

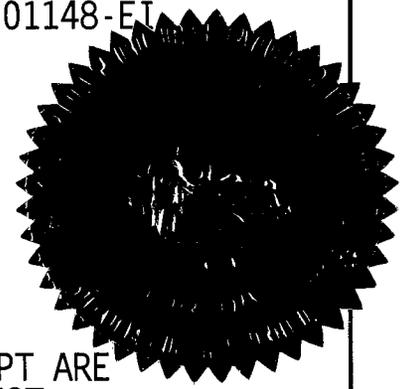
BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of

REVIEW OF THE RETAIL RATES  
OF FLORIDA POWER & LIGHT  
COMPANY.



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PROCEEDINGS: DAYTONA BEACH, FLORIDA, SERVICE HEARING

BEFORE: CHAIRMAN E. LEON JACOBS, JR.  
COMMISSIONER BRAULIO L. BAEZ  
COMMISSIONER MICHAEL A. PALECKI

DATE: Thursday, November 29, 2001

TIME: Commenced at 12:05 p.m.  
Concluded at 12:55 p.m.

PLACE: City Commission Chambers  
2nd Floor, City Hall  
301 South Ridgewood Avenue  
Daytona Beach, Florida

REPORTED BY: TRICIA DeMARTE  
Official FPSC Reporter  
(850) 413-6736

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4 32301 and R. WADE LITCHFIELD, 700 Universe Boulevard, Juno  
5 Beach, Florida 33408, appearing on behalf of Florida Power &  
6 Light Company.

7 JACK SHREVE, Office of Public Counsel, c/o The  
8 Florida Legislature, 111 W. Madison Street, Suite 812,  
9 Tallahassee, Florida 32399, appearing on behalf of the Citizens  
10 of the State of Florida.

11 MICHAEL B. TWOMEY, Post Office Box 5256,  
12 Tallahassee, Florida 32314-5256, appearing on behalf of Thomas  
13 and Genevieve Twomey, Buddy L. Hansen, and Sugarmill Woods  
14 Civic Association, Inc.

15 ROBERT ELIAS, FPSC Division of Legal Services, 2540  
16 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850,  
17 appearing on behalf of the Commission Staff.

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I N D E X

WITNESSES

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23  
24  
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NAME:	PAGE NO.
RICK PFLUGER	
Direct Statement	23
DILYS HARRIS	
Direct Statement	26
CINDY HURLEY	
Direct Statement	30
PAUL SKINNER	
Direct Statement	32
CERTIFICATE OF REPORTER	40

EXHIBITS

1  
2  
3  
4  
5  
6  
7  
8  
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11  
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NUMBER:		ID.	ADMTD.
1	Certificate of Public Notice and Copy of Customer Bill with Notice	38	38

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

1  
2 CHAIRMAN JACOBS: Good afternoon. We'll call our  
3 proceeding to order today. Counsel, read the notice.

4 MR. ELIAS: Notice issued by the Clerk of the Florida  
5 Public Service Commission on November 5th, 2001, advises that a  
6 customer service hearing will be held beginning at 12:00 noon  
7 Thursday, November 29th, 2001, at the City Commission Chambers,  
8 301 South Ridgewood Avenue, Daytona Beach, Florida. The  
9 purpose of this service hearing shall be to take testimony from  
10 members of the public on the rates and services of Florida  
11 Power & Light Company.

12 The procedure to be used at this hearing will be as  
13 follows: The company will present a brief summary of its case  
14 and then members of the public may present testimony. Members  
15 of the public who wish to present testimony are urged to appear  
16 promptly as the hearing may be adjourned early if no witnesses  
17 are present to testify.

18 CHAIRMAN JACOBS: We'll take appearances.

19 MR. HOFFMAN: Thank you, Mr. Chairman. My name is  
20 Kenneth Hoffman, and I'm with the firm of Rutledge, Ecenia,  
21 Purnell & Hoffman. Our address is 215 South Monroe Street,  
22 Suite 420, Tallahassee, Florida 32301. I am appearing on  
23 behalf of Florida Power & Light Company.

24 I would also like to enter an appearance for  
25 Mr. R. Wade Litchfield. Mr. Litchfield's address is 700

1 Universe Boulevard, Juno Beach, Florida 33408. Also,  
2 Mr. Chairman, I take pleasure in introducing to my left  
3 Mr. Bill Hamilton who is the vice president of customer service  
4 for FP&L. Thanks.

5 CHAIRMAN JACOBS: Welcome, Mr. Hamilton.  
6 Mr. Shreve.

7 MR. SHREVE: Jack Shreve, Public Counsel, Claude  
8 Pepper Building, Tallahassee, Florida appearing on behalf of  
9 the Citizens of the State of Florida, the customers of Florida  
10 Power & Light.

11 CHAIRMAN JACOBS: Mr. Twomey.

12 MR. TWOMEY: Mr. Chairman, Mike Twomey, Post Office  
13 Box 5256, Tallahassee, Florida 32314-5256. I'm appearing on  
14 behalf of a select group of -- a subgroup of Mr. Shreve's  
15 clients, Thomas and Genevieve Twomey, who are my mom and dad,  
16 dad and mom.

17 MR. ELIAS: I'm Bob Elias representing the Commission  
18 Staff, and with me is Michael Springer.

19 CHAIRMAN JACOBS: Let me take the opportunity and the  
20 privilege of welcoming all of our participants this afternoon.  
21 My name is Leon Jacobs. I'm Chairman of the Florida Public  
22 Service Commission, and allow me to introduce my colleagues who  
23 are here with me. To my right is Commissioner Braulio Baez,  
24 and to my left is Commissioner Michael Palecki. We are three  
25 members of the five-member PSC. And we are assigned to proceed

1 over the hearing -- over the customer hearing that we're going  
2 to have today. I would like to emphasize, however, that the  
3 final decision in this matter will be considered by the full  
4 five-member Commission at this conclusion in Tallahassee.

5 This is a formal administrative proceeding. What  
6 that means is that all the information we receive here is going  
7 to become a part of an evidentiary record that is being  
8 created. That record will then be the basis of our  
9 deliberations as we consider the earnings posture of Florida  
10 Power & Light. Also, what that formal process means is that  
11 your participation here will become a part of that record. So  
12 your testimony here becomes sworn testimony, and all those who  
13 are here to testify, we will enter into an oath in a few  
14 moments.

15 As a part of that process, we will also ask you to  
16 come forward and give your testimony at the microphone. As you  
17 can tell, we have a court reporter here who's recording all of  
18 us, and we need to have you record it for that purpose. In  
19 addition, in order to keep that record as clear as possible, we  
20 ask that there be one speaker at all times who would address  
21 the Commission.

22 The essence of our process today is to solicit your  
23 views, opinions, thoughts on your experiences with Florida  
24 Power & Light as it relates to your service and other issues as  
25 it relates to the services offered by the company. We are very

1 much interested in that and want to offer you the full  
2 opportunity. For those who are here who might not be  
3 interested in coming forward and giving a verbal presentation,  
4 we offer you the opportunity -- and most of you should have  
5 received a blue report, and on this front page of that report  
6 is a summary of the case. Also, listed there are technical  
7 contacts on our Staff as well as our customer service contact.  
8 The next to last page in that is an input form where if you do  
9 not wish to come forward and give a verbal statement, you can  
10 give us a written statement which also will be a part of the  
11 record that we will keep.

