

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 RONALD A. BRISÉ
 COMMISSIONER DONALD POLMANN

DATE: Thursday, February 2, 2017

TIME: Commenced at 6:30 p.m.
 Concluded at 6:56 p.m.

PLACE: Cypress Lakes Clubhouse
 10000 U.S. Highway 98 N
 Lakeland, Florida 33809

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

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4 Florida 32746, appearing on behalf of Utilities Inc. of
5 Florida.

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

11 WALTER TRIERWEILER, ESQUIRE, FPSC General
12 Counsel's Office, 2540 Shumard Oak Boulevard,
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14 the Florida Public Service Commission Staff.

15 MARY ANNE HELTON, DEPUTY GENERAL COUNSEL,
16 Florida Public Service Commission, 2540 Shumard Oak
17 Boulevard, Tallahassee, Florida 32399-0850, appearing as
18 advisor to the Florida Public Service Commission.

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I N D E X

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NAME :	PAGE NO.
AL ELKINS	19
TISH MOORE	22
ANN MARIE RYAN	25
TERRY COPENHAFER	29
DIANA ACCETTA	30
LINDA BALTOS	33
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P R O C E E D I N G S

1
2 **CHAIRMAN BROWN:** All right. Thank you so much
3 for you all being here today. Good evening. Today is
4 February 2nd, Groundhog's Day. The time is 6:00. This
5 is the Utilities, Inc. of Florida service hearing in
6 this beautiful, beautiful town of Lakeland. We're at
7 Cypress Lakes, and appreciate you all for hosting us
8 here at your facility. It's lovely. I'd like to
9 welcome you here. My name is Julie Brown. I have the
10 privilege --

11 (Technical difficulties.)

12 That's happened a couple of times today at our
13 earlier service hearing. We should be used to it. But
14 I have the privilege of serving as Chairman of the
15 Florida Public Service Commission. With me today is
16 another Commissioner -- we do have one who is running
17 late, has gotten stuck in some traffic, but he will be
18 here shortly. But I'd like to give Commissioner Brisé
19 an opportunity to welcome you, and introduce yourself.

20 **COMMISSIONER BRISÉ:** Good evening. My name is
21 Ronald Brisé, and I'm happy to be here with you this
22 evening and very interested in hearing what you have to
23 say. It impacts our decision process. So thank you for
24 taking time out of your schedule to be here with us this
25 evening.

1 **CHAIRMAN BROWN:** Thank you, Commissioner
2 Brisé.

3 And before we get to the staff counsel reading
4 the notice, I do want to say this is your customer
5 service hearing. We have had -- this is our last
6 customer service hearing in this matter. We've had
7 eight total. They've been filled with audience members
8 at most of them, and we've heard a lot of comments and
9 they're all considered part of the record. But we want
10 to give you an opportunity and encourage you to come out
11 here and talk and tell us how you feel. And with that,
12 I'd like to turn to staff and have them read the notice.

13 **MR. TRIERWEILER:** By notice issued on
14 December 14, 2016, this time and place has been set for
15 a customer service hearing in Docket No. 160101-WS. The
16 purpose of the hearing is set forth more fully in the
17 notice.

18 **CHAIRMAN BROWN:** Thank you. And now we'll
19 take appearances of counsel, starting with the
20 Petitioner, Utilities, Inc. of Florida.

21 **MR. FRIEDMAN:** Thank you. I'm Martin Friedman
22 of the law firm of Coenson Friedman representing
23 Utilities, Inc. of Florida.

24 **CHAIRMAN BROWN:** Thank you.
25 Public Counsel.

1 **MR. KELLY:** Good evening. My name is J.R.
2 Kelly. I'm with the Office of Public Counsel, and my
3 office represents the customers of Utilities, Inc. in
4 this matter.

5 **CHAIRMAN BROWN:** Thank you.

6 And I believe our third Commissioner is on his
7 way, coming in, and so I do -- I will stop briefly to
8 give him an opportunity to introduce himself as well.

9 But as I mentioned, this hearing is designed
10 specifically to hear from you. Please do not be shy.
11 Please feel free to come on out. If you don't like
12 public speaking and you would rather provide written
13 comments, you can also do that. The handout that you
14 have when you signed up at the back, there's a place for
15 you to write written comments. You can even leave the
16 comments with us today, or you can mail them in. Feel
17 free to take some and bring them to your neighbors. And
18 whether your comments are made verbally today or in
19 writing, they will absolutely be considered in the
20 overall rate case process.

21 And just to give you an overview of what this
22 process looks like, in May we will have a technical
23 hearing that will go for about a week in which we take
24 the case, the substance, the evidence, and -- into
25 consideration. Later in the summer, a staff

1 recommendation will be given to us, but ultimately the
2 Commissioners will make a decision thereafter.

3 I would like to note that there are company
4 representatives here from Utilities, Inc. of Florida
5 here to address any service or billing issues you may
6 have. We also have Commission staff here, and I'll go
7 over the names who are here for the record. But I would
8 like to give Commissioner Polmann an opportunity to
9 welcome you and provide any opening comments.

10 **COMMISSIONER POLMANN:** Good evening. My
11 goodness, that's loud. The last one of these we had was
12 not. Sorry.

13 My name is Don Polmann. I'm happy to be here
14 this evening, and thank you for the welcome. Thank you
15 for this facility. I'm happy also to see a nice
16 turnout. As the Chairman indicated, we are looking
17 forward to your comments. We are here to listen to you.
18 And please come forward, let us know what your concerns
19 are. And please forgive me for all of the traffic on
20 the interstate from Tampa.

21 **CHAIRMAN BROWN:** A lot of lights.

22 Thank you again for all -- for you all being
23 here. We have Commission staff here who's able to
24 address any questions you have, and they'll give you
25 ample time after the service hearing is conducted. And

1 I'll introduce them. We have with us from accounting,
2 Andrew Maurey. We have Chris Church, Mimi Hearn, Conrad
3 Howard. We have Patti Daniel, Phillip Ellis. You've
4 heard from our General Counsel's Office, Mary Anne
5 Helton, Walt Trierweiler. When you walked in, you heard
6 from Cindy Muir, who -- and Kelly Thompson, who helped
7 set up this meeting. From our Clerk's Office we have
8 Rachel Arnold and Carlotta Stauffer, and our wonderful
9 court reporter here with us, Linda Boles, who's been
10 traveling with us a lot on the road, and we appreciate
11 her.

