

I. Meeting Packet



State of Florida
Public Service Commission
INTERNAL AFFAIRS AGENDA

Tuesday – February 22, 2022

9:30 AM

Room 148 – Betty Easley Conference Center

-
1. Expansion of broadband services to rural communities – Ms. Marva Johnson, Group Vice President, State Government Affairs, Charter Communications South Region (Attachment 1)
 2. Legislative Update
 3. General Counsel's Report
 4. Executive Director's Report
 5. Other Matters

BB/aml

OUTSIDE PERSONS WISHING TO ADDRESS THE COMMISSION ON
ANY OF THE AGENDAED ITEMS SHOULD CONTACT THE
OFFICE OF THE EXECUTIVE DIRECTOR AT (850) 413-6463.

III. Supplemental Materials for Internal Affairs

Closing the Digital Divide to Create Economic Opportunity

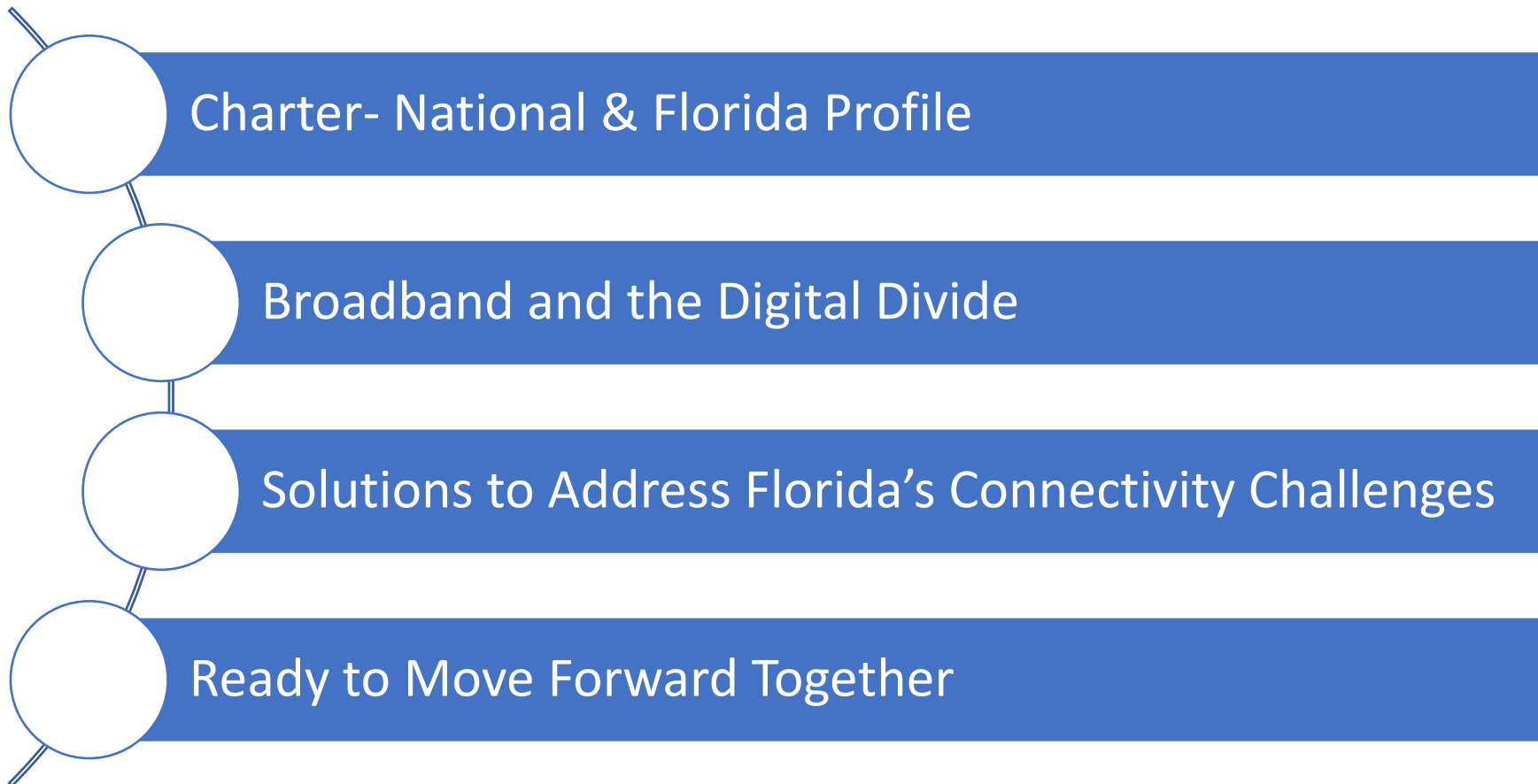
THE FLORIDA PUBLIC SERVICE COMMISSION

FEBRUARY 22, 2022

MARVA JOHNSON
MICHAEL CHOWANIEC

Charter
COMMUNICATIONS

AGENDA



OUR NATIONAL IMPACT



Nearly 450 Million

IP Devices Connected to Our Network



53 Million

Homes Passed in 41 States



31 Million

Customer Relationships



29 Million

Broadband Internet Customers



16 Million

Video Subscribers

10 Million

Voice Subscribers

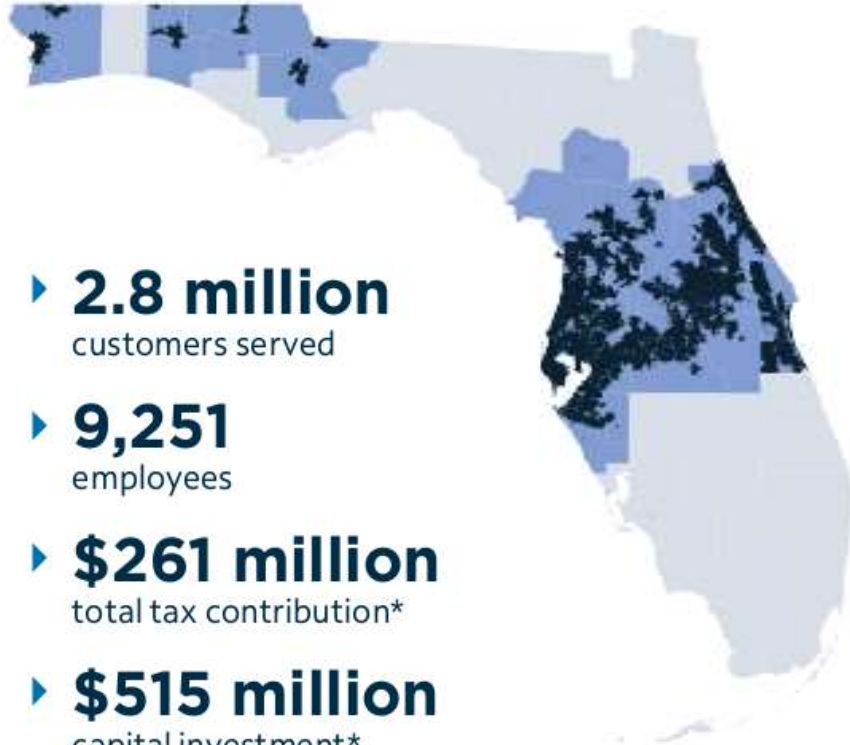
2.7 Million

Mobile Lines

over **750,000**

Miles of Network Infrastructure

Charter Communications in Florida



SERVING FLORIDA

Charter's insourced, U.S.-based workforce includes **9,251 people in Florida.**

Our largest employment centers are housed in **Riverview, St. Petersburg, and Orlando.**

We serve **160 communities** across the state.

Spectrum News 13 in Orlando, Spectrum Bay News 9 in Tampa and the Spectrum News App provide 24/7 news, sports, and weather coverage along with In Focus public affairs programming.

EXPANDING BROADBAND ACCESS

From 2018-2020, Charter extended its network to reach an additional 2.5 million homes and small businesses, about a third in rural areas.**

In 2020 alone, Charter **extended its network to reach an additional 99,000 homes and small businesses in Florida.**

SPECTRUM: BEST PROVIDER FOR RURAL AREAS



U.S. News and World Report

Best Internet Providers for Rural Areas

U.S. News 360 Reviews takes an unbiased approach to our recommendations. When you use our links to buy products, we may earn a commission but that in no way affects our editorial independence.

By Onjeinika Brooks

July 8, 2021, at 1:00 p.m.

In most urban and densely populated areas of the U.S., broadband internet access is readily available. That's due in part to existing wiring and infrastructure, as well as new construction in expanding cities. But when it comes to Rural America, missing infrastructure can be an Achilles heel, leaving fewer options for households that need fast internet access for school, work, and other activities.

In an increasingly connected world, reliable internet is important for all. However, data collected by [the U.S. Census Bureau](#) found 81% of households in rural areas are connected to broadband internet. To help those in less populous areas find the best internet service, we've used our rating for the [Best Internet Service Providers of 2021](#) to create the Best Internet Service Providers for Rural Areas of 2021 rating. Satellite companies [HughesNet](#) and [Viasat](#) made our list because they're available almost anywhere with a clear view of the sky, but keep reading to see what other options you may have.

Our Best Rural Internet Providers Rating

#1 [Spectrum Internet](#)

#2 [HughesNet Internet](#)

#2 [Frontier Internet](#)

#2 [CenturyLink Internet](#)

#5 [Viasat Internet](#)

Broadband and the Digital Divide

Charter
COMMUNICATIONS

The Digital Divide and Broadband Access Challenges

The **FCC's 14th Broadband Deployment Report** released in January 2021 estimated that there are **14.5 Million** Americans without access to broadband.

- Approximately **804,000** or **18%** of the FCC's estimated Americans without access to broadband live in **Florida**.

[Source: Fourteenth Broadband Deployment Report | Federal Communications Commission \(fcc.gov\)](#)

BroadBandNow estimates that the # of Americans without access to broadband is much higher--- **42 Million**.

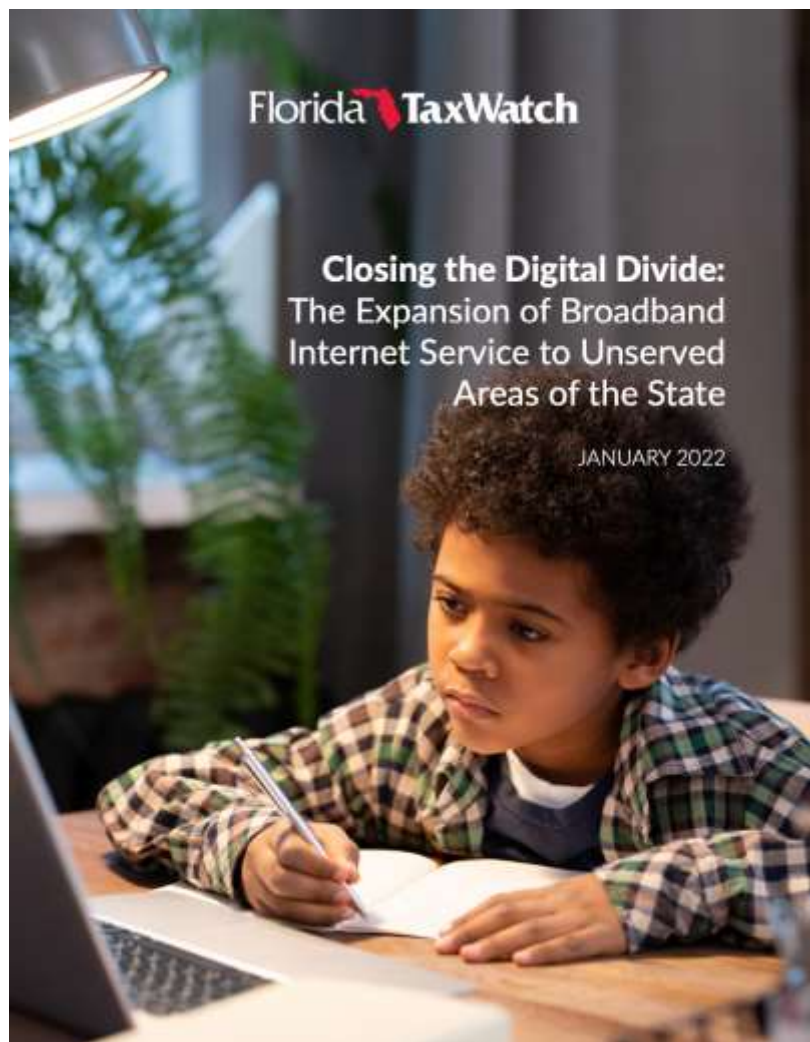
- Approximately **2.4 Million** of BroadbandNow's estimated American's without access to broadband live in **Florida**.

