

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of: DOCKET NO. 160101-WS

APPLICATION FOR INCREASE IN
WATER AND WASTEWATER RATES
IN CHARLOTTE, HIGHLANDS, LAKE,
LEE, MARION, ORANGE, PASCO,
PINELLAS, POLK, AND SEMINOLE
COUNTIES BY UTILITIES, INC.
OF FLORIDA.

PROCEEDINGS: CUSTOMER SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN JULIE I. BROWN
COMMISSIONER ART GRAHAM
COMMISSIONER RONALD A. BRISÉ

DATE: Wednesday, February 1, 2017

TIME: Commenced at 6:00 p.m.
Concluded at 6:07 p.m.

PLACE: Clermont Arts & Recreation
Center
3700 S. Highway 27
Clermont, Florida 34711

REPORTED BY: LINDA BOLES, CRR, RPR
Official FPSC Reporter
(850) 413-6734

1 APPEARANCES:

2 MARTIN S. FRIEDMAN, ESQUIRE, Coenson Friedman,
3 P.A., 766 North Sun Drive, Suite 4030, Lake Mary,
4 Florida 32746, appearing on behalf of Utilities Inc. of
5 Florida.

6 J.R. KELLY, PUBLIC COUNSEL; ESQUIRE, Office of
7 Public Counsel, c/o the Florida Legislature, 111 W.
8 Madison Street, Room 812, Tallahassee, Florida
9 32399-1400, appearing on behalf of the Citizens of the
10 State of Florida.

11 WALTER TRIERWEILER, ESQUIRE, FPSC General
12 Counsel's Office, 2540 Shumard Oak Boulevard,
13 Tallahassee, Florida 32399-0850, appearing on behalf of
14 the Florida Public Service Commission Staff.

15 MARY ANNE HELTON, ESQUIRE, FPSC General
16 Counsel's Office, 2540 Shumard Oak Boulevard,
17 Tallahassee, Florida 32399-0850, appearing
18 as advisor to the Commission.

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I N D E X

WITNESSES

NAME :

PAGE NO.

*** NOTE: No customers appeared ***

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EXHIBITS

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NUMBER :

ID. ADMTD.

*** NOTE: No exhibits marked ***

P R O C E E D I N G S

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2 **CHAIRMAN BROWN:** Good evening, everyone. How
3 are you? Everyone is doing well. Small crowd tonight,
4 but I will assure you we've had big -- big, big crowds
5 to compensate for the amount of folks today here in the
6 audience.

7 Today is February 1st. The time is 6:00.
8 This is the customer service hearing in the
9 Utilities, Inc. of Florida rate case. And I want to
10 thank you all and welcome you for being here today.

11 My name is Julie Brown. I'm Chairman of
12 the Public Service Commission. With me today are
13 Commissioners as well, and I'd like to give them an
14 opportunity to introduce themselves to you, starting
15 to my right.

16 **COMMISSIONER GRAHAM:** Hello. My name is Art
17 Graham, and I'm glad for the handful of you that have
18 shown up, took the time to come for this hearing today.

19 **COMMISSIONER BRISÉ:** Good evening. I'm Ronald
20 Brisé. And as my colleagues have stated, I'm happy to
21 be here as well and excited to hear from you, as this is
22 your hearing.

23 **CHAIRMAN BROWN:** Thank you. And I appreciate
24 my colleague mentioning that. These customer service
25 hearings are designated to hear directly from you. They

1 are -- it is your opportunity to speak to us about the
2 proposed rate increase.

3 Staff, could you please read the notice.

4 **MR. TRIERWEILER:** By notice issued on
5 December 14th, 2016, this time and place has been set
6 for a customer service hearing in Docket 160101-WS.

7 **CHAIRMAN BROWN:** Thank you.

8 **MR. TRIERWEILER:** The details are more clearly
9 laid out in the notice.

10 **CHAIRMAN BROWN:** Thank you. At this time,
11 we'll take appearances of counsel, starting with the
12 Petitioner, Utilities, Inc. of Florida.

13 **MR. FRIEDMAN:** Martin Friedman on behalf of
14 Utilities, Inc. of Florida.

15 **CHAIRMAN BROWN:** Thank you.

16 **MR. KELLY:** J.R. Kelly with the Office of
17 Public Counsel. We represent the ratepayers in this
18 matter.

19 **CHAIRMAN BROWN:** Thank you. Notice of
20 appearance.

21 **MS. HELTON:** Mary Anne Helton and Walt
22 Trierweiler of the Commission staff.

