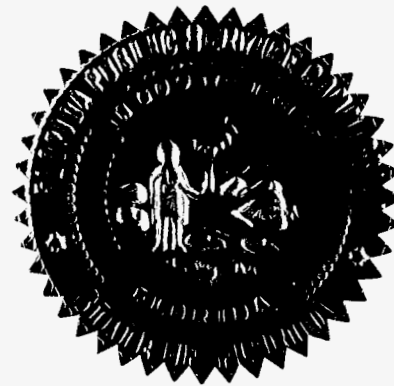


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of

PETITION FOR RATE INCREASE BY
FLORIDA POWER & LIGHT COMPANY.

DOCKET NO. 050045-EI



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PROCEEDINGS: MIAMI SERVICE HEARING

BEFORE: CHAIRMAN BRAULIO L. BAEZ
COMMISSIONER J. TERRY DEASON
COMMISSIONER RUDOLPH "RUDY" BRADLEY
COMMISSIONER LISA POLAK EDGAR

DATE: Thursday, June 30, 2005

TIME: Commenced at 4:00 p.m.
Concluded at 6:30 p.m.

PLACE: Miami City Committee Chambers
City Hall
3500 Pan American Drive
Miami, Florida

REPORTED BY: JANE FAUROT, RPR
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(850) 413-6732

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P R O C E E D I N G S

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2 CHAIRMAN BAEZ: Good afternoon. I would like to call
3 this hearing to order.

4 Counsel, will you read the notice?

5 MR. KEATING: Pursuant to notice this time and place
6 has been set for a customer service hearing in Docket Number
7 050045-EI, petition for rate increase by Florida Power and
8 Light Company.

9 CHAIRMAN BAEZ: Thank you, Mr. Keating.

10 Good afternoon again. My name is Braulio Baez. I'm
11 Chairman of the Public Service Commission. I want to welcome
12 you all and thank you for coming. This is an important part of
13 our deliberative process, to take public comment from the
14 customers, in this case Florida Power and Light. As you know
15 we are here to take your thoughts and your input regarding the
16 company's quality of service as well as the company's petition
17 for a rate increase. You will hear a little bit more
18 explanation on that in a few minutes.

19 I want to, first of all, introduce the rest of the
20 Commissioners. To my extreme left, Commissioner Lisa Edgar; to
21 my left, Commissioner Rudy Bradley; and to my immediate right
22 Commissioner Terry Deason. We also have Mr. Cochran Keating,
23 who is staff counsel for the Public Service Commission, and
24 Elizabeth Draper, who is also on the Commission staff.

25 In addition we have several other Commission staff

1 members in and around the facility that are here to help you
2 with any questions that you may have regarding your service,
3 electric service. You can take this opportunity to ask them
4 about your telephone service, as well. They will be happy to
5 answer all of your questions. We also have several brochures
6 they carry with them, very helpful information that you can
7 take back home to help you manage your bills and your services
8 that way.

9 As I had reminded you before, since we are taking
10 public testimony, and there are quite a lot of you, it is
11 important for those of you that do wish to give public
12 testimony that you sign up. There are sign-up sheets on the
13 table just outside the chambers, if you can take the time and
14 fill one out. That way the Office of Public Counsel will know
15 how many people there are, and they can call your name, and you
16 can get your turn to talk to the Commission.

17 If you will indulge me for a moment, I will say a few
18 words in Spanish for the Spanish-speaking public.

19 (Chairman Baez addresses the audience in Spanish.)

20 CHAIRMAN BAEZ: Back to English. This is part of a
21 public hearing process. That means that the testimony that you
22 are going to give today is sworn testimony. At some point
23 after all the initial comments are made, I'm going to ask you
24 to stand up and take an oath like you do in court, and we will
25 start taking public testimony. Before that, there will be some

1 brief comments on the part of the company, also Public Counsel
2 will have some brief comments, and the representative from AARP
3 who is here, as well.

4 Mr. Keating, did I leave anything out?

5 MR. KEATING: From what I understood, I think you
6 covered everything.

7 CHAIRMAN BAEZ: Great. Then let's get started.
8 First of all, we will hear from Mr. Bryan, who represents FPL,
9 he has some brief comments and introduction.

10 MR. BRYAN: Thank you, Mr. Chairman, Commissioners,
11 staff. Good afternoon. My name is Patrick Bryan, I'm an
12 attorney for Florida Power and Light Company. In a moment you
13 will hear from the president of Florida Power and Light
14 Company, Armando Olivera, who will give a brief presentation to
15 you and to the Commission.

16 But first I wanted to inform the audience that we
17 have several customer service representatives here today in the
18 building. We have a whole room full, as a matter of fact, and
19 I believe they are in a room around the back, if you'll follow
20 through. But they are available to meet with any customer who
21 has any issue or problem or concern with his or her electric
22 service, with their account, or even if you just have a
23 question about your bill.

24 They have on-line computers, so they can access
25 account information immediately, and they will do their best to

1 resolve or fix any problem today if it's possible. So I would
2 encourage anybody out there who has questions, an issue or
3 problem to take advantage of this.

4 We have with us today Ms. Marlene Santos, who is
5 FPL's Vice-President of Customer Service, and if you go see her
6 she will make sure that you get the help that you need.

7 So at this time, then, I would like to introduce the
8 President of Florida Power and Light Company, Armando Olivera.

9 MR. OLIVERA: Commissioners, thank you. I ask for
10 your indulgence. Thank you for giving us the opportunity to
11 talk today.

12 (Mr. Olivera addresses the audience in Spanish.)

13 MR. OLIVERA: What I said in Spanish was I apologize
14 to the Spanish-speaking audience for not doing this in Spanish,
15 as well, because if I did I'm afraid the Chair of the
16 Commission is going to throw me out for taking too much time.

17 But I thank you for giving us the opportunity to say
18 a few words, but also an opportunity to hear your questions and
19 concerns and some of you, I know, would also be supportive.

20 We at FPL know that there is never a good time to ask
21 for an increase in base rates because, frankly, we know that
22 nobody wants to pay more for electricity, and yet everyone
23 wants and needs reliable electric service.

24 An increase in base rates is necessary because our
25 customer needs are growing. And we at FPL have the

1 responsibility to plan for the future so we can continue to
2 provide reliable electric service. And all you have to do is
3 just stand here and look north away from the parking lot
4 through the water, and you will see the sheer number of cranes
5 that dot the Miami skyline. You will see the incredible growth
6 that we are experiencing, not just in Miami but all throughout
7 Florida, and to keep up with that kind of growth we need to
8 continue to address.

9 I was talking to Mr. Quigg (phonetic) before we
10 started. And we were talking, he said, what are you doing to
11 keep up with the energy side of it, because we talked about the
12 infrastructure. And I said we are building the equivalent of a
13 power plant a year to keep up. I will to go back to my script
14 and keep the time.

15 The last time we asked for an increase in base rates
16 was in 1984. Some of you are my age, and you are old enough to
17 remember that back then a stamp was 20 cents and a gallon of
18 gas was about half of the cost of what it is now.

19 During this period of time, the cost of living has
20 gone up 80 percent, increasing the raw materials and our labor
21 costs that we use to provide you with electricity. But FPL's
22 rates have actually been reduced, not once, not twice, but
23 three times, for a total reduction of 16 percent. Keep in mind
24 that when we refer to base rates, we are talking about 44
25 percent of your bill, and this is the cost to produce and

1 deliver electricity, and this is the piece that we are talking
2 about today.

3 Unfortunately, as we have brought base rates down,
4 fuel costs have more than doubled. If you have been to the gas
5 pump, you'll see for yourself. Fuel charges are passed on to
6 customers strictly at cost. We don't make any money on that.
7 And we are working really hard to keep those costs as low as
8 possible. But fuel charges have increased electric bills all
9 across the country, and this is the primary reason why your
10 electric bills are higher.

11 The increase that we are seeking for 2006 would add
12 about three to four dollars a month to an average residential
13 bill. Even with this increase, the base rates will still be
14 lower than they were in 1985. So let me just tell you briefly
15 what this covers.

16 First, more than half of the 430 million increase we
17 are requesting in 2006 will go towards infrastructure.
18 Investing in new power plants to meet the customers growing
19 demand for electricity, investing in our existing nuclear
20 plants to ensure the continued safe and reliable operation, and
21 expanding our power delivery system.

22 Second, about one fourth of this request, or about
23 \$100 million, will be used to increase the annual contribution
24 to our storm fund to ensure your power is restored as quickly
25 as possible after a hurricane. Remember, this is Florida, and

1 weather forecasters are forecasting or predicting a very active
2 storm season. We have to be ready.

3 Third, the rest of the increase will go towards the
4 cost to comply with regulatory policy for a regional
5 transmission organization.

6 Looking ahead, we are also requesting an annual
7 increase of \$143 million in mid-2007 for a new 1100-megawatt
8 power plant which, by the way would be here in Miami-Dade
9 County, just south of here.

10 The bottom line, what this increase is about is
11 reliable electric service for our customers. That is our first
12 proprietary as an electric company. It's about meeting
13 continued customer growth. Florida is the third fastest
14 growing state in the nation. Recently we have been adding more
15 customers than we have historically. Last year we added over
16 100,000 new customers. That's meters, not people. We are on
17 track to do probably as well, probably more than that this
18 year.

19 It is about meeting the increased electricity usage.
20 Our customers are using nearly 30 percent more electricity than
21 they did in 1985. It's about the lights coming on when you
22 flip the switch, and always being prepared so we can continue
23 to be ready whenever you need us.

24 Up till now we have been able to make the necessary
25 investments to keep up with growth while lowering base rates.

1 We have invested billions of dollars in the past 20 years,
2 increasing our available power by more than 50 percent. We
3 were able to do this by improving the reliability of our
4 plants, rebuilding some of our existing plants, and adding new
5 power capacity.

6 At the same time, through our industry-leading energy
7 conservation programs, we have partnered with our customers to
8 defer the need for about ten mid-sized power plants. That is
9 an incredible energy conservation program. We have also added
10 thousands of miles of new power lines and other electrical
11 facilities to deliver the power to your homes and businesses.

12 It's true, more business brings more revenue.
13 However, the level of growth we are seeing brings even greater
14 costs. Using new technology and being more efficient are
15 simply not going to be enough to support the investment
16 required now.

17 We are not like most other businesses. We must be
18 there for you 24 hours a day, seven days a week, delivering
19 reliable power. That is how we built our reputation, and we
20 know you are depending on us.

21 Reliability means that every day we commit to three
22 things. Number one, having an adequate power supply; number
23 two, having a delivery system ready to meet growing demand; and
24 number three, being prepared to effectively respond during
25 times of crisis, including hurricanes.

1 In closing, let me assure you that while we are
2 asking for a base increase, we will never stop trying to cut
3 costs. We will always look for ways to do our jobs even better
4 and to serve you even better. We are going to do everything in
5 our power to ensure that Florida's future remains bright,
6 because we believe strongly that both current and future
7 customers deserve no less.

8 And I thank you for allowing me the opportunity to
9 speak.

10 CHAIRMAN BAEZ: Thank you, Mr. Olivera.

11 Mr. Beck.

12 MR. BECK: Thank you, Mr. Chairman, Commissioners.

13 Good afternoon. My name is Charlie Beck with the Office of
14 Public Counsel, and I want to thank everybody for coming here
15 today. Your testimony is very important in the case, that we
16 hear from you and what you have to say about your service and
17 about the company's request for a rate increase.

18 Let me mention briefly what our office does. The
19 Legislature has designated our office to represent the interest
20 of customers in cases before the Florida Public Service
21 Commission. The Commissioners, four Commissioners here, are
22 acting as the judge in this case, and they will make a decision
23 based upon the evidence that the company presents in the case,
24 and also evidence that others, such as our office, and other
25 intervenors present in the case.

1 I would like to mention that Jack Shreve, who was the
2 Public Counsel for 25 years is here today, and I would like to
3 acknowledge his presence today. Jack.

4 You saw in Mr. Olivera's presentation earlier that
5 there are two rate reductions that the company recently made.
6 There's a total of three, but the last two Jack negotiated with
7 the company. The first one was a rate reduction of \$350
8 million per year, and he followed that with another reduction
9 of \$250 million a year, for a total reduction of \$600 million
10 per year that Jack negotiated.

11 Jack is the senior general counsel for Attorney
12 General Charlie Crist, and he is here because of their interest
13 in this proceeding. Thank you, Jack, for being here.

14 Our office has been working hard to analyze the case
15 that Florida Power and Light has presented. We have hired a
16 team of experts to go over every aspect of their filing. And
17 we have experts in accounting, finance, depreciation, revenue
18 forecasting, affiliated transactions.

19 And we, this past Monday, filed testimony by the
20 eight witnesses in these areas to analyze the company's case.
21 And we believe, based on our analysis, that not only is a rate
22 increase not warranted or justified, but, in fact, the company
23 should make be making a large reduction in their rates.

