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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20200030-EI

Complaint by Juana L. Del Rosario  
against Florida Power & Light Company  
regarding backbilling for alleged  
meter tampering.

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PROCEEDINGS: COMMISSION CONFERENCE AGENDA  
ITEM NO. 4

COMMISSIONERS  
PARTICIPATING: CHAIRMAN GARY F. CLARK  
COMMISSIONER ART GRAHAM  
COMMISSIONER JULIE I. BROWN  
COMMISSIONER DONALD J. POLMANN  
COMMISSIONER ANDREW GILES FAY

DATE: Tuesday, June 9, 2020

PLACE: Betty Easley Conference Center  
Room 148  
4075 Esplanade Way  
Tallahassee, Florida

REPORTED BY: DEBRA R. KRICK  
Court Reporter and  
Notary Public in and for  
the State of Florida at Large

PREMIER REPORTING  
114 W. 5TH AVENUE  
TALLAHASSEE, FLORIDA  
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1 P R O C E E D I N G S

2 CHAIRMAN CLARK: All right. Next up is Item  
3 No. 4. Ms. Mary Anne Helton will introduce the  
4 item for us.

5 MS. HELTON: Item No. 4 is staff's  
6 recommendation to deny Ms. Del Rosario's complaint  
7 that she filed against Florida Power & Light  
8 Company. The customer who has owned the property  
9 since 2003 alleges that she was improperly  
10 backbilled for 48 months of usage after FPL found  
11 that her meter was tampered with in 2014.

12 Staff recommends that FPL did not violate any  
13 applicable statute, rule, tariff provision or order  
14 when it processed the customer's account.

15 Ms. Del Rosario has requested to address the  
16 Commission, and she's been told that she has five  
17 minutes to make a statement. So she should be on  
18 the line, as are David Lee, Monica Munez and Russel  
19 Brooker from Florida Power & Light, and also  
20 several staff members are on the phone if you have  
21 any questions of them.

22 CHAIRMAN CLARK: All right. Ms. Del Rosario,  
23 are you on the line?

24 MS. DEL ROSARIO: Yes, sir, I am here. Good  
25 morning.

1           CHAIRMAN CLARK: Okay, you have -- you are  
2 recognized.

3           MS. DEL ROSARIO: Okay. Good morning, Your  
4 Honor and all the Commissioners in this conference.  
5 I put everything in writing, so it's just for me  
6 to, you know, for the five minutes.

7           Good morning to every one in this conference.  
8 Good morning, Your Honor. My name is Juana Del  
9 Rosario, and I live at 10751 NW 87th Court, Hialeah  
10 Gardens, FL, 33018. I humbly come before you to  
11 present myself before this commission to pose and  
12 defend my case against FPL.

13           I bought this house, a two-bedroom unit, in  
14 2002, right after the complex was built. Between  
15 2002 and 2004, after I was paying, I noticed I was  
16 paying high energy consumption for a period of two  
17 years, especially that I was working out, you know,  
18 every day out of the house.

19           Later it was discovered that I was paying in  
20 the wrong meter consumption, and that's why I want  
21 to bring this issue again because I consider that  
22 it's related, which, you know, I was paying the  
23 bill for a different two-bedroom unit, a house in  
24 the same building where I live.

25           That incident was verified by FPL's supervisor

1 at that time right after I contacted this -- this  
2 Commission. FPL said that at that time that it was  
3 the builder -- builder, contractor, or whatever,  
4 that the meter was switched. At that time, FPL  
5 reimbursed me the around 2,500 that I had overpaid.  
6 15 years later, FPL is accusing me of meter  
7 tampering.

8 On June 2000 -- June 12th, 2019, I was --  
9 (inaudible) -- for 21 days without power, without  
10 electricity, especially that I am living -- I am a  
11 single mom living with my daughter, my minor  
12 daughter. I want to (inaudible) -- that as a  
13 christian woman and a U.S. citizen, I have work and  
14 values. I have been living in this country for 25  
15 years, and I didn't know that this type of fraud  
16 was committed in this country.

17 The FPL stated that, in writing, that for four  
18 times since I -- I lived in this property they have  
19 changed my meter, and that this incident is not  
20 related to the first one.