23 **CHAIRMAN BROWN:** Thank you. Again, I want to
24 take this opportunity to thank those that have shown up
25 here today to come out. This -- these customer service

1 hearings are an integral part of our overall rate case
2 process. We have eight scheduled throughout the state.
3 We've already conducted -- this will be our sixth
4 customer service hearing. We have two more. And then
5 later in May we will have a technical hearing where we
6 take the evidence and substance of the case, and that
7 will go for about a week. But this is your customer
8 opportunity to tell us how you feel about the proposed
9 rate increase, your quality of service, any issues you
10 may have, billing, et cetera, and so we appreciate
11 taking that into consideration.

12 I'd like to note that there are customer
13 service representatives here from Utilities, Inc. of
14 Florida to address any billing issues. We also have
15 Public Service Commission staff here as well, and
16 for the record purposes, I'd like to just lay out
17 who is here with us today from the Public Service
18 Commission staff. We've got Andrew Maurey; Chris
19 Church; Mimi Hearn; Conrad Howard; Patti Daniel;
20 Phillip Ellis; Mary Anne Helton, as you heard; Walt
21 Trierweiler; Cindy Muir; Kelly Thompson; Rachel
22 Arnold; Linda Boles; and Carlotta Stauffer, our
23 Clerk.

24 This is an official hearing. As such,
25 customers who would like to speak need to be sworn

1 in prior to that. It is being transcribed and will
2 become part of the official record in this rate case
3 proceeding. And with that, you may have noticed
4 some of the speaker sign-up sheets. I'm not sure if
5 anybody here in the audience has signed up or not.
6 Mr. Kelly would probably be -- no? Seeing that, I
7 don't have to go into that. But whether you'd like
8 to leave comments with us today, you could submit
9 them in writing. We have sheets that are
10 disseminated at the front from our PIO officer,
11 Cindy Muir. You could leave them today, you could
12 write, and we will absolutely take written or oral
13 comments into consideration. Feel free to take some
14 home to neighbors. Whether your comments are made
15 written or verbally, we -- they are part of the
16 overall process and the Commission will take those
17 into consideration. So we appreciate that.

18 And at this time, the parties could give
19 opening statements, if they like, or they could
20 waive them. And I --

21 **MR. FRIEDMAN:** Utilities, Inc. will waive
22 their opening statement. Thank you.

23 **CHAIRMAN BROWN:** Thank you.

24 **MR. KELLY:** Yes.

25 **CHAIRMAN BROWN:** Thank you so much.

1 Now moving into public comment, seeing
2 that there are no customers here -- are there -- one
3 more chance here. Are there any public -- any
4 customers here who would like to give public
5 testimony? Otherwise, I will waive the details into
6 the process.

7 Seeing none, appreciate you coming out
8 here today. If there are no public customers here
9 who would like to -- or customers who would like to
10 testify, then that -- this would conclude the
11 proceeding. Going once, going twice.

12 Seeing none, Commissioners, if you have
13 any closing comments.

14 Seeing none -- Mr. Kelly.

15 **MR. KELLY:** Madam Chair, I was going to say
16 if -- there's a few customers here. If they have any
17 questions once you conclude, if you guys -- I represent
18 you, and if you'd like to come up and ask me any
19 questions about the process, I'll hang around a little
20 bit and try to answer any questions you may have.

21 **CHAIRMAN BROWN:** Thank you, Mr. Kelly, for
22 that. And the same goes as well for Public Service
23 Commission staff, and I'll just volunteer Utilities,
24 Inc. of Florida as well.

25 So with that, appreciate you taking the

1 time to come out. Public input is -- I'm seeing a
2 customer come in and I don't want to conclude the
3 proceeding until we know yet if he would like to
4 testify.

5 Sir, would you like to testify before us?

6 (Indicating no.)

7 Okay. Thank you. Again, please feel free
8 to submit written comments because the docket is
9 quite full and we are reviewing them. And, again,
10 appreciate the time coming out here. And with that,
11 we'll have two more service hearings until we begin
12 the technical hearing, and thank you for coming out.
13 And this concludes the service hearing.

14 (Proceeding adjourned at 6:07 p.m.)
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1 STATE OF FLORIDA)
 :
2 COUNTY OF LEON) CERTIFICATE OF REPORTER

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4 I, LINDA BOLES, CRR, RPR, Official Commission
5 Reporter, do hereby certify that the foregoing
6 proceeding was heard at the time and place herein
7 stated.

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

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

18 DATED THIS 14th day of February, 2017.

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LINDA BOLES, CRR, RPR
Official FPSC Hearings Reporter
Office of Commission Clerk
(850) 413-6734