12 In addition, we want to make sure you have every  
13 opportunity. If you choose not to do that, you can log on to  
14 our Web site and that Web address is listed at the bottom of  
15 the front page, and you can give us your comments via the  
16 Internet. And so through all of those avenues and options, we  
17 hope that we can be sure to get all of the input that you'd  
18 like to offer.

19 As you may be aware, this process began sometime  
20 back, and this is the beginning of that process. We'll have a  
21 customer hearing here. We're having another one in Melbourne  
22 this evening. We have several that are scheduled for South  
23 Florida. And in addition to those customer hearings, we will  
24 then have a technical hearing in Tallahassee for several days,  
25 wherein experts in very elaborate fields such as accounting,

1 economics, finance, tax, and law will come forward and give us  
2 some of the gut-level details of the operations of the  
3 companies. And on the basis of that information will we come  
4 and make our deliberations and determine what the proper rates,  
5 final rates should be. But I want to emphasize, again, that a  
6 very important component of our deliberations is the idea of  
7 the quality of service. So we want to make sure that -- we  
8 want to hear from you in that regard today.

9           Unless there are -- are there any questions about how  
10 we will proceed today? And hearing none, then I would ask all  
11 of those attendees who are here to testify today will you stand  
12 and raise your right hand, please, and I will administer the  
13 oath.

14           (Witnesses collectively sworn.)

15           CHAIRMAN JACOBS: Thank you. You may be seated. The  
16 process today -- before we begin taking your statements, we're  
17 going to allow the parties to give opening statements. And  
18 then after that, you will each be called up in the order, I  
19 believe, in which you signed in, and Mr. Shreve will take care  
20 of that. So to begin our opening statements, we'll turn to the  
21 company. Mr. Hoffman.

22           MR. HOFFMAN: Thank you, Mr. Chairman. I want to  
23 point out first that Florida Power & Light Company has a number  
24 of local customer service representatives and area managers  
25 here today. And I want to point specifically to Ms. Heidi

1 Ellenberger with customer service, who is, I think, going to  
2 stand up briefly there in the back of the room, along with  
3 Mr. Ramon Ferrer with Power Systems. And we would strongly  
4 encourage our customers that have issues that they wish to  
5 address with the company to see those folks who will help them  
6 in that regard.

7 Mr. Chairman, we have some opening remarks, and we  
8 would like Mr. Hamilton, who is vice president of customer  
9 service, to make those on our behalf.

10 CHAIRMAN JACOBS: Very well. You may proceed.

11 MR. HAMILTON: Good afternoon. Again, my name is  
12 Bill Hamilton, and I'm vice president of customer service for  
13 Florida Power & Light. And I'm pleased to be here to  
14 participate in this important aspect of reviewing our base  
15 rates with the Florida Public Service Commission. I'd like to  
16 begin by pointing out that at least at this time we are not  
17 asking for a rate increase, despite the weakening economy in  
18 Florida and the fact that we're having to continually expand  
19 our system to provide for customer growth. And we are indeed  
20 experiencing higher costs in many areas of our operations.

21 In fact, since our last rate increase, which was in  
22 1985, we have decreased our rates by 10 percent even though we  
23 are now serving approximately 1.3 million more customers than  
24 we did in 1985. This does require the addition of lots of  
25 infrastructure, particularly in distribution and transmission

1 and its substation, but I think most important -- the most  
2 important statistic that I can share with our customers is that  
3 we have added about 42 percent to the generating capacity of  
4 our company since 1985.

5           We are -- I think it's also important to know that  
6 we're currently operating under a rate agreement that we  
7 reached with Mr. Jack Shreve and the Office of Public Counsel.  
8 And that agreement provided for an annual \$350 decrease in our  
9 base rates.

10           MR. SHREVE: 350 million.

11           MR. HAMILTON: Excuse me?

12           MR. SHREVE: Not \$350, 350 million.

13           MR. HAMILTON: 350 million, I'm sorry. \$350 million  
14 decrease in our base rates. Thank you. And in addition to  
15 that, provided a mechanism for annual refunds to customers.  
16 And it's our best estimate at this point at the end of this  
17 three-year agreement, which will be next spring, that we will  
18 have refunded to our customers approximately \$250 million.

19           We've been able, I think, to keep our rates down by  
20 working very hard over the past few years to become what I  
21 believe is one of the most efficient and reliable utilities in  
22 our nation. In a recent filing that we did make before the  
23 Florida Public Service Commission, we shared benchmark data  
24 that shows that in almost every category, or industry standard  
25 measure, that FPL does in fact rank among the very best.

1           In recent years, we've had a focus on improving the  
2 reliability of service to our customers, and if we overall --  
3 if we sort of look at the number of minutes that our average  
4 customer is without service, we have reduced that by almost 50  
5 percent in recent years. But having said that, I can also say  
6 that we are not 100 percent satisfied with the level of service  
7 that we provide to everybody. So we're committed to continue  
8 to look for ways to improve service to all of our customers.

9           And one way that we're doing that is by being  
10 proactive and proactive in using technology. An example of  
11 which is using infrared technology to scan and look for  
12 potential trouble spots to our electrical equipment which is  
13 out in the field. And by correcting those early in the  
14 process, or upstream in the process, we can eliminate outages.  
15 Our customers will never even see the outages that might have  
16 occurred had we not taken that action.

17           We've also worked hard in the area of customer  
18 service by providing additional options. And there is a  
19 billing and payment to customers, and the ability to do --  
20 provide service -- the ability to conduct business with FPL  
21 through the Internet, and we've also been busy developing  
22 special programs to help our customers conserve energy.

23           As Mr. Hoffman pointed out, we do have  
24 representatives here today to assist customers with any  
25 question or concern that they might have, recognizing that

1 perhaps not all customers would want to come to the podium and  
2 speak. We make this offer for those customers as well as any  
3 issue that might be raised by our customers. Again, I'd like  
4 to point out, Ramon and Heidi over there raising their hands  
5 who will -- are more than willing to assist customers at the  
6 conclusion of their remarks, or again, if they don't make  
7 remarks, just see them, and they will be glad to assist you  
8 with any concern or issue that you might have.

9           In closing, I just want to assure our customers that  
10 FPL is committed to providing our customers with reliable power  
11 at low prices well into the future. I thank you for your  
12 attention and allowing me to speak.

13           CHAIRMAN JACOBS: Thank you. Mr. Shreve.

14           MR. SHREVE: Thank you, Mr. Chairman. And I do want  
15 to apologize for the interruption a minute ago. I don't like  
16 to do that, but I knew you were pointing out that much money,  
17 and it's to Florida Power & Light's credit that we did reach  
18 that agreement. That did come about three years ago when our  
19 office -- or I brought them in for a rate reduction. We  
20 reviewed everything, and as Mr. Hamilton pointed, we lowered  
21 rates by \$350 million a year. That is in place and will stay  
22 in place, that reduction will, with a sharing arrangement which  
23 amounted to an incentive arrangement with Florida Power & Light  
24 to continue to manage better and save as much money for the  
25 customers as they could so that we shared -- that was shared

1 with the customers. As he pointed out, we probably already  
2 recovered about \$129 million in refunds and could very well be  
3 250 million by the time the third year is over of that  
4 agreement.