[Source: https://broadbandnow.com/research/fcc-broadband-overreporting-by-state](https://broadbandnow.com/research/fcc-broadband-overreporting-by-state)

Closing the Digital Divide

Unlocking the Gateway to Economic Opportunity

- Expanding Broadband Internet service to the 804,000 to 2.37million Floridians that lack access is estimated to generate between **\$2.25 Billion and \$16.83 Billion** in economic gains.
- Every month that the expansion of high-speed broadband Internet service to unserved areas is delayed costs Floridians between **\$13.6 Million and \$99.51 Million in economic and social costs.**
- The Federal Communications Commission allocated over \$192 Million to Internet Service Providers to help close Florida's broadband connectivity divide under the **Rural Digital Opportunity Fund (RDOF).**
- Florida has the opportunity to invest additional one-time, federal funds to secure the economic opportunities that closing the digital divide can yield.



Expanding Affordability Solutions

Spectrum Internet Assist

Ongoing offer from Spectrum despite COVID-19 Pandemic (\$18/month)



SPECTRUM INTERNET® ASSIST

Affordable, reliable high-speed Internet access for qualifying households



Spectrum Internet Assist is a low-cost, high-speed broadband service that provides qualifying households with Internet service for **\$17.99 per month**.

To qualify for Spectrum Internet Assist, a member of the household must be a recipient of one of the following programs:

- The National School Lunch Program (NSLP), free or reduced-cost lunch
- The Community Eligibility Provision (CEP) of the NSLP
- Supplemental Security Income (SSI) (age 65 and over only) Programs that do not qualify for Spectrum Internet Assist: Social Security Disability (SSDI), Social Security Disability Insurance (SSDI), and Social Security Retirement and Survivor Benefits are different from Supplemental Security Income (SSI) and do NOT meet eligibility requirements.

If you believe you may qualify, visit SpectrumInternetAssist.com.

- Enter in your 5-digit ZIP code to see if Spectrum Internet Assist is available in your area.
- If available, you will receive direction to call 1-844-525-1574 to start the qualification process.
- If Spectrum Internet Assist is not available in your area, you will receive a coming-soon message and be asked to check back for updates.

GET CONNECTED WITH HIGH-SPEED INTERNET FOR \$17.99/MO

Spectrum Internet Assist gives your household a reliable, blazing-fast connection to the world of information, education, entertainment and services that are available online.

With Spectrum Internet Assist, you'll enjoy:

- 30 Mbps of internet speed with NO data caps
- **FREE** internet modem
- No contracts, ever
- Add fast in-home WiFi for \$5 more a month

To get started, visit:
SpectrumInternetAssist.com

SPECTRUM INTERNET® ASSIST Limited time offer, subject to change and availability. Availability of offer based on eligibility and service address. Not all areas per market. Offer only to qualified residential customers who (1) have not subscribed to Charter Communications' internet services within 32 days prior to requesting service and (2) have not previously used any of Charter Communications' services that are included within 1 year prior to requesting service under this offer and (3) have no outstanding debt to Charter Communications that was incurred for services provided under this offer and that are subject to Charter Communications' standard arbitration procedures. Equipment, fees, taxes and surcharges may be added to charges provided under this offer and that are subject to Charter Communications' standard arbitration procedures. Equipment, fees, taxes and surcharges may be added to charges provided under this offer and that are subject to Charter Communications' standard arbitration procedures. Download speeds are up to 30 Mbps and upload speeds are up to 3 Mbps. 30Mbps. Equipment, activation and installation fees may apply. Service subject to all applicable service terms and conditions, subject to change. Service not available in all areas. Restrictions apply. ©2019 Charter Communications.

Affordable Connectivity Program

Federal Program Providing Relief to Qualified Persons. Credit up to \$30/month or \$75/month in Tribal Lands.

The Affordable Connectivity Program

Stay connected and save up to \$30/mo.* on your Internet service.

Great news! You may be eligible to receive high-speed Internet service at no cost* from Spectrum through the Affordable Connectivity Program (ACP).

This program was created to ensure eligible households like yours will have the services you need.

The need for fast, reliable Internet is more critical than ever and Spectrum is committed to bringing you the best speeds available. Find out if you are eligible for this great program and start enjoying fast Internet speeds. We look forward to welcoming you as a Spectrum Internet® customer.

QUALIFYING GROUPS:

- Lifetime eligible*
- Free or reduced school lunch or breakfast eligible
- Pell Grant recipient
- Veterans Pension and Survivors Benefit

SPECTRUM INTERNET®

for \$0^{per} month



HIGH-SPEED INTERNET AT NO COST*

Depending on level of Spect from Internet service. *ACP credit applied upon termination of ACP.



We've made it easy to find out if you qualify:

1 STEP 1: CONFIRM QUALIFICATION

Your household may qualify for the Affordable Connectivity Program. Visit www.acpbenefit.org to find out more.

2 STEP 2: REDEEM YOUR SAVINGS WITH SPECTRUM

Call Spectrum at 1-833-860-0447 or visit spectrum.com/ACP to sign up for high-speed Internet and save up to \$30 a month if you qualify.

If you are a current Spectrum Internet customer call 1-833-860-0447 to save up to \$30/mo. on your service.

3 STEP 3: ENJOY FAST INTERNET

Surf and stream with your Spectrum high-speed Internet service and home WiFi. A temporary monthly credit will be applied to your account.



*Affordable Connectivity Program (ACP) Program benefit limited to one per household. Limited time offer. Benefit expires upon receipt of 12 months of the Program. Income eligibility requirements apply. A monthly credit of up to \$30/mo (30% of total service) will be applied to eligible customers' accounts. Customers are responsible for charges over \$30/mo. Standard rates apply following end of the Program period, may vary by location. Service and benefits are subject to change during this offer. Program period, availability, network restrictions, equipment and additional services are at the discretion of Spectrum and subject to all applicable service terms and conditions. Service not available in all areas. Restrictions apply. Program that meets the Lifeline requirement are included. 30Mbps. Federal Public Housing Authority (FPHA) eligible and Veterans and Survivor's Pension benefit. Separate verification process and eligible recipients. ©2021 Charter Communications.

Supporting Adoption Initiatives



Spectrum Digital Education Grants

As part of its five-year, \$7 million commitment to support digital literacy, Charter this year awarded \$1 million in Spectrum Digital Education Grants to 49 nonprofits across the country which will use the funds for broadband technology programs and training.

Launching – Spectrum Community Assist



Job Skills Training



Physical Improvements



Broadband Connectivity



In-Kind Contributions

Charter Launched Spectrum Community Assist in the Fall of 2021

- **Spectrum Community Assist**, is a new philanthropic program to improve the physical condition of community centers in **underserved rural and urban communities**.
- Charter will offer in-depth partnerships with 100 community organizations to carry out the physical improvements, supported by Charter employee volunteers.
- In addition, philanthropic investments will support new or existing job skills programs offered in these centers.

Program Goals:

100

COMMUNITY CENTERS
IMPROVED BY 2025

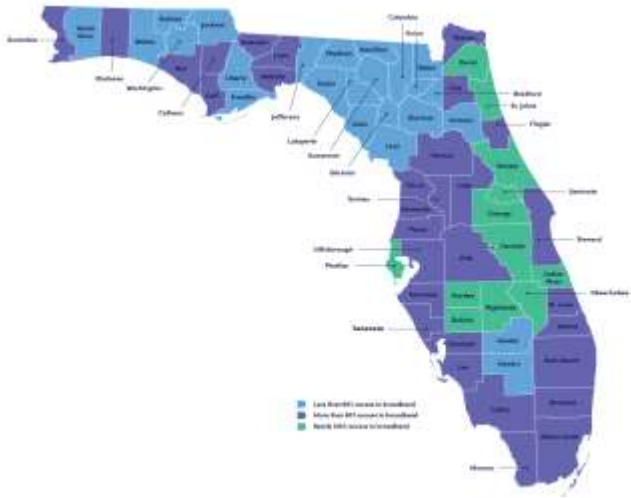
50,000

PEOPLE SERVED BY COMMUNITY
CENTERS BY 2025

Solutions to Address Florida's Connectivity Challenges

Charter
COMMUNICATIONS

FLORIDA CAN BE FIRST TO CLOSE THE ACCESS GAP



State	Population	FCC Est. Population without Access	FCC Est. Population % with Access
California	39.5 Million	594,000	~98%
Texas	29 Million	1,230,000	~95%
Florida	22 Million	804,000	~97%
New York	19.5 Million	250,000	~99%

Florida Broadband Coverage

Broadband Coverage	# of Counties	Counties
Less than 50%	6	Dixie, Gilchrist, Holmes, Jefferson, Levy, Washington
50.1% to 75%	7	Bradford, DeSoto, Jackson, Lafayette, Liberty, Madison, Taylor
75.1% to 95%	20	Alachua, Baker, Calhoun, Charlotte, Columbia, Franklin, Gadsden, Glades, Gulf, Hamilton, Hardee, Hendry, Highlands, Okeechobee, Putnam, Santa Rosa, Suwannee, Union, Wakulla, Walton
95.1% to 99%	25	Bay, Citrus, Clay, Collier, Duval, Escambia, Flagler, Hernando, Indian River, Lake, Lee, Leon, Marion, Martin, Miami-Dade, Monroe, Nassau, Okaloosa, Palm Beach, Polk, St. Johns, St. Lucie, Sarasota, Sumter, Volusia
Greater than 99%	9	Brevard, Broward, Hillsborough, Manatee, Orange, Osceola, Pasco, Pinellas, Seminole

