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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20240068-WU

Application for increase in water and
wastewater rates in Charlotte, Highlands,
Lake, Lee, Marion, Orange, Pasco, Pinellas,
Polk, and Seminole Counties, by Sunshine
Water Services Company.

PROCEEDINGS: SERVICE HEARING

COMMISSIONERS
PARTICIPATING: CHAIRMAN MIKE LA ROSA
COMMISSIONER ART GRAHAM
COMMISSIONER GARY F. CLARK
COMMISSIONER ANDREW GILES FAY
COMMISSIONER GABRIELLA PASSIDOMO SMITH

DATE: Thursday, December 19, 2024

TIME: Commenced: 1:00 p.m.
Concluded: 2:00 p.m.

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
TALLAHASSEE, FLORIDA
(850) 894-0828

1 APPEARANCES:

2 MARTIN S. FRIEDMAN, ESQUIRE, Dean Law Firm,
3 420 S. Orange Avenue, Suite 700, Orlando, Florida;
4 appearing on behalf of Sunshine Water Services.

5 WALT TRIERWEILER, PUBLIC COUNSEL; OCTAVIO
6 PONCE and AUSTIN WATROUS, ESQUIRES, OFFICE OF PUBLIC
7 COUNSEL, c/o The Florida Legislature, 111 West Madison
8 Street, Room 812, Tallahassee, Florida 32399-1400,
9 appearing on behalf of the Citizens of the State of
10 Florida.

11 RYAN SANDY and SAAD FAROOQI, ESQUIRES, FPSC
12 General Counsel's Office, 2540 Shumard Oak Boulevard,
13 Tallahassee, Florida 32399-0850, appearing on behalf of
14 the Florida Public Service Commission.

15 KEITH HETRICK, GENERAL COUNSEL; MARY ANNE
16 HELTON, DEPUTY GENERAL COUNSEL, Florida Public Service
17 Commission, 2540 Shumard Oak Boulevard, Tallahassee,
18 Florida 32399-0850, Advisor to the Florida Public
19 Service Commission.

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

2 CHAIRMAN LA ROSA: All right. Good afternoon,
3 everybody. Today is December 19th, and welcome to
4 the virtual service hearing for the Sunshine Water
5 hearing.

6 Today, obviously, everything is virtually, so
7 we will be able to get an opportunity to hear from
8 you, the customer, those that have logged on. Of
9 course, this is part of the Sunshine Water Service
10 Company's request for a rate adjustment. Today's
11 service hearing is an important part of the
12 process, and, of course, is dedicated to hearing
13 from you, the customer.

14 Staff, if we are ready, let's go ahead and
15 read the notice.

16 MR. SANDY: By notice issued on November 18th,
17 2024, this time and place has been set aside for a
18 Customer Service Hearing in Docket No. 20240068.
19 The purpose of the service hearing is set forth
20 more fully in the notice, Mr. Chair.

21 CHAIRMAN LA ROSA: Excellent. Thank you.

22 At this time, let's go ahead and start --
23 let's take appearances, and let's start with
24 Sunshine Water. Mr. Friedman.

25 MR. FRIEDMAN: Good afternoon, Chairman,

1 Commissioners. I am Martin Friedman on behalf of
2 Sunshine Water Services Company. I have also got
3 Mr. Sean Twomey, who is the President, next to me
4 as well.

5 Thank you.

6 CHAIRMAN LA ROSA: Thank you.

7 Office of Public Counsel.

8 MR. PONCE: Good afternoon, Commissioner.

9 This is Octavio Ponce on behalf of the Office of
10 Public Counsel. With me, I also have the Public
11 Counsel Walt Trierweiler, and co-counsel Austin
12 Watrous.

13 Thank you.

14 CHAIRMAN LA ROSA: Thank you.

15 Staff.

16 MR. SANDY: Yeah. From the Office of General
17 Counsel, Ryan Sandy and Saad Farooqi on behalf of
18 staff.

19 CHAIRMAN LA ROSA: Well, thank you, counsel.

20 And thank you for all those that are participating
21 today. We look forward hearing your experiences
22 and the quality of service from Sunshine.

23 In addition to sharing your comments here, you
24 can also provide written comments with additional
25 material by paper mail or by email. The rate case

1 overview includes instructions of how to provide
2 written comments to the Commission. That
3 information is on our website. Rest assured that
4 your written comments will be made available for
5 us, as Commissioners, to review.

6 If you have any specific service or billing
7 issues, Sunshine Water is here to assist you. A
8 phone number I have got for them, and, gentlemen,
9 correct me if I am wrong, is (866)842-8432, and
10 someone from Sunshine will be able to help. I am
11 getting a nod this is yes, so thank you very much.

12 For the customers that are on the line,
13 obviously, as I mentioned a few times, intentions
14 are to be able to hear from you today in your
15 relationships and experiences, of course, with
16 Sunshine. Of course, we will go into a more
17 technical hearing in the near future, and, of
18 course, deliberate on this case.

19 For today, let's go ahead and have some
20 opening statements from the parties that are with
21 us. Let's go ahead and start with Sunshine, and if
22 you can limit that to a three-minute opening
23 statement, you are recognized.

24 MR. TWOMEY: Good afternoon, Chair,
25 Commissioners. My name is Sean Twomey, President

1 of Sunshine Water Services. Thank you for letting
2 meal speak here today.

3 Sunshine Water Services strives to continue to
4 provide safe and reliable water and wastewater
5 services to its customers. The company's last rate
6 case was filed four years ago. However, due to a
7 variety of factors, the company is not able to meet
8 its ongoing operating and capital investment needs
9 at currently approved tariff rates. The company
10 has incurred economic pressures with certain costs
11 such as chemicals, insurance and maintaining market
12 competitive wages and health benefits.

13 Most significantly, the company is faced with,
14 like all water and wastewater utilities,
15 significant capital investment needs for its aging
16 water and wastewater infrastructure, as well as
17 ever-increasing environmental and safety standards
18 in operating its utility systems.

19 Sunshine Water Services is in the process of
20 investing approximately \$56 million in its
21 infrastructure to support provision of safe and
22 reliable service as part of its total investment of
23 over \$104 million since the end of 2021, the end of
24 the last rate case.

25 Without appropriate relief, rate relief,

1 Sunshine Water's ability to continue to provide
2 environmentally safe, reliable and efficient water
3 and wastewater services to its customers and meet
4 its financial obligations will be adversely
5 affected.

6 Thank you.

7 CHAIRMAN LA ROSA: Thank you.

8 Office of Public Counsel.

9 MR. PONCE: Thank you.

10 Again, my name is Octavio Ponce, and I am with
11 the Office of Public Counsel. For those who may
12 not know us, we are a separate office from the
13 Public Service Commission, created by the
14 Legislature to provide representation for Sunshine
15 customers in proceedings such as this one. The
16 Public Counsel, Walt Trierweiler, thanks you for
17 taking the time to be here today.