12 This is an official hearing. As such, it will
13 be transcribed and become part of the record. If you do
14 plan on speaking to us today, you will need to be sworn
15 in, and we'll do that in just a few moments. And as
16 part of that, you may be asked questions from
17 Commissioners or any of the parties here too.

18 Again, feel free to leave written comments, if
19 you prefer to do that. Either way, we take both into
20 consideration in our overall decision-making process.

21 At this time, I would invite the parties to
22 give brief opening statements. Please feel free to
23 either sit here or go to the center. Each have
24 six minutes, and we'll start with the Petitioner,
25 Utilities, Inc. of Florida.

1 **MR. FRIEDMAN:** Thank you, Madam Chairman,
2 Commissioners, ladies and gentlemen. Again, my name is
3 Marty Friedman. I'm the attorney for Utilities, Inc. of
4 Florida. And in a moment you're going to hear from John
5 Hoy, who's the president of Utilities, Inc. of Florida,
6 who is going to explain to you what the utility is
7 asking for in this rate case and why.

8 At the outset, let me point out, as the
9 Chairman stated, we have some customer service
10 representatives in the back right-hand corner here. If
11 you have any questions about billing or customer
12 service, please feel free to see them either during or
13 after the meeting.

14 And now I would like to ask Mr. John Hoy, the
15 president of UIF, to make a few comments. Thank you.

16 **MR. HOY:** Thank you. Good evening. I'm going
17 to be the first one to try this microphone and see how
18 good it is.

19 Commissioners, thank you for the opportunity
20 to address our customers. It's good to be here tonight.

21 What I'd like to do is just give you just a
22 quick overview of Utilities, Inc. and then just talk
23 briefly about what's driving this rate case.

24 Utilities, Inc., we've been in Florida since
25 the '70s, 1970s, and we've now got 60,000 customers

1 spread through ten counties in the state. And as --
2 last year, in 2016, we decided to consolidate those
3 separate entities. So we had Utilities, Inc. of
4 Pennbrooke was an individual company. We took the 12
5 companies that we had spread across the state and we
6 consolidated them into one: Utilities, Inc. of Florida.
7 This is the first rate proceeding that we've had since
8 that time. And let me talk briefly about the drivers of
9 that rate case.

10 It's two-fold really. It's primarily
11 investment we've made and are continuing to make in
12 infrastructure to replace the aging infrastructure
13 that's part of our utilities, but the second thing is
14 we're looking to consolidate the rates that we have
15 across the state, and we're looking to consolidate them
16 into one rate for all of our customers. Let me just cut
17 to the bottom line. For Cypress Lakes, that's actually
18 a rate decrease. The final rates that we're asking for
19 are lower than the rates, than they are today.

20 How this works is that we've got about 12 --
21 actually 16 rate structures across the state, and what
22 we're hoping for is a single rate structure that'll
23 allow us to continue to maintain the existing
24 infrastructure. We've invested about \$100 million in
25 the last ten years. We're looking to invest another 30

1 to 35 million that we've got included in this rate case
2 in projects. On top of that, we've got -- we're
3 requesting additional salaries and other expenses,
4 salaries for additional people to help maintain the
5 aging infrastructure that we have and to try to extend
6 its useful life. So all that is going into rates that
7 we're looking to recover, and we're looking to do it in
8 a uniform way across the state because every community
9 that we serve is going to have those needs. And what
10 we're looking for is a systematic way and a more uniform
11 rate structure that will allow us to do the
12 infrastructure investment and attract the capital,
13 deliver the services that we need, encourage
14 conservation, all those objectives, but do it in a way
15 that doesn't avoid -- doesn't -- avoids the number of
16 rate cases that we've had in the past and also avoids
17 the rate shock that we have to certain customer groups.
18 So that's the bottom line. That's what we're asking for
19 in this proceeding. Thank you for the time tonight, and
20 I look forward to your comments. Thank you.

21 **CHAIRMAN BROWN:** Thank you, Mr. Hoy.

22 And at this time we'll hear from Florida
23 Public Counsel, J.R. Kelly.

24 **MR. KELLY:** Good evening again. As I said, my
25 name is J.R. Kelly. I'm with the Office of Public

1 Counsel, and I represent you, the customers, in this
2 proceeding.

3 Mr. Hoy sort of set the stage a little bit
4 about what the case is about. They're looking to take
5 approximately 25 systems, consolidate them into one
6 statewide rate. But another part of this case is also
7 that Utilities, Inc. is looking to raise their
8 additional revenues by approximately \$7 million.

9 Our office intervened early, we have hired an
10 accounting expert, an engineering expert, as well as an
11 in-house accounting expert that are currently poring
12 through the financial documents and other filing
13 materials, and we are identifying those areas that we're
14 going to be contesting on your behalf.

15 And some of the areas that I wanted to just
16 identify for you tonight that we're taking a close look
17 at: Number one, Utilities, Inc. is looking to increase
18 their capital investment about \$30 million. And this --
19 excuse me -- that's correct, \$30 million, and this
20 represents about a 35 percent, maybe just a little bit
21 less than that, increase in the capital that they
22 already have invested in Florida. What we want to do is
23 we want to go through what they're proposing and make
24 sure that it is reasonable, it is prudent, and it's
25 going to benefit you, the ratepayers of Utilities, Inc.

1 Another area that -- that raises a red flag
2 for us is salaries. They're looking to increase their
3 salaries and benefits by approximately \$500,000
4 annually. We're very concerned about that because if
5 they're asking to consolidate, you would expect that
6 there would be synergies, economies of scale and, the
7 bottom line, benefits of consolidating. Otherwise, why
8 would you want to consolidate? And we are concerned
9 that we're not seeing the benefits and the economies of
10 scale that one would expect when you consolidate 25
11 different systems, so we are obviously going to take a
12 very, very close look at that.

13 And the last area that has raised a red flag
14 to us is dealings -- deals with allocations to their
15 corporate parent. Utilities, Inc.'s headquarters out of
16 Florida for the nation is in -- is in Illinois. They're
17 owned by a company in Canada called Corix. So a lot of
18 the allocations that they're wanting to pass through to
19 you, the ratepayers, are going to go out of state.
20 We're going to take an extremely careful look at all of
21 those allocations to see are they reasonable, are they
22 prudent, and exactly what benefit are you going to get
23 out of that. Because the bottom line is you will pay
24 for that in the rates that are charged to you and that
25 are finally approved by the Commission sitting behind

1 me.

