

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of : DOCKET NO. 941281-TL
Petition by subscribers of :
the Groveland Exchange for :
Extended Area Service (EAS) :
to the Orlando, Winter Garden :
and Windermere Exchanges. :

EVENING SESSION

VOLUME 2

Pages 187 through 224

PROCEEDINGS: HEARING

BEFORE: CHAIRMAN SUSAN F. CLARK
COMMISSIONER JULIA L. JOHNSON
COMMISSIONER DIANE K. KIESLING

DATE: Thursday, April 18, 1996

TIME: Commenced at 10:00 a.m.
Concluded at 6:52 p.m.

PLACE: E. L. Puryear Building
Community Center
243 South Lake Avenue
Groveland, Florida 34736

REPORTED BY: EKATERINA L. TROFIMOV, RPR-CP
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APPEARANCES:
(As heretofore noted.)

BUREAU OF REPORTING

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

2 (Hearing reconvened at 6:03 p.m.)

3 CHAIRMAN CLARK: Ladies and gentlemen. We are
4 ready to call the hearing to order. I have six o'clock,
5 so we'll go ahead and get started.6 My name is Susan Clark. I'm Chairman of the
7 Public Service Commission. And with me today are two
8 other commissioners with the Commission. Commissioner
9 Julia Johnson -- many of you may know her; she's from
10 the Clermont area. On my right is Commissioner Diane
11 Kiesling; she's from Monticello, Florida.12 We have read the notice for this proceeding,
13 Mr. Pierson, so we don't need to read the notice again.14 MR. PIERSON: That's correct. Or I could if
15 you would like.16 CHAIRMAN CLARK: I think we could dispense
17 with reading the notice again.18 What I would like to do is have the attorneys
19 who are representing the parties here today again make
20 an appearance so you will know who the gentlemen are
21 that are sitting here at the table.

22 Mr. Wagner, we will start with you.

23 MR. WAGNER: Richard A. Wagner, on behalf of
24 the people supporting the EAS petition, 304 East
25 Colonial Drive, Orlando.

1 COMMISSIONER KIESLING: Why don't you wave
2 your hand or something, because, to these people back
3 here, all they see is the back of your heads.

4 COMMISSIONER CLARK: Mr. Wahlen.

5 MR. WAHLEN: I'm Jeff Wahlen. I'm with the
6 Ausley Law Firm in Tallahassee. It's P.O. Box 391. And
7 I represent United Telephone Company of Florida.

8 CHAIRMAN CLARK: Mr. Carver.

9 MR. CARVER: Phillip Carver, representing
10 BellSouth, 150 West Flagler Street, Suite 1910, Miami,
11 Florida.

12 MR. PIERSON: I'm Robert Pierson. I represent
13 the Staff of the Commission, 2540 Shumard Oak Boulevard,
14 Tallahassee, Florida.

15 CHAIRMAN CLARK: We have also with us this
16 evening some other staff members here who are here to
17 assist us in conducting this proceeding, but they can
18 also answer any questions you may have about this
19 proceeding and about what the Public Service Commission
20 does.

21 The first person I'd like to introduce is
22 Ann Shelfer. She's sitting here with Mr. Bob Pierson.
23 She handles all our EAS proceedings. As I said this
24 morning, she's probably the one person that can tell
25 you -- if you give her your exchange, she can tell you

1 where you can call and for what price. She knows
2 everything about these extended area plans.

3 In the back of the room is Melinda Pace.
4 She's from our Consumer Affairs Division. She helps us
5 conduct these proceedings and stays in touch with the
6 public for us.

7 Seated next to her in the back is Sandy
8 Simmons. She's with our clerk's office, and she helps
9 us set up. She gets the location for those proceedings,
10 and she helps us set up the room.

11 Have I forgotten any other staff?

12 I should introduce our court reporter, Katy
13 Trofimov. I should tell you that she does not normally
14 transcribe proceedings before the Commission, so when
15 you do come to give your testimony, if you could speak
16 slowly and clearly, we would appreciate it.

17 But we're here this evening to hear from you
18 about whether or not we should consider implementing an
19 Extended Area Service between Groveland and Orlando.
20 We're also considering including Windermere and
21 Winter Garden in that service because they are exchanges
22 that are between Groveland and Orlando. We will be
23 looking at an Extended Area Service or an alternative
24 toll relief plan, and more about that is -- more
25 information about that is provided in this blue sheet

1 that you can pick up at the back of the room.

2 We had a public hearing this morning, and then
3 we had our technical hearing after lunch, and we're back
4 again now to listen to those members of the public who
5 could not participate in the hearing this morning.

6 We will be taking your testimony. We will
7 swear you in so that your testimony can become part of
8 the record that we can rely on in making our decision.

9 One other thing I should tell you. If you do
10 not wish to provide testimony today or if you think of
11 something that comes up after we leave here, at the back
12 of this document there is a sheet of paper that has our
13 address on it, and it has lines on the back so you can
14 make your comments and send them to the Commission or
15 you can leave them with Ms. Pace in the back of the
16 room.

17 If you want to testify, I'd like to ask you to
18 sign up in the back of the room. We will take testimony
19 in the order you have signed up. If you want to adopt
20 the testimony of someone who has come before you, by all
21 means you can do that.