24 The company files reports with the Commission each
25 month showing what their earnings are. The last report they

1 filed with the Commission was this past April. And what it
2 showed was that their earnings on their equity investment,
3 their after-tax earnings for the period ending April 2005 was
4 in the range of 12.8 to 12.9 percent. That is a very high
5 return on their investment that they receive. In fact, in the
6 rate case, the company's witness is testifying that 11.8
7 percent is a fair return, and that is what they are asking for
8 in the proceeding, which we also believe is high.

9 Our office has retained a professor of finance from
10 Penn State University. He has filed testimony with the
11 Commission, and his analysis shows that an 8.8 percent return
12 would be a fair return to the customer -- to the company, and
13 it's also fair to the customers of the company. And just
14 throwing out numbers here, but that one item and with their
15 profit level makes a difference of \$300 million per year in the
16 case that the company has asked for and what our case is.

17 On top of that 300 million difference there, the
18 company is asking for a bonus or an incentive bonus of an
19 additional \$50 million a year for good performance, and we
20 believe they have received that bonus through their high
21 earnings in the past, as well as the fact that in the future
22 they are expected to go up faster than they have in the past.
23 So we disagree with the company on that.

24 There are a number of items that have -- there are
25 scores of issues that we will be presented in the proceeding.

1 I have mentioned a few. Let me just briefly mention one or two
2 others.

3 One of the items that the company includes in the
4 case is depreciation. That is where they recover their
5 investment that they've made in facilities to provide service.
6 The company's filing shows that they have received \$1.6 billion
7 in excess of what they need for depreciation. In the past when
8 they have had a deficit, they have come to the Commission and
9 asked to recover that quickly, say, in three or four years.
10 Well, in this case they are proposing to return the surplus
11 that has been identified over a period of 20 years. We
12 disagree with the company on that. We think that the surplus
13 should be returned more quickly.

14 In fact, in analyzing the surplus our analyst feels
15 the surplus is 2.4 billion. The company says it's 1.6. But
16 there is a very large surplus, no matter whose number you want
17 to take. And we think that if it is fair to recover deficits
18 in a shorter period of time than 20 years, then it's fair to
19 return the surplus before that period of time.

20 The company is asking the Commission to change its
21 policy on charitable contributions. The Commission
22 consistently has had a policy that favors charitable
23 contributions. And there is no question that Florida Power and
24 Light is very active in the community and supports charitable
25 organizations. But to be charitable it should come out of

1 their finances, not the customers. What they have asked in
2 this case is to charge those charitable contributions to you,
3 the customers, in the rates that you pay. While we are in
4 favor of their charitable contributions, we don't think it
5 should be in your power bill, because that is making it your
6 charitable contribution, not the company's.

7 There's going to be an evidentiary proceeding at the
8 end of August and September, and the company's witnesses will
9 take the stand and ours will, too, as will other intervenors.
10 And we are going to do everything that we can to make sure the
11 rates you're charged are fair, fair to you as the customers as
12 well as fair to the company.

13 Thank you very much for coming this afternoon.

14 CHAIRMAN BAEZ: Thank you, Mr. Beck.

15 Mr. Twomey.

16 MR. TWOMEY: Mr. Chairman, Commissioners, thank you.
17 Good afternoon. Good afternoon, ladies and gentlemen. My name
18 is Mike Twomey, I'm an attorney representing AARP in this case.

19 And I would like to use my role as an attorney for
20 AARP to briefly explain the process you see before you, and
21 this is just the first step. As the Chairman mentioned
22 earlier, this is an evidentiary hearing. The company has filed
23 many thousands of pages of testimony and exhibits, probably
24 tens of thousands. Now, as of last Monday the intervening
25 parties, many of them filed testimony as well as exhibits

1 supporting their position that the company shouldn't have a
2 rate increase. And the Commissioners, of course, as Mr. Beck
3 said, are the judges in this case. They will have to look at
4 all the evidence, weigh the evidence, one side says, here; the
5 other one says, don't give them this, and see which side makes
6 the most compelling case, and compare those facts to the law
7 and render a decision toward the end of this year.

8 Now, it is highly complex. For those of us that have
9 been involved in the case so far, we have seen enough of this
10 that we have an understanding of what is going on. I would
11 suggest to you -- I would recommend to those of you that think,
12 just based upon reading the newspaper, and so forth, that you
13 know whether the company should get a rate case or not -- a
14 rate increase or not, that you may want to wait and let the
15 Commission decide that, okay.

16 You know, if you can't afford a rate increase, if you
17 don't want to pay a rate increase, you should say that as well.
18 If you think they should have a rate increase, you can say it,
19 of course.

20 Now, there are a number of lawyers and parties in
21 this case, and essentially they represent legally everybody in
22 the state. Starting first with the Office of Public Counsel,
23 as Mr. Beck says, is charged with representing all the
24 consumers in the state, be they residential customers, small
25 business people, large business, industrial customers, he has

1 the responsibility of representing them. And that office has
2 done an extremely good job over the years, particularly under
3 the tenure of Jack Shreve, as mentioned. So everybody is
4 represented.

5 The Public Counsel has spent a lot of money and spent
6 a lot of time looking at this case so far, and has made the
7 determination that based upon the evidence they have seen,
8 studying the facts, the company's earning position, that the
9 company is not entitled to earn a \$430 million rate increase,
10 but that the rates should come down \$679 million from where
11 they are currently. That's their position. If you are a
12 residential consumer and you disagree, you can do that. But
13 your official lawyer has studied the issue and said the rates
14 should come down dramatically.

15 The federal executive agencies are also a party in
16 this case. They have a lawyer. They have the experts. They
17 are participating on behalf of all of the agencies of the
18 federal government that are served by Florida Power and Light.
19 They don't believe Florida Power and Light should get the level
20 of increase that it is requesting either.

21 There is an organization called the Florida Retail
22 Federation that purports to represent over 10,000 large and
23 small business organizations in the state of Florida. They,
24 too, have taken the position, after studying the filing of the
25 company, that the company is not entitled to a rate increase.

1 We may hear testimony from small business operators
2 or other businesses this evening. We have heard in the last
3 two days from businessmen, and many have come in and said we
4 want to pay an increase no matter what. Now, often they say we
5 want to pay an increase because we want to see the company
6 maintain its high level of quality of service.

7 To my knowledge, nobody in this case, none of the
8 formal parties, including AARP, is taking the position that
9 Florida Power and Light has not provided excellent quality of
10 service routinely and has fixed its system during the storms of
11 last year. No one is taking an issue there. This case is
12 about money and it is about a lot of money. So, if you are a
13 small business person and you want to come up and say that you
14 want to have a rate increase, and it is going to help your
15 business position, you are welcome to do that, but the largest
16 business organization in the state is in the case, has studied
17 the case and said no rate increase is deserved.

18 There is an organization called the Florida
19 Industrial Power Users Group. They are represented, as well.
20 They represent large companies including, I believe, Publix,
21 which is also a member of the Retail Federation. They, too,
22 have taken the position of no rate increase.

23 There is one last party that I am aware of, it is an
24 organization of hospitals in southeastern Florida, they, too,
25 are arguing no rate increase.

1 Now, I'm a lawyer. I'm representing AARP. Our
2 official position on behalf of the many members, the 2.7
3 million members of AARP in the state of Florida, is that there
4 should be no rate increase. If you're in the audience and
5 don't have a blue shirt on, and you're a member of AARP, you
6 are certainly free to say, I'm here, and I want to say
7 individually I wasn't consulted, I want a rate increase, if
8 that is your position.

9 We studied the case, though, as an organization,
10 along with the others. We support Public Counsel 100 percent
11 that the rates should come down dramatically, not go up at all.

12 Now, some of things we have heard at the last four
13 meetings, this is the fifth in a series of five this week, is
14 people get up and say this rate increase isn't very much. It
15 is overdue. It is not very much money. It is just the cost of
16 a cup of latte. Four bucks, what's that?

17 I have been around residential customers long enough
18 with the AARP and seniors and low-income people, and I have
19 heard testimony frequently, both in electric cases and
20 telephone cases, that for people that are just barely making it
21 now, four dollars a month is a lot of money. And it is not
22 just the four dollars a month they want to increase your rates
23 now, at the beginning of the year they raised the fuel
24 adjustment charge, I think, in excess of a dollar a month.
25 That is \$12 per year on your budget if you are on a fixed

1 income.

2 Additionally, they sought \$533 million to make them
3 whole for the monies they said they spent for hurricane repair
4 in the year 2004. The Public Service Commission earlier this
5 year allowed them to start collecting that money before we
6 actually had the full evidentiary hearing. I believe it is
7 \$3.09 a month.

8 The hearings are now concluded, and it is likely that
9 the PSC -- the Commissioners will make a decision in the next
10 month or so that will allow the company to get about 93 percent
11 of that \$533 million. If they do, that will be about three
12 dollars per month for three years, another \$36. So we are not
13 talking about a small amount of money; we are talking about
14 three hits in a row related to your electric bill.

15 Now, additionally, if you are taxpayers, which most
16 of you presumably are in these counties, it is not just your
17 individual rates that you are going to see go up with Florida
18 Power and Light. If you pay taxes to the school board,
19 ad valorem taxes, you can expect school boards' electric rates
20 to go up. If you pay taxes to a city or you receive service
21 from the city governments, city governments would pay increased
22 electric rates as well. The same with the county governments.
23 If you go to a hospital, the same there. So you'll pay
24 repeatedly.

25 Now, let me close by saying that since I am an

1 advocate for AARP in this proceeding, and since the Chairman
2 told you this is part of the evidentiary hearing, you will be
3 under oath. And if you get up and you say that you want a rate
4 increase, that's fine. I'm trying to oppose that on behalf of
5 my client. If you are from a government, I'm going to feel
6 that it is my responsibility for my client to ask you if you
7 have permission to speak in favor of a rate increase. If you
8 are from a chamber of commerce, I'm going to feel it is my
9 responsibility and right to ask if you have the authority of
10 the board to speak in favor of the rate increase.

11 So somebody accused me of being a prosecutor
12 yesterday or the day before, and I don't resent that
13 particularly, but I want you to understand how I view my role
14 in this case. With that, I will thank you for your time and
15 encourage each and every one of you to testify, if you would.

16 Thank you.

17 CHAIRMAN BAEZ: Thank you, Mr. Twomey.

18 At this point we'll begin taking public testimony.
19 So all of you who signed up to give public testimony, if you
20 will please stand and raise your right hands.

21 (Chairman Baez addresses audience in Spanish.)

22 (Witnesses sworn in English and Spanish.)

23 CHAIRMAN BAEZ: Mr. Beck.

24 First, a couple of recognitions before Mr. Beck calls
25 the first customer. It's not often that we get alumni visiting

1 Public Service Commission hearings, and I just wanted to
2 acknowledge Ambassador Luis Lauredo, who as much as anyone had
3 a lot to do with why I am sitting in this chair today.

4 Welcome Ambassador, it is nice that we were able to
5 keep you from your busy schedule and come and visit with us.

6 MR. LAUREDO: It's a pleasure.

7 CHAIRMAN BAEZ: And, secondly, I would like call upon
8 Mayor Otis Wallace of Florida City. Welcome, sir.

9 OTIS WALLACE
10 was called as a witness on behalf of the Citizens of the State
11 of Florida and, having been duly sworn, testified as follows:

12 DIRECT STATEMENT

13 MR. WALLACE: Thank you, Mr. Chairman and members of
14 the Commission. I'm here on behalf of my city, the City of
15 Florida City to speak in terms of the quality of service we
16 receive from FPL in our community.

17 Florida City is located approximately seven miles due
18 west of FPL's Turkey Point facility. And I assure you, in
19 spite of our close proximity to the plant, I sleep well every
20 night knowing that we have clean, efficient, safe service
21 provided by FP&L. We take their quality of service, excellence
22 in their quality of service for granted, but I have been there
23 at a time when nothing could be taken for granted.

24 I was mayor back on August 24th, 1992, when Florida
25 City and Homestead were virtually destroyed by Hurricane

1 Andrew. And one of the first signs of recovery in my community
2 were the men, women and equipment from FPL appearing on our
3 streets in an effort to supply power. I wasn't sure on the
4 25th of August if my community was going to survive, but I was
5 sure that if we did survive we would have power. And we can
6 thank FPL for that. So the quality of service that we received
7 at a great expense through trying times in our community was
8 certainly excellent.

9 I would also like to mention the fact that they've
10 been good corporate citizens in our community. They are
11 involved as volunteers. Their employees are volunteers in our
12 recreation department. They're much involved in the city with
13 cultural activities. They are always there when something
14 needs to be done. We can count on FPL to give something back.
15 And I think it is important that they be recognized for that.

16 So I can say without hesitation that we consider them
17 a great corporate citizen in our community and the service is
18 unparalleled, and I would challenge anybody in the country to
19 say their service is better than what we receive from FPL.

