

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 001148-EI

RE: REVIEW OF THE RETAIL RATES OF  
FLORIDA POWER & LIGHT COMPANY

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BEFORE: CHAIRMAN E. LEON JACOBS, JR.  
COMMISSIONER MICHAEL A. PALECKI  
COMMISSIONER LILA A. JABER  
COMMISSIONER BRAULIO L. BAEZ

DATE: December 11, 2001

TIME: Commenced at 12:10 p.m.  
Concluded at 12:55 p.m.

PLACE: Terrace Building  
Room 101, 10th Floor  
101 S. Washington Boulevard  
Sarasota, Florida

REPORTED BY: Shawn M. Christian  
Court Reporter/Notary Public

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22 EXHIBITS:

23 Sarasota Composite Exhibit 1-----attached.

24

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

2 CHAIRMAN JACOBS: Good afternoon. Welcome to  
3 our customer hearing this afternoon in the rate  
4 review of Florida Power & Light.

5 Let me begin by introducing myself. My name is  
6 Leon Jacobs. I'm chairman of the Florida Public  
7 Service Commission. And I'd like to introduce my  
8 colleagues here, as well. To my far left is  
9 Commissioner Mike Palecki. To my immediate left is  
10 Commissioner Lila Jaber. To my right is Commissioner  
11 Braulio Baez.

12 Let me announce that Commissioner Terry Deason  
13 will not be with us today. He had some family  
14 circumstances that he had to attend to, and so he  
15 will join us later today, perhaps.

16 Before we go further. I'd like to take a -- have  
17 counsel read notice of our hearing today.

18 MS. DODSON: Notice issued by the clerk of  
19 Florida Public Service Commission on November 5th,  
20 2001, advises that a customer service hearing will be  
21 held in this docket beginning at 12 p.m., Tuesday,  
22 December 11th, in Room 101 of the Terrace Building,  
23 Sarasota, Florida.

24 The notice states that the purpose of this  
25 hearing is to take testimony from members of the

1 public concerning the rates and charges of Florida  
2 Power & Light Company.

3 The procedure at this hearing will be as  
4 follows: The Company will present a brief summary of  
5 its case, and then members of the public may present  
6 testimony. Members of the public who wish to present  
7 testimony are urged to appear promptly at each  
8 scheduled service hearing, since the hearing may be  
9 adjourned early if no witnesses are present to  
10 testify.

11 CHAIRMAN JACOBS: We'll take appearances.

12 MR. HOWE: I'm Roger Howe with the Public  
13 Counsel's office.

14 MR. HOFFMAN: My name is Ken Hoffman. I'm with  
15 the firm of Rutledge, Ecenia, Purnell & Hoffman in  
16 Tallahassee, Florida. I'm here on behalf of Florida  
17 Power & Light Company. And I would also like to  
18 introduce in the front row directly to my left,  
19 Mr. Bill Hamilton, who is the Vice President,  
20 Customer Service, for FP&L.

21 MS. DODSON: I'm Linda Dodson with the Public  
22 Service Commission. And also here today with me, is  
23 is Elisabeth Draper, Daniel Lee, Costas  
24 Panagiotopoulos, and Tony Valasquez.

25 CHAIRMAN JACOBS: Thank you. Let me just kind

1 of give you a brief synopsis of how we'll proceed,  
2 and how the procedures will go today. Our primary  
3 purposes here today is to take customer input for the  
4 process of our deliberations in the review of the  
5 Florida Power & Light Company.

6 Very important to us today is to hear the  
7 consumers of Florida Power & Light give us the  
8 benefit of their experiences, particularly with  
9 regard to customer service. That's a particularly  
10 important item in our deliberations. and we need to  
11 get that particular piece of information from you.

12 This is a formal docket, and in that context,  
13 your statements are to be taken as formal evidence  
14 into a record that will be created. And in that  
15 regard, in a few moments, for all those who have  
16 signed up and would like to give us a statement  
17 today, we would ask you to take an oath before you  
18 come up to testify.

19 If you would like to give input, but you do not  
20 feel comfortable making a verbal statement today,  
21 we're happy to take a written statement from you.  
22 Most of you should have gotten this report when you  
23 came in. On the next to last page of that report is  
24 a form on which you can give us your written comments  
25 and leave them with our staff today, or mail them to

1 us in Tallahassee.