5           The Public Service Commission has brought Power &  
6 Light in this time for a rate review, and it is our position  
7 that there should be a significant rate decrease. Florida  
8 Power & Light has filed their minimum filing requirements.  
9 They have not filed their testimony, so we don't have a  
10 complete case and are not ready to file our testimony yet.  
11 We're still working on discovery. We'll look forward to  
12 processing the case on all of the issues that we feel are good  
13 issues for the public. We're going to pursue the lowest  
14 possible rates in this, and I welcome hearing from any of you  
15 in the public. We're going to continue to represent you, as we  
16 have in the past, to try and get the best service and lowest  
17 rates we possibly can. We'll have definite issues after we get  
18 a little further along in the case. If any of you would like  
19 to contact my office in Tallahassee, I'd be happy to talk to  
20 you. Thank you.

21           CHAIRMAN JACOBS: Mr. Twomey.

22           MR. TWOMEY: Thank you, Mr. Chairman, Commissioners,  
23 ladies and gentlemen. Good afternoon. Let me ask how many of  
24 you are customers as opposed to employees of the utility? Show  
25 hands. Okay. Thank you. So I can address my comments to you.

1           My name is Mike Twomey. That's their lawyer. I'm  
2 representing my parents in this case who are customers of  
3 Florida Power & Light in Melbourne. And as you might guess  
4 from looking at me, my parents are retirees living on fixed  
5 incomes, and one of my goals for participating in this case --  
6 I'm an attorney -- is to try and see that their rates are  
7 reduced as much as possible, as will Mr. Shreve, both their  
8 rates and yours and all the customers of FP&L.

9           FP&L, as I'm sure most of you understand, is a  
10 regulated monopoly. You can't go out and seek electric service  
11 from anybody else. You must have service from them; therefore,  
12 the competitive marketplace is no place at all in making sure  
13 that the prices that you pay are controlled by the market and  
14 competition. That's your gas prices or buying a computer or a  
15 hamburger, whatever. That responsibility of making sure that  
16 your prices are fair and reasonable falls to these three  
17 gentlemen and the other two Commissioners that aren't here  
18 today. By law, they're charged with making sure that the rates  
19 you pay include only legitimate, actual, and necessary prudent  
20 costs of this company in providing you with electricity. Okay.

21           And there's a lot of standards and case law and  
22 precedent and so forth that we would look at to determine  
23 what's reasonable and what's necessary. One idea is, you don't  
24 want to have a lot of Cadillacs. You don't want to have a  
25 gold-plated system. And we're not suggesting that FP&L has

1 done that.

2           Now, if it's their responsibility to make sure that  
3 your rates will include reasonable and prudent costs, you'd  
4 think they'd have to be doing this on somewhat of a frequent  
5 basis; right? Now, as Mr. Hamilton said, the last time the  
6 Commission had a full and complete examination of this  
7 company's books and records, which is in my view essential to  
8 doing the proper review, was in 1985.

9           I was a Staff attorney for the Public Service  
10 Commission, and I was the lead attorney on that case, and I  
11 think I was 36. I've aged a little bit since then; I'm 53 now.  
12 It is long past due in my estimation, ladies and gentlemen,  
13 that the Commission has finally brought this company in and  
14 charged them with the responsibility of filing detailed  
15 information. And these stacks represent only a tiny portion of  
16 the information that the Public Service Commission requires  
17 this company to file illustrating what their expenses are for  
18 personnel, what their expenses are for fuel, here and there,  
19 capital costs, taxes, all the kind of things that go into the  
20 rates that you have to pay. It is long overdue that we have  
21 undertaken this. Now, I'm not criticizing Mr. Shreve's  
22 settlements with the company in the past because they have been  
23 good, but it is time to get in and look at all of this  
24 information now and do it in detail.

25           And I would like personally to see this case go

1 through the hearing process that the Chairman mentioned in  
2 Tallahassee, the evidentiary process, and see it go through  
3 their Staff, have Mr. Shreve analyze it, and the rest of us, or  
4 just me, and have it done before 20 years lapses on this  
5 company. I would be leery of other settlements without this  
6 full examination. You can be pound -- penny-wise and  
7 pound-foolish in pushing settlements when there's a lot of  
8 money at stake.

9           Now, Mr. Hamilton said that, and Mr. Hoffman as well,  
10 they're not asking for a rate increase. Well, that's fine.  
11 They were told essentially by the Public Service Commission to  
12 file papers to tell us to tell you how much they should reduce  
13 their rates. They're overearning, notwithstanding Mr. Shreve's  
14 agreement with them, and that agreement is going to expire next  
15 year. So the purpose of this case is to try and get something  
16 in place before the expiration of that settlement agreement to  
17 make sure that you're protected.

18           Now, it's difficult for people to get too fired up if  
19 rates have been levelized for a while, but electric rates are  
20 like anything else, whether it's the price you pay for a  
21 computer, when gas prices -- crude oil prices go down, you  
22 expect to see a reduction in prices at the pump, and you have  
23 recently.

24           What things have led the Public Service Commission  
25 Staff to conclude, and Jack Shreve as well, that these people

1 should be in here now and have a rate reduction? Due to costs  
2 of increasing electricity at times in fact go down, or must  
3 they always go up? Well, the clear answer is, they do go down  
4 at times. And one of the biggest factors that you need to be  
5 concerned with, as does this Commission, and where the most  
6 discretion is, is cost of money, the cost of equity money.  
7 Utilities are cost plus businesses. Their rates are cost plus.  
8 So one of the biggest factors that has to be examined is the  
9 cost of money. Back in 1985 when they had their last case, the  
10 cost of equity was in the range of 16 percent. Right now, I  
11 think their cap by the PSC is about 12 percent.

12           The Staff concluded in recommending in the rate  
13 reduction case that they had overearned as much as 1.5 percent  
14 above that at times, about 12 percent, and on average over a  
15 period of two years or more had earned almost 50 percent -- 50  
16 basis points, a half percentage point, over that. Okay.

17           Ladies and gentlemen, I think the number is, is if  
18 for every percentage point on equity that they allow this  
19 company to earn in your rates, costs the customers of FP&L  
20 collectively \$90 million more a year. Okay. So if they're  
21 only supposed -- if they should only be getting 11 percent and  
22 they're earning 12, that's \$90 million too much. I think the  
23 evidence in this case is going to show that because the cost of  
24 money has come down, and if you've got passbook savings, if  
25 you've got an IRA, if you have other investments and bonds, you

1 know that the cost of money is down. Your returns aren't as  
2 great as they were 100 years ago.

