

I. Meeting Packet



State of Florida
Public Service Commission
REVISED INTERNAL AFFAIRS AGENDA
Tuesday – March 28, 2023
9:30 AM
Room 148 - Betty Easley Conference Center

1. Utility-Related Scam Awareness and Customer Protections:
 - Melissa Booher, Manager of Customer Advocacy, Florida Power & Light
 - Brandon Green, Director of Customer Advocacy, Duke Energy(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.



FPL®

Protecting Customers and Combatting Scams

Melissa Booher, Customer Advocacy Manager

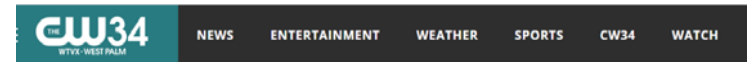
Presentation for the Florida Public Service Commission

March 28, 2023

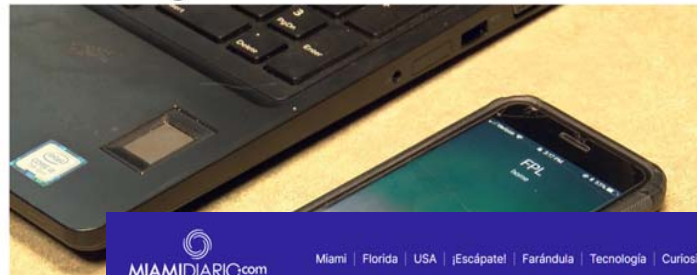
Utility-related scams are ever-present in the communities we serve. We must all be vigilant to keep the public informed and combat evolving scams

Scams Happen Every Day

- Across the country, utility customers are pursued aggressively by scammers using sophisticated and frequently evolving tactics
- Scams often target populations perceived as more vulnerable such as senior citizens
- Suppliers and other businesses that utilities work with are also being targeted



FPL reports scams ramp up over the holidays



DESTACADO, FLORIDA

No sea víctima de estafa por falsos empleados de la FPL



BROWARD

Pembroke Pines Woman Claims Video Shows Men Posing as FPL Workers

We keep our customers on alert, and we fight back



Scams are perpetrated via phone calls, emails, texts, social media and in person

Common Types of Scams

- **Scammer calls and pretends to be a utility employee, insisting your account is delinquent and threatening to turn off power if payment isn't made immediately via prepaid card, wire transfer or banking app**
- **Scammer sends email or text, inducing the customer to provide personal information such as their utility account number or Social Security number**
- **Scammer impersonates a utility employee to attempt to gain access to a customer's home**
- **Scammer misleadingly suggests an association with a customer's utility to sell a product or service – a tactic used increasingly by door-to-door salespeople to sell solar and energy-efficiency products**

We urge our customers to be on alert for scammers and to contact the FPL Care Center and law enforcement if they think they may have been the victim of a scam.

HOW TO SPOT A SCAM

Don't become a victim.

In one of the most common scams, a caller may:



Pretend to be from Florida Power & Light Company (FPL). Your caller ID may even display FPL's name.

Threaten to turn off power to your home or business within a few hours.



Demand immediate payment only with a prepaid card or wire transfer.

Suspect a scammer?

Here's what to do if the call seems suspicious:

- 1 Hang up.
- 2 Call the police.



DO NOT pay over the phone if immediate payment only with a prepaid card or wire transfer is demanded to avoid disconnection.

FPL will always offer you multiple ways to pay your bill.

Scam Red Flags

- FPL will never call/text/email to demand payment by pre-paid card, gift cards, wire transfer or banking app
- FPL employees do not ask for personal or account information over the phone unless the customer initiates the call
- FPL does not conduct door-to-door sales and will never show up unannounced to perform an energy audit



Scammers are increasingly targeting businesses that work with our company

Supplier/Business Scams

- **Common tactics include:**
 - Scammer pretends to be a utility employee and attempts to establish a relationship to extract goods or services
 - Scammer sends an invoice or purchase order to a business using an email address with a web domain that resembles a legitimate one
- **FPL encourages the suppliers, contractors and other businesses we work with to report potential scams to us at reportbusinessfraud@nee.com**

Examples of web domains reported to FPL/NextEra Energy as being used in phishing attempts

@fplenergyproject.com

@fplenergyproject.com

@fplenergyproject.us

@fplproject.com

@fplutility.com

@nexteraenergy-desk.com

@nexteraenergyincorporated.com

@nexteraenergymanagement.com

@nexteraenergypower.com

@nexteraenergyproject.com

@nexteraenergyus.com

@nexteraenergyincorporated.com

@nexteraenergy.com

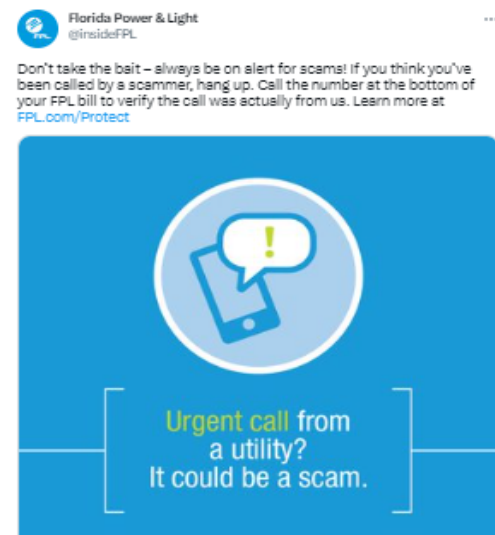
@nexteraenergyinc.com



We're communicating with customers continuously to maintain awareness and encourage caution

Customer Outreach

- Customer eNewsletters
- Bill messages
- Community group outreach
- Social media
- Local media
- Dedicated web page with updated FAQs, ways to report scams and downloadable fact sheets in English, Spanish and Creole



FPL works with law enforcement in support of customers, both to raise awareness and assist when scams are reported

Helping Protect Customers

- In 2021, FPL launched a new feature on [FPL.com/protect](https://www.fpl.com/protect) to enable customers to quickly report scams
- If a customer believes they may have been a victim of a scam, we encourage them to:
 - Notify their local police department immediately
 - Contact FPL via the number listed at the bottom of their bill and submit a report at [FPL.com/protect](https://www.fpl.com/protect)
 - Report it to the Florida Attorney General's office at [MyFloridaLegal.com](https://www.MyFloridaLegal.com)



Fort Lauderdale Police Department



Be Aware of the Newest FPL (Florida Power and Light) Scams

Detective DiCristofalo from Fort Lauderdale Police Department - 15 Jun 15

Several reports have come in this past week of customers being conned via the phone. Scammers are using false phone numbers that could appear on a caller ID to be FPL. Please be aware of the following information to research numbers on your own. Never trust caller ID. A copy of what a possible scammer is using is attached.

Phone Scam

Phone scammers posing as FPL employees are targeting customers across our service area. Scammers are using false phone numbers that could appear on a caller ID to be FPL. FPL will never call and demand credit card information or take Green Dot MoneyPak as payment unless a payment is made immediately with a Green Dot MoneyPak card. If you ever receive a strange call and are in doubt, hang up and call FPL at the number on your FPL bill.

Email Bill Scam

Scammers are targeting utility customers across the nation with emails that appear to be from FPL. These emails are bogus and may contain malicious spam. Do not open or click them and do not provide any personal information. FPL will never send emails threatening to close your account if you do not take the time to provide personal information.

Non-FPL customers: If you are not an FPL customer and you receive something that appears to be from FPL, delete it immediately. It is a scam. Do not open or click the email.

FPL customers: If you receive an email bill from an electric utility other than FPL, open or click the email. Delete it immediately. If you receive an FPL email bill that appears suspicious in any way, do not click any links. Look at the account number on the bill. You can find your account number by looking at an old bill or by logging into your account on [FPL.com](https://www.fpl.com). If the account numbers match, then the email is a legitimate email from FPL. Delete it immediately.



Lake City Police Department - Lcflapd

February 22, 2021



FPL Scams

Several citizens have reported receiving phone calls demanding immediate payment of past due power bills or the service will be turned off. So far the citizens receiving these calls have been resourceful enough to hang up the phone and contact FPL themselves to assure their account was in good standing. Please protect yourself and do not fall for this or similar scams. Here are some tips from FPL.

FPL WILL NEVER:

- Demand immediate payment with a prepaid card or wire transfer to avoid service disconnection.
- If this happens to you, take action:
 - Suspicious caller – Hang up
 - Suspicious text or email – Delete it
 - A visitor without official FPL identification – Shut the door
 - Ask for personal information, such as account numbers or your Social Security number, unless you call us – in which case we will ask questions to confirm you are the account holder. See less

For more information, visit [FPL.com/protect](https://www.fpl.com/protect)



Duke Energy

SCAM Awareness



Current State of Scam Reporting

Currently, utility customers are directed to contact their utility if they believe they are targeted by a scam.