20 Thank you.

21 CHAIRMAN BAEZ: Thank you, Mayor Wallace.

22 Mr. Beck.

23 MR. BECK: Thank you, Mr. Chairman.

24 Rita Warren.

25 RITA WARREN

1 was called as a witness on behalf of the Citizens of the State
2 of Florida and, having been duly sworn, testified as follows:

3 DIRECT STATEMENT

4 MS. WARREN: Good afternoon, Commissioners. My name
5 is Rita Warren. I live in North Miami Beach. I'm here to
6 represent myself as a citizen, and I want to say up front I'm
7 not here to praise Caesar, but, hopefully, to bury him.

8 As a citizen, I have a few recommendations that I
9 would like to make to the Commission to consider against this
10 request for a rate increase. Number one. First, I would
11 recommend that you audit the books of FPL, and their profits
12 should certainly cover their expenses. And, hopefully, they
13 don't have more than one set of books.

14 Two, I would check the huge salaries the top
15 executives and the CEOs pay themselves. For example, the
16 former CEO came before the Commission, hat in hand, pleading
17 for an increase for this company. When the Public Service
18 Commission granted an increase, the CEO skimmed \$39 million off
19 the top as a bonus. A bonus for himself, and then said,
20 arrivederci and retired. If I had \$39 million in my piggy bank
21 on top of the obscene salaries these people skim and pay to
22 themselves, I would retire, too.

23 And, number three, prior to Hurricane Andrew and
24 these corporations always latch onto Hurricane Andrew. Prior
25 to Hurricane Andrew, the state of Florida went for 30 years, 30

1 years without a hurricane. Where is all the profits that they
2 accumulated for 30 years without having to pay out anything for
3 hurricane damages and repairs? And from the time of Hurricane
4 Andrew until last year, ten years went by when we didn't have a
5 hurricane. Where is all the profits that they accumulated for
6 those ten years when they didn't have to pay out a penny for
7 hurricane repairs? Where is all of that money?

8 As for the three hurricanes that unfortunately struck
9 our state last year, those three hurricanes hit in almost the
10 same region, which means that this corporation, this
11 multi-billion-dollar corporation has to make repairs in
12 virtually the same area, not in three different areas, but the
13 same area. You can only put up one pole in one area.

14 Now, one of the other things that this corporation,
15 this multi-billion-dollar corporation complains about and asks
16 for an increase is because their insurance rates are very high.
17 Well, we, the public, know that insurance rates are very high.
18 So the wisdom that comes from this corporation says it is
19 better to stick it to the hapless citizens and raise their
20 rates rather than coming to the Public Service Commission and
21 asking the Public Service Commission to work with the
22 Department of Financial Services and Insurance to see that the
23 overloaded insurance companies are reined in and compelled to
24 given the utilities a decent rate. And I might add along with
25 the rest of us it wouldn't hurt.

1 FP&L was just granted a rate increase against the
2 outcry of the public, whom you are supposed to be protecting,
3 and gave them a rate increase for the fuel, and they passed
4 that on to their customers. They don't pay that. That doesn't
5 come out of their salary. It doesn't come out of their
6 profits. It comes out of my pocket.

7 At what point does this corporation dig into the
8 profits to cover some of their expenses? It is generally
9 called the cost of doing business. You don't keep your profits
10 sacrosanct in one little corner, and then keep hitting up the
11 public for rate increase and rate increase and rate increase.

12 Now, I want to go to one other little thing that bugs
13 the hell out of me. This company in their monthly billing they
14 sent out -- they sent out a flier asking the people to make a
15 contribution of ten dollars a month every month to help them
16 build a solar energy facility. Now, ten dollars a month times
17 12 months is \$120. I don't know how many customers they have,
18 but let's say assume a million customers. That comes to,
19 basically, \$120 million a year each and every year. When did
20 this company become a charity asking for contributions?

21 They also never bother to mention when they are
22 asking for a \$10-a-month contribution to their charity, they
23 never bother to mention when they are going to build this
24 wonderful solar facility. Is it in ten years, in 50 years, 100
25 years, ever? I consider this piece of advertising fraud.

1 Out-and-out fraud. They are defrauding the public, asking for
2 a charitable contribution and not giving them the facts at all.

3 One other little thing that I have to speak on here.
4 They request another charitable contribution on their billing,
5 asking each and every one of us to send in a dollar to cover
6 the cost for those people who are indigent and can't afford to
7 pay their electric bill. This is not to help people who are
8 indigent. This is to make sure that FPL gets paid theirs, that
9 they are covered, their bills are paid. They keep fleecing the
10 public every which way they can, every which way they know how.

11 And I think it is up to you, our Public Service
12 Commissioners, to put a stop to this. The operative words in
13 your Public Service Commission is public service. You are here
14 to protect the public, not multi-billion-dollar corporations.
15 And we, the public, look forward to your doing exactly that.

16 Thank you.

17 CHAIRMAN BAEZ: Commissioners, questions of
18 Ms. Warren?

19 Thank you, ma'am.

20 Mr. Beck.

21 MR. BECK: Thank you. The next witness is Mr. Terry
22 Cuson.

23 TERRY CUSON
24 was called as a witness on behalf of the Citizens of the State
25 of Florida and, having been duly sworn, testified as follows:

DIRECT STATEMENT

1
2 MR. CUSON: Commissioners, thank you for -- I don't
3 know, that's a tough act to follow.

4 CHAIRMAN BAEZ: You will do your best.

5 MR. CUSON: I'm not as old as she is, but I'm almost
6 72, and that qualifies me, I guess, as being elderly, former
7 AARP and Alliance of Aging, et cetera. So, anyhow, I am
8 retired and on a very fixed income.

9 I figured out where to get the four bucks from. It's
10 going to be a dollar week less at the church in order to burn
11 candles. I don't think that is an unreasonable sum to ask for,
12 particularly for the miracle of this service. When we turn on
13 the switch, it is a miracle. We come to expect it as a right.
14 It is not a right. It is a business. We should appreciate it
15 as a business. Florida Power and Light has rendered a great
16 service to this community.

17 After the hurricane, I had to go down to work at the
18 time and sit in my underwear because it was so hot, but they
19 restored service downtown in no time. Every time I have had a
20 power failure in Miami Shores, I have called them, and in no
21 time they are there as well to repair that service. They have
22 afforded me a budget service to pay my bill. When I've asked
23 for a delay in it because maybe things got a little tight,
24 there is no problem with that. You can do that automatically
25 on the telephone.

1 Nobody likes to pay more for anything. That is only
2 common sense. Who likes to pay taxes? You have got to be
3 crazy. But it is understandable that things go up. I mean,
4 the one attorney said about the latte, four dollars. It's
5 actually \$4.62 I think I paid the other day. Everything goes
6 up. All costs go up. Services go up. If we want to maintain
7 the level of service we have and expect for it to improve in
8 the future, we have to understand that there is a cost in that.
9 And, you know, there hasn't been an increase in nine years, and
10 they have a right to a profit.

11 I worked 60 years, and I expected to be paid. And so
12 should they expect to be paid. It is not a right. It is not a
13 free service. If we want to change our form of government and
14 make Florida Power and Light the United States Power and Light,
15 a government service, then that is a different matter. But in
16 this case it is not. It is a private business, and government
17 doesn't belong in the face of private business. Not in my
18 opinion, anyhow. The service has been great.

19 It costs more to service me. It costs more to
20 service all of us. I have to take more vitamins now. I have
21 to buy a \$2,800 hearing aid that I can't afford. But,
22 nonetheless, it costs more to service us. It only makes sense.
23 If equipment gets old, it needs to be helped. It needs to be
24 refurbished. We need new kinds of service. We need nuclear
25 power. We need solar power. And we need to think about the

1 future. I mean, our day is really kind of gone. We are
2 sliding out, but we have to use some common sense. The miracle
3 of electricity is not a right, and we need to pay for it.

4 Thank you, gentlemen.

5 CHAIRMAN BAEZ: Questions of Mr. Cuson?

6 Thank you, sir.

7 Mr. Beck.

8 MR. BECK: Thank you. Sallie Holmes.

9 SALLIE HOLMES

10 was called as a witness on behalf of the Citizens of the State
11 of Florida and, having been duly sworn, testified as follows:

12 DIRECT STATEMENT

13 MS. HOLMES: Commissioners, FPL, and my fellow
14 AARPians, I'm proud to be here. I'm new at this, and I am very
15 concerned, and I am speaking on behalf of Chapter 5132, Miami
16 Gardens. I'm a community volunteer, an advocacy volunteer, and
17 the legislative rep for AARP in my chapter. And I am, and we
18 are, and I'm not speaking for myself, we are concerned about
19 the rate increase, the suggested rate increase.

20 We would like very much for Florida Power and Light
21 to make sure -- now, I have three words that I have in my
22 vocabulary this afternoon. I got it off the sheet. Just,
23 reasonable, affordable. Now, you think about those words,
24 just, reasonable, and affordable.

25 Now, those of you that aren't retired, I'm sure you

1 know you can afford lots of things. But those of us that are
2 retired, it's somewhat difficult for us sometimes. And I think
3 about some of my friends and some of my relatives who are
4 experiencing a bit of difficulty themselves when it comes down
5 to paying the bill as it is.

6 Now, an increase in rates would cause a problem to
7 some of my senior relatives because, number one, if you are
8 going to increase the bill four dollars, and they aren't
9 receiving an increase in their pension in four dollars, it is
10 going to be difficult for them. And they might want to contact
11 me, and I'm not going to be able to assist them.

12 The fact that Florida Power and Light makes
13 contributions to charity. Now, I would like very much if they
14 would allow me to contribute to my own charity. I know the
15 ones I would like to contribute to, so I think that I am very
16 capable of doing that myself.

17 And they want to help out those that are result of a
18 hurricane. I realize that I was very fortunate. Out of all
19 the hurricanes that passed through, I was spared. And that was
20 a blessing. Now, I do believe that those persons that
21 experienced difficulty with a hurricane, they should be able to
22 pick up some of their own payments. I am going to have to pick
23 up mine. So don't put me out there to help take care of
24 somebody else. And I'm not speaking only for myself, but I
25 certainly hope what I said would not offend my fellow AARPians.

1 But I certainly hope that I have put some thoughts
2 into your mind. Think about those three words; just,
3 reasonable, and affordable.

4 And I do appreciate your time.

5 CHAIRMAN BAEZ: Thank you, Ms. Holmes.

6 MR. BECK: Beverly Bush.

7 BEVERLY BUSH

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

10 DIRECT STATEMENT

11 MS. BUSH: Good afternoon, Mr. Chairman and
12 Commissioners, Florida Power and Light, and all of those
13 present. My name is Beverly Bush. I reside in Miami Gardens.
14 I am representing local Chapter 5132 of the AARP. I'm speaking
15 on behalf of those that are on limited income. We need to give
16 thought to that.

17 This particular state and this area, specifically,
18 houses quite a few of those that are retired and those that are
19 on fixed incomes. Now, fixed incomes simply says that you
20 don't have but a little bit, and you must stretch it.
21 Stretching it, some can. But when you start to increasing, and
22 it is like a snowball effect. If Florida Power and Light
23 increases, asking for that four percent, then, of course, as
24 they said, the insurance would then want to go up even higher.
25 And, then, of course, there are others. We are now fighting

1 against the gasoline prices which restrict us already.

2 I personally find it difficult to live in the manner
3 in which I dreamt prior to retiring that I would live in
4 luxury. I'm still dreaming. When I say that, I simply mean
5 that I am restricted. I turn off my air. Oftentimes I don't
6 turn it on, because I can't afford for those prices to go up,
7 up, and up. I only use it as it has been recommended, at
8 certain hours, and still the prices are up. I am not the only
9 one. There are too many of us who are having to go and do
10 without as a result of these high prices; and, then, of course,
11 to say that you are going to increase.

12 Now, I must agree that they have done a very good job
13 in the past. And, yes, they may need an increase. But,
14 please, four percent, that is asking quite a bit. And as I
15 said, I'm not criticizing them. I'm asking them to be more
16 considerate. And to end this, I simply say I wish I had enough
17 money on my fixed income that I could, what, take some stock
18 out in FPL. The way the prices are going I would be a rich
19 person.

20 Give some thought to what has been said, please, and
21 thank you so much for hearing me.

22 CHAIRMAN BAEZ: Thank you, Ms. Bush.

23 Any questions, Commissioners?

24 Thank you very much.

25 Mr. Beck.

1 MR. BECK: Delores Miller.

2 DELORES MILLER

3 was called as a witness on behalf of the Citizens of the State
4 of Florida and, having been duly sworn, testified as follows:

5 DIRECT STATEMENT

6 MS. MILLER: Good afternoon, Commissioners,
7 Chairperson, and to the audience. I'm Delores Miller, and I
8 reside in Miami Gardens, also, and I represent Chapter 5132.
9 And there is one point I would like to emphasize.

10 FPL wants to increase the storm reserve fund through
11 a base rate increase by \$100 million. This amount is too high
12 and should be reduced. Customers should not shoulder the
13 entire responsibility for the weather, which we have no control
14 over. Please, please think about the ones who are on fixed
15 incomes. We just cannot afford \$4 a month, \$120 a year. It
16 will take away some of the things that we would really like to
17 do in our retirement.