Source: BroadbandNow.com

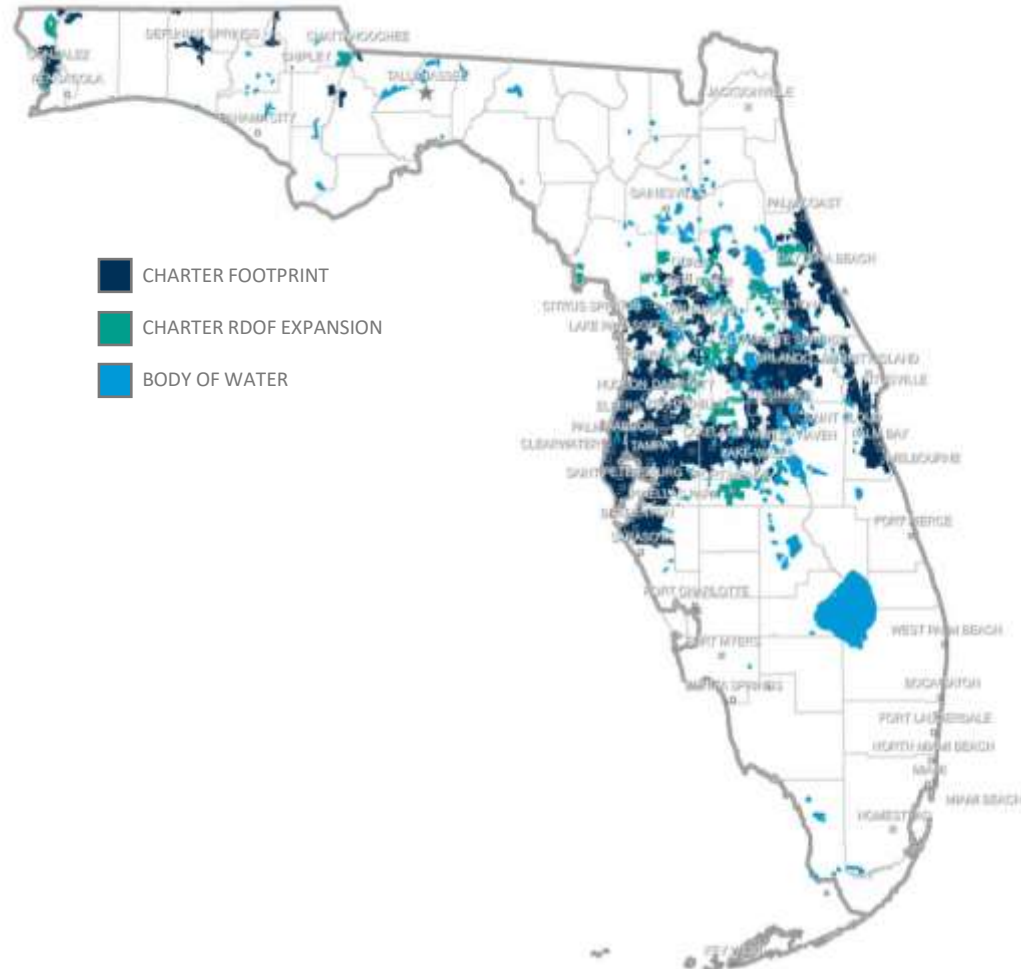
Charter's Florida RDOF Footprint



FLORIDA

RURAL DIGITAL OPPORTUNITY FUND NETWORK EXPANSION

FL RDOF Total Support	\$191,753,610
Charter RDOF Total Support Won	\$22,577,364 (12%)
FL RDOF Support Locations*	141,625
Charter FL RDOF Support Locations*	17,869 (13%)



* AS ESTIMATED BY THE FEDERAL COMMUNICATIONS COMMISSION

Investing in Broadband: Federal Resources

Examples of Federal One Time Funds Available in Southeast States

State	State ARPA	County ARPA	Muni ARPA
AL	\$2,120,279,417	\$952,386,209	\$430,650,620
FL	\$8,816,581,383	\$4,171,798,633	\$1,517,703,957
GA	\$4,853,535,459	\$2,072,390,644	\$576,059,064
KY	\$2,183,237,290	\$867,793,106	\$395,397,702
MD	\$3,717,212,336	\$1,174,302,468	\$619,195,908
NC	\$5,439,309,692	\$2,037,187,362	\$668,167,686
SC	\$2,499,067,328	\$1,000,077,338	\$191,161,056
TN	\$3,725,832,113	\$1,326,486,991	\$516,849,109
VA	\$4,293,727,162	\$1,657,924,506	\$618,276,089
TOTAL	\$37,648,782,180	\$15,260,347,257	\$5,533,461,191

Florida's Broadband Deployment Act of 2021

THE BROADBAND DEPLOYMENT ACT OF 2021

Progress Toward Universal Broadband Access in the Sunshine State

HB 1239 addresses long-standing barriers to connectivity for the nearly 804,000 unserved Floridians who still lack access to high-speed internet, including:



Equitable Cost Sharing

Establishes a more equitable allocation of costs for replacing municipal utility pole infrastructure and prohibits charging pole attachers to replace municipal poles that are beyond their useful lives.



Predictable & Fair Rates

Provides a temporary reduction in the annual rate paid by broadband providers to attach their networks to poles owned by municipal electric utilities in unserved areas.



Funding for Buildout

Establishes a supplemental funding mechanism to incentivize service providers to invest in deploying broadband to unserved areas.



Strategy for the Future

Directs the Florida Office of Broadband to formulate a strategic plan to increase broadband service in unserved areas and broadband adoption statewide.



- Directs the Florida Broadband Office to develop the state's broadband strategic plan by June 30, 2022.
- Established the framework for Florida's state broadband grant program (the Broadband Opportunity Program) and allocated \$1.5 Million for broadband mapping.
- Created an incentive to accelerate deployment in some areas by offering a promotional pole attachment rate.
- Removed some infrastructure access challenges related to facilitate broadband deployment in rural areas.

Investing in Broadband: State Resources

Examples of Broadband Deployment Funding in Southeast States

State	State Broadband Program/Administrator	Total Fund	FCC Estimate of Population Without Broadband Access
AL	AL Broadband Accessibility Fund (ADECA)	\$25 Million	608,000
FL	FL Broadband Opportunity Program (FDEO)	TBD – “Subject to Appropriation”	804,000
GA	GA Broadband Program (GADCA)	\$300 Million	654,000
KY	KY Broadband Deployment Fund (KIA)	\$300 Million	257,000
MD	MD Expansion of Existing Broadband Networks Funding Program (MDDHCD)	\$400 Million	152,000
NC	NC GREAT Grant (NCDIT-BIO)	\$967 Million	472,000
TN	TN Broadband Accessibility Grant Program (TNECD)	\$500 Million	433,000
SC	SC Broadband Infrastructure Program (SCORS)	\$400 Million	451,000
VA	VA Telecommunications Initiative (VADHCD)	\$700 Million	498,000

*Red denotes anticipated funding

Ready to Move
Forward Together

Charter
COMMUNICATIONS

BUILDING INFRASTRUCTURE & INVESTING IN TECHNOLOGY

- ▶ In the coming months we will **develop our deployment plans** that will reflect extending our network from our existing footprint in various areas
- ▶ Field walkouts & network planning is already in progress **Charter is required to service all homes** in the awarded census block groups.
- ▶ As we prepare our deployment plans our **goal is to perform outreach to all impacted government permitting agencies and pole owners**
- ▶ The timely execution depends on building **effective working relationships with all pole owners and municipal, county and state agencies**
- ▶ **Network construction is dependent on many external factors** such as, pole attachment agreements, pole applications, make-ready construction and underground permitting

Over the past 5 years, Charter has invested nearly

\$40 BILLION

in American Infrastructure and Technology.

2016-2020



FCC RDOF Build – Out Requirements



- ▶ **Winning Bidder Must Build-Out:**
 - 40% of passings must be constructed by year 3 → Dec 31, 2024
 - 60% of passings must be constructed by year 4 → Dec 31, 2025
 - 80% of passings must be constructed by year 5 → Dec 31, 2026
 - 100% of passings must be constructed by year 6 → Dec 31, 2027

- ▶ **Build-Out Compliance:** Evaluated at the state level, not the CBG level

- ▶ **Passing is “Served” for Purposes of Build-Out Requirement:** If a customer can receive the speed/latency bid within 10 business days of a request for service

- ▶ **Updated Passings:** The FCC will update the number of passings in each CBG by 2027; if there are more, we will have until Year 8 to offer service to 100% of passings; if there are fewer, we will have until Year 6 to offer service to 100%

Closing the Digital Divide: Expanding Connectivity

Local Solutions Example: Flagler County, Florida

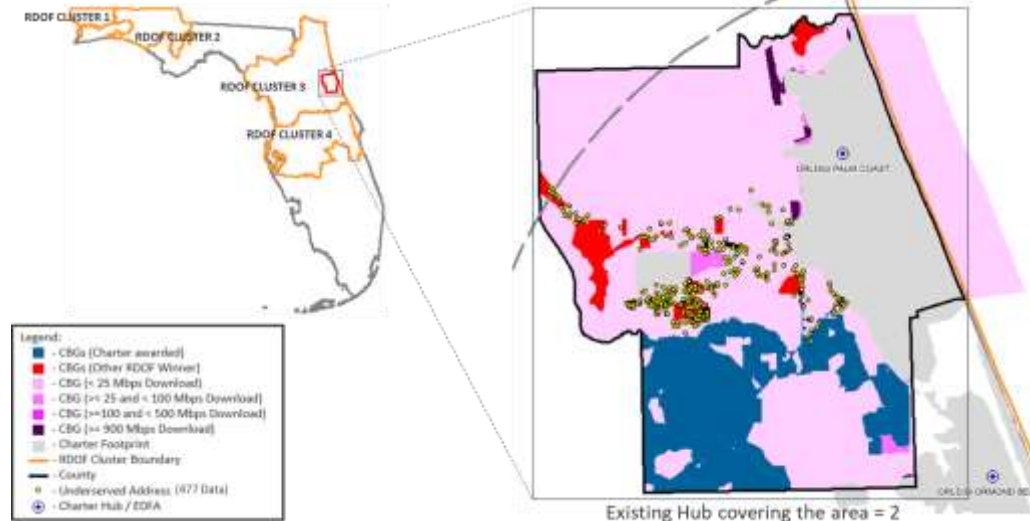
County plans \$7.4 million project to extend broadband to western Flagler

Palm Coast Observer (11/16/2021) Johnathan Simmons

Western Flagler County residents will get broadband internet connections through a new partnership between the county government and a private company called Charter Communications, with the county using \$1 million in American Rescue Plan Act money to fund the westward expansion.

"We have moved fast and done it in a year," said Commissioner Joe Mullins, who's pressed for the broadband expansion. "That's called getting results."

The project cost is expected to cost about \$7.4 million overall. "This is an example of Flagler County getting it right," said Greg Blosé, president and CEO of the Palm Coast-Flagler Regional Chamber of Commerce. "The way that your staff and Charter, this public-private conversation worked behind the scenes for months and months and months, really renewed my faith in government."



The three-phase effort to extend broadband service to approximately 1,144 homes on the west side will begin with a \$4,965,267 Phase I that will include 823 connections. The county will cover \$780,576 using money from a American Rescue Plan Act allocation. Charter will cover the remainder of the Phase I costs, with about half of its portion coming from a Rural Digital Opportunity grant. Money is already in place for the first phase.

A second phase will add another 148 connections for \$1,574,792. Funding for that phase isn't settled yet. The county expects to put in another \$219,424 from ARPA allocations, bringing its total use of ARPA money to \$1 million across the first two project phases. Charter would cover \$296,000, leaving a \$1,059,368 funding gap.

A third phase would cover another 67 connections for \$887,331, with Charter covering \$134,000 and the remaining money not yet accounted for.

Thank You

Charter
COMMUNICATIONS

IV. Transcript

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

PROCEEDINGS: INTERNAL AFFAIRS

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

DATE: Tuesday, February 22, 2022

TIME: Commenced at 9:30 a.m.
Concluded at 10:41 a.m.