ENERGY PROGRESS | Report Fraud and Scams

Español North Carolina Search Sign in

Report Fraud and Scams

Modern scam artists use increasingly sophisticated and intimidating tactics. They thrive on changes in the environment and look for opportunities to take advantage of unrest and uncertainty. During the COVID-19 pandemic, we've seen many scammers become more creative and aggressive. The only way to protect yourself is to be vigilant, stay informed and guard your personal information.

Remember, you do not have to sign anything or give personal information to anyone calling you on the phone, sending you an email or showing up at your door. If you feel something's not quite right about the situation, contact us immediately at [800.452.2777](tel:8004522777).

Duke Energy

How To Avoid Utility Scams

- Hang up and call the utility company yourself.** Call the company using the number on your bill or the utility company's website even if the person who contacted you left a call-back number. Often times, those call-back numbers are fake. If the message came by text, don't respond and do the same. If your bill says you owe anything, pay it as you normally would, not as the caller says.
- Never wire money or pay with a reloadable card, gift card, or cryptocurrency to anyone who demands it.** Only scammers will require one of those kinds of payment. Your utility company won't ask you to pay that way. Once you send the money, you probably won't get it back.

If you're actually behind on your utility bills, read [Getting Utility Services: Why Your Credit Matters](#) to learn more about your options.

FTC

Keep track of your finances

Manage your money, plan for retirement, maximize your social security claims, and find other financial tools to build healthy savings for your family.

✓ Do's

- Do call the utility, at the customer-service number listed on your bill, to find out if you're behind on a payment or if they have tried to contact you. Do not use a call-back number provided by an unknown caller.
- Do know how utilities operate. They do not request personal information over the phone, and they do not cut off service without considerable advance warning.

✗ Don'ts

- Don't provide personal or financial information to a caller or visitor you don't know.
- Don't wire money or provide numbers from gift cards to anyone who contacts you on utility matters.
- Don't get scared. A scammer will try to convince you the lights or water are about to go out. If you're actually behind on payments, the utility will send you a delinquent notice, probably more than

AARP

REPORTING IMPOSTOR UTILITY SCAMS

Below is a list of suggested companies, agencies, and organizations you may wish to reach out to you if you think you have been contacted by a scammer or have been a victim of a scam:

YOUR UTILITY ←

Your utility can answer any questions you might have about your bill or account. Also, your utility may be working with law enforcement and other partners investigating criminals and assisting in shutting down scams. You should be able to find your utility's phone number on your monthly bill, on your utility's website, or through your phone's directory assistance.

Entity	Website/Phone Number	Purpose
Local and State		

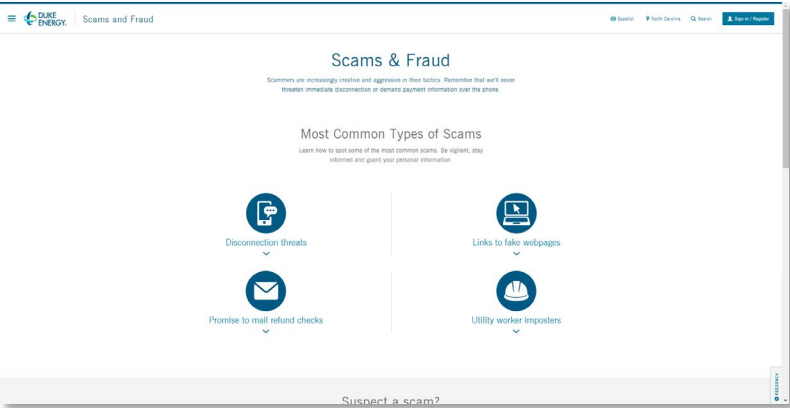
Utilities United

Opportunity to Re-direct Customers

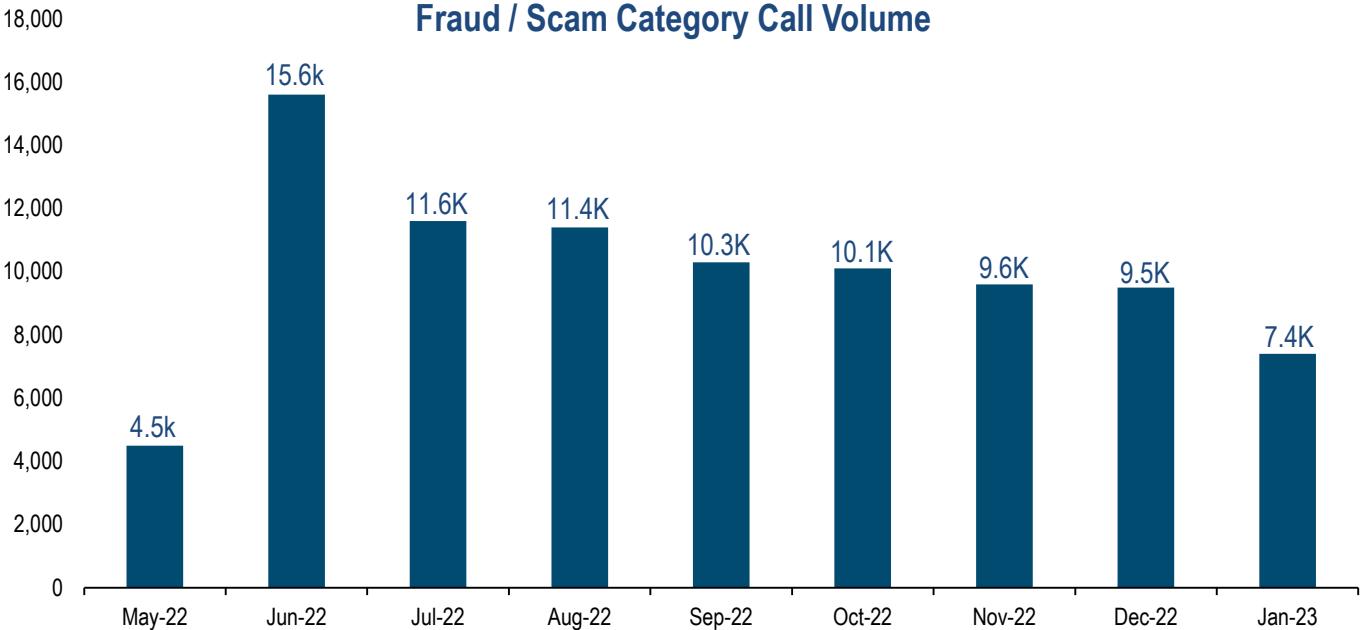
On average, Duke Energy customers report about 10,000 scams a month by calling our contact center.

Self Serving through Digital Channels

In 2022, ~60% of Duke Energy customers calling in through the IVR also self-served in a digital channel



Duke Energy directs customers to resources around scams and fraud to assist customers in staying vigilant and guard their personal information.



Scam Awareness Month

Duke Energy is a founding member of Utilities United Against Scams and runs an annual campaign for scam awareness month to inform and protect our customers.

DUKE ENERGY | Newsletter

COVID Scam Awareness

Nov. 18 is Utility Scam Awareness Day. Read these tips on how to avoid getting scammed.

DON'T GET SCAMMED

Don't get scammed!

During the COVID-19 pandemic, scam artists are using more sophisticated and intimidating tactics. Before we go any further, if you get a phone call that doesn't feel right, hang up and contact us immediately using the phone number on your bill.

NOT SURE? HANG UP AND JUST CALL DUKE ENERGY

How the scam works

You will get a phone call from someone impersonating your utility company. They are very persuasive. They will inform you that your utility bill is overdue and that if you do not act immediately, your power will be cut off. They do not want you to hang up. They want you to pay the bill over the phone using a prepaid debit card. Duke Energy will never call and threaten you.

How to avoid getting scammed in two easy steps

If you get a phone call, text message or email that doesn't feel right, do not respond and contact us immediately using the phone number on your bill.

NOTICE OF OVERPAYMENT

November 2020 Residential Newsletter

DUKE ENERGY | Newsletter

What Scammers Want for the Holidays

What Scammers Want in Their Holiday Haul

Naughty or nice? There's no question on which list scammers land. During the holidays, cybercriminals are more cunning than the Grinch on his best day. Sometimes all it takes is your name, date of birth and address for cybercriminals to steal your identity, access your bank accounts or even take out loans and mobile phones in your name.

The truth is that the gifts scammers would like to receive this year would make Scrooge smile. Here are some clues about what they're asking for.