22 I should also indicate to you that once you
23 have finished providing your testimony, if you will just
24 wait a minute, we'll see if any of the lawyers
25 representing the parties in this case have questions

1 they'd like to ask you.

2 At this point I'd like to ask everyone who has
3 signed up and wants to provide testimony in this
4 proceeding to stand and raise your right hand.

5 CHAIRMAN CLARK: Is this everyone who signed
6 up and wants to provide testimony? All right.

7 (The witnesses were duly sworn.)

8 CHAIRMAN CLARK: Thank you. You can be
9 seated. And the first person I have on my list is Fran
10 Losey. Did I get that correct?

11 WITNESS LOSEY: That's right. Very few people
12 do.

13 CHAIRMAN CLARK: You put the accent on it, so
14 that helped. Thank you.

15 WITNESS LOSEY: My name is Fran Losey. I live
16 at 305 Beach Street in Groveland. And I had an
17 opportunity to be here for a short time this morning,
18 and I knew I would be back this evening with my husband.

19 I thought I would let you know my alternative
20 way of calling Orlando. After Clermont got the extended
21 service, I started going to my daughter's house and
22 making my long distance calls over there, or I would go
23 to a pay phone and pay a quarter for it so I didn't have
24 to do it on my own phone because the long distance is so
25 expensive.

1 CHAIRMAN CLARK: Thank you.

2 Are there any questions?

3 Thank you very much.

4 Dennis Losey.

5 WITNESS LOSEY: My name is Dennis Losey. I
6 live at 305 Beach Street in Groveland, and I'm here to
7 testify more on behalf of the inconvenience caused to my
8 company than to my own personal.

9 I'm the chief financial officer of Classic
10 Fishing Products in Clermont. Although my manufacturing
11 plant is in Lake County, we are in the East-West
12 Industrial Park close to the Orange County line, and our
13 phone exchange is a 643 exchange.

14 We employ about eighty people, and probably
15 about half of them live in Lake County and the other
16 half in Orange County. Right now, although our
17 employment level fluctuates, we have fifteen people in
18 the 429 exchange. Sometimes that number will go as high
19 as twenty-five.

20 In order to accommodate our employees, we have
21 installed a Clermont exchange on our switchboard, and
22 that's an extra cost to our company, and it's been a
23 financial burden to my company in order to go to that
24 extra expense. And certainly it's an alternative method
25 of phone calls trailing from Groveland to the 643

1 exchange area.

2 At the time the petition was circulated by
3 Carroll Fulmer, every one of the people at our plant who
4 lived in the 429 area signed that petition.

5 Let me make sure I covered everything I
6 wanted. Yeah, that's pretty well it.

7 CHAIRMAN CLARK: Okay. Thank you.

8 Any questions?

9 Thank you very much.

10 Mrs. Faye Hall.

11 WITNESS HALL: My name is Faye Hall. And my
12 address is 7440 Redwing Road, Groveland. Am I supposed
13 to give my telephone number?

14 CHAIRMAN CLARK: You don't have to.

15 WITNESS HALL: Okay. It's a 429 number, of
16 course.

17 My son, who was in back of me, lives in Ocoee,
18 with his wife. Another relative of mine lives in Ocoee,
19 and he's disabled and has a lot of medical problems, and
20 I help him and he helps me.

21 I'm disabled, of course. My doctors --
22 everybody's doctors seem to be in the Orlando area. My
23 mother, who is sitting in the second row, with the hat,
24 the blue hat -- she's 84, and I take care of her. And
25 her doctor is in Winter Garden.

1 It just seems like everything we do -- my
2 other daughter -- I have five children. My daughter's
3 husband works in Ocoee, and when my father got sick, in
4 August of last year -- this year -- August, anyhow -- I
5 had to call all the different relatives and the loved
6 ones, and it was very difficult. My telephone bill ran
7 almost \$200, and it was very difficult for me to, you
8 know, pay this off. And I hate to ask the kids to help
9 out all the time.

10 So it would be very, very helpful if we could
11 get some things where I could just call them.
12 Especially in an emergency, it's very hard for me to,
13 you know, get ahold of that bill when it comes in after
14 such an emergency like that.

15 CHAIRMAN CLARK: Thank you.

16 Any questions?

17 Thank you, Ms. Hall.

18 Dennis Cunningham.

19 WITNESS CUNNINGHAM: Yes. My name is Dennis
20 Cunningham, and I live at 8600 Florida Boys Ranch Road
21 in Clermont, which is another thing I'd like to address.
22 You have a Clermont address with a Groveland exchange.

23 Now, this is -- you know, I've gone along with
24 this for seven years, but that's another story.

25 Also I was reading in here where you did your

1 feedback on the tolls and the calls, and it has that you
2 had to have 50 percent subscribers in a petitioning area
3 making two or more calls per month. If they probably
4 didn't have to pay the rate that they have to Orlando, a
5 lot of people on fixed incomes -- I'm sure you would see
6 a vast change in that stat right there.

7 Also, if you want to check on my number, you
8 can check on it anytime, and I use it extensively, and
9 it is expensive, and I get tired of doing the, ding,
10 "I've got to go because it's costing me bucks."