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

REPORTED BY: DANA W. REEVES
Court Reporter and
Notary Public in and for
the State of Florida at Large

PREMIER REPORTING
112 W. 5TH AVENUE
TALLAHASSEE, FLORIDA
(850) 894-0828

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

2 CHAIRMAN FAY: Good morning, everyone.
3 Welcome to internal affairs. We've got a few
4 things on our agenda this morning. One thing I
5 want to do just quickly, before we get into our
6 official agenda items, is I know Commissioner Clark
7 had started Employee of the Month recommendation
8 process, and we're keeping that going. And so for
9 January we had one of our employees, Colin Roehner,
10 who does a number of things in the clerk's office,
11 but essentially oversaw the confidential filings of
12 documents during the remote COVID process and so
13 the pandemic -- during the pandemic. Anyway, he is
14 our Employee of the Month for January. He's not
15 here this morning, but I wanted to make sure
16 that -- to give him that recognition. And he said
17 that he really enjoyed the Commission, which I
18 thought was very valued and interesting, because he
19 also mentioned that I think this was his 24th job
20 that he had had, and so that's a good sign maybe
21 that we're doing something right. So, anyways,
22 we'll try to at least each month make sure that we
23 recognize that employee.

24 With that, I know -- throwing a lot of love to
25 Commissioner Clark over here, but we had this idea

1 or concept that the Commission had brought up
2 before about essentially bringing up different
3 content so we could transparently be educated and
4 informed on different things that come before us.
5 And as many know, sometimes our jurisdiction
6 expands and sometimes it shrinks, but there are a
7 growing number of topics, especially in the telecom
8 industry, that are coming towards us.

9 And so one of those concepts was broadband
10 funding and how that essentially is going to impact
11 our state and potentially in our regulatory lane as
12 it relates to the Commission. So we're fortunate
13 enough to have an entity that is extremely engaged
14 in this. And I actually -- they had their meeting
15 last week -- their D.C. meeting last week, and this
16 was every -- almost every telecom meeting this was
17 the hot topic. This was something that everybody
18 is asking about and trying to figure out what the
19 future may look like as it relates to expansion of
20 broadband.

21 So, with that, I want to recognize Marva
22 Johnson, who's going to give the presentation this
23 morning from Spectrum. And, if we could, we
24 potentially may have questions as you go through
25 the slides, and I give the Commission full

1 authority to sort of jump in as they need to. And,
2 if not, we can always ask you those questions at
3 the end, your team. I'll also give you the
4 potential out. We have staff that are expertised
5 in the telecom industry. So if we ask you a
6 question that goes beyond sort of your scope, or
7 maybe something that you're working on within
8 Charter, then please feel free to -- don't hesitate
9 to recognize it might be beyond something that you
10 guys are working on, and we'll have our staff
11 address that. The idea just being that we want to
12 give our Commission, all five of us, an opportunity
13 to be better informed on this topic.

14 So, with that, I'll let you, Ms. Johnson, I'll
15 let you address the Commission. Thank you.

16 MS. JOHNSON: Thank you, Chairman. I
17 appreciate it. And thank you all for the
18 opportunity to be a part of this briefing session.
19 I spend my entire day, all day, trying to focus on
20 opportunities to bring broadband to underserved
21 locations. So I'm excited always whenever anybody
22 wants to hear more about it. I'm joined here today
23 by Mike Chowanec -- oh, there you go. Sorry. I'm
24 joined here today --

25 CHAIRMAN FAY: You might have to lean in a

1 little bit closer to the mics. Thank you.

2 MS. JOHNSON: Mike Chowaniec is my counterpart
3 here. He's our Vice President for State Regulatory
4 Affairs with Charter Communications. He
5 essentially has most of the Eastern, sort of the
6 central through eastern side, of the country. Do
7 you want to say hello?

8 MR. CHOWANIEC: Good morning. Pleasure to be
9 here with you this morning.

10 MS. JOHNSON: Of course, we're -- we have
11 Floyd Self with us, as well. And just -- I know
12 I've met many of you, but although you all probably
13 recognize me as a Floridian, and I am a Floridian,
14 I actually, within my role at Charter, have
15 essentially the southeastern side of the -- you
16 know, parts of the United States. So my region is
17 basically the nine states from Maryland down to
18 Florida, and I get the privilege of living here in
19 the great Sunshine State. So, again, thank you for
20 the opportunity.

21 And, on that note, I'm actually going to
22 advance to the background slide. Charter, just to
23 give you some overview of how we show up in the
24 marketplace, and just to reconcile where we are as
25 a service provider broadly, it's -- here are our

1 favorite facts. There are over 450 million
2 connected devices on our network at any given time.
3 Our network reaches 40 -- 53 million homes across
4 the United States in the 41 states where we provide
5 service. In those 41 states, we have 31 million
6 customer relationships. So one of my favorite
7 things that our CEO, Mr. Thomas Rutland, said when
8 we merged the three entities, when we merged
9 Charter Communications into Time Warner and
10 BrightHouse, was that our greatest opportunity
11 every day is to actually get those customers whose
12 homes we've already expended capital to serve, that
13 we have taken -- that our technology reaches that
14 don't take our service, that's our greatest
15 opportunity, because that capital has already been
16 expended. So I always look at that 53 million
17 homes we reach and compare it to the 31 million
18 customers we have, and I know that's my opportunity
19 every day.

20 We also have 29 million customers who take our
21 broadband internet service. So if you know Charter
22 Communications as a cable operator, I would ask you
23 to start to think of us as a broadband service
24 provider where, you know, we focus on connectivity.
25 We have 16 million customers who are video

1 subscribers. And, you know, that really puts that
2 in perspective. If I had -- I remember I when I
3 worked for MCI about -- whew, I don't want to say
4 how long ago because then you'll know how old I
5 am -- but, it was with that with MCI. I remember
6 at my interview, the person I was interviewing with
7 said that these networks are converging, and this
8 is when we didn't even allow local telephone
9 companies to offer long distance telephone service.
10 And so when you sit here and you look at this
11 entity that is now Charter Communications, where we
12 are a long distance service provider, we offer
13 local telephone service, we offer wireless service,
14 video service, and, you know -- and broadband, you
15 know, we finally reached that convergence that some
16 decades ago, Mr. Dennis Richardson was telling me
17 about.

18 We have about 10 million voice subscribers.
19 And, you know, the last report I got out of the
20 state of Florida, we were actually the largest
21 landline voice service provider in the state of
22 Florida, at least. We have about 2.7 million
23 mobile landlines, and there's over 750,000 route
24 miles of network infrastructure here in the state
25 of Florida -- actually, across the country to

1 support our customers.

2 Michael told me this would be easy, but I will
3 find a way to mess it up. Spectrum was recently
4 recognized by U.S. News and World Reports, though,
5 as the best internet service provider for rural
6 areas. And that's something that we're very proud
7 of, because we know that we have made a commitment
8 to investing in rural areas. Even before the Rural
9 Digital Opportunity Fund program awards were made,
10 about 30 percent of our network was already in
11 rural areas, in rural communities. So as we lean
12 in on that investment, and as we lean in on
13 extending our plan to those customers, it was a
14 nice badge of honor for it to be recognized by the
15 U.S. News and World Report.

16 When we talk about the digital divide, we are
17 generally here looking at a couple of data sets to
18 frame what we think the concern is. The FCC's
19 Fourteenth Broadband Deployment Report estimates
20 that there are about 14 and a half million people
21 in this country who do not have access to
22 broadband. That means within that 14 and a half
23 million people, the FCC had reported that about
24 804,000 or 18 percent of those people, are right
25 here in the state of Florida.

1 We also like to compare that -- I'm sure you
2 all have heard a little bit about the FCC's mapping
3 and, you know, and you understand and appreciate
4 the data -- just the data deficiencies in that
5 context. So we also like to look at other data
6 points. Broadband now estimated that about 42
7 million people across the country do not have
8 access to broadband. And broadband now's estimate
9 is that about 2.4 million of those people are here
10 in the state of Florida. So when we look at the
11 challenge, those are the numbers that we're often
12 focused on framing.

13 And when we talk about what that cost is, you
14 know, what's the missing opportunity cost, what's
15 the economic loss to the state of Florida, that's
16 where I think there's, you know, an opportunity for
17 us to capture economic impact, and also an
18 opportunity for us to support Floridians as they
19 try to grab economic impact that they're currently
20 losing in their everyday lives right now.

21 So there was a recent report done by Dr. Lopez
22 at the University of Western North Carolina, and
23 Patricia Craftin, and we also had our -- we were
24 fortunate here in Florida to have Florida Taxwatch
25 who looks at similar issues, do some additional

1 analysis based on that report. And in the context
2 of framing the 804 to 2.4 million Floridians who
3 don't have access to broadband, they estimated that
4 there's 2.25 billion to \$16 billion in economic
5 gain that we could realize here in the state of
6 Florida, if those Floridians were granted access to
7 broadband. And the report also estimated that for
8 every month that these families and individuals go
9 without access to broadband, that's an economic
10 delay cost to these individuals of about 13.6 to
11 \$99.5 million in economic and social costs per
12 month.

13 The FCC allocated about \$192 million within
14 the Rural Digital Opportunity Fund Program for --
15 to expand rural broadband here in the state of
16 Florida. As mentioned earlier, Charter will be
17 participating in that. But we really have a
18 once-in-a-lifetime opportunity to close the digital
19 divide by making the investments and infrastructure
20 that are necessary to bring service to the
21 remaining -- I'm going to use 2.4 million
22 Floridians -- and it's really, I think,
23 eye-opening, when you compare what the economic
24 loss is to the numbers we think it's going to take
25 to build that infrastructure. You know, if I told

1 you it would take \$2 billion to build broadband out
2 to the remaining 2.4 million families, that seems
3 marginal compared to the economic loss and the
4 economic gain that we could benefit from here in
5 the state of Florida.

6 The one thing that we wanted to make sure we
7 talk a little bit about is when you think about the
8 broadband divide and you think about the digital
9 divide, it usually comes in a couple of different
10 areas. You first have to deal with the issue of
11 access, you also have to deal with the issue of
12 affordability, and then you have to, of course,
13 address digital literacy.

14 So one of the things that we wanted to give
15 some information about today is the affordability
16 challenge, because we do feel like there's been
17 quite a bit of investment made to make sure that
18 broadband service is affordable for those families
19 who actually do have access. And so Spectrum, like
20 many other internet service providers, we've got a
21 low-income broadband product offering that's
22 available to families across the United States.
23 That program's generally available to families who
24 have children who are
25 free-or-reduced-lunch-eligible or elderly

1 individuals who are SSI-eligible.

2 Now, as a part of the FCC's effort to push for
3 broadband adoption and to address affordability,
4 they've evolved what they had is a program called
5 the Emergency Broadband Benefits Program. They've
6 transitioned that to the Affordable Connectivity
7 Program, which affords individuals a \$30 credit
8 towards their broadband service. Which if you use
9 your \$30 credit in Charter's market to get our
10 Spectrum internet assist, it would, of course, be a
11 free product offering for you.

12 So Charter, when -- you're probably flipping
13 between Charter and Spectrum, Charter is our parent
14 company, Spectrum is our product set -- we
15 participate in both programs. We'll continue to
16 offer our Spectrum Internet Assist Program, but
17 we'll also be participating -- or we also
18 participate in the Affordable Connectivity Program,
19 which is an FCC program.

