

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of : DOCKET NO. 990456-TL
:
REQUEST FOR REVIEW OF :
PROPOSED NUMBERING PLAN :
RELIEF FOR THE 561 AREA CODE :

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* AND DO NOT INCLUDE PREFILED TESTIMONY. *
* *

PROCEEDINGS: FORT PIERCE SERVICE HEARING

BEFORE: CHAIRMAN JOE GARCIA
COMMISSIONER J. TERRY DEASON
COMMISSIONER E. LEON JACOBS, JR.

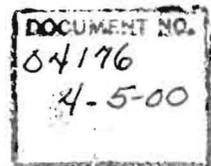
DATE: Friday, March 24, 2000

TIME: Commenced at 10:05 a.m.
Concluded at 10:30 a.m.

PLACE: St. Lucie County Commission
Chambers
Administrative Building
2300 Virginia Avenue
Fort Pierce, Florida



REPORTED BY: TRICIA DeMARTE
Official FPSC Reporter



1 APPEARANCES:

2 DONNA CLEMSON, FPSC Division of Legal Services,
3 2540 Shumard Drive, Tallahassee, Florida 32399-0850,
4 appearing on behalf of the Commission Staff.

5 CHARLES BECK, Public Counsel, Office of Public
6 Counsel, 111 West Madison Street, Room 812, Tallahassee,
7 Florida 32399-1400, appearing on behalf of the Citizens of
8 the state of Florida.

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I N D E X

WITNESSES

NAME	PAGE NO.
MARY JO SCHROEDER	16
JEANNETTE WALSH	20
CERTIFICATE OF REPORTER	24

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P R O C E E D I N G S

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2 COMMISSIONER DEASON: I'm calling the hearing to
3 order. Is this microphone projecting? You can hear me
4 fine. Thank you. Can we have the notice read, please.

5 MS. CLEMONS: Pursuant to notice, this time and
6 place has been set for hearing in Docket Number 990456-TL,
7 request for review of proposed numbering relief plan for
8 the 561 area code.

9 COMMISSIONER DEASON: Thank you for the notice.
10 Let me indicate that we're here today to receive testimony
11 from members of the public concerning the apparent need
12 for a change in area codes in this particular State, part
13 of the State. We apologize for the delay in beginning
14 today's hearing. We're awaiting the arrival of
15 Chairman Garcia. Apparently, he's been delayed. We
16 expect him to arrive momentarily.

17 We are going to go ahead and begin with the
18 preliminary phases of the hearing. In the way of
19 introductions, let me introduce myself. My name is
20 Terry Deason, a member of the Commission, along with me
21 sitting to my far left is Commissioner Leon Jacobs. As
22 indicated earlier -- and as I speak, he arrives. This is
23 Chairman Garcia.

24 Mr. Chairman, we have just had the notice read,
25 and I've just made a brief introduction and stated the

1 purpose of today's hearing.

2 CHAIRMAN GARCIA: Great. Have we had Mr. Foley
3 make his presentation? All right. So Mr. Foley was going
4 to make a quick presentation explaining what it is that
5 we're looking at. And I don't see Mr. Foley. There he
6 is. Okay. Go right ahead, Mr. Foley.

7 MR. FOLEY: Thank you, and good morning. My
8 name is Tom Foley, and I represent the North American
9 Numbering Plan Administration. The Northern American
10 Numbering Plan Administration began in July of '95 when
11 the Federal Communications Commission took an important
12 step in promoting competition. At that time, they adopted
13 some rules that set forth the North American -- the model
14 for the North American Numbering Plan.

15 The FCC formed the North American Numbering
16 Council in order to develop certain guidelines for the
17 administration of numbers. Lockheed Martin originally was
18 named as the new North American Numbering Plan
19 Administrator in its Third Report and Order in 1997.
20 However, for several reasons in October of 1999, the FCC
21 approved the transfer of the Lockheed Martin
22 Communications Industry Services Group to NeuStar, and
23 that's my current employer. And we act as the neutral
24 Northern American Numbering Plan Administrator.