21 I think that, yes, it's related, and I am a  
22 victim once again of the second incident, that, I  
23 am being charged practically the same amount that  
24 they FPL reimbursed to me in 2004 for overpayments.

25 I ask this commission that I appeal y'all to

1 investigate this form of crime. This -- FPL  
2 alligates that -- (inaudible) -- have replaced the  
3 meter of my unit, and now that they installed my  
4 meter and they determined at last that the meter  
5 has been tampered. My question is whether -- how I  
6 know if they, you know, installed a brand new meter  
7 maybe, or a used meter, or a refurbished meter when  
8 they installed now this -- my meter?

9 I also want to point that usually in the past,  
10 I was al-- always paying at low consumption because  
11 of the single mom and working all the time -- the  
12 whole day, I was normally -- it was normal for me  
13 to turn all the breaks except the refrigerator when  
14 I was going out from my house.

15 Finally, you know, I come again to this  
16 commission to express that I would like -- I am 100  
17 percent innocent of all the FPL allegations; that  
18 it's not fair for my daughter and I dealing with  
19 this incident, one which especially in the middle  
20 of a global pandemic that we are experiencing.

21 They said that I am responsible to pay  
22 2,351.23. And, Your Honor, I request for this  
23 commission to review my case one more time and to  
24 remove all the -- the charges and allegations of  
25 FPL is accusing to me.

1           Thank you, and thank to you all Commissioners.  
2           That's my statement.

3           CHAIRMAN CLARK: Thank you, Ms. Del Rosario.

4           All right. Is there anyone on the line from  
5           FPL to respond?

6           MR. LEE: Hi, good morning, Commissioners.  
7           This is David Lee, attorney for Florida Power &  
8           Light Company.

9           Yeah, let me -- allow me to respond. So in  
10          2004, we agree there was a switched meter condition  
11          at her property. It was corrected, and she was  
12          given a credit on her bill for the overcharges that  
13          resulted from that. However, in 2010, we installed  
14          a meter on her property, a smart meter, and it  
15          worked fine.

16          And then in 2019, we discovered a lead for  
17          potential meter tampering, that we went out on the  
18          property on May, I believe it was -- I am sorry,  
19          April 5th, and we removed the meter, discovered the  
20          meter had an outer seal missing. When the meter  
21          was removed, we noticed that the inner seal was  
22          missing. And when we tested the matter, we noticed  
23          the CT wire, which there is two legs of power that  
24          run to the home, one of the CT wires was removed.  
25          And when we tested the meter, it was only measuring

1           about 49.4 percent weighted average consumption  
2           going into the home.

3           Then on -- you know, we did a rebuild, and we  
4           went out to the customer's property on June 12th.  
5           And when we disconnected service to her home, you  
6           know, took the meter out that we believed was  
7           running to her home, the service to her home was,  
8           in fact, interrupted, and no other customer there  
9           in the building called to complain that their power  
10          had been out.

11          In addition, as a courtesy, about three or  
12          four weeks later, we reconnected the customer's  
13          service after the complaint was filed. And once we  
14          reconnected the meter that we believed was running  
15          to her home, the power to her home came back on.

16          So as she stated, she was out for about three  
17          weeks while the meter we believed running to her  
18          home was disconnected. So that verifies that the  
19          meter that we believe running to her home was, in  
20          fact, running to her house, and that the switched  
21          meter condition had been corrected back in 2004.

22          In addition, prior to the meter tampering  
23          being discovered, there was a couple of occasions  
24          where Ms. Del Rosario was unable to pay her bill,  
25          and she was disconnected for nonpayment. And each

1 of those times, as soon as her meter that we, you  
2 know, we had the smart meter and remote  
3 disconnected she would make prompt payment and the  
4 meter was turned back on.

5 So all those things indicate that the meter  
6 that we believe is running to her home is, in fact,  
7 the correct meter. And, you know, unless there are  
8 any other questions, that's the information we have  
9 on that.

10 CHAIRMAN CLARK: Okay. Thank you, Mr. Lee.

11 Any Commissioner have any questions?

12 Commissioner Brown.

13 COMMISSIONER BROWN: Thank you.

14 I just want to make sure that it is absolutely  
15 clear that there is not a possibility that it could  
16 have been someone else in the apartment complex  
17 tampering with the meter. I just want that  
18 validation from FPL, especially considering that  
19 the builders originally mislabeled the meters.