20 We're also working to try to help support
21 solutions that address the digital divide. And so
22 we've been partnering with the communities where we
23 have service through programs where we have our
24 Spectrum Digital Education Grants. These grants
25 are given in a process that requires an

1 application, each of these not-for-profits wanting
2 to participate in helping to extend digital
3 literacy training for their communities. They
4 apply through our grant application process and we
5 have allocated, over the course of the last five
6 years, over \$7 million dollars in our commitment to
7 advancing digital literacy across our -- across our
8 footprint. And, again, this -- these funds have
9 gone to over 49 not-for-profits in the past about
10 five years.

11 We also, this year, are launching a new
12 program, which I'm very excited about because it
13 actually connects really well to our -- what I
14 think our mission and our unique status is as a
15 cable operator. People forget that we're
16 hyper-local. You don't get cable service from
17 sitting -- with someone sitting in an office in New
18 York. We actually have employees in the markets
19 that we serve. We live -- our employees live and
20 work and play in the same communities where we
21 deliver service. And so we're a hyper-local
22 business. And so having the opportunity with our
23 Spectrum Community Assist Program to really uplift
24 the communities where we provide service is
25 something that's very exciting. And although we've

1 had numerous iterations of how we engage, this new
2 program ties really nicely to our digital -- our
3 efforts to help close the digital divide. It's
4 called the Spectrum Community Assist Program.

5 And, with that program, we're actually
6 partnering with community centers in underserved
7 rural and urban communities to actually come in and
8 help develop partnerships. We're going to do about
9 100 community organizations over the course of the
10 next three to five years, and we're going to be
11 supporting this effort through our employees'
12 volunteer and -- volunteer commitments and
13 engagement.

14 We're actually hoping that we'll be able to
15 serve 50,000 people across our 41-state footprint
16 in delivering job skills training, doing physical
17 improvements to these community centers, helping
18 these community centers secure broadband
19 connectivity, so it'll be available for those --
20 for general community access, and then giving
21 additional in-kind contributions to help those
22 communities fulfill what their true missions are.

23 So that's a little bit about Charter and our
24 efforts in the community to make sure that we're
25 supporting the -- lifting the communities and

1 closing the digital divide.

2 When we look again at Florida and the concern
3 here in Florida, again, I'm going to point to the
4 804,000 people here in the state of Florida who
5 don't have access. And I'd just like for you to
6 kind of frame that in the context of where we are
7 in terms of our size. So if you compare Florida to
8 California, California appears to be doing -- or
9 have a more aggressive approach to closing the
10 digital divide. They have fewer people who have --
11 who don't have access and, consequently, a smaller
12 percentage of people who don't have access. Texas
13 has got a, you know, fairly big challenge. It
14 would be like Texas, right, to have big challenges
15 and to make big commitments. But by comparison,
16 they're the second largest state in the country,
17 and they have 1.2 million subscribers -- 1.2
18 million Texans who don't have access. So they,
19 too, are working to try to close the digital
20 divide, as we are here in Florida.

21 New York, by comparison, as the fourth largest
22 state has, you know, nearly a quarter only of the
23 number of people who don't have access that we do
24 here in Florida. So when we think about our 67
25 counties, there are six counties in this very

1 robust and rich state who have who -- where there
2 are less than 50 percent of the residents who do
3 not have access to broadband, 50 percent or less.
4 There are really only nine counties that can boast
5 that they have -- that 99 percent or more of the
6 residents have access to broadband. However, I
7 could go through each of these counties, and I'll
8 pick one. For example, Hillsborough County is on
9 our list of counties that would have 99 percent or
10 greater access. But if you go to Bithlow or
11 Christmas, Florida in Orange County, I can find
12 1,000 people who will tell you they do not have
13 access to broadband. And that's not my broadband
14 is awful and it doesn't work when I want it to,
15 that's I don't have access to speeds, to broadband
16 to service that is 25 down, three up. And I could
17 go across each of those and give you some subset of
18 residents who still don't have access to broadband,
19 even in those counties where we believe the access
20 is 99 percent or greater.

21 Coming back to the Rural Digital Opportunity
22 Fund that I mentioned earlier, that there were --
23 there's \$192 million that was allocated through the
24 Federal Communications Commission to support
25 extending broadband to Floridians who do not have

1 access to broadband. The important thing to
2 remember about the Rural Digital Opportunity Fund
3 is those funds are being used to extend service in
4 census blocks where there is zero broadband access.
5 So if I talk about Bithlow or Christmas, or any of
6 the areas that may have pockets, they may be in
7 pockets of a census block, those wouldn't have been
8 included. But when you go across the U.S. and look
9 at the RDOF program, that's what we affectionately
10 call it, the census blocks that it focused on were
11 those that were the most disenfranchised, those
12 that didn't have any.

13 For Florida, the \$192 million in federal
14 support that was allocated to the state, Charter
15 was the winner. And when I say winner, it was a
16 reverse auction. And so we, in our bidding in the
17 auction process, won about 17,869 locations based
18 on the FCC's estimate. The state had 141,000
19 locations that were eligible for funding support
20 for broadband expansion. Some of the other service
21 providers, like Connexon, was a large winner of
22 RDOF. They won about 80,000 locations here in the
23 state of Florida. And they'll hopefully, I expect
24 to -- they'll be building out their 80,000
25 locations.

1 That 17,869-location estimate that Charter's
2 accountable for comes with \$23 million almost of
3 Charter -- of Florida's taxpayer dollars coming
4 back to the state of Florida. So that's, I think,
5 a win for Floridians. That will be coupled with an
6 additional investment by Charter. And I won't
7 share what the Florida-specific investment numbers
8 are, but to give you some sense of the scale,
9 Charter was the second largest winner of funding
10 and the largest winner of locations in the FCC's
11 auction across the country. In total, that looks
12 like about 1 million locations that we will be
13 building under RDOF across the country, and our
14 award was about \$1.2 billion from the Federal
15 Communications Commission for RDOF. We will be
16 adding \$3.8 billion in private capital to that 1.2
17 in order to deliver service to the million
18 locations across the country. So that gives you
19 some relative perspective on the investment that
20 will be required to supplement this actual build
21 for Charter here in Florida.

22 If you think about what resources are
23 available to help close the digital divide, the
24 most obvious resource right now is the one-time
25 federal resources that are available for the state

1 of Florida, that's about \$8.8 billion in ARPA money
2 for the state. The counties in Florida have gotten
3 about \$4 billion worth of ARPA money, and the
4 municipalities have about \$1.5 billion in ARPA
5 money.

6 One of the programs that, you know, we were
7 hoping would have some funding with some of these
8 ARPA funds allocated is the Broadband Deployment
9 Act of 2021. We were fortunate that the
10 legislature has recognized how important this issue
11 is and the need to solve for this challenge for
12 many of Floridians. And that what the Broadband
13 Deployment Act of 2021 will do is it helps resolve
14 some of the infrastructure access concerns that
15 make building to these rural areas an impediment.

16 And so the first thing is that it did is it
17 allowed for some cost sharing, so that when we are,
18 as an internet service provider, trying to access
19 utility poles, in this instance, it's specifically
20 municipal-electric-owned utility poles, we are
21 shifting the cost sharing so that if a pole has to
22 be replaced, rather than 100 percent of that cost's
23 being shifted to the broadband service provider,
24 the utilities will now only shift those costs in
25 certain instances. So before this bill was

1 passed -- if I'm in a rural area and I needed to
2 attach to a utility pole, a municipal-electric pole
3 in order to extend broadband service, and that pole
4 was not sufficient, maybe it was old or maybe it
5 was -- there as a safety standard that it was in
6 violation of, so that pole needed to be replaced,
7 100 percent of the cost of replacing that pole
8 would have been passed back to me as the broadband
9 service provider.

10 It sounds easy. Right. Like, how much could
11 a wooden pole cost? Maybe it's costs \$500. That's
12 not the challenge in this math. The challenge in
13 the math here was that we had to perform a function
14 called make-ready, which means you've got to go
15 take everything off the pole, you got to take the
16 pole out, put a new pole in, put everything back on
17 the new pole, and that's where the cost gets
18 accelerated and the timing gets accelerated.

19 But what the Broadband Deployment Act of 2021
20 said is that if the pole is beyond its useful life,
21 or if the pole should have been replaced because it
22 was -- it violated a safety standard, that costs
23 can't be shifted to the broadband service provider.
24 So that was very helpful because it removes one of
25 the challenges financially to deploying the

1 service. It also helped us get some predictable
2 rate structures and it created the program that
3 would allow the state to fund and to supplement the
4 funding for broadband deployment under a grant
5 program, and it gives us a great foundation for
6 moving forward with future broadband expansion by
7 creating, within the Department of Economic
8 Opportunity, the Broadband Deployment Office and
9 assigning certain responsibilities to that effort.

10 So moving then to, how do we -- how do we put
11 all these pieces of the puzzle together. You know,
12 by comparison, I just mentioned that we did get a
13 state grant program that was funded and is now
14 law -- or, I'm sorry -- that was passed into law as
15 a program structure but was not funded. When we
16 look at what other states have done -- and, again,
17 my region is the southeast region, so I thought
18 that was an interesting comparison. Alabama has
19 funded their broadband grant program with \$25
20 million this year. They also recently voted to set
21 aside additional American Rescue Plan dollars to
22 support further broadband deployment, and that will
23 be about another \$250 million. Georgia recently
24 did a broadband grant program with their state and
25 local fiscal recovery funds. They set aside \$300

1 million dollars of their state and local fiscal
2 recovery funds for broadband deployment. They got
3 over \$3 billion in applications to cover \$300
4 million worth of opportunity, and they decided to
5 award over 400 million, even though they had only
6 budgeted 300 million, to advance their efforts to
7 close the digital divide. Kentucky has set aside
8 \$300 million to solve for the same problem, and
9 they're doing it in different tranches. So right
10 now they're considering applications with \$50
11 million of grant money on the table.

12 I won't go through all of these. I'll
13 start -- I'll stop at North Carolina because North
14 Carolina is very interesting. Again, North
15 Carolina, by comparison, has 472,000 unserved North
16 Carolinians. North Carolina set aside \$967 million
17 in order to address the digital divide. Within
18 North Carolina's \$967 million, 100 million of that
19 infrastructure money was set aside for utility pole
20 replacement. So \$100 million of the 967 will be
21 used to replace utility poles in areas where their
22 replacement is necessary in order to extend
23 broadband.

24 North Carolina also did a couple of other
25 interesting things. They set aside a specific

1 amount of money to support digital literacy. They
2 created two broadband grant programs, one called
3 The Completing Access to Broadband, and the second
4 called the Great Program, which was actually an
5 extension of a program that's been in place there
6 for some time. And both of those programs, the
7 Great Program and the CAB's Program, are focused on
8 infrastructure deployment. The differentiating
9 factor between the two is that the Completing
10 Access to Broadband Program encourages partnerships
11 between local counties and broadband service
12 providers. So they're just getting the Great
13 Program grant application window running for this
14 year, and then we'll see where they go with CAB's.
15 But that's our little survey, at least, at the
16 southeast in terms of how -- what solutions have
17 been brought forward to help solve for the digital
18 divide.