2 Additionally, if you look on the front of the  
3 report, you'll see the website of the PSC listed  
4 there. And I believe that you can enter in your  
5 statements on your website, there's a place for you  
6 to do that.

7 The Company, as you know, has filed for --  
8 strike that. The Company did not, we the Commission  
9 brought them in to review their rates. And so where  
10 we are now is in a preliminary phase of that process.  
11 After our customer service hearings, we will then  
12 have a formal technical hearing. And that  
13 essentially will be where we take input, or actually  
14 advice and opinion from our technical experts in  
15 accounting, finance, in law and other areas, which go  
16 to the very basis of the Company's operations.

17 Ultimately, we will then take all of that into  
18 consideration and render a final decision. I believe  
19 that decision is due to be rendered in May of next  
20 year. It says "May 2001," but should be 2002 on your  
21 report.

22 For our purposes today, we would very much  
23 appreciate it if you'd come forward and give us your  
24 name and address. And because we are taking your  
25 testimony with a stenographer, it's very important

1           that you speak clearly, and concisely, to us. For  
2           that reason, also, we'd ask that we only have one  
3           person speaking at a time. I know very often it's  
4           tempting to support others' comments, but to help our  
5           stenographer. it would be helpful for us to only have  
6           one person speaking at a time. I then do not believe  
7           there's anything else of a preliminary nature.

8           Oh, one thing I did not mention, we do allow the  
9           parties to make an opening statement. And so before  
10          our consumers actually come forward to give their  
11          statements, we'll have the party give their opening  
12          statement to give you a brief overview of what their  
13          views on this case are. We will take those opening  
14          statements, and then issue the oath, and then we'll  
15          begin.

16          We'll begin with the Company. Mr. Hoffman.

17          MR. HOFFMAN: Thank you, Mr. Chairman.

18          First, I want to thank the customers for taking  
19          the time to appear here today. And want to encourage  
20          them to seek out our customer service representatives  
21          who are here today. To the extent that you folks  
22          have service issues that need to be addressed, these  
23          folks are here today to help you.

24          And, specifically, I want to introduce you to  
25          Ms. Carol Harzinski, she is standing up behind you.

1 She's with Customer Service, as well as, Mr. Ramone  
2 Farare, who is with Power Assistance.

3 Mr. Chairman, I mentioned Mr. Hamilton, who is  
4 Vice President of Customer Service, and I would like  
5 to, again, introduce him, and he will provide the  
6 Company's opening remarks.

7 MR. HAMILTON: Good afternoon. My name is Bill  
8 Hamilton, and I'm Vice President of Customer Service  
9 for Florida Power & Light Company. And I'm pleased  
10 to be here today and take part in this important  
11 aspect in the review of our base rates before the  
12 Florida Public Service Commission.

13 Let me start by pointing out that Florida Power  
14 & Light Company is not requesting an increase in our  
15 base rates at this time. Despite the fact that we  
16 are facing a weakened economy in the State of  
17 Florida, and the continuing need to expand our  
18 electric system to meet customer growth, and the fact  
19 that we are seeing increases in our operation  
20 expenses in many parts of the Company.

21 In fact, since our last rate increase, which was  
22 in 1985, we've actually decreased our rates by ten  
23 percent, despite the fact that we now serve  
24 approximately 1.3 million more customers than we did  
25 in 1985.



1           This addition of 1.3 million customers has  
2 certainly caused us to add additional resources in  
3 many areas of the Company, but I think most notably,  
4 is an increase of 42 percent in our generated  
5 capacity.

6           We are currently operating under a rate  
7 agreement that was negotiated with Mr. Jack Shreve in  
8 the Office of Public Counsel, and then approved by  
9 the Florida Public Service Commission. This  
10 agreement called for the reduction of \$350 million  
11 annually in our base rates.

12           In addition, it provided a mechanism for annual  
13 customer refunds. And I'm pleased to report, that we  
14 anticipate that at the end of this three-year  
15 agreement, which will be in the Spring of 2003, that  
16 we will have refunded approximately 250 million  
17 additional dollars to our customers.