18 We are here because Sunshine has filed an
19 application to increase their water and wastewater
20 rates. Sunshine wants an increase of approximately
21 \$4.5 million, or 19.9 percent in base revenues for
22 its water utility, and also an increase of
23 approximately \$4.5 million, or 15.87 percent in
24 base revenues for its wastewater utility.

25 In response, our office has scrutinized

1 Sunshine's application to make sure their requests
2 are appropriate, and to find cost savings for you,
3 Sunshine's customers. This led to our office
4 filing testimony on November 21st of this year
5 contesting several aspects of Sunshine's case.

6 The major issues we are fighting for are
7 approximately a \$3.210 million decrease for the
8 company's water utility request and a 1.418
9 decrease for its wastewater utility request. We
10 are contesting Sunshine's proposed implementation
11 of a \$20 million advanced meter infrastructure
12 project to replace its existing billing meters. We
13 are contesting legal expenses that we believe have
14 nothing to do with providing your -- the customers
15 with safe and reliable water and wastewater
16 service, payment processing fees to be borne by all
17 customers, regardless of how they choose to pay
18 their bills, and the fallout from Sunshine's parent
19 companies merging together with each other.

20 These are just some of the areas that we are
21 litigating to get the best possible results
22 possible for customers. As a reminder, it is
23 Sunshine's burden to prove that everything they are
24 requesting is reasonable and prudent, and our
25 office will be challenging all areas of Sunshine's

1 case where we feel that they have met -- failed to
2 meet that burden.

3 Thank you very much.

4 CHAIRMAN LA ROSA: Awesome. Thank you.

5 And realizing this is a virtual meeting, I
6 failed to introduce who I am. I am Mike La Rosa,
7 the Chairman of the Public Service Commission.
8 With me today is Commissioner Fay, Commissioner
9 Clark and Commissioner Passidomo Smith. And then
10 dialed in on the phone with us is Commissioner
11 Graham.

12 So you might hear voices. We are, of course,
13 are the regulatory agency that will review the case
14 that's before us as regulators. So, again, thank
15 you all that have dialed in.

16 Today's customer testimony will, again, become
17 part of the official record, as mentioned. You may
18 be asked questions from the parties that are here
19 today. That's not, of course, intended to
20 intimidate you in any way. It's just intended to
21 make sure that we get the record straight, and any
22 questions that we might have that could come from
23 one of the parties or, of course, us as
24 Commissioners.

25 I do have a list of folks that have signed up

1 in front of me. Some have been sworn in. Some
2 have not been sworn in. So the ones that have not
3 been sworn in -- in fact, everyone that does come
4 up, I will just ask the quick question if you have
5 been sworn in or not. And if you have not been
6 sworn in, we will go ahead and just take a quick
7 oath of office before you begin your comments.

8 The Office of Public Counsel will help me
9 today. And you guys have the list in front of you
10 also? Okay. And they will go ahead and call out
11 names of those that are wishing to speak in front
12 of us. We have got a few folks on the list, so I
13 will go ahead and turn it over to the Office of
14 Public Counsel.

15 If you can try to keep the comments somewhere
16 around five minutes. I won't jump in and interrupt
17 you if you are trying to make a point or, of
18 course, trying to conclude. I just want to make
19 sure everyone that is dialed in as an opportunity
20 to speak today.

21 So, Office of Public Counsel, you are
22 recognized to go ahead and call out the first two
23 names.

24 MR. PONCE: Thank you, Chairman.

25 The first two names, and apologize in advance

1 if I pronounce any of these wrong, are Adam Curtis
2 and Ramesh Mahabir.

3 CHAIRMAN LA ROSA: Mr. Curtis, are you on the
4 line?

5 MR. CURTIS: Yes.

6 CHAIRMAN LA ROSA: My understanding is that
7 you have been sworn in? Let's go ahead and just
8 take the oath real quick.

9 (Whereupon, Chairman La Rosa administered the
10 oath.)

11 CHAIRMAN LA ROSA: Just a simple yes will do.
12 Mr. Curtis, are you still with us? Mr. Curtis,
13 just making sure you are still on the line. Can
14 you hear us okay?

15 STAFF: He is still on the line, sir.

16 CHAIRMAN LA ROSA: Okay. Mr. Curtis, if you
17 don't mind, maybe I will come back to you after our
18 next speaker in case there any technical
19 difficulties on your end.

20 Next up is Ramesh Mahabir. Am I saying that
21 correctly?

22 MR. MAHABIR: Mahabir.

23 CHAIRMAN LA ROSA: Okay. Yes, sir.

24 (Whereupon, Chairman La Rosa administered the
25 oath.)

1 MR. MAHABIR: Yes, sir.

2 CHAIRMAN LA ROSA: Excellent. Thank you.

3 Sir, you are recognized to provide your
4 comments.

5 MR. MAHABIR: Do I do that now?

6 CHAIRMAN LA ROSA: Go ahead now. Yes, sir.

7 MR. MAHABIR: Yeah. My comment basically is
8 that I am a retiree basically, and I am really
9 frustrated with all the increases we get from all
10 the providers. If it's not TECO -- I am in
11 Clermont, and TECO is the electric provider and you
12 guys are my water provider. Everybody increases
13 everyone, but when you retired, you have -- nobody
14 is giving you any -- (inaudible) -- and justifying
15 anything on your behalf.

16 What are you guys doing to -- all the lives --
17 (inaudible) -- retirement and have to pay increases
18 every -- increasing -- (inaudible) -- what
19 protection do we have? What kind of safety do we
20 have that this doesn't continue to happen and our
21 -- Social Security can only do much. We cannot go
22 back to work now -- (INAUDIBLE) -- do you hear what
23 I am saying?

24 CHAIRMAN LA ROSA: 100 percent, sir, we hear
25 you.

1 MR. MAHABIR: Yeah, we guys have to do our job
2 trying to just pay the bills, and that's -- to me,
3 that's unfair. You know, you guys are a big
4 corporation always trying to justify increases. We
5 have no one to do that for us. We have to make
6 payment whether we like it or not, otherwise, we
7 don't have the service.

8 And that's all I have got to say right now.

9 CHAIRMAN LA ROSA: Okay. Well, thank you,
10 sir, for your testimony.

11 Is there anyone that's got any questions?

12 MR. FRIEDMAN: No questions from Sunshine.

13 CHAIRMAN LA ROSA: All right. Thank you, sir.
14 Much appreciate your testimony.

15 Let's move to the next two names.

16 MR. PONCE: The next two names on my list are
17 Bill Trimble and Cara Morales.

18 CHAIRMAN LA ROSA: Mr. Trimble, are you on the
19 line?

20 MR. TRIMBLE: Yes, I am.

21 CHAIRMAN LA ROSA: Excellent.

22 (Whereupon, Chairman La Rosa administered the
23 oath.)