25 The North American Numbering Plan Administrator

1 is responsible and performs as the numbering plan relief
2 coordinator to determine the need for, identify the timing
3 of, NPA or area code relief. The relief planner takes the
4 lead to prepare relief options for each NPA projected to
5 exhaust and convenes an industry meeting to discuss the
6 various relief alternatives. The planner also facilitates
7 a consensus on a single alternative directing that to the
8 Florida Public Service Commission. The planner also
9 complies and files documents associated with that filing
10 with the FPSC. And NANPA coordinates the initial industry
11 activities for implementation.

12 There are three basic types of NPA relief for
13 area code relief. There is the geographic split, and
14 that's the one that most people are familiar with. And
15 that's where an existing area code is split or divided
16 into two or more separate geographic areas. One area
17 retains the existing area code, and the new areas -- the
18 other two areas or other areas get the new area codes.

19 Another method is the overlay, and that's where
20 one or more NPAs serve the same geographic area. A third
21 method is a boundary realignment, and that's where a
22 portion of an adjacent area code is brought into the area
23 code that is exhausting. And there are, of course,
24 combinations of those methods that can be used.

25 The industry uses several attributes for each of

1 the different methods. And for the split options, the
2 attributes that they consider are that a split provides a
3 single area code for each geographic area, and it may
4 minimize confusion for customers outside the area.
5 Additional splits will further reduce the geographic size
6 of the area code. Splits require an additional area code
7 change for approximately one half of the customers in a
8 two-way split and two-thirds or more of the customers in a
9 three-way split. This necessitates stationery and
10 business card, advertising changes. Geographic splits,
11 however, permit seven-digit local dialing within the
12 smaller home NPA. However, calls between the NPAs will
13 have to be dialed with ten digits.

14 Attributes of an NPA overlay. With an overlay,
15 there will be multiple area codes for each geographic area
16 and will end further geographic shrinkage in size.
17 Subsequent relief will likely be another overlay.
18 Overlays avoid the need for public and political
19 involvement concerning split boundaries and which side
20 should retain the old code. Overlays will not require
21 existing customers to change their area code. There's no
22 need to revise stationery, et cetera, if it already
23 includes an area code. An overlay will, however, require
24 ten-digit dialing.

25 An NPA concentrated growth overlay is somewhat

1 of a modification of the overlay in which a special area
2 of the relief gets the overlay. The remaining area code
3 or the area code does not.

4 And the attributes of this are: Special and
5 unique monitoring methods, not currently available, are
6 required to determine exhaust area outside the
7 concentrated overlay. It is difficult to predict the
8 exhaust in the non-overlay area. Customer confusion
9 pertaining to dialing for -- within the concentrated
10 overlay could exist. In an order to preserve codes, the
11 relief must be identified much earlier and placed in
12 service much earlier. Concentrated growth overlays
13 minimize the implementation of ten-digit dialing to only
14 the fastest growing areas. Normally, no existing
15 customers will be required to change their telephone
16 numbers.

17 We're here today and we're going to talk about
18 the 561 NPA which includes Palm Beach, Martin, St. Lucie,
19 Indian River counties here in southeast Florida. A little
20 bit of history, NANPA determined that in March of
21 1999 that there was an exhaust pending for this area code
22 and declared what was known as a jeopardy on March 8th.
23 That's the point at which relief planning could not occur
24 without -- before running out of the NXXs or central
25 office codes. NANPA conducted an industry planning

1 meeting in May and filed the industry recommendation with
2 the Public Service Commission on July 6th.

3 The projected exhaust date for this area code
4 with the existing rationing that's in place right now
5 limiting the number of codes that can be assigned per
6 month will exhaust in the fourth quarter of 2002.

7 The industry considered six plans. The
8 first one was the overlay plan, and that's, again, a new
9 area code would be assigned to the same geographic area as
10 561. The expected life of that would be approximately
11 8.8 years.

12 The second alternative considered was what was
13 called the West Palm Beach Plan, and there the split
14 boundary line runs along rate center line boundaries to
15 the northeast of West Palm Beach and includes West Palm
16 Beach. The area code life for this on either side is 9.5
17 and 8.1 years, as shown in the map in your handout.

18 The third alternative is what's called a
19 Tri-Beach Plan, and it is a split boundary line --

20 CHAIRMAN GARCIA: Mr. Barrett, you might want to
21 show the plans while he's talking about them.

22 MR. BARRETT: Mr. Foley, are you on Number 3?

23 MR. FOLEY: I just started Number 3.

24 MR. BARRETT: Okay.

25 MR. FOLEY: Number 3 is called a Tri-Beach Plan,

1 and the split boundary line includes West Palm Beach,
2 Boynton Beach, and Delray Beach in one geographic area.
3 The area code life for these as indicated is 8.1 to
4 9.5 years on either side of the exhaust line.