11 And if we're deregulating the system, we're
12 trying to be more to the consumer, I think this is an
13 opportunity to really show what you want to do.

14 That's it.

15 CHAIRMAN CLARK: Thank you, Mr. Cunningham.

16 Are there any questions?

17 Gail Savage.

18 WITNESS SAVAGE: My name is Gail Savage. I
19 live at 35 Elizabeth Avenue in Mascotte. It is also a
20 429 exchange.

21 I have both a business -- well, actually
22 several businesses, small businesses, and my personal
23 residence here in the area on the 429 exchange. The
24 cost -- in my businesses, I normally am working with
25 suppliers, clients, regulatory agencies, and crafts

1 people who live in and around the Orlando/Winter Garden/
2 Ocoee area.

3 The cost was so exorbitant that I finally had
4 to spend several hours -- and, you know, in a one- and
5 two-person business, hours are very, very critical --
6 making arrangements with a long distance carrier. So I
7 do not know if, in the process of doing your polling,
8 you checked those long distance carrier calls. You
9 know, there is the ability to dial several numbers
10 beforehand and get your calling under that plan.

11 I do know that in the course of my business, I
12 have faxed various things, such as suppliers' lists, to
13 clients, and et cetera, in places like California and
14 Alaska. I have taken that same fax and sent it to
15 suppliers in Winter Garden. The faxes have cost me --
16 the identical fax cost me 18 cents to Paradise,
17 California, and Anchorage, Alaska; it cost me 47 cents
18 to Winter Garden -- which is absolutely ludicrous.

19 In addition to that, in this area, getting --
20 as I said, it's very onerous for small businesses. In
21 fact, at one point my business lines got slammed, and it
22 took me hours and hours to get it straightened out.

23 As a resident in the area, I am a very active
24 resident, as some people probably are aware, and one of
25 the things that we need more than anything else is an

1 employer base. Now, we have various small employers,
2 various small businesses, and et cetera, but we also,
3 because of the nature of this area, have several
4 extended families where one person is the caregiver both
5 for young children and for elderly adults.

6 As such, and I know several of them, they
7 cannot afford to commute the hour it takes to get to and
8 the hour it takes to get back, and the long distance
9 charges, and et cetera. They can't afford to be away
10 from the people for whom they give care for that
11 additional length of time. So they remain in the area
12 either unemployed or underemployed.

13 Now, large businesses do not get to be large
14 businesses by ignoring the small things, such as 25-cent
15 calls or 47-cent calls. And in order to get more
16 businesses, I firmly believe that we need this free long
17 distance calling.

18 That's all that I have.

19 CHAIRMAN CLARK: Thank you.

20 Ms. Savage, let me just make sure that it's
21 clear to you -- and it probably is. From reading that
22 report, you know that to get EAS would likely involve an
23 increase in rates of some amount. Do you still think
24 it's something that needs to be done, even given that
25 potential increase?

1 WITNESS SAVAGE: Yes, ma'am. I have three
2 business lines, which will take the onus of the
3 increase, from what I understand, and I have two
4 personal lines. I'm actually thinking about getting yet
5 another line, and I have an 800 number.

6 So, yes, ma'am, I'm well aware of the cost to
7 me, and I believe that that cost will be more than
8 compensated for on the free long distance.

9 CHAIRMAN CLARK: Great. Thank you,
10 Ms. Savage.

11 Are there any questions?

12 Thank you.

13 Jim Alligood.

14 WITNESS ALLIGOOD: My name is Jim Alligood,
15 and I live at 17307 State Road 19, Groveland. I also
16 own a business in town, a hardware store.

17 And my point is that we need this. Everything
18 seems to be centralized and hubbed around the Orlando
19 area. Some of my suppliers are there, which I call
20 frequently for stuff.

21 The other thing is that by implementing this
22 now, usually -- and everyone will attest, that if we let
23 it pass now, in order to get the wheels of government to
24 ever turn again in that way will probably put us far
25 behind, like most every other thing that's after we've

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6 So, yes, ma'am, I'm well aware of the cost to
7 me, and I believe that that cost will be more than
8 compensated for on the free long distance.

9 CHAIRMAN CLARK: Great. Thank you,
10 Ms. Savage.

11 Are there any questions?

12 Thank you.

13 Jim Alligood.

14 WITNESS ALLIGOOD: My name is Jim Alligood,
15 and I live at 17307 State Road 19, Groveland. I also
16 own a business in town, a hardware store.

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18 seems to be centralized and hubbed around the Orlando
19 area. Some of my suppliers are there, which I call
20 frequently for stuff.

21 The other thing is that by implementing this
22 now, usually -- and everyone will attest, that if we let
23 it pass now, in order to get the wheels of government to
24 ever turn again in that way will probably put us far
25 behind, like most every other thing that's after we've

1 been passed by. To get it reimplemented, when we need
2 it, will become harder and harder for us.

3 The area is growing. We need to look at that
4 and provide this where we can entice other businesses to
5 come this way and help set up a tax base so that we can
6 grow and provide some of the services that we are
7 lacking now.