3 We think the evidence in this case is going to show  
4 that they should not be earning 12 or 12.5 or 13 percent but  
5 9 or 10 at most. Okay. So if they are reduced, if the  
6 Commission finds that they should be earning 10 percent and not  
7 12.5, that's a \$225 million reduction in annual revenues right  
8 there. If they find that they should be earning 9 per chance,  
9 it's another \$90 million; that would be a reduction of \$350  
10 million just on the cost of equity alone. That's a lot of  
11 money.

12 Now, also, other factors that have to be considered  
13 and haven't been considered in the full depth that they  
14 probably should be is that this company, while it's correct in  
15 saying that they have reduced the cost of their operation, they  
16 have done so by reducing their personnel costs dramatically  
17 over the last decade or decade and a half. Those salaries and  
18 pensions and so forth and overheads that went with those  
19 people, and I think there were thousands of them, they managed  
20 to reduce. And that's fine that they're operating more  
21 efficiently as long as they're still as reliable as they used  
22 to be, but those salaries used to be in the rates. And one of  
23 the purposes of this examination will be to see that they come  
24 out as well as examine in-depth whether they are trying to take  
25 and pass off expenses that should be appropriately charged to

1 some of their many subsidiaries they have. Okay.

2           So, again, the Public Service Commission, I think, is  
3 to be commended for initiating this case. It's a very  
4 important case in terms of seeing that your rates are reduced  
5 as low as possible, and hopefully for the purposes of this  
6 meeting, since you telling them it's too expensive doesn't  
7 really make that much difference in terms of what's going to  
8 happen, if you have reliability or quality of service issues,  
9 outages and that kind of thing, as the Chairman said, be sure  
10 and tell them here. Thank you, sir.

11           CHAIRMAN JACOBS: Very well.

12           MR. HOFFMAN: Mr. Chairman?

13           CHAIRMAN JACOBS: Yes.

14           MR. HOFFMAN: Before we begin, with your permission,  
15 I'd like to just correct one statement that Mr. Twomey made  
16 that I think is incorrect, and I didn't want to interrupt him,  
17 and that is, he suggested that the company was told to file  
18 papers to see how much our rates should be reduced. And I  
19 think that we have been ordered to file a significant amount of  
20 information, which we have, but I do not think there has been  
21 any preliminary indication from the Commission that our rates  
22 should be increased, decreased, or stay the same. I think  
23 that's the general issue before the Commission.

24           CHAIRMAN JACOBS: Very well.

25           MR. SHREVE: Mr. Chairman, if I may, just a minute.

1 I know Mr. Twomey was correct in what he said, but I do want to  
2 point out because he wasn't trying to say that nothing was  
3 reviewed in that last settlement, because in the last case,  
4 which we brought, Florida Power & Light filed a great deal of  
5 information. We analyzed that. We did our separate analysis  
6 from what they did. We came in with our own figures as did the  
7 Public Service Commission, the Public Service Commission Staff  
8 when they approved that. That's the reason we got the 350  
9 million rate reduction. So although there was not a final  
10 hearing in that case, there was a total review of all of the  
11 expenses, assets, and everything of Florida Power & Light at  
12 that time.

13 And I do notice that Florida Power & Light is  
14 estimating that their rate case expense in this case will be  
15 \$11 million. I think it probably will go to a full hearing,  
16 but I don't want anyone to think that there has not been a  
17 review of information. There just has not been a final  
18 decision made by the Public Service Commission in that way.

19 MR. TWOMEY: Mr. Chairman, let me just say this.  
20 First of all, addressing Mr. Shreve's point, I didn't mean to  
21 suggest for a moment that it wasn't reviewed in-depth. My  
22 point, again, is that there hasn't been a full hearing on this  
23 company since 1985, and I think that there's a lot to be had  
24 from the full hearing in addition to an examination of  
25 findings. So I didn't mean that as a criticism to you, Jack,

1 not even remotely.

2 MR. SHREVE: Okay.

3 MR. TWOMEY: Secondly, whether the order requiring  
4 MFRs being filed in this case addressing Mr. Hoffman's issue,  
5 your Staff suggested that the company -- my recollection of  
6 this is that the company was overearning significantly and  
7 something had to be done in order to correct the situation  
8 before the determination of the agreement. Now, whether I  
9 overstated that they were required to come in and file  
10 reductions, as was the case with Power Corp, I don't know. But  
11 the fact is, is that your Staff recommended this case because  
12 they were in a position of overearning marginally compared to  
13 the settlement now and substantially so once the settlement was  
14 expired.

15 CHAIRMAN JACOBS: Very well.

16 MR. SHREVE: Chairman, on the subject -- and I  
17 apologize for this, and I'm agreeing with Mr. Twomey to a  
18 certain extent here -- the refund part of the settlement is  
19 going to expire in April. And I think everyone felt that  
20 something needed to be done with that. The rate reduction of  
21 the \$350 million is going to stay for the people, and I think  
22 we all agree that since there has been a significant refund of  
23 up to \$250 million that's going to be coming by April, that  
24 since it expires at that point, something along some -- some  
25 action had to be taken by the Commission to fill that hole.

1 And I think we're all in agreement on that.

2 CHAIRMAN JACOBS: Very well. And with that, I'd like  
3 to move to the customer testimony for the day. And if you  
4 would, when you're called up, we'd appreciate it if you'd give  
5 us your name and address before you begin your statement.

6 And, Mr. Shreve, you may begin.

7 MR. SHREVE: Yes, sir. Mr. Pfluger.

8 RICK PFLUGER

9 was called as a witness on behalf of the Citizens of the State  
10 of Florida and, having been duly sworn, testified as follows:

11 DIRECT STATEMENT

12 MR. PFLUGER: Good afternoon. My name is  
13 Rick Pfluger, vice president of engineering at Hudson Tool &  
14 Die in Ormond Beach, 1327 North U.S. 1, Ormond Beach, Florida  
15 32174. I'm here today to testify that although I've worked for  
16 Hudson Tool & Die for over 25 years, I've been at our Ormond  
17 Beach plant for 11. We have seen a significant increase in our  
18 expansion from 74 employees to approximately 252 now. And  
19 obviously that expansion needed more power and a better quality  
20 power. Over the years with our service manager as a  
21 representative, we have increased our power usage. We are a  
22 large industrial user of electricity. We have 140-plus presses  
23 that are producing products from cardiac pacemaker enclosures  
24 to automotive parts to atomic clock housing. We make  
25 containers and housing for high tech industry.

1           The quality of power, when we came -- when I came in  
2 '90, late '90, we were getting intermittent failures. These  
3 failures, although they are only a blink of power which shut  
4 off our cooling towers and everything, we had an interruption  
5 in production of approximately 15, 20 minutes. Since we have  
6 worked with Florida Power & Light, we have minimized that  
7 blinking of power. Although it's only a blinking of lights, it  
8 does trigger all our relays and everything shuts down. So  
9 we've lost significant production past when we count this 15  
10 minutes, and we have approximately 200 employees that are in  
11 production.

12           We've also increased our power usage. Just this year  
13 we have brought on a new 1,000 KVA transformer working with  
14 Florida Power & Light. We have done this without interrupting  
15 any power service here. So that was a big bonus. I did not  
16 have to lose production.