18           In recent years, we've worked hard at FPL, and  
19 we've focussed on improving the reliability and  
20 quality of service that we deliver to our customers.  
21 Overall, we've reduced the average number of minutes  
22 that a customer is without service during a calendar  
23 year by about 50 percent. But that's not to say that  
24 we're satisfied with the service that we're  
25 delivering in 100 percent of the cases. So we're

1 going to continue to look for new and creative ways  
2 to improve the reliability of service for all  
3 customers.

4 We have also worked hard to make it easier for  
5 customers to do business with us, by offering the  
6 ability to do business with us over the internet, by  
7 expanding our payment and billing options to  
8 customers, and developing special programs to help  
9 our customers conserve energy and to save money.

10 At this time, I would also like to point out,  
11 our two Customer Service representatives that are  
12 here today that will be here to assist any customers  
13 that have any issue. We will attempt to address  
14 those issues, and resolve them on the spot.

15 But in the case that we cannot resolve them  
16 today, we make a commitment to get back with those  
17 customers with a response within 24 hours.

18 In closing, let me assure you, our customers,  
19 that FPL is committed to providing customers with  
20 reliable power at affordable prices well into the  
21 future. Let me thank you for your attention, and for  
22 the opportunity to speak to you today. Thank you.

23 CHAIRMAN JACOBS: Mr. Howe.

24 MR. HOWE: Hello. My name is Roger Howe, I'm a  
25 Deputy Public Counsel. I should first state who the

1 Office of Public Counsel is. The Public Counsel for  
2 the State of Florida is a gentleman who's been  
3 serving in that role since 1978, Mr. Jack Shreve.  
4 And I have the pleasure to work for him, and with  
5 him.

6 It should be known that we are an independent  
7 office under a joint Legislative Committee. Our  
8 office does not work for the Public Service  
9 Commission, and we certainly do not work for the  
10 utilities.

11 It's our job to advocate on the customers behalf  
12 in matters before the Public Service Commission.  
13 And, in that regard, it was our office, for example,  
14 that initiated the rate proceeding in January of  
15 1999, that ultimately led to the rate reduction  
16 pursuant to a stipulation, as mentioned -- referred  
17 to by Mr. Hamilton.

18 We have intervened in this case, which was  
19 initiated by the Public Service Commission itself.  
20 We are actively engaged in a discovery process, which  
21 is a civil process to learn additional information  
22 beyond the minimum filing requirements the Company  
23 has submitted.

24 We have served the Company with interrogatories,  
25 request for production of documents. And as things

1 go along, we'll be involved in depositions, I'm sure.  
2 We will be hiring experts in areas of accounting and  
3 cost and capital, and so forth, to testify in the  
4 rate proceeding on behalf of the customers.

5 One important aspect of what a utility is  
6 entitled to earn through the regulatory process is  
7 the quality of its service. And that's the reason  
8 for these hearings that we're having here today, and  
9 elsewhere around the State.

10 So if you have anything at all that you'd like  
11 to testify to regarding the Company's quality of  
12 service, we would be very interested in hearing them.

13 If, for some reason, there are individuals here  
14 who do not wish to provide testimony, but would like  
15 to contact our office directly, feel free to do so.  
16 We have a 1-800 number, it's 800-342-0222. Please  
17 give us a call at any time if you have any concerns  
18 about your service, if you have any concerns about  
19 how this case is going to be processed by our office.  
20 And, again, my name is Roger Howe. So, feel free to  
21 call and ask for me. Thank you.

22 CHAIRMAN JACOBS: Thank you.

23 And with that, I'd ask all of those intending to  
24 give an oral presentation stand and raise your right  
25 hand. In this matter before the Florida Public

1 Service Commission, do you swear or affirm the  
2 testimony you're about to give is the truth, the  
3 whole truth, and nothing but the truth?

4 (ALL ANSWERED IN THE AFFIRMATIVE).

5 CHAIRMAN JACOBS: Thank you very much. As to  
6 how we call you up, in the -- I believe is in the  
7 sequence in which you signed in. If you would come  
8 up, and you may sit at the chair at the far end of  
9 the roster.