"It's beginning to look a lot like your banking PIN numbers"

The common cybercriminal wants your PIN number or access to your finances more than anything else. Fortunately for the scammer, many people have wrapping and ribbons around their presents tighter than the security around their own personal identification numbers, or PINs. Birth dates, anniversaries and simple "1234" combinations are often used to secure things like debit cards, credit cards and other banking accounts. If a scammer or thief gets hold of your credit card numbers or bank information, they'll likely search through personal information posted publicly on social media and other sites to find the right combination of numbers to crack your PIN codes.

"I'll have a blue Christmas ... without your Social Security number"

Identity theft is a practice as familiar to cybercriminals as toy-making is to elves at the North Pole. One of the most common forms of identity theft occurs when your Social Security number is stolen by a scammer. Cybercriminals can use your Social Security to take out a loan in your name, use your insurance for medical treatment, pay for their utilities, identify themselves, sell your information and carry out a multitude of other scams.

"I saw mommy buying prepaid debit cards"

November 2021 Newsletter Article

DUKE ENERGY | News Center

Our Perspective | Media Kit | Social Media | Outages | Illumination

Together we can stop SCAMS

DUKE ENERGY | UTILITIES UNITED

Duke Energy Collaborates with North American Utilities on Protecting Customers from Scams

November 14, 2022

- **Utility Scam Awareness Day, Nov. 16, stresses how customers can avoid being scam targets**
- **As scam tactics evolve, customers should remain vigilant**
- **Simple tips can help you protect your money and personal information**

CHARLOTTE, N.C. – It could be a phone call or a text. "This is Duke Energy, and we are on our way to disconnect your service unless you pay us right now." The type of communication or message may vary, but the intent is always the same – to scam customers out of their money or personal information.

If you receive a similar call or text, do not engage because Duke Energy never calls or text customers demanding immediate payment to avoid disconnections.

Share This Story

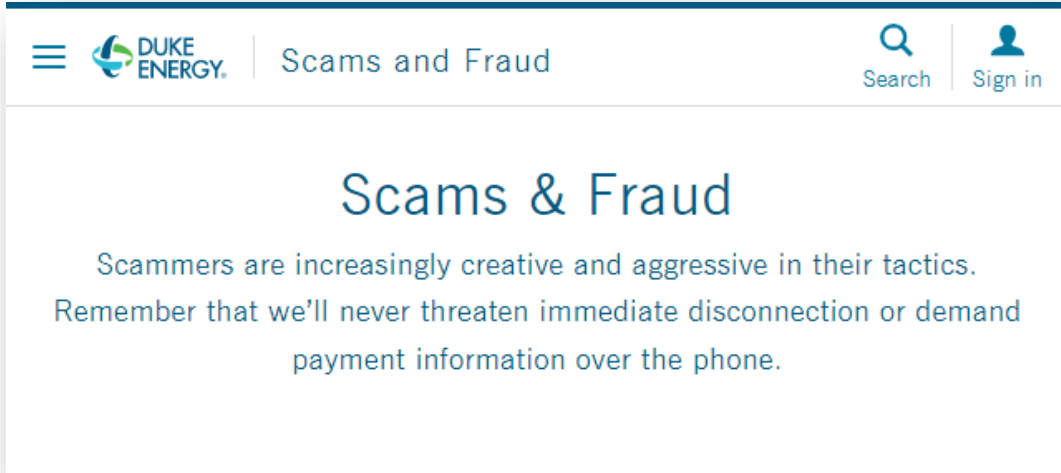
Related Stories

- Duke Energy and Piedmont Natural Gas celebrate natural gas employees on Natural Gas Utility Workers' Day
- Duke Energy Carolinas proposes annual adjustment for fuel and other riders with North Carolina Utilities Commission
- Piedmont Natural Gas reduces average residential customer bills in the Carolinas and Tennessee

November 2022 news release

NEW! Duke Energy Scam Reporting Tool

To drive customers to report via digital channels, we have developed a tool that will allow customers to report on the experiences they may be having with unscrupulous individuals claiming to be contacting them on behalf of Duke Energy.



DUKE ENERGY | Scams and Fraud

Search | Sign in

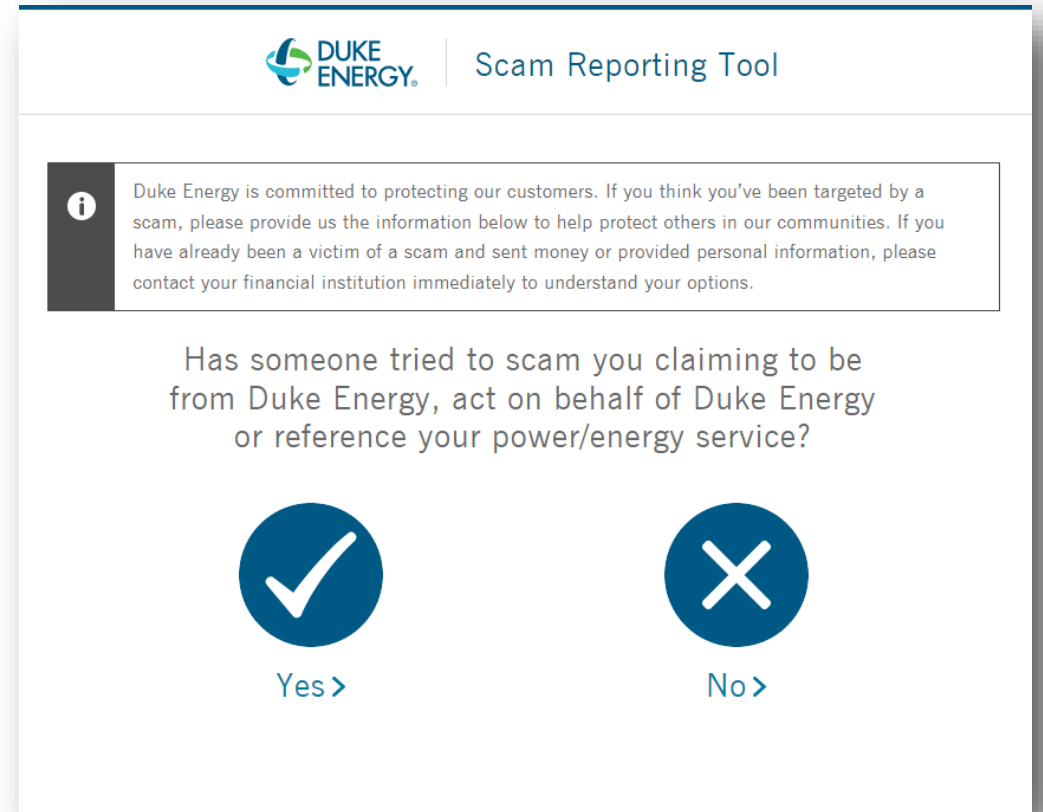
Scams & Fraud

Scammers are increasingly creative and aggressive in their tactics. Remember that we'll never threaten immediate disconnection or demand payment information over the phone.



Suspect a scam? Here's what you should do.


- 1** Stop! Slow down if you feel pressured.
Scammers will try to trick or scare you into sharing your personal and financial information. Note what's being asked and who's asking so you can share details with authorities and Duke Energy.
- 2** Contact local law enforcement.
If you feel physically threatened, call 911. For phone or digital scams, you may file a complaint with the [Federal Trade Commission](#) (FTC) and your state [consumer protection agency](#).
- 3** Call Duke Energy.
Call us at [800.777.9898](tel:800.777.9898) to report the issue. Never call a number given to you by a caller or visitor.
- 4** Share your experience. >
Share information about the scam attempt. Your report could help track scam patterns and help protect others.




DUKE ENERGY | Scam Reporting Tool

i Duke Energy is committed to protecting our customers. If you think you've been targeted by a scam, please provide us the information below to help protect others in our communities. If you have already been a victim of a scam and sent money or provided personal information, please contact your financial institution immediately to understand your options.

Has someone tried to scam you claiming to be from Duke Energy, act on behalf of Duke Energy or reference your power/energy service?

 Yes >

 No >

Scam Reporting Tool Flow

After indicating their location, the individual provides additional information to us around the scam.

Location Scam Details Review

When were you contacted?

Please select the date or the approximate date the scam attempt occurred.

Select Date

This field is required.

[Cancel](#)

Location Scam Details Review

What was the intent of the scam?

What type of information did the scammer ask you to provide? Select all that apply.

- Make payment or provide financial details (such as bank account, credit, or debit card number)
- Provide your personal information (such as your Social Security number) or potential answers to security questions (such as your mother's maiden name or the first car you purchased)
- Provide login information or directing you to log into a suspicious website using your Duke Energy Account or bank credentials
- Purchase prepaid credit cards, debit cards, or external store cards (such as Amazon or App Store)
- Other - Please provide any additional details regarding this scam.