24 MR. TRIMBLE: , sir.

25 CHAIRMAN LA ROSA: Excellent. Thank you, sir.

1 You are recognized for your comments.

2 MR. TRIMBLE: Okay. Sunshine Water Services
3 has neither been safe or reliable. They have not
4 been a good partner for the community. They have
5 lied and told untruths, or not been forthright with
6 questions that we have asked and complained about.
7 They don't answer the phone when we are given the
8 numbers for them to call.

9 This all started in 2019, when Utilities Inc.
10 was purchased by them. And at that time, they
11 decided shut down the Shadow Hills plant and
12 diverted everything to the Wekiva Springs plant, or
13 the Wekiva plant, as it's called.

14 In February of 2019, the odors were getting
15 really bad coming from the facility at Wekiva,
16 research. Chris Snow acknowledged that, and said
17 they were going to do something. They persisted,
18 and we continued to complain.

19 In March of 2019 -- (inaudible) -- to do an
20 odor study. They commissioned Kimley -- I think
21 Kimley somebody like that, that, you know, their
22 engineer of choice that was going to put -- do this
23 study in March 2019.

24 In June of 2019 -- (inaudible) -- the results
25 from that study came out, and we were told by Chris

1 Snow at that time that there was no spillage. So
2 the odors, they continued to what they called
3 overflow that they mismanaged, weren't -- they
4 weren't operating. We were told that those gasses
5 were swamp gas. That it was decaying organic
6 matter. I have been in this house, the house I am
7 in now for 19 -- there has never been any swamp gas
8 come out in my house, okay. So that's June.

9 October of 2019, I tried contacting Brian
10 Garber without much success, so I was able to speak
11 with Manuel Cardona at the DEP and started filing
12 complaints on OCULUS. Mind you, a lot of these
13 complaints were going nowhere. Nobody really
14 acknowledged them. I didn't get much feedback from
15 any of the organizations that we were trying to
16 complain to.

17 And in April, in April spoke to Commissioner
18 Lee Constantine in Seminole County. We didn't get
19 much -- we didn't get answer from them. And then
20 on April -- (inaudible) -- Brian Conger with
21 Utilities Inc. it was called at the time, but not
22 Sunshine. I guess they changed their name several
23 times. He said there is -- (inaudible) -- there
24 was -- (inaudible) -- they were having -- they had
25 sour tanks, so that was in 2022.

1 In May of 2022, Jimmy -- (inaudible) -- at the
2 DEP that there was no excessive odors coming from
3 that tank when -- finally we got to the DEP,
4 because Sunshine -- Utilities Inc. was not doing
5 anything. They weren't -- (inaudible) -- Chris
6 Snow was a -- (inaudible) -- PR department, and we
7 got no satisfaction.

8 Okay, then Jimmy Ferrell with the DEP said we
9 -- (inaudible) -- that said, well, there is no
10 odors. Well, the odor depends on the wind
11 direction and the strength of the -- (inaudible) --
12 and in the moment, they were very prevalent, and at
13 night when the wind is still.

14 They did offer in May 2022 to offer to
15 investigate -- (inaudible) -- so it's been three
16 years at this point for this going on. Then in
17 June of '22, David Smicherko with the DEP finally
18 got some of my complaints, and this is -- this is a
19 very brief synopsis of what's gone --
20 (inaudible) --

21 He came in and he said that he appreciated,
22 you know, whatever, and they were -- they were
23 going to investigate. And they did, and found that
24 there was unauthorized discharge in Sweetwater
25 Creek, which eventually goes to the Wekiva River,

1 and the E. coli samples are below water quality
2 standards, in 2022.

3 Then that was the -- (inaudible) -- the Wekiva
4 were -- (inaudible) -- and they acknowledged that,
5 you know, this has all been going -- you guys
6 should probably know this. I don't know who knows
7 it because we can't get any information.

8 So March 10th, they -- we talked again to
9 David Smicherko at the DEP. And the problem with
10 the DEP was that we were complaining, but they were
11 -- and we were complaining about Sunshine Water
12 Services, and the DEP would call them and say,
13 okay, we are coming out -- (inaudible) -- well,
14 they are basically notifying the offender of what
15 was going on. So by the time they got out there,
16 they are spreading lime everywhere, and there is no
17 odor. Okay, that was March of 2023.

18 Then again -- and again in March of 2023
19 decided that they would have an unannounced visit
20 to Sunshine Services. They did finally do --
21 (inaudible) -- who was with the DEP -- (inaudible)
22 -- and tried to, you know, still really getting
23 nowhere, and so the Beatriz Flores, Lee
24 Constantine's Commissioner Seminole County's
25 office, said, you got to go to Sunshine Water

1 services. Well, they are not going to do anything,
2 because they are the offender, and they --

3 So finally, June of 2023, this year, the
4 consent order was issued to Sunshine Water Services
5 about all the spills. Everything was documented.
6 All those dates, the complaint dates that I have --
7 (inaudible) -- to them, okay.

8 So also -- so then we had had a homeowners
9 meeting with Mr. Twomey, who came there to our
10 meeting. And all he did was blame the people that
11 were there before. They have no, you know, they
12 have no answer for anything. They just play the
13 blame game, pass it on to somebody else --
14 (inaudible) -- and now they want more money when
15 they have been a horrible partner for the
16 community, and, you know, again, going back to the
17 very beginning -- (inaudible) -- well, we will shut
18 down one of them and just send it down to the other
19 one, and that overtaxed the plant and caused all
20 the spills and pollution that really hasn't much
21 been done about it.

22 And now the consent order, they basically --
23 (inaudible) -- \$1 million for doing all of this
24 stuff, and then DEP comes back and says, well, you
25 don't have to pay us \$1 million. You can --

1 (inaudible) -- \$1,000 in a park somewhere. It
2 doesn't even need to be Seminole County.

3 So I have some information if you want it. I
4 guess that's it.

5 CHAIRMAN LA ROSA: Mr. Trimble, just so I
6 understand your comments, so the consent order you
7 are referring to is a 2023 DEP report -- consent
8 order, correct?

9 MR. TRIMBLE: (Inaudible) -- a copy of it.

10 CHAIRMAN LA ROSA: If I am -- and I am just --
11 and I am following your comments to pull that
12 information. I am not looking at anything.

13 MR. TRIERWEILER: Oh, no. I am sorry. It was
14 issued May of -- May 24th I got notice of it of
15 this year. It was sent to Mr. Twomey. He signed
16 it. And that's, you know, so -- so it took from
17 2019 until July -- until May of 2024 for, you know,
18 finally after badgering them.