10 MR. HOWE: Thank you, Chairman Jacobs.

11 The Reverend Don Roberts. And would you please  
12 begin by stating your name and address for the  
13 record.

14 REVEREND ROBERTS: My name is the Reverend Don  
15 Roberts. My address is 1600 Wewa Drive, Sarasota,  
16 Florida.

17 And allow me to begin, with wishing each and all  
18 of you happy Holy Days as they come upon us.

19 Thank you for the opportunity to speak to the  
20 role of FP&L in our community. As the old saying  
21 goes, you don't miss the water till the well runs  
22 dry. FP&L's electrical service went substantially  
23 unnoticed until our most recent storm when my  
24 personal electricity was off for three days.

25 During that time, I became painfully aware on

1           how dependent we are upon a regulated utility for  
2           most of life's daily functions, over the 25 years I  
3           have been a personal customer, both personally, and  
4           as a not for profit business with over 30 locations  
5           throughout Sarasota and Manatee Counties, I have  
6           depended upon and been grateful for FP&L's consistent  
7           good service.

8           Over the years, I've had the occasion to call  
9           upon FP&L for help with electrical service for the  
10          poor, and those living on the margins, in my role as  
11          President and Chief Executive Officer for Good Will  
12          Industries. In every any case FP&L's representative  
13          have always put -- and I want to comment on this very  
14          strongly -- have always put the interest of the  
15          people ahead of the understandable demands for  
16          profits, while maintaining a sound financial  
17          organization.

18          FP&L provides an absolutely essential service at  
19          a fair and reasonable price, is responsive in  
20          emergency settings, and attentive to the needs of  
21          those persons in our community who are less fortunate  
22          than some others.

23          Thank you for the opportunity to speak a word of  
24          gratitude for FP&L, and for the regulatory  
25          environment that ensures stable, economicable [sic]

1 service to every person in our community while  
2 protecting the investments of the stockholders in the  
3 good and worthwhile Company.

4 And, finally, just on a more personal note, I'm  
5 old enough to remember when Redy Kilowatt was selling  
6 me electricity at a penny a kilowatt hour. It is now  
7 slightly over eight cents a kilowatt hour, an  
8 increase of 800 percent. Bread, housing, and  
9 everything else is up probably about 1500 percent.  
10 So for electricity that is half as expensive today as  
11 it was in 1955, I simply am grateful. Thank you for  
12 this opportunity.

13 Yes, sir.

14 COMMISSIONER PALECKI: Reverend Roberts, is  
15 there any particular local employee of Florida Power  
16 & Light you'd like to put a good word in for?

17 REVEREND ROBERTS: No.

18 COMMISSIONER PALECKI: So you've just found  
19 their service overall has been good, and you wanted  
20 to come express that.

21 REVEREND ROBERTS: Exactly.

22 COMMISSIONER PALECKI: Thank you very much.

23 CHAIRMAN JACOBS: Before we go forward, I  
24 neglected several matters, which I apologize. One,  
25 I'd like to recognize the representative from Senator

1 McKay's office. Mr. Bill Griffin is with us this  
2 afternoon. Welcome.

3 And I also neglected to introduce, other than my  
4 staff over here, people very instrumental in carrying  
5 out our meeting today, Ms. Thelma Krump and Ms.  
6 Bridgett Holye, as well as Ms. Sandy Moses, have done  
7 an excellent job in facilitating our meeting today,  
8 and we thank them for that.

9 You may proceed, Mr. Howe.

10 MR. HOWE: Thank you, Chairman Jacobs.

11 Mr. Bill Hallissy.

12 MR. HALLISSY: Good afternoon. My name is Bill  
13 Hallissy. 1750 12th Street, Sarasota.

14 I'm with the City of Sarasota Public Works  
15 Department, and just would like to speak for our  
16 customers, who are FPL customers too. Sarasota  
17 Public Works supplies water and sewer utilities to  
18 the residents of the City of Sarasota. And, also,  
19 the street lighting system in the City is supplied,  
20 in a great part, through rental polls and rental  
21 lights through FPL.