17           The '98 wildfires, it was a time when we thought we  
18 were going to lose the plant. In fact, the U.S. Internet site,  
19 the United States Internet said that Hudson Tool & Die burned  
20 to the ground. I'm here to tell you today, with our  
21 maintenance department, we prevented that from happening, but  
22 we were also without power for two and a half days. I have to  
23 commend Florida Power & Light. These fields in front of us --  
24 I think there was, like, 32 poles that were burned down to the  
25 ground -- they were putting in new poles and restoring our

1 power when these fields were still on fire. So I have to  
2 commend them highly on that and our maintenance department too.  
3 We really together got power up. And in that following Monday  
4 after the wildfires, we were back in full production, and  
5 that's a far cry from having the plant burn down.

6 We have taken a lot of advantages. Our service  
7 manager will keep me abreast of when the rate -- not the rate  
8 increases but the adjustment, fuel adjustment. Obviously, part  
9 of my job, although engineering is the main part, financial  
10 too, I have to know when these fuel adjustments go up. The  
11 size of our electric bills adds several thousands of dollars in  
12 fuel adjustment alone.

13 We have taken advantage of loaning power equipment  
14 from them. We monitor the usage of our equipment. Much of it  
15 has 100-horsepower motors on it, so they are energy-driven.

16 I just want to come today to say, over the 11 years I  
17 am here at our Ormond Beach plant, the quality of power has  
18 been improved, not perfect. I'll never say it's absolutely  
19 perfect. We still occasionally will have a power failure, but  
20 I know our service manager -- I have a blink. I will be on the  
21 phone with him immediately, or if he has a problem, he will  
22 call me immediately, and we have resolved our problems  
23 together. Thank you.

24 CHAIRMAN JACOBS: Thank you. Any questions for  
25 Mr. Pfluger?

1 COMMISSIONER PALECKI: Mr. Pfluger, I have just one  
2 question.

3 MR. PFLUGER: Yes.

4 COMMISSIONER PALECKI: Have you taken advantage of  
5 any of Florida Power & Light's conservation programs? And has  
6 Florida Power & Light worked with you to reduce your  
7 consumption of electricity?

8 MR. PFLUGER: Yes, they have. In fact, just recently  
9 we put on a new insulating roof, and we have an approximate  
10 rebate of \$9,500 that we receive because of our decrease in  
11 power. And it's also improved -- this year has been our first  
12 year that our plant is totally air-conditioned. It was the  
13 first year with this new roof on that the plant has been very  
14 comfortable to work in without -- when we have these 100-plus  
15 days.

16 So, yes, they have. Again, the loan of their  
17 equipment also has been to know where we are using the power,  
18 and can we engineer different processes with less horsepower,  
19 less consumption of power.

20 COMMISSIONER PALECKI: Thank you very much.

21 MR. SHREVE: Thank you, sir.

22 MR. PFLUGER: Thank you.

23 (Witness excused.)

24 MR. SHREVE: Ms. Harris.

25 DILYS HARRIS

1 was called as a witness on behalf of the Citizens of the State  
2 of Florida and, having been duly sworn, testified as follows:

3 DIRECT STATEMENT

4 MS. HARRIS: My name is Dilys Harris. I live at  
5 7 Appaloosa Trail in Ormond Beach, zip code 32174. And I'm  
6 also a business owner of a business in Ormond at 360 South  
7 Young Street in Ormond Beach, same zip code. In a home that I  
8 owned, I had an audit done by FP&L a number of years ago, and  
9 they came in and showed me areas in the home that needed to,  
10 you know, have different things done that would help me to save  
11 power. And I was also able to receive a rebate on an  
12 air-conditioner that I bought which I was very pleased about.

13 And when I moved from that home to another home, I  
14 was able to call and find out, you know, what sort of  
15 air-conditioner that I needed rather than just go to an  
16 air-conditioning company and have them sell me something that I  
17 didn't need, because I was very confused when I went, and they  
18 would say, you need this size and that size, and I was able to  
19 call Florida Power & Light and have them explain a lot of  
20 things to me.

21 I also wanted to say that in my business, it's very  
22 important that we have power because we're on a lot of  
23 deadlines. And on occasions when the power has gone out during  
24 the storms, one of the things that I'm very happy about is when  
25 I call Florida Power & Light, I'm almost told almost down to

1 the hour that my power -- when my power will be turned back on,  
2 which even though I only have seven employees, it's a help to  
3 me to not keep seven employees there if it's going to be a long  
4 day. I can let them go home early. So that's really helped  
5 me.

6           And during the last hurricane, I did lose power in  
7 both my business and home. My power came on in my business  
8 first which helped because we all moved to the office because  
9 it was a little cooler, so we slept on the floor in the office.  
10 So it was kind of nice that I at least had it in my office.  
11 But I was also very aware that all of the Florida Power & Light  
12 trucks were out in my neighborhood before the storm was over.  
13 And I remember commenting to my husband that I was glad that  
14 one of my kids did not work for Florida Power & Light because  
15 they were out there in really dangerous weather long before the  
16 storm was over trying to get our power back. And I thought  
17 that was really admirable that they did that.

18           I also heard from an elderly lady that called me  
19 after the storm to say -- and this was something that I didn't  
20 know, that she wanted to leave because her power was off and  
21 wanted to go to some relative's that had power. She had no  
22 telephone. She, you know, had no way to get out. She was an  
23 elderly lady living in an elderly community, and she couldn't  
24 get her garage door open because it was electric, of course,  
25 and she couldn't get it up. So she was able to get to a phone,

1 call Florida Power & Light and say, you know, when will the  
2 power be on? And I guess they told her it wasn't going to be  
3 on for a day or whatever length of time it was, and she  
4 couldn't get her car out, and she called me and said, the next  
5 thing I knew is, there was an employee there from Florida Power  
6 & Light that opened my garage door and let me get my car out.  
7 And I just thought that was really admirable.

8           And let's see, do I have anything else I wanted say?  
9 I just made some little notes down here. I wasn't here to  
10 complain about my bill. It's always nice when we get, you  
11 know, a cheaper electric bill, but I think you also get what  
12 you pay for. And I lived in Europe a number of years and so I  
13 always appreciate when I have power and when I can call and  
14 know that I have good service, and I'm very happy with the  
15 service that I receive from Florida Power & Light. Thank you.

16           COMMISSIONER PALECKI: Ms. Harris, what kind of  
17 business do you own?

18           MS. HARRIS: I publish a newspaper for seniors called  
19 "Seniors Today."

20           COMMISSIONER PALECKI: Thank you very much.

21           MS. HARRIS: Thank you.

22           CHAIRMAN JACOBS: Thank you.

23           COMMISSIONER BAEZ: Thank you.

24           MR. SHREVE: Thank you.

25           (Witness excused.)

