain
5 resilience that is sustainable for all citizens.

6 Texas serves as a real life case as to the
7 importance of hardening our reliable power grid.
8 And let me just hasten to add that in my 42 years,
9 and 20 years in public service, I came to know the
10 importance of infrastructure, the reliability of
11 infrastructure, presided over hundreds of millions
12 of dollars of installation of infrastructure. This
13 is a case for that, and I urge the support for
14 FPL's case structure.

15 Thank you very much, Mr. Chairman and
16 Commissioners.

17 CHAIRMAN CLARK: Thank you, Mr. Henderson.

18 Any questions?

19 All right. Seeing none. Next up, James
20 Tollerton.

21 MR. TOLLERTON: Yes, sir. I am here. Can you
22 hear me?

23 CHAIRMAN CLARK: Mr. Tollerton, you are
24 recognized.

25 MR. TOLLERTON: Thank you.

1 I am Jim Tollerton a 70-year resident of
2 Sarasota. I am a former -- (inaudible) -- in
3 Sarasota County. I am A graduate of Leadership
4 Florida Cornerstone Class 9.

5 In the interest of full disclosure,
6 Commissioner Fay and my daughter, Taylor Collins,
7 were classmates in Leadership Florida Connect 4.,
8 and Taylor said he was a real gentleman and a great
9 classmate, so I congratulate Commissioner Fay.
10 Thank you.

11 I can speak with experience, obviously, over
12 the last seven decades of Florida Power & Light.
13 While I have no business relationship with them,
14 other than being a customer for the power services,
15 I do remember as a child in the '50s seeing the
16 ready kilowatt symbol of Florida Power & Light in
17 annual advertising announcing another reduction in
18 power year after year. They have a legacy of being
19 responsive.

20 My experience is that FPL has conducted itself
21 as a commendable public utility and corporation.
22 They certainly have been a great corporate citizen
23 to Sarasota County. They have gotten increasingly
24 more responsive during natural disasters, which is
25 to say here hurricanes. Even though we have

1 experienced destruction and destruction of the
2 power system, they have been responsive and
3 informative.

4 The power production and grid is changing,
5 which you certainly understand. I would suspect
6 their next request of you, the system will be
7 significantly more digital, broader in power
8 generation modalities involving expanded capital
9 demand, by the way, and even more consumer
10 sensitive.

11 Already Florida Power & Light is one of, if
12 not the largest solar power generator in the world.
13 They are to be commended for that foresight.

14 I think, listening to some of my peers that,
15 it's always a lot easier to oppose progress than it
16 is to advocate, so I pray a reflective
17 consideration, and would suggest that, this citizen
18 anyway, recommends a favorable consideration of
19 their requested rate increase.

20 Thank you.

21 CHAIRMAN CLARK: Thank you, Mr. Tollerton.

22 Any questions?

23 Next up, Elease Banks. Ms. Banks, you are on
24 the line? Elease Banks.

25 MS. BANKS: Hello.

1 CHAIRMAN CLARK: Yes, Ms. Banks?

2 MS. BANKS: Hello.

3 CHAIRMAN CLARK: Is this Ms. Banks?

4 MS. BANKS: Yes.

5 CHAIRMAN CLARK: All right. You are
6 recognized for three minutes.

7 MS. BANKS: Yes. I have been a Florida Power
8 & Light customer for over 50 years. Their
9 professional work and customer service is
10 impeccable. When there is an increase in rates, I
11 do accept.

12 If I lose power during a storm, they provide
13 accurate restoration time. I am very pleased with
14 Florida Power & Light.

15 Thank you.

16 COMMISSIONER GRAHAM: Thank you, Ms. Banks.

17 Next speaker -- any questions of Ms. Banks?

18 Next speaker serve Douglas Young. Mr. Young.

19 MR. YOUNG: Yes, can you hear me okay?

20 COMMISSIONER GRAHAM: I sure can, Mr. Young.
21 You have three minutes.

22 MR. YOUNG: Okay, sir.

23 I am the COO of the Southern Florida Audubon
24 Society, which is the Broward chapter. I would
25 just like to first of all say I support the rate

1 increase for FPL.

2 FPL has been a partner with our conservation
3 group for probably a decade. Every year, they have
4 a program called Power to Care, which is a
5 community service program. And for the last seven
6 or eight years, they have provided support which
7 includes 40 to 60 employee volunteers that come out
8 for coastal dune restoration projects.

9 What that's -- what that's all about is trying
10 to restore the dune system in Broward County,
11 because we have a lot of problems with beach
12 erosion and storm surge, so they come out and plant
13 thousands of sea oats and other ocean resistant
14 plants, which help rebuild the dune as they grow,
15 and the sand gets captured. And they also help to
16 remove invasive plants, which impede the progress
17 of the dunes being restored.

18 That's how only one of the many conservation
19 efforts of that FPL supports our group. We also --
20 they support us for our sea turtle hatchling rescue
21 volunteers. We have 49 people that go out in the
22 sea turtle season that help the disoriented
23 hatchlings get into the ocean.

24 They also support a program called Plants for
25 Birds, which is a program, a national program which

1 encourages planting of native trees and plants.
2 And there is -- there is a bunch of other
3 conservation efforts.

4 We have a great relationship. They really
5 help out in the community and, as I said, I support
6 the rate increase.

7 Thank you.

8 CHAIRMAN CLARK: All right. Thank you, Mr.
9 Young.

10 Any questions for Mr. Young?

11 All right. Next up, Ele Zachariades.

12 MS. ZACHARIADES: Hi. Good morning. Ele
13 Zachariades here. Thank you so much for taking the
14 time, and sorry I interrupted earlier. I was
15 unmuted for a second and I was confused.