Location Scam Details Review

Provide additional scammer information

If the scammer provided an additional contact phone number, email address, and/or website URL (such as a payment site, etc) for you to send information or money, please provide those details.

Phone number

Phone number

Phone number provided by scammer.

Email

Website

Website URL

Website provided by scammer.

[Cancel](#)

Location Scam Details Review

How were you contacted?

Phone Call >

Email >

Mail >

Web >

SMS Text >

In Person >

[Cancel](#)

Scam Reporting Tool

Location Scam Details Review

Let's review your scam report.

The details you've provided are listed below

Scam Report

- Your Region** / Edit
Florida
- Date of Occurrence** / Edit
Thurs, Mar 2, 2023
- Contact Details** / Edit
Sender's Email
scammer@scam.com
- Intent of Scam** / Edit
 - Make payment or provide financial details (such as bank account, credit, or debit card number)
 - Provide login information or directing you to log into a suspicious website using your Duke Energy Account or bank credentials
 - Other - "Tried to claim that I must physically go to utility end..."
- Scammer Information** / Edit
Phone Number
(555) 223-3344
Website
scam.com

[Cancel](#)

Individual provides details around scam and ends on a confirmation screen of the details entered.

II. Outside Persons Who Wish to Address the Commission at Internal Affairs

Note: The records reflect that no outside persons addressed the Commission at this Internal Affairs meeting.

III. Supplemental Materials for Internal Affairs

Note: The records reflect that there were no supplemental materials provided to the Commission during this Internal Affairs meeting.

IV. Transcript

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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PROCEEDINGS: INTERNAL AFFAIRS

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

DATE: Tuesday, March 28, 2023

TIME: Commenced: 9:30 a.m.
Concluded: 10:15 a.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
114 W. 5TH AVENUE
TALLAHASSEE, FLORIDA
(850) 894-0828

1 PROCEEDINGS

2 CHAIRMAN FAY: All right. Good morning,
3 everyone. Welcome to our Internal Affairs meeting
4 for March 28th. I will start this morning in
5 recognition of our employee of the month for the
6 Commission.

7 So for this month, it will be Raquel Revells.
8 And Raquel is an Accountant III in the Fiscal
9 Services section, division of Administration and
10 IT. She has been employed with the PSC since 1999,
11 and has consistently proven herself to be dedicated
12 and reliable to her role. She represents PSC in a
13 number of different manners, including the process
14 of reimbursement, assisting deposits, collect
15 regulatory assessment fees and audits and approvals
16 of Pcard charges.

17 Raquel's team just describes her as a team
18 player and somebody that goes the extra mile
19 consistently. And I had a chance to sit down and
20 meet with her, and we are -- we are more than lucky
21 to have her as part of our team, because I know
22 there is a lot of places she could go with her
23 skill set, and so her and I talked about some of
24 the people in this building we look at as family,
25 and just really, you know, being a team player.

1 And so with that, I want to recognize Raquel
2 Revells as our employee of the month.

3 (Applause from the audience.)

4 CHAIRMAN FAY: And she's not here this
5 morning.

6 All right. Commissioners, with that, next we
7 will move into our Internal Affairs agenda for this
8 morning. We will have Melissa Booher, the Manager
9 of Customer Advocacy at FPL, and Mr. Brandon Green,
10 Director of Customer Advocacy at Duke Energy, to
11 give us some information this morning about some
12 scams and things that they are working on related
13 to that area.

14 So with that, Commissioners, I will turn it
15 over to them. And of course, feel free to
16 interject during the presentation if you have any
17 questions. And if not, for our speakers, we might
18 just wait until the end and ask our questions once
19 we get through your materials.

20 So with that, Ms. Booher, you are recognized.

21 MS. BOOHER: Good morning, Commissioner and
22 Commission staff. As Andrew said, my name is
23 Melissa Booher. I'm with Florida Power & Light. I
24 have been with the utility over 20 years, all of my
25 time in customer service, and I am currently the

1 Manager of Customer Advocacy. So customer issues
2 are top of mind for me, so I am happy to be here
3 today to stalk to you a little bit about consumer
4 scams and what we are doing to protect our
5 customers.

6 Scams are not new. As we know, they happen
7 every day, and they are frequently evolving. Our
8 scammers are always changing their tactics in order
9 to get what they want out of our customers, which
10 is typically money.

11 Across the country, they are being very
12 aggressive right now with our customers in order to
13 pocket quick cash. They often target our
14 populations perceived as the most vulnerable, which
15 is our elderly, and specifically in South Florida,
16 our Spanish speaking population.

17 We are recently seeing an uptick with our
18 suppliers and businesses that we work with being
19 targeted also, and we are going to talk a little
20 bit about that.

21 In the last year, we've had over 15,000
22 customers initiate scam reports with us. And
23 that's just the customers that have initiated those
24 reports. We know the number is likely a lot
25 higher.

1 Common types of scams are scammers typically
2 call our residential customers pretending to be a
3 utility employee with a lot of sense of urgency.
4 Your power is going to be turned off. You are
5 delinquent on your bill, you must pay now. They
6 are extremely, extremely convincing. And they
7 typically will tell our consumers, go to a
8 Walgreens or a CVS, purchase a prepaid money card
9 and call us back. They can even spoof our IVR
10 system so when the customer does call back, it
11 sounds like Florida Power & Light. Extremely
12 convincing. Extremely sophisticated.

13 We've even seen examples of restaurants in
14 person, where scammers will show up to a restaurant
15 in the middle of a lunch rush and convince the
16 manager on duty, the manager on staff, power is
17 going to be disconnected in the middle of this
18 shift, in the middle of your lunch rush, if you
19 don't pay us right now. And they will take money
20 out of the cash register and hand it to the scammer
21 to avoid power being disconnected.

22 We've even seen phishing scams via email or
23 text. I am sure you all have gotten a text from,
24 say, Netflix or your bank that says your account is
25 going to be suspended if you don't respond with

1 updating your password or some personal
2 information. We've seen that happening across our
3 customer base.

4 Unfortunately, I have also had folks that are
5 scammers show up to customers home impersonating
6 being a utility worker and attempt to gain access
7 typically to rob employees -- or customers. Excuse
8 me.

9 We've also had, as recently as this past
10 Friday, a new -- very new and emerging trend in
11 bitcoin scams. They convinced a customer that they
12 needed to go pay via bitcoin, purchase bitcoin and
13 pay the utility. This is a prompt pay customer,
14 not in arrears, very low bills, and they convinced
15 the customer to pay \$3,000 in bitcoin. Very sad.

16 Another example that we recently had is -- and
17 I know that when we talked with Duke Energy, they
18 are seeing this as well -- is companies pretending
19 to have an affiliation with the utility to
20 legitimize their business in person, showing up to
21 customers homes as a solar company. These could be
22 legitimate companies or not legitimate companies,
23 but by expressing an affiliation with the utility,
24 they are increasing their ability to sell their
25 product. And again, it can put our customers at

1 risk because these could be not good products that
2 -- that our customers are buying into.

3 You would think it's easy to spot a scam, but
4 it's not always easy for our consumers. The best
5 way is to know that the utility will never text or
6 call you and demand payment with a prepaid card, a
7 gift card, or any kind of wire transfer or via
8 banking app.

9 I frequent a CVS in my neighborhood that
10 actually has a laminated card next to their prepaid
11 cards that says, utilities will not ask you to
12 purchase these gift cards. So we are thankfully
13 being able to partner in the community with
14 businesses to try to help prevent our customers
15 from -- from making this mistake.

16 We also will never ask for personal or account
17 information over the phone. We are never going to
18 call you and ask for your bank information, your
19 account information. If the customer initiates a
20 phone call with us, we will share some non-MPI
21 information, but typically the customer must
22 provide it. We also do not conduct door-to-door
23 sales, and will never show up unannounced to
24 perform any type of energy audit.

25 As I mentioned in the beginning, we are also

1 seeing a big uptick in our suppliers becoming
2 victims of scams. Scammers will pretend to be the
3 utility and attempt to establish a relationship
4 with that company, that partner company, in order
5 to get either a good or service, or payment. They
6 are spoofing our email addresses. They are
7 spoofing web domains that appear to be NextEra
8 Energy or an affiliate.

9 I have some examples here on the slide that we
10 provide on our website. They look pretty
11 convincing. If you are in a rush, you are having a
12 busy day on a Monday, it's very easy to not realize
13 that some of these are misspelled, or not even FPL
14 domains. If they reach a payment clerk at any of
15 our businesses, they can, you know, easily extract
16 payment from them.

17 And so we encourage all of our suppliers and
18 contractors to be diligent. We are working with
19 them to make sure that they are getting their
20 invoices from legitimate parties that they have
21 previously worked with, and to report any potential
22 business scams to us, so that we can, you know, add
23 it and make all of our other suppliers aware as
24 well.