19 I have also heard that, oh, there is no
20 complaints filed. Well, there is complaints filed.
21 There is plenty of them. And the problem is you go
22 from OCULUS with DEP, you go to Sunshine Water
23 Services, oh, go check out our press release if you
24 have got any other questions. So there is no --
25 you know, we get the runaround on Sunshine Water

1 Services and from Sunshine Water Services and
2 others.

3 CHAIRMAN LA ROSA: Understood. Understood.
4 Commissioners, any further questions?

5 Commissioner Fay has a question for you, sir.

6 COMMISSIONER FAY: Thank you, Mr. Chairman.
7 And it might just be a procedural question for the
8 hearing.

9 Mr. Trimble, you mentioned a number of
10 different items and information that you have.
11 Will you be, I guess, submitting or emailing that
12 information to the Commission for our technical
13 hearing if we can have that?

14 MR. TRIMBLE: Yeah, I can give the piece of
15 paper I am reading off of. I put a whole lot -- a
16 whole lot more than that. That's just the tip of
17 the iceberg. I can give you whatever you want. I
18 can send you actual posts, email correspondence,
19 you know, whatever.

20 COMMISSIONER FAY: Yeah, I appreciate that. I
21 just think, from the customer service side of
22 things, anything that you would want to include
23 showing some of what you mentioned today. We have
24 your comments, so you don't need to submit anything
25 in writing. I just felt that you mentioned a

1 number of different things that you maybe wanted to
2 include and send to us, but that's totally up to
3 you. There is no obligation to do so. It just
4 might be nice to have them for the record.

5 MR. TRIMBLE: But what I would like to do is
6 have you send it back to Seminole County and get
7 rid of these guys because they are crooks.

8 UNIDENTIFIED SPEAKER: Yep.

9 CHAIRMAN LA ROSA: Any other questions,
10 Commissioners?

11 MR. TRIMBLE: I mean, there is plenty -- they
12 can be -- it's not fair. They are not fair. They
13 are telling untruths. They are treating their
14 customers like they are a bunch of idiots. They
15 think we are stupid and we are not. We do other
16 things. We are professionals -- (inaudible) --
17 things. Sit there and watch a water meter all day
18 and -- (inaudible) -- lawyers do, you know, we are
19 just customers.

20 CHAIRMAN LA ROSA: Sure. Understand. Again,
21 and that's what the purpose of today is.

22 Do the parties have any questions of Mr.
23 Trimble?

24 MR. FRIEDMAN: I don't have any questions.
25 I would, in response to Commissioner Fay's

1 question, that consent order he referenced is in
2 the docket.

3 CHAIRMAN LA ROSA: In the docket. Okay. I
4 figured it would be.

5 Mr. Ponce from the Office of Public Counsel
6 has a question, Mr. Trimble.

7 MR. PONCE: Hi, Mr. Trimble. This is Octavio
8 with the Office of Public Counsel.

9 I just wanted to clarify, because you said you
10 made a lot of complaints. Some of those complaints
11 were to OCULUS, is that right?

12 MR. TRIMBLE: A few of them --

13 MR. PONCE: Okay.

14 THE WITNESS: -- yeah. They didn't answer --
15 (inaudible) --

16 MR. PONCE: And some of those were to
17 Sunshine, and sometimes you were able to get
18 through to somebody and sometimes you weren't?

19 MR. TRIMBLE: Yes. I have those emails where
20 they, you know, they -- the OCULUS, there was --
21 there was just, like -- I don't know where that
22 goes because we weren't, like, replied to from
23 OCULUS.

24 MR. PONCE: Okay. And as Commissioner Fay
25 mentioned, if you wanted to send us those emails

1 that we can have them as part of the record, we
2 would be happy to take them.

3 MR. TRIMBLE: Okay. Who am I speaking with?

4 MR. PONCE: Again, this is Octavio with Public
5 Counsel. But there is a mechanism through
6 Commission staff, where you can send the Commission
7 staff those emails or anything else you want to
8 make an exhibit, and they will be able to, you
9 know, make sure that we get a copy of those.

10 MR. TRIMBLE: Yeah, I will send them to you.

11 CHAIRMAN LA ROSA: Yeah, Mr. Trimble, the --
12 it's on our website is the rate case overview, but
13 I am going to give you an email address directly to
14 the clerk of the PSC. And that's
15 clerk@psc.state.fl.us. Clerk@psc.state.fl.us.

16 Yeah, and anyone from our customer service
17 side at the Commission will be able to direct you
18 if you had any other questions, or felt like that
19 information wasn't going in the right place.

20 MR. TRIMBLE: Okay.

21 MR. PONCE: Nothing further. Thank you.

22 CHAIRMAN LA ROSA: Well, thank you, sir, for
23 your comments today.

24 Let's move to --

25 MR. TRIMBLE: Thank you. I appreciate you

1 hearing us.

2 CHAIRMAN LA ROSA: Yeah, no, absolutely.

3 Thank you.

4 Let's move to Ms. Morales. Cara Morales, are
5 you on the line?

6 MS. MORALES: Yes, I am on the line.

7 CHAIRMAN LA ROSA: Ma'am, do you --

8 MS. MORALES: Can you hear me okay?

9 CHAIRMAN LA ROSA: We can hear you loud and
10 clear.

11 (Whereupon, Chairman La Rosa administered the
12 oath.)

13 MS. MORALES: Yes.

14 CHAIRMAN LA ROSA: Excellent. Thank you.

15 Ma'am, you are recognized for your comments
16 when you are ready.

17 MS. MORALES: Okay. So I do want to note that
18 this is the very first time I have ever had any
19 complaints with any type of utilities, or service,
20 or anything like that. Never -- never had an
21 issue, or if it was, it was never serious enough to
22 do what I am doing today. So I do want to let you
23 know that. I am not just coming in here with
24 frivolous complaints, or just, oh, you know, I just
25 don't want to pay more money on my bills. I have

1 never had that situation before. This kind of
2 encompasses a lot of things, and also a lot of
3 things that the previous caller did say as well.

4 So I do have a unique perspective in that I
5 once lived in this house when it was first built.
6 Same house in 2010, so I purchased the house
7 initially. I transferred it to somebody else for a
8 time, and I just retook possession of the house in
9 January, so -- and I have lived in Seminole County
10 my whole life, except for leaving for college and
11 then coming right back. So I have been here whole
12 life.

13 When we -- I first moved in here, it was
14 Seminole County that provided the water, and no
15 problem. No horrible rotten egg smells. Nothing.
16 Nothing. And it was cost, you would expect, of
17 course, everybody is going to think they are paying
18 more than they should, but, no, everything was
19 fair. And like I said, even up to today, I have
20 been dealing with that water company, Seminole
21 County, I have had no complaints and fair charges.