22 I would say that the City is overall -- we are  
23 satisfied with the quality and reliability of the  
24 services provided by FPL. We are particularly  
25 pleased with the energy conservation programs that



1 FPL has, particularly when it comes to curtailable  
2 service. As you may be aware, the City is required  
3 to have standby power generation for our water and  
4 sewer facilities, and with those standby power  
5 facilities we're able to curtail service when they're  
6 in high demand with FPL.

7 This not only benefits the FPL customer, but it  
8 certainly benefits the City customer because the rate  
9 reduction that we experience through this allows us  
10 to offset some of our capital investments. So I  
11 think it's a real win/win situation, and would  
12 encourage the Commission to continue to work with FPL  
13 for these type of programs that we really believe  
14 have a great benefit to all involved.

15 There are a couple of issues that we do have  
16 with FPL when it comes to a level of service. As I  
17 mentioned, we do rent street lights from the power  
18 company, it makes up approximately 75 percent of our  
19 street lighting system. We'd like you to investigate  
20 the possibility of working and increasing the level  
21 of service on street lighting. In that regard, the  
22 responsiveness to the needs of the public for street  
23 lighting, such as if street lights are out, or if we  
24 request new street lights, sometimes we wait 60 to 90  
25 days for a response.

1           The response is there, and we understand their  
2           level of service, but we would suggest maybe that you  
3           ought to look at a higher level of service for that.  
4           The street lighting for this city is certainly a  
5           security issue, and we believe that a higher response  
6           is probably needed in this day and age.

7           That pretty much takes care of my presentation,  
8           other than one additional matter is to suggest  
9           that -- I know the Power Company does have  
10          educational brochures that they put in with their  
11          billings, and we strongly support that from being a  
12          utility provider ourselves. We find that a higher  
13          educated public as to what the services are, and how  
14          they access those services, the better off we all are  
15          involved.

16          And the reason I bring that up, such as street  
17          lights, we get a lot of requests that come to the  
18          City of Sarasota for street light outages. And if  
19          the consumer were more educated as to how to access  
20          FPL to make those request to FPL, I think it would  
21          speed up the process. Thank you for your attention.

22                   CHAIRMAN JACOBS: Any questions?

23                   COMMISSIONER PALECKI: I don't have a question,  
24                   but I just wanted to suggest to Mr. Hamilton with  
25                   Florida Power & Light that last week we heard from

1 one of the City Counsel Members from the City of Cape  
2 Canaveral about a program you instituted in Cape  
3 Canaveral for replacement of street lights that were  
4 out. And it sounds like Sarasota could benefit from  
5 that same program. If you recall, he gives some very  
6 complementary remarks about how well the street  
7 lights are maintained in Cape Canaveral.

8 MR. HOWE: Thank you.

9 Mr. John Clarke.

10 MR. CLARKE: Good morning.

11 COMMISSIONER PALECKI: Good morning.

12 MR. HOWE: Will you please state your name and  
13 your address, and who you may be representing, for  
14 the record.

15 MR. CLARKE: My name is John Clarke. My address  
16 is 6215 Lorraine Road in Bradenton, Manatee County.  
17 And I'm representing Schroeder-Manatee Ranch, Inc.,  
18 which is my employer. Schroeder-Manatee Ranch Inc.  
19 is the -- really has three main businesses, we're  
20 into agriculture, we have a 28,000 acre ranch, we're  
21 in aggregate mining, and we are in real estate  
22 development. Our real estate development project is  
23 is known as Lakewood Ranch, and it's an emerging new  
24 town in both Sarasota and Manatee Counties.

25 I'm here to say how delighted we are with the

1 level of service we get from Florida Power & Light.  
2 We look at that service right from the day that we  
3 call for the installation of utilities of  
4 electricity. They are responsive, they do it  
5 extremely well. They always are the last ones to  
6 come in, and so often we've got companies that are  
7 desperately waiting for that electricity. They can't  
8 get in while we're building the road and the sewer  
9 and water, and so they're always the last in, but  
10 they're always the fastest to get it done, and we are  
11 thrilled with that response.