1 MR. SHREVE: Cindy Hurley.

2 CINDY HURLEY

3 was called as a witness on behalf of the Citizens of the State  
4 of Florida and, having been duly sworn, testified as follows:

5 DIRECT STATEMENT

6 MS. HURLEY: Good afternoon. My name is  
7 Cindy Hurley, and I live at 39 Oakmont Circle, Ormond Beach  
8 32174. What I wanted to mention, the profession I work in is  
9 dealing with seniors, generally in the most fragile state, and  
10 the assisted living that I was operating at the time of the  
11 last hurricane we had to evacuate and we were advised to leave.  
12 So when we came back, our building was only half up with power,  
13 and being a five-story building which residents are needing  
14 elevators to get to their rooms at 90 years of age, one phone  
15 call to FPL and they were there working on this project within  
16 the hour and had by evening all the power restored to this  
17 building.

18 And apparently, there had been quite a bit of damage  
19 done in the neighborhood, and they managed to repair everything  
20 that we needed done to get our building up and operating. And  
21 that's with a building that has capacity of 76 residents. So  
22 something like that is very important, because when you have to  
23 take a little 85-year-old lady and put her on the floor with a  
24 pillow and she wants to know why she cannot go up to her room,  
25 it's very nice to have people come knocking on the door and

1 say, we're going to get this taken of for you as fast as we  
2 can.

3 I also live in a neighborhood, Tamoka (phonetic)  
4 Oaks, in Ormond, and we're probably one of the aggravations to  
5 the FP&L gentlemen in our area because every time we have --  
6 this last storm we just had, the trees are always breaking the  
7 wires, and they are wonderful to get there. And whenever you  
8 phone, they can tell you almost to the minute that they are  
9 going to have this repaired for you, so we have no complaint in  
10 that respect.

11 As the business, we also found that we could  
12 refund -- I had a refund come to us of over \$5,000 on tax that  
13 we did not have to pay to FP&L. And once we completed the  
14 paperwork and submitted this to them, it was probably credited  
15 to us, so we were quite happy. So my relationship with them  
16 has been nothing but positive.

17 COMMISSIONER PALECKI: Ms. Hurley?

18 MS. HURLEY: Yes.

19 COMMISSIONER PALECKI: Have you seen an improvement  
20 as far as outages since the 1998-'97 time frame? Have you  
21 noticed any improvement?

22 MS. HURLEY: Yes, yes, particularly in the assisted  
23 living area, not as much because that's -- you know, it affects  
24 our elevators and things like that. We've really had a minimal  
25 time, and again, we always call and let them know, you know,

1 where we're at, and the fact that it's such vital importance  
2 that we get that back up because of these old people that we  
3 operate with.

4 In our own neighborhood, other than cutting down most  
5 of the trees, there's not much that we can do in that respect.  
6 It's just that the service has always been very prompt, and I  
7 have just been very pleased. I've lived in this area 14 years.  
8 And especially the last three years, I've been very pleased,  
9 maybe a little more involved in it, and realize, you know, what  
10 effort they really do put out, you know, to try to take care of  
11 everyone. We all like to be first, that's not possible, but  
12 they are very patient and try to listen to, you know, the  
13 concerns and what is a priority.

14 COMMISSIONER PALECKI: Thank you very much.

15 MS. HURLEY: You're welcome.

16 CHAIRMAN JACOBS: Thank you.

17 (Witness excused.)

18 MR. SHREVE: Paul Skinner.

19 PAUL SKINNER

20 was called as a witness on behalf of the Citizens of the State  
21 of Florida and, having been duly sworn, testified as follows:

22 DIRECT STATEMENT

23 MR. SKINNER: Mr. Chairman, Commissioners, my name is  
24 Paul Skinner. I'm here wearing two hats today. I'm the fire  
25 chief of the City of Daytona Beach; I'm also a residence in the

1 City of Daytona Beach at 250 Seaview Avenue. My business is at  
2 301 South Beach Street. This is actually the second time I  
3 think I've appeared before this panel, and I'd like to thank  
4 you for your support for the 386 area code that we have here in  
5 the Volusia County area.

6 I spent 1968 to 1996 living in the City of Orlando,  
7 which as you, I'm sure, are aware is Orlando Utilities  
8 Commission, a city-owned utility, and I worked for the fire  
9 department there from 1971 to 1996 when I came here. And so  
10 I'm used to service that you own, essentially, where you get  
11 immediate service from OUC because it's part of the city  
12 family. And I can tell you, in Daytona Beach FP&L acts like  
13 they're part of the city family. The service that we've  
14 received from the Florida Power & Light has been extremely  
15 friendly, prompt, and reliable.

16 And I'm a residential customer in my home and a  
17 commercial customer in our six fire stations. During the  
18 wildfires of '98, I was relieved that they didn't sue us for  
19 allowing all their utility poles to burn up while we were  
20 protecting the homes of some of the other people who spoke  
21 earlier. And they restored power very promptly in spite of  
22 massive losses of real infrastructure equipment, particularly  
23 some of the large primary poles that they lost during those  
24 fires in our city.

25 During Hurricane Floyd, I personally lost power at

1 home for 72 hours, and I inquired with FP&L when that was going  
2 to be repaired, and they told me exactly when it was going to  
3 be repaired. I knew how long I was going to have to wait, and  
4 it was explained to me that I would have to wait because  
5 critical applications, like hospitals, fire stations, nursing  
6 homes and so on, were being restored first. And I supported  
7 the way they prioritize their restoration of service following  
8 those emergencies.

9           Also, I'm like the lady from Tamoka Oaks. I have a  
10 lot of trees on my property, and that was part of the problem  
11 why my neighborhood lost power during Floyd. I've visited  
12 places where when you flipped the light switch, you did not  
13 know whether the lights were going to come on or not. I have  
14 clocks in my home that will blink if there's been even a  
15 momentary interruption of power, and I can tell you, I almost  
16 never have to reset the clocks. The service is extremely  
17 reliable. It's there when you need it. It's there almost all  
18 the time, and the only outages I'm aware of or interruptions  
19 have occurred when lines have been knocked down by falling  
20 trees during storms or burned down during the wildfires.

21           Probably no thing is more important to me than the  
22 safety of our firefighters, and as I'm sure you're aware, we  
23 rely on Florida Power & Light to come to the scene of every  
24 working structure fire that we have where the electrical system  
25 of that building is compromised. And I was a little concerned

1 as deregulation took place and there was concern in my mind  
2 that there might be a reduction in that service. And my  
3 experience is that the emergency repair service, where they  
4 send a trouble crew on the scene of a fire to kill the power to  
5 that structure -- and particularly a lot of these fires that  
6 extend outside the interior of the building will burn through  
7 the service drop, and it literally falls on the ground alive  
8 and endangers everyone around the fire scene until FP&L can  
9 come and control that, and they have been extremely prompt.  
10 The only times we've had to wait for them is when -- it's been  
11 during these big storms where they're spread so thin that they  
12 can't possibly get to our scene as quickly as they would  
13 normally.

14 I'd also like to comment on their corporate  
15 citizenship. As a city official, I see what needs to be done  
16 in Daytona Beach as far as filling in the gaps left by cutbacks  
17 in government programs. Florida Power & Light has been a part  
18 of just about everything good that's happened in Daytona Beach  
19 in the charitable area. And they're an extremely good  
20 corporate citizen, and I've actually called on them myself  
21 asking for sponsorship. I serve on a couple of not-for-profit  
22 boards, and I found them to be very responsive to the  
23 charitable community.