25 Because scams are so prevalent and always

1 changing, we are constantly doing customer
2 outreach. We have e-newsletters that go out
3 monthly and scams are often a topic; bill messages
4 for all of our residential customers and business
5 customers regarding scams. We do some community
6 group outreach with our external affairs group.
7 Social media is always an easy win for scam
8 messaging.

9 When we do see a large uptick in scam
10 reporting, we will work with our local media to
11 make sure we get a spot in the media to get the
12 word out, also in our Spanish segment, to make sure
13 that they are getting the information that they
14 need.

15 And we do have a dedicated web page with our
16 frequently asked questions and messaging in all
17 languages, and downloadable fact sheets so our
18 customers can be aware of the -- the warnings out
19 there.

20 As I mentioned, we do have a scam reporting
21 feature of that launched in 2021. Again, we've had
22 over 15,000 customers initiate a scam report with
23 us. We do believe, like I said, that that number
24 is much higher.

25 If our customers believe they have been a

1 victim of a scam, not only do we encourage them to
2 local -- to contact our local police department and
3 report it, we also encourage that they report it to
4 us so that we can keep, again, track of those
5 trends, get word out there, put it on our website
6 and work with local media. We also encourage them
7 to report it to the Florida Attorney General's
8 Office at myfloridalegal.com.

9 And with that, I am going to pass it to my
10 good friend, Brandon Green with Duke, to talk a
11 little bit more about their scam reporting
12 processes.

13 MR. GREEN: Thanks, Melissa.

14 Good morning, everybody. My name is Brandon
15 Green. I am the Director of Consumer Advocacy at
16 Duke Energy. I am responsible for any escalated
17 complaints that may come to Duke Energy through the
18 Commission, obviously, also with the executive
19 complaints and any that kind of comes from the call
20 center as well. I am also responsible for anything
21 related to customer advocacy with LIHEAP funding,
22 so some of our lower income customers that may need
23 assistance. And I work hand-in-hand with one of
24 our -- one of my counterparts related to the scams
25 that come in. So I see some activity from a

1 consumer affairs perspective, and then work
2 hand-in-hand with one of my colleagues with this as
3 well.

4 As Melissa mentioned, we have kind of a -- we
5 have kind of -- a lot of things that we have on our
6 website that gives our customers a way to see how
7 to report fraud and scams as they come, and it
8 really gives them some tips. We have not only our
9 Duke Energy website, but then if we see that we are
10 seeing certain trends from seniors, because seniors
11 are really one of the ones -- that group our
12 customer base really is a big target for these
13 scams. We even communicate with AARP to let them
14 know what type of scams we may be seeing there so
15 they can also act on that.

16 And then with Utilities United -- I will get
17 in that here just in a moment. But Utilities
18 United is -- we are actively having a monthly
19 conversation with them to talk about what scams we
20 see. If we see a scam that's kind of out of the
21 ordinary, we will kind of bring that up, or send
22 that communication to that group of utilities as
23 those things arise.

24 Sorry. So we've seen on average about 10,000
25 scams a month by calling our contact center.

1 That's for all of our jurisdictions from Duke
2 Energy. You can see, as we look as late as January
3 2023, that number has actually decrease a little
4 bit. Most of these customers are calling to
5 basically tell us that they are getting calls from
6 scammers and providing the calls that they got if
7 they know how much money they have been scammed out
8 of, if that's actually happened, we have our call
9 center reps report that. And then we kind of look
10 at that reporting on a monthly basis.

11 And we even go as far as try to call a few of
12 these numbers. Confirm it's a number that may be a
13 scam number, and try to get that number shut down
14 for our customers.

15 As you can see, we also have, as I mentioned
16 before, kind of directing customers to resources
17 around scams and fraud to get the system staying
18 vigilant and guard their personal information. So
19 that's readily available for our customers on our
20 website. I will go into a little bit more details
21 in some of the outreach that we do regarding the
22 scams here.

23 So Utilities United Against Scams runs an
24 annual campaign for scam awareness, and this
25 happens every November. And we have been involved

1 for the last few years, but what we will do is at
2 least a few things. One, residential newsletter
3 letter which goes out to millions of our customers
4 via email. We've got newsletter articles that are
5 available to our customers as well to kind of let
6 them know which scams are arising, what things are
7 coming. And then this past November, we did a news
8 release.

9 So any time our media representatives talk to
10 the media, it doesn't necessarily have to be
11 related to scams for us to bring up a scam, or the
12 fact that customers need to be vigilant in fighting
13 against scams. But what we will try to do is just
14 to kind of continue that message going forward,
15 because now, as Melissa mentioned, a lot of these
16 scams are starting -- the types of scams that you
17 are seeing are starting to be a little bit more
18 creative.

19 One of the tools that I wanted to really
20 discuss is we have a new scam reporting tool that
21 we just implemented within the last month. Melissa
22 made a great point, and gave some great examples of
23 now all of these different ways that scammers can
24 kind of come -- come to our customers and try to
25 take advantage of our customers. And so this new

1 tool that was launched at the beginning of March is
2 the same website we have where it gives the
3 information on how to fight these scams, how to
4 fight the scammers and be more vigilant, and have
5 the education, but what it allows is anybody who is
6 not even a Duke -- you don't have to even be a Duke
7 Energy customer, you can go to this website and
8 report a scam. You don't have to be in the service
9 territory of Duke either, but it tells you, No. 1,
10 what you should do. How to suspect a scam. What
11 you should be looking for. And then it asks a
12 question if someone tried to scam you claiming that
13 they are from Duke Energy.

14 And from there on with the tool, the next
15 thing that customers can do is say where they are
16 located. So they don't have to necessarily be
17 located in Florida. They don't have to be located
18 in our service territory, as I mentioned. But as I
19 go they go through this tool, they can actually say
20 what type of scam they have been tried to be
21 scammed.

22 And so Melissa mentioned even, you know, kind
23 of the door-to-door scams. We -- we have seen
24 this. I have seen this personally. Someone came
25 to my door tried-ing to sell something on behalf of

1 Duke Energy. I tried to play along with the person
2 and say, okay, how far are they going to go? Asked
3 for a business card. They said, well, we are going
4 green. I was like, that's actually a really good
5 answer.

6 But one thing for some of these smaller
7 companies that we know that are trying to use Duke
8 Energy's name, if we find out, what we will do is
9 we will have our legal team do a cease and desist
10 to make sure that they are not using our name and
11 our likeness. So this tool really gives the
12 customer a few different ways that they can report
13 these scams, and the type of scams to really give
14 us more data.

15 We provide on -- as you can see in the middle
16 of the slide, we provide at least five different
17 times of scams that we've seen that lets us know
18 what the customer may have been impacted by, just
19 based on the trends we've seen. This tool can
20 obviously grow and give us a few more check boxes.
21 But at the bottom, we have something where the
22 customer can actually tell us how they have been
23 scammed, or how someone tried to scam them. So
24 it's really giving us that data we need to go
25 forward with really looking at how we interact

1 better with our customers.

2 The next piece, we are asking what phone
3 number, if that's available. Where the customer
4 was -- where the customer was when they tried to
5 scam them. Again, not only what state, but
6 door-to-door, was it phone, et cetera. And then
7 the last slide -- I am sorry, the last piece of the
8 slide really gives the customer the opportunity to
9 confirm all of their information.

10 One of the things that this tool really allows
11 us to do, and where we kind of see this tool going
12 is, is really trying to not only look at quicker
13 information, right? Because before our process is
14 somebody calls in, we run this report, try to call,
15 try to kind of shut these numbers down. But with
16 this new tool, when we kind of tie this to power,
17 have it a little more automated, we can hopefully
18 shut these numbers down a little bit quicker. We
19 can act a little bit quicker on our messaging and
20 communication, and it will give us opportunities,
21 not only to vet where Duke Energy customers may be
22 potential victims of scam, but maybe they are being
23 scammed by somebody else. They may not even be in
24 the utility industry, but something that we know
25 may come along our way.

1 I think one last example I would use is there
2 was one scam, I think this was roughly six months
3 ago. And I remember it was a scam we usually
4 report to Utilities United Against Scams, where
5 someone had actually had, if you Googled a certain
6 company, it was at the top on Google. And so it
7 kind of took you to this link and you would get
8 scammed if you didn't know what was going on.

9 So they have gotten really -- they have gotten
10 really good at what they are doing with these
11 customers, and making sure that they are kind of
12 keeping people on their feet so they don't know
13 what they are really looking at.