22 So once I got in here, they wouldn't look at
23 my previous payment record, so they wanted the big
24 deposit up front. I am like, all right. Fine. I
25 got to wait a year. So hopefully, come January,

1 they actually give that back to me, because their
2 customer service has been very bad, like the
3 previous caller said. So that's fine.

4 But the next month -- now, I had to do repairs
5 on this home, so it took a couple of months to
6 accomplish that. So in reference to the next
7 month, not the one where I had to put the deposit.
8 This would be the following month. No one living
9 in this home. My bill was just shy, like \$79, it
10 was almost \$80, which is what I was paying at my
11 other house with more people in the house from
12 Seminole County.

13 I am like, I don't understand this. No one is
14 living here. I thought somebody was stealing my
15 water, so I put, like, locks on all of the outside
16 situation. And, again, the next month after that,
17 still no one using the water, same -- same type of
18 bill.

19 And I called Sunshine, and this is the only
20 time I think I actually got somebody to talk to,
21 maybe because I was a new customer. I am not sure.
22 But at the same time, too, when I had come in, I
23 noticed -- I put the water on just to, you know,
24 test some things in the house to make sure faucets
25 and things were working. And it stunk up the

1 entire house. Even the people working in the house
2 were, like, oh, my God, what is that smell? It was
3 that strong, and that bad like rotten eggs. That
4 bad.

5 I replaced everything, my washer/dryer, the
6 hot water treater. I put a whole house water
7 softener. Replaced the -- my garbage disposal,
8 like, everything. And still, when I -- and I had a
9 plumber come out and check all of the, like,
10 drainage and everything in the pipes. All of that
11 is good.

12 So this -- I have never experienced water -- I
13 know when I, like, have gone outside in the past,
14 you know, from living in Seminole County, that
15 sometimes the sprinklers might smell like that, but
16 never water coming out of my faucet and shower
17 smelling like that. That is completely
18 unacceptable.

19 I mentioned this to the person that I was
20 speaking to on the phone, and they totally brushed
21 me off, like, ah, you know -- and they did say they
22 were going to have somebody come out to check it.
23 They never did. And they said, no, there is no
24 sulfur in the water. There is no nothing like
25 that. And they just kept blowing me off.

1 And it's stupid, because I have my neighbor
2 next door says they do smell the same thing coming
3 out of their water. So it's not just me, and
4 obviously the caller before me, he lives, probably,
5 I guess it sounds like, in Sweetwater, so I live in
6 Wekiva on the golf course here. And like I said,
7 never my whole life living in this area have I
8 smelled something like this coming out of home
9 faucets and home showers. This is not acceptable.

10 And you get these reports sent to you that,
11 oh, the water is great. It's safe. It's
12 wonderful. I don't believe that at all. I studied
13 biochemistry in college, and if it smells like
14 that, that is not clean. I am sorry. There is
15 something really bad in there.

16 So that's that. So I think not only are the
17 prices way too high for what they give, the water
18 pressure is extremely low here. Again, it was not
19 like that when I bought the house. It was not low
20 at all. It was normal. Normal. And I actually am
21 happy that it's low because I am being charged so
22 much, it's like, oh, my God, if the pressure was
23 higher, then God knows what they would be, you
24 know, billing me for.

25 Secondly, I have had the water shut off while

1 I am in the shower four times since I have been
2 here, and I have only been here living in the house
3 for a few months, where the water has just gone to
4 nothing, where I am covered in soap in my eyes, my
5 face, everywhere, and the water just completely
6 shuts off for no reason, because I pay my bills.
7 Immediately when I receive that bill, it gets paid,
8 and you can look that up.

9 So -- and again, every time when I call in to
10 the company, you don't get anybody responding.
11 They either don't answer at all or you get cut off.
12 And then you call back, and they don't answer at
13 all.

14 So it's like there is no way you can even, you
15 know, say anything or complain, or whatever to
16 them. So and now that they are actually asking the
17 government for more money when they are, like, not
18 even providing the bare minimum of good service, I
19 am just so sad that the water commissioner, you
20 know, granted this company, this horrible company
21 the right to give us water and took it away from
22 Seminole County, who was doing a fine job, an
23 absolute fine job for all of us here. And I think
24 that's very sad, and that's why I really felt
25 compelled, you know, to be in this, you know, this

1 meeting today. Like I said, you know, I have never
2 had complaints with any utility company ever, ever
3 before.

4 CHAIRMAN LA ROSA: Well, thank you for your
5 comments.

6 And, Commissioners, do we have any questions
7 of Ms. Morales? Do the parties have any questions
8 of Ms. Morales?

9 MR. FRIEDMAN: I do have a question -- a
10 couple of questions to clarify.

11 CHAIRMAN LA ROSA: Ms. Morales, Sunshine Water
12 has a quick question for you.

13 MR. FRIEDMAN: What size water meter do you
14 have?

15 MS. MORALES: Sure. I don't know because I do
16 live in a townhouse community at Wekiva Landing, so
17 I am not really sure what type that I have. I am
18 not up on, like, types of water --

19 MR. FRIEDMAN: Okay.

20 MS. MORALES: -- but I am sure that can be
21 looked up based on my address, but I really don't
22 know. I am very sorry.

23 MR. FRIEDMAN: Okay. Are you aware that even
24 when you are not in residence, you still have to
25 pay the base facility charge for water and sewer?

1 MS. MORALES: Yes, I am aware of that. I was
2 told that by Sunshine. I am just surprised at how
3 high it was when no water was being used.

4 MR. FRIEDMAN: Okay. And you said that you
5 thought that prior to what year that somebody other
6 than Sunshine was providing you with potable water?

7 MS. MORALES: Yes, I lived here in 2010 when
8 this place was built. And like said, I have lived
9 in Seminole County almost my entire life. The
10 water company was provided by Seminole County,
11 because I would go to pay the bills at
12 seminolecountyflorida.gov.

13 And I have never had water smell this bad. I
14 have never had, like, any kind of billing problems,
15 or problem if I needed to speak to somebody, ask a
16 question, I have never had trouble getting through.
17 Ever. And that is a long time. I am 50 years old,
18 so I have been living here a very, very, very long
19 time in Seminole County.

20 MR. FRIEDMAN: And was your prior water
21 provider Sanlando Utilities?

22 MS. MORALES: I don't know. You would be able
23 to answer that more than me, because I did enter my
24 address so you would know where I am. I am in
25 Wekiva Landing Townhomes, and I am backed up to the

1 Wekiva Golf Course here, but I can't -- I can't
2 tell you. I just get bills from Sunshine Water
3 Services now.

4 MR. FRIEDMAN: Okay. I was just perplexed
5 because the predecessors of Sunshine have always
6 provided water service to your development, so I
7 was trying to figure out where the County came into
8 play --

9 MS. MORALES: No.

10 MR. FRIEDMAN: -- in that process.

11 MS. MORALES: No. No. No. It was Seminole
12 -- it was Seminole County. This place was built in
13 2010, and it was Seminole County, and I am sure
14 they have record of this, because that's who I
15 paid.