12 From a level of service of the electricity, I  
13 wish we could have all of our ranch served by Florida  
14 Power & Light. Half of our ranch has been designated  
15 by you or by somebody to be served by a different  
16 utility company, and the difference is huge. The  
17 electricity we get from Florida Power & Light is  
18 cheaper. The response for downtime is excellent.  
19 Whenever we have -- as we build the new town,  
20 whenever we have had needs they have responded, and  
21 put in substations so that we have boosted and  
22 support electricity. And I am here to say, I just  
23 could not be more pleased with that level of service  
24 we get from this Company.

25 COMMISSIONER PALECKI: Mr. Clarke, do you know

1 the name of the utility that serves the other half of  
2 the subdivision?

3 MR. CLARKE: Peace River.

4 COMMISSIONER PALECKI: Peace River Co-op?

5 MR. CLARKE: Right.

6 COMMISSIONER PALECKI: Thank you.

7 MR. CLARKE: And I'm not here to downgrade them.  
8 And we have chosen to put our business bog in an area  
9 of the ranch that is served by Florida Power & Light,  
10 because to the emerging businesses -- and our largest  
11 office is FCCI 260,000-square-foot building. To  
12 companies like that, the quality of electricity is  
13 paramount, and they would not come to these business  
14 parks unless there was that level of service. Thank  
15 you.

16 CHAIRMAN JACOBS: Mr. Clarke, did you say the  
17 development is part industrial park?

18 MR. CLARKE: Yes. We're building a new town  
19 which has a big residential component, has a town  
20 center, and has an employment center which has light  
21 industrial and office. And currently. has about  
22 one-and-a-half million square feet of commercial  
23 business space, and is growing fast.

24 COMMISSIONER PALECKI: Where are you located if  
25 we would like to come and visit?

1           MR. CLARKE: If you came it to see us, you'd  
2 come in on University Parkway and go immediately east  
3 of the Interstate on University Parkway and you would  
4 come into Lakewood Ranch. And University Parkway is  
5 the County line between Sarasota and Manatee  
6 Counties.

7           COMMISSIONER PALECKI: Thank you.

8           MR. CLARKE: Thank you.

9           CHAIRMAN JACOBS: Thank you.

10          MR. HOWE: Next is Kerry Kirschner. If you  
11 would, sir, please state your name, your address, and  
12 who you are representing for the record.

13          MR. KIRSCHNER: Yes. My name is Kerry  
14 Kirschner. My home address is 1390 Gulf View Drive  
15 here in Sarasota. And my employer is the Argus  
16 Foundation, but I'm here more as a community  
17 activist, having served as the Mayor and City  
18 Commissioner of the City of Sarasota, along with the  
19 able help of Bill Hallissy in our Utility Department.

20          I think it would be remiss if this community let  
21 the Public Service Commission get away without  
22 further explanation of what happened to us in that  
23 tragic week of September 11th. We had a power  
24 outage -- my family moved to this area in 1952 --  
25 that I can never remember has been as bad at this one

1 was.

2 In fact, my personal home was without power for  
3 a good three days. Needless to say, as Reverend  
4 Roberts pointed out, it's very frustrating. We  
5 expect every time we hit a switch to see electricity  
6 come on. That you realize you've got freezers and  
7 refrigerators filled with food, and the expectation  
8 that momentarily, that the electricity would come on.  
9 Needless to say, having been an ex-politician in the  
10 community, I, like everybody else, wanted my power on  
11 as quickly as possible.

12 And I just went out and, I don't know, did a  
13 little bit of my own research. I was absolutely  
14 amazed at the number of people that Florida Power &  
15 Light brought in in this emergency. I don't think in  
16 the history of Florida Power & Light in this area,  
17 and certainly in my 50 years here, there has ever  
18 been a power outage of this magnitude. I just was  
19 amazed at the responsiveness of the people, and their  
20 working 24 hours a day.

21 I would actually drive around the neighborhoods  
22 just to see where they were working, and it was  
23 really heart-rendering. And I really thought, as I  
24 went through there, and happen to be a student of  
25 what I think is the importance of government, and

1           that's the health, welfare, and safety of people;  
2           how fortunate we were to have a corporate citizen who  
3           without cajoling, without political pressure, moved  
4           into a situation like they did in such a responsive  
5           nature.