14 That's all for us. Any questions?

15 CHAIRMAN FAY: Great. Thank you.

16 I presume we have some questions. I just,
17 just to build off your last comments about this
18 tool that you guys have put forward, is -- are
19 customers able -- I mean, I know, especially for
20 some elderly customers, at times, when they are
21 scammed, there is a hesitation to sort of admit
22 that they have been scammed. There is definitely a
23 level, I think, of embarrassment that that has
24 occurred. Are they able to present evidence, or
25 use this tool with you without giving their

1 personal information, or do they need to state
2 their -- their name and address, and that type of
3 thing?

4 MR. GREEN: They don't have to give their
5 personal information. They can just report
6 additional the scam and what happened with them.
7 And I have seen that too, where somebody is -- the
8 consumer has called and realizing they didn't say
9 that they were kind of scammed and embarrassed, but
10 you could tell, like, it was kind of coming at us
11 as a company. So we have tried to really build
12 this tool around that to make sure anybody can
13 report it and not have to give their information.
14 You don't even have to sign into an account to
15 report this.

16 CHAIRMAN FAY: To use that part website?

17 MR. GREEN: Yes, sir.

18 CHAIRMAN FAY: Okay. Great.

19 And then just -- this -- this might be a
20 question for FPL, but you might also be able to
21 answer it. You showed the data of the number of
22 inputs you are getting from customers related to
23 scams, and I think you were using the number
24 50,000. Are we seeing -- I know -- I am sure the
25 scams themselves are changing, but as far as the

1 quantity of customers being targeted, is that
2 number declining? Increasing? Does it fluctuate
3 depending on the time of year? Like, what are we
4 seeing for those numbers?

5 MS. BOOHER: So I said the 15,000 is since we
6 launched in late 2021. But to your point, we know
7 that number is bigger, right, because of the
8 hesitation that there is for some people to admit,
9 and the stigma related to having been a victim,
10 especially with our elderly population.

11 I do think it fluctuates. I don't know that
12 it's seasonal, per se. But what we will see is a
13 new scam will happen, and you will see an uptick, a
14 new -- a new and improved scam tactic, and then you
15 will see it tail off as we, you know, get the word
16 out there, and as the media starts talking about
17 it.

18 I used the bitcoin example. It happened on
19 Friday, and this morning I had another employee
20 report to me that a customer was a victim of the
21 bitcoin scam.

22 So likely we will see an uptick. We've
23 already updated our key messaging related to
24 bitcoin, and hope to get, you know, the word out
25 there on our website, and then hopefully it will

1 tail off.

2 So it's usually, again, not seasonal. It's
3 more around when there is a new tactic, we will see
4 an uptick.

5 CHAIRMAN FAY: Okay. And so would say, in
6 general, the total numbers are staying fairly
7 similar? I mean, you haven't seen, like, in the
8 past year --

9 MS. BOOHER: I can get that information for
10 you. I don't know the totals.

11 CHAIRMAN FAY: Okay. Yeah. I mean, my
12 concern obviously -- I mean, we are -- we are the
13 fastest growing state in the country. We have a
14 lot of people, of course, retiring, and that target
15 of the Hispanic community and the elderly
16 community, obviously that's concerning. I mean, I
17 think we've all known somebody. I have a friend
18 whose grandmother put a bunch of cash in an
19 envelope and sent it, you know, through a scam, and
20 it's just so frustrating every time I see something
21 like. And so, yeah, I want to -- I want to see
22 what we can do as a commission in addition to what
23 the utilities are doing.

24 And then I have one or two questions about
25 enforcement, and then I will get to my colleagues.

1 Do you -- I know you work with law
2 enforcement, the Attorney General's Office. I
3 think our CFO, who is a former PSC Commissioner,
4 ins -- is extremely interested in fraud prevention
5 and works through -- works on bitcoin and some of
6 those things.

7 Are -- are -- is what you are seeing from an
8 enforcement perspective, is it mostly overseas
9 tactics used through IT? Do you -- do you find
10 that they are American-based and that you are able
11 to find who is behind the scams and the trends
12 coming forward, or is it are you sort of chasing
13 them? Is it hard to get to the source?

14 MS. BOOHER: It feels, right -- and I don't
15 work in our securities group, so I can get you a
16 more official answer, but as a consumer advocacy
17 manager, I can tell you that it feels like, when we
18 report it to our security group, they will call the
19 number, the number is already disconnected. By the
20 time we are made aware of it, they've gotten the
21 cash and they've gotten out. And these are
22 typically overseas scams, and it almost feels like
23 we are chasing them, right.

24 CHAIRMAN FAY: Yeah.

25 MR. GREEN: I would say the same for Duke

1 Energy. Really a lot of the calls overseas, and
2 then maybe some door-to-door that we hear about,
3 but that's where we hope this tool will kind of
4 help us see.

5 And then as far as your previous question, we
6 have seen a little bit of a decrease. I'm not
7 really sure why, but this is overall just a
8 decrease when I look back from about a year ago.
9 It's still a lot, 10,000 is a lot when you think
10 about it --

11 CHAIRMAN FAY: Yeah.

12 MR. GREEN: -- we've seen a slight decrease,
13 but I'm not exactly sure why.

14 CHAIRMAN FAY: Great. Okay. Thanks.

15 Commissioner Graham.

16 COMMISSIONER GRAHAM: Thank you, Mr. Chairman.

17 I am actually glad to hear both of you talk
18 about seniors, because it seems like those are the
19 group that normally gets attacked by these things.
20 And one of the things I always encourage you to do
21 is to reach out to the local elected officials out
22 there because, No. 1, they always want to be in
23 front of an audience, and so they would love to be
24 out there. But it gives you a lot more legitimacy
25 out in front of those guys, and they look forward

1 to bringing their friends and hearing this stuff.

2 And one of the things that works very well
3 that I used in the past, because people have been
4 scamming for a long time, little refrigerator
5 magnets, that just says scam on it, or call this
6 number, because they get that phone call and they
7 will know exactly where it is on their refrigerator
8 and they will call that number right away saying
9 that somebody called me, did I do this, and they
10 can report it just like that right away. Because
11 we got on top of a lot of these things because we
12 had that magnet sitting right there.

13 But just utilize the people that are out
14 there. The local police all the time want to be
15 involved in that. The local elected officials all
16 the time want to be involved in that, and it's
17 win-win for everybody.

18 CHAIRMAN FAY: Great. Thank you.

19 Commissioner Clark.

20 COMMISSIONER CLARK: Thank you, Mr. Chairman.

21 And I am going to just tag off of Commissioner
22 Graham's comments. I certainly appreciate the job
23 the utility, I certainly understand the job and the
24 responsibility. It's really frustrating, I know
25 from the utility side, to see these folks become

1 victimized, and they think they paid their bill,
2 they think they are all paid up now, and they still
3 have another bill due. And so the conferences of
4 these reactions are not just immediate, they are
5 long-term as well, and I think that's important
6 thing for us to remember.

7 Also just -- just a couple of observations.
8 When you are dealing -- when you are dealing with
9 the elderly community especially, and that seems to
10 be who is the largest percentage of the victims in
11 most cases, the traditional media channels that we
12 are using may not be the most effective. My first
13 thought was that, well, the fact that they actually
14 talked to an employee was probably an indication it
15 might be a scam. But the problem is we have got to
16 make sure we are in contact with the customers.

17 Your statistics show that you have 60 percent
18 IVR response. How do you account for the 40
19 percent that are not using your IVR, how are they
20 being handled?

21 MR. GREEN: So from a Duke Energy perspective,
22 they will end up talking to one of our reps. So we
23 can see kind of our IVR containment and then who
24 gets transferred, because a lot of our customers,
25 the reason we kind of -- another -- several reasons

1 we did this tool is because we realized that a lot
2 of customers really kind of want to self serve, and
3 we've seen they don't want to initially talk to
4 somebody. And I think it may go back to what Mr.
5 Fay said, is that they don't want to maybe even
6 admit that they have been scammed, but just to let
7 people know, and so that's, really, that data is
8 coming from the IVR versus --

9 COMMISSIONER CLARK: So they can go through
10 your IVR and actually reach a live person to be
11 able to talk to?

12 MR. GREEN: Yes.

13 COMMISSIONER CLARK: FPL, is that the same for
14 you as well?

15 MS. BOOHER: That is correct. Typically what
16 will happen though, is they will go through our
17 billing, what we call menu, and they will get their
18 balance, and they will get their due date, and that
19 should be the first indication, well, you don't
20 have a balance and your bill is not due. But
21 unfortunately, what happens is we see that they are
22 calling after-the-fact.

23 The immediacy and the sense of urgency that
24 these scammers give, they don't give the customer
25 time to even fact check. It's if you don't pay

1 with me right now, if you don't go right now. And
2 so we see them call on the back end, and they go to
3 our IVR, and it tells them their bill is \$100 due
4 in two weeks. And then they will get -- they will
5 write out to an agent, and it's like, well, I just
6 paid you \$600 in a gift card.