24 In closing, I'd like to say that I'm not qualified to  
25 comment on the rate structure. I'm satisfied as a residential

1 customer and as a commercial customer that the rates are fair.  
2 When I compare them to the health care rates, I really wish  
3 FP&L was running the health care system as well. Thank you  
4 very much.

5 CHAIRMAN JACOBS: Questions.

6 COMMISSIONER PALECKI: Yes, I just have a few.  
7 Mr. Skinner, how long have you lived in the Daytona Beach area?

8 MR. SKINNER: Since August of 1996.

9 COMMISSIONER PALECKI: Have you seen an improvement  
10 in the quality of service since that time?

11 MR. SKINNER: I can say that at Fire Station One,  
12 which is our headquarters, there's been a definite improvement  
13 in the quality of service made at our request when there were  
14 interruptions on City Island that would affect the circuit that  
15 we're on. Residentially, I would say the service was as good  
16 in '96 as it is today, and I'm very satisfied with it.

17 COMMISSIONER PALECKI: And you've mentioned that in  
18 the past you've lived in areas that did not have good quality  
19 service. Was that in the state of Florida?

20 MR. SKINNER: I lived in rural Orange County at one  
21 time where I had very unreliable service, and I really came to  
22 appreciate the service I got from OUC when I moved into  
23 Orlando. And I have found --

24 COMMISSIONER PALECKI: Who was your provider when you  
25 had unreliable service?

1 MR. SKINNER: I believe that was Florida Power  
2 Corporation.

3 COMMISSIONER PALECKI: Thank you very much.

4 MR. SKINNER: That was quite a few years ago. I  
5 believe that's correct.

6 CHAIRMAN JACOBS: Chief Skinner, it's great to hear  
7 you come forward and give some independent views on quality of  
8 service -- I mean, some different views, I should say, on  
9 quality of service.

10 MR. SKINNER: I'm sure you hear a lot of complaining  
11 in your role as Public Service Commissioners about all kinds of  
12 public services. I know I hear complaints myself sometimes.

13 CHAIRMAN JACOBS: We hear a variety of views, let's  
14 put it that way.

15 MR. SHREVE: You should have heard it last night.

16 MR. SKINNER: And let me say also, I have an elderly  
17 mother, 85 years old, who lives on a fixed income. And she's  
18 not a Florida Power & Light customer, but I am sympathetic to  
19 this gentleman's parents.

20 CHAIRMAN JACOBS: Very well. Any other questions?

21 MR. SKINNER: Thank you.

22 COMMISSIONER BAEZ: Thank you, Chief.

23 COMMISSIONER PALECKI: Thank you.

24 CHAIRMAN JACOBS: Thank you.

25 (Witness excused.)

1 MR. SHREVE: That's the last witness that has signed  
2 up.

3 CHAIRMAN JACOBS: Very well. Is there someone who  
4 did not sign up but who would like to give us a statement  
5 today?

6 Let the record reflect that no one has given an  
7 indication. With that, unless there's any other question or  
8 comment, that will bring to a close this hearing for this  
9 afternoon, and we will adjourn.

10 MR. HOFFMAN: Excuse me.

11 CHAIRMAN JACOBS: Yes.

12 MR. HOFFMAN: Mr. Chairman, before we adjourn, as a  
13 housekeeping matter, I would just like to place into the record  
14 as a composite exhibit a copy of the notice of the public  
15 hearings and the affidavit of publication and a sample customer  
16 bill with the language in the bill indicating that these  
17 hearings were upcoming and that additional information would be  
18 laid out in the notice of public hearing. I'll provide a copy  
19 to Mr. Shreve and Mr. Twomey.

20 CHAIRMAN JACOBS: Show that marked as Exhibit 1 and  
21 entered into the record.

22 MR. HOFFMAN: Thank you.

23 (Exhibit 1 marked for identification and admitted  
24 into the record.)

25 CHAIRMAN JACOBS: Thank you.

1           COMMISSIONER PALECKI: And I would just like to thank  
2 everybody who came to speak today. Thank you very much. We  
3 appreciate your input.

4           CHAIRMAN JACOBS: We're adjourned.

5           (Service hearing concluded at 12:55 p.m.)

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1 STATE OF FLORIDA )  
2 :  
3 COUNTY OF LEON )

CERTIFICATE OF REPORTER

4  
5 I, TRICIA DeMARTE, Official Commission Reporter, do hereby  
6 certify that the foregoing proceeding was heard at the time and  
7 place herein stated.

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

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

18 DATED THIS 5th DAY OF DECEMBER, 2001.

19 *Tricia DeMarte*

20 \_\_\_\_\_  
21 TRICIA DeMARTE  
22 FPSC Official Commission Reporter  
23 (850) 413-6736  
24  
25

# THE NEWS-JOURNAL

Published Daily and Sunday  
Daytona Beach, Volusia County, Florida

State of Florida,  
County of Volusia:

Before the undersigned authority personally appeared  
Kathleen N. Coughlin who, on oath says  
that she is Advertising Director of  
The News-Journal, a daily and Sunday newspaper,  
published at Daytona Beach in Volusia County, Flor-  
ida; that the attached copy of advertisement, being a  
2 col. x 9" public hearing notice

in the matter of Florida Power and Light

in the \_\_\_\_\_ Court, was published  
in said newspaper in the issues November 22, 2001

Affiant further says that said The News-Journal is a  
newspaper published at Daytona Beach, in said Volusia  
County, Florida, and that the said newspaper has  
heretofore been continuously published in said Volusia  
County, Florida, each day and Sunday and has been  
entered as second-class mail matter at the post office in  
Daytona Beach, in said Volusia County, Florida, for a  
period of one year next preceding the first publication of  
the attached copy of advertisement; and affiant further  
says that he has neither paid nor promised any person,  
firm or corporation any discount rebate, commission or  
refund for the purpose of securing this advertisement for  
publication in the said newspaper.

*K. Coughlin*

Sworn to and subscribed before me  
this 26<sup>th</sup> day of November  
A. D. 2001

*Anita Marie Saunders*

FLORIDA PUBLIC SERVICE COMMISSION  
DOCKET  
NO. 001148-ED EXHIBIT NO. 1 - Daytona  
COMPANY/ Florida Power & Light  
WITNESS:  
DATE: 11-29-01



ANITA MARIE SAUNDERS  
Notary Public, State of Florida  
My Comm. Exp. Aug. 30, 2003  
Comm. No. CC 867646

The feast for one of the most American of holidays comes from all over — even abroad.