2 Tonight, this is your meeting, as the Chairman
3 mentioned, and I highly, highly encourage you to come
4 forth and speak. We only have a couple of speakers
5 signed up tonight. As the Chairman said, if you don't
6 like to speak publicly, and I do understand that, please
7 take the opportunity to email or you can mail comments
8 to the Commission that will be considered just as if
9 you're testifying here tonight. But it's extremely
10 important. I cannot stress enough that your comments
11 are taken very seriously by the men and women sitting
12 behind me, and they want to know are you having water
13 problems, quality of service problems, taste, smell,
14 odor? Are you getting good service? I don't want to
15 hear just the bad. I want to hear the good. I want to
16 hear everything.

17 Number two, how has the utility treated you
18 when you've contacted them? If you call them for a
19 billing problem, just for regular information, or to
20 file a complaint, how have they treated you? Good, bad,
21 whatever, you need to share that with the Commission.

22 And last, do you receive timely boil water
23 notices or other communications from the utility? If
24 you do, fine, come up here and say so. But if you
25 don't, it's extremely important that you come up here

1 and speak. Because the bottom line is you are paying
2 for that service now and you're going to be paying for
3 it in the rates that continue after this rate case is
4 over.

5 So I want to thank you for taking time out to
6 come here and be here tonight. Please take the
7 opportunity to, one, either speak tonight or, two, share
8 your comments in writing with the Commission. They will
9 be taken into consideration, and they will be seriously
10 considered by our office as well as the Commission. So
11 thank you.

12 **CHAIRMAN BROWN:** Thank you, Mr. Kelly.

13 And just a few notes to comment on. First,
14 the Florida Public Service Commission, just for your own
15 edification here, is -- we are an independent state
16 agency, we are impartial, and in these type of
17 proceedings, we sit in a quasi-judicial capacity. So
18 just so that's clear.

19 Also I want to let you know that this -- all
20 of these service hearings are being streamed live on our
21 website at the Commission, psc.state.fl.us. We will
22 also be having the technical hearing streamed live. All
23 of our public hearings are streamed live, so you can
24 watch them easily in that capacity.

25 At this time, I would like to invite Dr. Bob

1 Halleen, who -- Halleen, Halleen -- see, I forgot -- who
2 is the HOA board member just to welcome us. He will be
3 speaking later today, but he wanted to give a brief
4 opening.

5 **DR. HALLEEN:** Yes, I would like to take this
6 opportunity to thank all of you for coming and listening
7 to what we have to say. We appreciate it. And I have
8 advised all of our people to focus on the things that
9 Mr. Kelly just talked about, the type of service that
10 they have received from Utilities, Inc. in the past
11 three years since the rate case. Thank you again for
12 coming, and I'll make my comments later. Thank you.

13 **CHAIRMAN BROWN:** Thank you, and thank you for
14 hosting us.

15 And now I would like to have our General
16 Counsel's office make a brief comment for clarification
17 and for the record.

18 **MS. HELTON:** Thank you, Madam Chairman.

19 This morning a customer had a question of the
20 staff concerning the notice that the utility sent out to
21 each of you in the mail, and I just want it to be clear
22 for purposes of the record that the summary in that
23 notice states, "A revenue change based on a stand-alone
24 calculation for each system within Utilities, Inc.'s
25 area in Central Florida." But that is not the rate that

1 the company is requesting in this rate case. The rate
2 that the company is requesting is listed on the second
3 page or the back -- first back page of the rate case
4 overview that each of you would have received when you
5 walked into the room today. Ms. Muir would have given
6 it out. So I just wanted to make sure that each of you
7 understood that the current rates of the utility and the
8 rates that the utility is requesting for each system is
9 listed there.

10 **CHAIRMAN BROWN:** Thank you very much, Mary
11 Anne.

12 Now moving to the public comment portion,
13 which is your portion, just a few instructions. Each
14 customer has three minutes. Although there are a few
15 signed up, we'll be very lenient with your time. If you
16 want to talk for a little bit longer, we'll give you
17 that discretion. But I would like you to just be
18 cognizant, there are lights on the podium that kind of
19 direct you for how long you are going. Typically at the
20 yellow light you have about a minute left. When it gets
21 to red, you've hit three minutes. Again, I'll be a
22 little bit more generous, given the amount of folks that
23 are here today.

24 The attorney for the Office of Public Counsel,
25 Mr. Kelly, will be calling your name. He'll call two

1 names at a time. Please pay attention to that. When
2 you come to the microphone, please be sure to state your
3 name and your address for the record and whether you're
4 a customer or not.

5 We will be swearing you all in at the same
6 time. So if you are planning on speaking and addressing
7 the Commission today, could you please stand with me and
8 raise your right hand. Don't be shy. Come on up.
9 Stand up.

10 Do you swear or affirm to provide the truth in
11 this proceeding?

12 (Chorus of affirmative responses.)

13 Thank you. Please be seated.

14 With that, I think we've got all the
15 preliminary matters covered, so we'll turn to Mr. Kelly
16 for the first customer.

17 **MR. KELLY:** The first customer to speak is
18 Mr. Al Elkins, followed by Ms. Tish Moore.

19 **CHAIRMAN BROWN:** Good evening.

20 **MR. ELKINS:** Good evening. My name is Al
21 Elkins. I live at 9245 Wood Stork Drive in Lakeland,
22 Florida.

23 Good evening. Most of us who live here in
24 Cypress Lakes come from various places --

25 **CHAIRMAN BROWN:** Could you speak a little bit

1 more into the microphone?

2 **MR. ELKINS:** Oh.

3 **CHAIRMAN BROWN:** Yeah, just talk right into
4 it.

5 **MR. ELKINS:** Is this better?

6 **MR. KELLY:** Yes.

7 **CHAIRMAN BROWN:** A little bit.

8 **MR. ELKINS:** Most of us who live here in
9 Cypress Lakes come from various places in the north
10 where we were fortunate to have first-class water.
11 Speaking for my wife and myself, we resided in Central
12 New Jersey for 33 and a half years where we had
13 delicious artesian well water in our house. My wife and
14 I have lived here in Cypress Lakes for nine and a half
15 years, and in that time we have had to purchase a water
16 conditioner tank, water filter cartridges, and many
17 cases of bottled water. I have had to do all this in
18 order for us to have decent water in our house that we
19 are able to drink and use. Needless to say, this has
20 been a big expense for us.

21 I also have to continuously purchase 40-pound
22 bags of salt pellets to put into my water conditioner.
23 Let me tell you, these bags are heavy to lift. And as I
24 get older every year, these bags get even heavier to
25 lift.