19 So, as Charter looks to give and to influence
20 and to build in a way that recognizes our ability
21 to contribute in solving this problem, we're going
22 to be working over the coming months to continue to
23 develop our deployment plans. We'll be looking to
24 see where we can, based on our existing footprint,
25 based on our RDOF award areas, and where we see

1 additional opportunity to build, we'll be looking
2 to see if we can create projects and create
3 partnership opportunities to extend our network.
4 In order to get our RDOF efforts securely
5 positioned, we'll be continuing to do field
6 walkouts. We actually need to walk the plant.
7 Like I told you earlier, that the FCC's number of
8 locations were estimated. In order for us to
9 refine and actually be accurate with those
10 estimates, we actually physically have to walk the
11 plant to confirm that these locations are real and
12 they're not, you know, fields or, you know, forests
13 or whatever it might be.

14 We're also, like I mentioned earlier, also
15 doing outreach to local governments to see if
16 they're interested in using any of the American
17 Rescue Plan dollars allocated to them to help solve
18 for closing the digital divide in their -- their
19 community. We've been working with our municipal
20 partners who are, you know, of course, they're
21 there to represent their community, but also they
22 own critical infrastructure to make sure that where
23 they can be of assistance to easing the deployment
24 effort, they can, they are. And working with pole
25 owners. I'll give an example of Withlacoochee,

1 they're an electric cooperative that's here and
2 they have -- you know, they touch a couple of
3 counties in central Florida. They've been a great
4 partner to work with because they were able to find
5 creative solutions to allow us to accelerate our
6 build. And we'll talk a little bit about it later,
7 but we just turned up 1,000 locations in
8 Withlacoochee's footprint for people who didn't
9 have broadband access.

10 And we're -- you know, again, we are going to
11 go as fast as we can, but there are some factors
12 that can slow us down. And the main one right now
13 is just making sure we can get access to the
14 critical infrastructure, including the poles.

15 We, under our RDOF commitment, have to build
16 40 percent of the locations assigned to us by the
17 end of year three, which would be December 31st,
18 2024. We believe that we're on track for that and
19 we actually are seeing an opportunity as we build
20 out our RDOF footprint, we're seeing what we call
21 synergy opportunities. So if we thought we were
22 building to 500 places, when we get there, it might
23 look more like 550, because they are, you know,
24 maybe locations that are across the street, and
25 though they were not in the same census block,

1 they're close enough for us to go ahead and extend
2 our plant there. So it's actually been, I think, a
3 good effort for us.

4 And coming back to the local partnerships. We
5 recently reached agreement with Flagler County
6 where we also had some Rural Digital Opportunity
7 Fund locations that we would be building. We did a
8 white space -- we call it a white space assessment.
9 So what that basically means is we look to see
10 where there were existing service providers
11 offering service at 25-3 or greater, we look to see
12 where there were federal funds allocated and
13 committed to build to unserved locations in
14 Flagler, and then we looked, and what the Delta
15 was -- is what we call white spaces, those are
16 places where there are people that don't have
17 broadband. And we worked with Flagler County to
18 come up with a public-private partnership where
19 Flagler will be investing a million dollars, and
20 we'll be paying the remaining balance to build our
21 network to reach unserved homes. It's about 1,144.
22 There's 1,144 in that county right now. There's
23 still a few addresses that won't have connectivity.
24 They're in less densely populated areas. And once
25 the State Broadband Grant Program's available,

1 we'll look to find another opportunity to help
2 close the remaining digital divide for Flagler.

3 So that is the end of our prepared
4 presentation, but I'm happy to take any questions
5 that any of you may have. Thank you,
6 Commissioners.

7 CHAIRMAN FAY: Great. Thank you, Ms. Johnson.
8 I do have a few questions for you and your team.
9 And then, once again, if it's sort of outside your
10 scope, we can always have our staff address these,
11 but my first question was just -- you gave us those
12 numbers on slide seven about the 804,000 and then
13 the 2.4 million. Do you have a basis or any idea
14 why there's such a wide margin in those numbers?

15 MS. JOHNSON: Yes. Fundamentally, the FCC's
16 maps, when they prepared them, they called a
17 partially served census block served. So in the
18 FCC's report, if there are five homes in a census
19 block, even though there may be 500 homes in that
20 census block, but if five of them have broadband
21 access, that census block is considered served.
22 Everyone, all 500 would be considered served in the
23 FCC's report. Broadband now tried to estimate
24 beyond that to show the true differential.

25 What we will have going forward, and Michael

1 can probably tell us when the FCC's new maps will
2 be available, they've moved now to shape file maps,
3 which allows them to better carve into some of the
4 census blocks, to give a more accurate
5 representation of what's truly served and not
6 served. So, as early as this summer, we may have a
7 different number through the FCC reporting.

8 CHAIRMAN FAY: Go ahead.

9 MR. CHOWANIEC: Good morning, Mr. Chairman.
10 To sharpen Marva's point there, I think there was a
11 recognition, you and other policymakers have kind
12 of recognized and the SEC's recognized, that their
13 methodology, right, for making the determination on
14 access, because of this, what's called one-served
15 all-served, right, phenomenon, the 477 data, is
16 something that they're working. Right. So we and
17 other providers have given them more granular data,
18 and I think the expectation is probably by later on
19 this year, they're going to be putting down a new
20 data explanation that I think is going to be more
21 granular.

22 CHAIRMAN FAY: Would they also be providing
23 data at that point? Like, are there an aggregate
24 entity of that data, or they'll just provide it
25 more directive as to what's defined as served?

1 MR. CHOWANIEC: I think it'll be -- I think
2 that's still very much a work in progress with the
3 FCC. I think the expectation is certainly that
4 they're going to be putting out higher-level
5 mapping representation. Right. What they provide
6 in terms of detail behind the mapping, I think is
7 still something that they're working through.

8 CHAIRMAN FAY: Great. Thank you. And then I
9 have just a few more questions, then I'll recognize
10 my colleagues. There's obviously still competition
11 in the marketplace, as far as what's being
12 provided. There's different types of services.
13 How do you -- I guess, how do you address or
14 explain the idea that there is still private
15 investment along with public funds? Because it
16 seems like there's so many different funding
17 mechanisms for public funding now that different
18 entities choose to either engage in or not. How do
19 those merge? How do we decide what gives us the
20 best overall coverage?

21 MS. JOHNSON: I will let -- I will definitely
22 let Michael weigh in here, too, but that is part of
23 the challenge that we have right now is being
24 efficient and effective with how we utilize the
25 funds and putting the emphasis on the true

1 priority, which is getting service to people who do
2 not have service today. And one of our concerns
3 has been that with so many funding sources
4 available for broadband deployment, that we will
5 underutilize the opportunity because some of these
6 funds may be used to overbuild existing broadband
7 service providers. Some of these funds will be,
8 perhaps, used to fund areas that already had
9 commitments for funding, for example, through other
10 federal opportunities, like Reconnect, the NTIA
11 grants, or RDOF. And it's, I think, incumbent upon
12 our executive leaders and our elected leaders to
13 try to frame for Florida what we think the vision
14 should be. So I think the broadband grant, the
15 Broadband Opportunity Program does what we need it
16 to in terms of kind of trying to filter all of
17 those funding opportunities into a decision-making
18 process that the Department of Economic Opportunity
19 can optimize instead of having everything be
20 scattered and possibly not meet our goals, because
21 we're not managing the focus.

22 CHAIRMAN FAY: Great. Thank you.

23 Commissioner La Rosa.

24 COMMISSIONER LA ROSA: Thank you, Chairman.

25 And thank you for the great presentation. As I was

1 listening, I was trying to kind of hone in on the
2 definition of rural, and I think I've heard you say
3 it there in answering the Chairman's question, when
4 you were saying that five served within a census
5 block checks the box of all served. Am I hearing
6 that right?

7 CHAIRMAN FAY: Yeah. So that you actually
8 bring up a really good point, Commissioner La Rosa,
9 and that is just a lining definition. So the
10 Federal Communications Commission has defined
11 unserved for broadband purposes as anybody who does
12 not have access to a connection that is 25
13 megabits-per-second download and three
14 megabits-per-second upload. And we try to speak in
15 terms of unserved versus rural, because in here in
16 Florida we do have rural communities. As big a
17 state as we are, and as prosperous as our state is,
18 we do have a number of rural communities. And over
19 20 percent of the people who don't have access to
20 broadband are in those rural communities, but there
21 are people who are unserved that are not in rural
22 communities that are like in Orange County, for
23 example, or Hillsborough County. So we generally
24 speak from the unserved definition perspective,
25 because the rural definition varies based on where

1 you are. Florida's defined our rural areas, rural
2 economic areas. North Carolina has a different
3 litmus for what they're defining as a rural
4 economic area. So those factors vary depending on
5 where you are geographically. Just as a note, that
6 also has been factored into some of the state
7 broadband grant programs. So, as an example, in
8 North Carolina and in South Carolina, some of what
9 they've done is they've said, yes, the definition
10 of unserved is 25-3, and we want the broadband
11 grant program to be open to anyone -- to extend
12 service to anyone who's unserved, but when you
13 apply, we're going to prioritize the funding so
14 that it gets to the rural areas first. And then,
15 you know -- so that rural concept has been factored
16 into closing the digital divide opportunities in
17 different and various ways, but it's layered on top
18 of the unserved definition.

19 COMMISSIONER LA ROSA: Great. Okay. So I'm
20 going to -- I'm going to flip kind of the question
21 on you a little bit. Does this exist where there
22 are more maybe deserts within our service areas
23 that maybe don't have adequate infrastructure?
24 Meaning, like is there other part -- you know,
25 impoverished areas within cities where normal

1 infrastructure would be, you know, I guess, more
2 physical perspective we seem to have, the maybe,
3 equipment in the ground or access isn't there -- I
4 don't know why maybe I'm calling it a desert --
5 where it's surrounded by access, but certain areas,
6 for whatever reason, does not have it?

7 CHAIRMAN FAY: I can think of some examples in
8 Hillsborough County. For example, you think of
9 Hillsborough County as a fairly large prosperous
10 not-near-rural-state -- I mean, county. There are
11 pockets, but they're not pockets within urban
12 areas, if that makes sense. By contrast, I could
13 pick for you in another state that I won't mention,
14 that's two states north of us, where there's a
15 county where the capital, the state capital, so
16 it's a fairly large county, the city that the
17 capital is in, is, you know, fairly densely
18 populated. And just outside the city walls, there
19 are pockets of communities that don't have access
20 to broadband. I just -- there may be similar
21 situations here in Florida, I just can't think of
22 one in my map in my head right now.

23 COMMISSIONER LA ROSA: Great. Thank you.

24 CHAIRMAN FAY: Commissioner Clark.

25 COMMISSIONER CLARK: Thank you, Marva. Thank

1 you very much for being here with us today. I do
2 have a couple of quick. Thank you for recognizing
3 there's still some rural areas in Florida, as well.
4 I think that often goes overlooked. Being an
5 individual that lives in one of those very rural
6 communities that's at the 50 percent or less served
7 area, this is a great concern and something that I
8 do -- I'm very excited to hear that Charter is
9 considering making investments.

10 I got some questions about kind of some of the
11 costs and some of the things that they're doing.
12 We keep talking about unserved areas, but how would
13 you compare that to the number of Floridians that
14 you would say are in an underserved area, as well?
15 Not only -- I realize you're 25-3 threshold. I
16 kind of can relate to that a little bit. But we
17 are also seeing so many instances where you start
18 out with 25-3 service and then a year later, you
19 don't have 25-3 or anything even close to it, as
20 capacity -- capacity build-out begins and you begin
21 to see the network traffic. How would you describe
22 the need to enhance things for the underserved
23 community?