7 But they are, again, that sense of urgency and
8 the fear-factor, I call it, of having your power go
9 off, being an elderly person, and South Florida in
10 July, right, you are not going to take time to hang
11 up and fact check unfortunately, so --

12 COMMISSIONER CLARK: The second aspect of my
13 concern is beyond the elderly. The thing that I am
14 seeing the most, and I talk to people on a daily
15 basis that are asking me about the different solar
16 companies that are in the areas that are selling
17 solar, and they are using the utility companies
18 names. This is probably not as big a percentage of
19 your total scams right now, but I think that -- and
20 it may not even be in most peoples eyes considered
21 a scam, but the way they are misleading and
22 misrepresenting. You know, sure, they've got one
23 thing on paper that shows it's legitimate, but the
24 things that some of these customers are saying, or
25 I am being told that they are being told by the

1 solar sales people is extremely misleading, and I
2 think this is an area that's going to have to be
3 probably addressed, and the fraud detection is
4 going to have to be ramped up in this area, kind of
5 in an expedited manner over the next couple of
6 years.

7 Any thoughts or ideas about where this is
8 going to head?

9 MS. BOOHER: So we share that concern. We
10 were actually speaking last week and talking about
11 that sort of emerging trend. And as I mentioned in
12 the presentation, some of to these solar companies
13 are legitimate, some of them are not, bad players,
14 right. But both of them are using the utility's
15 name to legitimize their business, their sales
16 tactics to get in the door to get the contract
17 signed.

18 Some of these company deliver a product,
19 whether good or bad. Some deliver nothing after
20 they've gotten the deposit. And so we share that
21 concern, and we agree that it needs to be
22 expedited.

23 I even, myself, have had them come 50 to my
24 front door and claim to be affiliated with the
25 utility. They knocked on the wrong door, but it is

1 a trend we are seeing as well, and share your
2 concern.

3 COMMISSIONER CLARK: I have been invited to
4 peoples houses to listen to presentations, and
5 nobody wants to take them up on that. I do think
6 that that is a major issue, and I appreciate you
7 guys keeping an eye on that.

8 I want to just say this last thing as -- as
9 kind of a cautionary comment as well. One of the
10 things that I get a lot of calls about as well are
11 your own publications, where your nonregulated
12 services are sending out soliciting materials as
13 well.

14 I had a person bring me one of -- one of your
15 display folders of the other day and say, here's a
16 scam that's going on. And I looked at it, and I
17 said, this one is actually not really a scam. This
18 one is legitimate. But there is that perception
19 that your own marketing materials from your
20 nonregulated side are maybe causing you a little
21 bit of an issue as well. I don't know how you
22 address the legitimacy of your own documents. It's
23 got your logo. It's got your address. It's got
24 your phone number on it, but I don't know that
25 that's helping the situation, or hurting it either,

1 but that's just an observation.

2 Thank you.

3 MS. BOOHER: Good point. Thank you.

4 CHAIRMAN FAY: Great.

5 Commissioner La Rosa.

6 COMMISSIONER LA ROSA: Awesome. Thank you,
7 Chairman.

8 And kind of in line with some of the questions
9 that have been asked, do you see any of these scams
10 as a regional, or do they attack a region? For
11 example, you mentioned South Florida. Obviously,
12 it's a little bit warmer there than it is in other
13 parts of the state during certain times of the
14 year.

15 MS. BOOHER: So I don't have data around
16 geographic necessarily, but I can tell you that my
17 team handles consumer complaints from across our
18 territory, and we typically see a lot of the
19 Spanish speaking elderly tends to be a big target,
20 and that's, you know, kind of concentrated to South
21 Florida for the most part. And so perhaps they
22 are -- it's regional if that reason, but it's real
23 by targeting the vulnerable.

24 COMMISSIONER LA ROSA: And then obviously it
25 seems like the two of you guys obviously

1 communicate, and both companies work together in
2 this -- in this realm. Can you tell me a little
3 bit more about Utilities United Against Scams? Are
4 there other utility companies involved in that, and
5 maybe a little bit of background?

6 MR. GREEN: Yes. There are several utility
7 companies involved.

8 So a former executive of Duke started it a
9 couple of years ago. I don't know the exact number
10 of utilities that are involved, but it's -- I mean,
11 it's a fairly good number of utilities.

12 So basically we meet every month, have
13 different conversations. Even some of the tools
14 that I think we are kind of looking at. And some
15 of the conversations we have is just really trying
16 to figure out if one of us finds out about one
17 scam, or a tool that we could use, we usually just
18 have this, number one, an email chain at any time.
19 If I saw a weird scam, like that one scam I
20 mentioned about the website that was something new,
21 I emailed and said, hey, have y'all seen this,
22 because one of our employees at Duke saw it, and
23 then that really gives us an opportunity to kind of
24 keep that communication open and bounce off ideas
25 from each other.

1 COMMISSIONER LA ROSA: Excellent. Thank you.

2 CHAIRMAN FAY: Great. Thank you, Commissioner
3 La Rosa.

4 Commissioner Passidomo.

5 COMMISSIONER PASSIDOMO: Thank you Mr.
6 Chairman.

7 Yeah, similar to Commissioner La Rosa's
8 sentiments, I -- I appreciate that you guys are
9 coming together on this. I think there is a lot of
10 value added by working together, because these --
11 you know, the scam is going to kind of -- it's
12 going to be the same throughout different
13 utilities.

14 The only -- the only additional thing I wanted
15 to kind of put an emphasis on is that we saw a lot
16 -- I am from -- I grew up in Naples. So after
17 Hurricane Ian, and any large hurricane, we have
18 just the scams just go -- it's just multiply like
19 crazy because people are at their most vulnerable
20 and whatever they can do.

21 So what, you know, what additional measures
22 and those sort of heightened -- I know -- I know
23 that there is, you know, when we were talking about
24 enforcement if we're under a State of Emergency,
25 the penalties are increased, and things like that,

1 but what additional measures do the utilities take
2 to really engage with customers in those highly
3 vulnerable times this their experience?

4 MR. GREEN: We usually try to send out the
5 same kind of communication the email to let
6 customers know to be aware. I see the same thing
7 because of the kind of customer advocacy piece with
8 the LIHEAP funding, and some of the other funding.
9 We have -- as someone mentioned, we have to really
10 be careful there too, because we may send a
11 customer an email and say, hey, here is a link to
12 apply for funding. You may be eligible.

13 So we really try to time the messages right
14 where it's, here's, really, not additional only
15 your balance, but here is, you know, we notice you
16 owe this much money, you were just past due, things
17 that just line up as much as we can. So between
18 that and kind of the storms that we see, if we have
19 storms, we try to kind of push those communications
20 proactively around that time.

21 MS. BOOHER: Yeah. And I think around the --
22 the storm time, we do try to communicate with our
23 customers about, you know, credentials. We are not
24 going to try to enter your home. Utility workers
25 never need to enter your home. We try to reinforce

1 what the typical utility worker would look like.
2 But of course, when we share resources with
3 out-of-state crews, it becomes, you know, a little
4 increase -- difficult for a customer to -- to
5 differentiate.

6 But to your point about companies coming in
7 and trying to take advantage, whether they be
8 electricians or construction companies, it's a
9 great point. I can take that back and see if there
10 is anything additional we do related to customers
11 that -- that might fall victim to those.

12 COMMISSIONER PASSIDOMO: Yeah. I think --
13 thank you. I would appre -- I think, like,
14 especially on the front end, you know, leading up
15 into the storm season, as you are sending out, you
16 know, those email blasts about how do we, you know,
17 weatherproof our home -- or how do we prepare for a
18 storm, you know, physical infrastructure, how do we
19 also secure ourselves in other ways too. So just,
20 yeah, I mean, it's a challenge, but constant
21 communication.

22 CHAIRMAN FAY: Great. Thank you, Commissioner
23 Passidomo.

24 And I -- I, once again, want to thank you for
25 being here. I did want to close just by seeing if

1 you had any thoughts or comments about the ability
2 to assist customers from a bill perspective that
3 had been scammed. So obviously, if someone
4 believes their power to going to be shut off and
5 they go purchase a prepaid card and send \$500 to
6 somebody that then they may not be able to have
7 those funds allocated for their -- which they would
8 normally do -- for their monthly electric bill. I
9 am sure that it's necessary to have a police report
10 and some documentation before validating that
11 that's occurred before making some adjustments, but
12 are there ways for the utility to work with
13 customers after that happens, or are they just
14 really -- is it all on them?

15 MS. BOOHER: No. Absolutely. I think, like
16 Brandon was talking about, with LIHEAP, and things
17 like that, you know, we have tools and resources
18 available to customers that have become a victim of
19 a scam.