1 When you consider what I have just said,
2 please tell me why our water company, Utilities, Inc.,
3 is entitled to any increase in water rates for the
4 second-class water that we receive. None of us are
5 being provided with clean quality water that we are able
6 to drink and use in our houses.

7 In my working years, I could not go to my boss
8 and say, "Hey, if you give me a raise today, I'll do a
9 better job tomorrow." I had to do a better job today in
10 order to earn an increase in my salary tomorrow.

11 Last but not least, did you ever notice all
12 the cancer medical facilities that we have here in
13 Lakeland as well as in the rest of Florida? I'm sure
14 that many of the residents in this state have acquired
15 cancer as a result of the horrible, filthy water we are
16 forced to use. My wife and I lost our son three and a
17 half years ago at age 40 due to brain cancer. Although
18 we may not know the actual reason for his passing, can
19 anybody here say that it was not from the water in
20 Florida? Please help us so that we can live in our
21 senior years in good health. Thank you.

22 **CHAIRMAN BROWN:** Thank you, Mr. Elkins, for
23 your testimony. And my apologies and sentiment go out
24 to you.

25 Commissioners, any questions?

1 Yeah, Mr. Elkins, we have a question from
2 Public Counsel.

3 **MR. KELLY:** I was just going to ask, do you
4 want to take your written statement and make it part of
5 the record as an exhibit? Would you like to give it to
6 --

7 **MR. ELKINS:** That's fine.

8 **CHAIRMAN BROWN:** That would be great. So our
9 clerk is sitting right here. If you could hand it to
10 her. We're going to go ahead and mark that for the
11 record for identification purposes as Exhibit 24. We'll
12 title it Elkins Comments. Thank you for your testimony.
13 Thank you.

14 (Exhibit 24 marked for identification.)

15 **MR. KELLY:** After Ms. Moore is Ms. Ann Marie
16 Ryan.

17 **MS. MOORE:** My name is Tish Moore. I live at
18 1650 Big Cypress Boulevard. Mine is short, simple, and
19 easy.

20 The first question is: You know the packet
21 that was sent out to us, are you now saying that the
22 information in there is incorrect now on that -- on how
23 you figured the rates?

24 **CHAIRMAN BROWN:** Our General Counsel, I saw
25 her quickly --

1 **MS. HELTON:** No, ma'am. It's my understanding
2 that that page that you're holding up right now is
3 correct. There was a summary at the beginning of the
4 notice that was also correct but it was not -- it
5 didn't -- it listed the request the company is making on
6 a stand-alone basis, but that is not actually the
7 request the company is making. The company is making a
8 consolidated request. So the consolidated rates are
9 listed in that second page. But that information there,
10 as I understand it, is correct.

11 **MS. MOORE:** Okay. Thank you. Then my only
12 comments are --

13 **CHAIRMAN BROWN:** Could you speak a little
14 closer?

15 **MS. MOORE:** Yeah. There's been some problems
16 with the reading of the meters. There's a lot of times
17 that people are charged an enormous amount, and you have
18 to then say, "Oh, wait a minute," and you call up and
19 the meter is not read right. My concern comes with, you
20 know, I'm not sure how up to date these meters are. I,
21 again, come from up north where digitally they didn't
22 even have to get out. They took their little wand and
23 things were not eyeballed and looking into them. And I
24 have a concern about that, that there should be more
25 accuracy on the reading of the meters and that people

1 shouldn't have to then spend the extra money in that.

2 **CHAIRMAN BROWN:** Thank you, Ms. Moore.

3 **MS. MOORE:** Thank you.

4 **CHAIRMAN BROWN:** Can I ask you a question?

5 **MS. MOORE:** Certainly.

6 **CHAIRMAN BROWN:** Do you know if those meters
7 have been replaced? I don't know how long you've been
8 living here.

9 **MS. MOORE:** I've owned here since 2012 and
10 have been paying the water rates since then, but I only
11 started living here in November.

12 **CHAIRMAN BROWN:** Do you have any problems with
13 your meters?

14 **MS. MOORE:** I haven't, but my neighbors, I
15 know, nextdoor have. And I've heard and have spoken
16 with other people that have complained about that, that
17 they've gotten this humongous water bill. And it's,
18 "Oh, the meter wasn't read right." You know, I think
19 maybe in this day and age we need to be a little more
20 modernized if we're paying for all these things.

21 **CHAIRMAN BROWN:** Absolutely.

22 **MS. MOORE:** Okay.

23 **CHAIRMAN BROWN:** Commissioners, any questions?

24 Seeing none, thank you for your testimony.

25 **MS. MOORE:** Thank you.

1 **MR. KELLY:** After Ms. Ryan is Terry
2 Copenhafer.

3 **CHAIRMAN BROWN:** Our special guest. Ms. Ryan,
4 welcome.

5 **MS. RYAN:** Thank you, Commissioners.

6 My name is Ann Marie Ryan. I live at
7 11436 Windstar Court, New Port Richey, in Pasco County.
8 I come from the Summertree community.

9 I came over tonight with a group of people
10 from my task force to support the people in Cypress
11 Lakes. We, too, agree that the paperwork that comes
12 from UI and sometimes from Pasco and from the PSC is
13 confusing. The papers that the people are complaining
14 about the rates were the same paperwork that we had
15 gotten in Pasco just a month ago.

16 You know, as I've been talking with Dr. Bob
17 Halleen, a very bright man, tremendous support for this
18 community, and I can see that a lot of people haven't
19 gotten up to speak. And I know that these rates are
20 being consolidated, but we really feel that it's
21 important that the Commission really look at these rates
22 and make them leaner. And it's time for them to cut
23 back, you know.

24 I just got a notice as to how much money I'm
25 going to be making this year. No one gets a 10 percent

1 return on equity and no one -- or rate of return. So
2 I'd like you to look at those old laws. I'd like you to
3 look at the way that those things are done. You are the
4 Public Service Commission. You've been very good about
5 coming into the communities and seeing us, so I think
6 that we need you to really review things and look at the
7 customer first. Because we are the ones that keep them
8 going, and we can't afford to keep living in our homes
9 if we don't keep them under the right restraints. And
10 so this is a wonderful community. It was a privilege to
11 drive through here. And I hope that you'll listen to
12 the rest of the community, and we support them. Thank
13 you.