5 The fourth alternative considered by the
6 industry at the meeting and was submitted by the industry
7 at the meeting provided an NPA relief with a split
8 boundary approximately along the Palm Beach-Martin County
9 line. The area code life for this area in Palm Beach
10 County is 3.1 years. The remaining area is 24.6 years.

11 The fifth alternative considered at the industry
12 meeting was a concentrated growth overlay. And this
13 provides a concentrated growth overlay with the boundary
14 the same approximately as Alternative 4, and would have an
15 area code life of two years and ten years, as indicated in
16 the -- on the diagram.

17 And the last alternative that was considered at
18 the meeting was a statewide wireless overlay. Discussion
19 at the meeting led to consensus to eliminate several of
20 the alternatives. Alternative 4 was eliminated because it
21 had unbalanced lives, or one side of the split would
22 exhaust well before the other one, and that's a
23 contradiction to the guidelines that I spoke of earlier
24 given by the North American Numbering Council to us.

25 The next, the consensus was released to

1 eliminate the Alternatives 2 and 3, because the divided --
2 it believed that it divided communities of interest.

3 Alternatives 2, 3, and 4 were also excluded for
4 the same reasons as outlined under the attributes that I
5 read earlier. Alternative 5, a concentrated growth
6 overlay, was eliminated for the same reasons listed in the
7 attributes that I spoke of earlier also.

8 And Alternative 6, a statewide wireless overlay,
9 was eliminated by consensus because the participants were
10 aware that it would violate current FCC rules and because
11 participants felt it was not the proper forum to address
12 such a statewide issue. We were only, at the time,
13 discussing the 561 area code. The participants at the
14 meeting and the members of the industry reached consensus
15 to recommend Alternative 1, the distributed overlay, to
16 the Florida Public Service Commission. And again, this
17 recommendation was made on July 6th.

18 NANPA, as the neutral third-party administrator,
19 has no particular independent view regarding the relief
20 options selected by the industry. Subsequent to that
21 meeting and to the filing, the Florida Public Service
22 Commission Staff has looked at and generated additional
23 alternatives. There is a slight numbering disparity
24 there, but basically, they came up with seven additional
25 alternatives. And on the slides, they are numbered

1 6 through 12. These plans have not been reviewed by the
2 industry or by NANPA. And I'm just making a presentation
3 of them for informational purposes.

4 Alternative 6 is a geographic split and an
5 overlay combined with Boca Raton, Delray Beach,
6 Boynton Beach, and West Palm Beach exchanges split to form
7 Areas B and C. Area A covers the remaining exchanges in
8 the 561 area. Area code changes would be necessary for
9 current subscribers in the area that would be assigned to
10 the new NPA code. The approximate exhaust is estimated to
11 be 26 years, and 14.7 years for Areas B and C, as shown on
12 the maps.

13 Alternative 7 is a geographic split relief plan
14 with West Palm Beach exchanges split to form Area B.
15 Area A covers the remaining exchanges. The approximate
16 exhaust for Area A is 5.3 years, and 14.7 for Area B.

17 The next alternative, Number 8, combines a
18 geographic split and overlay relief methods, with the West
19 Palm Beach exchange split to form Area B. Some of the
20 NXXs or prefixes would be used as an overlay as indicated
21 in Areas A and B. The approximate exhaust for this is
22 19 years, and 14 years for the split area, as shown on the
23 map.

24 The next alternative, Number 9, yeah, that's
25 Number 9, is a geographic split plan with Port St. Lucie,

1 Jensen Beach, Stuart, Hobe Sound, Jupiter, and West Palm
2 Beach exchanges split to form Area B. Area A would be the
3 remainder. The approximate exhaust for Area A is
4 10.5 years, and for Area B, it's 7.4 years.

5 The next, Alternative 10, is a geographic split
6 relief plan with Boynton Beach, Jupiter, and West Palm
7 exchanges split to form Area B. Area A covers the
8 remaining exchanges. The approximate exhaust area for A
9 is 29 years, and 7.7 years for Area B.