18 Thank you.

19 CHAIRMAN BAEZ: Thank you.

20 Mr. Beck.

21 MR. BECK: Willis Murray.

22 WILLIS MURRAY

23 was called as a witness on behalf of the Citizens of the State
24 of Florida and, having been duly sworn, testified as follows:

25 DIRECT STATEMENT

1 MR. MURRAY: Good afternoon to the Chairman and
2 Commission.

3 For one time in the state of Florida I would like for
4 the Commission to consider fixed and low income. Everybody
5 uses that term when they want something, especially the
6 politicians. This Commission, I'm going to ask you for one
7 time to consider these people. For the last 15 or 20 years I
8 have represented these people. I have represented them for ten
9 years for Congresswoman Carrie Meeks. I was her aide to deal
10 with the senior citizens and health issues in her district. I
11 have been affiliated with the Alliance of Aging. I was the
12 chairman of the board for the Alliance of Aging for several
13 years. I did a lot of volunteer time.

14 I have retired from the public school system 25 years
15 ago. I give my public time to the Alliance of Aging. The
16 Alliance of Aging is an agency that's funded by the state of --
17 by the state and by the federal government to provide for
18 senior citizens. I would like for the Commission and other
19 people to come down to the elderly help line. Just spend one
20 hour listening to the citizens begging and crying for things
21 that we keep saying we are looking out for them. For one time
22 I'm pleading with you, please, please look out for the low
23 income people this time.

24 Thank you.

25 CHAIRMAN BAEZ: Thank you, Mr. Murray.

1 Mr. Beck.

2 MR. BECK: Clarence Diggs.

3 CLARENCE DIGGS

4 was called as a witness on behalf of the Citizens of the State
5 of Florida and, having been duly sworn, testified as follows:

6 DIRECT STATEMENT

7 MR. DIGGS: Thank you very much.

8 CHAIRMAN BAEZ: Mr. Diggs.

9 MR. DIGGS: Yes.

10 CHAIRMAN BAEZ: Will you get a little closer to the
11 microphone. The court reporter can't hear you.

12 MR. DIGGS: Okay.

13 CHAIRMAN BAEZ: Thank you.

14 MR. DIGGS: I know that January 1st, I understand
15 that there are some changes in terms of the air conditioners
16 that were supposed to be used in Florida. There is going to be
17 a change in them. They are going to a 13 SEER. A 13 SEER is
18 going to cost, just one place where I am involved, about
19 \$8,500. That is what has been reported. Because the federal
20 law has already been approved, but the regulations, as far as
21 the state of Florida is concerned, have not been written. I
22 think within the next -- following January 1st, six months
23 following, in June they should have the new regs written, and
24 it is going to hit hard on the people who can't afford it.

25 Now, I represent a group in Deerfield. I have 15

1 residents I'm involved with in Century Village. And I will
2 tell you, people are scrambling. They don't know what they are
3 going to do. There are people that are going out and buying
4 air conditioners that are non-SEER, and there is not a lot of
5 information out there from the state. From your position --
6 I'm sure you may or may not even be aware of it. But it is
7 going to hit, and it is going to hit January 1st. I think they
8 said locally, I think they will give them about 20 days to
9 comply.

10 And if anyone whose -- if their air conditioning is
11 no longer working, they can't buy one unless they go to a 13
12 SEER. And the way the structures are in the buildings, they
13 are going to have to reconstruct the air handlers. And it
14 means tearing out the wall. They have to pay for that, and
15 plus they have to pay for the new 13 SEER air conditioners.

16 And it seems like there is a war going on out there
17 with the service companies. They are raiding the people
18 everywhere. And people are afraid. If you are on a fixed
19 income -- some of these people get Social Security, \$250 a
20 month. That's no money. I mean, how are they going to afford
21 this? And they need the air conditioners. And it is going to
22 push the electrical bills right out the window. And here we
23 are talking about increasing rates. I mean, those air
24 conditioners are also used for heating. Hundreds of thousands
25 of people right now are just -- they don't know what they are

1 going to do.

2 And Florida Power and Light would like to have its
3 increase, but maybe they should consider the fact that a lot of
4 senior citizens have done their duty, and I think there is
5 something to learn. And I'm speaking here on their behalf.
6 Also I am an AARP person.

7 And I've got to tell you out there, Florida Power and
8 Light did a magnificent job when we had these hurricanes,
9 beginning with Hurricane Andrew. I was a first responder and
10 one of the first groups -- part of a group of people, certified
11 people to check our area immediately following the storm or any
12 kind of danger. If it were an explosion, a hurricane, we would
13 be first responders for the police department, fire department.
14 And we put our lives on the line. And I think throughout when
15 we checked to make sure things were right, and we did a lot.
16 And I have to take my hat off to Florida Power and Light
17 because they did a magnificent job.

18 And I hope and pray that they look at the plan when
19 they reconstruct an area and judge it from a technological
20 standpoint, remove some of those high power tension lines,
21 because they are frightening. The new ones that they are
22 putting higher above the roadways. And every day when I go in
23 and out of that road over 8,000-plus people, between eight and
24 9,000 people -- apartments, I'm sorry. But the population is
25 about 16,000-plus. I shiver because I can hear them frying.

1 From the graves they're frying.

2 We used to get a lot of bumps, also, because -- I
3 didn't realize it, but down in the ground there is 50,000 volts
4 of electricity. Between three and five feet below that ground
5 there is water. And those lines sit in that water. And then
6 you have ficus tree which uproots in the wind storm, and once
7 they go, I mean everything else they are hooked around, the
8 water pipes, et cetera, it's gone.

9 And I know there is increasing lightning strikes.
10 But I worked very closely with Florida Power and Light. They
11 did come to the rescue, and they found about 25 bumps. And
12 there is not as much activity now knocking down our trees, but
13 we don't know what this season is going to bring, because we
14 have a lot less trees than we had before.

15 But I think they ought to really look at putting some
16 of this stuff underground. All of our transmission lines now
17 are down in the ground in my area. But it should be -- they
18 plan. You know, if you plant something, and you put all of
19 this power, 100,000 volts above the roads, and you have the
20 trees above, and lightening strikes and the trees fall.

21 And the trees, they should have an ongoing program
22 cutting trees, knowing that if it's the wrong tree, wrong
23 place, get them out of there. Have a program. We don't have
24 the canker. We are cutting trees everywhere. Twenty-five
25 people came to me three weeks ago, and I said who are you. We

1 are from the city. Well, maybe the state can get together with
2 Florida Power and Light and do something about that situation,
3 because a lot of the power outages are caused by the trees
4 where the high wires are. And they should be able to maybe
5 move them out, move the trees back and only plant a certain
6 kind of tree that grows to a certain height. We are talking
7 about Florida trees, and there are a lot of them that will not
8 grow 40 or 50 or 60 feet high. That's a consideration in
9 future planning.

10 There were some other things I wanted to say, but I
11 think -- you know, if you have a financial obligation to the
12 stockholders at 12 percent, and 12 percent over the top of
13 whatever the gross amount is, that is a lot of money. But when
14 I look at some of these plants, such as the ones we have not
15 too far from us, I see a lot of different colors in the smoke.
16 I don't know exactly, but I guess you are talking money comes
17 from Florida Power and Light. And I guess they share the
18 profits with the management operation. Maybe we need a little
19 bit more of that, too.

20 Burning some of our waste, generating more power,
21 reducing the cost of electricity. I guess the president will
22 understand that a little bit better than I do, but I did go out
23 and check some of these existing power plant places, and they
24 spew a lot of contaminants in the air. And down in Port
25 Everglades, the black smoke. You know, there's times when the

1 wind is blowing the wrong way and you smell that black smoke.
2 It's horrible. And it still smokes. I guess there are going
3 to be some changes because they are going to put \$100 million
4 to reduce some of it through some type of scrubber. But in
5 their planning, their long-range planning, there is great
6 profits that the stockholders are getting. And maybe you could
7 back off the stockholders a little bit and maybe clean that up,
8 that plant down there. Because you see that black smoke. I
9 think if you clean it up properly it will cost about 600
10 million, as opposed to 100 million. And that is the one down
11 south in the Port Everglades area in Broward County. That is
12 my argument for the day.

13 Thank you very much. I hope you have continued
14 success in your operations, and thank you.

15 CHAIRMAN BAEZ: Thank you, Mr. Diggs.

16 Mr. Beck.

17 MR. BECK: Fausto Alvarez.

18 FAUSTO ALVAREZ

19 was called as a witness on behalf of the Citizens of the State
20 of Florida and, having been duly sworn, testified as follows:

21 DIRECT STATEMENT

22 MR. ALVAREZ: Good afternoon, Chairman, members of
23 the Commission, ladies and gentlemen.

24 CHAIRMAN BAEZ: Mr. Alvarez, can you get closer to
25 the microphone, please, and talk a little slower.

1 MR. ALVAREZ: We have excellent service from FPL.
2 They're always available for emergencies. Whenever we have
3 called them, we always have excellent service. We understand
4 that nobody wants to pay more, but technology costs. We
5 support the rates with FPL. And we believe, like I said, we
6 need to protect the quality of service that we have. Whenever
7 we have called in emergency we always have a response, and we
8 expect the excellent quality of service.

9 Thank you very much.

10 CHAIRMAN BAEZ: Thank you, Mr. Alvarez.

11 Mr. Twomey.

12 MR. TWOMEY: Mr. Alvarez, have you by chance received
13 any rebates or other benefits from Florida Power and Light in
14 the last year or two?

15 MR. ALVAREZ: No, sir, none.

16 MR. TWOMEY: Thank you.

17 MR. ALVAREZ: You're welcome.

18 CHAIRMAN BAEZ: Thank you, sir.

19 Mr. Beck.

20 MR. BECK: Jose Ruis (phonetic).

21 JOSE RUIS

22 was called as a witness on behalf of the Citizens of the State
23 of Florida and, having been duly sworn, testified as follows:

24 DIRECT STATEMENT

25 MR. RUIS: Good afternoon, Mr. Chairman and

1 Commissioners, the whole people. I am very happy because this
2 is a democratic way and the United States way. I only came
3 here for one reason (inaudible). I am retired. I live in the
4 city of Miami. I only came here for one point first, because
5 every month that I receive my bill from the company, they
6 charge me \$5.55 every month. That means that really the
7 customer of the company to need to pay \$5.55 every month. At
8 the end of the year we have to pay \$66 to the company for
9 nothing, because the costs are the same.

10 If you ask a medical doctor, and the doctor tell you
11 \$5 every month (inaudible). I disagree totally with that
12 point, because if I pay \$63 every year to the company, and the
13 company has at least 4 million customers that is \$246 million.

14 I don't know nothing about the quality of the
15 service. The quality is excellent. We are proud to have a
16 company like that. That is no problem. But I hear many people
17 here talk about (inaudible) --

18 CHAIRMAN BAEZ: Mr. Ruis, you need to speak into the
19 microphone.

20 MR. RUIS: I'm sorry. I get emotional.

21 CHAIRMAN BAEZ: I understand.

22 MR. RUIS: Okay. I'm sorry. I am very happy to say
23 here when I hear the people that go before me and they talk
24 good points.

25 The majority of this person are low income people,

1 the majority of the people in the City of Miami. And they are
2 going to Medicaid, and they need to pay a lot of things. And
3 in my opinion this is not the right time to increase the
4 electric rate because there are too many problems that we are
5 going to suffer before another year.

6 I wish my blessing for the Commissioners. I wish my
7 blessing for the president of the company. I wish my blessing
8 for everybody here. Justice, please. Justice, it is for
9 everyone.

10 Thank you very much.

11 CHAIRMAN BAEZ: Mr. Beck.

12 MR. BECK: Fernando Rodriguez.

13 FERNANDO RODRIGUEZ

14 was called as a witness on behalf of the Citizens of the State
15 of Florida and, having been duly sworn, testified as follows:

16 (Mr. Rodriguez's testimony is being given through an
17 interpreter.)

18 DIRECT STATEMENT

19 MR. RODRIGUEZ: Good afternoon to all the
20 Commissioners that represent us in this community. Ladies and
21 gentlemen, may God bless you all. I will thank you all again
22 for giving me the opportunity to come and listen to me.

23 My name is Fernando Rodriguez. I live at 1720
24 Country Club Prado, Coral Gables 33134. I am the owner and
25 president of the Varadero Supermarket and Liquor Stores.

1 Today I come thankful. More than thankful and
2 privileged to have had all the service that Florida Power and
3 Light has provided me over the last 30 years in all my
4 businesses, homes, private homes, and apartments. I believe
5 that someone who is not thankful of the electric company, I ask
6 everyone to close your eyes for a moment and see the darkness.

7 When the sad Andrew and hurricanes that passed
8 through the state of Florida, the only men we see getting wet
9 and doing their tasks are the men from the electric company
10 giving electricity. That is why I give the most expressive
11 thanks to all the Commissioners and employees of public
12 services in this country for having facilitated the opportunity
13 to say to you that I am a Cuban who is thankful, and more than
14 thankful for the services by the Florida Power and Light
15 Company.