16 Anyway, thank you all for taking the time this
17 morning. I just had a couple of things to say.

18 Obviously, FPL service is extremely important
19 to all people in the state of Florida. We want to
20 make sure we have quality of service. I think FPL
21 has done an excellent job, not only as a resident
22 in the City of Boca Raton, and previously a
23 resident in Plantation, Florida, almost my entire
24 life, but I also represent developers throughout
25 South Florida, and I have to say that every time we

1 have proposed development, we reach out to FPL
2 staff, and they are extremely responsive. They
3 work with us. They have meetings with us. They
4 are extremely amenable. I feel like we always have
5 the same goal, right, is to make sure that any
6 development and all residents within the state have
7 that quality of service. And I just wanted to
8 applaud your FPL staff for everything they do every
9 day.

10 I know there is a lot of talk about increasing
11 the amount of money we all spend on FPL services.
12 Obviously, nobody wants to pay more money, but if
13 we could have service that's uninterrupted,
14 especially in the crazy hurricane season, to the
15 best of our ability, I think that is ultimately the
16 outcome we all would like, and if that comes with
17 an additional price tag, then that is what the case
18 may be.

19 My only request would be that, unfortunately,
20 the municipality I work in does not want to spend
21 the additional money to underground facilities, but
22 I would love that to be an ultimate goal for FPL
23 moving forward. Again, I know that costs more
24 money. I personally would pay a lot more money if
25 we could, in fact, underground those facilities.

1 That's all I have, and thank you very much for
2 your time.

3 CHAIRMAN CLARK: All right. Thank you very
4 much.

5 Any questions?

6 All right. Our next three speakers will be
7 Truly Burton, Timothy Tausz, Marta Pulido. And we
8 will begin with Ms. Burton. Are you on the line?

9 MS. BURTON: Yes, sir. Good morning. Can you
10 hear me?

11 CHAIRMAN CLARK: Yes, we can hear you. You
12 are recognized.

13 MS. BURTON: Perfect. Thank you so much.

14 Good morning, Mr. Chairman, members of the
15 PSC. My name is Truly Burton. I am the Executive
16 Vice-President for the Builders Association of
17 South Florida, with offices at 111 Northwest 183rd
18 Street, Miami Gardens, Florida. Our service
19 territory covers Monroe, Miami-Dade and most of
20 Broward County.

21 The Builders Association of South Florida was
22 established in 1944, and has been one of the
23 premier building an construction industries for the
24 past, I guess, 78 years now.

25 Our membership includes some of the biggest

1 national home builders, production home builders as
2 well as vertical builders. They include Lennar and
3 DR Horton, as well as some of the largest highrise
4 multifamily and apartment condo builders, including
5 the Related Group 13th Floor Investments, Florida
6 East Coast Reality, Florida East Coast Industries,
7 Brightline, Prime Group and others.

8 I will tell you, from my personal experience,
9 FPL has been a great partner, not only with our
10 organization, but with all of our construction
11 industry professionals as well. Their project
12 engineers work very closely with FPL's engineers to
13 plan the power needs for their projects for their
14 either highrise buildings or for their new home
15 communities.

16 Our builders particularly are very interested
17 in making sure that they build energy efficient
18 homes, but they do that in concert with the FPL
19 planners and their -- and they just launched, by
20 the way, a new construction portal, which is a
21 tremendous tool for our builders, and they are very
22 professional in every way.

23 Also our board of directors and I were so
24 impressed with the overview that we received about
25 the 30 by '30 program. It's FPL's solar panel

1 program to install 30 million solar panels since
2 to -- from now until 2030.

3 On a personal note, I am a Miami native and
4 have been an FPL customer forever. And most
5 specifically I am most impressed most recently,
6 over the past five to 10 years, with their
7 hurricane hardening efforts.

8 I live in a highrise building, as to do many
9 people in South Florida. I was going to say
10 probably a million of our nearly three million
11 people live in a highrise building. If you have no
12 reliable power, you have no place to live, you have
13 to leave, okay. And thank goodness for their
14 hurricane hardening efforts, I can get to stay in
15 my home. Otherwise, those highrise buildings stop
16 working, okay.

17 So it is due to Florida Power & Light's good
18 work that we talk about the issue, to me the two
19 issues are value and reliability, and we get that
20 from FPL in so many ways.

21 And finally, this is our moment to step into
22 the future. We get the chance to produce to start
23 the production of clean energy, one that is
24 environmentally safe and continues to meet the
25 growing needs for power, for not only the

1 construction industry, but for my family, my
2 grandchild. I have got a new grandchild. We are
3 just thrilled, but in the mean time, this kid
4 playing on a cell phone and he is 15 months old,
5 okay. So that's a very personal note, but just to
6 say we support the -- we support FPL, and I
7 appreciate the opportunity to be heard.

8 Thank you so much.

9 CHAIRMAN CLARK: Thank you very much, Ms.
10 Burton.

11 Any questions?

12 All right. Next up, Timothy Tausz.

13 MR. TAUSZ: Good morning. How are you, sir?

14 CHAIRMAN CLARK: Good morning. You are
15 recognized.

16 MR. TAUSZ: Thank you.

17 Name is Timothy Tausz, and I am a customer of
18 FPL.

19 I have done a lot of evaluations on, I guess,
20 electric rates since I own homes in different
21 states, and actually international, one being
22 Canada. When I look at what FPL is offering in the
23 way of an increase, but it's not out of the
24 ballpark.

25 But let me just preference this by saying, I

1 live in New York. I have a place in Canada. I
2 deal with North Carolina and I am also dealing with
3 Florida. And I can see that the rates that are
4 being charged by FPL now are certainly comparable
5 to that of Duke. When you look at that from New
6 York rates or Canadian rates, you guys are far
7 less.

8 The real question is, is when you start doing
9 rate increases, it isn't about, to me, it isn't
10 about what you guys charge per kilowatt. It's
11 about what I pay at the end. How do you hide cost?
12 How do you hide all of your numbers?

13 You know, there is this little thing that
14 everybody started to revise, it's called a delivery
15 charge. While you can keep your rates, you know,
16 stable or just a slight increase, what are the
17 delivery costs? How does that affect the consumer?