14 **CHAIRMAN BROWN:** Thank you, Ms. Ryan, for
15 coming out here. I know it was a drive from Pasco
16 County. But I do want to ask you a question from the
17 last service hearing. I've been thinking a little bit
18 about it, and I'm glad to get the opportunity to ask you
19 here about the consolidated rate structure. And
20 Summertree is a different system and under the
21 consolidated rates gets the, for lack of a better word,
22 the better end of the rate structure.

23 What are your thoughts for the other members,
24 for the other systems with regard to the consolidated
25 rates being proposed by the utility?

1 **MS. RYAN:** Well, we have a concern for
2 Summertree as well as everyone else. So we are here --
3 we have our own little task force, and we have a task
4 force that we've started called the Florida Consumer
5 Water and Wastewater Alliance in order to get word out
6 to the rest of the customers.

7 Our concern is that Utilities, Inc. does not
8 make their records accessible. We've been asking for
9 years to find out where the money has gone for all our
10 rate increases going back to 2010. A senator asked for
11 that, our commissioner asked for that, our board members
12 asked for that, and we don't get those numbers. We
13 don't know how much money goes to Orangewood and how
14 much comes to ours. There's only two communities under
15 Pasco. When you go and take 25 systems and put them
16 together, I don't think it's going to be fair.

17 And I had a vote this morning -- we had a
18 meeting. Flip Mellinger came to our community. And I
19 said to our community, "This rate increase will benefit
20 us positively, but is it morally right and is it fair
21 that some of the people in this community -- across the
22 board are going to wind up with maybe 100 to 200 percent
23 increases?" And so they agreed that we would stand our
24 ground, like we always have, and we want to go only with
25 the rate -- only with the consolidated rate if it

1 benefits the majority of people and the rates are
2 scrutinized. And I think that a lot of the rates are
3 frivolous. And if they're fair rates and everybody
4 would benefit overall, then we're for it.

5 **CHAIRMAN BROWN:** Thank you. Thank you very
6 much --

7 **MS. RYAN:** You're welcome.

8 **CHAIRMAN BROWN:** -- for your testimony.

9 Commissioners, any questions, comments?

10 All right.

11 **MS. RYAN:** Thank you for the opportunity.

12 **CHAIRMAN BROWN:** Thank you.

13 **MR. KELLY:** After Ms. Copenhafer is
14 Dr. Halleen.

15 **CHAIRMAN BROWN:** I just want to make
16 sure those -- I know some folks came in after we swore
17 these customers who are testifying in. Is there anybody
18 who would like to speak to us today who has not been
19 sworn in. If so, could you raise your hand? Thank you.
20 Anyone else?

21 All right. Please stand and raise your right
22 hand with me. Don't be shy. Do you swear or affirm to
23 provide the truth in this proceeding.

24 **MS. ACCETTA:** I do.

25 (Witness sworn.)

1 **CHAIRMAN BROWN:** Thank you.

2 Hi again.

3 **MS. COPENHAFER:** Hi there.

4 **CHAIRMAN BROWN:** How are you doing?

5 **MS. COPENHAFER:** Great. Thank you.

6 I appreciate the opportunity to speak tonight
7 and -- I appreciate the opportunity to speak tonight,
8 and I'm grateful for your service and the gentle --
9 gentleness you have towards us because it is hard to get
10 up and speak. And we're here tonight -- my name is
11 Terry Copenhafer at 12137 Loblolly Pine Drive, New Port
12 Richey, Florida 34654, and I am a member of the task
13 force, and I'm also with the Florida Consumer Water and
14 Wastewater Alliance. I'm also the vice president of the
15 Summertree Recreational Facility and secretary on The
16 Fairways board.

17 We want to show this community that we support
18 them in their issues, and that's why we're here tonight,
19 to make sure that they understand and hopefully that
20 they'll not be afraid of you all because it is
21 intimidating. But you've been so kind to us, and we
22 greatly appreciate it. Thank you.

23 **CHAIRMAN BROWN:** That was very nice. Thank
24 you. And thank you for making the trek over from Pasco
25 County, especially during rush hour too.

1 **MS. COPENHAFFER:** You're welcome. I don't know
2 how we're getting home.

3 **CHAIRMAN BROWN:** We appreciate it. And you've
4 been very involved in our proceedings, and we're
5 grateful to have you come here and we understand your
6 concern. Thank you.

7 **MS. COPENHAFFER:** Thank you.

8 **MR. KELLY:** Madam Chair, I think Dr. Halleen
9 had asked to go last, so if you'd like to have this lady
10 come on up now.

11 **CHAIRMAN BROWN:** All right. That would be
12 great. Again, I reiterate we are here for you. If you
13 get the urge to come on up, it is not scary. I promise.
14 Feel free too. Thank you.

15 **MS. ACCETTA:** Hello. Good evening. My name
16 is Diana Accetta. I live at 2335 Snowy Plover Drive,
17 Lakeland, Florida 33810. I am fairly new to the
18 community here.

19 My question is I had received the notification
20 along with my bill, and I'm hoping -- I'm not sure if I
21 actually read it correctly, but it appears that in the
22 process of billing, you want to take all the water that
23 is consumed within the house that would include
24 irrigation and also charge a waste amount on both the
25 incoming for the home as well as the waste. My question

1 is how legal is it to charge for wastewater that's
2 actually going back into the ecology itself? I mean,
3 you're saying, I believe, that you want to charge it as
4 a waste amount where it's technically not.

5 Two-part question. The water pressure here is
6 really not that terrific. I did live in Winter Haven,
7 Florida, where we were getting 60 pounds of pressure.
8 We're definitely not getting that here. My water has a
9 very foul sulfur smell. I too had to purchase a water
10 softener, purification system to try and alleviate some
11 of that. I do understand that we have a system here
12 within our community that is supposed to assist, but
13 it's not 100 percent. And I just want to know where we
14 stand on all of this as far as billing, and, you know,
15 what are we being charged for?

16 **CHAIRMAN BROWN:** Absolutely. And a great
17 question. I'm going to turn to our legal advisors or
18 technical staff to be able to answer those direct
19 questions regarding the charges for wastewater as well
20 as water.

21 **MS. HELTON:** I'm not the perfect person to
22 answer this question, but I will give it a shot, if
23 that's okay with you.

24 We -- the utility has a water system and a
25 wastewater system, and so you're charged a gallonage

1 amount for your water, and that gallonage amount for
2 your water, that is used as the basis to determine how
3 much wastewater you would return back to the system for
4 the company to treat. So that -- your gallonage amount
5 of water is used as the factor that goes into
6 determining your wastewater rate. But they're two
7 actually separate charges for two separate types of
8 service that the utility provides.