16 Thank you all very much, and may God bless you.

17 CHAIRMAN BAEZ: Gracias, Senior Ruis.

18 Mr. Beck.

19 MR. BECK: Thank you. Michael Gerrand. Michael
20 Gerrand.

21 Larue Ford.

22 LARUE FORD

23 was called as a witness on behalf of the Citizens of the State
24 of Florida and, having been duly sworn, testified as follows:

25 DIRECT STATEMENT

1 MR. FORD: Good afternoon, Commissioners, Chairman.
2 My name is Larue Ford. I, too, am a member of AARP, Chapter
3 Number 5132. I am also a retired person and a citizen of
4 Miami-Dade County. I went to school here, lived here
5 practically all of my adult life.

6 I am retired, and as such, as most of my members
7 here, I am on a fixed income. I mean, you hear this word fixed
8 income. That does not mean necessarily we can't afford to
9 appreciate and accept what Florida Power and Light does for us,
10 for me and for our community. We do appreciate that. I think
11 we hear the accolades from a lot of folks, but the issue of
12 about the increase we vehemently oppose.

13 We oppose that primarily when we look at the
14 disparity between the profit and the person with a fixed
15 income. It is grave. It is just grave. It is grave in that it
16 may affect our persons spending limited dollars not only for
17 health, but for food. Aside from those persons who have to use
18 some electric equipment for medical treatment such as myself,
19 the increase of four dollars may not seem like that great, but
20 when I'm dealing with (inaudible), that four dollars may have a
21 grave impact on my pocket. I am willing to pay for services.
22 I am not opposed to that, but I think an increase by FPL at
23 this time is unfair.

24 Thank you.

25 MR. BECK: Greaprio Pava.

1

GREAPRIO PAVA

2

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

3

4

DIRECT STATEMENT

5

MR. PAVA: Good afternoon, Mr. Chairman,

6

Commissioners, and everyone here. My name is Greaprio Pava. I

7

live in Miami, and I work in Costa Nursery Farms in Homestead.

8

And I am here to speak about the excellent service that we get

9

from FPL.

10

Okay. From the moment that I have no power, and we

11

have to shut down some of the locations that we work at, I have

12

to -- from the moment that we make a call and we talk to the

13

service advisor that I get on the line, and from the moment

14

that I get the service truck that goes to our farm, it is just

15

amazing. So I am here to speak on behalf of that, and to say

16

that if we are going to get a price increase, let's be

17

responsible about it. That's all I have to say.

18

Thank you.

19

CHAIRMAN BAEZ: Questions of Mr. Pava?

20

Thank you, sir.

21

MR. BECK: Thelma Anderson Gibson.

22

THELMA ANDERSON GIBSON

23

was called as a witness on behalf of the Citizens of the State

24

of Florida and, having been duly sworn, testified as follows:

25

DIRECT STATEMENT

1 MS. GIBSON: Good afternoon. My name is Thelma
2 Anderson Gibson. I live at 3661 Franklin Avenue in Coconut
3 Grove, and I am here in support of FPL for the service that
4 they provide to us. I always say that as a child I had to
5 study by lamplight. And every time we have a hurricane or
6 anything happens and we are out of power and I have to go back
7 to lamplight, I begin to realize how important it is that we
8 have electricity.

9 And so the service that we get in our neighborhood,
10 in Coconut Grove, every time there is a power outage, we get on
11 the phone, we call, and they are out there to give us the
12 service that we need. And so I am very pleased to be here this
13 afternoon to speak in support of the services that we receive.

14 Thank you very much.

15 CHAIRMAN BAEZ: Thank you, Ms. Anderson.

16 Any questions of the witness?

17 Thank you, ma'am.

18 Mr. Beck.

19 MR. BECK: Sheryl Singletary.

20 SHERYL SINGLETARY

21 was called as a witness on behalf of the Citizens of the State
22 of Florida and, having been duly sworn, testified as follows:

23 DIRECT STATEMENT

24 MS. SINGLETARY: Good afternoon, Chairman, and
25 members of the Commission. I'm Sheryl Singletary. I'm here to

1 represent United Way of Miami-Dade. I'm here to speak to
2 Florida Power and Light as a good corporate citizen. Florida
3 Power and Light demonstrates it's a good corporate citizen by
4 encouraging voluntarism, community involvement, philanthropy,
5 corporate giving, in-kind donations, and so much more.

6 Florida Power and Light shows that it cares about its
7 employees and its community. Florida Power and Light's
8 partnership with United Way extends a loan executive program
9 that helps United Way achieve its successful campaign in our
10 community. Loan executives are employees that we borrow during
11 our annual campaign, and they help us to be effective and
12 efficient. They receive training on speaking in public and
13 also training on management skills. So it is a win-win
14 situation.

15 Also we have many Florida Power and Light employees
16 that are involved in our impact councils, that are board
17 members, that are trustees, and it also helps us in our
18 allocation of funds during our annual campaign. We are very
19 happy to be here to actually -- to just speak to Florida Power
20 and Light's good corporate citizenship.

21 Thank you.

22 CHAIRMAN BAEZ: Questions of Ms. Singletary?

23 Thank you, ma'am.

24 Mr. Beck.

25 MR. BECK: Bill Diggs.

1 BILL DIGGS

2 was called as a witness on behalf of the Citizens of the State
3 of Florida and, having been duly sworn, testified as follows:

4 DIRECT STATEMENT

5 MR. BILL DIGGS: Good afternoon, Mr. Chairman,
6 Members of the Public Service Commission. I'm Bill Diggs. I'm
7 president and CEO of the Miami-Dade Chamber of Commerce. And
8 I'm here to speak in support of Florida Power and Light.

9 One of the great things about having such a wonderful
10 corporation to participate in the growth of our business
11 community is the fact that they truly care about the minority
12 business people that we represent. They do so not only through
13 their corporate contributions, but through their participation
14 on a daily basis in helping us to understand all the different
15 values that we receive as members of the Miami-Dade community
16 involved.

17 But I also think there is a community here that is
18 not represented, and that is our children. One of the things
19 that we always have to focus on is making sure that we leave
20 this place a better place than we found it. And when we seek
21 that, we look at some of the great works that Florida Power and
22 Light has done. One of the real interesting programs is they
23 have a full-timers (phonetic) program that some of our young
24 people have the ability to participate in, and it is based on
25 the fact that Florida Power and Light understands that they

1 have to grow up in our community as well and participate in
2 many different ways. So we are excited to be here to let you
3 know that Florida Power and Light is a great member of this
4 community as well as the Miami-Dade Chamber of Commerce and we
5 are here to participate in this open forum. It is a democratic
6 process and what makes this country great, and I just wanted to
7 let you know that.

8 Thank you.

9 CHAIRMAN BAEZ: Questions of the witness?

10 Thank you sir.

11 MR. BECK: Marie Conyers. Is Marie Conyers here?

12 Elaine Adler.

13 ELAINE ADLER

14 was called as a witness on behalf of the Citizens of the State
15 of Florida and, having been duly sworn, testified as follows:

16 DIRECT STATEMENT

17 MS. ADLER: Good evening, Chairman, and members of
18 the Commission. I'm Elaine Adler. I'm president of Aventure
19 Marketing Council. It is a nonprofit organization similar to
20 the chamber of Commerce.

21 What I have found about Florida Power and Light is
22 their consistent, excellent responsiveness, and even going
23 beyond that being preventive and preemptive. There have been
24 so many instances where we have had major developments on the
25 planning boards, and Florida Power and Light will come right in

1 and say, let's tell you, there is a transmission line here, and
2 you need to be aware of it. So let's work it out together so
3 we don't have problems down the road.

4 All the time I am getting calls from our small
5 businesses and here is the typical call. Oh, my God, there is
6 a power line in my tree, and I am scared to death. What if?
7 What if? I called Florida Power and Light and they're out
8 immediately. There is one instance, yes, indeed, there was a
9 power line and through their investigating it, it was not a
10 Florida Power and Light line. It was another utility line.
11 But Florida Power and Light was out there to reassure our small
12 business owner that, no, she would not explode.

13 Another instance, another one of our developers was
14 building some -- taking over an older building and revamping
15 it. And one of the power crew came around and said, listen,
16 the prior owner of this development needed to do some very
17 desperately needed maintenance, but they never did. And there
18 is some very dangerous situations, ventilation problems,
19 possibly shutdown of an entire building. And, of course, by
20 being preemptive, they avoided a lot of problems and lot of
21 discomfort and a lot of cost problems with the residents, the
22 ultimate residents of the building, too.

23 I am a member of AARP. I am a business person. And
24 I am very proud to support the very high quality of public
25 service that we receive from Florida Power and Light.

1 CHAIRMAN BAEZ: Thank you.

2 Questions.

3 MR. BECK: James Torrens.

4 JAMES TORRENS

5 was called as a witness on behalf of the Citizens of the State
6 of Florida and, having been duly sworn, testified as follows:

7 DIRECT STATEMENT

8 MR. TORRENS: Good afternoon, Chairman Baez and
9 Commissioners. My name is James Torrens. I'm with the
10 Miami-Dade County public schools, and Miami-Dade County public
11 school is a one of FPL's largest customers. We pay
12 approximately \$50 million per year to FPL. We have a very
13 positive relationship with FPL. We are satisfied with the
14 delivery of electric power, but we are very concerned about the
15 prospect of any increase in the utility's rates.

16 Miami-Dade County public schools have been very
17 proactive for many years by implementing energy conservation
18 managers throughout our district to reduce our consumption of
19 electricity. Our schools are very unique power customers due
20 to our operating schedule. Our demand peaks typically don't
21 coincide with FPL's system peaks. We have held discussions
22 with FPL to address our concerns regarding equitable rate
23 structure that better represents the actual cost to serve our
24 schools. Consequently, we are encouraged to see that FPL
25 attempted to recognize this characteristic by imposing

1 seasonal time-of-use rate that may partially mitigate the
2 impact of the proposed rate increase for the remaining schools.

3 Unfortunately, despite this, the proposed increase
4 would still represent an additional expense of over \$3 million
5 a year to Miami-Dade County public schools, based on our
6 initial projections. Needless to say, as a public agency this
7 is a significant added expense that will also recur annually.
8 So it is going to have a major impact on our operating budget
9 for subsequent years. And it is for this reason that the
10 proposed rate increases is a serious concern to the district,
11 despite the fact that we do support the seasonal time-of-use
12 rate provision that is included in that rate.

13 Thank you.

14 CHAIRMAN BAEZ: Questions of Mr. Torrens?

15 Thank you for coming, sir.

16 MR. BECK: Susan Randall.

17 SUSAN RANDALL

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

20 DIRECT STATEMENT

21 MS. RANDALL: Good afternoon, Commissioners,
22 citizens, FPL executives. I'm a citizen of Miami for 35 years
23 I am a small business owner. I am a taxpayer, parent, and
24 homeowner. I'm here to represent the citizens of the city. I
25 have lived in the same house for 25 years.

1 We are aware of change. We are aware of the needs
2 for new alternative sources of energy. All we have to do is go
3 up Brickel Avenue and look at the brand new condos going up.
4 All you have to do is drive in my own neighborhood in contrast
5 and see the monsters that are growing up. The people that are
6 moving in, where are we going to get the energy for all of
7 these people?

8 This week our senate in Washington proposed a new
9 alternative source bill. This is still in study. It hasn't
10 been passed by the House. Congress has yet to determine
11 whether we will come up with a solution. We are running out of
12 energy. We cannot depend on electricity.

13 In March of this year I happened to see this article,
14 FPL is developing wind power. Well, that might be fine in Palm
15 Springs, California or some area where there is plenty of wind.
16 We have sun in Miami. What about solar energy? Today 23
17 states in this country have developed solar energy. The
18 citizens are able to supply their own energy. And in certain
19 states, such as California, they are able to sell the energy
20 back to the utility companies and allow the utility companies
21 to then have additional energy. We have to look at net
22 metering. That is the future.

23 FPL has not addressed this. Obviously, it is a
24 threat because if the citizens can produce their own energy
25 from the sun, then we won't use FPL.

1 I love FPL. FPL saved my life during Andrew, and
2 I've got to tell you it is one of our best public citizens as
3 we have all heard. But what about the future when we run out
4 of oil, when we run out of electricity in Miami because we have
5 too many people here? There are states such as California,
6 Colorado, New Mexico, Nevada, Texas, where our illustrious
7 president comes from, northeastern, midwestern all over the
8 country there are states that are allowing their citizens to
9 produce renewable energy from the sun.

10 I suggest to FPL and to the Public Service Commission
11 that if FPL does, indeed, need a rate increase, as we all do,
12 perhaps net metering be one of the conditions that they have an
13 increase. Perhaps if the homeowners, such as myself -- my
14 husband and I, incidentally, installed an 85-gallon solar hot
15 water tank during the '80s when we had the energy crisis.
16 Remember? We have saved on our power consumption, but we are
17 not allowed to use the energy or sell it to anyone. This is
18 not allowed. In Jacksonville, and I believe in one other
19 location in Florida, people are allowed to produce their own
20 energy and sell it.