18 When I look at it, and I go dollar for dollar,
19 a 20-percent increase is only an idea of what it's
20 going to raise for the kilowatt hour. I wonder
21 what is it going to do for delivery? What is it
22 going to present? What is FPL going to say, hey,
23 this is what it takes for us to maintain our grid
24 and our projects that we have currently, and how
25 much more will that be raised that we don't have a

1 choice on?

2 You know, all the hidden costs are things that
3 I think are important for us. I am not opposed to
4 a rate increase on a kilowatt, I am more opposed to
5 any of the hidden costs being raised.

6 I thank you for your time.

7 CHAIRMAN CLARK: Thank you very much, Mr.
8 Tausz.

9 Any questions?

10 All right. Next up Marta Pulido.

11 MS. PULIDO: Speaking with interpreter.

12 CHAIRMAN CLARK: Ms. Pulido, could we hold on
13 one second? First of all, I need to swear you in.

14 INTERPRETER: Go ahead and swear her in.

15 (Whereupon, Marta Pulido was sworn by Chairman
16 Clark through the interpreter.)

17 MS. PULIDO: Yes. Correct.

18 CHAIRMAN CLARK: All right. Thank you. You
19 may begin.

20 MS. PULIDO: Okay. My name is Marta Pulido,
21 and I am a client of FPL since I have had my first
22 house, since I purchased my first home, and I am in
23 agreement with the increase for FPL comparing it to
24 the other services that FPL gives us, or other
25 services like public works, water and sewer, FPL is

1 very efficient. Every time we call for a problem,
2 they solve all the issues the best manner, and very
3 professional and very efficient and they are very
4 organized. And the attention, the customer service
5 on the phone, is also stellar, excellent.

6 And like I said, comparing it to the other
7 services, water and sewer public works, and there
8 are no inconveniences with any repairs or anything
9 giving us any other services.

10 And FPL -- I am in agreement that FPL increase
11 the rate a little bit, and we continue to pay and
12 for them to supply their same great service --
13 services. Thank you.

14 CHAIRMAN CLARK: All right. Thank you very
15 much. You got all of that. I was waiting for a
16 break in there somewhere.

17 Any questions from any Commissioners? Thank
18 you very much.

19 Next up Ibia Gomez. Ibia Gomez, are you on
20 the line?

21 MS. GOMEZ: Yes, I am here. I am on the line.

22 CHAIRMAN CLARK: Ms. Gomez, I need to swear
23 you in.

24 (Whereupon, Ibia Gomez was sworn by Chairman
25 Clark.)

1 MS. GOMEZ: Yes, I do.

2 CHAIRMAN CLARK: You are recognized for three
3 minutes, please.

4 MS. GOMEZ: Yes, thank you.

5 Good morning, everyone. My name is Ibia
6 Gomez. I have been a Miami resident for over 50
7 years. I completely support FPL on the rates -- no
8 one wants a rate increase, of course, but service
9 to me is very important.

10 I take care of three women very important to
11 me, my mom, grandmother and my aunt, and believe me
12 when the power goes out, I freak out. So FPL has
13 never let me down. It's a great vision when, after
14 a hurricane, you see them driving into your
15 neighborhoods with their trucks and working on
16 bringing our power back.

17 So with that said, I rely on them 100 percent
18 to keep my family comfortable during difficult
19 times, such as a hurricane, or even those storms
20 that come in without very much warning. I know
21 they are committed to what they do. I know their
22 care, their customer service is on point, so I do
23 support any change that they need to do to better
24 our daily lives. And I thank you for your time.

25 CHAIRMAN CLARK: All right. Thank you, Ms.

1 Gomez.

2 I want to make sure her comments are in the
3 record, when the power goes out I freak out. I
4 like that one. That's my favorite so far.

5 MS. GOMEZ: That is correct, and I think a lot
6 of people would agree with me.

7 CHAIRMAN CLARK: Absolutely.

8 MS. GOMEZ: Yes, thank you much.

9 CHAIRMAN CLARK: All right. Thank you for
10 very much, Ms. Gomez, for your comments today.

11 MS. GOMEZ: It is my pleasure. Thank you
12 again.

13 CHAIRMAN CLARK: Next up is Natalia Brown.
14 Natalia Brown.

15 MS. BROWN: Hello, yes, I am here.

16 CHAIRMAN CLARK: Ms. Brown, you are recognized
17 for three minutes.

18 MS. BROWN: Thank you.

19 Good morning. My name is Natalia Brown, and I
20 live in Davie, Florida at 33321. I am a Florida
21 Power & Light customer, and I have been for over a
22 decade.

23 I am a member of the Miami Climate Alliance
24 a -- (inaudible) -- of energy of environmental law
25 and policy, and one of the many that has also been

1 taken for granted and taken advantage of by FPL's
2 business practices over the time I have been a
3 customer.

4 I am speaking against the rate increase
5 because FPL's justification for increasing the cost
6 burden of energy services borne by ratepayers are
7 wholly insufficient, if not inaccurate.

8 We know very well that the company does not
9 have a sincere interest in expanding the generation
10 of renewable technologies of the scale and speed,
11 and nature required to truly mitigate to be a
12 climate impact. FPL, as has been mentioned, has
13 not taken responsibility for the most fundamental
14 health related and economic harm forced upon their
15 customers of who are our neighbors.

16 Over the course of the pandemic, for example,
17 amidst the confluence of record-breaking extreme
18 heat conditions, health risks, limited mobility and
19 a higher share of ratepayers sheltering in their
20 homes for most hours of the day, we saw hundreds of
21 thousands of life-threatening disconnections that
22 occurred, including tens of thousands of households
23 which were disconnected without reconnection. And
24 that's only based on very limited data that has
25 been recorded inconsistently and monitored by

1 different groups over the last several months.

2 At this time, over 600,000 residential
3 customers just this last month were late on their
4 bills, and this is likely over one million
5 Floridians. Now FPL wants to extract more wealth
6 from these communities to profit from the very same
7 people.