8 I know in my business that the exorbitant cost
9 of a phone bill, which -- businesses are assessed a lot
10 higher rate than residents, yet residential phones
11 probably contribute to 75 percent of the calls when
12 people call family around the country. And to increase
13 that share would help us all. I know that for
14 fixed-income people it will be a burden if it's imposed
15 on their bills, but in the long run, with the escalation
16 of phone prices, I'm sure it will balance. Thank you.

17 CHAIRMAN CLARK: Thank you.

18 Any questions?

19 Thank you, Mr. Alligood.

20 Richard Hufnagel.

21 WITNESS HUPNAGEL: Good evening. My name is
22 Dick Hufnagel. I live at 9025 Pine Island Road,
23 Clermont. We've been assigned three Groveland exchange
24 numbers.

25 My wife works at Disney, necessitating in

1 numerous long distance calls monthly. And my mom
2 receives some of her medical attention in Orlando,
3 resulting in more long distance calls, and it would help
4 us to have EAS to Orlando.

5 CHAIRMAN CLARK: Anything else?

6 Any questions?

7 Thank you, Mr. Hufnagel.

8 Esther Kurfiss.

9 WITNESS KURFISS: I'm Esther Kurfiss, and I'm
10 representing Kurfiss Funeral Home as well as our own
11 private residence, but I am concerned about the funeral
12 home.

13 We would appreciate the use of toll-free
14 service into Orlando for as much as we call the area for
15 hospitals and nursing homes to get permission to remove
16 the remains, or doctors' offices to sign certificates,
17 calling or faxing obituaries and funeral notices,
18 airline departures for people as well as for the remains
19 to someplace else.

20 All facets of this are to be able to assist
21 the families that we serve, and the moneys would make a
22 difference because all of these are cash advances to the
23 families.

24 And for our home, my husband has all of his
25 doctors in Orlando, or such, and we need to speak

1 without having to worry about being put on hold for
2 twenty minutes until you get to speak to the person
3 that's involved.

4 Is there any questions?

5 CHAIRMAN CLARK: Are there any questions? No.
6 Thank you, Ms. Kurfiss.

7 WITNESS KURFISS: Thank you.

8 CHAIRMAN CLARK: Russell Moore.

9 WITNESS MOORE: I'm Russ Moore. I live at
10 121 East Cherry Street, just across the street there,
11 and I'd like to talk from a personal standpoint, and
12 also I work on the church staff at First Baptist.

13 From the church staff point of view, we have
14 people that go from time to time to the hospital. And
15 whenever they're in Orlando, it costs the church quite a
16 bit to be able to contact and keep in touch with those
17 folks, and this toll-free extension would help us be
18 able to do that.

19 Also, whenever I take the youth out and I need
20 to take them to Orlando on an outing or something like
21 this and I have to call several places to get the best
22 price, each time I call, it costs the church and
23 sometimes, as Ms. Kurfiss said, you get the dreaded
24 "hold," and then you're waiting and waiting, and it's
25 just burning money. Sometimes you have to hang up and

1 call back. And we do need to take care of those things.

2 And from a personal standpoint, my wife spent
3 much of December in the hospital, and it was difficult
4 to keep in touch with her, while I had to be home here,
5 and knowing that the bills were rising with the phone
6 calls and different things like this.

7 And I believe we can do this, and I believe we
8 can -- we need to. I believe each of us at one time or
9 another have had to call Orlando, and we look at a phone
10 bill, and we go, you know, two dollars for a
11 couple-minute call or a few-minute minute call -- that
12 hurts. So we need to take care of this, like I say,
13 while we can.

14 CHAIRMAN CLARK: Thank, Mr. Moore.

15 Questions?

16 Thank you.

17 Bennett Harrell.

18 WITNESS HARRELL: Good evening. My name is
19 Bennett Harrell, and I've lived in the area since '85.
20 I work over at Disney, and I was slightly disappointed
21 when I found out that the Reedy Creek exchanges wasn't
22 included, but my wife -- unless I have missed a few of
23 them -- is disabled. She has seven doctors. I have
24 two, myself. We have a dentist and an orthodontist, and
25 they're all in Orlando. My wife is disabled, and she

1 has to have quite a bit of medication. Our drugstore is
2 over there too.

3 And it would relieve some of the burden on us,
4 as well as -- as most of these other people have said,
5 because my long distance bill is seldom under a hundred
6 dollars a month, and a large majority of that -- not all
7 of it, but a good portion of it is made to the Orlando
8 area, and it would be a great help. Thank you.

9 CHAIRMAN CLARK: Thank you, Mr. Harrell.

10 Any questions?

11 Thank you very much.

12 Brett Hamilton.

13 WITNESS HAMILTON: Good evening. I came over
14 because I'm for the extended service. I live here at
15 208 North Main Avenue.

16 COMMISSIONER KIESLING: Would you state your
17 name.

18 WITNESS HAMILTON: My name is Brett Hamilton.
19 I live at 208 North Main Avenue here in Groveland. And
20 I have several telephone lines coming into my house.
21 I'm a sales agent for SunTel Communications and a
22 manufacturer's representative for Sampson Fire Sales.
23 And those two businesses alone, I receive a lot of
24 telephone -- a lot of business out of the Orlando area.