20 I can speak about our Care to Share Program,
21 which requires a customer to be in crisis, and
22 absolutely having given 500, \$3,000 to a scammer,
23 and now you don't have funds available to pay your
24 next utility bill, or something like that, they can
25 apply for our Care to Share Program, is what we

1 typically offer for our customers that have become
2 a victim.

3 CHAIRMAN FAY: Okay. Great.

4 And then on our end, I know the Commission
5 says to a lot of speakers, we want to improve or
6 enhance whatever we are doing for information
7 purposes for customers, and transparency of scams.
8 And I know our coms team works really hard to
9 coordinate with the United entity, with NARUC, with
10 all the groups that put out information related to
11 that. But if you can think of ways that we can
12 better put that information out.

13 And that might -- that might mean a more
14 simplified form of communication. Maybe the
15 utility puts out some details of the types of scam,
16 but maybe from our perspective, we have some basic
17 rules or questions that should be asked when
18 customers are called for -- for purposes of a scam
19 occurring.

20 And then I know we worked really hard to make
21 sure our entire content is easily translated to
22 Spanish, so all of that would be included in that
23 material and allow somebody to view that. But once
24 again, we want to -- we want to simplify that if we
25 can, because I would like to see those numbers go

1 down.

2 I know there is always going to be scams, and
3 that they will change, but I -- I can't help but
4 just be extremely frustrated, and have a great deal
5 of -- I don't know what the right word is, but the
6 people who do this should -- deserve to be
7 penalized and should be thrown in jail. And taking
8 advantage of the people -- Commissioner Graham has
9 some or comments maybe that would be more
10 appropriate, but we -- we have to be proactive.
11 And giving them that -- empowering those customers
12 to fight back, not just, you know, know when it's
13 coming, but when it does, to fight back and shut
14 these people down.

15 There is a great guy on You Tube who went to
16 MIT, and he creates these glitter bombs and these
17 bugs for call centers that attack customers. I am
18 not suggesting that you do any of that. But with
19 that said, these people deserve to be thrown in
20 jail, and so the information that we can put out to
21 help inform them, that maybe directs them to the
22 proper enforcement to quickly shut it down so then
23 it might not be them who is the victim that we
24 worry about as much as if they don't say anything
25 and we don't get the information to enforcement,

1 those people will continue to take advantage of
2 further seniors or vulnerable populations. And I
3 just want us to do, within our purview and
4 jurisdiction, what we can to help customers
5 understand what is real and what's not out there.

6 So please take that back with you and let us
7 know going forward if there is something with Cindy
8 and our team that we can do to put information out
9 there in a way that is easily digestible.

10 So with that, Commissioners, if there are any
11 other comments or questions? Seeing none, if you
12 have any closing comments, you are welcome.
13 Otherwise, we really do appreciate you being here,
14 and I think it will be a continued dialogue for the
15 Commission to adapt, and see the utilities adapt
16 to, you know, both inform customers to prevent it,
17 but then to shut these people down.

18 MS. BOOHER: Absolutely. Thank you.

19 CHAIRMAN FAY: Great. Thank you.

20 MR. GREEN: Thanks for having us.

21 CHAIRMAN FAY: All right. Commissions, next
22 we will move into our next item on our agenda,
23 which is our Legislative Update.

24 Good morning. We have Lance here to give us
25 an update this morning on all the action that is

1 going on downtown, so you are recognized.

2 MR. WATSON: All right. Thank you, Mr. Chair,
3 Commissioners. Good to see y'all. Thanks for
4 having me.

5 This week we are in week four of session. Day
6 22. 38 days left. Not that I am counting, but we
7 are -- we are still monitoring a few bills that
8 will affect how we do business and/or require
9 rulemaking.

10 What I am explaining today is not a
11 comprehensive list that is -- that's in the email
12 that you all get every Friday, but this is more
13 just so focusing on bills that are actually moving
14 through the process right now.

15 So that first one being House Bill 125 and
16 Senate Bill 194, what we are calling the Fair
17 Market Valuation Bill. That House Bill has not
18 moved since I last briefed y'all last month, but
19 the Senate Bill was voted favorable last week in
20 its first stop, with an amendment, and has two more
21 committees to go before it hits the floor.

22 Next up we have House Bill 1221 and Senate
23 Bill 626. Senate Bill 626 was actually voted on
24 yesterday in its second committee stop, and it has
25 one more stop before the floor. And House Bill

1 1221 is up in the House tomorrow being heard in its
2 second committee stop.

3 CHAIRMAN FAY: And can you tell us what that
4 -- what the content of that bill is?

5 MR. WATSON: Yes. That's the Broadband
6 Internet Service Providers Bill, basically
7 specifying that the poles of rural electric co-ops
8 that are engaged in the provision of broadband are
9 subject to regulation by the PSC.

10 CHAIRMAN FAY: Thank you.

11 MR. WATSON: And then next up, we have House
12 Bill 821 and Senate Bill 1162. This is the
13 Renewable Energy Cost Recovery bills. House Bill
14 821 was heard in committee last week, and voted
15 favorable. It's in its last committee stop before
16 the floor. And Senate Bill 1162 is on the agenda
17 tomorrow in Senate Community Affairs. It's on its
18 second stop. It has one more before the floor as
19 well.

20 And then really, the last couple I have here,
21 House Bill 1591 and Senate Bill 1176, this is the
22 Electric Vehicle Infrastructure Bill. There has
23 been no movement at all on the Senate side, but the
24 House bill is being heard in its first committee
25 tomorrow morning.

1 And then lastly, House Bill 1331, Senate Bill
2 1380 and Senate Bill 1712. This is our trio of
3 muni bills we are calling them. Both Senate bills
4 have not moved. Senate Bill 1380 was on an agenda
5 to be heard last week, but was temporarily
6 postponed and had -- was not put back on the agenda
7 for this week. House Bill 1331 was heard in
8 committee last week and voted favorable, and has
9 one committee stop left.

10 Other than that, just a big thanks to staff
11 for help on these analyses. I think a lot of these
12 committee staff downtown are taking our words to
13 heart, and we have seen that, whether it's been,
14 you know, delete all amendments being filed,
15 rewrites, or just amendments to bills that make
16 these bills more palatable and manageable for the
17 PSC when it comes to implementing them, you know,
18 when and if they pass.

19 And then just to Commissioners Clark and
20 Passidomo, congrats on getting through those two
21 committee hearings. I don't have any update on
22 when that final floor vote will be, but I will keep
23 you all and your advisers and staff apprised of
24 when that is to occur so that we are aware.

25 And other than that, just be on the lookout

1 for those weekly emails I send out, whether it's
2 myself or Katherine. And if you all have any
3 questions or want to meet individually, happy make
4 time and do that as well. So thank y'all for the
5 opportunity.

6 I will take any questions if you have them.

7 CHAIRMAN FAY: Great. Thank you. And I will
8 check with my colleagues to see if there is any
9 questions here. It doesn't seem as though there
10 are.

11 I am guessing -- I know some of the bills you
12 just mentioned, they -- they expand our
13 jurisdiction and out workload, and that sort of
14 thing. Has the budget process started in the
15 Legislatures? Have they rolled out budgets on each
16 side yet or --

17 MR. WATSON: Yes, sir, they have.

18 CHAIRMAN FAY: Okay.

19 MR. WATSON: And they are -- they are working
20 -- you know, they will work through that
21 negotiation process for the next few weeks, but
22 they have, the House and Senate have introduced
23 their budgets.

24 CHAIRMAN FAY: Okay. Great, thank you.

25 Seeing no other questions, thank you for the

1 update, and appreciate all the work you are doing
2 downtown.

3 MR. WATSON: Thank y'all.

4 CHAIRMAN FAY: Thank you.

5 All right. Commissioners, next we will move
6 into the General Counsel's report, Mr. Hetrick.

7 MR. HETRICK: Thank you, Mr. Chair, and good
8 morning Commissioners. Nothing to report today.

9 CHAIRMAN FAY: Okay. Great. Thank you.

10 Next we will move to Mr. Baez for Executive
11 Director's report.

12 MR. BAEZ: Waiving in support, Chairman.

13 CHAIRMAN FAY: All right. Seeing nothing
14 additional from Mr. Baez.

15 Commissioners, at this time, we will take up
16 any other matters for Internal Affairs that you
17 want to address.

18 Seeing none, that will conclude our Internal
19 Affairs meeting for this morning. We will have our
20 Special Agenda panel start here at 10:30.

21 Thank you so much.

22 (Agenda item concluded.)

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CERTIFICATE OF REPORTER


STATE OF FLORIDA)
COUNTY OF LEON)

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