8 And in addition to that, FPL's customer
9 service has been not much like the reliable
10 convenience that the company makes it out to be.
11 It's exceptionally difficult for any community
12 member, but most difficult for those severely
13 impacted by energy injustices to express their
14 concerns and gain meaningful outcomes from their
15 engagement, if they are able to make contact with a
16 customer service representative during a time that
17 they are available to do so.

18 Floridians all across the state are still
19 recovering from the COVID-19 health and economic
20 crises, and now is not the time for the Public
21 Service Commission to allow FPL to increase their
22 electricity bills by 20 percent.

23 Thank you.

24 CHAIRMAN CLARK: All right. Thank you very
25 much, Ms. Brown.

1 Any questions?

2 Seeing none, next up is Jenneva Clauss,
3 Jenneva Clauss.

4 MS. CLAUSS: Hi, yes. Can you hear me?

5 CHAIRMAN CLARK: Yes, we can hear you. You
6 are recognized.

7 MS. CLAUSS: Thank you.

8 I am going to speak in opposition to the rate
9 increase for multiple reasons that others have
10 mentioned, I will go into them a little bit more.

11 So even though we are talking about FPL making
12 energy efficient moves in Florida, the American
13 Household for an Energy Efficient Economy actually
14 rates FPL 51st out of 52 companies that they looked
15 at who are actually making energy efficient
16 investment and services in Florida. So it's not
17 actually investing in energy efficiency, or making
18 moves that combat climate change. Actually,
19 natural gas, which they want to invest more in, is
20 not clean energy, and the drilling of natural gas
21 emits methane, which can contribute to climate
22 change just as carbon dioxide can.

23 Also NextEra, the parent company, has not
24 committed to decarbonize like other companies have
25 as well as just talking about the people who will

1 actually be impacted by the rate increase, it's not
2 going to be people behind on their FPL bills,
3 however, 600 -- over 650 though people in Florida
4 are behind in paying their FPL bill. So I ask what
5 will happen to those people when the rate increases
6 when they are already not able to afford the
7 current rate that FPL charges people? Are we just
8 going to shutoff their energy, like FPL has done
9 throughout the pandemic and pushed to do throughout
10 the pandemic?

11 I know an 80-year-old woman who had her energy
12 shut off, and she has to get food delivered to her
13 from her neighbors, they cook for her because she
14 doesn't have any way to make food for herself. And
15 again, she's 80 years old.

16 I don't think that's how we should be treating
17 people in our state, and I also don't think that
18 that should be allowed to treat 80-year-old elderly
19 women that way.

20 I also say that I have lived in Florida my
21 whole life, and while living in Florida, I remember
22 when FPL was trying to get us to vote for an
23 amendment that actually limits people's ability to
24 install solar panels and produce actual clean
25 energy, unlike natural gas, and it was written in a

1 very, like, deceiving way that actually
2 misconstrued what the amendment would actually do
3 to impact people.

4 Lastly, I just want to say that the rent
5 increase for residential people is more than would
6 impact businesses, which I ask why people that are
7 just residential customers have to bear the larger
8 impact to a rate increase versus businesses. And I
9 yield the rest of my time.

10 CHAIRMAN CLARK: All right. Thank you very
11 much.

12 Anyone have any questions for Ms. Clauss?

13 All right. Next up is Shay Catrett. Shay,
14 are you on the line?

15 MS. CATRETT: Yes, I am, Chairman?

16 CHAIRMAN CLARK: You are recognized.

17 MS. CATRETT: Okay. Thank you.

18 I am actually here to speak on -- I'm with
19 Gulf Power. I am located in Bay County, so I am a
20 Gulf Power customer. And like a couple of the
21 other speakers before, no one really likes to hear
22 rates are going up, but when we think about the
23 value that Gulf Power or Florida Power & Light
24 offer their customers, there are several things
25 that should be taken into consideration, and living

1 in Florida, reliability is a huge one. Several
2 other speakers have commented to that. And as a
3 customer of Gulf Power for over 17 years, I found
4 them to be very reliable.

5 In Florida, storm response is also an
6 important consideration. We are coming up on
7 almost three years ago when Hurricane Michael came
8 through and devastated our area, and the men and
9 women of Gulf Power went to work at a timing when
10 they, themselves, experienced damage to their
11 homes, they worked around the clock to reestablish
12 power to our community, and remarkably, in just a
13 few weeks, they had restored power to the majority
14 of their customers. And storm response work makes
15 for long, exhausting days, and I appreciate their
16 efforts.

17 And lastly, when we judge quality of service,
18 rates shouldn't be the only thing we look at. We
19 should consider, as I mentioned, reliability,
20 customer service, storm readiness and response and
21 security.

22 And so thank you for your time and the
23 opportunity to speak today.

24 CHAIRMAN CLARK: Thank you very much, Ms.
25 Catrett.

1 Anyone have any questions?

2 All right. Next up, Jonny Sotolongo Suarez.

3 I am waiting to see how bad a job I did on your

4 name, Mr. Suarez. Jonny Sotolongo Suarez.

5 INTERPRETER: Jonny Sotolongo Suarez.

6 MR. SUAREZ: Hi, good morning. Can you hear

7 me?

8 CHAIRMAN CLARK: Yes, we can hear you. You

9 are recognized.

10 MR. SUAREZ: All right. Hi. Good morning,

11 everyone. My name is Jonny Sotolongo, and yes, you

12 did say my name correctly.

13 CHAIRMAN CLARK: Thank you.

14 MR. SUAREZ: Okay. Yeah, so the reason why I

15 am calling, I am a FPL residential customer. I

16 just recently bought a home. I understand it's

17 never, you know, a good thing to have your monthly

18 bill increased, but every time I call FPL about a

19 problem at home, they are out there within 30

20 minutes. Every time we have a storm, you can see

21 them, you know, out in my neighborhood, or out

22 anywhere within the city right away. It's

23 incredible the manpower they have when it comes to

24 being able to provide quality service to all its

25 customers.