20 MR. LEE: Good morning, Commissioner Brown.

21 So we have no way of knowing who actually  
22 tampered with the meter. We don't have the ability  
23 to determine that, but under the Florida  
24 Administrative Code, we just have to show that the  
25 customer benefited from the tampering with the



1 meter. And it's clear that the meter was tampered  
2 with was the one that served her home based on the  
3 information I just gave you.

4 So, again, we don't know if it was her or some  
5 other person that who tampered with the meter. We  
6 just know that the meter was tampered with.

7 COMMISSIONER BROWN: Can you talk about the --  
8 you said that this customer was also previously  
9 delinquent and had previous disconnections for lack  
10 of payment. Can you talk about the type of billing  
11 options that have been made available to this  
12 customer, and that are offered to customers in  
13 general with FPL?

14 MR. LEE: So, I mean, under normal conditions,  
15 a customer who is having an issue with paying a  
16 bill can ask for a payment extension, and sometimes  
17 can enter into a payment plan.

18 Ms. Del Rosario's bills, even with the  
19 corrected meter, are not particularly high. I  
20 think her bills are around \$100 or less a month. I  
21 think even in the last month it was only around  
22 \$50. So she's not a customer who has a very high  
23 bill normally.

24 So, you know, we try to be flexible as best we  
25 can with a customer, if they qualify. You know,

1 she's always, whenever been late and had her meter  
2 disconnected, she's paid the bill to get the  
3 service turned back on.

4 COMMISSIONER BROWN: Thank you.

5 And -- (inaudible) -- the complaint, I worry  
6 we are going to be seeing more types of these  
7 complaints based on the current economic state of  
8 so many consumers, where, you know, somebody who  
9 wants to potentially manipulate a meter to avoid  
10 paying actual charges but then because of our rule,  
11 it provides customer protection from disconnections  
12 during the complaint process. This complaint has  
13 taken over a year, and so I worry that companies  
14 are not going to be made whole for extended periods  
15 of time like this, and even after the company may  
16 still not be made whole.

17 So the question I have really is for staff.  
18 What are -- can you explain to us, to the  
19 Commission and to the parties on the line, in  
20 general terms our complaint process, and clarify  
21 some areas we can improve on in expediting a  
22 resolution more expediently? Because this --  
23 again, this has gone on for over a year, and again,  
24 I don't know if the company will ever be made  
25 whole.

1           CHAIRMAN CLARK: Mr. Futrell, could you  
2 address that?

3           MR. FUTRELL: Yes, Commissioner, Chairman. I  
4 believe Ms. Hicks is on the line, as well as Mr.  
5 Plescow, if they are available to respond to that  
6 question.

7           MS. HICKS: Yes, this is -- this is Ms. Hicks,  
8 it's Rhonda Hicks in the Complaint Bureau.

9           When it comes to -- to doing the complaint  
10 process, we tried to bring these as -- as quick as  
11 we can. The problem with, as -- as far as meter  
12 tampering, that whole process actually comes -- it  
13 takes a while to, for one, for the company to find  
14 those type of complaints, there is a little delay.  
15 And that has always been a problem as far as  
16 finding those type of complaints.

17           And those are the ones that generally the  
18 Commission -- those are the ones that we really  
19 bring to the Commission and -- and those are the  
20 ones that the company -- companies have a problem  
21 bringing quickly. I think it's because there are  
22 so many customers, and because of, I believe they  
23 say the different matrixes used to determine that a  
24 customer is, in fact, stealing power, or taking  
25 power without paying, they -- they see that there

1 is a drop in usage, and they may watch it, and then  
2 they go back, and they see it again. And then  
3 that's when they go and they may pull the meter.

4 So, yes, it shouldn't take -- sometimes it  
5 takes -- they may come back and it might be a year.  
6 Now, that certainly is too long. I think that they  
7 are trying to get better, but until the company  
8 bring those to -- they bring those to the customers  
9 a little sooner, we won't get them and bring them  
10 to the Commission any sooner, because, of course,  
11 they have come -- the customer has to file a  
12 complaint with us, and then we have to investigate  
13 and -- and then bring them to you.