10 The next two alternatives are 11 and 12. Eleven
11 is an overlay relief plan very similar to Alternative 1,
12 but employs number conservation measures currently being
13 considered by the Florida Public Service Commission under
14 a separate docket. No area code change would be required
15 for the current subscribers. Only new customers will be
16 assigned the new area code. All local calls will be based
17 on ten digits, and the approximate exhaust date of this is
18 20 years.

19 Alternative 12 is a split plan similar to
20 Alternative 9 that I spoke of earlier but employs number
21 conservation measures. Area code changes would, again, be
22 necessary for current subscribers in the area which is
23 assigned a new area code, but the approximate life for
24 Area A is 21 years, and 14.8 years for Area B.

25 Thank you very much.

1 CHAIRMAN GARCIA: All right. Very well. We are
2 going to now hear from customers. Mr. Beck is here --

3 COMMISSIONER DEASON: Mr. Chairman, I have a
4 quick question for Mr. Foley.

5 CHAIRMAN GARCIA: Sure. Absolutely.

6 COMMISSIONER DEASON: I am looking at
7 Alternatives 4 and 5.

8 MR. FOLEY: Yes, sir.

9 COMMISSIONER DEASON: And I understand
10 Alternative 5 is a concentrated growth overlay. Can you
11 explain to me why the exhaust for Alternative -- the years
12 for Areas A and B in Alternative 5 are so much shorter
13 than those shown in Alternative 4?

14 MR. FOLEY: Because the relief -- the
15 concentrated overlay has to be initiated sooner, and then
16 expands ultimately over the remainder of the area, and the
17 resulting lives would approach that of just the split
18 initially that was given in, I think it was Alternative 3,
19 3, I believe --

20 COMMISSIONER DEASON: Well --

21 MR. FOLEY: -- of 3.1 years.

22 COMMISSIONER DEASON: The actual geography
23 involved for Alternatives 4 and 5 are basically the same.
24 It's just the mechanism you used --

25 MR. FOLEY: It's the mechanism used and the

1 timing of the relief that occurs. It has to occur sooner;
2 therefore, it will exhaust sooner.

3 COMMISSIONER DEASON: But you're not
4 anticipating any greater growth with one plan over the
5 other?

6 MR. FOLEY: You're correct. The exhaust because
7 it comes sooner and will take -- with the concentrated
8 overlay would eventually cover the entire 561 area. Okay.
9 It has to be placed in sooner, and that would exhaust in
10 two years to allow enough codes then to be extended out
11 over the remainder 561, the remainder of the 561 area.

12 COMMISSIONER DEASON: And Area A as projected
13 will exhaust in 10 years with the concentrated growth, and
14 24.6 years with just a straight geographic split?

15 MR. FOLEY: Correct, because you would be
16 denying codes that would be used down in Area B that have
17 been used up in Area A to give it the 24 years of life.

18 CHAIRMAN GARCIA: Okay. So we're going to swear
19 in those of you who wish to speak. So if you will, please
20 rise and raise your right hand.

21 (Witnesses collectively sworn.)

22 CHAIRMAN GARCIA: Mr. Beck is here representing
23 Jack Shreve, Public Counsel of the state of Florida. He's
24 your attorney, and he will be calling up his witnesses.

25 MR. BARRETT: Thank you, Chairman Garcia.

1 Good morning. Our first witness is Mary Jo Schroeder.
2 Ms. Schroeder, if you could, come up to the microphone and
3 state your name, and then just go ahead with your
4 comments.

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6 MARY JO SCHROEDER

7 was called as a witness on behalf of the Citizens of the
8 state of Florida and, having been duly sworn, testified as
9 follows:

10 DIRECT STATEMENT

11 MS. SCHROEDER: My name is Mary Jo Schroeder,
12 and let's see, I read an article in a magazine recently
13 about a businessman whose business was conducted all over
14 the nation, and his contacts communicated with him from
15 out of state. And they gave him a new area code. And he
16 discovered that while he could call out, his customers
17 could not call in because the other states could not
18 access his new area code. And his advice was, "Don't let
19 anybody give you a new area code." So is that likely to
20 happen here?