25 On my 800 line from the Orlando area every

1 month, either to or from, is averaging over a hundred
2 dollars a month. And then on my personal line, just
3 calling family and friends in the Orlando area, plus,
4 since I work for Orange County, I have to use all their
5 services down there, their HMO doctors, dentists, and it
6 gets to be quite substantial, so I'm just here
7 supporting the Extended Area Service. Whether it be the
8 25 cents a call or whatever, it would greatly help me.

9 CHAIRMAN CLARK: Thank you, Mr. Hamilton. Let
10 me just check. You were sworn in, weren't you?

11 WITNESS HAMILTON: Yes, I was.

12 CHAIRMAN CLARK: Good.

13 Steve Ferrell.

14 WITNESS FERRELL: Good evening. My name is
15 Steve Ferrell. I live at 9020 Pine Island Road, with a
16 Clermont address, like Mr. Cunningham. Very
17 interesting.

18 I work in Orlando, as does my wife. And she's
19 a nurse; I'm an engineer. Her schedule varies to the
20 point where there are a lot of days where one of us is
21 working, one of us isn't. She works every other
22 weekend. And just to speak with each other, when the
23 other one is working, is a long distance call,
24 obviously, so that adds up.

25 Because we both work in Orlando, the majority

1 of our friends also live in Orlando, and the calls that
2 we make to them, all being long distance, adds up
3 tremendously. And it's to the point where we have to
4 decide -- we can't call our friends because it costs so
5 much money, and they don't call us either, so it's a
6 real isolating factor.

7 And I think just the turnout of all these
8 people and with so few chairs, apparently there wasn't
9 the feeling that we'd have this kind of a turnout, and I
10 think it really shows that there's support for this.
11 And it would be great if you-all could take care of what
12 obviously seems to be the sentiment here.

13 That's all I had.

14 CHAIRMAN CLARK: Thank you, Mr. Ferrell.

15 Are there any questions of Mr. Ferrell?

16 COMMISSIONER JOHNSON: Where is Pine Island
17 Road?

18 WITNESS FERRELL: It's about halfway between
19 here and Clermont and about four miles south.

20 COMMISSIONER JOHNSON: Going down --

21 WITNESS FERRELL: It's 565B.

22 COMMISSIONER JOHNSON: Okay. And that's in
23 the Groveland exchange.

24 WITNESS FERRELL: Yes.

25 COMMISSIONER JOHNSON: The industrial park is

1 on the other side of --

2 WITNESS FERRELL: Right. I don't -- the line
3 is somehow jagged, but everybody on our street -- it's
4 about halfway. We're probably half a mile or so from
5 the cutoff line.

6 COMMISSIONER JOHNSON: Okay. Thank you.

7 CHAIRMAN CLARK: Ladies and gentlemen, that
8 concludes the people I signed up on this -- oh, I'm
9 sorry. Excuse me. I have three more.

10 Andrea McKinney. Ms. McKinney, have you been
11 sworn in?

12 WITNESS MCKINNEY: No, I have not.

13 CHAIRMAN CLARK: Okay. Also, Ellie Wolfe and
14 Karen Woods, have you been sworn in?

15 All right. Why don't you stand up right now,
16 and I'll take care of that.

17 (The witnesses were duly sworn.)

18 CHAIRMAN CLARK: Thank you. You can be
19 seated.

20 Give us your name again.

21 WITNESS MCKINNEY: Andrea McKinney, 19051
22 State Road 19.

23 I have a couple comments. I own a small
24 business -- me, very small. I do computer graphic
25 design, had a business for about four years. I lived

1 over by Sugarloaf, which is on the other side, and then
2 within a year we moved to a large property over off --
3 where I just said, over on Lake Indian House.

4 And I wish I could say my bills were as some
5 of these other people. I do a lot of faxing. I have
6 three lines -- home, business, fax, 800 -- and I'm
7 averaging three-fifty, four hundred. That's not
8 including my local, which is separate.

9 I have one of the lowest carriers that you can
10 find out there, and I'm still running that. It's
11 killing me.

12 On the personal end, that's -- the personal
13 end, I've just quit calling my husband. I don't beep
14 him anymore. He works over by Disney. My mother and
15 father-in-law have moved onto our property for care, and
16 the same thing goes. Their doctors, the majority of
17 them, are out of Orlando.

18 And I know it's the same thing you're hearing
19 over and over. I keep hearing -- I'm standing back
20 here, and I keep hearing "small business," but I think
21 for the regular consumer and for the businessperson --
22 it's as much as my mortgage. It's about to kill me.

23 And I've quit faxing. I've quit doing my
24 advertising. I've even laid off some of the people that
25 I used to frequent because it's just been too difficult.

1 And I heard someone mention when you're put on
2 hold. That is like, "God forbid, please don't," because
3 it's -- you hang up, and you hope you can get lucky
4 later and they won't put you on hold.

5 So I just really did want to speak. I
6 think -- as they're saying, we are just such an offshoot
7 from Orlando. We are like a suburb off Orlando. We're
8 far, but everything is, you know, all together here, and
9 I just think that everybody really needs this.

10 And I appreciate your time.

11 CHAIRMAN CLARK: Thank you, Ms. McKinney.

12 Any questions?

13 COMMISSIONER JOHNSON: Ms. McKinney, I have a
14 question for you. How long have you stated that you've
15 lived in the Groveland area?