16 And the power company was different as well.
17 It used to be FPL and now it's Duke Energy. But
18 Duke has not, like, you know, been horrible like
19 Sunshine has unfortunately.

20 MR. FRIEDMAN: I have got one other question,
21 Ms. Morales. You said you lived in the house, and
22 then you transferred it, and then you took it back,
23 or you owned it again, is that right?

24 MS. MORALES: Yes. That's exactly right.

25 MR. FRIEDMAN: Okay. And then it sat vacant

1 for some period of time before you moved in?

2 MS. MORALES: No, not vacant. There was
3 someone else living in here the entire time, so it
4 was never vacant. Never. It was never vacant, and
5 it was always kept up with. And I will have any
6 kind of record that you need on that as well.

7 MR. FRIEDMAN: Well, what's the period of time
8 that you said that there was no usage but you still
9 got a high bill? I am a little perplexed.

10 MS. MORALES: That would be -- so let's see.
11 So when I took the billing back over again, I
12 believe that was January, I believe I had the
13 account started up in my name again. And -- let's
14 see, so it's probably, I think, January 14th,
15 something like that.

16 And so the first month, I was, of course,
17 expecting the high bill because they didn't look at
18 my credit or my billing history, and they are like,
19 no, we are still going to charge you the deposit no
20 matter what. I am like, okay, whatever. And still
21 I haven't gotten that back. So I am hoping in
22 January, you guys credit that back to me, because I
23 will be watching.

24 So it's between, like, January -- I am sure
25 they added whatever fees, but I was already

1 expecting a high bill. So I didn't really look
2 into it that much in January. It was the February
3 bill, so it would have been the second bill, that I
4 was, like, really shocked at. And when I called
5 in, I even said to the representative that, when I
6 actually got somebody that, you know, what my bill
7 was. They did explain that there is, you know, the
8 base fees, and all that, which, of course, I
9 already knew that. But I was just concerned
10 because it was higher than I thought just paying
11 base fees should be.

12 And they said, well, maybe someone is stealing
13 your water, blah, blah, blah. And I am like, oh,
14 my gosh, maybe that is the case. So I went and got
15 locks for the two outside things, but it didn't
16 make any difference, because then the next month
17 was, you know, about the same, so -- and then I
18 didn't really fully move in here until about April.

19 MR. FRIEDMAN: Okay. And so those two months
20 that you had the high bills, you were living there?

21 MS. MORALES: No. No one was living here.

22 MR. FRIEDMAN: All right. That's what I am
23 trying to figure out. You took it back over in
24 January --

25 MS. MORALES: Correct.

1 MR. FRIEDMAN: -- when did you actually move
2 back in?

3 MS. MORALES: I moved back in -- I was
4 actually, like, sleeping here in about April,
5 because I didn't even have -- I didn't even have
6 the hot water heater changed out, or anything. So
7 I was still living in my other home -- or my last
8 home, you know, while the repairs were being done
9 here and, like, I was redoing a lot of things. And
10 so I was still staying over, you know, at my former
11 house during that time period.

12 And then once I finally got the water heater
13 put in, which was, like, the end of March is when
14 it came. I have documentation of exactly when that
15 thing was delivered. And then -- so in April,
16 like, very tail end of March, it was, like, March
17 25th that the water heater was delivered here. So
18 it was April when I physically actually moved in
19 here, because I didn't even want to use the water
20 because I already knew it smelled absolutely
21 horrible. And I thought, well, maybe changing the
22 washer, the drier, the water heater is going to fix
23 this. It did not. It did not fix that.

24 MR. FRIEDMAN: Thank you, Ms. Morales.

25 CHAIRMAN LA ROSA: Office of Public Counsel

1 also has a question for you, Ms. Morales.

2 MR. PONCE: Hi, Ms. Morales --

3 MS. MORALES: Sure.

4 MR. PONCE: -- this is Octavio with the Office
5 of Public Counsel.

6 MS. MORALES: Hi.

7 MR. PONCE: Hi. I just have just a few
8 questions to clarify.

9 First of all, regardless of what company it
10 may or may not have been in the past, all the
11 issues you have been experiencing now have been
12 with Sunshine, is that correct?

13 MS. MORALES: Correct.

14 MR. PONCE: Okay. You mentioned that you had
15 to replace several appliances. Are you still
16 having the issue even after replacing those
17 appliances?

18 MS. MORALES: Yes.

19 MR. PONCE: Okay. And from all the -- you
20 mentioned you contacted Sunshine several times
21 about this. Did anybody ever come out in the end?

22 MS. MORALES: Several times. No. Nope. It
23 was only the very first time that I got in to
24 actually speak to somebody. And I don't know if
25 they answered the phone because I was a,

1 quote/unquote, new customer at that time or what,
2 but that's the only time I actually got to talk to
3 a physical person, even though I did call in so --
4 like, countless times.

5 And then I even looked them up on-line on a
6 Google search, and there is, like, one star. So
7 there is no options for no stars. So I am like,
8 okay, I am definitely not the only one that's
9 having really terrible problems with this company.

10 I am, like, how can the water commissioner
11 just keep letting this slide? And that's what I am
12 really upset about, because, you know, we had --
13 the company was totally fine that was doing this
14 before, and like I said, my entire life here, and I
15 don't know why they would transfer it to this
16 company that, you know, is giving us all grieve.

17 MR. PONCE: Okay. Thank you very much for
18 your testimony, Ms. Morales.

19 CHAIRMAN LA ROSA: Yes, Ms. Morales, thank you
20 very much for providing comments and testimony
21 today.

22 MS. MORALES: Thank you so much. I am glad
23 you heard me out, and I am just speaking from the
24 heart, and I am telling you I have never made
25 another complaint with any other utility company in

1 my past ever. So that's why this did mean a lot to
2 me.

3 CHAIRMAN LA ROSA: Absolutely. Thank you very
4 much.

5 So let's --

6 MS. MORALES: All right. Thank you so much.

7 CHAIRMAN LA ROSA: Thanks.

8 Let's move back to see if Mr. Curtis is still
9 on the line. Is -- Mr. Adam Curtis, are you on the
10 line?

11 MR. CURTIS: Yes, I am. Thank you.

12 CHAIRMAN LA ROSA: Excellent.

13 (Whereupon, Chairman La Rosa administered the
14 oath.)