9 **MS. ACCETTA:** Would it be more beneficial if
10 we each had an irrigation meter? I know that's more of
11 an expense. We did have that when we lived in Winter
12 Haven. Actually the water company there advised us if
13 you don't want to be charged for the irrigation water
14 going into the sewer system, then you would need to have
15 two meters. Now is this something --

16 **MS. HELTON:** It's my understanding that that
17 is an option with this utility, but I am not an expert
18 on that. There are representatives from the utility
19 here that can talk to you about the pros and the cons
20 for having such a meter here.

21 **CHAIRMAN BROWN:** And they'll be able to
22 provide you more ample time and such at the conclusion
23 of this proceeding. And I'd ask the Utilities, Inc. of
24 Florida to please help this -- this woman out, as well
25 as our Commission staff too.

1 Thank you. Thanks for your testimony.

2 Any other questions?

3 **MR. KELLY:** Could I just --

4 **CHAIRMAN BROWN:** Oh, sure.

5 **MR. KELLY:** Could you please spell your last
6 name for me?

7 **MS. ACCETTA:** Yes. A-c-c-e-t-t-a.

8 **MR. KELLY:** Thank you, ma'am.

9 **CHAIRMAN BROWN:** Thank you for coming on up.

10 I see a hand being raised, but that's not
11 really the right protocol. You have to be sworn in if
12 you'd like to appear before us. Please don't -- feel
13 the need? Come on up. I'll swear you in.

14 Thank you. Do you swear or affirm to provide
15 the truth in this proceeding?

16 **MS. BALTOS:** I do.

17 (Witness sworn.)

18 **CHAIRMAN BROWN:** Thank you. State your name,
19 please, and address.

20 **MS. BALTOS:** My name is Linda Baltos, and I
21 live at 2452 Snowy Plover Drive. I've only been here
22 since last March. I'm a seasonal person, so I haven't
23 been here the whole year.

24 The question I think she was asking you about
25 the sewage and the water, are we paying an equal amount

1 for water and sewage? So what -- so if we pay for a
2 gallon of water, are we paying for a gallon of sewage?
3 That's what I think she's asking you, and you didn't
4 answer that question.

5 **CHAIRMAN BROWN:** And that's a question you
6 have as well?

7 **MS. BALTOS:** Uh-huh.

8 **CHAIRMAN BROWN:** All right. I think the more
9 appropriate person to answer that question is our
10 technical staff, and she is coming right on up.

11 **MS. DANIEL:** I'll just come stand right beside
12 you. You're fine.

13 **CHAIRMAN BROWN:** Patti Daniel.

14 **MS. DANIEL:** If you'll stand to the side so
15 everyone can see me.

16 Good evening. I'm Patti Daniel, and I'm with
17 the Commission staff. Your question is are you going to
18 be billed twice for water; right? Is that your
19 question?

20 Okay. As Ms. Helton said, the company
21 provides your wastewater service, and you understand
22 that. When the water flows through your meter, you're
23 billed for the water that you use. Right? At the same
24 time, when you flush your potty or run your sink, that
25 water is being returned to the wastewater system.

1 When the Commission looks at the rates for
2 utilities, we look at those two services completely
3 separately, and we look at all of the investment and
4 costs that are associated with providing your water
5 service and we set rates for that, and then the company
6 bills you based on your metered usage. And then we take
7 a look at the investment and costs that the company
8 incurs when they treat that water, the wastewater that's
9 returned to their system.

10 There are no meters on those lines that are
11 going back to the utility, so the only way the company
12 knows how much to bill you, how much demand that you're
13 placing on that system, is to use a -- sort of a proxy,
14 and the proxy is the amount of water that you use. And
15 we know that not all water is returned to the wastewater
16 system, so that when we calculate rates, we take all of
17 those factors into consideration. So it's two separate
18 treatment processes, two separate cost systems -- cost
19 centers, and then two separate rate structures. How did
20 I do? Did I get you a little closer there? I saw a few
21 thumbs.

22 **CHAIRMAN BROWN:** I thought it sounded great to
23 me, but maybe the utility could possibly elucidate this
24 group. If you could, Patti. Thank you.

25 **MR. FRIEDMAN:** Yeah. This is Marty Friedman.

1 I'd just add one thing. There are two ways that the
2 Commission takes into consideration in setting your
3 rates that all of your water is not coming back to the
4 wastewater system. One of those is they put a gallonage
5 cap on your water bill. And I don't know what the
6 gallonage -- 6,000? Okay. So any water you use above
7 6,000 gallons, you're not going to be billed on your
8 wastewater bill for that.

9 **MS. BALTOS:** Okay.

10 **MR. FRIEDMAN:** And then the other is when they
11 set your wastewater rate, they assume that not
12 100 percent is going to come back. And I think we're
13 setting rates at 85 percent, they assume 85 percent of
14 your water is going to come back in the residence. And
15 so those are kind of two ways that they take into
16 consideration that not all of the water being used is
17 going to come back to the wastewater system.

18 **MS. BALTOS:** Okay. Well --

19 **CHAIRMAN BROWN:** Thank you.

20 **MS. BALTOS:** -- I lived in Pittsburgh,
21 Pennsylvania, and our water bill here is twice as high
22 as it is there. Our water there is a much better
23 quality.

24 And I bought clear dishes when I moved here
25 because they're the only ones I could find in the store

1 that was made in the USA. When I wash them here, they
2 always have this white ring on them from the dishwasher.
3 So I rinse them a couple of times. I do buy good
4 dish-washing soap, I've changed it several times, and an
5 agent to rinse them again. I don't know what's in the
6 water, but something on my dishes are always white. So
7 I don't drink the water. We do buy water to drink. And
8 she is right, the pressure is bad here compared to home.
9 But I thought they did that as a way to -- I know
10 sometimes there's droughts here, so I assumed it was a
11 way to keep you from using less water indirectly. And I
12 thought that was good, that was okay, because you could
13 stand in a shower for an hour if you wanted to, you
14 know.

15 **CHAIRMAN BROWN:** Absolutely.

16 Commissioner Polmann would like to address
17 you.

18 **MS. BALTOS:** Yes.

19 **COMMISSIONER POLMANN:** The white that you're
20 seeing on your dishes is related to the hardness.
21 That's a calcium carbonate or a magnesium carbonate that
22 --

23 **MS. BALTOS:** Okay. Because I can't get it
24 off. What are you supposed to use?