16 WITNESS MCKINNEY: We're going on about a year
17 and three months.

18 COMMISSIONER JOHNSON: Sugarloaf was -- is
19 that Clermont?

20 WITNESS MCKINNEY: Sugarloaf is on the other
21 side of 27, up around 561A. Basically we only moved,
22 like, three miles, but the dividing line must be 27 in
23 some form, because we're about a mile west of Carroll
24 Fulmer now. And when we were over at the other property
25 in Sugarloaf, you could call all of those areas. I

1 don't know where the dividing line is.

2 COMMISSIONER JOHNSON: And your parents -- are
3 they from the Groveland area also?

4 WITNESS MCKINNEY: My husband's parents. Not
5 originally, no. He had strokes and then moved onto our
6 property. They're from Winter Park, actually.

7 COMMISSIONER JOHNSON: I see. Perhaps we'll
8 have some other Groveland witnesses, but -- there were a
9 few witnesses this morning that testified during the
10 customer testimony portion of our hearing, and they had
11 suggested that perhaps for some of the elderly or senior
12 citizens, that they might not want a flat rate with the
13 additive, they wouldn't want their local bill to go up.

14 WITNESS MCKINNEY: She uses my phone.

15 COMMISSIONER JOHNSON: She lives with you?

16 WITNESS MCKINNEY: No, but they come -- we
17 just live right next door. She comes over and uses --
18 because I've got good rates.

19 COMMISSIONER JOHNSON: I see.

20 WITNESS MCKINNEY: My bill is high. She uses
21 my phone. But, I tell you, I know what -- some people
22 have checked into it. I know what this lady was talking
23 about, but I know we checked into it, and we just came
24 short of doing it. I know that you can buy a number
25 that basically rings Orlando, and then it's really the

1 number -- then it transfers. It's a call forwarding.
2 You buy an Orlando number, and it forwards it out to
3 here. It's not convenient, and it is expensive, but
4 we're having to look for that kind of stuff because
5 we're desperate looking for ways out of this.

6 COMMISSIONER JOHNSON: Thank you.

7 CHAIRMAN CLARK: Thank you, Ms. McKinney.
8 Ellie Wolfe.

9 WITNESS WOLFE: My name is Ellie Wolfe, and I
10 live in Mascotte. I'm in the 429 exchange. I am here
11 to register my support, and I'm asking your support to
12 please assist us in this telephone situation.

13 My doctor, my dentist, my husband's doctor,
14 his dentist, you name it, are all in Orlando. I have a
15 niece in Orlando. And what I have to do is call my
16 sister in New Jersey and tell her to tell my niece
17 hello, because it's more expensive for me to call
18 Orlando than to talk to New Jersey or Washington, D.C.

19 I believe -- I believe that I'm not the only
20 one in this situation. I still believe that in the long
21 run, it will help all of us. We should not be isolated.
22 Like, I'm a woman; I like to talk to my friends. I am
23 sure everybody has a woman friend. And it's very
24 difficult for me to call my sister, "Oh, tell so-and-so
25 she can call me because I don't have money this month."

1 And that's in Orlando. I'm talking to New Jersey and
2 Washington D.C., or I'm talking to California.

3 Women like to talk on the phone to your
4 friends, especially when your husband is not at home.
5 Let's be practical. That's all my concern. My
6 telephone bill is a lot because I talk to my friends. I
7 like to keep in touch with them.

8 CHAIRMAN CLARK: Thank you, Ms. Wolfe.

9 WITNESS WOLFE: Thank you.

10 CHAIRMAN CLARK: Any questions?

11 Thank you very much.

12 CHAIRMAN CLARK: Karen Woods.

13 WITNESS WOODS: Good evening. My name is
14 Karen Woods, and I live in Mascotte, at Lake Jackson
15 Estates, with a 429 exchange.

16 I moved out here four years ago. I am
17 employed in Sanford. Therefore, I have an HMO program.
18 I am not the only one in this predicament. Over
19 one-half of the subdivision is employed in Orlando or
20 beyond and has medical facilities in Orlando or beyond.

21 And you're having more and more developments
22 being developed, more and more families moving out from
23 the Orlando area into Groveland, Mascotte, Clermont that
24 need to have communication, not only with their
25 employers, but they need communication with their

1 doctors, especially if they have families.

2 That is causing a big problem with the
3 telephone bills. And most of -- the majority of your
4 families moving out here that are building up your --
5 not only your businesses, the consumer, but they just
6 need to know that they've got a way to communicate where
7 they need to call either their business or their
8 physicians or wherever in the Orlando exchange.

9 I'm one of them, I know. I have an HMO
10 program, and I am employed in Sanford. But even though
11 my physician is a Clermont-located physician, when you
12 have to go to a specialist, it's in Orlando or beyond.
13 You need to have communication with the specialists. It
14 costs you money every time you call a specialist to
15 communicate with them.

16 We do need your support in getting this
17 through.

18 CHAIRMAN CLARK: Thank you, Ms. Woods.

19 WITNESS WOODS: Thank you.

20 CHAIRMAN CLARK: Are there any questions of
21 Ms. Woods?

22 COMMISSIONER JOHNSON: Ms. Woods, a couple
23 questions for you.

24 WITNESS WOODS: Sure.

25 COMMISSIONER JOHNSON: Are there many doctors

1 in the Mascotte area?