Last year, whether eating themselves into a Thanksgiving stupor or just looking for three squares a day, the typical American gobbled up 17½ pounds of turkey, four pounds of yams, a tenth of a pound of cranberries, a

search Service. Turkey consumption has especially soared, more than doubling over 30 years as turkey burgers and smoked-turkey-and-brie sandwiches helped bring the bird in vogue year-round. But that's not to say that Benjamin Franklin's rejected choice

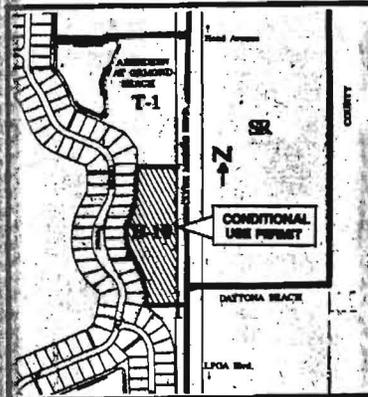
sign parts. The United States raised 270 million gobblers last year, led by Minnesota and North Carolina. Those birds, all 7 billion pounds of them, were worth \$2.8 billion — dwarfing the \$14.1 million in imported live turkeys, nearly all brought in from Canada.

**LEGAL ADVERTISEMENT**

**CITY OF ORMOND BEACH PUBLIC HEARING**

NOTICE IS HEREBY GIVEN that the Development Review Board of the City of Ormond Beach, Florida, will hold a Public Hearing at 7:00 p.m. on Thursday, November 29, 2001, in the City Commission Chambers, City Hall, 22 South Beach Street, Ormond Beach, Florida, to consider a request by Sue Littrell, of Harpster Engineering & Surveying, Inc., on behalf of Rafat & Dr. Enas Iskander, seeking approval of a Conditional Use Permit (CUP) for a 3.43-acre site located on the west side of Clyde Morris Boulevard near the entrance to the Aberdeen manufactured home community. The applicant seeks to construct a multi-phased office complex consisting of three (3) structures totaling 26,126 square feet. The site is zoned B-10 (Suburban Boulevard).

**LEGAL DESCRIPTION:** Part of the SE ¼ being southern 637.62 feet of Section 29 & northern 81.11 feet of NW ¼ on & west of Clyde Morris Boulevard in Section 32 measuring 200 feet on north line & 170 feet on south line per OR 4018 Page 41 (a full length legal description is on file in the Planning Department, Ormond Beach City Hall, 22 South Beach Street, Room 104, Ormond Beach, Florida).



ALL PARTIES ARE INVITED to appear and submit oral or written objections or comments. The failure of a person to appear during said hearing and comment on or object to the amendment, either in person or in writing, may preclude the ability of such person to contest the amendment at a later date. Copies of the amendment are available for inspection by the public in the Department of Planning, Ormond Beach City Hall, 22 South Beach Street, Ormond Beach, Florida.

PURSUANT TO SECTION 286.0105, FLORIDA STATUTES, IF ANY PERSON DECIDES TO APPEAL ANY DECISION MADE BY A CITY BOARD WITH RESPECT TO ANY MATTER CONSIDERED AT THESE PUBLIC MEETINGS, SUCH PERSON WILL NEED A RECORD OF THE PROCEEDINGS AND FOR SUCH PURPOSE, SUCH PERSON MAY NEED TO ENSURE THAT A VERBATIM RECORD OF THE PROCEEDING IS MADE, INCLUDING THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL IS TO BE BASED.

CITY OF ORMOND BEACH  
Legal L46183, November 22, 2001 1t.

**PAID NOTICE**

# NOTICE OF PUBLIC HEARINGS

The Florida Public Service Commission will hold public hearings as part of its review of Florida Power & Light Company's rates. The purpose of these hearings is to provide customers of Florida Power & Light an opportunity to testify before the Commission on the quality of service by Florida Power & Light. A public hearing in your area will be held at the following time and place:

Thursday, November 29th  
12:00 Noon - 3:00 PM  
City Commission Chambers  
City Hall, 2nd Floor  
301 S. Ridgewood Avenue  
Daytona Beach, FL 32114

Customers who wish to present testimony are urged to appear at the beginning of the hearing, since the hearing may be adjourned early if no witnesses are present to testify.

Written customer comments regarding Florida Power & Light's service or rates should reference Docket No. 001148-EI and be addressed to: Director, Division of the Commission Clerk and Administrative Services, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.



**FPL**

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Florida Power & Light Company  
PO Box 025576  
Miami, FL 33102

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Please request changes on the back.  
Notes on the front will not be detected.

I added my donation for the Care to Share Energy  
Fund to help those in need. (Mark 'X' in box)

\$1  \$2  \$5  \$10  Other

B 3,4,8 4218 2

PLEASE FILL IN TOTAL AMOUNT PAID

#8WNDJNQ \*\*\* AUTO \*\*GO 0503  
#8838843BQ167508# 112311

\$

Make check payable to FPL in U.S. funds  
and mail along with this coupon to:

FPL  
GENERAL MAIL FACILITY  
MIAMI FL 33188-0001



Account Number:	Total Now Due	NEW Charges Past Due
	\$47.98	NOV 12 2001

FOLD ON PERFORATION BEFORE TEARING

**CUSTOMER STATEMENT**

Statement Date: OCT 22 2001  
Customer Name:  
Service Address:

Account Number:  
Service Dates: SEP 20 01 to OCT 19 01  
Service Days: 29  
NEXT SCHEDULED READ DATE: NOV 19 2001

Previous Statement Balance	Payments (-)	Additional Activity (+ or -)	Balance Before NEW Charges (=)	NEW Charges (+)	NEW Charges Past Due	Total Now Due (=)
36.81	0.00	0.00	36.81	11.07	NOV 12 2001	\$47.98

**Meter Reading** - Meter 2C47658

Current Reading 5521  
Previous Reading - 5467  
KWH Used 54

**Energy Usage**

	Last Year	This Year
KWH This Month	9	54
Service Days	29	29
KWH/Day	0	2

**Account Activity**

Previous Statement Balance	36.81
<b>BALANCE BEFORE NEW CHARGES</b>	36.81
<b>Billing for Electric Use on Rate: RS-1 RESIDENTIAL SERVICE</b>	
Electric Service Amount	9.57**
Gross Receipts Tax Increase	0.10
Franchise Charge	0.51
Utility Tax	0.89
Current Electric Charges	11.07
<b>TOTAL NEW CHARGES:</b>	11.07

**\*Amt includes the following charges:**

Customer Charge:	\$5.65 per Month
Non-Fuel Energy Charge	
First 750 KWH	\$0.042270 per KWH
Over 750 KWH	\$0.052270 per KWH
Fuel Charge:	\$0.030410 per KWH

**TOTAL NOW DUE:** \$47.98

**Messages**

- A late payment charge of 1.5% will apply if not paid by NOV 12, 2001.
- The Florida Public Service Commission will hold public hearings in November and December on the quality of FPL's service. Your local newspapers will provide specific information on hearing dates and locations in your area.
- Transactions involving connects, disconnects, name changes and payment extensions may require positive identification.

**USEFUL TELEPHONE NUMBERS**

Customer Service: (561) 697-8000  
Outside Florida: 1-800-228-3545  
To Report Power Outages: 1-800-4OUTAGE (468-8243)  
Hearing/Speech Impaired: 1-800-432-6554 (TTY-TDD)  
Visit FPL's Web Site at <http://www.fpl.com>

9717



Florida Power & Light Company  
PO Box 025576  
Miami, FL 33102