24 MS. JOHNSON: Yeah. That's also been a tough
25 thing definitionally to get consensus on. I do

1 think that the Treasury guidelines, as it relates
2 to expenditures related to the American Rescue
3 Plan, are pushing us a little in that context. So,
4 for example, today the Treasury guidelines would
5 suggest that to the extent funds are being used to
6 invest in broadband, we should look at networks
7 that look at extending service so that the minimal
8 level of service available is 100 by 20, or 100
9 symmetric -- or scalable to 100 symmetric.

10 So I -- one of the things that we are able to
11 do with these one-time funds that just was
12 financially impractical 18 months ago, or two or
13 three years ago, is to plan for scalable networks,
14 which are really going to not future-proof some of
15 the deployments, but really give foundationally a
16 really good solid technology foundation.

17 One of the things, Commissioner Clark, I hope
18 you appreciate, when we extend our rural digital
19 opportunity fund network, as well as when we extend
20 our service through the partnerships that we're
21 working on, and hopefully eventually through the
22 state's broadband grant program, we're building
23 networks that are a gig down and 500
24 megabits-per-second up. So we're extending service
25 to these communities that have not had any

1 broadband, when they get it, they're leapfrogging
2 many of the other technology.

3 COMMISSIONER CLARK: Sounds like fantasyland.

4 MS. JOHNSON: It does. You know, that is
5 really part of the exciting part about it. It is
6 going to be a fiber-to-the-premise deployment and
7 it's going to have a gig down, 500 up.

8 COMMISSIONER CLARK: That was one of my next
9 questions is, what are you planning to build? It
10 is a complete fiber network, it's not a hybrid coax
11 fiber --

12 MS. JOHNSON: Although there's a lot of life
13 left in that network. I said, there's a lot of
14 life left in our hybrid fiber coaxial network.
15 When we extend it, we'll be doing fiber to the
16 premises.

17 COMMISSIONER CLARK: And no consideration for
18 last-mile wireless? I mean, you've got a lot of
19 last-mile customers. Are you looking at wireless
20 options to serve some or --

21 MS. JOHNSON: I do think that fixed wireless
22 is a great solution in this effort to solve the
23 digital divide that's not part of Charter's
24 technology solution. We were really focused on
25 extending our fiber-to-the-premise solution in

1 these rural areas, but we've had some very nice
2 partnerships. For example, Airspan, and they're
3 actually based here in Florida, but we're doing a
4 project with them in North Carolina. They keep
5 knocking on the door, reminding me we need a
6 Florida project. We're doing a fixed-wireless --
7 or a 5G deployment with Airspan in the state of
8 North Carolina, and I know we're looking at
9 partnering with them, and I believe they're
10 partnering with other service providers to look at
11 where fixed-wireless solutions are a better option.

12 COMMISSIONER CLARK: My last -- one of my last
13 questions has to do with cost. Have you looked at
14 the underserved unserved area in Florida to cover
15 the 804,000 customers -- or I think I've talked to
16 that many people that don't have adequate service.
17 I think it's probably closer to 2.3 million. Have
18 you done an estimate of what it would cost to build
19 out the remaining portions of the state of Florida
20 that are currently unserved right now? Is there a
21 cost number that we could say, hey, here's what we
22 need to finish this?

23 MS. JOHNSON: That's a tricky number to grab,
24 because, as you just noted, that technology
25 solution will be a mixture of solutions. So, you

1 know, if it was all fiber-to-the-premise, that
2 would be one cost number versus if it's a mixture
3 of satellite, fixed-wireless, some fiber to the
4 premise. So, you know, I always play around with
5 the number from the Rural Digital Opportunity Fund.
6 If it was \$192 million that the federal government
7 was investing to get to 140,000 locations, and we
8 think there's at least 2.4 million -- so I just
9 keep extrapolating the math out there, but I don't
10 have a good solid -- and that's even still just the
11 subsidy investment. It's not the --

12 COMMISSIONER CLARK: And I was doing the same
13 calculation. Some of the subsidies, they look like
14 they were averaging 2- to \$3,000 per customer in
15 subsidy.

16 MS. JOHNSON: You do good math.

17 COMMISSIONER CLARK: So my question is, what's
18 their real cost to see those customers served?
19 And, you know, of course, there is a formula for
20 capturing your return not to -- in addition to what
21 is available through the grant program, in addition
22 to maybe some customers, CIAC or some County
23 community involvement. You know, I don't think in
24 some areas that these numbers are completely
25 unreachable. I think -- you know, I go back to my

1 days with the co-ops where we had access to the
2 USDA funding to build these broadband networks, and
3 nobody ever took advantage of it, but that was some
4 low-cost cheap money that we could have had this
5 done, and fiber networks done about 20 years ago,
6 if we'd have taken some good initiative.

7 MS. JOHNSON: You're exactly right. And
8 eating the elephant, we got to do it one bite at a
9 time. And so one of the things -- and I'm glad you
10 mentioned our co-op friends. One of the things
11 that's why the -- I am not here to advocate for
12 anything, but I'm just going to mention this for
13 awareness -- one of the bills that's pending
14 consideration at the legislature today is Senate
15 Bill 1800. And that bill was drafted in
16 partnership with the co-ops. And the purpose of
17 that bill is to help offset some of the
18 infrastructure cost so that we can accelerate
19 broadband deployment. And so that would be, you
20 know, one opportunity where you're seeing creative
21 solutions. You have infrastructure owners, service
22 providers and local governments coming together in
23 order to accelerate solutions.

24 Our Flagler County solution is another good
25 one. One of the things that I -- when we looked at

1 where we might have opportunities for partnership,
2 because we had such an effective working
3 relationship with Withlacoochee Cooperative, one of
4 the things we've done is we've mapped their
5 footprint to see what it would take to make sure
6 that every member within Withlacoochee's footprint
7 had access to gigabit speeds or higher. And even
8 within the NTIA grant application process, we
9 filed -- Pasco County filed a grant application to
10 try to get additional funding to be a partner to
11 help build out the rest of Pasco, which was a piece
12 of Withlacoochee's footprint. Once Florida has a
13 state broadband grant program that's funded, that's
14 one of the opportunities that we would look at, is
15 looking to partner with our co-op partners to see
16 how we can best service and help them support their
17 efforts to service their members.

18 COMMISSIONER CLARK: My final question, Mr.
19 Chairman. Where are you starting at? What
20 counties are we starting at, the underserved, or
21 are we starting at the 70 percent, or the 50
22 percent?

23 MS. JOHNSON: For our network, we're starting
24 with our Rural Digital Opportunity Fund areas as
25 the anchor. And if you think of it as those areas

1 are the most desperate, because nobody has access
2 to broadband, they're typically the highest cost.
3 So once I plant an anchor there, everything between
4 where those high-cost areas are and my urban areas
5 becomes cheaper to serve. So we're trying to
6 anchor our efforts in our RDOF deployment, build
7 partnerships to accelerate it, and then to extend
8 it, and then we are hopeful that we'll get to fill
9 in the gap. You know, it'll -- the effort to fill
10 in the gap will be smaller as we, you know, tackle
11 the big piece first.

12 COMMISSIONER CLARK: Thank you very much.

13 MS. JOHNSON: Thank you, Commissioner.

14 CHAIRMAN FAY: I have one maybe last sort of
15 closing question for you. It might be something
16 that our staff would have to direct us to, but to
17 Commissioner Clark's point, when we as a Commission
18 hear from folks, they don't have access or don't
19 have coverage in a way that is sufficient to do
20 what they need to do, I think there's some clear
21 recognition that the pandemic made this even more
22 essential for a lot of us. And there's some
23 consideration as to how many students were impacted
24 by access, how many folks who would normally be in
25 an office working from home. Do we have any idea

1 of ways for customers that, for example, might be
2 in some of these territories, to get a better
3 understanding if through this funding -- and I know
4 there's different mechanisms, so it's a hard
5 question, but how they can find out information
6 about, you know, will I be included in this, is
7 this something that we might be a part of, or my --
8 my area might be a part of that hasn't been served
9 in the past? Because I know there are folks who
10 are probably giving strong consideration for the
11 significance of that access and considering things
12 like satellite, which maybe haven't even been
13 considered before, but that they just -- they don't
14 know the reality of how far away they are from
15 getting that access that they need. And I think
16 that information, even if an area isn't likely to
17 be soon covered, which will be a reality based on
18 the numbers we have, that they can at least know
19 that and start to give consideration to how they
20 could get information.

21 MS. JOHNSON: Absolutely. And one of the
22 things that we can do is make sure we follow up
23 with the FCC link where they can see which
24 addresses -- they can type in their address and see
25 if it was in the RDOF estimated locations. And

1 that will also provide for you a link that is
2 specific to Charter's rural broadband deployment,
3 and that's a tool that tracks to our Charter
4 website. And it will tell you specifically if your
5 address is within our build plan, not just for
6 RDOF, but we're extending that tool to support some
7 of these one-on-one local partnerships that we're
8 building so that our community -- residents and
9 communities where we're extending service will --
10 you know, I know it's hard to know, am I near
11 Charter, or am I near Comcast? You know, I know
12 it's a little bit of magic and guessing. But for
13 folks in our general area, you'll be able to go to
14 our website we have about our rural deployment and
15 type your address in and see if you're in our plan
16 builds.

17 CHAIRMAN FAY: So that that's not just for
18 RDOF funding, it's for other partnerships you would
19 have?

20 MS. JOHNSON: Yeah. Right now it's mostly
21 RDOF, but what our plan is is to include all of our
22 rural build programs. So if we, in states where we
23 have state broadband grants, include those
24 addresses, as well as our direct relationships.

25 CHAIRMAN FAY: So if you work through DEO

1 through that -- some of that additional funding,
2 you would update that map, those folks that have
3 been included that might actually be able to see
4 that? Is that --

5 MS. JOHNSON: DEO, in fact, could also be a
6 good aggregator for that data. And, as an example,
7 in South Carolina, one of the things they are doing
8 with their maps is we are providing a map of our
9 existing footprint and we're providing a map of our
10 planned builds. So, for South Carolina, their map
11 layers in, here's where the service providers are
12 today. And they did it in a way that's agnostic,
13 so you're not giving away my trade secrets. So it
14 shows where there's service today. And then we
15 communicated with them what we plan to build by the
16 end of 2022 and what we plan to build by the end of
17 2023, and that lights up different colors within
18 the South Carolina map so that you can see how --
19 what the plan is to extend the full broadband
20 access in the state.

21 CHAIRMAN FAY: Great. Thank you. That -- I
22 think that addresses that, obviously, different
23 customers will be in different areas, but at least
24 they can have some information, or a basis of the
25 time line, as to when that coverage would occur.

1 I just want to thank you, again, for taking
2 the time to be here today and answer our questions
3 and inform us. We, of course, have staff that work
4 on these issues. And so as I bug them with
5 questions, they may bug you with questions. And so
6 I appreciate your patience with that, too, and that
7 we just want to make sure we have the best
8 information to put out to consumers that might be
9 interested in what this is going to look like for
10 our state. But I do think it sounds like the gap
11 has been closed, and hopefully we'll be competitive
12 in our efforts to close it as quickly as possible.
13 Although, Commissioner Clark may disagree that it's
14 not fast enough, but we'll get there eventually, at
15 some point. So thank you, again, for your time
16 today.