21 CHAIRMAN GARCIA: No. That did happen early on.
22 There was a problem when -- if you will recall, less than
23 three or four years ago, there was no area codes that
24 didn't have a zero or a one in the second digit. If
25 you'll think back, you know, New York, 212; Washington,

FLORIDA PUBLIC SERVICE COMMISSION

1 202; LA, 213. Old PBX equipment could not recognize an
2 area code if it didn't have a zero or a one in the second
3 digit, and that -- I said two or three years ago, but it
4 was more like five or six years ago. And so in some areas
5 when they changed -- when the first ones changed those
6 areas codes and they started releasing area codes without
7 a two or a one in the second digit, I'm sorry, without a
8 zero or a one in the second digit, the PBX equipment
9 couldn't recognize that number and make the call. That is
10 no longer a problem.

11 MS. SCHROEDER: Good.

12 CHAIRMAN GARCIA: Secondly, giving the
13 information to the -- we've had problems that the
14 companies across the nation haven't loaded the proper
15 information, but that has basically not happened anymore,
16 and we're not experiencing problems like that, but that
17 was a very big thing. I know fellow commissioners in some
18 states that they changed the area codes, and then they
19 decided to change careers, too, because very many people
20 were upset, but that's no longer happening.

21 MS. SCHROEDER: Okay. Thank you.

22 CHAIRMAN GARCIA: Thank you very much. May I
23 ask you something real quick, ma'am, since we already have
24 you here, and I think there is only two witnesses?

25 Mr. Barrett, just show anywhere -- 4, I think,

1 which is the one we got the most interest the other day.
2 And if you'll look -- do you have your yellow sheet with
3 you? If you don't, do worry. There it is. What do you
4 think about that division? Does that make sense for
5 someone who lives in this area?

6 MS. SCHROEDER: To tell you the truth, I really
7 don't understand it.

8 CHAIRMAN GARCIA: Okay. Well, good. Then let
9 me try to explain it. What they do is, if you look at the
10 line right there under Hobe Sound, it cuts across. In
11 other words, almost at the political boundary between
12 Martin and Palm Beach. And under this scenario, it's a
13 geographic split. Area A, which is where we are, will
14 probably get a new area code. Area B, which is
15 Palm Beach, will not. They will keep their number.

16 But my question is more to someone who lives in
17 this area. Is that a natural boundary? In other words,
18 Martin County, most of the business -- the community of
19 interest in Martin, St. Lucie, and Indian as opposed to
20 Palm Beach, is that pretty much what you would see as a
21 rational dividing point?

22 MS. SCHROEDER: Gee, I guess so.

23 CHAIRMAN GARCIA: Well, that's better than if I
24 said, "Gee, I guess so." Okay.

25 COMMISSIONER JACOBS: What part of the -- if I

1 may ask, Ms. Schroeder, what part of the County do you
2 live in?

3 MS. SCHROEDER: Indian River.

4 COMMISSIONER JACOBS: Okay. So you deal a lot
5 with the northern part of -- oh, you live in Indian River
6 County?

7 MS. SCHROEDER: Yes.

8 COMMISSIONER JACOBS: Okay. So you're very much
9 to the north.

10 CHAIRMAN GARCIA: Okay. I wouldn't worry about
11 it if we do get you a new area code. Now, I will just
12 tell you this -- Mr. Foley touched about it -- we have
13 already ordered the companies to begin number conservation
14 and that, we hope, is going to extend all the lives of
15 these numbers. While the companies may not agree that
16 they want to do it or can do it, we have already ordered
17 them so that we're in some type of posture with them.
18 With that said, we expect those numbers to last a little
19 bit longer, but under this scenario, you will probably get
20 a new area code, but then you are going to have a good
21 long time to last. Twenty-four years is probably longer
22 than what the numbering administrator likes.