6                        Certainly I would have preferred that my  
7           electricity be turned on earlier, but in talking to  
8           management and the approach they used, trying to make  
9           sure the commercial centers and the hospitals were  
10          taken care of, obviously this is a company that has  
11          planned for an emergency. And I've got to tell you,  
12          I think the citizens of Sarasota all should be here  
13          today and thank Florida Power & Light for the job  
14          that they have done. And I think we're very  
15          fortunate.

16                       I also feel it's very fortunate and I'm very  
17          concerned about the future of public utilities, and  
18          particularly the electric companies as we move  
19          forward. I applaud the Office of Public Counsel for  
20          their vigorous scrutiny of rates, but I'm also  
21          concerned about what's going on in this Country with  
22          things like natural gas. I think this year we had  
23          more rigs out exploring natural gas than we've ever  
24          had in the history of this United States, and yet we  
25          weren't able to discover new natural gas at the rate



1 in which we're using it up. And rather than see a  
2 dwindling resource be thrown to the wolves, if you  
3 will, for deregulation, I hope our politicians  
4 realize the important service that you're doing for  
5 not only the City of Sarasota, but the entire State.  
6 So I thank you for this opportunity.

7 COMMISSIONER PALECKI: Thank you.

8 CHAIRMAN JACOBS: Any questions?

9 Thank you very much.

10 MR. HOWE: Next is Ms. Rita Dralus.

11 MS. DRALUS: My name is Rita Dralus, I live at  
12 that 5536 37th Street, East in Bradenton. I work for  
13 Manatee County Government. I am head of what we call  
14 the Citizens Action Center, which is actually the  
15 complaint department. I work directly for the County  
16 Administrator Ernie Padgett.

17 And I'd like to tell you that Florida Power &  
18 Light has not always not had any problems, as with  
19 Gabrielle. We had a lot of calls, and we had calls  
20 to the commission office. But Mel Klein, who is our  
21 governmental liaison, has worked 100 if not 150  
22 percent for us, no matter what the problem. And I  
23 realize if there was not a problem, that we would not  
24 have gotten the calls. And the calls usually come to  
25 the Board of County Commissioners, and then filter

1 down into our office.

2 I remember one night there was a woman who had a  
3 disabled son, and she called in at about 4:30 in the  
4 afternoon. And I called Mr. Klein's office, and he  
5 made sure that she had power. He called me at home  
6 at 5:30, called me again at 8:30 that evening when  
7 the power finally was restored. And it also meant  
8 that Asplundh had to go out and cut the tree down,  
9 and had to restore the power, but the power was  
10 restored at 8:30 that evening.

11 I was on my way back from Tennessee when  
12 Gabrielle hit. In other words, it hit while I was in  
13 Tennessee and I was on my way back. And I was  
14 overwhelmed by the number of Asplundh trucks that we  
15 saw. I mean, it was one -- there was one section of  
16 the highway that was just trucks. I'm sure there  
17 were none left in Alabama and none left in Georgia.  
18 So I felt as though their response to the problem was  
19 phenomenal.

20 I feel as though when I do have a problem, and a  
21 citizen either calls a Commissioner, or calls me  
22 directly, that I do get the help that the citizen  
23 needs. And that's what we're all here for.

24 CHAIRMAN JACOBS: Thank you.

25 Any questions? Thank you very much.

1 COMMISSIONER PALECKI: Thank you.

2 MR. HOWE: Chairman Jacobs, I do not have any  
3 other names at the moment. Are there any other  
4 members of the public who would like to testify at  
5 this time?

6 CHAIRMAN JACOBS: If you didn't sign up  
7 initially, you're very free to come forward at this  
8 time. We take all comments. Let the record reflect,  
9 that no one has indicated a desire to speak. That  
10 will conclude, then, our customer service hearing  
11 here today.

12 Mr. Hoffman.

13 MR. HOFFMAN: Before we close, Mr. Chairman,  
14 first I'd like to make a slight correction to a  
15 statement of Mr. Hamilton's in his opening remarks  
16 concerning the determination date of our three-year  
17 agreement with the Office of Public Counsel. It  
18 would terminate in the Spring of 2002, not 2003.

19 And, second, I would like to enter into the  
20 record as a Composite Exhibit the notice of public  
21 hearing for this customer service hearing, as well as  
22 the affidavit of publication.