21 I would like to suggest to this Commission that net
22 metering is the key word. If FPL, indeed, is serious about all
23 of these wonderful things, and I know they are. They are
24 wonderful people. We couldn't be here without them. Why are
25 we not pursuing solar energy? This is important. It is

1 important for our future, it is important for our country.
2 Homeland security would love it. Then if they hit all the
3 nuclear plants, at least we have energy in the individual
4 private homeowners. This is not a farfetched dream, this is a
5 reality in the 21st century. I suggest that we study it and
6 very seriously consider it.

7 Thank you.

8 CHAIRMAN BAEZ: Questions for Ms. Brandon? Is it Ms.
9 Brandon?

10 MS. RANDALL: Susan Randall.

11 CHAIRMAN BAEZ: Randall. I'm sorry.

12 MS. RANDALL: R-A-N-D-A-L-L.

13 CHAIRMAN BAEZ: Ms. Randall, I can recall a point at
14 which the Commission has been looking at the issue of net
15 metering. And I understand we will entertain a rule or
16 implement a process of developing one. The details of which I
17 cannot be specific, because I don't recall them at the time.
18 But my point to you is that it is a concept that this
19 Commission and certainly the industry participants have been
20 looking at for some time. And, hopefully, if it is not a
21 cost-effective measure right this second, at some point it may
22 well be. So it is not total ignorance of the problem that is
23 going on, I assure you.

24 MS. RANDALL: I appreciate that. And I did read the
25 reports on the Internet that you have done on this. I also

1 would like to mention that Arizona was the first state to
2 consider doing this in 1981 in Tucson, and it is a very
3 successful program. It is all over the country. We are the
4 state that has the most sunshine. Why are we not doing that?
5 California adopted this program in 1995. Vermont in New
6 England, not as much sun, winter, cold dark skies, in 1998
7 adopted a solar energy program. Why is Florida not doing this?

8 CHAIRMAN BAEZ: Thank you for your comments, ma'am.

9 Mr. Beck.

10 MR. BECK: Barry Johnson.

11 BARRY JOHNSON

12 was called as a witness on behalf of the Citizens of the State
13 of Florida and, having been duly sworn, testified as follows:

14 DIRECT STATEMENT

15 MR. JOHNSON: Mr. Chairman, Commissioners, good
16 afternoon. Thank you for being in Miami. My name is Barry
17 Johnson. I'm executive vice president of Greater Miami Chamber
18 of Commerce, and on behalf of the chamber they certainly want
19 you to know that Florida Power and Light, as we have heard many
20 times here today, is a terrific corporate citizen. There are
21 people involved in many aspects of the greater good of our
22 community.

23 I come here today as a ratepayer to let you know that
24 you have a difficult issue before you, and you certainly
25 already know that. We've heard people talk about the fact that

1 they like to contribute money to their church. Well, in many
2 ways utilities operate somewhat like a church, because they are
3 here in many respects for people who are not yet here, and at
4 the same time taking care of people who are members.

5 I concluded a 25-year career in the
6 telecommunications industry last year, and over that course of
7 time became very familiar with the issues that you are facing
8 here today. And the reality is that when more power is needed,
9 it's not as simple as turning on a switch and all of a sudden
10 being able to have the power that customers are demanding. The
11 reality is, is that you need to put it into the ground in
12 advance of the development of new buildings, new communities.
13 And as we all know, in Florida we seem to be the magnet for the
14 world. Everyone wants to come to Florida. If you drive down
15 Biscayne Boulevard, or anywhere in South Florida, you see the
16 cranes in the sky. People are coming to Florida.

17 And in order for all of us, those who are here now
18 and those of us who will be here in the future to have the
19 power that we need, Florida Power and Light has to be able to
20 have the resources to put into the ground the facilities to
21 have that power when it is on demand.

22 Power is economic development. Economic development
23 cannot exist in this state without it. We have all seen the
24 prices of energy of all kinds going up. The airlines,
25 according to just about anybody you talk to, are faced with

DIRECT STATEMENT

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MR. CHI: Hello, Mr. Chairman. Hello, Commissioners. My name is Jose Chi. I'm secretary of the Camacol Latin Chamber of Commerce. I'm here today in support of FPL's rate increase. It may sound a little crazy. The first time they proposed it to me, I said wait a minute, I don't want my rates to increase. But at the same time we have to think responsibly. We have to think about our future. We have to think about how our society is growing, the explosive growth that is going on here in Miami. We have to provide for that. I think it is very important. In order to do that, there must be funds in order to do that. I do not call this an increase. I call this an investment in our future.

From a personal point of view, I can say that FPL has been a very responsible company. I came to this country from Cuba a very long time ago. I started a business approximately 25 years ago out of the back trunk of an old Ford. I'm in the food distribution business. I can say that FPL has been a very responsible company, especially in the aftermath of Hurricane Andrew.

At that time, my warehouse, which uses a lot of electricity, I employ about 50 persons at this time, was out of power, and I had a tremendous amount of food being stored, frozen food being stored at the time. I called FPL and told them about the situation. I said, look, we have 50 employees,

1 employment places at stake here. We need to fix this. I have
2 close to a million dollars in frozen food which is about to go
3 bad. They responded to me immediately.

4 FPL has shown itself to be a very responsible and
5 very good corporate citizen with a view towards the future. As
6 Ms. Randall was explaining a little earlier, they are into wind
7 power. They are looking into future energy sources,
8 alternative energy sources. We have to give them the monetary
9 means and the strength to be able to sustain this kind of
10 experimentation. I do not want to see a situation here in
11 Florida like we saw last year or three years ago in California
12 where they were experimenting with all sorts of new concepts,
13 and all of a sudden you had blowouts, you had a lot of damage
14 being done. I don't want to see this.

15 So, ladies and gentlemen of the Commission, I implore
16 you to act responsibly in this matter, consider helping FPL.

17 CHAIRMAN BAEZ: Thank you, Mr. Chi.

18 Questions? Mr. Twomey, do you have any questions?

19 MR. TWOMEY: Yes, sir. Just briefly. Is your
20 decision to support a rate increase an individual decision on
21 your behalf or approved by your membership or your board of
22 directors?

23 MR. CHI: Let me explain. This was actually approved
24 by our board of directors. This was actually passed in a
25 resolution yesterday, and this is the honest truth.

1 MR. TWOMEY: Thank you.

2 CHAIRMAN BAEZ: Thank you, Mr. Chi.

3 Mr. Beck.

4 MR. BECK: Carlos Castillo.

5 CARLOS CASTILLO

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

8 DIRECT STATEMENT

9 MR. CASTILLO: Good afternoon, Mr. Chairman,
10 Commissioners. I'm Carlos Castillo, the director of the Office
11 of Emergency Management for Miami-Dade County. My role in the
12 office and all offices in general, the responsibilities include
13 preparing for, responding and recovering from natural and
14 human-generated disasters in Miami-Dade. I'm here to speak on
15 our relationship and the quality of service from FPL when it
16 comes to emergencies.

17 Last year was obviously clearly -- within the last
18 six weeks was the busiest hurricane season in a long time.
19 Fortunately, Miami and Miami-Dade were spared some of the worst
20 damage that some of our neighbors to the north and the west of
21 us suffered. But, in any case, we had prepared. Everything we
22 did was expecting to get hit by four storms, so -- at least the
23 possibility of being affected by four major hurricanes.
24 Throughout the period, FPL has been one of our partners and
25 partners within the community. My staff consists of 25

1 full-time people in order to protect the community of
2 2.3 million. It is impossible to do that without the partners
3 that we have, voluntary groups, Red Cross, of which FPL is a
4 strong leader. Three examples I would like to report to you.

5 First, some while back, I believe two or three years
6 ago, there was a major blackout in the northeast and part of
7 the Central U.S., we were concerned here whether that could
8 happen here. FPL stood up and came forward and met with our
9 mayor, our county manager, and myself and a few others
10 responsible for emergency response. They explained how the
11 whole process worked and primarily put us at ease with factual,
12 clear and timely information.

13 Another example is the response -- part of our
14 response includes Turkey Point Power Plant. In order to ensure
15 that's safe and that our response plans for that are safe, we
16 exercise quarterly with FPL's leadership, and I believe that
17 emergency response has lot to learn from what FPL has put in
18 place. Clearly, through regulations and the Nuclear Regulatory
19 Commission, but at the point the plans are implemented, they
20 are tested and walked through and any lessons learned are
21 applied, and we see the benefit of that, as well.

22 And, lastly, when we have to recover from a storm
23 here, especially from a major hurricane in South Florida, our
24 goal is first to protect lives and property. Secondary is to
25 ensure a return as soon as possible to normalcy for the

1 population of the community in Miami-Dade County. And in that
2 FPL has partnered with us. I was able to see directly last
3 year in other parts, in other counties in Florida how the
4 mutual aid that was brought in and coordinated through Florida
5 Power and Light helped to restore the power in record time.

6 We, hopefully, can expect the same here. And I have
7 no reason to doubt that we would receive the same thing. That
8 is another area I think where the emergency response community,
9 the governmental emergency response community can learn a lot
10 from FPL's plans, especially when it comes to mutual aid and
11 ensuring that people are here to return us back to normalcy as
12 quickly as possible. In the end, that is what we are all
13 looking for in addition to the saving of lives.

14 Thank you.

15 COMMISSIONER DEASON: Questions of Mr. Castillo?

16 Thank you, sir.

17 MR. BECK: Alma Brown. Ms. Brown.

18 ALMA BROWN

19 was called as a witness on behalf of the Citizens of the State
20 of Florida and, having been duly sworn, testified as follows:

21 DIRECT STATEMENT

22 MS. BROWN: Good afternoon, Mr. Chairman,
23 Commissioners, the public service agency, FPL, and audience.
24 My name is Alma Brown, and I'm here to speak in support of FPL.
25 I'm a retired librarian, and I would just like to say

1 that on several occasions I have had the opportunity to call
2 FPL to resolve problems. Before I retired, I remember one
3 specific problem at this library where I worked. We
4 consistently had power outages one day, and I called FPL to
5 find out what the problem was. Not only did they respond
6 promptly and efficiently, they sent out a representative who
7 sat down with me, listened to the problem, went behind and
8 investigated the problem, and came back to me and stated that
9 it was -- the problem was directly related to a construction
10 site in back of the library.

11 This representative from FPL also acted as a liaison
12 between myself and the construction site foreman. They agreed
13 to have him call us, notify us 15 minutes before they were to
14 shut the power down in order for us to work in a more cohesive
15 and freely manner with our customers.

16 Can you imagine sitting in a library reading quietly
17 and all of a sudden your computers are knocked out, you've lost
18 all of your valuable work and you are very upset. So the
19 library was really in chaos until I was able to get the
20 representative of FPL who came out immediately, ultimately
21 helped me resolve a problem. A customer problem on my end, and
22 also working with the construction site so that they could
23 complete their work, too.

24 Most recently I reported to FPL about dim lights on
25 my street. Again, they responded the same day. As a matter of

1 fact, this happened only yesterday. The problem was resolved,
2 and this morning I received a follow-up call from FPL to make
3 sure that the problem had been resolved.

4 I understand that we take a lot for granted, and that
5 we understand that nothing comes free. And this is why I'm
6 here in support of FPL, so we can continue to enjoy the quality
7 of service that they have always offered us.

8 Thank you.

9 CHAIRMAN BAEZ: Questions of Ms. Brown?

10 Thank you, ma'am.

11 MR. BECK: Gussie Ervin.

12 GUSSIE J. ERVIN

13 was called as a witness on behalf of the Citizens of the State
14 of Florida and, having been duly sworn, testified as follows:

15 DIRECT STATEMENT

16 MS. ERVIN: To the Commission and other members, I'm
17 Gussie Johnson Ervin, retired educator for 39.9 years. I have
18 lived in the northwest area of Dade County for the past 41
19 years, the same location, but resided in Dade County for 55
20 years.

21 I, like most of you, am not in favor of an increase,
22 but if that is what it takes to get the kind of service I'm
23 accustomed to, I applaud Florida Power and Light for the kind
24 of service I receive.

25 One main point I would like to point out is as you

1 age, females especially, you can't tolerate the same kind of
2 heat that you could when you were so much younger. So, I had
3 several (inaudible) and the bill was getting kind of high. I
4 received a survey and someone from the company came out and
5 discussed with me some measures that we could use or some
6 strategies we could use to help reduce the cost of the monthly
7 bill. And with that I was pleased.

8 And so if it takes the four dollars, which I do hate
9 to see take place, but if that is what it takes to get that
10 kind of service.