1 Also, you know, climate change is also a big
2 thing, you know, renewable energy. Anything that
3 we can do to impact our climate, or even prevent it
4 or slow it down, I am all for it, because, you
5 know, I have seen that sea rise is a big problem.
6 I currently live in a flood zone, so I know that,
7 you know, sea rise in the future is going to be a
8 huge problem here in Florida. So anything that we
9 can do to help that cause, you know, I am totally
10 for it.

11 So I definitely approve the new increase, and
12 I thank you all very much for taking the time
13 today.

14 CHAIRMAN CLARK: All right. Thank you very
15 much.

16 Anyone have any questions?

17 All right. Next up is Yenny Martinez.

18 MS. MARTINEZ: Hi, good morning. I am here.

19 CHAIRMAN CLARK: Yes, Ms. Martinez, you are
20 recognized.

21 MS. MARTINEZ: Hi. Yes. I am calling because
22 I have been a resident of Florida for over 15
23 years, and I have now, being a new homeowner, I am
24 very pleased with the FPL service.

25 Recently I had to call because I had some

1 questions with my bill, and basically, I mean, I
2 called the main number, and it was super easy.
3 Someone answered right away, and they were actually
4 able to explain to me how to put the app on my
5 phone so I can track my bill and my service over
6 the phone, which, for me, is super important
7 because I have a super because busy job, a super
8 busy lifestyle, and that, for me, was super, super
9 helpful. I am very, very pleased with the new
10 technology that FPL is coming out with, and, yeah,
11 I think I have nothing but good things to say about
12 FPL.

13 CHAIRMAN CLARK: All right. Thank you very
14 much for your testimony today.

15 Any questions?

16 All right. Next up Blanca Fernandez. Blanca
17 Fernandez.

18 All right. We will move on to our next party,
19 Chris Reger, Chris Reger.

20 MR. REGER: I am here. Thank you, Mr.
21 Chairman.

22 CHAIRMAN CLARK: Mr. Reger, I need to swear
23 you in before you begin.

24 (Whereupon, Chris Reger was sworn by Chairman
25 Clark.)

1 MR. REGER: I do.

2 CHAIRMAN CLARK: All right. You are
3 recognized, sir.

4 MR. REGER: Thank you. Good morning, Mr.
5 Chairman and today's Commission. Thank you for
6 your time and giving me the opportunity to speak
7 today.

8 My name is Chris Reger, and I have been the
9 general manager of the Renaissance Hotel in
10 Plantation, Florida for five years. I am an FPL
11 customer at my residence in Sunrise, and I am
12 responsible for the nine-story Renaissance full
13 service hotel in Plantation.

14 FPL has always been completely transparent,
15 forthcoming and efficient in regards to their
16 commitment to service. Having experienced a
17 significant outage during Hurricane Irma, energy
18 serves is vital, and FPL did a fantastic job then,
19 and continues to do so.

20 Power is absolutely vital to my hotel, from
21 HVAC systems keeping our building conditioned and
22 mold free; keeping elevators running without
23 stoppages with guests inside; keeping our fire and
24 life safety systems properly monitoring our
25 building for smoke, fire, carbon monoxide and other

1 such hazards; keeping our kitchen smoke exhaust
2 systems functioning, and keeping our WiFi systems
3 up.

4 With so many people working remotely, WiFi is
5 more important than ever. For every power outage,
6 it can take 10 minutes or to ensure all of these
7 said systems are checked to ensure they are
8 functioning properly after an outage.

9 I am in support of the rate case, and I feel
10 the rate change is important to maintain the
11 reliability of our energy source.

12 Thank you for your time.

13 CHAIRMAN CLARK: All right. Thank you, Mr.
14 Reger.

15 Any questions from the Commissioners?

16 Next up, Carlos Sotolongo. Carlos Sotolongo.

17 All right. Moving on to the next person, I
18 know I am going to get this one wrong, Amairani
19 Perez, Amairani Perez.

20 MS. PEREZ: Yes, I am here. Good morning.

21 CHAIRMAN CLARK: Good morning. You are
22 recognized.

23 MS. PEREZ: Good morning, everybody.

24 First of all, I appreciate the opportunity to
25 speak in this hearing today.

1 My name is Amairani Perez, and I have been a
2 FPL customer for over 10 years now, and I am here
3 to say that FPL helps people locally. They have a
4 great presence in our community. I think it's
5 great that they partnered with a local public
6 university, FIU, and hire the local kids. I think
7 that it's commendable that they support the local
8 university, and help the families by hiring their
9 kids and keep it done here locally, and employed.

10 With that being -- in addition to that, the
11 good service, the professional customer service is
12 remarkable as well. With that being said, I am
13 willing to pay a reasonable rising of my bill, and
14 I support FPL request of increasing prices, but I
15 would like to see more progress in the
16 implementation of the solar energy as well.

17 Thank you all, and thank you for your time as
18 well.

19 CHAIRMAN CLARK: Thank you very much, Ms.
20 Perez.

21 Any questions?

22 All right. Next up, Dessy Alpizar. Dessy
23 Alpizar.

24 All right. Moving on to next consumer, Mirtha
25 Morejon. Mirtha Morejon.

1 INTERPRETER: (Announcing next speaker.)

2 CHAIRMAN CLARK: Ms. Morejon, I will need to
3 swear you in.

4 INTERPRETER: No, that was the interpreter,
5 Mr. Chairman. I was just pronouncing the name.

6 CHAIRMAN CLARK: Thank you.

7 INTERPRETER: She hasn't responded.

8 CHAIRMAN CLARK: Thank you. I am sorry.

9 All right. Next up Anaruth Solache.

10 MS. SOLACHE: Yes. Hello.

11 CHAIRMAN CLARK: Ms. Solache, you are
12 recognized.

13 MS. SOLACHE: Thank you.

14 Good morning. My name is Anaruth Solache, and
15 I am an FPL customer. I also do community
16 engagement work at Catalyst Miami, focusing in the
17 South Miami-Dade area.