2 WITNESS WOODS: Not in the Mascotte. They're
3 in Clermont.

4 COMMISSIONER JOHNSON: So it would be
5 Clermont.

6 WITNESS WOODS: Yes. You have to go to
7 Clermont to have a physician or you've got the medical
8 center in Groveland.

9 COMMISSIONER JOHNSON: But your testimony is
10 that still most of the doctors are in Orlando that
11 people use?

12 WITNESS WOODS: That you are being referred
13 to, correct, because when you have an HMO program, or
14 any insurance, okay, you're only limited out here to
15 specialists.

16 COMMISSIONER JOHNSON: I see.

17 WITNESS WOODS: And most of your specialists
18 on these HMO programs are Orlando-faciliated. That's
19 where you have to go. You don't have a choice.

20 COMMISSIONER JOHNSON: Okay. Thank you.

21 WITNESS WOODS: Thank you.

22 CHAIRMAN CLARK: Thank you.

23 Sandra White. Ms. White, were you sworn in?

24 WITNESS WHITE: I was not.

25 (The witness was duly sworn.)

1 CHAIRMAN CLARK: Thank you.

2 WITNESS WHITE: My name is Sandra White, and I
3 live at 8920 Pine Island Road in Clermont. I've lived
4 there for nine years, and when we moved out there, we
5 were misinformed that we were in the Clermont calling
6 district. We were not aware that we were in the
7 Groveland calling district.

8 We have a business in Orlando, and that may
9 have been a deciding factor whether we bought the land
10 that we purchased or not, because we knew we would have
11 a lot of calls going back and forth to the office.

12 We are in the medical business. We're open 24
13 hours a day, seven days a week; we never close. It's
14 been a problem because the employees have to call long
15 distance to reach me if they have any problems, and so
16 there's been a lot of resistance there, are a lot of
17 problems internally in the business because they didn't
18 want to call long distance. So I had to get an 800
19 number piggybacked onto my telephone at home so my
20 employees could feel free to call me when they needed
21 to.

22 In addition, I've piggybacked an 800 number on
23 my business phone in Orlando just so -- specifically,
24 for me to call into the office because we do have to
25 call back and forth frequently.

1 In addition, my son -- I am divorced, and my
2 son's father lives in Winter Garden. They're very
3 close, and he likes to call his dad on a daily basis.
4 And I don't like to be put in a position where I have to
5 worry about the number of phone calls my son is making
6 to his father, and I don't like to restrict the phone
7 calls that he makes to his father.

8 I, too, am on a program in our business. It's
9 an HMO program where our physicians are also majorly in
10 the Orlando area, and a lot of the business I do is in
11 Orlando. My friends all live in Orlando. And I
12 frequently -- I, too, like Mrs. Wolfe, like to talk to
13 my friends. Being a single parent and working a lot,
14 that's my only outlet, and I frequently have ten-dollar
15 phone bills in one phone call.

16 So if this gets approved, it would literally
17 save me, personally, hundreds of dollars a month.

18 Thank you.

19 CHAIRMAN CLARK: Thank you, Ms. White.

20 Any questions?

21 Thank you very much.

22 Ladies and gentlemen, that concludes the
23 people that I have signed up. Is there anyone else who
24 would like to provide testimony at this time?

25 Yes, sir. Why don't you come forward? I'll

1 swear you in, and then you can give us your name and
2 then tell us where you reside.

3 (The witness was duly sworn.)

4 CHAIRMAN CLARK: Thank you.

5 WITNESS HARRIS: My name is Eugene Harris, and
6 I live on 12998 Harrison Lane. Me and my wife, both, is
7 disabled. We've both got daughters in Orlando.

8 I have heart trouble. She has cancer. And
9 just last week I got on the phone to my doctor. I got a
10 transfer, so I had to get another doctor. They put me
11 on hold, and I was on there 45 minutes. And this is
12 costing me money and all. And, like I say, both of our
13 daughters are in Orlando. We have to call them quite
14 often. And it's a great expense to us.

15 As a matter of fact, my brother-in-law is in
16 the hospital now, and we had to call him -- call our
17 sister two or three times in Orlando, so our bill is
18 quite a bit just this last past two weeks. So it would
19 be a lot of help if we could get this toll-free number
20 out to Orlando. I'm on a fixed income. I know my bill
21 it's going to be higher, but it won't be what it is with
22 me calling long distance.

23 CHAIRMAN CLARK: Okay. Thank you very much,
24 Mr. Harris.

25 Is there anyone else who would like to provide

1 testimony at this time? Yes, sir.

2 (The witness was duly sworn.)

3 CHAIRMAN CLARK: Thank you.

4 WITNESS AVERITT: My name is Ken Averitt, and
5 I live here in Groveland on Beach Street.

6 COMMISSIONER KIESLING: Could you spell your
7 last name for me, please?

8 WITNESS AVERITT: A-v, like in Victor,
9 e-r-i-t-t.

10 Okay. I have to call my customers the night
11 before to set up appointments. I have customers who
12 live on the south side of Highway 50, out around the
13 industrial park. I have to pay a long distance phone
14 call to call them.