23 MS. SCHROEDER: Will I also get ten-digit
24 dialing?

25 CHAIRMAN GARCIA: No. Under this plan, there is

1 no ten-digit dialing. But that's another question I have
2 for you. Now, let's say -- the other one is, you said, I
3 mean, obviously, you would like to keep your area if you
4 could. That would, to some degree, force ten-digit
5 dialing. You would rather keep seven-digit dialing and
6 get a new area code, I would assume, if you had your
7 choice? Most people don't like ten-digit dialing, so
8 that's --

9 MS. SCHROEDER: Oh, I don't really care. I just
10 want to be able to get calls from out of state.

11 CHAIRMAN GARCIA: You will. Trust me, you will.
12 Thank you very much, Ms. Schroeder.

13 MR. BECK: Jeannette Walsh.

14 - - - - -

15 JEANNETTE WALSH

16 was called as a witness on behalf of the Citizens of the
17 state of Florida and, having been duly sworn, testified as
18 follows:

19 DIRECT STATEMENT

20 MS. CLEMONS: Good morning. My name is
21 Jeannette Walsh, and I'm speaking to you today as the
22 president of the St. Lucie County Chamber of Commerce.
23 And, of course, we didn't have all this information in our
24 hands before our Board took a position, but our goal as a
25 Chamber of Commerce and the business organization in

FLORIDA PUBLIC SERVICE COMMISSION

1 St. Lucie County is to attract new businesses to our area,
2 to retain the businesses that we have, to assist our
3 businesses, and to protect and improve the quality of life
4 for our residents. Anything that makes doing business in
5 St. Lucie County easier, certainly is what we would
6 support.

7 Ten-digit dialing is not something that we would
8 like to see happen in our area. The creation of a new
9 area code is something that the Chamber of Commerce would
10 support. Thank you very much.

11 CHAIRMAN GARCIA: Okay. Let me ask you sort of
12 a quick favor. Mr. Foley, sitting there, when you get --
13 if you could, before you leave today, get from him the
14 web site where all the available numbers are. I know
15 you've sort of assigned one already, but sometimes people
16 in an area, in particular, chamber people, can figure
17 out a three-digit number that's now being used that has
18 some relevance.

19 For example, when we did the space coast area
20 code change, someone in the audience said, "321," and it
21 was, like, one of those few area codes where people were
22 very happy to change their area code. In Dade County, we
23 have "SUN" as the second one. We have 305, and the
24 786 spells out "SUN." I don't think we've got any other
25 spellings anywhere else, but --

1 MR. FOLEY: FLA.

2 MS. WALSH: FLA.

3 CHAIRMAN GARCIA: FLA. So if you could, take a
4 look at that because that might have a benefit and
5 clarity. In think under the split plan that you just saw,
6 your area would be protected a very long time --

7 MS. WALSH: Absolutely.

8 CHAIRMAN GARCIA: -- which would give that
9 number some identification.

10 MS. WALSH: I appreciate that. Before I leave,
11 I will definitely get with Mr. Foley. Thank you.

12 CHAIRMAN GARCIA: Thank you. Is there anyone
13 else to speak? Any other questions? I would like to
14 apologize for being late. I was on a conference call, and
15 I estimated the time wrong, and then I got into a fight
16 with a BellSouth truck downstairs, but that's another
17 story.

18 We are going to have our technical hearing --
19 Counsel, can you give us the date for our technical
20 hearing? The hearing will be?

21 MS. CLEMONS: May 18th through the 19th.

22 CHAIRMAN GARCIA: Right. And then we will have
23 a staff recommendation on?

24 MS. CLEMONS: The Staff recommendation will be
25 filed August 3rd, and the agenda is August 15th.

1 CHAIRMAN GARCIA: Very good. So all those -- if
2 you have something you want to add or you found something
3 that you think would be important to us, let us know. You
4 can call up. There's a phone number there on that yellow
5 sheet. You can also look us up on the Internet and give
6 us information. We will be taking all of that into
7 account.

8 And hopefully -- and the Staff is looking at
9 doing some other things on this docket which may extend
10 some of those lives, but we appreciate you being here.
11 This has an import and weight when we make our decision.
12 Thank you very much. We are adjourned.

13 (Hearing concluded at 10:30 a.m.)

14 - - - - -

1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

4

5 I, TRICIA DeMARTE, Official FPSC Commission
6 Reporter, do hereby certify that the Fort Pierce, Service
7 Hearing in Docket No. 990456-TL was heard by the Florida
8 Public Service Commission at the time and place herein
9 stated.

10 It is further certified that I stenographically
11 reported the said proceedings; that the same has been
12 transcribed under my direct supervision; and that this
13 transcript, consisting of 23 pages, constitutes a true
14 transcription of my notes of said proceedings.

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

20

21 DATED, THIS 5TH DAY OF APRIL, 2000.

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TRICIA DeMARTE

FPSC Official Commission Reporter

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