18 I wanted to first say thank you for allowing
19 us time to comment, however, I will emphasize
20 adding more dates and times so public comment can
21 be more accessible to more customers around the
22 state.

23 The main reason why I am speaking today is to
24 ask all of you to consider not approving the FPL
25 rate case increase. Since March 2020, our

1 communities have been facing drastic layoffs and
2 job shortages. Similarly, FPL has made very little
3 effort to help people that are facing
4 disconnections at this time. I have had community
5 members share their experiences with me on deciding
6 if to stay home and suffer through the heat to not
7 raise their electricity bill, or to leave their
8 home and go to a public space to be cool but also
9 risk getting COVID.

10 This rate increase will also negatively impact
11 small businesses. Our communities are just
12 starting to return to normal. They are not fully
13 recovered. Many small businesses are on the brink
14 of closing even with the state fully reopened.

15 Of course, CEOs and big company are fine with
16 the new rates. They can afford it. However, our
17 communities cannot afford to take another hit. By
18 allowing FPL to increase its rates, you will be
19 contributing to more disconnections and our small
20 businesses to fail.

21 Please consider voting against the FPL rate
22 increase and let's help our communities recover.

23 Thank you so much for your time.

24 CHAIRMAN CLARK: Thank you, Ms. Solache.

25 Any questions for Ms. Solache?

1 All right. Next up, John Knagge.

2 MR. KNAGGE: I am here.

3 CHAIRMAN CLARK: You are recognized.

4 MR. KNAGGE: Good morning. My name is John
5 Knagge, and I have been a residential customer with
6 FPL almost 20 years residing here in Nassau County,
7 Callahan -- Callahan, Florida.

8 I also serve my community as a town of
9 Callahan -- from the town of Callahan Planning
10 Zoning Board, and as well as Executive Committee of
11 the Nassau County Economic Development Board.

12 First, in the 23 years I have been a customer
13 of FPL, I have absolutely no complaints with the
14 quality of service, nor the amount of my monthly
15 bills, which I have paid. Even through various
16 storms we've had, Matthew and Irma, availability
17 was better than I expected with minimal power
18 outages.

19 FPL has been visibly active in our community.
20 For the past few months, I have personally seen
21 many areas of Nassau County serviced where they
22 have replaced power poles, am wooden ones replaced
23 with concrete, has been replaced -- other power
24 lines have also been hardened as they prepare for
25 hurricane season, just helps with the -- minimizing

1 any more power outages.

2 They've also built a clean energy solar farm
3 just a few miles from my home.

4 Last year, FPL paved a very large parking area
5 at the Nassau County Fairgrounds. This was for
6 full benefit to the county. For one, it provides a
7 staging area for power trucks during storm events
8 to help get us back on-line quickly. It's also a
9 much needed and requested item locally for our
10 residents for the annual fair and other events
11 hosted at those fairgrounds.

12 FPL has also participated in our Economic
13 Development Board for a number of years, which I
14 have served as Chairman during the last fiscal
15 year. They are very committed to Nassau County and
16 growing our existing businesses, as we as
17 attracting new businesses to our county.

18 Regarding the rate increase. As a consumer, I
19 never like increased prices. That being said, I
20 would support the rate increase so my community can
21 continue to benefit from the level of service FPL
22 has provided in the past.

23 Thank you.

24 CHAIRMAN CLARK: Thank you Mr. Knagge.

25 Any questions from Commissioners?

1 All right. Next up, Jose Gonzalez.

2 MR. GONZALEZ: Good morning, Mr. Chairman. My
3 name is Jose Gonzalez.

4 CHAIRMAN CLARK: Good morning, Mr. Gonzalez.

5 MR. GONZALEZ: Thank you.

6 One second, let me get here to -- I apologize.

7 My name is Jose Gonzalez, and I am Executive
8 Vice-President of Florida East Coast Industries,
9 and I also serve as the President of the Florida
10 Builders Association of South Florida. My address
11 is 700 Northwest 1st Avenue, Suite 1620, Miami,
12 Florida.

13 I have been developing real estate for the
14 past 25 years in South Florida. During this time,
15 I have interacted with various levels of FPL, from
16 engineering, transmission, construction and
17 customer service. All of these different levels,
18 they have always treated us as a valued business
19 customers, finding various ways to help us and our
20 tenants with their power needs.

21 As an example of some creative nature of
22 creating these partnerships with the business
23 communities, we have worked with them and the
24 community to provide a biodiesel solution for our
25 locomotives for our Brightline rail system. This

1 opportunity has benefited both our business and
2 have created a clean energy environmental benefit
3 for our community.

4 Like this, I have dozens of examples how FPL
5 team is constantly going above and beyond to help
6 our business customers fulfill their power needs.
7 Because of this, we are very supportive of their
8 request for the rate increase, because we know they
9 will continue to use the dollars to benefit their
10 community and to create and expand the support for
11 our industry.

12 With that, I yield the rest of my time. Thank
13 you.

14 CHAIRMAN CLARK: Thank you very much, Mr.
15 Gonzalez.

16 Next up, Edwin Silie.

17 MR. SILIE: Good morning.

18 CHAIRMAN CLARK: Good morning, sir. You are
19 recognized.

20 MR. SILIE: Thank you so much.

21 My name is Edwin Silie, and as a resident of
22 Florida, I have been here for four years, I am
23 married to Yaz Silie. She's been here for 20
24 years. And I have had the privilege of living in
25 different states. I have lived in Massachusetts.

1 I have lived in Maryland, New York, Ohio. And I
2 can say, the last four years, we have had no issues
3 with FPL, and I have been pretty pleased with the
4 service that we have received.

5 I am also the Principal of Miami Union
6 Academy. It's located in North Miami. And it's
7 just been a true privilege for us to work
8 hand-in-hand with the FPL, and the work they have
9 done within our facility for the benefit of our
10 students. And that is something that is -- that is
11 really deep and meaningful to me.