15 MR. CURTIS: Yes.

16 CHAIRMAN LA ROSA: Excellent.

17 You are recognized for your comments, sir.

18 MR. CURTIS: Okay. Thank you.

19 So I sent an email to the Commission back on
20 September 20th regarding this, so I wanted to
21 reiterate it here in this meeting as well.

22 A couple of things that I just really noticed
23 over my eight years of living at this address here
24 now, this is my first time being under some kind of
25 in my, you know, life obviously here. But in that

1 timeframe, I have just seen the water rates go
2 absolutely out of control. I pulled up surrounding
3 water areas utility rates and charges, and to my
4 understanding, we are all pulling from the same
5 watershed in Altamonte, Longwood, Lake Mary,
6 Seminole County, and the water rates in Sunshine
7 are astronomically more than what our surrounding
8 communities are paying for water, and I am having a
9 really hard time justifying how having, you know,
10 \$200, \$250 a month water bill, and some months even
11 a \$300 water bill for a two-and-a-half person
12 household -- I have a one-year-old -- is
13 reasonable. So I am strongly objecting to the
14 increase that's being requested here.

15 I just recently have been upgraded to a new
16 water meter as of last week, where they are putting
17 in a, some sort of wireless one where the driver
18 drive around, and I have expressed my first actual
19 problem in the last week with the water company
20 about you installed the water meter, you forgot to
21 flush the line.

22 I opened up a ticket with Sunshine over a week
23 ago. They sent out a technician to the house.
24 Their technician can't come in the house. So I
25 called back several times trying to find out how

1 all of my sinks are clogged with dirt. My
2 refrigerator water dispenser is not working
3 properly because I am assuming it has dirt in it.
4 I am having to call out an appliance person, but I
5 am waiting to hear from Sunshine still today to
6 speak with an area manager about what the next
7 steps are how to get this resolved.

8 The pressure in my water lines have all been
9 reduced inside the home because of the dirt that's
10 been flushed into my house, and no one can give me
11 an answer. No one can give me any service on this.
12 And here we are with the highest water rates in the
13 county. And, quite honestly, I even pulled OUC,
14 Orlando Utility Commission, and they are even
15 larger than that one. I mean, that's providing
16 water to way much larger of a base than Sunshine
17 has, and it's just -- it's ridiculous to me. It's
18 breaking my neighbors' bank. It's breaking my
19 bank. We are all really upset about how high the
20 water rates have gone since we bought here.

21 When I first bought here, I was getting at
22 about \$60, \$70 a month, and now the water bills --
23 I cut the sprinklers off, and the water just to be
24 able to maintain, but the sprinklers in our
25 neighborhood, the neighbors that still can afford a

1 sprinkler, are getting over \$200, \$300 a month for
2 their water bill. And it's just not right to pay
3 that when it's more than electricity for something
4 coming out of the ground for free almost. And we
5 are all in the same watershed. It's just
6 disgusting what they are charging for their
7 whatever service they are supposedly providing.

8 And that's my gripe with this, is just our
9 cost, just because we have to live here, this is --
10 you know, unfortunately water is a monopoly. We
11 don't have multiple water lines running through
12 here to be able to select another company, but if I
13 could switch to one of the other companies, I would
14 switch in a heartbeat. Nothing I can do.

15 CHAIRMAN LA ROSA: Understood. And thank you
16 for your comments, Mr. Curtis.

17 Commissioners, are there any questions for Mr.
18 Curtis?

19 Commissioner Fay has a question.

20 COMMISSIONER FAY: Thank you, Mr. Chairman.

21 Mr. Curtis, just a real quick question for
22 you. You stated that someone did come out to the
23 house but that they said they couldn't enter the
24 home, if I understood you correctly, is that --

25 MR. CURTIS: Correct. So the story is the guy

1 that -- they have a contractor installing these
2 water meters around the neighborhood here, and the
3 guy is not doing a great job. Several neighbors
4 have had dirt flushed into their home because the
5 guy who is doing it is not doing -- apparently he
6 supposed to go to the nearest spigot to the
7 entrance to the home, which is usually the inlet
8 for the water into the home, and flush the line
9 before you turn the water on.

10 Well, my toilets were all full with dirt. The
11 -- (inaudible) -- came off. You can't do that,
12 it's pretty well every house on the street. Most
13 of my neighbors have been able to flush it out of
14 their faucets. I, unfortunately, not so lucky.
15 Our refrigerator is clogged up because of it. And
16 the technician that came out said, well, yeah, it's
17 inside the home. We are not allowed to go inside
18 the home. I said, okay, so what do we do? He
19 said, well, I will contact my supervisor. I let
20 you know. The next thing I know, I see him driving
21 off, and haven't heard back from anybody.

22 I have had to call Sunshine now four times
23 since last, I think, Wednesday or Thursday when it
24 started. And here we are now, and no one has
25 contacted me. I have had to reach out several

1 times to no avail. I am just talking to a customer
2 service rep.

3 COMMISSIONER FAY: Okay. And just so I
4 understand, when you say service tech, are you
5 saying the -- are you speaking to the same person
6 that installed the meter, or you had somebody else
7 come out?

8 MR. CURTIS: No, the person that installed the
9 meter is apparently a contractor for Sunshine. He
10 is nowhere to be found. I don't even know who he
11 is. And the technician, one of Sunshine's actual
12 employees in a Sunshine truck came to the house and
13 said, I am not allowed to come in so I can't do
14 anything.

15 I told him I don't have any water pressure in
16 any of my sinks. He tested the water pressure on
17 the outside faucet and, of course, I have pressure
18 in those because there is no filter to block them.
19 I determined that their filters where all the
20 screens were blocked and the refrigerator line has
21 some sort of governor in it, and you can actually
22 taste a little sand in the water. It's almost
23 chewy now.

24 I am trying to get somebody from Sunshine to
25 come out here, and like the last mentioned, it's

1 pulling teeth trying to speak to somebody that can
2 actually do something in this company.

3 COMMISSIONER FAY: Okay. Yeah, I appreciate
4 your testimony. I just wanted to make sure I
5 understood what actions you have taken with the
6 company, and I was just a little unclear if it was
7 the same individual that had done the install.

8 MR. CURTIS: I spoke to a customer service
9 supervisor -- I am sorry, sir. I spoke to a
10 customer service supervisor yesterday, who advised
11 that a local supervisor would, an area supervisor
12 would reach out to me yesterday. I didn't hear
13 from anybody yesterday. And I am still sitting
14 here today at two o'clock in the afternoon and
15 haven't heard from anybody. When I am off this
16 call, my next call is again to Sunshine to follow
17 up and chase my tail more.