25 **COMMISSIONER POLMANN:** Well, it will come off

1 with vinegar.

2 **MS. BALTOS:** Oh, okay. Thank you.

3 **COMMISSIONER POLMANN:** But you may or may not
4 want to do that every time you wash them.

5 **MS. BALTOS:** Right.

6 **COMMISSIONER POLMANN:** But it's a natural
7 chemical from the aquifer, from the limestone, which is
8 actually made -- it's created naturally from calcium.

9 **MS. BALTOS:** Now does that ruin your
10 appliances, your washer and your dishwasher?

11 **COMMISSIONER POLMANN:** Well, you see, it'll
12 accumulate as a material in your sink or your bathtub or
13 so forth, but it's a natural mineral and --

14 **MS. BALTOS:** Does it build up and ruin your
15 appliances or your --

16 **COMMISSIONER POLMANN:** Well, I'm not qualified
17 to answer that question about --

18 **CHAIRMAN BROWN:** Good answer, Commissioner
19 Polmann.

20 **COMMISSIONER POLMANN:** -- appliances. I'm
21 just telling you what the film is made of.

22 **MS. BALTOS:** Okay.

23 **COMMISSIONER POLMANN:** It's very common.

24 **MS. BALTOS:** Okay.

25 **COMMISSIONER POLMANN:** And it's the reason

1 that some customers use a water softener because that
2 takes the calcium and magnesium out of the water. It
3 also happens to put sodium in the water, and that's why
4 you have to put salt into your water softener. It's an
5 ion exchange process.

6 **MS. BALTOS:** I don't even have a water
7 softener yet. But I trust that you guys all went to
8 school to learn how to dance around questions. You're
9 really good at it. But thank you very much.

10 (Laughter and applause.)

11 **COMMISSIONER POLMANN:** I assure you that was
12 no dance. That's science.

13 **MS. BALTOS:** Okay.

14 **CHAIRMAN BROWN:** He's an engineer. He did not
15 learn how to do that. That's just natural right there.

16 **MS. BALTOS:** Okay. Okay. Thank you so much,
17 and thank you for coming.

18 **CHAIRMAN BROWN:** Thank you. Thank you very
19 much for -- and thank you, utility, for providing some
20 feedback, as well as staff.

21 Last customer.

22 **MR. KELLY:** Dr. Halleen.

23 **CHAIRMAN BROWN:** Thank you. Doctor, come on
24 up, unless there's another customer that would like to
25 address the Commission. Thank you.

1 **DR. HALLEEN:** Again, I'd like to thank both
2 the Public Service Commission and Utilities, Inc. for
3 participating in this customer service meeting. Our
4 residents are grateful to have the opportunity to
5 present their thoughts to your group.

6 I would like to conclude our input to this
7 meeting by presenting the following points to the PSC
8 staff for their response hopefully before the May
9 meeting so that we can take additional action if their
10 response is inadequate.

11 Number one, we were never invited to attend or
12 provide documentation outlining the terms of the
13 consolidation prior to its approval on April 12th of
14 2016. As one of the 12 companies involved in the
15 merger, our concern was raised by statements in the
16 letter received from Utilities, Inc. that suggested
17 significant EPA and replacement activities would take
18 place in the future within the new company; however,
19 without how such costs would be handled among the
20 individual companies that the work is needed.

21 Reviewing your latest filing, which we have to
22 thank Marty for, he had it carefully hidden in our
23 library because it is a blue book with his name on it,
24 and nobody recognizes him as the Utilities, Inc. man.

25 **MR. FRIEDMAN:** Sorry about that.

1 **DR. HALLEEN:** But we found it, and it appears
2 that your intent to handle such costs is through a
3 proposed consolidated rate structure. We see an
4 immediate negative impact on a significant number of our
5 residents: The Canadians and the snowbirds. The
6 consolidated base rate for water and wastewater that is
7 given is a 36 percent -- or 32 percent increase.
8 However, these residents, like the Canadians that are
9 limited to only a six-month stay in the U.S., face the
10 burden of paying the increase without enjoying any
11 benefits of the consumption reduction. So for six
12 months they pay and they don't get any benefit. We feel
13 that that approach is decidedly unfair to them.

14 Further, we feel we face minimum activity with
15 regard to both EPA and replacement activities. Our
16 wastewater facility had a major upgrade and expansion
17 less than ten years ago, which we are paying 95 percent
18 of the cost; piping through the community is only
19 between 10 and 30 years old; and our aquifer ranks among
20 the better ones in the state. So our cost would be
21 significantly less than other companies, particularly
22 those along the Gulf Coast. So we're concerned about
23 how these costs are going to be handled. If they're
24 simply dumped in and spread over customers, our
25 customers are going to lose.

1 We feel that the water rate increase situation
2 is totally out of control. First, our residents were
3 informed by letter on or about June 24th of 2016 that
4 water rates would increase by almost 1 percent, which
5 did occur in their July billings. Then in the
6 information provided by OPC, we were informed that
7 because we have been overcharged for two years
8 previously, the water revenue would be reduced by about
9 \$6,000. However, the water rate structure in Utilities,
10 Inc. was dramatically changed with the 40 percent
11 increase in the base rate but with a further reduction
12 in the consumption rate, but a cutoff increase from
13 6,000 to 8,000. So the reduced water rate is also part
14 of the rate case. And the rate case expense for the
15 water would be about probably half of the rate case,
16 which is about \$23,500. That will result in a net
17 increase, no reduction to it. And so our obvious
18 question is why was a rate case even necessary to get
19 that reduction?

20 We thank you for coming, and we'll appreciate
21 an early response to our questions. But you can be
22 assured we will see you in Tallahassee.

23 **CHAIRMAN BROWN:** Thank you, Dr. Halleen, for
24 your -- Halleen? --

25 **DR. HALLEEN:** Yes, yes.

1 **CHAIRMAN BROWN:** -- for your testimony. Just
2 a question regarding your first bullet point. You said
3 that you were never invited to attend a meeting on
4 April 12th, 2016. I have no -- I'm really confused
5 about --

6 **DR. HALLEEN:** That was the meeting where the
7 consolidation was approved by the PSC.

8 **CHAIRMAN BROWN:** No, no, sir. Ms. Helton --

9 **DR. HALLEEN:** The letter -- well, I'm just
10 quoting the letter from Utilities, Inc.

11 **CHAIRMAN BROWN:** Oh, that is -- we did not
12 approve any consolidation, sir.