14 So if the customer -- if the company finds  
15 that there has been theft of power and, say, that  
16 they find it in 2000 and -- say 2020, and they  
17 don't notify the customer until 2021, and the  
18 customer files a complaint in 2021. And then we  
19 get it, and then we start investigating it, and you  
20 don't see it until 2022, and I don't know --

21 COMMISSIONER BROWN: Just -- just that to --  
22 pardon me, but during that process, that example  
23 that you used, if the customer refused to make  
24 payments on the monthly amount, the company cannot  
25 disconnect. If the company -- if the customer

1 doesn't make a payment on the monthly amount, what  
2 do our rules provide during that -- (inaudible) --  
3 process?

4 MS. HICKS: Well, the rules allow them --  
5 allow the customer to be disconnected. They -- we  
6 hold a certain amount in dispute, and the customer  
7 actually has to pay anything above the amount in  
8 dispute.

9 Sometimes the -- the company will -- will go  
10 ahead and not discon-- disconnect the customer, but  
11 a lot of the customers sometimes will take  
12 advantage of that and they will not pay. We try to  
13 work with the customer and tell them, okay, now,  
14 we -- we stress that they have to pay any amount  
15 over the amount in dispute, because they can -- the  
16 rules say that anything above the amount in dispute  
17 the customer can be disconnected. We -- we stress  
18 that highly.

19 And so we try to tell them, okay, this is your  
20 amount in dispute, and if this -- if the amount in  
21 dispute is \$2,000, anything over \$2,000, you can be  
22 properly noticed and you can be disconnected. And  
23 so a lot of -- some customers will go ahead and  
24 pay. A lot of customers will not.

25 COMMISSIONER BROWN: Thank you, Rhonda, a

1 great explanation. I appreciate you taking the  
2 time to walk us through all of that.

3 So I guess the bottom line is we have to wait  
4 for the utility to file something, or a customer to  
5 file a complaint, in order to expedite the process.

6 MS. HICKS: Right. Right. And the  
7 customers -- the companies just have to work a  
8 little bit harder to try to -- to -- to go ahead  
9 and -- and find the -- these -- these people who  
10 are -- are stealing power --

11 COMMISSIONER BROWN: Yeah.

12 MS. HICKS: -- and -- and -- and -- and just  
13 like the -- Mr. Lee said, it's not a matter of --  
14 of -- of accusing the -- the actual customer,  
15 because they may not be aware. They may not have  
16 been the one that -- to -- to actually to have  
17 manipulated the meter. It may have been someone  
18 else.

19 There are times when there are -- there are  
20 customers who move into a -- a condition that is  
21 there, they may have inherited the condition,  
22 and -- and so there are different -- different  
23 scenarios there. But it is still up to the company  
24 to work just a little bit quicker and let that  
25 customer know that -- that there is a condition

1           that has been found with that meter.

2           COMMISSIONER BROWN: Thank you so much. I  
3           appreciate it.

4           And, Mr. Chairman, I am prepared to make a  
5           motion if no other Commissioner has questions.

6           CHAIRMAN CLARK: Okay. Let's check and see.

7           I -- I actually have a question or two myself.  
8           I didn't see any other lights on.

9           Mr. Lee, my understanding is that you found  
10          this in 2019, but actually, in your investigation,  
11          it goes back, I believe the notes said to 2016 when  
12          the actual tampering occurred, or the drop in usage  
13          occurred at that time period. That's a three-,  
14          four-year period; is that correct?

15          MR. LEE: Actually, Chairman Clark, the  
16          Commission shows that it was in May of 2014 that  
17          the consumption dropped.

18          CHAIRMAN CLARK: Okay. So -- so we believe  
19          that this meter ran for five years at basically  
20          50 percent capacity, is that correct?

21          MR. LEE: Correct.

22          CHAIRMAN CLARK: You installed your smart --  
23          the smart meter was installed in 2010. Is this a  
24          one-way or a two-way meter? One-way communication  
25          or two?