12 Many occasion they have worked hand-in-hand
13 with us for the beautifying the facility. They
14 have a beautiful program where they help the
15 community, and which speaking of that, at no cost
16 to the school or to our kids. Over 80 percent of
17 our kids here are of low-income families, and FPL
18 understands that. So I simply support the work
19 that FPL is doing.

20 And every time that we have an issue here at
21 the school, it's easy for them to come out and
22 resolve the issue. Every time there is a conflict,
23 it's easier for us to resolve the conflict with
24 FPL, and they are very responsive, and I truly
25 support the work that they are doing.

1 I also have family in other states, such as
2 Texas and California, and they -- they tell me
3 often the issues that they have with the current
4 outage. My wife tells me the experience they've
5 had with FPL throughout the many years living here
6 as well, and it's always been a good, good
7 experience that they have -- that she has had, and
8 I have been experiencing that for the last four
9 years as well.

10 So I do support the work that FPL is doing,
11 and do support whatever we need to do to continue
12 to enhance the infrastructure of our electricity
13 and just to help providing for our family.

14 And even more this last couple of years with
15 dealing with the pandemic, and just having to go
16 virtual have been of a true necessity that our kids
17 have access to electricity in order for us to
18 provide the quality education that we have been
19 providing, and FPL has been consistent, they have
20 and have provided for our families, and I have to
21 support that.

22 Thank you.

23 CHAIRMAN CLARK: All right. Thank you, Mr.

24 Silie.

25 Any questions?

1 All right. Next up, Guillermo Villatoro Hall.
2 Guillermo Villatoro Hall.

3 Okay. Next, Leslie Pantin.

4 MR. PANTIN: Yes, this is Les Pantin. I am
5 speaking in favor of Florida Power & Light's
6 request for an increase. In the past year --

7 CHAIRMAN CLARK: Mr. Pantin --

8 MR. PANTIN: Yes.

9 CHAIRMAN CLARK: Mr. Pantin, let me -- can I
10 get one second. I need to swear you in before we
11 begin.

12 (Whereupon, Leslie Pantin was sworn by
13 Chairman Clark.)

14 MR. PANTIN: I do.

15 CHAIRMAN CLARK: Yes, you may proceed now.

16 MR. PANTIN: Okay. Yeah.

17 So speaking an increase of FPL's request, you
18 know, in the past year, I have been working at home
19 and I don't have to worry about reliability like I
20 did in Tallahassee, where it literally rains and
21 your power can go out. I live in Coconut Grove
22 with a lot of trees, and I never have to worry
23 about the power going out when I am at home or at
24 work.

25 And I also really appreciate FPL's involvement

1 in the community. I am a member of organizations,
2 including -- (inaudible) -- Orange Bowl Committee,
3 which I support, and I think they are a great
4 partner here in the community.

5 Thank you.

6 CHAIRMAN CLARK: All right. Thank you very
7 much.

8 Any questions?

9 Next up, Madame Renita Holmes. Madame Renita
10 Holmes.

11 Next after that, Pia Palomino. Pia Palomino.
12 James Balter.

13 MR. BALTER: Yes. Thank you, Mr. Chairman. I
14 am here.

15 CHAIRMAN CLARK: You are recognized.

16 MR. BALTER: Yes, I am a Florida resident,
17 however, I left Miami some years ago. I have lived
18 in New Jersey, New York, Long Island, and I have
19 watched Florida Power & Light since I returned to
20 Miami in 1983. I lived through Cleo as a child, a
21 hurricane in Miami. I lived through Andrew and all
22 the successful other hurricanes and storms that
23 have hit South Florida.

24 I also was at the Commission meeting regarding
25 putting the wires underground through south Miami

1 and Coral Gables to harden the system to eliminate
2 outages. I watched my fellow taxpayers and Florida
3 Power & Light come down against that because they
4 weren't willing to pay for it. And I think if you
5 drive down Ponce De Leon Boulevard, where I feel
6 very safe that FPL put up some beautiful poles and
7 high tension wires, they should have been
8 underground.

9 I have watched, when I started driving, the
10 cost of gasoline to be 39 cents a gallon. It's
11 close to \$3 now, and very few complaints from those
12 people. While I understand that Florida Power &
13 Light may shut off people's electricity, I also
14 know that many abuse public utilities.

15 I am for this increase. I am for whatever FPL
16 will do so that we don't have an outage like they
17 did in Texas, or exploding transformers that cause
18 fire, like what occurred in California.

19 I lived in Ridgewood, New Jersey, a very
20 affluent community, equivalent to the City of Coral
21 Gables, where I also grew up. And I can tell you
22 that when they have bad thunderstorms, I lost my
23 power.

24 That's all I will say. I think we should
25 approve this, and I will yield the rest of my time.

1 Thank you very much.

2 CHAIRMAN CLARK: Thank you very much, Mr.
3 Balter.

4 Any questions for Mr. Balter?

5 Seeing none. Next up Yordenis Bringa.
6 Yordenis Bringa.

7 Next is William Delgado.

8 MR. DELGADO: Good morning, Mr. Chairman.

9 CHAIRMAN CLARK: Yes, Mr. Delgado, you are
10 recognized.

11 MR. DELGADO: Okay. So hold on for a second.

12 All right. Good morning, Mr. Chairman and
13 members of the Commission. My name is William
14 Delgado, and I reside in Miramar, Florida.

15 I am the President of the Latin American
16 Business Association, and I would like to provide
17 the PSC representative with testimony on FPL
18 feedback in our community during the last 15
19 months.

20 I know personally that FPL has always been
21 here to help the community through all these tough
22 times and all these tough months. I know they
23 donate to numerous community organizations, such as
24 food drives, and their employees volunteer to
25 manage some of them. They suspended

1 disconnections, and worked with the business
2 community to set up programs like the Main Street
3 Capital Program to help the small businesses stay
4 afloat.

5 I think we are fortunate to have a community
6 partner like Florida Power & Light. I believe they
7 are a forward-looking utility that has solid
8 investment strategy, so in my opinion, our quality
9 of service is excellent.