17 COMMISSIONER LA ROSA: Chair, can I ask one
18 quick question?

19 CHAIRMAN FAY: Oh, sure. Yeah. Go ahead.

20 COMMISSIONER LA ROSA: I appreciate it. And
21 the back and forth and the question --

22 CHAIRMAN FAY: Yeah.

23 COMMISSIONER LA ROSA: And this may be maybe
24 almost a silly question, but I assume that in the
25 rural areas where infrastructure just isn't there

1 and you guys are getting to where you need to be,
2 the conversion rate, I assume, is high?

3 MS. JOHNSON: Yes. Oh, my gosh, I love that
4 you asked that question. So I've mentioned that we
5 recently extended our plant to 1,000 new addresses
6 in Hernando County under RDOF. The take rate is
7 extremely high. People are anxious to get the
8 connectivity. And if I can have that take rate
9 across urban areas, that 31 million would be a much
10 different number.

11 COMMISSIONER LA ROSA: Well, looking at your
12 numbers, that's what actually triggered that. You
13 should almost have a new stat when that -- when
14 this continues to deploy, saying, hey, everything
15 now we've deployed from this point with this
16 program, look at what the conversion rate is. So
17 just -- interested. That's what I assumed, but I
18 just wanted to double-check. So, thank you.

19 MR. CHOWANIEC: And, Commissioner, I think
20 that is an important observation. Right. Because
21 it goes to how it is that we do our math. Right.
22 In terms of anticipating business opportunity when
23 we build out and, therefore, potentially adjusting
24 the subsidy, right, that we would require, right,
25 to do that build out. Right. If our assumption is

1 is that our math will be more attractive, the
2 public sector subsidy, therefore, would be --

3 CHAIRMAN FAY: Great. Thank you for
4 addressing that question.

5 With that, you are dismissed as you might need
6 to run downtown for some things, I would imagine.

7 MS. JOHNSON: Oh, I get to check my text
8 message. I haven't heard. I hope it was good
9 news. Do you think?

10 CHAIRMAN FAY: Thank you again for your time
11 today. Yeah, I'll give them a chance to close up
12 and then we'll move over to our staff. I think
13 what I'll probably do is take our General Counsel's
14 report up first and then go to the Executive
15 Director where we can do a Legislative and
16 Executive Director update at the same time.

17 MR. HETRICK: Thank you, Mr. Chairman, and
18 good morning, Mr. Chairman and Commissioners. Mr.
19 Chairman, at your request, you asked me, and the
20 following is going to be a quick recap of '21
21 activities for GCL. And I'll keep this brief and
22 try to make just a few comments.

23 As you know, we started '21 working remotely
24 and by mid-2021 we had started to come back to the
25 office. Despite COVID, all staff, legal, technical

1 and administrative pulled together, worked hard so
2 that you could continue to vote at agenda
3 conference, keep abreast of administrative matters
4 affecting the Commission, hear from stakeholders
5 about current topics and conduct hearings remotely.
6 None of these accomplishments would have been
7 possible without our outstanding IT staff and I --
8 I simply, we cannot get -- ever give them enough
9 credit, and you know that, all of us know that, but
10 they really made -- they were the backbone and glue
11 that made this happen, Lee Kissell and everyone in
12 that whole group. They gave us all the tools we
13 needed to be successful for remote work during
14 COVID, and as we transitioned back into the work
15 environment.

16 Currently, Braulio and I have discussed this
17 many times, but he and I never really get tired --
18 never get tired whatsoever of taking any
19 opportunity to recognize all of our amazing staff,
20 and we do so here today.

21 The following are some quick highlights of
22 2021 accomplishments of your legal and technical
23 staff. The first point I'd make is in 2021, we saw
24 challenging dockets in every industry including
25 three major comprehensive base rate proceedings

1 involving four of our largest utilities. Of
2 course, staff's efforts on all rate cases was
3 extraordinary and never lacked for enthusiasm. The
4 FPL rate case, perhaps the largest of rate cases,
5 involved over a dozen parties and a dozen remote
6 service hearings. We also balanced the demands of
7 over 14 dockets that went to hearing, and you also
8 rendered a number of decisions on the status for
9 eligible telecommunication carriers and new area
10 code expansions. And we saw a time-sensitive and
11 rapid transmission and need determination
12 proceeding.

13 Secondly, in the appellate arena, the First
14 District Court of Appeal rendered favorable
15 decisions for the Commission, in two of --
16 upholding the Commission in two of our appellate
17 cases last year. We also filed two appellate
18 briefs in the Florida Supreme Court and made
19 supportive oral arguments and are awaiting
20 decisions in those matters.

21 Also, a number of rule-development workshops
22 were held where the Commission received stakeholder
23 comments on rule -- draft rules. Of particular
24 note in regard to rulemaking is the pole attachment
25 complaint rule, which was proposed last November in

1 response to the legislature's mandate to propose a
2 rule by December 31st, 2021, and that rule will be
3 back before you again at the next agenda.

4 Finally, we responded to 48 public records
5 requests. So I have my GCL supervisors here today,
6 Samantha, Jennifer and Lee Anne, who I'd like to
7 congratulate for the hard work they did with their
8 staffs and their attorneys and working with all
9 technical staff. And should you have any
10 particular questions on matters, they're here today
11 to answer those.

12 In closing, I'd simply like to say that I'm so
13 proud of all my attorneys, and not just for the
14 quality of work and effort that they continuously
15 provide, but also for the enthusiasm that they seem
16 to constantly bring to the table day in and day
17 out. As a group, they are fun and extraordinarily
18 talented and fearless bunch, and I think we all
19 recognize and enjoy the challenging nature of both
20 the legal and technical work that we perform. This
21 is really an interesting, exciting arena that we
22 wake up to day in and day out. And we particularly
23 enjoy working for a Commission that's deeply
24 supportive of staff. So for me, and I guess on
25 behalf of all of us, it continues to be an honor

1 and privilege to serve this Commission. And that's
2 my report, Mr. Chairman.

3 CHAIRMAN FAY: Great. Thank you, Mr. Hetrick.
4 Good luck, Mr. Baez, on your report after that.

5 MR. BAEZ: Oh, I'm --

6 CHAIRMAN FAY: I do just want to echo what Mr.
7 Hetrick said. I mean, I think it was a unique year
8 for a lot of people and I think we have -- we have
9 mandates both on a statutory level and then from
10 implementing with perspective to rulemaking, and to
11 keep those going within the deadlines, I know at
12 times the workload can be challenging. I also know
13 that I tend to make a lot of calls and ask a lot of
14 questions at times when there's a high workload.
15 And so I add to that, I think we all do at times,
16 but the goal is to get the best information we
17 have. So I appreciate the update from last year.
18 I know this upcoming year and the following year
19 and the near future we'll continue to be busy, and
20 we'll try to be responsive in what the legislature
21 directs us to do. So I appreciate your update and
22 I think that we'll leave Mr. Baez to update us on
23 his stuff, which may not be quite as fun. But, go
24 ahead, Mr. Baez.

25 MR. BAEZ: Boy, if I had a dime every time I

1 heard that about me. But, well, I'll start by
2 echoing what our General Counsel said. And kudos
3 to the lawyers, who are lawyers, for defending our
4 honor inside and out of the building. They do a
5 marvelous job for us, and I know I've bored quite a
6 few of us that are in here saying I always like my
7 chances, even when the Commission's decisions are
8 challenged in court, because we have really smart,
9 really hard-working lawyers doing -- doing hard
10 work. So thanks to them for that.

11 48 PRR's. That's -- that actually sounded
12 kind of low. I was surprised. It feels like more.
13 Nevertheless, today's the 43rd day of the
14 legislative session and our legislative team, as
15 you know, has been working hard monitoring bills
16 and coordinating Commission responses and the work
17 of our technical -- with the input of our technical
18 staff and experts.

19 I have two bills to update you on
20 specifically. Those are the Lifeline bills.
21 They're the bills that the Commission has had a
22 hand in a proposed -- you know, helping propose or
23 helping shape during this session. They are
24 Bills -- Senate Bill 7036 and the companion bill,
25 House 789. The Senate bill got passed earlier this

1 month and it's in messages in the House. The House
2 bill is also awaiting approval, being taken up on
3 the House floor. Hopefully we'll get some
4 resolution sometime soon.

5 To the earlier discussion, and there may be
6 some late-breaking update. I know that the Senate
7 Bill 1800 and 1802, the bills that Ms. Johnson was
8 referring to earlier, were up or are up even as we
9 speak. And I'm getting a thumbs up. Apparently,
10 they did pass. I know that there was some
11 amendments that were tacked on, and we'll fill you
12 in individually later with any meaningful updates.
13 But you heard the report. That has now moved on.

14 That pretty much does it for the legislative
15 portion of it. We'll continue to update you.
16 Obviously, there are pretty meaty bills that are
17 out there still to be resolved and are moving
18 through the House. Two of them in particular we
19 will continue to update you as to their progress.
20 And when we have matters that have been resolved by
21 the legislature, we'll definitely update you as to
22 those resolutions.

23 As always, if you have questions on any
24 specific bill, we try and do our best to get you
25 tracking information so that you can keep track of

1 the movement of legislative proposals on your own.
2 So, if you ever have questions, obviously, please
3 let us know. We have many, many people that are
4 ready to break it down for you all individually at
5 your convenience.

6 I don't have anything else to report. If you
7 have questions, please see us.

8 CHAIRMAN FAY: Any questions, Commissioners?
9 Great. Thank you.

10 With that, I did just want to mention briefly,
11 based on Mr. Baez's comments, I know we did have an
12 oral argument before the Supreme Court, I think, in
13 between our last meeting and this meeting, which
14 Adria Harper did on behalf the legal staff, and
15 just want to commend her, from the preparation and
16 respect for the court and candor that she had in
17 presenting that. So very proud of her to see her
18 represent our Commission that way, and thankful
19 that she's on our team. So if anyone tries to
20 steal her, please let us know. So we'll be ready
21 to respond accordingly.

22 With that, Commissioners, I want to make sure
23 there wasn't any other information that you would
24 want to bring to our attention this morning. Go
25 ahead.

1 COMMISSIONER CLARK: I just wanted to say
2 thank you for putting this program together this
3 morning. This was a dream of mine during the COVID
4 era, that we would be able to have some programs
5 for the Commission, informative programs. And I
6 got several I have asked specifically my staff to
7 begin working on. One is for a prepaid metering
8 workshop -- not workshop -- prepaid metering
9 presentation, something that I've long been an
10 advocate for and would like to see this Commission
11 begin to at least have a little bit of advocacy
12 for. And so I've asked them to -- but I would
13 encourage us all to bring some ideas to the table
14 for things that we're very interested in seeing and
15 would like a better explanation, more information
16 about for these programs in the future. But thank
17 you for your leadership in that area.

18 CHAIRMAN FAY: Great. Thank you, Commissioner
19 Clark, and we'll make sure that's included in an
20 upcoming meeting and, as always, Commissioners, if
21 there's any information or topics you'd like to
22 address.

23 With that, if there aren't any other comments,
24 we -- this meeting is adjourned. Thank you.

25 (Proceedings concluded.)

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DANA W. REEVES, Professional 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 7th day of March, 2022.



DANA W. REEVES
NOTARY PUBLIC
COMMISSION #GG970595
EXPIRES MARCH 22, 2024