1 MR. LEE: How it communicates?

2 CHAIRMAN CLARK: Yes, sir.

3 MR. LEE: No, it communicates to us. We can  
4 communicate with it. That's how we can remote  
5 disconnect the meter --

6 CHAIRMAN CLARK: Right.

7 MR. LEE: -- relaying the information back to  
8 us on the usage, correct.

9 CHAIRMAN CLARK: So does FPL have a process  
10 where you generate an exceptions report for meters  
11 that are -- that see a significant drop in  
12 consumption and an investigation process where you  
13 review this periodically?

14 MR. LEE: So we have been trying to refine  
15 them. As you understand, we have had smart meters  
16 for some time now, and we have tried to understand  
17 the data that comes from them, and what could be a  
18 lead and what would not be necessarily a lead. And  
19 understanding we live in South Florida, and a lot  
20 of places our customers are seasonal, so we can't  
21 simply just go on a drop in usage and say go  
22 investigate every one of those because we would run  
23 out of resources going to every single snowbird's  
24 house that we saw a drop in usage.

25 So we are always refining the technology that



1 helps us give tips and leads. And in this case,  
2 this was a result of another refinement in the  
3 process, and so we went out, and not every lead  
4 that we get turns into a meter tampering case, but  
5 that's why we have to send a meterman out.

6 So we discovered this in February of 2019. It  
7 generated a lead. We sent a meterman out to the  
8 home, and that's when he discovered that the seal  
9 had been tampered with; took the meter off and  
10 noticed that the inner seal had been tampered with  
11 and the CT wire had been tampered with.

12 So I get where your point is, which is it  
13 would be great if we could detect -- if the meter  
14 could tell us, hey, I have been tampered with, but  
15 unfortunately it does not. So we are constantly  
16 looking at the data and trying to refine leads,  
17 because we also don't want to go out on a bunch of  
18 false positives, because that's also going to cost  
19 a lot of money to try to, you know, every time,  
20 like I said, a snowbird leaves town, we don't want  
21 to send someone out and check and see if the meter  
22 has been tampered with.

23 CHAIRMAN CLARK: And I get -- that's to my  
24 point. I'm trying to determine what was the  
25 trigger in this particular case that caused an

1 investigation to occur? What was that data point?

2 MR. LEE: Yeah, so we have refined, and one of  
3 the things we used to look for was a combination of  
4 factors, and that used to lead us to leads.

5 In this case, we have generated a number of  
6 leads where we see sustained drops of usage at a  
7 particular date. So it's not sort of intermittent  
8 or fluctuating. And in this particular case,  
9 that's what we saw, is that we generated a lead  
10 noticing that there was a, basically about a half,  
11 50 percent drop in usage, and it was sustained over  
12 a long period of time, so we generated a number of  
13 leads based on that. And as you can imagine, it's  
14 taken time to go through them. It took us -- from  
15 the time we noticed the lead, it took us two months  
16 to get somebody out there and actually check the  
17 meter out.

18 CHAIRMAN CLARK: You -- it took two months to  
19 get someone to go out and check the meter after you  
20 noticed the change?

21 MR. LEE: Well, because it's not the only lead  
22 that's generated, one -- you know, we don't just  
23 get one lead at a time. So we get a number of  
24 leads, and we start working them in the order that  
25 we get them.

1           CHAIRMAN CLARK: Okay. And from a -- a legal  
2 perspective, and I will refer this to Ms. Helton as  
3 well, what is the -- I cannot recall the law  
4 regarding backbilling, does is max -- is there a  
5 maximum amount that it can go back? Is it five  
6 years?

7           MS. HELTON: I do not know the answer to that  
8 off the top of my head, but maybe someone on the  
9 line does.

10          CHAIRMAN CLARK: Mr. Lee.

11          MR. LEE: If I can address that?

12          CHAIRMAN CLARK: Yeah.

13          MR. LEE: Yeah, so our records -- we only keep  
14 our billing records for customers of five years  
15 plus current, so we really can't go back any  
16 further than our existing billing records. But I  
17 do not believe the Florida Administrative Code has  
18 any hard and fast cutoff, but obviously we need the  
19 billing records in order to generate a rebill.