10 Thank you very much, Mr. Chairman. I give
11 rest of my time to another. Thank you, sir.

12 CHAIRMAN CLARK: Thank you, Mr. Delgado.
13 Any questions?

14 All right. Seeing none, next up, Bronwyn
15 Naylor.

16 MS. NAYLOR: Yes, sir.

17 CHAIRMAN CLARK: Ms. Naylor, let me get you
18 sworn in, please.

19 (Whereupon, Bronwyn Naylor was sworn by
20 Chairman Clark.)

21 MS. NAYLOR: Yes, I do.

22 CHAIRMAN CLARK: All right. You have three
23 minutes, please.

24 MS. NAYLOR: My name is Bronwyn Naylor, and I
25 am from Pensacola, where I have resided for 25

1 years.

2 I have served as Chairman of the Board of Gulf
3 Breeze Chamber, had my own business, worked with
4 Leadership Santa Rosa and flipped numerous houses.
5 I have started, transferred and ceased services
6 numerous times due to these flips. The service has
7 been impeccable. I have had great customer service
8 as well, and I have not experienced any delays or
9 interruptions outside of the typical ones from the
10 hurricanes, and all my services during the
11 hurricanes have been promptly restored.

12 Also, Gulf Power is wonderful to help with the
13 community, and they participate a lot in activities
14 in a community.

15 So with all these reasons, I definitely
16 approve the increase to maintain this type of great
17 service.

18 CHAIRMAN CLARK: All right. Thank you very
19 much for your testimony today.

20 Any questions from Commissioners or staff?

21 Next up, Keitha Daniels.

22 MS. DANIELS: Good morning.

23 CHAIRMAN CLARK: Ms. Daniels, you are
24 recognized.

25 MS. DANIELS: Do I need to be sworn in?

1 CHAIRMAN CLARK: No, ma'am.

2 MS. DANIELS: Okay. Well, good morning. My
3 name is Keitha Daniels. I am the Economic
4 Development Director for Hendry County, and I have
5 worked with FPL for many years, most recently on an
6 economic development project.

7 I have worked with their team on a local
8 level, as well as the state level, and I believe
9 that their team has a good understanding of the
10 projects and the potential opportunities that we
11 have in Hendry County, and have been a great
12 resource in helping us accomplish some of our
13 goals.

14 A few years ago, FPL helped us with a
15 revitalization project in downtown La Belle. They
16 wanted to bring volunteers to our area during the
17 Power to Care week for a community project. They
18 listened to our needs and what we thought would be
19 the most impactful project for us. With the help
20 of their volunteers and a few gallons of paint, we
21 were able to transform an old building in the
22 downtown area into an art gallery. The gallery
23 renovation was the kickstart of the revitalization
24 efforts for the downtown.

25 The goal is to make the downtown a place that

1 people want to visit, live and open a business.
2 And I am happy to say that six years later, our
3 gallery is still thriving. We have had 20
4 businesses open in the downtown, creating numerous
5 job opportunities, and 60 apartments are being
6 built just blocks away, which will bring additional
7 growth and opportunity to downtown La Belle.

8 FPL is also working with us currently to bring
9 attention to the other opportunities that we have
10 here, opportunities that we believe will result in
11 job creations for our county. Over the past year,
12 FPL helped us produce a marketing video for a
13 650-acre industrial park that is being developed in
14 the City of La Belle. They also connected us to a
15 marketing firm who was able to review our website
16 and social media sites and give us recommendations
17 and valuable feedback on how we could optimize our
18 channels to attract businesses to our area.

19 FPL also participated on the -- (inaudible) --
20 needs behalf of our region. I believe their
21 knowledge and their understanding of our area gave
22 us additional voice on that board.

23 FPL is currently building solar fields in
24 Hendry County. As a rural county, we rely heavily
25 on our agricultural industry and promote our

1 natural environment for tourism. The solar fields
2 will cause little disruption of our wildlife or
3 endanger our crop production while providing energy
4 needs to our surrounding areas.

5 I should also mention that I have worked with
6 FPL during disasters, during Hurricane Irma and
7 during the pandemic, each time FPL either was
8 stationed in our county for immediate assistance or
9 touched base with me several times to see how they
10 could be of help.

11 Based upon my experience and interactions with
12 FPL, I believe they have a very real and impactful
13 presence in our community and support their
14 request.

15 CHAIRMAN CLARK: All right. Thank you very
16 much, Ms. Daniels.

17 Any questions for Ms. Daniels?

18 All right. Well, that concludes all of our
19 scheduled speakers for today. I want to thank you
20 all for taking time out of your busy schedule to
21 call in and do this service hearing. Your comments
22 and testimony are a very important part of this
23 process, and we appreciate you assisting us in this
24 proceeding.

25 If you have any questions, please feel free to

1 discuss them with one of our staff members or a
2 company representative. Their contact information
3 has been provided in the notices for this
4 proceeding. You can also find contact information
5 on the Florida Public Service Commission website.

6 Any of the Commissioners have any closing
7 comments of we adjourn?

8 Seeing none -- Commissioner Fay.

9 COMMISSIONER FAY: Just real quick, Mr.
10 Chairman. I was going to see if the folks that we
11 missed on here that weren't there, if there was --
12 maybe just the last call just to make sure they
13 hadn't jumped on at the end.

14 CHAIRMAN CLARK: Sure, we can do that.

15 Anyone that we called that did not get an
16 opportunity to testify?

17 All right. Very good. I think we got them
18 all then. Great.

19 Thank you very much for being here today. We
20 stand adjourned.

21 (Proceedings concluded.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DEBRA KRICK, Court Reporter, do hereby
certify that the foregoing proceeding was heard at the
time and place herein stated.

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

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

DATED this 7th day of July, 2021.



DEBRA R. KRICK
NOTARY PUBLIC
COMMISSION #HH31926
EXPIRES AUGUST 13, 2024