15 However, on the north side of 50 I can call my
16 customers all the way out to Mount Verde, and it doesn't
17 cost anything.

18 It's an inconvenience to me. It's an
19 inconvenience to everybody I know that lives over here.
20 And, fortunately, my HMO has an 800 number, but nobody
21 they refer me to has one, so I wind up in the same boat
22 everybody else does.

23 And speaking as a city councilman for the City
24 of Groveland, I think that it would help our city grow,
25 so I would appreciate it if you could get this done for

1 us.

2 CHAIRMAN CLARK: Thank you very much.

3 Any questions?

4 Mr. Wagner, is it your desire to have all
5 those people who are in favor of this plan raise their
6 hand and then all those who are not in favor of the plan
7 raise their hand so we can get an idea of what the
8 sentiment is of the people here?

9 MR. WAGNER: Yes, ma'am. Please.

10 CHAIRMAN CLARK: Okay. Would all those people
11 who are in favor of implementing an EAS plan or a toll
12 plan, please raise your hand -- and only one hand,
13 please.

14 Thank you very much.

15 Now, let me ask for those people who are a
16 opposed to the plan, because there are people who feel
17 it is not to their benefit to have this plan
18 implemented.

19 Thank you. We did have people this morning
20 who also provided testimony that it is not a plan they
21 need and they're not anxious to see their phone bills
22 rise for a service they don't feel they need.

23 At this point we have no further public
24 testimony. We have concluded our technical portion of
25 the hearing. What happens now is, we go back to

1 Tallahassee, and our staff reviews the evidence in this
2 proceeding. And they make a recommendation to us, and
3 we take it up at a hearing or a public meeting in
4 Tallahassee. It is open to the public, but it is not a
5 meeting at which the public can provide further
6 testimony.

7 Ms. Shelfer, do you have any schedule of when
8 this is going to be on the agenda so we can give them
9 some idea of when we may decide this item?

10 MR. PIERSON: It's currently scheduled for
11 July 16th.

12 CHAIRMAN CLARK: Okay. What that means is, on
13 July 16th, we'll have an agenda conference. We will
14 take a vote on the staff's recommendation as to whether
15 or not to offer to implement some sort of EAS program or
16 toll-relief program.

17 If we decide to do that, we do ballot
18 customers; that is, the phone company sends out a ballot
19 to every subscriber that will be affected, asking them
20 if it's going to cost X amount of dollars, are you still
21 in favor of this. So you will -- if we determine there
22 is sufficient community interest that some sort of toll
23 relief has to be provided, you will be getting a ballot.

24 And then after we review those ballots, then
25 we meet again to review the outcome, and a decision is

1 made about whether or not to implement a toll-relief
2 plan.

3 Mr. Wagner, did you have something else you
4 wanted to add?

5 MR. WAGNER: Yes, ma'am, one point. I don't
6 want to belabor this point, but in the earlier portion
7 of the technical program, there was question about a
8 sales representative for U.S. Sprint that was known as
9 "Skip Baker." If you will recall, the representative
10 from United could not provide any information, did not
11 have any information.

12 I have a business card and some other phone
13 records concerning those calls. The gentleman's name
14 was R. L. Skip Baker, and his title was Major Account
15 Representative with U.S. Sprint. And I don't believe
16 there's any objection, unless the Commission has any
17 objection to making this a part of the record, just to
18 clarify it.

19 CHAIRMAN CLARK: We'll make that Composite
20 Exhibit 9, and it is the document evidencing the contact
21 from a U.S. Sprint/Centel representative regarding
22 service to Carroll Fulmer, the business.

23 MR. WAGNER: Yes, ma'am.

24 CHAIRMAN CLARK: That will be entered in the
25 record without objection. My staff will make sure that

1 you get a copy of that exhibit, as well as Mr. Wahlen
2 and Mr. Carver.

3 MR. WAGNER: I appreciate your courtesy.

4 CHAIRMAN CLARK: Thank you.

5 With that, ladies and gentlemen, we have
6 concluded these proceedings here. I want to express to
7 you my appreciation for you taking your evening to come
8 out here and let us know your thoughts about Extended
9 Area Service between Groveland and Orlando. And I want
10 to say it's been a nice day spent here, it's been lovely
11 weather, and I appreciate again your coming out. Thank
12 you very much.

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(Hearing concluded at 6:52 p.m.)

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STATE OF FLORIDA)
 :
COUNTY OF LAKE) CERTIFICATE OF REPORTER

I, EKATERINA L. TROFIMOV, Registered
Professional Reporter,

DO HEREBY CERTIFY that the Hearing in Docket
No. 941281-TL was heard by the Florida Public Service
Commission 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,
consisting of 224 pages, constitutes a true
transcription of my notes of said proceedings.

DATED this 3rd day of May 1996.

EKATERINA L. TROFIMOV

EKATERINA L. TROFIMOV

STATE OF FLORIDA)
 :
COUNTY OF LAKE)

The foregoing certificate was acknowledged
before me this 3rd day of May 1996, by EKATERINA L.
TROFIMOV, Who is personally known to me.

Robert E. Eppers

ROBERT E. EPPERS



ROBERT E. EPPERS
MY COMMISSION # CC428887 EXPIRES
February 16, 1999
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