13 **MS. HELTON:** I think what he's referring to is
14 the certification process. So the certificates have
15 actually been combined, but the costs associated with
16 those systems have not been combined. That is the issue
17 that is the subject of the proceeding for which you're
18 taking testimony today.

19 **CHAIRMAN BROWN:** Thank you.

20 **DR. HALLEEN:** Well, I anticipated an answer
21 similar to that because we had already been advised by
22 the people from Pasco County that they didn't feel that
23 the consolidation was approved yet. But that's not what
24 the letter says.

25 **CHAIRMAN BROWN:** No, no. I will tell you from

1 our perspective, from the Commission's perspective, we
2 have not approved the consolidation nor the rates that
3 are associated with consolidation.

4 **DR. HALLEEN:** I understand you haven't
5 approved the rates, but this implied that the
6 consolidation was approved.

7 **CHAIRMAN BROWN:** The substance of the
8 consolidation that we are taking up will be taken up
9 during the hearing, and I guess that is probably the
10 clear point to make, the substance. And so we will take
11 that up in May. We invite you to participate via -- you
12 can watch it on the internet, you can come and attend
13 the meeting. But, again, it is a technical meeting in
14 nature. And so with all that, we will absolutely take
15 your written comments through the process. So if you
16 have any additional comments to provide us -- would you
17 like to mark that as an exhibit?

18 **DR. HALLEEN:** Sure. Uh-huh.

19 **CHAIRMAN BROWN:** All right. We're going to go
20 ahead and mark that as Exhibit 25. That would be
21 Dr. Bob Halleen's written comments.

22 **DR. HALLEEN:** Very good.

23 (Exhibit 25 marked for identification.)

24 **CHAIRMAN BROWN:** Thank you.

25 Commissioners, any questions, comments?

1 Anyone else?

2 **DR. HALLEEN:** Thank you.

3 **CHAIRMAN BROWN:** Appreciate your testimony.

4 All right. Is there anybody else in the
5 audience today who has not participated that would like
6 to come on up, give us your thoughts, concerns? Ahh, I
7 got 'ya. Got one. Yeah. This is our last service
8 hearing, so I'd like to encourage as many of you as
9 possible.

10 Have you been sworn, sir?

11 **MR. MILLER:** No.

12 **CHAIRMAN BROWN:** Do you swear or affirm to
13 provide the truth in this proceeding?

14 **MR. MILLER:** I do.

15 (Witness sworn.)

16 **CHAIRMAN BROWN:** Thank you. Please state your
17 name and address for the record.

18 **MR. MILLER:** My name is John Miller. I live
19 at 2915 Dollar Bonnet here at Cypress Lakes. And I
20 don't want to steal the thunder of the doctor. I know
21 he wanted to be the last to speak. But as he was
22 speaking and the others previously, it gave me a thought
23 of I am a -- considered a snowbird, I'm here six months
24 a year, and I brought copies of two of my bills. The
25 bill -- the recent one I got was for \$48, and I'm trying

1 to read the gallons without my glasses. It's under
2 60 gallons of water. Average -- I'm sorry, that was
3 average daily use. 1,590 -- about 1,500 gallons of
4 water, 1,590. Okay. That was for \$48. And my summer
5 bill in July when I wasn't here was for \$28, and the
6 amount of water at that time was zero. So it seems like
7 a big discrepancy. I know there's still infrastructure
8 involved that we have to pay for, but that seems rather
9 high when I'm not using any facilities for six months.

10 And I had one other question. We have the two
11 attorneys here tonight that represents us and the
12 Commission. Where does their salaries come from for
13 this process?

14 **CHAIRMAN BROWN:** Sir, when you say that we
15 have two attorneys here who represent the public,
16 Mr. J.R. Kelly is a, as are we, state employee. And he
17 is a state employee. That's public record. Feel free
18 to look it up. I don't know it. And --

19 **MR. MILLER:** Well, as far as them being part
20 of this Commission, the two attorneys, is the Commission
21 paying for their services or --

22 **CHAIRMAN BROWN:** No, no.

23 **MR. MILLER:** -- is it bono or --

24 **MR. KELLY:** My salary is paid for by the
25 taxpayers of the state of Florida. I'm a state

1 employee, and my money is appropriated by the state
2 legislature.

3 **MR. MILLER:** I see. Okay.

4 **CHAIRMAN BROWN:** That's a good answer. I have
5 had that question a couple of times, and that's a better
6 answer than I give. Thank you.

7 Sir, Commissioner Brisé has a question -- a
8 comment.

9 **COMMISSIONER BRISÉ:** Comment. Yeah. Just to
10 make sure, Mr. Friedman is hired by the utility, so he's
11 not part of the Commission, nor is he with the Office of
12 Public Counsel.

13 **MR. MILLER:** Okay.

14 **CHAIRMAN BROWN:** Thank you. If there was
15 confusion there. Thank you.

16 All right. So there are customer service
17 representatives -- you raised a very valid point here.
18 Customer service representatives are right there in the
19 back to address your bill. I encourage them to approach
20 you at the conclusion of the service hearing to find out
21 what the issue is, whether it's just the base facility
22 charge or what's going on there. But thank you for your
23 testimony and coming on up.

24 **MR. MILLER:** All right. Thank you.

25 **CHAIRMAN BROWN:** Anyone else? Anyone else?

1 (No response.)

2 Last service hearing but, please, we are still
3 taking written comments up and through the technical
4 hearing. I encourage you to come on out and write us,
5 let us know how you feel.

6 Commissioners, are there any parting words,
7 anyone? No.

8 I want to thank you. Your input is integral
9 to the overall process. Thank you for coming out. I
10 really appreciate it.

11 I want to commend our Commission staff first
12 and foremost. They have been going on the road show for
13 many, many days, and I want to thank them. There's a
14 lot of time and energy that goes into this process.
15 We've been planning this for months upon months. I want
16 to thank Mr. Kelly's office too for working with us and
17 finding the locations. I want to thank the utility for
18 coming out here and bringing customer service
19 representatives to help address it. It's not an easy
20 job to do, so thank you. And finally, Commissioners,
21 thank you for your patience in dealing with me presiding
22 over all of these customer service hearings. And with
23 that, seeing no further comments, this service hearing
24 is adjourned. Thank you.

25 (Service hearing adjourned at 6:56 p.m.)

1 STATE OF FLORIDA)
 :
2 COUNTY OF LEON) CERTIFICATE OF REPORTER

3
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 16th day of February, 2017.

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25


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Office of Commission Clerk
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