11 Thank you very much.

12 CHAIRMAN BAEZ: Questions of Ms. Johnson?

13 Thank you, ma'am.

14 MR. BECK: Ricardo Gonzalez.

15 RICARDO A. GONZALEZ

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

18 DIRECT STATEMENT

19 MR. GONZALEZ: Good afternoon. Thank you for
20 allowing me the opportunity to speak. I don't want to be too
21 redundant, but I want to go into the excellent service that FPL
22 has given in the hurricane season or in normal circumstances.

23 CHAIRMAN BAEZ: Mr. Gonzalez, you need to get closer
24 to the mike so the court reporter can hear you.

25 MR. GONZALEZ: Thank you.

1 Basically, I don't want to be redundant as to what
2 everybody else has said, so I'm going to go ahead and bring it
3 down to a point.

4 I have been privileged enough to go ahead and travel
5 outside this country. I also directly deal on a daily basis
6 with people outside this country. We take it for granted, our
7 energy. We take it for granted that it is there all the time.
8 We take it for granted that our businesses can run efficiently
9 on the energy that we actually purchase from FPL. If we don't
10 go ahead and preserve and plan for that, the ripple effect can
11 be detrimental, not only to the economy, but to the way of
12 living. And that is why I am for the increase in the base
13 rate.

14 And I also state this in light of the fact that from
15 everything I have read, FPL has been responsible and has a
16 responsible track record, not only in providing the services in
17 the manner that they have, but also their finances. And there
18 is no doubt in my mind that the increase in population in Dade
19 County, if they don't start providing it now and planning
20 ahead, we can see power outages as a frequent occurrence, and
21 that, of course, will hurt business in our community.

22 Thank you.

23 CHAIRMAN BAEZ: Questions of Mr. Gonzalez?

24 Thank you, sir.

25 MR. BECK: Reverend Ernest Andrew.

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ERNEST ANDREW

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

DIRECT STATEMENT

MR. ANDREW: Thank you, Mr. Chairman, members of the Commission and representatives. I'm Reverend Ernest Andrew. I live at 16242 S.W. 99th Place. I have full confidence in FPL. They are very responsive. FPL has really performed tremendously, in my opinion. And whenever I have a problem, I can call them. It just happened this past year where the light was out, and I called them and they said, well, there is problem in the area, and within a certain time we will fix it. And the time they gave me was correct.

The last bill I got from FPL, it gave me a shock because I was owing ten dollars and some cents. And when it came to me it was a credit, whatever reason, I'm not certain. I had to pay \$10. I paid \$11. They said there was a credit, and so they owed me some money. Well, the reason I don't know, see, they gave it back to me on my bill.

One of the problems I have, not with FPL, but I have a credit card with Bank of America. I paid them off last year. And after a few months of sending the statement, on the statement was membership for \$25. I ignored it. A month after they sent me a bill it was for \$25 plus \$15 for late payment. Now, when I paid them off, it was the intention that I don't

1 want to have anything to do with you again. Now, if I had used
2 the credit card, then I can understand the charge for
3 membership. So I called them, and let them know the situation.
4 My point was that if the Bank of America can charge me \$15
5 because I didn't pay \$25, I have no problem paying four dollars
6 extra, five dollars extra to FPL for the services that they
7 give to me.

8 I got a call from Discover card and these people are
9 calling from overseas. Now, they want me to use a credit card
10 and to pay cheap labor overseas and charge me high interest.
11 Now, when you pay off the credit card -- if you pay off a
12 credit card and you pay ten dollars extra for them to give you
13 back the ten dollars, they are not giving you interest on what
14 they are owing you.

15 Now, with FPL we have to consider whenever there is a
16 problem like last year in other areas of Florida, they send the
17 utility trucks and men to assist them over the problem. Where
18 is that money coming from? It means that they should have some
19 kind of reserve, so whenever there is a problem they can go and
20 assist other folks. When we have Hurricane Andrew here, there
21 were utility companies from all over the state that send their
22 men down here to assist us. Who pays for that? So we are
23 taking into consideration that running an operation like that
24 is not very cheap.

25 Now, it is different from the telephone company.

1 Sprint could tell Southern Bell that we ask them for service
2 and they charging you on the bill. You never get no strange
3 company on your FPL bill saying that we asked them for services
4 or whatever. And that is what I like about FPL, rather than
5 some of these other utilities.

6 We know taxes have gone up. We have no control over
7 that. Even though your property may have cost \$30,000, and you
8 haven't done anything to it, automatically the property has
9 gone up and taxes have gone up because you're asking the county
10 not to raise it. And that are lot of things that have gone up.
11 The water bill has gone up, different things have gone up.
12 When you think that the credit card charge you 29 percent
13 interest on what you owe them, you have no choice but to pay
14 that.

15 What about the services? Why not pay for good
16 services? We need the air conditioning, we need electricity to
17 run our refrigerator, washing machine, dryer and stove,
18 et cetera. We know what we suffered during Hurricane Andrew.
19 We wish we didn't have to, but FPL was there to bail us out.
20 So whatever it takes.

21 Let me just say that being from the Carribean
22 Islands, I went back home after 13 years. What I would like to
23 recommend, then -- and senior citizens back there, they don't
24 have been to pay for electricity. They get it free. Telephone
25 is free because of the fact they are 60 -- I believe they are

1 you to give you and share a little data of what has been going
2 on in the growth of Dade County in the last couple of years,
3 and the reason why the local community is in favor and is
4 supporting FPL.

5 As someone previously testified a little while ago,
6 they said when you drive down Biscayne Boulevard and you see
7 the skyline full of cranes. We have been enjoying -- the last
8 three or four years our industry has enjoyed a phenomenal boom
9 in our industry. And it is due to the fact, probably, of the
10 folks that are moving into this community from out of town,
11 from Central and South America, and also due to the lower
12 interest rates. So we benefitted from this.

13 As of today, 1,980 permits, residential permits have
14 been pulled in unincorporated Dade County, and 804 commercial.
15 These are usually areas that are not developed yet or are being
16 developed because they are kind of out west or down south, as
17 Homestead is. These are areas that are easy to work with
18 because they're being developed all at the same time, and FPL
19 comes in there and provides their services and provides their
20 lines at the same time that we provide their water or sewer and
21 so on. So this area is not too difficult to work with.

22 But the interesting thing is in this city at this
23 same stage, the Commission has approved a humongous amount of
24 building permits and new buildings that are going on and have
25 planned for it. Forty-nine thousand permits or buildings of

DIRECT STATEMENT

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2 MR. RILEY: Mr. Chairman, Commissioners, thank you.
3 Thank you for coming to Miami and allowing us the opportunity
4 to speak to you about the rate request, rate increase request.

5 My first home cost me \$2,900. My first new car cost
6 me \$1,800. The insurance for my home and the car cost me \$90
7 for three years. The first tank of gas I put in cost me \$2.20.
8 Things have changed.

9 It is responsive planning to determine as to what may
10 occur in the coming years. We have a hurricane center who
11 talks about what may happen in the state of Florida or all
12 throughout the United States. None of us can precisely tell.

13 Last year in the city where I live, Opa Locka, in the
14 latter part of August, two-thirds of our city was out due to
15 the wind damage from the hurricane that was occurring in
16 central Florida. Now, what happens if we do not prepare? The
17 government basically cuts programs and cuts services and most
18 of that is through human -- to the human element. There must
19 be strategic planning on how will I fund in case or when
20 disasters occur. We don't know the extent or the damage that
21 may occur at that particular time, so we need to replenish the
22 fundings in case it does occur. It is just a matter of time
23 when it will occur. I think that is responsible.

24 I also want to congratulate the PSC because we, in
25 Florida, have not paid the energy prices that other states,

1 like California, and others are paying. And why is that?
2 Because of responsibility and planning, and understanding the
3 needs of the community. When you can balance political,
4 public, and corporate responsibility and those agendas, and tie
5 it all into one, that has been very responsive. And I want to
6 congratulate you.

7 So I can only say to prepare and be a responsible
8 citizen, there must be preparations made and that has to be
9 funded in case. And this is about what is going to happen when
10 disaster comes? How will we meet our obligations when disaster
11 comes? And there is an amount or projection that may be needed
12 when disaster comes. And we want to ensure the customers and
13 the citizens of Florida, those that are customers of FPL, that
14 they can be responsive and respond in a timely manner because
15 the cost does not come down. Because what I paid for the tank
16 of gas, I paid more for a gallon today. As I said, that tank
17 cost me \$2.20 for a full tank. Today I paid more than that for
18 a gallon of gasoline. It is being responsible.

19 Thank you for allowing me to appear.

20 CHAIRMAN BAEZ: Questions for Mr. Riley?

21 COMMISSIONER DEASON: Mr. Riley, I really don't have
22 a question, but I would like to say something. I have served
23 on this Commission for over 14 years. I have been to probably
24 over 100 of these kind of meetings. I have listened to
25 thousands of witnesses. And you are one of the handful who has

1 commended the PSC for doing a good job. I thank you.

2 MR. RILEY: You're quite welcome.

3 COMMISSIONER BRADLEY: You know you pretty much
4 summed it up also when you said balancing political, public and
5 corporate responsibility. And I tell you, as Commissioner
6 Deason stated, it's very seldom do we hear from anyone that
7 they appreciate the fact that we have some very tough decisions
8 to make. And we have not only tough decisions, but we have to
9 balance the interest of those three industries. Political,
10 public and corporate fits that to a T.

11 Thank you, Mr. Riley.

12 MR. RILEY: You're very welcome. I want to be
13 responsible, as well.

14 CHAIRMAN BAEZ: Thank you, Mr. Riley.

15 Mr. Beck.

16 MR. BECK: Elio Rojas. Mr. Rojas. Marcos Gonzon.

17 MR. GONZALEZ: Gonzalez.

18 MARCOS GONZALEZ

19 was called as a witness on behalf of the Citizens of the State
20 of Florida and, having been duly sworn, testified as follows:

21 DIRECT STATEMENT

22 MR. GONZALEZ: Members of the Commission and members
23 of FPL, good afternoon. Now, I am not here on behalf of
24 anything. I'm not a member of any organization. I don't
25 represent a large corporation. I'm here as someone that has

1 lived in the Miami area since 1961. And I'm here because I am
2 concerned for my family's future. And by that I mean that
3 common sense tells me that if these improvements are not made,
4 these capital improvements, these maintenance improvements,
5 this growth, I think down the road we are going to pay a larger
6 cost than is being requested here. So I think I'm compelled to
7 be here in favor of FPL's petition.

8 I don't think there is any doubt that FPL provides
9 great service. They are one of the most dependable services
10 that I have been associated with. I don't think there is any
11 doubt that they do tremendous work during disasters,
12 hurricanes, et cetera. But, again, my concern is a selfish
13 one. It's common sense, and I'm looking at this as, well, if
14 we don't make these improvements and these expansions now, what
15 is going to happen in the future? And I want my family to
16 continue to enjoy what we have had so far. And, again, I want
17 to thank you on my family's behalf for being here.

18 CHAIRMAN BAEZ: Questions of the witness?

19 Thank you, sir.

20 MR. GONZALEZ: Thank you.

21 MR. BECK: Mr. Rojas.

22 ELIO ROJAS

23 was called as a witness on behalf of the Citizens of the State
24 of Florida and, having been duly sworn, testified as follows:

25 DIRECT STATEMENT

1 MR. ROJAS: Good afternoon, Chairman, Commissioners.
2 My name is Elio Rojas. The reason I'm here to support three
3 institutions (inaudible) nonprofit, for profit, and public
4 service. Number one, FPL; number two, police department; and
5 (inaudible) citizens in Miami-Dade County, and fire department
6 and fire rescue. That's three for me. That's 150 percent I
7 support it. And I support it all together for all my families
8 and my friends and I have been talking about it. They are
9 ready to give all kind of support to FPL today. (Inaudible) we
10 need it.

11 And I can see they are Dade County people, they
12 haven't passed the blackout like I did in 1963 in New York
13 City. For almost 24 hours, it was terrible. I was on the 14th
14 floor of one building. I stayed in until 6:00 o'clock, and it
15 was dark. You know, New York City is no place -- at 4:00
16 o'clock it started getting dark. It was terrible. I don't
17 want to see that happening in Miami. I don't want to see it
18 happen in Dade County. I don't want to see it happen in
19 Florida. So I support FPL.

20 Thank you very much.

21 CHAIRMAN BAEZ: Questions of the witness?

22 Thank you, Mr. Rojas.

23 MR. BECK: Alfred Sanchez.

24 ALFRED SANCHEZ

25 was called as a witness on behalf of the Citizens of the State

1 of Florida and, having been duly sworn, testified as follows:

2 DIRECT STATEMENT

3 MR. SANCHEZ: Mr. Chairman, Commissioners, thank you
4 for very much for allowing me to speak before you. My name is
5 Alfred Sanchez, and I'm the president and CEO of the YMCA of
6 Greater Miami.

7 I, like my colleagues, are pleased to see so many of
8 our nonprofits out here in support of FPL to tell you about
9 their good citizenship. But I hope that it doesn't really pass
10 your attention that we are very seldomly in this position as
11 nonprofit execs where we are going out to support a company
12 publicly. And I think it speaks volumes of what we think of
13 this company and the role that it has been playing in our
14 community.