23 CHAIRMAN JACOBS: We'll show that marked  
24 as -- and I believe we had been designating at each  
25 hearing an exhibit list, which unfortunately has not

1           been sequential. So we'll go ahead and note this as  
2           Exhibit 1 for Sarasota, for the record. And without  
3           objection, Exhibit 1 Sarasota is admitted into the  
4           record.

5                   And would you ensure that the court reporter has  
6           a copy.

7                   MR. HOFFMAN: Yes, sir.

8                   CHAIRMAN JACOBS: Thank you very much.

9                   Anything else?

10                   Commissioner Palecki.

11                   COMMISSIONER PALECKI: I just wanted to say that  
12           it's very good to hear the positive comments we're  
13           hearing today about the service that Florida Power &  
14           Light is providing in Sarasota and Bradenton  
15           Counties. It's very nice to hear about the good  
16           service. In many customer service hearings we hear  
17           only about bad service, so this has been a very good  
18           thing. Thank you.

19                   CHAIRMAN JACOBS: Very well. Thank you very  
20           much for coming today. And we'll adjourn.

21

22                   (WHEREUPON, THE PROCEEDINGS ADJOURNED).

23

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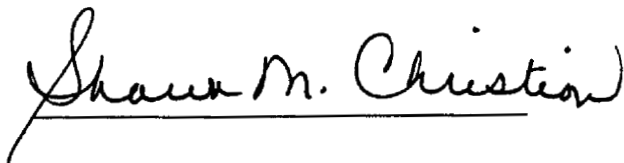
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STATE OF FLORIDA  
COUNTY OF SARASOTA

I, Shawn M. Christian, AAS, Court Reporter/Notary Public, in and for the Twelfth Judicial Circuit of the State of Florida, do hereby certify that I reported by shorthand the proceedings had in the above-styled cause; and that the foregoing pages 1 through 29 constitute a true and correct transcription of my shorthand notes taken at the time and place herein set forth.



SHAWN M. CHRISTIAN,  
Court Reporter/Notary Public

SARASOTA HERALD TRIBUNE  
PUBLISHED DAILY  
SARASOTA, SARASOTA COUNTY, FLORIDA

BEBE, SILVERSTEIN & PARTNERS

STATE OF FLORIDA  
COUNTY OF SARASOTA

BEFORE THE UNDERSIGNED AUTHORITY PERSONALLY APPEARED  
MOYA NEVILLE, WHO ON OATH SAYS SHE IS THE ADVERTISING  
DIRECTOR OF THE SARASOTA HERALD-TRIBUNE, A DAILY  
NEWSPAPER PUBLISHED AT SARASOTA, IN SARASOTA COUNTY,  
FLORIDA; AND CIRCULATED IN SARASOTA COUNTY DAILY;  
THAT THE ATTACHED COPY OF ADVERTISEMENT, BEING A NOTICE  
IN THE MATTER OF: NOTICE OF PUBLIC HEARINGS  
FPL - SIZE (2 X 9)

IN THE ISSUES OF:

DECEMBER 4, 2001

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PERSONALLY KNOWN TO ME.

(SEAL) Bobbie J. Clark

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NOTARY PUBLIC STATE OF FLORIDA  
COMMISSION NO. CC968394  
MY COMMISSION EXP. OCT. 11, 2004

NOTARY PUBLIC

10202

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 001148-EB EXHIBIT NO. 1-Sarasota  
COMPANY/ Florida Power & Light  
WITNESS: Florida Power & Light  
DATE: 12-11-01

# NOTICE OF PUBLIC HEARINGS

The Florida Public Service Commission will hold public hearings as part of its review of Florida Power & Light Company's rates. The purpose of these hearings is to provide customers of Florida Power & Light an opportunity to testify before the Commission on the quality of service by Florida Power & Light. A public hearing in your area will be held at the following time and place:

Tuesday, December 11th  
12:00 Noon - 3:00 PM  
Terrace Building  
Room 1001, 10th Floor  
101 S. Washington Blvd.  
Sarasota, FL 34236

Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Written customer comments regarding Florida Power & Light's service or rates should reference Docket No. 001148-EI and be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.



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Page 2A