20          CHAIRMAN CLARK: Okay. All right.

21          Commissioner Polmann, you are recognized.

22          COMMISSIONER POLMANN: Thank you, Mr.  
23 Chairman.

24                 There is evidence here of mislabeling and --  
25 and the error at the apartment building. So the

1 question for Mr. Lee, when you identified this  
2 problem in 2014, that relates to the smart meters  
3 installed in 2010, and I appreciate the discussion  
4 you just had with the Chairman.

5 Can -- can you tell us, just in general terms,  
6 do you have any indications of tampering at the  
7 apartment complex on other meters, or has Ms. Del  
8 Rosario's residence been the only meter for which  
9 you have any evidence of tampering?

10 MR. LEE: Commissioner, I don't know the  
11 answer to that question. I don't believe, but I  
12 don't know for sure the answer to that question.  
13 So I don't believe there is any other tampering,  
14 but I don't know I am checking with 100 percent  
15 certainty. I'm checking with one of our  
16 specialists to see if they can answer that  
17 question.

18 COMMISSIONER POLMANN: Well, I guess you  
19 answered -- answered the question in two ways. You  
20 don't have any evidence, but you also don't know,  
21 so that's fine.

22 CHAIRMAN CLARK: Thank you, Commissioner  
23 Polmann. Anything else, Commissioner Polmann?

24 COMMISSIONER POLMANN: That's all I had, Mr.  
25 Chairman. Thank you.

1           CHAIRMAN CLARK: Commissioner Fay.

2           COMMISSIONER FAY: Thank you, Mr. Chairman.

3           And I think this question is for staff. I  
4           just want to make sure I understand, by accepting  
5           staff recommendation and denying this claim,  
6           what -- what would have been owed -- and this is  
7           probably a question, I guess, for the utility,  
8           then. So what would have been owed under the  
9           findings that the -- that the utility found for Ms.  
10          Del Rosario and what -- what the utility is  
11          actually asking her to pay to resolve these issues?

12          CHAIRMAN CLARK: Mr. Lee.

13          MR. LEE: Okay. So the -- I am sorry?

14          CHAIRMAN CLARK: You are recognized.

15          MR. LEE: Okay. Thank you.

16          Yes, Commissioner Fay, the difference -- so  
17          the rebilling was about \$1,500 and 90 -- or  
18          1,591.44. There was current diversion  
19          investigative charges of \$540.66, and then there is  
20          a tariff penalty -- a tariff for meter tampering of  
21          \$200. So the differential came out to \$2,332.10,  
22          and that's what the utility is requesting the  
23          customer to pay.

24          We didn't go back -- as we mentioned, the  
25          tampering occurred in 2014, but we only actually

1 rebilled for four years. So we went back to 2015,  
2 May of 2015 through when the meter was removed.

3 COMMISSIONER FAY: And did you offer Ms. Del  
4 Rosario any other adjustments to resolve this?

5 MR. LEE: At various times we offered her  
6 different payment options, but even we went as low  
7 as offering her to pay \$500 and then make monthly  
8 payments, and she rejected all of those.

9 COMMISSIONER FAY: Okay. I think that's all I  
10 had, Mr. Chairman. Thank you.

11 CHAIRMAN CLARK: Okay. Any other questions  
12 from any Commissioners?

13 All right. Seeing none, I will entertain your  
14 motion -- your pleasure on Item No. 4.

15 COMMISSIONER BROWN: Mr. Chairman, I would  
16 move approval of staff recommendation on all issues  
17 in this docket.

18 CHAIRMAN CLARK: Do I have a second?

19 COMMISSIONER POLMANN: Second.

20 CHAIRMAN CLARK: Did I get a second?

21 COMMISSIONER FAY: I apologize. I will second  
22 that motion.

23 CHAIRMAN CLARK: All right. I have a motion  
24 and a second.

25 Any discussion?

1                   On your motion, all in favor, say aye.

2                   (Chorus of ayes.)

3                   CHAIRMAN CLARK:  Opposed?

4                   (No response.)

5                   CHAIRMAN CLARK:  Motion carries.

6                   (Agenda item concluded.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA )  
COUNTY OF LEON )

I, DEBRA KRICK, Court Reporter, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

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

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

DATED this 15th day of June, 2020.



DEBRA R. KRICK  
NOTARY PUBLIC  
COMMISSION #GG015952  
EXPIRES JULY 27, 2020