15 FPL has been a partner of ours for at least ten
16 years. As a matter of fact, that is about as far back as our
17 records go. But in those ten years, they have supported new
18 scholarships. We serve about 30,000 kids a year. About 70
19 percent of those wouldn't be able to participate without some
20 kind of subsidy and some kind of scholarship, and they help us
21 provide that.

22 They have also been a very key capital development
23 partner, helping us to build a child care center in Liberty
24 City and Little Haiti areas, serving 150 children ages infancy
25 to five years old. And really now allowing parents in that

1 community to go to work or go to training and really know that
2 their children are safe in nurturing environments and enriching
3 environments.

4 But I think they have gone way beyond -- I think it
5 is easy for a corporation to just write a check and then sort
6 of wash their hands of it until we come knocking on the door
7 bugging you for a donation next year. But they have truly
8 rolled up their sleeves. Their employees, their top execs have
9 been volunteering, serving not only on our local boards, we
10 have nine of them, but also on our association governing board
11 for the past ten years, really giving us the leadership and a
12 lot of other resources that we need to serve our fiduciary
13 responsibilities in that sense.

14 Mr. Chairman, you are from Miami, so you know how few
15 corporations there are here in this community. There are fewer
16 still who really take their role as good and hopefully great
17 corporate citizenship in as serious a way as FPL does. And I
18 really want you all to know from our perspective that this is a
19 corporate partner who really cares about the community and the
20 individuals that they are serving.

21 Thank you very much.

22 CHAIRMAN BAEZ: Question of the witness?

23 Thank you, Mr. Sanchez.

24 MR. BECK: Louis Sellers.

25 LOUIS SELLERS

1 was called as a witness on behalf of the Citizens of the State
2 of Florida and, having been duly sworn, testified as follows:

3 DIRECT STATEMENT

4 MR. SELLERS: I am going to speak as a citizen of
5 Coral Gables. I have two homes here. I just purchased another
6 one. (Inaudible.)

7 CHAIRMAN BAEZ: Mr. Sellers, can you get a little
8 closer to the mike?

9 MR. SELLERS: I apologize for my voice, I'm having
10 dental implants done. I have to go to another meeting at 7:00
11 o'clock.

12 Maybe you could compromise on the amount of money you
13 want, but those condos that you see going up on Biscayne
14 Boulevard, that's your verification. Have you ever worked with
15 FBI profilers before, anybody?

16 CHAIRMAN BAEZ: I'm sorry?

17 MR. SELLERS: Have you ever worked with an FBI
18 profiler before?

19 CHAIRMAN BAEZ: Fortunately, no.

20 MR. SELLERS: Number one liars in the country happen
21 to be politicians followed by those who work in the counties.
22 You have heard from a few politicians today. I took time to
23 come just to hear, and I hear a lot of goodwill, and I won't
24 deny they do quite a bit. Back when a friend of mine was
25 almost killed due to one of their faults, their attorneys

1 appeared, but they backed off when they realized that within my
2 family there are 14 extremely aggressive attorneys, and they
3 went away.

4 We have a good educational system. You should have
5 stayed there, Mr. Bradley. They've already closed three
6 schools. Ask the chamber of commerce. We could use your help.

7 There has to be some sort of compromise. Being in
8 and around politicians as long as I have and the smell of them,
9 I know which way this is going to go. And you can pray all you
10 want (inaudible) compromise. Those people that left already,
11 they are poor, and (inaudible). And under the present
12 oligarchy of the City of Miami, more of them will have to go.
13 And where are they going to go? But that's okay. Florida
14 Power and Light will move those from Latin America, South
15 America and Europe in here. And maybe even more of my nephews
16 (inaudible).

17 It's interesting, because from our law firm and from
18 the back of our radio station, we pay some people's bills when
19 they sneeze or go to the bathroom. I thought that was
20 interesting.

21 I am just going to say you do have a lot of
22 responsibilities. It's up to you. But so be it. I really
23 mean that, so be it. And when the chamber of commerce comes up
24 here and speaks of democracy and liberty, I don't mind it.
25 Replace my nephew (inaudible). They don't have the you know

1 what to do it.

2 And when you turn around and ask for alternative
3 energy, Oregon really is a place that uses alternative energy.
4 And Oregon has power with its people there. So when you take
5 your time and you look at it, some people might not be able to
6 afford the three dollars, or whatever else is going to come out
7 of this (inaudible). We could send them where, I don't know,
8 Florida City (inaudible). And you're right, it comes back to
9 the political game that we are in.

10 But I thank you all for your time.

11 MR. BECK: Ali H. Jaafar.

12 ALI H. JAAFAR

13 was called as a witness on behalf of the Citizens of the State
14 of Florida and, having been duly sworn, testified as follows:

15 DIRECT STATEMENT

16 MR. JAAFAR: Good evening, Mr. Chairman,
17 Commissioners. You don't have to worry, we are not here to
18 criticize anything. Actually, we are here to thank Florida
19 Power and Light. They are doing a tremendous job. And we at
20 Pinnacle Imaging Center and Diagnostic Center, they were able
21 to give us a service when we needed it. Some were difficult,
22 but they went ahead and took care of everything.

23 And at this point in time I would like to present an
24 award, if it is possible, to a young lady that went out of her
25 way to make things happen. And we figure we owe her this much

1 to go out of our way to thank her. Not only her, but her
2 supervisor, William Foley (phonetic), and the young lady that
3 was supposed to be taking care of this job, but she was ill,
4 which is Janet Roffel (phonetic). If you don't mind we would
5 like to call Jessica up here.

6 Jessica, thank you very much. It's a great pleasure
7 working with you and seeing you work, and we hope you continue
8 the same, and we wish you lots of luck in the future. Okay.

9 CHAIRMAN BAEZ: Let's give them a hand.

10 Any questions of the witness?

11 Thank you for coming. Thank you. I've got to tell
12 you, I lived here most of my life, and I think I can go back
13 now, because now I have seen everything.

14 Mr. Beck.

15 MR. BECK: What a jump-off point. That's all the
16 witnesses that signed up.

17 CHAIRMAN BAEZ: Is there anyone else that did not
18 sign up to speak and would like to address this Commission at
19 this point?

20 Sir, come on up. If you would just take a moment so
21 I can swear you in. Raise your right hand, please.

22 (Witness sworn.)

23 CHAIRMAN BAEZ: Thank you. State your name, please.

24 CARLOS ZALDIVAR

25 was called as a witness on behalf of the Citizens of the State

1 of Florida and, having been duly sworn, testified as follows:

2 DIRECT STATEMENT

3 MR. ZALDIVAR: My name is Carlos Zaldivar. I live in
4 North Miami. And I actually came over because I was in the
5 area. My background, I served this great country, I'm from
6 Cuba. I was an officer in the Marine Corps. And what I do
7 now, I am a technology consultant for ITT Telecom. I worked
8 for Siemens for 15 years. And as well as technology, I have an
9 electrical background, electronics background.

10 You know it is a vision of a company that takes the
11 time, and it takes the effort, and especially after reading all
12 of the paperwork that I received over here, and I looked at
13 some of it in the Herald about what this company is doing,
14 Florida Power Electric, and what they want to do.

15 And something that we don't realize a lot of times is
16 that Florida is a very special area. Do you know that Florida
17 is the number one in the world for electrical storms? About
18 hurricanes, we definitely have hurricanes. We are averaging
19 about 700,000 people migrating to Florida per year. They say
20 that within about three years we will have more population in
21 Florida than the state of New York.

22 When you have a company that hasn't increased, what,
23 for over 20 years, close to 20 years? On the contrary, I was
24 reading over here that they have decreased three times. It is
25 interesting, Mr. Sanchez, what's going on, and especially it is

1 interesting because one of the things that we have in this
2 state I realized is that we have a lot of senior citizens that
3 come over here. Everybody wants to come to Florida. And it is
4 something we take for granted. The 15 years I was with
5 Siemens, I had the fortune of traveling and opening up in Latin
6 American countries. And I have been to countries, I have been
7 to locations that we didn't have air conditioning. Things that
8 we take for granted.

9 As a senior citizen, I will be in that direction one
10 day, too, we depend on the energy for a lot of our survival
11 equipment, respiratory equipment and all the things that we
12 have. If we don't have a disaster, which this company here is
13 helping us to make sure we don't have the same disasters we had
14 in California. You know how grateful or lucky we are to have a
15 company like this?

16 You know, I didn't come here for the purpose of
17 representing anybody, only myself. Because I like technology,
18 I like things going on, what is going on in this country, this
19 great country. But when I see how hard it is to try to pass a
20 bill to increase three or four dollars, this three or four
21 dollars is an impact when you have a fixed salary or when you
22 receive your retirement, I know that. But you know what, I
23 would rather give three or four dollars to have the comfort.
24 Because I know that as we are growing in the state, that if I
25 have a machine next to me that I have to survive on, that that

1 machine doesn't go down on me because the electric company is
2 able to keep up with what we need and respond to what we need.
3 I've worked in hospitals, and I see the response this company
4 has, Florida Power and Electric. I don't know.

5 I wrote some notes, and I know I'm saying a lot of
6 things, but as we were going along some of the things that were
7 brought up is huge salaries of CEOs. You know what, I would
8 rather pay a huge salary to a CEO and have the comfort and have
9 the reliability of something that is essential to us. If he is
10 able to do that or they are able to do that, well, that is part
11 of his strategy, that's part of his plan. He prepared himself
12 to get to that position.

13 The other thing that I hear is insurance rates went
14 up. Oh, yeah, insurance rates, you know, the risks that these
15 people take up there. I have seen them in storms even get up
16 there and fix the power. When I was with Siemens and Andrew
17 came, I was relocated to Florida, I was down here with Siemens
18 helping the people in Homestead, Florida. And I saw these guys
19 over there climbing up there, they risked their lives. They
20 risked their lives for us.

21 The other thing also was the idea, which is great, I
22 mean, definitely Florida we have the most sunshine. We are
23 fortunate. We come down here for that. They are looking into
24 solar energy. Okay, maybe they ask for a ten dollar
25 contribution. You know what, that is foresight. That is

1 looking ahead. Because if we are not able to get it from
2 somewhere else, let's see who wants to help put that together.

3 Another thing, CFC about the air conditioning units.
4 We know that is for our children, CFC issue,
5 chlorofluorocarbons. That is because of our children. If we
6 don't do that now, do the changes that they have been doing,
7 forget about it. Where is the future of children, you know.
8 So, yes, we pay for it now, but it is for our children that we
9 do that.

10 And you know what, you have an interesting job,
11 coming from telecom. Telecom is a disaster. You know how many
12 companies are out there that come and go in telecommunications?
13 I'm glad that the power side isn't that way. I'm glad that you
14 are able to do what you do with companies like this one, as
15 solid as they are, reliable as they are.

16 I just wanted to say that because I see it as a -- it
17 is a few dollars, I know, but it is our comfort. It is
18 something that we are taking for granted. It is definitely --
19 I'm definitely, now that I stand right here, everybody that was
20 here, I definitely approve it, and I definitely support it.

21 Thank you for the opportunity to speak.

22 CHAIRMAN BAEZ: Thank you.

23 Questions of Mr. Zaldivar?

24 Thank you, sir.

25 MR. ZALDIVAR: Thank you.

1 CHAIRMAN BAEZ: Is there anyone else this wishes to
2 address the Commission?

3 Seeing none, I want to thank you all for coming.

4 If I failed to mention it before, this is perhaps the
5 most important part of our process. It is the opportunity to
6 go out into the territory and listen to input from people that
7 care about the issues. No matter what side you come from, and
8 it really is help to all of us. And I speak for the rest of my
9 colleagues in saying that. And I do want to thank you all for
10 coming out and spending the time with us. I know that you all
11 have got very busy schedules, and we won't keep you any longer.

12 Thank you again, and we are adjourned.

13 (The service hearing concluded at 6:30 p.m.)

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1 STATE OF FLORIDA)

2 : CERTIFICATE OF REPORTER

3 COUNTY OF LEON)

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5 I, JANE FAUROT, RPR, Chief, Office of Hearing
6 Reporter Services, FPSC Division of Commission Clerk and
7 Administrative Services, do hereby certify that the foregoing
8 proceeding was heard at the time and place herein stated.

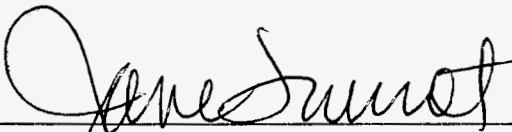
9 IT IS FURTHER CERTIFIED that I stenographically
10 reported the said proceedings; that the same has been
11 transcribed under my direct supervision; and that this
12 transcript constitutes a true transcription of my notes of said
13 proceedings.

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

19 DATED THIS 14th day of July, 2005.

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JANE FAUROT, RPR
Official FPSC Hearings Reporter
FPSC Division of Commission Clerk and
Administrative Services
(850) 413-6732

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