18 COMMISSIONER FAY: Okay. Thank you --
19 Mr. Chairman, I just want --

20 MR. CURTIS: -- operate water for the county
21 and not receiving anything back in return except
22 water.

23 COMMISSIONER FAY: Okay. Great. Thank you
24 for your testimony, Mr. Curtis. Sometimes in these
25 -- when we have these in-person hearings, the

1 utility is able to communicate with the customer at
2 that time and potentially resolve certain issues.
3 Would you be okay with the utility reaching out to
4 you as a follow-up or --

5 MR. CURTIS: That would be amazing.

6 COMMISSIONER FAY: Okay. Great.

7 Thank you, Mr. Chairman. That's all I have.

8 CHAIRMAN LA ROSA: Thank you.

9 Seeing no further Commissioners, the company
10 may have a question for you, Mr. Curtis.

11 MR. FRIEDMAN: No, we don't. I was just going
12 to say, in following up on what Commissioner Fay
13 said, we will have somebody contact him.

14 CHAIRMAN LA ROSA: Okay. Excellent.

15 Office of Public Counsel, Mr. Curtis --

16 MR. CURTIS: My son is on formula -- my son is
17 on formula, and, you know, we have to have filtered
18 water with his formula, and I can't even get
19 filtered water out of my fridge, so, I mean, it's
20 been a hassle. Let me just say that.

21 CHAIRMAN LA ROSA: Sure. Understood.

22 The Office of Public Counsel also has a
23 question for you, Mr. Curtis.

24 MR. PONCE: Hi. This is Octavio with the
25 Office of Public Counsel.

1 I just wanted to clarify real quick, you said
2 the company installed a new meter for you. Did you
3 request that meter beforehand?

4 MR. CURTIS: No. Absolutely not. There are
5 folks going through the neighborhood putting some
6 new technology in.

7 MR. PONCE: Okay. And were you satisfied with
8 the meter that you had before that?

9 MR. CURTIS: Yeah, I didn't have any problems
10 with the meter before. I didn't know any
11 different.

12 MR. PONCE: Nothing further. Thank you.

13 CHAIRMAN LA ROSA: Great. Thank you.

14 Again, thank you again, Mr. Curtis, for your
15 testimony today.

16 MR. CURTIS: Thank you for hearing me out.
17 Have a wonderful afternoon.

18 CHAIRMAN LA ROSA: Of course. You as well.

19 All right. Let's open the line to see if
20 there is anybody on the line that has not had an
21 opportunity to sign up or speak yet today. Is
22 there anybody on the line that has not official
23 signed up that would like to speak at this point in
24 time?

25 Okay. Not hearing any. This will conclude

1 the customer service portion of today's meeting.

2 Is there any exhibits that need to be
3 considered?

4 MR. PONCE: It does appear that Mr. Trimble
5 was able to email in something. I am not sure if
6 staff has received it. He emailed it to
7 clerk@psc.state.fl.us, and I am cc'ed on it.

8 CHAIRMAN LA ROSA: That's amazing tracking if
9 you knew that before we did.

10 MR. SANDY: Mr. Chair, I have not received
11 that. If would you like to send that -- if would
12 you like to send it my way, certainly we can
13 address it.

14 MR. PONCE: I am sending it to you right now,
15 Mr. Sandy.

16 CHAIRMAN LA ROSA: Okay. So as we watch this
17 virtual comment go through the air over to our
18 counselor, do we want to go ahead and give this an
19 exhibit number? What would be the proper
20 procedure?

21 MS. CRAWFORD: Mr. Chairman, Jennifer Crawford
22 for legal.

23 Provided that we are able to get hold of the
24 document, I don't have any concern about giving it
25 a number, but if we are looking to enter it into

1 the record, it definitely needs to be made
2 available to all parties to review prior to doing
3 so.

4 CHAIRMAN LA ROSA: Okay.

5 MR. FAROOQI: I can send it virtually over to
6 Marty through the air.

7 CHAIRMAN LA ROSA: Excellent. Let's do that
8 and see if there is any opposition.

9 MR. FRIEDMAN: I am waiting with bated breath.

10 CHAIRMAN LA ROSA: Waiting patiently.

11 MR. TRIMBLE: Am I still on here?

12 CHAIRMAN LA ROSA: So, Mr. Curtis, yes, yes.
13 You can hang up. I apologize.

14 MR. TRIMBLE: No, this is Bill Trimble, if
15 there is any questions about what I emailed you.

16 CHAIRMAN LA ROSA: Oh, I don't think there is
17 any questions.

18 MR. TRIMBLE: I can send you -- I can send you
19 the emails. There is a whole bunch of them.

20 CHAIRMAN LA ROSA: You can send that to the
21 Clerk's Office, to that same email address, and
22 then that will then become part of the official
23 record, and then it will get distributed to the
24 parties, and then be brought out at that point in
25 time, but please feel free to send anything you

1 wish to.

2 MR. TRIMBLE: Okay. Have a great day.

3 CHAIRMAN LA ROSA: Great. Thank you.

4 Back to counsel, Mr. Sandy.

5 MR. SANDY: Mr. Chair, what I would propose is
6 that we handle this at the service hearings in
7 February. We will make sure that what we have got
8 in front of us is also what the Clerk has, and we
9 can give it an exhibit number then. And if there
10 is no objection, after Mr. Friedman has had ample
11 opportunity for review, then obviously we can admit
12 it into the record at that point, obviously, if you
13 can consent to that approach.

14 CHAIRMAN LA ROSA: Sure. I do. And I will
15 look at the parties, and I think that's a fair
16 approach.

17 MR. PONCE: I just want to clarify, because he
18 said service hearing in February.

19 CHAIRMAN LA ROSA: Yeah, he means technical
20 hearing.

21 MR. SANDY: Technical hearing in February of
22 2025. My apologies.

23 MR. PONCE: No objection.

24 CHAIRMAN LA ROSA: Okay. Mr. Friedman, sounds
25 good, upon review? Excellent. All right, we will

1 go ahead and do that.

2 All right. So seeing no other exhibits,
3 either physically or virtually, let's -- I believe
4 we are done for the day. Let's go ahead and call
5 this the meeting adjourned.

6 I appreciate all the parties for attending,
7 and all, of course, the customers for stepping up
8 and speaking and providing their testimony.

9 Thank you all.

10 MR. PONCE: Thank you.

11 (Proceedings concluded.)

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CERTIFICATE OF REPORTER

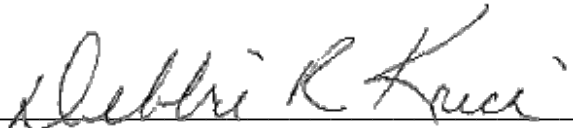
STATE OF FLORIDA)
COUNTY OF LEON)

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 10th day of January, 2025.


DEBRA R. KRICK
NOTARY PUBLIC
COMMISSION #HH575054
EXPIRES AUGUST 13, 2028